

MICROSCOPE

North Hospital Med/Surg Expansion

It is a busy time at North Hospital as the facility continues to grow and develop to meet the needs of our patients. The third floor Med/Surg expansion will allow us to serve more patients than ever – including those who have just had surgery, need cardiac monitoring or who need hospital care for other medical needs.

When the new rooms open, construction will begin on the new 9-bed ICU on the fourth floor, which is expected to open next spring. This will require closing nine beds on the fourth floor and relocating those patients to the third floor. Work also continues on the development of an ambulatory surgery center in the first floor of the Physicians' Office Pavilion, which will open in early 2024.

Capacity & Transfer Management Center : WakeMed's Air Traffic Controllers

Coordinating the placement and movement of patients across WakeMed's 900+ inpatient beds is no small task. The team responsible for managing overall patient flow across our system recently implemented some changes to further improve efficiency and productivity. For one, the department – which was previously known as Patient Placement – was renamed the Capacity & Transfer Management Center to better reflect their scope of work. The department has several important functions, including:

- Transfer of acute care patients to and from other facilities
- Bed management system-wide
- Direct admissions
- Physician-to-Physician (P2P) liaisons (beginning this summer)

In addition, a new leadership structure is in place that supports the team by working in close coordination and collaboration with the Clinical Administrators and Patient Transport.

Based at Raleigh Campus, the Capacity & Transfer Management Center is staffed by 17 full- and part-time certified nurses who are responsible for our seven emergency departments, all incoming surgery patients and direct admissions to the

hospital (excluding Rehabilitation Hospital transfers and direct admissions). They work with employed and community providers as well as other health care facilities to help ensure patients are admitted to the area best suited for their needs.

As our system continues to grow, the department has embraced technological advancements to improve efficiency and productivity. These include the Transfer Center module in Epic (marking the first time this work has been done electronically – not on paper) and bed planning monitor dashboards, which provide a data-driven, high-level overview for each hospital. These tools are especially useful during times of high volumes, as we have experienced over the past six months.

“Tens of thousands of patients are admitted to WakeMed each year – and this detail oriented and dedicated team makes sure each of them move through our system in an appropriate manner so they can receive the best care. They exemplify the Wake Way behavior of teamwork and support smooth patient flow across the system,” commented **Marcy van Schagen**, MSN, RN, director, System Capacity & Patient Placement.



Introducing SafeOnSite

SafeOnSite is the new name for the recently retooled WakeMed Workplace Violence Prevention Program

The Joint Commission defines workplace violence as: **An act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.**

There are four major components of SafeOnSite. Each one prioritizes our Wake Way every-time behavior of Respect for People. ‘People’ includes staff, patients, visitors, and all other persons on our campuses.

1 Prevention

Workplace violence prevention is everyone's responsibility. We all need the skills to know how to stay safe, what to watch for and what to do “in the moment” when emotions run high. Planning and developing these skills takes training, and WakeMed has it.

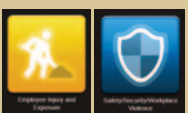
➤ **Continual Readiness Guides** – These are great safety resources for all staff. The following are available in PolicyTech:

- CRG Workplace Violence - Personal Safety
- CRG Security Threat
- CRG Security Threat - Medical Staff Guidance
- QRG Security Threat - Immediate Threat of Harm
- QRG Security Response Threat without Immediate Danger of Harm

➤ **Situational Awareness Training** – Situational awareness means being attuned to your surroundings and recognizing when something isn't right. The situational awareness introductory course teaches insights to help you stay safe both inside and outside the workplace.

To register, search “Situational Awareness” in WakeMedU.

➤ **Report Potential & Actual Incidents** – Workplace violence incidents should **never** be considered “a normal part of your job” and “not worth reporting.” The Workplace Violence Prevention Committee needs to know about all actual and potential incidents of violence against staff so they can understand how to better safeguard the environment. Please report all events that match the workplace violence definition in RL Solutions.



 make a
difference.

gift • passion • inspiration • fulfillment • purpose

WakeMed employees have a gift, a purpose, a passion. They are inspired to provide the best care, create healing environments, nurture the brightest minds and biggest hearts in health care. Each of them carry the mission to serve each and every one of our patients and their families. They seek fulfillment in their jobs by making a difference.

Much like the Triangle, the population of those we care for has continued to grow and expand. Some come to us for complex conditions and treatments while others see us for routine well-care. Every one of our 10,000+ employees makes an impact on these patients in one way or another. We encourage you to learn more about some of the incredible people who make up the WakeMed family and hear their stories of passion, purpose and inspiration.



Scan the code to learn more.

continued next page

ADDITIONAL TRAINING COMING TO YOU!

The new workplace violence prevention training, provided by Vistelar, emphasizes the use of standard language, standard proxemics (how close you stand to the person) and standard actions to show respect for the person who is experiencing behavioral difficulties while keeping both the person and staff members safe. Employees who have taken the training and used the skills in real situations are extremely pleased with how well it works. The training is intensive – much of it is in-person. Training will be assigned to departments in the coming months; staff in designated departments will take instructor-led courses.



David Kirk, MD, Becomes Chief Clinical Integration Officer

Please join us in congratulating **David Kirk, MD**, on being named Chief Clinical Integration Officer (CCIO) for WakeMed. This is a new position at our

organization with responsibility for overseeing and coordinating key transformational, innovation and analytics initiatives throughout the system.

In this role, Dr. Kirk will work closely with the senior leadership team and other key stakeholders to identify challenges, develop strategies and implement solutions to drive high-quality, cost-effective patient care while improving the health of our community and supporting our health care team. He will facilitate the development of transformational clinical care pathways to standardize care delivery and reduce variations in practice. In addition to these new areas of responsibility, Dr. Kirk will continue to serve the system as executive medical director for Critical Care Medicine & eICU and provide clinical care as an intensivist.



Holly King Promoted to Director, Single Billing Office

We are pleased to share that **Holly King** has been promoted to the role of director, Single Billing Office (SBO). King has been a member of the WakeMed

family since 2010 and has held her current position as the manager of the self-pay customer service department since 2018, during which time she has developed excellent relationships with partners in our Finance, Compliance and Information Services areas. In her new role, she will provide leadership for the overall management of SBO, cash posting, customer service, collections and financial assistance programs for the Revenue Cycle. King holds a bachelor's degree in business administration from Grantham University.



Katie Boykin Named Director, Revenue Integrity

We are pleased to share that **Katie Boykin, BSN, RN, CHRI**, has been promoted to director, Revenue Integrity, effective April 23. In her new role, Boykin will serve as the

primary liaison between Revenue Cycle and clinical departments with responsibility for defining and implementing the strategy for maximizing gross revenue capture across the system. Boykin joined WakeMed in 2005 and spent more than 10 years as an ICU nurse before transitioning to the role of clinical documentation specialist in 2016. She has held her current role as manager of Charge Capture/Charge Description Manager since 2017. Boykin graduated from the University of New Hampshire with a bachelor's degree in nursing in 1999 and became certified in Healthcare Revenue Integrity (CHRI) in 2022.



WakeMed Welcomes New Board Officers

The WakeMed Board of Directors recently elected new officers. The 14-member volunteer Board provides governance, leadership and oversight for WakeMed. **Thad McDonald, MD**, (pictured),

an OB-GYN who retired after 23 years on the WakeMed Medical Staff in 2016, was elected to a two-year term as chair. **Margaret Bratton** was elected to a one-year term as vice chair and **Mary Nash Rusher** was elected to serve a one-year term as secretary.



2 Intervention

When staff need help in the face of a real or potentially escalating situation, they have several response teams ready to assist them.

Hospital Sites

- > **Rounding Mental Health Nurse Consult** – Use RapidConnect to request a Mental Health Response Nurse when you notice a change in a patient's mental health status, but there is not a threat to your safety. The nurse can call in the Therapeutic Response Team (TRT) if additional assistance is needed.
- > **Security Alert** – Call 919-350-3333 (ext. 03333) for immediate threats of injury/harm. Before calling, get out of harm's way and activate your department's panic button (if available). The Behavioral Emergency Response Team (BERT) will come to your aid. Also, use your whistle to alert staff in your area that you need help. (Don't have a whistle? Ask your management team for one.)
- > **NEW! Visitor Assistance Team** – Call 919-350-2222 (ext. 02222) and request the Visitor Assistance Team when a hospital visitor's behavior escalates and/or it is identified that a visitor is in crisis or has been impacted by an incident. The Clinical Administrator will perform an assessment and identify additional resources to manage the situation.

Healthplex Emergency Departments: Notify Campus Police & Public Safety and the charge nurse for behavior escalations and incidents.

All other departments and practices not located in a hospital: Call 911 for assistance.

3 Review

Every week, the Workplace Violence Prevention Program's Incident Review Team discusses all real and potential workplace violence incidents that staff have reported through RL Solutions. They use this data to identify if additional training or changes in the care environment are needed to keep our staff safe. That's why reporting via RL Solutions is so important! A recent result of this work was the development of the Comfort Communications Resource.

In addition, there are several Workplace Violence Prevention Task Forces and Committees performing multiple program initiatives, such as proactive security assessments, reviewing policies, developing resources and developing a plan for additional measures to take to support staff following an incident. Open forums are being planned to engage staff – look for dates and times to be shared soon.

4 Support

WakeMed offers many support services for staff members who have experienced or witnessed workplace violence.

- > **Coping Card** – This card provides information about seeking medical intervention (if needed), emotional responses to a traumatic incident, next steps and support resources. Search "Coping Card" on MyWakeMed to access it.
- > **Critical Incident Stress Management (CISM)** – CISM is a formal, structured process to help staff share their emotions, learn about stress reactions and symptoms, and find appropriate professional care following a critical incident. This voluntary program is considered psychological first aid for staff after a traumatic incident.
- > **Spiritual Care** – Spiritual Care counselors are available to provide individual counseling and support, as well as group support services, such as "Tea for the Soul."

TELEMEDICINE Enhances Care for Inpatients

Between the eICU, telemetry surveillance, AvaSys monitors, tele-interpretation and other initiatives, WakeMed has a long history of using virtual care services to enhance the care experience and support staff. In recent years, we have expanded telemedicine in the hospital environment to include a range of specialized services, which are improving the timeliness of care and, in some cases, reducing the need to transfer patients between facilities.

Today, WakeMed offers a range of telemedicine consults, including infectious diseases, neurology, stroke, psychology, pain management and endocrinology – with more in development. Some of the consulting providers (pain management and endocrinology) are local; others (neurology) are not. No matter where they are located, telemedicine providers are important members of the care team, providing expert evaluation and coordinating with the WakeMed team to develop the next steps in care.

WakeMed employees are critical to the success of telemedicine. Acting as tele-presenters, they set up technology and assist with the in-person exam and assessments. Thanks to cameras, microphones and Bluetooth stethoscopes, providers have a real-time connection to the patient. The telepresenter also helps ensure a positive patient experience by building rapport, explaining the process and answering questions from the patient and family.

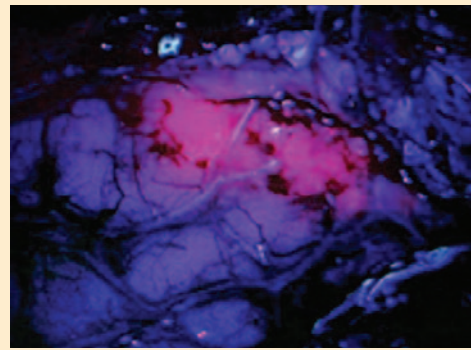
For the past 18 months, **Sheila DeBastiani** has supported telemedicine at North Hospital and watched the program grow by leaps and bounds. "Telemedicine is helping us provide the right care, in the right place at the right time – and our patients are so appreciative of this addition to their care

experience. The providers do an incredible job of communicating with patients and their families, and truly convey that they are part of the care team," she explains. DeBastiani, who recently retired from WakeMed, transitioned these duties to **Pooja Patel**, who was hired in April as the system's first full-time telepresenter.

WakeMed Emergency Departments offer tele-stroke for neuro evaluation and consultation within 10 minutes of arrival and tele-psych for patients who present with mental health concerns. Garner Healthplex has also been piloting a telemedicine program to connect our hospitalists to patients awaiting admission to Raleigh Campus. "These services have been very helpful in getting patients the services they need, quickly – whether that is starting tPA, initiating admission orders or determining next steps in care. As a freestanding ED, telemedicine allows us to deliver an enhanced level of care," commented **Karen Weaver, RN**, manager (Emergency Department – Garner Healthplex).

Given how successful these programs have been, it's safe to say virtual care is here to stay – as a complement to the irreplaceable face-to-face care we have always provided. WakeMed is now looking at opportunities to create standard work, improve efficiency and scale for success as we expand these programs. The goal is to create a care environment where virtual care (when appropriate) is a seamless part of the patient experience – with as few technical limitations and barriers as possible. Look for more updates on this journey in the coming months!

As we work to continually expand and enhance the high-quality care we provide, we are proud to report several recent WakeMed 'firsts'. Thank you to our providers and care teams who support these efforts and work to better serve our community!



Enhanced Visualization for Brain Tumors

Gleolan is an optical imaging agent used for the visualization of malignant tissue during surgery to remove select brain tumors. WakeMed recently administered our first doses of Gleolan in two patients with high-grade glioblastomas. The surgeries were performed by Raleigh Neurosurgical Clinic providers Colin Przybylowski, MD, along with Dr. Lars Gardner, DO, and Russell Margraf, MD. Kudos to the WakeMed clinical staff who supported the additional requirements of this enhanced level of care and helped educate the patients about the procedure.

HeartFlow Goes Live

WakeMed recently went live with a pioneering new technology known as HeartFlow FFRCT. HeartFlow uses advanced algorithms to combine CT imaging and artificial

intelligence to build a personalized, digital model of the patient's coronary arteries. The technology helps cardiologists get a closer look at how blood is flowing through the heart – without having to perform invasive tests, such as a cardiac cath and fractional flow reserve (FFR) assessment.

Endoscopy Advancements

Two new endoscopy procedures are now available – the Endoflip and ManoScan – to assess and diagnose esophageal motility disorders. WakeMed is the only system in Wake County to offer Endoflip, which uses a technique called impedance planimetry to measure pressure and dimensions in the esophagus, pylorus and anal sphincters in patients aged five and older. The first Endoflip procedure at WakeMed was performed by **Gabriel Winberry, MD**, (Pediatric Gastroenterology). The ManoScan esophageal manometry system allows health care professionals to map, display and evaluate esophageal motor function. The easy-to-perform procedure precisely quantifies the contractions of the esophagus and its sphincters, providing the clinician with reliable and consistent data for the accurate assessment of GI diseases.



State-of-the-Art Cath Lab Opens

Raleigh Campus Invasive Cardiology recently performed their first patient procedures in the newly renovated Cath Lab 6, which features the state-of-the-art Siemens Healthineers ARTIS icono. The ARTIS icono is a flexible, multi-axis floor system created for a wide range of disciplines, particularly vascular, interventional cardiology, surgical and interventional oncology. The new equipment pairs high-quality images with low-dose exposure and can be used on patients who weigh up to 600 pounds. The continued investment in this new technology is part of our Value Partnership with Siemens.

Cary Ambulatory Surgery Center Opens

WakeMed Surgery Center – Cary welcomed their first patients this month, expanding surgical care options for residents in southern and western Wake County. The expansive and state-of-the-art surgery center, located on the fifth floor of the Medical Park of Cary, features one operating room and three procedure rooms. The center is operated independently from Cary Hospital and is a joint venture between WakeMed and community-based physicians.



Now Live! Artera Platform Supports Enhanced Patient Experience

WakeMed recently transitioned to a new text message vendor, Artera (formerly known as WELL Health), for appointment reminders. As implementation continues, the Artera platform will enable convenient, two-way conversations between WakeMed and patients via text message. This complements other existing technologies, including the WakeMed All Access App and WakeMed MyChart, in delivering a seamless patient experience.

Appointment reminder texts and communication sent through Artera will come from the office/service location phone number where the patient is receiving care. Large scale texts sent by WakeMed will come from a toll-free number: 833-391-1835. The WakeMed Foundation funded the implementation of this innovative communications platform to allow our patients to digitally connect with us at their convenience.

COMING

soon



ANNUAL MANDATORY TRAINING

WakeMed's annual mandatory package, WM-MAN, will be assigned to all employees via WakeMedU on **Monday, June 1**, and must be completed by June 30. Once again this year, WM-MAN will include the required Corporate Compliance training in one curriculum package. Management staff (manager & above) are required to complete an additional conflict of interest (COI) training module that includes a review of what constitutes COI and how to disclose the arrangement and attestation to WakeMed's policy. As a reminder, to be eligible for any potential WakeShare payout this year, all required education must be completed by the original due date. Questions? Email wakemedu@wakemed.org.

2023 WORKPLACE ASSESSMENT AND ENGAGEMENT SURVEY

The annual Workplace Assessment & Engagement Survey is your opportunity to share your opinions about what makes WakeMed a great place to work – and where we can improve. This year's survey will again focus on workplace well-being and will take place **June 6 through June 20**. Your participation is very much encouraged and appreciated. Survey results are used to continually enhance the workplace and your experience at WakeMed. Look for details about the survey to be shared soon!

WOW, WHAT AN EMPLOYEE!

Chris Taylor, PA, (WPP APP Program) was selected for an Epic physician builder spotlight. She will present her SmartForm work on Heart Failure and Acute Coronary Syndrome metrics in a webinar that will be sent to Epic physician builders worldwide.

Kevin Manocha, MD, (Heart & Vascular) co-authored the article "Reduction of left ventricular global longitudinal strain in patients with permanent pacemakers as a predictor of heart failure and mortality outcomes" in the *Pacing and Clinical Electrophysiology* journal.

The I Hate Infections Team (IHIT) was recently published in JTCS Techniques with their article "Eliminating Sternal Wound Infections: Why Every Cardiac Surgery Program Needs an "I Hate Infections Team" (IHIT)."

Scott Hultman, MD, (Plastic & Reconstructive Surgery) was elected as a director for the American Board of Plastic Surgery.

Nicole Jeffcoate (Rehab) was promoted to manager of Acute Rehab Services and Wound Care at Raleigh Campus.

Abby Dickinson, BSN, RN, has been named the manager for 5B Neuro Intermediate Care.

Brooks Carson, BSN, RN, (5W Surgery & Trauma – Cary Hospital) was promoted to supervisor/educator.

Nursing Research and Evidence-Based Practice Council (NREC) recognizes these individuals for their presentations at Think Tank in March and April.

- **Enhancing Care Delivery Through Purposeful Hourly Rounding** by **Dianna D. Knight, DNP, MSN, RN** (Patient & Family Experience and Med/Surg Nursing).
- **Safe Sleep Education for the Prevention of Newborn Falls** by **Cierra Sullivan, BSN, RN, DNP Student** (Staffing Resources).
- **First Steps in Development of an Evidence-Based Structured Mentoring Program for Formal Nurse Leaders** by **Jill Whade, DNP, MSN, RN**, and **Elaine Marinello, MSN, RN** (both of Nursing Administration).

COMINGS & GOINGS

4C Mother-Baby welcomes **Nan Kim, RN**; **Averyanna Sullivan** and **Alexandra Ten-Broek**.

6A CVIC welcomes **Sheldonia Simmers, RN**, and **Lashonda Brayboy, RN**.

Case Management – North Hospital welcomes **Mark Twilla, BSN, RN**.

CICU welcomes **Colton Myrick, BSN, RN**, and **Nina Christina, RN**.

Home Health welcomes **Charles Klusman** and **Alyssa Ellenberger**.

Nursing Education welcomes **Sha'Kera Chantel Lewis**.

Pathology Transfusion Services welcomes **Alana Boehmer** and **Kylie Hoton**.

Primary Care – Oberlin welcomes **Jamela Reddick**.

Urgent Care – Oberlin welcomes **Justin McLaughlin** and **DeLonna Martin**.

Michelle Deans, PA, transitioned to the A-Fib Center of Excellence team.

IN MEMORIAM



We are saddened to share that **Nadia Meyer, MD**, (Psychiatry) passed away unexpectedly on April 5. Dr. Meyer was a full-time member of our Psychiatry team from March 2022 through earlier this year.

Please join us in keeping her family, friends and loved ones in your thoughts during this difficult time.

Exceptional People. Exceptional Care.

Another Round of Straight A's from The Leapfrog Group

We are pleased to announce that, for the fourth time in a row, all three of WakeMed's hospitals received A's on the latest Hospital Safety Grades, which were released this month by The Leapfrog Group. The accomplishment places Raleigh Campus, Cary Hospital and North Hospital in elite company: only 29% of hospitals nationwide received A's in this round of scores.

"These repeat A's are a reflection of the commitment shared by all members of our WakeMed team and our ongoing work to improve quality, patient safety and service. Multidisciplinary groups have been working tirelessly over the past few years and are making a measurable impact on patient outcomes. While this recognition is well-deserved, what I am most proud of is the difference these efforts are making for our patients," commented **Karen Chilton, MD**, senior vice president, Chief Quality Officer.

The Leapfrog Group is a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. The group publishes Hospital Safety Grades twice a year based on information reported from government agencies and other sources. This program focuses exclusively on safety (accidents, injuries and errors).

Congratulations, and keep up the great work!

North Hospital Accepts Top Teaching Hospital Award



Representatives from The Leapfrog Group recently visited North Hospital to present a plaque in recognition of the facility being named a Top Teaching Hospital in 2022. **Donald Gintzig**, president & CEO, joined the North Hospital leadership team and numerous employees to accept the award during a Staff Town Hall on May 9. Congratulations, North Hospital team, on this outstanding recognition!

WakeMed Children's Named a Top Hospital for Pediatrics

WakeMed Children's Hospital recently made The Leapfrog Group's list of Best Hospitals for Pediatrics, in partnership with Money.com. Eligible pediatric hospitals were required to complete the annual Leapfrog Hospital Survey and have earned an A or B on the most recently reported Leapfrog Hospital Safety Grade.

As one of only 25 U.S. hospitals to take home the honor, this distinction recognizes that WakeMed Children's Hospital consistently delivers the safest, highest quality care for pediatric patients along with an excellent hospital experience.

The Leapfrog Group and Money.com used data from the 2022 Hospital Survey and applied five criteria measures including patient experience, medication administration, ICU physician staffing, never events, and hand hygiene. WakeMed Children's Hospital achieved the standard or performed considerable achievement across all five criteria measures.

WakeMed Recognized as Outstanding Employer for Diversity

WakeMed was again named one of America's best employers for diversity, according to a new ranking by *Forbes* magazine. The list includes 500 companies nationwide and identifies the best employers that are dedicated to diversity, equity and inclusion - as determined by employee ratings on an independent survey.

To create the ranking, *Forbes* partnered with Statista to survey 60,000 Americans working at businesses with over 1,000 employees. The respondents rated their organization on a variety of factors, including age, gender, ethnicity, disability and sexual orientation equality, as well as general diversity.

Kudos to everyone who helps make WakeMed such an exceptional place to work and care for others!

SKIP THE LINE ORDER ONLINE!

Online Ordering Available at Many WakeMed Retail Locations

We are pleased to share a new feature in the WakeMed All Access App: online ordering from a variety of WakeMed retail locations. The GET ordering platform, accessible through the WakeMed All Access App, makes it easy to place and pay for orders and pick them up at the time you choose.

Online ordering is now available at these locations:

Cafeterias

Breakfast and lunch options from the Grill & Deli stations; Monday – Friday

- > Café 3000
- > Points West Café

Coffee Shops

Full menu available during ordering windows

- > Daily Dose Café
- > The Bistro

Gift Shops

Order fresh and paper flowers, stuffed animals and more; Monday – Friday

- > Cary Hospital
- > Raleigh Campus



How to Order Online

- > Open the WakeMed All Access App and click the "More" menu at the bottom right
- > Select "Order Online – Food & Gifts" from the menu of options
- > To pay with credit card or Apple Pay, select Guest Ordering
- > To pay via payroll deduction, log in (Duo authentication required) then select "Order" from the menu at the top right
- > Select your location and choose your items
- > Online ordering hours vary and only those locations currently accepting online orders will appear in the list

Employees can also log in to view current and past pay period balances for purchases at WakeMed cafés and coffee shops, Raleigh Campus & Cary Hospital Gift Shops, and Volunteer Services sales (current pay period split only). The WakeMed retail pharmacies and North Hospital Gift Shop use a different point-of-sale system and are not included.

Don't
have the
WakeMed
All Access
App?



WakeMed Recognized for Organ Recovery Excellence

WakeMed and HonorBridge staff members who play integral roles in the recovery of organs, tissues and eyes for lifesaving/life-enhancing donation gathered for the annual flag raising at 10:08 am on April 5 at Raleigh Campus. The time of the flag raising symbolizes that one donor can save eight lives. The flag flew throughout April at WakeMed and approximately 50,000 other sites throughout the United States.

WakeMed had the highest number of organ donors within the HonorBridge service area in 2022, thanks to the outstanding professional relationship among WakeMed Critical Care, Surgical Services, Spiritual Care and other key teams and HonorBridge staff. Thanks to the great work of teams at both Raleigh Campus and Cary Hospital, we celebrate the following in 2022:

- > 49 lifesaving organ donors
- > 134 organs from WakeMed transplanted
- > 85 tissue donors
- > 236 tissue grafts recovered
- > 98 eye donors
- > 124 corneas from WakeMed transplanted

HonorBridge is the largest organ procurement organization in North Carolina, serving 77 counties and one county in Virginia.

Welcome New Physicians



Malini Chandra Serharan, MD
Hospital Medicine



Kelly Kamp, MD
ENT – Head & Neck
Surgery

Welcome New Advanced Practice Providers

Hannah Fratantuono, PA
Gastroenterology

Danielle Jones, NP
Neonatology

Caitlin Meaton, PA
Hospital Medicine

Daniel Reuther, PA
MyCare 365

Marguerite Swick, NP
Heart & Vascular



WakeMed
Physician Practices

NEWS



The annual Volunteer Appreciation Luncheon is an opportunity for WakeMed to show our gratitude to our 1,340 volunteers for going above and beyond for our staff, patients and visitors. You truly make a difference, and we appreciate all you do.



Have news to share?

Send it to microscope @wakemed.org

Below: WakeMed employees across the health system took advantage of the beautiful spring weather in early April and enjoyed group walks at several of our facilities. Thanks to everyone who joined us in "taking steps" to good health!



Below: Our young patients – not to mention our staff – had a "howling" good time when members of the NC State University football team stopped by the Children's Hospital for a visit. Thanks to the Wolfpack staff, coaches and players for spending time with our patients.



Left: Many employees took advantage of the on-site Education Fairs this spring to ask questions and learn how they can take the next steps in their careers. Representatives from local colleges were on-site to talk about available programs, application process and eligibility. The fairs also included information about WakeMed tuition reimbursement, scholarship opportunities and other professional development programs.

Bottom left: WakeMed Executive Vice President & Chief Operating Officer **Tom Gough** recently delivered a presentation about our whole-person health campus to more than 50 members of the Garner Rotary Club, the Garner Chamber of Commerce and other community and elected leaders. The presentation focused on WakeMed's vision to establish this unique campus highlighting the connection of mental and physical health. Pictured: **Carolyn Knaup**, WakeMed SVP, Ambulatory & Strategic Operations; Garner Mayor Ken Marshburn; **Tom Gough**; **Karen Weaver**, Garner Emergency Department manager; Garner Town Council member Kathy Behringer; and WakeMed Board member **Sonia Barnes**.

Far left: **Daniel Fox**, MD, executive medical director of inpatient hospital & critical care medicine, recently received the Old North State Award from Governor Roy Cooper in recognition of his excellence in patient care, service and leadership of the WakeMed Pulmonary & Critical Care team throughout the COVID-19 pandemic. Dr. Fox was nominated by WakeMed colleagues and received letters and signatures of support from more than 150 members of the WakeMed community.

MAY IS STROKE MONTH

BE FAST to stop stroke

In the event of a stroke, getting medical attention right away can minimize long-term effects and reduce the risk of death.

That's why it's so important to be aware of the signs and symptoms – and if you or a loved one experience any of these symptoms, act quickly.



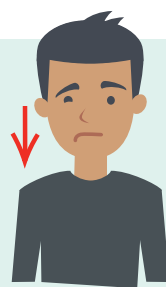
BALANCE

Is the person losing his/her coordination or balance? Is he/she having trouble walking?



EYES

Is the person having trouble seeing out of one or both eyes?



FACE

Ask the person to smile. Does one side of the face droop?



ARMS

Ask the person to raise both arms. Does one arm drift down?



SPEECH

Ask the person to repeat a simple sentence. Are the words slurred? Can he/she repeat the sentence correctly?



TIME

If the person shows any of these symptoms, time is important. Call 911 and get to the hospital fast. Brain cells are dying.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



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



A NOTE FROM OUR CNO

Welcome to National Nurses Month!

During the month of May nurses across the country are taking time to celebrate and reflect on their many contributions to the health and well-being of patients, families and communities. The American Nurses Association (ANA) theme, “*You Make a Difference*”, speaks to that broad reach. I hope each of you will consider how YOU have changed the world, one patient at a time. But while you’re at it, consider how you have helped change professional practice, your workplace environment, or that of any organization of which you’ve been a member. You’ve changed the world in schools, places of worship, sports, professional and community organizations, and through national and international volunteer efforts. And everywhere you’ve been, you’ve reflected the CARES culture we so cherish as WakeMed nurses.

So, this month, celebrate the wonderful profession of nursing and your place in it. Let’s honor that impressive professional power and continue partnering with others to change the world of health care, one day, one hour, one patient at a time.

Celebrating you!



Curating a Caring Procurement Process

HonorBridge’s annual recognition event, Pause to Give Life, was held in early April. During the event, WakeMed was recognized for excellence and leadership in organ, tissue and eye procurement in the state of North Carolina.

WakeMed and HonorBridge have enjoyed an outstanding working relationship for many years, and they are constantly working together to improve on their already solid procurement process. Many WakeMed staff and providers have been instrumental in organ, tissue and eye recovery efforts throughout the years. Two WakeMed nurses – **Catrice Ayscue**, RN, CNRN, manager (Neuro ICU and STICU), and **Tonya DeSorbo**, Neuro Clinical Nurses Specialist (CNS) – have been carrying out the final wishes of end-of-life patients and their families for a combined 45+ years.



Ayscue began assisting with donor management in 2001 when she joined Neuro Intensive Care. She became the unit’s manager in 2012 and began her tenure as chair of the donor resource team – a role she continues to fulfill today.

DeSorbo’s career in donor management began on the unit in 1999 when she was a clinical nurse. She became the unit’s supervisor in 2013 and the Neuro CNS in 2022. Ayscue and DeSorbo have served as active members on the donor resource team and are compassionate advocates for our donor families.

Thanks to these two special nurses and all the members of the WakeMed family who assist with this life-giving and sustaining process.



Strengthening Our Voice in Clinical Practice

In January, Clinical Nurse Specialist **Ashley Gordon**, MSN, APRN, received Nursing’s Leader of Excellence for her strong commitment to our profession and ensuring critical care nurses have a voice in their practice. She was also recognized for her:

- > Vital role in quality improvement
- > Hands-on approach to leadership
- > Support of Chasing Zero efforts
- > Outstanding support of bedside nurses during the pandemic

“Ashley is an amazing nurse and CNS,” said a fellow nurse. “She is always willing to jump in and lend a hand when needed... Ashley exemplifies leadership in her knowledge, skills and attitude.”

Combining Our Quality & Practice Councils



“They say ‘don’t reinvent the wheel’, but they never said don’t reimagine it!” Nursing’s Practice Council and Quality Council have combined their members and their initiatives into a single council – the Nursing Practice & Quality Council (NPQC). “Our shared decision-making process has been working well, but we still have opportunities to streamline efforts for more effective change, while reducing project overlap,” says **Erica Cook**, MSN, APRN, Cardiac Intermediate Care CNS and **Jenna Davis**, MSN, RN,

(2 West Intermediate Care – Cary Hospital). Davis, pictured above, is the chair of the new Nursing Practice & Quality Council.

“We also believe that combining our work will strengthen our impact on nursing practices and our voice in the overall care of our patients,” adds Davis. Council members received some guidance from literature, specifically *The Journal of Nursing Administration’s* article, *Moving Shared Governance to the Next Level: Assessing Council Health and Training Council Chairs*.

The new Nursing Practice & Quality Council had their first official meeting in May. Members are energized by this positive change and look forward to working together.

The revised structure reflects the growth and diversification of our system. This is one of the several ways Nursing advocates for the clinical nurse voice to be heard.

R RELATIONSHIPS

Giving Love to Long-stay Patients

At WakeMed, we care for all those who seek our services. We and most acute care hospitals have a population of patients who are ready for a different level of care, typically a skilled nursing facility, but are difficult to place for a variety of reasons. At the height of the pandemic and in its aftermath (early 2022), our case managers were helping more than 90 complex, long-stay patients within our system. “Our case managers remain essential partners to advocate for our patients getting acceptance at the right level of care,” says **Kim Willis**, MSN, RN, director (Heart Center Operations). “These complex cases require a high level of coordination between the interdisciplinary clinical team and case managers to reach placement at the next level of care in addition to providing ongoing support and collaboration with the patients and families. In addition, Dr. O’Brien’s team and Rehab Case Management are experts at simplifying the clinical treatment plan while continuing to meet the patients’ needs to increase the chance of placement at external facilities.” Complex care needs (mental health, complex medical issues, etc.) and payer funding are the most common sources of placement challenges “These patients often have no family support,” says **Bridget Hall**, BSN, RN, manager (6A CVIC). With this in mind, many of our nurses and unit staff become these patients’ family and friends.



6A, 5A, 3A and several other units at Raleigh Campus as well as units at Cary Hospital and North Hospital become temporary homes for these patients. “We have a long-stay patient who helps with simple tasks at the

desk because she wants to feel useful and needed,” says **Amy Sullivan**, BSN, RN, manager, (3A CVIC). Both Hall and Sullivan talked about the special things staff do for these patients, such as including them in unit parties, bringing them Valentine’s, helping them with grooming and providing clothing.

In addition, high-quality care, such as improving mobility and hospital-acquired infection risk reduction, remains a priority to clinical nurses when providing daily patient care for months. For example, 5A nurses, in collaboration with an interdisciplinary team, transitioned a patient with quadriplegia off the ventilator. The patient is now mobile in a wheelchair, which greatly improves the patient’s experience and health outcomes. It also opens options for placement in a more appropriate facility. Similarly, another 5A patient with a greater than one-year WakeMed tenure understood the importance of preventing a central line infection. The patient is proactive in their care by stopping by the manager’s office daily to have their central line dressing assessed.

Our nurses consistently tailor care such that high-quality, safe care is uniquely individualized to each patient.

E EXCELLENCE

WakeMed Nursing Well Represented at NCONL Conference



Eight WakeMed Nursing leaders attended the annual North Carolina Organization for Nurse Leaders (NCONL) conference in Greensboro in March. Two of our leaders – **Jennifer Elliott**, DNP, APRN, director (Critical Care), and **Allison Stewart**, BSN, RN, manager (CICU), presented their poster “Nurse Leaders Ignite Bundle Compliance for Quality and Safety Outcomes in Critical Care.”



Pictured L to R: **Trisha Jones**, **Allison Stewart**, **Karen Reavis**, **Jennifer Elliott**, **Amanda Dupuis**, **Brigit Piercy**, **Dianna Knight** and **Waqiah Ellis**.



S SAFETY



Falls Prevention and Highly Engaged Teams

Raleigh Campus’ **1E Clinical Evaluation Area** and **2C Rehab** teams have made patient safety a high priority on their units by diligently performing Falls Gemba/Safety rounds, utilization of AvaSys, conducting purposeful hourly rounding, and use of key safety equipment such as chair and bed alarms. Their commitment to patient safety, tailoring high fall risk interventions to patients and having highly engaged interdisciplinary teams earned them Humpty Dumpty award honors!

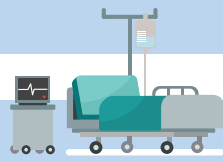
The 1E CEA team’s strong culture of safety is the result of their ongoing commitment to fall prevention. Their utilization of an interdisciplinary team and making patient safety a priority has made a significant impact on patient care and quality outcomes. 1E CEA was honored in January for achieving zero falls with injury during the last eight months.



Leadership through Relationships

In March, **Abby Dickinson**, BSN, RN, RN-BC, manager (Neuro Intermediate Care), earned Nursing’s Leader of Excellence award for her diligent attention to patient flow and improving the patient experience during the months she served as manager of Surge. Much of her accomplishments are thanks to her abilities to create strong working relationships to get things done!

Nurses extolled her many attributes, including but certainly not limited to “Genuine; heart of gold; goes the extra mile; always willing to help; rises to the occasion; commitment; poise; approachable; engages others; accessible; transformational leader; and builds relationships.”



Long-Stay Patients in Our Care SYSTEM-WIDE

3 patients
with length of stay (LOS)
> 400 days

8 patients
with LOS
> 200 days

19 patients
with LOS
> 100 days

23 patients
Discharged with LOS
> 100 days in past
3 months



MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor
WakeMed Employees, Photos

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WakeMed Farmers Market



Now happening at Raleigh
Campus and Cary Hospital!

The **Raleigh Campus** market occurs in the Courtyard on Tuesdays from 10 am to 2 pm through the end of September (excluding holiday weeks).

The **Cary Hospital** market is in the cafeteria on the third Wednesday of the month between May and August.

Come by and support local craft, specialty food/beverage, beauty and produce vendors. All vendors have been screened and follow safety protocols.

WELL-BEING INDEX: Five Minutes to a Greater Understanding of Your Well-Being

How well do you understand your state of mind? Now, WakeMed employees can anonymously compare your state of mental health and well-being to other U.S. health care workers using the MedEd Solutions Well-Being Index. Scan the QR code to get started.



Follow us!

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



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WakeMed & WakeMed Children's



WakeMed App

CALENDAR OF EVENTS

Employee Well-Being Events

WakeMed Cycling Club Payday Rides

Occur throughout the summer on payday Thursdays

The group meets at the Wake Orthopaedics location (3009 New Bern Ave.) at 5:30 pm and rides along the Raleigh Greenway to the Neuse River Trail and beyond. All rides are no drop rides, which means no one will be left behind. All participants must wear a helmet and have a signed waiver on file. For details about the cycling club, please email Bob Nelson at bonelson@wakemed.org.

Corporate & Community Health Education Classes for Staff

June 6, 7 & 14: Fresh & Local

Corporate & Community Health presents live monthly health classes virtually via Webex. The classes are led by a registered dietitian and cover a variety of topics related to nutrition and health. These classes are open and complimentary to all WakeMed employees. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

Mind-Body Connection June 9

Join this webinar, provided by WakeMed's Employee Assistance Program (EAP) vendor, BHS, to learn about work/life balance. This webinar reviews the connection between the mind and body and methods of using this relationship to improve individual wellness. To join, visit MyWakeMed Upcoming Events.

Virtual Meditation Class June 14

Join Corporate & Community Health for a 30-minute guided meditation class that will leave you feeling relaxed and refreshed. The instructor will lead you through gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

CEO Employee Forums Start May 25

Join Donald Gintzig, President & CEO, in person or virtually, for an informal conversation to learn how we're doing and what's ahead for WakeMed. Visit MyWakeMed to connect to one of the virtual forums on June 14 and June 28, or join in-person at one of the following locations:

- > **Cary Hospital:** Thursday, May 25, 3 pm
Conference Center
- > **North Hospital:** Tuesday, June 13, 2 pm
Conference Center
- > **Raleigh Campus:** Thursday, June 29, 2:30 pm
Heart Center Conference Center

Upcoming Blood Drives

Give the gift of love! WakeMed's blood drives can directly impact our patients. For more details and to sign up for a time that fits your schedule, visit MyWakeMed.

- > **Raleigh Campus** – June 7 & 8, 7:30 am to 5 pm
both days
- > **Cary Hospital** – June 7, 7:30 am to 5 pm
- > **North Hospital** – June 7, 10 am to 3 pm
- > **Apex Healthplex** – June 7, 10 am to 3 pm
- > **Garner Healthplex** – June 7, 10 am to 3 pm

WakeMed Pediatric & Neonatal Speaker Series

Thursday, May 25, 9 am to 4 pm
Andrews Conference Center

Topics, panel discussions and breakout sessions include multisystem inflammatory syndrome in children post COVID-19, spiritual care services, neonatal sepsis and more. 6.25 Nursing contact hours are available. To register, search "2023 WakeMed Pediatric and Neonatal Speaker Series" on Eventbrite.com. For more information, please contact Cynthia Roy at cyroy@wakemed.org.

Stroke Educational Series – Code Stroke Algorithm

June 6

Attend this session in person or virtual to learn about the Stroke Program's recent Kaizen event and the changes that were made to the Code Stroke algorithm as a result. This course offers CNE, stroke hours and NPDP leadership hours. To learn, please read the WakeMed Weekly.

Cyber Security Awareness & Phishing Training

June 14

WakeMed takes privacy and security very seriously. This training will help staff members identify key elements of questionable emails and offer guidance when confronted in similar situation. The session will also cover general cybersecurity advice to help keep individuals safe both here at WakeMed and in their personal lives. Join us to improve your cybersecurity awareness! Register on WakeMedU.

Wake AHEC Events

Maternal Loss & Infant Mortality – June 4

Cultural and Systemic Considerations for Working with Latine Communities – June 5

Ethical Use of Power – June 9

NC Public Health Law Overview and Update 2023 – June 14

Rethink Permanency Conference – June 15

Using ACT for Difficult Thoughts & Feelings – June 19

Multidisciplinary Approaches to Lung Cancer Screening and Treatment – August 15

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