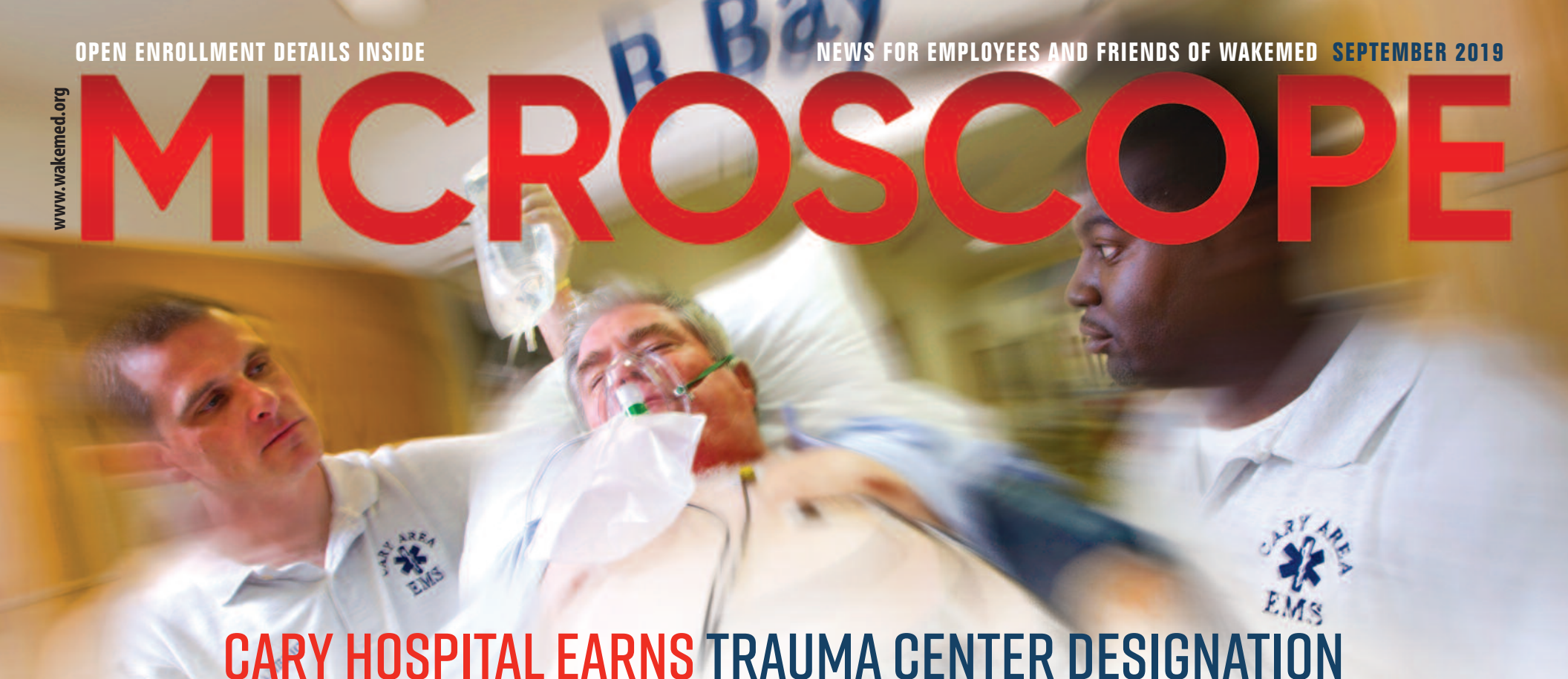


MICROSCOPE



CARY HOSPITAL EARNS TRAUMA CENTER DESIGNATION

In August, the North Carolina Office of Emergency Medical Services officially designated Cary Hospital as a Level III Trauma Center. Patients in Wake County and referring counties will now benefit from having two exceptional trauma programs in the area – both led by WakeMed.

The official designation comes after an on-site survey, which took place in May, and is the culmination of years of effort to build a trauma program from the ground up. The process began several years ago and included an interdisciplinary team from Cary Hospital and Raleigh Campus who worked together to establish trauma activation criteria, transfer agreements, injury prevention activities and a performance improvement process.

In addition to the trauma surgeon group education, Emergency Department trauma nurses and trauma technicians went through intensive training. The trauma trained Advanced Practice Provider group added 24/7 in-house coverage. Physician liaison support also grew – specialty consultants were identified and engaged, including, but not limited to, emergency medicine, orthopedics, intensivists, anesthesia and imaging. Once these requirements were in place, Cary Hospital began treating trauma patients last year in order to refine processes and gather the data needed to officially obtain Level III Trauma designation.

“This has been a lengthy and exhaustive process, requiring extensive training and education for staff and providers across many service areas. We are grateful to everyone who has been involved and so supportive along the way,” commented **Matt Alleman**, MD, medical director, Cary Hospital Trauma Services. “As we were able to show in our survey this



spring, Cary Hospital is in a position to provide the best care to the injured, right here in our community.”

Establishing the Cary Hospital Trauma Program has opened up new avenues for collaboration across WakeMed’s hospitals and enhanced our relationship with both Wake County EMS and local rescue providers. “The number of patients we have cared for and logged into the trauma registry has been greater than we expected and has proven the need for another Trauma Center in Wake County was greater than expected. This demonstrates the obvious service need WakeMed is fulfilling for the community,” explains **Rhonda Vincent**, RN, Trauma Clinical Nurse Specialist.

Cary Hospital has a high volume of geriatric trauma patients (age 55+), providing an opportunity for the enterprise to serve as a leader in demonstrating excellent geriatric trauma patient care for other organizations throughout North Carolina. The program is strengthened by our system relationship and working closely with Raleigh Campus’ Level I Trauma Center.

“This designation supports Cary Hospital’s commitment to offering the highest-quality health care, closer to home. Western and southwest Wake County and surrounding communities will continue to benefit greatly with the addition of Cary Hospital’s trauma services,” said **Tom Gough**, senior vice president and administrator, Community Hospitals. “I want to send a special thank you to the entire team and the support of Raleigh Campus for the hours of time and effort into bringing trauma services to Cary Hospital.”



Get Ready for WakeMed Gives!

The 2019 WakeMed Gives Employee Giving Campaign begins October 1 and runs through October 31! We hope you will join us in this annual opportunity to make our mission not just what we say – but also what we do. Your generosity will make a positive impact on many patients, their families and our own WakeMed family. The WakeMed Gives Board has planned lots of fun activities throughout the campaign, so there are lots of ways to get involved. See below or visit MyWakeMed for details.

A huge thank you to our campaign chairs who have given so much of their time and energy to help us create another successful campaign this year:

- **Executive Chair: Carolyn Knaup**, senior vice president, Strategic Ventures & Ambulatory Operations
- **Physician Chairs: John Sinden**, MD, WakeMed Heart & Vascular Physicians & **Karen Chilton**, MD, interim chief quality officer
- **Employee Chair: Spencer Pontz**, business development
- **Employee Vice Chair: Liz Watson**, director, Revenue Cycle

Donate!

You may designate your gift to the WakeMed Gives fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. No matter the amount of your gift, you can be sure 100 percent of your donation will go directly to the organization you choose and make a real difference in our community.

There are many ways to give:

- Online at www.easymatch.com/wakemedgives
- Cash, check or credit card
- PDO (online only)
- Payroll deduction – one-time payment or spread over 26 pay periods

Questions? Contact the Foundation at 919-350-7656.

Support WakeMed

By giving to the WakeMed Gives fund, 100 percent of your donation will support:

- **Employee Emergency Assistance** – providing financial assistance to WakeMed employees who are facing personal tragedy or hardship.
- **Employee Education** – offering financial assistance to WakeMed employees who are interested in advancing their knowledge and skills. Check out the Foundation intranet page for more info.
- **Patient Program Assistance** – supporting urgent needs for patients and families including meal/travel vouchers, prescription assistance and connection to other needed resources. In 2017-2018, this fund also supported community population health & behavioral health programs.
- **Projects & Programs** – funding for internal WakeMed programs, equipment and departmental needs. This means YOU could receive funding for an innovative idea that improves patient care!

UPCOMING EVENTS

Campaign Kickoff

Tuesday, October 1
6:30 to 9:30 am

- Raleigh Campus, Café 3000
- Cary Hospital, Points West Café
- North Hospital, Falls Café

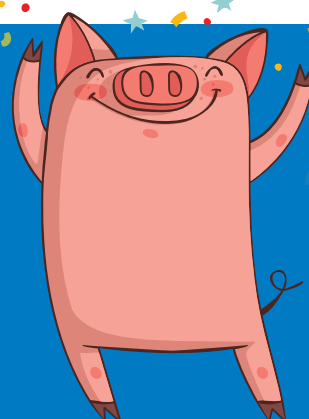
Bring your colleagues help us kick off the campaign! Enjoy a complimentary breakfast and show your WakeMed spirit while supporting WakeMed Gives.

Piggy Parade

The Piggy Parade is back and better than ever! Tap into your creative side and dress your department piggy in their very best, then set them on the ‘virtual runway’ to compete for the coveted Piggy Parade title and trophy.

- Pick up: From your Ambassador or September 26 management meeting
- Photo Submission Deadline – October 8 by 5 pm
- Round 1 Virtual Voting Online – October 14 – 18
- Round 2 Virtual Voting Online – October 21 – 25

With questions, check out the Piggy FAQ online or contact Holly King, manager (Patient Financial Services) at hking@wakemed.org.



Auctions

Show your support by donating an item for this year’s auction. Get creative – you can donate anything from a gift basket to an experience. To enter an auction item, contact Susan McFarland (Raleigh Campus auction), Marcy van Schagen (Cary Hospital auction), Dana Knapp (North Hospital auction), or Tabatha Barbour (Operations Center auction).

Raleigh Campus

Thursday, October 10
11 am to 2 pm
Hallway Outside Credit Union

Cary Hospital

Thursday, October 24
11 am to 2 pm
Points West Café

North Hospital

Friday, October 11, 11 am to 2 pm
Main Lobby

Operations Center

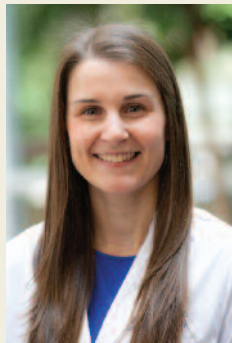
Wednesday, October 16
11 am to 2 pm
First floor atrium



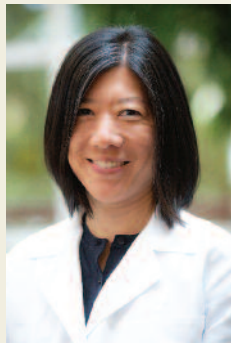
Welcome New Physicians



Candice Ray, MD,
Pediatric Intensivist



Katherine Bishop, MD
OB-GYN



Rhoda Chang, MD
Primary Care – Brier
Creek



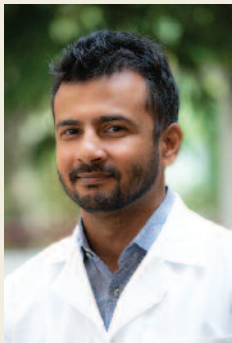
Megan Gooch, MD
Pulmonary-Critical
Care Medicine – Cary
Hospital



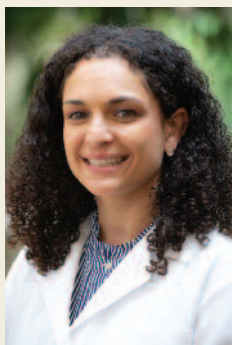
Anton Manasco, MD
Pulmonary-Critical
Care Medicine – Cary
Hospital



**Amirreza
Motameni, MD**
Surgery/Trauma



Saroj Neupane, MD
Heart & Vascular
Physicians



Joanna Evans, MD
OB-GYN



Ajaydeep Sidhu, MD
Urology



Seth Bernstein, MD
Hospital Medicine –
Raleigh Campus



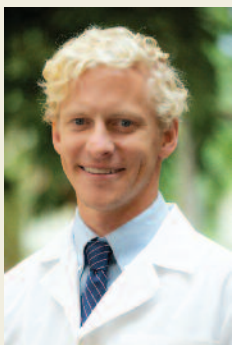
**Erin McGloin
Shanahan, MD**
Pediatrics



John Neal, MD
Orthopaedics



**Chelsea
Ngongang, MD**
Cardiology



Lewis Overton, MD
ENT – Head & Neck
Surgery

Welcome New Advanced Practice Providers

Christine Williams, PA
Urgent Care

Kristopher Decker, PA
Urgent Care

WakeMed Bariatric Surgery & Medical Weight Loss: New Name, Same Exceptional Care

This month, the physicians and staff of WakeMed Physician Practices—Bariatric Surgery and WakeMed Bariatric Specialists of North Carolina joined together to establish one of the largest, most comprehensive bariatric surgery and medical weight loss groups in the state.

Now known as WakeMed Bariatric Surgery & Medical Weight Loss, our exceptional team of dedicated providers will continue to deliver the highest quality weight loss and bariatric care to our patients. In addition to the highly skilled physicians at WakeMed Bariatric Surgery & Medical Weight Loss, our patients are also supported by a team of registered dietitians, fitness specialists, physical therapists, behavioral health specialists, and other partners who can provide wellness coaching, fitness solutions and additional support as needed. To learn more, visit wakemed.org/weight-loss.

WakeMed Physician Practices' Names are Changing

The naming structure for many of our WakeMed Physician Practices locations is changing. While the change is now official, you will see it happen gradually as materials and signage are updated. The changes have been made in Epic and are being made on the website, so it is important for staff to be aware. The goal of this change is to make the names shorter while reinforcing the WakeMed brand. The overarching brand will remain WakeMed Physician Practices, but you will no longer see that phrase on the individual practices. Moving forward, the naming guidelines for physician practices will be:

WakeMed + Specialty/Subspecialty + Geographic ID (town, building, street, etc.)

While we always strive to be consistent, the geographic ID varies depending on location. For example, if there are more than two locations in a given town, a street name is often used.

Here's how this change will impact practice logos:

OLD LOGO



NEW LOGO



Exercise for Peripheral Artery Disease

If you have been diagnosed with peripheral artery disease (PAD), you may feel cramping, pain or tightness in your calf muscle when you walk even a short distance. That pain is intermittent claudication and it can be discouraging. WakeMed Rehabilitation's new Peripheral Artery Disease Structured Exercise Therapy (PAD SET) can help improve your endurance, pain and the distance you can walk.

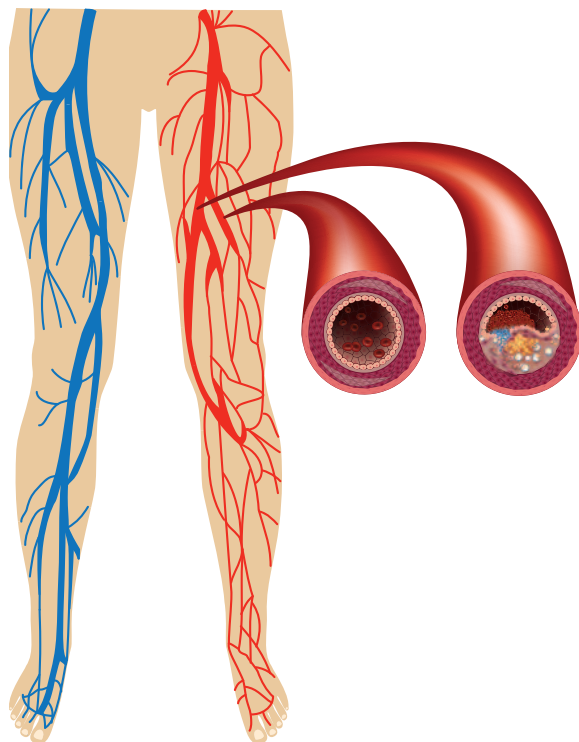
PAD & Intermittent Claudication

Peripheral arteries are the vessels that deliver blood to your legs, arms, stomach and head. Peripheral artery disease (PAD) is the narrowing of these arteries caused by a buildup of plaque on artery walls. PAD is very common in the legs. Varicose veins are a type of PAD.

Claudication or intermittent claudication results from lack of blood flow to the muscles during activity, such as walking or climbing stairs. The pain usually passes when you stop moving, only to resume when you start walking again.

Managing PAD Pain with Structured Exercise Therapy

Believe it or not, walking and exercise are the right things to do to relieve your pain. You just need to know how to build up your endurance and WakeMed Rehab's PAD SET program can help. WakeMed's PAD SET program includes 45-minute sessions, three times a week for 12 weeks. Currently, Medicare and Medicare Advantage programs cover PAD SET. A physician referral is required to participate in PAD SET. Call WakeMed Rehabilitation Certified Clinical Exercise Specialist Hope Choplin at 919-350-7068 for additional information and to register.



WakeMed's Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the "Report a Good Catch" link on MyWakeMed.



A 47-year-old patient with *C. diff* was facing the prospect of a total colectomy, which is a standard practice and recommended by the patient's surgical team. **Cristina Kaifer** and **Shannon Holt** (both of Pharmacy) recalled a procedure they had read about that involved creating a temporary loop ileostomy and address the infection that way, rather than the complete colectomy to improve patient quality of life if successful. The pharmacists shared the article with the surgeon, who was open to trying the alternative solution. The procedure was a success and the patient experienced a much better outcome due to the novel innovation.



Sissy Winstead, RN, (Surgical Services – Cary Hospital) was providing a lunch break for a colleague when she made her Good Catch. She was helping prepare medications for a surgery when she noticed that the heparin, which was supposed to be mixed in with 500 mL of normal saline, had not been opened, but the lidocaine in the room was open. The 500 mL bag was labeled as containing heparin, but it appeared lidocaine had been injected instead. Sissy retrieved a new bag, injected the heparin and gave it to the surgical tech. When the colleague returned from lunch, Sissy explained the situation. The colleague agreed that lidocaine had most likely been mixed by mistake, so thanks to Sissy's attention, no medication errors occurred.



Benefits Open Enrollment is your annual opportunity to make changes to your benefits for the coming calendar year. More in-depth information about benefits is included in the 2020 Benefits Handbook, which will be mailed to your home address in late September. An electronic version of the handbook will also be available on MyWakeMed.

We strongly encourage all employees to complete the Open Enrollment process in Lawson as this is an excellent time to review your benefits and retirement contributions, update beneficiaries and make any other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

With questions, contact the Benefits team at ext. 08143 or benefits@wakemed.org.

2020



BENEFITS

OPEN ENROLLMENT

OCTOBER 7 – 28

Social Security Number Reminder

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plans. You must update this information in Lawson during the enrollment process.

Medical Plan

Administered by Blue Cross Blue Shield

Blue Cross Blue Shield (BCBS) of NC is our claims administrator for the medical plans. Employees will continue to have the choice of two medical plans – Select and Premiere. The Select Plan will have lower monthly premiums than the Premiere Plan, but members will pay more at point-of-service (higher copays, deductibles, coinsurance, etc.). The Premiere Plan costs more per month in payroll contributions, but the out-of-pocket costs are less than those of the Select Plan.

If you do not complete Open Enrollment, you will automatically be re-enrolled in the same level plan you are currently in.

If you do not complete Open Enrollment, you will automatically be re-enrolled in the same level plan you are currently in.

Things to Know

- **Medical Plan Rates:** There will be no increase to the Select plan premiums, and a slight increase to the Premiere plan premiums for 2020.
- **Medical Plan Designs:** Deductibles will be waived for skilled nursing, durable medical equipment (DME) and diabetic DME supplies. These services will have a 20 percent coinsurance on the Select plan and a 10 percent coinsurance on the Premiere plan for all in-network tiers.
- **Medical Plan Networks:** Networks in 2020 will be the same as in 2019. The Select Plan will continue to include four provider networks (tiers) and Premiere Plan will have three provider networks (tiers). You can verify the tier your providers are in by going to www.myhealthtoolkitnc.com.
- **ID Cards:** New ID cards will NOT be issued for plan year 2020. Only new members to the plan will receive ID cards.

Prescription Drug Changes

Provided by OptumRx; Administered by RxBenefits

OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug benefits for both plans are identical in coverage. OptumRx will NOT issue new ID cards for 2020.

The only change to coverage for 2020 is the specialty medication coinsurance maximum will increase from a maximum of \$100 to a maximum of \$350. Maintenance drugs (those taken regularly for conditions such as high blood pressure, diabetes or asthma) and specialty medication prescriptions will still be required to be filled at the WakeMed Outpatient Pharmacy. If you have questions about maintenance medications, contact member services at 1-800-334-8134.

Dental Plan

Administered by United Concordia Dental

United Concordia Dental will remain as the dental plan claims administrator. Dental premiums will slightly increase for 2020. There are no changes to the dental benefits for 2020.

Vision Plan

Administered by EyeMed

The vision plan will remain with EyeMed with no changes to the benefits or premiums for plan year 2020.

Life & Disability Insurance

Administered by Lincoln Financial Group

Life and Disability Insurance will remain with Lincoln Financial Group and there are no rate changes to the life insurance and disability plans.

Starting January 1, 2020, Lincoln Financial Group will relax some of its underwriting requirements and institute a pre-existing condition limitation for Short Term Disability coverage. If you have a medical condition that has required

treatment in the six months prior to becoming insured, there will be no benefit paid for this specific or related condition for the first 12 months of coverage. During the first 12 months, all other causes of disability will be covered; and after 12 months of coverage, all conditions, including disabilities related to the pre-existing condition, will be covered.

WakeWell Healthy Rewards Account (HRA)

Administered by ConnectYourCare

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who met the requirements of WakeWell Rewards in 2019 and who are covered by the WakeMed medical plan as of January 1, 2020, will receive a deposit into their HRA account on or about January 10, 2020. HRA funds roll over from year to year, but you will lose your HRA funds if your enrollment in the WakeMed medical plan stops for any reason.

Flexible Spending Account (FSA)

INCREASED CONTRIBUTION LIMIT

Administered by ConnectYourCare

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between \$5 and up to \$500 will be rolled over into your 2020 account. All unused funds under \$5 and over \$500 will be forfeited. For plan year 2020, the maximum contribution will be \$2,700.

Remember, the Dependent Care FSA is for child or adult day care-type expenses. Unused funds from this account do not roll over – any unused balance from your 2018 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

Voya Voluntary Benefits NEW ADMINISTRATOR!

Administered by Voya

Voya is the new vendor for the WakeMed voluntary benefits for plan year 2020. WakeMed will offer two voluntary benefit plans through Voya

- **Voluntary Accident Insurance:** Provides a lump-sum benefit payment based upon injury and treatment received.
- **Voluntary Critical Illness Insurance:** Provides a lump-sum benefit payment for the first diagnosis of a critical illness.

Employees currently on the UNUM Voluntary products will have the benefit terminated as of December 31, 2019. If you would like to move to the Voya Voluntary products, you will need to re-enroll during open enrollment.

Q&A AND ENROLLMENT ASSISTANCE SESSIONS

Benefits specialists will be available to answer questions about benefits changes and help with the online enrollment process. See the flier on MyWakeMed for the full schedule!



BENEFITS FAIRS

Kick off the open enrollment period with our annual benefits fairs! Come learn more about your benefits and enter a raffle for great prizes!

RALEIGH CAMPUS
Conference Dining
Friday, September 27
7 am to 4 pm

CARY HOSPITAL
Conference Center
Thursday, September 26
8 am to 1 pm

NORTH HOSPITAL
Conference Center
Wednesday,
September 25
8 am to 1 pm

The results of WakeMed's 2019 Employee Assessment & Engagement Surveys are in and we are excited to share that the results for both were exceptional. The annual Employee Engagement Surveys are your opportunity to offer feedback on our work environment, leadership and patient focus. As in past years, the 2019 surveys were administered by Success Profiles to guarantee anonymity, and two separate surveys was offered: one for employed physicians and advanced practice providers and one for all other employees.

"WakeMed is an incredibly unique organization and our culture is one of the things that sets us apart. Your feedback is very important and will help us continue to grow and improve – all while strengthening our work environment and commitment to the community. I want to personally thank each employee and provider who completed the survey and shared your thoughts on what we are doing well and how we can further improve so you can find more joy and fulfillment in the work you do each day," commented **Donald Gintzig**, president & CEO.

We want to thank all of you for taking the time to share your honest feedback on our culture, the work environment you experience and how we can continue to improve the care we provide to our patients and their families. Here's a quick summary of the results – for more in-depth information about your department's results, ask your manager



Supporting the next generation of caregivers

WakeMed is committed to health education, and we have built strong teaching relationships with many schools and programs over the years. We continue to play an integral role in developing the next generation of highly-trained and skilled health care workers, providing students and medical residents opportunities to prepare for their future work and giving them a professional edge when it's time to apply for jobs.

On any given day, WakeMed hosts 50+ medical residents, 50+ medical students and 10 physician assistant (PA) students across different specialties. Annually, more than 2,200 clinical placements are made for pre-licensure nursing and nurse aide students system-wide each year. Additionally, clinical and non-clinical internships are offered throughout the year to students by various departments through school-affiliation agreements. Each summer, students from Wake Early College of Health Sciences, Enloe High School, and Athens Drive High School participate in intern and shadowing opportunities. Every July, students from the Wake Early College of Health Sciences intern at WakeMed to become immersed in the Wake Way through experiential learning.

These experiences expose students to broad experiences within a real hospital, outside of their classrooms, filled with real medical professionals and patients, where they get to develop their knowledge and skills in a hands-on way. "Students who come to us bring substantial value to WakeMed; they are highly motivated, enthusiastic to learn, knowledgeable, and well-trained. Their energy and knowledge inspire our physicians to create an effective and humane learning environment and to provide a higher quality of care to our patients and our community," commented **John Perry**, MD, vice president, Medical Education.

Resident physicians and students training to become physicians, advanced practice providers and nurses as well as students in other allied health careers come to WakeMed through affiliation agreements with area schools, including Wake Technical Community College, University of North Carolina at Chapel Hill, Campbell University, Duke University, and others.



For many, the opportunity to come to WakeMed as part of their schooling opens up new options and possibilities. Corporate & Community Health had two student interns this past spring who are now both working for WakeMed. "WakeMed is like a large family. From the moment I started at WakeMed, everyone has been so welcoming and kind! I took this job after my internship because I did not want to leave my WakeMed family. Each employee truly lives by the 'Wake Way' and it shows each and every day," said former intern **Stephanie Hamilton**, who is now a clinical aide in Acute Rehab Services.

As a growing health care organization, WakeMed benefits tremendously from the work and passion contributed by these students, and these training opportunities help support our Extraordinary Team and Healthy Community Aspirational Goals. A huge thank you to everyone who helps train and mentor these students – whether they are in high school, college, graduate school, residency, or anywhere else on their learning journey.

Employee Survey

For the employee survey, our score this year placed us above the 93rd percentile (top 7 percent of health care organizations surveyed).

PARTICIPATION
72.2%

RAW SCORE
78.85
Industry Average: 69.82

RANKING
93.6 percentile
of organization surveyed
by Success Profiles

Index Rankings

- **Patient Focus:** 95th percentile – top 5 percent!
- **Leadership:** 95th percentile – top 5 percent!
- **Work Culture:** 93rd percentile
- **Engagement:** 90th percentile
- **Management:** 84th percentile

Major Strengths

(percentiles listed in parentheses)

- I receive sufficient feedback about performance (99th)
- WakeMed provides employees with good opportunities for professional and personal development (97th)
- Senior leadership at WakeMed is actively engaged in initiatives designed to support retention (96th)

Areas with Significant Improvement

- Good performance by staff is recognized in my department (91st, up from 87th)
- In my department, changes have been made as a result of input from staff (80th, up from 76th)
- Retention of staff is recognized as important by my department's leadership (65th, up from 59th)

Opportunities for Improvement

- Staff are expected to demonstrate personal accountability (75th)
- Staff retention is important to department leadership (65th)

Physician/APP Survey

PARTICIPATION
98.8%

RAW SCORE
77.71
Industry Average: 68.43

RANKING
88th percentile
of organizations surveyed
by Success Profiles

Major Strengths

(percentiles listed in parentheses)

- WakeMed has been successful retaining quality people (95th)
- The leadership team at WakeMed Physician Practices is approachable whenever I have an issue I would like to discuss (94th)
- The morale of the staff indicates that this is a great place to work (94th)
- The employees at WakeMed are focused on providing exceptional care (94th)

Areas with Significant Improvement

- When significant changes occur in our organization, care is taken to ensure that staff understand the reason for the change (66th, up from 63rd)
- WakeMed is very consistent at providing a positive patient experience (90th, up from 87th)
- The medical staff leadership is effective at dealing with disruptive clinician behavior (89th, up from 88th)

Areas of Opportunity

- Nursing staff levels are appropriate for patient volume and acuity (41st)
- Key performance metrics are shared on a regular basis (42nd)

INTRODUCING

WakeMed
pearls

This fall, we will continue to build on our Wake Way behaviors through a new initiative that highlights brief, easy-to-remember tools and actions that demonstrate respect, support patient dignity and improve communication. These actions and tools, called *pearls*, are intentional behaviors that should become part of your daily work routine.

Pearls are for everyone at WakeMed who interacts with patients – not just nurses and clinical staff. The first pearl will be introduced in early October, with additional pearls to follow regularly over time. Each pearl supports one or more of our Wake Way Behaviors and will help create standard work, resulting in a more consistent, positive experience for our patients and their families.

"Our patients deserve the utmost respect and care while they are here with us. The pearls are simple reminders of how we can demonstrate that on a daily basis. Whether it's through knocking before entering their room or helping keep rooms tidy, there are many ways we can reinforce a positive patient experience, above and beyond providing exceptional medical care," commented **Dianna Knight**, RN, executive director, Patient & Family Experience. Look for much more information about the pearls to be shared soon!

▶ WOW, WHAT AN EMPLOYEE!

Olga Kosmos, BSN, RN, (Diabetes Program) and **Dee Lockridge Brown**, CNS, (Clinical Nursing Resource Services), attended the American Association of Diabetes Educators national conference in Houston, Tex.

Chileatha Wynn, PA-C, (WakeMed Urgent Care) received an award from Campbell University for Excellence in Precepting.

Jennifer Neighbors (Corporate & Community Health) was elected to serve a three-year term on the Garner Chamber of Commerce Board of Directors.

April Holley, RN, (6C Surgery & Trauma) earned medical-surgical nursing certification. Congratulations to the following employees who earned bachelor's degrees in nursing (BSN): **Ashley Marsland**, RN (6C Surgery & Trauma); **Lisa Thompson**, RN (3A CVIC); **Rose Jackson**, RN, **Shelly Houseknecht** (both of MICU); **Anna Blen-Jones**, RN (2 West ICU – Cary Hospital); **Liesel Teen**, RN, **Charisse Fullwood**, RN, **Mary Burton**, RN, and **Caitlin MacKinnon**, RN (all of Labor & Delivery – Raleigh Campus); **Lindsey Ellis**, RN, BSN (Mother-Baby – Raleigh Campus); **Rebekah Boniface**, RN (WakeMed Heart & Vascular).

Renee Buchser, RN, (Labor & Delivery – Raleigh Campus) completed her nurse practitioner master's degree.

Diane Christian (Patient Case Management) became a licensed clinical social worker.

Cheryl Desrochers (Imaging Services – North Hospital) earned a bachelor's degree in criminal justice.

Stephen Jackson (Imaging Services – North Hospital) earned an associate's degree in accounting.

Erin Aston, RN, (Risk Management) became a certified professional in Healthcare Risk Management (CPHRM).

Lisa Vo, RN, (2 West ICU – Cary Hospital), **Cecely Tucker**, RN, (Heart & Vascular) and **Chang Yu**, BSN, RN, (3A CVIC) passed the cardiac-vascular nursing certification exam.

Lauren Bright, RN, (2 West ICU – Cary Hospital) earned certification as a critical care nurse (CCRN).

Congratulations to the following nurses from Labor & Delivery – Raleigh Campus who obtained inpatient OB certification after receiving Helton Scholarships: **Nicole Post**, RN; **Angela Limthong**, RN; **Heather Rogers**, RN; **Kelly O'Doherty**, RN; **Lauren Robel**, RN; **Amy Clark**, RN; **Julia Ciapponi**, RN; **Verona Abrams**, RN; **Denise Britt**, RN; **Edie Enfield**, RN; **Constance Harris**, RN; **Claire Walker**, RN; and **Candace Stephenson**, RN.

Kelli Hosford, RN, and **Katie Pope**, RN, (NICU) received certification in neonatal intensive care nursing (RNC-NIC).

▶ COMINGS & GOINGS

Home Health welcomes **Felicia Krakowski**, **Meisha Hieke**, LPN; **Kathleen Schuenemann**, RN; **Amanda Rivenbark**, RN; **Sophia Barksdale**, LPN; and **Michelle Brown**.

3A CVIC welcomes **Chanler Willis**, **Haydee Galdamez**, **Tonia Best**, **Kayla Williams** and **Jaleah Jones**, BSN, RN, **Jaleah Jones**, BSN, RN. **Jazzmine Oates**, BSN, RN, and **Jessica Betancourt Munoz**.

Marketing & Communications welcomes **Elise Cournoyer** and **Dan Sanford**, who transitioned from Conference Services.

5C welcomes **Kait Spriggs** and **Andrea Briggs**.

Imaging Nursing – Raleigh Campus welcomes **Brittany Butts**, RN.

6A CVIC welcomes **Kelsey Leitgeb**, **Tiffany Parquet**, RN; **Natalie Tita**, RN; **Da'channel Wesson**, RN; and **Jen Parks**, RN.

Revenue Integrity welcomes **Bernetta Butler**, RN.

Patient Case Management welcomes **Breezy Bradshaw**, RN, who transitioned from Home Health, and **Tammy Reed**, RN, who also works in 2C Rehab Nursing.

Neuro ICU welcomes **Elysha Chrzanowski**, RN; **Maureen Dolan**, RN; **Rachel Garrou**, RN; **Chris Parnow**, RN; and **Laura Pearce**, RN.

NICU welcomes **Denise Delfino**, RN, and **Kristen Hubbard**, RN.

Clinical Administrators welcome **Nikki Dorsam** BSN, RN, and **Angela Dean** BSN, RN.

CICU welcomes **Brian Fosnock**, RN; **Joshua Runyon**, RN; **Tom Murphy**, RN; and **Ryan Green**, RN.

OneCall welcomes **Nancy Blann**, RN, and **Denise Biggs**

4C Mother-Baby – Raleigh Campus welcomes **Melanie Ranno**, BSN, RN, and **Cristina Dominguez**, BSN, RN.

Heart Center Pre-Post Procedure Care Area welcomes new manager **Erica Harkey**, MSN, RN.

Imaging Services at North Hospital welcomes **Rebecca Moore**, **Brittany Sermons** and **Christina Uhler**.

Claims & Billing welcomes new manager **Donda Toney**.

Spiritual Care welcomes six resident chaplains who will be serving at WakeMed until mid-August 2020: **Zach Parks**, **Sarah Wilson**, **Joshua Barfield**, **Gregg Walker**, **Susan Morin** and **Evan Edwards**. We also welcome three chaplain interns who will be serving WakeMed through mid-December 2019: **Deborah Davis**, **Jim Keating** and **Allen Springer**.

WakeMed Urgent Care welcomes **Sarah Jeffery** to the Cary office and **Anjolina Capers** to the Forestville Crossing office.

The Clinical Research Institute welcomes **Sarah Powell** and Clinical Research Interns **Xaphan Jacobs**, **Mollie Maples** and **Katie Lee**.

1C Clinical Evaluation Area welcomes **Manuel Corrales**, RN; **Bryan Reed**, RN; **Geno Bullock**, **Loretta Gilliam** and **Lynn O'Neal**.

WakeMed Heart & Vascular welcomes **Jennifer Parker**.

▶ ADDITIONS & ATTACHMENTS

Amaris Mattox (Revenue Integrity) got married on August 3.

Janelle Vadnais (Marketing & Communications) married Greg Studdard on September 1.

▶ IN MEMORIAM

Shawn Hamlet (Food & Nutrition Services) passed away on September 1. Shawn was a member of the WakeMed family since 1991 and never missed an opportunity to share a smile and kind word with all he encountered. Our thoughts go out to his family and loved ones during this time.

CHASING ZERO UPDATE: C. Diff Bundle

As part of our focus on *C. difficile*, over the past few months, an interdisciplinary team has been working to develop a new tool in the Chasing Zero toolbox: a nursing bundle for patients diagnosed or with a suspected diagnosis of *C. difficile*. The bundle includes numerous items to help ensure patient safety and prevent the spread of this very contagious infection.

“The goal is to create standard work and make it easier for staff to access all the tools they need to assist their patients quickly. We’ve seen great success with this model for other initiatives, and we are looking forward to making this bundle available across the system,” explained **Ed Keating**, RN, (Nursing Administration), who worked on the bundle along with representatives from Nursing, Infection Prevention and Marketing & Communications. Among other things, the bundle includes:

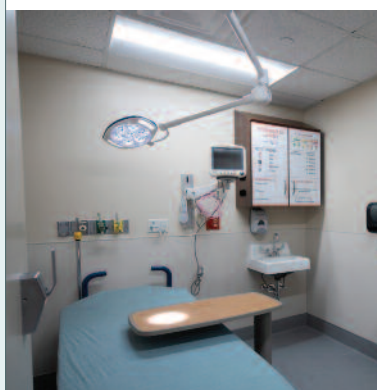
- Patient education about *C. difficile* and the importance of hand hygiene
- A “stop” sign to remind staff and visitors to use soap and water for hand hygiene (alcohol gel does not kill *C. diff* spores)
- Disposable stethoscope and thermometer – since everything that goes into a Special Enteric Precautions room must be cleaned with bleach.



The bundle is currently being piloted on 5A MIC, which had independently chosen *C. diff* as their unit council focus area for the year. “*C. diff* has historically been an opportunity for us, so we were exploring ways that we could introduce new processes to streamline the care of patients with *C. diff*. When we heard about the bundle being developed, it seemed like a perfect opportunity to combine efforts,” commented **Pauline Stillman**, RN, manager (5A MIC). The 5A unit council had completed literature reviews on *C. diff* and incorporated some additional information into the bundle based on their findings.

The pilot on 5A is scheduled to last for six months and then the bundle will be rolled out to other units across the health system – stay tuned for more details about this initiative and our Chasing Zero journey!

Chasing
ZERO
We '0' It to Our Patients



Pursuing
Excellence
in the
**Raleigh
ED**



This summer has been one of change for the Emergency Department at Raleigh Campus. Renovations are underway to update and expand this busy patient care area – and staff are also taking the opportunity to introduce several new tools to help improve the patient experience.

The renovations are being completed in two phases: A & D Bay were renovated first and reopened in August; B & C Bays are currently closed and should re-open in October. The renovations include new floors, wall coverings, care stations and much more. As part of the project, eight additional beds will be added to the Emergency Department and they will also be expanding into the former Chest Pain Unit (currently called T Bay).

As this work has gone on, the staff have worked tirelessly to care for record volumes of patients while battling construction barriers and space constraints. They have also introduced several new tools that are intended to engage patients in their care and improve the overall patient experience.

One of these tools are updated Care Boards which are being installed in the new patient rooms. The boards have important information about care team members and – most importantly – the patient's plan of care, including tests ordered, expected time results will be back, care plan update timeline and more. Patients who are likely to be discharged are often treated in the “Rapid Treatment Area” and may not be assigned to a room. For these patients, new Care Cards serve the same purpose as the boards, providing information and updates to patients throughout their visit.

“The Care Boards and Care Cards are helping us set and manage expectations for our patients. No one likes waiting, so if you know when to expect an update, that relieves some anxiety,” commented **Kippy Woodlief**, RN, manager (Emergency Department). “Our goal is always to provide updates and results before the time indicated, so that we have an opportunity to exceed their expectations.”

The department leadership team has also spent the past few months refining their Nurse Leader Rounding process. With hundreds of patients through the department each day, the leadership team prioritizes discharge patients and concentrates on their plan of care, pain management and discharge process. “These conversations are a valuable opportunity to manage up our staff and provide real-time service recovery if needed,” commented **Caleb Rutan**, RN, supervisor (Emergency Department – Raleigh Campus). “We also make sure to follow up with staff to share feedback and close the loop to ensure an excellent experience for patients.”

MY WakeMed ED Care Plan		PLEASE RATE YOUR PAIN:	
TEST(S) ORDERED		TIME TEST WAS PERFORMED	AVERAGE TIME FOR RESULTS
<input type="checkbox"/> BLOOD			60 - 90 minutes
<input type="checkbox"/> URINE			60 - 90 minutes
<input type="checkbox"/> X-RAY			45 - 90 minutes
<input type="checkbox"/> ULTRASOUND			60 - 120 minutes
<input type="checkbox"/> CT SCAN			60 - 90 minutes
YOUR CARE PROVIDERS:		YOUR EXPECTED CARE UPDATE TIME:	
MY Doctor / PA / NP:		If you have not received an update by this time, please see your nurse.	
MY Nurse(s):		WakeMed	
MY Care Team Tech:		Thank you for choosing WakeMed.	

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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I ♥ WAKEMED

Day of Service 2019

The third annual I Love WakeMed Day of Service will be held on Saturday, October 19, from 8:30 am to noon, at Raleigh Campus, Cary Hospital and North Hospital. More details will be shared soon!

WakeMed 
WakeMed Health & Hospitals
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Raleigh, NC 27610

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WakeMed Children's



CALENDAR OF EVENTS

Fall 2019 Employee Forums with Donald Gintzig

Don't miss this opportunity to talk informally with Donald Gintzig and hear what's in the forecast for WakeMed in the months ahead.

- **Operations Center:** September 26, 10 am
- **Cary Hospital:** October 3, 2:30 pm
- **Garner Healthplex:** October 8, 2:30 pm
- **North Hospital:** October 17, 3 pm
- **Brier Creek Healthplex:** October 22, 2:30 pm
- **Apex Healthplex:** October 24, 2:30 pm

Guest Mass

On Friday, October 18, Father Alapaty and Bishop Luis Rafael Zarama will celebrate mass in Conference Dining for WakeMed employees. Lunch will follow.

Trunk or Treat

North Hospital

Thursday, October 24, 6 to 8 pm

Cary Hospital

Tuesday, October 29, 6 to 8 pm

Operation Pumpkin

Saturday, October 19, 11 am to 2 pm
Marbles Kids Museum

Dynamic Shopping Sale

Come shop a great selection of home goods and cookware while supporting WakeMed Volunteer Services! Cash, credit and payroll deduction will be accepted.

Raleigh Campus

Wednesday, October 16
7 am to 4 pm
Andrews Center

Cary Hospital

Thursday, October 17
7 am to 4 pm
Conference Center

Nursing Education

Professional Boundaries – Sept. 19, 8:30 to 10:15 am, NED B (WMU code: NE014-14053)

Comfort Core: Foundations of Comfort and Pain Management – Oct. 10, 8:30 am to 12:45 pm, NED B (WMU code: NE014-17117)

Guarding Against Burnout – Oct. 22, 1 to 3 pm, NED B (WMU code: NE014-17055)

Nursing Professional Development Book Series

When Chicken Soup Isn't Enough – Sept. 26, 8 to 9 am, conference call (WMU code: NE014-11088)

Inspired Nurse – Sept. 26, 10 to 11 am, conference call (WMU code: NE014-11004)

To Comfort Always – Sept. 27, 9:30 to 10:30, Cary Hospital Conference Center (WMU code: NE014-11003)

Compassion in Action – Oct. 7, 8:30 to 9:30 am, Cary Hospital Conference Center (WMU code: NE014-12009)

CapRAC Training Opportunities

SMAT-800 Equipment Review – Sept. 25, 6 to 9 pm, email janisbrown@wakemed.org for more information.

SMAT-800 Initial Training – Oct. 4 & 5, 8:30 am to 5 pm, email janisbrown@wakemed.org for more information.

ICS-300.a Intermediate Incident Command System for Expanding Incidents – Oct. 28 – 30, 8:30 am to 5 pm, email nithorpe@wakemed.org for more information.

Wake AHEC

UNC Rex Surgery-Current Trends in Laparoscopic Management of General Surgery Patients – Sept. 28, UNC REX Healthcare

68th Annual Tuberculosis/Respiratory Disease Institute – Oct. 1 & 2, Hilton North Raleigh/Midtown

March of Dimes (MOD): Perinatal Strategic Plan: Plan Your Work and Work Your Plan – Oct. 2, The McKimmon Conference & Training Center, live webinar

29th Annual Art of Breastfeeding Pre-Conference & Conference – Oct. 7-9, The McKimmon Conference & Training Center

Everyday Resilience Skills Lab: Body Based Interventions to Rebound from Stress and Enhance Resilience – Oct. 11, Andrews Center

Pain Management, Addiction and the Opioid Crisis: Telling Your Clients What They Don't Want to Hear – Oct. 12, Andrews Center

Cognitive Behavioral Therapy in Community Practice – Oct. 14, Andrews Center

Working with Families: Intervention Skills & Techniques – Oct. 18, Cary Hospital

HIV, HCV and IVDU: The Changing Faces of Co-morbid Epidemics – Oct. 21, Andrews Center

College Gambling, Research and Integrative Healthcare – Oct. 22, Cary Hospital

Activating Self-Determination – Oct. 25, Andrews Center

Fourth Annual 2019 Duke Orthopaedic Symposium – Oct. 26, Hilton North Raleigh/Midtown
Beyond Health Care: Understanding Social Determinants of Health – Oct. 30, Andrews Center