As we continue our focus on patient identification, work is underway across the system to ensure that we are doing all we can to capture the most accurate patient identification information, as early as possible. One area that has been a major focus over the past few months is the ‘arrivals’ process, which is used for patients who enter through our Emergency Departments or OB EDs.

The arrivals process is used for emergency department patients to ensure they receive care in a timely manner. The full patient registration process is completed later on in their visit – but if a patient is arrived incorrectly, it creates issues that are difficult to resolve later on.

This fall, a new, standardized arrivals policy was adopted and implemented in all of WakeMed’s Emergency Departments and OB EDs. All staff who may arrive patients – which includes nurses, nurse techs and registration staff – were trained on the new process. “By refining the process, we are working to ensure patients are arrived correctly so they can later be registered correctly; thereby properly identifying the patient from the moment they enter our facility,” explains Shedrick Streete, RN, vice president, Nursing (Raleigh Campus), who has been closely involved in this work. Improving the arrivals process will impact all 285,000+ patients who enter our emergency departments each year.

Building on the success of this work, a patient identification task force is also working on a number of other areas that have been identified as opportunities for improvement, including:

- Revising and improving the patient registration process used at the other points of entry across the system.
- Creating standard work on the placement of armbands for pediatric patients to prevent armbands from falling off of patients.
- Encouraging the use of RL Solutions for reporting patient identification errors and near misses and ensuring a consistent follow-up process when misidentification occurs.
Cigna Center of Excellence:
- Raleigh Campus: Delivery, Cardiac Cath & Angioplasty, Heart Surgery
- Cary Hospital: Delivery, Cardiac Cath & Angioplasty, Bariatric Surgery, Heart Surgery
- BCBSNC Blue Distinction Centers:
  - Raleigh: Spine, Knees & Hips
  - Cary: Spine, Knees & Hips

WakeMed Recognized for Quality Care

Many insurance providers (managed care contractors) regularly evaluate hospital patient outcomes and cost-efficiency information and recognize those facilities that provide outstanding care. We are pleased to share that WakeMed has received honorable designations from Cigna and Blue Cross Blue Shield of North Carolina (BCBSNC) in the following areas:

- Delivery
- Cardiac Cath & Angioplasty
- Heart Surgery
- Bariatric Surgery
- Spine
- Knees & Hips

Cigna Center of Excellence:
- Raleigh Campus: Delivery, Cardiac Cath & Angioplasty, Heart Surgery
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- BCBSNC Blue Distinction Centers:
  - Raleigh: Spine, Knees & Hips
  - Cary: Spine, Knees & Hips

FY2020 Aspirational Goal Metrics

Every fiscal year, the Board of Directors and Strategic Leadership Team (SLT) establish metrics and targets that we use to track progress toward our 10 Aspirational Goals. The metrics are reviewed and revised annually, and results are reported regularly.

An overview of the metrics in place for fiscal year 2020 – and how we were performing at the end of fiscal year 2019 – is below. Some changes were made to the metrics this year. Several existing metrics have been combined and a few new metrics were added. It is important for all staff to be familiar with these metrics as they provide a framework for specific, department-level tactics and policies. We encourage you to review this chart carefully then speak to your manager about what initiatives are ongoing in your area to support them.

<table>
<thead>
<tr>
<th>Metric</th>
<th>2020 Target</th>
<th>2019 Results</th>
<th>Improvement is moving...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Quality</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leapfrog: Meet 2 out of the 4 targets below</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leapfrog Grade: Raleigh</td>
<td>A</td>
<td>C</td>
<td>▲</td>
</tr>
<tr>
<td>Leapfrog Grade: Cary</td>
<td>A</td>
<td>C</td>
<td>▲</td>
</tr>
<tr>
<td>Leapfrog Survey: Raleigh</td>
<td>79</td>
<td>77</td>
<td>▲</td>
</tr>
<tr>
<td>Leapfrog Survey: Cary</td>
<td>71</td>
<td>70</td>
<td>▲</td>
</tr>
<tr>
<td>Hospital Acquired Infections: Meet 2 out of the 3 targets below</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CAUTI</td>
<td>24</td>
<td>38</td>
<td>▼</td>
</tr>
<tr>
<td>CLABSI</td>
<td>24</td>
<td>33</td>
<td>▼</td>
</tr>
<tr>
<td>C. diff</td>
<td>71</td>
<td>77</td>
<td>▼</td>
</tr>
<tr>
<td><strong>Culture of Safety</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patient falls with injury</td>
<td>93</td>
<td>101</td>
<td>▼</td>
</tr>
<tr>
<td>Overall perception of safety on AHRQ Survey</td>
<td>70</td>
<td>69</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Wake Way</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overall HCAHPS rating (percent of 9s &amp; 10s scored)</td>
<td>77.38%</td>
<td>75.86%</td>
<td>▲</td>
</tr>
<tr>
<td>Providers earning PRC 5-Star Awards</td>
<td>35</td>
<td>30</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Extraordinary Team</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee Engagement Survey: employee ranking</td>
<td>93.7%ile</td>
<td>93.7%ile</td>
<td>▲</td>
</tr>
<tr>
<td>Provider Engagement Survey: provider ranking</td>
<td>88.0%ile</td>
<td>88.0%ile</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Financial Health</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Earnings before interest, tax, depreciation and amortization (EBITDA)</td>
<td>$120,047,145</td>
<td>$138,204,170</td>
<td>▲</td>
</tr>
<tr>
<td>Days cash on hand</td>
<td>218</td>
<td>215</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Highest Ethics &amp; Standards</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information System Security &amp; Compliance: Meet 2 out of the 4 targets below</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of recipients who provide credentials in Phishing simulation emails</td>
<td>3.50%</td>
<td>4.20%</td>
<td>▼</td>
</tr>
<tr>
<td>Impermissible Epi access</td>
<td>10%</td>
<td>13.25%</td>
<td>▼</td>
</tr>
<tr>
<td>Alertline reports per 100 employees</td>
<td>2</td>
<td>2.5</td>
<td>▲</td>
</tr>
<tr>
<td>HI TRUST assessment rating</td>
<td>55%</td>
<td>60%</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Healthy Community</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MyChart activation by patients</td>
<td>40.00%</td>
<td>36.00%</td>
<td>▲</td>
</tr>
<tr>
<td>Community Health (Capital Counties) Survey Score</td>
<td>4</td>
<td>4</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Innovation</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIMSS Analytics Assessment Grade</td>
<td>3</td>
<td>1</td>
<td>▲</td>
</tr>
<tr>
<td>Kaizen Workshop metrics achieved 90 days after event</td>
<td>70%</td>
<td>55%</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Preferred Partner</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primary care provider market share</td>
<td>28.00%</td>
<td>28.00%</td>
<td>▲</td>
</tr>
<tr>
<td>Primary care physician loyalty (number of providers who refer to WakeMed specialists 70% of time)</td>
<td>78</td>
<td>68</td>
<td>▲</td>
</tr>
<tr>
<td><strong>Value Leader</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total operating expense per adjusted discharge</td>
<td>$13,343</td>
<td>$12,960</td>
<td>▼</td>
</tr>
<tr>
<td>Medicare readmission rates (combined total for pneumonia, total joints and AMI)</td>
<td>210</td>
<td>214</td>
<td>▼</td>
</tr>
</tbody>
</table>

* Targets are subject to change; check the Strategic Plan & Updates page on MyWakeMed for the most current information.
WakeMed Foundation Grant & Scholarship Recipients

The WakeMed Foundation offers several scholarships and awards opportunities throughout the year to help grow skilled caregivers, advance knowledge and skills and to improve the care and well-being of our patients. Congratulations to all our 2019 scholarship and grant recipients!

2019 Skills Scholarships
Claudia Apshahdean (Respiratory Care Services – North Hospital);
Jenina Benjamin (Outpatient Rehab – Raleigh Medical Park);
Elizabeth Coleman (Outpatient Rehab – Cary);
Tonya Disario, RN (Neuro ICU);
Aurora Dowdy (Community Case Management);
Lisa Franka, RN (Clinical Resource Management);
Tiffany Garris (Behavioral Health Services);
Olga Kosmo, RN (Diabetes Program);
Laurie Leach (Neuropsychology);
Karen Mclean, RN (Nurse Advice Line);
Crystal O'Neal (Neurological Care Services);
 Rochelle O'Neil (Neuropsychology);
Joy Railback (Therapy Services Supplemental Pool);
Heather Rettamell (Occupational Therapy – Cary Hospital);
Justin Rushford (Corporate Planning)

2019 Selhorn Scholars
BJ Blankenship, RN (Children's Emergency Department);
Darla Carlhens (Emergency Department – Inner Creek Healthplex);
Aranzazu Conklin, RN (Quality Analytics);
Barbi Cox (Clinical Informatics);
Becky Ezell, RN (Imaging Nursing);
Tanya Gulley (Surgical Services – Cary Hospital);
John Harris (Community Case Management);
Matt Lott (Learning Technology);
Anna McCormick, NP (Pediatric Gastroenterology);
Jatin Monvalse, RN (CTCU);
Jenny Moretz, RN (CTGU);
Elizabeth Quinlan, RN (2 West ICU – Cary Hospital);
Madison Rose (Women's Pavilion & Birthplace – Cary Hospital);
Kari Spencer, RN (Emergency Department – Apex Healthplex);
Sandra Terry, RN (Staffing Resources – Raleigh Campus);
Harry Wiggins, RN (Clinical Administrators);
Myesha Williams, RN (1A Clinical Evaluation Area);
Kippy Woodlief, RN (Emergency Department – Raleigh Campus);
Matt Wrench (Invasive Cardiology);
Chileatha Wynn, PA (WakeMed Urgent Care)

2019 Selhorn Awardee Recipients
• Med/Surg Nursing Exam Review eLearning (SA MIC, 5C Medicine, 6C Surgery & Trauma, 1A Clinical Evaluation Area, Staffing Resources, 2 East – Cary Hospital, 2 West Intermediate Care – Cary Hospital, North Hospital)
• ED CNOR Exam Review eLearning (Surgical Services at Raleigh Campus and Cary Hospital)
• Geronomological Nursing Exam preparation (2E, 2C Rehab, Adult Acute Care Services)
• Certified Emergency Nursing Exam preparation (all adult Emergency Departments; Mobile Critical Care Services)
• Inpatient Obstetric Nursing Exam preparation (Labor & Delivery at Raleigh Campus, Cary Hospital and North Hospital)
• Certified Brain Injury Specialist (all Rehab Nursing units)

Foundation Grants
Several programs and initiatives throughout the system were supported by grants from the WakeMed Foundation in 2019, representing a combined total of $1.74 million provided in unrestricted and restricted funding. The following are some of the programs supported by Foundation grants:

• Access to telemedicine for homeless patients (Community Case Management)
• Education and lending library for patients (Cardiac Rehab)
• Providing Naloxone to prevent opioid overdoses (Emergency Departments)
• Programs related to obesity reduction, complex patients, behavioral health (WakeMed Children's)
• Supply Chain management certificate program through Michigan State University (Clinical & Support Services)
• InMotion arm and Bioness rehabilitation tool (Rehab)

Apply Now!
Foundation Grants, Skills Scholarship & Selhorn Awardee Applications due Feb. 15

The WakeMed Foundation awards and administers scholarships and grants to fund continuing education opportunities at WakeMed that will further WakeMed’s mission.

• Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs.
• Selhorn Awardees provide funding for a group (three or more), seeking education or training to prepare for a certification exam.
• Grant requests can be made by any department at any amount.

Before you apply, please make sure to review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed.

Welcome New Advanced Practice Providers
Amy Purvis, PA
Urgent Care
Abigail Pettigrew, PA
Surgery & Trauma
Ashley Amato, NP
Primary Care
Angela Willis, NP
Neuronoctology

Now Open!
Primary Care – West Cary
7560 Carpenter Fire
Station Rd., Suite 305
Cary, NC 27519
919-235-6450

We’ve Moved!
WakeMed Pulmonology
is now located in Suite
1140 in the Heart Center.
For appointments, call
919-235-6450.

Wanda Caroway-Brasher (Surgical Services) passed away on December 17 after a long battle with cancer. She was a dedicated WakeMed employee for 42 years and will be missed by all who knew her. Our condolences go out to Wanda’s family and loved ones during this difficult time.

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Jessica Bailey, RN, (Children's Hospital) was caring for a patient admitted with an infection when she noticed their condition had deteriorated and they had facial swelling, mental restlessness and lethargy. Jessica immediately notified the Pediatric Teaching Service, who wrote orders for rapid saline infusion and close monitoring of the patient’s blood pressure. When three saline infusions did not help bring the blood pressure up, the patient was transferred to the PICU where they were found to be septic with toxic shock syndrome. Thank you, Jessica for your quick action to recognize the patient was in distress and get the help they needed.

Danielle Kizer, RN, 3A CVCU (CVCU) was walking in a patient's room and heard a noise that didn’t sound right. She entered the room and found the patient chocking on their dinner. She immediately climbed in the bed behind the patient and performed the Heimlich maneuver until the food was expelled; while calling out for additional help. Kudos to you, Danielle – your quick action helped resolve a scary moment for this patient!

Lillie Lodge and Tracie Maye (both of Invasive Cardiology) were about to transport a CVCU patient to the Cath Lab for a procedure when they made their Good Catch. When removing the sequential compression devices (SCD) for transport, Tracie noticed a red area on the patient’s inner thigh. Lillie looked over the patient’s leg and noticed a large raised area, as well as red streaking at the left groin insertion site. They were concerned about infection and asked the intensivist to be called for an assessment. Upon examination, the infection increased further, which showed necrotizing fasciitis. Thanks to Tracie and Lillie, the patient had surgery that afternoon to remove the damaged tissue.

COMINGS & GOINGS

Welcome New Advanced Practice Providers
Amy Purvis, PA
Urgent Care
Abigail Pettigrew, PA
Surgery & Trauma
Ashley Amato, NP
Primary Care
Angela Willis, NP
Neuronoctology

New from WakeMed Physician Practices

Welcome New Advanced Practice Providers
Amy Purvis, PA
Urgent Care
Abigail Pettigrew, PA
Surgery & Trauma
Ashley Amato, NP
Primary Care
Angela Willis, NP
Neuronology

Now Open!
Primary Care – West Cary
7560 Carpenter Fire
Station Rd., Suite 305
Cary, NC 27519
919-235-6450

We’ve Moved!
WakeMed Pulmonology
is now located in Suite
1140 in the Heart Center.
For appointments, call
919-235-6450.

Jennifer Stephens (Talent Acquisition & Employment) married Troy Smith on December 28, 2019.

COMINGS & GOINGS

Trauma Services welcomes Kelly Christian and Jennifer Cheetham-Smith.
Mobile Critical Care Services welcomes Bobby Wesson, Emerson Earle, Ian Lucas, Cameron Little and Jennifer Hainey.
5C Medicine welcomes Tyesha Jones and Clinti Ealey.
Primary Care – Kildaire Farm Road welcomes Tina Settle.
WakeMed Heart & Vascular welcomes Janisha Baez Trucksill, RN.
CICU welcomes Susanna Hodge, RN, and Shannon Starke, RN.
OneCall welcomes Nina Nimmer.
Clinical Nursing Resource Services welcomes Ashley Gordon, MSN, RN, who will focus on safety, quality and organizational outcomes in the neuro, trauma, medical and Cary Hospital critical care areas.
Home Health welcomes Martha Glick, RN, Jacqueline Wenzel, RN, Lillie Adams, OT; Kay Varney, and Laura Wendt.
Revenue Integrity welcomes Angie Payne.
3A CVCU welcomes Kaila Sturdivant, RN; Richard Oates, RN; Shikirah Alston, Kaitlyn Pike, and Adriana Sutton.
Financial Clearance welcomes Shedene McDonald & Jihan Hassan.
Community Case Management welcomes Justin Eldreth to the PATH Grant team.

WOW, WHAT AN EMPLOYEE!

Christopher McGowan, MD (Cary Gastroenterology) published an article in Obesity Surgery highlighting outcomes of the first 100 patients who received endoscopic sleeve gastropasty (ESG) at Cary Hospital.
Debra Beasley (Trauma Services) earned national certification as a specialist in trauma registries (CSTR).
Mobile Critical Care Services congratulates Aaron Hagen, BSN, RN, on his promotion to supervisor educator, and Aleisha Simmons on her promotion to critical care paramedic.
Justin Nailley (Mobile Critical Care Services) has become WakeMed’s first official pediatric critical care paramedic.
Shannon Yayabapour, RN, (Mother-Baby – Raleigh Campus) earned a master’s degree in nursing (MSN)
Sherry Kite-Porter, RN; Sarah Oakley, RN; Cecely Tucker, RN (all of 3A CVCU); Tammy Proctor, RN, (Mother-Baby – Raleigh Campus); and Kathryn Parsons, RN, (Heart Center Pre- & Post Procedure Care) completed bachelor’s degrees in nursing (BSN).
Jason Wilson, RN, (Mobile Critical Care Services) became a certified emergency nurse.
Jennifer Parus, BSN, RN, (Staffing Resources) passed the med/surg nursing examination.
Cortney Scherer, BSN, RN, (Imaging Nursing – Cary Hospital) earned vascular access board certification (VA-BC).
Julie Cardin (WakeMed Heart & Vascular) received a certificate as an EKG technician and cardiovascular monitor technician from Central Carolina Community College.
Renée Adams, RN, (Mother-Baby – Raleigh Campus) became board certified as a lactation consultant.
Jeffrey Smith (Cath Lab – Cary Hospital) passed the registered cardiovascular invasive specialist (RCIS) exam.
Tina Morris-Anderson (Spiritual Care) was ordained by The Fountain of Raleigh Fellowship on December 15.
On December 9, hundreds of employees and community members kicked off the holiday season at our annual Love Light Tree Lighting Ceremony. The tree in the courtyard was lit by Stacy and Jonathan Holley, who shared their story of hope after the heartache of losing their triplets. Following the lighting, kids of all ages enjoyed ornament making, visits with Santa, holiday movies under the stars and more at Trim the Tree with Twinkle.

Members of the WakeMed family celebrated the holiday season by taking time out of their busy schedules to enjoy a festive meal together. WakeMed staff represented the health system at the Raleigh and Garner Christmas parades.

The system once again hosted a food drive for Backpack Buddies, a program of the Inter-Faith Food Shuttle, and many departments came together to collect toys and food for community families in need. The annual holiday toy drive benefiting WakeMed Children’s was a huge success, with over 120 individuals and groups donating toys for our young patients!
FOCUS ON WELLNESS IN 2020

WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2020, we are keeping the same program components, but the order is slightly different. Participants who earn 120 points (see chart below) have the opportunity to earn $300 (full-time employees) or $250 (part-time employees) that can be used for out-of-pocket medical costs in 2021. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wakewell@wakemed.org.

Employees enrolled in WakeMed’s BCBSNC medical plan as of January 1, 2020, should follow the steps below. Employees who join the BCBSNC Medical Plan between January 2 and August 2, 2020, can qualify for WakeWell Rewards simply by taking the Online Health Assessment by September 30, 2020.

**Rewards**

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

**A Note about Pregnancy**

Pregnant employees should complete the online Health Assessment and attend the biometric screening, but will not have bloodwork done (no fasting required). Since pregnant participants will not earn points for the bloodwork portions of the biometric screening, they will need to complete a pregnancy-focused alternate standard – see chart at far right.

**Points Chart**

<table>
<thead>
<tr>
<th>Required Activities</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometric Screening</td>
<td>40</td>
</tr>
<tr>
<td>Member Health Assessment</td>
<td>40</td>
</tr>
<tr>
<td>Flu Shot (or Medical Exemption)</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Biometric Screening Results**

- LDL Cholesterol Below 130: 10 points
- BMI Below 30: 10 points
- Glucose Below 126: 10 points
- Non-tobacco User: 10 points
- **PROGRAM GOAL**: 120 points

**Alternate Standards**

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

- One-on-One Dietitian Consult: 40 points
- Online Tobacco free Me program: 40 points
- Case Management (Referral Required): 40 points
- Diabetes Education (Referral Required): 40 points
- LiveWell (must meet program criteria): 40 points
- Stress Management Education: 40 points
- Tobacco Cessation Coaching: 40 points
- NC Eat Smart, Move More program: 40 points
- Pregnancy Alternate Standards:
  - Online Healthy Pregnancy program: 40 points
  - Alternate Standard Form: 40 points

**Scheduling**

- **JAN 10 – FEB 10**
  - Make Your Appointment
  - Complete the Biometric Screening
- **JAN 10 – SEPT 30**
  - Complete the Biometric Screening
- **FEB 11 – APR 2**
  - Check Your Points
- **MAY 1 – SEPT 30**
  - Meet Alternate Standards (IF NECESSARY)
- **BY SEPT 30**
  - Rewards

**INTRODUCING THE NEW WAKEWELL WELLNESS PORTAL**

WakeMed recognizes how your health plays a central role in your overall well-being. That’s why we’ve partnered with Asset Health to provide new wellness offerings and streamline the process for employees to participate in WakeWell Rewards.

**Now Available: A New Way to Track Your Points**

As a member of our medical plan, you can enjoy these features through the Asset Health wellness portal:

- A comprehensive, online wellness experience
- The online Health Assessment – a required step for WakeWell Rewards
- Personalized incentive tracking to monitor your progress
- Three Wellness Challenges in 2020
- Courses tailored to your health needs
- And more!

The Asset Health wellness portal can be accessed via single sign on by using the link on MyWakeMed. You also can access the portal on-the-go using your mobile device through the Asset Health App.
Data-driven results were the stars of the show at the WakeMed Nursing Clinical Nurse Council (CNC) Poster Presentation on December 5 in the Andrews Center. Nurses from WakeMed hospitals and healthplexes presented 51 posters throughout the morning in three sessions. Lectures from several speakers, including WakeMed Board Vice Chair Tina Shanahan were held between the poster sessions.

Zero H.E.R.O.: Healthcare Excellence with Results & Outcomes
Data-driven results were the stars of the show at the WakeMed Nursing Clinical Nurse Council (CNC) Poster Presentation on December 5 in the Andrews Center. Nurses from WakeMed hospitals and healthplexes presented 51 posters throughout the morning in three sessions. Lectures from several speakers, including WakeMed Board Vice Chair Tina Shanahan were held between the poster sessions.

Labor & Delivery – Raleigh Campus made a splash with their poster Out in a Flash with corresponding “action figure.”

The North Hospital Special Care Nursery’s Donate Milk poster shows the team’s work to make breast milk depot sites more convenient for donors to increase donations.

The MICU team showcases their success with CLABSI rounding.

Happy 2020! What’s top of mind for many WakeMed nurses this year? Our first Magnet re-designation appraisal visit!
I have no doubt that we will, once again, wow our appraisers – particularly judging from the posters I had the opportunity to view during December’s 11th Annual Nursing Poster Presentation. Now more than ever, you are proving the efficacy of your innovations in care with data-driven results. I was also particularly impressed with the knowledge, confidence and passion poster presenters demonstrated as they explained their unit council’s work. It is SO amazing to see this level of compassion and commitment!

It is clear to me and to all of WakeMed Health & Hospitals Administration that WakeMed nurses are focused on providing safe, high-quality inter-professional care for our patients and families. I look forward to a year of advancing excellence and innovations in care and caring. It makes me so proud to be a WakeMed nurse!

Leader of Excellence Award
Matt Lotti, an LMS specialist with WakeMedU, received the Leader of Excellence Award for using his expertise to make the WakeMedU user experience the best it can be. He also takes great care to ensure that nurses across the organization receive outstanding customer service!

Cary Hospital’s 2 West ICU Earns DAISY Team Honors
The second annual DAISY Team Award went to the very deserving Cary Hospital 2 W ICU team, whose members went far above and beyond the definition of “coworker” for Michele Brake, RN, who submitted the award nomination.

In the span of about a week, Michele’s parents’ home and community were destroyed by Hurricane Florence; her sister was diagnosed with cancer; and her mother-in-law passed away. That’s an unbelievable amount of loss in a very short time. Michele’s coworkers donated cleaning supplies, storage bins and water, which were delivered by her manager, supervisor and a coworker. This hardy little group made the two-hour trip to deliver the supplies and help with clean-up efforts – all while offering kind, compassionate support to Michele’s parents. When Michele was apprehensive about leaving her parents to attend her mother-in-law’s funeral, another coworker drove to her parents’ home and helped them complete the clean-up process in Michele’s absence.

“In the next week or two, other coworkers picked up my shifts without question, texted, emailed, called, ran errands for me, prayed, brought meals/gifts and sent cards of encouragement,” wrote Michele in her nomination. “I can honestly say the Cary 2W ICU team truly embodies the Wake Way and the mission and values of our hospitals. I could not be more grateful and proud to work with such amazing, caring nurses, who give their all to their patients as well as each other – every day.”

“*How can your clinical success translate in my unit?” The poster presentation gives clinical nurses the opportunity to share the work behind their achievements with their peers.
The Cary Hospital Emergency Department team focused on the correlation among hourly rounding, bedside report and falls in their poster "ED Nurses Are Coming Around: Hourly Rounding & Bedside Report."

CICU is innovating to reduce HAPUs and their poster, "Love the Skin You’re In," shows their positive progress.

Cary Hospital 2 East Medicine and their initiative, "Be Our Guest," is helping patients understand how their unit works.

Gaining & Sharing Best Practices at the Magnet Conference

A group of WakeMed nurses joined approximately 10,000 of their peers at the 2019 American Nurses Credentialing Center National Magnet Conference® in Orlando, Fla., in October. They had the opportunity to immerse themselves in a wide range of educational and innovative sessions, celebratory events and networking opportunities. They brought back knowledge and ideas to benefit the WakeMed Nursing team and ultimately our patients and community.

WakeMed nurses were also proud to have Sandra Wheaton, RN, and Kimberly Perdue, RN, (both of Staffing Resources) presenting at the conference. Their topic, "Clinical Nurses Are Happy2Help☺ with an Innovative Voluntary On-call Replacement Program," drew hundreds to their session.

Raleigh Campus’ 5A team is Combating Difficile in Full Force!

Attendees had the opportunity to gain insights during lectures held between the three poster sessions. WakeMed Health & Hospitals Board Vice Chair Tina Shanahan (2nd from right) shared her expertise as a nurse leader with the United States Navy. We are fortunate to have a nurse on our Board!

Pediatric nurses are finding solutions to improve call bell response.

Thanks to Our Great CNC Members!

Many thanks to our Clinical Nurse Council members for their excellent work both representing their departments at council meetings and sharing system-wide information with their co-workers. It’s Magnet teamwork at its finest!
**CALENDAR OF EVENTS**

**First Uniform Sales**
- **Raleigh Campus**
  - Thursday, February 6, 7 am to 4 pm, Andrews Center
- **North Hospital**
  - Wednesday, February 19, 7 am to 4 pm, Conference Center
- **Cary Hospital**
  - Thursday, February 20, 7 am to 4 pm, Conference Center

Cash, credit and payroll deduction (ID badge required) will be accepted at the sales. First Uniform will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

**Nursing Education**
- **Elderly Health Concerns, Dementia, Delirium, and Depression** – Jan. 27, Andrews Center
- **Nitrous Oxide Sedation** – Jan. 31, McKimmon Center
- **Professional Ethics and Social Networks** – Feb. 4, Andrews Center
- **Motivational Interviewing I: Introduction** – Feb. 12 & 13, Andrews Center
- **Breastfeeding Support for Today** – Feb. 17, Wake County Human Services
- **Meeting the Health Care Needs of Lesbian, Gay, Bisexual, and Transgender People: Ending Invisibility and Knowing Your Patients** – Feb. 26, Cary Hospital

**March of Dimes: Health Equity and Implicit Bias** – Feb. 26, live webinar

**CapRAC Training Opportunities**
- **Capital Medical Reserve Corps Orientation** – Thursday, Jan. 30, 6 to 9 pm, and Thursday, March 5, 6 to 9 pm; email nithorpe@wakemed.org for details.
- **G-290 Basic Public Information Officer** – Monday, Feb. 3 & Tuesday, Feb. 4, 8:30 am to 5 pm; email nithorpe@wakemed.org for details.
- **G-291 Joint Information Center/Joint Information System Planning** – Wednesday, Feb. 5, 8:30 am to 5 pm; email nithorpe@wakemed.org for details.
- **State Medical Assistance Team Initial Training** – Saturday, March 21 & Sunday, March 22, 8:30 am to 5 pm; email janisbrown@wakemed.org for details.
- **Until Help Arrives** – Wednesday, March 25, 6 to 9 pm; email nithorpe@wakemed.org for details.

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**Follow Us!**
Want to learn more about what’s happening at WakeMed? Follow us on social media!

**@WakeMed**
**WakeMedHospitals**
**WakeMed & WakeMed Children’s**

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit MyWakeMed. Send calendar submissions to Marketing & Communication or email microscope@wakemed.org.

**Nominate a colleague today for the Pyramid Society Award!**
Do you know someone who goes the extra mile toward helping us achieve our mission and always puts our patients and families first? Nominate them for WakeMed’s highest honor – the Pyramid Society Award!

The Pyramid Society Award recognizes employers for outstanding performance that goes above and beyond their work duties and contributes to our Aspirational Goals. To learn more and to complete the nomination form, visit MyWakeMed and click on Employee Essentials. All nominations received by February 21 will be considered for the 2020 awards cycle.

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