

MICROSCOPE

Three cheers for our ZERO HEROES!



Wedding Bells Ring AT WAKEMED

Amanda and Edwin Acevedo were planning to get married when Amanda went into pre-term labor. Their son Oliver was born at 30 weeks and 3 days, weighing in at just under 4 pounds. Oliver was admitted to the WakeMed NICU and there his parents mentioned to the nurse they were going to the courthouse to get married.

The nurses passed that on to NICU Family Navigator **Mallory Magelli McKeown** who suggested that the wedding could take place at Raleigh Campus so that Oliver could be at the wedding. Amanda carried Oliver – dressed in a suit and now weighing over 7 pounds – down the aisle as her “flowers”. Magelli McKeown officiated the ceremony, which was attended by friends, family and members of their WakeMed care team.

Congratulations to the entire Acevedo family – we wish you all the best and are so proud to be part of your special day. Thank you to Mallory for recognizing and sharing this great story – which has since been shared by many national media outlets!



Benefits Open Enrollment October 7 – 28, 2019

Open Enrollment for 2020 benefits is quickly approaching. Handbooks will be mailed to your home address in late September. Please verify or update your address in Lawson

Employee Self Service by Monday, September 9.

What's New in 2020? Changes are coming to our voluntary benefit plans. Look for detailed information in the next issue and refer to your 2020 Benefits Handbook for more information.

Mark your calendars! Once again, we will be kicking off the Open Enrollment period with Benefits Fairs at all three of our hospitals. Be sure to come by and meet our vendors, ask questions and register for the chance to win great prizes!

- North Hospital – Wednesday, September 25
- Raleigh Campus – Thursday, September 26
- Cary Hospital – Friday, September 27



October 1 – 31, 2019

WakeMed Gives, our annual employee giving campaign, provides an opportunity for all employees, executives and physicians to support our Aspirational Goals through philanthropy. It's a way to make a difference in the lives of our patients, their families and our exceptional team. During the campaign, all employees are invited to make a personal contribution via payroll, PDO, cash, check or credit card and take part in fun activities – look for details to be shared soon! If you would like to be an ambassador, contact Ashley Stallings from the WakeMed Foundation at astallings@wakemed.org.

This month we are proud to recognize and celebrate several Chasing Zero Heroes! These units have truly embraced our Chasing Zero journey and are making great strides to help us eliminate preventable patient harm.

Congratulations to these teams on reaching these critical milestones – we are proud of you and your dedication to patient safety!



The **Emergency Department** at Raleigh Campus and **1 East Clinical Evaluation Area** at Cary Hospital recently achieved impressive Chasing Zero goals – each going a full year with ZERO falls with injury. Eliminating falls with injury is one of our Chasing Zero goals and is also a metric for our Culture of Safety Aspirational Goal. Our goal for Fiscal Year 2019 is to have 96 or fewer falls with injury across the system – so any department achieving ZERO deserves a huge round of applause!



In May, **6A CVIC** was recognized for being CLABSI-free since July 17, 2017, and CAUTI-free since July 3, 2018. 6A staff work as a team to care for devices while also advocating for their early removal. They are diligent about Foley care, frequently use alternative devices and perform regular audits to ensure everyone is following the prevention bundles.



The **Electrophysiology Lab** was recognized for 600 days with ZERO Surgical Site Infections. To keep their streak alive, the team follows strict guidelines for scrubbing in and wearing PPE. They also have refined their processes for preparing patients for surgery and ensuring nothing contaminates the sterile surgical environment.



Congratulations Falls-Free Units!

Congratulations to the following areas that were falls free during the third quarter of FY19 (April – June). We are proud of your dedication to patient safety and efforts to Chase Zero!

- Mother-Baby – Raleigh Campus
- CTICU
- Heart Center Pre- & Post-Procedure Care
- MICU
- Neuro Critical Care Unit
- PICU
- Heart & Vascular Unit – Cary Hospital
- Special Care Nursery – Cary Hospital
- Mother-Baby – North Hospital
- Newborn Nursery – North Hospital
- Med/Surg – North Hospital
- Imaging – North Hospital



Congratulations to our Zero Heroes! These departments have made a measurable difference in our Chasing Zero journey to eliminate preventable harm. Top to bottom: MICU, Emergency Department – Raleigh Campus, 1 East Clinical Evaluation Area – Cary Hospital, 6A CVIC, and Electrophysiology Lab.

ACHIEVING THE TRIPLE AIM OF ACCOUNTABLE CARE

Better health, better value and better patient experience – that is the triple aim of WakeMed Key Community Care, the accountable care organization (ACO) developed in 2013 by WakeMed and Key Physicians, IPA, one of the Triangle’s largest group of independent physicians.

Just over five years into this critical work, WKCC is arguably one of the most successful ACOs in the country. Responsible for improving the delivery and value of care for more than 220,000 patients in the Triangle, WKCC has reduced health care costs by nearly \$62 million to date by doing the right things for the right reasons on behalf of our shared patients.

While terms like ‘accountable care’ and ‘population health’ have become popular buzzwords, it can be difficult to understand how it all works if you’re not directly involved.

WKCC Medical Director **Brian Klausner**, MD, explains, “Population health is easy in theory. It’s a matter of going back to the basics and adhering to evidence-based guidelines, communicating with one another and with our patients. While it sounds simple, as primary care providers, we know that medical guidelines are always changing and staying on top of them for the hundreds of conditions we treat isn’t easy. The WKCC partnership allows us to use data to identify where we have opportunities to do better, improve quality, deliver greater value and make a difference in the lives of our patients by managing their health in a more collaborative, proactive and well-coordinated manner.”

How It Works

- WKCC focuses on strategic initiatives designed to improve quality and value – such as:
 - > Identifying gaps in care (ie. missed preventive screenings, non-adherence to evidence-based guidelines, etc.) and working to close these gaps;
 - > Developing a consistent approach to managing common chronic problems such as lower back pain or heart failure;
 - > Ensuring the appropriate use of specialists;
 - > Reducing opioid usage;
 - > And many others.
- High-risk patients are enrolled in care advising programs that provide additional, individualized support from WKCC’s clinical teams. Nurses help patients stay on track with their care plan, medications and doctor visits, and connect them to support services as needed.
- Each practice in the ACO (57 total) develops individualized performance improvement projects known as PDSA (Plan, Do, Study, Act) to support WKCC initiatives.
- Practices and providers have access to aggregated data to help identify trends and opportunities for the continuous improvement of care.

“The entire team should be incredibly proud of the work we’re doing to improve the health of this community through our work with WakeMed Key Community Care,” explains **Donald Gintzig**, WakeMed president & CEO. “By partnering with a team of exceptional and forward-thinking physicians, we’ve proven to every major insurance company that quality and value in health care can be achieved. The results we’ve achieved so far are not only gaining national attention, but most importantly – the work we’re doing is improving our patients’ quality of life. You can’t ask for more than that.”

To learn much more about WKCC and its accomplishments, visit MyWakeMed and search “WKCC Impact Report.”

Patient case study – WKCC in action

89-year-old female, diagnosed with ALS, but not interested in hospice care. Patient was suffering from significant pain and lacking critical resources needed to manage her condition at home, including a wheelchair and cough-assist machine.

Care Advising Program: Advanced Illness Care

Care Advising Support Provided:

- WKCC’s Care Advising team made a home visit along with a primary care provider.
- Held group meeting with patient’s entire family/support system to discuss the patient’s wishes and plan of care.
- WKCC facilitated referrals for end-of-life planning.
- Care Advising team coordinated with the ALS Association to secure wheelchair, cough-assist machine and massage therapy for pain.
- Patient is receiving only the care she wants.
- Hospitalization for pneumonia was avoided when WKCC provider made a home visit and prescribed antibiotic treatment.



IN MEMORIAM

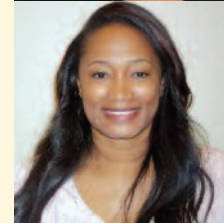
Tony Coley (Information Services) passed away on August 17. Tony was a member of the WakeMed family since 2004 and worked on the Imaging/Radiant team within IS. He will be missed by all who knew him and our thoughts go out to his family and friends during this difficult time.

Oral Wise, executive director, Ambulatory & Support Services, passed away on August 19. Oral was a dedicated member of the WakeMed family since 1988 and represented the Wake Way in all he did. His impact on this organization was tremendous and we were so fortunate to have him as a member of our family for so many years. Please keep his loved ones in your thoughts.

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 the WakeMedWeb.



Heather Hughes, surgical tech, (top left) and **Rena Badgett**, RN, (middle left) (both of Surgical Services – North Hospital) were completing the supply count at the end of a surgery when they noted a sponge was missing. Heather asked the physicians to check and make sure no sponges were left in the patient. Thanks to her prompting, the physicians checked and found the sponge in the incision. Great job, Heather and Rena – we appreciate your persistence and how you advocate for patient safety!



Stephanie Edwards-Latchu, RN, (NICU) was concerned about a patient who had swelling in the inguinal area (groin) along with several other symptoms. At her urging, a provider examined the infant, and an x-ray was eventually performed, which did not show anything concerning. Stephanie remained worried and asked for a second exam, as the swelling was getting worse. After further evaluation, it turned out that the infant had an incarcerated hernia and required surgery. Without this timely intervention, the condition could have gotten much worse. Thank you, Stephanie, for advocating for your patient in such a compassionate manner!



LEADERSHIP UPDATE

Tom Gough Takes on New Leadership Role



Earlier this month, **Tom Gough** took on the new role of senior vice president, Administrator, Community Hospitals, with ultimate responsibility for both Cary Hospital and North Hospital. Gough will define and develop the operational, financial and strategic direction of both facilities to ensure continued growth and strong financial performance of each enterprise while strengthening relationships with community and employed physicians. Cary Hospital and North Hospital will remain separate enterprises with independent, yet complementary, strategic goals and operating plans. Gough will work closely with the enterprise chief medical officers, **Seth Brody**, MD, (Cary Hospital) and **Karen Bash**, MD, (North Hospital) and hospital leadership to ensure goals are met and patients receive outstanding care.

Sheldrick Streete Named VP, Nursing, for Raleigh Campus



Sheldrick Streete, MBA, BSN, RN, CNOR, was promoted to vice president of Nursing for Raleigh Campus in late July. In his new role, Streete is responsible for planning, facilitating and evaluating nursing and patient care services, and will work with leadership and the Medical Staff to advance clinical care and create, execute and align strategies to improve quality, safety, and the patient and family experience. Streete has more than 20 years of nursing and leadership experience and has served as the director of Surgical Services for Raleigh Campus since 2012.

Dianna Knight Named ED, Patient & Family Experience



Dianna Knight, MSN, RN, NEA-BC has been named Executive Director of Patient & Family Experience for WakeMed. Knight is responsible for system oversight of organizational patient and family experience initiatives, implementation of leader standard work and evidence-based strategies to enhance and advance patient and family engagement and to promote the principles of patient- and family-centered care. She will also continue to provide administrative nursing leadership and oversight for quality, clinical, operational and financial outcomes for Adult Medical Surgical Nursing Services, Raleigh Campus.

Shannon Odell, Executive Director, Nursing Services; Women’s & Children’s Services, Raleigh Campus



Shannon Odell, MSN, BSN, RNC-OB, NE-BC has been promoted to executive director of Nursing Services, Women’s & Children’s Services, for Raleigh Campus. In this new role, she will continue to work closely with administrators, medical staff and peers advancing performance standards, departmental goals and objectives while ensuring a system focus and alignment for evidence-based practice and quality priorities. She will also collaborate with key physicians and stakeholders to support the strategic direction and program planning for Women’s and Children’s Services across WakeMed.

Welcome New Physicians



Ananta Subedi, MD
Rheumatology



Laura Politte, MD
Pediatric Psychiatry



Katherine Armstrong, MD
Urogynecology



Kevin Davidson, MD
Pulmonology/
Critical Care Medicine



Michael Hankewycz, MD
Hospital Medicine –
Raleigh Campus



Benjamin Lyles, MD
Hospital Medicine –
Raleigh Campus



Stephen Tibbels, MD
Primary Care –
Forestville Crossing



David Keith, MD
Primary Care –
Fuquay Varina

Welcome New Advanced Practice Providers

Evelyn Metz, NP
Hospital Medicine – Raleigh Campus

Nkechi Ajuonuma, NP
Hospital Medicine – Raleigh Campus

Kaitlin Boos, NP
Primary Care – Cary Parkway

Macie Lucas, PA
Surgery/Trauma

Kate Houghtalen, NP
Neonatology

Now Open in Clayton!

Pediatric Specialties – Clayton
104 Medspring Drive, Suite 200
Clayton, NC 27520

Outpatient & Nutrition Rehab – Clayton
104 Medspring Drive, Suite 210
Clayton, NC 27520



A Dose of Good Communication

Pilot Aims to Improve Communication about Medications

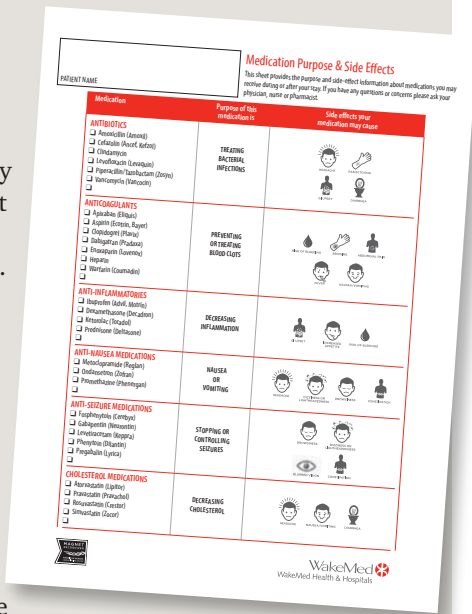
Many patients leave the hospital with new medications – but many patients may not know what the medication is for or what potential side effects may be. Helping patients understand this important information is part of our job as caregivers, and if HCAHPS scores are any indication, we have room for improvement. Recent HCAHPS scores show that only about 70 percent of WakeMed patients who are prescribed new medication know why they are taking them and only about half understand the side effects.

“Ensuring that our patients understand why they have been prescribed medications and what potential side effects may be will improve patient safety and their ability to care for themselves at home,” explains Sabrina Tyndall, RN, executive director (Clinical Informatics). Tyndall is leading a task force of physicians, nurses and pharmacy staff that is working to improve how we communicate with patients about their new medications.

As part of this work, the team launched a pilot project in August involving three nursing units – one from each hospital. Key components of the pilot include:

- **Key Words at Key Times:** Staff will be asked to use consistent phrasing when talking to their patients about medications. Simple phrases like “the purpose of this medication...” and “one of the side effects is...” will ensure that all patients receive consistent information.
- **Patient Education:** Patients will be provided a simple one-page document that includes information about their new medications and common side effects. This form (above) will be filled out by the care team and the patient will take it home, so they can better manage their health at home.
- **“M” in the Box:** When a new medication is initiated, care team members will write an “M” and draw a box around it on the patient’s care board. This simple symbol will be a trigger for staff to discuss the new medication with patients.

“Engaging patients and their family members is truly at the heart of patient- and family-centered care. The goal of this pilot is to create standard work across all nursing units so that we can easily create opportunities for these conversations with patients and facilitate that critical engagement,” explains Dianna Knight, RN, executive director (Patient & Family Experience).



STAYING SAFE IN A SOCIAL WORLD

Social Media has become a part of our everyday lives and is changing how we communicate both personally and professionally. To keep up with the continuous rise of social media usage, we want to make sure all WakeMed employees are well-equipped to protect patients, the organization and users’ own personal information.

The Importance of Social Sharing

As the digital landscape continues to evolve, so does the importance of responsible social sharing. We love hearing from employees about what’s going on in your department – from retirements to milestones to heartfelt patient stories and more. If you think there may be something worthy of sharing on our social media channels, let the Marketing and Communications Department know. It’s always fun to share your stories, and sometimes our patient stories – like the wedding that took place at Raleigh Campus (see front cover) – go viral and are shared across the country! If you’re not sure whether or not something is worthy of sharing to social media, just ask! The Marketing & Communications Department is more than happy to answer questions and/or provide guidance.

Your Responsibility in Using Social Media

WakeMed employees, physicians, volunteers, contractors, and those associated with WakeMed are fully responsible for the material they post on social media pages and sites. As members of a health care organization, you have a responsibility to use social media in a manner that complies with WakeMed policies, in particular, those pertaining to patient privacy, electronic communications, confidential information, web authoring, and intellectual property.

To help you better understand WakeMed’s updated Social Media policy; here are some Do’s and Don’ts to follow – but be sure to review the full policy, which is available on PolicyTech.

DO



- Follow WakeMed’s Code of Ethics.
- Follow all regulations and policies regarding patient information, including HIPAA.
- Disclose your role with WakeMed and be honest, respectful and transparent when discussing professional topics online.
- Follow WakeMed on all social media sites and feel free to share our posts.
- Know that, as a WakeMed employee, you have the right to not be photographed or recorded while on the job.

DON'T



- Harass, threaten, or discriminate against patients, employees or anyone associated with WakeMed.
- Disclose Personally Identifiable Information (PII) or Protected Health Information (PHI).
- Store patient information or photos on your personal cell phone or electronic devices.
- Use social media to provide medical advice or medical commentary on behalf of WakeMed without permission.
- Make any social media posts regarding WakeMed’s plans, reports, partnership details, and vendor relationships.
- Imply or associate WakeMed’s support or endorsement of any products, commentary or political content on social media.
- Start a department Facebook group without contacting Marketing & Communications first.

Need to Complete an Alternate Standard?

If you haven’t taken the final steps to earn your WakeWell Reward for 2020, there’s still time! WakeWell Rewards participants must reach 120 points by September 30, 2019, to receive the WakeWell Rewards HRA contribution in 2020. Employees who fall short can make up points by completing an Alternate Standard by September 30. To check your points, visit wakewell.wakemed.org. For a list of alternate standards available this year, check the WakeWell page on MyWakeMed. Questions about WakeWell Rewards? Please contact Bob Nelson at bonelson@wakemed.org or 919-350-6903.



If you are interested in learning more about the Social Media policy and how you can best protect yourself, our patients and WakeMed, attend one of the upcoming social media training seminars – see MyWakeMed for details.

WHAT'S HAPPENING AT WAKEMED



Kudos to the NICU, Newborn Nursery – Cary Hospital, and PACU/Pre-Op – North Hospital who received the Golden Scanner Awards for the second quarter of Fiscal Year 2019. These units had the highest rates of scanning compliance for their respective hospitals.



Raleigh Campus: NICU



A brand-new, state-of-the-art Mobile Critical Care Services truck took to the streets this summer. The truck is outfitted specifically to provide care for pediatric patients and features a larger than life Twinkle on the side. The truck is used primarily to transport patients from other WakeMed facilities to Raleigh Campus so they can receive age-appropriate care in our Children's Hospital.



WakeMed employees got H-APP-Y at our App Launch parties in July. The all-new WakeMed App features turn-by-turn directions within our hospitals as well as numerous features to help you access WakeMed and manage your health, all from your smartphone. Thanks to everyone who has downloaded the App already! If you haven't checked it out, text WAKEMED to 888111 to download today!



North Hospital: PACU/Pre-Op



Cary Hospital: Newborn Nursery



A huge thank you to all of our employees who work tirelessly to care for our patients all summer – especially on the holidays! On July 4, many teams – including the staff on 2C Rehab Nursing (above left) and the Garner Healthplex (above right) – found ways to embrace a festive spirit, with potlucks and special snacks!



WakeMed once again sponsored the Movies by Moonlight series at Booth Amphitheatre in Cary. Different teams from across WakeMed volunteered to lead kid-friendly activities before the movies began.



Help us Improve WakeMed's Culture of Safety

Patient Safety Culture Survey

SEPTEMBER 6 – 22

As part of our Chasing Zero journey, we are always working to strengthen our culture and empower all employees and patient care providers to take an active role and advocate for the safety of our patients – no matter their job role or responsibility. To help us on this journey and to assess our current patient safety culture, we are conducting our annual Patient Safety Culture Survey in September.

Even if you do not have direct patient contact, your thoughts and ideas can help us advance our Chasing Zero journey and make progress toward our Aspirational Goal of maintaining a safe environment for our patients, families, community and health care team. Additionally, our response rate impacts our Leapfrog scores, so this is an opportunity for each of us to help improve our standing in this nationally-recognized program.

We are conducting two surveys at the same time:

- **Hospital Survey on Patient Safety Culture:** For physicians, APPs and staff who work in hospital, ambulatory and healthplex settings
- **Medical Office Survey on Patient Safety Culture:** For office-based physicians, APPs, and staff.

Employees who practice in both hospital and office-based settings are welcome to complete both surveys. Results will be shared on an enterprise level and will be used to guide change as we continue to improve patient safety and enhance the care we deliver to our patients. We thank you in advance for your participation!

CNRS?

what's that?



Clinical Nursing Resource Services (CNRS) is a team of eight uniquely trained and experienced nurses who are hyper-focused on improving patient outcomes. A high-level snapshot of their current work sheds light on their role.

The CNRS team includes four clinical nurse specialists. They are advanced practice nurses with clinical expertise in a focused area. They work in partnership with leaders throughout the health system, serving as change agents to improve care.

- **Jennifer Elliott**, MSN, APRN, ACNS-BC – Her focus is on the critical care population. She works in partnership with nursing leadership to serve as a change agent for bedside nursing and utilizes evidence to develop, teach and implement practice standards. In addition, she leads an interprofessional team to improve sepsis outcomes.
- **Cindy Klaess**, MSN, APRN, ACNS-BC, CCM – Her focus is on pain. She leads system efforts to improve pain management and assure safe opioid practices, including best practices with multimodal therapies and non-pharmacologic modalities. Cindy also serves on the Raleigh Patient & Family Experience Committee to improve care transitions.
- **Mathilde Kubic**, MSN, APRN, AGCNS, CCRN-K – Her focus is on pulmonary and geriatric populations. She leads the interprofessional Trach Team to assure care and transitions that are safe, effective and patient centered. She also chairs the interprofessional Geriatric Care Committee to improve patient mobility and older adult patient/family outcomes.
- **Janice (Dee) Lockridge Brown**, MSN, APRN, AGCNS-BC, CDE – Her focus is on diabetes. She chairs the Glycemic Task Force to mitigate hypo- and hyperglycemia and assure evidence-based best practices. She also serves on the Patient Education Committee and is a CNS member for HAIPI multidisciplinary rounds.

Other CNRS team members are:

- **Ed Keating**, BSN, RN, CEN, CPEN, CPN, clinical project manager, is charged with the planning and execution of interprofessional projects identified as safety and quality system priorities. To improve CLABSI outcomes, Keating co-chairs the CLABSI Task Force and leads the UG-PIV and PowerGlide midline training program. He is an active member of both the Urine Culture Stewardship Task force and of the CDI Testing Stewardship Program.
- **Kelley Reep**, BSN, RN, CCRN-CMC, education resource specialist, and soon to be a clinical nurse specialist, is focusing on the educational needs and capacity-building of critical care nursing staff for safe and effective care delivery. Reep also mentors Nursing's Clinical Practice Council.
- **Sharon Herskowitz**, MSN, RNC-NIC, NICU, program coordinator, focuses on quality improvement, evidence-based practice, patient safety and clinical outcomes for high-risk infants in the NICU and Special Care Nurseries.
- **Nikki Sloate**, MHA, BSN, RN, pediatric program coordinator, is currently focused on clinical care coordination, collecting and monitoring data for quality improvement, and assuring an interdisciplinary approach to care and the nursing knowledge and skills for care proficiency.

Pictured above, left to right: **Sharon Herskowitz, Jennifer Elliott, Cindy Klaess, Ed Keating, Mathilde Kubic, Dee Lockridge Brown, and Kelley Reep.** Not pictured: **Nikki Sloate.**

▶ WOW, WHAT AN EMPLOYEE!

Amanda Gorman, Pharmacy Postgraduate Year Two Critical Care Resident for 2018-2019, won an award for Best Platform Presentation at the Carolinas-Virginia chapter of the Society of Critical Care Medicine.

Emily Hagen, BSN, RN-BC, CEN, was promoted to manager of the Children's Emergency Department after serving as the interim for several months.

MICU congratulates **Amber Sharpe**, BSN, RN, on her promotion to supervisor/educator.

Congratulations to the following employees who earned master's degrees in nursing (MSN): **Melanie Alexander**, BSN, BS, RN (3C Rehab Nursing); **Randi Jones**, RN, **Nicole Stoneback**, RN (both of 1C Clinical Evaluation Area).

Congratulations to the following employees who earned bachelor's degrees in nursing (BSN): **Traci Sasser**, RN, **Christie Vinson**, RN (both of 5A MIC); **Brooks Carson**, RN, **Ayrica Rafferty**, RN (both of 6C Surgery & Trauma); **Becky Crampton**, RN (Emergency Department – North Hospital); and **Crystal Modlin**, BSN, RN (Mother-Baby – Raleigh Campus).

Petrina Perry (Heart & Vascular Physicians) earned an associate's degree in applied science.

Christopher McDougald (1C Clinical Evaluation Area) earned an associate's degree in human services technology/mental health.

Congratulations to the following employees who earned med-surg certification: **Brittney Devaney**, RN, **Julia Doyle**, RN, **Bianca Louis-Marrow**, RN (all of 5A MIC); **Paige Casey**, RN, and **Kim Adams**, RN (both of 6C Surgery & Trauma); and **Brandy Harrison**, BSN, BS, RN (3C Rehab Nursing).

Shani Clark-Gaffney, RN, (1C Clinical Evaluation Area) earned a BSN and psych-mental health nursing certification.

Lisa Harris, NAIL, (3C Rehab Nursing) graduated from Durham Technical Community College as a Licensed Practical Nurse.

Pam Cross, RN, manager (6C Surgery & Trauma) earned board certification as a nurse executive.

Erica Hamric, BSN, RN, (6A CVIC); **DeAnna Sykes**, RN, (3A CVIC) received cardiac-vascular nursing certification.

Charlee Stanley, RN, (Labor & Delivery – Raleigh Campus) earned inpatient OB certification.

Felicia Branch, **Vimy Dang**, and **Lindsey Walker** (all of Invasive Cardiology) passed the RCIS exam.

Ellen Christopher, BSN, BS, RN, (3C Rehab Nursing) earned certification in gerontological nursing.

▶ COMINGS & GOINGS

WakeMed Heart & Vascular North wishes a happy retirement to **Susan Williams**.

Pharmacy wishes a happy retirement to **Bill Oakley**, who recently retired after working 13 years at WakeMed.

Patient Case Management wishes a happy retirement to **Andrew Edwards** who retired on August 2 after 12 years with the department. The team also welcomes **Sharon Carpenter** and **Christina Abdul-Aziz**.

Health Information Management welcomes **Vanessa Donnelly**, **William Page**, **Penny Faircloth** and **Diana Medrano**.

Home Health welcomes **Tuere Carter**, LPN; **Antonine Joseph**, LPN; **Humeka Knolton**, RN; **Sarah Lackey**, RN; **Amanda Rivenbark**, RN; **Sue Peters-Chrisler**, **Tara Ball**, and **Jenn Kratson**.

4C Mother-Baby – Raleigh Campus welcomes **Erin Murchison**, BSN, RN; **Natalie Goodwin**, RN; **Staci Douglas**, RN; and **Shannon Doyle**, RN.

6A CVIC welcomes new manager **Elizabeth "Liz" Cook**, MBA, BSN, RN, along with **Kisha Torain**, NAI; **Emily Stanley**, BSN, RN; **Sidney Corum**, BSN, RN; **Brittany Hubbard**, BSN, RN; **Brianna Gause**, RN; **Rachel Gist**, BSN, RN; and **Angelina Dockery**, NAI.

5A MIC welcomes nurse fellows **Adriana Rosendo Villa**, RN, and **Amer Goda**, RN.

6C Surgery & Trauma welcomes **Victoria Dunstone**, NAI; **Jazmine Green**, RN; **Amanda Richon**, RN; and **Emily Wiggins**, RN.

Pathology – Transfusion Services welcomes **Amy Little**.

Emergency Department – North Hospital welcomes **Summer Hurst**, RN; **Pamela Weston**, NAI; **Jason Welt**, NAI; **Jon Catoe**, RN; and **Kathleen Glass**, RN.

eICU welcomes **Debbie Delgado**, RN

Volunteer Services – Cary Hospital welcomes **Piper English**.

Revenue Integrity welcomes **Diane Rehkopf**, BSN, RN, to the Clinical Nurse Auditor team.

5C Medicine welcomes **Kait Spriggs**, NAI, and nurse fellows **Morgan Lee**, RN; **Heather Thorne**, RN; and **Gina Robbins**, RN.

Emergency Department – Brier Creek welcomes **Meredith Bisette**, **Jessica Croninger**, RN; **Gina Champion**, RN; and **Linda Kirk**, RN, who transitioned from the Raleigh Campus Emergency Department.

General Surgery welcomes **Sonya Davis**, **Tiffany Frampton**, RN, and **Erinn Moore**, RN.

Financial Clearance welcomes **Rina Gilchrist-Brown** and **Brittany McLean**.

CICU welcomes new manager **Allison Stewart**, RN, along with **Jeannine Parker**, RN; **Renee Pope**, NAI; **Christy Prine**, RN; and **Taja Williams**, RN.

1C Clinical Evaluation Area welcomes **Natasha Carney-Drew**.

Heart Center Pre/Post Procedure Care Area welcomes **Kristie Barrett**, RN, as supervisor/educator.

3A CVIC welcomes **Kayla Williams**, NAI, **Chanler Willis**, NAI, and **Haydee Galdamez**, NAI.

3C Rehab Nursing welcomes **Carolyn Best-Ibrahima**, NAI; **Graziella Dominado**, BSN, RN; **LaTricia Lyons**, RN; **Danielle Thorne**, NAI; **Kavondrea Davis**, NAI; **Andrea Smalls**, BSN, RN; and **Peng Cui**, RN.

Imaging Nursing – Raleigh Campus welcomes **Emanuel Brown**, RN.

NICU welcomes **Lauren Sago**, RN; **Nicole Brown**, RN; **Megan Ursem**, RN; **Becca Carpenter**, RN; **Denise Delfino**, RN; **Mary Overcash**, RN; **Hannah Messick**, RN; **Kristen Hubbard**, RN; **Haley Cagle**, **Elizabeth Hall** and **Heather Martin**.

▶ ADDITIONS & ATTACHMENTS

Alyssa Franklin (CV Patient Education) and husband JR welcomed daughter, Madelyn Grace in March.

Amanda Patterson (Pre-Anesthesia Assessment – Cary Hospital) and husband Michael welcomed son Lincoln on March 21.

Jamie Scholeno (Imaging Services – Raleigh Campus) welcomed son Andrew James Scholeno on April 3.

Lauren White (Outpatient Rehab) and husband Aaron welcomed son Nathan Josef White on April 20.

Marcia Schmaling, RN, (2E CVICU) and **David Schmaling**, RN, (Emergency Department – Raleigh Campus) welcomed daughter Emma Ann on July 19.

WakeMed

Primary Care

RECEIVES QUALITY RECOGNITION

In July, eight of our WakeMed Primary Care locations achieved re-designation as Patient-Centered Medical Homes (PCMH) from the National Committee on Quality Assurance (NCQA). PCMH is a model of primary care that emphasizes the relationship between patients and their primary physicians, while employing a team-based approach that integrates evidence-based practices, clinical decision-support tools, disease registries, and health information technology to improve the quality and efficiency of primary care delivery. PCMH designation is the highest level of recognition a primary care practice can achieve.

Congratulations to these Primary Care locations on this achievement:

- Apex
- Fuquay-Varina
- Brier Creek
- Garner
- Cary Parkway
- Knightdale
- Downtown Raleigh
- North Raleigh



The National Committee for Quality Assurance (NCQA) is a private, non-profit organization that is dedicated to improving the quality of health care. NCQA grants formal recognition for practices that can demonstrate they have met the standards of a PCMH.



WakeMed Partners with Morrison Healthcare to Provide Food & Nutrition Services

As we strive to create the best possible patient experience, WakeMed is partnering with Morrison Healthcare to provide food and nutrition services throughout the system. This partnership, reinforces our commitment to providing exceptional quality in all areas and aligns with many of our Aspirational Goals.

A leader in food, nutrition and support services with more than 65 years of health care experience, Morrison Healthcare provides services for many of the nation's top hospitals, including Mayo Clinic, Mt. Sinai Medical Center and Cleveland Clinic. Morrison Healthcare shares our mission and values and is committed to promoting patient and employee health, well-being and growth.

"Ensuring that all aspects of the patient experience are the very best that they can be is part of our commitment to becoming a top 10 hospital. Partnering with an organization that focuses exclusively on food services for health care organizations will allow us to provide greater service and value to our patients and their families – as well as a consistent approach to operations across our growing system," commented **Donald Gintzig**, president & CEO.

As the transition takes place, Morrison Healthcare will incorporate best practices and expertise acquired through decades of clinical nutrition and customer service experience. Changes will be made to patient meal delivery processes to include room-service style options tailored to patient acuity. Updates will also be made to our cafeterias, with physical transformations and the introduction of rotating microconcept stations.

With this change, nearly all WakeMed Food & Nutrition Services employees will become Morrison Healthcare employees and will be offered their same job, at their current rate of pay. Morrison Healthcare offers comparable benefits, expanded career growth opportunities, dedicated training and development programs and much more. Our Food & Nutrition Services staff will remain a vital part of the WakeMed family and will have the opportunity to work with an industry leader – bringing our separate strengths together for the benefit of our patients.

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 
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

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MARK YOUR CALENDAR

Upcoming Grant & Scholarship Deadlines

The WakeMed Foundation offers funding opportunities for WakeMed employees who are pursuing resources for education, certification and departmental needs. The final 2019 cycle deadlines are listed below. All applications must be submitted by 11:59 pm on the deadline.

DEADLINES

September 15 - Helton Scholar

October 15 - Skills Scholarship

October 15 - Foundation Grant

To apply, visit wakemed-apply.fluidreview.com

The application links can be found on the Foundation page on MyWakeMed.

FOLLOW US!

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



@WakeMed



WakeMedHospitals



WakeMed &
WakeMed Children's



To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit MyWakeMed. Send calendar submissions to Public Relations or email microscope@wakemed.org.

CALENDAR OF EVENTS

Uniform Sales

The Volunteers and 1st Uniform will host uniform sales in August:

North Hospital

Wednesday, August 28
7 am to 4 pm
Third floor

Cary Hospital

Thursday, August 29
7 am to 4 pm
Conference Center

Diversity & Inclusion Training

Pronouns Matter: Practicing Culturally Competent Healthcare for LGBTQ Patients

Sept. 12: 10 am to 11:30 am

Raleigh Campus Webex to Cary Hospital

Join us to learn strategies for addressing all patient identities in the delivery of accessible, affirming, and inclusive healthcare for LGBTQ patients and families. (WakeMedU code: PDPM)

Culturally Competent Spiritual Care: Enhancing the Patient Experience – September 27, Raleigh Campus (Webex to Cary Hospital); This one-hour workshop will provide an overview of the Spiritual Care department, available services, and ways to enhance the patient experience as it relates to their spiritual needs. (WakeMedU code: PDSC)

4th Annual Critical Care Conference

September 12, 8 am to 3:10 pm

Created by WakeMed Physician Practices Pulmonary & Critical Care, Wake AHEC and Medical Simulation Center, this conference will cover cardiogenic shock, ECMO, neurocritical care and hemodynamic management simulations. Register online at wakemed.org/critical-care-conference.

Healing Touch

Cary Conference Center

- Level 1: Sept. 28 & 29
- Level 2: Nov. 16 & 17
- Level 3: Feb. 7 & 9, 2020

Healing Touch is an energy-based medicine now being offered to patients at WakeMed Instructor: Maggie Hutchinson, BS, JD, LMBT, HTCP

Tuition: \$395 if students register one month in advance. For more information, please contact Maggie @ SimplyHealingTouch@gmail.com. CE Contact Hours: 16 for nurses and massage therapists.

Healing with Energy Therapies

Several WakeMed professionals provide energy therapies as additional and alternative methods to support patients throughout the healing process. Try an energy therapy for yourself at these free sessions, held the Monday of every month.

Raleigh Campus

Conference Dining
5:30 to 7:30 pm

Cary Hospital

Conference Center
6:30 to 8 pm

Wake AHEC

Wake County Young Child Mental Health Collaborative Training Series-Building Child-Caregiver Relationships through CARE – Aug. 23, Alliance Health Offices, Morrisville, NC

Child Forensic Interviewing: The RADAR Interview Model – Aug. 26-30, NC Conference of District Attorneys – NC Judicial Center, Raleigh, NC

Mindful Self Care – Aug. 29, Andrews Center

WakeMed Behavioral Health Series: Crisis Intervention & Trauma Informed Care – Sept. 3, Andrews Center

WakeMed Behavioral Health Series: Introduction to Crisis Intervention – Sept. 4, Andrews Center

Impact of Screen Time on Children and Adolescents: Behavioral Interventions for Setting Limits – Sept. 5, The McKimmon Conference & Training Center

Introduction to the Community Resiliency Model (CRM) – Sept. 6, Andrews Center

Weight-Inclusive Healthcare: Evidence-Based, Compassionate and Patient-Centered – Sept. 7, Andrews Center

No Wimpy Parenting: A Toolkit for Professionals Helping Parents with Discipline and Behavior Problems (Intensive Training) – Sept. 9, The McKimmon Conference & Training Center

March of Dimes: Something to Smile About: Preconception and Oral Health – Sept. 12, live webinar

Navigating the Child Welfare System – Sept. 13, Andrews Center

Preventing Burnout and Fostering Compassion Satisfaction – Sept. 19, Andrews Center