

MICROSCOPE

We Are Proud.



Magnet® Re-designation Site Visit Coming up!

On October 12 through 15, WakeMed Nursing will welcome several American Nurses Credentialing Center (ANCC) Magnet appRAISERS for WakeMed's re-designation site visit. WakeMed first earned Magnet recognition in 2015 and is one of just 509 hospitals (23 in North Carolina) in the world to be Magnet.

Though the re-designation visit will be completely virtual, Nursing is excited for the entire WakeMed team to put its collective 'best foot forward.' "The site visit is a system-wide celebration of the innovative ways we deliver care to our patients and families," says **Jill Whade**, MSN, RN, manager, (Magnet Program). Employees throughout the health system will soon receive We Are Proud buttons, demonstrating the pride we take in the outstanding care and service we provide. During the virtual visit, employees may see our nurses walking around with a tablet that is live with a Magnet appRAISER on it. AppRAISERS will visit hospital-based units, sites (such as our healthplexes, Home Health and Mobile Critical Care) and physician practices. They will also meet with providers, community members, Board members and other supporters of our mission. We look forward to sharing additional details about what we can expect from the virtual visit as our visit nears.

Magnet designation is a prestigious honor for a health care organization. The Magnet program recognizes health care organizations for quality patient care, nursing excellence and innovations in professional nursing practice.



WAKEMED NAMED LEADER IN DIVERSITY

WakeMed has been named a Leader in Diversity by the *Triangle Business Journal*. We are one of eight organizations and 14 individuals to be named to this list for 2020. WakeMed also received this recognition in 2017 and 2014. Inclusion, respect and equality have always been central to WakeMed's values and our mission of caring for all people, serving the underserved and advocating for those who have no advocate. "Patients and families who come through our doors are from all walks of life and backgrounds, seeking and deserving compassionate, quality care and a safe space," explains **Donald Gintzig**, president & CEO. "While we are proud of the culture of respect and dignity that we maintain, WakeMed will also continue to listen, learn, heighten our level of social awareness, celebrate our differences and become even more inclusive." WakeMed is dedicated to providing an inclusive work and patient care environment that values each person's experience while respecting and celebrating our differences. Some of the programs and initiatives in place to help us achieve that goal include:

- An active Diversity & Inclusion Awareness Council that empowers staff to champion the practices of respect, tolerance and understanding.
- A designated Diversity & Inclusion Awareness Month (April) featuring education sessions and a Cultural Fair to highlight topics and organizations related to diversity.
- Numerous educational resources – including 60+ online CME-accredited training courses, Unconscious Bias training, and more – to help staff build cultural competency and meet the diverse needs of patients, families and colleagues.
- Community partnerships and participation in events that celebrate our diverse community.

Above: On June 25, 2020, members of the WakeMed family came together at all three hospitals to walk in solidarity against racism and to reaffirm our commitment to the community, our staff and our mission to care for all.

Want to get involved?

The Diversity & Inclusion Committee welcomes new members! The purpose of the committee is to support and advocate for employees and providers to ensure that we have an inclusive culture where all voices are heard. The committee meets monthly and includes employees from across clinical and non-clinical areas. For more information, contact Kevin Ragin at kragin@wakemed.org.



Get Ready for WakeMed Gives!

The 2020 WakeMed Gives Employee Giving Campaign begins October 1 and runs through October 31! Although these times are difficult, we know that our support of our patients, families and fellow employees is needed now more than ever before. We hope you will join us in this annual opportunity to make our mission not just what we say – but also what we do. Your generosity will make a positive impact on many patients, their families and our own WakeMed team. See below or visit MyWakeMed for details.

Thank you to our WakeMed Gives chairs who have given so much of their time and energy to help us create another successful campaign this year:

- Executive Chair: **Pete Marks**, PhD, vice president, Information Services
- Physician Chairs: **Karen Chilton**, MD, associate Chief Quality Officer, and **John Holly**, MD, director, Primary Care/Internal Medicine
- Employee Chair: **Liz Watson**, director, Revenue Cycle
- Employee Vice Chair: **Erica Harkey**, RN, manager, Heart Center Pre & Post-Procedure Care

PARTICIPATE IN ACTIVITIES ★

WakeMed Gives activities will look a little different this year but will be just as fun as in years past!

Piggy Parade – Voting Starts October 9

We are calling on our executive team to show their creativity and spirit by submitting piggys in an Executive Piggy Parade! Employees will be able to vote on the best piggy in three categories:

- **Wild Card:** Anything that happened in 2020
- **Best Representation of Service**
- **Best Representation of Aspirational Goals or Funding Area**

Every dollar counts! It is not about the amount you donate. Participation is our goal! You may designate your gift to the WakeMed Gives Fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. No matter the amount of your gift, you can be sure 100 percent of your donation will go directly to the organization you choose and make a real difference in our community.

There are many ways to give:

- Online
- Cash, check or credit card
- PDO (online only)
- Payroll deduction – one-time payment or spread over 26 pay periods

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

Support WakeMed

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

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



Virtual Auction – October 15 through 18

This year's auction will be virtual, which will give all employees, no matter your location, the opportunity to bid on every item submitted. Employees interested in submitting auction items should submit a photo, description and the fair market value via our new online platform. Details coming soon!



VIRTUAL BENEFITS FAIR

This year, you will be able to learn all about our benefit vendors from your office, your mobile device or the comfort of home through our Virtual Benefits Fair. To visit the Virtual Benefits Fair, go to wakemed.org/virtual-benefits-fair.

Be sure to register your attendance to be entered into a raffle prize drawing!

2021 BENEFITS OPEN ENROLLMENT OCTOBER 5 – 26

Benefits Open Enrollment is your annual opportunity to make changes to your benefits for the coming calendar year. More in-depth information about benefits is included in the 2021 Benefits Handbook, which was mailed to employee homes in September. An electronic version of the handbook will also be available on MyWakeMed. We strongly encourage all employees to complete the Open Enrollment process in Lawson as this is an excellent time to review your benefits and retirement contributions, update beneficiaries and make any other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

OPEN ENROLLMENT HOTLINE **NEW!**

The Benefits team is available to answer any questions you may have! They can also provide one-on-one assistance completing the Open Enrollment process in Lawson – just call the hotline to schedule a time to meet virtually with a member of the Benefits team.

- Open Enrollment Hotline – 919-350-8111**
- **Monday through Friday:** 8:30 am to 4 pm
 - **Saturdays:** 9 am to noon

Please note that during times of high call volumes, you may need to leave a voicemail, but all calls will be returned within one business day. The Benefits department can also be reached at benefits@wakemed.org or from 8:30 am to 5 pm, Monday through Friday at 919-350-8143 or ext. 08143.

WAKEWELL HEALTHY REWARDS ACCOUNT (HRA)

Administered by ConnectYourCare

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the *WakeWell* Rewards program. Employees who met the requirements of *WakeWell* Rewards in 2020 and who are covered by the WakeMed medical plan as of January 1, 2021, will receive a deposit into their HRA account on or about January 11, 2021. HRA funds roll over from year to year, but you will lose your HRA funds if your enrollment in the WakeMed medical plan stops for any reason.

FLEXIBLE SPENDING ACCOUNT (FSA)

INCREASED CONTRIBUTION LIMIT

Administered by ConnectYourCare

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between \$5 and up to \$550 will be rolled over into your 2021 account. All unused funds under \$5 and over \$550 will be forfeited. For plan year 2021, the maximum contribution will be \$2,750.

Remember, the Dependent Care FSA is for child or adult day care-type expenses. Unused funds from this account do not roll over – any unused balance from your 2020 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

VOLUNTARY BENEFITS

Administered by Voya

WakeMed will continue to offer two voluntary benefit plans through Voya with no change in rates.

- **Accident Insurance:** Provides a lump sum benefit payment based upon injury and treatment received.
- **Critical Illness Insurance:** Provides a lump-sum benefit payment upon diagnosis of a specific disease.

You may only enroll or terminate the voluntary benefit plans during Open Enrollment. Mid-year changes cannot be made except in cases of death or legal divorce.

MEDICAL PLAN NEW ADMINISTRATOR; SINGLE PLAN OFFERING

Administered by Contigo Health

WakeMed will offer one medical plan to employees in 2021. The plan will be administered by Contigo Health. **If you are currently enrolled in one of the WakeMed medical plans, and you do not complete Open Enrollment, you will automatically be enrolled in the new medical plan offering for 2021.**

Things to Know

Medical Plan Design & Rates: The 2021 medical plan will be similar to the current Select Plan and the rates will be the same as the 2020 Select Plan rates.

Medical Plan Networks: The medical plan will include four networks (tiers) and out-of-pocket costs will be equal-to or less than the current rates for similar networks on the Select Plan. You can verify the network your providers are in by going to www.contigohealth.com.

Medical Plan Spousal Surcharge: Effective 2021, WakeMed will apply a surcharge for employees who choose to cover their spouses as dependents under the WakeMed medical plan, when the spouse is eligible for coverage through their employer. The surcharge will not apply for a spouse who is also a WakeMed employee, does not work or does not have coverage available through their employer. The surcharge is \$50, twice-per-month in addition to the standard rate.

New ID Cards: Contigo Health ID cards will be issued for all 2021 medical plan participants in late December. This card will have your prescription drug coverage information on it as well and will replace your current BCBS and OptumRx cards.

PRESCRIPTION DRUG COVERAGE

Provided by OptumRx; Administered by RxBenefits

OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug copayments and out-of-pocket costs are the same as 2020. Maintenance drugs and specialty medication prescriptions must still be filled at the WakeMed Employee Pharmacy.

Prescription Drug Changes

- **Generic Substitution:** Unless otherwise indicated, the plan will automatically substitute generic equivalents for name-brand medications. If your doctor has indicated that you need a name brand medication, or if you request a brand medication in place of the generic version, you may be charged the applicable brand copay plus the price difference between the generic and the name brand medication. Overrides for medical necessity can be initiated by contacting RxBenefits at 888-608-8851 or PAsupport@rxbenefits.com.
- **Over-the-Counter Medications:** When over-the-counter forms of a medication are available, the plan will not cover filling them as prescription medication.
- **Combined ID Card:** In 2021, medical plan members will not have a separate prescription drug ID card. Please present your medical plan card at the pharmacy when requested.

DENTAL PLAN

Administered by United Concordia Dental

United Concordia Dental will remain as the dental plan claims administrator. Dental premiums will increase slightly for 2020. There are no changes to the dental benefits for 2021.

VISION PLAN

Administered by EyeMed

The vision plan will remain with EyeMed with no changes to the benefits or premiums for plan year 2021.

LIFE & DISABILITY INSURANCE

Administered by Lincoln Financial Group

Life and Disability Insurance will remain with Lincoln Financial Group and there are no changes to basic and supplemental life insurance or the long-term disability plans. There are no rate increases for 2021.

If you are enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment, you may be required to complete Evidence of Insurability (EOI). EOI will not be required for any employee newly enrolling in Short Term Disability coverage during Open Enrollment; however, a pre-existing condition limitation will apply. Any condition for which you have been treated in the six months prior to January 1, 2020, will not be covered until you have been covered on the plan for 12 months.



SOCIAL SECURITY NUMBER REMINDER

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plan. Be prepared to update this information in the Lawson portal during the enrollment process.



Creating A Testing Network

As cases of COVID-19 spread throughout our community earlier this year, WakeMed responded to the need for easy-access testing by creating several pathways for community members to access testing. Our approach to testing access has changed over time – and will continue to adapt as we move forward – but none of it would have been possible without dedicated staff members who pitched in to ensure we can provide efficient testing, while not compromising patient care at any of our other locations.

To date, our busiest testing location is the drive-through site on Sunnybrook Road. Since it opened on June 1, the Sunnybrook Testing Center has tested over 5,700 residents of our community!

Because this was a new kind of service in a location not previously used for any patient care or diagnostic services, creating a practical staffing model required a huge team effort. The staff at the Sunnybrook Testing Center (some of whom are pictured above) includes employees from Employee Health & Wellness, Corporate & Community Health as well as numerous Primary Care, Urgent Care and specialty care practices along with nurses from Staffing Resources.

In addition to the drive-through testing location, WakeMed Urgent Care practices across the county have been taking care of patients with moderate symptoms who needed a provider evaluation, ensuring that patients receive the care they need in the right setting. These locations have tested nearly 4,000 people – in addition to maintaining their urgent care operations.

For the past six months, much of the screening and coordination for these sites was completed through our COVID-19 hotline as well as WakeMed Virtual Urgent Care. The COVID-19 hotline, which was deactivated in early September, was staffed by Primary Care and Urgent Care providers and nurses who played a vital role in triaging patients and employees, assessing their needs and symptoms, and scheduling them at the appropriate location. We have since transitioned much of this screening and scheduling work to MyChart, thanks to custom-built algorithms.

Many thanks to all of our team members who have worked so hard to ensure that WakeMed can provide timely assessment and testing to our patients!

WakeMed Rehab's COVID-19 Recovery Program

Like services throughout our health system, WakeMed Rehab is stepping up to exceed the needs of COVID-19 patients. Their COVID-19 Recovery Program is an outstanding example of this.

“You don’t just step back into your old routine after serious COVID-19 illness,” explains **Naomi Bauer**, PT, DPT, program director, WakeMed Pulmonary Rehab & Cardiopulmonary Therapy. “Many post-COVID patients face cognitive issues in addition to significant breathing, energy and endurance deficits. Our COVID-19 Recovery Program addresses these issues to help patients get back to their old selves.” Patients appreciate the boost to their recovery that the program provides. “The results of my pulmonary function tests are great and recent chest x-rays show no permanent scarring to my lungs, so I’m feeling really positive,” remarks one of Bauer’s patients.

The WakeMed COVID-19 Recovery Program is unique and has been prominently featured in the media for the gap in care it fills. WakeMed Rehab also reactivated skilled nursing facility (SNF) licensed beds and opened a SNF in 1A Clinical Evaluation Area in just a few days to help WakeMed manage patient flow.

WakeMed Rehabilitation is a leading provider of comprehensive rehabilitation services in the Southeastern United States. Its 103-bed inpatient facility is the largest in North Carolina.

Helping Others after a Positive COVID-19 Test Result

WakeMed is helping The Blood Connection spread the word that plasma donations from people who have tested positive for COVID-19 or had a positive antibody test are needed for the treatment of hospitalized patients who are critically ill with the virus.

Potential donors must:

- Have had a positive antibody test or a previous, documented positive COVID-19 test.
- Be symptom-free for at least 14 days.
- Meet general eligibility requirements.

Please share this life-saving opportunity to give back to the community with patients, friends and loved ones who have tested positive for COVID-19 or its antibodies. Visit www.thebloodconnection.org/ccp for details.



WakeMed Participating in Leading-edge Trial

In early September, under the leadership of **Judson Williams**, MD, WakeMed Heart & Vascular, the WakeMed Clinical Research Institute (CRI), in collaboration with 2E CVICU, completed the first study product infusion set in the “Mesenchymal Stem Cells for the Treatment of Moderate to Severe COVID-19 Acute Respiratory Distress Syndrome” trial (for short, MSCs for COVID-19 ARDS). In small preliminary clinical studies, MSCs have shown to be promising in decreasing inflammatory markers and improving clinical outcomes in patients with

ARDS. Enrolled patients are randomized to receive MSCs or placebo, and the product is administered in addition to standard-of-care measures. To our best understanding, this is the first time that MSC therapy has been offered at WakeMed.

“We are among a select group of hospitals across the nation chosen to participate in this leading-edge trial, and we were afforded the opportunity through our participation in the Cardiothoracic Surgical Trials Network,” explains **LaMonica Daniel**, supervisor, (Clinical Research). “Many thousands of patients stand to benefit from the knowledge generated from this trial.”

Dr. Williams and the intensivist team; WakeMed CRI research coordinators, **Rhonda Norton** and **Shamarra Gilbert**; 2E nursing staff and numerous interdepartmental support staff are making our trial participation a success.



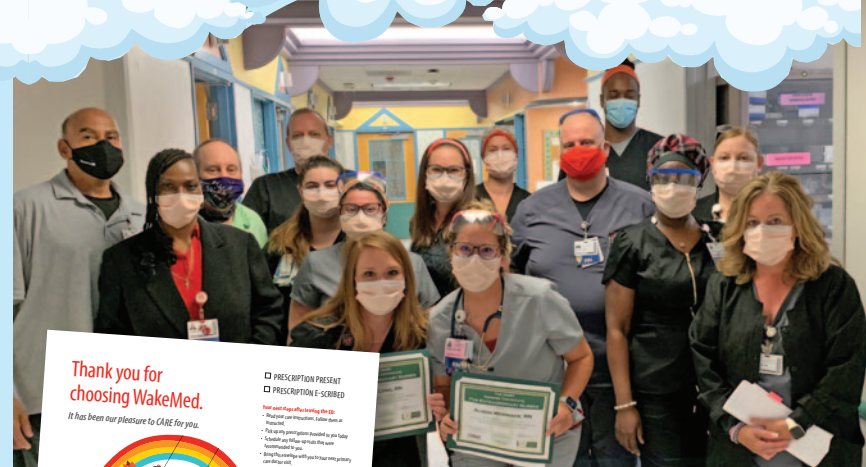
CHASING excellence IN THE CHILDREN'S EMERGENCY DEPARTMENT

Visiting the emergency department is often a stressful experience, especially when the patient is a child. Over the past year, the Children’s Emergency Department has focused on improving the overall patient experience for the families – both during their visit and when they return home. Their work has paid off with tremendous improvements in patient – and staff – satisfaction!

“Communication is key to providing excellent care. We have focused on ways to improve communication with families, with each other and with our colleagues in the Children’s Hospital and PICU,” explains **Emily Beck**, BSN, RN, manager (Children’s Emergency Department). In addition to leader rounding and bedside reporting, Children’s ED providers and nurses huddle during each shift and weekly with essential partners. Staff from the Children’s ED and pediatric inpatient areas huddle together daily to discuss patient needs and address issues related to patient flow or staffing. These collaborative conversations bring the entire care team together and ensure that everyone is working toward the same goals – which are centered around patients and their families.

Improving communication with patients and families has also been a focus, particularly around discharge instructions and care at home. “Parents and guardians don’t always know how to manage pain or remember what the next steps for care are. We realized we weren’t always setting our families up for success in those areas and have made it a priority to close those gaps,” explains Beck. Thanks to a new pediatric-specific discharge envelope (available in English and Spanish) with simple tips and reminders, and discharge follow up calls for complex cases, families are better supported and more confident in their ability to care for their children at home.

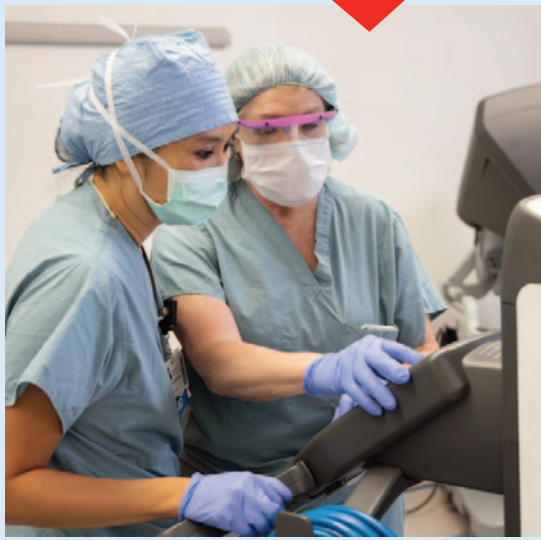
By keeping the patient experience top of mind for all staff, every day, the unit has seen tremendous improvements in their PRC scores. To date, for 2020, they are above the 90th percentile in nearly all areas! The team has also had a dramatic reduction in employee turnover, which Beck credits to a newfound sense of collaboration and team support. “We value and celebrate each member of our team and empower staff to think creatively about how we can improve together. Each person is committed to making sure that *one family* on their shift has an excellent experience. It doesn’t sound like much, but it has a huge impact,” says Beck.



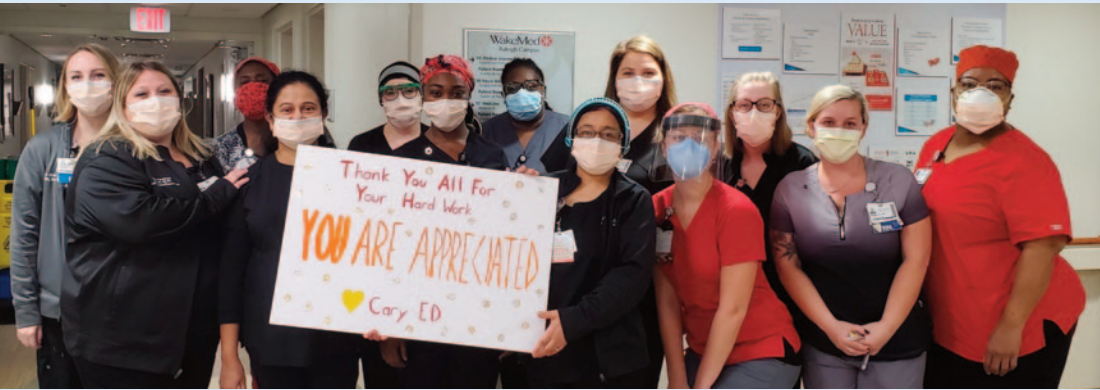
Children’s Emergency Department staff regularly gather to celebrate and recognize each other’s accomplishments – from earning a degree to being nominated for a DAISY or PETALS Award.

WAKEMED HAPPENINGS

In early August, **Andrea Crane, MD**, performed the first procedure using North Hospital's new Da Vinci Robot Xi. This is the 4th generation of this system and includes the most modern instruments and vision technologies. The Da Vinci Xi will be used for a variety of robotic-assisted laparoscopic procedures.



In August, the Cary Hospital Emergency Department Shared Decision-Making team created and dropped off 'Thank You' baskets to Raleigh Campus staff on 5C, 6C and 2E CVICU. Thank you for your care and teamwork!



WakeMed held a Cardiac Surgical Unit – Advanced Life Support (CSU-ALS) Provider/Trainer course in June, making us the first health system in the Triangle area and one of only three in the state to offer this training. The CTICU and the Medical Simulation Center partnered to bring this program to 39 nurses, respiratory therapists and surgical APPs.



Garner Healthplex has a new Siemens Go.All 64-slice CT scanner. The machine allows for imaging studies to be completed in a more timely and efficient manner – with higher quality images and a low radiation dose.

We are proud to recognize the recent graduates of the Aspiring Leader program. The 12-month leadership development program is designed to identify and cultivate WakeMed's future leaders. Employees from various departments within the organization participated and several employees have been recently promoted into leadership roles. Please join us in congratulating the Aspiring Leader Program graduates!

LEADERSHIP NEWS



Dr. Abrams Named Medical Director of Cary Hospital Trauma Center

Jeff Abrams, MD, has been named the medical director of the Level III Trauma Center at Cary Hospital. In this role, Dr. Abrams will oversee Cary Hospital's Trauma program, working with clinicians and providers across service lines to ensure patients receive high-quality, timely care. Dr. Abrams has been a member of WakeMed's General Surgery & Trauma team since 2001 and serves as an assistant professor for the University of North Carolina School of Medicine. **Matt Alleman, MD**, who was instrumental in the creation and accreditation of this program, will be returning to full-time clinical care. Please join us in welcoming Dr. Abrams to this leadership role and thanking Dr. Alleman for his years of hard work and commitment.

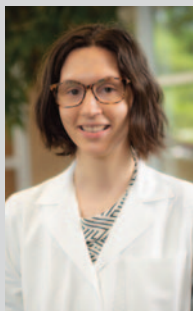


NEWS FROM WakeMed Physician Practices

Welcome New Physicians



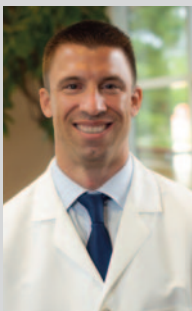
Kristin Alves, MD
Orthopaedics



Anna Conterato, MD
Pulmonary & Critical Care Medicine



Arun Damadaran, MD
Heart & Vascular



Patrick Georgoff, MD
Surgery & Trauma



Hanif Hussaini, MD
Orthopaedics



James Rogers, MD
Hospital Medicine



Ashish Shah, MD
Gastroenterology



Trevor Taylor, MD
Pulmonary & Critical Care Medicine

Welcome New Advanced Practice Providers

Katie Jimison, PA
Gastroenterology

Advanced Practice Providers ADVANCING THEIR PROFESSION

Did You Know?

- Over 650 APPs deliver outstanding care at WakeMed.
- APPs are licensed certified providers with master's or doctoral-level degrees.
- Hospital and physician practice-based APPs provide clinical coverage in every setting.

As patient care evolves, WakeMed continues to grow our team of talented Advanced Practice Providers (APPs) to maximize their scope of practice while providing safe, extraordinary care. Over the past year, under the direction of **Michelle Schweitzer, DNP**, executive director, APPs, we have made many enhancements within the APP profession at WakeMed.

APPs serve on several system-wide patient and quality care committees promoting many initiatives related to improving safety, optimizing practice, innovating care and enhancing the patient experience. System-wide APPs are supported by the Advanced Practice Provider Leadership Council (APPLC) that includes APPs who volunteer to participate. Council leaders for 2020-2021 **Denise Chernoff, PA**, and **Karina Meza, PA**, have implemented dedicated committees to expand the support of all APPs from mentorship to diversity & inclusion. APPLC provided the first APP Symposium last March and are planning a fall virtual conference spearheaded by **Cindy Klaess, CNS**, **Janet Rippel, PA**, and **Alden Casati, PA**.

Within WakeMed Physician Practices, there are 270 employed APPs. To foster professional growth and valued support within this enterprise, we will soon launch a WPP APP Advisory Council. Additionally, the Fellowship Advisory Board, with a total of five fellowship tracks, will support ongoing learning and recruit skilled APPs. A new APP leadership structure has been established to advance our Aspirational Goals and continue our journey with our physician colleagues to provide exceptional care. Congratulations to these leaders, who will continue to provide clinical care in addition to their new roles:

- **Heart & Vascular:** **Stacy Thiedeman, PA**, clinical director; **Benedict Dorsam, PA**, and **Christina Karr, PA**, managers
- **Critical Care & Hospital Medicine:** **Allyson Mauzy, NP**, clinical director, **Kim Carr, NP**, and **Jason Wieland, PA**, managers
- **Surgical & Medical Subspecialties:** **Carrie McGroarty, PA**, clinical director; **Karina Meza, PA**, manager
- **Ambulatory & Women's Services:** **Mac Pannill, PA**, clinical director, **Kaitlin Boos, NP**, and **Amy Purvis**, managers
- **Administrative:** **Amanda Edwards, PA**, administrative director, **Brandon Schoonover, PA**, and **Bailey Underhill, PA**, managers

Exceptional People. Exceptional Care.



Kudos for WakeMed!

WakeMed was recently named to several 'best of' lists – and we are proud to be recognized among other elite health systems for these honors!

WakeMed was recognized as one of North Carolina's **best employers** following an independent survey conducted by Forbes and Statista, a market research company. The survey, which includes rankings of companies in all 50 states, as well as Washington D.C., was compiled by surveying 80,000 Americans working for companies with at least 500 employees. WakeMed ranked 19th out of 100 companies nationwide.

WakeMed Rehabilitation Hospital was named one of the **top rehab facilities** in the state, according to a new ranking published by Newsweek and Statista. The list highlights the top physical rehabilitation facilities based on quality of care, quality of service, quality of follow-up care and accommodation and amenities relative to other facilities in the state. Physicians, therapists, doctors and staff were asked to complete an online survey to determine the rankings of facilities.



WakeMed Recognized for Heart Care

Raleigh Campus and Cary Hospital were both recognized by the American College of Cardiology (ACC) for treatment of heart attack patients. Raleigh Campus was one of 140 hospitals nationwide to receive the ACC's NCDR Chest Pain - MI Registry Platinum Performance Achievement Award for 2020. Cary Hospital was one of 124 hospitals nationwide to receive the Silver Performance Achievement Award.

These awards recognize WakeMed's commitment and success in implementing a higher standard of care for heart attack patients and signifies that we follow standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

Chest Pain - MI Registry empowers health care providers to consistently treat heart attack patients according to the most current, science-based guidelines and establishes a national standard for understanding and improving the quality, safety and outcomes of care provided for patients with coronary artery disease, specifically high-risk heart attack patients.



2020 Medical Education Awards

Congratulations to the winners of the 2020 WakeMed Graduate Medical Education teaching and resident awards. Due to COVID-19, the annual Dascomb Award was suspended this year and will resume in 2021.

Resident of the Year

- **Nicholas Thompson, MD** – Otolaryngology/Head & Neck Surgery
- **Ryan Barnes, MD** – Orthopaedics
- **Kristen Palomba, MD** – Emergency Medicine
- **Meredith Newton, MD** – OB-GYN
- **Jonathan Sorah, MD** – Internal Medicine
- **Kara Jo Sprigg, MD** – Internal Medicine
- **Blaire Hanvey, MD** – Pediatrics

Attending of the Year

- **Lewis Overton, MD** – Otolaryngology/Head & Neck Surgery
- **Corey Thompson, MD** – Orthopaedics
- **Craig Frater, MD** – Emergency Medicine
- **Damilola Joseph, MD** – Emergency Medicine
- **Kathleen Jameson Foster, MD** – OB-GYN
- **Caitlin Akerman, PharmD** – Internal Medicine
- **Rasheeda Monroe, MD** – Pediatrics (Outpatient)
- **Travis Honeycutt, MD** – Pediatrics (Inpatient)

Ectopic Emergency Medicine Attending Award

- **Daniel Fox, MD**

Intern of the Year

- **Michelle Gorecki, MD** – Pediatrics

Campbell School of Medicine Attendings of the Year

- **Andrew Buzan, MD**, and **Joshua Dowd, MD**

Campbell University PA Excellence in Precepting

- **Ashley Greer, PA**, and **Matt Smith, PA**



WOW, WHAT AN EMPLOYEE!

Julia Doyle, BSN, RN, (5A Medical Intermediate Care) and **Crystal Wagner, BSN, RN**, (Emergency Department – Apex Healthplex) completed their master's degrees in nursing (MSN).

Harry Wiggins, MSN, RN, (Clinical Administrator – Raleigh Campus) earned a master's degree in business administration (MBA) with a concentration in health care administration and also passed his nurse executive advance certification.

Katy Macurak, BSN, RN, (3A CVIC) completed a bachelor's degree in nursing.

Kimberly McKnight, BSN, RN, manager, (Emergency Department – North Hospital) was elected to a staff nurse position for the North Carolina Board of Nursing.

Rebecca Cyrus, BSN, RN; **Heather Ross, BSN, RN**; and **Kathryn Sain, BSN, RN**, (all of 3A CVIC) passed the CV certification exam.

Tamika Graham (Cardiology – Cary) passed the registered medical assistant exam.

Teri Sauls (Heart and Vascular) received scribe certification.

Tracey Fillingame, BSN, RN, (eICU) received CCRN-E certification.

Meredith Hillegass, RN, (3A CVIC) passed the med-surg certification exam.

Cassie Bradshaw, RN, and **Maggie Shaver, RN**, (both of 4C Mother-Baby) earned certification as maternal newborn nurses.

Paige Grubbs, BSN, RN, accepted the supervisor/educator role in 2 West Intensive Care – Cary Hospital.

Emergency Department – Raleigh Campus congratulates **Shelley Mickey**, who was promoted to daytime supervisor; **Jeanne Correa**, who was promoted to team leader and **Bekah Mays-Pierce** who is transitioning to night-time supervisor.

Linda S. Day was promoted to Patient Access supervisor at North Hospital.

Kimberli Stone, RN, was promoted to lead ambulatory nurse for Heart and Vascular – North Hospital.

COMINGS & GOINGS



Pathology Labs – Core Lab bids a fond farewell to **Lucy Merritt**, left, who retired after 46 years of service to WakeMed.

Primary Care – Brier Creek sends best wishes for a happy retirement to **Linda Hocutt**, right, who retired after 40 years at WakeMed.



5C Medicine welcomes **Angilus Sullivan**.

Home Health welcomes **Liz Cruz Moreno, Grace Wolf, Nicole Hair, RN**; **Ashley Garner** and **Karen Prickett**.

WakeMed Clinical Research welcomes **Jennifer Clark, RN**, and **Marina Maddaloni**.

Gastroenterology welcomes **De'Erika Dillard**.

Rheumatology welcomes **Debbie Chodnicki, RN**.

3A CVIC welcomes **Nicole Ortiz**.

Guest Services welcomes **Marie Richards**.

OneCall welcomes **Summer Massengill** and sends a warm farewell to **Latanya Lecator** as she transitions to another department.

Cardiology – Cary welcomes **Zach Mooney, RN**; **Letia Farrar**, and **Tamika Graham**.

2 West Intensive Care – Cary Hospital welcomes **Yemisi Adewoyin, BSN, RN**; **Ashley Beaty, RN**; **Edie Bouchard, RN**; **Amarilis Figueroa, BSN, RN**; **Sherry Kite Porter, BSN, RN**; **Rania Nouh, BSN, RN**; **Dianna Palacios, RN**; **Stormy Roberts, RN**; and **Krista Thomas, BSN, RN**.

1A Clinical Evaluation Area – Raleigh Campus welcomes **Mandy Gervais**.

4C Mother-Baby – Raleigh Campus welcomes **Chelsy Zavala Delgado, RN**.

6C Surgery & Trauma welcomes **English Dean, Ashton Jenkins, Samantha Milner, Samantha Moody, Sarah Wilson** and **Tanaua White**.

Nursing Education welcomes **Cynthia Roy, BSN, RN**, and **Jamie Bunn, BSN, RN**.

Cary Hospital recently welcomed new interim directors: **Carol Nicholls, RN**, (Women's Pavilion & Birthplace) and **Brigit Piercy, MHA, BSN**, (Med/Surg Nursing).

Susan Dudley, MHA, BSN, was named manager of 3 West Medical/Surgical – Cary Hospital.

2 West Intermediate Care/Telemetry welcomes new manager **Sheri Phifer, DNP, BSN**.

5A MIC welcomes **Neelima Basnet Neupane, RN**.

Emergency Department – North Hospital welcomes **Natasha Crum, Shonte Jenkins, Amanda McAllister** and **Criss Reed**.

ADDITIONS + ATTACHMENTS

Emily Kelley, RN, (CICU-A) married Benjamin Malonzo on August 28.

Allie Savino (Pathology Labs-Microbiology) married Tad Kelly on August 1.

Beth Sawrey (Pharmacy – Raleigh Campus) and her husband Benton Sawrey welcomed baby girl Alexandra Elizabeth Sawrey on July 6, 2020.

IN MEMORIAM

Jamie Whitener (Facility Services – North Hospital) passed away on August 27. Jamie was a dedicated member of our WakeMed team for over five years.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING

Dear Colleagues,

It's hard to believe that our Magnet re-designation is right around the corner – October 12, 13, 14 and 15. Even though the visit is virtual, our four Magnet apPRAISERS will interact with clinical nurses in several different ways.

Unit Tours

Our apPRAISERS will conduct 30-minute visits in all units, hospital-based physician practices, Home Health, eICU, Mobile Critical Care and everywhere nursing care is delivered throughout our health system. They will view our work by tablets and computers on wheels brought to areas by some of our staff members who are helping with the visit.

"Meals"

During in-person visits, apPRAISERS would randomly select clinical nurses to join them for breakfast, lunch or dinner discussions about our practice and council activities. ApPRAISERS do plan to meet with clinical nurses during mealtimes; however, given the virtual nature of the discussions, snacks and meals will be provided before and after the meetings.

Nursing Councils, System-wide Committees, Initiatives

Nurses involved in any of these may have an opportunity to engage with an apPRAISER.

I encourage everyone to review your Magnet pocket guide, our professional practice outcomes, innovations, EVP and research publications and reflect on the impact of our shared decision making. Please consider, why are you proud to be a WakeMed nurse? What is a source of pride for your department, facility or unit? These are some good things to reflect on before interacting with an apPRAISER.

Thank you for your patient and family advocacy, Thank you for your participation and leadership in Clinical Nurse Council and unit-based initiatives to improve our practice. Thank you for your collaboration and team work. And most importantly thank you for being WakeMed nurses.

Cindy Boily MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer



A NOTE FROM OUR CNO



"You Asked, We Did" Boards

When **Stormy Penland**, RN, began as interim manager in the Cary Hospital ED in 2018, there were opportunities to improve staff satisfaction. After getting to know the staff, she began asking them for honest opinions about the things they really dislike doing with each day.

"The requests started out rather simple, but some were costly," she explains. "They ranged from 'I get so tired of searching for pillows for my patients' to 'we never have enough staff.'"

Penland began to post staff opinions/suggestions on You Asked, We Did boards and assigned different colored dots to each to show requests fulfilled (green), requests in process (yellow) and requests that are not possible for the year (red).

Oct. 2018-June 2019 Board



"The first batch of requests seemed to surround critical items that the staff needed to perform their job effectively," says Penland. You can see from their October 2018-June 2019 "You Asked, We Did" board, the suggestions were numerous. Some were simple, like pillow availability, a scale for C-Bay and dedicated trauma scissors for the trauma room. Others

were more difficult but well worth the effort, such as better coordinating the staff plan and hiring new employees to match the flow, volume and acuity of the department.

Jan. 2020-June 2020

More recent improvements based on input from staff include wall-mounted computers in several rooms, a blanket warmer for the trauma room and dedicated 24/7 Environmental Services availability for the ED.

The "You Asked, We Did" concept continues because it continues to succeed. It promotes open communication among staff and ED leadership as well as advocacy for staff and ultimately patient needs. Keep up the great work!



Supporting Our Team during COVID-19



Many departments and employees continue to support nurses working on the frontline with COVID-19 patients and the entire WakeMed Nursing team during this time of constant change. Among them are the Occupational Health & Safety Services (OHSS) and Clinical Nurse Resource teams.

Occupational Health & Safety Services

The OHSS team, which includes eight nurses, two medical technologists and two Human Resources employees, has been highly focused on fit testing employees to help ensure their respirators keep them and their patients safe from COVID-19. **Melissa Ingram**, RN, director, (OHSS) explains that all OHSS employees are trained in fit testing to ensure they can meet the demand for the service.

The OHSS team also continues to work to support their colleagues throughout the health system by switching some of their services from in person to phone calls, emails and virtual sessions. "The many changes in policies and procedures as a result of COVID-19 raise lots of questions among employees," explains Ingram. "We are receiving many questions and we are doing our part to answer them based on the current information we have." All of this is in addition to their usual duties of conducting new employee OHSS onboarding, administering flu vaccines, validating employees' ability to return to work after an absence and more.



Clinical Nurse Resource Team

COVID-19's impact on our supply and selection of PPE has been extreme. The MANY different types of masks, respirators, gowns, etc. that we receive and a new focus on PPE conservation to ensure we have what we need at all times triggered the need for a special team of highly nimble nurses – the Clinical Nurse Resource team.

Janice Neff, RN, (Nursing Administration) coordinated the team of clinical nurse specialists, and experienced nurses from Nursing Education, Informatics and Cardiovascular Testing whose usual responsibilities were interrupted during the early days of the pandemic. When a new policy or revision went into effect (and there have been many!) or a new type of PPE required in-person demonstrations, these nurses were the 'boots on the ground,' delivering just-in-time education and policy interpretation.

"I'm sure we haven't seen the last of the changes related to COVID-19," says Neff. "But we know we have excellent colleagues in our organization who can help our frontline team feel safe and confident while doing their important work."

Top: **Melissa Ingram**, RN, director, (OHSS) demonstrates a fit test with **Michael Klinkner**, MD, medical director, (OHSS). Above right: Members of the Clinical Nurse Resource Team learn about proper CAPR donning and doffing to share with the clinical team.



Pioneering New Program with Peace

William Peace University (WPU) recently graduated their first RN to BSN students and three of the six first graduates are WakeMed nurses. They include **Jason Wilson**, RN, (Mobile Critical Care); **Becky Ezell**, RN, (Imaging – Raleigh Campus); and **Ashley Forehand**, RN, (Neuro ICU). These photos show Wilson and Forehand receiving their diplomas from William Peace University RN to BSN Program Director **Kobie Leiper**, PhD.



“WakeMed has partnered with WPU to support this program and I continue to hear such positive feedback not only from these three nurses but others who are currently in the program – their customer service and support is top notch,” says **Harriet Stephenson**, MSN, RN, director, (Nursing Education).



William Peace University is one of the many schools with which WakeMed Nursing fosters great relationships in our community and beyond. The WPU program is (during non-COVID-19 times) offered in real classrooms on the university’s campus, which is a nice option for nurses who prefer in-person learning. Financial assistance is also available through WakeMed and the WakeMed Foundation. If you are thinking about furthering your nursing education, contact Stephenson at hstephenson@wakemed.org for more information.



Study Focused on Improving CLABSI Prevention Evidence-Based Practice

Several WakeMed nurses are working with colleagues at Duke Health on the Chlorhexidine Gluconate Bathing Implementation Intervention to Improve Evidence Based Nursing Practice for Prevention of CLABSI Study (CHanGing BathS), a stepped wedge cluster randomized trial. They include Co-PI, **Pat Woltz**, PhD and co-investigators, **Janice Neff**, MSN, RN, and **Jennifer Elliott**, MSN, APRN. This implementation study used a pragmatic design, which allowed all units to get the study interventions to improve the delivery of evidence-based care.

“CHG bathing has been a standard since 2013, when several large studies were published supporting 2% CHG for daily patient bathing in the ICUs,” explains Dr. Woltz. “The bathing method used in the largest study was disseminated by the AHRQ. Subsequently, CHG bathing of ICU patients below the jawline every day was widely adopted, however implementation was suboptimal. Often overlooked, CHG baths should include cleaning over central line dressings and up to 6” of the lines, as well as around the perineal areas and down 6” of the Foley if the patient has one. The present study sought to re-implement CHG bathing per the AHRQ protocol in 14 ICUs at both organizations with a focus on ensuring nurses and nursing assistants complete CHG bathing in the most effective way possible.”

Study interventions included educational outreach and audit and feedback. “We analyzed several outcomes, including process outcomes (bathing process and documentation compliance), staff knowledge and perceptions of the CHG bathing, and a clinical outcome (CLABSI rate) during the four-month study,” says Elliott. “A sustainability follow-up is planned at 12 months.”

The team is pleased to report positive results

- Statistically significant improvement in compliance with correct bathing process (primary outcome).
- Statistically significant improvement in nursing staff knowledge about CHG and perceived importance of CHG bathing.
- Improvement in documentation compliance.
- 27% decrease in CLABSI rate.

With these promising results in hand, the team has a plan in place to sustain our positive progress. Congratulations to the study team and to all Nursing staff for your continued great work!



ERAS Expansion

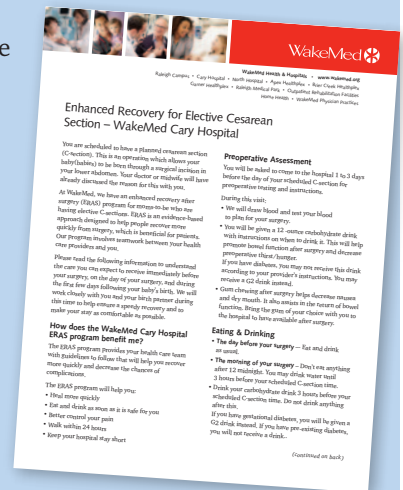
Enhanced Recovery after Surgery (ERAS) for cardiac surgery and thoracic surgery went live in 2017, and it has proven its value as a safe, effective pathway (and patient satisfier!) to recovery.

ERAS – Cardiac Surgery Progress

	Pre-ERAS 2016	Post-ERAS Dec 2019
POLOS median days	7-8	6
Extubated < 6hrs rate	66%	81%
Atrial Fibrillation (new onset)	27%	15%
Total ICU median hours	43	28

WakeMed nurse **Gina McConnell**, RN, brought the ERAS concept to WakeMed, which became the nation’s first ERAS Cardiac Surgery Center of Excellence. She, Dr. **Judson Williams** and colleagues are called upon to speak at national conferences and consult at hospitals interested in adopting the protocol.

When they learned about the benefits of ERAS to their patients and efficiency, additional surgical specialty providers and leaders wanted to adopt the protocol. “ERAS for elective C-section was the next to come up and it is in use at all of our hospitals,” reports McConnell, who is now the ERAS coordinator for all surgery programs. Hernia, bariatric, colorectal, breast and gynecologic surgical programs are up next!



STAFF NOTICE MAGNET RECOGNITION PROGRAM® SITE VISIT

- Your organization has applied to the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® for re-designation of the prestigious Magnet designation. This designation recognizes excellence in nursing services.
- You have an opportunity to participate in the evaluation process and are encouraged to do so. We will be coming to your hospital, **October 12 - 15, 2020**, for a site visit.
- Comments may be e-mailed or mailed to the Magnet Program Office prior to the site visit. YOUR COMMENTS ARE CONFIDENTIAL AND NEVER SHARED WITH ANYONE IN YOUR ORGANIZATION. IF YOU CHOOSE, YOUR COMMENTS MAY BE ANONYMOUS, BUT MUST BE IN WRITING.
- There will also be time set aside to speak with the appraisers during the site visit. Time, date and location of meeting room will be provided by your organization.
- YOUR COMMENTS MUST BE RECEIVED BY **OCTOBER 2, 2020**.

E-MAIL: MAGNET@ANA.ORG

WRITE: MAGNET RECOGNITION PROGRAM
AMERICAN NURSES CREDENTIAL CENTER
8515 GEORGIA AVENUE, SUITE 400
SILVER SPRING, MD 20910-3492

- Your organization has submitted written documentation for the appraisal team to review. That information is available to you for review on MyWakeMed, the health system intranet site. From the MyWakeMed home page:
 - Click “Departments” in the red bar.
 - Click “Nursing Administration”.
 - Click the “Magnet Recognition Program” Quick Link.
 - Click the “We Are Proud” logo.

MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

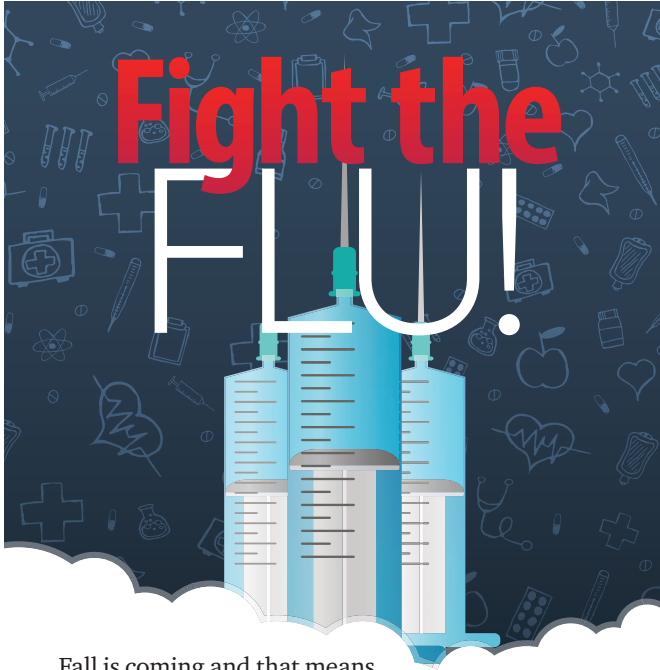
Kate Wilkes Editor
WakeMed Employees, Photos

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ADDRESS SERVICE REQUESTED



Fall is coming and that means it's time to get your annual flu vaccine! The deadline for all employees to get their vaccines is October 30.

Flu vaccines will be available at no cost to all WakeMed staff, including physicians and volunteers. The following types of vaccine will be available:

- Preservative-free
- Latex-free
- Egg-free (for individuals with a documented anaphylactic reaction to eggs)
- High dose (for individuals 65 and over)

Check MyWakeMed for more details.

Follow us!



WakeMedHospitals



@WakeMed



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

Online Offerings for Professional & Leadership Development

As we navigate this ever-changing environment, professional growth and development are more important than ever before. You are a critical piece of WakeMed's success and Organizational Development is pleased to announce a new way for you to pursue professional development – either in a live webinar or at your own pace, from wherever you work. Please see more information in these fliers:

- **e-Learning options:** Professional and leadership development for all staff, easily accessible via WakeMedU. Whether you have two hours or thirty minutes, these courses can be completed at your own pace – simply pause when you need to and come back later.
- **Leadership LiveClicks:** Available to supervisors and above, these interactive, facilitator-led learning experiences allow you to engage in compelling content, complete hands-on activities and have real-time discussions with your peers. Find course details and register via WakeMedU.

Virtual Cyber Security Escape Room

October 15 & 16
8 am to 4 pm

Please register on WakeMedU.

Virtual Community Walks

It's community walk season! While COVID-19 has caused many of the annual walks WakeMed sponsors to go virtual, we hope our WakeMed family will still get involved and support these important efforts. See MyWakeMed for details.

Epic Efficiency Webinars for WPP Providers

2nd Wednesday and 4th Thursday of every month

For more details, contact:

Dr. Eugene Leung
(ELeung@wakemed.org)

Dr. Hillary Lockemer
(HLockemer@wakemed.org)

Michael Garrett
(migarrett@wakemed.org)

Wake AHEC

VIRTUAL EVENTS

- **The Manager's Role in Fostering Team Excellence**, September 30
- **30th Annual Art of Breastfeeding Conference: Pearls of Wisdom**, October 6

LIVE WEBINARS

- **Navigating the Journey of Pediatric Diabetes: Innovative and Integrated Care** – September 24
- **Suicide in Older Adults: Prevention, Intervention, Postvention** – October 9
- **Let's Start the Conversation: Reproductive Health Issues Women Face Today Start by Planning for a Brighter Tomorrow** – October 13
- **What the Primary Care Provider Needs to Know About Breast Cancer** – October 20
- **Pediatric Obesity: Practical Tools to Guide Your Management in Primary Care**, October 24
- **The Hidden Psychiatric Illness in Your Practice: Recognition of and Initial Management of Eating Disorders** – October 27

Lunch and Learn Substance Use Series Fall 2020

- **Same but Different or Is It? Best Practice Treatment for Lesbian and Bisexual Women with Substance Use Disorders**, October 2
- **Substance Use and Family Systems**, October 16

NCCARE360

- **When the Pantry is Bare: Addressing Food Insecurity**, September 30
- **Wanting to Find a Place to Call Home: Tackling Homelessness**, October 7
- **Working Hard to Work: Searching for Employment**, October 14
- **Breaking Free: Addressing Intimate Partner Violence (IPV) & Personal Safety**, October 21
- **Getting Where You Need to Be: Transportation or Telehealth**, October 28

Early Intervention Strategies for Treating Autism Spectrum Disorder

- **Establishing an Intervention Framework**, October 1
- **Strategies to Join with a Child in a Joint Activity Routine**, October 22