

# MICROSCOPE

Exceptional People. Exceptional Care.

## Outstanding Leapfrog Recognition

### All Hospitals Earn A's, Cary Hospital Named Top Hospital

Raleigh Campus, Cary Hospital and North Hospital all received A's on the latest Hospital Safety Grades, which were released by The Leapfrog Group in November. Only 32 percent of hospitals nationwide received A's in this round of scores. Additionally, in December, Cary Hospital was named a Top Hospital by the organization – an honor bestowed on only 149 hospitals this year.

The Leapfrog Group is a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. The group has several programs in place to recognize hospitals who excel in areas of patient safety and quality. The Hospital Safety Grades are published twice a year based on information reported from government agencies and other sources. This program focuses exclusively on safety (accidents, injuries and errors). The Top Hospital award considers the quality of patient care across many areas of hospital performance – and is only given to hospitals that earned an A on the most recently reported Leapfrog Hospital Safety Grades.

“Thanks to years of multidisciplinary, systematic teamwork across our system, we are now seeing the improvements we knew we were achieving in quality, safety and service reflected in the data reported by Leapfrog. This has truly been a team effort – involving nearly every department across the system – and we are proud of the incredible work you are doing,” commented **Seth Brody, MD**, executive vice president & Chief Physician Executive. “WakeMed has received numerous recent accolades both nationally and from within our community – and these honors are a credit to the dedication and talent of our team. As we celebrate this well-earned recognition, let's also commit to building on these successes by striving for even better outcomes for our patients, their families and our community.”

## Sister Circle Receives Dogwood Award

In November, North Carolina Attorney General Josh Stein presented leaders from across the state with the prestigious Dogwood Award, which honors North Carolinians who work to keep people safe, healthy and happy in their communities. Among this year's recipients are the six



WakeMed doctors who make up the Sister Circle: **Rasheeda Monroe, MD**; **Nerissa Price, MD**; **Tiffany Lowe-Payne, DO**; **Netasha McLawhorn, MD**; **Jacqueline Hicks, DO**; and **Michele Benoit-Wilson, MD**.

“Drs. Monroe, McLawhorn, Benoit-Wilson, Lowe-Payne, Hicks, and Price used their medical expertise and their community connections to build trust with North Carolinians and encourage them to get the COVID-19 vaccine – the best way out of this pandemic,” said Attorney General Stein. “The Sister Circle physicians are helping save lives from this devastating pandemic, especially in communities that have long experienced disparities in health care.”

Congratulations to the Sister Circle physicians and thank you for all you have done to support our community, administer vaccines and address health inequity this year!

## Congrats, Top Docs!

Twelve WakeMed Physicians Practices physicians were recognized by their peers in this month's issue of *Business NC Magazine* as the state's best in their fields. Congratulations to these outstanding providers:

- **Matthew Alleman, MD**  
General Surgery
- **Timothy Bukowski, MD**  
Pediatric Urology
- **Nathan Calloway, MD**  
ENT – Head & Neck Surgery
- **Michael Ferguson, MD**  
ENT – Head & Neck Surgery
- **Samareh Hill, MD**  
Pediatric Weight Management
- **Carmin Kalorin, MD**  
Urology
- **Chelsea Ngongang, MD**  
WakeMed Heart & Vascular
- **Duncan Phillips, MD**  
Pediatric Surgery
- **Michael Soboeiro, MD**  
Primary Care
- **Diana Spahlinger McCarthy, MD**  
OB-GYN
- **Dominick Trapani, DO**  
Primary Care
- **Judson Williams, MD**  
WakeMed Heart & Vascular

For a full list of recent Awards & Accolades, visit [WakeMed.org](http://WakeMed.org).



WakeMed  
Cary Hospital

## Happy Anniversary Cary Hospital!

This month, **WakeMed Cary Hospital** celebrated a significant milestone in its history — the 30th anniversary of serving our community! Originally known as Western Wake Medical Center, it took nearly 10 years for the dream of Cary Hospital to become a reality. Thanks to significant community support by Ralph and Daphne Ashworth, Harvey and Texanna Montague and many others, the facility opened on December 16, 1991, with 80 beds. Today, with over 200 beds, Cary Hospital is the only full-service hospital in Cary, bringing advanced medical care and innovative technology to one of the top-rated places to live in the nation.



Cary Hospital has changed a lot over the years – and several WakeMed family members have been there through it all. One of those long-time employees is **Charles Thomas** (Environmental Services – Cary Hospital), who joined the Cary Hospital team a week before it opened. Back then, Cary Hospital was just two floors, and, as Thomas recalls, “if we had 10 patients in the hospital, it was a good day.” Reflecting on his three decades at Cary Hospital, he is grateful for the benefits, the workload and the opportunity to help people.

He also loves that each day presents new opportunities to make a difference in the life of a patient: “I love caring for people. That's why I'm still at WakeMed all these years later. I could retire, but I know we still need the support, and I want to do what I can... WakeMed is just a big family. It's a good place to work, and I encourage folks to come try it.”

Thank you to all of our incredible employees who make WakeMed such a wonderful place to work and receive care. We are excited to see what the next 30 years has in store for WakeMed Cary Hospital.





**NEW MURAL CELEBRATES OBERLIN VILLAGE HISTORY**

WakeMed is proud to unveil a beautiful outdoor art installation at our newest medical office building at 505 Oberlin Road. The new facility is located in the heart of historic Oberlin Village, which is a community rooted in freedom and dedicated to creating a better tomorrow. The mural, created by local designers and artists Janeyce 'Jae' Flagler and Dominique 'Doma' Crosby, in partnership with @OfficialBlackDollar, incorporates two historical buildings of Oberlin Village – the Hall House and the Willis Graves House. As an organization dedicated to ensuring equity, inclusion, and care for all, WakeMed is honored to highlight the legacy of this vibrant community and the many residents whose contributions helped improve the health and well-being of our community.



**REHAB PATIENT RECEIVES A "SWEET" SENDOFF**

Carl "Do-Right" Dudley, a retired United States Air Force Sergeant Major who served in World War II, received a special surprise before his discharge from the WakeMed Rehabilitation Hospital that commemorated a record he set. In 1964, Dudley and his team baked a cake in honor of Ernie Pyle, the last person killed in the Okinawa Prefecture at the end of WW II. Weighing in at more than 2,600 pounds, the cake is still considered the largest one baked in the military. Arielle Perkins, a pastry chef-extraordinaire with Morrison Healthcare's team at WakeMed, baked a replica of the top of Dudley's cake and presented it to him in his room with administrators, management and staff members in attendance. Eighty-seven-year-old Dudley came to WakeMed in October for back surgery. The 5B Neuro team cared for him for several days until he was admitted to the Rehab Hospital. He was discharged in mid-November with better balance and a satisfied sweet tooth!



WakeMed has been recognized by the Health Resources and Services Administration of the U.S. Department of Health & Human Services with a Platinum recognition of efforts to educate our community about organ, eye and tissue donation during the COVID-19 pandemic.



**Seth Bernstein, MD**, (Hospital Medicine) recently received the Champion of Palliative Care award from Transitions LifeCare. Dr. Bernstein was recognized for his commitment to ensuring patients and families are well informed of treatment options and for engaging the inpatient palliative care team to jointly manage complex symptoms, support patients and families, and discuss goals of care.



WakeMed hosted Veterans Day recognition ceremonies on Friday, November 11, to honor all WakeMed employees, physicians and volunteers who are veterans or currently serving in the U.S. Armed Forces. The annual Veterans Day services are sponsored by the Diversity & Inclusion Council.



In advance of his retirement, Trauma Services at Cary Hospital presented an appreciation plaque to **Kurt Ehlert, MD**, (Wake Orthopaedics) who served as ortho liaison and played an important role in helping Cary Hospital earn and maintain Level 3 Trauma Center designation. Pictured along with Dr. Ehlert (center) are **Tom Hughes**, senior vice president & Administrator, Cary Hospital, and **Kristi Blankenship, RN**, trauma coordinator.



**TRICK OR TREAT**

Staff across WakeMed took advantage of the opportunity to have some Halloween fun this fall! With department dress up days, reverse trick or treating, and fun community events, the holiday brought out the kid in everyone! Kudos to The Volunteers at Cary Hospital for hosting an incredibly successful Trunk or Treat – which was attended by over 1,000 community members and staff.



**Have news to share?**

Send it to [microscope@wakemed.org](mailto:microscope@wakemed.org)

## The Chase Continues: CLABSI

After a successful year focusing on Good Catch/Near Miss reporting, in Fiscal Year 2022 we are continuing our Chasing Zero journey by turning our attention to reducing central line-associated bloodstream infections (CLABSI). CLABSIs are common, and preventable, health care-associated infections that result in thousands of deaths each year and billions in added costs to the U.S. health care system.

### What is a CLABSI?

A central line (also called a central venous catheter) is a catheter that is often placed in a large vein to give medication or fluids or to collect blood. Central lines are commonly used in intensive care units and can remain in place for weeks or months. Increasing patient acuity and length of stay makes it likely that non-ICU units will see and care for central lines as well.

A CLABSI is a serious infection that occurs when germs enter the bloodstream through the central line. Patients who get a CLABSI often stay in the hospital longer and have poorer outcomes.

### How are CLABSIs prevented?

CLABSIs are largely preventable when appropriate infection control steps are followed. As with all types of infections, the first step to preventing CLABSIs is to perform effective hand hygiene regularly – including before and after each patient encounter.

WakeMed has adopted a standard CLABSI care bundle, which includes:

- Daily assessment and removal of all unnecessary catheters
- Maintenance protocols to ensure dressing is clean, dry, and intact – or changed immediately
- Comprehensive infection prevention standards when accessing the line
- Daily chlorhexidine gluconate (CHG) baths for all ICU and acute care patients with central lines

### Why is CLABSI prevention important?

The Agency for Healthcare Research and Quality (AHRQ) estimates that as many as 28,000 patients die from CLABSI each year in the United States. Simply put, preventing CLABSIs can save lives!

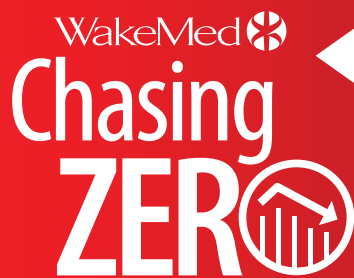
Additionally, WakeMed reports CLABSIs to CMS, who uses this data in several quality and value-based purchasing programs. The Leapfrog Group and other organizations also consider CLABSI rates for their award programs. So, in addition to being the right thing to do for patients, reducing CLABSIs will support our goal of becoming a top 10 health system for quality!

Finally, CLABSI is one of the four Quality goals in the 2022 WakeShare policy. For WakeShare, our goal is to have a standard infection ratio (SIR) of less than one (for more about SIR, see below).

### THE 411 ON SIR

SIR is a summary measure used to track hospital-acquired infections (HAI). SIR compares the actual number of infections to the number predicted, after accounting for various facility or patient-level risk factors. SIR can be helpful to see how we are doing at-a-glance. Put simply:

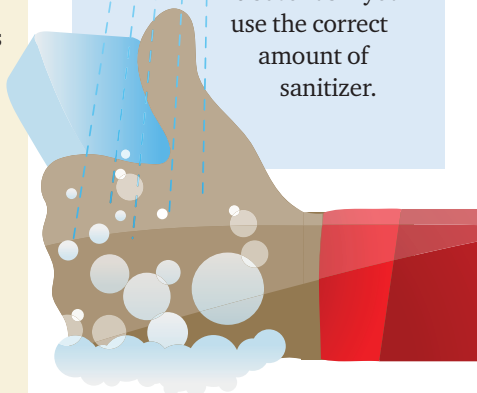
- If the SIR is 1, then the number of actual infections equals the number of predicted infections.
- If the SIR is less than 1, then the number of actual infections is less than the number of predicted infections.
- If the SIR is greater than 1, then the number of actual infections is greater than the number of predicted infections.



### THE IMPORTANCE OF HAND HYGIENE

The most important thing ALL staff can do to prevent infections is to perform effective hand hygiene. Here are a few important reminders:

- 80 percent of all infectious diseases are transmitted by touch.
- Wash your hands for at least 15 seconds.
- Soap and water remove germs from hands, but they cannot kill germs. Soap and water work by mechanically removing microbes from your hands.
- Alcohol-based hand sanitizer kills most, but not all, bacteria and viruses on contact. Use enough hand sanitizer to cover all surfaces of your hands and rub until dry. Hands should stay wet for about 20 seconds if you use the correct amount of sanitizer.



## SUPPORTING LIFE-LONG BONDS FROM DAY ONE

Giving birth and welcoming new life into the world is a very exciting time for new parents and their babies. It can also be a particularly tiring time – especially for new moms.

To promote a restful environment and help families establish an early bond with their newborns, all three WakeMed hospitals have established Family Bonding Time on the Mother-Baby units. As part of this initiative, these units have a designated two-hour afternoon quiet time to provide caregivers uninterrupted time with their infants and give new mothers a chance to rest and recover. During this time, staff dim lights and decrease interruptions unless requested by the mother. Visitors, as allowed, are asked to remain in the waiting room unless the family is expecting them.

“Families need time alone together to encourage bonding as well as rest and recovery. Family Bonding Time offers families uninterrupted time to get to know their new baby and learn to recognize their unique cues and signals,” commented **Leslie Canale**, Lactation Services, (Cary Hospital) who has been instrumental in leading the Family Bonding Time initiative. “Additionally, we hope that this dedicated time positively contributes to families’ overall satisfaction with parenting their newborn and their overall quality of hospital experience at WakeMed.”

Cary Hospital first piloted Family Bonding Time this spring and it was expanded to Raleigh Campus and North Hospital this fall.



### Sarah Crowley Joins WakeMed as Director, Behavioral Health, Nursing

WakeMed recently welcomed **Sarah Crowley**, MSN, RN, to the role of director, Behavioral Health Services, Nursing. Crowley brings 10 years of experience working with behavioral health patients in both inpatient and outpatient settings and comes to WakeMed from Hospital Corporation of America (HCA)

where she served as the director of Quality and Safety, the Patient Safety Officer for Behavioral Health and as the director of Behavioral Health Services.

At WakeMed, Crowley will support and advance nursing care for patients with Behavioral Health needs across the system. She will work in partnership with leaders, providers and staff across all WakeMed facilities to positively impact clinical operations and patient outcomes.

### WOW, WHAT AN EMPLOYEE!

**Dee Lockridge Brown**, BSN, RN, (Clinical Nursing Resource Services) received the “Preceptor of the Year Award” from East Carolina University College of Nursing for her work with their clinical nurse specialists’ students.

**Michael Modrow**, PA, (Cardiothoracic Surgery) was selected as the featured physician assistant of the month by the Association of Physician Assistants in Cardiothoracic and Vascular Surgery.

**Ashley Agaba** (General Surgery) completed her bachelor’s degree in health care administration.

**Kimberly Hinton**, BSN, RN, (1A Clinical Evaluation Area) received national certification in medical-surgical nursing.

**Lindsey Moody** (Case Management) earned licensed clinical social worker (LCSW) certification.

**Yvonne DeMuth**, RN, (Nursing Education) received certification in nursing professional development.

**Zee Graham** (Human Resources) was promoted to HR Recruiter.

**Julia McNulty**, RN, (5C Medicine) was promoted to Clinical Educator/Supervisor.

Hospital Coding congratulates **Ashley Ballman** on being promoted to Inpatient Coding Supervisor as well as **Danielle Sturm** and **Ebele Saint Louis**, who were promoted to Inpatient Coder II, and **Dorian Kelly** and **Shelby Jones**, who were promoted to Inpatient Coder I.

### COMINGS & GOINGS

5C Medicine and 4C Med/Surg welcomes **Deven Jones** and **Amanda McDaniel**.

6A CVIC welcomes **Becca Knight**.

Behavioral Health welcomes **Natalie Warta**, **Nicky Fletcher**, **Emily Wood**, **Breegan Ladd**, **Anthony Thorpe**, **Lori Harrison** and **Bill Vaughn**.

CICU welcomes **Caroline Corrigan**, BSN, RN; **Carly Dunn**, BSN, RN; **Kourtney Edwards-Campbell**, BSN, RN; and **Brittian Hinson**, BSN, RN.

Home Health and Hospital @ Your Home welcomes **Shakima Ebron**, **Jodi Tulloch**, **Linda Fletcher**, RN; **Kim Fredrick**, RN; **Drusa Evans**, RN; and **Diamante Smith**, RN.

Labor & Delivery – Raleigh Campus welcomes **Stefanie Wheeler**, BSN, RN; **Christina Wray**, BSN, RN; **Crystal Thorpe**, BSN, RN; **Alexus Thomas**, BSN, RN; **Juliana Santos**, BSN, RN; and **Elizabeth Key**, BSN, RN.

Managed Care Contracting welcomes **Jon Fenton** to their team.

Outpatient Rehab – Clayton welcomes **Deborah Constantine**.

Pathology Transfusion Services welcomes **Yasmin Adame-Zavala**.

**Tomika Battle** and **Abby Mackey** transitioned to Talent Acquisition in Human Resources.

**Nicole Hicks** transitioned from Health Information Management to Hospital Coding.

**Lindsey Marxreiter** transitioned to a new position in Hospital Coding for the Cath Lab.

**Deb Gebbia**, BSN, RN; **Shelley Hunter**, BSN, RN; and **Jennifer Semrad**, RN; transitioned to new roles in the Revenue Integrity department.

Conference Services welcomes **Felicia Anderson**.

### ADDITIONS + ATTACHMENTS

**Sara Coletta Stackhouse** (Information Services) and her husband welcomed a son, **Beckett M. Stackhouse**, on September 1, 2021.

**Christine Fabics** (Outpatient Rehab) married **Matthew Shrader** on September 17, 2021.

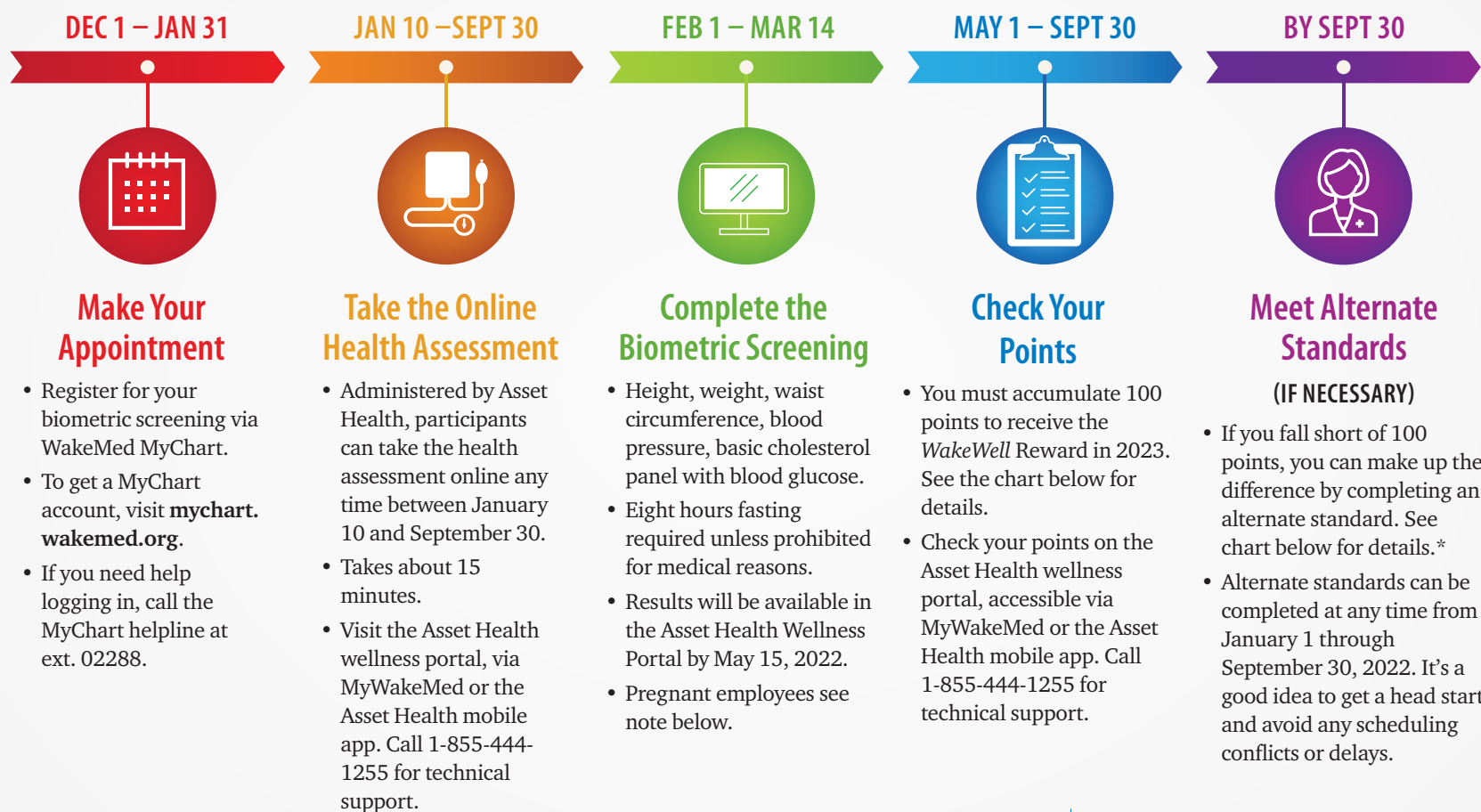
**Stephanie Igo** (Outpatient Rehab) married **Jeff Berger** on October 9, 2021.

**Jessica Lee**, BSN, RN, (Emergency Department – Garner Healthplex) married **Danny Hammons** on October 26, 2021.



WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2022, participants who earn 100 points (see chart below) have the opportunity to earn \$500 (full-time employees) or \$250 (part-time employees) that can be used for out-of-pocket medical costs in 2023. Employees enrolled in WakeMed's Contigo Health medical plan as of January 1, 2022, should follow the steps below. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wakewell@wakemed.org.

Employees who join the Contigo Health Medical Plan between January 2 and September 1, 2022, can qualify for WakeWell Rewards simply by taking the Online Health Assessment by September 30, 2022.



### A Note about Pregnancy

Pregnant or nursing employees should complete the online Health Assessment and attend the biometric screening, but will not have bloodwork done (no fasting required). Since pregnant participants will not earn points for the bloodwork portions of the biometric screening, they will need to complete one of the pregnancy-focused alternate standards.

#### Pregnancy Alternate Standards

Physician Statement	40 Points
or Contigo Health LifeStart Program	40 Points

### Points Chart

<b>Required Activities</b>	
Biometric Screening	30 points
Online Health Assessment	30 points
<b>Biometric Screening Results</b>	
LDL Cholesterol Below 130	10 points
BMI Below 30	10 points
Glucose Below 126	10 points
Non-tobacco User	10 points
<b>PROGRAM GOAL</b>	<b>100 points</b>

### Alternate Standards\*

For details and verification requirements, visit the WakeWell page on MyWakeMed.

<b>Alternate Standards</b>	
Contigo Health Case/Disease Management	40 Points
Health Coaching	40 Points
Tobacco Cessation Coaching	40 Points
LiveWell Program	40 Points
Behavioral Health Coaching	40 Points
Registered Dietitian Consult	40 Points
Diabetes Education	40 Points
Physical Exam (between 7/1/21 and 9/30/22)	40 Points
Asset Health Online Mission	10 Points
Asset Health Online Courses	5 Points
Asset Health Online Wellness Challenge	5 Points

\* Employees may appeal results or program components using the Asset Health appeal process. See the FAQ on MyWakeMed.

## CHECKING IN ON THE Chest Team

The WakeMed Chest Team was established in early 2021 as a collaborative effort between WakeMed thoracic surgeons, pulmonologists, nurse navigators and Raleigh Radiology. Together, the team acts as a "one stop shop" for patients with suspected or diagnosed chest and lung cancers. "The Chest Team is a novel programmatic approach to caring for patients with new potential cancer diagnoses in a very efficient way, leading to better outcomes and high levels of patient satisfaction," explains WakeMed Heart & Vascular surgeon **Alden Maier, MD**, (formerly Parsons). "We are grateful for our collaborative team who make this approach possible."



In the past year, 299 patients were referred to the team for evaluation – and 99 of those (33%) resulted in a cancer diagnosis. Thanks to this team approach to care, these patients received expedited access to assessment, diagnosis, testing and interventions. "Lung cancer is the leading cause of cancer death among both men and women, and early detection is critical to improving patient survival rates," commented **Charles Harr, MD**, Chief Medical Officer – Raleigh Campus, and thoracic surgeon. "Our Chest Team leverages the combined expertise available at WakeMed to offer personalized, comprehensive care to support patients throughout their care journey."

In addition to advancing care for patients with malignant disease, the team also collaborates to triage other chest conditions such as advanced COPD, pulmonary fibrosis and other lung diseases and chest-area abnormalities. The Chest Team is available 24 hours a day, 7 days a week. Referrals can be sent via Epic or RapidConnect or by calling 919-350-LUNG (5864). The dedicated patient navigators, Wanda Adams (Chest Team - Thoracic Pulmonary Nurse Navigator) and Lisa Franks (Lung Screening Nurse Navigator) can also be reached at 919 350-LUNG or via Rapid Connect.

### Do You Need a Lung Cancer Screening?

About 220,000 people will be diagnosed with lung cancer this year and of them 150,000 will eventually die of lung cancer. In 2021, the United States Preventive Task Force updated their guidelines to expand eligibility for CT lung cancer screening to a much broader audience. Yearly lung cancer screening is now recommended for people who:

- Have a smoking history of at least 20 pack-years (1 pack/day for 20 years or 2 packs/day for 10 years)
- Smoke now or have quit within the past 15 years, and

- Are between 50 and 80 years old.

Private insurance plans vary in coverage for lung cancer screenings, but the WakeMed medical plan (administered by Contigo Health) covers them for individuals age 50-80.

WakeMed offers CT lung cancer screening at locations throughout the Triangle. A physician referral is required; speak to your primary care provider if you meet eligibility criteria.

## RETIREMENT SAVINGS PLAN UPDATE

### IRS Increases 2022 Retirement Savings Contribution and Compensation Limits

The Internal Revenue Service (IRS) has announced that the annual retirement savings contribution limits will increase to \$20,500 in 2022. Employees age 50 or older are eligible to contribute up to an additional \$6,500 in catch-up contributions next year. The IRS has also increased the annual compensation limit to \$305,000.

To review or change your contributions to the WakeMed Retirement Savings Plan, call 919-350-7623, option 2.

### Well-being & Behavioral Support Resources Available Online



If the challenges of the past year have caused you to experience increased symptoms of depression, anxiety or both – you are not alone. Depression and anxiety are highly treatable – and acknowledging these feelings is the first step to managing them. WakeMed offers numerous resources for employees to help manage and improve their mental health and well-being.

A comprehensive list of these services is now available on WakeMed.org. Visit "For the Employee" > Benefits & Wellness > "Well-being & Behavioral Support Resources"

# CRT's Work to Protect WakeMed's Most Precious Resource... **YOU**



In the early days of the pandemic, the Incident Management Team formed a task force to anticipate the future impact of COVID-19 on our inventories. Thus, the Critical Resource Team (CRT) was born! The team's scope quickly expanded and diversified as research findings prompted constant updates to CDC recommendations and OSHA requirements and the nation's supply chain buckled under the stress of the pandemic.

Over the next 20 months, under the leadership of **David Kirk**, MD, associate chief quality officer, the group of 30+ physicians, nurses, administrators, leaders and staff from clinical and non-clinical areas has been meeting weekly to ensure we have the PPE, cleaning products, supplies, policies, protocols and people in place to keep the members of the WakeMed family and our community safe.

Team members often worked endless days behind the scenes for our staff and patients. While many other hospital systems resorted to improvised protective equipment (garbage bags as gowns, for example) it is thanks to CRT that our frontline staff has had the PPE needed to stay safe throughout the pandemic.

As CRT winds down, we asked a few members to share some highlights about the team's work over the past 20 months.

- In the early days of the pandemic, when massive shortages were occurring, MPD measured PPE and critical supply inventories by days on hand. Now, they gauge availability by weeks and months.

- Initially, market competition for PPE was so severe that executive leaders were directly involved to streamline purchasing decisions. Protecting our staff was clearly everybody's highest priority.
- A Sani-Wipe shortage prompted an incredible collaboration of multiple departments to determine how best to clean and sanitize our facilities. CRT member **Abbie Williamson**, executive director, (Pharmacy) led this effort to ensure every area in WakeMed had a safe and effective means for cleaning.
- At one point, WakeMed received 1 million gowns from a non-standard manufacturer. Supply Chain located a testing lab in Missouri to prove that the gowns would remain fluid-resistant in high temperatures and humidity levels. **Kevin Schmidt**, director, (Supply Chain) also performed his own experiment: he placed a case of gowns in his car during June and July 2020 and kept a daily log of temperatures and humidity levels to confirm the Missouri lab's results. The gowns remained safe even after long exposure to Raleigh's high, humid temperatures.
- **Diana Rhyne**, executive director (Innovations) and the Innovations team struck up a relationship with NC State,

which led to the production of CAPR shields for us when we couldn't obtain them from the manufacturer. NC State also tested alternate procedure and KN95 masks to ensure our staff were safe.

- **Kenneth Murray**, executive director, (Performance Improvement) created the fit-frame to ensure hard-to-fit staff could get and maintain a safe respirator fit.
- WakeMed SVP and Chief Medical Officer **Chris DeRienzo**, MD, drove to the State Department of Health & Human Services to pick up needed pipette tips. **Nate Creech** (Emergency Management) also placed a personal order for pipette tips, which arrived at his home three months later.

CRT members worked days, nights and weekends, combing through literature, policies and procedures and contacting their colleagues at other institutions to obtain the information needed to keep our teams and patients safe. As the CRT winds down, we thank them for their dedication to the WakeMed family and mission. We know that if other crises occur, they can quickly come together and achieve positive results.



## WakeMed MyChart UPDATE

### RECENT ENHANCEMENTS

Several changes were recently made to WakeMed MyChart to streamline communications and improve the user experience. Here's a quick recap of the changes:

**COVID-19 Vaccination Status:** Patients can generate a unique QR code with basic information (name, birthdate, etc.) as well as their most recent COVID-19 test results and COVID-19 vaccinations. Patients can easily access, export, download or print their vaccination or test result status using the QR code.

**Two Factor Authentication:** As an enhanced security measure, when patients log into MyChart from a new device or browser, they are now prompted to enter a verification code sent to the email address associated with the account.

**Message Folders:** Folders were added to make it easier to navigate through messages. Messages are now divided into four categories: conversations, bookmarked, appointment and automated messages.

**Sign Documents Anytime:** The MyChart health feed now tells patients when they have documents to sign – even outside of eCheck-in.

**Invite Referred Patients to Schedule Appointments:** Patients needing to schedule a specific appointment, such as a specialist referral visit, will get an invitation to do so online – even if they don't have MyChart. Patients will receive a scheduling ticket (via email) that lets them schedule an appointment without a MyChart login.

## NEWS FROM WakeMed Physician Practices

### Welcome New Physicians



**Ellen Dillavou, MD**  
Vascular Surgery



**Chad Greer, MD**  
Wake Orthopaedics



**Nirmala Narasimha, MD**  
Primary Care



**Darya Ozkok, MD**  
Hospital Medicine



**Laurian Roediger, MD**  
OB-GYN

### Coming Soon! Opening Early 2022

**WakeMed MyCare 365 Primary & Urgent Care – Glenwood**  
6800 Glenwood Avenue  
Raleigh, NC 27612

**WakeMed MyCare 365 Primary & Urgent Care – Fayetteville Road**  
4530 Fayetteville Road  
Raleigh, NC 27603

### Welcome New Advanced Practice Providers

**Andrew Allen, PA**  
MyCare 365

**Fuson Devose, NP**  
Hospital Medicine

**Jennifer Perry, PA**  
MyCare 365

**Miranda Williams, PA**  
Cardiology

**Elizabeth Compton, NP**  
Hospital Medicine

**Callan Fike, PA**  
General Surgery

**Jacquelyn Steen, NP**  
Neonatology

**Julia Zhu, PA**  
MyCare 365

**Elizabeth Lidiard, PA**  
Cardiology

**Henry Van Gils, PA**  
Cardiology

### Introducing the WakeMed Employee Health Concierge Line

WakeMed is excited to introduce this new program making it simpler for our employees to obtain same-day and/or primary care services within the WakeMed network of physician practices. The Employee Health Concierge Service replaces Employee Health services located at Raleigh Campus, and offers more access to the WakeMed network, every day of the week, when you need it most.

#### Services Available

- Assistance in establishing a primary care provider at the location of your choice
- Chronic care management
- Lab services
- MyChart appointment scheduling and messaging
- Nutrition visits (virtual and in-person)

- One direct phone number Monday through Friday for scheduling assistance
- Same-day and in-person primary care and urgent care visits available, 7 days a week
- Specialty physician options
- Virtual behavioral health services
- Virtual Urgent Care (\$15 copay for employees on the medical plan)

**Direct Line for WakeMed Employees:**  
919-350-8284.

# 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](mailto: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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*Give a star ✨ a wish ✨ a light*

With the gift of a Light, a Wish or a Star, you can help make a difference for the patients of WakeMed Children's. For more than 30 years, members of our community have supported the programs and services at WakeMed with a Love Light Tree gift.

The Love Light Tree tradition began in 1985 when Dr. Bill and Mrs. Colleen Lee dedicated a tree to WakeMed in memory of their son, Matthew Lee (1979 - 1984).

While our annual Love Light Ceremony & Trim the Tree with Twinkle events were cancelled this year due to the pandemic, you can still continue the tradition with a Love Light donation. These gifts are a great way to give back to your community while remembering a loved one or honoring a special relative, child, friend, neighbor, physician, nurse or colleague.

Donations can be made online at [wakemedfoundation.org](http://wakemedfoundation.org).



**Share your holiday photos!**

If you have photos of your department or unit celebrating the holidays, send them to [microscope@wakemed.org](mailto:microscope@wakemed.org) to be considered for the January issue!

**FOLLOW US!**



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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

### First Uniform Sale

Did you know you can order uniforms year-round online? Visit [www.firstuniform.com](http://www.firstuniform.com) to order and the Volunteers will receive a percent of all purchases to help support the wonderful programs they make possible for employees, patients and the community.

To make sure the Volunteers receive proceeds for each sale, please set up your payroll partner account on First Uniform's website when shopping online. If you have questions regarding this process, please call 704-366-5741.

### Save the Date! In-Person First Uniform Sales

- Raleigh Campus: Wednesday, February 9, 7 am to 4 pm, Andrews Center
- Cary Hospital: Tuesday, February 22, 7 am to 4 pm, Conference Center
- North Hospital: Wednesday, February 23, 7 am to 4 pm, Conference Room

### Wake AHEC

Ethical Dilemmas in Community Psychiatry – January 10

Meeting the Healthcare Needs of LGBT People – January 19

Untying the Strings of Racism and Oppression: Raising Awareness and Honoring Socio-Cultural Threads throughout Group Therapy – January 22-23

### Live Webinars

- Trauma Informed Care in Tailored Care Management – January 11
- Key Components of Trauma Informed Care – January 21
- Let's Get Creative: 25 Brief, Interactive Strategies to Engage Children & Adolescents in Therapeutic Settings – January 26

For a complete list of Wake AHEC continuing education events, please visit [www.wakeahec.org/courses-and-events](http://www.wakeahec.org/courses-and-events)



WakeMed 

**VIRTUAL  
URGENT  
CARE**

Here For You  
This Cold &  
Flu Season

Feeling under the weather? Save yourself a trip, and get care from the comfort of home, with WakeMed Virtual Urgent Care. Simply use WakeMed MyChart to schedule an urgent care video visit to get expert care from WakeMed Urgent Care providers you know and trust – for just \$15 for WakeMed medical plan members; \$45 for all others.

- Providers treat patients age four months and up.
- Appointments are generally available within 30 minutes.
- Providers are available 8 am to 8 pm, 7 days a week, excluding some holidays

To get started, log into WakeMed MyChart and select Schedule an Appointment > Urgent Care > Virtual Urgent Care Reserve Your Spot.