



News & Notes

FY 2020

3rd Quarter

June 2020

CCHA RECEIVES GRANT FOR PROVIDING CARE TO UNDERSERVED IN REGION



Coastal Carolinas Health Alliance (CCHA) is pleased to announce that it has received a grant from The Cannon Foundation to fund collaborative efforts around primary care for the medically underserved population in our region. The \$175,000 grant award will cover the costs of purchasing a mobile unit and upfitting its interior to serve as a multi-care space. CCHA will partner with Manos Unidas, a subsidiary of Black River Health Services, to provide primary care to the target population of people who do not currently have a primary care physician or "medical home."

Angelica Santibanez-Mendez, who is Manos Unidas' Program Director/ Outreach Nurse, looks forward to launching this shared initiative with CCHA and what it'll mean to improving patient care. "This is exciting news!" she said. "We had mobile clinic last night in tents, and the wind kept blowing everything away! It was very frustrating, so we are SUPER anxious and excited!"

Yvonne Hughes, CCHA's CEO, echoed Angelica's sentiments, and expressed her appreciation for this generous award. "On behalf of the CCHA team," said Yvonne, "I would like to thank The Cannon Foundation and recognize their investment in bettering the lives of people in this region. We look forward to the work ahead and our partnership with Manos Unidas!"



CCHIE CO-AUTHORS CABG PATIENT READMISSIONS MANUSCRIPT PUBLISHED IN NATIONAL HEALTHCARE JOURNAL



Members of the Coastal Connect Health Information Exchange (CCHIE) team collaborated with representatives of UNC Wilmington and New Hanover Regional Medical Center (NHRMC) to co-author a manuscript entitled, "Use of an Electronic Alert Tool to Prevent Readmissions Following Coronary Artery Bypass Graft Surgery." The article has been published in the March/April 2020 issue of the *Journal of Clinical Outcomes Management*. In it, the authors discuss the initiative to avoid preventable readmissions within a 30 day window for Coronary Artery Bypass Grafting (CABG) patients.

In August 2017, three heart surgeons from NHRMC reached out to CCHIE and requested real-time, electronic notifications for their CABG patients who get admitted to a hospital emergency department within a 30 day window. If alerted, the surgeons' team could intervene and reduce preventable hospital readmissions.

CCHIE's electronic encounter alerting tool called NOTIFY™ allows subscribers to receive a text message or email notification on hospital encounter types such as: emergency room admission, emergency room discharge, inpatient

admission, inpatient discharge, and death. The NOTIFY™ tool is powered by an admission, discharge, and transfer interface feed that CCHIE has established with member hospitals. The feed allows alerts to be sent to care team members based on patient encounters like those listed above, thereby supporting timely clinician engagement for care transition.

For the CABG workflow, NHRMC provides CCHIE with a list of CABG patient names. CCHIE loads the CABG patient list into the NOTIFY™ tool, where it remains for 31 days before being removed. When a patient on the list admits to the hospital ED, an electronic, real-time alert is sent to two surgical navigators at NHRMC, who initiate intervention by the heart surgeons while the CABG patient is still in the ED.

In September 2017, the initial CABG patient list was loaded into the NOTIFY™ tool. By the following January, 53 notifications of CABG patient ED admissions had been sent to surgical care navigators, each one resulting in readmission avoidance.

CCHIE, UNCW, and NHRMC are thrilled to have their CABG manuscript published in a national journal, which will potentially spur other healthcare entities across the country to leverage notification technology to improve care transitions and avoid preventable readmissions.

COASTAL CONNECT HIE SUPPORT DURING COVID



It certainly isn't news to anyone that the past few months have been unprecedented as we've faced the COVID-19 pandemic. Like our members and stakeholders throughout the region, the CCHIE team has been working diligently to adjust to the "new normal" while continuing to provide the same level of support to our connected community. In particular, we have been working closely with our members to support their efforts to address COVID testing and tracing.

Here are just a few ways that CCHIE has been supporting those regional COVID initiatives:

- COVID results from tests performed by member hospitals can be found in CCHIE's Community Health Record (CHR). The CHR provides a comprehensive view of a patient's care history. Having COVID test results available through the CHR will help providers make informed decisions at the point of care.

- Regional Health Departments are using CCHIE's NOTIFY™ tool for COVID patient tracking and contact tracing efforts. NOTIFY™ is CCHIE's electronic encounter alerting tool that sends either a text message or email when a particular patient encounter occurs for a predefined set of patients. Alerting for COVID-positive patients will support Health Department efforts.
- CCHIE is providing COVID reports to connected participants by 1) sharing standard reports that are provided by our HIE vendor, Health Catalyst, and 2) using our in-house tools to generate customized reports upon request.

We are excited to utilize our technology's capabilities to support innovative efforts during the present pandemic. This has been an opportunity to leverage our functionality in new ways and work hand-in-hand with our members to combat COVID.

CCHA OPERATIONS UPDATE: ANOTHER BUSY QUARTER



The COVID pandemic has not slowed down business for CCHA! We have continued to work through our project teams and various initiatives to achieve value and reach milestones for this quarter. Here's a quick digest of what's moving and shaking for CCHA's operations.

The Carolina Amateur Radio Emergency Service (CARES) is preparing for the 2020 Hurricane Season. With monthly equipment checks and continued collaboration with Emergency Managers at member facilities, CARES stands prepared to activate if a situation arises.

The Lab Directors team has been reviewing bids from two blood services suppliers. Both suppliers have shown their commitment to our members and their communities. The team will convene at the end of June to evaluate the proposals and move forward with a decision.

The Mobile Simulation Program team has been working with members to reschedule training that had to be cancelled during March, April, and May. Although our team was able to train at some facilities, most needed to delay their sessions until later in the year. We look forward to a busy fourth quarter of hospital training scenarios!

Thank You to our
Alliance Day 2019

Gold & Silver Sponsors:

GOLD SPONSOR



SILVER SPONSORS



CHANGES TO UPCOMING EVENTS DUE TO COVID

As the country continues to manage the COVID-19 pandemic, our team has been working diligently to adjust our annual events according to recommendations from national and local authorities:

- Coastal Connect HIE's Annual Meeting has been cancelled for this year. Initially, we planned to move the event from May to August, but felt that it would still be too soon to hold a large group gathering.
- CCHA's 2020 Residents Reception will be held virtually. The team is currently evaluating different platforms to host a private Virtual Residents Reception, which will be open to our members and Medical Residents and Fellows throughout our region in NC & SC.