



COASTAL CAROLINAS
HEALTH ALLIANCE

2017

ANNUAL REPORT

Meaningful Collaboration.
Stronger Partnerships.
Improved Outcomes.

Throughout its history, Coastal Carolinas Health Alliance has prided itself on the diverse programs and initiatives that we offer our member hospitals. From the beginning, the Alliance provided regional collaboration in a variety of areas including contracts, education, and sharing of best practices. As the healthcare industry continues to change, CCHA has developed new, innovative strategies to remain cutting edge and forward thinking. Member networking and collaboration continue to serve as a centerpiece of our operations. We are proud to provide a regional platform to support that level of collaboration and impact patient care in North and South Carolina.

Yvonne Hughes, CEO



Now in its twenty-seventh year, Coastal Carolinas Health Alliance continues to serve as an essential partner for member organizations as we strive to serve our patients and community. While all members welcome the financial return on investment that comes with membership, it is the unique opportunity for partnership and innovation that truly drives CCHA's value. During a period of immense change and uncertainty in healthcare, we are fortunate to have CCHA providing us a forum in which we transform competition into collaboration.

Jay Briley, Board Chair
(President, Vidant Duplin Hospital)





\$4.3M Quantifiable Savings
\$721K Value-Added Savings
11:1 Avg. ROI for Members



15 Education Sessions Held
9 Grant Apps Submitted



MOBILE SIM PROGRAM

- **795** Hours of Training Conducted
- **3,861** Staff Members Trained
- **4,223** CE's Awarded



CCHIE MILESTONES

- Statewide footprint for access to patient encounter data expanded to **71 counties**.
- **Onslow Memorial Hospital** joined CCHIE as a full member.
- **Liberty Home Health ADT** (admission, discharge, transfer) information began pushing to CCHIE's Patient Search tool.
- CCHIE signed a submit-only participation agreement with **NC HealthConnex**.

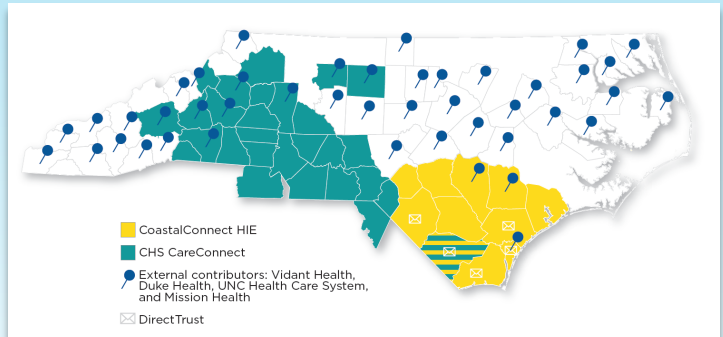
2017
 YEAR IN REVIEW

COASTAL CONNECT HEALTH INFORMATION EXCHANGE

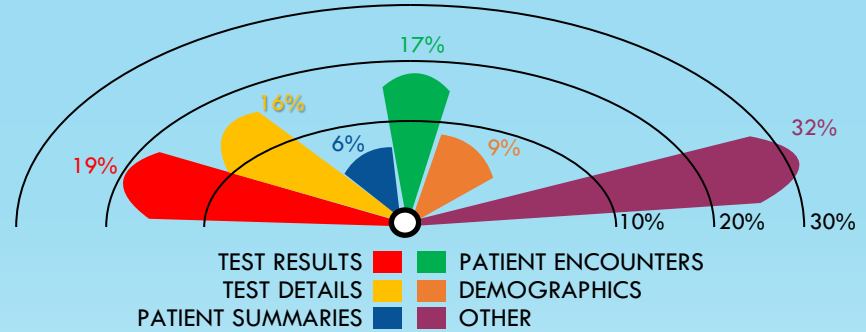
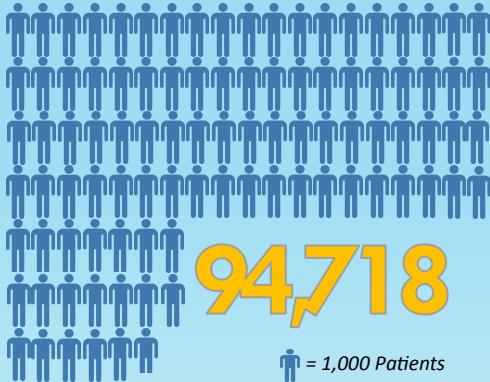
Coastal Connect Health Information Exchange (CCHIE) is an efficient and secure system that allows patient information to be shared among health care organizations across the state and region. Medical encounter information is contributed to CCHIE and made available to other providers and care managers involved in a patient's care plan. Health outcomes improve when providers have access at the point of care to robust data about their patient's medical history.

INFORMATION CONTRIBUTORS

CCHIE has 56 data contributors: 5 hospitals, 50 ambulatory practices (hospital and non-hospital owned), public health, a commercial laboratory, and an image diagnostic entity. Data contributors are providers that submit data to the HIE, which is stored in HIE data repositories and accessible through the Patient Search tool (Community Health Record).



PATIENTS ACCESSED (FY 2017)



Month-At-A-Glance: 43,454 Documents Viewed

PATIENT SEARCH TOOL STATISTICS

ACCESS TO OTHER DATA POINTS

In addition to data contributors, CCHIE has established interfaces that support query-retrieve from 36 data points: New Hanover Regional Center Physicians Group and Physician Specialists, Carolinas Healthcare System, Vidant Health, Duke Health, UNC Health Care, and Mission Health System. Query-Retrieve data points are providers that CCHIE technology electronically communicates with and allows a CCHIE participant to essentially ask if there are any encounter documents for their patient with this provider. If there are, a patient match is made and the documents return to the end user. CCHIE has leveraged two HIE to HIE connections and three eHealth Exchange connections to increase access to clinical information across our state.

MOBILE SIMULATION PROGRAM

We launched the Mobile Simulation Program (MSP) in 2011 with funding from The Duke Endowment. The grant helped fund the costs of purchasing a truck, having the truck's interior outfitted to work like a hospital patient room, and ordering a diverse array of patient simulators. These simulators range in age and abilities, allowing for a wide range of high-fidelity emergency training scenarios. MSP training is conducted at CCHA member hospitals throughout the year, and our team works with their education departments and directors to pinpoint specific areas of improvement and to customize training to meet their specific needs.

MSP BY THE NUMBERS

RESULTS	2017	2011—2017
Hours Used	795	4,455
Staff Trained	3,861	16,837
CEUs Awarded	4,223	18,513

To meet just such a need, the MSP began offering nonviolent crisis intervention (CPI) training this year. With a focus on prevention, the core training program equips staff with proven strategies for safely defusing anxious, hostile, or violent behaviors at the earliest possible stage.





EDUCATION EVENTS & RECRUITMENT SUPPORT

One of our primary goals is to offer member hospitals comprehensive educational sessions that represent the current trends in healthcare on both a regional and national level. Through our educational offerings, CCHA has been able to bring in well-credentialed speakers and coordinate sessions at a much lower cost than individual organizations. Oftentimes, the Alliance is able to provide continuing education hours for free at these events.

2017 EDUCATION SEMINARS

Alliance Day 2017 | CCHIE Web Demonstrations & Trainings | Medicare Boot Camp + Revenue Cycle Update | NEST (Neonatal Education with Simulation Training) | Nurse Leadership Conference | Team Development & Continuing Education

CCHA also supports a collaborative approach to recruiting and hiring qualified providers for the region. Its Physician Recruiters team shared the costs of attending recruitment events, and in FY 17 alone the team was able to save \$25,000 in registration fees by recruiting together. CCHA also hosts two annual Residents Receptions during which member hospitals have the opportunity to network with residents in the region to ensure those that train here, practice here.

CAROLINAS AMATEUR RADIO EMERGENCY SERVICE

The Carolinas Amateur Radio Emergency Service (CARES) is an emergency response mechanism for our Alliance members and region to communicate during disaster situations when other lines of communication have been cut off (e.g., hurricanes, floods).

TRAINING

- License Training—To better facilitate amateur radio license training and examination, an online self-study curriculum is available.
- On-Air Nets—Once a month, licensed operators have the opportunity to practice their radio skills and test hospital equipment by participating in on-air nets.



GRANT INITIATIVES & AWARDS

CCHA works with its members to source and write grant applications for a variety of projects and initiatives. Here's a summary of the grant awards:

- **Bladen County Hospital**
 - DR Equipment purchase/installation (The Cannon Foundation): \$150,000
- **Columbus Regional Healthcare System**
 - Establishment of a Care Continuum Transition Program (The Duke Endowment): \$275,963
- **Dosher Memorial Hospital**
 - Development of a County Wellness Coalition (The Duke Endowment): \$334,400
 - DR Equipment purchase/installation (The Cannon Foundation): \$100,000

OUR NEW NON-ACUTE MEMBERSHIP TIER

In 2017, the CCHA Board of Directors approved a new non-acute membership tier for the organization. Historically, membership in this organization has been limited to hospitals and health systems, but recent changes in the healthcare industry focusing on community health and the wider continuum of care have led larger care providers to increasingly look for ways to partner with non-acute entities.

Our non-acute members lend their purchasing volume to collectively achieve greater savings opportunities and more competitive contract pricing. We are also looking at ways to integrate these members into existing CCHA project teams, so they can access other CCHA collaborative initiatives.

In the first year of offering this membership tier, we were able to sign eleven non-acute members. These providers range from long-term care facilities to large physician groups, including:

Black River Health Services
Cape Fear Clinic
CommWell Health
The Davis Community
Lower Cape Fear Hospice

MedNorth
New Hope Clinic
Plantation Village
Well Care Home Health
Wilmington Health



CCHA MEMBER & AFFILIATE HOSPITALS

BLADEN COUNTY HOSPITAL

Elizabethtown, NC

COLUMBUS REGIONAL HEALTHCARE SYSTEM

Whiteville, NC

DOSHER MEMORIAL HOSPITAL

Southport, NC

MCLEOD HEALTH

Florence, SC

MCLEOD LORIS / SEACOAST

Loris, SC / Little River, SC

NEW HANOVER REGIONAL MEDICAL CENTER

Wilmington, NC

PENDER MEMORIAL HOSPITAL

Burgaw, NC

SCOTLAND HEALTH CARE SYSTEM

Laurinburg, NC

SOUTHEASTERN HEALTH

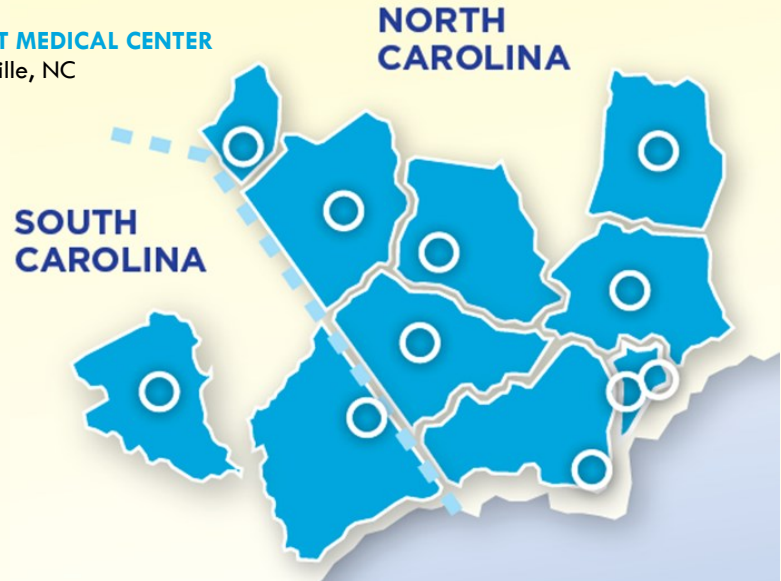
Lumberton, NC

VIDANT DUPLIN HOSPITAL

Kenansville, NC

VIDANT MEDICAL CENTER

Greenville, NC



OUR MISSION

To provide value to members by facilitating improvement of quality and delivery of healthcare and achievement of operational efficiencies through collaborative efforts.

OUR VISION

To be a high performing hospital network characterized by collaboration, stellar member performance, commitment to mutual success, and a focus on healthcare issues.



5305-M Wrightsville Avenue | Wilmington, NC 28403 | (877) 332-8012 | (910) 332-8012 | www.coastalalliance.org