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# MICROSCOPE

## CHASING ZERO UPDATE ID IS KEY!

This fall we are moving into a new focus area for Chasing Zero: patient identification. For the next few months, we will look at ways to eliminate errors related to misidentification. Patient identification – like hand hygiene – seems like a simple concept at first, but verifying patient identity can be complex.

Ensuring we know who our patients are, and that we are providing the correct care to the correct patient at all times, is the responsibility of all caregivers and support staff. There are many opportunities for a patient to be mis-identified or given information that is intended for someone else. Our goal is to eliminate those opportunities.

### What's the Problem?

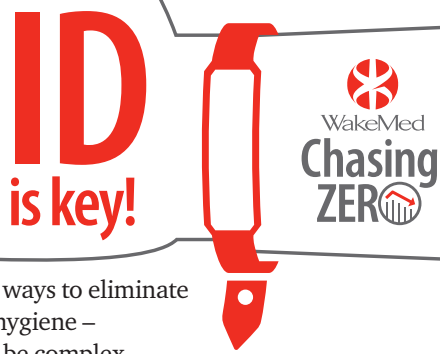
So far in calendar year 2019, there have been more than 100 instances of incorrect patient identity reported in RL Solutions. These errors cover a wide range of circumstances, including:

- Patients registered or arrived (for emergency department and OB ED patients) incorrectly – which can lead to their visit being documented in someone else's medical record and not having access to the correct medical history
- Patients wearing the wrong armband or staff scanning the wrong armband for treatment
- Tests done, orders placed or medications pulled for the wrong patient
- Prescriptions or discharge paperwork given to the incorrect patient

### Where Do We Start to Participate in the Process?

Of course, it's up to ALL of us to remember WakeMed's two patient identifiers and ensure that patients who are able to participate in the process state their **first and last name** and **date of birth** before any clinical care is provided to them. Remember – scanning the patient armband does NOT take the place of asking for their name and date of birth. If the patient's armband has incorrect information, you'll never know unless you ask the patient to say their name and date of birth out loud.

This fall, we will introduce new and updated policies related to registering and arriving patients to ensure a consistent process is used across the system. The policies will also outline how staff can best handle unusual situations that may previously have been overlooked or unaddressed. Staff in Patient Registration, Emergency Departments and other departments that greet and check in patients should be on the lookout for this information to be shared in the coming weeks.



## Distinguished Three-Star Rating from The Society of Thoracic Surgeons

WakeMed has again earned a distinguished three-star rating from The Society of Thoracic Surgeons (STS) for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures – commonly known as open heart bypass. The three-star rating is the highest category of quality and places WakeMed among the elite for heart bypass surgery in the United States and Canada.

Additionally, Raleigh Campus recently **received the top composite quality score for isolated CABG surgery in the state**, as reported to the STS. The list includes all N.C. hospitals that have publicly reported data for isolated CABG procedures from January through December 2018. While the STS does not formally rank organizations, this list helps gauge our progress compared to other health systems – and we are at the top!



### The Chase Continues!

While we are moving on to a new focus area, we will continue to work on reducing *C. difficile* infections. We've made great progress over the past year, thanks to numerous interventions that have been put in place, including:

- Restrictions on the use of high-risk antibiotics (clindamycin and fluoroquinolone)
- Expanding our HAIPI Rounds program
- Changing to OxyCide, which is formulated to help kill *C. diff* spores, for all Environmental Services cleaning
- Adding *C. diff* testing restrictions within Epic

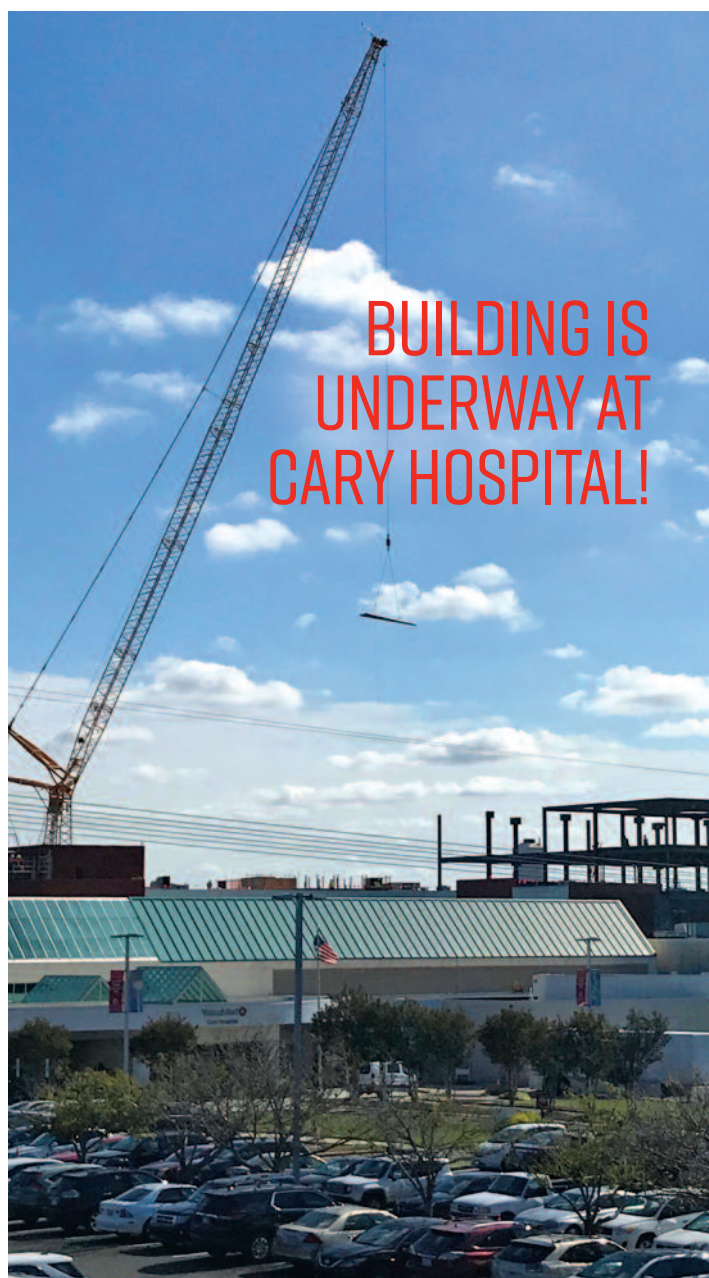
As a result, we are thrilled to share that **system-wide *C. diff* decreased 50% between the April to June 2019, as compared to the previous quarter.** Keep up the great work and be sure to share your Chasing Zero success stories with us at [chasingzero@wakemed.org](mailto:chasingzero@wakemed.org)!



*coming soon!*

### Pyramid Society Award Recipients

Meet the recipients of the 2019 Pyramid Society Awards and learn about their outstanding accomplishments in the next issue of *Microscope*!



The crane has arrived, and construction is officially underway to add two additional floors to the West wing of Cary Hospital. The project, which should be complete in spring 2021, is a testament to the investment WakeMed is making in Cary and the health care needs of southern and western Wake County.

The vertical expansion will add 102,000 square feet for 40 patient rooms on the fifth floor and additional space on fourth floor to be used for future patient care and support services. The layout for the new floors was designed based on feedback from physicians, nurses and supporting care team members. The new floors will offer:

- Care team areas that maximize the opportunity for collaboration by the entire multi-disciplinary team in flexible space
- Larger rooms with floor-to-ceiling windows, upgraded bathrooms and a dedicated family area with flexible furniture for sleeping or sitting
- Enhanced patient safety features and modern conveniences for patients, families and visitors.

Many projects, including an elevator closure, air handler unit construction and privacy window film installation were completed in recent months to help prepare for the new vertical expansion.

"This is a very exciting time at Cary Hospital and I know we all eagerly look forward to welcoming patients into these new spaces. As with any construction project, we will experience growing pains in the coming months, but I know our team will come together to work through any inconveniences and disruptions we may experience," commented **Tom Gough**, senior vice president & Administrator, Community Hospitals.

### Construction of Medical Office Buildings

In addition to the work on Cary Hospital, construction continues on two nearby Medical Office Buildings: the Medical Park of Cary's new Medical Office Building off Ashville Avenue and at the Health Park at Kildaire office building across Kildaire Farm Road. These two new medical office buildings will allow for the expansion of many primary care and specialty physician practices and will also help us introduce several new outpatient services. Both of these medical office buildings, which will include parking garages, will be completed in 2020.





## Decedent Care: Caring Beyond the Bedside

Losing a loved one is always challenging, and WakeMed's Decedent Care Services department was established to support communication and coordination of care after death, beyond the bedside. Decedent Care serves as the point of notification and a communication resource for clinical providers and deceased patients and their families, including answering questions about death, funeral home arrangements, disposition and transportation, and more. These services are in addition to end-of-life and grief support offered by WakeMed Spiritual Care.

"Helping a patient reach their final resting place can be a very complex process and we serve as the liaison to ensure that the right individuals are involved. Our goal is to support the patient's family in a way that does not add to the burden of what they are already going through," commented supervisor **Jordan Tripp** (Decedent Care Services).

With this new department in place, staff should notify Decedent Care – not the pathology call center – for all patient deaths. Please call 919-350-6843 to connect with our Decedent Care team.

### Contacting Decedent Care Services

Call 919-350-6843

Services available system-wide, 24/7/365 • Fax autopsy authorizations to 919-350-6856

## INTRODUCING



Join us for WakeMed Voices — a health and wellness-focused podcast series from WakeMed experts. Tune in and tune up your health with topics ranging from children's health to chronic conditions, caring for an aging parent and everything in between. A huge thank you to all of our doctors who have shared their expertise on the podcast so far:

- **Michael Ferguson**, MD (ENT – Head & Neck Surgery) – ear tubes
- **Kitty O'Hare**, MD (Pediatric Primary Care) – vaping & e-cigarettes
- **Andrea Crane**, MD (OB-GYN) – pelvic health
- **Paul Cohen**, PsyD (Neuropsychology) – concussions

- **Hillary Lockemer**, MD (Pediatric Endocrinology) – diabetes
- **Chantel Roedner**, MD (OB-GYN) – healthy pregnancy
- **Stuart Russell**, MD (Heart & Vascular) – heart failure
- **Lynn Kakos**, PhD (Neuropsychology) – cognitive aging & memory loss
- **Shereen Alavian**, MD (Pediatric Primary Care) – ADHD
- **Tiffany Lowe-Payne**, MD (Bariatric & Medical Weight Loss) – weight loss
- **Duncan Phillips**, MD (Pediatric Surgery) – chest wall deformities
- **Carmin Kalorin**, MD (Urology) – kidney stones

Subscribe and listen on podcast platforms including Apple Podcasts, Google Play, Spotify and more. Have a suggestion of a topic we should cover? Email Megan Dew at [mdew@wakemed.org](mailto:mdew@wakemed.org). Learn more at [wakemed.org/podcast](http://wakemed.org/podcast).

## 500+ Doses of Outpatient IV Lasix

Thanks to our *Heart Care Plus+* collaboration with Duke Health, we are keeping many heart failure patients out of the hospital when they need Lasix medication. Lasix (furosemide) is a medication used to help reduce extra fluid in the body, which can be caused by heart failure, kidney disease or liver disease. Heart failure patients who need Lasix treatment typically receive it as an inpatient – but WakeMed now offers outpatient Lasix treatment in our Advanced Heart Failure practice. The 500th dose of IV Lasix was administered in the office in September!



## REHAB REUNION RECONNECTS CAREGIVERS & PATIENTS

On September 21, 65 former WakeMed Rehabilitation patients and their families had the opportunity to reconnect with their therapists and nurses and learn about important resources to help them stay independent at the Second Annual WakeMed Rehab Reunion. Patients returned to WakeMed from throughout North Carolina and neighboring states. WakeMed Rehab is a leading provider of inpatient and outpatient physical rehabilitation services in the southeastern United States. Our team has achieved an unprecedented three recommendation-free CARF accreditation surveys in a row.

## introducing CRITICAL INCIDENT STRESS MANAGEMENT



Critical Incident Stress Management (CISM) is now available at all WakeMed campuses. This team received comprehensive training on CISM techniques that are used following any stressful or traumatic event that our staff face to allow them to work through their emotions related to the event. The CISM program focuses on the emotional impact that an event has had on staff members and is typically completed the day of the event or can be extended up to 24-48 hours. "Our hope is to increase staff resilience, identify appropriate coping mechanisms and decrease burnout by offering this program at WakeMed. Health care is a challenging environment and we are so proud to have this additional resource available to support our team," commented **Brittany Komansky**, MHA, RN, director (Emergency Services), who is part of the team that made CISM a reality.

The team has also created a card to assist staff with additional resources if needed; the card is called "Coping with Stressful Workplace Events" and should be available in all departments. For more information, or if you identify a situation where staff could benefit from CISM team support, contact Komansky, Sabrina Jones, Christie Hatch, Dawn Craft, or Kristi Blankenship or call the Clinical Administrator on duty.



WakeMed's Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the "Report a Good Catch" link on MyWakeMed.



**Ethel Manahan**, RN, (PACU – Raleigh Campus) was preparing a patient for surgery and, following protocol, confirmed the patient's surgery as stated on the consent form. The patient had already signed the consent form, as had the surgical resident and a nurse, when Ethel realized the procedure listed was incorrect. She revised the consent form and notified the appropriate people about the error. We appreciate your efforts and attention to detail, Ethel!

## LEADERSHIP UPDATE



### Valerie Barlow Promoted to VP, Clinical & Support Services

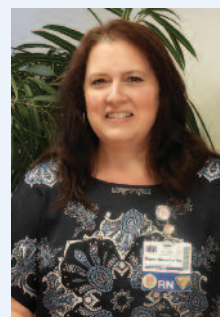
**Valerie Barlow**, PharmD, MBA, was recently promoted to the role of vice president, Clinical & Support Services. With this transition, Barlow has taken on responsibility for system-wide support services, including Environmental Services, Food & Nutrition Services, Laundry & Linen Services, Spiritual Care, WakeMed OneCall and Mobile Critical Care. She will continue to provide system-wide oversight for Pharmacy,

Laboratory Services and Imaging Services. Barlow joined WakeMed in 2000 as a pharmacy manager at Cary Hospital and held progressive leadership roles before being promoted to executive director of clinical services in 2017. She holds a bachelor's degree in pharmacy, a doctor of pharmacy degree and a master's degree in business administration, all from the University of North Carolina at Chapel Hill.



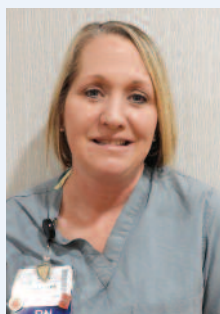
### Jennifer Elliott Named Director, Critical Care Nursing Services

**Jennifer Elliott**, MSN, RN, has been named director of Critical Care Nursing Services with continued oversight for the ICUs at Raleigh Campus. Elliott joined WakeMed in 1995 and has experience in cardiac, medical-surgical and critical care nursing. For the past five years, she has served as a Clinical Nurse Specialist focused on advancing nursing practice to assure quality and patient safety.



### Diane Gilewicz Named Nursing Director for Rehab, Neuro Care

**Diane Gilewicz**, MSN, RN, has been promoted to director of nursing for WakeMed Rehab and Neuro Care. In this role, she is responsible for the nursing leadership of 2C, 2D, 3C and 6B Neuro Care, and will provide nursing practice oversight and support to Outpatient Rehab, Wound Care and Cardiac Rehab. In her nearly 30 years at WakeMed, Diane has worked as a CNA, clinical nurse, charge nurse, admissions and marketing representative, supervisor and manager.



### Jodie Donahue Named Director of Surgical Services

**Jodi Donahue**, MSN, RN, has been promoted to the role of director of Surgical Services – Raleigh Campus after serving in the interim role since June. In this role, Donahue is responsible for the leadership of Anesthesia Support Services, Endoscopy, Operating Room, PACU, Perfusion Services, Pre-Anesthesia Test, Sterile Processing and Surgical Services Administration. Donahue joined WakeMed in 2017 and has served as the operating room manager for two years.

## ▶ WOW, WHAT AN EMPLOYEE!

**Susan Hollowell**, RN, (Mobile Critical Care Services) was elected to the Air & Surface Transport Nurses Association Board of Directors as a director-at-large. She will serve a two-year term on the board.

**Jennifer Neighbors** and **Karen Robins** (both of Corporate & Community Health) were speakers at the national 15th annual Mobile Health Clinics Conference.

**Christie Hatch**, MSN, RN, was promoted to manager of 5B Neuro.

**Kippy Woodlief**, RN, manager (Emergency Department – Raleigh Campus) earned a master's degree in nursing (MSN).

**Kelley Reep**, RN, (Clinical Nursing Resource Services) earned her MSN and received certification as an Acute Care Clinical Nurse Specialist-Adult/Gerontology.

**Sabrina Weaver**, BSN, RN, (3C Rehab Nursing) and **Amanda Shambeau**, RN, (Emergency Department – North Hospital) received bachelor's degrees in nursing (BSN) from Western Governor's University.

**Elizabeth Ameka**, MSN, APRN, FNP, (3C Rehab Nursing) received advanced degrees from Purdue University Global.

**Dawn Ferguson**, BSN, RN, (3C Rehab Nursing) earned gerontological nursing certification.

**Omar Saidykhan** (3C Rehab Nursing) earned EMT credentials.

**Pam Cross**, BSN, RN, manager, (6C Trauma & Surgery) earned board certification as a nurse executive.

**Carter Gruber**, BSN, RN, (Mother/Baby – Raleigh Campus) earned national certification as a maternal newborn nurse.

**Chris McPhillips**, RN, (CICU) received certification in critical care nursing (CCRN).

**Sarah Ray**, RN, (NICU) earned RNC certification.

**Maxine Williams**, RN, and **Suzanne Butler**, RN, (both of 1C Clinical Evaluation Area) received certification in psych-mental health nursing.

## ▶ COMINGS & GOINGS

Primary Care – North Raleigh welcomes **Claudia Sandoval**, **Yavonda Sumpter** and **Darnic Williams**.

Home Health welcomes **Toree Joines**, LPN; **Pamela Haynes**, LPN, and **Brenda Biggs**.

Guest Services welcomes **Tammy Holloway** and **Donna Ditomasso**.

Imaging Nursing – Raleigh Campus welcomes **Sara Schiffelbein**, RN, and **David Rose**, RN.

Heart Center Pre- & Post-Procedure Care welcomes new manager **Erica Harkey**, MSN, RN.

The Heart Center Inn welcomes new manager **Emily Hostetter**, who has taken on this role in addition to her duties as business manager for Critical Care/Heart & Vascular Services and Women's & Children's Services.

Cary Hospital Trauma Service welcomes **Jennifer Cheetham-Smart**.

Mother-Baby – Raleigh Campus welcomes **Nicole McLaughlin** and **Katherine Cataldi**, MSN, RN.

CICU welcomes **Brian Fosnock**, RN; **Josh Runyon**, RN; **Tom Murphy**, RN; **Jade Galati**, RN; **Summer Stevens**, RN; **Casey Whitfield**, RN; **Amanda Collier**, RN; **Ryan Green**, RN, and **Richard Boatwright**, RN.

WakeMed Heart & Vascular – Apex welcomes **Grace Ferreira**.

The NICU welcomes **Cindy Stone**, RN.

3C Rehab Nursing welcomes **Jane Rocham**, **Breanna Glore**, **Julia Reyes Cortes**, **Chelsey Copeland**, **Hope Chamblee**, **April Love Malone**, RN; **Latashia Burgess**, **Queen Chileshe**, BSN, RN; **Carolyn Best-Ibrahima**, **Grazielle Dominado**, BSN, RN, nurse resident.

Financial Clearance welcomes **Catrina Inge**, **Derrick Patterson** and **Marilyn Hogg**, RN.

1C Clinical Evaluation Area welcomes **Candice Winstead**, BSN, RN; **Jeannette Muamba**, BSN, RN; **Adam Jenrola**, BSN, RN; **Shani Kareem**, BSN, RN; **Chris Smith**, **Erica Alston** and **Mark Briggs**.

Emergency Department – North Hospital welcomes **Shannon Healy**, BSN, RN; **Loretta Pearce**, MSN, BSN, RN; **Frances Eaves**, BSN, RN, and **Daisy Ramirez**, BSN, RN.

Infection Prevention welcomes **Judy Moy**, MSN, RN. **Lisa Schneider**, BSN, RN, has transitioned into a part-time role at Cary Hospital and **Sydney Gaskins**, BSN, RN, has transferred into the full-time role at Cary Hospital.

6A CVIC welcomes **Paula Benson**, BSN, RN, and **Joan Phillips**.

3A CVIC welcomes **Randi James**.



## KNOCK, ANNOUNCE AND ASK PERMISSION

As we shared last month, Pearls is a new initiative that builds on our Wake Way behaviors by highlighting brief, easy-to-remember tools and actions that demonstrate respect, support patient dignity and improve communication. These actions and tools, called Pearls, are intentional behaviors that should become part of your daily work routine.

Pearls are for everyone at WakeMed who interacts with patients – not just nurses and clinical staff. Each pearl supports one or more of our Wake Way Behaviors and will help create standard work, resulting in a more consistent, positive experience for our patients and their families.

We are pleased to share our first Pearl: Before entering a patient's room, staff are to **knock, announce** and **ask permission**. Staff are also expected to knock, announce and ask permission before entering the work spaces of coworkers, such as offices or cubicles. This shows respect for your team members and the work they are doing.

When entering a patient room, after you announce yourself, please check with the patient (when it is appropriate) about how they are feeling and confirm that they are up for the task being done. This shows respect for their private space and their healing process.

**Example #1:** Knock, knock. "Mrs. Jones this is Joan with Environmental Services, may I come in?" Assuming patient agrees, this should be followed by, "I would like to clean and sanitize your room but want to be respectful of how you are feeling, is this a good time?"

**Example #2:** Knock, knock. "Mrs. Jones, this is Sally, your nurse tech, may I come in?" Assuming patient agrees, Sally enters room and says, "Is this a good time for you to get washed up and get ready for the day? I want to be respectful of how you are feeling."



APPs, not the device app, the medical professional. Advanced Practice Providers (APPs), (previously known as "mid-level" or "physician extender") are a group of medical professionals who are an integral part of the care team. This group includes physician assistants (PA), nurse practitioners (NP), midwives (CNM), nurse anesthetists (CRNA), anesthesia assistants (AA) and clinical nurse specialists (CNS). While wide-ranging in knowledge and skill sets, they are united in their completion of graduate-level medical/nursing education, national certification and a desire for quality patient care.

WakeMed supports APPs as valued members of the health care team. "APPs are our professional partners, enhancing the quality of care delivered to our patients synergistically with physicians. Patients and their families benefit from the compassionate and empathetic care an integrated team provides them," explains **Chuck Harr**, MD, Raleigh Campus Chief Medical Officer.

The demand for APPs continues to rise nationally, as many are seen as a solution to providing quality care in an era of rising costs. At WakeMed, patients may interact with APPs in various clinical settings – from primary care for routine health maintenance needs to high acuity in intensive and emergent care areas. Over 540 APPs hold clinical privileges at WakeMed with approximately 240 APPs employed by the organization.

**Michelle Schweitzer**, DNP, joined WakeMed as the executive director of APPs in April of this year and stated, "I am honored to serve such an innovative group of professionals. Since joining the WakeMed family, I have had the pleasure of meeting a professional caring group of individuals who take pride in the daily care they provide, one patient at a time. I quickly have learned that our APPs truly live the culture that the patient is the focus; and time and time again, I have seen such caring and supportive care they provide to one another as well. It is a true gift to work with such a wonderful group of professionals." APPs are essential to daily patient care, but that is not all they do... they are present on many hospital and department committees working to improve patient care, provide education to other staff and represent WakeMed at various local, state and national conferences and committees.

The Advanced Practice Provider Leadership Council (APPLC), pictured above, is hard at work preparing several networking and CME events for APPs in 2020. If you are an APP interested in system-wide issues or professional growth, consider joining us at open APPLC meetings in 2020. Please contact [amedwards@wakemed.org](mailto:amedwards@wakemed.org) for more information.

## WakeMed StepForward TRAINING TO SUCCEED WITH YOUR NEW PROSTHESIS

For amputees, the healing phase after surgery is the time for patients to start thinking about relearning how to do the things they enjoy. WakeMed StepForward – a comprehensive, structured program for people who have had amputations – helps patients:

- Safely, confidently and consistently use their new limb
- Use their prosthesis to its fullest potential
- Care for themselves and their prosthesis
- Troubleshoot issues and who to call for assistance

WakeMed therapists help patients adapt to and manage their new limb. They will build skills and confidence to improve quality of life. StepForward is available for inpatients, outpatients or through Home Health.

An evaluation with a WakeMed physical therapist and occupational therapist as well as an insurance plan review will determine which StepForward option a patient qualifies for. A physician referral is needed for evaluations; referrals can be entered into Epic or faxed to 919-350-8791.

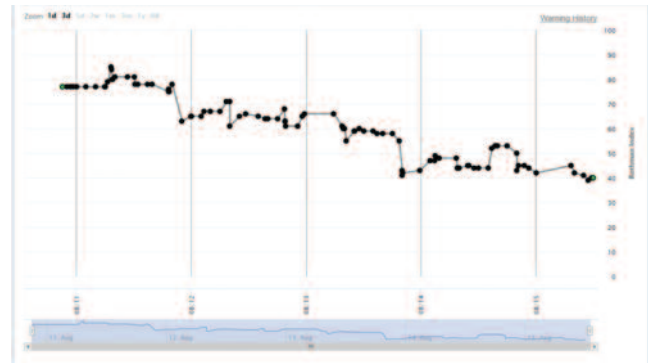


# Exceptional People. Exceptional Care.

## Improving Quality, Safety with AI

### PeraHealth's Rothman Index Goes Live at Cary Hospital

Care team members at Cary Hospital now have a new tool to help them monitor the condition of their patients. The hospital recently went live with the Rothman Index, a predictive analytics algorithm developed by PeraHealth. The software captures data points from Epic to create a simple score and trend graph that can help providers get a better picture of a patient's condition over time – often alerting of a serious decline in condition before it would have been otherwise recognized.



The Rothman Index pulls in 26 variables from nursing assessments, vital signs, lab results and much more, to help detect subtle changes that may indicate a serious decline is on the way but could go unrecognized by even the most skilled nurses and physicians. “Based on the score and graph, you can predict if the patient is going to deteriorate in the next 6 to 12 hours, or if their condition will improve. Each

graph point is tied to specific data, which allows us to see how each variable impacts the patient's condition and use that to inform your clinical decision-making,” commented **Muhammad Tariq**, MD, director (Hospital Medicine – Cary Hospital).

Cary Hospital went live with the PeraHealth tool in late September and the system has been well received by physicians and nurses. Staff didn't have to wait long to see the tool in action – as early as go-live week, it helped inform decision-making for several patients who benefited from additional interventions.

“Our team has really embraced this new software – and it's exciting that what we have learned so far is just the tip of the iceberg. As we gain more experience, it will generate new ideas of how we can utilize this information to benefit our patients,” commented **Pam Scott**, RN, director (Adult Acute Care Nursing – Cary Hospital). “I am so proud of WakeMed for implementing this system. It validates our commitment to our Aspirational Goals of quality, safety and innovation.”

The Rothman Index is being used in addition to the teleICU predictive analytics software being developed through our partnership with CLEW Medical. These artificial intelligence algorithms help providers predict and prevent clinical deterioration, enabling us to provide the right level of care, at the right time, in the right place. “Not only can our use of these tools help save lives, they can also prevent readmissions, reduce length of stay, help clinicians make decisions about transfer and discharge, and predict the risk of severe infections and other conditions,” commented **David Kirk**, MD, executive medical director, Critical Care Services.

## Kudos to Our Heart & Vascular Team!

### ACC Performance Achievement Award for Chest Pain – MI Care

WakeMed Raleigh Campus has received the American College of Cardiology's NCDR Chest Pain – MI Registry Platinum Performance Achievement Award for 2019 and is one of only 225 hospitals nationwide to receive the honor. The award recognizes our commitment and success in implementing a higher standard of care for heart attack patients and signifies that we have reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.



## Dr. Klausner Recognized by Carolinas Center for Medical Excellence

**Brian Klausner**, MD, (WakeMed Primary Care – Downtown Raleigh) was awarded The Carolinas Center for Medical Excellence's (CCME) 2019 Harris Memorial Award. The Harris Memorial Award was established 20 years ago to honor the life and memory of one of CCME's founding members, T. Reginald Harris, MD. Dr. Harris passed away in 1999 and was well-known for his decades of service to the medical community through the North Carolina Medical Society, the American Medical Association, and many other professional, civic, and community activities.



Dr. Klausner was recognized for outstanding achievements in the improvement of health care quality and service to the medical community at the NCMS' LEAD Health Care Conference held in Raleigh on Friday, October 4.

## Catch a Falling Star

### 365 Days Falls-Free!

Three WakeMed departments went the entire fiscal year without a fall! Congratulations to these teams and thank you for all you do to promote patient safety. You are truly Chasing Zero and we are proud of you:

- CTICU
- Special Care Nursery – Cary Hospital
- Special Care Nursery – North Hospital

Congratulations to the following departments that were Falls Free during the fourth quarter of FY19 (July – Sept.):

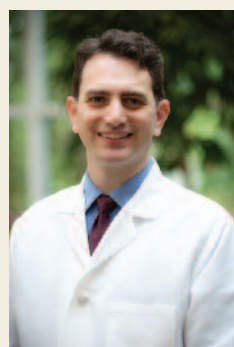
- 6C Surgery & Trauma
- Acute Neuro
- CTICU
- Heart Center Pre- & Post-Procedure Care
- Neuro Critical Care
- MICU
- STICU
- Labor & Delivery – Raleigh Campus
- Raleigh OB ED – Raleigh Campus
- Emergency Department – Apex Healthplex
- ICU – Cary Hospital
- Special Care Nursery – Cary Hospital
- Women's Pavilion & Birthplace – Cary Hospital
- OB ED – Cary Hospital
- Imaging – Cary Hospital
- Mother/Baby – North Hospital
- Special Care Nursery – North Hospital
- Labor & Delivery – North Hospital
- OB ED – North Hospital
- Imaging – North Hospital

## NEWS FROM WAKEMED PHYSICIAN PRACTICES

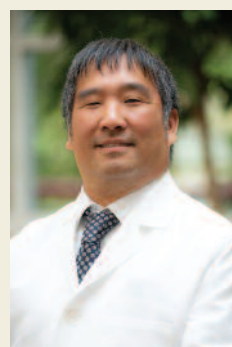
### Welcome New Physicians



**Lindsay Boole, MD**  
Pulmonary & Critical Care Medicine – Cary Hospital



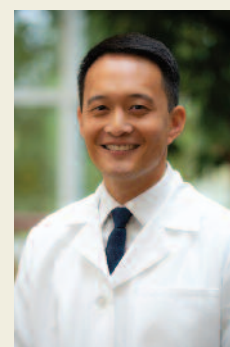
**Matthew Bruehl, MD**  
Pediatric Pulmonology



**Christopher Chao, MD**  
Urgent Care



**Ryan Gentry, MD**  
Wake Orthopaedics



**Jonathan Lin, MD**  
Primary Care – Fuquay-Varina



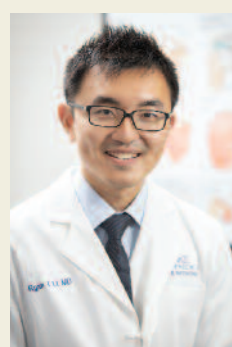
**Shahla Naz, MD**  
Primary Care – Holly Springs



**Lynne Wirth, MD**  
Pediatric Primary Care – Clayton



**LaToya Woods, MD**  
Primary Care – Fuquay-Varina



**Ryan Li, MD**  
Wake Orthopaedics



**Sharon Speed, MD**  
Primary Care – Fuquay-Varina

### Welcome New Advanced Practice Providers

**Kelly Pflaum, NP**  
Mobile Wellness

**Charles Whiting, NP**  
Primary Care – Knightdale

**Tiffany Young, NP**  
Neonatology

**Lauren Parker, NP**  
Cardiovascular & Thoracic Surgery

**Lauren Morris, PA**  
WakeMed Heart & Vascular

**Erin Wills, NP**  
Vascular Surgery

**Kayleigh Gilmore, PA**  
Urgent Care

### Now Open!

**Pediatric Primary Care – Clayton**  
Primary medical care for children ages newborn to 18  
204 Medspring Drive, Ste. 200  
Clayton, NC 27520  
919-235-6505

**WakeMed Children's PM Pediatrics Urgent Care – Cary**  
Pediatric urgent care, open daily from noon to midnight  
2007 Walnut Street  
Cary, NC 27518  
919-823-5437

# WHAT'S HAPPENING AT WAKEMED



The North Hospital Emergency Department leadership team received Patriot Awards from the Department of Defense. This award is given to employers for “contributing to National Security and Protecting Liberty and Freedom by Supporting Employee Participation in America’s National Guard and Reserve Force.” The team was nominated by **Kyle Wooten**, a nurse tech who was recently deployed to active duty in the Middle East; BELOW: On September 23, the Falls Committee rounded on units throughout the system for Falls Awareness Day. This was a great opportunity to recognize and celebrate the hard work we have put into falls prevention during the last year.



The second-annual Ready, Steady, Go! event was held at Cary Hospital in early October. The event provides information to help community members understand how everything from vision to lack of exercise to brain function to nutrition can impact their risk of falls – and how best to minimize that risk.



It was a sea of red at the Triangle Heart Walk! Thank you to everyone who participated in the walk or helped with fundraising efforts behind the scenes. Team WakeMed – which included over 300 walkers! – raised over \$27,000 to supports the American Heart Association.

BELOW: WakeMed Kaizen Showcases were held in September and October. The event is an opportunity for groups across the organization to share their work that supports the Wake Way 2 Excellence, including Kaizen Events and PDSAs. Kaizen Showcases will take place every month – check the WakeMed Weekly for details about upcoming events!



WakeMed Rehab patients and staff had the great pleasure to hear from Abram Piasek, pictured with **Jocelyn Dressel** and **Elizabeth Penny**, on October 1. Mr. Piasek is a Holocaust survivor who was in four different concentration camps between the ages of 12 and 17. Now 90 years old, he set a goal of speaking publicly at the hospital before he is discharged home. Thank you for reminding us all that we should “never give up!”



WakeMed was once again a sponsor of the African American Culture Festival in downtown Raleigh. Thank you to our volunteers who helped staff our booth and share information about WakeMed to event attendees!



Cary Hospital recently received the Glenaire Community’s Distinguished Service Award from the Community Relations Committee, comprised of residents of the Glenaire retirement community. The award was created a decade ago to honor partners in the community who provide outstanding service to Glenaire residents.



WakeMed continued our presence at the annual SAS Championship tournament this month, offering first aid support, blood pressure checks, flu shots, and games and activities in the Health Zone throughout the tournament.

# MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor  
WakeMed Employees, Photos

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ADDRESS SERVICE REQUESTED

## GET YOUR FLU VACCINE!

Flu vaccines are still available free of charge to all WakeMed employees, medical staff members and volunteers. This year, we are offering vaccines that are egg-free, latex free and preservative free as well as FLUAD for individuals 65 and over. We are not offering flu-mist.

To protect our patients, visitors and colleagues, all employees, volunteers and medical staff members are required to get a flu shot (or approved exemption) every year. Employees who fails to receive a flu vaccine, renew a previously approved exemption, or obtain a new exemption from Occupational Health by 4 pm on November 8 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.

For more information, contact Occupational Health at ext. 07370 (Raleigh Campus), ext. 02631 (Cary Hospital) or ext. 01685 (North Hospital).

## FOLLOW US!

Want to learn more about what's happening at WakeMed? Follow us on social media!



@WakeMed



WakeMedHospitals



WakeMed &  
WakeMed Children's



## CALENDAR OF EVENTS

### Veterans Day Services

**Monday, November 11, 11 am**  
Raleigh Campus, Cary Hospital and North Hospital  
All are welcome to join us as we honor the veterans within the WakeMed family.

### WinterFest

**Raleigh Campus**  
Thursday, November 29, 8 am to 4 pm

**Cary Hospital**  
Friday, November 30, 9 am to 1 pm

**North Hospital**  
Tuesday, December 4, 10 am to 2 pm



### On-site Belk Sales

Belk representatives are bringing Belk gift cards, home goods, fragrances, handbags, jewelry, watches, shoes, makeup, clothing and more to WakeMed for your shopping convenience. Cash, credit and payroll deduction accepted. In addition to the on-site, pop-up store, employees can pre-shop at the Belk Crabtree Valley Mall location the week before and have their selections held and brought to the sale and use payroll deduction for their purchases.

**Pop-Up Store at Cary Hospital**  
Wednesday, December 11, 7am – 4pm  
Conference Center  
Pre-shop – December 2 – 8.

**Pre-Shop Event at North Hospital – No Pop-Up Event**  
Tuesday, December 10, 7 am to 4 pm  
Conference Room

Pre-shop – December 2 – 8. Have your selections held and brought to the December 10 sale and use payroll deduction for purchases.

**Pop-Up Store at Raleigh Campus**  
Tuesday, December 17, 7am – 4pm  
Andrews Center  
Pre-shop – December 9 – 15.

### Employee Relations Classes

**A Positive Approach to Discipline**  
This course will provide managers with guidance in identifying and correcting inappropriate employee behavior, performance or attendance in a consistent manner through the use of coaching and disciplinary action when appropriate. WakeMedU code: LDPAD.

### Organizational Development Classes

**Professional Development**  
**First Impressions Behavior Training** – Oct. 31, 8:30 am to 3:30 pm, MOB (WakeMedU code: PDFI-2001)

**Effective Communication** – Nov. 5, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDCOM-2001)

**People See Things Differently** – Nov. 7, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDMBTI-2002)

**Impacting Others Through Your Behavior** – Nov. 14, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDDISC)

### Leadership Development

**Leading with Emotional Intelligence** – Nov. 8, 8:30 am to 3:30 pm, MOB (WakeMedU code: LDEQI-2001)

### Nursing Education

**Essential Oil Basics: Aromatherapy at WakeMed** – Oct. 28 through Nov. 1; multiple sessions at Raleigh Campus, Cary Hospital and North Hospital (WakeMedU code: NE014-19108)

**Ownership, Empowerment & Accountability: A New Model for annual Competency Assessment** – Nov. 11, 9 am to noon, MOB (WakeMedU code: NE014-17106)

**The Role of the Competency Validator: A Key Piece in the Competency Process** – Nov. 13, 1 to 3:15, NED B (WakeMedU code: NE014-17108)

**Social Media: Protecting Our Patients, Organization, and You** – Tuesday, Nov. 19, 11:45 am – 1 pm, Conference Dining, lunch provided (WakeMedU code: NE014-19033)

**How Does Feedback Impact Me?** – Nov. 21, NED A (WakeMedU code: NE014-16049)

### Healing Touch Level 1 Class

**November 16 & 17**  
Cary Hospital Conference Center  
16 contact hours for nurses and massage therapists. To register, contact Maggi Hutchinson at 919-214-2582.

### Community Clinics

**Cary Hospital Conference Center**  
First Monday of each month; 6:30 to 8 pm

**Raleigh Campus Conference Dining**  
Third Monday of each month; 5:30 to 7:30 pm

### CapRAC Training Opportunities

**Capital Medical Reserve Corps Orientation** – Nov. 2, 9 am to noon; email [nithorpe@wakemed.org](mailto:nithorpe@wakemed.org) for details.

**Basic Disaster Life Support (BDLS)** – Nov. 7, 8:30 am to 5 pm; email [sharrison@wakemed.org](mailto:sharrison@wakemed.org) for details.

**State Medical Assistance Team 800 Shelter Setup and Overview** – Nov. 14, 6 to 9 pm; email [janisbrown@wakemed.org](mailto:janisbrown@wakemed.org) for details.

### Wake AHEC

**Beyond Healthcare: Understanding Social Determinants of Health** – Oct. 30, Andrews Center  
**Signing with Babies and Young Children** – Nov. 2, Andrews Center

**RADAR Child Forensic Interview Model: Update 2019** – Nov. 5, NC Conference of District Attorney's Office, Raleigh NC

**North Carolina Integrated Care Symposium 2019** – Nov. 7, The McKimmon Conference and Training Center

**Benign Paroxysmal Positional Vertigo (BPPV) Assessment and Management** – Nov. 8, Andrews Center

**CGEC Geriatric Mental Health Conference: Care Beyond Disease and Diagnosis** – Nov. 13, Andrews Center

**Trauma and Recovery for Adults** – Nov. 15, Andrews Center

**14th Annual Time is Brain: Advances in Stroke Care** – Nov. 16, Andrews Center