

MICROSCOPE



WakeMed Back & Spine Center Now Open

In December, the WakeMed Back & Spine Center officially opened at Raleigh Campus. In collaboration with Carolina Rehabilitation Associates and WakeMed Outpatient Rehabilitation, the WakeMed Back & Spine Center is part of our Neurosciences offerings and serves our lower back pain community seeking multidisciplinary care including nonoperative services, timely access and care coordination. This multidisciplinary program features a team of physiatrists (physicians who specialize in physical rehabilitation), physical therapists, neurosurgeons, orthopaedic surgeons and a nurse navigator to facilitate the prompt and consistent evaluation, diagnosis and treatment of back and spine pain. The goal of this interdisciplinary center is to create a seamless and coordinated process that keeps patients and their individual goals at the center of care. After an initial consultation with the dedicated Spine Nurse Navigator, all patients go through a comprehensive assessment from a physiatrist at the Back & Spine Center. The initial evaluation may include diagnostic imaging studies, immediate pain management intervention and/or referral to one or more of our physical therapy and specialist partners.

FREE Online Back & Neck Pain Assessment

Anyone who has ongoing concerns about neck, back and spine pain are encouraged to take the free WakeMed Back & Neck Pain Assessment available by scanning the QR code below. This easy and quick assessment will help you define your level of pain and discomfort and is a great first step in determining what level of care you may need. Results of your assessment are immediately available, including recommendations for next steps. You will also have an opportunity to connect directly to our Spine Nurse Navigator to discuss results and develop a care pathway based on your results.



WakeMed Receives Prestigious Stage 7 HIMSS Validation

On February 15, WakeMed joined an elite group of health systems in earning the prestigious Stage 7 validation from the Healthcare Information and Management Systems Society (HIMSS). Stage 7 represents the highest level of validation provided by HIMSS and is a global symbol of an organization's dedication to digital transformation in health care.

WakeMed earned Stage 7 validation for HIMSS Electronic Medical Record Adoption Model in the inpatient (EMRAM) and outpatient (O-EMRAM) settings. According to HIMSS, less than 10 percent of health systems in the world have earned Stage 7 validation for either category.

"This recognition reflects WakeMed's total team approach to using information so our patients can live their fullest lives. During the assessment, the focus was on our entire WakeMed team of providers, nurses, clinicians and administrators who have come together to use information to improve patient outcomes," commented **Pete Marks**, PhD, vice president & Chief Information Officer. "While teamwork is the key to our success, this achievement would not have been possible without the dedication of **Pam Parrish**, director of Application Services, a nurse and WakeMed leader for the past 38 years. She orchestrated this opportunity, which brought more than 150 people together to demonstrate our commitment to our patients and families."

The validation came following a two-day virtual visit where HIMSS validators heard from leaders and clinicians across the organization about how we are optimizing Epic, MyChart and other clinical informatics and data tools to improve patient care. During the closing session, the HIMSS validators were very complimentary of the outstanding teamwork that they witnessed. They also commended the use of data among frontline staff and acknowledged numerous best practices at WakeMed. The validation team also provided opportunities for improvement based on current trends within the industry. Congratulations to everyone who was involved in this remarkable achievement!

Cary Hospital, Apex Healthplex Welcome Joint Commission

In February, three surveyors from the Joint Commission conducted a four-day survey at Cary Hospital, evaluating all hospital-based services in the Cary Hospital Medical District and Apex Healthplex. The survey involved tracer activities, document reviews and building tours, and concluded with high praise from the surveyors. "I would definitely come to WakeMed Cary Hospital for care," remarked one of the surveyors.

"Our team showed the surveyors exactly why Cary Hospital is a great place to receive care," said **Tom Hughes**, senior vice president and administrator, Cary Hospital. "Each day, our surveyors pointed out best practices that our team innovated, and that is truly outstanding."

Now that the survey is complete, a preliminary report will go to The Joint Commission's headquarters for review and we should hear final accreditation results soon. The survey did result in several findings, which we will work to correct to the satisfaction of The Joint Commission.

"Whenever Joint Commission visits our organization, I am amazed at the response of our staff and medical staff. You proudly step up and go above and beyond to highlight the quality and safe care we provide for our patients and families," said **Donald Gintzig**, WakeMed president and CEO. "While the services provided and the facilities you work in have greatly expanded and changed since our last survey, your steadfast commitment to living and breathing our mission, vision and values has not wavered even during the most challenging times."

Twins Creedon and Coah were born on "twosday" – 2/22/22 – at Raleigh Campus. Congratulations to the Thrash family on welcoming two babies on twosday!

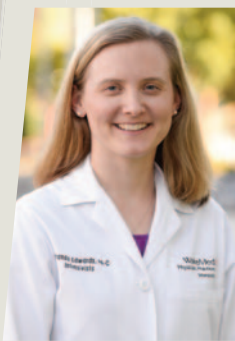


Exceptional People. Exceptional Care.



Amanda Edwards Recognized by TBJ

Amanda Edwards, PA-C, director (Advanced Practice Provider Program), was one of 28 Triangle-area women to receive the *Triangle Business Journal's* annual Women in Business Award. Edwards was honored in the "Behind The Scenes" category, which recognizes the work of women who are a driving force behind the success of their employer.



A member of the WakeMed Pulmonary & Critical Care team, Edwards has worked tirelessly to support every element of WakeMed's COVID-19

response – from caring for patients in our COVID-19 ICUs, to managing PPE supply, leading vaccination efforts and so much more. In addition, Edwards helps lead the scope of clinical practice for more than 650 APPs across the WakeMed system while working to expand resources, medical education and professional growth opportunities for APPs.

Among her greatest successes over the last year was leading WakeMed's COVID-19 vaccine program. Armed with a contagious 'can-do' attitude and embodying the Wake Way, Edwards has been the 'boots on the ground' for this entire effort. Thanks to her leadership, and the commitment of hundreds of WakeMed team members supporting this work, WakeMed has administered more than 143,000 completed doses to date. These efforts have helped keep WakeMed employees, patients, families and our community safe.

Congratulations to Amanda Edwards and all the other deserving Women in Business award recipients!



THANK YOU

Among the many ups and downs of this ongoing COVID-19 pandemic, the past few months have been among the hardest for health care workers to manage. Despite high volumes, record-breaking COVID-19 positivity rates and admissions, ongoing staffing shortages and countless personal stresses caused by the Omicron variant's spread across our community, our WakeMed family never wavered.

Thank you for caring for our patients and their families and for being there to support one another. You are truly incredible, and we value your commitment more than words can express. Thank you for all you do!



WakeMed
Center for Community Health

CARE • INNOVATION • EQUITY

Bringing together care, innovation and equity

Building on our 60-year legacy of caring for the underserved, this summer WakeMed will open a new facility to bring many of our collaborative, community-based

population health programs together under one roof. WakeMed's new Center for Community Health is being developed just west of Raleigh Campus at 2600 New Bern Avenue.

"The Center for Community Health is built on a foundation of community collaboration and innovation," explains **Brian Klausner**, MD, the Center's executive medical director. "We are working to address the mental and physical health needs of our most vulnerable residents, while working to move beyond the traditional health care environment and into the community to better address long standing health inequities."



With a team including primary care, psychiatry, trauma therapy, case managers and others, the Center for Community Health will provide holistic care in collaboration with community partners to support a healthier community. The programs are based on successful population health principles and trauma-informed care to meet the needs of the community's highest risk patients suffering from homelessness, mental illness, and/or advanced chronic medical issues. Individualized care plans will be designed by WakeMed clinicians who have expertise, training and experience in caring for vulnerable populations in order to help them transition to long-term medical homes.

The Center for Community Health will open this summer in a newly renovated building featuring trauma-informed design elements and aesthetics crafted to contribute to the patient's sense of value, worth and wholeness. The space will include:

- > Care team workspaces
- > Individual treatment rooms
- > Group education meeting rooms
- > Meditation spaces
- > Outdoor environments

Funding for this innovative model of care and renovated facility has been provided in part by the WakeMed Foundation and through a grant from the City of Raleigh through the ARPA Federal Grant program.

Equipment, Education and So Much More

WAKEMED & SIEMENS HEALTHINEERS PARTNERSHIP UPDATE

In September 2020, WakeMed and Siemens Healthineers announced a 10-year collaboration that will allow us to innovate care delivery through robotics, state-of-the-art imaging technology, artificial intelligence, performance improvement initiatives and workforce training. Since announcing this *Value Partnership*, WakeMed and Siemens have been working to deliver on these goals, driven by the common aim of better serving our community.



An important component of the partnership includes considerable equipment updates, which will continue in the coming years. "The comprehensive equipment roadmap will give us the opportunity to enhance WakeMed's existing cardiovascular intervention and imaging programs among others," explains **Charles Harr**, MD, Chief Medical Officer, Raleigh Campus, and cardiothoracic surgeon. "Siemens is an innovator and leader in robotics and artificial intelligence – which truly is the future of health care."

One of the most exciting recent equipment upgrades is the new, state-of-the-art Sola MRI, which became operational at Cary Hospital this January. Staff have efficiently transitioned to using the new MRI, thanks in part to

training and support provided by Siemens. The machine offers faster scan times and enhanced imaging quality, and patients will appreciate the larger bore, in-MRI lighting and the MRI room's welcoming decorative touches. With the new MRI now up and running, a performance improvement project is underway focused on reducing hospital length of stay by improving throughput and ensuring scans are completed and read in a timely manner.

CARY HOSPITAL INTRODUCES CAROTID ARTERY STENTING

On February 9, Cary Hospital's Heart & Vascular Labs team performed its first carotid artery stent placement procedure with **Siva Ketha**, MD (WakeMed Heart & Vascular).

While this procedure has been performed for years at the Heart Center on the Raleigh Campus, offering this advanced procedure at Cary Hospital makes it easier for patients in southern and western Wake County to get the highest level of cardiovascular care they need, closer to home.

"We are committed to expanding the types of interventional services we can offer to our community – and this is one prime example of that commitment. The Cary Hospital team has stepped up to make a difference in the lives of our patients by performing a highly advanced service that hasn't been available here in this part of Wake County – and I am incredibly proud of their accomplishment," explains **Tom Hughes**, senior vice president & Administrator, Cary Hospital.

A stent placed in the carotid artery restores blood flow to the brain, often to treat or prevent a stroke – particularly in patients who aren't good candidates for surgery. Following certification received to perform carotid artery stenting in July 2021, **Karen Reavis**, RN, (Invasive Cardiology) and the Cary Hospital Heart & Vascular Labs team worked collaboratively with the inpatient nursing units, including the Heart & Vascular Unit and ICU, to implement a seamless plan of care for this patient population.



"I'm so proud of our team's passion and commitment to our patients and this community as they've worked so hard on the comprehensive planning, processes and protocols needed to make this implementation a great success," explains **Amy Short**, MSN, RN, director, Cary Hospital's Emergency Services, 1East CEA, Heart and Vascular Unit and Heart & Vascular Labs. "We know our patients appreciate the opportunity to stay here in Cary for advanced cardiovascular procedures like this – and we're honored to play an important role in Cary Hospital's continued growth."

Above: Members of the Cary Hospital team following their first carotid artery stent placement (from l to r) **Per Crenshaw**, **Linda Adams**, **Siva Ketha**, MD, **Sarah Dodge** and **Kira Abuchowski**.

Patient Placement/Transfer Center: ONE NUMBER REACHES ALL SERVICES, FACILITIES

Now, just one phone number – 919-350-1000 – reaches WakeMed Patient Placement/Transfer Center (PPTC) and all the services offered by the team. Staff and providers no longer need different phone numbers for each WakeMed facility or service.

Staff and providers can call PPTC at 919-350-1000 to:

- > Reach Patient Placement at all WakeMed facilities
- > Return PPTC calls
- > Arrange for a patient transfer to a WakeMed facility (pending bed availability)

Staff can also contact the PPTC team through RapidConnect. PPTC will keep old numbers active for a few months until staff and providers acclimate to the new, single phone number.

Callers to PPTC can expect elevated expertise because our 17 care coordinators are experienced nurses – a unique feature for this service. They are American Case Management-certified and trained in patient placement and transfer operations.

"The Patient Placement/Transfer Center team functions as our 'air traffic controllers' for the system, ensuring patients from all portals of entry receive a timely bed assignment and to the nursing unit that best meets their clinical needs," explains **Marcy van Schagen**, MSN, RN, director, System Capacity & Patient Placement. "The patient flow puzzle can be very complicated, but this exceptional team puts it together seamlessly every day."

What PPTC Does

- > Directly coordinates inter-hospital transfers upon assessment and evaluation of patient needs.
- > Integrates point-of-entry case management, utilization review and effective flow activities to enhance the transfer experience for hospitals, providers and patients.
- > Collaborates with WakeMed emergency departments, inpatient units, clinical administrators and external stakeholders to facilitate patient flow and bed planning systemwide.

FAST FACTS

PPTC's 17 care coordinators:

- > Collectively have 300 years of nursing experience
- > Are available 24/7
- > Are located on Raleigh Campus
- > Handled 87,543 calls in the past six months
- > Facilitated 4,507 incoming transfer requests in the past six months
- > Assign an average of 147 admissions per day



In addition, all three hospitals have received ACUSON Sequoia ultrasound systems, which have innovative features to improve image quality and reduce variability. The system offers high-resolution imaging that adapts to patient's size and physical characteristics – leading to more accurate scans and more confident diagnoses – and offers improvements to the staff experience, with several user-friendly features and ergonomic design. Along with the ACUSON Sequoia, Raleigh Campus and Cary Hospital will also receive the Cios Flow mobile c-arm, which boasts ease of mobility, a lightweight frame and built in features to enhance the user experience.

Our *Value Partnership* goes far beyond equipment, however, and allows us to leverage Siemens Healthineers expertise and dedicated resources to benefit providers and staff from an education and training standpoint. WakeMed will soon sponsor participants in the Siemens Technologist Education Program (STEP), a nine-month training and development initiative to create superusers in CT and interventional cardiology. Participants will receive on-site training at the Siemens training center in Cary, which they can bring back to WakeMed to improve our use of Siemens equipment features and help train colleagues. Ultimately, this will enhance patient care through improved imaging and faster scan times.

WakeMed and Siemens are also collaborating with Wake Technical Community College to create a talent pipeline for Imaging Services. This effort, which is still in the early stages, will assist WakeMed with recruitment and retention while increasing access to clinical experiences for Wake Tech students.

And, in true partnership form, the Siemen's Healthineers Flexforce is readily available and recently assisted Cary Hospital at a time of urgent need with a CT tech so patient needs could be met. Siemens has also provided staffing support for EP at Raleigh Campus and lab support for the blood bank.

"This ongoing, innovative relationship between WakeMed and Siemens Healthineers offers many benefits to our staff and – most importantly – our patients," continued Dr. Harr. "There is much more on the horizon as we continue working together to innovate, educate and improve outcomes."

The next phase of The HUB implementation will take place in March and will impact Supply Chain, Accounts Payable, Accounting, Reporting, Non-patient Accounts Receivable and Billing, Purchasing and more. Check out this month's HUB Top Five for everything you need to know about this important transition:

- > **GO-LIVE & DOWNTIME:** As we transition to The HUB, the existing Lawson Requisition System will go down Thursday, March 10, at 5 pm. We hope The HUB will be live by March 16, but that will depend on post-go-live validation. Online supply ordering will be unavailable during the downtime. To ensure departments have sufficient stock, managers are encouraged to increase department inventories to have at least seven days on-hand prior to go-live.
- > **IMPROVED PROCESSES:** The requisition portal in The HUB is much more user friendly, which will make it easier to place supply orders. Additionally, we will no longer use paper forms for check requests, travel requests, employee reimbursement and capital submission requests. All of these resources, and more, will be online!
- > **DEPARTMENT REVENUE/EXPENSE REPORTS:** These monthly reports will transition away from EPSI and move to The HUB. Managers will be able to use The HUB to access real time data to monitor department revenue and expenses daily.
- > **CODING/APPROVING INVOICES:** These tasks will transition from Perceptive to The HUB so all actions related to invoices will be in the same system. Invoice images will also be available in The HUB.
- > **TRAINING:** Training resources, including videos, tip sheets and user guides are available for all staff. Supply Chain Requisitioning and Receiving materials are located on the Strategic Sourcing department page on MyWakeMed; many additional resources are in WakeMedU. Please take advantage of this opportunity to learn the new system!



DO YOU NEED AN ALTERNATE STANDARD?

WakeWell Rewards is well underway! The Online Health Assessment is currently available on the Asset Health Portal. Points will be available in the Asset Health portal on or after May 1.

If you fall short of 100 points, you can make up the difference by participating in an Alternate Standard. All Alternate Standards are available to medical plan members at no cost. This year there are more Alternate Standard options available than ever before – with credit ranging from 5 points to 40 points. Eligibility requirements may vary; see MyWakeMed for more details about each program. Alternate Standards must be completed and submitted to Asset Health by September 30, 2022.

5-Point Alternate Standards

- > Asset Health Courses – available in the Asset Health Portal
- > Asset Health Wellness Challenges – available in the Asset Health Portal

10-Point Alternate Standards

- > Asset Health Missions – available in the Asset Health Portal

40-Point Options

- > Health Coaching – provided by Corporate & Community Health
- > Tobacco Cessation Coaching – provided by Corporate & Community Health
- > Behavioral Health Check – provided by BHS, WakeMed's Employee Assistance Program
- > Registered Dietitian Visit – provided by WakeMed Registered Dietitians
- > Diabetes Education – a WakeMed Diabetes Education offering
- > LiveWell – a Healthworks offering
- > Physical Examination – with your primary care provider
- > Case Management – Provided by Contigo Health
- > HealthyLiving Disease Management – Provided by Contigo Health

Pregnancy Alternate Standards (each worth 40 points)

- > Physician Statement
- > Contigo Health LifeStart Program

WOW, WHAT AN EMPLOYEE!

WakeMed Internal Medicine residents, **Sherry Wang** and **Kristine Landrian**, presented a poster in February after it was accepted by the North Carolina American College of Physicians (ACP).

Ann O'Neil (Physical Therapy) represented WakeMed at the American Physical Therapy Association, Combined Sections Meeting.

Jennifer Nicholas, RN, (Emergency Department – Apex Healthplex) earned a bachelor's degree in nursing (BSN) and is now a trauma-certified registered nurse (TCRN).

Nursing Education congratulates **Jamie Bunn**, BSN, RN, on earning a master's degree in nursing (MSN) and **Yvonne DeMuth**, RN, on earning a doctor of nursing practice (DNP) degree.

Linhda Pham (Regulatory Affairs & Privacy) is now certified in health care privacy compliance (CHPC).

Felicia Levine, PA, and **Darius Knight**, NP, (both of Behavioral Health) recently earned First Level Commitment Examiner certification from the NC Department of Health & Human Services.

Tonya Gable (WKCC) earned case management certification.

Marcia Mitchell, BSN, RN, (eICU); and **Todd Mizell**, RN, (Raleigh Campus ICU) obtained their critical care registered nurse (CCRN) certifications.

Jill Whade, MSN, RN, CPN (Nursing Administration) has been promoted to Magnet Program Director.

Diana Palacios, BSN, RN, was promoted to manager of Cary Hospital ICU.

Amy Beasley, BSN, RN, accepted a new role as manager of 6C Surgery/Trauma.

Kim Daughtry was promoted to manager of Revenue Integrity.

Kevin Rathbun (Hospital Coding) was promoted to supervisor.

COMINGS & GOINGS

The Quality Analytics department wishes a happy retirement to **Jean Melville**.

Accounting welcomes **Missy Harding**.

1A Clinical Evaluation Area welcomes **Carolina Garay**.

Mother-Baby – Raleigh Campus welcomes **Jen Reiner**, RN; **Jenna Devenouges**, RN; **Denise Seidle**, RN; **MaKenzie Divina**, RN; and **Katy Macurak**, RN.

5A MIC welcomes new employees **Ranielle Narito**, RN; **Jared Gavin**, RN; **Nicole Coggin**, RN; and **Preston Yarley**, RN.

6A CVIC welcomes **Kevin Aquino**, RN; **Zach Brinkman**, RN; **Ashley Reid**, RN; and **Paige Cotner**.

eICU welcomes **Marquita Tabron Green**, MSN, RN.

Emergency Department – Apex Healthplex welcomes **Chrissy Gonzalez**, RN.

CICU welcomes **Helen Young**, RN.

Hospital Coding welcomes **Brooke Bailey** and **Peggy Haggerty**.

Medical/Surgical and 5C Medicine welcomes **Emily Korenek**, BSN, RN; **Rasmi Khanal**, BSN, RN; **Kristin Baker**, BSN, RN; **Maricela Barbee**, Tyra Henderson, **Destiny McCullough**, **De'borah Johnson**, **Annie Faison** and **Brittany Kisicki**.

Raleigh Campus ICU welcomes **Alex Yllanes**, RN; **Sophia Wilson**, RN; and **Sarah Kiker**, RN.

NICU welcomes **Lindsay Rys**, BSN, RN; **Kalee Tassone**, BSN, RN; **Aimee Sisk**, RN; **Bailey Godwin**, BSN, RN; **Brenda Rose**, BSN, RN; **Sarah Laub**, BSN, RN; **Emerson Storch**, RN; **Shannon Weber** and **Jessica Bowen**.

Patient Case Management – Cary Hospital welcomes **Tameka Brooks**, **Consuelo Gardner**, and **Carrie Wilson**, RN.

WakeMed Urgent Care welcomes **Dawn Greene**.

Aranzazu (Ari) Conklin, MSN, RN, has transitioned from manager of Patient & Family Experience to manager of Quality Reporting.

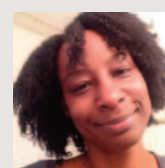
Hospital Coding welcomes **Diane Abel** and **Samantha Broadie**, who transitioned from Health Information Management.

Pulmonology & Critical Care Medicine welcomes **Meredith Siler**, NP, who transitioned from 2E CVICU.

Dana Cannon, BSN, RN, transitioned from Cary Hospital ICU to supervisor/educator for Cary Hospital Emergency Department.

IN MEMORIAM

The WakeMed family is mourning the recent passing of two members of our team. We send our condolences to their families, loved ones and friends during this difficult time.



Yvette Turner, RN, (Staffing Resources), a proud WakeMed employee for 23 years, passed away on February 4. She will be greatly missed by her colleagues as she was known and loved for her kind and supportive personality.



Patricia Valenzuela, (Environmental Services – Raleigh Campus), recently passed away. Patricia was a member of the WakeMed family for 13 years and will be remembered for her upbeat attitude and smile that touched the lives of many in the organization.



HOW SWEET IT IS! Once again, WakeMed hosted Valentine Socials across the system to say thank you and show some love to our incredible team. Staff enjoyed the opportunity to take a break and enjoy a sweet treat. Thank you for all you do!



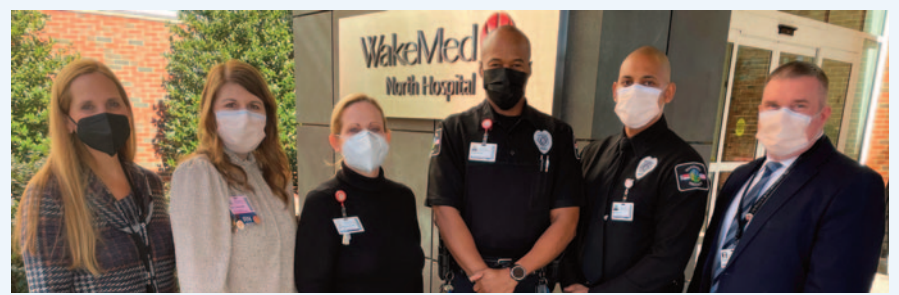
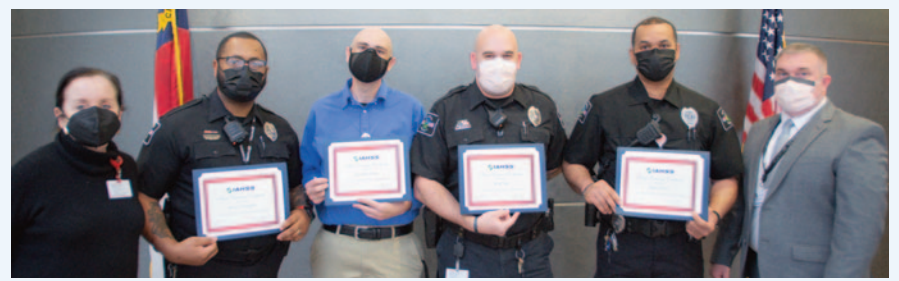
WAKEMED GOES RED!

Employees from across the system donned their best reds on Friday, February 4, for Go Red for Women Day! Part of American Heart Month, this annual event is a way to help raise awareness of cardiovascular disease. It's also a great way to recognize everyone at WakeMed who provides compassionate care and service to our heart patients and their families!



LEFT: Watch out, Erin Hurlock, something is following you! Two animatronic dinosaurs visited Raleigh Campus in early February, delighting Children's Hospital patients and employees alike! Thank you to Dino and Dragon Stroll for bringing these special visitors to WakeMed.

RIGHT: Several WakeMed Campus Police & Public Safety officers recently received International Association of Healthcare Safety and Security (IAHSS) certification. IAHSS provides education and certifications for professionals involved in managing and directing security and safety programs in health care facilities. Congratulations to Keith Oliver, Vernon Crumpler, Brad Yohe, Jonathan Eades, Greg Thomas, Dwayne Cureton, Michael Dasher, Jason Benfield, Ahmed Lejrhou, Ramona Barnwell and Barry Pratt.



Have news to share?
Send it to
microscope@wakemed.org

CAPRAC RECEIVES GRANT TO SUPPORT MENTAL HEALTH CRISIS TRAINING

The CapRAC Healthcare Preparedness Coalitions' Capital Medical Reserve Corps (MRC) recently received a \$10,000 grant as part of the 2022 MRC Readiness Award by the National Association of County and City Health Officials.



The grant will provide resources and training to members of the Capital MRC, first responders, health care workers, and public health and emergency management officials to enhance their ability to support individuals with a mental health condition and those suffering from a mental health crisis during large-scale special events, public health emergencies and disasters.

"We are excited about receiving this award and are eager to get to work improving our region's capabilities in supporting potentially the most

misunderstood individuals in our society, those with mental health conditions or those who are suffering from a mental health crisis, especially during or following traumatic incidents," said **Nicholas Thorpe**, Capital MRC Coordinator.

The Capital MRC consists of medical and non-medical volunteers who are trained to support the health and health care needs in Franklin, Harnett, Johnston, Lee, and Wake counties. To learn more or get involved, visit www.nctranglecoalition.org.



Patient Safety Culture Survey

This year we are partnering with Professional Research Consultants, Inc. – a national health care marketing research firm – to evaluate what our team thinks about patient safety at WakeMed. We hope you will take a few minutes to complete this important survey and share your thoughts.

Participation is easy:

- > All staff, including contract and supplemental staff, are encouraged to participate
- > Check your email for an invite from employeesurvey.support@prccustomresearch.com or scan the QR code below
- > The survey takes about 10 minutes
- > You may be asked to enter your email address for validation purposes, but responses are confidential



HOSPITAL SURVEY on Patient Safety Culture

For physicians, APPs and staff who work in hospital, ambulatory and healthplex settings.



MEDICAL OFFICE SURVEY on Patient Safety Culture

For office-based physicians, APPs and staff.

QUESTION CORNER

What do you love most about working at WakeMed?

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.



"My favorite thing about WakeMed is my customers (patients and staff members) who make my days so much better. Everyone is so kind and friendly to me on a daily basis. It makes for a fantastic working environment."

Jack Lee, Daily Dose Café – Cary Hospital



"WakeMed feels like a family! I love seeing people that I have worked with throughout the years and the bond we have formed, to care for our patients, together!"

Jessica Adams, NP
Heart & Vascular



"What I love most about working at WakeMed, is knowing that I am helping to make a difference in the lives of so many patients, families, staff and coworkers as well as visitors. I love my job with a passion. The work is so rewarding."

Gloria Brown, NAI, 2D Rehab



"I love my supervisors. Our department is overflowing with love. Our bosses take time to laugh with us, to tell us that we are doing a great job, to thank us for all that we do. They know our kids' names, they know our dogs' names, they love us and they support us through and through."

Teresa Cramer, RN, Staffing Resources



"Supportive and encouraging management, coworkers and departmental leaders."

Kelly Johnson, ENT –
Head & Neck Surgery

Look for more Question Corner prompts to be shared in WakeMed Weekly and MyWakeMed!

NEWS FROM WakeMed Physician Practices

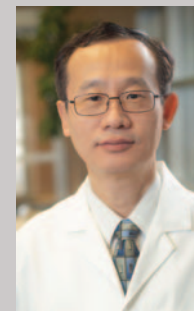
Welcome New Physicians



Muhammad Ahmed, MD
Hospital Medicine



Vijay Chaudhary, MD
Medical Oncology



Qing Chen, MD
Hospital Medicine



Justin Kauk, MD
Wake Orthopaedics

Welcome New Advanced Practice Providers

Rana Asfour, PA
Hospital Medicine

Ben Blaschke, PA
Cardiology

Aman Dhaliwal, PA
MyCare 365

Erin Diamond-Paulsen, NP
MyCare 365

Sarah Dunn, PA
MyCare 365

Emily Greene, NP
Neonatology

Taylor Noriega, PA
Rheumatology

Tiara Phillips, NP
Pulmonology & Critical Care

Alicia Ramirez, NP
Psychiatry

Lorena Ramos, PA
General Surgery

Brandee Simpson, NP
Hospital Medicine

Melissa Wilkinson, NP
Hospital Medicine



Now Open!

WakeMed MyCare 365 – Glenwood

Offering primary and urgent care services, 365 days a year.

6800 Glenwood Avenue
Raleigh, NC 27612

Monday – Friday: 8 am to 8 pm;
Weekends: 8 am to 4 pm

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING

WakeMed 



Advocating for Early Discharge

Morning discharges mean better patient flow throughout the hospital. Most importantly, improved patient flow means patients desperately in need of a bed get one sooner than later. The 3 West Medical - Surgical Nursing team at Cary Hospital continues to lead efforts to ensure patients ready for discharge “stay on the left side of the discharge graph.”

Back in December 2020, 3 West was located on 2 East and the average discharge time was between 1 and 4 pm daily. These afternoon discharges impeded efficient bed placement. The staff worked with the Kaizen Promotion office to uncover what was broken in the discharge process. Results from the Kaizen event indicated a need for highly coordinated communications.

“We really changed our unit culture,” said **Beth Baldwin**, RN, a clinical nurse on 3W. Communication is key among all team members – clinical and charge nurses, case managers and providers participate in touchpoints twice daily. Providers perform discharge rounds and report status during touchpoints and other methods. Nurses receive discharge status and instructions both verbally and by discharge ticket. “All shifts are involved in the discharge process, which promotes a quality transition for the patient and family,” explains Baldwin.



By early 2021, the team had shifted the average daily discharge time to between 11 am and 1:30 pm – a big, positive change!

2E moved to 3W this winter and efforts and successes continued in the new unit. Then, the team started noticing a change. “We started to see a spike in 4 pm discharges and thought there was a breakdown in our process,” explained Baldwin. “We were wrong. It turned out that these patients were actually getting discharged a day EARLIER, which is a big win for WakeMed’s mission and values.”

The 3W team continues to aim for higher discharge goals and is focused on safely discharging patients by noon as much as possible. Many of the team’s principles for improving discharge times are being adopted by units at Raleigh Campus and in Cary Hospital’s 5W. Congratulations for a great discharge innovation!



3B Team Still in the Heart of a Patient

It was September 2015 when Rena Cardenas’ husband took her to Raleigh Campus Emergency Department. She had severe aortic stenosis – a condition she had no idea she had – and needed an aortic valve replacement. Six years later, Rena is still thinking about the wonderful care she received at WakeMed and, in particular, behind the doors in 3B and how the nurses were doing during the pandemic. Here is her note.



“I just wanted to take the opportunity to share the experience my family and I had while I was in WakeMed for an aortic valve replacement in September 2015. I was totally unaware that I had severe aortic stenosis until I was rushed to the

CINDY BOILY
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer



A NOTE FROM OUR CNO

Let’s take a moment and take a deep breath together! We’re making our way out of yet another COVID-19 surge. Whew!

We have come such a long way – in so many ways – during the past two years. Just think how you’ve grown and changed. How you have acquired new skills yet leaned on your experience to support new nurses, temporary staff and each other. How you have gained confidence in your abilities after being tested in many and often unexpected ways.

I hope you share my sense of comfort that comes with being a member of the WakeMed family. Those roots run deep, and, no matter what WakeMed facility we enter or colleague we encounter, we know we share a purpose and bond.

It’s why we come to WakeMed, why we stay at WakeMed, and just one of the reasons why I am, as always, proud to be a WakeMed nurse.

ER at WakeMed. Thank God my husband took me to WakeMed! After being admitted to the CICU, and two days to get stabilized, I had open heart surgery.

“When my family received the news, my sister drove from West Virginia and my brother from Florida. They arrived at WakeMed and were able to stay by my side the entire time because of the hotel and dining facilities there at the hospital. Two weeks later, we all got to go home.

“My siblings often speak of how respectful the nurses were when they would enter my room at night, and how appreciative they were for that, as well as the EXCEPTIONAL care that I received there. My nurses left footprints on my perfectly imperfect heart and will always be family to me! Every single person that I encountered at WakeMed went out of their way to take the best care of me that I could possibly ask for and made my loved ones feel welcome, comfortable and appreciated!



“I cannot even imagine how overworked and tired everyone must be right now, because of COVID-19 and the unimaginable circumstances that they find themselves in at this time, but just know that when I think about you, which is often, I give thanks to God for you, and send up prayers for all of you! Because of WakeMed Heart Center, I am alive today to share my story with you, and to let you know how appreciative I am and how grateful I am to you and

everyone there at WakeMed! I’ll never go anywhere else but WakeMed for my heart needs. Because of you, I was able to talk on the phone today with my one and only grandson, and I’ll be able to hug my husband when he comes home from work this evening, and sit down to have dinner with him. My perfectly imperfect heart (including my bovine valve) continues to work.

“May God lift all of you up, shore you up, and give you the strength, courage and wisdom to continue giving exceptional care to all of your patients. May He also grant you peace and rest and place a hedge of protection around you and your families! Thank-you, thank-you, THANK-YOU for mending my heart!”

Sincerely,

Rena H. Cardenas



Getting to Know Each Other on 3C

Hospitals are 24/7 businesses, which means we may not get to know our unit colleagues who work different shifts or days. 3C's leaders facilitate relationships among staff members with monthly emails. Each email has a theme and a PowerPoint presentation that may include:

- New employee photos and facts about their work experience and life outside WakeMed
- DAISY nominees
- Pain reassessment documentation
- Patient experience scores
- Kind words from our patients and their families
- Wins for the month

Renee Patton, RN, manager of 3C, also provides a snack for all shifts to enjoy.

Even though they may not work side-by-side, 3C team members have the opportunity to get to know each other through these monthly communications. Thanks for this special effort, Renee, Natalie and Heather!



So Thankful for Our ED Managers!

In late 2021, Nursing recognized all WakeMed Emergency Department Nursing managers with Nursing Leadership Excellence awards. This tenacious team of management caregivers lead the way with tireless compassion and support their staff members through unprecedented times and patient volumes. They are on their toes, ready to pivot at a moment's notice to meet the needs of our patients.

Congratulations to **Tovia Nowak, RN**; **Barry Swanner, RN**; **Emily Beck, RN**; **Benita Smith, RN**; **Karen Weaver, RN**; **Desiree Thorson, RN**; and **Alyse Arnold, RN**. Thank you for being amazing!

Clinical Informatics & Training Supports Our Practices

They may be working in the background, but their expertise helps maximize efficiency on the frontline. The WakeMed Clinical Informatics & Training (CIT) team has been a tremendous support to our nursing team in many ways.

Giving Back Time to Nurses

- Neonatal ICU: Automated patient-facing education, saving nurses 55 hours.
- Labor and Delivery Optimization group: Decreased flowsheet templates by 29% and flowsheet rows by 23%.
- Blood administration: Automated blood administration audits, saving time for leadership. Created visual cues make documentation easier for nurses.
- Training & at-the-elbow support: Alliance (provides care to the underinsured) moved to Epic, iPad meal ordering at North, MedBridge Sleep Study Lab, Hospital @ Your Home build in Epic.

COVID-related Support

- Staffed in the NICU and Adult EDs (including the expansion), countless PPE shifts on 2E ICU, 2 West, 5C, 6A and many other areas.
- mAb Infusion clinic: Created training materials, provided training and elbow support during and after go-live.
- Supported set up of COVID-19 vaccine clinics, trained staff and administered vaccines.

Presenting Best Practices

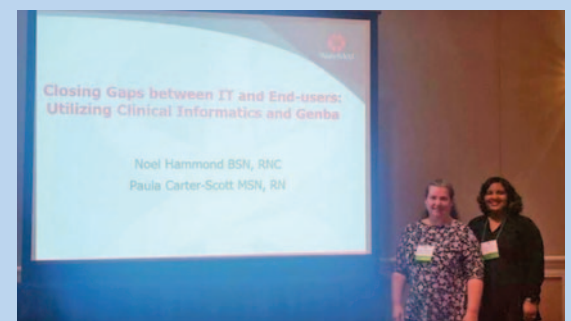
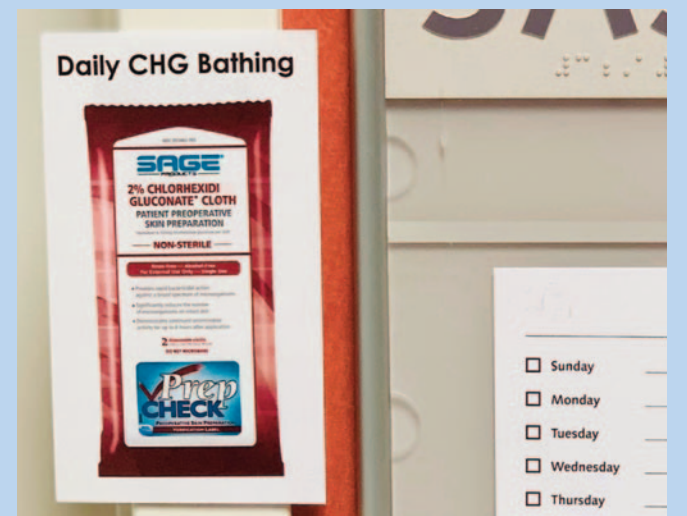
- 4 podium presentations at international conferences
- 6 podium presentations at state conferences
- 1 poster presentation at a state conference
- Council officers of NCNA Council of Nursing Informatics
- Member of Epic's Steering Committee
- Represent WakeMed as a member of NC Epic User Group

These are some but certainly not all of the ways Clinical Informatics & Training supports our team both inside and outside our walls! Thank you for all you do!



No CAUTIs since 2018, No CLABSI since 2020

Steadfast adherence to unit-based safety and quality practices continues to pay off for the 3A team and, most importantly, their patients. Cards and magnets indicating a patient's need for daily CHG baths are posted outside patient rooms as appropriate. Charge nurses use safety and quality information sheets and staff are involved in daily huddles to report on patients at risk for falls as well as CAUTIs and CLABSI. 3A primarily serves Heart & Vascular patients, who are often at risk for falling. The team is happy to report that they are falls-free for over three months in addition to their milestones in CAUTI and CLABSI prevention. Congratulations, 3A!



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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WakeMed App

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CALENDAR OF EVENTS



Employee Forums with Donald Gintzig

Join Donald Gintzig – in person or virtually – for an informal conversation to learn how we're doing and what's ahead for WakeMed.

In-Person

- **Raleigh Campus** – March 22, 2 pm, Heart Center Conference Center
- **Cary Hospital** – March 24, 2 pm, Conference Center
- **North Hospital** – April 14, 2 pm, Conference Center

Virtual

To join the session, go to MyWakeMed Upcoming Events and click on the forum you would like to join.

- Thursday, March 31, noon
- Tuesday, April 12, 10 am

APRIL

Diversity & Inclusion Month

WakeMed SHINE Conference

Presented by Nursing Education, Rehabilitation & Neurosciences

March 24, Webex only

Wake AHEC Events

Live Webinars

- Team Based Care in TCM – March 10
- Secondary Trauma and Self Care – March 11
- Cultural Humility Series: Healthcare Concerns and Disparities in the Latinx Communities – March 16
- Adaptation of Dialectical Behavior Therapy for Work with Autistic Youth – March 17

RADAR Child Forensic Interview Model – March 21-25

Virtual Event: Results-Based Accountability™: Do the Right Things and Do Them Well – March 22-24

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

WakeMed recognizes Diversity & Inclusion Awareness Month every April to encourage respect and appreciation for the many aspects of culture, belief and heritage that make us unique. Stay tuned to the WakeMed Weekly for details about activities taking place in April to celebrate the diversity within and around WakeMed!

April 1: National Walk Month Kick-Off

WakeMed will kick-off the American Heart Association's National Walk Month with a short walk on Friday, April 1, at noon. Please join us at one of our six walk locations:

- Raleigh Campus:** Courtyard
- Cary Hospital:** Flagpole by main hospital entrance
- North Hospital:** Outside Falls Café
- Corporate Center:** Main entrance
- WakeMed Business Center:** Main entrance
- Operations Center:** Main entrance

