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

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

Kate Wilkes, Editor
WakeMed Employee, Photos

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WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

ADDRESS SERVICE REQUESTED

CALENDAR OF EVENTS

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.

Sterling, Purses & More Sale
Tuesday, April 11
7 am to 4 pm
Raleigh Campus, Andrews Center

Cardiovascular Care Symposium: Value Based Care and Clinical Advancement in the Evidence-Based Management of Cardiovascular Patients
March 4
Raleigh Convention Center
Featuring experts from WakeMed Heart & Vascular Physicians as well as guests from other organizations, this symposium will bring together ideas and innovations to achieve a dynamic model of care for managing the long-term cardiovascular patient in the community and hospital setting resulting in ideal outcomes for all.

Nursing Education
Patient Education 101
Thursday, March 30, 8:30 am to 12:30 pm, Raleigh Campus, NED-C (LL Code: NE014-17001)

SHINE Conference
March 30 & 31
Andrews Center
Registration and additional information at www.wakemed.org/SHINE-conference
Questions, contact Cindy Taylor at ext. 07282

2017 WakeMed Pediatric and Neonatal Conference
April 6 & 7
Andrews Center
Registration and additional information at www.wakemed.org/pediatric-neonatal-conference.
Questions, contact Heather Kindl at ext. 07484 or Kim Laurent at ext. 05075.

Wake AHEC
2017 NC Vascular Technologists Conference – March 4 & 5, Andrews Center
Adolescent Health Care & North Carolina Law – Live Webinar, March 16
Breastfeeding and Feminism International Conference 2017 – March 22-24, The Sheraton Chapel Hill Hotel, Chapel Hill
Advances in Surgery – The Primary Care Pearls: Movie Night with the Surgeons – March 25, Rex Surgical Specialists
Prenatal Alcohol Exposure - The Impact beyond Birth – Live Webinar, April 6

Organizational Development
Communicating Effectively – Thursday, March 2, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LL Code = PDCOM)
EAP: Giving and Receiving Feedback – Wednesday, March 29, 9 am to noon, Raleigh Campus, Andrews Conference Center (LL Code = PDEAP-FB)

Leadership Development
Leading at the Speed of Trust – Thursday, March 9, 8:30 am to 3:30 pm, Raleigh Campus, MOB

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

Advanced Trauma Life Support – March 9 & 10, Andrews Center
Advanced Trauma Care for Nurses – March 9 & 10, Andrews Center

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.
WakeMed and Duke Health have signed an agreement to create an innovative collaboration in the critically important area of cardiovascular disease. Known as Heart Care Plus+, the collaboration will help deliver highly coordinated cardiovascular care for patients throughout Wake County by providing more options, better access and convenience.

WakeMed and Duke spent two years evaluating opportunities for clinical collaboration with the goal of bringing together that by leveraging complementary strengths and resources would allow us to deliver a broader scope of services, greater value and more coordinated health care that neither WakeMed nor Duke could achieve alone. As Heart Care Plus+ gets underway, work is continuing to ensure the highest standard of care. The collaboration does not represent a merger, intention to merge, or any other overarching formal organizational affiliation between Duke and WakeMed.

Heart Care Plus+ — which includes all heart services delivered within WakeMed and Duke Health with a primary focus on Wake County — will operate as a fully integrated service line with leadership from both organizations. As the trusted, preferred provider of heart care in Wake County for more than 50 years, WakeMed will continue to offer high-quality services to patients at the Heart Center and our network of convenient WakeMed Heart & Vascular practice locations. Heart Care Plus+ will facilitate the sharing of best practices and evidence-based experience, as well as expedited screening and access to clinical trials through Duke Clinical Research Institute. When needed, patients will benefit from seamless access to highly-specialized surgical interventions and technologies (i.e. transplantation) at Duke.

“This is a very exciting and important development that we believe will further enhance patient care in Wake County,” explains Donald Gintzig, WakeMed president & CEO. “As health systems continue to focus on improving the care and value we deliver to our patients, working together can help us all achieve greater coordination of care and clinical quality. These collaborations support WakeMed’s mission and strategic plan — helping to improve the health and well-being of our community while clearly aligning with our 10 aspirational goals.”

Next Steps

With a signed agreement in place, work is now underway to bring both heart teams together and put operational teams in place. Updates will be shared regularly, so stay tuned!

WakeMed’s Joanna Burgess, BSN, RN, Ed Keating, BSN, RN, and Brian Klausner, MD, won Triangle Business Journal’s 2017 Health Care Heroes awards. They are among 19 honorees recognized as leaders in their field who have made significant contributions to health care.

Joanna Burgess, BSN, RN, CWOCCN

Thanks to Joanna Burgess, BSN, RN, patients who have an ostomy never have to feel alone. Burgess’s own ostomy journey began when she was just three years old and her personal experience helps her understand the ongoing needs that an ostomy patient faces. Burgess joined WakeMed as a specialized wound, ostomy and continence nurse in 2009 and helped establish WakeMed’s Ostomy Support Services in 2014. Today, Burgess continues to ensure that anyone needing to talk about their ostomy has an informed and compassionate resource available to them.

“When a person has to have an ostomy, people cannot imagine what it is going to be like. There is a lot of shame associated with it. I tell them I have an ostomy, and they can’t believe it. They immediately feel hope, and if I can teach them a way to change their perception, it can make all the difference,” she says.

Ed Keating, BSN, RN

Every year, WakeMed’s Children’s Emergency Department cares for hundreds of pediatric patients in mental, emotional or behavioral health crisis. These patients have an advocate and ally in Ed Keating, BSN, RN, who until recently managed the Children’s ED and now manages the ED at North. Keating has worked tirelessly to raise awareness for children with mental illness and develop services that better meet the needs of this vulnerable population, presenting at conferences across the country. His efforts laid the groundwork for creating WakeMed’s first pediatric inpatient psychiatric holding unit, which opened last year.

“Children have a right to feel safe, respected, have personal boundaries protected, receive reliable and consistent responses, and to develop trust with staff,” he says. Today, instead of spending days in the Children’s ED, these children and their families have access to a private room with a bathroom, a group play area and the chance to be involved in their daily schedule.

Brian Klausner, MD

Brian Klausner, MD, has spent his career advocating for patients and driving quality improvement. In addition to working as a primary care physician, Dr. Klausner serves as medical director for WakeMed’s Community Care Management program, which works to improve the health of uninsured and homeless patient populations. As medical director, he drives collaboration with community partners to ensure patients are connected with a medical home and get the resources they need, whether it is blood pressure medication, counseling, housing or legal assistance. Dr. Klausner also serves as medical director of WakeMed Key Community Care, where he advocates for enhancing the quality and coordination of care while reducing costs.

Raleigh Campus became Wake County’s first certified stroke program in 2006 and has maintained this certification ever since. Cary Hospital has maintained Primary Stroke Certification since 2008. Both programs are evaluated every two years to ensure they continue to meet the high standards set by The Joint Commission and the American Heart Association/American Stroke Association.
WakeMed Goes Red – WakeMed staff proudly wore red on Friday, February 3, as part of National Wear Red Day to raise awareness of heart disease and stroke.

Volunteer Ahmad Odeh is one of 14 students from the Health Career Academy at Athens Drive High School who visit patients at Raleigh Campus and Cary Hospital to educate and register them for WakeMed MyChart. Since the program began in November, the volunteers have helped sign up more than 150 patients – including Stanley Hagins, pictured – for our online patient portal.

At the annual Go Red for Women day at Crabtree Valley Mall on February 4, WakeMed provided health screenings and education. Pictured right, Kimberly Elks (Stroke Coordinator) educated shoppers about signs of stroke. Far right, Dr. Padma Hari (WakeMed Heart & Vascular Physicians) answered heart-health questions from the audience during a Q&A emceed by WTVD’s Angela Blanford (right).

Spa services are now available for inpatients at WakeMed North. We have partnered with Skin Sense to provide a range of in-room services – from facials to massages to manicures and more – for our patients to enjoy.

Tony McGrady (Environmental Services) shows Coleen Athey, director (EVS) how to operate the department’s new, self-propelled floor sweeper (a.k.a. “The Lawnmower”), which helps keep our floors shining without exhausting the driver!

WakeMed partnered with 99.9 FM The Fan to encourage people to Live Life Young at Heart this February with daily heart-healthy tips and community events at our healthplexes. Featuring health screenings, learn CPR stations, meet & greets with our physicians, kids crafts and more, the events offered something to keep everyone young at heart!
WakeMed Adopts a Fair & Just Culture

In an effort to support our Wake Way Behaviors and ensure an environment that puts our patients and their families at the center of all we do, WakeMed is adopting a Fair & Just Culture model this year.

Fair & Just Culture is based on the idea that an organization and staff share responsibility for errors and mistakes and that learning and accountability should be emphasized over blame and punishment. The Fair & Just Culture model we are using was developed by the N.C. Quality Center and builds on our cornerstones of Respect for People and Commitment & Accountability.

A key component of Fair & Just Culture is the use of a standard algorithm that will help us formalize and standardize the way we think about errors, adverse events and employee behavior. The algorithm is a step-by-step guide to help leaders and employees determine the cause of any negative event – from a patient safety error to employee behavior issues – and determine the next steps needed to prevent a recurrence. “Having a Fair & Just Culture will better equip us to approach any unexpected or corrective event in a consistent, fair way that supports accountability from both leaders and employees. The algorithm is a guide for handling and redirecting behaviors that are in conflict with the Wake Way,” commented Susan McFarland, manager (Employee Relations).

Fair & Just Culture is also being implemented as the Peer Review tool for the WakeMed Medical Staffs. This work is well underway and should help us as an organization take a closer look at errors and promote accountability and sustained improvement in a positive way. “The Fair & Just Culture model promotes a non-punitive environment where open and honest dialogue is accepted – and expected. This is a significant step in creating better systems that put patient safety first, reduce human errors and encourage accountability from all providers and staff,” commented Seth Brody, MD, MPH, executive medical director, WakeMed North, who was the physician champion of this effort.

WakeMed supervisors and managers will be attending Fair & Just Culture training this spring and then will be putting the algorithm in action when addressing any issues that arise within their teams.

UNDERSTANDING SOCIAL SECURITY
Presented by VALIC

When it comes to maximizing your retirement income, choosing when to start Social Security payments may be one of the most important decisions you can make and could mean the difference between getting 132 percent of your benefits, or only 70 percent!

This educational seminar will help you understand:
• When may be the best time to start taking Social Security benefits
• How to capitalize on benefits you may be entitled to based on you and your spouse’s earnings.
• Benefits for divorced spouses
• How to build an effective income bridge to help All WakeMed employees and spouses are eligible to attend these free seminars.

Registration is required and seating is limited. Contact Mike Jackson in Human Resources at mjkjackson@wakemed.org or ext. 06904.

Raleigh Campus
Wednesday, March 15
11:30 am to 12:15 pm

Cary Hospital
Tuesday, March 21
11:30 am to 12:15 pm

ENHANCEMENTS TO EMPLOYEE ASSISTANCE PROGRAM

WakeMed’s EAP provider, Frank Horton & Associates (FHA), has recently partnered with BHS to strengthen and expand the services available to WakeMed employees. The EAP offers a variety of confidential and free support services to help you be successful personally and professionally – from managing difficult work situations to dealing with change or balancing family and home life. With the new partnership, WakeMed employees will have even greater access to services including:
• 24 hour access to in-house support through counselors, trainers and well-being providers
• Comprehensive online portal with webinars, program information and an online resource library. To access the portal, visit www.bhsonline.com (user name: WakeMed)
• Weekly wellness-related newsletters (shared in the WakeMed Weekly and accessible in the online portal)

The contact number will remain the same and the FHA team will still be available and accessible by phone and will provide on-site training and crisis response services to WakeMed. To learn more about the EAP and services available, call 1-800-326-3864.

COLD & FLU – ‘tis the season!

If you or your family are feeling under the weather, remember that WPP – Employee Health & Wellness provides primary and urgent care for WakeMed employees and dependents age 6 and up. The practice is conveniently located on the Raleigh Campus in the Andrews Center, and video visits are available for staff and dependents who work off-site and want convenient access! To schedule an appointment, call 919-350-8284 or schedule via MyChart.

Suspect Sepsis. Save a Life.

700 deaths a day.

That’s what sepsis causes in the United States. It’s shocking. However, survival rates increase dramatically when patients get the right, evidence-based treatment within the first three hours after they are admitted to the hospital.

The WakeMed Sepsis Task Force is hard at work educating staff and physicians about how to identify sepsis and use the evidence-based bundle. The prevalence of sepsis, its high mortality rates and its heavy costs to hospitals have made this a priority for WakeMed. In addition, the Centers for Medicare & Medicaid Services released a new core measure called SEP-1. WakeMed has been reporting our performance on SEP-1 for more than a year. “It is important for all of us – clinical and non-clinical employees alike – to know the signs and symptoms of sepsis, because – just like stroke and heart attack – the faster you get treatment, the better your chances of survival," says Jennifer Elliott, RN, Sepsis Task Force chair.

What is Sepsis?

Sepsis is the body’s abnormal response to infection. The body responds to infection by essentially attacking itself, which can lead to tissue damage, organ failure and even death. Any infection can lead to sepsis, however it is often associated with infections of the lungs (pneumonia), urinary tract, skin and gut.

Sepsis is extremely serious and requires the right treatment right away.

Know the Symptoms

It is important to know the symptoms of sepsis so testing and treatment can be started right away. People who have sepsis may have one, some or all of the following symptoms:
• Fever, shivering, feeling very cold
• Extreme discomfort
• Clammy, sweaty skin
• Confusion/disorientation
• Short of breath
• High heart rate

Depending on where the infection is, symptoms may also accompany diarrhea, vomiting, sore throat, painful urination and other issues.

If you suspect you or someone you know has sepsis, don’t wait. Go to the hospital immediately or call 911 for assistance.

A fast response can save a life.

CAUTI-Free on 5C!

Congratulations to the entire team on 5C Medicine for going three full years without a CAUTI! CAUTIs – or catheter-associated urinary tract infection – are one of the most commonly reported healthcare-associated infections and we are working hard system-wide to reduce their frequency. Manager Brigt Piercy, RN, attributes this accomplishment to the engagement of staff. “Every single member of this team from clinical secretary to nursing assistant to nurse are engaged, invested, and committed to the process. We discuss all our quality indicators each shift during our shift huddles, which keeps the focus in the front of our minds.” Congratulations team – and keep up the great work!
Surgical Services Studies Scheduling

Surgical Services improve In-Room Efficiency

Many patients leave the hospital without a scheduled follow-up appointment, which leads to delays, lost appointments, patient frustration and reduced revenue. In November, the WPP value stream took a close look at this area of opportunity with a goal of improving the patient experience. Key successes include reducing the time to schedule a follow-up (from referral order placement in Epic until the appointment is scheduled) from 311 hours to 4.5 hours during the week and maintained at 35 hours after 60 days. They also reduced the percent of referrals placed incorrectly in Epic from 75 percent to just 12 percent during the week.

When a patient comes into the operating room, there are commonly delays before the first surgical incision is made. Often caused by missing equipment and missed communication about room readiness and patient status, these delays can snowball and set the whole day behind. In January, Surgical Services worked on improving this transition, primarily through developing the standard work. They created new tools – including a case description tool and a revised case needs list – to boost efficiency and thanks to a new, standardized, workflow for letting team members know when to report to the OR, the team now arrives within five minutes of the patient – a huge improvement over the past.

Don’t Forget Your Biometric Screening

Biometric Screenings are Ongoing through April 4

Things to remember:
• Know the time and location of your screening and bring your ID badge.
• Allow approximately 20 minutes, start to finish.
• The screening includes height, weight, waist circumference, blood pressure and a basic lipid panel (cholesterol) with blood glucose.
• Employees may bring current blood work results to the screening (to use, it must have been conducted after January 1, 2017, and must include full lipid panel and a total glucose).
• The cholesterol screening requires fasting for a minimum of eight hours unless prohibited for medical reasons.

Screening results will be posted to WakeMed MyChart. Remember, you must meet a certain level on each standard in order to receive the reward. If you do not meet the standards, you can complete an alternate standard requirement to make up points. More details about alternate standards will be shared next month. To change your appointment, call 919-350-7000. Questions? Contact Bob Nelson, ext. 06903.

A NEW SOLUTION FOR INCIDENT REPORTING

RL Solutions will be used for incident reporting and data management as well as for tracking patient complaints and grievances. The new program offers a number of improvements over our previous incident reporting system (3M), including:
• Ability to upload and store documents within the system
• Improved data tracking and trending at the department and system level
• Customizable, automated reporting functions
• Seamless integration with Epic to pull data and information into report forms

“Patient safety is a shared responsibility and something we all play a key role in. Understanding where our opportunities for improvement lie and preventing errors from occurring is critical. RL Solutions will support these efforts by making it easier for employees to report patient safety incidents and better equipping us to follow through on root-cause analysis and track trends over time,” commented West Paul, MD, PhD, senior vice president & chief quality officer.

RL Solutions should be used for confidential reporting of Good Catches as well as injuries, compliments, complaints, property damage or loss, clinical policy violations, and overall safety issues as outlined in the Incident/Occurrence Reports policy. Employees may also call the confidential compliance helpline at 1-800-379-0279 to anonymously report any incidents or concerns. To ensure all patient safety concerns are appropriately addressed, RL Solutions will prompt employees to assign a color rating based on the harm scale (pictured, above) for every incident they enter. The rating will be used to assign priority to events and ensure that a root-cause analysis is conducted on all events that are considered Serious Safety Events.

RL Solutions can be accessed through the WakeMedWeb (on the homepage and What’s Online). With questions, contact Lisa Bennett at lxbennett@wakemed.org.

UPDATE

WKCC Rejoins Medicare Shared Savings Program

WakeMed Key Community Care (WKCC) has been selected to rejoin the CMS Medicare Shared Savings Program. The 480 accountable care organizations (ACOs) participating in the program voluntarily work with Medicare to provide high-quality services to Medicare Fee-for-Service beneficiaries. Participating ACOs have the opportunity to receive a portion of the Medicare savings generated from lowering the growth in health care costs as long as they also meet standards for high quality care.

Since ACOs first began participating in the Shared Savings Program in early 2012, thousands of health care providers have signed on to participate in the program, working together to provide better care to Medicare beneficiaries.

WKCC is a collaboration between WakeMed Health & Hospitals and Key Physicians that provides patients with access to more than 950 community physicians. The partnership is designed to ensure that patients, especially the chronically ill, get the right care at the right time at the right level, while avoiding unnecessary duplication of services and preventing medical errors.

DEADLINE EXTENDED
for the Pyramid Society Award!

Nominations of March 17 for the Pyramid Society Award!

Do you know someone who goes the extra mile and always puts our patients and families first? Nominate them for WakeMed’s highest honor – the Pyramid Society Award!

To learn more and to complete the nomination form, visit the WakeMedWeb. All nominations received by March 17 will be considered for the 2017 awards cycle.

PREVENTION 

Patient Safety 

Optimizing Process to Improve Efficiency

• Seamless integration with Epic to pull data and information into report forms
• Improved data tracking and trending at the department and system level
• Ability to upload and store documents within the system
• Customizable, automated reporting functions
• Seamless integration with Epic to pull data and information into report forms

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Welcome New Physicians

Mary Anne Dooley, MD
WPP – Rheumatology

Hemant Solomon, MD
WakeMed Heart & Vascular Physicians

Annie Pugh, MD
WPP – Hospit alists – Holly Hill Hospital

Welcome New Advanced Practice Providers

Alena Thomas, PA
WPP – Surgery & Trauma

Kimberly Nial, NP
WPP – Neonatology

Now Open! WakeMed Heart & Vascular Physicians – Apex

Apex Healthplex
Hemant Solomon, MD
J. Richard Daw, MD, FACC
120 Healthplex Way, Suite 210
Apex, NC 27502
Appointments: 919-662-5001