

MICROSCOPE

WakeMed Recognized for Treatment of Heart Attack Patients

The Centers for Disease Control estimates that almost 700,000 Americans suffer a heart attack each year. The American College of Cardiology (ACC) recently recognized Raleigh Campus and Cary Hospital as being among the nation's top performing hospitals for the treatment of heart attack patients.

Raleigh Campus was one of 212 hospitals nationwide to receive the ACC's NCDR Chest Pain - MI Registry Platinum Performance Achievement Award for 2020. Cary Hospital was one of 60 hospitals nationwide to receive the Gold Performance Achievement Award.

These awards recognize WakeMed's commitment and success in implementing a higher standard of care for heart attack patients and signifies that we follow standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

Hospitals recognized with these honors have demonstrated sustained achievement in Chest Pain MI Registry™ for two consecutive years (2019 and 2020) and performed at the top level for specific performance measure to receive the 2021 award. Learn more at [ACC.org/CPMIaward](https://acc.org/CPMIaward).



2020, 2021 Dascomb Award Winners

Each year, WakeMed recognizes a physician who demonstrates excellence in teaching and patient care with the Harry E. Dascomb, MD, Award for Excellence in Clinical Teaching and Care. The award is WakeMed's highest teaching honor and was established in honor of Harry Dascomb, MD, an infectious disease physician at WakeMed who was recognized for his bedside, clinical and teaching skills. Recipients are nominated by their peers and selected by the Dascomb Award committee, which includes doctors from WakeMed and the community.

The Dascomb Award was postponed in 2020 due to the prodigious efforts made by all to address the COVID-19 pandemic. However, the committee recognizes that teaching efforts and compassionate care did not take a hiatus during COVID-19 and that there should be awards for 2020 as well as 2021.

2020 Dascomb Award: Christopher Ingram, MD



Dr. Ingram serves as the medical director of WakeMed Infection Prevention and provides compassionate care for the underserved, immigrants and imprisoned patients through his work with WakeMed, Open Door Clinic and international mission trips. Dr. Ingram continues to lead infectious disease conferences for students and residents training in internal medicine at WakeMed and is an integral contributor to our teaching program across specialties. As stated in a nomination letter, "Chris Ingram is someone I am confident Dr. Dascomb would have been proud to call a colleague."

Dr. Ingram has held numerous leadership roles within WakeMed as well as at the state and international levels of the Infectious Diseases Society.

2021 Dascomb Award: Rasheeda Monroe, MD



Dr. Monroe is a clinician-educator and leader with WakeMed Physician Practices – Pediatrics and the campus director for the UNC Medical School program based at Raleigh Campus, providing oversight and direction of students' educational activities and assignments while at WakeMed and the surrounding community. Dr. Monroe has led a huge effort in establishing the UNC-Raleigh campus, where she is responsible for organizing clinical rotations, didactics, and community experiences for students to engage in while they are at WakeMed. As a peer noted in a nomination, Dr. Monroe "inspires all of us to strive to be better in our roles as physicians, teachers and colleagues."

We congratulate Dr. Ingram as recipient of the 2020 Dascomb Award and Dr. Monroe as recipient of the 2021 Dascomb Award. Never has teaching and compassionate care been more valued than over the last two years.

Exceptional People.
Exceptional Care.



Kudos to Children's ED!

The Children's Emergency Department has once again been named the best place for emergency care by Wake Living Magazine. This is the fifth time the department has won this award, which is voted on by readers of the publication.



2021 Workplace Assessment & Engagement Survey

JULY 6 THROUGH JULY 22

The annual Workplace Assessment & Engagement Survey is our opportunity to share opinions about what makes WakeMed a great place to work – and where we can improve. The survey was suspended last year due to COVID-19, but we are eager to hear feedback from our valued employees this year!

As in past years, there will be two surveys: one for employed physicians and advanced practice providers and one for all other staff. By completing the survey, you can help drive workplace improvements, benefits enhancements and other changes to make WakeMed an even better place to work.

Things to remember:

- **Completely Anonymous:** An outside company, Success Profiles, Inc., receives survey responses and tabulates the results.
- **Convenient:** You can complete the online survey at work or at home in about 15 minutes. Check your email or visit MyWakeMed or wakemed.org for the survey links.
- **Impactful!** Every year, we work to address areas identified as opportunities for improvement. In recent years, survey feedback has helped us identify enhancements in our benefit programs, expand employee recognition programs and support a culture of accountability.

Questions? Contact Susan McFarland, director (Employee Relations) at smcfarland@wakemed.org or ext. 06325.



WAKEMED PROVIDES DOSE OF HOPE FOR BIDEN VISIT

WakeMed's Corporate & Community Health team served as vaccinators at a COVID-19 vaccine rally hosted by President Joe Biden in June. President Biden visited Raleigh to urge the community to continue their efforts in getting vaccinated and thank everyone involved in distributing the vaccines.

We are proud of our Corporate & Community Health Team who helped lead the way to coordinate WakeMed's vaccine clinics along with the support of many other doctors, staff and volunteers. Thanks to the dedication of everyone involved in our vaccine outreach efforts, WakeMed has distributed over 120,000 doses of hope to our community!



It has been an eventful spring and summer at Raleigh Campus, the largest and most complex of our three hospital facilities. While volumes remain consistently high, we are now seeing fewer and fewer COVID-19 patients – which is great news for everyone!

In the midst of responding to the pandemic, great progress has been made in several new and existing programs and services over the past year. Here are some highlights:

- Significant work related to Brain and Spine Health continues, with new services recently added in support of system-wide efforts to establish a center of excellence.
- Expansion of the Hospital @ Your Home program to include all acute care patients from Raleigh Campus, Cary Hospital and North Hospital. This builds on the successful model established at Raleigh Campus during the pandemic to offer a higher level of care than traditional home health services.



- In partnership with Transitions LifeCare, Raleigh Campus is piloting a direct-to-hospice pathway for eligible patients who present to the Emergency Department. This program, which has been positively received by families, helps avoid unnecessary hospital stays and reduce readmissions.
- With an eye on consistently improving the quality of care we provide, significant efforts to reduce falls are paying off across the hospital. Additionally, a Vascular Line Team is being established to ensure timely, expert care for patients requiring vascular lines.
- In June, the Trauma Services team completed a two-day virtual visit with the American College of Surgeons and the North Carolina Office of Emergency Medical Services, which concluded with the recommendation for national verification as a Level I Trauma Center. Congratulations to Trauma Services on this achievement!

Some major facility changes are also getting underway, which will allow us to better care for the evolving health care needs of our community. This fall, work will begin on creating a new, state-of-the-art hybrid OR in the Surgical Services area. The space will be used for vascular interventions and equipped to quickly and efficiently transition to a full operating room for patients who may need more extensive intervention, such as open-heart surgery. The Heart Center Invasive Cardiology labs will also be renovated and outfitted with new, upgraded equipment as part of our *Value Partnership* with Siemens Healthineers.

Planning is well underway to create a hybrid OR in the Raleigh Campus Surgical Services area. Surgeons, cardiologists, anesthesiologists, as well as cath lab and OR staff had a chance to review a mockup of the room layout and offered feedback.

To better care for patients coming through our Emergency Department, 1B Clinical Evaluation area will soon be expanding from 11 to 21 beds. The expansion will incorporate space previously used by the Anatomic Lab, which has moved to the ground floor. Several other construction projects are underway or will be starting soon, including:

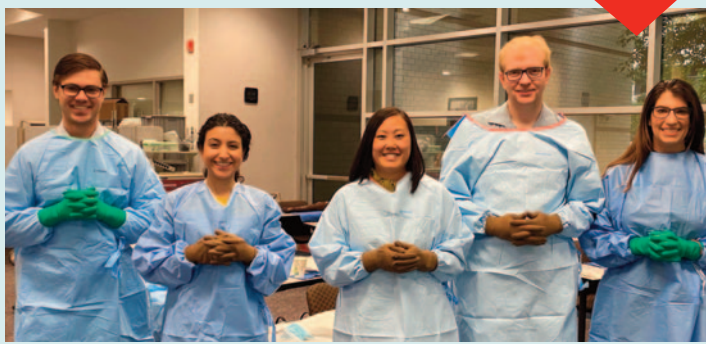
- Full renovations of 5B MIC including flooring, room fixtures and paint.
- A face lift on Heart Center Pre- and Post-Procedure Care, including paint and flooring.
- Upgrades and improvements to many hallways on the first floor.
- A new roof on the Heart Center.

In an effort to ensure a consistent and comfortable patient care environment, furniture standards have been adopted and new furniture – including recliners, over-bed trays and more – will be purchased for many areas. These standards will continue to evolve and be refined to ensure a positive patient and family experience.

“It’s an exciting time at Raleigh Campus as we continue to evolve our patient care spaces and services to better meet the needs of the community,” commented **Becky Andrews**, SVP, Administrator (Raleigh Campus). “I know this past year has been challenging in many ways – and we have many exciting things on the horizon to look forward to.”

WHAT'S HAPPENING AT WakeMed

Welcome, Residents! In June we welcomed the first class of residents to the WakeMed Internal Medicine Residency Program. This class of five residents will spend the full three years of their residency at WakeMed. Pictured are (left to right): **Mike Mastropole**, DO; **Giuseppina Andrawis**, DO; **Kyle Bingham**, MD; **Sherry Wang**, MD; and **Kristine Landrian**, DO.



Patrick Georgoff, MD, (General Surgery) recently received the Palliative Care Champion Award from Transitions LifeCare. Dr. Georgoff was recognized for his dedication to proactively working with patients and the palliative care team to collaboratively manage symptoms, support patients and families, and discuss goals of care. Thank you for all you do, Dr. Georgoff!



Tom Hughes, SVP and Administrator, Cary Hospital, (middle, left) presented the Honor A Teacher award to April Love (center), a teacher at Connections Academy in Cary. Cary Hospital is a sponsor of this award, which is provided annually by the Cary Chamber of Commerce to teachers at Cary area schools.



On May 28, members of the WakeMed family gathered to remember and reflect on Memorial Day. Memorial Day recognition services, held at Raleigh Campus, Cary Hospital and North Hospital, offered an opportunity for staff to honor and remember all those who have given the ultimate sacrifice in support of our country.



As part of our 24/7 Readiness Boot Camp, staff had some fun testing their medication safety know-how with a game of Plinko, the fun and fabulous game many have come to know from the Price is Right. Staff, patients, volunteers and visitors stepped on up to answer a question and win a prize. There were plenty of winners and lots of important information shared as we prepared for our upcoming Joint Commission surveys.



After one year and three months, our 2E COVID-19 ICU experienced their first COVID-free moment on June 25. As the last COVID patient left the ICU, WakeMed employees paused with a moment of silence for all those lost to the virus. We recognize the hard work, dedication and compassion of those who have provided care to our patients over the past 15 months. You truly are the heart of who we are.

Justin Strain (Imaging Services) was recently recognized for submitting the 1,000th Good Catch of the fiscal year! Thank you, Justin, for your commitment to patient safety. You too can help us reach our Chasing Zero goal of 1,372 Good Catch/ Near Miss events submitted to RL Solutions this year – don't forget to “Note IT!”



THE HUB top five



In May, WakeMed officially launched The HUB and transitioned the employee and manager self service portals to the latest, cloud-based version of Infor Lawson. In the coming months, several more areas will go live in The HUB! Check out this month's HUB Top Five for everything you need to know:

PHASE II SCOPE: Phase II of The HUB will impact Supply Chain, Accounts Payable, Accounting, Reporting, Non-patient Accounts Receivable and Billing, Purchasing and more. The go-live timeline is being finalized now, and details will be shared soon.

IMPROVED PROCESSES: Say goodbye to paper forms for check requests, travel requests, employee reimbursement and capital submissions – all of these, and more, will soon be online! The new HUB requisition portal is much more user friendly as well, making it easier to place supply orders.

OPTIFLEX WILL CONTINUE: Due to technical issues with the Optiflex-style tool within The HUB, and concerns about impact to staff workflows and productivity, we are not transitioning away from Optiflex at this time. So, keep on scanning like you always have!

DEPARTMENT REVENUE/EXPENSE REPORTS: These monthly reports will move to The HUB and transition away from EPSI. Real time data will be accessible in The HUB to allow management to monitor department revenue and expenses daily.

PREPARE FOR DOWNTIME: We expect the existing Lawson Requisition System to be down for at least four days during go-live – which means online supply ordering will be unavailable. To ensure departments have sufficient stock, managers will be encouraged to increase department inventories to have at least seven days on-hand, prior to go-live.

TEAM EFFORT LEADS TO WIN-WIN FOR PATIENTS & STAFF



No one likes to be woken up at midnight – especially if you aren't feeling your best. WakeMed patients can now rest more soundly thanks to an important change to the timing of medications administered three times a day. As of June 16, medications given three times a day will be administered at 8 am, 2 pm, and 9 pm – instead of 8 am, 2 pm and midnight. The timing of the third dose often disrupted patients while they slept and prompted **Mike Rodman, MD** (Hospital Medicine) to seek out a change. “Waking patients at midnight for medication administration was counterproductive to patient healing,” said Dr. Rodman. “Very few patients will follow this routine once they go home, and pharmacologically, most medications given three times a day don't need to be spaced exactly eight hours apart.”

Once this idea was brought forth by Dr. Rodman, an interdisciplinary team got to work ensuring that this change was feasible and safe for patients and caregivers.

Alongside providers and nursing staff, a team from Pharmacy, led by Medication Safety Officer **Rhonda Zillmer, PharmD**, worked meticulously to ensure that all medications potentially impacted were safe to deliver to patients at the new proposed times. Only once every drug was carefully vetted by Zillmer and her team was the proposed plan able to move forward. From there, **Janice Neff, RN**, executive director (Patient Safety & Quality), and **Dianna Knight, RN**, executive director (Patient & Family Experience) worked together to ensure that the change would be smooth and well received by nurses, patients and their families.

“From a nursing perspective, we were eager to standardize medication times to safely consolidate care and reduce interruptions to the patients,” said Knight. “The work and attention to detail that the team put in to make this change possible is an incredible example of the innovative thinking and commitment to care that WakeMed exemplifies.” This change not only benefits patients by helping them achieve uninterrupted periods of rest but also helps establish a routine that aligns with common at-home medication schedules. Additionally, since twice-daily medications are also administered at 9 pm, this helps nurses streamline their workflows, meaning patient care will be more efficient and safer – a “win-win” for everyone.

Thanks to their effort, the positive benefits of this timing change will be felt by nurses, patients, and their families.

Pictured above, left to right: **Mike Rodman, MD**, Hospital Medicine; **Janice Neff, RN**, Executive Director, Patient Safety & Quality; **Dianna Knight, RN**, Executive Director, Patient & Family Experience; **Rhonda Zillmer, PharmD**, Medication Safety Officer; **Chris McGuire, PharmD**, Pharmacy; **Aranzazu Conklin, RN**, manager, Patient & family Experience; **Janna Beavers, PharmD**, Pharmacy.

WAKEMED'S TOBACCO CESSATION PROGRAM EXPANDS



In 2020, WakeMed Primary Care launched a new Tobacco Cessation Program called Quit With WakeMed. This program was developed as part of our *Cancer Care Plus+* collaboration with Duke Health and modeled after Duke Health's nationally-renowned Quit at Duke program, which has been proven to be approximately 10 times more effective than when a patient tries quitting on their own.

We are pleased to share Quit With WakeMed is expanding to include patients from WakeMed Physician Practices specialty practices – starting with WakeMed Heart & Vascular and WakeMed Pulmonology, and opening to others in the coming months. Led by **Stacy Thiedeman, PA-C**, a certified Tobacco Cessation Specialist, the Quit With WakeMed team works with each patient to develop a personalized treatment plan including medication and counseling, and offers the tools, therapies and support needed to kick the habit for good.

For more information, call (919) 350-QUIT (7848) or visit wakemed.org/quit.

WOW, WHAT AN EMPLOYEE!

Kelly Thompson-Brazill, NP, (Cardiothoracic Surgery) was appointed as a member of the Society of Critical Care Medicine's ICU Design Panel for the guidelines being developed for publication in 2024.

John Harris (Community Case Management) received a master's degree in social work.

Brandi Gilvaja, RN, (Labor & Delivery – Raleigh Campus); **Amanda Nava, RN**, (4C Mother-Baby – Raleigh Campus); and **Sandra Everette, RN**, (1E Clinical Evaluation Area) received bachelor's degrees in nursing (BSN).

Anna Wall, RN, (Heart & Vascular) received a master's degree in nursing (MSN).

NICU congratulates the following employees for earning specialty certification: **Samantha Webb, RN**; **Jill Howard, RN**; and **Kelly Sanford, RN**, earned Neonatal Intensive Care Nursing certification (RNC-NIC); **Ada Azamet, RN**, and **Candace Hudson, RN**, earned Low Risk Neonatal Intensive Care Nursing certification (RNC-LRN) and **Stephanie Edwards-Latchu, NP**, earned Women's Health Care Nurse Practitioner certification (WHNP-BC).

Crystal Wagner, RN, (Apex Healthplex – Emergency Department) obtained Nursing Professional Development certification.

Penny Faircloth (Health Information Management) earned Registered Health Information Administrator (RHIA) credentials.

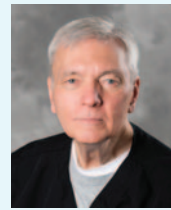
Katy Prichard (Imaging Services - North Hospital) became certified in mammography.

Suru Patel (Imaging Services – Apex Healthplex) is now certified by the American Registry for Medical Sonography (ARDMS) in Vascular Technology.

Sue Hollowell, RN, (Mobile Critical Care Services) became a trauma certified registered nurse (TCRN).

Kathy Cataldi, MSN, BSN, RN, (4C Mother-Baby – Raleigh Campus) earned certification as a maternal newborn nurse.

COMINGS & GOINGS



WakeMed Rehab wishes a happy retirement to **Skip Roy** after 51 years of service at WakeMed! We wish you all the best as you continue with medical mission trips and volunteering.

WakeMed Campus Police wishes a happy retirement to Master Police Officer **Sidney Holden** after providing 13 years of service at WakeMed and 48 years of service in law enforcement. Thank you for your service, commitment and dedication to WakeMed and your community. We wish you all the best.

4C Mother-Baby – Raleigh Campus welcomes **Kenslee Hecht, RN**; **Coley Clifton, RN**; **Leanna Ines, RN**; **Courtney Guzik, RN**; **Karen Griffin, RN**; **Allison Edwards, RN**; and **Christy Jones, RN**.

5A MIC welcomes **Mariah Hopkins, RN**; **Shovana Nepal, RN**; **Danielle Stauffer, RN**; **Anna Hawley, RN**; **Brandy Wood** and **Jenna Goodgion**.

5C Medicine welcomes **Cara Geiger, RN**; **Krystal Gainey, RN**; and **Ashley Cipriano, RN**.

Cardiology – Clayton welcomes **Schyenne Corey**.

Clinical Research welcomes **Taylor Wall**, **Laney Watson**, **Melissa Jenkins Soares**, **Abiha Jafri**, **Sejal Mahajan**, **Melanie Domann**, **Sumiyah Enayet**, **Bobby Vernick**, **Michael Dmytruc** and **Joshua Jenkins**.

Corporate Integrity & Audit Services welcomes back **Dominic Messer** and welcomes new employees **Tia Brown**, **Tamesia Hill** and **Lee ElNaga**.

CTICU welcomes **Olivia Sadek, RN**; and **Jessica Parris, RN**, who transitioned from STICU.

Home Health welcomes **Alyssa Smith, RN**, to their team.

Institutional Review Board welcomes **Jessica Ordax**.

Information Systems Security welcomes **Reggie Williams**.

Labor & Delivery - North Hospital welcomes **Hannah Jones, BSN, RN**; **Sam Floyd, BSN, RN**; and **Anna Rusavuk, RN**.

Labor & Delivery – Raleigh Campus welcomes **Naona Wood, BSN, RN**; **Chandler Sherrill, BSN, RN**; and **Whitney Smith, BSN, RN**.

NICU welcomes **Erin Watkins, RN**, and **Linda Day, RN**.

Pathology Labs – Transfusion Services welcomes **Matthew Legin**.

Patient Case Management – Raleigh Campus welcomes **Mary Kelley, RN**, who transitioned from the Stroke Team.

Patient Case Management – Cary Hospital welcomes **Katie Dickson, MSN, BSN, RN**; **Natalie Gay, MSN, BSN, RN**; **Tess Walsh, BSN, RN**; **Melissa Dabb, BSN, RN**; **Danielle Henderson**, **Christina Gastauer**, **Chasity Cherry** and **Julia Tompkins**.

Spiritual Care – Raleigh Campus welcomes **Leslie Nambo**.

Surgical Services – Raleigh Campus welcomes **Cynthia Mbui, RN**; **Lisa Foster, RN**; **Beth Britt, RN**, and **Taffy Randolph, RN**.

Trauma Research welcomes **Emma Mackowsky** and **Charles Piehl**.

Trauma Services welcomes **Ericka Deffenbaugh, RN**, as the trauma performance improvement coordinator.

Welcome New Advanced Practice Providers

Maria Offner, PA
MyCare 365

Cameron Wilson, PA
Pulmonary & Critical Care Medicine

We've Moved!

WakeMed Rheumatology - North Raleigh
Now located in Suite 202, North Hospital Physician's Office Pavilion.

Now Open – 505 Oberlin Road

Several practices are now open in our brand-new facility at 505 Oberlin Road. This building is designed with the patient in mind, featuring a state-of-the-art atmosphere and convenient location right in the heart of Raleigh.



Raleigh Radiology	Suite 110
Wake Orthopaedics, Ortho Urgent Care & Ortho Physical Therapy	Suite 120
Physical & Occupational Therapy	Suite 140
Urology & Pediatric Urology (previously located at Andrews Center)	Suite 210
Lab	Suite 220
OB-GYN	Suite 230

LEADERSHIP NEWS

Seth Brody Named EVP, Chief Physician Executive



Seth Brody, MD, MPH, was recently promoted to the role of executive vice president & Chief Physician Executive. This is a new executive leadership role for WakeMed, established to drive collaboration, integration and clinical excellence efforts across our growing, patient-centered health system. In this role, Dr. Brody will work in dyad partnership with **Tom Gough**, EVP & Chief Operating Officer, to ensure system-wide

operational and clinical priorities are aligned for the benefit of patients and families. Together, and in collaboration with others, they will develop and implement a transformative clinical vision.

Janice Neff Promoted to Executive Director



Janice Neff, MSN, RN, NEA-BC, has been promoted to executive director, Quality & Patient Safety. In this new leadership role, created to drive standard work and consistency across core quality areas, Neff will have oversight of Risk Management, Patient Safety, Accreditation Services and Infection Prevention. She will work closely with **Karen Chilton**, MD, associate Chief Quality Officer, to advance quality and safety

programs across the system, including Chasing Zero and 24/7 Readiness, and implement system-wide initiatives in support of our Aspirational Goal of becoming a Top 10 hospital.

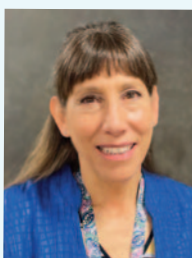
Kelly McFarland Named Executive Director, Imaging Services



In June, WakeMed welcomed Kelly McFarland as executive director of Imaging Services. In this role, McFarland will have oversight of all hospital, healthplex and medical park-based imaging departments. She will be responsible for ensuring that Imaging Services offerings and processes align with the strategic vision and growth goals of system while maintaining the highest levels of clinical quality and patient satisfaction. McFarland

brings more than 30 years of diagnostic imaging experience, and joined WakeMed from Mission Health in Asheville, N.C., where she most recently served as the regional director for Imaging Services.

Susan Force Joins WakeMed as Director, Medical Staff Services



Susan Force recently re-joined WakeMed as director of Medical Staff Services. Force comes to WakeMed from Mariah Parham Health in Henderson, NC, where she served as the manager of Medical Staff Services for the past six years. She previously worked as a Medical Staff Services coordinator at WakeMed from 2012 to 2015. She holds a degree in psychology from California State University – Northridge and is certified in Professional Medical Services Management.



Caring for the Caregivers

This year we have witnessed first-hand the strength and determination of our WakeMed family – which stepped up like never before to care for a community in crisis. “The COVID-19 pandemic has taken a tremendous toll on our WakeMed family, particularly our front-line and clinical staff. Our team has endured significant physical, mental and emotional stress this past year. It has been difficult to witness these hardships and, as an organization, we have tried to help lighten the burdens of this pandemic among our team members,” commented **Donald Gintzig**, president & CEO.

As we look with hope toward more ‘normal’ days ahead, we wanted to reflect on some of the ways the WakeMed family has come together to support one another during the pandemic – caring for one another so that we, in turn, could care for others.

The early days of the pandemic were a particularly uncertain time, and no one knew what the future would bring. To offer real-time support and guidance for staff and leaders, an **Employee Support Center** was created. Available 24/7, the center fielded thousands of questions about exposure and testing, requests for work reassignment and staffing changes, and much more.

For many employees, ensuring the **safety and well-being of their children** was a top priority. To help staff manage school and daycare closures, Human Resources compiled a list of available childcare options and offered greater flexibility for staff to accommodate childcare needs. WakeMed also expanded the Employee Emergency Financial Assistance Fund and offered PDO Cash Out for COVID-19-related financial needs.

To promote the **emotional and physical well-being of staff**, the Employee Support Team and the Employee Assistance Program offered numerous resources, including virtual and in-person support sessions. Spiritual Care stepped up to the challenge of caring for patients and visitors in new ways, while expanding services for staff. Our Morrison Healthcare partners pitched in by setting up mini-markets – offering prepared meals, produce, toilet paper and other necessities.

As hospital and physician practice volumes plummeted, teams worked tirelessly to ensure **appropriate staffing levels**. By flexing and reassigning staff as needed, we were able to avoid layoffs and, within a short time, restore most staff to their pre-pandemic positions. In recognition of the outstanding work and the significant challenges our team faced, last fall the WakeMed Board of Directors approved a special **Pandemic Support payment**. This spring, we were able to provide merit increases and salary range adjustments to ensure our compensation remains competitive in the market.

Throughout the pandemic, **creating a safe environment** for all has always been a top priority. As we adjusted to changes in PPE and other supplies, protocols were developed – and changed, and changed again! – to protect our staff, patients and families. Numerous staff members pitched in to deliver just-in-time education, policy interpretation, PPE observation, fit testing and more. This team approach helped our **frontline team feel safe and confident** while doing their important work.

Eager members of our community, looking for ways to **honor the heroes here at WakeMed**, sent donations of all shapes and sizes – from hand sanitizer to donuts, and handmade cards to socks. Receiving and distributing these donations became a job of its own! The WakeMed Foundation ran a successful campaign to generate **philanthropic support** to fund many programs needed to care for our patients, staff and at-risk populations.

“Our WakeMed team has continually gone above and beyond this past year – and we have tried to support you in every way possible. We know there is always more to be done, and we will continue to offer programs and resources to help you balance work and home commitments, excel in your work, and thrive personally and professionally,” commented **Jeronica Goodwin**, senior vice president & Chief People Officer. “We are so grateful for all you have done.”

COVID-19 Support by the Numbers

404 Employees received a total of \$338,000+ from the Employee Emergency Financial Assistance Fund.	238+ Sessions of Tea for the Soul Spiritual Care provided, reaching over 4,180+ employees.	800+ Individuals counseled by the Employee Assistance Program.	36+ Walk & Talk events held to encourage exercise and talking to co-workers.
40+ Webinars were provided on various health and well-being topics.	\$800k Raised by the WakeMed Foundation to support our COVID-19 response.	700K+ Items of PPE and medical supplies were donated to WakeMed, totaling around \$250,000.	 Thousands of meals, treats and gifts were provided by generous community members.



Paying it Forward!

After a year of accepting medical PPE from the community, and given steady inventory and supply chain, WakeMed was able to help others by re-donating many of the supplies we were given to local community practices, nursing homes and providers in need.

Congratulations

2021 PRC AWARD WINNERS!

Each year, Professional Research Consultants (PRC) identifies health care organizations that have gone above and beyond to achieve excellence with the patient experience. The PRC Excellence in Healthcare Awards are based on the percentage of patients who rate the Overall Quality of Care/Overall Quality of Doctor Care (for providers) as "excellent." In 2021, we are proud to recognize numerous Top Performer Awards, which recognizes service lines and physicians scoring at the 100th percentile within the PRC national client database, and 5-Star Awards, which recognize those at or above 90th percentile. Congratulations to our award winners!

Departments and individuals were recognized at breakfast receptions in June.

Top Performer

Mobile Critical Care

Heart & Vascular – Advanced Heart Failure

Stuart Russell, MD – Cardiology

Shereen Alavian, MD – Pediatrics

Joanna Murray, PA-C – Primary Care

Kevin Davidson, MD – Pulmonology

Dana Haake, DO – Urgent Care

5-Star Awards

Departments

Emergency Department – Apex Healthplex

Emergency Department – Brier Creek Healthplex

Cardiac Rehabilitation – Cary Hospital

Outpatient Imaging – Radiology – Cary Hospital

Outpatient Imaging-CT – Cary Hospital

Outpatient Lab – Cary Hospital

Emergency Department – Garner Healthplex

Outpatient Imaging – North Hospital

5C Medicine – Raleigh Campus

6C Surgery & Trauma – Raleigh Campus

Children's Emergency Department – Raleigh Campus

CV & Thoracic Surgery – Cary

CV & Thoracic Surgery – Raleigh Campus

Employee Health & Wellness

Cardiology – Apex

Cardiology – Raleigh Campus

Complex Arrhythmia

Maternal Fetal Medicine – Cary

Outpatient Behavioral Health

Pediatric Cardiology – Apex

Pediatric Cardiology – Clayton

Pediatric Cardiology – North

Pediatric Cardiology – Raleigh Campus

Pediatric Endocrinology – Apex

Pediatric Endocrinology – North Raleigh

Pediatric Gastroenterology – Clayton

Pediatric Outpatient Minor Procedures

Pediatric Primary Care – Clayton

Pediatric Pulmonology – Apex

Pediatric Pulmonology – Raleigh Medical Park

Pediatric Surgery – Apex

Pediatric Surgery – Clayton

Pediatric Weight Management – Apex

Primary Care – Brier Creek

Primary Care – Cary Parkway

Primary Care – Downtown Raleigh

Primary Care – Forestville Crossing

Primary Care – Fuquay-Varina

Primary Care – Holly Springs

Primary Care – Kildaire Farm Road

Primary Care – Wake Forest

Pulmonology & Sleep Medicine – Raleigh Campus

Surgery & Trauma – Raleigh Campus

Surgery – Clayton

Urgent Care – Kildaire Farm Road

Urgent Care – Forestville Crossing

Urgent Care – Fuquay-Varina

Urgent Care – Garner

Urogynecology – Cary

Urogynecology – North Raleigh

Urology – Oberlin

Vascular Surgery – Midtown

Vascular Surgery – Raleigh Campus

Providers

Mark Englehardt, MD – Cardiology

Brian Go, MD – Cardiology

Jason Haag, MD – Cardiology

George Hamrick, MD – Cardiology

John Kelley, MD – Cardiology

Siva Ketha, MD – Cardiology

Jimmy Locklear, MD – Cardiology

Mary McNeely, PA-C – Cardiology

Ashish Patel, MD – Cardiology

Marc Silver, MD – Cardiology

John Sinden, MD – Cardiology

Charles Harr, MD – Cardiovascular & Thoracic Surgery

Alden Parsons, MD – Cardiovascular & Thoracic Surgery

Trevor Upham, MD – Cardiovascular & Thoracic Surgery

Judson Williams, MD – Cardiovascular & Thoracic Surgery

Ndidi Azikwe, MD – General Surgery

Michalina Kupsik, MD – General Surgery

Lori Lilley, MD – General Surgery

David Pilati, MD – Bariatric Surgery & Medical Weight Loss

Crystal Pressley, MD – General Surgery

Andrea Crane, MD – OB-GYN

Kimberly Munro, MD – OB-GYN

Kaebah Orme-Evans, MD – OB-GYN

Michael Ruffolo, MD – Orthopaedic Surgery

Mark Wood, MD – Orthopaedic Surgery

Jason Ho, MD – Pediatric Cardiology

Blair Robinson, MD – Pediatric Cardiology

William Lagarde, MD – Pediatric Endocrinology

Hillary Lockemer, MD – Pediatric Endocrinology

Anna McCormick, NP – Pediatric Gastroenterology

Matthew Bruehl, MD – Pediatric Pulmonology

J. Duncan Phillips, MD – Pediatric Surgery

Karen Todd, MD – Pediatrics

Asma Afzal, MD – Primary Care

Ashley Amato, NP – Primary Care

Theresa Amerson, MD – Primary Care

Susheel Atree, MD – Primary Care

Hannah Balogh, FNP – Primary Care

Rhoda Chang, MD – Primary Care

Kimberly Cronshaw, PA-C – Primary Care

Kathryn Cziraky, MD – Primary Care

Crews Edens, PA – Primary Care

Amy Erickson, DO – Primary Care

Ioanna Giatis-Kessler, DO – Primary Care

Page High, NP – Primary Care

John Holly, MD – Primary Care

Brian Klausner, MD – Primary Care

Rosa Messer, MD – Primary Care

Ryan Murray, MD – Primary Care

Monica Oei, MD – Primary Care

Brooke Owen, PA-C – Primary Care

Amrita Parikh-Desai, MD – Primary Care

Inam Rashid, MD – Primary Care

Sara Rooker, MD – Primary Care

Danielle Sawrey-Kubicek, PA-C – Primary Care

Laura Politte, MD – Psychiatry

Lindsay Boole, MD – Pulmonology & Sleep Medicine

Judit Kuhn, MD – Pulmonology & Sleep Medicine

Leanne Avery, PA-C – Urgent Care

Edgar Caro, MD – Urgent Care

Christopher Chao, MD – Urgent Care

Anna Ciccolini, PA-C – Urgent Care

Evan Dapo, PA-C – Urgent Care

Maria Desantis-Wilcox, PA-C – Urgent Care

Michael Klinkner, MD – Urgent Care

Eugene Leung, MD – Urgent Care

Sharon Speed, MD – Urgent Care

Denise Sponseller, PA-C – Urgent Care

Jennifer Vande Loo, PA-C – Urgent Care

Christine Williams, PA-C – Urgent Care

Carmin Kalorin, MD – Urology

Robert Matthews, MD – Urology

Jerome Parnell, MD – Urology

Ian Udell, MD – Urology



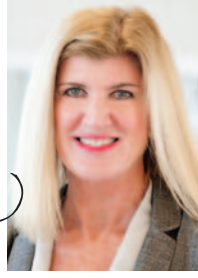
Exceptional People. Exceptional Care.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



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



Cindy Boily

A NOTE FROM OUR CNO

We need more great nurses like YOU!!! Hospitals throughout the country are looking for nurses and WakeMed is no exception. More nurses are needed to keep pace with the area's growing population and most importantly to support our competent and talented nursing team.

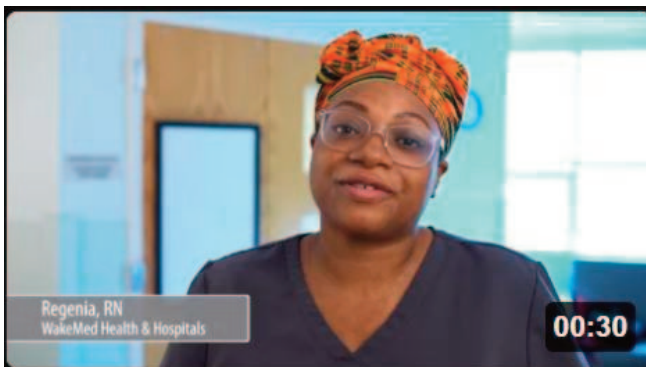
We know WakeMed is a great place to work. Our travelers tell us that WakeMed is a sought-after destination within their circles. Some of them are even choosing to stay with us, which is outstanding!

RN recruitment efforts are underway, and some of our Nursing team members have graciously lent their faces and voices to recruitment videos created by our colleagues in Marketing & Communications. The focus of the videos is on nurses telling nurses why WakeMed is THE place to work.

We can all help spread the word about WakeMed's supportive work environment. If you know a nurse who is looking for a career change or moving to the area, encourage them to explore available jobs and apply online at wakemed.org/careers. We would love to speak with them. Incentives are available to you and candidates who join our team.

Why WakeMed... Why Not?

Thank you to our Nursing colleagues who have shared their experiences as a WakeMed nurse as part of our outreach and recruitment efforts. We appreciate you!



Our Nurses are at the heart of all we do.

Resiliency superpowers were visible during Nurses Week!



Recognizing Resiliency

Just how do WakeMed nurses manage to stay resilient through such difficult times? You are amazing!

In recognition of your resiliency, members of the Work Life Council and Nursing leadership rolled through every unit during Nurses Week with a **Resiliency Cart** packed full of goodies, giveaways and gratitude for members of the nursing team.



Staff were surprised with a variety of fun items, healthy snacks and wellness resources. They also had the opportunity to have their photo taken with special "Proud to be a WakeMed Nurse" frames for social media.

Nursing staff members also had the chance to register for a drawing to win 75 prizes such as resiliency care packages, monthly passes to Healthworks Fitness & Wellness Center, handmade quilts/blankets, WakeMed swag, insulated lunch totes and badge reels.



NEW! Nursing & Clinical Support Council

The Nursing team has a new council that will bring us even more insights into the patient and family experience. It's the Nursing & Clinical Support Council (NCSC)! The NCSC's inaugural chair is **Monica Lineberry**, a nurse aide and clinical secretary on 5C Medicine at Raleigh Campus. Lineberry explains the NCSC's important role in our patient and family advocacy efforts.

"Nurses would be A LOT less efficient if it weren't for the hard work of our direct patient support staff – NA Is, NA IIs, Sec/Techs, OR Techs, Mental Health Techs and ED Techs, etc. These dedicated employees work with patients and families right alongside nurses and have insights on how to deliver a better care experience. Their work at the bedside enables them to establish therapeutic relationships and serve as patient advocates. As the Chair of the PETALS Committee, I've read many touching stories of how patient support staff have made all the difference in patients' experiences here at WakeMed

"The new NCSC provides frontline support team members from across the system with a platform to discuss ways to improve care. The NCSC also serves to help set standards of excellence for support staff and bring their contributions to care delivery, patient safety and quality care to the forefront. They certainly deserve lots of recognition for their hard work and great ideas!"



The NCSC meets monthly for one hour. If a member of patient support staff would like to get involved in this council, please ask your unit manager or visit the Nursing and Clinical Support Council on WakeMed SharePoint. We look forward to hearing from you.



R RELATIONSHIPS



Nurses Helping Nurses Advance Practice & Fill Gaps in Care

Building trust with our nurse colleagues through authenticity, honoring commitments and promoting others is the key foundation of successful initiatives.

The Clinical Nursing Resources Services (CNRS) team is made up of 11 subject matter experts who collaborate with bedside nurses to assess practice inconsistencies, navigate opportunities for improvement systemwide and help clinical nurses in their work to deliver on their passion to provide outstanding care to our community. “Clinical nurses who work at the bedside are where they need to be – at the bedside caring for patients and families,” explains **Pat Woltz**, PhD, RN, director, Nursing Research, EBP, & CNRS. “They may not be aware of or able to mobilize the resources that are available to improve a gap in care they see. The CNRS team is aware of the resources that are available to bedside nurses and it is their role to help their colleagues at the bedside use these resources to make meaningful changes for patients.”

The CNRS team members also serve as mentors and coaches for bedside nurses who may need or want new and different skills or certifications to advance their nursing practice and, again, nurses can benefit from CNRS facilitation to achieve these. A CNRS team member can seek out educational opportunities for clinical nurses and utilize internal resources, such as WakeMed’s simulation lab to ensure they have the resources they need.

While you can find CNRS team members working in many different areas of the health system due to the interdisciplinary and collaborative nature of their work, they have individual focus areas. In photo, from left to right:

- **Dina Hood**, MPH, MSN, CEN, ACCNES-AG – Med/surg, Pain, Geriatrics
- **Amanda Freedman**, MSN, RNC-OB, ACNS-BC – Perinatal
- **Nikki Sloate**, MHA, BSN, RN – Pediatrics
- **Erica Cook**, MSN, APRN, AGCNS-BC, PCCN – Med/Surg, Cardiovascular
- **Sharon Hershkowitz**, MSN, RNC-NIC – NICU
- **Erin Taylor**, DNP, APRN, ACCNS-AG – Med/surg
- **Sharee McCray**, MSN, APRN, AGCNS-BC, CRRN – Rehabilitation, Falls
- **Ashley Gordon**, MSN, RN, AGCNS-BC, CMSRN, CCRN – Intensive Care
- **Susan Boyd**, MSN, APRN, CNS – Med/Surg (Cary Hospital & North Hospital)
- **Kelley Reep**, MSN, APRN, ACCNS-AG – Intensive Care
- **Dee Lockridge-Brown**, MSN, APRN, AGCNS-BC, CDCES – Med/Surg, Diabetes

E EXCELLENCE

Where Would We Be Without Kim & Sandy?

The pandemic put a pinch on staffing, particularly among nurses. Thanks to the experience, knowledge and creativity of Staffing Resources leaders **Sandy Wheaton**, MSN, director, and **Kim Perdue**, MSN, APRN, manager, we have found ways to meet our staffing challenges. Their work earned them the May Leader of Excellence Award from the Shared Decision-Making Advisory Board. Some of the wonderful things colleagues had to say about them in support of their receiving the award include:



- “They care about the person first and assure the work gets done and outcomes tracked. They are extremely knowledgeable about what they do. We are very lucky to have this dynamic duo at WakeMed.”
- “Kim & Sandy juggle MANY tasks at a time. They are both so timely in responding to requests and needs at the unit level, always friendly and kind even in the most stressful situations. They are a joy to work with!!!”
- “True problem solvers.”
- “Kim & Sandy are committed to ensuring that WakeMed has staffing solutions and are willing to consider new and innovative ideas”.
- “We could not care for patients without their leadership or the care from their teams!”

Congratulations, to Kim and Sandy for your outstanding work!

Pictured above, left to right: **Waqiah Ellis**, VP, Nursing – Raleigh Campus; **Sandy Wheaton**, director (Staffing Resources); **Shauna Sprankle**, RN (NICU); **Kim Perdue**, manager (Staffing Resources); **Cindy Boily**, SVP, Chief Nursing Officer.

S SAFETY

5B’s Hyper Focus on Falls Prevention Paying off

5B Neuro Intermediate Care has a history of challenges with falls. After all, a patient population that can be impulsive, forgetful, confused, and suffering from unilateral weakness is the perfect recipe for fall risk.

In 2019, 5B’s monthly falls average was 5.25 – the highest of any WakeMed inpatient unit. “We were doing all the prescribed things – our patients were wearing the fall-risk wrist bands and yellow socks, we were doing Q-shift assessments, we activated bed alarms for high-risk patients – but it just wasn’t working,” explains **Christie Hatch**, RN, manager (5B). There were many new innovations and technologies the team recognized to expand options for their patients. Common themes highlighted the use of bed alarms for all patients on 5B as the next action. “We now immediately consider ALL of our patients high fall risk,” explains Hatch.

The result of this practice change: a 26% drop in unit falls during the past fiscal year and the team is on track for continued progress.

The 5B team recognizes that their work cannot stop. They are proactively pushing for more successful change. 5B unit council members set unit-specific standards based on their particular patient population. Staff are educated to perform every-time duties, such as setting all bed alarms on medium sensitivity, constantly communicating patient can and cannot do’s with patients and family and daily checks on extreme high falls risk patients to ensure that all safety measures are in place to prevent falls.

Given their progress already, they are on track for success! Congratulations to the 5B team for tackling a very difficult and important issue.



5B PATIENT FALL TOTALS

63	46	26
patient falls in 2019	patient falls in 2020	patient falls Jan – Jun 2021



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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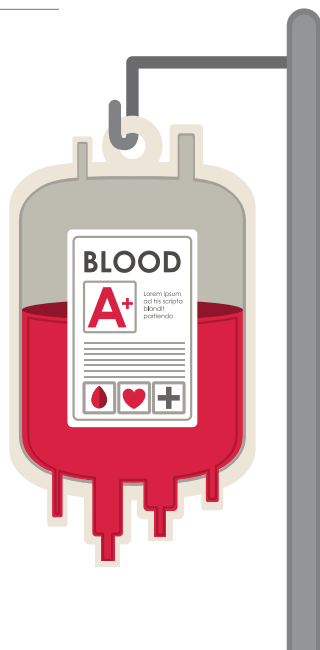
The WakeMed COVID Community Research Partnership research study is expanding to include children ages two to 17. The purpose of this study is to help us better understand how to fight this virus and protect our community. This research allows us to collect information about our community's coronavirus exposures, symptoms and health care visits due to the virus.

Participation is free and easy. The study involves you/your child completing a very short daily survey either via email or text about symptom's, exposures and recent health care visits. Some participants may be selected to receive a blood test (finger prick) or an at-home saliva test kit to test for antibodies.

You can learn more about the study, or if you're ready to join us, sign up by visiting the COVID-19 information page on wakemed.org.

Thank You, Blood Donors!

In June, WakeMed and The Blood Connection hosted blood drives across the system, with great success. In total, 194 units of blood were collected from 201 registered donors – we are so grateful for your contributions. We also want to celebrate the 79 first-time donors who participated! **There continues to be a high need for blood donations in our area and we encourage everyone who is able to consider donating.** Visit thebloodconnection.org for upcoming community drives hosted by WakeMed's blood product vendor, The Blood Connection.



FOLLOW US!



WakeMedHospitals



@WakeMed



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!

Back-to-School

BLITZ

PROVIDING COVID-19 VACCINE TO AGES 12+



COVID-19 Vaccine Clinic

Are you ready to have your 'tweens and teens vaccinated against COVID-19? WakeMed will host a Back-to-School Blitz vaccine clinic this summer, administering the two-dose Pfizer-BioNTech vaccine:

First Dose

- Saturday, July 31, 8 am to 2 pm
- Sunday, August 1, 2 to 5 pm

Second Dose

- Saturday, August 21, 8 am to 2 pm
- Sunday, August 22, 2 to 5 pm

Andrews Conference Center, 3024 New Bern Avenue

Appointments are preferred but walk-ins are welcome. Parents and teachers are also welcome. Please make an appointment through WakeMed MyChart at www.mychart.wakemed.org or call 919-350-9511.

CALENDAR OF EVENTS

WakeMed Farmer's Market

Tuesdays until September 28
10 am to 2 pm
Raleigh Campus Courtyard or 1E Lobby

Wake AHEC Events

- Pharmacist and Pharmacy Technician Summer Symposium - Medication Safety: Practical Approaches to Preventing Medication Errors – July 20
- Webinar (Live) Appetite Awareness Training for Binge and Overeating – July 22
- Coming Soon! 'It's All Mental Health' - Impact of Mental Health on Medical Outcomes and Utilization – August 9
- Webinar (Live) - Anxiety Disorder Treatment – August 13
- Human Trafficking Series: Webinar (Live) Identification in Healthcare: EMTs – August 19

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