New LEAPFROG Scores Announced

Cary Hospital Receives A; Raleigh Campus Receives B

Cary Hospital received a Hospital Safety Score of ‘A’ and Raleigh Campus received a ‘B’ from The Leapfrog Group, a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives.

WakeMed uses The Leapfrog Group’s Hospital Safety Score as one of the metrics for our aspirational goal related to Quality and we have incorporated the scores into our WakeShare formula. For FY2017, fifty percent of our Potential WakeShare Payment Pool will be funded only if both Raleigh Campus and Cary Hospital earn an ‘A’ Hospital Safety Score on the fall 2017 scores, which will be released this October.

Both Cary Hospital and Raleigh Campus improved their overall scores since the fall 2016 reporting period and did exceptionally well on measures related to physician staffing in ICUs, CPOE medication systems and providing adequate discharge information. Raleigh Campus received high marks on the communication about medicines measure, while Cary Hospital performed well on infection rates related to central line associated bloodstream infections (CLABSI) and C. diff. As in past years, the area of greatest opportunity for both campuses remains catheter associated urinary tract infection (CAUTI) rates and, for Raleigh Campus, the HCAHPS physician communication measure.

“I am proud of the improvements we have made in these quality measures and the work underway to create a patient-centered culture that makes the safety of our patients a priority at all times. It takes all of us working together to ensure that our patients receive the highest quality of care and I thank you all for your commitment to this goal,” commented Denise Warren, MD, PhD, senior vice president, chief quality & medical officer.

WakeMed + Duke Collaborate on Cancer Care

Following the creation of Heart Care Plus+, we are pleased to announce that we have signed an agreement with Duke Health to establish an innovative collaboration in the critically important area of oncology/cancer services. Effective May 1, the primary goal of the collaboration is to meet the growing and future community health need for a comprehensive, high-quality, fully integrated, value-based cancer care network that is easily accessed across all of Wake County.

The shared cancer care collaboration will be known as Cancer Care Plus+. It will establish a comprehensive cancer service throughout the WakeMed system that is fully integrated with Duke Cancer Institute locations in Wake County and anchored at Duke Raleigh Hospital. Working together to establish a broad network of cancer care locations will allow Cancer Care Plus+ to provide the highest-quality cancer care consistent with Duke’s renowned cancer service and WakeMed’s surgical oncology expertise. Cancer Care Plus+ will offer streamlined screening and access to cancer clinical trials, broaden multi-disciplinary care team capabilities in Wake County, expand access to an array of supportive care services, such as hereditary and genetic counseling, and where needed, access to rehabilitation services.

“Working together with our colleagues at Duke to streamline, enhance and expand the delivery of oncology care in Wake County is an exciting development for patients, caregivers and the communities we serve,” explains Donald Ginzig, WakeMed president & CEO. “This agreement supports both WakeMed and Duke’s commitment to improving the scope, quality and value of care we offer to our patients and their families through innovative and cooperative collaborations with like-minded organizations.”

Neither Heart Care Plus+ nor Cancer Care Plus+ represent a merger, any intention to merge, or any other overarching formal organizational affiliation between Duke and WakeMed. Both organizations will continue to retain their full independence aside from these collaborations. A Cancer Care Plus+ governance structure has been established and over the next several months, new and existing operational teams will work together to get the collaboration up and running. Stay tuned for updates.

WakeMed Farmers Market

Raleigh Campus Farmers Market Returns May 2!

Tuesdays – May 2 – August 29
10 am to 2 pm, WakeMed Raleigh Campus

Shop a great selection of local, affordable produce in the Raleigh Campus Courtyard or 1E lobby.

The market accepts EBT cards and offers 2-for-1 Market Match vouchers for those who receive Supplemental Nutrition Assistance Program (SNAP) benefits.

Interested in being a vendor? Complete the online application form at wakemed.org/farmers-market.

Grateful Family Establishes NICU Library

After he was born, Katie and Ryan Ethridge’s son Pearson was admitted to the WakeMed Neonatal Intensive Care Unit (NICU) with high bilirubin levels and ABO incompatibility. Pearson made a full recovery and their NICU experience inspired Katie and Ryan to create a NICU library to give other families some early education tools and another way to interact with their babies. Their “bookraiser” brought in a variety of fiction and non-fiction books that are developmentally appropriate for NICU patients as well as their siblings.

“We really hope that this new library will give parents and other loved ones another way to nurture and love their growing babies while they are in the NICU,” said Katie. “More than anything, we want families to know that they are seen and that there are people supporting them during this stressful journey...even in small ways.”
LEADERSHIP UPDATES

Bill Forstner (Legal Affairs) presented at the American Bar Association Corporate Counsel Meeting in February. Forstner was a panelist for a session titled “Less is More: Assessing and Managing Risk to Prevent Litigation.”

The American Board of Pediatrics annual report features a story from the WakeMed NICU. It features Toshia Rousse, who remains involved in quality initiatives in the NICU three years after her triplets were patients at WakeMed.

Ryan Sparks, PharmD, (Pharmacy) presented his research project titled “Evaluation of a Pharmacist-Directed Addonist Antenatal Stewardship Program in Heart Failure Patients” at the American College of Cardiology annual meeting. His presentation won first place in a session featuring research from hospitals nationwide.

Melissone Smith (Surgical Services) and Mike Hughes (Surgical Services – Cary Hospital) are now certified surgical technicians.

Trauma Services congratulates Debra Beasley on her promotion to team lead, Trauma Registry.

Kristy Castleberry, RN, Hannah Christensen, RN, DeShaw Givens, RN, and Greg Sase, RN, (all of the Emergency Department) received certification in emergency nursing (CEN).

Junya Sales, RN, (Staffing Resources) obtained medical-surgical certification.

Angie Rees, RN, (Imaging Nursing) earned a master’s degree in nursing (MSN) from Grand Canyon University.

Geoffrey Oroko, RN, Imelda Bonner, RN, and Patty Condon, RN, (all of 2 East Medicine – Cary Hospital) and Albert Hatcher, RN, (Staffing Resources) earned bachelor’s degrees in nursing (BSN).

Gwen McVay, RN, (Patient Care Management) is now a certified case manager.

Sarah Thiel, RN, (Newborn Nursery) earned certification in low-risk neonatal nursing (RNC-LRN).

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WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the “Report a Good Catch” link on the WakeMedWeb (it will take you to the online reporting site).

Margo Morales, RN, (SB NIC) was preparing to administer medication but unable to scan a bag of Ancef because there was no barcode or label on it. She called Ph. Pharmacy and a team member came to check on the situation. The pharmacist noticed that the bag was labeled as being 50mL, but it was actually 100mL. Further inspection revealed that the bag was actually a different medication that had been distributed by mistake. Margo had a great catch in that she did not simply override the product and continue with the administration process.

Don’t forget your WM-MAN!

All WakeMed employees must complete the annual mandatory training package in Learning Link (WM-MAN) by June 30, 2017. New this year will be the right thing to do – but, to be eligible for any potential WakeShare Payout this year, all required education must be completed by the original due date. Don’t delay!

Chantal Howard, MSN, RN
Vice President, Nursing, Raleigh Campus

Chantal Howard, MSN, RN, is not shy about her love for WakeMed. “This is the best organization I’ve worked for in my life. Seriously – just the best,” she says.

Howard grew up in Saskatchewan, Canada, where her mother was a nurse and her father was a guidance counselor. As a child, she didn’t want to follow in her mother’s footsteps, but she was drawn to nursing nonetheless. “I have a passion to care for people and wanted to make a difference in people’s lives. Nursing allows you to do that in a way that is extremely meaningful,” she says. After earning her nursing degree in Ontario, she moved to New York City to start her career. She spent 12 years working for hospitals there, both as a staff nurse and in leadership roles. In 2001, following the 9/11 attacks, she served as the bioterrorism coordinator for the North Brooklyn Health Network, an experience that she still carries with her.

In 2005, Howard moved to the Triangle so that her husband Bob (an orthopaedic trauma surgeon who now works for Wake Orthopaedics) could complete a fellowship at Duke. She joined WakeMed as manager in the Raleigh Campus Emergency Department and immediately felt at home in the organization. A year later, the Howards moved to Texas, but before too long they were back in Raleigh and Chantal had returned to her same role at WakeMed. In 2014, she was promoted to Director of Emergency Services – a position she held until this March when she was named vice president of Nursing for Raleigh Campus.

In her new role, Howard will provide direction for nursing management and staff while supporting clinical performance and service excellence programs. She will be responsible for ensuring the overall quality of nursing practice as well as planning, facilitating and evaluating nursing services. Working with WakeMed leadership and the Medical Staff, she will help advance clinical care and foster an environment that values the engagement of all members of the care team.

Howard describes herself as a leader who puts an emphasis on strong relationships and establishing trust. “I believe that 99.99 percent of the time, our front-line team knows more about the situation to any problem. But people won’t speak up and share those ideas unless there is a level of trust.” As she transitions to the executive team, she is working on building those relationships and learning as much as she can about day-to-day operations and activities at Raleigh Campus. “I’ve worked in this facility for years, but I am approaching it with a new perspective, so I need to understand things differently. It’s exciting to have this opportunity to enhance my relationships with so many other areas of the campus,” she says.

Through her work in emergency services, Howard has seen how some of the challenges facing health care today directly impact our patients. Uncertainties around health care reform, the mental health crisis and lack of resources for the underserved are a few areas of concern for her. While these challenges are large, Howard also takes pride and finds hope in our mission and WakeMed’s role as a community partner. “We have an incredibly strong team here and we work together as a family to put our mission in action. It’s really inspiring.”

Outside of work, Howard enjoys spending time with her husband and her four daughters – Leneke (24), Amielle (23) (who is a nurse at Cary Hospital), Sophia (19) and Madalyn (8). She and her family enjoy swimming and traveling and she and Bob recently took up scuba diving, which she enjoys, but also finds a little bit terrifying.

New Efforts Underway to Curb CLABSI s

Using proven guidelines to prevent central line associated bloodstream infections (CLABSIIs) is part of the Joint Commission National Patient Safety Goal on infection prevention for 2017. CLABSIIs increase morbidity and mortality by up to 20 percent and average medical costs by approximately $45,000 per patient. Each year, 250,000 CLABSIIs occur in U.S. hospitals with 80,000 of them presenting in intensive care units, including NICUs. They are a concern for all hospitals.

A central line – also known as a central venous catheter – is a thin tube that is placed in a large vein in the neck, chest, or groin to give medication or fluids to or collect blood. A CLABSI is a serious infection that occurs when germs enter the bloodstream during insertion or use of a central line.

“One way a CLABSI can occur is when bacteria migrate from the skin surrounding the catheter insertion site into the bloodstream. Keeping the site clean and protected from bacterial contamination is an important part of CLABSI prevention,” says Vickie Brown, RN, director (Infection Prevention). New central line dressing change kits, set to roll out at WakeMed in May, will make it easier to keep the IV site protected from bacteria.

The new kits are a product of the interdisciplinary CLABSI Prevention Task Force. Deborah Washington, RN, supervisor/educator (CIUC) explains how they were developed: “We noticed an uptick in CLABSIIs in our unit and we wanted to find out why.” Washington and other task force members observed how nurses used the former kits to change central line dressings. They started to notice trends in the ways nurses were inadvertently missing some of the steps for proper dressing changes and looked to the kit for answers. “We found that the kit was not designed to promote proper, standardized dressing change practices,” says Washington.

“Clinical Nurse Specialist Kristi Reguin-Harrman conducted focused groups with clinical nurses to test the design,” explains Janice Neff, RN (Nursing Administration). “This helped us create a kit that aligns supplies in the order they are needed according to the updated nursing central line procedures.”

“We then worked with nurses in the units to test the kits and tweak the design to make it more intuitive to ensure a standardized process is used every time,” says Mathilde Kubie, CNS (Clinical Nursing Resource Services).
It Takes a Team to Support Our Diverse Culture

April is Diversity & Inclusion Awareness Month at WakeMed – so what better time to recognize some of the departments that work tirelessly to support our diverse patient and staff populations. While every member of the WakeMed team plays an important role in ensuring a positive experience for each patient, Spiritual Care, Interpretation Services and Food & Nutrition Services are shining examples of how we can work together as a team to ensure the needs of our patients – body, mind and spirit – are met.

A Spiritual Connection
WakeMed Spiritual Care includes a dedicated team of hospital chaplains who are available around the clock and offer interfaith ministry to people of all belief systems. On-site chapels and meditation rooms, open 24/7, at Cary Hospital, Raleigh Campus and WakeMed North are available to patients, families and staff. The Raleigh Campus chapel offers interfaith services, Catholic Mass, Muslim prayers and Jewish Shabbat. Spiritual Care also works with religious groups to coordinate visits from many faith traditions, including Jehovah’s Witnesses, Bikur Cholim volunteers (Judaism), and Roman Catholic Eucharistic ministers. Through Tea for the Soul, Blessing of Hands and other programs, Spiritual Care also tends to the needs of our staff so they – in turn – can meet the needs of our patients.

Enhancing Understanding
In any given month, WakeMed provides interpretation services for patients who speak Spanish, Arabic, French, Korean, Vietnamese, Russian, German, Burmese, Mandarin, Nepali, Farsi, Amharic, Oromo and sign language. WakeMed Interpretation Services offers a variety of resources to assist staff in providing qualified medical interpretation services in accordance with government rules and regulations. In-person, phone and video conference translation services are available for nearly 200 languages around the clock to help our patients not only understand their medical conditions and treatment, but truly be an active participant in the care team.

Eating Well for Good Health
WakeMed Food & Nutrition Services works diligently to ensure that everyone has access to satisfying and nutritious meals. Whether patients keep Kosher, don’t eat gluten or are vegetarians, the FNS team works with patients and their care team to ensure that their meals meet nutritional needs. When special requests are made, it’s common for chefs and dietitians to make a visit to a patient’s bedside to discuss personal preferences and create a personalized menu that supports the healing process. Our on-site cafeterias likewise provide diverse meals that represent a wide variety of tastes, reflecting the cultural and ethnic diversity of our staff and the community at large.

What’s Happening at WakeMed

In April, WakeMed celebrated National Walking Day with group walks throughout the system. With warmer weather in the forecast, now is a great time to check out the WakeMed FitWalk trails at Raleigh Campus, Cary Hospital and WakeMed North!

The annual WakeMed Foundation Appreciation Gala was held on Saturday, April 8. More than 950 guests had the opportunity to learn more about how the WakeMed Foundation supports our patients, families and staff and enjoyed a performance by The Temptations.

In March, WakeMed’s leadership team recognized employees who celebrated 35 and 40 years of service in 2016 at the Management Staff Meeting. A huge thank you to these valued and loyal employees – we are so proud of you!

At the SHINE Conference, Maggie Lloyd (Occupational Therapy) and Allison Rowe (Physical Therapy) shared the reason for implementing early critical care rehabilitation and therapy’s role in the Sedation Awakening Trial. This annual conference is presented by Nursing Education, Rehabilitation and Neurosciences and featured numerous WakeMed employees.
Eighteen months ago, WPP – Pediatrics had a 50 patient wait list for well-child visits, lengthy appointment times and needed to expand. Pediatric service line leaders Stephen Leinenweber, MD, executive medical director, and Jennifer Lee, service line director, were committed to helping the team. When their request for more space was denied, they turned to the WW2E tenets for help.

Following an initial focus group to identify areas of opportunity, the entire WPP – Pediatrics team met to prioritize initiatives and areas of focus. Staff and providers immediately got engaged by submitting idea forms and suggesting projects with a goal of increasing patient access and satisfaction and improving staff workflows. With a list of goals in front of them, it was time for the real work to begin. “At first we really didn’t know what to expect, but as you start to understand the processes, it becomes easier. You find yourself thinking about things differently,” commented Donna Avery, practice manager.

The team used 5S and PDSA to streamline the patient label workflow, evaluate how patient questionnaires were scored and standardize lab and immunization ordering flows. They implemented morning huddles and created a production board (pictured above) to monitor their progress. Changing the staffing model to create physician/medical assistant teams helped improve communication and further streamline workflows. “WW2E has given us a framework for continued success and there is buy-in from the staff and providers. With this systematic process, the improvements are quickly demonstrable,” said Rasheeda Monroe, MD, associate director, WPP – Pediatrics.

In less than a year, the team has:
- Eliminated the well-child visit wait list for the first time ever
- Increased encounters by 200 visits per month
- Reduced patient visit time by an average of 15 minutes
- Increased compliance in conducting abuse screenings

“We have an outstanding team that has done tremendous work over the past year,” explains Dr. Leinenweber. “It’s been great to see everyone involved and take ownership of projects, but even more exciting to see the positive impact this work is having on our patients and their families.”

This year the team wants to reduce encounter times by another 15 minutes and improve their PRC scores. “We hope this practice can be a model and help other teams that might be facing the same challenges we had. We have learned a lot about how to improve efficiency and provide better care for our patients – and we’d love to share that with others,” said Lee.

Do You Need an Alternate Standard?

With biometric screenings completed, it’s time to start thinking about whether you’ll need an Alternate Standard to qualify for WakeWell Rewards. If you fall short of 120 points, you can use an Alternate Standard (worth 40 points) to make up the difference. Alternate Standards must be completed before August 31, 2017.

**Dietitian Visit**

WakeMed medical plan members can see any registered dietitian in the Atrium Network with no co-pay and no referral. To schedule a visit with a WakeMed dietitian, call ext. 07000. This alternate standard is quite popular, so it is strongly encouraged to make your appointment early!

**Care Advising**

Care Advising services are designed to help individuals who need additional support managing their health. A referral is required. If you qualify, you will be contacted by your primary care doctor or a care advisor.

**Diabetes Education**

Participants with a diagnosis of diabetes may complete a dietician education program to meet their Alternate Standard. There is no co-pay for diabetes education; however, a physician referral is needed. For information about WakeMed’s Diabetes Education Program call 919-350-7292.

**Tobacco Users**

Tobacco and e-cigarette users have two options available:
- Viverae Health Online Tobacco Module (available after May 1): Watch four, five-minute online videos and complete a short quiz at the end of each.
- NC Quitline Tobacco Cessation Program: Call 1-800-QUIT-NOW and participate in this four-week, phone-based program, then submit your certificate of completion.

**Pregnant Employees**

Employees who are pregnant have three alternate standard options this year:
- Maternity Care Advising: Dial 855-220-7955 to get started and receive support from a nurse throughout your pregnancy.
- Viverae Health Education Module (available May 1): Watch four, five-minute online videos and complete a short quiz at the end of each.
- Pregnancy Physician Statement: Have your doctor complete the form and then upload it into the Viverae Health portal between May 1 and October 31. Maternity Physician Statements are available at Occupational Health and on the Human Resources intranet page. Additional information about alternate standards and the process for appealing your results can be found in the WakeWell FAQ document, located on the WakeMedWeb. Questions? Contact Bob Nelson at ext. 06903.

**WPP Adds Transitional Health Services**


These services had been previously provided by Paired Health/C3 Healthcare Rx, who have chosen to disband their department visit.

WPP – Transitional Care will be led by Mike Watson, MD, who is a co-founder of Paired Health. The team – which includes physicians, advanced practice providers, nurse aides, case managers and social workers – will make house calls and help at-risk patients get on the road to recovery during the critical 30-day post-discharge phase. “The better a patient’s care is managed in that 30-day window, the better they are to return to the hospital. Caring for patients at home is better for the patient and ensures that our hospitals have the capacity to focus on serving patients who need more extensive, advanced care,” commented Dr. Watson.

**Welcome New Physician**

Jodi Miller, DO
WPP – Primary Care – Garner

**Welcome New Advanced Practice Providers**

Maghen Eakle, PA
WPP – Primary Care – Fuquay Varina

Terrri McDowell, NP
WakeMed Heart & Vascular Physicians

Robin Johnson, PA
WPP – CT Surgery

Sara Suh, PA
WakeMed Heart & Vascular Physicians

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

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WPP Adds Transitional Health Services


These services had been previously provided by Paired Health/C3 Healthcare Rx, who have chosen to disband their services. WakeMed had partnered with Paired Health since 2013 to help patients transition from hospital to home and ensure they have access to the right services, in the right setting, at the right time – all at the lowest possible cost. These services have helped prevent unnecessary admissions and readmissions while offering a safe and better alternative for our patients.

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SPRING BLOOD DRIVES!

Wednesday, May 31
• WakeMed Raleigh Campus Andrews Center

Friday, June 2
• WakeMed Cary Hospital Conference Center
• WakeMed North - Mobile MRI Area

Tuesday, June 6
• Operations Center

Sponsored by WakeMed and our new blood partner, The Blood Connection. Learn more at events.wakemed.org.

CALENDAR OF EVENTS

CMRC Training
May 16, 6 to 9 pm
The Capital Medical Reserve Corps (CMRC) is a team of medical and non-medical volunteers who are trained to assist the public during special events, public health emergencies, and large scale disasters. All Capital Medical Reserve Corps volunteers must attend an Orientation training course. Registration is through Terms: https://terms.ncem.org/TRS/courseSearch.do. for more information contact NiThorpe@wakemed.org.

Center for Innovative Learning
For more information about available classes, visit wakemed.org and click "Classes & Events" then "Center for Innovative Learning"

Neonatal Resuscitation Program – Offered twice per month, all year.

STABLE – May 11 & 12 Andrews Center

Nursing Education
CPR Blitz – Thursday, May 4
“Check off only” has been suspended until November 2017. Additional classes have been added: 7:30 to 11:30 am; 8:30 am to 12:30 pm; 1:30 to 5:30 pm; 2 to 6 pm; and 6:30 to 10:30 pm. See Learning Link (LL Code = NEAHA-23) for details and to register.

Guarding Against Burnout – Monday, May 8, 1 to 3 pm, NED-C; Tuesday, May 25, 10 am to noon, NED-B (LL Code = NE014-17005)

Professional Development
People See Things Differently – Thursday, May 4, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LLink Code = PDMBTI)

Communicating Effectively – Wednesday, May 10, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LLink Code = PDCOM)

EAP: Giving and Receiving Feedback – Friday, May 19, 9 am to noon, Raleigh Campus, Andrews Center (LLink Code = PDEAP-FB)

Impacting Others Through Your Behavior – Thursday, May 25, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LLink Code = PDCSI)

Leadership Development
Leading at the Speed of Trust – Thursday, April 27, 8:30 am to 3:30 pm, Raleigh Campus, MOB (LLink Code = LDSOT)

Foundations of Leadership – Thursday, May 11, 8:30 am to 3:30 pm, Raleigh Campus, MOB (LLink Code = LDFL-NE014-17029)

Coaching for Success and Improvement – Wednesday, May 24, 8:30 am to 12:30 pm, MOB (LLink Code = LDCSI)

Wake AHEC
Seventh Annual Resident Spring Symposium – May 18, Andrews Center
Improving Provider Communication + Self-Care = Thriving Practices and Patients – May 20, The William and Ida Friday Center, Chapel Hill
Culture & PTSD: Understanding Trauma in the Latino/a Population – May 22, Cary Hospital
Make Sure You Are In Compliance: DANB’s New Infection Control Two Hour Credit Requirement – May 24, Andrews Center
Why Clinicians Miss Diagnoses for Psychosis and What You Can do About It – May 30, Live Webinar
Aromatherapy: Therapeutic Use of Essential Oils in Health Care – May 31, White Deer Park Nature Center, Garner
CGEC 3rd Annual Join the Team! Person and Family Centered Approach to Alzheimer’s Disease and Related Dementia – June 1, The McKimmon Center, Raleigh
Commercial Driver Medical Examiner Training Course – June 3, Cary Hospital
OSHA and North Carolina Infection Control Methods: Annual Update – June 7, The McKimmon Center, Raleigh
Unmasking Psychosis – June 13, Live Webinar
Domestic and Intimate Partner Violence: A Paradigm Shift from Intervention to Prevention – June 14, Live Webinar

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

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

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

Kate Wilkes, Editor
WakeMed Employees, Photos

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

Kate Wilkes, Editor
WakeMed Employees, Photos

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