WakeMed Gives, our annual employee giving campaign, will be held this year from October 2 through 20. During the campaign, all employees are invited to make a personal contribution to the 501(C)(3) nonprofit organization of their choice and take part in fun activities while raising awareness about this great opportunity to give back to our community – look for details to be shared soon!

NEW THIS YEAR! We are starting off the open enrollment period with our ANNUAL BENEFIT FAIRS. Come learn more about your benefits and enter a raffle for great prizes!

COMING SOON! WAKEMED GIVES
Open Enrollment
October 9 – 30, 2017

For many patients who are discharged from the hospital, WakeMed Home Health offers the daily support and monitoring they need to avoid a relapse or readmission. With their expanding telehealth services, Home Health is able to provide these services in a more convenient way – all while empowering patients to take a more active role in their health care.

The Home Health telehealth program focuses on patients who have chronic health conditions like COPD, chronic heart failure, hypertension or diabetes. “We’re here to help our patients develop self-management habits so they are better able to continue taking their medications and prevent readmissions,” commented Juanita Hood, RN, team leader (Telehealth).

Patients are provided with a tablet, blood pressure cuff, pulse oximeter and scale. Despite the technology involved, age is no barrier – in fact, the oldest patient to participate was 101! Each day at a designated time, the equipment prompts the patient to answer questions tailored to their health condition, take their blood pressure, measure their oxygen and step on the scale. This information is transmitted back to the Home Health team, where a nurse monitors it in real time and looks for results that might signal the need for follow-up care. Depending on the need, Home Health staff may:

- Provide education and counseling by phone
- Schedule a same-day nurse visit
- Send a report to the patient’s physician
- Engage a heart failure nurse for intervention

So far this fiscal year, nearly 500 patients have participated in the program and are already showing positive results. Over the year, the average readmission rate for participants was just 16 percent, while the national average for similar home health telehealth programs is over 32 percent.

“Our team has done a fantastic job of helping meet our patients where they are. We are able to build on our patients’ strengths and desire to maintain and improve their health. We look forward to expanding on the success of this program and are exploring opportunities to leverage this technology to serve more patients throughout our health system. The telehealth program recently expanded to serve our high risk patients in community case management. We hope to support other chronic disease management initiatives in the future,” commented Jennifer McLucas-Ingold, executive director (Home Health).

Exceptional People... Exceptional Care.

Montana Wagner-Gillespie Recognized by Cary Magazine

WakeMed Milk Bank coordinator Montana Wagner-Gillespie was named a 2017 “Mover & Shaker” by Cary Magazine. Wagner-Gillespie was one of 25 recognized in the annual awards, which honor individuals who inspire and encourage others as they work to improve Western Wake County.

An Apex resident and International Board-Certified Lactation Consultant, Wagner-Gillespie began volunteering with the Milk Bank in 2013. Eighteen months later, she was hired as coordinator and now oversees a team that coordinates donors, manages the intake, processing and homogenization and freezing of milk, as well as distribution to infants in need of this critical resource. She played an instrumental role in the Milk Bank’s 2015 move from Raleigh Campus to Cary Hospital and has led her team during a time of increased donors and volume.

CPR Training for Wake County High School Coaches

Nursing Education, Public Relations and the WakeMed Foundation had WakeMed’s Healthy Community Aspirational Goal in mind when they recently funded and coordinated events to provide Wake County high school coaches and trainers with American Heart Association Heartsaver® CPR/AED training. Paid coaches are now required by the state to have the training. Approximately 150 people received training free of charge – a nice benefit for people who do so much for our community’s kids for very little compensation. All of the instructors were WakeMed employees. WakeMed was asked by Wake County schools to provide this lifesaving training and we made it happen!

COMING SOON! WakeMed Gives
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happy Retirement
DR. YOUNG

In July, Tom Young, MD, medical director, (NICU) retired after 31 years of providing care for WakeMed’s tiniest patients. Dr. Young joined WakeMed in 1986 and has played an instrumental role in the growth and expansion of our NICU. In addition to treating thousands of patients, Dr. Young made a tremendous impact on the field of neonatology as one of the original co-authors and publishers of NeonIxx, which became the leading neonatal drug manual in the country and has been translated into eight languages. With more time on his hands these days, Dr. Young plans to continue traveling and teaching at conferences and may do some consulting. Before he departed WakeMed, we asked Dr. Young to share a few words about his career, legacy and hopes for WakeMed’s future.

When I came to WakeMed in 1986, our NICU was on the third floor and had 24 beds in an open-bay layout. Since then, we’ve changed the physical environment three times and doubled the number of beds. We’ve also joined the Vermont Oxford Network, earned NIDCAP certification, and expanded our Milk Bank and moved it to Cary Hospital. The care we provide has always been family-focused, but these changes have strengthened the family focus, and I’m proud to have been part of this journey.

I am going to miss the people I’ve had the good fortune to work with, and I will miss taking care of babies and their families. When a baby does well, it’s because there is a whole team behind them, helping them along and nurturing them. We have an extraordinary team who continually arrives for excellence and isn’t afraid to put in the work that is needed to get to the next level. To me, that is what success looks like. WakeMed is unique in that everyone here is dedicated to doing what is right for our patients and not just to earn a paycheck. I know from experience that not all health systems are that way and it’s my hope that WakeMed will always keep the patient and family first and maintain excellence – no matter what it takes.

Above right: Dr. Young holds a newborn in the WakeMed NICU in a photo taken by the News & Observer and reprinted in WakeMed’s Scope in 1988.

Neonatal drug manual produced at Wake Medical goes national

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Above right: Dr. Young holds a newborn in the WakeMed NICU in a photo taken by the News & Observer and reprinted in WakeMed’s Scope in 1988.
On the day we spoke with Paula Bird, RN, director, (Behavioral Health Services), 61 patients at WakeMed had been involuntarily committed for psychiatric treatment and there were over 90 requests for behavioral health consults. These numbers are typical for WakeMed and for acute care health systems throughout the country - most of which are not designed to provide comprehensive behavioral health care.

“People suffering mental health crises come to us because they don’t know where else to go and resources in our community are limited. As demand for behavioral health services increases, we have an opportunity and a responsibility to help our community make the right care accessible for adults and children,” says Bird. Bird works with Rick Shrum, vice president and chief strategy officer, who originally joined WakeMed as a consultant to assess our response to the needs of behavioral health patients and is now overseeing the implementation of an action plan that was developed during that time.

Meeting the needs of the growing number of children and adults with behavioral health or substance abuse diagnoses is no small challenge, but we are working hard on it. To help us get there, Bird works in conjunction with Robert Skowerer, MD, medical director (WakeMed Physician Practitioners – Psychiatry), and Jennifer McLucas-Ingold, executive director (Home Health), to oversee and coordinate services. “We are in the early stages of implementing the parts of the plan that work for WakeMed,” says Bird. Recent enhancements include:

- Expanding the Community Case Management team to improve access for high-risk, high utilization behavioral health patients.
- Engaging Behavioral Health Services clinicians to assist with re-evaluations in inpatient units – not just in the emergency departments (ED).
- Adding a case manager within Community Case Management dedicated to pediatric patients (up to age 21) with a diagnosis of intellectual and developmental disorder.

This is helping to reduce involuntary commitments and admissions.

### Behind the Scenes

Employees and providers throughout WakeMed are working to help adults and children with acute and chronic behavioral health and substance abuse problems get the care they need. Some of these team members include:

- Psychiatrists & psychologists
- Physicians & advanced practice providers
- Nurses
- Substance abuse counselors
- Clinical counselors
- Administrators
- Case managers
- Home Health providers
- Constant observers
- The entire ED staff
- Mental health techs
- Social workers
- Behavioral health rounding nurses
- Behavioral health clinical nurse specialist
- Campus Police

### Outpatient Rehab Expansion

WakeMed Outpatient Rehab at Raleigh Campus is expanding! Effective Tuesday, September 5, all adult orthopedic and pediatric physical therapy, occupational therapy and speech therapy patients previously receiving treatment in the Health Park will be seen at the beautiful new location in suite 300 of Raleigh Medical Park. The medical park is just across the street from the hospital at 23 Sunnybrook Road. Parking is free. WakeMed Outpatient Nutrition will also relocate to suite 300 in Raleigh Medical Park. The expansion makes room for our growing neuro, spinal cord injury, stroke and other specialized day treatment programs and patients in the Health Park at the hospital. The phone number for scheduling appointments at both sites remains 919-350-7000.

### New Labor & Delivery Rooms Coming to Cary Hospital

For the last several months, work has been underway to renovate and refresh the Labor & Delivery unit at Cary Hospital. The renovated unit will feature expanded private rooms with state-of-the-art technology and modern, stylish furnishings. Construction will be completed in September and we hope to welcome patients into these updated rooms in October, offering new moms an exceptional experience in a beautiful, spacious environment.

Above: Women’s Pavilion & Birthplace staff had the opportunity to sign a section of drywall used to enclose the new, larger patient rooms.
Backlund,

Congratulations to the following employees who recently earned bachelor’s degrees in nursing (BSN):

(MHA) from Pfeiffer University.

Judith Lavina

Jackie Cannon

Recognition: A Simulation Collaborative” that was published in a recent issue of the

Melissa McCann

Evaluation Area).

Jen Gooch

and

Laycee Wingfield

Joleen Mori

of 6A CVIC) all earned cardiac-vascular certification.

Grubbs

Congratulations to

in emergency nursing (CEN).

Jen Gooch

and

Carolyn Schwartz, PharmD, is now a board-certified critical care pharmacist (BCCCP).

Jen Gooc, RN (Emergency Department – Brier Creek Healthplex) and Melissa Allison, PharmD (Emergency Department – Raleigh Campus), were recently named to the 2022-2023 class of American Society of Health-System Pharmacists (ASHP) Academy of Clinical Pharmacists. Congratulations to the following employees who recently earned bachelor’s degrees in nursing (BSN):

Kelley

Backlund, RN, (both of 6B Orthopaedics & Oncology);

Lindsey Mathis, RN, (both of 6C Surgery & Trauma); and Ashley Freeman, RN (Emergency Department).

Melanie D. Bien (Imaging Services) recently earned a bachelor’s degree in technical management from DeVry University.

Tammie Reed, RN, (2D Rehab Nursing) earned certification in gerontological nursing.

Laurie Parker (Food & Nutrition Services – Cary Hospital) became a certified nutrition support clinician (CNSC).

1A Clinical Evaluation Area welcomes new supervisors Allison Serraneau, BSN, RN, who transitioned from WakeMed North and Jill Lancaster, BSN, RN, who transitioned from 3C Rehab Nursing.
Planning for retirement can be very challenging. Many of us do not know how much we should save in order to maintain an expected quality of life in retirement. For this reason, WakeMed has decided to announce that the following practices will open in the coming months – look for details in future issues!

Let’s get moving, WakeMed! For our third wellness challenge of 2017, we will launch the 2-Minute Drill. The goal is to complete 40 two-minute drills by the end of the challenge. Participants will enter the number of times per day (up to two) they complete two minutes of exercise. All employees on the WakeMed medical plan can register through the Vivera portal. The challenge begins September 11.

Enhancing care for elderly patients

America’s baby boomers, the generation born between the mid-1940s and mid-1960s during the post-World War II baby boom, began turning 65 around 2011, sparking growth among the elderly in our nation and hospitals. From frailty and falls to memory issues and heart disease, we continue to learn that elderly patients have unique and often complex health care needs.

Enter the WakeMed Geriatric Care Committee, an interprofessional collaboration to improve the health and outcomes of older adults (≥ 65 years old) by standardizing their care using evidence-based practice. Work to properly address the care needs of aging patients began several years ago. “In 2013, Dr. P.J. Hamilton launched a Geriatric Task Force which evolved from geriatric trauma performance improvement. It was clear from feedback from the trauma team and other providers that we had opportunities for improving the delivery of geriatric patient care,” says Elaine Rohlik, PhD, executive director, Rehabilitation and Trauma Services and executive sponsor of the committee.

In the past three years, WakeMed has taken steps to improve geriatric care by:

- Recruiting caregivers with geriatric expertise
- Elevating the role of palliative care
- Piloting HELP (Hospital Elder Life Program) at Cary Hospital
- Providing a central group to coordinate, prioritize and intensify performance improvement activities

The Geriatric Care Committee launched its efforts in April and is working on:

- Identifying gaps in knowledge and management of older patients through internal assessments
- Serving as a resource to the health system for care opportunities

“Our ultimate goal is to improve consistency and standardization of geriatric care across the system. Serving as a resource to the health system for care opportunities,” says Mathilde Kubnic, RN (Clinical Nursing Resource Services). Clinical nurses, case managers, pharmacists, physicians, dietitians, physical therapists, respiratory therapists, and advanced practice providers from throughout the health system participate on the committee. If you have a passion for serving our older adult population, contact Kubnic at mkubnic@wakemed.org.

Supporting personal and financial readiness

Our VALIC representatives are available to assist you in making changes that will improve your retirement readiness. Questions regarding the Retirement Readiness Analysis or your money in the WakeMed Retirement Savings Plan, please contact VALIC directly at ext. 07623, option 2.

Please take time to review the report and, if necessary, take action to create a more secure retirement for you and your family.

* Please note, employees who are currently enrolled in the VALIC managed account program, Guided Portfolio, again be providing the annual, personalized expected quality of life in retirement. To assist employees in developing a retirement savings strategy, WakeMed will conduct 17 Rapid Process Improvement Workshops (RPIWs) involving 131 people.

Engaged over 560 staff members in WW2E projects

A critical piece of our success has been the support, training and guidance provided by the Virginia Mason Institute (VMI) who helped us develop the WW2E roadmap, timeline and strategy. We have learned a lot from VMI, but in November we will complete their training program and begin working firmly on our own with occasional reviews by their experts. To ensure our long term success, work is underway to train more leaders, engage more staff and modify some of the WW2E tools and processes to better fit WakeMed.

One area of focus is to train the next generation of RPIW facilitators. So far, nearly all RPIWs have been led by the Kaizen Promotion Office – but we would like to conduct workshops more frequently and need more leaders. The first wave to be trained as facilitators includes Amy Burney, Zach Welch, Dana Johnson, Charles Bissette (all of WakeMed Physician Practices), Reynolds Dement (Accreditation Services), Derrick Ward (Integrity Compliance), Janet Huffman, RN (ED Administration), and Dawn Craft, RN (Clinical Administrators). Burney became the first to lead a workshop in July. A second wave of training will begin this fall and participants are busy preparing. “Leading an RPIW is a great way to help others learn the tenets and behaviors as they improve processes for our patients. Becoming a workshop leader is an excellent way to make positive change in the organization,” said Kenneth Murray, director (Kaizen Promotion Office).

Another area of focus is to engage staff and leaders across the organization to ensure improvement projects are implemented on a department level. Dozens of leaders are participating in WW2E for Leaders and next year we’ll be training over 100 more. Many areas have adopted daily huddles, quality improvement boards and production boards, thereby integrating WW2E into their daily work. This fall, leaders (directors and above) will begin doing monthly Gemba rounds to stay engaged and informed about the improvements underway in their areas. We will be sharing some ‘reports from the Gemba’ as these rounds get underway!
Karen Bash, MD  
**chief medical officer, North Hospital**

As a leader and physician, Karen Bash, MD, wears many hats. On any given day, she may be seeing patients as an OB hospitalist at North Hospital, attending a delivery at Raleigh Campus or in strategic planning meetings as the chief medical officer of the WakeMed North enterprise. The days are busy, but Dr. Bash wouldn’t want it any other way. “I love coming to work every day. I love the interaction with our patients, my colleagues, our students and residents, and everyone at WakeMed.”

Dr. Bash grew up in Pennsylvania and attended the University of Pittsburgh where she studied biology, chemistry and fine arts. After graduating, she worked in a research lab at the University of Pittsburgh School of Medicine. Through this experience, she decided she could make more of a contribution by attending medical school. During her third year at the University of Pittsburgh School of Medicine, she completed an OB rotation and found that she liked the balance of medicine and surgery within that specialty area and decided that’s where she would focus.

After completing her residency in 1992, Dr. Bash moved to the Triangle area and began working at WakeMed, seeing patients and teaching through Wake AHEC. She quickly found that the organization was a good match – she loves the mission, the organization was a good match – she loves the mission, the strategic performance, operations and growth of the enterprise.

Dr. Bash is excited about this new role and the opportunity to help North Hospital grow and flourish. The facility began admitting male patients earlier this year and added 24/7 coverage from our internal medicine hospitalist team. In the coming months, they will be expanding services to include more orthopaedics and general surgery as well as GI and endoscopy. “We aren’t trying to duplicate the services available at Raleigh Campus, but we want to provide another option for patients in North Raleigh who need outpatient or brief-stay surgical services.” To achieve this goal, Dr. Bash is focused on engaging physicians to find ways to partner for the benefit of patients and educating the community about services available.

In describing her leadership style, Dr. Bash places a priority on transparency and the value of open and direct communication. “Of course, I send emails and written communication, but I would much rather sit down with someone face-to-face and talk. That reduces opportunities for miscommunication or misunderstood intentions.” She values spending time with front-line staff to better understand how they do their work, what barriers exist and how she can help make their jobs more satisfying while continually working to improve patient care.

Outside of work, Dr. Bash finds time to enjoy a number of hobbies, including working in her garden, going for hikes and bike rides as well as cooking and reading. She also loves to travel, particularly to San Francisco and Napa Valley, Calif., and to Colorado for hiking and skiing. Dr. Bash has raised four children – the youngest of whom is about to start college.
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.

**FORUMS**

The fall round of employee forums with Donald Gintzig are underway. Don't miss this opportunity to hear directly from our president & CEO about everything that’s going on at WakeMed and what the future holds. Grab a friend and join Donald for an informal conversation – be sure to bring any questions you may have!

**Raleigh Campus**
Andres Center
Tuesday, August 30
3:30 pm

Cary Hospital
Conference Center
Tuesday, August 31
2:30 pm

WakeMed North
Conference Center,
Thursday, September 19
2:30 pm

**Apex Healthplex**
Second Floor Conference Room
Tuesday, August 29
2:30 pm

**Garnet Healthplex**
Conference Room
Tuesday, September 12
2:30 pm

**CALENDAR OF EVENTS**

- **Level 1 Aromatherapy Class**
  - October 6 – 8
  - Cary Hospital
  - Cost is $425; for more information or to register, contact Diane Cox at dcox@wakemed.org.

- **Critical Care Conference**
  - Friday, September 29
  - 7:55 am to 4:15 pm
  - Andrews Center

- **CapRAC Training Opportunities**
  - **SMAT 800 Initial Training Course**
    - September 6 & 7
    - 8:30 am to 5 pm
    - For more information and how to register email SHarrison@WakeMed.org
  
  - **Capital Medical Reserve Corps Orientation**
    - Monday, September 11
    - 6 to 9 pm
    - For more information and how to register email NTorhpe@WakeMed.org
  
  - **Capital MRC American Heart Association Basic Life Support (CPR/AED)**
    - Tuesday, September 12
    - 4 to 9 pm
    - For more information and how to register email NTorhpe@WakeMed.org

- **Wake AHEC**
  - Details and registration at www.wakeahc.org.

- **Lactation Consultant Review Course**
  - – Aug. 28-31,
  - Andrews Center

- **Adult Mental Health First Aid**
  - – Sept. 6, Cary Hospital

- **Co-Occurring Disorders: The Chicken or the Egg**
  - – Sept. 8, The Clayton Center

- **Couples Therapy 101**
  - – Sept. 15, The McKimmon Conference & Training Center

- **Baby Matters: Topics in Prenatal & Pediatric Medicine**
  - – Sept. 16, Andrews Center

- **Webinar (Live): Opioid Exposed Pregnancies in North Carolina**
  - – Sept. 20

- **SPICE: Infection Control in Dentistry**
  - – Sept. 20 & 27, Andrews Center

- **Why did I Choose to Practice Medicine? A Communications Approach to Constructing Professional Identity and Satisfaction**
  - – Sept. 23,
  - Andrews Center

- **Substance Use Disorders among Individuals with Intellectual Disabilities**
  - – Sept. 25, Cary Hospital

**ORGANIZATIONAL DEVELOPMENT**

- **Professional Development**
  - **Speed of Trust** – September 13, 8:30 am to 12:30 pm, MOB 3 (LL Code: PDSOT)
  
  - **EAP: Giving and Receiving Feedback** – September 22, 9 am to noon, Andrews Center (LL Code: PDEAP-FB)
  
  - **People See Things Differently** – September 28, 8:30 am to 12:30 pm, MOB 1 (LL Code: PDMBTI)

- **Leadership Development**
  - **Employee Selection and Onboarding** – August 22, 8 to 10 am, MOB 3 (LL Code: LDSDSI)
  
  - **Compensation and Performance Management** – August 22, 10:15 am to 12:15 pm, MOB 3 (LL Code: LDPM)
  
  - **Healthcare Finance for Leaders** – August 24, 1:30 to 3:30 pm, MOB 3 (LL Code: LDHFL)
  
  - **Foundations of Leadership** – August 24, 8:30 am to 3:30 pm, MOB 1; September 21, 8:30 am to 3:30 pm, MOB 1 (LL Code: LDFL)

- **Coaching for Success and Improvement** – September 26, 8:30 am to 12:30 pm, MOB 1 (LL Code: LDSCSI)