News & Notes

FY 2021   1st Quarter   December 2020

COASTAL CONNECT HIE PRESENTED AT NCHIMSS

Danielle Mandracchia and I presented at NCHIMSS's November 18th virtual conference on how Coastal Connect Health Information Exchange's (CCHIE) data was available for maternity patients displaced during and after Hurricane Florence.

Between September 10-13, 2018, more than one million people in the Carolinas were ordered to evacuate ahead of Florence. Due to catastrophic wind and rain, the region was virtually inaccessible for well over a week after the storm made landfall. Residents who had left were unable to return until roads were reopened and declared safe. For those who were in the late stages of their pregnancy, this obstacle was all the more concerning. Thankfully, CCHIE data was available to providers in case any issues, difficulties, or deliveries occurred.

Danielle and I shared an overview of CCHIE's current technology as well as a couple of use cases to demonstrate its usefulness. We then moved into a discussion of a county health department's workflow for their prenatal patients, which included laborious faxing, indexing, and shredding of documents. CCHIE transformed the workflow to provide information at the point of care without having to make paper copies. During and after major emergencies, like Hurricane Florence, the availability of that data can make tremendous differences in the type and swiftness of care delivered.

CCHA TEAMS COLLABORATE ON COVID-19 RESPONSES, SHARING BEST PRACTICES & LESSONS LEARNED

One of CCHA's pillars is its project teams, comprised of representatives from our member hospitals and partner organizations. Teams serve as a platform for networking and sharing at both regional and state levels. Oftentimes they become the "launch pad" for new programs and grant initiatives; both the Mobile Simulation Program and Coastal Connect HIE grew out of team discussions.

During the COVID-19 pandemic, project team collaboration has honed in on topics specific to testing, prevention, and vaccine planning. In many cases, our teams were able to bring in subject matter experts to share their insights and strategies for success.

Our Community Health Team heard speakers on many different aspects of COVID-19 over the past several months. This is perhaps one of our most diverse teams with representatives from hospitals, community providers, county health departments, and academic institutions. Their recent agendas have included presentations on health equity and impacts of COVID-19, a large health system's response to community testing in an urban environment, and county plans for reopening schools in light of social-distancing and mask mandates.

Last month, our Cancer Center Directors team heard from Mike T. Smith, Senior Manager of Ambulatory Services at Levine Cancer Institute—Pineville about lessons learned during the pandemic. Mr. Smith detailed how he and his team handled staffing challenges and worked to ensure a safe environment for patients and providers alike. The team was able to discuss helpful strategies that they could take back to their respective facilities.

Our newly-"reactivated" Infection Control & Employee Health team has been convening around plans for the anticipated rollout of COVID vaccines. At their most recent meeting, Melanie Matney of the South Carolina Hospital Association (SCHA) and Dr. Tim Davis of NC DHHS's Division of Public Health / Epidemiology, shared statewide plans for how vaccines would most likely be distributed, how they would need to be stored (including shelf-life), and how hospitals/health systems are planning to administer the different phases of doses to their team members.

This is just a sampling of the conversations going on through CCHA project teams. We appreciate the tremendous level of buy-in and willingness from our members and partners to share with one another. It truly shows this region's commitment to improving the quality of patient care.

ALLIANCE DAY 2020 VIDEO CELEBRATES OUR RESILIENT MEMBERS & COMMUNITY PARTNERS

BOBBY DEIGNAN

In lieu of our normal year-end, in-person Alliance Day event, the CCHA team put together a video message celebrating our members and community partners. In what has been an unprecedented and especially challenging year for everyone, we wanted to acknowledge the resilience of this region and the outstanding collaboration that our members have continued to foster.

Greg Wood, President & CEO of Scotland Health Care System

Greg Wood (President & CEO, Scotland Health System)

and CCHA Board Chair, provided a brief message for the video. In it, he congratulated the organization on its 30th anniversary and thanked its members for their dedication.

CCHA CEO Yvonne Hughes also gave some remarks on the remarkable sharing

of best practices that has occurred throughout the COVID-19

pandemic. Project teams have openly discussed challenges and lessons learned, thereby helping their colleagues develop better strategies for dealing with the virus and its impacts.

The video culminates in a summary of CCHA's ongoing work through our various teams and initiatives, including contract savings, professional education, training, and new grant projects. It looks back over the past thirty years of the organization's successes, milestones, and changes to show how it's been our unique membership, comprised of strong and committed healthcare providers and community partners, that has sustained this collaborative for so long.

Please visit the link below to view the video for yourself: https://bit.ly/3gs41tV

COASTAL CONNECT HIE'S YEAR IN REVIEW

KARON CASEY

2020 has been a year like no other, and I'm proud to report that the Coastal Connect Health Information Exchange (CCHIE) team successfully remained flexible and adapted to the new challenges. At a time when healthcare has had an even greater urgency than usual, the availability of patient information at the point of care is critical. As we wrap up 2020, we wanted to share a digest of our organization's current reach and member utilization.

To date, CCHIE has over two million patients indexed, meaning their information is available to their connected providers. Over the course of the past year, we have had nearly seven million patient searches, and nearly 300,000 unique patients accessed. Additionally, we

have integrated 311 data contributors, representing acute, ambulatory, diagnostic, FQHCs (Federally Qualified Health Centers), public health, and post-acute facilities.

CCHIE's messaging functionality ranges from care alerts (ADTs) to medical notes from providers. In 2020 alone, we had over 51 million messages sent, including 42.5 million ADTs, 4.2 million lab reports, 50.8k pathology reports, 698k radiology reports, and 4.3 million transcriptions.

Robust data and strong utilization tell us that our technology is impacting the quality and delivery of care in this region. We will continue to work alongside our connected users in 2021 and remain cognizant of their changing needs in a swiftly-changing industry.

MEDICARE BOOT CAMP ONLINE FOR FIRST TIME

Next month, CCHA and its education partner HC Pro will be hosting our first-ever virtual Medicare Boot Camp + Revenue Cycle Update. Typically, this event is held in-person in the Wilmington area for two days. This year, however, we've successfully transitioned the agenda into four, half-day (online) sessions that attendees can access from the comfort of work or home without having to travel.

The new format will combine live instruction with opportunities for open discussion as well as Q&A. HC Pro's nationally-recognized educators will be able to prepare attendees for upcoming changes and equip them with strategies for maximizing reimbursement. Space is still available, and deadline to register is Wednesday, January 6th.