

# CENTER FOR HEALTHCARE SOLUTIONS

## Officers

- **Thomas A. Genevro**, Chair, Senior Vice President of Operations, Butler Health System
- **Barry S. Zaiser**, Vice Chair, Senior Vice President and Chief Strategy Officer, St. Clair Hospital
- **Kelly L. Blake**, Second Vice-Chair, Chief Executive Officer, Select Specialty Hospital - Johnstown
- **Nick Vizzoca**, Secretary President, Center for Healthcare Solutions

## Directors

- **John Dickson**, President and Chief Executive Officer, Redstone Presbyterian SeniorCare
- **Mary Ellen Glasgow, PhD, RN, ANEF, FAAN, Dean and Professor**, Duquesne University, School of Nursing
- **John I. Lewis**, President and Chief Executive Officer, ACMH Hospital
- **Michael D. Makosky**, President and Chief Executive Officer, Fulton County Medical Center
- **Philip E. Pandolph, FACHE**, President and Chief Executive Officer, Meadville Medical Center
- **Andrew G. Rush**, Chief Executive Officer, UPMC Somerset and Somerset Health Services
- **Brook Ward**, President and Chief Executive Officer, Washington Health System
- **Carrie Willetts**, President and Chief Executive Officer, WVU Medicine, Uniontown Hospital

## The Team

- **Nick Vizzoca**, President
- **Jeffrey A. Chrobak**, CFO
- **Lex Czaplicki**, Chief Technical Officer
- **Chad Hilliard**, Vice President, Corporate Development
- **Holly Starling**, Program Manager, Member Services & Special Projects
- **Valeria Carroll**, Manager of Office Operations
- **Steve Forest**, Director, Data Analysis and Special Projects
- **Tammy Vacula**, Data Analyst
- **Vanessa Keil**, Financial Coordinator
- **Shane Toumey**, Director of Infrastructure and Cloud Services
- **Kevin Kovolenko**, Senior Director of Data Engineering and Analytics



# CENTER FOR HEALTHCARE SOLUTIONS

# 2022

## IMPACT REPORT



WELCOME!

The Greek philosopher, Plato, is credited with saying, “everything changes, and nothing remains still.” That’s true for our personal lives, our families’ lives, our communities and our state. Often, our experiences can limit our thinking and obstruct our ability to see multiple perspectives or even a new solution.

This past year – at what was previously known as the Healthcare Council of Western Pennsylvania (HCWP) – bore witness to a series of important changes, improvements and innovations – all which are now helping to reshape the discussion about the way hospitals, acute care facilities, long-term care facilities and intellectual or developmental disability facilities provide vital, often life-saving care to our friends and families.

For starters, the 2022 began at HCWP with a new leadership team I am privileged to work alongside. It became apparent in order for our organization – your organization – to thrive, we would need to make some changes. Things couldn’t just stay still. It was no longer business as usual. Former HCWP leaders set us on a course for excellence and through their hard work, helped improve and enhance healthcare across our 30-Country footprint. As the New Year turned the corner, however, the torch was passed to a new team to keep the momentum going and growing.

We did not take that commitment lightly.

We began by hiring and repositioning crucial staff positions to augment our learning and educational programs; boosted our marketing and sponsorship efforts, including structuring our fiduciary efforts to help facility members in their commitment to control costs and drive quality and developed new pathways for workforce development across our facility member ecosystem.

One of the hallmarks of 2022 was a complete shift to a new way of thinking, of doing, of solving. We shed the past and moved boldly forward with a new name and new attitude: The **Center for HealthCare Solutions**.



Now, as 2023 evolves, The Center for HealthCare Solutions (CFHS) promises to be just that – its mission is its name – a place, a central and pivotal place where solutions – no matter where they originate, from within or without the healthcare sandbox – can be vetted, applied and moved into actionable results, where patients win, and healthcare facilities thrive.

For one, I am looking forward to fulfilling the promise of our new name and our new commitment to not only innovation for innovation’s sake, but for novel solutions that will reshape the way healthcare is talked about and ultimately delivered. I am counting on you to join me.

Sincerely,

*Nick Vizzoca*

Nick Vizzoca  
President  
The Center for HealthCare Solutions

85% of every dollar invested goes directly back to member services, products and services.



SHOWCASE ADVANCES NEW BRAND LAUNCH

In fall 2022, CFHS premiered its new brand during its seminal yearly meeting. Now called the “Showcase,” the event featured eight breakout sessions and a keynote presentation by Futurist, Ben Hammersley.

More than 20 sponsors and other partners shared their solutions with the more than 200 attendees. C-suite executives enjoyed a pre-Showcase reception, which featured entertainment by Scott Blasey from Pittsburgh’s The Clarks.

20 sponsors and other partners

200 attendees



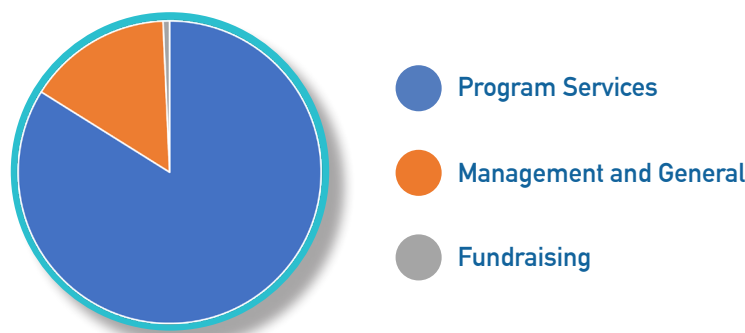


# FOUNDATION FOR FUTURE BOLSTERED IN 2022

As 2022 began, the Center for HealthCare Solutions focused its commitment on strengthening and re-building the organization’s financial backbone to ensure its commitment to members could not only be fulfilled, but also expanded. Functionally, nearly 85% of every dollar committed to the organization – through dues, grants and sponsorships, for example, was directly applied to developing and implementing programs and services for members. The remainder was used for staff management and fundraising initiatives to seed future programs.

The Center for HealthCare Solutions staff remains lean and is now in proper balance relative to the needs and requests from members, with the staff maintaining a high degree of fiduciary awareness to ensure accountability and targeted use of member and sponsor investments.

Functional Expenses by Category

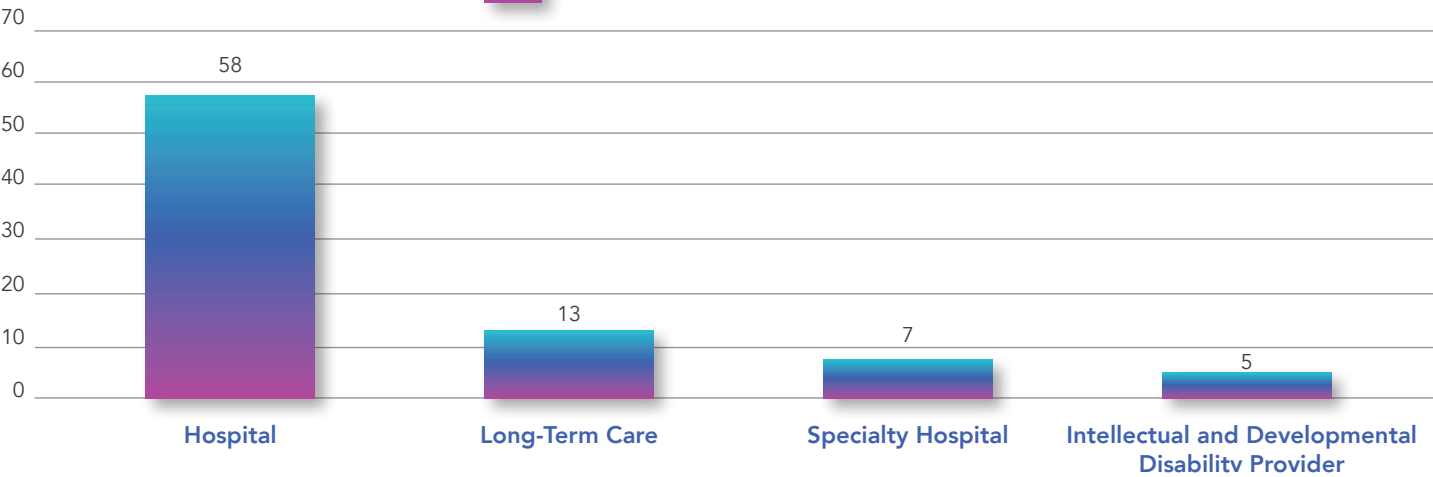


# MEMBERS PLAY VITAL ROLE FOR OUR REGION’S HEALTH

Membership in the Center for HealthCare Solutions is a crucial factor in ensuring healthcare operations across the region and beyond remains strong as facilities work alongside each other to foster learning, shared experiences, new solutions and future-looking strategies to improve patient care and save lives.

While the preponderance of our facility members is comprised by hospitals across a 30-county footprint, we also serve a significant number of long-term care facilities, specialty hospitals and intellectual and development disability providers. As we look forward, we anticipate serving even more facilities both in terms of sheer numbers and in the types of members, as well as a broader geographic footprint as our organization’s strategic leadership drives multi-state initiatives and solutions.

MEMBERSHIP BREAKDOWN



We are a Pennsylvania-based consulting firm that provides customized services focused on workforce optimization and process improvement to hospitals and healthcare systems nationally. Our unique approach is rooted in leadership development, promoting effective resource management which generates increased efficiencies and sustained cost savings.

## OUR SERVICES:

- Workforce Optimization/Productivity
- Leadership Development/Change Management
- ION Efficiency Reports
- Catalyst Online Efficiency Portal
- Virtual Training Academy

To start your performance improvement journey, contact ALTIUS today!

Email: [info@altiushcg.com](mailto:info@altiushcg.com)

[altiushcg.com](http://altiushcg.com)





INDUSTRY EXPERTS ADVANCE COMMITTEE IMPACT

Part of our mission at the CFHS is our work with a cross-section of high-caliber industry committees with the intent of helping senior facility leadership augment their operational, financial and patient-facing efforts. In 2022, our work harnessed the power of committees in various ways, including:

- ✓ The **Compliance Committee** tapped Mary Craig, who brought extensive knowledge regarding the design, implementation and oversight of corporate compliance programs.
- ✓ The **Chief Nursing Officer (CNO) Committee** benefitted from the addition of Diane McClune, who helped aid our efforts in reviewing, validating and approving presentations for continuing education credits, among other initiatives.
- ✓ The **HR Committee's** efforts were augmented by the addition of Mark Frick, a retired HR executive, who joined CFHS from recent roles at WVU Medicine and UPMC, to provide expertise in ensuring our HR surveys continue to meet industry standards and members' needs. HR survey work included ongoing collaboration among members to better understand best practices around communication, scheduling and leadership development.



Additional committee work included:

- ✓ **Workforce Transformation: Strategies for Sustainability, by Strategy Solutions**
- ✓ **Engaging and Supporting Foreign-born Workers to Aid Retention, led by Literacy Pittsburgh**
- ✓ **Summary Presentation of Act 2 of 2022, by CFHS**
- ✓ **Leveraging Generational Preferences in Benefit Programs to Support and Retention Efforts, sponsored by Lockton**
- ✓ **Aiding Mental Health Through Educational Programs, led by NAMI Keystone PA**



INDUSTRY EXPERTS ADVANCE COMMITTEE IMPACT  
CONTINUED

Additional committee work included:

- 1 **Long-term Care DQ:**  
CFHS President, Nick Vizzoca, worked with members to advance the organization's mission and impact, including spearheading a Leadership Training session to gain perspective around future competencies.
- 2 **Chief Nursing Officer:**  
Members benefited from a Highmark-led presentation around innovating care delivery, Virtual Health: Transforming Care Delivery and Scaling Resources.
- 3 **Supply Chain:**  
Cardinal Health helped lead a structured discussion about Persisting Shortages and Contingency Stock Planning, and O.C. Reilly leveraged CFHS surveys to guide discussions around shared-cost savings strategies.
- 4 **Chief Operating Officer:**  
Several roundtables over the course of 2022 centered on a variety of topics impacting hospital operations, including staffing retention practices, handling of vaccine-exempted employees, potential PPE changes and how to engage and encourage staff to adapt to the shifting healthcare landscape.
- 5 **Risk/Quality:**  
Work in this group included a presentation on CMS Proposed Rule - FY 2023 Hospital IPPS; PA Patient Safety Authority's Infection Preventionist on an Overview of Issues Found at Hospital Site Visits; Leapfrog Standards and Electronic Compliance Systems; 2023 IPPS Final Rule and 2023 OPPS Rule; and a presentation by the senior Regional Patient Safety Liaison at the PA Patient Safety Authority on PA-PSRS Patient Safety Trends for 2021.
- 6 **Compliance:**  
The Compliance Committee aimed its efforts at the No Surprise Act and the unwinding of state/federal COVID mandates, including a review of presentations from the Healthcare Compliance Association's Annual Conference, including Incorporating Compliance Ambassadors into Your Compliance Program; Seeing Risk in a Different Light; Overview of the OCR, Cyber Security; Insights on the HCCA Academy; and the CHC Certification. In late 2022, Fox Rothschild, LLP presented on the No Surprise Act and the Price Transparency Rule. And in December, a supervisory special agent from the Pittsburgh FBI Office presented on Healthcare Cyber Trends.
- 7 **Fund Development:**  
Discussions centered around national trends in philanthropy, including Planned Giving and Major Gifts, as well as Gratitude Giving and Grateful Patient Giving. The UPMC St. Margaret Foundation also provided a presentation on year-end philanthropy strategy efforts.

100 professionals from more than 66 organizations



MEMBER OPERATIONS STRENGTHEN WITH DATA

One of the core benefits of the Center for HealthCare Solutions is to provide its members with mission-critical data – enabling the C-suite officers at hospitals and other facilities to not only see the crucial operations trends necessary to take action to ensure patient care excellence.

In 2022, the Center for HealthCare Solutions generated 20 HR-related reports, for example, which ranged from monthly turnover summaries to annual salary/compensation reports.

Several reports were further strengthened to include five-year data trends, year-over-year comparisons, and executive summaries highlighting key insights around recent trends.

As part of our continuous quality improvement efforts, the input forms are reviewed annually to ensure they are up-to-date and reflect the industry's needs, which resulted in two turnover reports being combined into one, which eliminated redundancy and provided more value to members.

Behind-the-scenes, the Center for HealthCare Solutions continues to incorporate automation to reduce the time involved in the Extract, Transform, Load (ETL) process, as well as to improve the accuracy of the reports. Quality control measure metrics have been added to identify data errors, which may occur during transcription of ETL.

Mark Frick, a retired HR executive who served at regional healthcare facilities, including WVU Medicine, joined us to provide his expertise in ensuring our HR surveys are meeting industry standards and members' needs.



ASPIRING LEADERS STEP UP TO LEAD NEXT-GENERATION OF CARE

As the healthcare ecosystem continues to evolve out of a pandemic environment, it is being asked to address a continuing emphasis on workforce development, as well as the identification and cultivation of future, high-quality leaders who will provide the backbone for innovation and non-traditional solutions.

Based on discussions with member organizations, the cost of training and preparing leadership talent is often deprioritized to address operational and clinical needs. The Center for HealthCare Solutions is working to address these challenges by providing no-cost, high-impact competency-based learning to address engagement, and retention.

An example of this effort is the Aspiring Leaders Series – a comprehensive slate of in-person training sessions for the development of high-quality leaders. More than 50 professionals were hand-selected by their respective organizations to participate.

Our April 2022 inaugural session featuring topics around hospital budgeting. In May, our topic discussed Resilience and our September session included a discussion around Mental Health and the Workplace: What Employees & Supervisors Need to Know, and Balancing the Hardships of the Leadership Sandwich, presented by CFHS President, Nick Vizzoca.



Solutions for long-term care.

Grane Rx

- Outstanding customer experience
- Streamlined workflows
- Meds2Home transition program

Grane PBM

- Rebate opportunities
- Pricing adjudication
- Transparent reporting



GraneRx.com  
info@GraneRx.com



GranePBM.com  
info@GranePBM.com

Your team and participants could be benefiting from **Grane Rx** accuracy technology today. Get in touch and we'll show you how.

SOLUTION SESSIONS

In 2022, we launched the Solution Summit on Workforce, which aimed to help a cross-section of senior leaders with their skills development through an innovative forum-style event, which provided insights from industry leaders to empower actionable solutions to address the workforce issues in their organizations.

The Solutions Summit series garnered the attention of more than 50 participants. The program was supported by CFHS staff and Altius.





WEBINARS DELIVER OPERATIONAL ACTION

The Center for HealthCare Solutions staff implemented a number of strategic Webinars as we worked alongside members to discern the challenges and opportunities they believe can impact their operational and financial efficiencies. We helped lead the discussion around a number of essential topics, including a six-part Health Innovation Series, which also featured strategic sponsors and thought-leadership partners. Attendance was robust with more than 200 attendees across the series, which included:

- Allowing SMART Technology to Work for You, hosted by **Trinity Automated Solutions**
- The Great Resignation: Regaining Momentum in the Office, sponsored by **Paymerang**
- Are You RansomWary Enough?, supported by **Paymerang**
- Weather the Workforce Winds Reshaping Our World, hosted by **ALTIUS**
- Payor Contract Negotiations that Get Results, led by **MedCom Solutions**
- Service Line Synergies: Effective Service Line Management and Structure, hosted by **Corazon**
- Pennsylvania Health Insurance Exchange Authority Update, led by **PENNIE**

200+ Attendees  
Health Innovation Series

7 Webinars  
Conducted

Comprehensive counsel on commercial  
arrangements, business operations  
and regulatory matters across the  
**HEALTH CARE INDUSTRY**

**SAUL EWING**  
LLP



**Charles Kelly**  
**Partner**  
One PPG Place, Suite 3010  
Pittsburgh, PA 15222

The provision and receipt of the information in this publication (a) should not be considered legal advice, (b) does not create a lawyer-client relationship, and (c) should not be acted on without seeking professional counsel who have been informed of the specific facts. Under the rules of certain jurisdictions, this communication may constitute "Attorney Advertising."  
© 2023 Saul Ewing LLP, a Delaware Limited Liability Partnership

saul.com

MEDICARE UPDATE

In October, we hosted a highly anticipated annual Medicare Update seminar to provide vital information about Medicare regulatory changes impacting acute care, long-term care, rehabilitation, psychiatric, and intellectual development and autism providers. The seminar was solution-focused and provided opportunities for attendees to collaborate around emerging concepts aimed at refining care delivery and operational methodologies.

The seminar, which featured nine topic experts from BakerTilly, FORVIS, and Novitas Solutions, also provided six CPE credits via a partnership with the Healthcare Financial Management Association (HFMA), Western PA Chapter.





## COMMUNITY HEALTH WORKERS, EVENTS ADVANCE MISSION

Community Health Workers (CHW) serve our neighbors, friends and family on the frontlines of health, helping them address food insecurity, housing, transportation, bill payment and more. CHWs serve as a trusted advisor and confidant with a close understanding of the community's needs. CHWs supply a vital link between health and social services and the community to facilitate access to services and improve the quality and cultural competence of service delivery.

At the CFHS, we are committed to building a successful CHW model to help positively impact our region's most underserved neighborhoods.

Our Community Health Fair efforts throughout the year at the Greater Valley Community Services in Braddock featured a partnership with 18 organizations, including Health Start, Alliance for Infants and Children, Aids Free Pittsburgh, Big Brothers Big Sisters, UPMC Family Care Connections, Jewish Association on Aging, and Duquesne University. The event offered health screenings, COVID-19 tests, physical wellness classes, chair massages, food from Naturez® Candy, giveaways for healthy lifestyles and other resources.

The Vision-to-Learn mobile unit also visited the Greater Valley Community Services, Inc. in Braddock and the Duquesne Family Support Center to provide free eye exams and glasses for children under 18 years of age.

Additionally, the 2022 Toys for Tots drive helped more than 104 families have a bright Christmas, with a total of 451 children being served. Each family was offered a box of shelf-stable food, which included holiday staples.

**Our "Bridging the Gap" program in Braddock and Duquesne** enables two CHWs to work with community members to address social determinants of health issues, such as food insecurity, housing, transportation, and utility needs, as well as health care.

### Partners include:

- Original funding from the Henry L. Hillman Foundation for \$250,000 (2021)
- 3-year contract for \$245,000 from Allegheny County Health Department CDC funding for COVID-19
- 2-year grant from Henry L. Hillman Foundation for \$300,000
- Additional organizations included:
  - Greater Valley Community Services, Inc.
  - Duquesne Family Center
  - Greater Pittsburgh Community Food Bank
  - Squirrel Hill Health Center
  - Vision to learn
  - Allegheny County Health Department
  - Southwest Pennsylvania Area Health Education Center (AHEC)
  - Touching Families, Inc.
  - UPMC Children's Hospital Family Care Connection Center Braddock
  - The Eye and Ear Foundation at the University of Pittsburgh



### The "Bridging the Gap" Westmoreland County program

Our work in Westmoreland County was advanced with a \$250,000 grant from the Richard King Mellon Foundation to implement the CHW model in Jeannette, PA. This also helped support Excelsa Health's Community Health Needs Assessment with the addition of a CHW for Jeannette and one CHW for Greensburg.

### Partnering organizations include:

- Adagio Health
- Excelsa Health
- Seton Hill University
- Jeannette City School District
- Mosaic Community Church
- Westmoreland Food Bank

The CHW program was responsible for the coordination, packaging, and distribution of food purchased through Greater Pittsburgh Community Food Bank. The more than 46,156 pounds food given to the communities helped more than 8,000 families.

Additionally, a partnership with Marburger Farm Dairy, helped provide 885 boxes of dairy products, and work with Adagio Health helped nine families in Duquesne participate in a 6-week virtual Cooking Matters class to help educate them about healthy eating.

As the year ended, more than \$6,000 was provided across 300 individuals, who received \$20 of Food Bucks for use at community farmers' markets to promote the purchase of healthy food choices.



### CRESP (Crisis Employee Support Program) Mental Wellness

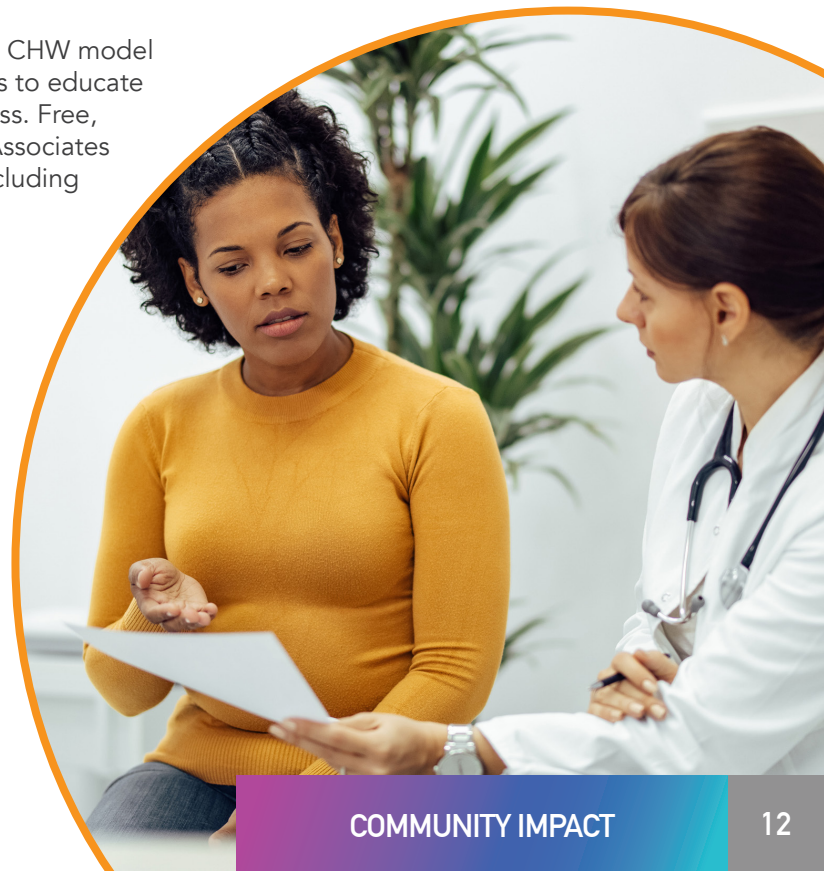
With funding from the Staunton Farm Foundation, this 2022 CHW model empowered work with long-term care member organizations to educate management and front-line employees about mental wellness. Free, one-on-one counseling sessions through Watson Wellness Associates was offered for employees at participating organizations, including work with National Alliance on Mental Illness (NAMI).

**NAMI conducted multiple education sessions on an array of services, such as virtual and in person support groups, CEOs Against Stigma, and other resources including:**

- Mental Health 101
- Stress Management and the Pandemic
- Mental Health in the Workplace
- Managing Employees

### Partnering organizations included:

- Watson Wellness Associates
- NAMI Keystone PA
- ARCpoint Labs
- Greenbriar Treatment Centers





## COMMUNITY HEALTH WORKERS, EVENTS ADVANCE MISSION CONTINUED

### Health Literacy Initiative

Our CHW efforts also were instrumental in advancing health literacy initiatives across the region, which project focused on improving health literacy among CHWs and included health literacy trainings with seven different cohorts of community health workers across Western Pennsylvania.

Lives We Touched:

**8,438**  
families served

### Additional efforts around health literacy included:

- Training the Erie County Department of Health, on best practices for helping clients with low-health literacy
- Pennsylvania Health Literacy Coalition event on the connection between health literacy and health equity
- An information session on health equity and CMS Health Equity measures to Meadville Medical Center's Diversity, Equity and Inclusion Committee
- Shared health literacy best practices with hospitals participating in the Pennsylvania Rural Health Model
- Northside Christian Health Center and Allegheny Center Alliance Church collaboration to develop and deploy a community toolkit for immigrant and refugee populations across the region

### Tackle Diabetes Day Kicks Off

In November, we teamed up with the Pittsburgh Steelers and other community partners to address the region's diabetes epidemic by conducting a free diabetes screening event, Tackle Diabetes Day, prior to the kickoff at the Pittsburgh Steelers v. New Orleans Saints game, Sunday, Nov. 13, 9 a.m. - 12 p.m., at Acrisure Stadium.

The event was designed to help address the sustained growth of both type 1 and type 2 diabetes cases in our region.

The event was supported by CFHS, the Pittsburgh Steelers, UPMC, Novo Nordisk, iHeart, GraneRx, Giant Eagle Pharmacy and the American Diabetes Association.

More than  
**50** individuals received diabetic screenings during the event and two cases were identified as being at-risk.



"Paymerang has far exceeded our expectations in terms of quick implementation, efficiency gains and cash rebates. We are thrilled with the program."

-Accounts Payable Manager  
St. John's Medical Center

# FOCUS ON YOUR PATIENTS

## WHILE WE AUTOMATE YOUR ACCOUNTS PAYABLE

 **paymerang** | finance automation for the modern enterprise

To find out more, scan  or visit [paymerang.com](https://paymerang.com)