

FRONT LINES

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Brokered Healthcare
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Announcements

THA Solutions Group has signed a recommended solutions agreement with MediTract to provide THA members a system that hospitals can use to monitor contract compliance. For more information, contact Ben Hornsby at MediTract, 423-752-3110.

Thought for the Day

"There is a Light in this world, a Healing Spirit more powerful than any darkness we may encounter. We sometimes lose sight of this Force when there is suffering—too much pain—then suddenly the Spirit will emerge through the lives of ordinary people who hear a call and answer in extraordinary ways."

From a documentary on the life of Mother Teresa

NEW VENDOR - GALE SMITH + COMPANY

In a continuing effort to find cost-saving programs for association members, THA Solutions Group has recently signed a contract with Gale Smith + Company, an insurance brokerage firm located in Brentwood, TN, to provide Royal Equipment Maintenance Insurance (*REMI*) through Royal SunAlliance Insurance.

REMI is rated A by A.M. Best Company, AA by Standard & Poor and A1 by Moody's Investors Service. It provides comprehensive equipment management programs, eliminating the high cost and inefficiency of multiple vendor service contracts.

Equipment currently covered by *REMI* includes aviation, communication, data processing, financial, laboratory, mail processing, manufacturing, medical, office, research, retail, and security.

Advantages of *REMI* over traditional maintenance service contracts include:

- **Cost Reduction** – 10% to 30% up front cost reduction means a better bottom line for your operating budgets.
- **Consolidation** – All of your vendor maintenance contracts are changed to a time and material basis and consolidated into one simple insurance agreement with a common expiration date.
- **Comprehensive Coverage** – In addition to standard repair, *REMI* fills the gaps created through maintenance contracts by providing coverage for failures caused by operator error, negligence, power disturbances and consequential damage resulting from HVAC failures.
- **Equipment Performance Reports** – Comprehensive repair and preventive maintenance reports will allow better analysis of the repair service received and the equipment's performance.
- **Total Vendor Control:** Control of vendor selection would continue. Unlike other companies, *REMI* understands the need to maintain a one-on-one relationship with your service provider. It is not just important but critical to maintaining superior service, quality and performance.
- **24 hour a day 7 days a week coverage** – Call the hospital's preferred service provider to care for the equipment and *REMI* pays the bill.

For a free cost analysis or more information about *REMI*, contact Phil Hester, Jr., Gale Smith + Company, 615-377-5157.

SOLUTIONS GROUP HAS UNDER GONE SOME CHANGES...

Jim Goodloe, former vice president of managed care and executive director of the Baptist Physician/Hospital Organization, Inc. at Baptist Hospital of East Tennessee, Knoxville, has been named senior vice president of Solutions Group.

He will be responsible for programs that provide easy access to products and services for hospitals and health systems that help them succeed in today's challenging healthcare environment.

Jim Byrd, director of contract services, has been promoted to Vice President.

Vickie Lynn Bilbrey, information and resources coordinator, has been promoted to Analyst—Vendor Resources.

She will be the point of contact between the vendors and management, maintain the vendor database, and validate vendor contract compliance. She will also continue to publish the Solutions Group newsletter as well as other marketing material.

Carol Burroughs has been named staff assistant, and will provide office support to Goodloe and the Solutions Group board of directors.

Tammy Kemp, executive assistant for Solutions Group, has moved to THA's information services department.

DO YOU NEED MEDICALSOLUTIONS?

MedicalSolutions is a specialized healthcare staffing company with offices in Nashville, Knoxville, Chattanooga and Cookeville.

The company can staff facilities with temporary or full-time employees.

Because it specializes in healthcare, MedicalSolutions understands the qualifications required for today's healthcare professionals.

With just one phone call to MedicalSolutions, clinical and non-clinical positions can be filled without all the hassles of screening resumes, fielding applicant telephone calls, or wasting time interviewing mediocre talent. Their temporary to hire option ensures hospitals and health systems have 'the right fit' before making final hiring decisions.

MedicalSolutions also provides staffing for special projects,

whether it is in the hospital business office or the medical records division.

Take the headache out of finding the best employees. Fill full-time openings, vacation leaves, or Family Medical Leave Act leaves on a temporary basis by calling Ginger Sharp at MedicalSolutions, 615-292-2829.

TELECOMMUNICATIONS ASSESSMENT

The telecommunications industry is constantly changing, as anticipated, following the federal deregulation of the industry.

An annual review of a hospital's emerging telecommunications needs, includes planning for data transmission and internet accessibility as well as local and long distance services, is essential to ensure the best combined service program possible is implemented.

As part of the assessment, ask the following questions:

- ◆ Do you receive multiple invoices for long distance, 800 numbers, modem lines, calling cards, internal departments or affiliated physician office buildings?

- ◆ Are the long distance calls billed in whole number minutes instead of fractions of minutes?
- ◆ Does your facility want to setup a home page on the Internet?
- ◆ Do you frequently receive a fast busy signal when you try to make outbound calls?
- ◆ Is your monthly statement easy to understand? Do you wish your monthly invoice could be provided in an electronic format?
- ◆ Does your average cost per minute exceed \$.08 for switched long distance?
- ◆ Can you easily determine from what department outbound calls are made?

- ◆ Does your hospital currently receive monthly commissions paid directly to your facility for operator assisted patient calling?

These questions can be answered with the products and services offered in THA Solutions Group telecommunications program with Business Telecommunications, Inc. (BTI). BTI will conduct a comprehensive study and savings analysis to incorporate all of a hospital's telecommunication services into one monthly billing at significantly lower rates.

For additional information about analysis or BTI services, contact Stephen Everett at BTI, 423-558-8000.