

FRONT LINES

*Your Source For
Brokered Healthcare
Products and Services*

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SOLUTIONS GROUP ADOPTS STRATEGIC PLAN

The THA Solutions Group Board approved a new strategic plan at its March board meeting.

Developed to provide focus and direction to Solutions Group activities, the plan includes a new mission statement, vision and four specific strategies.

The Mission

THASG brings value to the THA membership by providing relevant, cost effective, quality products and services in a way that supports THA priorities.

In today's economic environment, one of the imperatives for success is value. If you don't offer value, you will not be successful. Solutions Group is no exception. To be successful, Solutions Group MUST bring value to THA and to its members.

Solutions Group brings value in two ways. First, it must meet the needs of the THA membership by identifying and providing the cost effective and high quality services and programs that best assist the membership achieve their respective missions.

Second, this must be done in a fashion that financially supports

THA's priorities. Solutions Group carries an increasingly important responsibility to provide an alternative source of revenue to dues in order to allow THA to continue to grow and develop.

The Vision

THASG is a customer-driven organization that is a valued and primary resource for all THA members.

A new word is entering Solutions Group's vocabulary... customer. THA members are Solutions Group's customers.

Solutions Group's vision is to be so responsive to its customers that it becomes an important part of how their objectives are accomplished, and becomes one of the first resources sought out as problems and issues are encountered.

Strategies

- ◆ **We build strong relationships with customers by understanding their needs and priorities.**
- ◆ **The mix of products, services, and vendors continually meets the needs of customers and brings them value.**
- ◆ **THA members have a high level of aware-**

ness of the products and services we offer.

- ◆ **We earn customer loyalty by measuring satisfaction, by continuously improving our performance and the services we offer and by demonstrating the value we bring.**

The first step is to assure an understanding on Solutions Group's part of customer needs and priorities and then follow up with the programs, products and services that will meet those needs and priorities.

Next, Solution Group must make certain that, through appropriate promotions, introductions and other forms of relationship building, that each decision maker within a customer organization is aware of the potential for Solution Group to meet their respective need.

Finally, loyalty will be earned by making sure everyone who uses Solution Group or an Solutions Group endorsed vendor is completely satisfied and has a full understanding of the VALUE they have received.

MEET PREFERRED MEDICAL MARKETING CORP.

PMMC specializes in determining, refining and implementing strategies to help healthcare providers cope with managed and contracted care, and increase revenue.

Many Tennessee hospitals are meeting PMMC as they develop their strategies for Medicare Ambulatory Payment Classifications. PMMC offers one of the most sophisticated impact analysis, record audit and training efforts in the industry.

More than 250 hospitals nationwide use PMMC's software, outsourcing and consulting:

Software: PMMC software helps hospitals negotiate and administer managed care contracts, and administer the new APC payment system in time for July 1 implementation.

Outsourcing: For hospitals that lack the manpower or are unable to prioritize contract management, PMMC will run its software for them, identifying underpayments and contacting

insurers to increase your revenue.

Consulting: PMMC offers sophisticated analytical techniques to measure and classify the hospital's revenue base, assess the scope of contracting activity to each market, and set competitive rates while achieving net revenue targets.

To find out more, call Roger Shaul of PMMC, 704-543-8103.

CHAP, INC.

The Community Health Accreditation Program, Inc. (CHAP, Inc.) is an independent, non-profit accrediting body for community health organizations. The types of organizations accredited include: home health, hospice, and other community-based services.

CHAP was the first accrediting body in the nation to receive deemed status for home care from the federal government.

As a result, CHAP accredited organizations that receive deemed status are not subject to routine inspection by Medicare state

Surveyors. These organizations are "deemed" to meet Medicare Conditions of Participation because of their CHAP seal of approval.

The CHAP accreditation process utilizes the "CHAP Standards of Excellence" that are driven by considerations of management, quality, client outcomes, adequate resources and long term viability.

CHAP accreditation publicly certifies that an organization has voluntarily met the highest

standards of excellence for home and/or community based health care.

If you would like more information please contact, Jerold Cohen of CHAP, 212-363-5555, Ext. 242 or Mike Dietrich or Wes Reade of THA, 615-256-8240 or 800-258-9541.

HCIA-SACHS PRESENTS SOLESOURCE.NET

The Internet is not just changing the way information is delivered – it is changing the way hospitals deliver care.

For the past few years, HCIA-Sachs has brought the healthcare industry innovative information products and services delivered via the Internet. Soon **SoleSource**, the company's nationally known decision support system application, will go on-line as **SoleSource.net**.

With SoleSource.net, hospitals will be able to explore opportunities for improvement throughout their operations, from patient utilization to clinical outcomes to market share, define the hospital's needs, it's comparison groups. SoleSource.net then helps organize the valuable comparative data into meaningful dimensions of performance.

During the past few months, HCIA-Sachs (PDS) clients in Tennessee have been the first in the

country to use this new application, and continue to provide valuable feedback. Formal roll out of the program in Tennessee is scheduled for June

Current HCIA-Sachs clients that have not registered for SoleSource.net should call the HCIA-Sachs Solutions Center at 1-800-374-3813 or Wendy Karain, 615-256-6143.