### Meet the New Metrics!

MEET THE NEW METRICS! THESE NEW METRICS WILL BE USED TO TRACK PROGRESS TOWARD OUR 10 ASPIRATIONAL GOALS FOR FISCAL YEAR 2017!

COE – including the surprise visits, PDO gift and new program, many of the key award elements of the exceptional colleagues. While there are changes to the strategic plan Aspirational Goals.

A team representing many departments has been working hard since last spring to align the program categories that are linked directly to WakeMed's outstanding performance in one of the eight award categories. Winners will be nominated by peers and honored for achieving our Aspirational Goals, the Pyramid Society Award. Designed to recognize and reward employees who go above and beyond their job role to help us achieve our Aspirational Goals, the Pyramid Society Award will replace the Circle of Excellence (COE). Winners will be nominated by peers and honored for outstanding performance in one of the eight categories that are linked directly to WakeMed's strategic plan Aspirational Goals. A team representing many departments has been working hard since last spring to align the program with our strategic plan and make it easier to nominate exceptional colleagues. While there are changes to the new program, many of the key award elements of the COE – including the surprise visits, PDO gift and Microscope coverage – will remain the same.

### What’s New: Pyramid Society Award

- Eight award categories: Preferred Partner, Innovation, Extraordinary Team, Fiscal Responsibility, Value Leader, Culture of Safety, Quality and Healthy Community (the aspirational goals of Wake Way and Highest Ethics & Standards)
- Nine categories and fewer questions to answer
- Previous recipients are eligible to win
- Employees can nominate colleagues for only one of the award categories
- There is only one nomination form for all eight categories and fewer questions to answer
- Employees can nominate colleagues for only one of the award categories
- Previous recipients are eligible to win in the same category every three years
- Nominations will be accepted starting in early 2017

### Coming Soon!

WakeMed to Introduce New Awards Program

Early in 2017, WakeMed will launch our new employee recognition program – the Pyramid Society Award. Designed to recognize and reward employees who go above and beyond their job role to help us achieve our Aspirational Goals, the Pyramid Society Award will replace the Circle of Excellence (COE). Winners will be nominated by peers and honored for outstanding performance in one of the eight categories that are linked directly to WakeMed's strategic plan Aspirational Goals. A team representing many departments has been working hard since last spring to align the program with our strategic plan and make it easier to nominate exceptional colleagues. While there are changes to the new program, many of the key award elements of the COE – including the surprise visits, PDO gift and Microscope coverage – will remain the same.

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### NOW AT WAKEMED

Lung Cancer CT Screening

If you are at risk for developing lung cancer, early detection could save your life. In fact, when lung cancer is detected at its earliest stage and treated surgically, survival rates are nearly 10 times better than those diagnosed at later stages. This is one reason WakeMed is proud to now offer low-dose lung cancer CT screening – a non-invasive, painless procedure that can detect smaller nodules or cancer better than a traditional chest x-ray.

WakeMed Imaging Services offers low-dose CT lung cancer screenings to eligible, high-risk patients at Apex, Brier Creek, Cary, Garner, Raleigh and North Raleigh. Low-dose CT lung cancer screening is fully covered under the WakeMed medical plan (both BCBSNC and Aetna) so there is no cost for employees or their dependents to have the screening performed. A physician’s order is required for this screening, so talk to your primary care physician about risk factors and the benefits of a low-dose CT lung cancer screening.

### Are You Eligible for a CT Lung Cancer Screening?

Answer the questions below to see if you are eligible for a lung cancer CT screening exam.

- Are you currently between the ages of 55 and 77 years old? ✔ Yes ❑ No
- Are you a current smoker or a previous smoker who has quit within the past 15 years? ....... ✔ Yes ❑ No
- Have a smoking history of at least 30 pack-years (1 pack a day for 30 years, or 2 packs a day for 15 years) ....... ✔ Yes ❑ No
- Do you currently have any of the following symptoms? ................. ✔ Yes ❑ No
  - New or changing cough
  - Shortness of breath that you’ve never felt before
  - Coughing up blood
  - Unexplained weight loss
  - Chest pain
  - Fever

If your answers match those checked above, you may benefit from a low-dose CT Lung Cancer Screening. To learn more, talk with your primary care physician.

### Cary Hospital Re-certified as Primary Stroke Center

Cary Hospital recently received re-certification as a The Joint Commission Primary Stroke Center. The re-certification involved a rigorous onsite review in October with surveyors evaluating compliance with stroke-related standards and requirements, including program management, the delivery of clinical care and performance improvement. Certification for Primary Stroke Centers is awarded for a two-year period to Joint Commission-accredited acute care hospitals.

WakeMed Cary Hospital celebrated its 25th anniversary this month. Originally known as Western Wake Medical Center, the 80-bed facility opened on December 16, 1991, nearly 30 years after WakeMed (then called Wake Medical Center) first sought permission to build a hospital in Cary. The delay was caused by several years of court battles between WakeMed and Kentucky-based Humana Inc., who also wanted to build a hospital in the area. In the end, the N.C. Court of Appeals granted the beds to WakeMed and the facility was built to replace the former Western Wake Hospital in Cary.

Over the past 25 years, Cary Hospital has nearly doubled in size and today has 156 beds, 1,135 employees and an 810-member medical staff. The scope of services has also expanded to meet the needs of the growing communities of Cary, Apex, Morrisville, Holly Springs and Fuquay-Varina. In Fiscal Year 2016, Cary Hospital had nearly 13,000 discharges, 2,900 births and over 45,000 emergency department visits. Hip, hip hooray for Cary Hospital and here’s to many more years of serving our community!
Jerry Docking (Pathology Labs) was named Preceptor of the Year by Wake Technical Community College Phlebotomy Program. He was recognized for outstanding service to students as a teacher and mentor, as well as his willingness to promote the phlebotomy program at Wake Tech.

Andrew Buzan, MD, (WPP – Hospitalists) was selected as the 2016 Campbell University School of Osteopathic Medicine’s Preceptor of the Year for the Raleigh Region. This award was chosen by the 43 CUSOM students based here at WakeMed.

Toni Mullen, RN, (Staffing Resources) earned a bachelor’s degree in nursing (BSN) from Winston Salem State University.

Deborah Olexy, RN, (Home Health) received her certificate for OASIS Specialist – Clinical.

Melissa Fisher, RN, (Home Health) earned nursing case management certification.

Gracie Malkoch, RN, (Invasive Cardiology); and Amy Smith, RN, (Surgical Services – Endoscopy) became healthcare accreditation certified professionals (HACP).

Vicki Whitley, RN, (Administration – Cary Hospital), Dee Darkey (WPP – Administration) earned nurse executive – advanced certification (NEA BC).

Aaron Byrd (Mobile Critical Care Services) was elected as president-elect of the board of directors of the International Association for Flight and Critical Care Paramedics (IAFCP). Daniel Nayman (also of Mobile) was elected a member of the organization’s board of directors.

Brendan Berry, MD. (WPPA) was elected president-elect of the board of directors for the Air Medical Physicians Association (AMPA).

Erika Nicholson, RN, Marie Green, RN, (both of 3B CVICU); and Kelli McGuire, RN, (CICU) received cardiac/vascular nurse certification.

Stephanie Schlake, RN, (3B CVICU) received medical/surgical nurse certification.

Kelly Wiseman, BSN, RN, (AHBC) was named Health Systems Nurse of the Year by the North Carolina Nurses Association (NCNA).

Courtney Scherer, RN; Katie Simpson, RN; Laura Bell, RN; and Carol King, RN, (all of 2W ICU – Cary Hospital), Emily Haupt, RN; Kayla Jones, RN; and Lynnise Rivers, RN, earned critical care nursing certification (CCRN).

Theresa Jones (Clinical Resource Management) completed her licensed clinical addiction specialist (LCAS) certification.

Brenda Smith, RN, (Surgical Services – Endoscopy) became a certified gastroenterology nurse (CGRN).

Elizabeth Penny (WakeMed Rehab) became a certified clinical aromatherapy practitioner.

Jeannatte Bojang, NAI, (3A CVIC) earned her master’s degree in education.

Ming Yang and Renee Monroe, NT, (both of 3A CVIC) completed NAI certification.

Mary Pennington, RN, and Denise Pennell, RN, (both of Surgical Services) presented at the AORN trauma conference on October 1.

5C Medicine congratulates Kaytlin Atwood, BSN, RN, on her new role as Clinical Educator/Supervisor.

Julia Kern, RN, (Emergency Department – WakeMed North) and Denise Messick, RN; Deborah Ballard, RN; Jamie Bunn, RN; Aimee Saunders, RN, Ashley Salter, RN, (all of Emergency Department – Garner Healthplex) all became certified emergency nurses (GEN).

Carol Jacobson (Home Health) became a CPR instructor.

Sharon Harris, RN, (Home Health) earned ambulatory care nursing certification.

Erin McCarthy, BSN, RN, (Staffing Resources) obtained certification through HACP.

Katie Kuhlenschmidt, RN; Haywood Wagner, RN; and Tara Bruce, RN, completed the 2016 Periop 101 Internship Program at Cary Hospital Surgical Services.
Maternity Benefit Changes
There is now a copay for maternity care. Eligible participants are only responsible for the deductible and coinsurance. Maternity services for dependent children will be covered at 100 percent.

Changes to Coverage
Several changes have been made to coverage and costs for 2017. For complete details about coverage and costs, please see the 2017 Benefits Handbook or contact our Aetna representative.

Changes to Hospital Benefits

- Primary care copay for visit to confirm pregnancy.
- Prenatal & postnatal care covered 100 percent, delivery covered at the designated maternity benefit level.
- When the dependent child gives birth, the baby’s (employee’s grandchild) is not eligible for coverage under our medical plan. The only exception is if the employee legally adopts the baby.
- Aetna’s online portal offers access to your ID cards, claim information, where you are in meeting your deductible, etc. More information about the online portal will be available prior to January 1.

A Note about Arkansas and Vermont
• If there is an emergency while you are visiting Arkansas or Vermont, it is best to contact your provider in the home state. They will be able to provide care and send you home.
• When the dependent child gives birth, the baby (employee’s grandchild) is not eligible for coverage under our medical plan. The only exception is if the employee legally adopts the baby.
• Prenatal & postnatal care covered 100 percent, delivery covered at the designated maternity benefit level.
• There is no longer a copay for visiting the Emergency Room. Each visit will be the same copay no matter if the employee legally adopts the baby.

Get the Most Out of Your Medical Plan
• WakeMed is transitioning to Aetna for our medical plan for 2017. Here are some things you should know to be prepared for the transition:
  • Keep an eye on your mailbox: Aetna ID cards will be mailed to employee home addresses (as listed in Lawson) in mid-December. OptumRx began mailing prescription drug cards to home addresses in November. Please watch for your ID cards, and remember that the medical plan (Aetna) ID card will be separate from the prescription drug (OptumRx).

• Keep online: Aetna’s online portal offers access to your ID cards, claim information, where you are in meeting your deductible, etc. More information about the online portal will be available prior to January 1.

Time is Running Out to Spend Flexible Spending Account Funds
The end of the year is just around the corner, which means time is running out to use your Flexible Spending Account (FSA) funds for 2016. Unused money in your Health Care FSA between $5 and $500 will roll over to 2017, but any unused funds less than $5 or over $500 will be forfeited. If you have an FSA, please take a few minutes to check your account balance online at www.connectyourcare.com. If you have over $500 remaining, there are some things to keep in mind:
  • The deadline for eligible services is December 31, 2016.
  • Provide any requested substantiation documentation so it will be resolved promptly.
  • File any outstanding reimbursement requests you may have.
  • You will have until March 31, 2017, to file any claims incurred in 2016.
  • Funds up to $500 remaining in your Health Care FSA will roll over into your 2017 Health Care FSA account by mid-April.
  • Dependental Care FSAs are only for child or adult day care related expenses.

In addition to copays, coinsurance and deductibles, you can use your FSA for a number of out-of-pocket costs for yourself or any immediate family members (even if they are not covered by our medical plan). You can also use your FSA to pay for select over-the-counter medical supplies and equipment, such as crutches, bandages, blood sugar test kits and more, when you have a valid order from your physician. A detailed list is available on the Financial Resources page of the WakeMedWeb. If you have any questions, call ConnectYourCare at 1-877-559-1143.

WakeMed Partners with The Blood Connection
On an average day, WakeMed uses over 50 units of blood products (including red blood cells, platelets, plasma and cryoprecipitate) – which adds up to more than 18,000 units per year! To improve efficiency and save money on this valuable resource, this October, we changed our primary blood product vendor from The Red Cross to The Blood Connection. Headquartered near Greenville, S.C., The Blood Connection is the largest independently managed, non-profit community blood center in the region. The company had been WakeMed’s secondary blood product provider for several years and making them our primary provider will save approximately $400,000 per year.

Because The Blood Connection headquarters are several hours away, they are supplying us with 50 percent more blood products than we need so we can be well prepared to respond to any emergent situation that may arise. The Blood Connection is also helping us reduce the need to discard blood products – particularly platelets, which have a shelf life of just five days. Formerly, expired platelets had to be thrown away, which cost us over $100,000 per year. Now The Blood Collection will pick up platelets that are a couple days old and replace them with fresh ones at no additional charge. The returned platelets are then redistributed to other hospitals for use – helping other patients who need them and maximizing the donation of this valuable resource.

“Our Supply Chain team, as well as Socius Health Solutions, were very instrumental in making this partnership come together,” said Christine Willings, MD, (Raleigh Pathology Laboratory Associates). “A lot of effort went into the transition, from preparing to store the additional blood products to developing a return process for the unused products. Things have gone smoothly thus far and we look forward to building this partnership with The Blood Connection.”

WakeMed hosted Veterans Day recognition ceremonies on Friday, November 11, to honor all WakeMed employees, physicians and volunteers who are veterans or currently serving in the U.S. Armed Forces. The Raleigh Campus ceremony included special remarks from Donald Gintzig, president & CEO, and a keynote address from Osi Udekwu, MD, medical director (Trauma Services), who currently serves as the CATC coordinator at the 113 DC Air National Guard, Joint Base Andrews. The WakeMed Color Guard presented the colors and Shevonene Carter (Respiratory Care Services) sang the National Anthem. Lill Galphin (Spiritual Care Services) offered an invocation and Seth Blanchard (Clinical Engineering) read the President’s Proclamation. Tom Gough, senior vice president and administrator – Cary Hospital, and Sheri DeShazo, RN, senior vice president and administrator – WakeMed North spoke at the services at their respective facilities, which also included invocations by Spiritual Care’s Tom Trochum (Cary) and Patricia Cook (North), a song and the reading of the President’s Proclamation.

Save the Date: Upcoming Blood Drives
WakeMed and The Blood Connection are partnering to host blood drives at all three of WakeMed’s hospitals this January. Additional details and sign-up information will be shared in the coming weeks – check the WakeMed Weekly to learn more!

• Thursday, January 12 – Raleigh Campus
• Friday, January 13 – Cary Hospital & WakeMed North
When Hurricane Matthew stormed through North Carolina in October, leaving widespread power outages, wind damage and flooding behind, the CapRAC State Medical Assistance Team (SMAT-800) which is based out of WakeMed, was dispatched to staff the medical support shelter housed in the O’Berry Neuro Medical Treatment Center in Goldsboro. The doctors, nurses, paramedics, emergency medical technicians (EMTs), respiratory therapists and other support staff on the team worked nonstop to ensure that shelter residents remained as comfortable as possible.

“We received the mission with a short window to mobilize our team and many WakeMed employees offered to help. It was not only the employees who volunteered to work in the medical shelter, but also those in clinical departments who adjusted their schedules and support services, like MD, who quickly filled our just-as-needed requests for supplies,” commented the Hill manager, ESI & Special Operations. “The success of our regional SMAT depends on the support of volunteers and a strong lead hospital and, once again, the WakeMed team showed that we are committed to caring for our community.”

In total, 23 WakeMed employees – which included 18 volunteers plus five employees who work in the Emergency Services Institute or for CapRAC – worked at the shelter over a period of 13 days. SMAT-800 provided care for patients discharged from Wayne Community Hospital but required nursing care as well as community members whose home health services had been suspended during the storm and evacuees who needed medical assistance. “It was so rewarding to help a group of people who were in need and really appreciated what we did for them,” commented Tonya Diseorsbo, RN, clinical educator/supervisor (Neuro ICU), who spent four days volunteering. “As a first-time volunteer, I really appreciated the structure that was in place. There is a very effective chain of command, so you can jump right in and do your job effectively.”

CapRAC’s SMAT team is made up of volunteers with medical or non-medical backgrounds who wish to assist during public health emergencies or disasters that impact the health care infrastructure of a community. If you are interested in becoming part of this team, visit www.ServNC.org to create your volunteer profile and sign up for training. To learn more, contact Janis Brown at ext. 06265, or email Janisbrown@wakemed.org.

Management Updates

Matthew Nathan, MD, Named Senior Vice President, WakeMed Physician Practices

After joining WakeMed this fall as interim administrator of the Raleigh Campus, Matthew Nathan, MD, is transitioning to senior vice president, WakeMed Physician Practices, this month. In this role, he will work in a dyad partnership with Dr. Calvin Knap, senior vice president, Ambulatory Services & Physician Operations, to drive the strategic performance, operations and growth of WakeMed Physician Practices. Dr. Nathan brings more than 30 years of clinical and operational leadership experience in health care, most recently serving as the Surgeon General and Chief of the Navy’s Bureau of Medicine and Surgery in Washington, D.C. He earned his medical degree from the Medical College of Georgia. He also holds a master’s of science from the Industrial College of the Armed Forces and a bachelor’s degree from the Georgia Institute of Technology. He is board-certified and holds fellow status in the American College of Physicians and the American College of Healthcare Executives.

Kim Yelton Named Director of Revenue Integrity

Kim Yelton, Coding & CDI manager, has been named WakeMed’s director of revenue integrity. Yelton originally joined WakeMed in 2003 with Patient Financial Services and later transitioned to Health Information Management. She departed the organization in 2013, returning in 2015. In her new role, Yelton will be responsible for maximizing gross revenue capture across WakeMed system. She will serve as the chief liaison between revenue cycle leaders to drive financial improvement.

Comings & Goings

WPP – Neonatology welcomes Megan Casey, NP, and Ellen Ford, NP.

Emergency Department – WakeMed North welcomes Morgan Soper, NAI; Elaine Mosley, RN; Kerri Gottchall, RN; Andrew Htai, RN; and Julia Kern, RN.

CICU welcomes Kimberly Broadwell, RN, Laura Remsen, RN; and Ann N’Goran, RN.

Surgical Services – Raleigh Campus welcomes Donna Gunter, RN, and Tiffany Mitchell.

GC welcomes Brittany Broadwell, RN, Laura Remsen, RN; and Ann N’Goran, RN.

Surgical Services – WakeMed North welcomes Morgan Soper, NAI; Elaine Mosley, RN; Kerri Gottchall, RN; Andrew Htai, RN; and Julia Kern, RN.

CICU welcomes Kimberly Broadwell, RN, Laura Remsen, RN; and Ann N’Goran, RN.

The Clinical Administrators welcome Melanie Pellow, RN; Erin McCarthy, RN; and Ginny Ingersoll, RN.

Heart Center Administration welcomes Shavonne Williams, RN, and Mary England.

ICD and 1D Clinical Evaluation Areas welcome Randi Jones, BSN, RN; Malary McDuffie; Shellynn McNell; Earl Sheppard; Erica Griffin; Priscilla Clark; Peris Sills, RN; Jermaine Cotton; Josephine Omega, RN; and Megan Ford.

Pathology welcomes Julia Dugger.

Surgical Services – Endoscopy welcomes Grayson Moore, RN, and Tiffany Mitchell.

Patient Care Management welcomes Gracie Malkoch, RN.

Staffing Resources welcomes Sharon McDonald, BSN, RN.

Additions & Attachments

Alicia Thompson (Emergency Department – Brier Creek Healthplex) and husband Brent Pearley welcomed son Brenton Miles Pearley on July 25. Erica Miller, RN (Emergency Department – WakeMed North) married Alex King on October 14.

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).

Josh Mitchell (Therapy Services Supplemental Pool) and Sharlin Powe (Environmental Services) both demonstrated outstanding awareness of their surroundings that — when combined — led to a Good Catch for a WakeMed patient. Josh was heading home from work when saw a man walking down New Bern Ave. who looked like a patient being treated on 2C. Josh contacted the hospital and shared what he had seen. When the missing patient status was confirmed, overhead pages notified Raleigh Campus staff of the patient’s description. Sharlin heard the description and later, on her way home from work, saw a man matching the description of the missing patient getting in a vehicle. Sharlin contacted Campus Police and followed the car for more than 20 miles to keep track of the patient. When the car stopped in a parking lot, Sharlin waited with the patient until Campus Police arrived to transport him safely to WakeMed.
Meet the NEW Metrics

The WakeMed Board of Directors recently approved revised metrics that we will use to track progress toward our 10 Aspirational Goals for Fiscal Year 2017. Some of these metrics are the same as those that were set when our strategic plan was introduced in 2015, but many are new. The metrics were chosen because they are specific and measurable and can be reported on regularly – many of them are reported monthly, though some are quarterly or annually.

It is important for all staff to be familiar with these metrics as they will provide a framework for specific, department-level tactics and policies. An overview of the metrics – and how we are currently performing – is below, but we encourage you to speak to your manager about these metrics and learn what initiatives are ongoing in your area to support them.

<table>
<thead>
<tr>
<th>Aspirational Goal</th>
<th>Metric</th>
<th>2017 Goals*</th>
<th>Current Results</th>
<th>Improves Going</th>
<th>Goal Reached</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value Leader</td>
<td>Total operating expense per adjusted discharge</td>
<td>$11,145</td>
<td>$11,451</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medicare readmission rate for acute myocardial infarction (AMI)</td>
<td>11%</td>
<td>3.28%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Medicare readmission rate for total joint replacement (hip and knee)</td>
<td>2%</td>
<td>1.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Top 10 – Quality</td>
<td>Leapfrog Group Scores</td>
<td>Raleigh at an A</td>
<td>Raleigh at an A</td>
<td></td>
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<tr>
<td></td>
<td>Cary at A</td>
<td>Cary at A</td>
<td></td>
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<tr>
<td></td>
<td>Reported serious preventable events (cumulative for the fiscal year)</td>
<td>0</td>
<td>31</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>CAUTI cases (cumulative for the fiscal year)</td>
<td>39</td>
<td>77</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>CLABSI cases (cumulative for the fiscal year)</td>
<td>26</td>
<td>52</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culture of Safety</td>
<td>Level of Safety rated “Excellent” on PRC survey*</td>
<td>61%</td>
<td>39.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Reported patient falls</td>
<td>425</td>
<td>849</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Lost work days due to workplace injury</td>
<td>90</td>
<td>2</td>
<td></td>
<td></td>
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<tr>
<td>Extraordinary Team</td>
<td>Employer of Choice percentile ranking on employee engagement surveys</td>
<td>92nd non-MD</td>
<td>91.6th non-MD</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>80th MD</td>
<td>80.9th MD</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Staff turnover rate</td>
<td>11%</td>
<td>13.17%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthy Community</td>
<td>Annual savings tied to Community Case Management program</td>
<td>$1,500,000</td>
<td>$1,509,624</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Percent of deliveries via C-section</td>
<td>23.9%</td>
<td>21.97%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wake Way</td>
<td>Willingness to Recommend rated “Excellent” on PRC survey*</td>
<td>63%</td>
<td>50.1%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quality of Doctor rated “Excellent” on PRC survey*</td>
<td>65%</td>
<td>47.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Departments earning PRC 5-Star Awards</td>
<td>10</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Innovation</td>
<td>Employees involved in WW2E work</td>
<td>400</td>
<td>408</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Investment in external ventures that support our mission</td>
<td>$419,980</td>
<td>$397,980</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Staff provided formal training in the WW2E tenets and behaviors</td>
<td>70</td>
<td>68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preferred Partner</td>
<td>Monthly cash donations to non-profits that support our mission</td>
<td>$8,500</td>
<td>$10,394</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MDs/APPs who state on engagement survey that administration listens to them</td>
<td>75%</td>
<td>68.5%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WakeMed staff on community Board of Directors</td>
<td>95</td>
<td>95</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Monthly donations to WakeMed Foundation</td>
<td>$145,000</td>
<td>$414,913</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Primary care provider market share</td>
<td>28%</td>
<td>26.43%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Health</td>
<td>Operating cash flow margin</td>
<td>11%</td>
<td>8.51%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Cash to total debt ratio</td>
<td>110%</td>
<td>111.05%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Operating revenue per adjusted discharges</td>
<td>$11,753</td>
<td>$12,516</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Highest Ethics &amp; Standards</td>
<td>Ethical employer rating on employee engagement surveys</td>
<td>79% non-MD</td>
<td>79.64% non-MD</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>75% MD</td>
<td>84.93% MD</td>
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*Percentile ranking is determined by comparing WakeMed patient responses to other PRC client patient responses.
+ Goals as of October 1, 2016, and subject to change based on current trends.

WakeMed sponsored the Health Zone at the annual SAS Championship in October, offering blood pressure and cholesterol tests, flu shots, health education games and more. Thanks to our volunteers and the Corporate & Community Health team for making this such a successful event!

WakeMed's Outpatient Rehab team was full of feeling this Halloween – dressing as a bunch of emojis!

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Team WakeMed had a strong presence at the Triangle Heart Walk in October. Thanks to everyone who participated!
One Year!

365 Days of Magnet Excellence

On Tuesday, October 16, WakeMed celebrated the one-year anniversary of our first Magnet designation. As we gathered to remember the joy and pride this event commemorated, we were reminded that the journey to Magnet-worthy excellence is ongoing and the bar for that achievement is set ever higher. Magnet excellence is largely determined by comparing our outcome metrics (patient, nurse, practice environment, community) to those from other health care organizations internationally. This lofty achievement is based on very real results: no wonder there are only 444 Magnet organizations in the world!

Magnet Conference

In October, WakeMed nurses were able to attend the 2016 ANCC National Magnet Conference in Orlando, Florida. While the conference was abruptly shortened due to Hurricane Matthew, not even the storm could dampen our enthusiasm. This year’s conference theme was “Magnet: Empowering Nurses to Transform Health Care” and it was a great opportunity to interact with nurses from other Magnet-designated health systems as well as listen to internationally-acclaimed motivational speakers. A great big thank you to The Volunteers at WakeMed Cary Hospital and the WakeMed Foundation for providing travel funds for our clinical nurses to attend the conference. Stay tuned to hear more from the nurses who attended when they present at Nursing Grand Rounds throughout 2017.

Speaking of Nursing: A Note from Our CNO

What an exciting year it has been for WakeMed nurses. During this, our first year as a Magnet-designated health system, we continued our collaborative and innovative efforts aimed at providing the highest quality of care for our patients, families and the community we serve. Some examples of this work include the launch of our Take 5 program, the innovative and nationally-recognized standard of care for our pediatric behavioral health patients, reductions in hospital falls and infections, and our always stellar pressure ulcer results.

Also new this year was the system-wide adoption of a new clinical competency model and our Nursing Professional Development Program (NPDP), both of which were designed by, and will be monitored by, nurses from all levels of practice.

These and many other achievements are highlighted in this year’s Division of Nursing Annual Report, which is now available online and in hard copy. Please take a moment to review the Annual Report and get inspired as you see all that we’ve accomplished by working together across practice settings and disciplines. We continue to set a new standard of excellence in nursing care and caring... and for that I remain so grateful and proud to be your colleague and a WakeMed nurse!

Now Available!

Read a copy of the 2016 WakeMed Nursing Annual Report to learn about the Division of Nursing’s successes from 2016! You can access the report on the WakeMedWeb from the Nursing Administration page.
Congratulations to Pauline Stillman, RN, manager (SA MIC) who was awarded the prestigious WakeMed Nursing Leadership Award in November. The award is given periodically to nurse leaders who demonstrate outstanding leadership achievement. Stillman received the award for her integral part in leading several successful patient outcome initiatives including Take 5, Structured Interdisciplinary Rounds (SIBR), Central Line Maintenance Bundle and more.

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The Stars Come Out At Night!
WakeMed’s Night Shift Council held their first meeting in October. Forty-seven staff members representing all three hospitals and a wide range of services – including Pharmacy, Respiratory Therapy, Environmental Services, Campus Police, Mobile Critical Care and nursing – attended the meeting.

Excellent Engagement
More than 88 percent of WakeMed clinical nurses (2,688) completed the 2016 WakeMed Nursing Engagement Survey this past spring. The results revealed that WakeMed nurses are more “engaged” and “content” than the Advisory Board’s national benchmark, which surveys over 850,000 nurses. WakeMed nurses outperformed the national benchmark in six categories that Magnet deems reflective of a healthy work environment where nurses can perform at their best.

Learning and Growing!
Once again, we exceeded our goals for the number of WakeMed nurses earning higher education degrees and specialty certification. Way to go!

Higher Education (bachelor’s degree in nursing or higher)
• End of Fiscal Year 2016: 65 percent
• Fiscal Year 2017 Goal: 67.62 percent

National Certification
• End of Fiscal Year 2016: 34 percent
• Fiscal Year 2017 Goal: 37.45 percent

WakeMed is proud to support nurses interested in pursuing additional nursing degrees or in attaining national certification. Tuition and certification reimbursement, Success Pays and the Helton Awardee Program are just a few options available to you. Visit the WakeMedWeb to learn more.

Revised Shared Decision-Making Structure
WakeMed’s Shared Decision-Making structure was recently revised to better meet the evolving work and interests of WakeMed nurses. The original model was implemented more than four years ago and 2016 provided us the opportunity to look at how well the model reflected the work of nursing and make revisions as needed. Some of the changes include:
• Transition the Informatics Committee to a Council with an expanded focus on interdisciplinary practice
• Added an inter-professional restraint committee under the Nursing Quality Council
• The Education Council was renamed the Professional Development Council to more accurately reflect their work and outcomes
• The Practice Council expanded the CAUTI reporting structure and added a Pain Committee.

YOU are important to us! Reach out to any of your council chairs for more information.

Celebrating Nursing Excellence

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Holiday Socials & Year-End Thank You Celebrations

Please join us for a holiday meal as we celebrate our many accomplishments from 2016, meet new members of our leadership team and share in holiday cheer throughout WakeMed!

Visit the WakeMedWeb to see the schedule!

Don't forget to share your holiday photos!
If you have photos of your department or units celebrating the holidays, send them to microscope@wakemed.org to be considered for the January issue.

Stay Informed this Winter with

WMAlerts is an employee alert program that uses text messages and Twitter to keep you informed during inclement weather. You do not need a Twitter account to sign up. To join and receive text updates from WMAlerts (message and data rates may apply):

• Text “Follow WMAlerts” to 40404.
• You will receive a text message (from 40404) when WMAlerts posts an update.
• To unsubscribe, text “Stop” to 40404 at any time.
If you are on Twitter, you can also follow WMAlerts to get updates that way.

WMAlerts is managed by Public Relations and is different from eNotify. All information shared on WMAlerts will also be sent via email, but this is a great way to stay informed when you’re on the go or away from a computer.

CALENDAR OF EVENTS

$5 Jewelry Sale
Monday, December 19
Raleigh Campus, Andrews Center
7 am to 4:30 pm

Aromatherapy: Ancient Wisdom for Modern Times
February 17-19, 2017
Cary Conference Center
Cost: $425 for early registration; $450 within three weeks of class. Please visit www.ishaheraling.com to register or email DCox@wakemed.org for details.

ORGANIZATIONAL DEVELOPMENT
EAP: Releasing Negativity: Altering Thinking for Stress Reduction – Tuesday, Dec. 20, 9 to 11:30 am, Andrews Center (Link Code=PDIAP-RN)
Communicating Effectively – Thursday, Jan. 5, 8:30 am to 12:30 pm, Medical Office Building, (Link Code=PODCOM)

EAP: Giving and Receiving Feedback – Friday, Jan. 20, 9 am to noon, Medical Office Building (Link Code=PDIAP-FB)
Impacting Others through Your Behavior – Wednesday, Jan. 25, 8:30 am to 12:30 pm, Medical Office Building (Link Code=PDDISC)

Wake AHEC
Commercial Driver Medical Examiner Training Course – Jan. 28, Cary Hospital

NURSING EDUCATION
Nursing Professional Book Series
• The Florence Prescription: Wednesday, January 4, 4 to 5 pm, conference call

• Lions and Tigers and Nurses: Monday, January 9, 2 to 3 pm, Cary Hospital, Conference Center
• The Other End of the Stethoscope: Wednesday, January 18, 9 to 10 pm, conference call
• Eat That Cookie: Monday, January 23, 11 am to noon, conference call
• A Charge Nurses’ Guide: Tuesday, January 24, 7:30 to 8:30 am, NED-B

The Medicine of Compassion – Monday, January 9, 8:30 to 11:30 am, NED C
AWHONN Module 1 “Preconceptation and Interconception Health” – Friday, January 13, 1 to 4 pm, NED-C

Looking at the Literature: Alcohol Withdrawal Syndrome – Saturday, January 14, 10:30 – 11:15 am, Cary Hospital, 3 West Conference Room