

MICROSCOPE



20 YEARS

Celebrating Exceptional Hospital Medicine

Working in hospital medicine is not for the faint of heart – it’s an intense, 24/7/365 field of medicine that involves caring for patients across a wide variety of specialties. The important work a hospitalist team does impacts virtually every aspect of a hospital’s operations. As an early adopter of the hospitalist model, WakeMed established its first hospitalist program on the Raleigh Campus 20 years ago this month.

For WakeMed, everything from our reputation as a leader in community health care to our patient quality and HCAHPS scores, readmission rates, length of stay, and much more is affected by the work of our exceptional hospitalist team. WakeMed’s teaching relationships mean that many of our hospital medicine providers also serve in a teaching role to help grow the next generation of internal medicine physicians.

“I am humbled every day by the incredible work of our dedicated Hospitalist Teams,” explains **Donald Gintzig**, president & CEO. “For 20 years now, these talented providers have delivered exceptional care and compassion to our patients and their families. At the same time, our hospitalists are busy supporting countless operational initiatives – and these efforts have a monumental impact on our system.”

Our History & Growth

What began in April of 2000 as a small group of internal medicine physicians covering inpatients without a primary care physician has grown to a highly experienced, compassionate team of over 100 hospital medicine providers including physicians and advanced practice providers who care for more than 300 patients per day or 20,000 WakeMed patients per year.

Both **John Perry**, MD, vice president, Medical Education, and **Michael Rodman**, MD (Hospital Medicine) are among the few team members who have been here since the program’s inception. They share some historic memories from WakeMed’s early days of hospital medicine.

“Back in the late 1990s, I worked in the Internal Medicine outpatient clinic,” explains Dr. Rodman. “Over time, our team started caring for inpatients whose primary care doctors stopped rounding at the hospital – and it was this gradual shift that prompted the formal establishment of WakeMed’s Hospitalist Team in 2000. I transitioned full-time to the hospitalist practice in 2001 and I’ve been proud to be a part of this team ever since.”

Dr. Perry relates, “The early days of the hospitalist service were exciting and challenging as the demands for inpatient care increased. To help with the transition, WakeMed brought Dr. Robert Wachter – who is nationally-recognized for coining the term ‘hospitalist’ in 1996 – as a consultant to help as we established our first-ever, dedicated hospitalist service.”

Since then, WakeMed’s Hospital Medicine team has grown exponentially. Cary Hospital added their Hospitalist Program in 2003 and North Hospital added theirs in 2017. Together, our team brings more than 400 years of direct clinical experience.

“One of the most rewarding parts of being a hospitalist is the relationships we build with our patients and their families,” explains **Ted Tsomides**, MD (Hospital Medicine). “Rarely does a week go by that I don’t get thank you notes, emails or letters from someone thanking our team for the care we’ve provided.”

Thank you to our entire team of hospitalists – and congratulations on 20 years of making a difference here at WakeMed!



WAKEMED VOLUNTEERS

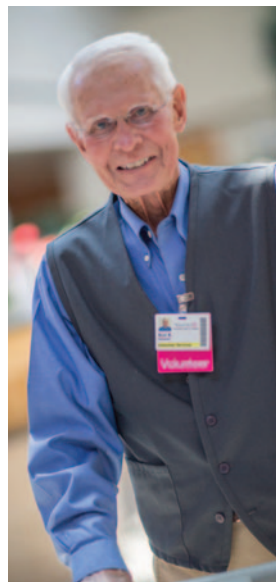
BUILDING A STRONGER COMMUNITY TOGETHER

Giving their generous gifts of time and talent, WakeMed’s 1,500+ volunteers impact the lives of our patients, families and staff each and every day. Whether it be through meaningful patient visits and interactions, sewing handmade items (including much-needed face masks most recently!), fundraising, delivering flowers or collecting supplies, toys and other items needed to support our patients and families – the efforts of WakeMed’s exceptional volunteers support our important mission and commitment to our community.

“The altruistic mindset of our selfless volunteers is one of service to their community,” explains **Donald Gintzig**, president & CEO. “When 1,500 like-minded volunteers come together to serve the greater good, I am both inspired and humbled by the incredible things they are able to accomplish in support of WakeMed’s mission. We are so fortunate to have our talented volunteers as part of our WakeMed family.”

In April, we celebrated National Health Care Volunteer Appreciation Week to honor and show our immense gratitude for all that our WakeMed Volunteers do to support us. While we couldn’t celebrate with our traditional volunteer luncheons due to COVID-19, we want our Volunteers to know how much they are honored and appreciated. Thank you to every WakeMed Volunteer for your incredible commitment and generosity!

VOLUNTEERS BY THE NUMBERS FY2019



1,569
Total Volunteers

181
Departments Supported

172,491
Systemwide Volunteer Hours

65,819
Adult Volunteer Hours

9,663
Junior Volunteer Hours

97,009
Sewing Volunteer Hours

86,307
Cary Hospital Hours

80,944
Raleigh Campus Hours

5,240
North Hospital Hours

\$103,328
Funds Raised

HOURS ARE COMPARABLE TO

83
full-time employees

\$4.2M
in salary

EMPLOYEE APPRECIATION MONTH

Showering You with Appreciation

May is Employee Appreciation Month, so we want to shower our incredible team with appreciation! WakeMed branded umbrellas are being distributed to employees as a small token of our gratitude for your commitment to WakeMed, our patients and their families. While COVID-19 has changed the way we celebrate here and around the world, we want our employees to know YOU ARE APPRECIATED! “As we celebrate Employee Appreciation Month on the heels of your remarkable response to COVID-19, it has never been clearer to me that WakeMed’s greatest strength is all of you – our dedicated employees. This community is truly blessed to have such an incredible team of professionals working around-the-clock to deliver exceptional and compassionate care through even the most challenging times. Thank you for your selfless commitment to supporting our patients, their families and the health of this community. We are so fortunate to have each of you as part of the WakeMed family,” says **Donald Gintzig**, president & CEO.



Angela Gantt, MD Named Executive Medical Director of WPP – Women’s Services

Angela Gantt, MD, MPH, has been named the new WakeMed Physician Practices Executive Medical Director for Women’s Services. Since joining WakeMed in 2006, Dr. Gantt has served in

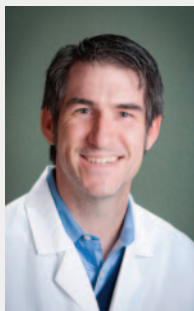
numerous capacities over the years, including WPP Medical Director for the Raleigh Campus, Co-Chair of the WakeMed Committee on Professional Enhancement, WakeMed Leadership Council member, and Chair of the OB/GYN department, and has also served on many quality improvement committees. She works with students and residents at WakeMed, and serves as an Oral Board Examiner for the American Board of OB/GYN since 2008.



Karen Chilton, MD Named Associate Chief Quality Officer

Dr. Karen Chilton has been promoted to the new role of Associate Chief Quality Officer, where she will be directly responsible for Patient Safety and Accreditation across the system. She will also focus on

supporting clinical transformation as we expand our reliance and adoption of data analytics for ongoing quality improvement efforts. Dr. Chilton will continue serving as Chief Medical Officer of WakeMed Children’s Hospital and also maintain her clinical practice.



David Kirk, MD Named Associate Chief Medical Officer

In the new role of Associate Chief Medical Officer, Dr. Kirk will expand upon the leadership role he has taken on in recent years with the Critical Care/eICU teams and more recently within our Critical Resource Team during the COVID

pandemic. As our health system evolves into the “new normal,” Dr. Kirk will specifically expand upon his CRT-focused supply chain and innovation efforts and begin supporting broader health system initiatives on both fronts. He will also maintain his systemwide leadership for Critical Care and eICU services, and continue practicing critical care and pulmonary medicine.



Due to COVID-19 precautions, we’ve made some very important updates to this year’s program:

- Biometric screenings scheduled for March and April were cancelled. We plan to reschedule the remaining biometric screening dates for August/September. We will announce the new sign-up information and screening dates in mid-June.
- We have eliminated the Alternate Standard requirement for 2020 WakeWell Rewards. Participants will only need to complete the Asset Health online Health Assessment (40 points) and participate in the biometric screening (now worth 80 points).
- Participants who have already completed their biometric screening only need to complete the Asset Health online Health Assessment, if they haven’t already done so.
- Please keep an eye on your WakeMed email for updates.



The system formerly known as Lawson is getting an upgrade! By the summer of 2021, the HUB will be introduced as we implement the latest, cloud-based version of Lawson. The HUB will offer improved self-service, management features and financial forecasting, as well as improved supply management for all departments with access to the following critical functions/services:

- Performance Management
- Human Resources
- Payroll
- Invoices
- Supply Ordering
- Requisition & Purchase Orders
- Employee & Manager Self-Service

The HUB upgrade team involves more than 100 WakeMed executives, directors, managers and employees who are working to make the transition seamless – from a wide variety of departments including Human Resources, Finance & Supply Chain Management, Information Services and Project Management. The goal is to ensure that once it goes live, the HUB can improve collaboration, accountability and transparency among all enterprise teams by providing real-time access to data and reports that drive proactive business decisions.

The project recently kicked off and teams are working to establish the functional and technical requirements needed to design and build WakeMed’s ideal HUB.

From there, superuser training will follow with an expected go-live slated for spring/summer 2021.

This transition will impact nearly all employees, especially anyone who:

- Needs access to payroll or benefits information
- Requests products or supplies
- Is responsible for approving invoices
- Manages employees, employee actions and compensation
- Is responsible for managing budgets and purchase orders
- Makes financial decisions based on data and reporting

Stay tuned for regular updates about this important project right here in *Microscope!*

Exceptional People. Exceptional Care.

Triangle Business Journal Honors Dr. Shirley Huang



Dr. Shirley Huang was recently honored with the Triangle Business Journal’s 2020 Women in Business award for her work establishing a pediatric lipid program within our Pediatric Weight Management practice. Dr. Huang is the only doctor in the region with specialized pediatric lipid disorder training and one of the few in the nation.

Since joining WakeMed in 2017, Dr. Huang’s work has been focused on helping diagnose children who may have high cholesterol – and to help educate kids and their families about heart health from a young age. She works with families to create a personalized treatment plan for each child and their family.

Dr. Huang has shared her knowledge and expertise on pediatric lipid disorders with the medical community at numerous conferences across the country, by teaching and mentoring students and trainees, and through research publications.

Aside from her work at WakeMed, Dr. Huang serves on the Board of Directors for Marbles Kids Museum. In addition, she participated in Thrive NC as an advocate for nutrition programs for children and as a discussion panelist.

Congratulations, Dr. Huang and thank you for representing WakeMed!



FIRST V-V ECMO PROCEDURE A SUCCESS!

WakeMed successfully treated our first patient with venous-venous (VV) ECMO on Thursday, April 16. This advanced life support technique is used in critically-ill patients whose lungs are not working properly due to severe, refractory respiratory failure. As a temporary replacement for the lungs, VV ECMO can remove carbon dioxide and provide oxygen to the blood. WakeMed launched its comprehensive ECMO Program in February 2020 in partnership with Duke Health through our *Heart Care Plus+* collaborative.

Leaders **David Kirk, MD** (Critical Care) and **Judson Williams, MD** (Heart & Vascular) commended the work of the many individuals and teams who helped make this possible, including: nursing, respiratory therapy, pharmacy, information services and our physician practices.

Above: ECMO team debriefs after WakeMed’s first VV ECMO case. Pictured, L to R: **Dan Fox, MD**; **Crystal O’Neal, RT**; **David Kirk, MD**; **Tim Tech, Erin Ledford, Timothy Settlemeyer, Gina McConnell, RN**; **Judson Williams, MD**; **Atif Raja, MD**; **Jason Wieland, PA-C**



at WakeMed 

WakeMed's Remarkable 'All Hands on Deck' Response to COVID-19

Several months ago, no one in the WakeMed family could have predicted how our work and lives would be turned upside down by COVID-19. Yet, in true WakeMed fashion, our incredible employees, physicians, volunteers and partners have come together to support one another, our patients and families, and the community at large as we continue to respond to the most significant pandemic the world has seen in more than a century.

"One of the many ways WakeMed is special is the manner in which the entire WakeMed family stepped up with care and compassion to meet every challenge and every opportunity with the true commitment to our patients and their families throughout this pandemic," explains **Donald R. Gintzig**, president & CEO. "Your relentless efforts on behalf of this community are recognized, appreciated and admired. On behalf of the entire leadership team, Board of Directors and this community, thank you for your unwavering dedication."

This special COVID-19 feature aims to highlight just a small fraction of the monumental efforts made by our frontline providers, staff and support teams across the system throughout the past few months.



An Outpouring of Support

Through all of this, there's one thing we can be sure of – there's a LOT of love for the WakeMed family. Within our walls and throughout the community, we've seen an incredible outpouring of support for our WakeMed caregivers and teams – through letters of appreciation, philanthropic gifts, donated supplies, meals, masks and much more. We are humbled by the generous and beautiful displays of appreciation, which we've featured a small snapshot of here:

- Hundreds of generous donors have shown their support with financial contributions to the WakeMed Foundation, totaling more than \$750,000. These funds are allocated to urgent initiatives including: increasing testing capacity, telemedicine and community support, helping our WakeMed workforce (which includes the Employee Emergency Assistance Fund), and other resources dedicated to supporting our outstanding team.
- N.C. State and the Center for Additive Manufacturing and Logistics (CAMAL) used 3D printers to create hundreds of face shields for health care workers at WakeMed.
- Bedlam Vodka, MedPharm and Avazyme produced and donated hundreds of gallons of quality-assured hand sanitizer.
- Chinese American Friendship Association raised \$60,000 to purchase and deliver supplies to WakeMed.
- Many of our WakeMed volunteers and members of the community, from local middle school students to Senior Center Sewing Groups, donated their time and talent to make hundreds of handmade masks.
- Schools, churches, businesses and civic organizations donated supplies, PPE and more to support our teams – including hundreds of meals provided by many including North Carolina Healthcare Association, First Watch, Whole Foods, Kwench Juice Café and more.
- Harbor Freight Tools donated six pallets of personal protective equipment (PPE) including N95 face masks and nitrile gloves.
- The community sent pictures, artwork, cards and kind words of support and encouragement for both our staff and patients – we have displayed many for staff to see while they are at work each day and on our website.
- Numerous agencies and organizations including the Wake County Sheriff's Office, NC Air National Guard, Raleigh Police Department, Raleigh City Fire & Wake County EMS and the Bandit Flight Team paid support to WakeMed over the past several months with salutes, flyovers and caravans throughout the community.





Leslie Terbet, RN
(Infection Prevention) monitors COVID-19 dashboards as she remains on-call overnight to respond to inquiries from leaders and staff.



On the Frontlines & in the Trenches

WakeMed nurses, physicians and support staff across the system have worked tirelessly to ensure our patients with and without COVID-19 receive the exceptional care they need – whether in person through our emergency departments or inpatient units, or virtually through our recently launched virtual visit service. Managing PPE, policy changes, new technologies and a great deal of unknowns, our care teams have gone above and beyond the call of duty to help WakeMed maintain its mission of improving the health and wellbeing of this community during these unprecedented times. Thank you to our incredible teams for your dedication to the Wake Way!

As experts in monitoring, reporting and helping prevent the transmission of viruses such as COVID-19, WakeMed's **Infection Prevention team** has worked tirelessly to guide the system's planning and response – team members even slept on an air mattress in their office every night for a month! The team monitors, analyzes and reviews guidelines from the Centers for Disease Control (CDC), World Health Organization (WHO), Centers for Medicare & Medicaid Services (CMS) the NC Department of Health & Human Services (NCDHHS), and other agencies to help WakeMed's leadership team formulate the best response plan based on the supplies, equipment and human resources available. The Infection Prevention team provides both technical and emotional support to our frontline staff while also supporting the efforts of Occupational Health, Environmental Health & Safety, HR and our leadership team as the organization works to respond to this unprecedented event.

Led by **Barb Bisset, PhD, MPH, RN**, executive director, (Preparedness & Innovation) and her staff, **WakeMed's Incident Command** structure helped guide our comprehensive COVID-19 response efforts. This multidisciplinary structure includes representatives from all WakeMed enterprises, as well as dozens of clinical and support departments throughout the system. As part of Incident Command, numerous new task forces were established to support our response, including: Critical Resources Management, Capacity Management, Employee Resources, Visitor Screening, Donations Management, PPE Training and Monitoring, Respiratory Diagnostics Centers-Ambulatory Testing and Business Continuity.

On March 6, WakeMed opened its 24/7 **Hospital Emergency Operations Center (HEOC)** after weeks of behind-the-scenes research, coordination and collaboration with internal teams, as well as local and state agencies. Our Raleigh Campus System Command HEOC served as the "hub" of WakeMed's response efforts. The Incident Command Team included persons assigned to Command, Planning, Logistics, Finance and Operations roles. In addition, the HEOC included the Situation Status Room and the Employee Resource Center. Regularly scheduled briefings were held with multiple teams, reporting on the rapidly evolving COVID-19 pandemic impacts throughout our state, county and on the impact within WakeMed. Multiple Emergency Operations Plans were implemented throughout our response to manage various situations.

The HEOC helped to serve as WakeMed's authoritative source for accurate information for employees and leaders throughout our response. The information often included rapidly changing policy and procedure guidelines that occurred due to the evolving CDC guidelines and the many challenges associated with obtaining specialized supplies from the national supply chain.

"Because our Incident Command Team was so diverse in experience and background, we quickly learned that many individuals had hidden talents, creativity, and/or experiences that we put to use to support our efforts," explains **Barb Bisset, PhD, MPH, RN**. "The relentless efforts of our Incident Management Teams, the executive and department leadership, and our frontline staffs were invaluable as we worked to identify and resolve challenges throughout this process. Thank you to everyone who supported the Incident Command, Hospital Emergency Operations Center, our patients, families and one another throughout our response."



Behind the Scenes

Critical Resources Task Force

Thanks to the hard work of the newly formed Critical Resources Task Force, WakeMed has an adequate supply of many scarce resources such as hand sanitizer, cleaning supplies, procedure masks, gowns, N95s and face shields. Led by **David Kirk, MD**, executive medical director (Critical Care) and **Valerie Barlow**, vice president (Clinical & Support Services), this multidisciplinary taskforce worked around-the-clock procuring supplies, tracking usage rates, designing safe conservation efforts and developing innovative ways to solve our supply challenges. While conservation efforts including reuse and decontamination efforts are still essential, WakeMed is now better positioned to manage increasing patient volumes. Thank you to this group for leaving no stone unturned!

Surging Ahead

The Capacity Management team, led by **Marcy Van Schagen, MSN, RN**, director (Clinical Administrators) has been responsible for identifying expansion and alternate clinical care areas across the system to prepare for surges and shifts in patient population due to COVID-19. The entire interdisciplinary team was involved in this project with collaboration between clinical and support services which included Epic builds, staffing planning, equipment assessments, and facility infrastructure work and IS support. While so far, increases have not been needed, their tireless work allowed WakeMed to increase its acute care capacity by 284 beds (178 in Raleigh, 69 in Cary, 37 at North). Of those 284 beds, 114 were converted to ICU level care. This team's work also allowed us to open skilled nursing beds to care for patients who are unable to return to their skilled nursing facility (SNF) or are awaiting a SNF bed. Our Facility Services team worked hard to support these changes by converting regular rooms to negative pressure rooms, adding plexiglass at all entrances and registration areas to protect patients and staff, constructing walls and doors in numerous areas, and spending countless hours performing critical HVAC work, including air balancing to maintain appropriate pressures, and much more all for the safety of staff and patients.

Supporting Our Own

Almost overnight, the COVID-19 outbreak created many challenges for our employees – which is why we launched the 24/7 **Employee Support Center** as part of the HEOC. Designed to offer support and guidance for staff, the Employee Support Center helped employees with COVID-19 symptom screening and testing, childcare resources, emergency financial assistance, work reassignment and accommodation requests, counseling and support services, spiritual care, resources for stress management and physical wellbeing.

Nursing Education

Janice Neff, MSN, RN, nursing administrative specialist, (Nursing Administration) has been integral in creating and coordinating the training of staff for the PPE required for COVID-19 patients. Janice leads a team of Clinical Resource Nurses, Nursing Education Specialists, Clinical Informatics Nurses, Nursing Support/Education and Nursing Administration Specialists. Together, they trained staff to serve as PPE observers and hall monitors and worked with staffing resources to coordinate their deployment as needed. In April alone, the team trained over 1,700 staff. Remarkable! They also created education, procedures, advisories and literature summaries to guide PPE use based on best evidence.



Thank you to **Food & Nutrition Services** for helping employees balance work and life by opening pop-up markets and offering prepared take-out meals for our hard-working staff throughout the COVID-19 crisis.



COVID-19 triage tents were set up across the system to allow for rapid and comprehensive evaluation, triage and treatment of patients with influenza-like illnesses that presented to our Emergency Departments. Kudos to **Facility Services** and **Information Services** for getting these treatment areas up and running so quickly!



A Respiratory Diagnostic Clinic was set up outside of the WakeMed Health Park using our Mobile Wellness vehicle to ensure employees had access to timely COVID-19 testing. It's also being used for community COVID-19 testing for patients who have been screened by their physician. Thank you to **Theresa Amerson, MD** (Primary Care) and the **Corporate & Community Health** team for getting this up and running so quickly!

Before COVID-19, WakeMed had dabbled in the telehealth business for a few select specialties such as pediatric surgery and behavioral health. But, with limited consumer demand and very restrictive federal guidelines on where, when and how telehealth could be used – as well as how insurance companies would reimburse for it, WakeMed’s ability to use telehealth to connect with our patients virtually was extremely limited.



On March 11, the World Health Organization (WHO) dubbed COVID-19 a pandemic and in the days that followed, CMS lifted nearly all the restrictions that had been put into place around the delivery of telehealth. By this time, it was clear that we needed to establish a comprehensive telehealth program to serve our patients, protect our staff and stabilize volumes – and quickly.

In a seamlessly orchestrated effort, dozens of team members from across WakeMed came together under the leadership of several key players including **Amy Preddy** (WPP Revenue Integrity & Development), **Sacheen Mallette** (Information Services), **John Holly**, MD (Primary Care) and **Hilary Lockemer**, MD (Pediatric Endocrinology) to launch a fully-operational telehealth program in just a matter of days that’s now serving thousands of patients a week. By March 19, primary care was seeing patients virtually, and by March 23, every single WakeMed specialty was live and offering virtual visits using a variety of tools including MyChart, Webex and even telephone. In the first week, we went from 0 to 300 telehealth visits, and today we’re conducting more than 3,000 virtual visits per week. **Charles Bisette**, **Regina Ragland** and **Meredith Rigney** (WPP Administration) rallied their teams to support the efficient testing, education and training needed to make this implementation a success.

“Right off the bat, we knew we needed to do this to keep our staff, providers and patients safe while also trying to stabilize our patient volumes,” explains **Amy Preddy**, director (WPP – Revenue Integrity & Development). “With that said, we knew it was a massive undertaking. Normally with a project of this magnitude during a stressful time, you’d expect chaos, but instead we had true teamwork across all disciplines. We all started rowing in the same direction and got the work done.”

Our Information Services team played an integral role in our successful launch. “I’m incredibly proud of the work our teams did to get this up and running so quickly,” explains **Sacheen Mallette**, applications manager (Information Services). “Our use of standard work across all specialties and having physician champions to help guide us and test every scenario really contributed to the speed and success of this important project.”

Once everything was ready to go on WakeMed’s side, the next and perhaps most notable hurdle was informing and educating our patients about the new service – and getting both patients and staff comfortable with the technology needed to conduct a virtual visit. To support these efforts, Marketing & Communications launched a strategic marketing campaign to drive adoption while **Heather Monackey**, executive director (Patient Access & Engagement) developed a comprehensive Telehealth toolkit to provide practice staff with every resource needed to successfully launch a virtual visit – from workflows and talking points, to tip sheets and step-by-step instructions for patients.

To get physicians and staff trained, Dr. John Holly and Dr. Hillary Lockemer used an educational technique they learned in medical school. Using the ‘See one, Do one, Teach one’ approach, they had hundreds of providers ready to conduct virtual visits in a matter of days.

“We all knew a comprehensive telemedicine program was what we needed to get our patients the care they needed during this crisis – it created a sense of urgency and cooperation that fostered a remarkable team effort,” explains Dr. John Holly. “While this work was done to develop an interim solution for COVID-19, I don’t see telehealth going away. Our teams and patients have learned how to use it effectively to connect and are enjoying its convenience. While we look forward to getting back to seeing patients in the office when appropriate, I am so grateful for the many opportunities COVID-19 has provided us to better serve and manage our patients, families and community now and in the future.”

These teams continue to work on identifying new ways to make the delivery of health care safe, convenient and accessible for our patients as we enter into a ‘new normal’ in the coming weeks and months. This includes offerings like electronic check-in and other services that make it easier for patients to access our services in a low- or no-touch environment. Kudos to everyone involved in making all of this possible!

Keeping Patients Connected During COVID-19

Like most U.S. hospitals, WakeMed has put stringent visitor limitations in place due to COVID-19, making important face-to-face communication among caregivers, patients and loved ones difficult. That’s why WakeMed is leveraging technology, creativity and our clinical teams’ trademark compassion to make meaningful communication and connections possible.

The Clinical Informatics team, which is led by **Kelly Johnson**, RN works to improve personal communication during COVID-19. As former bedside nurses, **Noel Hammond**, RN, and **Paula Carter-Scott**, RN, WakeMed Clinical Informatics specialists, (Information Services) are strong advocates for the positive impact personal visits make on a patient’s well-being.



As soon as visitor restrictions were put in place, this team recognized the need to help patients, with and without COVID-19, communicate virtually with their loved ones. This is particularly important for those who don’t have cell phones or tablets – or those who aren’t comfortable using them.

They began with two technologies – Jabber and Google Hangouts. Patients in isolation use Jabber to communicate with their nurse. Because nurses are covered in so much personal protective equipment (PPE) when they go into an isolation room, it can be difficult to connect on a personal level with the patient. “Video chatting lets the patient see their nurse as a smiling person instead of a figure who is all garbed up,” says Carter-Scott. “If the patient just has a quick question, answering it with Jabber also saves PPE and the time spent donning and doffing it.”

Most impactful are the connections that WakeMed nurses are helping to make between patients and their loved ones. “Nurses are using the Google Hangouts app to connect patients and families at what are joyful times, such as the birth of a new baby, and during difficult times, such as end-of-life situations,” says Johnson. An end-of-life interaction that she made possible reinforced her very personal commitment to these important connections. “I understand the importance of seeing a loved one’s face and feeling their love at the end of their journey,” she noted.

Now, a team of nurses is in place at WakeMed hospitals to help patients and families communicate with each other. This is just one of many compassionate, positive things we’re doing to support our community every day and throughout COVID-19!

Above: **Paula Carter-Scott**, RN (Clinical Informatics) meets personally with a patient’s wife to explain how to use video calling technology – allowing her to stay connected with her husband during a recent hospital stay.



Moving Into a New Normal

WakeMed “Always Safe. Forever Here.” Campaign

As a critical reminder to patients not to delay care – and to reassure the community that WakeMed is ready to deliver routine, urgent and emergency care throughout our system, the Marketing & Communications team recently launched a comprehensive outreach campaign themed “Always Safe. Forever Here.”

“Our campaign messaging highlights the many steps we’re taking to ensure the safety and cleanliness of our facilities and our commitment to keeping our employees, patients and families safe,” explains **Deb Laughery**, vice president (Marketing & Communications) “It really highlights the incredible work operational teams are doing across the system to transition the delivery of health care as we enter into a new normal.”

We want to ensure that the members of our community aren’t delaying life-saving care, or avoiding important routine screenings and/or chronic disease management appointments – as research has shown that doing so can lead to more severe problems in the long-run.

This effort aligns with the many operational efforts underway to reschedule patients whose appointments, diagnostic tests, procedures or surgeries were cancelled in March and April.

Enhanced safety practices and new low- and no-touch technological solutions are now in place to make it easier for patients to get the care they need – from virtual registration, to telehealth options, drive-through lab draws and more – we’re doing everything we can to provide the important care our patients need while preventing the spread of COVID-19.

Please help us spread the word to your friends, family and the community-at-large that WakeMed is **Always Safe. Forever Here.**

Chasing ZERO

Still Going Strong!



Alongside our response to COVID-19, WakeMed continues its Chasing Zero journey across the system. From preventing CAUTIS and CLABSIs to falls and more, congratulations to our exceptional care teams across the system for some incredible work keeping our patients safe from preventable harm.

Raleigh Campus Celebrates One Month of ZERO CLABSIs and ZERO CAUTIs

For the entire month of February, the Raleigh Campus had ZERO cases of catheter-associated urinary tract infections (CAUTIs) and central line associated bloodstream infections (CLABSIs).



“This major milestone for the largest hospital in our system marks a significant achievement in our Chasing Zero journey,” explains **Cindy Boily**, RN, MSN, senior vice president & chief nursing officer (Administration). “By following evidence-based practices and focusing on interdisciplinary collaboration, our exceptional staff were able to reach this remarkable accomplishment on behalf of our patients and their families. Congratulations, and thank you to everyone for CHASING ZERO!”

CICU Goes One Year CAUTI-Free!

Congratulations to the CICU on going an entire YEAR without a CAUTI. Manager **Allison Stewart**, BSN, RN (CICU) shares that the team has worked very hard to remain CAUTI-free by engaging in multiple programs and best practices – and communicating regularly with both bedside nurses and leaders about unit performance.

Stewart continues, “I am truly impressed by this team’s dedication and attention to following best practice guidelines to improve patient outcomes. We celebrated our CAUTI-free days regularly and during each staff meeting – and our staff took personal accountability for our performance as a team. They so badly wanted to reach this 365 CAUTI-free goal, and I’m so incredibly proud their hard work has paid off,” she concludes.

Congratulations CICU (pictured above) on this wonderful achievement and thank you for continuing to put patients and their safety first!

Systemwide CAUTI Success

As a result of consistent staff and leadership focus, our systemwide efforts to reduce CAUTIs are yielding great results. Over the past several years, changes we’ve made to procedures, products and processes related to the insertion and maintenance of Foley catheters has resulted in ZERO CAUTIS for four of the last 12 months. In addition, WakeMed’s overall Foley usage has decreased by 30% in just two years, and our Urine Culture Stewardship Program has eliminated unnecessary urine cultures and finally made zero an achievable goal.

“Our success in CAUTI reduction reflects years of incredible work by our CAUTI Reduction teams, our HAIPI Rounds team, and most of all our clinical staff,” explains **Jessica Dixon**, RN, specialist (Infection Prevention) “This is a monumental team effort that has made a real difference in quality and patient safety,” she concludes.

Systemwide CAUTIs 12 Months at a Glance

April 2019	0
May 2019	7
June 2019	1
July 2019	1
August 2019	1
September 2019	4
October 2019	4
November 2019	0
December 2019	1
January 2020	0
February 2020	1
March 2020	0

Meds to Beds is a free WakeMed Pharmacy discharge service that offers bedside delivery of prescriptions to patients before they leave the hospital. This program offers more than just convenient bedside medication delivery – pharmacists are also able to review patients’ discharge medications with them over the phone before they are discharged. Plus no extra stops are necessary as the patients head home for recovery.

The WakeMed Outpatient Pharmacy offers a selection of \$4 generic medications, many of the prescriptions are competitively priced, and a variety of over-the-counter products are also available for purchase. Their hassle-free program accepts all major forms of payment (cash, check, or credit/debit), and all major insurance plans.

Enrolling a patient in the Meds to Beds service with WakeMed Pharmacy is easy. If a patient has opted to utilize the Meds to Beds Service, simply answer “Yes” to the Meds to Beds Opt-In question under the Admission Navigator, and select the WakeMed Outpatient Pharmacy under the Home Medications tab to ensure prescriptions are directed there.

WOW, WHAT AN EMPLOYEE!

Aranzazu “Ari” Conklin, BSN, RN, has been promoted to the role of manager of Patient and Family Experience.

Tiffany Surles, BSN, RN; **Emily Ward**, RN; **Cameron Moore**, RN and **Daina Shreve**, BSN, RN, (MICU) obtained CCRN certification.

Jasmine Prentice, BSN, RN, has been promoted to Interim Supervisor/Educator for 4B Labor & Delivery – Raleigh Campus.

Amaris Saint-Lot, BSN, RN, has been promoted to Sr. Clinical Documentation Integrity/Improvement (CDI) Specialist in the Revenue Integrity department.

Kara Smith, one of the WakeMed/Raleigh Campus-based Campbell University School of Medicine students, has been selected as Campbell Medicine’s Student DO of the Year for 2020.

Frances Blackford obtained her CSTR (Certified Specialist in Trauma Registry) certification.

Irina Gomez has been promoted to Team Lead in Patient Relations.

Shannon Johnson, RN (6ACVIC) earned her BSN.

Kate Morgan, MSN, RN, has been accepted as an Editorial Fellow for the American College of Cardiology Cardiovascular Team Section Website.

Kevin Ragin (Organizational Development) has been promoted to Senior, Organizational & Diversity Specialist.

Sydney Gaskins, BSN, RN, (Infection Prevention) obtained her joint Master of Business Administration/ Master of Health Administration degree.

Anna Kelly, RN (Emergency Department) earned her BSN.

Chandni Kalaria, MD, from Raleigh Neurology was recently nominated as the “Champion of Palliative Care” recipient.

Robert May obtained his Accredited Case Manager (ACM) certification.

COMINGS & GOINGS

1E Clinical Evaluation Area at Cary Hospital would like to welcome **Jenna Busa**, RN; **Lydia Ricker**, RN; **Sarah Junkins** and **Alyssa Creech**.

The Organizational Development team welcomes **Kathy Price**, **Jen Roberts** and **Vince Lastreto**.

3A Cardiovascular Intermediate Care – Raleigh Campus welcomes **Gabe Waddle**, BSN, RN; **Anjana Kadel**, BSN, RN; **Dulce Serna**, and RN residents **Ashley Privette**, RN; **Helen Young**, BSN, RN and **Ashley DeMarcus**, BSN, RN.

The Diabetes Program – Raleigh Campus wishes **Shari Best** a happy retirement after 38 years at WakeMed.

The Home Health team welcomes **Dee Dean**, RN; **Christine Koch**, RN; **Sherell Palmer**, RN; **Moriah Halweg**, **Shae Tyson** and **Heather Cater**.

The CCM/PATH team welcomes **Kris Williford** and **Donald Baker**.

The Claims and Billing department welcomes **Arnold Coleman**.

Supply Chain welcomes **Adriana Hansen**, RN.

4C Mother Baby – Raleigh Campus welcomed new employees: **Angela Hall**, RN; **Meghan Mock**, RN; **Cyarra Pierson**, RN; **Kelly Suggs**, RN, **Layne Smith**, RN, **Courtney Winn**, RN, **Grace Whitham**, RN, and **Jamie Vinson**.

The Heart Failure Program – Raleigh Campus welcomes **Jama Harper**, BSN, RN.

General Surgery – Raleigh Campus welcomes **Monique Patterson**, RN, and **Jasmine Pugh**.

Heart & Vascular – Raleigh Campus wishes a happy retirement to **Sue White**.

Katie Layton transitioned from the Emergency Department to Heart & Vascular – Raleigh Campus.

Pathology Transfusion Services welcomes **Michael Padrick**.

CICU welcomes **Jennifer Reynolds**, RN; **Sara Herring**, RN; **Sean Colon**, RN; **Allison Vola**, RN; **Hannah Brannon**, RN; **Jack Alfman**, RN, and **Carmen Whitted**.

1C Clinical Evaluation Area welcomes **Jada Richardson**, BSN, RN; **Rhoshanda Howell**, BSN, RN; **Leslie Gibson**, RN; **Precious Obianozie**, RN, and **Crystal Bishop**.

6A CVIC welcomes **Brittaney Lessner**, RN, nurse residents, **Dwight Henderson**, **Perla Melendez**, **Jasmine Foye** and nurse aide **Latisha Barnes**.

6C Surgery & Trauma welcomes **Jordan Holliday**, **Dakota Shepherd** and **Nadia Wrenn**.

Human Resources welcomes **Hannah Brock**.

3A CVIC welcomes **Ginyel Farmer** and **Micaela Shirley**.

Imaging Services at North Hospital welcomes **Julie Williams** and **Emily Tillerson**.

The Emergency Department at North Hospital welcomes **Blake Watkins**, RN; **Curtis Shearman**, RN; **Lynsey McDonald**, RN; **Pamela Kolowale** and **Rosa Slabaugh**.

The Spiritual Care team at Raleigh Campus welcomes **Monica Young**.

The Apex Healthplex Emergency Department welcomes **Tida Thomason**, BSN, RN.

Mobile Critical Care Services welcomes **Taylor Abbott**, **Grant Balazs**, **Robert Soncini** and **Kyle Hassell**.

Marketing & Communications welcomes **Natasha Moore** as a web content specialist.

Welcome to **Latanya Morris** named Environmental Services Manager at WakeMed Cary Hospital. Latanya joins us having more than 35 years of experience in environmental and facility services.

ADDITIONS + ATTACHMENTS

Natasha Samuels (Administration) married Dr. James M. DePalma on February 16.

Kate Wilkes (Marketing & Communications) and her family welcomed baby girl **Miriam Lark Wilkes** on April 6, weighing in at 9 pounds, 4 ounces and 21.5 inches of cuteness.

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.

Coleen Smith Editor
WakeMed Employees, Photos

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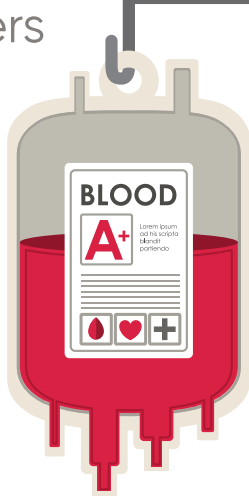
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ADDRESS SERVICE REQUESTED

WakeMed Partners with The Blood Connection

WakeMed's blood drives can directly impact our patients – please give! For details and to sign up for a time that fits your schedule, visit MyWakeMed.



CARY HOSPITAL

Wednesday, May 27 – 10 am to 3 pm
Conference Center

RALEIGH CAMPUS

Thursday, June 4 – 9 am to 2 pm
Andrews Center

See the Bloodmobile at:

APEX HEALTHPLEX

Wednesday, May 20 – 7 to 11 am

BUSINESS CENTER

Friday, June 26 – 1 to 5 pm

OPERATIONS CENTER

Friday, June 26 – 9 to 11 am

NORTH HOSPITAL

Thursday, June 11 – 7 to 11 am

GARNER HEALTHPLEX

Thursday, June 18 – 1 to 5 pm



Follow us!



WakeMedHospitals



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WakeMed & WakeMed Children's



WakeMed App

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

CALENDAR OF EVENTS

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 Marketing & Communications or email microscope@wakemed.org.

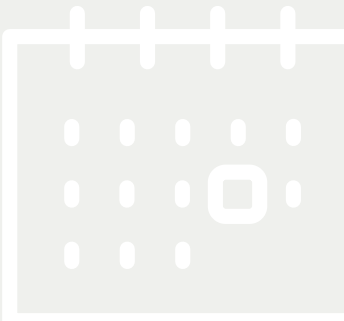
Wake AHEC

Living Ethics: A Cross-Cultural Perspective, June 15, Andrews Center

Interpreter Series: Level 1 Foundations of Professional Interpretation for Health and Human Service, June 17-18, Hampton Inn & Suites, Knightdale, NC

Interpreter Series: Level 2 Interpreter Training for Health & Human Services: Ethics, Skills Improvement & Practical Study, June 19, Hampton Inn & Suites, Knightdale, NC

"Aftershock" Responding to the Aftershocks of Community Violence: An Overview, June 29, Andrews Center



MAY IS STROKE MONTH BE FAST to stop stroke

In the event of a stroke, getting medical attention right away can minimize the 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.



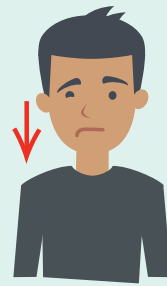
BALANCE

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.

Don't Delay Treatment Due to COVID-19

During the recent COVID-19 outbreak, hospitals across the country are seeing patients with serious medical symptoms delay seeking treatment due to fears of the virus. A stroke is a serious medical emergency – don't hesitate to call 9-1-1. Emergency workers know what to do and working together with hospital staff – we're all committed to keeping patients safe from COVID-19.

New Biplane Imaging System & Neuro Thrombectomy Program



Earlier this month, WakeMed Cary Hospital launched a new neuro thrombectomy program for stroke patients requiring the procedure. This allows WakeMed Cary Hospital to provide a higher level of stroke care than ever before, eliminating the need for transferring patients to other facilities. Offered in partnership with Raleigh Neurosurgical Clinic and Raleigh Radiology, three neuro interventionalists – Drs. **Brandon Burnsed, Andrey Belayev and Karah Lanier** – are performing these advanced interventions. These experts are supported by the excellent team of cardiovascular specialists in the Heart & Vascular Lab and Cary Hospital's compassionate nursing staff. "We are thrilled to expand our brain and spine health offerings here at Cary Hospital as part of our ongoing commitment to ensuring patients in western Wake County can receive the advanced care they need, close to home," explains **Tom Gough**, senior vice president & administrator, Community Hospitals.

Above: The implementation team poses for a picture after months of hard work, training and preparation.