

MICROSCOPE

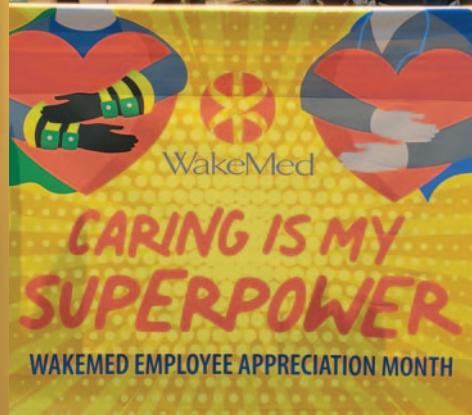
2021

FISCAL YEAR
IN REVIEW



Raleigh Campus

This was an exceptionally busy year for Raleigh Campus, with high inpatient and Emergency Department volumes throughout the year. The facility also introduced several new services, including an inpatient pain consultation service, and continued building on comprehensive Brain & Spine Health programming. In an effort to improve the patient and visitor experience, over 1,000 new recliners, sleeper sofas, side chairs, overbed tables, and bedside tables were installed in patient rooms. Additionally, renovations got underway in 5B, Heart Center Pre- & Post-Procedure Care, 1B Clinical Evaluation Area and the first floor Physicians Lounge.



Fiscal Year 2021 was a memorable year at WakeMed! As we continued navigating through the COVID-19 pandemic, we found new and improved ways to care for our community and deliver on our mission of improving the health and well-being of those we serve. We made great improvements in patient safety, quality and efficiency, expanded our services, opened new facilities and so much more. In this annual year-in-review issue of *Microscope*, we pause to look back at all we have accomplished and say THANK YOU to everyone who helps make WakeMed the incredible organization it is!



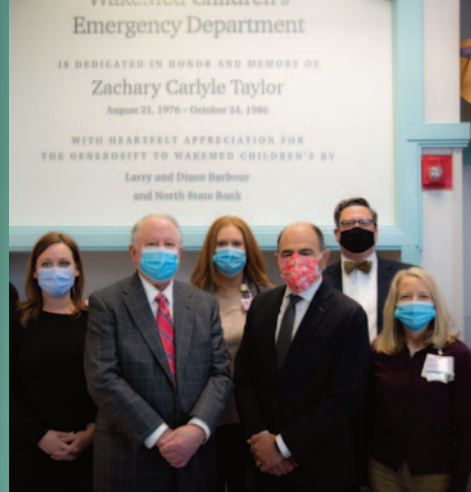
Cary Hospital

It was a year of growth for Cary Hospital, with the brand new fifth floor opening in April, capping off years of planning and construction. Two new medical office buildings – the Medical Park of Cary and HealthPark at Kildaire – also opened nearby this year and are home to numerous physician practices and a variety of outpatient services. To reflect the expanded scope of services available in this area, these three buildings are now collectively called the Cary Hospital Medical District. Additionally, renovations began in Mother-Baby to give patient rooms a refresh, and a new, state-of-the-art MRI was installed, as part of our strategic partnership with Siemens Healthineers.



North Hospital

Expansion was this year's theme at North Hospital, as on-call and specialist coverage was extended and several new services were added (including tele-neurology, tele-stroke and tele-infectious disease) allowing the facility to provide a higher level of care around the clock and reducing the need to transfer patients. The enterprise also expanded Imaging Services to include additional MRI coverage, CV testing and stat DVT coverage. To meet growing patient volumes, the Med/Surg unit doubled capacity – growing from 20 to 41 beds in the past 12 months – and work begins soon to add 16 additional Med/Surg beds and 9 ICU beds.



WakeMed Physician Practices & Ambulatory

WakeMed Physician Practices grew by leaps and bounds this year, adding 16 new practices to the network and expanding into new market areas. While many patients returned to in-person care, virtual visits and telehealth remained a focus and much work was done to improve access. To keep up with growth, we welcomed 63 physicians and 68 advanced practice providers, (bringing our totals to 408 and 307, respectively) as well as numerous support staff.

Our Healthplexes continue to play a critical role in our community by providing convenient access to high-quality care throughout Wake County.

- Apex Healthplex Emergency Department averaged 54 patients per day.
- Brier Creek Healthplex Emergency Department averaged 62 patients per day.
- Garner Healthplex Emergency Department averaged 90 patients per day.

These services are supported by growing outpatient imaging, lab and practice volumes.



Checking in on Our Aspirational Goals

We made great progress against our Aspirational Goals metrics in many areas this year – despite many surprises and challenges brought by the continued pandemic. Check out the chart below to see how we fared against our goals for the year. Results in green indicate we met or exceeded the established target.

Aspirational Goal	Metric	FY 2021 Target	Result
Quality	Hospital-Acquired Infections: Meet 3 of 4 targets		
	> Catheter-Associated Urinary Tract Infections (standardized infection ratio)	<1.00	0.59
	> Central Line-Associated Bloodstream Infections (standardized infection ratio)	<1.00	1.52
	> C. diff Infections (standardized infection ratio)	<1.00	0.19
	> Surgical Site Infections: Colon (standardized infection ratio)	<1.00	1.36
	Harm Across the Board (# per 1000 days)	<2.25	2.22
Culture of Safety	Patient Safety: Meet 1 of 2 targets		
	> Patient Falls with Injury	119	153
	> Observed to Expected Mortality	<1.00%	1.04
	Safety Event & Near Miss Reporting	1,372	1,590
Wake Way	Overall HCAHPS rating (percent of 9 & 10 scores)	79.00%	78.21%
	Providers earning PRC 5-Star Awards	53	83
Extraordinary Team	Employee Engagement Survey - Employee Ranking	93.60%	81.00%
	Employed Provider Engagement Survey - Provider Ranking	88.00%	77.70%
Financial Health	Earnings before interest, tax, depreciation and amortization (EBITDA)	\$120,145,470	\$138,190,591
	Days cash on hand	234	231
Highest Ethics & Standards	Information System Security & Compliance: Meet 2 of 3 targets		
	> Percent of recipients who provide credentials in Phishing simulation emails	2.50%	0.0004%
	> Impermissible Epic access	0.25%	0.0005%
	> Hotline reports per 100 employees	2.50	2.35
	HI TRUST Assessment Rating	3.0	2.8
Healthy Community	Meaningfully impact vulnerable community members through population health pyramid interventions	12,000	~20,000
	MyChart activation by patients	52.00%	57.60%
	Community Health (Capital Counties) Survey Score	4	3
Innovation	HIMSS Analytics Assessment Grade	4	4
	Care Process Models implemented	15	15
Preferred Partner	Primary Care attributed lives	100,000	107,426
	Primary Care physician loyalty (number of providers who refer to WakeMed specialists 70% of time)	20	59
Value Leader	Total operating expense per adjusted discharge	\$13,609	\$14,689
	Readmissions: Meet 1 of 2 targets		
	> Observed to Expected Readmissions	<1.00	0.84
	> Observed to Expected Length of Stay	<1.00	0.98

State-of-the-Art Patient Care

INNOVATION

As the **Siemens Healthineers partnership** continues to grow, eight Siemens technology installations have been completed, with five more underway. Beyond the technology and equipment aspects, the strategic partnership includes integration of AI software, enhance education and training opportunities and performance improvement projects.



The first phase of our transition to **The HUB** took place in May, bringing numerous Human Resources functions online with the updated Lawson Infor platform. Much work was done to prepare for Phase II, which incorporates many Finance and Supply Chain functions into the same platform.

Significant progress was made this year in aligning **Patient Access** initiatives across the system with a goal of improving the patient experience and streamlining access points. A centralized contact center was launched for WakeMed Physician Practices and is currently handling over 3,000 calls each week across five specialty areas.

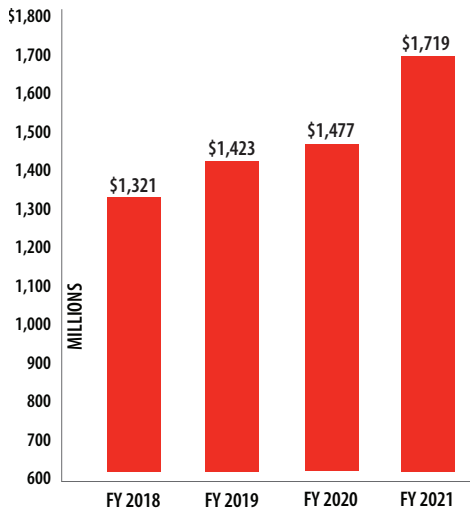
Numerous enhancements and improvements were made to **MyChart**, including expanded eCheck-in, global paperless billing and enhanced teen privacy. Thanks in part to vaccination efforts, we ended the year with an activation rate of 57.3% - significantly higher than our annual goal of 52%. Work continues to encourage patient engagement and use of the many valuable features.



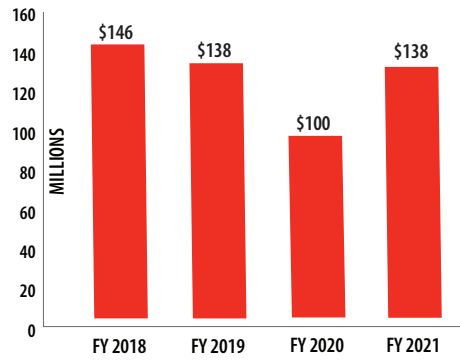
A Strong Bottom Line

FINANCIAL HEALTH

In addition to the many successes we saw this year, we ended the year ahead of targets for both cash flow and operating margins. Our strong operating results are thanks in part to greater than anticipated volumes in most service areas.

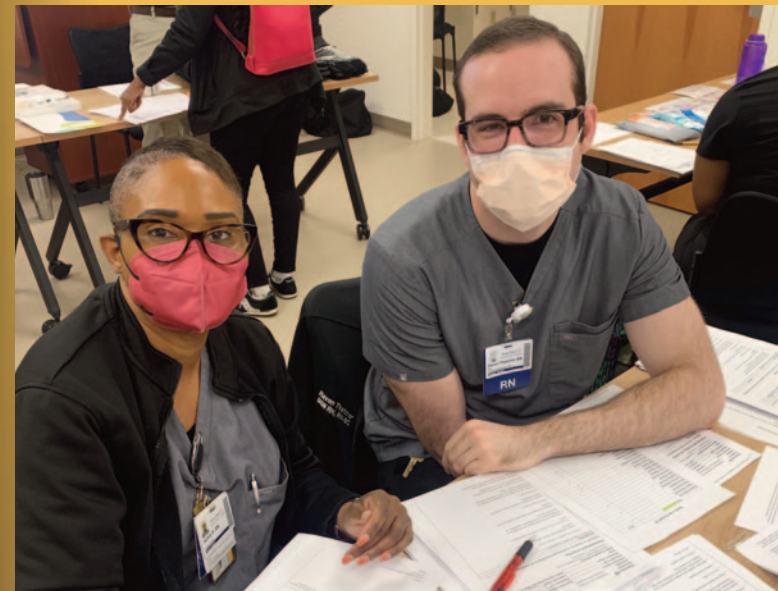
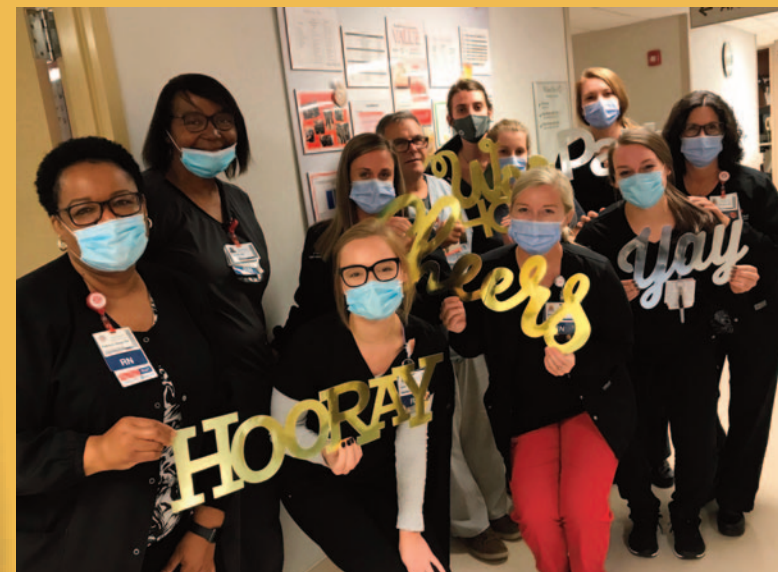


Operating Revenue



Operating Cash Flow

Results exclude WakeShare



	Discharges	Adjusted Discharges	ED Visits	Deliveries	Surgeries	Cath & EP	CT & MRI
2018	45,574	98,532	287,864	8,137	36,503	8,265	150,826
2019	48,064	105,063	295,132	8,528	38,825	8,280	162,703
2020	46,569	100,273	259,095	8,616	37,293	7,336	156,089
2021	51,834	113,273	279,097	8,652	41,657	7,856	187,759

WakeMed Statistical Highlights FISCAL YEAR 2021

OPERATING STATISTICS FY 2021

Discharges	51,834
Raleigh Campus	31,893
Cary Hospital	13,643
North Hospital	4,657
Rehab Hospital	1,641
Adjusted Discharges	113,273
Births	8,652
Raleigh Campus	4,259
Cary Hospital	2,871
North Hospital	1,522
Emergency Visits	279,097
Raleigh Campus	119,172
Cary Hospital	43,799
North Hospital	41,151
Apex Healthplex	19,543
Brier Creek Healthplex	22,689
Garner Healthplex	32,743
Trauma Patients	
Raleigh Campus	4,609
Cary Hospital	963
OB Emergency Visits	9,519
Inpatient Surgeries	11,501
Raleigh Campus	7,927
Cary Hospital	2,952
North Hospital	622
Outpatient Surgeries	30,156
Raleigh Campus	10,307
Cary Hospital	6,490
North Hospital	3,469
Capital City Surgery Center	9,890
Endoscopies	11,831
Raleigh Campus	6,444
Cary Hospital	3,428
North Hospital	1,959
Total Cardiovascular Procedures	20,355
Other Outpatient Procedures	125,723
Raleigh Campus	46,170
Cary Hospital	25,788
North Hospital	19,873
Apex Healthplex	9,090
Brier Creek Healthplex	7,914
Garner Healthplex	12,928
All Other	3,960

WakeMed Physician Practice Visits 491,755

Home Health Visits (Episodes) 4,807

FINANCIAL STATISTICS FY 2021

Total Operating Revenue	\$1,719,663,179
Total Operating Expenses	\$1,674,511,468
Labor Expenses	\$1,040,288,324
Supplies, Purchased	
Services and All Other	\$551,812,867
Cash Flow from Operations	\$127,561,989
Investment Income and Other	
Non-operating Revenue	\$90,731,735
Depreciation, Interest & Amortization	\$82,410,278
Total Revenue over Expenses	\$135,883,446
Capital Expenditures	\$87,156,892

COMMUNITY BENEFIT FY 2020

Estimated Total Direct Community Benefit \$256,019,295

PERSONNEL STATISTICS FY 2021

Medical Staff Members

Raleigh Campus (includes North Hospital)	1,234
Cary Hospital	928
<i>Physicians may have privileges at multiple facilities</i>	

Employees

10,307	
Raleigh Campus	5,022
Cary Hospital	1,372
North Hospital	664
Apex Healthplex	91
Brier Creek Healthplex	138
Garner Healthplex	114
All other	2,906
Total RNs	3,000

CURRENT BED COUNT

Licensed Beds	970
Raleigh Campus	567 acute
Cary Hospital	208 acute
North Hospital	61 acute
Rehabilitation Hospital	98 rehab
Skilled Nursing Beds (not in operation)	36



WakeMed Health & Hospital



Spotlight on COVID-19

In addition to all that we accomplished this year, the COVID-19 pandemic was a backdrop for many day-to-day activities. During surge periods, notably in January and August, staff overcame numerous challenges to ensure that patients received exceptional care while working to keep families connected with loved ones. Our Critical Resources and Capacity Management Teams helped navigate the ever-changing situation, using creativity and teamwork to ensure all options were considered for the benefit of patients. Visitation policies changed several times this year as we worked to safely expand options and align with regulations. Throughout the year, our Guest Services and Campus Police teams welcomed and screened tens of thousands of visitors and ensured that all procedures were followed appropriately.

From the moment the first vaccine received Emergency Use Authorization from the FDA, **vaccinating our team and community** became a driving focus. Within two days of WakeMed receiving our first Pfizer shipment, our clinic was up and running – vaccinating hundreds of people each day. Tremendous work was done to reach out into the community, through drive-through clinics, partnerships with community providers and organizations, Strike Team efforts, on-site employer vaccination clinics and much more. WakeMed was also one of the first hospitals in the area to offer vaccination to hospitalized patients, providing efficient access to some of the most vulnerable members of our community. This all-hands-on-deck approach has helped WakeMed support the administration of nearly 200,000 doses of vaccine in less than a year.

In late 2020, WakeMed became one of the first sites in the state to begin offering **monoclonal antibody (mAb)** infusions for patients with COVID-19 to prevent disease progression and reduce hospitalizations. Teams in our Heart Center infusion area and Emergency Departments made this treatment available to hundreds of patients within their spaces. This fall, we expanded access to mAb as part of the national **Crush COVID** initiative, opening four additional infusion clinics across Wake County and have now provided more than 4,000 infusions.



Partnering for a Healthier Community

HEALTHY COMMUNITY & PREFERRED PARTNER

The COVID-19 pandemic has had a long lasting impact on many of our services – and yet we continue to adapt and respond in order to better meet the needs of our community. After initially supporting COVID-19 patients only, our **Hospital @ Your Home** program transitioned to a CMS-approved inpatient model this summer, opening it up to all eligible inpatients and proving invaluable during surge times, freeing up patient beds and allowing patients to recover in their home. The **Raleigh Campus Skilled Nursing Facility**, which opened at the beginning of COVID-19, operated for more than 17 months before closing in September.

The WakeMed **Community Case Management Team** served hundreds of high-risk, high-utilizing patients this year, providing intensive case management services, including medical and behavioral health respite services and temporary/quarantine house. The team also led outreach to high-risk community members for COVID vaccination.

True to our vision of being a preferred partner, WakeMed embarked on several new partnerships this year and strengthened numerous others. Key achievements include:

- ▶ WakeMed partnered with **Raleigh Radiology** on joint venture outpatient imaging facilities in Wake Forest, Cary (210 PET Imaging), Clayton and on Oberlin Road.
- ▶ WakeMed partnered with 74W to develop **MyCare 365**, which offers walk-in primary and urgent care in one location. Three locations are now open with two more in development.
- ▶ WakeMed, Duke Health and Kindred Healthcare are collaborating to establish a joint venture to develop a new 52-bed adult **inpatient rehabilitation hospital** pending approval by the state.

Our relationships with our teaching partners – including UNC, Campbell and others – continue to flourish as well. In June, we welcomed the first class of **internal medicine residents**, who will spend three full years within our system. WakeMed's **Clinical Pastoral Education** program expanded their internship program to Cary Hospital, allowing the department to reach twice as many patients and staff compared to the previous year. Several cohorts graduated from the **U.S. Navy Hospital Corpsmen Trauma Training Program** based at Raleigh Campus and the program continues to represent a successful partnership for both organizations.

WakeMed continues to work to meet the growing **behavioral health needs** of our community and made several notable achievements this year.

- ▶ Hospital-based Behavioral Health services were restructured, with a chief medical officer and nursing director added to the team.
- ▶ Standard work was developed around inpatient psychiatry transfers to improve discharges before noon, reduce work for Campus Police and speed access to care.
- ▶ Significant improvement was made to increase capacity and timeliness of psychiatry consults.
- ▶ A Triage Clinician role was added in the Emergency Department with a goal of seeing patients within 20 minutes.

The **WakeMed Speaker's Bureau** provided 34 virtual and in-person presentations, reaching more than 1,400 people on topics as diverse as COVID-19 vaccines, heart health, health disparities and falls prevention.

SPOTLIGHT ON THE WakeMed Foundation

FY 2021 was a strong year for the WakeMed Foundation, which received nearly \$4 million in gifts and grants. As the philanthropic partner of WakeMed, 100 percent of donations to the WakeMed Foundation are used to fund critical programs and services that support our patients, staff and community. Throughout the year, the Foundation funded numerous projects and initiatives, including NicVIEW cameras in the NICU, supporting the Hospital @ Your Home program, enhanced behavioral health services, expanding Brain & Spine Health programs, support for COVID-19-related needs, and ongoing support for our WakeMed staff in education and emergency assistance. Thank you to our donors and supporters for making all of this – and so much more! – possible!

WAKE WAY, EXTRAORDINARY TEAM, HIGHEST ETHICS & STANDARDS

Like many hospitals across the country, this year WakeMed faced **staffing challenges** in numerous areas, fueled in part by an aging workforce, an ongoing nursing shortage and COVID-19 burnout among health care workers. Despite this, our WakeMed family rose to the occasion and stepped in where they were needed – working extra shifts, altering schedules and pitching in to help each other. This commitment to supporting our team and patients was truly the **Wake Way in action!** Meanwhile, Human Resources worked quickly to expand recruitment efforts, including career fairs, targeted advertising and sign-on and referral bonuses.

In an effort to care for those who care for our community, tremendous effort was made to support our **extraordinary team**. Enhanced **well-being resources** were introduced, including an expedited pathway for individuals seeking psychological and mental health support. WakeMed was also able to provide several financial incentives for staff, including a pandemic support payment, merit increases and an across-the-board wage increase. The **Employee Emergency Assistance Fund** continued to support those who faced unexpected hardship – providing over \$227,000 to 248 employees this year.

We were pleased to **recognize outstanding employees** in many ways throughout the year as a way to say thank you for a job well done!

- > 102 employees received Pyramid Society Awards
- > 243 employees recognized for 20+ years of service
- > 2 departments and 5 providers received PRC Top Performer Awards
- > 53 departments and 84 providers received PRC Five-Star Awards

After being suspended in FY 20, the annual **employee and provider engagement and assessment survey** was conducted this summer as a way for staff to share feedback about our culture and work environment. This year's results reflect many of the challenges that come with working in health care during a lengthy pandemic but were still well above the industry average overall.

	Participation	Grand Mean (Raw Score)	Ranking Percentile
Employee Survey	69%	75.6% (Industry avg: 68.67)	81st
Physician Survey	92.7%	73.7% (Industry avg: 65.94)	77th

We continued our dedication to keeping patients & families at the center of all we do by providing exceptional care and caring. The interdisciplinary **Patient Family Experience Oversight Committee (PFEOC)** worked to ensure patients and families have a strong understanding of the explanation, purpose, and side effects of new medications.

The **Diversity & Inclusion Council** continued advocating for an inclusive work culture and supported several initiatives and activities throughout the year, such as the Courageous Conversations video series, recognition for Memorial Day and our annual Diversity & Inclusion Awareness Month.

To support our Aspirational Goal of the Highest Ethics & Standards, WakeMed introduced a new platform for employees and providers to confidentially report compliance concerns. **Compliance Central** includes phone and online options and provides enhanced analysis of trends and key risk indicators.

TRAINING & EDUCATION BY THE NUMBERS

WakeMed is proud to support employees as they pursued their educational and professional goals.

- > **Tuition Reimbursement:** \$752,005
- > **Certification Reimbursement:** \$53,248
- > **WakeMed Foundation Education Scholarships & Grants:** 65 employees received funding
- > **Leadership Development:** 95 sessions with 3,169 participants
- > **Professional Development:** 87 sessions with 2,919 participants
- > **New Employee Orientation:** 46 sessions with 4,012 participants
- > **Nursing Education:** 154 courses with 24,998 participants
- > **American Heart Association Training Center:** 590 CPR classes with 4,943 participants



 **Striving for Top 10**

QUALITY, CULTURE OF SAFETY & VALUE LEADER

WakeMed received numerous awards and accolades this year – including straight A's for safety and quality from The Leapfrog Group. Additionally, Cary Hospital was named a Top Hospital by The Leapfrog Group. See the back page of this issue for a full list!

As part of our ongoing **Chasing Zero** campaign, we turned our attention to Incident Tracking, which is critical to our patient safety efforts and helps us identify and address process issues to improve the care we provide. Thanks to a concerted effort across the system, we surpassed our goal of 1,372 **Good Catch/Near Miss events** reported in RL solutions – ending the year with a grand total of 1,595. This is a tremendous increase over FY 20 and reflects our team's outstanding commitment to patient safety! Also of note:

- > Thanks to continued diligence with testing and antimicrobial use, **C. diff** rates fell to an unprecedented low.
- > While there were more **CAUTI** events in FY21 than FY20 – due in part to caring for a patient population with significantly greater severity of illness – we still ended the year ahead of our goal.
- > Our total **falls with injury** for the year was higher than the goal and higher than FY 20, however; 24 units completed the fiscal year with ZERO falls with injury!

Additionally, several departments and units received Chasing Zero Hero awards in recognition of their accomplishments in achieving zero instances of certain preventable harm events.

To bring focus to deliberate measurable improvements on patient outcomes, the **Clinical Excellence Bundle (CEB)** concept was introduced as the primary means to drive rapid clinical transformation. CEB's integrate evidence-based best practices with data analytics and Epic integration for the purpose of improving patient outcomes, value and experience. This year, 15 CEBs were introduced and are already having a remarkable impact! Additionally, tremendous work was accomplished to leverage **HealthCatalyst** and **Tableau**, our data and analytics tools, to monitor real-time data and track key metrics in many areas – from capacity to vaccine distribution to case management and so much more.

We made continued progress on our journey to providing **value-based care**, with both WakeMed Key Community Care and Caravan Health – the two Accountable Care Organizations (ACOs) that WakeMed participates in – earning shared savings. **Reducing readmissions** is always in the best interest of patients, and this year Raleigh Campus ranked "Better than National" for pneumonia and lower than national for heart failure, AMI, heart attack, COPD and CABG readmissions. Cary Hospital's readmission rates were less than national for heart attack, COPD, hospital-wide readmissions, and pneumonia.

As part of ongoing efforts to manage supply costs while ensuring our clinicians have access to the best performing, state-of-the-art supplies and products, the **Value Analysis Steering Team (VAST)** tracked 99 initiatives for an overall projected impact of over \$595,000 in savings. Additionally, the **Good to Great Committee** continued to identify opportunities to improve efficiency and cut unnecessary costs.

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 Public Relations 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 Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

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Awards & Accreditations

The Joint Commission

- > Raleigh Campus: COPD Certification
- > Cary Hospital: Primary Stroke Center

Commission on Accreditation of Rehabilitation Facilities

- > WakeMed Rehab: Re-designation

American Nurses Credentialing Center

- > Magnet Re-designation

American College of Radiology

- > System: Diagnostic Center of Excellence (DICOE)
- > Cary Hospital: Breast Ultrasound
- > 210 PET Imaging: Accreditation

American College of Surgeons

- > Raleigh Campus: Level I Trauma Center

Intersocietal Accreditation Commission

- > Raleigh Campus, Cary Hospital: Echocardiography Accreditation

American College of Cardiology

- > Raleigh Campus: NCDR Chest Pain - MI Registry Platinum Performance Achievement Award
- > Cary Hospital: NCDR Chest Pain - MI Registry Gold Performance Achievement Award

The Leapfrog Group

Hospital Safety Grade

- > Raleigh Campus: A
- > Cary Hospital: A
- > North Hospital: A

Top Hospital Award

- > Cary Hospital

American Heart Association/ American Stroke Association

Raleigh Campus & Cary Hospital:

- > Stroke: Get With the Guidelines Stroke GOLD PLUS with Honor Roll, Target: Type II Diabetes Honor Roll
- > Heart Failure: Get With the Guidelines Heart Failure GOLD PLUS with Honor Roll and Target: Type II Diabetes Honor Roll

Society for Vascular Surgery

Vascular Quality Initiative

- > Three-star Participation Award

Society of Thoracic Surgeons

- > Three-star Rating (AVR, CABG, MVVR)

IBM Watson Health

- > Raleigh Campus: Top 50 Cardiovascular Hospital

NC Department of Public Health

- > Raleigh Campus, Cary Hospital, North Hospital: Four-star Breastfeeding Friendly Designation

Home Health Compare

- > WakeMed Home Health: Four Star Quality Rating; Five-Star Patient Satisfaction Rating

Ronald McDonald House of Durham & Wake Counties

- > Heart of Gold Award

Forbes

- > Best Employers: #1 Health Care Employer in North Carolina; #7 Overall

2020 News & Observer: Raleigh's Best

- > Best Physicians Group/Practice: WakeMed Primary Care
- > Best In-Home Health Care Services: WakeMed Home Health

2020 WRAL Voter's Choice Awards

- > WakeMed: Best Hospital
- > WakeMed ENT - Head & Neck Surgery: Best Ear, Nose & Throat
- > WakeMed Urgent Care: Best Urgent Care

Newsweek

- > Raleigh Campus: Best Maternity Care
- > WakeMed Rehab: Best Rehab Facilities
- > Capital City Surgery Center: Best Ambulatory Surgery Center

U.S. News & World Reports

- > WakeMed Rehab: Best Hospitals for Rehabilitation

Triangle Business Journal

- > Leader in Diversity
- > Women in Business: Rasheeda Monroe, MD, (Pediatric Primary Care)
- > Health Care Heroes: Michele Benoit-Wilson, MD (OB-GYN), Kenneth Murray (Performance Improvement)
- > 40 Under 40: Chris DeRienzo, MD, (Senior VP, Quality & Chief Medical Officer) and Ashley Simpson (WakeMed Foundation)

Wake Living

- > Children's ED: Best Place for Emergency Care

BCBSNC Blue Distinction Center

- > Raleigh Campus: Maternity
- > Cary Hospital: Maternity, Bariatrics

Cigna Center of Excellence

- > Raleigh Campus: Cardiac Cath & Angioplasty, Heart Surgery, Pulmonology Medical
- > Cary Hospital: Bariatric Surgery, Pulmonology Medical

United Healthcare Center of Excellence

- > Cary Hospital: Bariatric Resources Services

WE COULD NOT ACHIEVE SUCCESS WITHOUT YOU!

For a full list of awards and accolades, visit wakemed.org/awards.