



CCHA/CCHIE News and Notes



PROMOTING VALUE

Coastal Connect Health Information Exchange's new video will highlight impact on patients and care providers

Above: Randy Aldridge (left) of WWAY NewsChannel 3 visited our offices to film interviews for the new CCHIE Innovation Video. (Story on page 3)

CEO Update



As we come to the close of another fiscal year, we're already looking ahead at the exciting initiatives and goals for the next. The CCHA/CCHIE team and members accomplished their goals with innovative strategies and forward thinking.

We are thrilled to announce that CCHIE has created an Innovation Video, which captures stories from healthcare providers currently using our technology to improve patient care. We look forward to sharing this tool with current and future members. Along with the Community Impact and Innovation Award from Amerinet, this year has provided us with several

opportunities to showcase the work of CCHIE teams, members, and staff.

As we head into the end of the calendar year, it is time once again for our annual Alliance Day celebration. This year, the event will be held at the Holiday Inn on Wrightsville Beach on December 6th and will feature both a keynote address from author Liz Jazwiec and messages from our Board of Directors. Please mark your calendar to attend!

We continue to look for new opportunities to bring value to our hospital members and communities. 2013 has been a hallmark year for collaboration and innovation.

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Important Dates

10/08	Residents Reception
12/06	Alliance Day 2013





Education Collaboration

We have been working with SEAHEC to collaborate and promote a variety of educational sessions. Some exciting opportunities coming up over the next few months include:

Southeast Geriatric Care Convention

November 7th & 8th
Hilton Wilmington Riverside

NC Board of Nursing Updates

December 10th
SEAHEC

Please check the SEAHEC website for other educational events: <http://www.seahec.net/index.php/classes-and-events/>

Contracts and Operations Update



**DERRICK
BILLUPS**

CCHA committees have been meeting, and each have an assortment of items under review. Between all of the committees, there have been six new contracts implemented since June of this year. These agreements support Nursing Skills education/resources, pipette calibration services, sterilization chamber cleaning services, hospital furnishing, manifold reprocessing, and pulse oximetry. Each team continues to assess other potential opportunities, which should be secured in the coming months. These new agreements represent a tremendous amount of work by our hospital committees which will create new savings!

The Critical Access Hospital (CAH) work group had its initial meeting on July 12th. The CEOs of Bladen County Hospital, Doshier Memorial Hospital, and Pender Memorial Hospital discussed areas to network and secure new opportunities as a collective group. Dan Weatherly, CEO at Bladen County Hospital, was selected as the group lead. Members are excited with this opportunity and look forward to the

collective work—they plan to meet on a quarterly basis.

CCHA is developing a new and revised process to collect and assemble the Alliance hospital supply chain data. The Alliance will use this data to identify common areas of activity and opportunity among member hospitals. The process is currently under review by the Materials Directors committee and will soon be shared with the CFO committee. Members believe this will help identify and secure a number of new aggregate savings opportunities. Additional information will be communicated as it is available.

All of the Alliance committees are preparing to participate in annual strategic planning sessions over the next couple of months. Members will use this activity to identify common needs and opportunities for 2014. We look forward to this activity to secure new opportunities as well as identify new initiatives with the goal of bringing collective value to our members in the coming year!

Member Education: Chargemaster and Medicare Boot Camp Seminars



**ASHLEY
BELL**

We would like to announce that CCHA will be offering its annual Medicare Boot Camp and Chargemaster events on January 15 – 17, 2014 at the Country Club of Landfall. This will be a great opportunity for hospital coding staff to get important information on updates and changes for the new

year. Representatives from HC Pro will be on-site to provide the education and answer any questions attendees may have.

This year, the format will differ slightly. Whereas the Chargemaster session typically lasted for two days and Medicare Boot Camp only one, both sessions will slightly overlap since the information will be pertinent to

both audiences. We're excited about this change and believe that it will help give attendees better preparation and knowledge. For more information about this event and registration, contact Ashley Bell at abell@coastalalliance.org.

New video will showcase HIE's impact on community healthcare

Healthcare professionals give insight on workflow efficiencies and improved care delivery



BOBBY DEIGNAN

Success for Coastal Connect Health Information Exchange (CCHIE) is best illustrated in stories from regional healthcare providers and practice leaders that have benefited from its technology. Through a new "Innovation Video," CCHIE has captured several of these stories in order to show the breadth and depth of its value, access, and patient impact within our communities.

Representatives from across the continuum of care, from practice managers to Home Health and Safety Net organizations, participated in the filming and gave voice to the workflow efficiencies and care transition improvements that have resulted from the HIE applications.

Hunter Crumpton, Business Support Specialist for CCHIE, described how the video will help demonstrate the value of this



functionality within a care setting. "The positive impact of our tools is best illustrated by connected providers and their staff," said Crumpton. "Their access to clinical information prevents test duplication and allows for more informed care to be provided." This video is an opportunity to see the human story behind the technology. "Participating practices are truly innovators dedicated to improving the quality of

patient care across the many providers a patient sees," she continued. "We are proud they have included our tools in their workflow and trained staff to incorporate these tools."

The CCHIE Innovation Video premiered at the NCHICA 19th Annual Conference and Exhibition in Asheville, NC on September 10, 2013. The video can be viewed at our website: www.coastalconnect.org.

ONC Site Visit to CCHIE



On August 29-30, 2013, CCHIE hosted a site visit from the Office of the National Coordinator (ONC). Kerri Petrin and Roger Chaufournier (pictured above) were able to meet our team and visit Southeastern Health to see the HIE in action.

Recap: NCHICA 19th Annual Conference and Exhibition



ANNE MARIE ROBERTSON

Members of CCHIE attended the 19th Annual NCHICA Conference in Asheville, NC. Representatives from healthcare organizations across North Carolina were present, and this year CCHIE had the opportunity to showcase its work.

On September 10th, Yvonne Hughes presented "Connected Providers' View on the Value of a Community Model HIE." This provided an overview of how our organization engaged

providers in determining necessary functionality and support. Stories from the field illustrated the impact to patient care and care transition achieved through the use of this technology. Our new "CCHIE Innovation Video" was a great tool for presenting these stories.

Yvonne also participated on the panel at the HIE Workshop during the final day of the conference to further discuss the work accomplished in our region.



Above: Images from Residents Reception 2012. The event includes a drawing for prizes from both CCHA and member hospitals. Grand Prizes from the past have included tickets to shows, free bed-and-breakfast stays, GPS systems, and more.

Upcoming Event: Residents Reception

Each year CCHA hosts an annual Residents Reception. This annual event allows our hospitals to send their Physician Recruitment and/or Marketing Departments to meet with fifty or more medical residents in the South East Area Health Education Center (SEAHEC) program at New Hanover Regional Medical Center.

Without this recruitment event, many of our smaller community hospitals would not have the

chance to talk with this many residents about practice opportunities. Many of these residents could leave the area after training without ever realizing they had the chance to work at a local hospital.

This year's Residents Reception will be held at The Country Club of Landfall in Wilmington, NC from 6:00pm—8:00pm on October 8, 2013.

Note of Appreciation

CCHA would like to recognize **Bill Morine** for his years of service and dedication to the Carolinas Amateur Radio Emergency Service (CARES). Bill has served on the CARES Executive Committee and played an integral role in the implementation of this technology throughout the region. CARES provides our member hospitals with an alternate form of communication in the case of a disaster or emergency when other means may be cut off. Thank you, Bill, for your dedication to CARES!



Alliance Day 2013: December 6, 2013



ASHLEY BELL

On Friday December 6th, CCHA will once again host its annual Alliance Day celebration. This year, the event will be held at the Holiday Inn Resort on Wrightsville Beach, NC. We have a fantastic agenda lined up for this year's attendees, including a keynote address from author Liz Jazwicz, a vendor show and team poster displays, and messages from our CCHA Board of Directors.



Alliance Day is a time for both looking back on the successes of the past year and building excitement for the year to come. Jazwicz, who is an expert on leadership, customer service, and employee morale, will offer insights for how to sustain momentum as the

Alliance embarks on new initiatives and goals. Since CCHA succeeds when it brings value to its member hospitals, we've asked each member of the Board of Directors to give a short talk about how their participation in the Alliance has benefitted their facility, staff, and patient community.

Already vendors and business partners are reaching out to us, so they can sponsor this event. Each year we invite them to attend and exhibit as a way of giving them time to meet one-on-one with hospital staff. Their support each year makes Alliance Day possible, and we appreciate their continued dedication to CCHA.

As you can see, this will be a great experience for our all attendees. We're thrilled to share our successes and celebrate our accomplishments with our members!