These employees show a commitment to fiscal responsibility by developing and implementing processes that reduce expenses, improve efficiency, create more business or increase payments.

WINDY CONNER
Financial Planning

Windy combats through payment data to find claims or charges that were denied or understated, averting more than $2 million in collections annually. The senior financial analyst stays current on ever-changing payor policies, and demonstrates the Wake Way in her relationships with payors. She took on joint responsibility for building the Epic expected payment rules, which added to her workload but did not affect her consistently high quality performance in all areas.

APRIL FORTUNES, RN
Cath Lab – Cary Hospital

Known as someone who thinks fast on her feet, April is an outstanding cardiology nurse who also takes on additional assignments such as monitoring supplies and identifying ways to reduce the sterilized instruments needed for a Loop implantation tray, saving time and energy. She adjusts schedules as needed to ensure higher productivity and checks supplies that are close to expiring to ensure they are used effectively, cutting losses.

WENDY TUCKER
Pathology Labs – Transfusion Service

Wendy is a champion of reduce, reuse and recycle whenever possible! As a medical technologist, she monitors the usage of reagents and rotates lot numbers between work stations to reduce the need for additional quality control. Her suggestion of adding a two-rack system for storing and rotating reagents led to fewer being discarded. She keeps an eye on warranties to ensure that parts are not purchased unnecessarily, and helps to avoid higher shipping charges by alerting staff when stocks are low.

MIRIAM LOUGHRY
Outpatient Rehab

Miriam has a unique ability to connect with patients on a personal level, as well as helping them improve clinically. She has a “fan club” of former and new patients who heard about her from friends, and consistently receives positive comment cards from patients. She has established a referral network within physician practices to treat female patients with pelvic pain, which has contributed to WakeMed’s goal of improving access and quality of services for women.

BEN ALEXANDER, MD
Information Services

During the massive effort required to build and implement Epic, Dr. Alexander never lost sight of what’s best for our patients’ safety and quality. As chief medical information officer, he consistently serves as “the voice of the patient,” calmly steering discussions back to what’s best for our patients’ safety and quality. His technical knowledge is useful in realigning processes and user workflows to improve care quality and outcomes, and he persistently pushes for changes to make practices safer.

KELLIE RAISON, RN
STICU

Kellie’s colleagues describe her as a true advocate for patients and for her team. As supervisor and educator, Kellie has a hand in developing, approving and promoting policies that provide better patient care. She also helps staff adapt to new procedures; for instance, she developed three charting scenarios for staff to practice in the Epic system before it went live. This made them more comfortable with their initial chartings.

BECKY BRAKE
Physical Therapy

After recognizing that patients needed better seating systems to improve mobility and reduce pressure sores, Becky started a seating clinic, coordinated multiple in-service trainings and sought additional information from vendors. As a result, staff better understand positioning systems and patients are able to function better while in rehab. The physical therapist also serves as a seating and positioning resource for staff in the Rehab Hospital.

EMMA FRAZIER
Pharmacy

As discharge coordinator, Emma helps patients get prescriptions when they leave the hospital. But she goes far beyond the call of duty, streamlining processes and ensuring that prescriptions are accessible, regardless of a patient’s ability to pay. She finds discounts and advocates for patients, working with social workers, nurses and pharmacists to help patients get what they need, including smiles and hugs from her. Her work has been associated with a 28 percent relative reduction in 30-day readmissions.

VETA HAMM
Physical Therapy

Veta works hard to help us better serve bariatric patients, establishing protocols to order and track equipment – such as slings – that increase safety for patients and staff. She collaborates with other departments to research vendors and arranges in-service training to pressure sores, and helps to improve equipment options for safe patient handling and movement. The physical therapist also provides patients with a home exercise program and the encouragement they need to continue improving when they are discharged.

THANK YOU! A special thanks to our 2015 COE committee members:

Abbie Williamson, Pharmacy; Coleen Athey, Environmental Services; Ed Wilson, Mobile Critical Care Services; Jamie Landrum, WPP – Administration
Jill Whale, Nursing Administration; Oral Wise, Ambulatory Services Administration; Alexis Lewis, Clinical Administrators; Andrea Jarrell, Pathology
Bobby Holloway, MPDC; Jaime Karp, Emergency Communications; Janis McLaughlin, Outpatient Rehab

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**CHRISTOPHER INGRAM, MD**
Infection Prevention & Occupational Health & Safety Services

As medical director of Infection Prevention and Occupational Health & Safety Services, Dr. Ingram has provided strategic leadership in improving patient safety, particularly in the area of stewardship. He played a key role in starting the first antimicrobial stewardship program in the Charlotte area, and has been supportive of microbiology interdisciplinary rounds. His expertise and insight have sparked many innovative programs and created safer environments for patients and staff.

**KAVITA JOSHI**
Pathology Labs – Core Lab – Cary Hospital

Kavita is known as the “safety role model” for her team, setting example by tracking and meeting turnaround times for reports and quality improvement initiatives. As a member of the stroke committee, the senior medical technologist presents data and ideas that improve processes and assist leadership in patients. She collects, organizes and distributes monthly data for the stroke and chest pain committees, and also works with staff to gather information for appropriate follow-up reports.

**MALCOLM PANNILL, PA**
WPP – OB/GYN

Whenever his colleagues need help with patient equipment, techniques or practices, Malcolm makes sure they are explained, always demonstrating safety of the stroke committee. The physician’s assistant shows tremendous passion for his profession and compassion for patients. He speaks fluent Spanish, which many patients appreciate and they often request to see him “because he’s so nice!” His colleagues respect his leadership, and consider him a “quiet and reserved unsung hero.”

**BRITTON ROSS, RN**
Emergency Department

When Britton responds to the emergency department process and now trains her fellow nurses throughout the WakeMed system.

**JENNIFER ELLIOTT, RN**
Clinical Nursing Resource Services

When Epic went live, Jennifer realized nurses were in need of real-time support – for instance, when trying to start transfusions at a patient’s bedside – so she offered her personal cell phone number so staff could reach her when needed. She often resolved technical issues by phone and, in other cases, would immediately come to the staff to assist them. Her positive attitude makes her a valuable resource in the Transfusion Service and a team player.

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**BETHSAILA DROHIN**
WakeMed Urgent Care

From the time she arrives at work until she leaves the day, Bethsaila is constantly thinking of ways to make our patients happy or more comfortable. There is no question or concern she won’t take on. The patient account representative has found ways to speed the registration process, and works with patients on billing issues, though that’s not her primary job. Since she arrived, patient rating scores for the front desk have been 90 percent or above – even hitting 100 percent some months.

**JUDITH BURGESS**
WPP – OB/GYN

Judith is the go-to resource for the pathology team, constantly delivering everything from supplies to a listening ear to exceptional customer service. As a client services analyst, she greets all customers with a smile and always takes action on customer concerns. He works diligently to resolve issues, investigating the problem and providing follow up and service recovery – staying late or arriving early if needed. His teammates say he is a role model for customer service in Pathology.

**URSHIMA GREEN**
Pathology Labs – Admin

When customers visit the Lab, they are greeted by Urshima’s friendly smile and professional manner. The clinical laboratory technician works hard to find solutions if orders are incomplete, and will not stop until the job is done right. She goes the extra mile to communicate with coworkers to help them stay organized and keep things running smoothly at all times.

**TOM GUSTAFSON**
Campus Police & Public Safety – Cary Hospital

No one gets past this police officer without a friendly greeting and a smile. Tom is a customer service champion who offers patients, visitors and staff all of the directions, wheelchair- pushing or escorts to a room or floor. He’s a friendly guide providing information to appropriate parking areas, and kindly educates drivers who occupy handicapped parking spaces when their placards have expired. His good-natured attitude makes Cary Hospital a more pleasant place.

**AMANDA HARRIS, RN**
2D Rehab

When Amanda attends weekly team meetings, she brings a wealth of thoughtful insights into patients’ medical and emotional needs, family dynamics and other perceptions that improve patient care. She takes on cases professionally and quickly. She is also very detail oriented in providing needed education, both to patients and families, and in communicating with her fellow nurses. She offers good ideas about training and supporting colleagues and other areas, which have elevated the level of care provided in her area.

**LORRAINE HAWKINS**
Physical Therapy

As a physical therapist, Lorraine has to touch people to help them heal, but sometimes she can touch lives in even greater ways. For example, when she was treating a staff member following surgery, she took time to work on another injury her colleague had sustained years earlier. She helped restore her colleague to better health and the Therapist said that Lorraine “went above and beyond her normal duties, and made a monumental difference in my life.”

**DAVID HERRIN**
Clinical Engineering

David has been a dependable part of the Clinical Engineering department for more than 25 years, providing invaluable experience and maintaining a professional, helpful attitude even during stressful times. David is a specialist who strives to get at the root of problems, going beyond simply repairing devices to investigate why failures occur and look for ways to prevent them from happening again.

**DANIELE HICKLEN**
Patient Safety/ Risk Management

In the hectic moments of emergencies, such as car accidents or transporting patients quickly around the hospital, personal items can sometimes get lost or misplaced. That’s when Daniele comes to the rescue. She is known for taking great care to track down lost items, and she helps files claims quickly when needed. This level of attention makes patients and families feel cared for, and has contributed to higher overall satisfaction with their WakeMed experience.

**KATHRYN HOOVER**
Occupational Therapy

Patient safety and comfort is always the top priority for Kathy, a clinical aide who takes seriously her responsibility to provide the best equipment suited to the patient’s needs. She works hard to improve patient seating and positioning in wheelchairs and treats each family with respect, offering hugs and smiles to brighten their day. She also assists anywhere she is needed, and she spends her free time cleaning and reorganizing the therapy gym.
ANJANETTE KING, NP
WPP – OB/GYN

Anjanette, called Ange by her colleagues, is never too busy to help her team in any capacity, even if it means seeing more patients. The nurse practitioner is caring, friendly and filled with compassion for her patients and families. She takes a leadership role when it is needed; patients and families. She takes a

LAVERNE LILLY, RN
NICU

Families with new babies go home from the NICU with more information and strategies, thanks to this staff nurse and discharge planner. Laverne believes in family-centered care, always seeking teaching moments for families. She will work through lunch or after hours to teach a CPR class or help a family learn to care for their bab. She never tells someone “no” and her professionalism and kindness always shines through.

KAREN McFARLANE, RN
3C Rehab Nursing

Considered a cross between the Road Runner (for her rapid response) and Florence Nightingale (for her caring bedside manner), Karen is a gifted listener with a sharp memory who remembers how patients prefer their coffee, medicine and snacks. She delivers exceptional customer service, tailored to individual preferences, and leads by example. She won patients and staff with her efficiency. When she is on the job, WakeMed shines in the eyes of its patients.

JENNIFER M. LUCAS-INGOLD
Clinical Resource Management

Jennifer is an energetic ambassador for behavioral health patients, and a supervisor who instills loyalty and pride in her team by supporting them 110 percent. She has expanded and improved care for behavioral health patients, particularly in crisis situations. She coordinates programs and communicates needed changes with her staff, others at WakeMed and with outside agencies. Jennifer’s leadership helps maintain professionalism and stability in a busy environment.

REBECCA MONTAGUE
Food & Nutrition Services – WakeMed North

A visit to the café when Rebecca is working will provide you with a lot more food – you also will get a big dose of optimism and friendliness from this food services assistant. Rebecca makes sure customers get the best deal for their money, and takes an interest in regular customers, offering genuine concern along with her warm, welcoming smile and laugh.

TRACY MOORING
Outpatient Rehab – Clayton

Tracy sets the bar high with her positive attitude and energy level. She dedicates herself to patient care, acting as cheerleader, therapist, behavior manager, advocate and calming presence. The physical therapist tackles new technology and documentation with enthusiasm, and will take all necessary steps to ensure her patients get the most state-of-the-art equipment through the most efficient vendors. She gives both patients and their coworkers motivation to keep going!

DEBORA MURRAY
Outpatient Rehab

Deb is a whiz at scheduling and streamlining patient care and clinic work flow, which makes the lives of other staff jobs and colleagues much easier. The patient account representative gained everyone who walks in the door with a smile and kind word, whether patient, staff or high school volunteer. She makes sure to make sure the right is everything is in order for daily operations, fielding phone calls and staying through lunch or after hours to help patients with scheduling.

CINDY NG, MSW
Patient Care Management – Cary Hospital

If you are very busy or have a heavy patient load, Cindy is the person you want on your team. She stays positive and keeps others that way, too. Her calm, pleasant demeanor helps her resolve conflicts effectively, and she takes extra time to make sure are well informed. She follows up with calls to families and patients to make sure they understand all the options that are available to them.

BOB O’BRIEN, RN
WPP – Surgery & Trauma

Bob has a special knack with patients, talking and listening to them, organizing their needs and making them comfortable and happy. He helps them understand situations better and have more realistic expectations, which makes them less anxious. He is respected by patients, physicians and co-workers for his knowledge, strong work ethic and acceptance of responsibility.

PAM PARRISH
Information Services

The transition to Epic was a huge undertaking that stretched over multiple years and included countless hours of meetings and behind-the-scenes work. As director of Application Services and lead project leader for Epic, Pam was right in the middle of it all. She coordinated countless teams and meetings and worked hard to make sure that feedback from all areas was heard. Her calm and solution-oriented approach helped make our Epic transition a huge success.

BHAVESH PATEL
Clinical Engineering

As director of Clinical Engineering, Bhavesh is open to all kinds of new ideas. As a leader, he shines because he realizes that not all of the best ideas have to come from him. He is approachable and open to others, and will promote discussion and pull together teams to help new ideas come to fruition. He inspires co-workers by handling all situations with calm, and has a sincere desire to serve not only the staff at WakeMed but patients as well. 

MICHELLE ALSTON, RN
NICU

As someone who is patient, kind and truly values new NICU staff, Michelle is the nurse selected by nurses to precept new employees or be shadowed by nursing students. She chairs the NICU Competency Committee, and teaches several of the skills labs and classes that are offered to staff as an option to demonstrate competence. She is a great communicator and resource for her co-workers and NICU families.
In a few short years, Vanessa has proven herself an expert on the massive regulatory requirements surrounding the ethical conduct of research and strives to keep WakeMed patient records adequate. As administrator of the Institutional Review Board, she has rewritten policies and procedures, organized the board, recruited new members, streamlined all processes and created an effective system for how that services board members and investigators work.

CHRIS BILLAR
WPP – Physical Therapy

Chris’s employees know that he has their backs. As supervisor, he is conscientious about keeping employees in the loop about policies, procedures and news. He was terrific when Outpatient Rehab transitioned to WPP – Physical Therapy, and the organization went live with Epic. Chris makes sure they know what they need to work effectively and keeps both patient and employee safety and satisfaction uppermost in his mind.

CRYSTAL BONNETT
Pathology Labs – Transfusion Service

Crystal is known as an excellent medical technology with a knack for clear communication and the ability to pay strict attention to detail. Her efficient review of schedules assures that adequate testing and blood products are available, keeping morning surgeries on schedule. She also helps Health Information Management staff, reviewing patient demographics before accounts are processed and claims are sent. She keeps the integrity of patient records current and accurate.

KENNETH BOWEN
Pathology Labs – Out of Lab Testing – Garner Healthplex

Ken is one of the behind-the-scenes medical technologists who provides more patient care by taking actions to help ensure accurate and timely lab results. He reduces instrument redundancy across campuses and increase consistency from site to site. He helps educate nursing staff on proper sample collection, labeling and documentation, which reduces errors and improves patient safety and care quality. He also is integral part of the technology team.

BERNETA BUTLER, BSN, RN
Patient Case Management

Patients can be sure their surgeries won’t be held up by paperwork problems if Bernetta is at work. The preadmitting coordinator完美的ly profiles everyone involved to ensure that things go smoothly. She needs help in organizing new employees, and takes time to assist coworkers with concerns of any kind. She’s always understanding, a good listener and has a way of making everyone feel like they matter.

KATY CHEUNG, PharmD
Pharmacy

Kitty is a mentor to many in the patient care department who work directly with the clinical pharmacist, but when a vacancy came up, she took the opportunity to serve as a pharmacy educator in the outpatients area. She is an excellent resource on processes and procedures, and works tirelessly to educate staff on changing trends after training periods. She is very supportive of new staff and helpful with student orientation.

ELLEN CHRISTOPHER, RN
3C Rehab Nursing

Ellen is known for her upbeat, get-it-done attitude. She takes initiative to learn new procedures and works hard to make sure that all staff are familiar with policies. Ellen has taken extra classes and always makes herself available to help on the floor when she is in charge. She makes charts to help foster independence in patients and staff. She is an excellent provider of support and keeps both patient and employee safety and satisfaction uppermost in her mind.

SUE DOLIGALSKI
Pathology Labs – Out of Lab Testing – Apex Healthplex

Sue is someone who never gives up, no matter how big the challenge. She was key in making sure that all instruments were validated correctly at WakeMed North, working continuously to correct issues and meet deadlines. As one of the remaining Softlab superusers, this medical technologist is always willing to train and share her knowledge with others. Her expertise, patience and dedication are noticed and appreciated by her coworkers.

BARB GLESBY
Pathology Labs – Phlebotomy – Cary Hospital

Barb is the type of employee her coworkers wish they could clone. She is the first to volunteer whenever a pathology representative is needed, and has served on many committees. She is a role model who comes to work ready to give her all as a clinical services technician, and will work extra shifts to cover gaps in the schedule. She doesn’t like to be idle, and will jump in to stock supplies and clean around the lab when she has a free minute.

ALLISON GRIBENSK
Pathology Labs – Histology

The Histology area is in tip-top shape when Allison is around. She constantly works to simplify workflow and increase efficiency, and often is found organizing storage containers, rotating stock to heed expiration dates, labeling “everything in sight” and keeping organized electronic files and records. She is very reliable in maintaining the specimen stain quality for surgical pathologists, and has a high level of accuracy and consistency. Her willingness to help makes the lab a pleasant place to work.

KRISTEN GRIMM
Pathology Labs – Out of Lab Testing – Cary Hospital

Kristen never hesitates to investigate children shared by Pathology staff and leadership, and works with other teams to find solutions. The quality management technologist has improved many processes that have boosted productivity and employee satisfaction. She conducts safety orientation for new hires, participates in career days/sales to promote laboratory profession and works across the system to find effective, streamlined solutions.

BRITTANY HAIR
Emergency Department – Apex Healthplex

Before being named manager of the Apex Healthplex ED, Brittany was a supervisor and clinical educator in the Rainwater Campus ED. There she took on the Emergency Services Nurse Fellow program and worked hard at team building and improving the communication between patients and staff.

RANDY HAMM, RN
Staffing Resources

Randy is a caring, high energy supervisor who finds ways to improve work flow and help both patient care and staff. He helped implement an “EKG phone” for faster response to patients with chest pain, started an accountability checklist for supplies for each shift and created a department newsletter to keep employees up to date. He is a community volunteer and takes a leadership role in associations and on WakeMed committees.

SARAH HARROCKS
Clinical Resource Management

Sarah’s kind, lively approach is felt and appreciated by her behavioral health patients and co-workers. She is a behavioral health counselor who develops efficient and effective action plans for patients, and will do whatever it takes to obtain necessary services for them. She takes care to give each patient the individualized care needed to improve care and safety.

KIM HERRICK
Outpatient Rehab

Kim is a physical therapist who rarely stops, takes a lot of initiative and is considered the glue that helps hold the clinic together. When the clinic moved to a smaller space, Kim found ways to improve efficiency and ownership of safety and security issues. She sets up the space as quickly as possible, and keeps organized treatment rooms, is instrumental in the Epic transition and her work with the linen inventory has saved money and storage space. She always remembers special occasions for her coworkers and patients, offering treats, cards and smiles.

CALLAN KISTLER
Pathology Labs – Administration

Callan is a role model for excellent customer service, and always lending a hand to support her co-workers and finding ways to make processes more efficient. She volunteered to train new staff in processes instrumental in helping the department with Soft ID validations, offering to train on a challenging piece of Rehabs’s regulatory requirements and worked to create the first Functional Independent Outpatient Rehab unit at team logic in Epic. After spending countless hours gathering feedback, sharing her expertise, and sacrificing personal time and energy, WakeMed now has a product no other Epic organization has ever built.

AMANDA LAFFERTY
Information Services

Amanda is a systems analyst who digs deep into finding solutions to problems and consistently follows up to make sure issues are resolved. She was integral in developing the materials for nursing orientation on SoftID, developed “Tips and Tricks” to follow, and built reports for management to monitor Soft ID compliance. Her in-depth approach has led to successful solutions that increase productivity and team satisfaction.

LORRIE LANE
Pathology Labs – Microbiology

Lorrie constantly identifies ways to improve efficiency within the lab and improve patient care. The senior microbiology technologist played a lead role in a study that used molecular microbiology roundups, which produces information sharing, networking and collaboration among departments.

LIza MILLER
Physical Therapy

Lisa is the physical therapist everyone turns to for help with early mobility in the ICU. She helps with transfer training, pediatric, system solutions and complicated social situations, making sure to speak with visiting staff and families to explain the process and provide tips for safe transfer and mobilization. She regularly helps on complicated cases, and mentors students by allowing them to shadow her. She is always approachable and eager to learn and to teach.
LISA PHILLIPS, RN
Lactation Services – Cary Hospital

New moms and their babies benefit as they make the transition to healthier start together because of Bonnie’s dedication. This lactation consultant has advanced WakeMed’s breastfeeding processes, bringing in new research and mentoring graduate nurses to help them better assist their patients. A dedicated advocate for mothers and their babies, she has served on many committees and is often sought out by co-workers to answer questions or offer advice on breastfeeding.

BONNIE MOORE
Lactation Services – Cary Hospital

Lactation consultant that others strive to be.

CHRIS PLEASANT
Mobile Critical Care Services

Chris has stepped up to lead the department Unit Council and was essential in creating the Mobile Operator designation for EMT operators. A critical care paramedic, Chris calmly explains the transport process to patients and families, helping them at a stressful time. He also works with the supervisory team to help update policies and procedures, and serves as a resource for patient and family counseling.

JAVONDA NOWELL
Children’s Emergency Department

Javonda is a shining star in the Children’s ID, communicating with young patients and families in a way that they can understand, and trusting everyone with respect. As a technician/secretary, she keeps the department running smoothly, remaining calm and positive while anticipating what is needed. She always responds quickly and with a smile, even when she is very busy.

DONICA O’LEARY, BSN, RN
Heart Center Pre- & Post-Procedure Care

Donica is a nurse manager on a mission: setting a high goal for nurse certification. She identified sources for funds and held fundraisers to ensure her staff could pursue it. She plans receptions to celebrate their knowledge who leads by example. Appreciated by all.

CHAD SICKLE, RN
Information Services

Before transitioning to Information Services, Chad worked in Heart Center Pre- & Post-Procedure Care, where he was the nurse most requested for complicated post-procedure patients. He is an expert in post-catheterization issues, helping co-workers on his and other units. He helped implement and identify ways to improve patient care, and was chosen to be a credentialed Epic trainer because of his positive attitude, customer service skills and technical expertise.

SABRINA SIMS
Patient Accounting Administration

Sabrina is a director with a wealth of knowledge who leads by example. Her main goal is to make the department run like a well-oiled machine, and she achieves that by providing guidance and mentoring. Her efforts preparing for Epic were tireless, and she didn’t slow down after the system went live. She is known for her ability to speak “with,” not “at,” people, which fosters an open, effective communication.

SUSAN SNAYVEL
Pathology Labs – Microbiology

Susan takes initiative in innovation and change, serving as a role model for the employees she supervises. She took the lead role in developing the lab’s Biola response plan, reading all she could at work and on her own time. She is also leading the way into the next generation of microbiology testing: rapid diagnostic testing. She was very involved in Epic preparations, and was instrumental in the lab’s success in going live.

BETH SOTO
Patient Case Management

Amputee’s face special challenges to maintain. Beth tries to make the challenges easier to manage. She has been key in coordinating efforts of a peer mentoring program and a growing Amputee Support Group that meets monthly. Her expertise in resources, such as prosthetics, is well regarded inside and outside of the department. She works hard to create safe plans for discharging patients and maintains strong relationships with patients and families.

CHRISTINE STEIN
Information Services

Christine’s previous experience with Epic made her particularly valuable during WakeMed’s transition to the program, but the systems analyst’s dedication and hard work was even more important to the success of Radiology going live. She even came back to work early from maternity leave to ensure the department would be ready and willingly share her expertise and time with Radiant team members, as well as other Epic teams.

LEANNE STIEBECK
Outpatient Rehab

Patients struggling with aphasia often end up in difficult and frustrating social interactions. LeAnne uses her speech pathology expertise to improve patient communication and satisfaction. She shares the advanced training that she received with her team, which provides her co-workers with strategies for improving patient communication. Her positive attitude and approachable nature make her a pleasure to work with.

CHARLENE STEWARD
WPP – OB/GYN

Charlene is a bright presence in the department, always ready with a hug for co-workers and patients, and stickers and snacks for the children. She cheerfully lends a helping hand, and is an exceptional leader and excellent mentor who serves as both peacemaker and counselor when needed. Her coworkers say her infectious laugh brightens up even the gloomiest of days.

WANDA WELLS
Pathology Labs – Microbiology

Wanda has led the department, which has guided the development and implementation of new test systems-wide for several years. She led efforts to implement the first large test panel, which provides valuable information rapidly to physicians caring for the sickest respiratory patients. She trains employees on molecular tests, ensuring they follow strict techniques to prevent contamination. She also finds creative and practical solutions to molecular theory, making it fun to learn.

BEI YE, RN
1 East Clinical Evaluation Area – Cary Hospital

Bei is a supervisor who keeps close contact with staff and responds promptly to any problems or questions. It’s not unusual to see her on the floor at all hours of the day or night assisting staff with training, policies or IV starts. She orient new employees who works closely with them to help them become part of the team. Bei truly cares about her staff and patients’ physical, emotional and mental well-being and that’s something that her team appreciates.

RYAN TABIS, PharmD
Pharmacy

Ryan is always on the lookout for ways to improve and ensure patient safety, taking the lead on revising policies and procedures when needed. He played a key role in developing the clinical pharmacy workflow for Therac. He also works closely with pharmacy students, helping to coordinate the UNC P14 seminar course.

AMANDA TALMADGE, RN
Emergency Department

Amanda was an early adopter of the ultrasound-guided peripheral intravenous (UGPIV) practice. She quickly volunteered to share her knowledge and has taught more than 50 nurses both the classroom and hands-on portion of this valuable skill. She has inserted UGPIVs on every unit in the hospital and expanded her practice into pediatrics. She is never too busy to help, and frequently drops what she is doing to help anyone in the hospital.
Great WakeMed Red Out!  
WakeMed is going red in support of women who have heart disease. All employees, physicians and volunteers are encouraged to wear red on Friday, February 5. Take a photo of your group and send it to microscope@wakemed.org to have it posted on the WakeMedWeb site. 

Go Red Saturday at Crabtree Valley  
The Triangle Chapter of the American Heart Association Celebrates Go Red for Women with Allscripts, Maryc’s and WakeMed on Saturday, February 6, from 11 am to 2 pm. The event will feature free heart health information and stroke screenings, fitness tips, line dancing, prizes and the opportunity to share your heart disease survival story.

Love Your Heart  
Cameron Village and WakeMed Heart Center are partnering to increase heart disease awareness among women and share the message that shopping can be a great cardio exercise. Pick up a heart healthy information card from participating Cameron Village stores and if $250 or more is spent in a single day from February 1-14, shoppers can choose from these free gifts.

Qualifying shoppers also receive a certificate for a free Total and HDL cholesterol test and blood pressure check from WakeMed. Visit hearts.wakemed.org to learn more.

February Seminar: Managing a Healthy Weight  
Managing a healthy weight is never easy, but you don’t have to go it alone! Join us for an informative session with our primary care physicians as they share strategies for achieving a healthier weight. Diet and exercise are often successful, but they don’t work for everyone. Learn more about how by working with a primary care physician, you have access to a wide variety of weight loss tools, expertise and a more personalized approach to successfully manage your weight.

Cary Hospital  
Friday, February 12, Noon to 12:45 pm
Rosa Mosser, MD, WPP – Brier Creek Medical Group

Raleigh Campus  
Tuesday, February 16, Noon to 12:45 pm
Theresa Amerson, MD, WPP – City Center Medical Group

WakeMed North  
Thursday, February 25, Noon to 12:45 pm
Tohmina Adrnan, MD, WPP – North Wake Internal Medicine

All members of the WakeMed family are invited to attend and ask questions. Pre-registration is encouraged; to register, visit the homepage of the WakeMedWeb.

Schedule  
Visit mychart.wakemed.org to make your appointment today! To change your appointment, call 919-350-7000. Screenings will take place between February 24 and April 8. Screening results will be posted to WakeMed MyChart. Remember, you must meet a certain level on each standard in order to receive the WakeWell reward. If you do not meet the standards, you can complete an alternate standard requirement to make up points. See the FAQs on the WakeMedWeb for details. Questions? Contact Bob Nelson, ext. 06903.

Reach Your Goals!  
WakeMed Foundation Scholarship Opportunities  
Apply for a WakeMed Foundation Skills Scholarship by Feb. 15
The WakeMed Foundation offers several scholarship and award opportunities throughout the year to help WakeMed staff advance employees knowledge and clinical skills. Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs. Scholarships are designed to help employees go above and beyond and gain new skills that will help expand existing services. The new skills learned must be shared with teammates. The first Skills Scholarship cycle of applications are being accepted now through February 15. For more information about these and other scholarships available, visit the WakeMed Foundation WakeMedWeb page.

Robin Neal (Ob Orthopaedics & Oncology) was reviewing her patient’s discharge prescriptions when she noticed instructions for the patient to take a 12-hour, 10mg tablet of a narcotic every 12 hours. This high milligram dosage caught her attention and she realized it could have resulted in patient harm. Robin obtained a new prescription for 10 mg tablets instead of the 100 mg tablets. What a great catch, Robin!