

MICROSCOPE

Exceptional People. Exceptional Care.



WakeMed Receives Magnet Re-Designation

In December, WakeMed was notified that we have officially been re-designated Magnet by the American Nurses Credentialing Center (ANCC). WakeMed first received Magnet designation in 2015.



As part of the re-designation process, WakeMed nurses were recognized for six exemplars – examples of exceptional, innovative nursing practices that positively impact patient outcomes and the overall patient experience. The exemplars are:

- COVID-19 planning and resulting changes in nursing practice
- ERAS for heart surgery and elective C-section
- The Emergence Delirium Pediatric Project in PACU
- Median minutes to PCI patients with STEMI in the ED
- Code Open – Cardiac Surgery advanced life support in CTICU
- Addressing increasing capacity & acuity during COVID-19 – Skilled Nursing Facility & Hospital @ Your Home

“While Magnet recognition is focused on nursing-led initiatives, our interprofessional collaborations with our provider colleagues, respiratory therapists, pharmacists, Rehab specialists, Information Services team and many other members of the WakeMed family played monumental roles in our re-designation success,” commented **Cindy Boily**, MSN, RN, Chief Nursing Officer. “COVID-19 continues to present us with many challenges to our care delivery system. It’s WakeMed’s interprofessional sharing of ideas and expertise that have accelerated the implementation of new processes for a very complex patient population.”

Congratulations to WakeMed’s amazing nurses and all the members of the WakeMed family for this achievement!



Raleigh Campus Earns Joint Commission COPD Certification

Raleigh Campus recently became only the second hospital in the state to receive Joint Commission COPD certification. COPD is the third leading cause of death by disease in the United States and the CDC estimates that nearly 7 percent of North Carolinians have COPD.

This achievement signifies that COPD care at Raleigh Campus meets high national standards and recognizes the program’s exceptional efforts to improve long-term patient outcomes. During the exit survey, the Joint Commission surveyor commended the team for adhering to and exceeding standards of care and coordination of care for what can be a complex patient population.

“Our respiratory therapists, pulmonology providers and additional staff members involved in the survey did an outstanding job of showcasing the incredible work they do behind the scenes and with patients to ensure our provision of high-quality care,” said **Becky Andrews**, senior vice president & administrator, Raleigh Campus. “COPD is a difficult disease with uncomfortable side effects. Our team’s dedication to helping patients feel comfortable and able to do the things they enjoy is compassion at its best.”

Established in 2007, Joint Commission COPD Certification recognizes organizations that make exceptional efforts to foster better outcomes for COPD patients.



Kudos for WakeMed Home Health

Congratulations to WakeMed Home Health’s 90+ nurses, case managers, therapists, social workers and aides who once again earned a 4-star quality rating and a 5-star patient satisfaction rating from Medicare. These outstanding scores place WakeMed Home Health among the top agencies in Wake County.

The WakeMed Home Health team provides approximately 3,900 episodes of care a year and serves patients in Wake County and portions of Franklin, Johnston and Harnett Counties. They specialize in chronic disease management, transitional care coordination and post-surgical/illness recovery.

To see how WakeMed Home Health stacks up against other home health agencies in our area, visit www.medicare.gov/care-compare.



WakeMed Recognized for Outstanding Value

Many insurance companies (managed care plans) regularly evaluate hospital patient outcomes and cost-efficiency information and recognize those facilities that provide outstanding value. Value is defined as the composite of quality and cost. We are pleased to share that WakeMed has received honorable designations in the following areas:

Blue Cross and Blue Shield of North Carolina (BCBSNC)

Blue Distinction Center

- Raleigh Campus (includes North Hospital): Maternity
- Cary Hospital: Bariatrics, Maternity

Cigna

Center of Excellence

- Raleigh Campus: Cardiac Cath & Angioplasty, Heart Surgery, Pulmonology Medical
- Cary Hospital: Bariatric Surgery, Pulmonology Medical

Optum for United Healthcare

Bariatric Resources Services Center of Excellence

- Cary Hospital



WakeMed Wins!

WakeMed was a winner in several categories in both the *News & Observer's* 2020 Raleigh’s BEST award program and the WRAL Voters’ Choice Awards. We are proud to be recognized with these awards, which were voted on by the community. WakeMed and our physician practices won in the following categories:

News & Observer Raleigh’s BEST

- Best Physician Group/Practice: WakeMed Primary Care
- Best In-Home Health Care Services: WakeMed Home Health

WRAL Voters’ Choice Awards

- Best Hospital: WakeMed Hospital
- Best Ear, Nose & Throat: WakeMed ENT - Head & Neck Surgery
- Best Urgent Care: WakeMed Urgent Care

We also want to congratulate our close partners, Kamm McKenzie OB-GYN and Raleigh Pediatrics, who were recognized by WRAL as winners in their respective categories.



CARF UPDATE

WakeMed’s Rehabilitation programs were surveyed for reaccreditation by CARF International in November. The Rehab team recently received the full report and official re-accreditation. WakeMed’s accreditation includes the Rehabilitation Hospital for general rehabilitation and specialty programming in stroke, spinal cord injury care and brain injury care, as well as the Rehab Day Treatment Program for specialty spinal cord and brain injury programs. Both the Rehab Hospital and the Day Treatment program have been reaccredited in the care of children, adolescents and adults. CARF is an independent, non-profit accrediting body that promotes quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the people served. For more information, visit www.carf.org.

DOSE OF HOPE



Share Your Dose of Hope

As more members of our WakeMed family receive their COVID-19 vaccine, we invite everyone to join our Dose of Hope campaign to advocate for public health and help spread the word about the importance of receiving the vaccine. Here are some of the reasons why these team members signed up to get their vaccine as soon as they could!



"I got my dose of hope to protect all of the tiny babies I care for as well as for my dad who is healthy two years following a liver transplant."

Sarah Garro, NNP-BC, Neonatology



"For my grandmother, who is 99 years old, and if the Lord keeps her, she'll be 100 in March."

Deborah Washington, RN, 2E CVICU



"My dose of hope is for everyone! I want people to know that this vaccine is safe and that we can set an example of how to save lives!"

Teresa Cramer, BSN, RN, Staffing Resources



"We got the vaccine to protect our families, our patients and the most vulnerable among us."

We want to do our part to help restore a healthy community."

Naomi Lastreto, RN, Labor & Delivery, and Vince Lastreto, Learning Technology (married)



"I got my dose of hope because I want to stay healthy for my family and protect my patients."

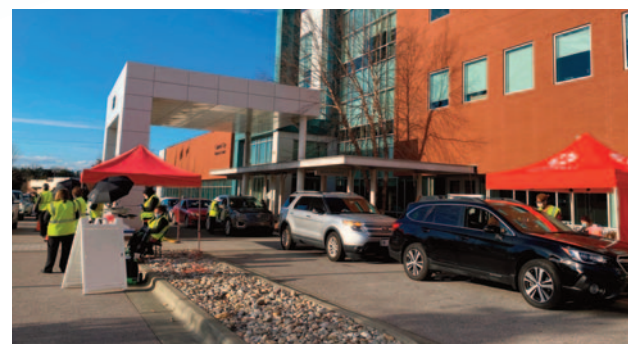
We're all in this together!"

Michele Benoit-Wilson, MD, WakeMed OB-GYN

The arrival of the COVID-19 vaccine was a true Dose of Hope for our WakeMed team and our community at-large. When the first vaccine became available in mid-December, the Vaccine Planning Committee implemented an all-hands-on-deck approach to launch several waves of vaccine clinics. This work has allowed WakeMed to vaccinate as many people as possible, as fast as possible, while following state guidelines and ensuring the safety of all involved. The committee is led by **Amanda Edwards**, PA-C; director (APP Administration), and **David Kirk**, MD; associate chief medical officer, in collaboration with Corporate & Community Health, Pharmacy, Emergency Management, Nursing, Information Services, Primary Care, Marketing & Communications and other areas.



In keeping with state guidelines, the initial vaccination efforts focused on patient-facing employees and providers. The committee set an ambitious goal of establishing a centralized clinic that could offer up to 4,000 vaccine appointments each week. Thanks to incredible teamwork, and the continued support of **Linda Barrett**, director, **Karen Robins**, manager, and the entire Corporate & Community Health team, we reached this goal in just 10 days! Within four weeks, all members of the WakeMed family were offered the opportunity to make a vaccine appointment, and thousands of employees have already received both doses.



With an efficient vaccine clinic in place, we were soon able to offer vaccination appointments to eligible, independent health care workers. WakeMed is working closely with Wake County Public Health to coordinate these efforts and has now vaccinated thousands of independent health care workers in our area.

As the state opened vaccine eligibility to anyone over 65, our focus shifted to creating multiple innovative pathways to reach our highest risk community members. Today WakeMed's vaccine outreach efforts change almost daily to meet ever-shifting allocations and state guidance. Here are just a few key strategies in place:

- Drive-through clinics have helped us reach many historically marginalized and underserved community members as well as residents of the 27610-zip code, which has one of the highest COVID-19 rates in the state. WakeMed was the first health system in the area to use this model and we've shared our best practices statewide.
- WakeMed Primary Care created two outpatient vaccine clinics to meet the needs of established patients. The clinics can provide over 1,200 doses a week, depending on vaccine allocation from the state.
- Through the Community Provider Partnership, we supported local independent providers like Neighbor Health to provide vaccine to administer within their own practices, further expanding access across our community.

"True to our mission, WakeMed has played a vital community-centered role to help vaccines reach as many people as possible, as quickly as possible," commented **Chris DeRienzo**, MD, SVP of Quality & Chief Medical Officer. "This work is truly remarkable and a testament to WakeMed's commitment to our community and to the power of our teams to come together around a common purpose and drive incredible outcomes." Thank you to the hundreds of WakeMed family members who have contributed to these efforts – and look for continued updates in the weeks and months to come!



Top: The Andrews Center Vaccine Clinic has administered over 15,000 doses of vaccine since it opened on December 18, 2020. The clinic is run primarily by Corporate & Community Health and Pharmacy staff, with assistance from volunteers from across the organization. Thank you to everyone who is making this process run so smoothly.

Above and right: The Sunday drive through clinics have been a true example of the WakeMed mission in action! With support from employees across the organization as well as community providers and CapRAC volunteers, we can vaccinate up to 1,200 high-risk community members in one day.

Offering Hope for High-Risk COVID-19 Patients



In late 2020, WakeMed became one of the first sites in the state to begin offering monoclonal antibody (MAB) infusions for high-risk patients age 12+ with mild to moderate COVID-19. Approved in November by the FDA through an Emergency Use Authorization (EUA), this treatment mimics the function of our immune system by preventing the coronavirus from attaching and entering our cells. This slows the spread of the infection and has been proven to reduce the length and severity of symptoms – particularly in high-risk patients.

When WakeMed requested its first shipment of the infusions in November, teams scrambled to find a suitable space to establish an Outpatient Infusion Clinic. **David Kirk**, MD, associate chief medical officer, immediately went on a scavenger hunt and found the perfect location in the Heart Center Inn's Resource Room, which was under-utilized space. Facilities director **Brad Stevens** and his team had the room converted to negative pressure, pulled up carpet and, with the support of the Emergency Department Administration team, turned the space into a clinical area in less than a week. Until the clinic was fully operational, the Emergency Departments stepped up to administer the infusions (and Cary Hospital and North Hospital EDs continue to do so).

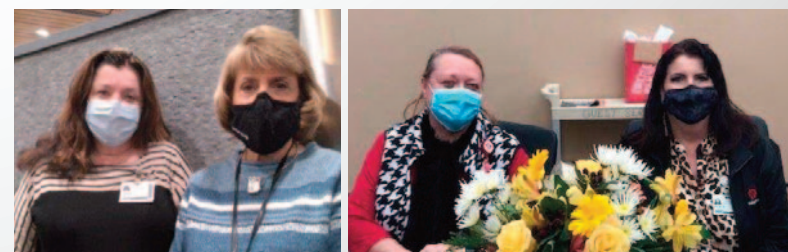
The service began as a pilot for discharged ED patients in November, and promptly expanded to be available for any high-risk patient in the community with a physician referral. Emergency Services director **Brittany Komansky**, RN, says patients are coming from all over the state to receive infusions, and the team has administered more than 625 infusions thus far. Today, there are eight infusion chairs and the service runs all day, seven days a week. WakeMed is the only local hospital operating infusion services on a daily basis.

"High-risk COVID-19 patients are so fearful when they come to us for infusion that they often cry while they're here," explains Komansky. "It's very moving to be able to offer hope for patients, and to help them feel like they're doing everything they can to fight the virus. The work we're doing and the effort that went into launching this service so quickly is a testament to WakeMed and all we're doing to support our community during these difficult times."

Data published in the *The New England Journal of Medicine* demonstrated that this treatment helps reduce the risk of hospitalization. Dr. Kirk explains, "Using the data from the original trials, we estimate that we have kept approximately 60 high-risk patients out of the hospital in just a few months. This doesn't even speak to the numerous lives we've likely saved and will continue to save – I'm so proud of our team and the forward-thinking work WakeMed continues to do to fight COVID-19."

Thank You, Guest Services Team!

WakeMed's Guest Services team often serve as the 'face' of WakeMed for visitors and family members. Over the past year, this team has quickly adapted to the many and ongoing changes to visitation policies – from temperature checks, to COVID-19 symptom review to managing special requests. While changes to their role have indeed been challenging, all members of the department have stepped up and handled it with professionalism. They are working hard to ensure our guests have the most positive experience possible and we want to say thank you for exemplifying the Wake Way every day!



WakeMed Leaders Take on New Roles

Several WakeMed executive team members recently took on new leadership positions within our organization – join us in thanking them for their continued service. On January 1, **Tom Gough** stepped into the role of executive vice president & Chief Operating Officer. In this system-wide leadership position, Gough is responsible for the overall performance of WakeMed enterprises with particular emphasis on planning and operational performance in support of our 10 Aspirational Goals.

With Gough's transition, **Tom Hughes** was named senior vice president & Administrator, Cary Hospital, and **Valerie Barlow** was named senior vice president & Administrator, North Hospital. In their new roles, Hughes and Barlow will define and develop the operational, financial and strategic direction of their respective facilities while ensuring coordination across the system and strengthening relationships with community and employed physicians. Each leader will work in dyad partnership with the enterprise Chief Medical Officer and with our nursing leadership to ensure goals are met and patients receive outstanding care.



Gayla Harvey Joins WakeMed as VP, Payor Strategy

WakeMed recently welcomed **Gayla Harvey**, MBA, as vice president of Payor Strategy. This is a new executive role for WakeMed with responsibility for our overall payor and managed care strategy and contracting across the system, including all acute and rehab hospital services, Home Health, WakeMed Physician Practices, as well as leading our entry into North Carolina's Medicaid Transformation in 2021. Harvey brings over 20 years of health care managed care, finance and revenue cycle leadership experience in both community and academic health systems, including hospital and physician payor strategy, managed care contracting and population health/ACO development.



Congratulations to Our New Medical Staff Officers



Raleigh Campus

President: **Gurvinder Deol**, MD
 President Elect: **Darlene Esper**, MD
 Immediate Past President:
Doug Trocinski, MD
 Members-at-Large:
Michael Casey, MD
Tapan Godiwala, MD



Cary Hospital

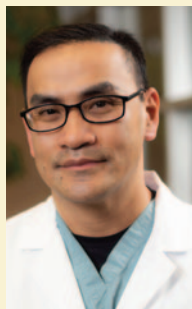
President: **David Leader**, DO
 President-Elect: **Fawad Tariq**, MD
 Immediate Past President:
Matthew Plymyer, MD
 Members-at-Large:
Sanjay Patel, MD
Jon Bruce, MD

NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Radha Aluru, MD
Primary Care



Viet-Nhan Nguyen, MD
Gastroenterology

Welcome New Advanced Practice Providers

Natalie Chrimer, PA
Orthopaedics
Karrie Comstock, PA
Surgery
Linh Nguyen, NP
Cardiology
Emily Kuchinos, PA
Surgery

WakeMed Employee Health & Wellness is Here For YOU!

For current employees who need primary or urgent care services, WakeMed Employee Health & Wellness is here for you. Located on the third floor of the Medical Office Building on the Raleigh Campus, the office is now open for in-person appointments or for virtual visits. The practice is also open to adult dependents (spouses and children 18 and up) who are covered by the same medical insurance plan as current employees.

Whether you need routine care, help managing chronic conditions like diabetes, asthma, high blood pressure or cholesterol, or help managing an unexpected illness or injury, our team is now back up and running, Monday through Friday from 8 am to 4 pm. Employee Health & Wellness had closed back in March to create space for employee COVID-19 testing, but reopened at the end of 2020, and the providers are eager to reconnect with their patients.

"We missed our patients and colleagues dearly in 2020 – we're so glad to be back up and running to serve you. We know many of our patients have been dealing with increased stress over the past year – which isn't good for overall health," explains **Page High**, NP-C, Employee Health & Wellness provider. "We encourage employees to take control of their health in 2021, and we look forward to helping keep the WakeMed family healthy and feeling their best this year," adds fellow provider **Kate Wilson**, NP-C.

To schedule an appointment, call 919-350-8284 or in MyChart.

OUR TEAM

- **Theresa Amerson**, MD
- **Page High**, NP-C
- **Kate Wilson**, NP-C



It's a New Year – Make it a Healthy One

If you want to make 2021 your year of wellness, remember that WakeMed Primary Care is here to help! With 16 locations across the Triangle, our exceptional and compassionate providers and care teams pride themselves on developing long-term relationships with their patients and their families. Members of the WakeMed Medical Plan – remember that you'll pay lower out-of-pocket costs when you see WakeMed providers!

To learn more about WakeMed Primary Care, visit www.wakemed.org/primarycare

Sharon Hershkowitz, RN, (NICU) won the People's Choice Award for her poster presentation, Tiny Baby, High Impact, at the North Carolina Organization of Nurse Leaders Research Symposium in December.

Marc Schlachter, RN, (6A CVIC) received the "Preceptor of the Year Award" from ECU College of Nursing.

Laura Spencer, RN, (1E Clinical Evaluation Area – Cary Hospital) obtained her doctorate.

Cameron Moore, RN; **Emily Ward**, RN, (both of MICU); **Gina Arigbe**, RN, (Surgical Services – North Hospital); **Misty Carroll**, RN, (CICU-A); **Lisa Davidson**, RN, (1E Clinical Evaluation Area – Cary Hospital); and **Zene Gobeau**, RN, (Heart & Vascular – Cary Hospital); earned bachelor's degrees in nursing (BSN).

Sara Mansfield and **Casey Walker** (both of WPP Administration) completed the certified physician practice manager (CPPM) course and passed the CPPM certification exam.

Brooks Carson, RN, (6C Surgery & Trauma) obtained medical/surgical nursing certification.

Brian Fosnock, BSN, RN, (CICU-A) received critical care nursing certification.

Inna Zboichyk, RN, (1E Clinical Evaluation Area – Cary Hospital) received stroke certification.

Sabrina Jones, RN, manager (1A Clinical Evaluation Area) obtained nurse executive board certification.

Anup Johney (Home Health) received outcome and assessment information set certification.

Joanna Smitherman, BSN, RN, accepted the Clinical Educator/Supervisor position for pre-op/PACU/Endoscopy at North Hospital.

Lisa Johnson, RN, was promoted to interim OR supervisor at North Hospital.

Lesley Bradley, BSN, RN, was promoted to manager of Case Management – Cary Hospital.

Megan Swink, RN, was promoted to role of manager for Invasive Cardiology and **Ashley Everington**, RN, has been named interim manager for the CV Testing, Telemetry Surveillance Center, and EKG areas.

COMINGS & GOINGS

Nursing Education wishes a happy retirement to **Chris Rollins**.

6C Surgery & Trauma – Raleigh Campus welcomes **Morgan Denning**.

1E Clinical Evaluation Area – Cary Hospital welcomes **Tonita Webster**, RN; **Kacy Catalan**, RN; **Christina Huizenga**, RN; **Cloyd Santiago**, RN; **Donna Hibbert** and **Venessa Vargas**.

OB-GYN – Cary welcomes new practice manager, **Mia McMahan**, RN.

Home Health welcomes **Whitney Upton**, RN; **Twolla Minton**, RN; **Joy Hayag**, **Alwin Domingo**, **Beatrice Vines**, **Jennifer Hopper** and **Moe Wilson**.

1A Clinical Evaluation Area welcomes **Juandre Hyman**, **Amber Tedder** and **Taylor Jordan**.

6A CVIC welcomes **Pam Nombrado**, RN.

CICU welcomes **Alana Goodale**, BSN, RN; **Sarah Grace Isbell**, BSN, RN; **Laura Breese**, BSN, RN; **Laura Finley**, BSN, RN; and **Justin Bunn**.

Special Care Nursery – North Hospital welcomes **Robin Mobley**, RN.

Nursing Education welcomes **Reco Hart** and **Kate Phillips**, RN.

Revenue Integrity welcomes **Renee Sorgi**, RN.

Pediatric Weight Management – Raleigh Medical Park welcomes **Shaneka McCrae**.

eICU welcomes **Amanda Turner** who transitioned from Heart Center Pre- & Post-Procedure Care.

Revenue Cycle welcomes **Cathy Schemenauer** who transitioned from Respiratory Care Services.

Matthew Hafen, MSN, RN, joined WakeMed as manager for Heart Center Pre- & Post-Procedure Care and the Heart Center Care Unit.

IN MEMORIAM

Deidre Richardson, a release of information specialist in the Health Information Management department, passed away unexpectedly on December 9. Deidre joined WakeMed in 1996 and will be missed by many within the WakeMed family. Our thoughts are with her family and friends during this difficult time.

Once again, our community stepped up to help bring smiles to WakeMed Children's patients this holiday season. Our annual toy drive was a huge success – many thanks to everyone who contributed toys and gifts to the Children's Hospital.

Nursing Education continued their holiday hat tradition – but instead of a group lunch, they gathered via Webex and enjoyed box lunches and games virtually!

HOLIDAY HAPPENINGS



WakeMed Rehab Hospital staff and volunteers put together a socially-distanced, Holiday Open House & Market to provide patients a chance to shop – safely – for holiday gifts for their loved ones.



Staff in acute occupational therapy and physical therapy provided snacks and goodies for their colleagues in one of the COVID units at Raleigh Campus. Staff members pictured left to right: Julie Brooks, OT and Lisa Petcavich, OT.



Above: WakeMed Key Community Care hosted an ugly sweater contest. Congratulations to winner **Candace Hudson**, Case Management Representative, WKCC, pictured wearing her hand-crafted gnome-themed sweater.



This year marked the 13th anniversary of the WakeMed Heart Center Holiday Music performances. With some changes (solo performers only and no singing), staff and patients were still able to enjoy the sights and sounds of live instrumental music by our very own WakeMed employees.



Above: Members of the 1E Quality and Nursing Administration Office and the Clinical Nursing Resource Services team participated in the Holiday Cheer program through DHHS. Staff provided Christmas gifts and support to brighten the holidays for two area families.



Above: Cary Hospital leaders brought smiles to staff through Operation Candy Cane! Leaders rounded on units, sharing holiday treats and thanking staff for their many contributions throughout the entire year.



WakeMed spread holiday cheer to the community by participating in WTVD's televised Holiday Christmas Parade Celebration. Several WakeMed Children's providers shared tips for ensuring a healthy, happy holiday!

SUPPORTING MORE PATIENTS WITH HOSPITAL@YOUR HOME

WakeMed has received approval to expand our successful Hospital @ Your Home model to include non-COVID-19 acute care patients from Raleigh Campus and Cary Hospital. This expansion builds on the successful model established last summer that allows us to offer patients a higher level of care than traditional home health services. Expanding the program will have a positive impact on hospital bed availability during a time of consistently high patient volumes.

"This program was created in response to COVID-19 and we have been working tirelessly to expand the offering to serve more patients. Our patients feel well supported by the Hospital @ Your Home care team and appreciate being able to remain at home where they may be more comfortable," says **Jennifer McLucas-Ingold**, executive director, Home Health.

With this expanded program, WakeMed can reach more patients, with a broader range of conditions – effectively providing inpatient care at home. Patients receive daily visits and medications and are still considered 'inpatient' for the purpose of tracking and treatment.

Each Hospital @ Your Home patient receives:

- Two daily in-person visits from Home Health nurses or Mobile Critical Care paramedics.
- TeleVisits (by phone or on screen) with WakeMed Physician Practices – Transitional Care or Hospital Medicine providers.
- Multiple daily telemonitoring check-ins.
- Social work and physical, occupational, speech and nutritional therapy as needed.

"Our goal is always to provide the appropriate level of care, in the right setting – and this program fully supports that aim. This model brings a high level of care right into their homes, while freeing up inpatient beds for those who truly need round-the-clock care," commented **Tres Pittman**, MD, executive medical director, Hospital Medicine.

Expanding Hospital @ Your Home was an exceptional team effort involving clinical and support staff from numerous departments, including Home Health, WPP, Nursing Administration, Billing, Legal Affairs, Information Services and others. To date, over 125 patients have been served by WakeMed Hospital @ Your Home team members.





FY2021 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 2021 – and how we were performing at the end of fiscal year 2020 – 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	FY20 Outcome	FY21 Target	Direction to show improvement
Quality			
CAUTI (standardized infection ratio)	0.32	<1.00	▼
CLABSI (standardized infection ratio)	1.5	<1.00	▼
C. diff (standardized infection ratio)	0.32	<1.00	▼
Surgical Site Infections - Colorectal (standardized infection ratio)	1.6	<1.00	▼
Harm Across the Board Index (per 1,000 patient days)	2.49	< 2.25	▼
Culture of Safety			
Patient falls with injury	125	119	▼
Observed to expected mortality	.94	<1	▼
Good catch & near miss reporting	686	1372	▲
Wake Way			
Overall HCAHPS rating (percent of 9 & 10 scores)	78.80%	79.00%	▲
Providers earning PRC 5-Star Awards	48	53	▲
Extraordinary Team			
Employee Engagement Survey: employee ranking	93.60%*	93.60%	▲
Employed Provider Engagement Survey: provider ranking	88.00%*	88.00%	▲
Financial Health			
Earnings before interest, tax, depreciation and amortization (EBITDA)	\$109,965,078	\$120,145,470	▲
Days cash on hand	249	234	▲
Highest Ethics & Standards			
Percent of recipients who provide credentials in Phishing simulation emails	0.44%	2.50%	▼
Impermissible Epic access	1.80%	0.25%	▼
Alertline reports per 100 employees	2.92	2.5	▲
HI TRUST Assessment Rating	2.8	3	▲
Healthy Community			
Meaningfully impact vulnerable community members through population health pyramid interventions	N/A	12,000 new lives impacted	▲
MyChart activation by patients	45.10%	52.00%	▲
Community Health (Capital Counties) Survey Score	4	4	▲
Innovation			
HIMSS Analytics Assessment Grade	2.8	4	▲
Care Process Models implemented	0	15	▲
Preferred Partner			
Primary Care attributed lives	89,858	100,000	▲
Primary care physician loyalty (number of providers who refer to WakeMed specialists 70% of time)	15	20	▲
Value Leader			
Total operating expense per adjusted discharge	\$14,415	\$13,609	▼
Observed to expected readmission	0.83	<1	▼
Observed to expected length of stay	1.08	<1	▼

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

* 2019 results

CHASING ZERO updates

Make A Good Catch!

WakeMed is committed to promoting a culture of safety for our patients, families, community and health care team. One way YOU can help support this goal is by sharing opportunities that we have to improve our practices and processes to ensure the safety of all. That's one reason Incident Tracking (IT) is so important – and our current Chasing Zero focus area!

One of the best ways we can proactively work to improve our patient safety culture is by reporting Good Catches and Near Misses. Here's a quick reminder of what these events are:

- A Good Catch is a potentially negative event or circumstance that's caught or corrected before it ever reaches a patient or a person.
- A Near Miss is a situation that has the potential to cause harm to person(s) or property – but does not, thanks to good timing or another fortunate happenstance.

All Good Catches are reviewed to identify trends and opportunities for improvement so we can modify our processes and procedures. Employees are also recognized for submitting Good Catches as appropriate and we hope to expand these recognition efforts in the near future.

Tracking Our Progress

As you can see in the chart above, this year we have an Aspirational Goal metric related to Good Catch and Near Miss reporting. Our goal for the year is 1,372 events reported in RL Solutions. While that's double our number from last year, it is attainable. All 10,000 members of the WakeMed family have an opportunity to report Good Catches and Near Misses, so please help us reach our goal!

To help track our progress, we will be adding a Note IT! Tracker to the homepage of MyWakeMed. The tracker will be updated regularly to show how close we are getting to our goal (shown above).

* As of January 27, 2021.

Note IT!

GOAL:
1,372

TO DATE:*
296



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

© WakeMed Marketing & Communications, January/February 2021

Nominate a
colleague today
for the Pyramid
Society Award!



Do you know someone who goes the extra mile toward helping us achieve our mission and always puts our patients and families first? Nominate them for WakeMed's highest honor – 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 learn more and to complete the nomination form, visit MyWakeMed and click on Employee Essentials. All nominations received by February 26 will be considered for the 2021 awards cycle.

WakeMed 
WakeMed Health & Hospitals
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Raleigh, NC 27610

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Preparing the Next Generation of Physician Leaders

The WakeMed Leadership Academy Physician Leadership Development program is designed to prepare and develop future physician and Advanced Practice Provider leaders. Offered in partnership with the Advisory Board and WakeMed Organizational Development, this experiential cohort-based program is focused on developing key leadership competencies associated with business management skills, interpersonal effectiveness and leadership impact. Applications are now being accepted for the next cohort. Interested providers should visit www.wakemed.org/for-providers for more details.

Follow us!



WakeMedHospitals



@WakeMed



WakeMed & WakeMed Children's



WakeMed App

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



A Notable Milestone!

On January 21, gastroenterologist Christopher McGowan, MD, of True You Weight Loss in Cary, NC, performed his 500th Endoscopic Sleeve Gastroplasty at the Advanced Gastrointestinal Center at Cary Hospital, making him the first and only physician in the country to reach this milestone.

Endoscopic sleeve gastroplasty, commonly referred to as ESG, is a non-surgical, incisionless procedure that allows a gastroenterologist to use endoscopic suturing to reduce the overall size of the stomach to promote weight loss. Offering comparable results to bariatric surgery with zero cutting, the ESG procedure lasts about 40 minutes, and patients can lose up to 100 pounds or more.

Cary Hospital was the first hospital in North Carolina where ESG procedures were performed and True You Weight Loss and Cary Hospital, together, are currently the only facilities that offer ESG in the state. Cary Hospital's Advanced Gastrointestinal Center provides diagnostic and treatment for digestive diseases and specializes in minimally invasive procedures.

CALENDAR OF EVENTS

Online First Uniform & Shoe Sale

sponsored by The Volunteers at WakeMed

Feb. 19 – March 1

- Visit www.firstuniform.com to begin shopping
- Payroll deduction available for uniforms & shoes only
- Free shipping for orders over \$99

CapRAC Training Opportunities

CapRAC SMAT-800 Sustainment Training (Water Purification) – March 11, 6 to 9 pm

Capital Medical Reserve Corps Orientation – March 16, 6 to 9 pm

Incident Command System 300 – Intermediate Incident Command System for Expanding Incidents – March 23–25, 9 am to 5 pm

For registration details and more information, contact NiThorpe@WakeMed.org.

Wake AHEC Events

Live Webinars

- **Legal Updates: Lunch and Learn - Telehealth and Technology** (Session #3 of a 3-Part Series), February 2
 - **Interpreter Series: Level 4 Medical Interpreter Ethics & Standards of Practice; Sight Translation; and Introduction to Simultaneous Interpretation**, February 3
 - **Managing Challenging Behaviors with ASD**, February 9
 - **Dental Lasers: Technology with Many Exciting Applications**, February 12
 - **Strategies for Addressing Behavioral Challenges in Children**, February 16
 - **Talking to Kids about Trauma**, February 19
- Interpreter Series: Workshop - Overview of National Professional Medical**, February 10
- For a complete list of Wake AHEC continuing education events, visit:
<https://www.wakeahec.org/courses-and-events>