Spreading the Message of Medication Reconciliation

Emergency responders throughout Wake and Johnston counties will soon have a better understanding about why it’s so important for patients to bring their medications to the hospital, thanks in part to the work of Lisa Hart (Pharmacy). Hart, a medication reconciliation technician in the Raleigh Campus Emergency Department, has been working with EMS in both counties to provide education about the value of medication reconciliation and how they can support this work. “Medication reconciliation has a huge impact on a patient’s hospital stay. It is the foundation for appropriate chronic medication therapy and can help prevent medication errors throughout the hospital stay,” says Hart. The idea of working with EMS on this topic came out of a Rapid Process Improvement Workshop (RPiW) that took place last summer, focusing on medication reconciliation. The RPiW revealed several opportunities to improve the process for the benefit of patients.

Writing as a medication reconciliation tech for the last seven years, Hart had noticed a lot of misconceptions about what information is in Epic and what happens to patient medications when they come to the hospital. “People often think that everything is in Epic, but unfortunately, that’s not always the case. Bringing a complete list of medications patients are taking or – even better – the medications themselves, gives us a clearer picture of their medical needs,” comments Hart. She notes that medications patients bring in are always secured and kept safe. When patients come in without a list or medications, it requires time and investigation to get this information, which could negatively impact the patient’s care and experience.

To help get this message across, Hart recently took part in a round table discussion with Wake County EMS and attended several training classes in Johnston County. In the future, she hopes to find ways to reach outlying communities as well. “This is a wonderful outreach opportunity and an example of how we can all come together to improve the care we provide to our patients,” commented Erin Koontz, PharmD (Pharmacy).

Eight of our WakeMed Physician Practices – Primary Care locations achieved re-designation as Patient-Centered Medical Homes (PCMH) from the National Committee on Quality Assurance (NCQA). PCMH is a model of primary care that emphasizes the relationship between patients and their primary physicians, while employing a team-based approach that integrates evidence-based practices, clinical decision-support tools, disease registries, and health information technology to improve the quality and efficiency of primary care delivery. PCMH designation is the highest level of recognition a primary care practice can achieve.

The following WakeMed Physician Practices – Primary Care locations received PCMH designation in July:

• Apex
• Fuquay-Varina
• Garner
• Cary Parkway
• Knightdale
• Downtown Raleigh
• North Raleigh

The National Committee for Quality Assurance (NCQA) is a private, non-profit organization that is dedicated to improving the quality of health care. NCQA grants formal recognition for practices that can demonstrate they have met the standards of a PCMH.

LEADERSHIP UPDATE

Carolyn Knaup to Lead Strategic Ventures & Ambulatory Operations

After more than a decade of leading WakeMed’s Ambulatory/WakeMed Physician Practices enterprise during a period of exponential growth, Carolyn Knaup, RN, has transitioned to a new role – senior vice president of strategic ventures & ambulatory operations – more focused on strategy for the entire WakeMed System. In this role, Knaup will work in dyad partnership with Rick Shrum, vice president & chief strategy officer. She will continue her focus on WakeMed’s collaborations with Duke Health, while also helping to identify, evaluate and execute new market opportunities and strategic initiatives that will allow WakeMed to achieve its mission and aspirational goals. Key responsibilities include collaborations and joint ventures, physician service agreements, business development functions as well as oversight for ambulatory locations including healthplexes, medical parks and ambulatory surgery centers.
MARK YOUR CALENDAR

Upcoming Grant & Scholarship Deadlines

The WakeMed Foundation offers funding opportunities for WakeMed employees who are pursuing resources for education, certification and departmental needs. The final 2018 cycle deadlines are listed below. All applications must be submitted by 11:59 pm on the deadline.

DEADLINES

August 15 - Helton Awardee
September 15 - Helton Scholar
October 15 - Foundation Grant

To apply, visit wakemed.org/fluidreview.com.

The application links can be found on the WakeMed Foundation page on the WakeMedWeb, under ‘For Our Employees’ on WakeMed.org or at wakemed-apply.fluidreview.com.

CALENDAR OF EVENTS

Coastal Credit Union News: Coastal Join Days
Coastal Join Days are on WakeMed paydays during the month of August (2, 16, 30).

Bring your friend, family member or co-worker to join: you get $50 and they get $50. By appointment only. To learn more or to make an appointment, contact Krista Burton at Raleigh Campus (kburton@coastal24.com or 984-242-1972) or Desiree Bolibaugh at Cary Campus (dbolibaugh@coastal24.com or 919-882-0616).

2018 WakeMed Trauma Conference: When Time Matters Most
Thursday, September 6
7:15 am to 4:40 pm
Andrews Center
Registration fee is $15 for WakeMed employees. Registration and more information available at https://www.wakeemed.org/trauma-conference

Volunteer Sales
Scrubs, shoes, equipment and more. Payroll deduction, cash and credit cards are welcome. All sales will be held from 7 am to 4 pm.

Raleigh Campus – August 8 & 9, Andrews Conference Center
Cary Hospital – August 21 & 22, Cary Hospital Conference Center
North Hospital – August 23, Conference Room across from Gift Shop

Leadership Development Series
Sponsored through BHS; target audience: WakeMed leadership (supervisor & above)

Managing Difficult Discussions in the Workplace
The goal of facilitating difficult discussions with an employee is to confront an issue before it affects the employee’s overall work performance or environment. This session is designed to help leaders become comfortable with confronting difficult workplace situations in an effective and timely manner. (LL Code: LDBHS-MD)

Time Management
Time management techniques are essential for keeping up and promoting success in our modern society. This training provides ideas and suggestions for changing personal behaviors in order to manage your time more effectively. (LL Code: LDBHS-TM)

Working with Multiple Generations in the Workplace
Many businesses are already managing four different generations and the potential for managing five is right around the corner. This session will provide insight among the generations and techniques to help you better understand the needs of your colleagues in an age-diverse workforce. (LL Code: LDBHS-MG)

Challenging Negative Thinking
Educates participants on how emotions, mood and behavior are affected by negative thoughts. Participants will learn strategies to replace negative thoughts with positive ones. (LL Code: LDBHS-CNT)

Managing Conflict in the Workplace
Conflict is a normal part of life, providing numerous opportunities for growth through increased understanding and insight. People often believe the opposite, yet conflict arises because people care and are invested enough to take a stance. This session will assist participants in finding effective strategies to manage conflict and promote respect in the workplace. (LL Code: LDBHS-MC)

Preventing Burnout
Many people believe that the phenomenon of burnout is an inevitable result of hard work, a busy schedule, and the stress of trying to achieve a work-life balance. However, a fast-paced environment comprised of these elements does not have to lead to burnout. The key is learning to manage your susceptibility to burnout. (LL Code: LDBHS-FB)

WAKE AHEC

Webinar (Recorded): Searching for Medical Literature – Available through Dec. 2018
Adapting Dialectical Behavioral Therapy for Adolescents and Their Families – Aug. 9, Andrews Center
Adopting Best Practices in Substance Abuse Treatment – Aug. 15 – July 17, 2019, Andrews Center
Child Forensic Interviewing: The RADAR Interview Model – Aug 27-31, The NC Court System, Raleigh NC
Neonatal Intensive Care Nursing Certification Review Course – Aug. 29 & 30, Andrews Center
Treatating Oppositional Defiant Disorder and Conduct Disorder – Sept. 5, The McKimmon Conference & Training Center
The ABC’s of CPS – What Professionals Should Know about Child Protective Services – Aug. 7, Andrews Center
Ethical Responses Toward Sexual Harassment, Assault and Consent – Sept. 13, Andrews Center
WakeMed Recognized by PRC

Each year, Professional Research Consultants (PRC) recognizes health care organizations that have gone above and beyond to achieve excellence with the patient experience. The PRC Excellence in Healthcare Awards are based on the percentage of patients who rate the overall quality of care as “Excellent.” This year, WakeMed received 11 Five-Star awards and 29 Physician Five-Star Awards. “These nationally-recognized awards are a testament to the exceptional care and caring that we provide to our patients and their families,” commented Terri Veneziale, executive director (Patient & Family Experience). “It is wonderful to see our departments and physicians achieve that recognition, which validates the work we are doing to become a national leader in the patient and family experience.”

Five Star Award Winners
Top 10 percent (at or above 90th percentile)
- Brier Creek Healthplex – Emergency Department
- Cary Hospital – 2 West Cardiovascular Intermediate Care
- Cary Hospital – Outpatient Laboratory
- North Hospital – Women’s Pavilion & Birthplace
- North Hospital – Outpatient Surgery
- North Hospital – Outpatient Lab
- WakeMed Physician Practices – Pediatric Endocrinology
- WakeMed Heart & Vascular Physicians – Complex Arrhythmia
- WakeMed Heart & Vascular Physicians – Apex
- WakeMed Heart & Vascular Physicians – Cary
- WakeMed Heart & Vascular Physicians – Heart Center

Physician Five Star
Top 10 percent (at or above 90th percentile)
- Theresa Amerson, MD (Primary Care – Downtown Raleigh)
- Jordan Allem, MD (Heart & Vascular Physicians)
- Susheel Aatre, MD (Primary Care – North Raleigh)
- Nidhi Azizow, MD (General Surgery & Trauma)
- Karmin Calorin, MD (Urology)
- Andrea Crane, MD (OB-GYN)
- Richard Daw, MD (Heart & Vascular Physicians)
- John Englehardt, MD (Heart & Vascular Physicians)
- Daniel Fox, MD (Pulmonology)
- Brian Go, MD (Heart & Vascular Physicians)
- Jason Haag, MD (Heart & Vascular Physicians)
- George Hamrick, MD (Heart & Vascular Physicians)
- Patrick Hranitzky, MD (Heart & Vascular Physicians)
- John Kelley, MD (Heart & Vascular Physicians)
- Brian Klausner, MD (Primary Care – Downtown Raleigh)
- Michael Klinkner, MD (Emergency Care)
- William Lagarde, MD (Pediatric Endocrinology)
- Lori Lilley, MD (General Surgery & Trauma)
- Jimmy Locklear, MD (Heart & Vascular Physicians)
- Rosa Messor, MD (Primary Care – Brier Creek)
- Ryan Murray, MD (Primary Care – Garner)
- Monica Oei, MD (Primary Care – North Raleigh)
- Matthew Payne, MD (Primary Care - Holly Springs)
- Duncan Phillips, MD (Pediatric Surgery)
- Marc Silver, MD (Heart & Vascular Physicians)
- John Sinden, MD (Heart & Vascular Physicians)
- Hemant Solomon, MD (Heart & Vascular Physicians)
- Frances Wood, MD (Heart & Vascular Physicians)
- Judson Williams, MD (Heart & Vascular Physicians)

Awards. “These nationally-recognized awards and 29 Physician Five-Star awards are a testament to the overall quality of care as “Excellent.” This year, WakeMed received 11 Five-Star awards and 29 Physician Five-Star Awards. “These nationally-recognized awards are a testament to the exceptional care and caring that we provide to our patients and their families,” commented Terri Veneziale, executive director (Patient & Family Experience). “It is wonderful to see our departments and physicians achieve that recognition, which validates the work we are doing to become a national leader in the patient and family experience.”

Chasing Zero challenges us to come together to prevent:
- Hospital-acquired infections (CAUTIs, CLABSIs, C.diff., etc.)
- Surgical site infections
- Falls with injury
- Preventable sepsis
- Wrong site/wrong patient/wrong procedure surgeries/retained foreign objects
- Medication errors
- Pressure ulcers
- Preventable blood clots

Achieving zero preventable harm events is an ambitious goal – and one that all employees can work toward. The good news is a great deal of work in support of these efforts is already underway. “Aligned with the Wake Way 2 Excellence, Chasing Zero is an ongoing journey. We must always look for new and better ways to prevent these issues and keep our patients safe,” explains West Paul, MD, PhD, senior vice president & chief quality & medical staff officer. “No matter where you work or what role you play, you have the power to positively impact this journey and, most importantly, our patients.”

To help keep us on track, we will focus on a different type of preventable harm each quarter – building on each one along the way. By focusing on one area at a time, we can take a close look at how it impacts our patients, what we are doing well and where we can improve. For the first quarter, our focus is on preventing hospital-acquired infections through proper hand hygiene. In the coming months, we will be sharing much more information about the importance of hand hygiene and how this one simple step can truly impact the well-being of our patients.

Get Involved!
- Attend a Kickoff Event – Chasing Zero launch parties will be held at all of our hospitals and healthplexes in August. Come learn more about this exciting journey and how you can be a Zero Hero!
- Sign the Pledge – All WakeMed employees are encouraged to complete a Chasing Zero pledge card to show your commitment to keeping patients safe from preventable harm. Pledge cards will be available at the Chasing Zero launch events or from your manager.
- Celebrate Successes – If you have a great example of how your unit or department is Chasing Zero, let us know! Send an email to chasingzero@wakemed.org with the details so we can share your good work!

Chasing Zero Launch Events

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Hospital</td>
<td>Monday, August 6</td>
<td>11 am to 1 pm</td>
</tr>
<tr>
<td>Cary Hospital</td>
<td>Thursday, August 9</td>
<td>9 to 11 am</td>
</tr>
<tr>
<td>Apex Healthplex</td>
<td>Thursday, August 16</td>
<td>9 to 10 am</td>
</tr>
<tr>
<td>Raleigh Campus</td>
<td>Wednesday, August 8</td>
<td>11 am to 1 pm</td>
</tr>
<tr>
<td>Garner Healthplex</td>
<td>Wednesday, August 15</td>
<td>2 to 3 pm</td>
</tr>
<tr>
<td>Brier Creek Healthplex</td>
<td>Thursday, August 16</td>
<td>10:30 to 11:30 am</td>
</tr>
</tbody>
</table>

#WeAreChasingZERO

How will you be a Zero Hero?
Welcome New Physicians
Edgar Caro, MD
WakeMed Urgent Care
Catherine Glazer, MD
WakeMed Urgent Care
Kimberly Erickson, MD
Pediatric Surgery

Welcome New Advanced Practice Providers
Joanna Coger, NP
Pulmonary/Critical Care Medicine
Stephanie Mason, PA
Gastroenterology
William Panzo, PA
WakeMed Urgent Care

Bariatric Specialists of North Carolina Joins WakeMed Physician Practices
WakeMed is proud to welcome Bariatric Specialists of North Carolina to the growing WakeMed Physician Practices network. The practice, now known as WakeMed Bariatric Specialists of NC, provides comprehensive care and support for patients wishing to achieve lasting lifestyle changes, including medical weight loss and bariatric surgery. WakeMed Bariatric Specialists of NC also includes a sleep center and nutrition store, located on MacGregor Pines Drive. To learn more about services provided by the newest member of the WakeMed Physician Practices family, visit www.wakemed.org/bariatric-specialists-nc. This practice will perform bariatric surgery at WakeMed Cary Hospital along with our existing WakeMed Physician Practices – General & Bariatric Surgery team.

WakeMed Bariatric Specialists of NC
Scott Bovard, MD
Jon Bruns, MD
David Pilati, MD
Michael Tyner, MD
Kajal Zalavarad, MD

Opening August 13
160 MacGregor Pines Drive
Cary, NC 27511
Brier Creek office coming soon!

This summer has brought lots of changes to Raleigh Campus as the main corridors have gotten a full refresh, including new flooring, paint, wall coverings and trim. The project spanned the hallways that stretch from the E-tower to Patient Registration and from the Health Park to the A/B elevators and will help make a positive first impression for patients and visitors as well as improve wayfinding and navigation. The new flooring and finishes are made of durable materials that have a more modern color scheme and require less maintenance. The walls were painted in coordinating colors, with accent wall-coverings in some areas. The goal was for the primary corridors to be more obvious, guiding patients and visitors to commonly accessed areas, while secondary corridors clearly look different.

As a second phase of the project, the area near the C-elevators will be expanded by opening up the office space currently occupied by Raleigh Campus administration. Seating will be added as well as artwork and a visual display board. “Opening up this space will ease congestion in this busy intersection and provide a nice area for patients and visitors to gather or rest while walking from one side of the hospital to the other,” comments Tom Cavender, vice president (Facilities & Construction). This work will get underway in the coming months.

Many patient rooms at Raleigh Campus are also getting a new look this summer and fall as the facility begins transitioning to a new, standard recliner chair for patient rooms. The hospital has ordered 130 chairs, which match the recliners currently in use on SC Medicine. The inventory will be managed by Facility Services so they can be moved, repaired and replaced as needed.

“Standardizing the chair is part of ongoing efforts to standardize the patient care environment and experience. We engaged staff from Nursing, Physical Therapy, Strategic Sourcing and other areas to ensure we chose the best quality chair to meet various care needs at the best price,” commented Sarah Hoffman, director (Raleigh Campus Operations). “By ordering so many chairs at once, we were able to leverage our group purchasing power to save almost 50 percent off the retail price.”

Reducing Pain & Stress without Medications
Not all treatments for pain and stress involve opioids and other prescription medications, and WakeMed’s Non-Pharmacologic Committee members recognize this. These care providers have been piloting the use of Reiki, aromatherapy and healing touch – three therapies that are considered alternative modalities or complementary therapies to traditional medication-related pain and stress management – to determine their ability to reduce stress and anxiety among WakeMed staff. “Staff who participated in our Integrative Modalities Day reported a 70 percent reduction in their perceived anxiety and stress levels. We believe our patients would also benefit from these modalities,” says Cynthia Klaess, MSN, APRN, a clinical nurse specialist with WakeMed, who is a pain management specialist and the chair of the Non-Pharmacologic Committee.

How Can You Help?
Galvanized by their positive findings, the group applied for and obtained a grant from the Helton Endowment through the WakeMed Foundation to help interested employees train for and/or become certified in Reiki, aromatherapy or healing touch. “Our goal is to form a group of trained staff who nurses and other care providers can call when a patient would like to participate in a non-pharmacologic therapy for pain or stress management,” explains Klaess. Members of the group would need clearance from their manager to be available to provide therapy as needed. Monies from the Helton Endowment make discounts for certification courses available to interested employees. Several certification programs are coming up in August:

Level 1 Aromatherapy Certification Course
August 17-19
8:30 am to 6:30 pm
Cary Hospital Conference Center
Call Diane Cox at 919-749-8520 for information

Level 1 Healing Touch Certification
Summer session: August 25 & 26
Fall session: October 20 & 21
8:30 am to 7 pm
Cary Hospital Conference Center
Call Ann Rust at 919-594-1775 or email annrust75@gmail.com for information

Reiki Training
Contact Cindy Klaess, MSN, APRN, at ext. 5624 or email cklaess@wakemed.org

The Non-Pharmacologic Committee meets each month to discuss alternative modalities for pain management and how to implement them for staff and patients at WakeMed. Contact Cindy Klaess at cklaess@wakemed.org for more information.

Welcome New Physicians
Welcome New Advanced Practice Providers
Bariatric Specialists of North Carolina Joins WakeMed Physician Practices
Reducing Pain & Stress without Medications
Reiki Training

Call Ann Rust at 919-594-1775 or email annrust75@gmail.com for information.

Not all treatments for pain and stress involve opioids and other prescription medications, and WakeMed’s Non-Pharmacologic Committee members recognize this. These care providers have been piloting the use of Reiki, aromatherapy and healing touch – three therapies that are considered alternative modalities or complementary therapies to traditional medication-related pain and stress management – to determine their ability to reduce stress and anxiety among WakeMed staff. “Staff who participated in our Integrative Modalities Day reported a 70 percent reduction in their perceived anxiety and stress levels. We believe our patients would also benefit from these modalities,” says Cynthia Klaess, MSN, APRN, a clinical nurse specialist with WakeMed, who is a pain management specialist and the chair of the Non-Pharmacologic Committee.

How Can You Help?
Galvanized by their positive findings, the group applied for and obtained a grant from the Helton Endowment through the WakeMed Foundation to help interested employees train for and/or become certified in Reiki, aromatherapy or healing touch. “Our goal is to form a group of trained staff who nurses and other care providers can call when a patient would like to participate in a non-pharmacologic therapy for pain or stress management,” explains Klaess. Members of the group would need clearance from their manager to be available to provide therapy as needed. Monies from the Helton Endowment make discounts for certification courses available to interested employees. Several certification programs are coming up in August:

Level 1 Aromatherapy Certification Course
August 17-19
8:30 am to 6:30 pm
Cary Hospital Conference Center
Call Diane Cox at 919-749-8520 for information

Level 1 Healing Touch Certification
Summer session: August 25 & 26
Fall session: October 20 & 21
8:30 am to 7 pm
Cary Hospital Conference Center
Call Ann Rust at 919-594-1775 or email annrust75@gmail.com for information

Reiki Training
Contact Cindy Klaess, MSN, APRN, at ext. 5624 or email cklaess@wakemed.org

The Non-Pharmacologic Committee meets each month to discuss alternative modalities for pain management and how to implement them for staff and patients at WakeMed. Contact Cindy Klaess at cklaess@wakemed.org for more information.
KICK IT 4 KIDS
On July 21, the WakeMed Foundation hosted the third annual Kick it 4 Kids kickball tournament presented by The Blood Connection. With 14 teams participating, the event raised nearly $32,000 for WakeMed Children’s! Congratulations to the team from Brasfield & Gorrie who were crowned tournament champions and Team “Kicking and Screaming” who raised over $5,900 and were named fundraising champions. A huge thank you to the Friends of WakeMed and our sponsors, The Blood Connection, Ameritas; Baker Roofing Company; Brasfield & Gorrie, LLC; Cranfill Summer & Hartzog, LLP; Parker Poe Law Firm; Raleigh Radiology; Sumito, and everyone who participated!

A RESPIRE FOR STAFF
Cary Hospital Emergency Department staff have a new resource available to help them reduce stress on busy and chaotic days. The staff Respite Room, which opened in June, offers a calm, quiet environment where staff can relax, take a break and enjoy aromatherapy or personal meditation. The respite room was made possible with support from The Volunteers at Cary Hospital.

GREAT JOB, WECHS INTERNS!
In June, WakeMed celebrated our most recent cohort of interns from Wake Early College for Health & Sciences. We are proud to partner with Wake County Schools and help encourage the next generation of health care leaders! Many thanks to the Raleigh Campus departments that hosted interns: Respiratory Care Services, Imaging, Mother/Baby, Clinical Engineering, PACU, Pre-Anesthesia Testing and Neurodiagnostics.

WHAT’S HAPPENING AT WAKEMED

Introducing the Perioperative Surgical Home Model
An upcoming surgery raises many questions in the minds of patients and their family members. What do I need to do to prepare for surgery? Where do I need to go? How will I feel after surgery? Will I need rehab? Will I be able to take care of myself? Before a surgery, patients need and deserve:
• Clear, consistent education and instructions
• A thorough understanding of what to expect (recovery, pain, etc.)
• Assistance with what they need to do after surgery (scheduling follow-up doctor’s appointments, home health care, outpatient rehab; obtaining prescriptions, etc.)
• Family and other caregivers to be fully engaged in the process

Enter the Perioperative Surgical Home (PSH) model. “The goal of the Perioperative Surgical Home is fully coordinated care throughout the entire surgical continuum – from the time the decision is made to undergo surgery until the patient has fully recovered,” explains Reed VanMatre, MD (American Anesthesiologist). Dr. VanMatre is the chair of the WakeMed Department of Anesthesia. He and his American Anesthesiology of NC colleagues, Brendan Howes, MD, and Chris Terry, MD, are leading the effort to integrate the PSH model at WakeMed.

The PSH model is:
• Patient-centered
• Interdisciplinary
• Standardized
• Highly coordinated among disciplines (care & communication)

“The patient’s primary care physician is also highly involved to help the patient make a smooth transition back home and beyond,” adds Dr. VanMatre.

“We want the surgical process to be streamlined, standardized and completely focused on the patient,” says West Paul, MD, PhD, senior vice president & chief quality & medical staff officer. “Our goal is to improve the surgical patient experience from start to finish and make sure more of our patients enjoy healthy, positive outcomes.”

Well over 100 physicians, administrators and employees recently met for a visioning session to learn about the PSH concept and brainstorm the current challenges related to total joint replacement (hip/knee) surgery. “We’re improving surgical processes one service line at a time,” explains Dr. VanMatre. Joint replacement was chosen first for several reasons, including the fact that it is a high-volume service line and procedures are performed at all three WakeMed hospitals.

Orthopaedic surgeons are highly engaged in joint replacement PSH efforts. A lot of the groundwork has already been done by surgeons and numerous work groups, but many opportunities remain. “It is highly motivating to see all the different disciplines that are involved in the joint replacement patient’s care and experience come together to ensure our patients receive the highest quality care,” says Curt Hanson, MD, (Wake Orthopaedics).

Watch for more information about the Perioperative Surgical Home model in future issues of Microscope.
Debby Hillman (Wake AHEC) presented at the 2018 National AHEC Organization Biennial Conference on July 9 in Arlington, Virginia. She shared findings from Wake AHEC’s two-year opioid provider education initiative titled Controlled Substance Prescribing. What every Provider Needs to Know.

Dana Thomas, MS, PT (Physical Therapy) spoke at the Maryland Improving Diagnostic Accuracy and Safety (MIDAS) Conference on June 28. She co-authored three papers in the past two years pertaining to clinical examination and treatment of patients presenting with dizziness/vertigo and utilization of allied health professionals/others in assisting diagnostic accuracy via a team approach.

Jared Zimmel (Clinical Engineering) was selected by his peers as the Biomedical Engineering Technician of the Year. Alvin Smith (Clinical Engineering) was selected by his peers as Radiology Engineering Technician of the Year.

Congratulations to the following nurses who received bachelor’s degrees in nursing: Leilani Drouillard, RN; Ryan Mason, RN; Stephanie Green, RN (all of GA CVC), Kelly Atkins, RN, and Laura Hentz, RN (both of Staffing Resources).

Ellaine Alvarez, RN, (GA CVC) earned progressive care nursing certification (PCCN). Health Information Management congratulates Audrey Stevenson on being promoted from inpatient coder I to inpatient coder II and Martin Espantao on his promotion from outpatient coder to inpatient coder I.

Demarcus Steward, RN, (6C Surgery & Trauma) obtained med/surg certification.

Paige Carawan (Imaging) earned her master’s in health administration (MHA) in May and was promoted to business manager for Imaging Services.

Terry Johnson, RN, (Home Health) earned a master’s post-graduate certificate from South University in Savannah, Ga., as an adult-geriatric nurse practitioner.

Paola Bird, director, (Behavioral Health Services) earned a PhD.

Tavares Jones (Patient Observation Services) received his bachelor’s degree in social and criminal justice.

Congratulations to the following nurses who received cardiac-vascular nurse certification: Hollie Smith, RN, and Kimberli Stone, RN, (Heart & Vascular Physicians); Jessica Higgins, RN, (Heart & Vascular) Cathy Mattux, RN, and Darla Aldridge, RN, (both of GA CVC); and Dana Glinka, RN, (Staffing Resources).

Nina Casady (Staffing Resources) received health care accreditation certification.

Sarah Williford, BSN, RN, (Emergency Department – North Hospital) became a certified emergency nurse (CEN).

JoAnna Cartwright, NP (Neonatology – Cary Hospital) earned a PhD in nursing from Medical University of South Carolina.

Amy Feasel (Patient Safety/ Risk Management) earned certification for legal nurse consulting (LNCC).

Jami Scholeno (Imaging Services) passed the Vascular Interventional Radiology Registry. Surgical Services – Cary Hospital congratulates Tina Creech, MSN, BSN, RN, who was promoted to nurse manager OR/Endo and Cheryl Jackson, BSN, RN, who was promoted to clinical coordinator – charge nurse.

The Surgical Services team wishes a warm retirement to William Phillips, Jr., who has worked in the surgical department for nearly 40 years. His work has covered multiple areas within Surgical Services to improve clinical support and ensure supplies are available for patients’ procedures. William will be missed, and we wish him all the best in his new life chapter.

Diane Nolithol, RN, (Cath Lab – Cary Hospital) is retiring, having been a valuable member of the Cary Hospital Family since 1995. Most of her career was spent in the ICU and most recently in the Cath Lab and she will greatly be missed. Diane is a joy to work with and is a true example of southern hospitality.

Emergency Department – Raleigh Campus welcomes Brittany Felts. GA CVC welcomes Kateilyn Holland and new nurses take John Bridges, RN; Chandel Johns, RN; Travis Toshdanner, RN; and Naoma Wood, RN.

Health Information Management welcomes Robin Altenbaugh, BSN, RN, who transitioned from clinical documentation integrity, and Jessica Braccio who transitioned from data specialist to an inpatient coder.

Wound Ostomy Nursing welcomes Varda Behrmann, BSN, RN.

6C Surgery & Trauma welcomes Ashley Marsland, RN.

WakeMed Physician Practices – Bariatric Surgery – Cary Hospital welcomes Lynette Chrisp.


CICU welcomes Jennifer Adams, RN, and Gerald Hill.

1D Clinical Evaluation Area welcomes Sibel Spencer, BSN, RN; Shela West, BSN, RN; Venus Wolfe, BSN, RN; and Suzanne Butler, RN.

Home Health welcomes Chansea Bryant, RN, and Marva Walden, RN.

Emergency Department – North Hospital welcomes Monica Dennis, RN; Doris Goon, BSN, RN; Kristina Keltner, BSN, RN; and Ashley Watson, RN.

Emergency Department – Apex Healthplex welcomes Juliana Bissonnette, BSN, RN, and Diana Alcena.

Emergency Department – Brier Creek Healthplex welcomes Rhonda Hensley, Kat Shell, BSN, RN; and Ron Welch.

The NICU welcomes new nurse fellows Logan Ayscue, RN; Nicole Brewer, RN; Kayla Rosyer, RN; Dayna Jewell, RN; and Erin Prince, RN.

WakeMed North welcomes Rhonda Long as the new manager of Guest Services.

**COMINGS & GOINGS**

The Surgical Services team wishes a warm retirement to William Phillips, Jr., who has worked in the surgical department for nearly 40 years. His work has covered multiple areas within Surgical Services to improve clinical support and ensure supplies are available for patients’ procedures. William will be missed, and we wish him all the best in his new life chapter.

Diane Nolithol, RN, (Cath Lab – Cary Hospital) is retiring, having been a valuable member of the Cary Hospital Family since 1995. Most of her career was spent in the ICU and most recently in the Cath Lab and she will greatly be missed. Diane is a joy to work with and is a true example of southern hospitality.

Emergency Department – Raleigh Campus welcomes Brittany Felts. GA CVC welcomes Kateilyn Holland and new nurses take John Bridges, RN; Chandel Johns, RN; Travis Toshdanner, RN; and Naoma Wood, RN.

Health Information Management welcomes Robin Altenbaugh, BSN, RN, who transitioned from clinical documentation integrity, and Jessica Braccio who transitioned from data specialist to an inpatient coder.

Wound Ostomy Nursing welcomes Varda Behrmann, BSN, RN.

6C Surgery & Trauma welcomes Ashley Marsland, RN.

WakeMed Physician Practices – Bariatric Surgery – Cary Hospital welcomes Lynette Chrisp.


CICU welcomes Jennifer Adams, RN, and Gerald Hill.

1D Clinical Evaluation Area welcomes Sibel Spencer, BSN, RN; Shela West, BSN, RN; Venus Wolfe, BSN, RN; and Suzanne Butler, RN.

Home Health welcomes Chansea Bryant, RN, and Marva Walden, RN.

Emergency Department – North Hospital welcomes Monica Dennis, RN; Doris Goon, BSN, RN; Kristina Keltner, BSN, RN; and Ashley Watson, RN.

Emergency Department – Apex Healthplex welcomes Juliana Bissonnette, BSN, RN, and Diana Alcena.

Emergency Department – Brier Creek Healthplex welcomes Rhonda Hensley, Kat Shell, BSN, RN; and Ron Welch.

The NICU welcomes new nurse fellows Logan Ayscue, RN; Nicole Brewer, RN; Kayla Rosyer, RN; Dayna Jewell, RN; and Erin Prince, RN.

WakeMed North welcomes Rhonda Long as the new manager of Guest Services.

**ADDITIONS & ATTACHMENTS**

Crystal (Sotomayor) Gift (Emergency Department – Brier Creek Healthplex) and husband Matthew welcomed daughter Natalie Marie Gift on December 18, 2017.

Linda Crowder, RN, (NICU) and Stan Harper (MPRD) married on May 19.