WakeMed Nursing
2015 ANNUAL REPORT
WakeMed Health & Hospitals Achieves Magnet® Recognition

SEPTEMBER 17, 2015
“I can honestly say that I have never been more proud of an achievement. This recognition of our steadfast commitment to excellence for our patients and family should be celebrated by us all.”

Donald R. Gintzig, President & CEO, WakeMed Health & Hospitals
We are now members of an elite group of health care organizations to achieve Magnet recognition. Words cannot express how proud, excited, humbled and honored I am to have served as your chief nursing officer along this journey.

Looking back at the past several years, I have watched our team members transform into true visionaries, seeking innovative ways to shape care delivery and streamline processes. One hallmark of a Magnet organization is that clinical nurses are key to making measurable and meaningful improvements at the bedside and throughout the health system. This cultural shift – making the voice of the nurse heard at every level in the organization – is serving us well and is assuring that the voice of the patient and family is considered in every conversation and decision.

This year's Nursing Annual Report is dedicated to our Magnet journey and some of the exceptional people and exemplars that were integral to our success. We wish we could include them all but then our report would be hundreds of pages long. Having achieved this historic milestone, we remain aware that the Magnet journey is ongoing. I look forward to continuing our partnership to identify the opportunities to excel that await us.

Congratulations on a well-deserved achievement. Today and every day, I am very proud to be a WakeMed nurse.

Cindy Boily, MSN, RN, NEA-BC
Senior Vice President & Chief Nursing Officer
WakeMed Health & Hospitals
What makes a health system great? It isn’t bricks and mortar. It isn’t equipment or technology. It is the people – committed to a single selfless, compassionate mission.

At WakeMed, our mission is to improve the health and well-being of our community by providing outstanding and compassionate care to all. The fact that we have achieved Magnet recognition is a testament to our focus on fulfilling our mission, every day with every patient and family encounter.

Though our Magnet journey has been and continues to be a nursing-led effort, our achievement of Magnet recognition resonates throughout all of our enterprises and is celebrated by all team members, leaders and administrators. It speaks to who we are and the exceptional work we do to help create a healthy, vibrant community.

Congratulations to our nurses and the entire WakeMed family for this prestigious honor.

Donald R. Gintzig
President & CEO
WakeMed Health & Hospitals

“We have a strong, vibrant community and we are proud to provide our community with exceptional care delivered by exceptional, quality-driven people who are now deservedly Magnet recognized.” Brenda C. Gibson, Chair, WakeMed Health & Hospitals Board of Directors
From Epic implementation, to learning how to care for changing patient populations, to quality innovation, to Magnet designation – what a year it has been!

The 2015 Clinical Nurse Council (CNC) hit the ground running by embracing and supporting our colleagues during the implementation of Epic early in the year. Many of our CNC representatives were super users for their units and worked very hard to make the transition to Epic as seamless as possible for providers, patients and families. Working as a team, together we learned how to clearly identify issues, effectively communicate those, and then move forward on improvements.

The increasing number of patients and families with behavioral health issues posed a challenge for nurses unsure of how to care for them safely addressing their unique needs. The CNC leadership team realized this critical need and committed time at each bimonthly meeting for discussion and skill development. Subsequently, each attendee (typically the Unit Council Chair) disseminated the information to each clinical nurse. This process would, in time, impact nursing practice and patient outcomes. Activities to support this transition in care included working with behavioral health and campus police experts to improve our de-escalation techniques, and listening with compassion as members of the National Alliance on Mental Illness shared the struggles and stigmas faced by those so affected.

Nursing-sensitive quality indicators are a big focus for us and we are so pleased to see our CAUTI scores improving. It’s exciting to review the system-wide dashboard and watch this across-the-system improvement.

Our Magnet appRAISEr visit was far and away the highlight of the year. The pride felt during the week of the site visit is still ongoing. Being with the appraisers when it was standing-room-only, you could feel the enthusiasm and joy. As we moved from unit to unit, and campus to campus, we heard amazing examples about the ways WakeMed nurses and staff impact patients and the community. You will read about a few of these in this Annual Report. But there are so many more and they continue to happen every day!

This year has been an incredible journey. I am thankful for the opportunity to work with such an amazing group of motivated, intelligent and compassionate individuals.

Kelly Lee, RN, BC-Gerontology, BC - Psychology - Mental Health
Clinical Nurse Council Chair, 2015
WakeMed Health & Hospitals
WakeMed’s eight-year Magnet journey involved thousands of employees dedicating thousands of hours to data collection, documentation, reporting and, most importantly, delivering high-quality, compassionate patient care. Such a vast undertaking requires encouragement, leadership, advocacy, structure and painstaking attention to detail.

We thank Cindy Boily, MSN, RN, NEA-C, WakeMed senior vice president & CNO, Jill Whade, BSN, RN, CPN, Magnet coordinator, and Betty Woodard, PhD, RN, Nursing director, Research & Evidence-based Practice, for keeping a laser-like focus on what it takes to demonstrate the excellence that Magnet requires.

“Magnet became much more than a ‘designation’ or award to us. It was a journey where we discovered the awe-inspiring accomplishments of each other. We planned, we believed and as a system we accomplished our goal!”

Megan Swink, BSN, RN, PCCN, Supervisor/Educator, Cardiovascular Surgical
Partnering with Our Patients & Families for Individualized Plans of Care

Clinical nurses and nurse leaders from two medical/surgical units joined forces with the Cardiac Intensive Care Unit and Case Management joined forces to meet the unique needs of two patients and their family members. The wife of a patient in a medical/surgical unit became unresponsive while visiting her husband. She was admitted in critical condition to the Cardiac Intensive Care Unit after immediate treatment in the Emergency Department. Sadly, the wife was not expected to survive. The nursing staff deftly combined resources so that the couple could be cared for in the same hospital room. Because of their advocacy and flexibility, the husband was at the bedside when his wife passed away, surrounded and supported by family.

“Our Magnet recognition is a phenomenal accomplishment and reflects the quality that a patient can expect to receive at our hospitals. We have and should always encourage excellent interdisciplinary collaboration as well as a strong nursing voice in patient care and decision making.”

Seth Brody, MD, Executive Medical Director, WakeMed North Family Health & Women’s Hospital
A Magnetic Teaching Plan

A procedure using magnets to repair esophageal atresia in infants has only been performed a handful of times in the United States. One of these was performed at WakeMed. Clinical nurses in the Neonatal Intensive Care Unit (NICU) were privileged to care for a baby girl as she – and her parents – recovered from this highly advanced procedure. The nurses partnered with the parents to develop an individualized teaching plan, which included specialized feeding and suctioning techniques. When the parents needed additional information, our nurses put them in touch with parents of another child who had experienced the same rare procedure.

“It can easily be said that there isn’t any plan of care scenario too complex for the nurses at WakeMed.”

Magnet Recognition Program®, WakeMed Executive Summary Report, September 2015
Coordinated Care throughout the Continuum

Empowered & Respected Team Member

As a key member of the WakeMed Mobile Critical Care Services (MCCS) team, the critical care nurse collaborates with the critical care paramedic, emergency medical technician, and providers at the referring and receiving hospitals to formulate a comprehensive transport plan of care. Life-sustaining measures are rapidly implemented as indicated from the advanced assessment of the MCCS team. Specially trained transport nurses are empowered with a high degree of autonomy as they deliver outstanding and compassionate patient and family centered care. WakeMed Mobile Critical Care Services nurses use computer technology to capture and document the care they provide while on the road and relay that information upon arrival to ensure a seamless transition during the transfer of care.

“The Magnet journey is really about highlighting the EXCELLENCE in what we do every day. It served as a key to unlock the passion, excitement and the VOICE of many WakeMed employees, created comradery and a strong bond among many disciplines. We know we are EXCELLENT. The designation is just a way to tell the world the same thing!”

Meghan Kuebler, BSN, RN, Clinical Documentation Specialist, Quality Reporting
Extra Support for Critical Care Patients

At WakeMed, critically ill patients are cared for at the bedside by intensivists and critical care nurses. Critically ill adults are also monitored by intensivists and critical care nurses who are located off campus in the WakeMed eICU® Service Center. By using computers, cameras, microphones and sophisticated software, these off-site providers are a “second set of eyes”. They assist with monitoring patients’ vital signs, view lab and imaging results and conduct visual checks on patients to promote patient safety. The eICU® technology is proven to decrease length of stay as well as increase chance of survival by an average of 28 percent. This seamless, two way communication between bedside and eICU® clinicians helps ensure safe patient care and provides a credible partner for the provider with the press of a button.

“The Magnet journey helped me realize how great we are as an organization. I always had a close work family in my unit, but Magnet allowed me to see the greatness that existed in other units.”

Deanna Buchanan, BA, RN, ENPC, Clinical Nurse, Cary Hospital Emergency Department, Clinical Nurse Council Chair, 2016
Serving the Greater Good

A clinical nurse in the WakeMed Children’s Emergency Department (CED) led the initiative to photograph pediatric injuries that raised concern about child abuse and/or neglect. Photo evidence provided by the CED team has resulted in successful prosecutions of the individuals responsible for those injuries. The CED nurse is now a member of the Wake County Multidisciplinary Team to coordinate follow-up care (protective, legal and social services) for pediatric victims of violence.
Leading Community-wide Improvement

WakeMed, in partnership with Wake County Emergency Medical Services (EMS) and several hospitals throughout the community, now follow a time-saving protocol for suspected stroke patients. Nurses at WakeMed, along with pharmacists and pathology specialists, took the lead in developing a more efficient method to obtain stroke panel results. With kits provided by WakeMed, paramedics in the field collect the diagnostic labs and present them immediately upon arrival in the Emergency Department. Rapid processing has resulted in a 50 percent improvement in door-to-treatment with tPA, earning the WakeMed Stroke team American Heart Association Target: Stroke Honor Roll-Elite status as well as the Get With The Guidelines® – Stroke GOLD PLUS award for high-quality, efficient care of stroke patients.

“I learned how much effort and collaboration is involved to ensure excellence in patient and family centered care. It’s impressive!”

Adrianne Pickard, Senior Medical Technologist, Pathology
Nursing Sensitive Quality Indicators

Improving Patient Flow
Total Time Bed Request to ED Departure

Reducing Hospital-associated Pressure Ulcers

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Reducing CAUTIs & CLABSIs

Catheter-Associated Urinary Tract Infection Rate
All Inpatient Units - Raleigh, Cary, Rehab

![Graph showing infection rates over years]

Central Line Associated Bloodstream Infection Rate
All Inpatient Units except NICU & Rehab

![Graph showing infection rates over years]

“It’s clear that when we combine nursing innovation with the right leadership, commitment and skill, we can significantly impact patient outcomes and save lives. I can’t wait to see where our efforts take us next year.”

Janice Neff, BSN, RN, HACP, Specialist, Nursing Administration
Podium Presentations

United Ostomy Association of America National Conference
Joanna Burgess, BSN, RN, CWOCN, Keynote speaker: Never Alone: Walking the Journey Together to a New Life

North Carolina Trauma Registry Symposium
Rhonda Vincent, MSN, APRN, CCNS, CCRN, Care of the Surgical Trauma Patient

GoSIMple Conference
Heather Kindl, BSN, RN, CPEN; Felecia Williams, PhD, RN, CCRN; Kim Clarke, MSN, RN
Improving Rapid Response Recognition: A Simulation Collaborative

International Society of Psychiatric Nurses Convention
Elaine Youngman, MSN, APRN, BC & Sabrina Wells, BSN, RN, CCRN
Taking Care of the Behavioral Health Patients in an Acute Medical Setting—“It Takes A Village”

Moses Cone Research Symposium
Bethany Hartness-Smith, MSN, RN, CV-BC, The WakeMed Early Warning Score (WEWS)
Melanie Johnson, BSN, RN, CWOCN
Incorporating Outcomes to Provide Evidence of Effectiveness in Clinical Support Practices
Heather Kindl, BSN, RN, CPEN & Felecia Williams, PhD, RN, CCRN
Improving Rapid Response Recognition: A Simulation Collaborative
Posters

North Carolina Organization of Nurse Leaders Annual conference
Pauline Stillman, MSN, RN, NE-BC, RN-BC
Leadership Strategies to Reduce Central Line Associated Blood Stream Infections (CLABSI)
Pam Cross, BSN, BS, RN-BC
A Recipe for Success
Rhonda Vincent, MSN, APRN, CCNS, CCRN; Janice Neff, BSN, RN;
Kristi Reguin-Hartman, MSN, APRN, ACNS-BC
EBP Toolkit: Building Bedside Practice

South Eastern Nurse Educator Symposium
Heather Kindl, BSN, RN, CPEN & Felecia Williams, PhD, RN, CCRN
Improving Rapid Response Recognition: A Simulation Collaborative

National League of Nursing Technology Conference
Heather Kindl, BSN, RN, CPEN & Felecia Williams, PhD, RN, CCRN
Improving Rapid Response Recognition: A Simulation Collaborative

Academy of Medical-Surgical Nurses Conference
Kristi Reguin-Hartman, MSN, APRN, ACNS-BC
CAUTI Cause Analysis: Identifying Trends”
Amy Beasley, BSN, RN-BC & Tonya Harrell, RN-BC
A Recipe for Success
Patricia Thomas, BSN, RN & April Turner, BSN, RN-C
Riddle Me This...Why the Foley

Publications/Webinars

North Carolina Hospital Association Webinar
Elaine Youngman, MSN, APRN, BC & Barb Bisset, PhD, MPH, MSRN
Providing Care for Behavioral Health Patients in Acute Care Settings

Textbook Chapter
2015 Statistical Highlights

WakeMed Nursing

Nurses.................................................................................3,069
Nursing Average Years of Service..............................................8
Nursing Turnover Rate.........................................................10%
Nursing Vacancy Rate ............................................................4%

Academic Nursing Program Affiliations .....................................27

Education & Certification

Bachelor’s, Master’s & Doctorate degrees ........................... 59%
Specialty Certification.......................................................... 31%

Corporate & Community Outreach

Nursing Hours at Corporate & Community Events........ 1,577

Utilization

Inpatient Admissions .......................................................41,719
Patient Days (excluding Nursery).................................228,816
Average Daily Census ...........................................................793
Surgical Cases...................................................................27,364
Emergency Department Visits ......................................268,918

“WakeMed has numerous affiliations with nursing schools and has created a strong educational experience for student nurses and nursing leaders pursuing advanced degrees. It is clear that there is a strong collaborative infrastructure between WakeMed and the surrounding academic nursing programs.”

Magnet Recognition Program®, WakeMed Executive Summary Report, September 2015
“Being a part of the Magnet journey has been a highlight of my nursing career. It was my greatest privilege to witness so many stories of life-changing care.” Sara Cobb, BSN, RN-BC, Clinical Nurse II, Heart Center

Our Mission
Patients are the reason we are here.

Our Vision
To set a new standard of excellence in the art and science of nursing care and caring.

Our Values

Evidence-Based Practice
Iowa Model
Nursing Theory
Swanson’s Theory of Caring
Care Delivery System
Patient and Family Centered Care
Professional Practice Model
CARES
WE ARE PROUD TO BE A NEW MAGNET HEALTH SYSTEM

WakeMed Health & Hospitals • www.wakemed.org
Raleigh Campus • Cary Hospital • North Family Health & Women’s Hospital • Apex Healthplex • Brier Creek Healthplex
Garner Healthplex • Clayton Medical Park • Raleigh Medical Park • WakeMed Outpatient Rehabilitation Facilities
Home Health • WakeMed Physician Practices • Capital City Surgery Center