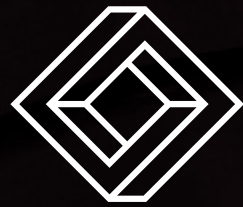


A GUIDE TO **THE NETWORK**



**SOLVENT
NETWORKS**

A Division of SCHA

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SOLVENT
NETWORKS

A Division of SCHA



South Carolina
Hospital Association

The South Carolina Hospital Association works to improve healthcare across the state by supporting and enabling our member hospitals to be the highest-quality systems of care.

But providing this is not a task that can be done alone, and hospitals and health systems need partners within their communities to help them work toward the ultimate goal – the business of patient care. Solvent Networks, formerly known as SCHA Solutions, was created in 1992 by SCHA to help member hospitals find the best quality and price on business, operational and workforce solutions.

Each one of our partners has been strategically selected to assist your hospital with a specific need from infection prevention with Stericycle to ensuring you have a strong workforce with Qualivis to protecting employees from workplace violence with Collective Medical to reimagining care delivery with Wellspring.

Revenue generated by Solvent Networks allows SCHA to invest in programs to improve healthcare in South Carolina and reduce pressure on membership dues. In 1995, we represented 3 percent of the SCHA enterprise budget. Today, that figure is nearly 50 percent. This ensures that we can continue to offer top-quality programs, education and support from SCHA while holding our cost to a minimum.

A partnership with Solvent Networks benefits you and all other hospitals in South Carolina.

WELCOME TO THE NETWORK.

This is your guide to our consortium of industry-leading companies that offer healthcare business solutions at the best possible prices. We've done the research, vetting and contractual negotiations that you don't have time to do, which means a cure for your pain point is just a phone call or email away.

Here you'll find a complete listing of each of our partners including key terms, descriptions and contact information. We have also included a number of case studies to showcase how our partners have delivered results for hospitals across the state – results such as new revenue sources, increased staff productivity and simplified workforce solutions.

As a division of SCHA, our goal is to be your first-call resource for business-oriented solutions, whether you need help with workforce, operations, financial services or compliance. Please let us know how we can serve you.

Sincerely,

Neill Cameron, President



SOLVENT
NETWORKS

A Division of SCHA

HOW WE BUILD THE NETWORK.

Our partners have demonstrated that they can deliver ready-to-deploy products or services that meet hospital needs as well as the highest standards of quality and customer service. They are chosen through a rigorous screening process that results in a mutually beneficial contractual relationship. We've done the legwork in building this network, so you have time to focus on the most important business of patient care.

1

IDENTIFY NEEDS

Our market intelligence system gathers and analyzes information through meetings with hospital members and leaders, staying current with market trends, and participation in regional and national meetings with industry professionals. We then use these insights to identify healthcare business needs.

2

IDENTIFY COMPANIES WITH SOLUTIONS

Once a need is identified, we work with companies that have a defined product or service to address the issue. We ensure a favorable pricing strategy and the market readiness of the product before introducing it to the network.

3

VETTING & NEGOTIATIONS

Potential partners are first presented to the operations advisory committee, which is composed of subject-matter experts. If accepted, the company is then asked to develop a contract to include financial agreements and marketing plans.

4

ONGOING EVALUATIONS

After a partner is officially endorsed, the vetting process continues with monthly calls, quarterly reviews, annual evaluations and continuous monitoring of satisfaction and feedback from member hospitals.

WHAT CAN WE HELP YOU WITH?

Solvent Networks can deliver ready-to-deploy products or services that meet hospital needs and the highest standards of quality and customer service. We currently offer partnerships for the health of your business in the following areas.

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MEET THE CHAIRMAN

Norm Rentz,
Trustee,
Cannon Memorial
Hospital Foundation

With more than 45 years in healthcare — 31 in South Carolina hospitals — Norm Rentz has seen a lot of change. But he says one constant is this: The best way hospital leaders can provide quality patient care is to hire the best possible people in their respective fields.

“Healthcare has become so complex that no one can do an effective job without having good, knowledgeable people at every position,” which is the best advice he could offer to an incoming hospital leader. That, and “plan for an early retirement,” he joked.

Rentz lists the biggest challenges facing hospitals today as meeting the public’s expectation of perfection at lower costs, finding and keeping great staff, and keeping up with technology. In the

near future, he expects to see a further blending of the roles consumers, payers and insurers play as more companies get into the role of providing direct care and more employers contract directly with providers to eliminate insurers. In other words, more change is coming.

Change has also defined much of his term as chair of Solvent Networks, formerly known as SCHA Solutions. After serving on the Solutions board for decades, Rentz helped oversee two major developments: the sale of Qualivis, an SCHA-owned workforce solutions company, and the launch of a rebrand of the company that helps pair hospitals needing business solutions with endorsed companies that can provide them at the best possible price.

“Our purpose is to provide value to SCHA, and we do that through finding ways to provide quality services to help our hospitals solve problems,” he said. “By forming relationships with various partners, Solvent can help identify the best products to suggest to hospitals. Along the way, we hope to find services such as Qualivis that not only provide great solutions but also create funding that can reduce the need for increases in member dues.”

While the rebrand of Solvent Networks should help the company generate more attention, Rentz is primarily excited about working with the people who make up Solvent Networks team. “They are key to the organizations’ success,” he said.



KEY WORDS

**COMPLIANCE, COST SAVINGS,
REDUCING RISKS, REVENUE CYCLE**

An information management company committed to lowering costs while improving document management and productivity throughout the organization, Advanced Imaging Systems offers specific solutions for handling credential files, explanation of benefits and medical records. The company tests and evaluates all major industry brands on a regular basis to ensure it is utilizing the best available technology as well as providing the best products to customers. Key benefits to clients include efficiency, security, HIPAA compliance, and cost reduction.



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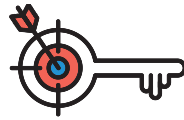
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HIGHLIGHTS

- AIS can help limit risk exposure associated with HIPAA violations, e-discovery inquiries or maintaining excess or unnecessary files or records of any type.
- If you've recently acquired another facility, physician practice, etc., the records of that acquired entity are now the property of your facility. AIS can help implement an appropriate document management process to limit exposure from old records.
- AIS can help with physician or licensure credentialing records, financial records, human resources records, medical records, etc.
- Reduce excess costs associated with staff coordination, offsite storage of records, offsite document management, etc.



KEY WORDS

**COST SAVINGS, GENERATING REVENUE,
REVENUE CYCLE**

For more than a decade, ARxChange has pioneered patient financial care systems and advanced analytic methods. The company delivers breakthrough financial performance in patient receivables through an integrated solution suite driven by big-data science and investment-grade performance. The company reports that clients realized a 2,117 percent return on investment in 2018.



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HIGHLIGHTS

- Since individual patients have become a larger percent of the hospital payers (due uninsured or underinsured patients), hospitals can consider data-driven models for more patient-friendly billing systems.
- Based on behavioral economics and machine learning, ARX can help set up designed payment systems to collect smaller, more manageable amounts from patients on the front end versus sending high balances to bad debt.
- The ARX technology is being used by some of the largest accounting firms in the country and widely publicized in national publications such as HFMA, Beckers, etc.



KEY WORDS

**BUNDLED PAYMENTS, COST SAVINGS,
GENERATING REVENUE, REVENUE CYCLE**

Cedar Gate offers the performance analytic platform known as ISAAC™ — Intelligence System for Advanced Analytic Computing — to serve the needs of providers, payers and self-insured employers who are at-risk for the healthcare dollar and desire greater success under the new payment and delivery contracts. Developed for the C-suite, it is an executive decision tool that enables management to maximize the value of each risk-based contract while improving quality and lowering the total cost of care across the enterprise.



CONTACTS

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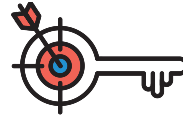
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HIGHLIGHTS

- As hospitals move into more value-based or risk arrangements, they need to know how all providers and contracts are performing in order to see continued financial and operational success.
- The ISAAC technology can help assess and specifically identify strengths and weaknesses in provider or contract performance so hospitals and health systems can make better decisions regarding future at-risk arrangements.
- Through a recent acquisition, Cedar Gate can also now provide complete analysis, consulting and administration of prospective bundled payments.
- If a hospital or health system has a service line or center of excellence they'd like to sell or market to a self-insured group, employer, etc., Cedar Gate can help set up, manage, and administer payment of the bundle.



KEY WORDS

BEHAVIORAL HEALTH, CARE COORDINATION, CARE MANAGEMENT, OPIOID ABUSE, SUBSTANCE ABUSE, WORKPLACE SAFETY

Collective Medical offers a healthcare information technology network delivering real-time patient notifications to streamline care transitions and reduce medically unnecessary hospital admissions. The system empowers care teams to improve patient outcomes by closing communication gaps that can undermine care.



CONTACTS

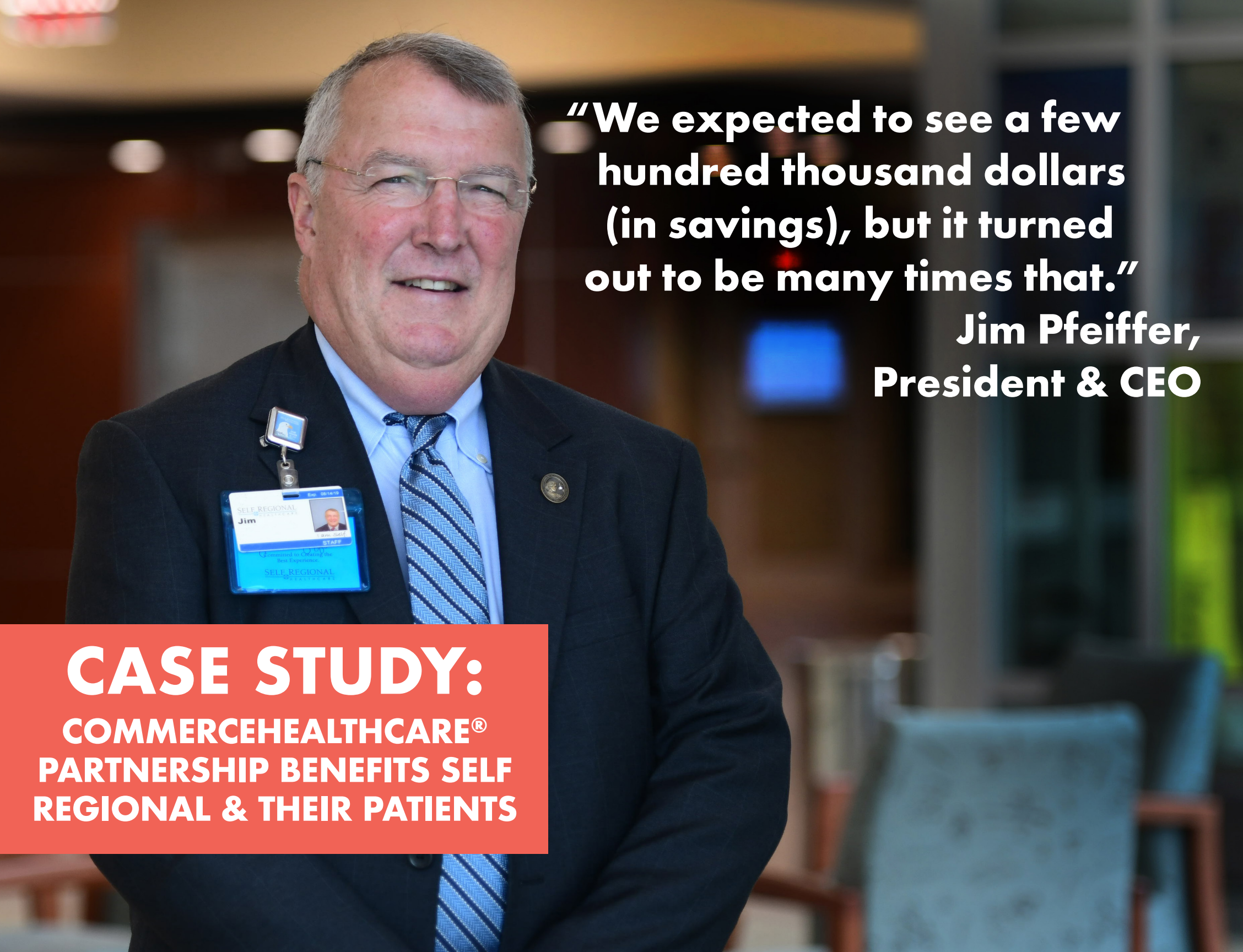
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HIGHLIGHTS

- Collective's EDie software makes up the nation's largest care collaboration network.
- Via real-time event notifications built into the EMR workflow, EDie can notify providers, care managers, community organizations, etc., of patient access patterns to enable greater transparency and better care coordination.
- Through a partnership with Collective Medical Technology, SCHA will enable statewide priorities including: reducing readmissions; reducing uncompensated care; greater collaboration and coordination of behavioral health patients; reducing opioid abuse; alerting providers and care takers of patients with history of violence toward staff or providers; enabling adherence to end of life or advanced care planning desires of patients.



“We expected to see a few hundred thousand dollars (in savings), but it turned out to be many times that.”

**Jim Pfeiffer,
President & CEO**

**CASE STUDY:
COMMERCEHEALTHCARE®
PARTNERSHIP BENEFITS SELF
REGIONAL & THEIR PATIENTS**

An electronic payables system built on the Visa® rewards system could be a time-saver and revenue-generator for hospitals of all sizes. But setting one up can be a lot of work: soliciting and reviewing proposals, contacting suppliers to find out which ones will accept Visa® payments, setting up security systems and training staff on new procedures.

Or you can just call Solvent Networks, a division of the South Carolina Hospital Association (SCHA), and get connected with CommerceHealthcare®, a national leader in payments and revenue cycle management. Its CommercePayments™ accounts payable program is hassle-free.

“We do all the legwork,” said Christy Hulett, vice president for accounts payable strategies and solutions. “We contact all the suppliers directly and offer to set up electronic payments, and if they agree, we begin making the payments on behalf of the hospital. When the bill is processed, the hospital is notified, so it’s a seamless, secure system.”

The benefit for the suppliers is prompt payments, while the hospital generates revenue through the Visa rewards system, so there’s no software for the hospital to host and no need to change other banking relationships. The revenues can be substantial. When Self Regional Healthcare partnered with four other hospitals to form a group purchasing organization called Initiant, part of the philosophy was that there’s strength in numbers.

“When you combine the resources of five organizations, it’s a significant account for the vendor,” said Jim Pfeiffer, Self Regional president and chief executive officer. “In order to get all five hospitals, the vendors really had to sharpen their pencils. Commerce stepped up and delivered a strong proposal.”

The results have more than exceeded Pfeiffer’s expectations. The impact for all five partners adds up to millions of dollars.

“We expected to see a few hundred thousand dollars, but it turned out to be many times that,” he said. “We’ve passed those savings along to the community. We haven’t had a rate increase in seven years.”

“It’s also more secure than using a departmental debit card that may have a high charge limit, because the amount of the invoice is all that a vendor can receive,” Hulett said. “It eliminates opportunities for fraud or duplicate billing.”

Some hospitals that already have a card-based accounts payable program add CommercePayments™ as a secondary tool to capture additional revenue. Their ongoing enrollment strategy continually brings new vendors into the system without disrupting the program already in place.

CommercePayments™ is just one part of a comprehensive suite of financial solutions offered by CommerceHealthcare®. Their Payment Hub allows users to consolidate all types of payments into a single file that maximizes efficiency, eliminates check-writing and reduces reconciliation time while maintaining the revenue-generating card system. Through CommerceHealthcare®’s Health Services Financing, facilities can offer patients a low- or no-interest line of credit to cover out-of-pocket charges, something which has proven to be a powerful tool in providing patients with peace of mind and decreasing uncompensated care.

Initiant and CommerceHealthcare® coordinated their negotiations with Solvent Networks, previously known as SCHA Solutions. As a Solvent Networks endorsed partner, CommerceHealthcare® agrees to offer its products to member hospitals at the best possible prices and provide a revenue share to Solvent Networks. Those funds support SCHA initiatives and reduce pressure on membership dues.





KEY WORDS

**COST SAVINGS, GENERATING REVENUE,
REVENUE CYCLE**

A national leader in payments and revenue cycle management, CommerceHealthcare® offers a comprehensive suite of automated payables solutions that streamline operations and generate revenue. Their ongoing enrollment strategy and established relationships with healthcare suppliers make a measurable difference in client revenues. CommerceHealthcare®'s Health Services Financing program enables providers to offer patients a low- or no-interest line of credit for estimated out-of-pocket expenses, giving patients and their families peace of mind.



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HIGHLIGHTS

- Staff responsibilities and processes in accounts payable can be repetitive and time consuming and can slow the revenue cycle process.
- Through automating your accounts payable processes, hospitals can not only free up staff time and reduce costs but can also generate additional revenue.
- CommerceHealthcare® can provide a strong primary or secondary e-payables program for healthcare entities.



KEY WORDS

RECRUITMENT & STAFFING

Hospital Careers, a national recruiting network, offers online tools to recruit and evaluate prospective employees for a wide variety of healthcare positions. The website allows healthcare professionals to research and apply for job openings at the hospital that best fits their experience, specialty and interest. For an annual fee, hospitals can post an unlimited number of positions on the website, which is marketed nationally and regionally. Jobs can also be automatically populated to the website.



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HIGHLIGHTS

- Healthcare in SC and nationally are now in competition with much larger industries and non-hospital sites of care as possible employers, which means hospitals need to get much more aggressive with recruiting.
- Hospitals and health systems working in partnership with Hospital Careers can achieve national or regional exposure and marketing to targeted health professionals without the cost of having to send a recruiter to a national or regional show or event.
- You can let Hospital Careers do the heavy marketing and recruiting for you, bringing top candidates to your open positions.



KEY WORDS

RECRUITMENT & STAFFING

A pioneer in the recruiting industry for 40 years, Jackson Physician Search provides an extensive, in-house database of physicians and outreach strategies to find top physician and advanced practice provider candidates on a daily basis. The company focuses on building partnerships with clients and providing transparency in fees, contract terms and process. Their team of recruiters collectively has more than 125 years of physician recruiting experience.



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HIGHLIGHTS

- Jackson Physician has one of the largest databases of physicians and uses targeted outreach strategies to meet physicians or providers where they are.
- Jackson Physician can also help with recruiting rural or advanced practice providers.



KEY WORDS

**COST SAVINGS, GENERATING REVENUE,
REVENUE CYCLE**

An industry leader in workers compensation claims recovery, Park Dansan helps healthcare organizations maximize revenue, staffing productivity and compliance to maintain long-term eligibility. Park Dansan's Strategic Consulting Services include a variety of research-enhanced offerings that include perception analysis, strategic planning and HIPAA consulting and assessment. These services help healthcare organizations effectively plan for the future, further develop services and thrive during challenging economic times.



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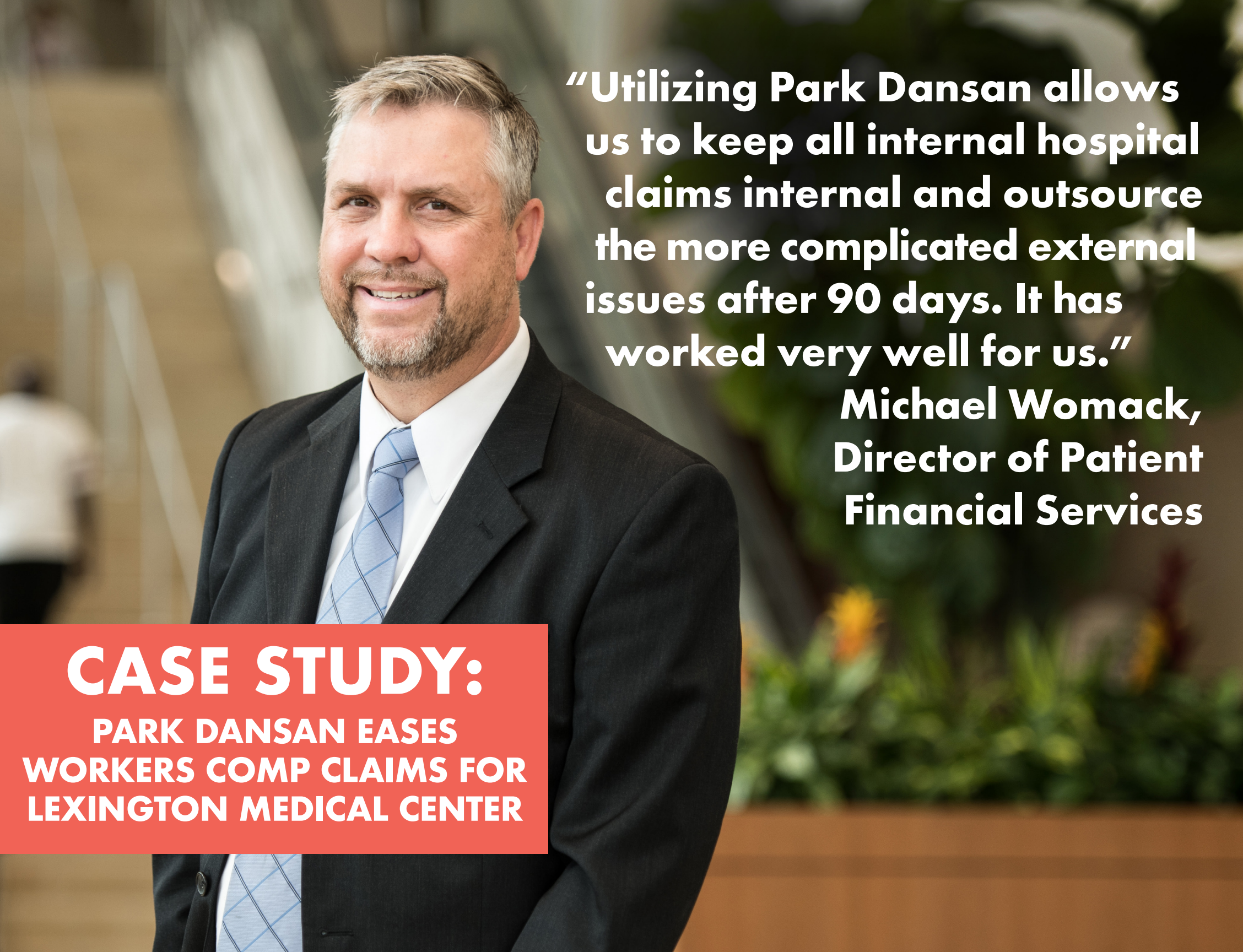
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HIGHLIGHTS

- Park Dansan specializes in workers comp claims recovery only. They do it and do very well.
- While workers comp might not be a large percentage of a hospital's payor mix (typically 1-2%), it does pay at Medicare plus 40 percent.
- This typically could be a payor mix that is largely written off because it's so time and labor intensive.
- Park Dansan can take claims at day 1 and focus solely on collecting, freeing your staff to work on more important revenue cycle processes.



“Utilizing Park Dansan allows us to keep all internal hospital claims internal and outsource the more complicated external issues after 90 days. It has worked very well for us.”

**Michael Womack,
Director of Patient
Financial Services**

CASE STUDY:

**PARK DANSAN EASES
WORKERS COMP CLAIMS FOR
LEXINGTON MEDICAL CENTER**

Most companies wouldn't stay in business very long if their employees routinely spent 25 percent of their time on tasks that generated only 2 percent of revenue. Or if they had to write off bad debts because the collection process was overly complicated and time-consuming. But that's what hospitals often face in trying to collect reimbursements through Workers Compensation, the insurance program covering on-the-job incidents that require medical care.

South Carolina hospitals have a better option thanks to Park Dansan, a Solvent Networks endorsed partner. Park Dansan specializes, and in fact is considered the industry leader, in Workers Compensation recovery.

Just ask Michael Womack, director of patient financial services at Lexington Medical Center. He believes Park Dansan saves them the equivalent of a full-time staff position by handling hard-to-collect claims so that staff can spend their time more productively.

"Workers comp claims generally account for a small volume of your inventory but a lot of time and effort for appropriate billing," Womack said. His staff handles an average of nearly 2,200 managed care claims per month compared to only 91 Workers Compensation cases, but the latter can sometimes consume 25 percent of staff time.

"In the time that's spent on those 91 claims, a staff member could complete three times the number of other claims and generate many times the return," he said.

Workers Compensation claims are complicated for a number of reasons. They may involve litigation, or an employer may balk at paying until they can determine if the worker was somehow negligent. Different states and municipalities may have different pay schedules. The paperwork and time to resolution can be taxing.

In those cases, it makes sense to turn the claims over to experts at Park Dansan, especially if internal efforts to collect have stalled and claims appear headed for a write-off.

"Workers comp recovery is not rocket science, but it is very labor-intensive," said Dean Jenks, vice president for healthcare services at Park Dansan. "Hospitals have a finite number of FTEs, and if they do add staff, it's probably going to be in clinical positions, not administrative areas. That makes it important to direct existing employees to more streamlined and productive work. We can help by doing the labor-intensive work for them."

Park Dansan started as a bad debt collections agency and has been in continuous business for 77 years. About 15 years ago, it evolved into a company focusing on healthcare services, mostly in Workers Compensation recovery but also specialty consulting services.

Womack says the partnership works well for LMC, a 438-bed hospital in West Columbia that anchors a healthcare network of five community medical centers and employs a staff of more than 6,500 professionals. Park Dansan's systems and workflow are automated, information is readily available, and his personal spot checks on fee schedules tell him that they are "on the money."

Jenks is equally complimentary of Lexington's staff. "Mike has skilled folks in his shop, and they do a good job at collecting. But he recognizes that there's a point where they're not making the best use of their time, and that's when he turns it over to us."

Jenks says Park Dansan uses a secure web portal that integrates easily with a hospital's system, so there's no need to install new software or retrain staff. And there's no long-term contractual obligation. He urges South Carolina hospitals to take one final step before writing off a Workers Compensation claim: Call Park Dansan. As a member of Solvent Networks, they offer discounted rates for South Carolina hospitals for their services.

"Our fee is low, and is discounted even more for SCHA-affiliated hospitals. But if you write it off, you lose 100 percent of the revenue. Let us get you 90 or more percent instead. There's no downside to having Park Dansan maximize your Workers Compensation recoveries," he said.

"In today's healthcare environment, hospitals have to maximize existing revenue just to stay in business, let alone grow. Workers comp is an often-overlooked source of revenue because it's a small percentage of the volume. But it's a profitable payer. In South Carolina, the average Workers Compensation claim pays the Medicare rate plus 40 percent. We're passionate about helping hospitals recover the funds that they have earned so that they can keep providing care to their communities. That's why we do what we do."

Park Dansan is a member of Solvent Networks, a division of SCHA that endorses partners that offer programs, products or services that can be immediately deployed in healthcare facilities to solve workforce, financial and operational issues and challenges. Solvent Networks identifies, vets and negotiates contracts with endorsed partners to provide services for state hospitals at the best possible price.

"We do the legwork that our hospital leaders don't have time to do," said Neill Cameron, Solvent Networks president. "That's one way we support the mission of SCHA to serve member hospitals and improve healthcare in South Carolina."



CASE STUDY:

MCLEOD HEALTH FINDS VALUED WORKFORCE PARTNER IN QUALIVIS

“Qualivis has been a critical support partner with us.”

**Debbie Locklair,
Chief Human Resources Officer**

The trend toward hospital consolidation shows no sign of slowing as organizations look for cost efficiencies, economies of scale and ways to increase access to quality healthcare — particularly in rural areas. In South Carolina, McLeod Health proves that acquisitions can work. It expanded from a locally-owned hospital in Florence to a seven-facility network serving 18 counties.

But while acquisitions may be invisible to a hospital’s patients, it’s a different story for those on the inside.

“When we acquire a hospital, we take immediate, overnight responsibility for staffing,” said Debbie Locklair, McLeod Health chief human resources officer.

About three years ago, McLeod acquired Clarendon Health System (now McLeod Health Clarendon) and realized the facility had a significant shortage of registered nurses. While many hospitals nationwide struggle to recruit and retain nurses, the situation in Clarendon was critical. Staff were stretched to the limit, and there was no time for a strategic workforce assessment.

Fortunately, McLeod Health had substantial experience with Qualivis and knew they could help. “We were able to utilize the Qualivis contract to get Clarendon staffed up quickly with contract nurses,” explained Courtney Weaver, McLeod Health director of strategic talent acquisition. “We brought the vacancy rate



down considerably, which took the pressure off the facility and gave us time to evaluate the situation.”

Eventually, the HR team filled those positions permanently, with some staff moving to new assignments and others filled by new recruits. “It really gave us breathing room to see what skills were needed and determine how we’d operationalize each part of the facility,” Locklair said.

Qualivis has been “a critical support partner with us,” said Locklair, and not just in urgent situations. “For tracking purposes, working with Qualivis has been extremely helpful. It’s one source with hundreds of leads, which is much easier than dealing with many different agencies.” Qualivis provides access to a nationwide network of more than 100 staffing agencies through one contract and one contact.

Sherry Kolb, president of Qualivis, said the situation McLeod encountered in Clarendon is becoming more common with increased mergers and acquisitions, and the company is quick to respond. “To us, our clients’ new acquisitions immediately become part of the family.”

McLeod has been part of the Qualivis family since its launch by the South Carolina Hospital Association (SCHA) in 2002. A hospital administrator for 18 years, Locklair served on SCHA’s Small Rural Hospitals Council when the idea was first taking shape as a grant-funded project to help member hospitals streamline contract staffing. She later served on the SCHA board. “They were very thorough in how they developed Qualivis, and I thought it was an innovative approach,” Locklair said. “A lot of agencies provide contract staff, but the way this was presented gave it a lot of credibility.”

“There’s a level of trust with someone SCHA endorses,” added Weaver.

Kolb based the entire business model on core values of relationships and trust. “Not only are we partners with the hospitals and health systems,” Kolb comments, “We’re also partners with the state hospital associations. We don’t go in with a prescribed solution and say, ‘This is how we do it.’ It’s about being a collaborative partner that helps solve their staffing problems.”

Although Qualivis started as a resource for supplemental staff, the company has grown into a much broader



“There’s a level of trust with someone SCHA endorses.”
Courtney Weaver,
Director of Strategic Talent Acquisition

workforce solutions company, now serving nearly 500 facilities in 14 states. Recently, the company increased its list of service lines to include permanent staffing, temp-to-perm, locum tenens, per diem and international nurses, as well as supplemental. Kolb sees an increased need for help in filling interim leadership positions as C-suite job mobility and retirements impact those vacancy rates.

McLeod is definitely taking advantage of the expansion. “The bulk of our need is for RNs at our seven locations, but we’ve filled all kinds of positions, including coders, physical therapy and occupational therapy,” Weaver said.

Last fall, Qualivis experienced its own acquisition when it became part of Aya Healthcare, the largest privately held travel nurse and workforce solutions provider in the country and the top supplier of temporary staff for Qualivis. The affiliation provided immediate resources that allowed the company to offer better service for hospitals, such as software to manage contingent labor seamlessly, credentialing support and consolidated billing. “What didn’t

change was our vendor-neutral approach and the fact that we don’t charge hospitals for these services,” Kolb said.

Qualivis is an endorsed partner of Solvent Networks, the business-solutions division of SCHA. “We hear from our members that workforce is one of their major pain points,” said Neill Cameron, Solvent Networks president. “A Qualivis contract is much more valuable than it used to be.” If you need to switch to consolidated billing, contact us to initiate that service. And if you don’t have a contract, call 803.995.8981, email info@qualivis.com or contact Solvent Networks to find out how they can help cure your workforce pain.

McLeod Health

Qualivis



KEY WORDS

RECRUITMENT & STAFFING

A national provider of healthcare workforce solutions, specializing in supplemental staffing, Qualivis offers access to a nationwide network of more than 130 staffing agencies through one contract and one contact. All agencies providing clinical staff are certified by the Joint Commission for added quality and compliance assurance. Staffing service lines include travel, per diem, rapid and critical response, temporary, temp-to-perm, permanent, locum tenens and international. Founded by SCHA in 2002, Qualivis was acquired in 2018 by Aya Healthcare, the nation's largest travel nurse staffing firm.



CONTACTS

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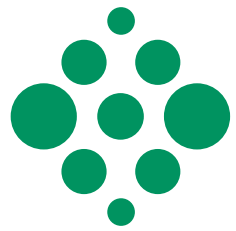
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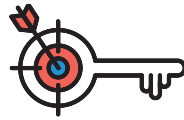


HIGHLIGHTS

- Having one contract that accesses a nationwide network of agencies means hospitals spend less time managing multiple contracts and fielding sales calls.
- In 2018, Qualivis helped deploy more than 50 rapid-response nurses to support staff in North Carolina facilities that were overwhelmed by the impact of Hurricane Florence.
- By allowing hospitals to cast a wider net for prospects, Qualivis can reduce time needed to fill positions.
- Qualivis is the official workforce solutions partner for hospitals associations in 14 states, serving nearly 500 facilities nationwide.



Stericycle[®]



KEY WORDS

**COMPLIANCE, CONTROLLED
SUBSTANCE DISPOSAL, REDUCING RISK,
REGULATED MEDICAL WASTE**

Since its founding more than 25 years ago, Stericycle has grown from a small start-up in medical waste management into an industry leader across a range of increasingly complex and highly regulated arenas, including compliance and sustainability waste services, brand protection solutions, and customer contact solutions. Stericycle helps facilities manage a significant portion of waste streams, including medical waste, sharps, pharmaceutical and hazardous materials, helping hospitals “go green” and make the workplace safer.



CONTACTS

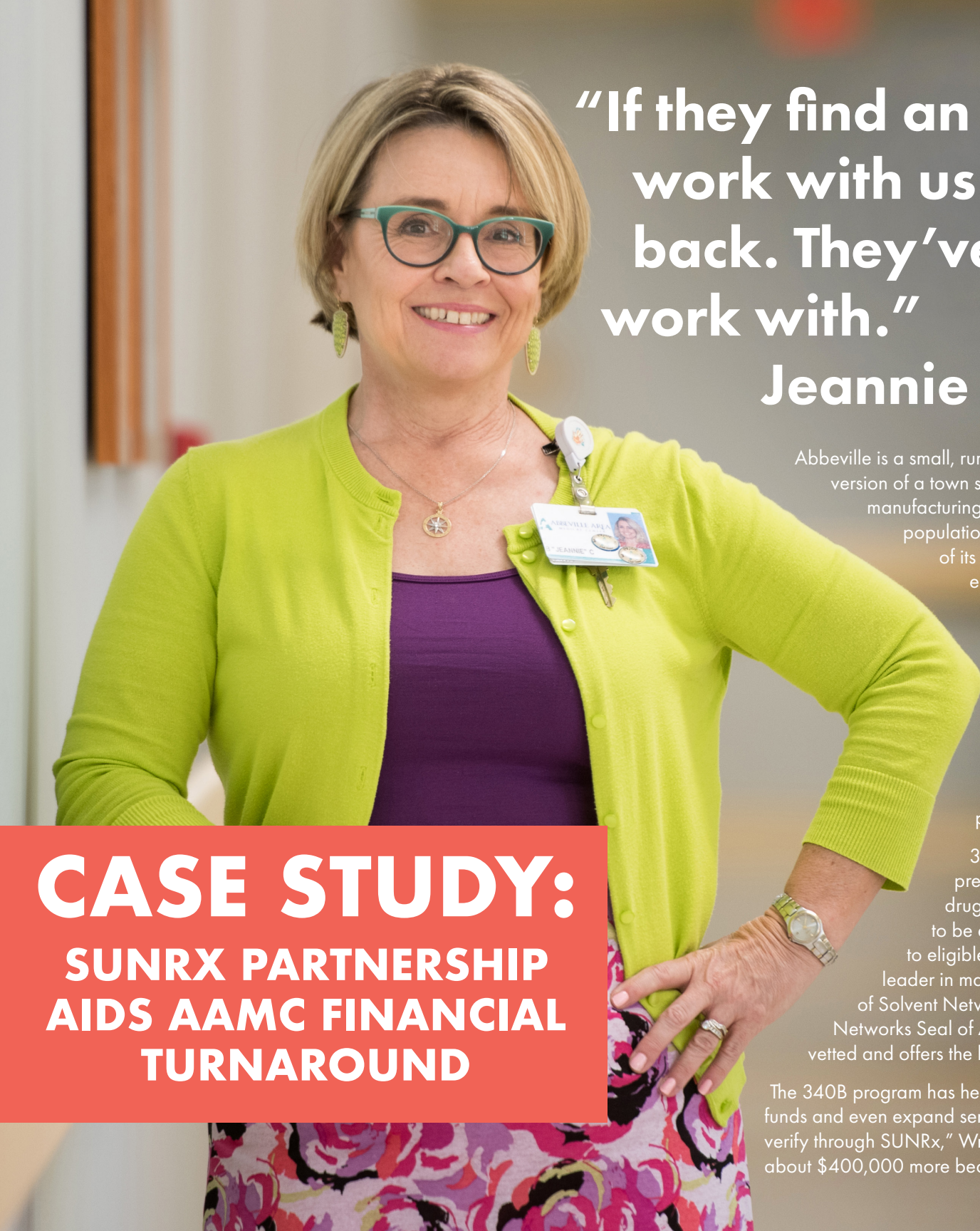
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HIGHLIGHTS

- From medical waste and document destruction to sustainability services and compliance solutions, Stericycle has been serving customers since 1989.
- Stericycle’s team of experts can help customers assess their need and develop a comprehensive plan to address not only regulated medical waste, but also controlled substance waste, document destruction and more.
- Via the Solvent Networks statewide contract, member hospitals can access the full scope of services at negotiated best rates, all facilitated via one letter of participation.



“If they find an outlier, they will work with us to get those dollars back. They’ve been fantastic to work with.”

Jeannie Capps, Fiscal Analyst

Abbeville is a small, rural community that is rich in history, natural beauty and a near-perfect version of a town square. But lately it has struggled economically from the loss of manufacturing jobs, relocation of a railroad switching station and a growing population that is older and poorer than the state as a whole. About 27 percent of its citizens live below the poverty level. And when a town struggles economically, so do its institutions: schools, libraries and even hospitals.

Abbeville Area Medical Center (AAMC) has served this community faithfully for 100 years, but during some of those more recent years, the hospital has operated in the red. Reorganizations and layoffs helped keep the doors open, but providing charity care of \$1.5 million or more per year stretches resources to the limit.

About four years ago, they partnered with SUNRx to implement a 340B discount drug program and began to see a turnaround. Chief Financial Officer Timothy Wren isn’t exaggerating when he calls the program “the lifeblood of the hospital.”

340B, which got started in 1992, is a federal program intended to make prescription drugs more affordable to low-income patients by requiring drug manufacturers to provide their products at reduced prices in order to be eligible for Medicaid. The program also provides a revenue stream to eligible healthcare facilities to encourage participation. SUNRx, an industry leader in managing 340B implementation and compliance, is an endorsed partner of Solvent Networks, a division of the South Carolina Hospital Association. The Solvent Networks Seal of Approval assures state hospitals that the company has been thoroughly vetted and offers the best possible financial arrangements.

The 340B program has helped AAMC better serve its low-income patients, supplement operating funds and even expand services. “There’s significant overall savings to our patients that we can verify through SUNRx,” Wren said. “In 2017, it was more than \$3.3 million, and this year will be about \$400,000 more because we added two more contracted pharmacies to the network.”

CASE STUDY: SUNRX PARTNERSHIP AIDS AAMC FINANCIAL TURNAROUND

For the hospital, last year's revenues topped \$600,000, and that figure is expected to grow to \$1.1 million this year.

"As soon as the savings come in, they go right back into operations," Wren said. But it's not just about survival. Two years ago, they opened a \$6 million clinic to house all providers on the hospital campus, and work is under way to install a new MRI unit.

"We've also expanded services in behavioral health, increased outreach to the community and employers, and launched an employee pharmacy, which will benefit our employees and help mitigate insurance costs in the long run," he said. "None of that would have been possible without the 340B program."

Patrick Colbert, director of account management at SUNRx, says the company assists hospitals and health systems of all sizes, "but the majority of our success has been in helping keep the doors open in rural areas."

But, he cautions, implementing a 340B program isn't quick or easy. The registration process happens only quarterly and the regulatory steps and approval process can take anywhere from four to nine months, even up to a year in some rare cases.

"Hospitals have to be active participants in the program," he said. "There's a lot of regulatory steps involved to ensure that a hospital is eligible for the program, and once you go live, maintaining compliances takes ongoing effort. But that's where they can lean on their third-party administrator to help guide them, remind them and challenge them when necessary."

While hospitals are ultimately responsible for maintaining compliance, SUNRx schedules regular phone meetings with participating hospitals to provide updates, focus on compliance, and avoid problems. "For example, a hospital must regularly submit their panel of providers who are eligible to write prescriptions. If there's turnover among the providers and the hospital doesn't submit an updated list to us, it could jeopardize their eligibility," Colbert said. "So, during our regular meetings, that's one question we always ask."

Colbert says SUNRx offers 340B days/workshops to help hospital leaders understand the eligibility requirements and the kind of commitment required as well as the potential financial benefit. "These are educational programs, not sales pitches, because it is a complicated program," he said.

Jeannie Capps, AAMC fiscal analyst, says SUNRx helps ease the administrative burden. "They help us with compliance, provide learning opportunities to keep us abreast of changes in the program, provide templates for policies and procedures and fully understand the audit process," she said. "We have a monthly call with our representatives, and we utilize their software for tracking to be sure there's no duplicate discounts or incorrect billing. If they find an outlier, they will work with us to get those dollars back. They've been fantastic to work with."



**"They are the lifeblood
of the hospital."
Timothy Wren, CFO**



KEY WORDS

340B PHARMACY, PHARMACY COSTS

An industry leader in administration and management of 340B pharmacy programs, SunRx offers complete 340B solutions that can provide better access to prescription drugs for uninsured and low-income patients and generate revenue for hospitals. Compliance is at the core of the SunRx approach. They help clients maintain accurate and current database information, recertify eligibility annually, help prevent diversion to ineligible patients, avoid duplicate discounts and prepare for program audits.



CONTACTS

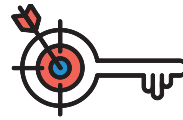
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HIGHLIGHTS

- SunRx provides comprehensive 340B contract software and administration, including split billing and contract pharmacy.
- Also includes a discount pharmacy card which can be distributed to patients to provide lower cost medications – and the savings can also be included in charity care calculations or community benefit reporting.



KEY WORDS

CLINICAL OR OPERATIONAL PERFORMANCE IMPROVEMENT, GROUP PURCHASING, SUPPLY CHAIN

A member-driven healthcare performance improvement network, Vizient is a national supply chain partner with more than 2,200 distributor agreements and \$5.5 billion in combined purchasing power. Vizient also offers a wide array of data-driven advisory, clinical, pharmacy and operations solutions, analytical tools and quantitative studies on healthcare topics through the Vizient Research Institute. As a result of member engagement and feedback, the business strategy is built around these primary member needs: ensuring a sustainable cost structure, reducing unnecessary clinical and operational variation, improving clinical outcomes and executing strategies for market success.



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HIGHLIGHTS

- Vizient offers group purchasing and supply chain resources but also provides analytics to support clinical or operational performance, overall strategy, physician relationships, etc.
- Vizient is now much more than just a GPO.



KEY WORDS

ANNUAL WELLNESS VISITS, CARE COORDINATION, CARE MANAGEMENT, CHRONIC CARE MANAGEMENT, COST SAVINGS, GENERATING REVENUE, KEEPING PEOPLE WELL, REVENUE CYCLE

Wellspring delivers remote healthcare services and population health management through a turn-key program including credentialed practitioners; patient engagement and management platform; and compliance and billing processes. Wellspring works in concert with client practices, expanding their care without increasing their costs. Specific solutions include chronic care management, transition care management and care coordination to improve patient outcomes and reduce 30-day readmissions.



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HIGHLIGHTS

- Wellspring combines patient assessment, ongoing chronic care management and remote patient monitoring to offer a systems approach to population health management.
- They hire local staff to support and operate the care management of a hospital or health system's patient population.

WE ARE HERE TO HELP YOU SOLVE YOUR PAIN POINTS.

Managing a hospital or health system comes with a host of administrative pain points: staff turnover, cost containment and compliance, just to name a few. Our online newsroom is a one-stop shop for information that can help.

Pain Points is an e-newsletter distributed every other week that offers a real solution from an endorsed partner for a common operational, workforce or financial challenge. Here are some of the recent issues we've tackled:

- Hurricane preparedness for your hospital
- Going digital with physician recruitment
- Complying with new EPA pharmaceutical waste regulations
- Financial benefits of 340B discount drug programs
- Maximizing revenues from workers compensation claims

To subscribe to **Pain Points** and browse previous issues, visit [SolventNetworks.com/pain-points](https://www.SolventNetworks.com/pain-points)

Thought Partner webinars offer more detailed information about business solutions, presented by subject-matter experts. Live programs offer Q&A opportunities, and previously-recorded webinars are always available on demand. Recent topics have included:

- Behavioral health and the opioid crisis
- Secure document and information destruction
- Moving to a 100% paperless hospital
- Case studies in collaborative care
- Fiscally responsive, patient-centric financial systems

To watch archived on-demand webinars, visit [SolventNetworks.com/newsroom](https://www.SolventNetworks.com/newsroom)

You'll also find endorsed partner news, case studies and other resources.

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