

MICROSCOPE

Exceptional People. Exceptional Care. Way To Go, WakeMed!

WakeMed received numerous accolades in November and December. These awards reflect the care, commitment and dedication of our entire WakeMed team. Thank you for making a difference in the lives of our patients! For a full list of recent Awards & Accolades, visit WakeMed.org

The Latest Leapfrog Recognition

Once again, Raleigh Campus, Cary Hospital and North Hospital received A's on the latest Hospital Safety Grades, which were released by The Leapfrog Group in November. Only 29 percent of hospitals nationwide received A's in this round of scores. Additionally, in December, North Hospital was named a Top Teaching Hospital by the organization – an honor bestowed on only 58 hospitals this year.

The Leapfrog Group is a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. Published twice a year, the Hospital Safety Grades program focuses exclusively on safety. The Top Hospital award considers the quality of patient care across many areas – and is only given to hospitals that earned an A on the most recently reported Leapfrog Hospital Safety Grades.

Congrats, Top Docs!

Ten WakeMed Physicians Practices physicians were recognized by their peers in December's issue of *Business NC Magazine* as the state's best in their fields. Congratulations to these outstanding providers:

- > **Matthew Alleman, MD**, General Surgery
- > **Nathan Calloway, MD**, ENT – Head & Neck Surgery
- > **Michael Ferguson, MD**, ENT – Head & Neck Surgery
- > **Carmin Kalorin, MD**, Urology
- > **Chelsea Ngongang, MD**, Heart & Vascular
- > **Duncan Phillips, MD**, Pediatric Surgery

- > **Michael Soboeiro, MD**, Primary Care
- > **Diana Spahlinger McCarthy, MD**, OB-GYN
- > **Dominick Trapani, DO**, Primary Care
- > **Judson Williams, MD**, Heart & Vascular

Raleigh's BEST!

WakeMed was a winner in several categories in the *News & Observer's* Raleigh's BEST award program. We are proud to be recognized with these awards, which were voted on by the community.

- > **Cardiology:** WakeMed Heart & Vascular – Cardiology
- > **Doctor:** Dr. Peter Chan – WakeMed Heart & Vascular
- > **Hospital:** WakeMed Raleigh Campus
- > **Orthopedics:** Wake Orthopaedics
- > **Place to Have a Baby:** WakeMed Raleigh Campus
- > **Primary Care:** WakeMed Primary Care
- > **Weight Loss Center:** WakeMed Bariatric Surgery & Medical Weight Loss
- > **Women's Clinic:** WakeMed Obstetrics & Gynecology

Top Maternity Hospitals

WakeMed was named a 2022-2023 Best Hospital for Maternity Care (Uncomplicated Pregnancy) by *U.S. News & World Report*, a leader in quality rankings. Raleigh Campus, North Hospital and Cary Hospital achieved this recognition – the highest award a hospital can earn for U.S. News' Best Hospitals for Maternity Care.

U.S. News evaluated nearly 650 hospitals that provide high-quality labor & delivery services for uncomplicated pregnancies for this year's list. Data from Raleigh Campus and North Hospital, which operates under the Raleigh Campus license, were combined for this survey.

Excellence in Billing Ethics

WakeMed's three hospitals were named to the 2022 Best Hospitals for Billing Ethics list, recently published by *Money Magazine* and the Leapfrog Group. The list was compiled using data from the Leapfrog Group's annual survey of more than 2,200 hospitals around the country.

WRAL Voters' Choice

WRAL recently announced the winners of their annual Voters' Choice Awards and we are proud to share that WakeMed took top honors in several categories. Congratulations and keep up the great work! Area residents voted WakeMed as the best:

- > **Urgent Care:** WakeMed Urgent Care
- > **Home Health:** WakeMed Home Health
- > **Family Practice:** WakeMed Primary Care
- > **Ear, Nose & Throat:** WakeMed ENT – Head & Neck Surgery

WakeMed was also a finalist in the Best Hospital, OB-GYN and Pediatrics categories; Wake Orthopaedics was a finalist in the Urgent Care category. Congratulations also to our friends Kamm McKenzie OBGYN and Jeffers, Mann & Artman Pediatrics for winning their respective categories.

GROWING FOR GOOD HEALTH



Groundbreaking in Wendell

Work is now underway on WakeMed's eighth full-service emergency department in Wendell Falls. The WakeMed Wendell Healthplex, slated to open in late 2023, will feature a 12-bed emergency department as well as outpatient lab and imaging services. "As a vibrant, growing community, Wendell Falls offers a wonderful opportunity to expand WakeMed's footprint," said **Carolyn Knaup**, WakeMed senior vice president, Strategic Ventures & Ambulatory Operations. "We look forward to bringing exceptional care and services to the residents and families of Wendell Falls and the surrounding area."

Wendell is the Triangle's fastest-growing town, and an estimated 14,000 patients are expected to receive treatment in the new Healthplex emergency department during its first year.

As our community grows, so do the health care needs of those we serve. WakeMed continues to work to meet those needs – adding new services, improving facilities and expanding access to care in convenient locations. In November, our newest intensive care area opened on 2E at Raleigh Campus. The newly renovated and expanded section of the floor includes 26 individual patient rooms that were designed to increase access and efficiency for caregivers while promoting a healing, calming environment for patients and loved ones. **2E Cardiovascular Intensive Care (CVICU)**, is now occupying 14 beds of the new unit. Each private room has clear sightlines for staff, artwork that reflects the healing themes of nature and comfortable space for loved ones to visit. With phase 1 now complete, work is underway on phase 2, which will involve renovating the remaining 14-beds of the current 2E unit.

At **North Hospital**, work is underway on the newest ambulatory surgery center, located on the first floor of the Physicians Office Pavilion. The 18,000-square foot space, projected to open in early 2024, will be home to one operating room, three procedure rooms and plenty of space for patients to get the care they need before and after surgery. Construction also continues inside the hospital to add 16 med/surg beds on the third floor. When this project is complete, construction will begin on a new, 9-bed ICU.

The **Cary Hospital Medical District** continues to expand services for patients in the Western Wake County area. WakeMed Surgery Center – Cary is scheduled to open in the near future, as will a new electrophysiology procedure room at Cary Hospital. These new patient care areas will mean more patients can receive state-of-the-art care close to home.



FY2023 Aspirational Goal Metrics

Every fiscal year, the Board of Directors and Strategic Leadership Team (SLT) establish metrics and targets that we use to track progress toward our 10 Aspirational Goals. The metrics are reviewed and revised annually, and results are reported regularly.

An overview of the metrics in place for fiscal year 2023 – and how we were performing at the end of fiscal year 2022 – is below. Some changes were made to the metrics this year, including the addition of several new metrics.

It is important for all staff to be familiar with these metrics as they provide a framework for specific, department-level tactics and policies. We encourage you to review this chart carefully then speak to your manager about what initiatives are ongoing in your area to support them.

Metric	FY22 Outcome	FY23 Target	Direction to show improvement
Quality			
CAUTI (standardized infection ratio)	0.33	<1.00	▼
CLABSI (standardized infection ratio)	1.34	<1.00	▼
C. diff (standardized infection ratio)	0.18	<1.00	▼
Surgical Site Infections - Colorectal (standardized infection ratio)	0.73	<1.00	▼
Harm Across the Board Index (per 1,000 patient days)	2.11	< 2.00	▼
Culture of Safety			
Patient falls with injury (per 1,000 patient days)	0.44	0.44	▼
Observed to expected mortality	0.96	<1.00	▼
Documented interventions for patients with a Broset score >4	NA - New Metric	5%	▲
Wake Way			
Overall HCAHPS rating (percent of 9 & 10 scores)	72.08%	73.00%	▲
Providers earning PRC 5-Star Awards	104	110	▲
Extraordinary Team			
Employee Engagement Survey: employee ranking	68.30%	72.00%	▲
Employed Provider Engagement Survey: provider ranking	57.00%	60.00%	▲
Financial Health			
Contract labor as a percent of total labor expense	23.40%	20.40%	▼
Direct operating expenses as a percent of operating revenue	103.00%	102.70%	▼
Cash flow from operations expenses	\$15,652	\$15,642	▲
Highest Ethics & Standards			
Percent of recipients who provide credentials in phishing simulation emails	1.53%	2.50%	▼
HIPAA violations per 100 employees	0.58	1	▼
Compliance Central reports per 100 employees	0.52	1	▲
HI TRUST Assessment Rating	3.12	3.2	▲
Healthy Community			
Community Health (Capital Counties) Survey Score	3	4	▲
Social Determinants of Health screening	49.00%	25.00%	▲
MyChart activation by patients	61.30%	64.00%	▲
Online Scheduling	15.40%	19.00%	▲
eCheckIn	15.40%	19.00%	▲
Contact center phone response within 20 seconds	72.50%	73.00%	▲
Percent of patients that log into MyChart (rolling 12 months)	53.40%	56.00%	▲
Innovation			
Clinical Excellence Bundles with 75% pathway adherence	NA - New Metric	25	▲
Preferred Partner			
Active Primary Care attributed lives	98,364	100,000	▲
Value Leader			
Total operating expense per adjusted discharge	\$16,220	\$16,438	▼
Observed to expected readmission rate	0.82	<0.85	▼
Length of stay rate	1.005	<1	▼

Targets are subject to change; check the Strategic Plan & Updates page on MyWakeMed for the most current information.

VOLUNTEER!

Are Your Friends or Family Members Interested in Becoming a WakeMed Volunteer?

Do you know of someone who enjoys patient interaction, office support duties, guest services, sewing or just visiting with people? We have volunteer opportunities available in patient care, women and children services, gift shop, guest ambassador, courtesy cart driver, pet therapy, sewing volunteers and more!

Learn more about volunteer opportunities at wakemed.org/volunteer.

KNOW SOMEONE WHO ALWAYS GOES THE EXTRA MILE? WHO HELPS US ACHIEVE OUR MISSION? WHO PUTS OUR PATIENTS AND FAMILIES FIRST?

Nominate them for the Pyramid Society Award!

The Pyramid Society Award recognizes employees for outstanding performance that goes above and beyond their work duties and contributes to our Aspirational Goals.

To complete the nomination form, visit MyWakeMed and click on Employee Essentials. All nominations received by February 24 will be considered for the 2023 awards cycle.

In February 2022, the Workplace Violence Prevention Program (WVPP) was restructured and several multidisciplinary teams were established with defined goals. With this new direction, a number of significant changes to strengthen the program occurred, including a major change in the employee education plan to help us feel safe and confident at work. Check out these updates about the WVPP Program and your role as a staff member.

WAKEMED'S ROLE IN WVPP

There are more people and teams than ever working to keep us safe and educated about preventing and reporting violence in the workplace.

WVPP Management

WakeMed Environment of Care Safety Management and Security Management are reporting the program's work on a quarterly basis to the Environment of Care Governance Committee. This committee includes representatives from all enterprises and executive team members.

WVPP Operations

Workplace Violence Prevention Operations Committee (multidisciplinary) meets quarterly.

Incident Review Team

- ▶ Reviews workplace violence incidents reported through RL Solutions every week.
- ▶ Shares findings with the Environment of Care committees.
- ▶ Based on the data findings, facilitates development of additional tools and resources.

What to watch for in 2023: The team understands the importance of improved follow up with staff and providers who report incidents. They are refining this process to provide better communication.



Staff Training Team

- ▶ Performed employee surveys and held focus groups to identify educational strengths and gaps.
- ▶ Identified training needs based on levels of workplace violence risk for employee groups.
- ▶ Reviewed WVPP educational content.
- ▶ Confirmed current employee WVPP education compliance.

What to watch for in 2023: Based on survey and focus group findings, the team will unveil major changes and expansion to WVPP education. The new curriculum will include training on situational awareness and skills necessary to respond to and to manage escalating behaviors.

Workplace Violence Prevention Data Task Force

- ▶ Developing a comprehensive WVPP data collection points. Data will be used to help WakeMed benchmark against other health care systems.

Staff Support Team

- ▶ Redesigned the process to ensure staff members who have experienced a workplace violence incident receive support. This includes victims and witnesses.
- ▶ The Critical Incident Management Team (CISM) is expanding, with new members recently trained in conducting incident debriefings.

What to watch for in 2023: Expanded post-workplace violence support resources based on findings from national research.

EMPLOYEE WVPP TO-DO LIST

Workplace violence prevention is a team effort! Providers and staff members have the following responsibilities:

- ▶ **Report** – Please report all workplace violence incidents – no matter how big or how small you think they are – through RL Solutions (click Incident Reporting on the quick links of MyWakeMed).
- ▶ **Support** – Actively participate in post-incident support sessions and reach out to your leader, the Employee Assistance Program (800-326-3864) or your primary care provider for help.
- ▶ **Know Your Stuff** – There will be changes to WVPP policies and new, expanded education opportunities in the coming year. There is comfort and power in knowledge. Stay informed about WVPP education requirements through WakeMedU and talk about WVPP in huddles and staff meetings.



VIEW THE COPING CARD

The "Coping with Stressful Workplace Events" card offers staff resources to help deal with workplace violence and other stressful situations. To access the card, search 'Coping with stressful workplace events' on MyWakeMed.

If you have any questions about the Workplace Violence Prevention Program, please send a message to envhealthsafety@wakemed.org.

WOW, WHAT AN EMPLOYEE!



Congratulations to our new certified lymphedema therapists and thank you to the WakeMed Foundation for funding a Lymphedema Certification class to help expand the continuum of care for lymphedema therapy across WakeMed. These 15 therapists from across the system completed 90 hours of in-

person training and 45 hours of prework to earn this certification: **Senthil Sridharan, Johanita Lourens, Christi Giulianelli, Deborah Hage, Sarah Fleming, Joy Hayag** (all of Home Health); **Sarah Billings, Karlen Geldmaker, Allison Rowe, Kayleigh Bentham** (all of Therapy Services Supplemental Pool); **Amy Schultz, Alison Mattox** (both of Outpatient Rehab); **Rochelle Masudal, Priti Narvekar** (both of Physical Therapy); and **Christina Young** (Wound Care).

Andy Camel (Communications Center) earned National Registry of Emergency Medical Technicians (NREMT) certification.

Charis Lowe and **Regina Richardson** (both of 1A Clinical Evaluation Area) became licensed practical nurses.

Matt Zerden, MD, (OB-GYN) became WakeMed's first Complex Family Planning Diplomate of the American Board of Obstetrics and Gynecology after passing the board exam for this subspecialty.

Abbie Williamson (Pharmacy) and **Elaine Rohlik** (Rehab Services) achieved certification in the Advisory Board Fellowship.

Jesse O'Neal, Yuri Yamamoto and **Patricia Cook** (all of Spiritual Care) became board-certified chaplains by the Association of Professional Chaplains.

Congratulations to **Maggie Hitchins** (Pharmacy) on her recent publication in *Pharmacotherapy* on "Treatment of persistent methicillin-susceptible *Staphylococcus aureus* bacteremia and presumed osteomyelitis with oxacillin and ertapenem in a premature neonate."

Ana Harris (Patient Access) was promoted to manager.

Torri Branch (Primary Care) was promoted to practice manager of MyCare 365 – Spring Forest.

Melanie Grant (Financial Clearance) was recently promoted to supervisor.

Kelly Askins (Revenue Integrity) was promoted to senior documentation specialist.

Renee Hoyle-Thacker (Pathology) won a \$50,000 grant for her startup (LabRunner) through NC Idea Foundation. LabRunner is also supported by WakeMed Innovations.

COMINGS & GOINGS

Heart & Vascular wishes a happy retirement to **Ruth Berzinis, RN**, after 10 years of service to WakeMed, and welcomes **Adilia Sama, RN; Lindsay McDaniel, RN; and Denise Jones**.

1A Clinical Evaluation Area welcomes **Carmen Davis** and **Dawn Earp, RN**.

4C Mother-Baby welcomes new employees **Christina Burton, RN, and Lisa Rowley, RN**.

Case Management welcomes **Amy Hollingshead, RN**.

CICU welcomes **Sara Jones, RN**.

The Clinical Administrator team would like to welcome **Sharon Gibson, BSN, RN; Brittany Harris, BSN, RN; Jennifer Straughn, RN; Dai Tworek, MSN, RN; and Mary Cox Langley, RN**.

eICU welcomes **LaKisha Jinwright** to their team.

Health Information Management welcomes **Marilu Garcia** and **Haley Jones**.

Hospital Coding welcomes **Kim Berkeley, Pam Chase, Marlana Johnson Hill, Latonia Hamilton** and **Jamarra Mack**.

Infection Prevention welcomes **Christi Harrison, RN, and Beth Goodman, RN**.

Neurosciences welcomes **Brianna Morris, Sarah O'Neal, Mark Malenda, and Tonya Disorbo, MSN, RN; and wishes farewell to Delarius Hunter and Brian Walker**.

Nursing Education welcomes **Rebecca Jones, RN**.

OneCall welcomes **April Cooper** and returning team member **Summer Massengill**.

Outpatient Rehabilitation – Clayton welcomes **Hannah Sharpe** and **Lindsey Gregg**.

Pathology welcomes **George Gallardo, Vanessa Avent** and **Scott Wallace**.

Primary Care – Oberlin and Urgent Care – Oberlin welcome new practice manager, **Dianne Reardon**, to their teams.

Quality Analytics welcomes **Kelly Radford, BSN, RN; and Kelley Reep, MSN, RN**, who transitioned from Clinical Nursing Resource Services.

Revenue Integrity welcomes internal transfer **Adriane Mullin-Dawson** to their team.

Glenda Alvarenga transitioned from Pediatric Primary Care – Clayton to Urgent Care – Garner.

ADDITIONS + ATTACHMENTS

Devin Hamby, RN, (3 West Medical-Surgical) and her husband welcomed their first child, Noah Darrell Hamby, on Thanksgiving Day, November 24, 2022.

IN MEMORIAM



Jodi Donahue, MSN, RN, executive director for Surgical Services at Raleigh Campus and North Hospital, passed away on Monday, December 5. Jodi was a dedicated member of our WakeMed family since 2017 and was known for her kind heart, fairness, skill, encouraging nature and commitment to helping others excel. Please join us in keeping Jodi's family, loved ones and colleagues in your thoughts and prayers during this difficult time.



WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2023, participants who earn 100 points (see chart below) have the opportunity to earn \$500 (full-time employees) or \$250 (part-time employees) that can be used for out-of-pocket medical costs in 2024. Employees enrolled in WakeMed's medical plan (administered by Contigo Health) as of January 1, 2023, should follow the steps below. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wakewell@wakemed.org.

Employees who join the WakeMed medical plan between January 2 and September 1, 2023, can qualify for *WakeWell Rewards* simply by taking the Online Health Assessment by September 30, 2023.

Make Your Appointment

BY JAN 31

- Register for your biometric screening via WakeMed MyChart.
- To get a MyChart account, visit mychart.wakemed.org.
- If you need help logging in, call the MyChart helpline at ext. 02288.



Take the Online Health Assessment

JAN 9 – SEPT 30

- Participants can take the online health assessment any time between January 9 and September 30.
- Takes about 15 minutes.
- To access the assessment, visit the Asset Health wellness portal via MyWakeMed or the Asset Health mobile app. Call 1-855-444-1255 for technical support.

Complete the Biometric Screening

FEB 1 – MAR 13

- Height, weight, waist circumference, blood pressure, basic cholesterol panel with blood glucose.
- Eight hours fasting required unless prohibited for medical reasons.
- Pregnant/nursing employees will not have bloodwork done (no fasting required).
- Results will be available in the Asset Health wellness portal by May 15, 2023.

Check Your Points – MAY 1 – SEPT 30

Check your points on the Asset Health wellness portal, accessible via MyWakeMed or the Asset Health mobile app. Call 1-855-444-1255 for technical support.



PROGRAM GOAL
100 POINTS

You must accumulate 100 points to receive the *WakeWell Reward* in 2024:

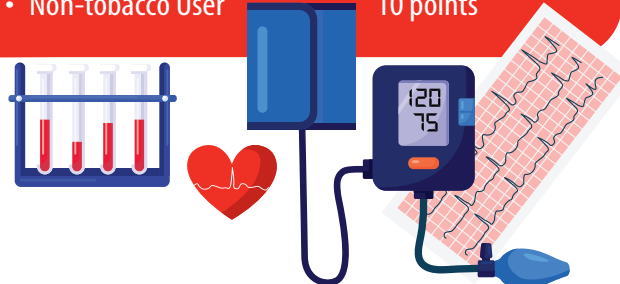
REQUIRED ACTIVITIES

- Biometric Screening 30 points
- Online Health Assessment 30 points

BIOMETRIC SCREENING RESULTS

- LDL Cholesterol Below 130 10 points
- BMI Below 30 10 points
- Glucose Below 126 10 points
- Non-tobacco User 10 points

If you fall short of 100 points, you can make up the difference by completing an alternate standard. For details, visit the *WakeWell* page on MyWakeMed.



Karen Chilton, MD, Named SVP, Chief Quality Officer



Karen Chilton, MD, has been promoted to the role of senior vice president and Chief Quality Officer for the system. Dr. Chilton joined WakeMed in 2004 and has held many leadership roles including, for the past three years, Chief Medical Officer of WakeMed Children's and Associate Chief Quality Officer for the system. In her new role, Dr. Chilton will have responsibility for the Accreditation Services, Clinical Analysis, Infection Prevention, Kaizen Promotion Office, Quality & Patient Safety, and Risk Management departments. Please join us in congratulating Dr. Chilton on her expanded leadership role and supporting these teams during the transition period.

Jeff Neisen Joins WakeMed as VP, Revenue Cycle



Jeff Neisen, MBA, recently joined WakeMed as vice president, Revenue Cycle. Neisen came to WakeMed from SCL Health in Colorado, where he served as senior director of billing & accounts receivable

since January 2017. Neisen was previously a member of the WakeMed team, working as a senior managed care specialist from 2000 to 2003. In his new role, Neisen is responsible for WakeMed's revenue cycle governance and alignment, including processes surrounding pricing and billing, coding, collections and associated financial services. He holds a master's degree in business administration from Campbell University and a bachelor's degree in economics from the University of North Carolina – Wilmington.

NEWS FROM WakeMed Physician Practices



WakeMed Treats First Patients in admIRE Trial

WakeMed recently treated its first atrial fibrillation (AFib) patients with the VARIPULSE™ Catheter as part of a national clinical trial. Called "admIRE" the study is evaluating the safety and effectiveness of the new VARIPULSE™ catheter in treating symptomatic drug refractory recurrent intermittent atrial fibrillation, or AFib. This new technique may help spare other tissue types from inadvertent injury during AFib treatment. admIRE is a prospective, multi-center, non-randomized study that will enroll more than 400 patients across the country. To date, the WakeMed team, which includes **Ashish Patel, MD**, (Heart & Vascular) **Rhonda Norton** and **Taylor Guidi** (both of WPP Clinical Research), has enrolled six patients in the study.

North POP Practice Moves

As work continues on the WakeMed Surgery Center – North Raleigh, several practices have relocated within the North Hospital Physicians Office Pavilion

- > **WakeMed Urology** – North Raleigh: Now located in Suite 009
- > **WakeMed Primary Care** – North Raleigh: The two WakeMed Primary Care practices (previously suites 103 and 300) have combined into one location in Suite 300.

Hypoglossal Nerve Stimulator Implant for Sleep Apnea Now Available at WakeMed

Did you know that roughly 18 million American adults have sleep apnea? It's a common condition with treatment options available for patients. This fall, **Mike Ferguson, MD**, and **Allen Marshall, MD**, (WakeMed ENT – Head & Neck Surgery) completed the first hypoglossal nerve stimulator implant for sleep apnea at WakeMed. For patients with moderate to severe sleep apnea that can't be managed by CPAP, the Inspire® implant is designed to work inside the patient's body with the natural breathing process. To learn more, call WakeMed ENT – Head & Neck Surgery at 919-350-EARS (3277).

Welcome New Physicians



Faisal Khan, MD
Heart & Vascular



Lindsey Rose, MD
Primary Care

Welcome New Advanced Practice Providers

Heather Anderson, NP
Neonatology

Morgan Borges, NP
Primary Care

Kim Carollo, NP
Heart & Vascular

Samantha Elmore, PA
Primary Care

Katie Fontaine, PA
Primary Care

Sara Forbes, NP
Primary Care

Leana Higgins, PA
MyCare 365

Amber McVey, PA
Heart & Vascular

Anna Morrison, PA
Heart & Vascular

Gregory Retson, PA
Urgent Care

Emily Ryan, PA
Hospital Medicine

Daniel Sanza, PA
Psychiatry

Members of the WakeMed family enjoyed many opportunities to share in holiday cheer and spend time with colleagues. Holiday meals and year-end socials provided an opportunity for staff to take time out of their busy schedules to enjoy a festive meal together.

Tree lighting events were held at Raleigh Campus, Cary Hospital and North Hospital featuring live music, refreshments and an opportunity to spend time with colleagues.

HOW WHAT FUN!



REHAB HOLIDAY MARKET WakeMed Rehab Hospital staff and volunteers put together a festive Holiday Open House & Market. Thanks to the generosity of the Law Offices of James Scott Farrin and the WakeMed Gift Shop, all Rehab Hospital patients had a chance to shop for holiday gifts for their loved ones.

HOLIDAY DRIVE Once again, our community stepped up to help bring smiles to WakeMed Children's patients this holiday season. The items received through our annual holiday drive will be given to pediatric patients across WakeMed throughout the year to help brighten their day and lift their spirits during their hospital stay. Many thanks to everyone who contributed toys and gifts to the Children's Hospital, and to all the volunteers and staff who helped coordinate this successful event!



DECKING THE HALLS WakeMed departments shared their time and talent to decorate wreaths that were donated to local shelters and support organizations, including InterAct, Urban Ministries and others. Thank you to everyone who participated and helped share holiday cheer across our community!

And congratulations to the winners of the 2022 Cary Hospital Gingerbread House Contest: Heart & Vascular Lab's "The Blood Vessel."



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



A NOTE FROM OUR CNO

Wishing you and your families the best in the new year. We ended 2022 with a visit from our American Nurses Association President Ernest Grant, PhD, RN, at our Clinical Nurse Council meeting. He shared some great resources to help nurses reenergize and find some work-life balance after so many months of proving their unbelievable resiliency. His message was inspiring and solidly aligns with WakeMed's focus on well-being for us and our colleagues.

Please, please take time to focus on YOUR health, YOUR well-being and YOUR priorities in 2023. You are the best of the best – the nurses who will find ways to continue to support each other and our teammates while providing compassionate clinical excellence to all we serve. I hope you will take time to reflect on all you have accomplished – appreciate the positive impact you have on so many, and hear the THANK YOUs coming your way each and every day.

Embracing Our 'Twins' from Belgium

WakeMed participates with hospital systems across Europe in the Magnet4Europe collaborative being led by the Center for Health Outcomes and Policy Research at the University of Pennsylvania. European health systems requested this opportunity to 'twin' with US Magnet hospitals with the goal of translating Magnet standards and measurable, high-quality outcomes to the environments of care in Europe.



WakeMed is 'twinned' with a large hospital system in Antwerp, Belgium – ZNA. **Jill Whade**, Magnet director, has been meeting virtually with the Belgium team almost weekly, sharing our experiences in guiding the huge cultural shift that is a cornerstone of Magnet.



In October, three of the administrators from ZNA – the Chief Nurse Executive, Dim Van de Waeter, and the two nurse administrators leading the Magnet process throughout the ZNA organization – came to WakeMed Raleigh Campus for a whirlwind visit. Led by Whade, **Betty Woodard**, **Cindy Boily** and other Nursing leaders, the team participated in Unit Council, CNS, Nurse Executive Committee and other meetings, Clinical Orientation, the CNO Open Forum and more.

Thanks to Whade and the leaders who organized this outstanding learning experience to encourage more international involvement in Magnet.



YOU Are the Priority

Both WakeMed and the American Nurses Association (ANA) Enterprise recognize the tremendous toll the pandemic has had on our nation's nurses, and both organizations are committed to caring for our caregivers in 2023 and beyond.

As WakeMed elevates its focus on employee well-being, so too does the ANA. WakeMed nurses had the opportunity to hear about what the ANA is doing for our nation's nurses from ANA President Ernest Grant, PhD, RN, below right, who visited Raleigh Campus on December 1.



Dr. Grant presented "You Are the Priority: Supporting Nurses' Mental Health and Well-being" to Clinical Nurse Council members and Nursing leaders. He discussed the results of the ANA's COVID-19 Survey Series: Two-year Impact Assessment, which validate what many nurses may be feeling post-pandemic – overwhelmed, understaffed and simply exhausted.

Dr. Grant and the ANA urge nurses to understand that mental health and well-being issues – particularly after the trauma of a pandemic – are common, and that nurses do need to prioritize their own well-being to be happy and healthy. He offered several ANA resources that are designed to support nurses as they recover and rebuild in 2023 and beyond. Please look to these and WakeMed's well-being resources for support and guidance as you need it.

WakeMed Employee Assistance Program
800-326-3864



Healthy Nurse, Healthy Nation



ANA Foundation Well-Being Initiative



Nurse Suicide Prevention/Resilience



Karen York, RN, Advocates for Us



Karen York, RN, a clinical nurse in the Heart Center and chair of Clinical Nurse Council, is a fantastic advocate for us and for nurses in our state.

York was the driving force behind bringing Dr. Ernest Grant,

president of the American Nurses Association, to WakeMed. His kind and caring demeanor and the ANA resources to help nurses find support and guidance during difficult times were well received by participants.

York will also advocate for us on the state level as a new member of the North Carolina Board of Nursing. She began her term in January. Congratulation, Karen! We are proud to have you represent us!



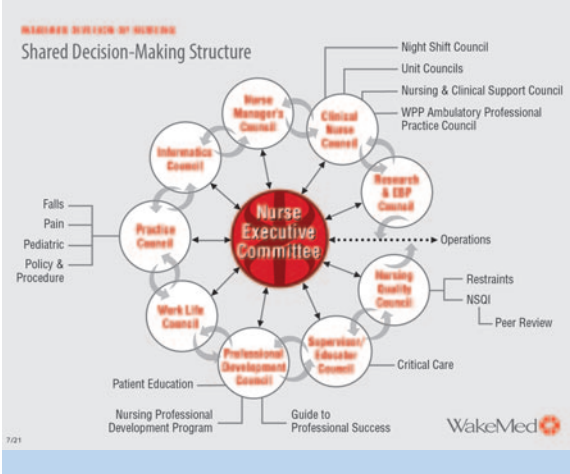
R RELATIONSHIPS

Councils Make Ideas Count

At WakeMed, nurses support one another and share in all decision-making processes that impact our patients, practices and protocols. By serving a one-year term on a council, you meet new Nursing colleagues from our hospitals and Healthplexes who share your interest in innovating for improvement.

What's your interest? Where do you want to make a difference? Work-life balance? Nurse recognition? Quality? Research? Informatics? There are opportunities on these and all of our councils and committees.

Please consider participation on a Nursing Council. It's a great way to further your professional development. Interested? Send an email to jwhade@wakemed.org.



E EXCELLENCE

Here's to You, Brooks!



6C Surgery & Trauma's Brooks Carson, RN, recently received well-deserved recognition for his outstanding leadership, commitment to quality care and contributions to the Clinical Nurse Council and various committees.

Carson earned the Leadership Excellence award for his commitment to quality in all aspects of his work – nursing practice, chairmanship of the Nursing Quality Council and teaching new staff the ropes. In addition, Clinical Nurse Council presented him with the Shining Star Award for his outstanding contributions to 6C unit council improvement projects. We're lucky to have you here, Brooks!

S SAFETY

We're Chasing Zero Falls

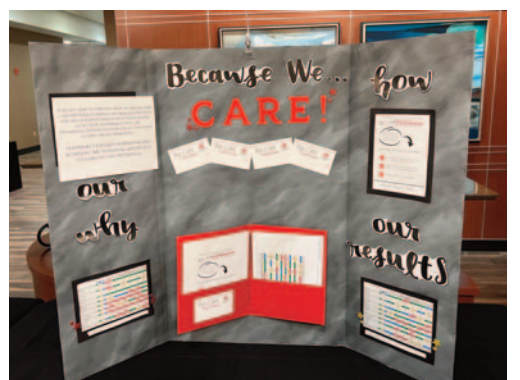
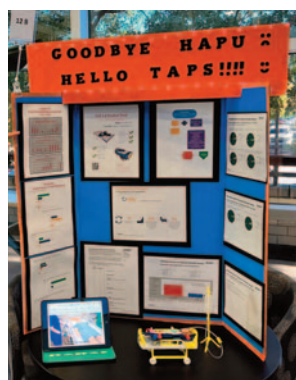
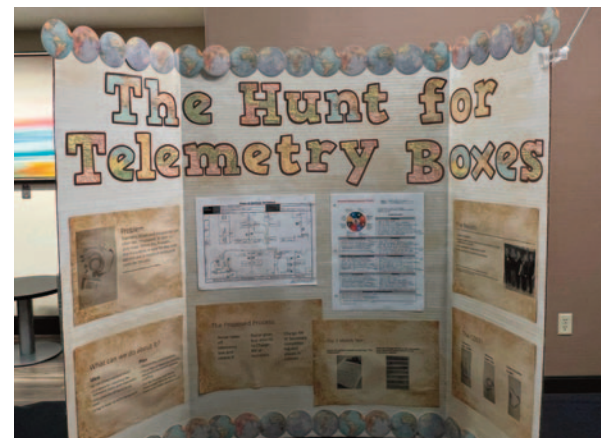
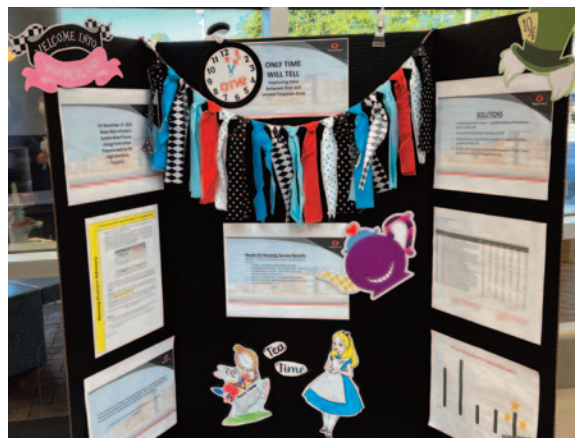
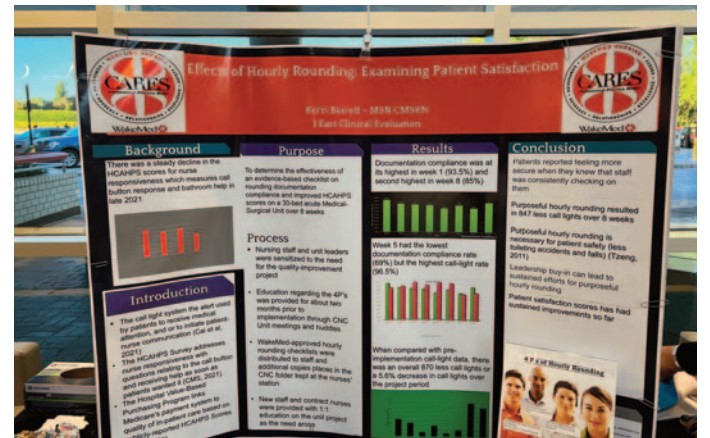
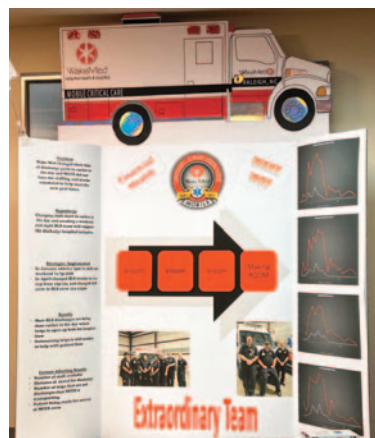
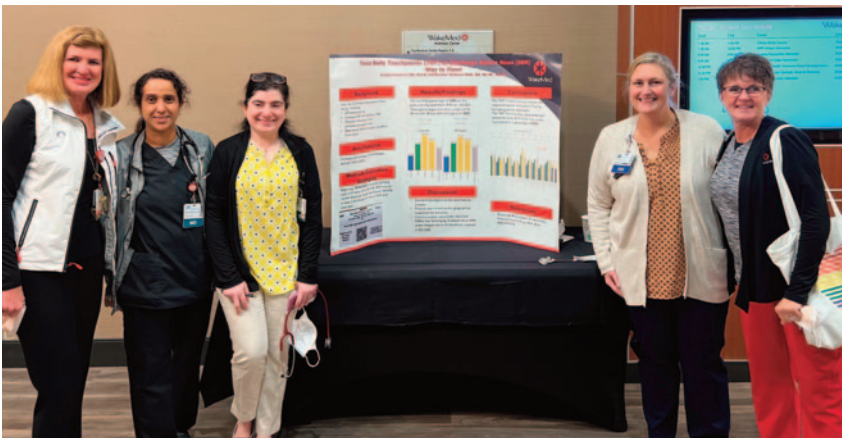
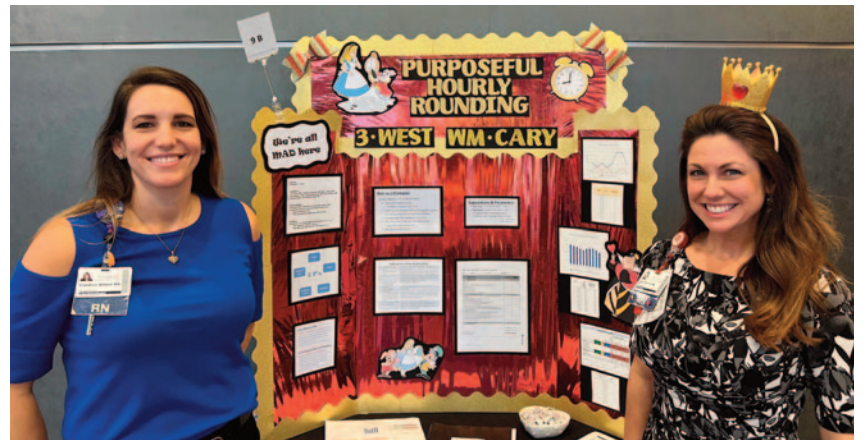
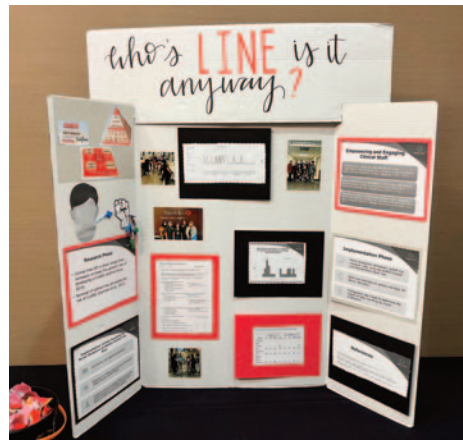
You've heard the saying, "It's hard to stop a moving train." Well, as nurses, we know it can be even harder to stop an adult post-surgical patient on pain medication from trying to get out of bed alone.

Our Falls Prevention task force continues to uncover ways to prevent falls in general and falls with injury. In September, task force members and Fall Champion volunteers celebrated national Falls Prevention Week by inviting staff at all hospital campuses to spin the 'Wheel of Falls Prevention' and test their knowledge.



Excellence in Action!

The annual Clinical Nurse Council (CNC) Poster presentation, held in October, was outstanding! Such an incredible display of innovation and commitment to constant improvement. Each year, members of CNC work with their department management and colleagues to identify a process improvement opportunity. They develop and implement a strategy and then use "before-and-after" data to determine their strategy's efficacy. The annual poster presentation gives CNC members and nurses throughout the system the opportunity to learn from other units' projects and progress. The incoming CNC chairs participate in the annual presentation to get a feel for the process. Congrats to CNC reps for improving patient and staff outcomes.



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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Read the WakeWay



READ · LEARN · SHARE

Organizational Development is pleased to offer a new learning series that provides an opportunity for shared learning and professional development for all WakeMed employees. The series includes quarterly in-person book club discussions at each hospital. Featured books have been chosen to support our Wake Way behaviors, encourage professional growth and collaboration, and expand cultural competencies.

Books and learning guides will be provided to all registered participants. Want to get involved? Register via WakeMedU (Search Read the Wake Way)!



WakeMed Foundation Funding Deadlines

The WakeMed Foundation is committed to supporting WakeMed's mission by investing in the people of WakeMed. Each year, the Foundation provides thousands of dollars of support to employees in the form of scholarships, grants and special funding. In FY 2022, the Foundation distributed over \$410,000 to support WakeMed employees who wish to learn new skills that directly benefit their departments and the patients they serve.

Foundation Grants

The Foundation accepts any type of funding request (under \$99,999) from any department – pending management approval.

Deadlines: February 15, June 15, October 15

Skills Scholarship Program

Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs to gain new skills that will help expand existing services.

Deadlines: February 15, June 15, October 15

Megan Champ Morgan Scholarship Fund

Provides scholarships of up to \$10,000 for employee dependents seeking to complete a post-secondary education at an accredited not-for-profit institution of higher learning who intend on enrolling in one of the following areas: Health Sciences, Elementary or Secondary Education, Computer Sciences or Information Technology.

Deadline: March 15

Helton Awardee Program

The intent of the Helton Awardee Program is to provide funding for a group (department or collaborative group) defined as three or more, seeking education or training to prepare for a certification exam.

Deadline: January 15

Helton Scholar Program

Provides funding up to \$5,000 for individuals seeking to complete a higher education degree.

Deadline: September 15

All employees are encouraged to consider applying for funding from the WakeMed Foundation. Please carefully review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed.

WakeMed 
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WakeMed & WakeMed Children's

CALENDAR OF EVENTS

Employee Forums

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

Raleigh Campus

Thursday, February 9, 2 pm
Heart Center Conference Center

Cary Hospital

Tuesday, February 28, 2 pm
Conference Center

North Hospital

Wednesday, March 1, 2 pm
Conference Center

Virtual

Tuesday, February 21, noon
Thursday, March 2, 10 am

Corporate & Community Health Offerings

Visit MyWakeMed Upcoming Events for details on how to join these upcoming sessions.

- **February 8: Virtual Meditation Classes:** This 30-minute guided meditation class will leave you feeling relaxed and refreshed. The session includes gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience.
- **February 9 & 15: Heart Health – Know Your Numbers:** Led by a registered dietitian, this class covers basic information about risk factor reduction related to heart disease and changes you can make to improve your numbers.

Upcoming Blood Drives

This year, there is a critical need for blood donations. WakeMed's blood drives can directly impact our patients. Sign up for a time that fits your schedule, visit MyWakeMed. Look for the Bloodmobile at these locations:

Monday, February 13

- Apex Healthplex – 10 am to 3 pm
- Garner Healthplex – 10 am to 3 pm

Wednesday, February 15

- Operations Center – 10 am to 3 pm
- North Hospital – 10 am to 3 pm
- Cary Hospital – 7:30 am to 5 pm
- Raleigh Campus – 7:30 am to 5 pm

Thursday, February 16

- Raleigh Campus – 7:30 am to 5 pm

Wake AHEC Events

- **A Trauma Informed Approach to Everyday Practice:** January 27
- **NC Surgery - Trends in Bariatric Medicine - Obesity and Social Media:** January 28
- **2023 Academic Progression Conference: Strengthening the Nursing Workforce Through the Preparation of Highly Competent Nurse Educators:** February 3
- **S2R: Strengthening for Stroke Recovery®:** February 4

For a complete list of events, please visit wakeahec.org/courses-and-events