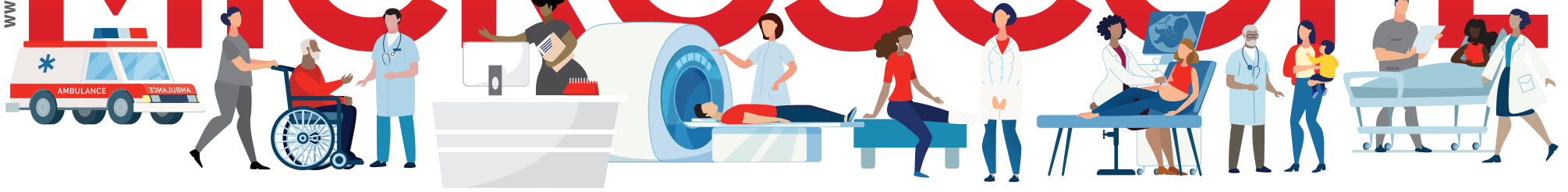


www.wakemed.org

MICROSCOPE



JOINT COMMISSION SUCCESS!



Late this winter we welcomed two teams of surveyors from the Joint Commission for our re-accreditation surveys. In March, a large team of surveyors spent a week evaluating all facilities operating under the Raleigh Campus license, which includes North Hospital, Brier Creek Healthplex, Garner Healthplex, Home Health and several hospital-based practices. A separate team of surveyors spent four days at Cary Hospital and Apex Healthplex in February.

During each survey, the teams spent multiple days looking at everything from ceiling tiles to medical records, from staff competencies to medical gas storage. Throughout both surveys, our staff and providers were incredibly engaged and prepared – clearly demonstrating your passion, knowledge and expertise in all areas!

Both teams of surveyors were extremely complimentary of our staff, physicians and leadership – particularly when speaking about our patient care practices and our culture.

As with all visits of this type, there were several findings and areas of opportunity from both surveys that will be addressed. There were no conditional findings, however, and therefore no additional visits from surveyors are required.

“After the two years we have just experienced, which have been some of the most challenging years in our nation’s history, these surveys were an incredible opportunity to show how truly exceptional this organization is. WakeMed is a place where patients come first, safety is paramount and the culture is as strong as it is unique – and that was clearly demonstrated to our survey teams,” commented **Donald Gintzig**, WakeMed president & CEO. “I am so proud of the way our entire WakeMed family rose to this occasion, collaborated with surveyors and embraced this opportunity to learn and grow – all for the benefit of our patients and families. Thank you for all you do, and God bless you.”

Thanks to all for demonstrating your dedication to our patients and our mission in all interactions with the survey teams. You are the Wake Way!

Here are a few comments from the Joint Commission surveyors during their time at WakeMed!

This is a really special place. When places get this big, they tend to get really siloed. But you have a special culture here, preserve it.

YOU ARE DOING THE RIGHT THINGS FOR THE RIGHT REASONS – NOT BECAUSE JOINT COMMISSION SAYS SO.

YOUR STAFF ARE PROUD AND CONFIDENT.

THIS IS WHERE I WOULD COME FOR CARE.

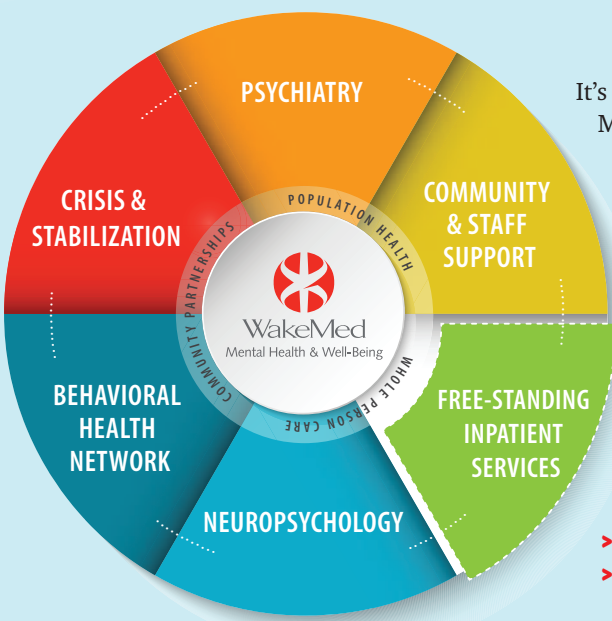
Staff have been very engaging and friendly and asking questions, which shows their comfort level with the surveyors and their interest in learning.

YOU HAVE A LOT TO BE PROUD OF.

I SAW STRONG EVIDENCE OF COLLABORATION THROUGHOUT WAKEMED NORTH.

Hemodialysis maintenance and process for order correction is best practice.

Introducing WakeMed Mental Health & Well-Being



It’s official. WakeMed Behavioral Health is now WakeMed Mental Health & Well-Being (MHW). The new name better reflects our whole-person care delivery focus and commitment to our community’s mental health needs. The Mental Health & Well-Being structure of care is built on the population health model, weaving together services under the MHW umbrella. It is not a reporting structure; it is a bird’s-eye view of the MHW services that are available throughout WakeMed and the community. It’s likely to change as we discover new pathways to deliver MHW care across the WakeMed continuum and beyond. The MHW structure currently includes six main components:

- > Crisis & Stabilization
- > The Behavioral Health Network
- > Psychiatry
- > Neuropsychology
- > Community & Staff Support
- > Free-standing Inpatient Services

Every month, ~900 adults and children come to WakeMed Emergency Departments with identified mental health needs. This number does not include those with unrecognized mental illness. Many patients require an inpatient stay before being safely discharged to an appropriate inpatient or outpatient care setting. Timely psychiatric assessment at the bedside has been a major focus for the MHW team, and they are succeeding:

- > The Psychiatry team is assessing inpatients within 24 hours of admission 95 percent of the time – a 35 percent increase from December 2020.
- > An enhanced triage process in our EDs makes it possible for mental health clinicians to reach patients suffering mental health/substance use crises within minutes of their arrival.
- > The team decreased involuntary psychiatric commitments in the EDs by 50 percent.

How to Reach the MHW Team

Call ext. 07722 for mental health and substance use assessments (ED & inpatient), discharge planning (mental health/substance use as primary diagnosis), all mental health and substance use questions.

Exceptional People. Exceptional Care.

THREE FROM WAKEMED RECEIVE HEALTH CARE LEADERSHIP AWARDS

On Tuesday, March 1, the *Triangle Business Journal* unveiled its 2022 class of Health Care Leadership Award honorees. Of the 15 Triangle-area leaders named to the list, three were members of the WakeMed family! Each of these WakeMed honorees were recognized for their significant impact on the health and well-being of our patients, team and the community. Congratulations to these WakeMed team members – we are proud to recognize your accomplishments!



Associate Chief Medical Officer **David Kirk, MD**, (Pulmonary & Critical Care Medicine) was a winner in the Doctor of the Year category. For more than 15 years, Dr. Kirk has treated WakeMed’s most critically ill patients and supported our frontline staff. While Dr. Kirk’s work has always made a great impact at WakeMed and throughout the larger health care community, his leadership has never been more evident than during the pandemic. A constant, steady presence at WakeMed, he has risen to the challenge time and time again to keep our patients, the WakeMed family and the community safe and informed.



Nerissa Price, MD, (WPP Well-Being Initiatives) was a winner in the Diversity Leader in Health Care category. As medical director of WakeMed’s Homeless Engagement Assistance & Resource Team (H.E.A.R.T.) program, Dr. Price works tirelessly to address health disparities, mental health needs, vaccine equity and improving the health of unhoused individuals and families. Dr. Price is a voice for the often voiceless, an advocate for mental health, and a champion for equity and access in health care. She’s also an incredible asset to WakeMed’s frontline staff, providing emotional support and other resources to build resiliency throughout the pandemic.



Emily Mengel (Clinical Engineering) was recognized in the Rising Health Care Leader category. As a clinical engineer, Mengel provides high-level support throughout the hospital – developing solutions to clinical and technical problems as they arise. During the August 2021 COVID-19 surge, Mengel’s innovative thinking unearthed a solution to allow our eICU teams to keep a close watch on critically ill patients while preserving time and PPE. Mengel’s idea to integrate existing technology allowed our eICU team to interact with patients, family members and on-site team members and enhanced the level of care we were able to provide.

HERE WE **GROW** AGAIN!

Building A Bigger, Better 2E!



Work is underway to expand and renovate 2E CVICU at Raleigh Campus, adding 20 patient rooms and renovating existing patient care and staff workspaces. The new space has been designed to maximize patient privacy while enhancing staff efficiency. The renovated unit will feature gathering spaces for patients' family members and improved workflow for staff who care for our critically ill patients. Thank you for your patience as this work is underway!

Expansion Underway at North Hospital

Over the past year, North Hospital has added several new patient care services, enabling the facility to provide a higher level of care, reduce transfers to other facilities and expand procedure capabilities. As these services have been added, the facility has seen patient acuity levels and volumes increase – and now is in need of more space to care for patients. Several important expansion projects will get underway in the next year, which will enable North Hospital to continue growing to meet the needs of the North Raleigh community.

The first of these projects kicked off this spring, which entails adding 16 new Medical/Surgical beds on the third floor.

Construction is expected to take about a year and will bring the total number of beds at the hospital to 77. When the Medical/Surgical expansion is complete, a new intensive care unit will be added on the fourth floor. Extensive renovations are also planned for the Surgical Services area, beginning with expanding the endoscopy rooms, which will allow the facility to perform more complex procedures.

Later this year, work will begin on a new Ambulatory Surgery Center on the first floor of the Physicians Office Pavilion (POP), which is expected to open in 2023. All practices and services on the first floor of POP will be relocated as this work gets underway – details about these moves will be shared in the WakeMed Weekly in the coming months.

“These significant expansion projects, paired with ongoing efforts to expand and enhance the services we offer, will allow us to provide a higher level of care to our patients and families,” commented **Valerie Barlow**, senior vice president & administrator, North Hospital. “This is an exciting time for our North Hospital enterprise and we look forward to what the future holds for our staff and the patients we serve.”



WakeMed Outpatient Rehabilitation Practice Changes

WakeMed Outpatient Rehabilitation is undergoing several changes to its practices.

- ▶ **New! WakeMed Physical Therapy – Brier Creek** – Located in The Cambridge at Brier Creek, 7901 TW Alexander Drive in Raleigh, the practice serves patients of all ages with an emphasis on adult rehab services. Call 919-350-1508 for information.
- ▶ **Practice Move: WakeMed Physical Therapy – North Raleigh** – This practice has moved from the Physicians Office Pavilion at North Hospital to the former WakeMed Outpatient Rehab – Wake Forest Road location at 3701 Wake Forest Road. The team serves patients of all ages. Call 919-350-1508 for information.
- ▶ **Practice Consolidation: WakeMed Outpatient Rehabilitation** – Wake Forest Road & WakeMed Outpatient Rehabilitation – North Hospital have consolidated and relocated to 10880 Durant Road. The practice name is WakeMed Outpatient Rehabilitation – Durant Road and the team serves patients of all ages. Call 919-350-7000 for information.



IS THERE ANYTHING ELSE I CAN DO FOR YOU?

Pearls are short, easy-to-remember actions that demonstrate respect, support patient dignity and improve communication. Pearls should become part of your daily work routine – whether you are in a clinical area or administrative/office workspace. These actions help show respect for our patients as well as your team members and the work they are doing.

As a reminder, here are our first two pearls:

#1 – Before entering a patient's room: **Knock, announce and ask permission**

#2 – When leaving a patient's room, ask: **“How may I leave your door?”**

We are pleased to introduce our third pearl: when leaving a patient's room, ask: **“Is there anything else I can do for you?”**

Asking this open-ended question shows respect and is an opportunity to meet the patient's needs proactively. When all staff use this common language, it demonstrates that we work as a team to ensure each patient has an exceptional experience.

Many requests, such as removing a meal tray, pushing the bedside table closer, handing the patient their phone, etc., can be done by anyone. Staff should make every effort to assist the patient – even if the request is outside your typical job role.

If the request is something you don't know how to do, or don't feel comfortable doing, you can always say something like, “I think your nurse would be the best person to assist with that. Let me go find them for you.” If the request requires follow-up, such as support from Environmental Services or Facilities Services, take the necessary steps to ensure the patient's needs are met.

SERVICE AWARDS MICROSCOPE CORRECTION

It has come to our attention that an incorrect photo was printed for one of our valued employees in the recent Service Awards Special Issue. **Patricia Ewen** reached the 20-year service milestone in 2021 and her photo was inadvertently left out of the issue.

Congratulations, Patricia, on your achievements and please accept our apologies for this error.

20

YEARS OF SERVICE



Patricia Ewen
Emergency Department
– Cary Hospital



A NEW WAY TO CATCH A PHISH!

Did you know you can now report suspicious emails with just a click? Click the “Report Phish” button and confirm that you want to report the message. The message will be sent for analysis and automatically moved to your Junk folder. Once the analysis is complete, you will receive an update on the status of the email. Thank you for your cooperation and helping to protect our sensitive information!

Thank a Volunteer



During National Health Care Volunteer Week (April 17-23), we recognize all WakeMed Volunteers for their countless hours of service and endless smiles they have provided to WakeMed. Thank you, Volunteers, for your contributions to the WakeMed mission and our community. We are so fortunate to have over 1,300 dedicated volunteers as members of the WakeMed family. Here's a look at some of the contributions of our Volunteers over the past year:

155,135

Hours of service to patients, families & staff, benefiting 70 departments.

20,000

Number of handmade items (blankets, baby hats, afghans, etc.) sewing volunteers contributed.

\$58,000+

Funds raised by The Volunteers at WakeMed Raleigh Campus, North Hospital and The Volunteers at WakeMed Cary Hospital.

These funds will be reinvested in many programs to support our patients, their families and our staff.

3,000

Number of donations the annual Toy Drive coordinated by Volunteer Services received from 112 donors. These donations will brighten the day for thousands of our young patients throughout the year.

96,000

Number of tail-wagging, smile-inducing visits from our Hospitality Pets Program since it started in 2000.

Thank you to all our Volunteers for everything you do and for sharing your time and talents with us! Your hard work and commitment do not go unnoticed by our staff, patients, family members and the community. You are very important to this health system and community. We simply could not do what we do without you!

WOW, WHAT AN EMPLOYEE!

Renee Hoyle-Thacker (Pathology Labs) is part of the GRO Incubator by the Council for Entrepreneurial Development.

Mark Piehl, MD, (Pediatric Critical Care), received \$2 million in Department of Defense trauma grants to further develop the LifeFlow device, originally created at WakeMed in partnership with WakeMed Innovations, for combat casualty care. Dr. Piehl also presented an oral abstract titled "A Novel Rapid Infusion Device for Pediatric Trauma" at the *Pediatric Trauma Society* and published a review paper on the management of shock titled "When Minutes Matter" in the journal *Current Emergency Medicine and Hospital Reports*.

Congratulations to **Mallory Belanger, RN**, **Lee Ellis, RN**, **Angie Nayman, RN**, **Chris Sutherland, RN**, (all of the Emergency Department – Raleigh Campus); **Hillary Manning, RN**, **Kyle Marie, RN**, **Mandy Williams, RN**, **Brandon Clevenger, RN** (all of Mobile Critical Care); **Brianna Lyons, RN** (Emergency Department – Brier Creek Healthplex); **Jennifer Nicholas, RN** (Emergency Department – Apex Healthplex); and **Crystal Wagner, RN** (Children's Emergency Department) who recently received trauma care nursing certification (TCRN). The group's preparation efforts were supported by a Helton Grant through the WakeMed Foundation.

Ruby Floyd (Revenue Cycle) was promoted to manager of Financial Clearance.

Congratulations to **Rachel Mayour, BSN, RN**, (6C Surgery & Trauma) and **Lynnette Lux, BSN, RN**, (1E Clinical Evaluation Area) who were named Supervisor/Clinical Educators.

Ashley Zuniga (Emergency Department – Cary Hospital) has been promoted to Education/Quality Specialist.

Audrey Stevenson (Hospital Coding) was promoted to Inpatient Coder III.

COMINGS & GOINGS



Supply Chain wishes a happy retirement to **Brenda Meares**, above left, after serving 47 years of dedicated service to WakeMed.

Pharmacy wishes a happy retirement to **Gwen Harris**, above right, after serving over 35 years at WakeMed.

Surgical Services wishes a happy retirement to **Beulah Perry** after 22 years of service at WakeMed.

Hospital Coding wishes a happy retirement to both **Jacqueline Kirk** after 21 years of service and **Evelyn Wells** after 15 years of service to WakeMed.

Marketing & Communications welcomes **Aaron Dewey**.

1A Clinical Evaluation Area welcomes **Randi Jones, RN**.

4C Mother-Baby welcomes **Maddie Barberan, RN**, and **Allison Waldrop, RN**.

6A CVIC welcomes **Chris Crudup** and **Madison Herring**.

CICU welcomes **Ashley Jones, RN**.

CTICU welcomes **Kerri Jones, RN**; **Amy Sievers, RN**; **Raj Brar, RN**; **Jenora Yoak, RN**; **Devin Koehler, RN**; **Meaghan Brown, RN**; **Katelyn Johnson, RN**; **Taylor Wilson, RN**; **Lys Weymuth, RN**; **Cole Corbett, RN**; and **Kevin Jacob, RN**.

Home Health welcomes **Ryan Boyd**, **Timothy Daugherty**, **Tammy Ormsby**, **Silken Starke**, **Evelyn Morales, RN**; **Amy Whelan, RN**; and **Kenyatta Waters, RN**.

Labor & Delivery – Raleigh Campus welcomes **Bailey Moore, BSN, RN**.

Labor & Delivery – North Hospital welcomes **Kate Fink, BSN, RN**; **Karrington Tipler, BSN, RN**; and **Izabella Riopedre, BSN, RN**.

Urgent Care – Garner welcomes **Ed Kennedy** and **Carolyn Shaw**.

ADDITIONS + ATTACHMENTS

Courtney Beck, BSN, RN, (Emergency Department – Raleigh Campus) welcomed a baby girl, Olivia Elise Beck, on December 28, 2021.

Marcus Moore (Pathology) and his wife Ashley welcomed a baby girl, Marsai Michelle Moore, on February 8, 2022.



MAY IS EMPLOYEE APPRECIATION MONTH!

After two truly unprecedented years – through all the ups and downs – there has been one thing we can all count on: our incredible WakeMed family! We could not have made it through these past years and months without our amazing, dedicated and talented team, and we are excited to celebrate you during Employee Appreciation Month!

We are so proud of your contributions and the impact you are making on our community every day.

Mark your calendar for an ice cream social! Stop by for a sweet treat and let us show you our appreciation for your commitment to WakeMed!

- > **Raleigh Campus** – Thursday, May 5
- > **Cary Hospital** – Wednesday, May 11
- > **North Hospital** – Tuesday, May 17
- > **Other Facilities** – Check MyWakeMed!



National Nurses Week May 6 – 12

Celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!

National Hospital Week May 8 – 14

A time to celebrate all staff, providers and volunteers throughout our system and the important roles they play for our patients and for our community.





Dr. Fox Named EMD, Adult & Children’s Critical Care and Hospital Medicine Service Line

Daniel Fox, MD, has been named executive medical director for the Adult & Children’s Critical Care and Hospital Medicine Service Line. In this new role, he will have oversight for all inpatient acute care services for adults and children as well as Transitional Health. Dr. Fox takes on this role from William (Tres) Pittman, MD, who recently left WakeMed. Dr. Fox joined WakeMed in July 2016 and has served as medical director of Critical Care Medicine & Pulmonary since 2019.



Meredith Rigney Named SLED, Psychiatry Service Line

Meredith Rigney has been named service line executive director of the new Psychiatry Service Line with WakeMed Physician Practices. Rigney will work in dyad partnership with **Micah Krempasky, MD**, executive medical director, and provide leadership for adult and pediatric psychiatry, crisis management, consult liaisons and well-being initiatives.



Shameka Hooks Named Executive Director, Hospital Coding & Revenue Integrity

Shameka Hooks, MHA, RHIA, CDIP, CCS, has been promoted to the role of executive director of Hospital Coding & Revenue Integrity. In this new role, Hooks will support the work of our Revenue Integrity and Hospital Coding teams, working closely with providers and staff to ensure services provided are recorded accurately and our revenue integrity is effective and properly utilized to maximize reimbursement potential. Hooks has more than 20 years of coding and clinical documentation integrity experience and is involved in numerous professional associations. During her time at WakeMed, she has served in numerous roles, including inpatient coder, senior coder, coding educator, manager of CDI & coding and director of hospital coding.

APRIL IS DIVERSITY & INCLUSION AWARENESS MONTH AT WAKEMED

Join us as we celebrate our diverse culture! See MyWakeMed and the WakeMed Weekly for more details.



Diversity & Inclusion



GUEST SPEAKER

Cultivating an Inclusive Experience For All

Tuesday, April 26, 2 to 3:30 pm
Andrews Conference Center

Join Angel Celeste Collie (he/him/his), interim director, Duke Center for Sexual and Gender Diversity, to learn how we can work to ensure an inclusive experience for all at WakeMed.

COURAGEOUS CONVERSATIONS: MEDIA EDITION

Looking for ways to engage in topics around diversity with your team, friends, or family? The Diversity & Inclusion Council has compiled a list of movie, book and podcast titles that feature topics and history around diversity, equity, and inclusion.

CULTURE & FOOD FAIR

Thursday, April 28 – 11 am to 1:30 pm
Raleigh Campus Courtyard

POP-UP CELEBRATIONS

The celebration is coming to you! Keep a lookout for pop-up celebrations throughout the WakeMed system during the month of April.

TEST YOUR D&I KNOWLEDGE

Expand your knowledge and understanding of different cultures, religions, languages and more by the completing the virtual trivia questions. Everyone who submits a completed form will be entered into a raffle to win a prize.

A TASTE OF DIVERSITY

Each Thursday in April, Café 3000, Points West Café, and Falls Café will feature foods from around the world.

WHAT'S HAPPENING AT WakeMed



Mandy Williams, BSN, RN, and Ashli Messina, BSN, RN, (both of Mobile Critical Care Services) recently presented at WakeMed’s Nursing Research and EBP Council’s March Think Tank. Their presentation, called Medication Safety and Innovation Improvement on the Move, highlighted out-of-the-box thinking and the journey to improve safety and costs. **April Brewer, BSN, RN, (NICU)** presented an evidence-based practice project entitled, Don’t Be a Bum, Wash off the Scum, which improved bundle compliance and resulted in

increased days between CLABSIs. **Christian Koener, BSN, RN**, presented results of a comparison of WakeMed code blue data elements to those reported in the literature during his presentation entitled, Rapid Response Team CQI Data Capture Analysis. Great job all!



WakeMed employees had a chance to learn about educational support available – including tuition and specialty certification reimbursement – as well as hear from local colleges and universities at the annual Education Fair. To learn more about how WakeMed can support your professional and educational development, check the Learning & Development page on MyWakeMed or contact Workforce Development.



The Raleigh Campus Pharmacy team celebrated “Twosday” on February 22, 2022, by wearing tutus, hats and participating in other “two” themed activities.



On April 6, WakeMed and HonorBridge administrators, physicians, staff and nurses gathered at WakeMed to honor and celebrate organ and tissue donors with the annual raising of the Donate Life flag. In 2021 the WakeMed team helped carry out organ and tissue donors’ wishes by making 47 organ and 104 tissue donations possible – the highest numbers in WakeMed’s history and throughout the HonorBridge service area.

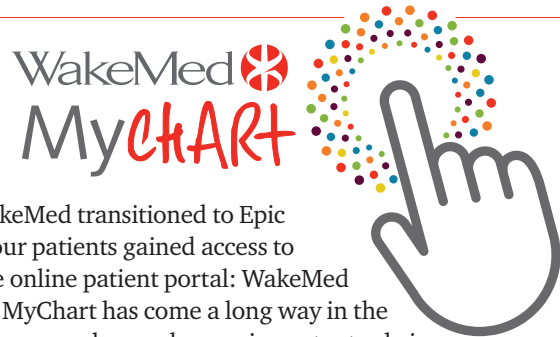


As restrictions around large gatherings and educational programs are relaxed, the WakeMed Conference Services team is excited to welcome more people to the new and improved Andrews Conference Center! The space was recently renovated, with new flooring, paint, furniture and artwork installed. Pictured left to right, the WakeMed Conference Services team: **Ty Herring, Jessica Osborne, Trey Spikes and Joel Little**. Not pictured **Felicia Anderson**.



A team of medical-surgical and PACU nurses recently held a three-day Kaizen workshop designed to improve communication between the PACU and inpatient-receiving floors in order to standardize care and improve patient safety. Thank you to all involved for your commitment to our patients and the Wake Way 2 Excellence!

YOUR HEALTH IN YOUR HANDS.



When WakeMed transitioned to Epic in 2013, our patients gained access to a valuable online patient portal: WakeMed MyChart. MyChart has come a long way in the past few years, and now plays an important role in a patient's care journey. In fact, there is so much available in MyChart now that it has changed how caregivers can engage with and care for patients and their loved ones. "Previously, MyChart had limited value for Emergency Department and hospitalized patients, but this is no longer the case. There is now something valuable for every patient at WakeMed, regardless of where they receive their care," explains **Heather Monackey**, executive director, Patient Access & Engagement. "It's our responsibility to empower patients to be active participants in their health care. MyChart gives 24/7 access to provider notes, test results, medication information, education, appointments and much more."

WakeMed has been encouraging patients to sign up for MyChart for years, and we are now expanding our efforts – moving beyond activation, to meaningful utilization. In fact, four of this year's Aspirational Goal metrics for Healthy Community are related to MyChart:

- **Activation:** 63% (we ended FY 21 at 57.60%)
- **Logging In:** 51% of patients log into their MyChart account (excluding the activation login)
- **Online Scheduling:** 15% of WakeMed Physician Practices and Outpatient Rehab appointments scheduled via MyChart or WakeMed.org
- **eCheckIn:** 15% of patients use eCheckIn before their WakeMed Physician Practices and Outpatient Rehab appointments



The most important thing you can do to help us reach these goals is to become knowledgeable about the many ways MyChart helps our patients – and then encourage them to take advantage of this tool. Here are a few things to know:

MyChart for Inpatients: Several years ago, hospitalized patients couldn't see very much information in MyChart – but that is not the case today! MyChart syncs with Epic and changes what a patient can see depending on their status. Currently, most of the items available in Bedside are also in MyChart mobile, this includes care team notes, test results, upcoming events (such as PT or OT visits), questionnaires and more. Having access to this information can improve a patient's stay and can positively impact HCAHPS responses, especially the questions related to communication.

Proxy Access for Loved Ones: Many patients who are in the hospital or recovering from a recent hospitalization rely on loved ones to help keep track of their health information. That's why proxy access is so important. Granting proxy access is easy and allows designated individuals access to a patient's full MyChart account – so they can see test results, appointments or care team messages. Encouraging proxy access is one way we can keep patients and families at the top of the Pyramid!

Efficient Referrals: WakeMed patients with MyChart accounts can easily schedule referral appointments thanks to 'Ticket Scheduling'. When a provider enters a referral, the patient is automatically invited to schedule their appointment electronically. This reduces wait times and eliminates unnecessary phone calls. Ticket Scheduling is in place in many common referral pathways, including Emergency Departments, most WakeMed Physician Practices, Occupational Therapy, Diabetes Management and more.

Activation in Two Clicks: MyChart activation has been streamlined and can now be done by anyone with access to Epic. With just two clicks, you can generate an email or text message invitation, which the patient can use to create their account. Recently updated patient education handouts (in English and Spanish) and a presentation with every activation scenario are available in the Print Shop.

It's everyone's responsibility to help patients and their families engage with and be successful using MyChart. For more information and educational resources, check out the MyChart toolkit on MyWakeMed.

QUESTION CORNER

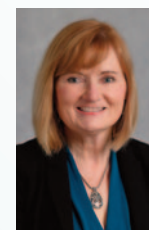
How Does WakeMed Support an Inclusive Work Culture?

The WakeMed family is large, diverse and full of caring and compassionate people. Question Corner is an opportunity for our team to share a bit about their experiences at WakeMed, and what makes you proud to be part of the WakeMed team.



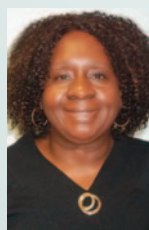
Lee Brown, Printing & Mail Services

"By giving every employee, regardless of race or disabilities, the right to have a voice and same opportunities for advancement within the organization."



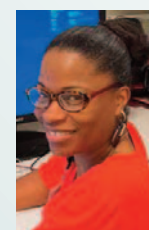
Deborah Jones, Information Services

"WakeMed shows a collaborative work environment with all our departments and the community. I feel WakeMed is a learning environment for all the employees and hope it continues to be this way."



May Moses, Posting & Review

"Acceptance. I can be me. Everyone is special at WakeMed and everyone matters. All employees are treated with respect compassion and empathy. WakeMed also offers the tools we need to get to know and understand one another. Educating your employees, about difference cultures and customs."



Laurece Spellman, Clinical Informatics & Training

"WakeMed invests time and resources for all people groups to make sure everyone feels included. WakeMed featured a whole series

dedicated to minorities and their personal experiences while working at WakeMed. WakeMed has also shared stories of senior citizens and their recovery comeback stories, which has been amazing to see."



Elaine Rohlik, Rehab Administration

"Our Wake Way Behaviors and Tenets set high standards for expectations in how we relate to one another. Beyond this foundation, we are all provided with opportunities to learn, grow and support each other in inclusiveness and reduce barriers for our colleagues and patients."

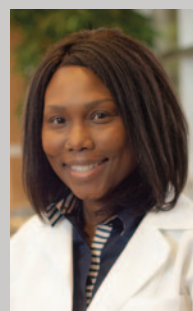
LOOK FOR MORE QUESTION CORNER PROMPTS TO BE SHARED IN WAKEMED WEEKLY AND MYWAKEMED!

NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Vijay Chaudhary, MD
Medical Oncology



Nadia Meyer, MD
Psychiatry

Welcome New Advanced Practice Providers

Hannah Boghosian, PA
Cardiology

Christina Bull, NP
Heart & Vascular

Emily Greene, NP
Neonatology

Nina Khatibi, PA
General Surgery

Kelly McCleary, PA
Heart & Vascular

Jessica Schavone, PA
Urogynecology

Brittany Szabo, PA
General Surgery

Samantha Wingo, NP
OB-GYN

Robert Young, PA
MyCare 365



We've Moved!

WakeMed Children's Pediatric Primary Care – Kildaire, is now located in Suite 410 at the HealthPark at Kildaire (110 Kildaire Park Drive). The practice was previously located in suite 314.

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, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor
WakeMed Employees, Photos

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RETURNING MAY 3!

WakeMed Farmers Market Tuesdays

May – September
10 am to 2 pm
Raleigh Campus Courtyard

The WakeMed Farmers Market will return to Raleigh Campus on May 3. Once again this year, due to COVID-19, the market will be open exclusively to WakeMed employees, medical staff members and screened visitors who are on campus to be with a patient.

The market will occur in the Raleigh Campus Courtyard on Tuesdays from 10 am to 2 pm. The market will be every other week in May, and then every week in June, July, August and September (excluding holiday weeks). Come by and support local craft, specialty food/beverage, beauty and produce vendors. All vendors have been screened and follow safety protocols.

As a reminder, when coming to the market, please wear your mask and practice social distancing.

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WakeMed & WakeMed Children's



WakeMed App

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

CALENDAR OF EVENTS

The Big Shred!

Friday, April 22, 11 am to 2 pm
Raleigh Campus Courtyard

Join us on Earth Day as we work to reduce our reliance on paper record-keeping. Clean out your desks, nursing stations and file cabinets and bring any documents that can be destroyed down to the shredding truck in the courtyard.

May 2022 Blood Drives

- > WakeMed Cary Hospital – Monday, May 2, 9 am to 2 pm
- > WakeMed North Hospital – Wednesday, May 4, 9 am to 2 pm
- > WakeMed Raleigh Campus – Thursday, May 5, 9 am to 2 pm
- > WakeMed Apex Healthplex – Monday, May 9, 10 am to 2 pm
- > WakeMed Garner Healthplex – Tuesday, May 10, 10 am to 2 pm
- > WakeMed Brier Creek Healthplex – Wednesday, May 11, 10 am to 1 pm

Macy's In-Store Shopping Event

Sunday, May 15, 8 am to 4 pm

The Volunteers at WakeMed Raleigh Campus and Cary Hospital invite you to join the Macy's In-Store Shopping Event. A percentage of sales will be donated to the Volunteers to support programs and services at WakeMed. For more information, please visit MyWakeMed.

Kick It 4 Kids Kickball Tournament

Saturday, May 21, 9 am to 2 pm
Wake Stone Athletic Park

Registration is now open for the WakeMed Foundation Kick It 4 Kids Kickball Tournament benefiting WakeMed Children's. Visit MyWakeMed to register your team to play in the competitive or spirit bracket and show your support for WakeMed Children's. Participants must be 18+ years old to play. Tournament is open to WakeMed employees and community members.

Contact Ashley Simpson at ashsimson@wakemed.org with questions.

Wake AHEC Events

Live Webinars:

- > Intimate Partner Violence Foundations and Screening (Session 1), April 12
- > Next Generation NCLEX: Deans/Directors: Are Your Program Policies Ready?, April 13
- > Maternal Depression and Children's Health: A Look at Outcomes and Why Maternal Mental Health Matters, April 14
- > Intimate Partner Violence - Best Practices in Intimate Partner Response (Session 2), April 19
- > Cultural Humility Series: Asian American Health - Strengths, Needs and Opportunities for Healthcare Professionals, April 19

For a complete list of Wake AHEC continuing education events, please visit www.wakeahec.org/courses-and-events