



# News & Notes

FY 2022

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## MOBILE SIM PROGRAM EXPANDS TRAINING

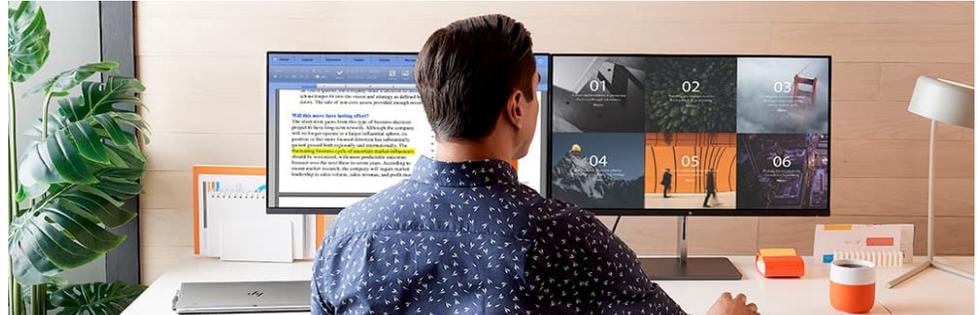


The Mobile Simulation Program (MSP) has seen an uptick in requests for scenarios related to COVID patient care. Recent trainings at member hospitals have included critical drips, proning, chest tube management, and respiratory distress. A major component of these trainings is integrating policies and procedures as well as equipment specific to that facility. This emphasizes the best standards of practice while acknowledging tools at their disposal.

The MSP continues to expand our training schedule to new facilities within the CCHA footprint. This fiscal year, we have two weeks of training at Conway Medical Center and a week at Novant Health Brunswick Medical Center (Bolivia). Additionally, grant funds from Community Care of the Lower Cape Fear will take MSP training beyond our membership to Sampson Regional Medical Center (Clinton) and Betsy Johnson Hospital (Dunn).

Residency programs at Novant Health New Hanover Regional Medical Center (Wilmington) and UNC Health Southeastern (Lumberton) have also increased their training time with us. So far we've added an additional day of training each month for them, with another currently in the works. MSP training is especially beneficial for busy Residents and Program Directors; having the equipment and educators come on-site allows for a seamless training experience.

The MSP continues to identify new educational opportunities like these.



## VIRTUAL BOOT CAMP OFFERS LESSONS ON NEW VALUE



CCHA strives to remain nimble, so it can continuously adapt to industry changes and bring value to its members. During the pandemic, one way we pivoted was moving our annual Medicare Boot Camp + Revenue Cycle Update to an online platform. Two years and two online Boot Camps later, we are drawing lessons learned from successfully transitioning a large event into the virtual space.

For years, CCHA and HCPro, our education partner, hosted Medicare Boot Camp as a two-day in-person event in the Wilmington area. Upwards of sixty people would travel in for the all-day sessions, many of them staying overnight at the hotel where the event was being held. The agenda would be packed with back-to-back sessions on upcoming changes to reimbursements, coding, rules, and new policies. Although attendees and instructors were exhausted by the end of each day, they truly appreciated the opportunity to learn and network with their peers.

When the COVID-19 pandemic prevented in-person meetings, especially large events like Boot Camp, HCPro provided a virtual option, so we could continue offering this education. The agenda sessions remained the same; however, we

were able to spread the event across four afternoons instead of two days. Since attendees could attend from the comfort of their work or home offices without the burden of travel, we were not limited to a two-day window of time. Additionally, HCPro was able to engage some of their instructors who otherwise wouldn't have been able to travel and attend in-person.

After the first virtual Boot Camp in 2020, the CCHA team realized the new value achieved through the online platform. In addition to a less condensed agenda and more HCPro instructors, our member hospitals did not have to reimburse their respective attendees for mileage or cover the costs of overnight accommodations. CCHA was also able to reduce registration costs since the event did not need a reserved meeting space or onsite catering.

Looking ahead, we see an opportunity to market this event to additional members, especially those further away for whom travel was an obstacle to attending past events. Now that Medicare Boot Camp can be offered online, this education can reach a broader group of healthcare coders and reimbursement professionals in our region. This is just one lesson learned from the pandemic, and we continue to explore new ways of bringing the same value proposition to our dedicated members.

## SPRING SANE TRAINING; NEW COORDINATOR JOINS TEAM



**EMILY  
TURNER**

I joined Coastal Carolinas Health Alliance as its Regional SANE (Sexual Assault Nurse Examiner) Program Coordinator in January 2018. Over the past four years, I've worked alongside our member hospitals to recruit nurses to become SANEs.

The training process involves extensive classroom instruction followed by clinicals. Although it can be an arduous regiment, especially for nurses who are already experiencing increased caseloads and burnout during the pandemic, becoming a SANE equips the individual to provide care to victims of assault while collecting vital evidence and documentation.

SANE nurses are increasingly in demand nationwide. CCHA launched its regional initiative to address that growing need with funding from the NC Governor's Crime Commission. With those funds, we've been able to purchase educational materials, training equipment, and patient simulation mannequins for hands-on instruction. My job has been to ensure those items are distributed to our members while coordinating classroom instruction. Our 2022 SANE training will kick off mid-May. Already we've been

able to fill all available spots for this year.

I'd also like to announce that Stacey Kaiser (*right*) will be taking over my role starting this summer. My time with CCHA has given me so many fantastic opportunities, including the opportunity to explore a new career in nursing. As I've been transitioning out of CCHA, Stacey has hit the ground running to ensure the program remains active.



Stacey comes to CCHA from her role as Grants Coordinator for Coastal Horizons Center. She has extensive knowledge of the regional need for SANEs from her work with the Rape Crisis Center. I know that she will be a fantastic lead for CCHA's SANE program in the years to come.

Healthcare looks very different that it did in 2018, but the strong partnerships within this region remain the same. It's been a privilege to play a part in improving patient care and recruiting the next generation of SANE nurses for southeastern North Carolina!

## CCHA TO HOST FIRST-EVER CAPS JOB FAIR IN JUNE



**CARA  
DITTMAN**

The Carolinas Association of Providers Services (CAPS) will be hosting its 2022 Annual Conference on June 13th and 14th in Chapel Hill. CCHA and its Physician Recruiters Team have partnered with CAPS to host a first-ever job fair on the evening of the 14th to wrap up the event.

This year's CAPS conference is all about physician recruitment, workforce development, and strategies for talent acquisition. The Physician Recruiters team saw this as the perfect opportunity to

advertise current job openings at their respective facilities throughout the region.

Staffing continues to be a major topic across multiple industries, especially healthcare. For many years, CCHA has hosted annual Residents Reception events in an effort to recruit and keep medical talent within the region. This new opportunity with CAPS will help expand our reach and highlight the fantastic career options in southeastern NC and northeastern SC. The team looks forward to meeting CAPS members in June!

## COASTAL CONNECT HIE SUPPORTING REGIONAL DATA INITIATIVES



**PATTY  
LEWIS**

Since it launched over ten years ago, Coastal Connect Health Information Exchange (CCHIE) has emphasized the importance of having timely and accurate patient data available at the point of care. Data plays a pivotal role not only with individual treatment plans but also in supporting care transitions. These are just a couple examples of how discrete data impacts patient care. What about data on a larger scale?

A 10,000-foot view of patient data across a population can help predict trends and support new or ongoing interventions, programs, and treatment options. That's the core of population health management, and CCHIE has partnered with several organizations to support their population health management efforts.

For example, Wilmington Health is receiving its patients' data from CCHIE to follow osteoporosis patients with recent fractures to ensure they are receiving timely and appropriate follow-up care.

Another example would be our partnership with the Cape Fear Collective, which is developing community dashboards for the region that address social and health issues, such as poverty, food insecurity, and elevated A1C's. These dashboards can then, in turn, be used to develop grant projects and community programs that specifically address those issues.

We're proud to be partnering with organizations and providers to support improvement of care. This includes everything from a physician at a patients' bedside to a prediabetic population in one of our counties. The CCHIE team continues to onboard new data contributors and enrich the data sets available through our technology.