

MICROSCOPE



Culture of Safety

These individuals are recognized for their work and dedication to fostering a culture of safety for our patients, families, community and health care team.

ORLANDO DE LA CRUZ

Environmental Services –
Raleigh Campus



Orlando consistently exceeds expectations by completing several extra housekeeping rounds during each of his shifts. Despite recent staffing shortages, Orlando always reports to work with a smile, ready to help where needed and showing the utmost respect for coworkers. He is the first to consult with leadership if he makes a mistake and will typically find a way to address and correct issues on his own. Orlando's timely and sanitary removal of garbage, soiled linens and biomedical waste directly impacts WakeMed's positive patient satisfaction scores, as reported by Professional Research Consultants (PRC).

JENNIFER DONALDSON, RN

Vascular Surgery



Since Jennifer joined Vascular Surgery as practice manager in 2021, she has worked tirelessly to build the team and establish new protocols and policies that promote patient safety, consistency and organization. She is the first to jump in and help a coworker, with everything from stabilizing a sick patient to ensuring that consult rooms are clean. No job is too big or small for Jennifer to handle, which is inspiring for others. From providing nurse services in the outpatient lab, holding a hand during a procedure or giving a reassuring hug to a family member, Jennifer never fails to positively impact patient care.

JAIME PENNINGER, RN

5C Medicine



Jaime's contributions are invaluable to a strong culture of safety. She is an empathetic, trustworthy and compassionate nurse manager who always speaks up for her patients and team. When 5C staff were needed during the pandemic to fill in for stepdown care, Jaime identified education gaps and helped coordinate in-services to make it happen. She continuously advocates for education and resources for the 5C team, for example when they needed more Controlled Air-Purifying Respirators (CAPR) and personal protective equipment monitors. As a result of Jaime's leadership and dedication to safety, 5C has won multiple awards and accolades.

LYNN MARIE SCHOENBORN, RN

PICU

Always looking for the safest way to deliver patient care, Lynn Marie is diligent about learning new policies and procedures. She is consistently kind and generous to patients and their families and thoughtful in her approach to care. The Pediatric Safety Committee has awarded Lynn Marie with multiple "Great Catch" awards for her attention to detail and prevention of errors. She is unfailingly dedicated when it comes to double-checking orders, scanning a bracelet or doing anything she can to create a culture of safety. Lynn Marie asks tough questions when it comes to patients' health and digs deeper if something seems amiss.

KARLA WIGGINS, RN

1C Clinical Evaluation Area



Patients rely on Karla for their safety, comfort and care. She is dedicated to making her patients feel respected in a kind, non-biased way. Karla builds trusting relationships with this often-vulnerable population, creating a

more peaceful environment on her unit. Upon hospital discharge, patients can count on Karla to verify they have adequate resources to meet their needs. If a discharge plan does not feel safe or secure, Karla advocates for a new plan. She once contacted her manager on a weekend to sort through a discharge plan and helped arrange special transportation for the patient to safely reach their next destination.

PYRAMID Society

2022 AWARDS

Nominated by their peers, the employees highlighted in this issue of Microscope represent the top one percent of WakeMed – those individuals whose outstanding performance goes above and beyond their work duties and contributes to our Aspirational Goals.

Preferred Partner ↔ **Innovation**
Extraordinary Team ↔ **Financial Health**
Value Leader ↔ **Culture of Safety**
Quality ↔ **Healthy Community**

The Wake Way and Highest Ethics and Standards are not included as award categories because staff are expected to demonstrate these behaviors at all times.

Please join us in congratulating these exceptional employees on receiving WakeMed's highest honor.

WakeMed 



Extraordinary Team

WakeMed is dedicated to attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders. The recipients in this category go above and beyond to help us reach this goal.

KAY ALFADLY

Imaging Services – Apex Healthplex



Patient safety and comfort are top priorities for Kay. She spends extra time explaining procedures to her patients so they always know what to expect. Patients often mention Kay's personable and caring manner and coworkers say

she is a colleague they can rely on. Consistently on time and professional, Kay will fill empty shifts or volunteer extra hours, even if it means changing her personal plans. Many of her coworkers agree that Kay is a bright spot in their day.

KATHLEEN ASKEW

Imaging Services –
Brier Creek Healthplex



Kathleen gives her all to provide the highest quality, most compassionate patient care. She goes above and beyond to help all patients, even if the patient is not her own. If a patient seems weak upon discharge, Kathleen will

walk them to their car or follow up with their doctor to verify next steps. With more than 35 years of service to WakeMed, Kathleen is known to be empathetic, helpful, dependable, committed, respectful and polite. Her coworkers say they strive to be more like Kathleen.

MICHELLE BAILEY, RN

Children's Hospital



Michelle's passion is providing excellent patient care. She spends hours educating patients and families who are faced with a new diabetes diagnosis, so they are prepared to manage their lives outside the hospital. Michelle often

receives praise from families for her patience, knowledge, positivity and compassion. During times of multiple incoming admissions, Michelle is instrumental in helping coworkers catch up. She often stays late to support colleagues and spend extra time with patients. Michelle is excellent at identifying and reporting "good catches," which helps create a culture of safety in the Children's Hospital.

KATIE BANKS, RN

Surgical Services – Raleigh Campus



As a nursing supervisor, Katie has built an incredibly strong and positive team that thrives because of her friendly attitude and expertise, along with her ability to make staff feel safe, valued and respected. Katie

actively listens to and supports her staff in all situations. She is always willing to help if someone needs a break or to fill in during times of staffing shortages. Above all, Katie ensures that her team's top focus is patient safety, and every day she makes certain that surgeries and procedures happen in a timely, efficient manner.

NANCY BIDWELL

Administration – North Hospital



Whenever there is a challenge at North Hospital, Nancy is surely to be among the first to volunteer her assistance. From pitching in when census is high to lending a hand with patient transport and

housekeeping, this executive office coordinator is known for her positivity. She knows no boundaries when it comes to supporting colleagues and consistently treats everyone with respect. Nancy has established a stellar rapport with all departments and is eager to help find solutions for patients, visitors and staff. She is a go-to person for advice and support and can always be relied upon as a dedicated team member.

Extraordinary Team *continued*

ASHLEY BLALOCK, RN CICU



Whenever a coworker is having a busy day, he or she can count on Ashley. The words, “Thank goodness Ashley was here to help!” can often be heard on her unit. Ashley is a true team player who is always eager to learn more. She takes on

any challenge and assists with emergent situations to grow her already impressive critical care expertise. She is also a strong preceptor for new ICU nurses, who appreciate her calm demeanor. Passionate about patient advocacy, Ashley establishes trusting, supportive relationships with patients’ family members, many of whom are struggling to make hard decisions during a stressful time.

ELSIE BRANTLEY

Pharmacy – Raleigh Campus



As a medication reconciliation technician, Elsie’s skill set is versatile enough that she can work in almost any area of Pharmacy, always with a smile. She makes a positive impact by completing a thorough medication

history for each patient. During inclement weather, Elsie arrives early, stays late and covers for staff who can’t make it in. Elsie will also come in early to call a pharmacy that was closed the night before, just to ensure a medication list can be obtained. She has supported several projects to enhance patient care and outcomes, including the development of a new medication reconciliation navigator in Epic, and an in-person verification process of the medication histories for high-risk patients.

JOAN CLEMENS

Guest Services



Consistently professional and courteous, Joan is the Critical Care Waiting Room receptionist. She understands the importance of first impressions and is friendly to everyone. She is eager to help visitors who are lost and to connect lost items

with their owners. Joan works to improve service for time and cost efficiency – she keeps the unit informed of visitation policy changes, which saves unnecessary calls. She also stocks the waiting room with supplies before every weekend. Joan is respectful to all guests, especially when explaining COVID-19 restrictions. She is excellent at helping others follow these restrictions and relaying exceptions to the team.

AMY CORBETT

Rehab Hospital Admissions



Amy assists patients and families who are in crisis, recovering from devastating injuries, and facing loss of function, finances, and independence. She has an amazing way of establishing trusting and caring relationships, exemplifying

kindness, compassion and the highest level of ethics. She is a strong advocate for every patient – ensuring they receive the rehabilitation services they need, putting effort into details such as obtaining insurance authorization and helping families navigate insurance appeals. Throughout the hospital system, Amy serves as a resource to help with discharge planning and is appreciated by her coworkers for being so selfless and approachable.

CHANDA CREWS

Mental Health & Well-Being



Chanda exemplifies teamwork, often going beyond the call of duty to assist patients. Whether she is answering the phone during her personal time; ensuring a patient has transportation; or contacting providers to help

patients schedule appointments, Chanda never hesitates to get involved. Coworkers seek advice from Chanda because she has a wealth of experience. While Chanda’s job is community outreach, she is instrumental in meeting with patients at the bedside to offer services and assist with discharge planning. Patients often contact Chanda after discharge to let her know the impact of her support.

TONIA FEHR, RN

1 East Clinical Evaluation Area – Cary Hospital



A Cary Hospital employee for 20-plus years, Tonia promotes teamwork by making everyone feel supported. She frequently rounds to ensure staff have what they need to provide an excellent patient experience. Tonia is a

positive, hardworking manager who communicates high expectations for patient care while fostering staff camaraderie. She visits units at night and on holidays so she can interact with her entire team. Staff appreciate her encouragement and she has inspired many to complete advanced certifications. As Chest Pain Program coordinator, Tonia helped Cary Hospital become the first U.S. hospital to achieve the coveted ACC Chest Pain Center V7 accreditation.

DENISE FLOWERS

Pharmacy – Raleigh Campus



Patients first, no matter what – these are the words Denise lives by. As a pharmacy technician, Denise makes herself available to help with any task, regardless of how busy things are in the Pharmacy. This includes everything

from walking a medication up to a patient floor to problem-solving an issue with medication dispensing. Denise uses her extensive knowledge to help address any Pharmacy challenge and she mentors others in a way that is respectful and sincere. Her coworkers appreciate Denise for her light-heartedness, as well as her dedication to her job and team.

JEREMY GILMORE

Spiritual Care Services



As Spiritual Care director, Jeremy is passionate about nurturing employees and ensuring outstanding patient care. He understands that staff must feel healthy and whole in order to offer their best selves to patients and

families. He once invited a special guest speaker to lend advice on finding inner strength and resiliency. Other examples of Jeremy’s proactive initiatives include the expansion of the clinical pastoral education program to Cary Hospital, the establishment of a full-time chaplain position at North Hospital, and his work to receive a grant for a dedicated Environmental Services chaplain. Jeremy also introduced “Meditative Mondays,” to promote interfaith competency and cultural sensitivity.

ELVIA GOMEZ

Outpatient Rehab



Nicknamed “The Glue,” Elvia is heavily relied upon within her department. As a clinical aide, she often juggles multiple tasks outside of her normal responsibilities to ensure all patient needs are addressed. She shines as her clinic’s

ambassador and advocate for Spanish-speaking patients, helping them understand treatment information and breaking down any barriers to healthcare access – for example, by assisting with financial aid applications and follow-up scheduling. Elvia prides herself in keeping the clinic stocked, clean and running smoothly. In the past year, she managed several roles due to staffing shortages, giving up many days off to help her team.

MARY KATHRYN KIMRAY

WakeMed Physician Practices – Children’s Administration



Mary Kathryn is compassionate and empathetic when counseling families about making important health care decisions. Her selflessness and commitment to patient advocacy were exemplified

when a patient was transferred from WakeMed and subsequently received multiple referrals. Mary Kathryn continued to help, performing extensive research to find the patient the right facility for her care. Known as the department “mother” and a “ray of sunshine,” Mary Kathryn keeps the office clean, organized and supplied; and maintains well-ordered work binders to help with organization. She is a dedicated volunteer who, on behalf of WakeMed, develops relationships with organizations like the Poe Center for Health Education.

MICHAELA LAURITANO, RN

Primary Care



Michaela always puts others first and will support providers, patients and coworkers in any way she can. Whether she is wheeling a patient to the Emergency Department, educating patients and family members about

medications or other health care issues, training new nurses, or pitching in with an urgent situation, Michela is known for her calm demeanor, positivity and intense commitment to her work. She helps foster an environment where patient care and safety are the top priorities, and she has the knowledge and experience to understand each individual patient’s needs. Her coworkers praise her for being an extraordinary nurse and invaluable member of their team.

DENNIS LEWIS

Health Information Management



Dennis is well-respected by his team. A data specialist and jack-of-all-trades, Dennis assists with scanning and indexing operations, imports pre-surgical documents into Epic, manages chart corrections and maintains many Epic

deficiency work queues. His calm demeanor and attention to detail make him a perfect fit for training new employees and helping current employees optimize workflows. Dennis is always available during inclement weather and holidays, or when coverage is impacted by staff call-outs. He volunteered to take the lead on handling chart corrections for special cases when Rehab patients are transferred, a time-consuming task that affects many areas of patient care and billing.



ALLYSON LABBAN

Legal Affairs



Allyson is a colleague who elevates those around her. As an attorney, she works on a variety of WakeMed projects and always ensures that the details are thoroughly understood by the team. Allyson comes

incredibly prepared for all meetings, ready to answer any question or face any challenge. She understands all hospital-related regulations in minute detail and can explain them in a way that is understandable and beneficial for decision-making and planning. Always honest about risks and benefits, Allyson collaborates effectively with clinical and administrative teams to identify solutions to regulatory challenges. Everyone benefits from the opportunity to work with Allyson.

NICOLE LIEBEKNECHT, RN

Heart Center Pre- & Post-Procedure Care



The Heart Center is a better place because of Nicole. Department leadership praise her for being a model employee and dedicated teammate. Her genuine interest in patients’ well-being is undeniable. Nicole has a unique way of helping

cardiac patients feel at ease ahead of any procedure, and her skillset means patients receive the best care possible. Nicole’s positivity, enthusiasm and upbeat personality are infectious, and she is self-motivated to go above and beyond for patients and coworkers. Despite recent staffing shortages due to COVID-19 illness, Nicole reports to work with a smile, ready to pick up extra shifts, even during off hours and weekends.

LIZ LOBATON

Community Case Management



Known as the “homebase” for her team, Liz supports two large groups and manages their phone calls while they are out in the ‘field’ assisting patients. She serves as a compassionate, caring voice for her vulnerable

patient population. An excellent communicator, Liz developed a team newsletter to enhance communication and boost morale among staff. She proactively addresses any safety issues for her team. Liz independently applied for, obtained and helped distribute 5,000 masks for homeless residents. She is also trained in peer support. She understands the unique needs of her patient population and helps with challenges such as finding housing, transportation and food.

BERNARD LONG

Facility Services – Raleigh Campus



Bernard completes every task with the utmost precision and efficiency. As a zone mechanic, he is always eager to help and does so in a respectful, kind and caring way. No matter the challenge, Bernard gives it his best

effort, even if the task falls outside of his normal job responsibilities. He is quick to address work orders and is always diligent about not disrupting patient care – keeping the needs of the patient and family at the forefront. His colleagues appreciate his efforts to keep their units “looking sharp.” One coworker said of Bernard, “He is absolutely the best!”

PETE MARKS

Information Services



As Chief Information Officer, Pete has worked tirelessly to embed Information Services (IS) in systemwide operations so the department can be a partner in promoting high-quality patient care. His new method of dividing IS

into four governance groups streamlined workflow. Known as honest and hard-working, Pete is also an excellent communicator who considers multiple perspectives before making decisions. He led an initiative to help improve patient flow across the system and worked on a project with Patient Engagement to ensure patients were using MyChart effectively. He is a data and outcomes-driven leader who considers the needs of patients and families with every IS project he undertakes.

DEIRDRE MATTERA, RN

Mother-Baby – North Hospital



Deirdre’s presence alone boosts department morale, and her coworkers know she is always their trusted advocate. She is admired for her positive attitude, approachability and willingness to help patients and colleagues. Known as a “rock” others can lean on, Deirdre juggles multiple unit roles with grace and ease, including interim unit manager. Deirdre will fill in, night or day, due to staffing shortages, and she inspires coworkers to improve department operations. For example, Deirdre created educational resources to remind her team about hand hygiene audits. She always puts the patient first and thrives on helping her team conquer unexpected challenges.

MELISSA MIZELLE

Patient Case Management



When considering how to provide the best patient care, Melissa’s coworkers often ask, “What would Melissa do?” As a Rehab case manager and member of the Brain Injury Committee, Melissa is a valuable resource on 2C

Rehab. She is trusted to guide tasks and get the job done. Melissa goes above and beyond to help with every aspect of patient care, including implementing difficult discharge plans, locating equipment and educating patients’ family members. Her passion is to ensure patients are provided with the opportunities needed for a successful return to the community. She is always available to address patient needs or concerns in a positive and empathetic manner.

ADELE OUEGNIN

Occupational Therapy



Adele’s caseload is frequently challenging, but she always rises to the occasion. An occupational therapist, she utilizes creative treatments, personalized to her patients’ situations. If there is an unfamiliar need,

Adele dives into the research or consults with colleagues who can help. She collaborates with other disciplines to ensure patient safety. In her spare time, Adele is studying to become a certified hand therapist, which will expand Rehab services. A true team player, Adele volunteered to be trained for the functional electrical stimulation (FES) clinic for spinal cord injury patients so the hospital would have more skilled providers in that area.

KIMBERLY PAGE, RN

3C Rehab Nursing



A natural leader and trusted coworker, Kimberly is passionate about providing excellent patient care and serving as an ambassador for patients and colleagues. A nurse on 3C Rehab and 4E Children’s Rehab, Kimberly also leads the 3C Unit Council. She listens to all

sides whenever there is a challenge or miscommunication and acts as a fair mediator to ensure a compromise is reached. Kimberly is also committed to team building and boosting staff morale. She helped lead an effort to obtain special jackets for 3C/4E staff and was instrumental in developing a new education course for 3C nurse techs. There are now plans to extend this program to other units.

GUSTAVO PARRA HERNANDEZ

Surgery & Trauma – Cary Hospital

Gus lives and breathes Wake Way behaviors. His huge heart and honest, trustworthy nature make him an asset to his team, the patients he cares for and their families. Coworkers consider it a privilege to work with Gus, as he performs his duties with the utmost of integrity. Compliments and positive feedback about Gus almost never end. One patient remarked, “Gus is so caring and compassionate, I almost feel he’d give his life for me or any one of his patients.” Gus always goes the extra mile – there is not a task he won’t complete, and he makes additional efforts to individualize patient care.

RENEE PATTON, RN

3C Rehab Nursing



Staff appreciate that Renee is always willing to listen to their input and concerns. As a nurse manager, Renee encourages an environment of communication, teamwork and respect, where patient safety is the top priority.

Recently, 3C nurses identified the need for more nursing assistants (NAs) to be trained on catheterizing patients for enhanced continuity of care. Renee researched available training programs and worked with administration to add the catheterizing and sterile technique skills, also verifying this was acceptable to the NAI certification body and N.C. Board of Nursing. She then recruited NAs to participate in the training and address this 3C need.

INAM RASHID, MD

Primary Care



Known for going the extra mile, Dr. Rashid demonstrates the Wake Way in every staff and patient interaction. He always helps with patient care issues, whether it concerns his patient or not. Dr. Rashid’s selflessness

shines through in many ways – as he helps clean an exam room, rechecks vital signs, spends extra time with a patient to address questions, and adds patients to his already full schedule. He stays after hours to call patients, complete orders and see add-on patients, and his positive and supportive attitude make him a favorite throughout his practice. Patients often express gratefulness for Dr. Rashid, and staff consider him a one-of-a-kind provider whom they appreciate and admire.

KAREN REAVIS

Cath Lab – Cary Hospital



Under Karen’s leadership, the Cath Lab has never been stronger. She develops each employee to their top potential, making them feel valued and vital to department success. One of the many ways Karen builds trust and ethical

behavior within her team is through morning huddles, which always include something fun to boost morale. Karen’s commitment to high-quality, safe patient care is evident when she engages her team in extra training to ensure they have critical knowledge and skills. She taught her team conflict resolution strategies so they can manage challenges and encourages them with her daily quote: “Do great things!”

ASHLEY SCOTT

Environmental Services – Raleigh Campus



A trusted and respected supervisor, Ashley always steps in if a coworker needs help. When her fellow supervisor unexpectedly had to take time off, Ashley worked weekends and helped fill vacant shifts. She also made sure all staff

schedules and assignments were complete. Ashley communicates effectively with her team and expects a high level of quality and productivity. Patients spend much less time waiting for a clean and disinfected room because of the expeditious work done by Ashley and her team. Ashley also trains other team leaders while maintaining her workload. Her coworkers are impressed by her skills and dedication.

STEPHANIE SESSOMS

Accounting



Stephanie has earned immense trust among employees and peers for her transparency, honesty and “can do” attitude. As vice president of Finance, she works with integrity and fosters communication and engagement among

her team. Stephanie is calm and composed, even under pressure. Recently, she led a restructuring project for WakeMed Physician Practices’ finance and revenue cycle areas. This required much interdepartmental collaboration and communication, which Stephanie executed flawlessly. Her leadership of our independent audit process is exemplary – with no audit adjustments for over a decade. Always thinking of others, Stephanie makes sure employees feel appreciated for a job well done and often mentors new executives.

ASHLEY SIMPSON

WakeMed Foundation



A skilled communicator and dedicated team member, Ashley is valued for her leadership, respectful nature and honesty. Ashley manages WakeMed’s annual fundraising campaign and also works with grateful patients so

they can share their WakeMed stories with the community. She is eager to educate donors, volunteers and community members about WakeMed’s mission, vision and values. Ashley helps colleagues when they are struggling and solicits donors for the Employee Assistance Program, designed to help departments and employees in need. Ashley is a true representative of WakeMed in our community on a daily basis.

CHARLES SINGLEY

Pathology Labs – Raleigh Campus



Cross-trained as a technician in cytology, histology and Cary lab operations, Charles also works weekends in Materials Processing & Distribution (MPD). Coworkers appreciate his friendly manner and his

constant efforts to help. Charles understands the sensitivity surrounding certain specimens and is thorough, accurate and discreet with patient samples. When working in MPD one weekend, Charles truly went above and beyond. He noticed temperature-sensitive chemicals were delayed due to shipping issues. Because Pathology employees do not work weekends, he called a supervisor and offered to unbox and properly store the chemicals himself so they would not spoil and leave the lab in short supply.

DIANA SKIADAS

Patient Access – North Hospital



A true team player, Diana always gives 110 percent and volunteers herself whenever help is needed. While friendly and easy-going, Diana also possesses the energy and drive to perform multiple jobs when her department is

short-handed. She goes out of her way to ensure patients feel comfortable, for example, by finding them a wheelchair or addressing any other needs they might have. She engages with patients all day long, sharing in kind conversations and treating them with empathy and respect. Her coworkers value how conscientious Diana is, and they appreciate her honesty, positive attitude and caring heart.

Extraordinary Team *continued*

ALVIN SMITH

Clinical Engineering



Alvin is a master of identifying, clarifying and explaining small details that have a big impact. As a radiology engineering specialist, Alvin is relied upon as an “interpreter” among departments, helping others understand

the complicated connectivity among Information Technology, Clinical/Radiology Engineering and Nursing, with patience, respect and professionalism. Alvin plays a role in nearly every capital improvement project and new equipment installation. For example, when new clinical areas are created, he works with multiple teams to ensure it is properly fitted with the features and equipment needed. When it comes to his work, Alvin’s main goal is to help facilitate the highest quality patient care.

BENITA SMITH, RN

Emergency Department – Brier Creek Healthplex



As a nurse manager, Benita truly cares and feels empathy and compassion for all patients. She demonstrates the utmost respect for all patients, family members and coworkers, even during stressful situations. She

works hard to ensure they have the best experience possible and to remedy any issues that might arise. Staff have commented they are grateful for Benita, as well as her discretion and trustworthiness. When interviewing job candidates, Benita uses specific questions to ensure the applicant will fit into WakeMed’s culture. Staff appreciate that she involves them in the interview process and considers their assessments before hiring new employees.

CATHY SMITH

Outpatient Rehab Administration



Cathy is a director with the highest level of dedication. With an exemplary work ethic, she knows no limits when it comes to helping her team. Cathy will cover a facility’s front desk on a Saturday, make a trip to storage to find needed

equipment, and pivot her schedule to join an employee at a different location so they are not working alone. Cathy supports and motivates her team to work to their highest potential, ensuring they each know their value to the department. Above all, Cathy helps staff understand the importance of high-quality patient care and supporting processes that foster a superior patient experience.

SENTHIL SRIDHARAN

Physical Therapy – Home Health



Patients are excited to start their physical therapy home care journey because of the positive impression left by Senthil. As a Home Health physical therapist, Senthil assesses patients in the field and initiates their exercise plans. Because he is

intelligent and likeable, patients often ask if Senthil can provide their care indefinitely. They say he is welcoming and informative, while making them feel safe and prepared. Senthil’s coworkers appreciate the accuracy of his evaluations and recommendations, as well as his flexibility with scheduling and his desire to accommodate others. This ensures prompt patient care and makes everything easier for those around him.

BRIANNA TAYLOR

Physical Therapy

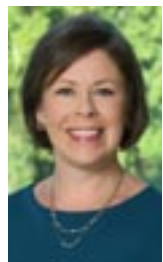


Brianna is a natural leader and mentor for new clinical aides. She leads by example and exudes positivity. She proactively enhances department operations to make things easier for coworkers – for example, she created a downtime task

binder and weekend wound care reference sheet to help staff stay organized. When Brianna noticed that a splint pan was broken in her work area, she contacted engineering immediately. This led to an entirely new draining process, on which Brianna educated her team members. Consistently flexible and willing to change her schedule for department or patient needs, Brianna has the expertise to cover many areas, from bedside ICU to wound care.

JESSICA TOMASULA, PHD

Children’s Behavioral Health



Dr. Tomasula has a vision to provide high-quality, affordable, accessible mental health care for community patients and beyond. She was instrumental to WakeMed receiving a \$5 million Duke Endowment Fund grant to

build the Virtual Behavioral Health department, which now provides timely, high-quality mental health assessments and care to WakeMed Primary Care patients. Dr. Tomasula also oversees the pediatric psychiatry clinic and supports numerous other areas. She is a model for efficient, value-based care, both in her clinical practice and her interactions with colleagues and staff. She always approaches colleagues and employees with compassion and a desire to help them succeed.

STAN THORNTON

Campus Police & Public Safety



WakeMed is a safer place because of Stan. A WakeMed police officer, Stan often interfaces with patients, families and visitors. Whether he is guiding an elderly visitor, retrieving a wheelchair for an ailing patient, explaining

the visitation policy to a family member, or finding answers for a coworker, Stan is always willing to help. He does so with patience, kindness, sympathy when appropriate, and compassion. Stan is also relied upon to assist with high-stress circumstances, when patients become agitated or confused. He can often de-escalate stressful events with his calm demeanor and ability to develop trust, allowing everyone to feel safe and protected.

SCOTT WALLACE

Pathology Labs – Raleigh Campus



Scott regularly challenges himself to work harder to support high-quality patient care. When Transfusion Services faced a period of staffing challenges, Scott was tapped by department leadership to cross-train and help cover this specialty

area, which provides blood products to patients. Scott not only trained to help, but he then volunteered to work full-time in Transfusion Services until staffing was stabilized, while continuing to manage his regular duties and special projects in the Core Lab. Scott’s willingness to assist the team, along with his enthusiastic attitude, helped prevent any disruption in patient care and immediately boosted team morale.

CRYSTAL WATTS

Imaging Services – Garner Healthplex



An invaluable member of the Garner Healthplex Imaging Services team, Crystal exemplifies selflessness, kindness and generosity. She is always willing to rearrange her personal schedule to cover shifts or handle other

department needs. Extremely self-motivated, Crystal takes on many department tasks, even if they extend beyond her job responsibilities. In preparation for Garner’s new CT scanner, Crystal completed a week-long superuser training course to serve as the contact for questions about the scanner and its protocols. Even during her personal time, Crystal embraces calls or texts for assistance, always helping her team provide the most efficient and timely patient care.

JOHNNY WILLIAMS

Emergency Department – Raleigh Campus

The Raleigh Campus Emergency Department can always rely on Johnny, a senior patient accounts representative who sincerely cares about the patients and families he encounters during registration. Johnny does everything with a friendly attitude and a smile on his face. His conversations with patients and family members elicit trust and positivity. During times of short staffing, especially during the COVID-19 pandemic, Johnny always showed up to work ready to go above and beyond. For example, Johnny picked up extra time at the COVID-19 vaccine clinic when help was needed. Johnny’s coworkers consider him an incredible asset to their team.

TAMESHA WILLIAMS

Financial Clearance



Patients facing surgery are often – and understandably – a bit anxious and distracted. Tamesha is kind and compassionate when working with them on insurance coverage, offering peace of mind that this is

one less thing they need to worry about. She is knowledgeable, honest and direct so patients understand their coverage before a procedure, and has become a trusted resource for patients and coworkers alike. Tamesha is always willing to help with the department workload. She will stay late or come in early to help ease any burden for her coworkers and is often relied upon to answer difficult questions and investigate unusual cases.

JEREMY WININGER, NP

Pulmonary & Critical Care Medicine



As a critical care nurse practitioner, Jeremy is an incredible team member and friend to many. He is professional, prompt and eager to help ease the workload of others. Jeremy is appreciated for his excellent communication

skills and desire to enhance his knowledge. He is also gifted at leading compassionate but informative family meetings in very challenging circumstances on the intensive care units. Often, Jeremy inquires with physicians to learn more about complex diseases, pathophysiology, diagnostic methods and treatment rationale. After a difficult procedure or challenging case, Jeremy seeks feedback on how he could have done things even better.

LINDA WORLEY

Pathology Labs – Cary Hospital



A coworker with the highest integrity, Linda always treats others with respect and compassion. During significant staffing shortages, Linda has been known to pick up shifts across various facilities and areas of the lab. She is

diligent about recognizing any issues with test systems, blood product orders and specimen results; notifying management, helping address the issue, and educating staff on how to avoid it in the future. Linda has made numerous “Good Catches” that have prevented negative outcomes. Additionally, she helps improve policies and procedures by recognizing when corrections or clarifications are needed, which ensures quality of testing.

CHRISTINA YOUNG

Physical Therapy



Christina is a valued team resource due to her depth of knowledge and selfless desire to help. A Wound Care physical therapist, Christina led the development of the Physical Therapy Wound Care protocol, which was

necessary to meet Joint Commission regulations. The protocol includes guidelines that help staff proceed with certain aspects of care without having to contact the physician. This has saved time and resources, while enhancing patient care. Christina also volunteered to train Navy corpsmen in wound evaluation/treatments during their rotations at WakeMed; is a presenter for the nurse refresher course; and helps update supplemental staff on current unit procedures.



Healthy Community

The recipients in this category are giving their all to helping make Wake County the healthiest capital county in the United States.

KRISTI BLANKENSHIP, RN

Trauma Services – Cary Hospital



Kristi engages in numerous projects to improve community health and safety. During the pandemic, many people adopted pets – which led to an uptick in patients with pet-related injuries. Kristi helped create and distribute

educational materials for pet owners on how to minimize such injuries. Kristi also secured a grant for “Stop the Bleed,” a program that trains schools, law enforcement and first responders on how to help someone with a critical blood-loss injury. After expanding the program to Franklin County, Kristi used the grant to produce WakeMed-branded tourniquets to distribute during classes and improve program awareness.

ALYSA CROWE

Pharmacy – North Hospital

Alysa is known for her positive attitude, work ethic, accountability, excellent communication skills and the respect she shows to patients and coworkers. A pharmacy technician, Alysa helped establish an essential new medication history program at North Hospital. The program provides caregivers with an accurate and timely medication history report for each patient, a best practice for providing safe and efficient care as well as a seamless continuity of care during transitions. Alysa underwent training to learn the program and now serves as a program resource at North Hospital, offering suggestions for enhancements, seeking out answers to staff questions, and trying new approaches to improve workflows as the program grows.

BRIAN KLAUSNER, MD

Center for Community Health



For homeless Wake County residents, Dr. Klausner is a long-standing advocate, providing care and resources for this vulnerable population, with honesty and superior ethics. Dr. Klausner's unwavering commitment, as well as his work with community housing resources and stakeholders for homelessness, have been major agents for change. During the pandemic, homeless residents with COVID-19 could safely quarantine at a hotel managed by WakeMed. Dr. Klausner rounded on these patients daily, providing assessment, care and transportation. These efforts helped improve capacity in emergency rooms, reduce hospital readmissions and improve clinical outcomes for underserved residents.

MARGIE TIPPINS

1C Clinical Evaluation Area

With a big heart and deep compassion for WakeMed's behavioral health patients, Margie consistently goes above and beyond to ensure they have what they need. She frequently brings in new and gently used clothing items to stock the 1C closet, which is available for patients who need clothing at discharge and who do not have many personal belongings of their own. Margie even tries to ensure favorite colors and styles are available, so patients feel happier and more confident. Her coworkers know Margie makes a lasting, positive impact on patients' lives, and they feel lucky to have her on their team.

Financial Health

WakeMed strives to achieve financial health in order to support all that we do and we are grateful to these individuals for their work to help us do so.

SHARON FOWLER

Home Health



As a Home Health applications analyst who plays a key role in billing, Sharon takes it upon herself to ensure her department functions at the highest standards. She enjoys training new hires and others who want to learn more. Sharon belongs to multiple committees so she can inform her team of new guidelines and keep them one step ahead. When a new payment criterion was introduced in 2021, Sharon led the successful effort to incorporate it into the existing billing process but was sure to share credit with her team. Her attention to detail and commitment to billing compliance contribute to WakeMed's ability to reinvest in enhanced patient care activities.

LINDA HARPER, RN

NICU



In addition to being a clinical nurse, Linda is her unit's dayshift scheduling chair. This essential role affects patient care and the work/life balance of each NICU nurse. Linda remains acutely aware of her unit's staffing needs – ensuring safe ratios and a mix of skills to handle different levels of patient acuity. She is in ongoing communication with nurses about their availability and regularly meets with management to initiate healthy staffing plans and scheduling incentives. A trusted resource on the ShiftWizard system, Linda is dedicated to WakeMed's employees and financial well-being by providing appropriate and fair scheduling, which supports nurse retention.

DEENA HEWITT

Pharmacy – Cary Hospital



As financial specialist for the Cary Hospital and North Hospital Inpatient Pharmacies, Deena is responsible for purchasing medications, specialty medication items and supplies to keep both pharmacies running smoothly and within budget. Rather than simply using historical purchase information, Deena regularly identifies new, preferred products that are more cost effective and that reduce the compounding and repackaging workload. Deena's hard work and diligence has led to an estimated annual cost savings of \$150,000 in these pharmacies. Deena's coworkers rely heavily

on her knowledge, experience and prioritization skills to support daily pharmacy operations, and consider her a major asset to their team.

MAJA-LISA PRESSLEY

Patient Case Management



As a Rehab case manager, Maja-Lisa's commitment to helping others is inspiring. With her husband, Maja-Lisa created the non-profit agency "For Your Neighbor," which offers free, gently used and recycled medical equipment to patients who otherwise cannot afford it. The couple travel to patients' homes weekly to ensure they get the equipment they need. The charity benefits many Rehab Hospital spinal cord patients who need certain equipment for their care (i.e. power wheelchairs, hospital beds, bedside commodes). The charity has saved WakeMed thousands of dollars because hospital funds are not needed to help patients obtain this equipment.

Innovation

These individuals are recognized for their innovative efforts to achieve transformative improvements in health and healthcare.

SHARON HERSHKOWITZ, RN

Clinical Nursing Resource Services



Sharon has a passion for uncovering new products, enhancing processes and revising policies to improve patient care. She ensures that patients receive extraordinary treatment and nurses use the best evidence-based practices, as shown through her involvement with evidence-based research projects, and her collaboration with other departments to standardize guidelines for patient care. In her previous role of nurse manager of the Special Care Nursery, she introduced the NeoBridge® umbilical catheter holder, and played a key role in the NICVIEW® Web Camera roll-out. These livestreaming cameras hang above NICU cribs so parents can keep constant watch. Her role has included family and nurse training, system standardization, and helping with installation.

ELAINE JAMES

Information Services



Elaine invested countless hours to help ensure WakeMed's vaccine administration data was accurately being documented in Epic and the N.C. COVID-19 Vaccine Management System. Thanks to Elaine's work, patients and local residents who receive vaccines at WakeMed can feel confident that their records are precise. Always willing to support coworkers, Elaine is an active listener who finds reasonable solutions to any data challenges. She quickly corrects records and answers questions from Pharmacy, as well as the teams that ran vaccination clinics and events. Elaine also helped create an electronic vaccine dashboard, allowing the system to keep tight control over inventory.



BRITJNI FONTENOT

Collections



No matter how busy she is, Brittjni is kind, friendly and eager to put patients first. When WakeMed was one of the first Triangle facilities to offer the COVID-19 vaccine, many elderly residents needed help scheduling their vaccine appointments. OneCall was short-staffed, so Brittjni pitched in to interview and train new hires. Meanwhile, she went above and beyond her responsibilities to help residents, by phone, with setting up MyChart accounts and navigating the appointment scheduling process. Thanks to Brittjni's assistance, many elderly people were able to get safely vaccinated, creating great benefit for the community.

ALISON IVEY

Pharmacy – Raleigh Campus



Alison's invaluable work on WakeMed's COVID-19 response has touched patients at virtually every point of contact and helped ensure optimal care for those with the illness. A clinical pharmacist, Alison led the development of guidelines for the appropriate use of COVID-19 medications and provided multidisciplinary education on COVID-19 pharmacotherapy – all in addition to her normal job responsibilities. Alison made multiple presentations to system committees on therapies and safe utilization; educated pharmacists on appropriate use of medications; and educated nurses on correct administration. Alison and other pharmacists have also reviewed COVID-19 patient admissions to ensure appropriate treatments.

BOB NELSON

Human Resources



Bob's dedication to WakeMed employees extends beyond measure. As a senior specialist managing employee wellness programs, Bob strives to implement fun and creative wellness challenges. He gives great thought to activities and prizes so that his colleagues feel valued and appreciated. Bob is constantly thinking about ways to enhance employees' health and wellness – along with wellness challenges, he leads campus walks, rounds on employees to provide wellness information, and is never too busy to explain benefits programs to new employees. Bob is also a valuable resource in training new members of the Benefits team, ensuring they understand the impact of their role on WakeMed.

MARIA RIVERA

Patient Case Management



Maria develops a strong rapport with her patients, which allows them to confide in her about their struggles. As a case manager, Maria knows many of her patients have endured traumatic and physically debilitating events. In helping them cope and rebuild their lives, Maria's devotion to her patients is almost limitless. She coordinated adaptive driving evaluations for two spinal cord injury (SCI) patients so they could use hand driving controls after losing the use of their legs. Maria helped guide another SCI patient through the job application process, showing him he could return to work and provide for his family again.



Quality

WakeMed is dedicated to becoming a top 10 health system in the country for quality and the recipients in this category are making a measurable impact on this goal.

CARL AMERSON

Environmental Services – Raleigh Campus



Carl is an unsung hero who does exceptional work. Many of his colleagues say they could not be successful without him. Carl is always punctual, stays late and covers other departments when needed, while still providing

exceptional housekeeping to the Health Park. Carl keeps things clean and tidy and goes above and beyond by buffing floors, putting equipment away, collecting and handling lost personal items, restocking supplies, and ensuring the area is locked and secure at night. Constantly looking out for coworkers and their safety, Carl reports any issues he notices, such as broken equipment, facility repairs or anything suspicious.

MARY ELIZABETH ARMSTRONG, RN NICU



An invaluable unit resource and exceptional nurse, Mary Elizabeth takes extra shifts whenever necessary and is dedicated to high quality care. She exudes positivity and always remains calm under pressure. Families often

express deep gratitude for her care and support. Mary Elizabeth has helped guide several NICU improvement projects, including organizing and streamlining surgical carts and charge nurse workstations; and a project to align NICU policies/procedures with best-practice nursing interventions. Her ability to connect with the families of her infant patients is incredible. Even during difficult situations, Mary Elizabeth shows the utmost care and compassion, while ensuring compliance with policies and procedures.

JOHN CHIAVOLA

Respiratory Care Services – North Hospital

John is often praised and appreciated for his kindness, caring manner and positive energy. He has received many thank you letters and compliments from patients and families over the years. As a respiratory therapist, John lives the Wake Way every day. He will not sit down to catch up on his own work until he is sure his colleagues are covered because he is passionate about helping and supporting others. John consistently makes a positive impact on the lives of those around him, leaving everyone in his path feeling supported, refreshed and uplifted.

BRITTANY DIFRANCESCO, RN

Surgical Services – Raleigh Campus



Brittany actively supports her team and works hard to reassure and update families on the status of their loved ones during surgery. She is diligent about details and is known for coordinating the Operating Room and PACU

to perfection, which is one reason her colleagues love working with her. Things move at a fast pace in the PACU – to help coworkers keep up, Brittany always restocks the carts. She also rearranged and labeled the supply room so that items are easy to locate, and she devised a method to ensure anything issued to a patient is scanned in the OptiFlex™ system.

TINA GODWIN

Home Health

To care for her patients, Tina would go to the ends of the earth. A Home Health nurse aide, Tina has been with WakeMed for more than 28 years and is recognized for her commitment to extraordinary patient care, her positive attitude and the respect she shows for all. She drives countless miles daily to visit up to nine patients, helping them with every aspect of their care. In one case, Tina has agreed to see a patient one hour before her shift even starts because it works better for his schedule. Her patients regularly sing her praises – some even refuse to see someone else if Tina is away.

KATHERINE GOODWIN

Pathology Labs – Raleigh Campus



A team leader for Raleigh Campus Transfusion Services and system resource for Pathology Labs, Katherine has a warm, welcoming personality that unites her team, promotes positive interactions during high-

stress events, and allows her to facilitate excellent training and department education. She rises to meet all challenges and demonstrates the ultimate commitment to patient care – such as working in the lab at any hour to support critical patient needs. Katherine also guides process improvement initiatives and was instrumental in improving the intrauterine transfusion and neonatal exchange transfusion processes, and training staff. This work has helped improve outcomes in Maternal Fetal Medicine and the NICU.

TRISTON HARRIS

Anesthesiology – Raleigh Campus

Always putting others before himself, Triston is an anesthesia technician who consistently thinks about the next step so his team is always prepared. He is selfless and compassionate, as evidenced when he was eating lunch in Café 3000 and noticed some commotion in the background. Triston went to see if everything was okay, but unfortunately, a Food & Nutrition Services employee was in distress. Triston jumped right in to help two nurses with CPR and chest compressions until the Code Team arrived. His coworkers credit him with helping save the employee's life.

KIM KOZEMIKO-SLOAN

Quality Analytics



As a quality and regulatory analyst, Kim is gifted at validating data across multiple reports and is highly educated on each reporting application, program and method used by her team. Known as the “keeper of registries,” Kim

ensures all information submitted to organizations like CMS and Leapfrog is accurate and validated. She provides training to anyone in need and champions efforts to verify that data pulled from multiple sites is correct and being used in the appropriate context. She is also instrumental in gathering information for The Joint Commission surveys. Kim's hard work has resulted in improved patient outcomes across the system.

NICK ORVIN

Pharmacy – Raleigh Campus



Self-motivated to provide excellent patient care, Nick consistently shows professionalism and integrity, while safeguarding patient privacy and fostering a positive work environment. As a pharmacist, Nick

always provides the best patient service during admission and discharge, and he is never too busy to offer extra support, such as collecting medication histories and offering patient education. He is also a preceptor for pharmacy students and valued staff resource. On multiple occasions, Nick has filled in for other high-level clinical pharmacy specialists, helping to ensure patient care is never compromised. A dedicated patient advocate, Nick is diligent about evaluating medication costs to make sure patients can afford them.

LESLIE ROBBIN-COKER

3B CVSIC



Hardly a day goes by when Leslie, a nurse technician, doesn't receive a compliment from a patient or coworker on the exceptional care he provides. If a call bell goes off, Leslie never hesitates to answer. If a patient care

task needs to be completed, chances are Leslie has already taken care of it. If a patient has no visitors, Leslie visits with them to show he cares. He goes well beyond his responsibilities to help his team, always with professionalism and respect. Leslie never complains, and his coworkers feel confident it will be a great day when Leslie is scheduled as a tech.

JENNIFER WALTON, RN

NICU



Jennifer is an extraordinary bedside nurse who wears many hats: charge nurse, resource nurse, member of the Neonatal Resuscitation Team, preceptor, mentor and newborn specialist. In these roles, she uses ethical

decision-making and works collaboratively with interdisciplinary teams. Jennifer helped create and educate staff on the new and extremely impactful Enhanced Recovery After Surgery (ERAS) workflow for NICU surgical patients. She helps and supports coworkers, and is masterful at delegating responsibilities, handling staffing issues and making staff feel valued. A skilled problem-solver, Jennifer is often relied upon to deescalate stressful situations.

RENEE WHITE

Quality Analytics



Renee takes pride in ensuring that the data used to drive patient care improvements is accurate and complete. Additionally, she ensures that WakeMed's federal COVID-19 reporting is accurate and complete for funding

purposes. When the Department of Health and Human Services made COVID-19 reporting a requirement, Renee gladly accepted the leadership role for this process and has been a consistent source of knowledge throughout. She is also the point person for The Joint Commission dashboards, painstakingly pulling data from multiple sources each month for leadership review. Renee always delivers beyond expectations – her “can do” attitude and positivity are infectious.

MICHAEL WILLIFORD, MD

General Surgery



A valued asset to WakeMed, Dr. Williford treats patients with dignity and respect, making personalized care a top priority. Dr. Williford ensures each patient thoroughly understands their procedure prior to

surgery, then personally calls the patient afterward to offer support. When meeting with patients, Dr. Williford gives his full attention and comforts those who have concerns. He even serves coffee or plays calming music to accomplish this goal. His coworkers recall when a fire alarm went off while Dr. Williford was meeting with a patient. He carried the patient downstairs and outside to ensure their safety – a perfect example of his selfless commitment to patient care.



👍 Value Leader

The recipients in this category allow us to provide outstanding outcomes, experience, safety and affordability for the patients we serve.

LISA AUGUST

Information Services



Lisa will always jump in to help, even when a problem falls beyond her job responsibilities. As a systems analyst, Lisa will modify her schedule to resolve issues, even contacting staff outside of her work hours to ensure no patient treatment is ever delayed. Lisa leads by example and makes patient care her top priority, especially when designing applications in Epic. Her creativity with problem-solving and her 'can-do' attitude are appreciated by her coworkers. She is an amazing resource on Epic because she has a full depth of knowledge on the system's history and the reasoning behind its functions.

BONNETTA GRIFFIN

Telemetry Surveillance Center



On many occasions, Bonnetta stays long after her shift, or works a double, to help her department. She is an excellent team player, communicator and patient safety advocate who is always positive and pleasant to work with. A monitor technician team leader, Bonnetta is known to cover the Emergency Department station on her own, and provide much-needed breaks for staff when no one else is available. Her coworkers appreciate her sincere care and concern – she is always willing to lend an empathetic ear. A role model for dependable and fair leadership, Bonnetta puts her patients and employees first.

AMANTIA KENNEDY, MD

WakeMed OB-GYN



Dr. Kennedy has been a practicing OB-GYN at WakeMed for 10 years and helped establish the OB-GYN practice that anchors North Hospital. She is loved by patients for her compassionate care and is respected by staff for her excellence as a physician. Dr. Kennedy serves on multiple hospital committees, lending her expertise for the growth of WakeMed. She has provided many valuable patient seminars on women's health, in addition to teaching medical students and training nurses on patient care practices. Dr. Kennedy volunteered as a member of the health equity team that vaccinated thousands of underserved residents against COVID-19.

LAURIE LAYTON

Mental Health & Well-Being



As team supervisor, Laurie consistently shows compassion and respect for patients, family members and coworkers. She is passionate about patient care, even during the most complex situations, and tirelessly advocates for patient safety. A true team player, Laurie fosters a positive work environment. Her door is always open, and she will meet with staff at any time to listen and provide support. Laurie also works to ensure children, adolescents and adults with intellectual and development disabilities receive the care and treatment they need and deserve, often coordinating with community stakeholders to hold them accountable for services as well.

BILL LAGARDE, MD

Pediatric Endocrinology



Dr. Lagarde's colleagues say he is a man of impact, who leaves a distinct impression on both his colleagues and patients. He is deeply admired by colleagues and staff and has built a strong team with a unique bond. Over time, Dr. Lagarde has held numerous clinical and administrative roles at WakeMed – but patient care has always remained his top priority. The warmth and compassion he feels toward patients is obvious, especially in the way he spends extra time to develop trusting relationships and ensure they feel at ease. Dr. Lagarde is also a loyal staff advocate, supporting and mentoring his team members with kindness, patience and ease.

SUNNY LU

Information Services



As director of Enterprise Data/Analytics, Sunny and her team consistently deliver value by automating data. This not only benefits patients by ensuring accuracy in care, but it also results in cost savings for WakeMed. For example, Sunny successfully led a huge project to automate the Trauma Registry, an effort that helped eliminate the need for the manual abstraction of data from Epic. Skilled in customer service, Sunny is quick to respond to inquiries for help and created an efficient process for the intake of data report requests. Sunny's COVID-19 Command Center dashboard gave WakeMed volumes of data to help manage the pandemic and has significantly matured the system's data culture.



MICHELLE BYERLY LEE

Pharmacy – Medical Park of Cary

As a member of Cary Hospital's Outpatient Pharmacy team, Michelle is passionate about customer service. She makes it her mission to ensure patients can afford their medications and get them as quickly as possible. If a medication is too expensive, Michelle will exhaust all avenues to find an affordable alternative. She has also been known to drop a prescription off at a patient's home when it is not readily available and must be mailed to the pharmacy. Coworkers always look to Michelle for assistance with copay or billing issues. The team credits much of their pharmacy's growth to Michelle's tireless efforts to help and support patients.

ALISA DUNN

Rehab Administration



Alisa is passionate about elevating the WakeMed Stroke Program. She has spearheaded many successful quality improvement projects as leader of the Cerebrovascular Accident Committee, including "STROKECORE," which educates patients and families about reducing the likelihood of having another stroke. When in-person stroke education classes were cancelled because of COVID-19, Alisa created an online class so patients and families could continue to be educated. Alisa maintains an upbeat attitude and truly listens to employees' needs and concerns. She uses open and honest communication and encourages the professional development of her team.

MAUREEN HARDEN

Physical Therapy

To her coworkers on 3C Rehab, Maureen is a guiding light. She is always present and available, putting peers and patients first. A dedicated physical therapist, Maureen consistently goes above and beyond for both patients and her fellow team members. She ensures effective communication with all employees and community organizations, so patients receive the best care possible from all aspects of the rehabilitation continuum. Maureen is a team player, known throughout the Rehab Hospital for training new physical therapists and serving as a resource for coworkers with her impressive skill set and wide range of knowledge.

WALT HUTCHINS

Patient Accounting Administration



Everyone feels comfortable with Walt, an ethical leader who always does the right thing, no matter how hard it is. Even as a director, Walt will happily assume any role within his department. He pitches in to assist with estimates and collaborate on team cases, and he can often be found helping patients with issues unrelated to finance, an illustration of his belief that the patient always comes first. Walt frequently supports the leadership of WakeMed Physician Practices on various projects, and many of his colleagues look to Walt for his opinion and assistance because they know they can rely on him.

JESSICA LATHAM, RN

3A CVIC



Jessica treats patients like family and advocates for them in every way. As charge nurse, Jessica is often sought after for advice or support due to her non-judgmental and caring manner. To ensure patient safety, Jessica follows policy to the "T" and is admired for her commitment to nursing excellence. As chair of the Practice Quality Committee, Jessica leads efforts that earn hospital-wide recognition for successful interventions and better patient outcomes. Considered the "glue" of her team, Jessica treats every patient and family member with the utmost respect and strives to exceed expectations to make their experience the best it can be.

KRISTIN SIMEON

Speech Therapy



Kristin's expectation for high quality patient care aligned with evidence-based practice is appreciated and embraced by her staff. As a supervisor, Kristin is always working to enhance the systems and processes for patient care on her unit. She recently collaborated with an interdisciplinary team, including Food & Nutrition Services, to improve the diet options for Rehab Therapy's dysphagia (difficulty swallowing) patients, while also helping to create a system that ensured this food was safely and correctly prepared and delivered. Kristin showed tenacity and commitment to implement this new system, despite many disruptions.

Thank you!

A special thanks to our 2022 Pyramid Society Award committee:

- Pam Baden**, Mobile Critical Care Services
- David Brock**, Campus Police & Public Safety
- Dee Darkes**, Heart & Vascular
- Anna Harris**, Patient Access
- David Humes**, Patient Case Management
- Matt Lotti**, Learning Technology
- Janis McLaughlin**, Outpatient Rehab
- David Nussman**, Internal Audit
- Bhavesh Patel**, Information Services
- Brigit Piercy**, Acute Care Nursing Services – Cary Hospital
- Abbie Williamson**, Pharmacy
- Kimberly Willis**, Heart Center Administration

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 Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
Freeze Photography, Photos

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PYRAMID Society

2022 AWARD RECEPTION DINNER

On October 10, WakeMed honored all of our 2022 Pyramid Society Award recipients with an awards reception at the Raleigh Marriott Crabtree Valley. Award recipients and their guests, along with their supervisors and members of our Board of Directors and our executive team, enjoyed dinner and an awards presentation led by WakeMed President & CEO **Donald Gintzig** and Executive Vice President and Chief Operating Officer **Tom Gough**.

All award winners received trophies, an extra day of PDO and Pyramid Society Award pins – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!

Nominate for the 2023 Pyramid Society Award Today!

If these inspiring stories make you think of a coworker who goes above and beyond to help us achieve our Aspirational Goals, nominate them for the Pyramid Society Award! Nominations are now being accepted for the 2023 award cycle – follow the link on MyWakeMed!

