Enhancing the Patient & Family Experience

At WakeMed, the patient and family always come first – and for the department of Patient & Family Experience (PFE), that statement is especially true. Team leader Annie Brito, BSN, RN, recently expanded the PFE team to include two Patient Liaisons as well as two nurses who serve as Patient Relations Specialists. “Our role is to connect patients to the services and resources WakeMed provides that will help solve problems and ensure their needs are met,” commented Brito. “Adding nurses to the team has helped improve communication in many ways. They have the clinical background and knowledge needed to answer questions and be active partners with the care team and the patient.”

To improve visibility and access, they are opening an office in the Commons area at Raleigh Campus, across from the Gift Shop. Staffed Monday through Friday from 8:30 am to 5 pm, the PFE office will be open to patients and families who have compliments or concerns that cannot be resolved at the departmental level. The PFE team can also be reached by email at patientsexperience@wakemed.org. “We encourage and want to equip staff and leadership to provide on-the-spot resolution, and we know that can be difficult sometimes. That’s why PFE is here as a resource for both staff and patients,” explains Terri Veneziale, executive director, Patient, Family & Employee Experience.

The team is also working with staff to improve unit patient satisfaction scores. Building on a successful pilot conducted on 6B Orthopaedics & Oncology, they will be partnering with the enterprise PFE dyad partners and clinical areas to tackle a specific area (key driver), as identified in unit patient satisfaction data. The goal is to make a measurable difference in the patient experience and see it reflected in our patient satisfaction scores. “We are working hand in hand with unit councils to develop action plans, educate staff and monitor patients and staff members to ensure that the work is making a positive impact on patients,” explained Brito. This work is underway and expected to reach all clinical areas in 2017, watch for updates on the progress in Microscope and WakeMed Weekly.

Improving Connections with RAPIDCONNECT

Communication is critical for a busy care team – especially when it includes community physicians, hospital staff and hospital-based providers. Last year, WakeMed began implementing RapidConnect, a secure “app” that can be accessed through a WakeMed computer or mobile phone and allows care team members to communicate quickly and easily with providers without navigating complex on-call schedules, hospital operators or pages.

RapidConnect was piloted in the Children’s Hospital, Children’s Emergency Department and PICU last spring and is being implemented throughout the health system this winter. “In just a few months RapidConnect has really improved our ability to communicate reliably and efficiently, which is a huge benefit to providers, but most importantly to our patients,” commented Stephen Leinenweber, MD, executive medical director, WakeMed Children’s. “The referring providers I’ve spoken with have found it helpful in navigating our complex health system and coordinating patient care. As a physician, it provides me with an added level of security to know that information I send using RapidConnect is secure and HIPAA compliant. As with any new technology, it requires patience and needs to be continually optimized. MD interconnect has been very responsive to suggested improvements to the product.”

In preparation for the system-wide rollout, teams from WakeMed and RapidConnect have been working closely to pilot and test the product in small phases and the feedback thus far has been exceptional. Clinical secretary Patty Wilson (Emergency Department – Cary Hospital) began using RapidConnect in November and quickly found that it led to smoother and more efficient communication with providers inside and outside of the hospital. “RapidConnect has cut down on the number of repeat pages and calls I would normally make. It is HIPAA compliant, so I can include all the information doctors need and the best part is that I get a notification when my message is read, which takes the guesswork out of it,” she said. Wilson has also had success using RapidConnect to arrange routine patient placement and transfers, which has further streamlined her work.

What’s Next?

We will continue introducing RapidConnect throughout the system in a phased approach. Work continues to ensure RapidConnect can be integrated with our existing Voalte phone technology and we expect to complete this work and begin training staff in late February. To learn more about RapidConnect, visit http://www.mdinterconnect.com/ and stay tuned for additional updates as the roll-out continues.

The PFE Oversight Committee

The Patient & Family Experience Oversight Committee includes the PFE team, dyad partners from each WakeMed enterprise and representation from other areas, including Sanjay Premakumar, MD, WEPBA, and Oral Wise, First Impressions. The dyads are tasked with facilitating PFE work on an enterprise level and reporting back to the committee, which meets monthly to monitor data, look at trends and ensure that work is shared system-wide. To learn more about this team or find out about PFE work ongoing at your enterprise, talk to your dyad representatives:

- Raleigh Campus: Michael Contarino, MD, and Dianna Knight, RN
- Cary Hospital: Kristin Scraggs, MD, and Vicki Whitley, RN
- WakeMed North: Michele Benoit-Wilson, MD, and Jasmine Cross
- WPP & Ambulatory: Stephen Leinenweber, MD, and Jennifer Lee

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! The Pyramid Society Award has replaced the Circle of Excellence program and has an easier, more streamlined nomination process.

To learn more and to complete the nomination form, visit the WakeMed Web. All nominations received by February 28 will be considered for the 2017 awards cycle.

Thank You “SNOW” Much!

When winter weather hit earlier this month, thousands of employees from across the system worked tirelessly throughout the weekend to keep WakeMed operations running smoothly. Thank you to everyone who staffed our command centers, worked late and came in early, or spent the night away from home to ensure our patients at all facilities received the highest level of care. We appreciate and value your dedication to our patients and our mission!

While we hope the rest of the winter will be mild, it’s never too late to be prepared for the next snow storm. Some steps you can take today include:

- Review personal preparedness plans and assemble your work kits.
- Follow WMAlerts to receive text message updates from WakeMed (text “Follow WMAlerts” to 40404).
- Set up remote access so you can work from home if appropriate – visit access.wakemed.org to get started.
Cindy Boily, MIN, RN, senior vice president and chief nursing officer, has been named President of the NC Organization of Nurse Leaders.

Jane Creel, RN, (3A CVICU) was recognized by Wake Technical Community College School of Nursing for providing 360 hours of service as a preceptor to their students.

Emell Turner, BSN, RN, Rachelle Beavers, BSN, RN, Teena Chavis, BSN, RN, and Jenny Moretz, BSN, RN, (all of CTICU) earned cardiac surgery certification.

Jess Simpson, RN, (2E CVICU) became a certified EKG tech.

Patricia Richardson, NAC, (6C Surgery & Trauma) became a certified EKG tech.

Lucy Kagera (Patient Constant Observer Services) passed the licensed practical nurse (LPN) exam.

Jamie Scott, RN, Sherri Fetzer, RN, and Becky Poullott, RN, (all of the Emergency Department – Brier Creek Healthplex) obtained certification in emergency nursing (CEN).

Angier Hardy (Surgical Services) passed the certification exam for surgical technology.

Debra Medlin, RN, (Heart Failure Program) became a certified heart failure nurse (CHFN).

Laycee Wingfield, RN, Elizabeth Elliott, RN, and Casey Whitley, RN, (all of 6B) earned med/surg certification.

Jennifer Lahiff, RN, (all of Labor & Delivery).

Lori Johnson, RN, (both of 3B CVSIC); Yvonne Ricks, RN, (MICU) was preparing to administer an IV bag of phenylephrine for a patient when she noticed the medication was a different color than usual and that the bag had an auxiliary label. She did some investigating and perked back the patient specific phenylephrine label. Underneath was a nitratespine label, indicating that the medication had been mislabeled. Thanks to her keen eye, the error was caught in time and the patient received the correct medication.

Morgan Transport Process
When the unfortunate happens and a patient passes away, transport to the morgue was a complicated process that took two nurses a half hour to complete. The process was something like this: drop off paperwork and pick up a key at Pathology, retrieve a stretcher from the morgue, pick up the patient and return to the morgue, then take the patient back to Pathology. Additional steps – and more paperwork – were required of Campus Police when the funeral director arrived. To streamline the process and minimize paperwork in Epic and add a badge access door to remove the trips to Pathology, Patient Transport engaged IS – and conducted a Waste Walk and identified some simple changes that made a big impact, including routing the Morgue Transport Process

Pediatric Interdisciplinary Rounds
Having all members of the care team on the same page is critical to positive patient outcomes. As volumes and patient acuity have increased, Children’s Hospital staff saw a need to streamline and standardize the patient rounding process to ensure the best care. Led by Karen Chilton, MD, (WPP – Pediatric Intensivist) this multi-phase initiative aims to improve teamwork and communication by:
• Introducing a standard format to ensure that progress updates, status changes and other topics are covered in a consistent and efficient way.
• Accommodate nurses and other care team members – subspecialists, pharmacy, nutrition, social work, therapy and others – without taking them away from other duties longer than necessary.
• Create a reliable workflow to ensure patient needs are met while rounds are conducted.

The project is still in the implementation phase, but thanks to focus groups, data collection and PDSA, continuous improvement should be seen as it goes forward.

Welcome New Physicians

Welcome New Advanced Practice Providers

Rheumatology Practice Joins WPP Roster

Welcome New Physicians

Patrick Donahue, MD WakeMed Urgent Care
Eugene Leung, MD WakeMed Urgent Care
Stephieh Manns, MD WakeMed Urgent Care

Welcome New Advanced Practice Providers

Michelle Carlson, NP WPP – Pulmonology & Critical Care Medicine
Jeremy Winingser, NP WPP – Pulmonology & Critical Care Medicine
Allison Porter, PA WakeMed Urgent Care

Rheumatology Practice Joins WPP Roster

WakeMed Physician Practices recently opened its first Rheumatology practice, designed to help improve quality of life for patients with rheumatic conditions. The office is temporarily located in Brier Creek Healthplex, but will move to its larger permanent location at WakeMed North Raleigh to better serve patients in the coming months.

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Hundreds of toys were donated to WakeMed Children’s as part of our annual toy drive. School, church and community groups – including East Garner Middle School and the Knights of Columbus – donated gifts that will be given to patients throughout the year.

In addition to system-wide support of Backpack Buddies, a program of the Inter-Faith Food Shuttle, many departments came together to collect toys and food for community families in need – spreading holiday cheer far and wide.

3A CVIC donated gifts to the Angel Tree program while Operations Center staff collected more than 30 blanket bundles, which were distributed to local Rescue Missions in order for them to stock their food pantries and provide warm blankets for the homeless during the winter months.

Hundreds of employees and community members attended our annual Love Light Tree Lighting Ceremony where the tree in the courtyard was lit by a former NICU family. Following the lighting, kids of all ages got into the holiday spirit at our Trim the Tree with Twinkle craft event.
Matthew Nathan, MD
Senior Vice President
WakeMed Physician Practices

Growing up in Napa, Calif., Matthew Nathan, MD, dreamed of being a doctor. That aspiration was further cemented a few years later when he helped care for his mother, who had cancer (she passed away when he was a teenager). By that time, he had moved with his parents to Georgia, where he later attended college and medical school at the Georgia Institute of Technology and the Medical College of Georgia, respectively.

Dr. Nathan joined the Navy in 1984, intending to stay long enough to receive funding to pay for medical school, but ended up serving for over 30 years. “I really enjoyed the duty stations and seeing the world. I liked the mission and the people, so I stayed,” he explained. The Navy also led him to his wife, Tammy, and the pair—with their daughter—have lived in England, Cuba, Japan, and both coasts of the United States. During his career, Dr. Nathan has worked as a clinician, teacher, and also led numerous military hospitals, rising through the ranks and earning a master’s degree from the Industrial College of the Armed Forces along the way. He retired in 2016, having most recently served as Surgeon General and Chief of the Navy’s Bureau of Medicine and Surgery in Washington, D.C.

Dr. Nathan joined WakeMed in September 2016 as interim administrator of Raleigh Campus and transitioned to senior vice president, WakeMed Physician Practices (WPP) in December. Dr. Nathan is grateful for the time he spent focused on Raleigh Campus and believes the experience will be useful in aligning WPP with the needs of the whole organization.

In his new role, he will work with Carolyn Knaupp, RN, senior vice president, Ambulatory and Physician Operations, as the dyad leaders for the WPP/Ambulatory enterprise. “WPP has exceptionally talented and caring providers who could practice medicine anywhere but choose WakeMed. My job is to cultivate an environment that is professionally rewarding and supports the delivery of excellent patient care,” he says. Dr. Nathan is also dedicated to working closely with our community providers, who play an important role in our success.

“You can’t just talk the talk of partnership. You have to walk the walk and we do that with WakeMed,” he says. “Our providers are extraordinary and we are so grateful to have them.”

WPP’s growth has been accelerating and will continue to do so as we offer new specialties and services. But it’s never lost on us that we have partnerships with community providers that we depend on.”

Part of what drew Dr. Nathan to WakeMed was our passionate focus on our patients and their families and the organization’s long history of devoting itself to caring for those who have nowhere else to go. “The most important thing for all of us—is no matter what role you play—it is to stay focused on our mission. We cannot lose sight of that even while we grow and adapt in this increasingly competitive health care market. I’m excited to be here at WakeMed and am enthusiastic about our future,” he explains.

Now that he’s making Raleigh his permanent home, Dr. Nathan is eager to reconnect with the Southeast and doing some traveling in our area. He is also looking forward to having his wife, who is still in Colorado, join him here this spring. While he babied as an amateur magician, these days he likes to spend his free time playing the guitar and rebuilding old sports cars.

**Congratulations**

**Foundation Grant & Scholarship Recipients**

The WakeMed Foundation offers several scholarship and award opportunities throughout the year to help WakeMed staff advance their knowledge and clinical skills to improve the care and well-being of our patients.

**2016 Skills Scholarships**

- Tammy Scarborough, NP (WPP – Neonatology)
- Christi Springfield (Therapy Services Supplemental Pool)
- Beverly Steele (Physical Therapy)
- Julie Torrson (Pediatric Surgery)
- Karen Xiang, RN (Children’s Hospital)
- Donna Tyndall, RN (SA MIC)
- Tracey Weeks, RN (Nursing Education)
- Laura Zink, RN (Clinical Nursing Resource Services)
- Renee Buchser, RN (Antenatal Unit)
- Teena Chavis, RN (CTICU)
- Becky Ezell, RN (Imaging Nursing)
- Peggy Harrington, RN (Pre-Admission Testing)
- Carol King, RN (2 West ICU – Cary Hospital)
- Debbie McClamroch (Birth & Family Education)
- Mindi McLaurin (Therapy Services Supplemental Pool)
- Teresa McLean, RN (Heart Center Pre- & Post-Procedre Care)
- Julia Russell, RN (OB Orthopedics & Oncology)
- Leatina Vernooij, RN (RRT/Code Blue/CV Response Team)
- Veta Hamm (Physical Therapy)
- Karen Varga (Food & Nutrition Services)
- Amanda Monty, RN (Staffing Resources – Cary Hospital)

**2017 Helton Scholars**

- Lori Kleeberg, RN (OB Orthopedics & Oncology)
- Megan Swink, RN (BN CVICU)
- Liz Watson (Collections)
- Bekah Mays-Pierce (WakeMed Heart & Vascular Physicians)
- Latoria Hinton (2C Rehab Nursing)
- Allison Landers (Pharmacy – Cary Hospital)
- Kimberly Gurkin (WPP Administration)
- Alicia Servos (Invasive Cardiology)
- Courtney Braswell, RN (Labor & Delivery – Cary Hospital)
- Andrea Penny, RN (Labor & Delivery)
- Lisa Franks, RN (CV Testing)

**2016 Helton Awardees**

- Laurie Leach, PhD (Neuropsychology)
- Jenni Wheeler, RN (Emergency Department – WakeMed North)
- Kristen Buczkowski, RN, (Newborn Nursery)

**Foundation Grants**

The following programs and initiatives were supported by grants from the WakeMed Foundation in 2016:

- Education and training related to the nursing competency overhaul.
- Meals for community patient grand rounds (health education) for uninsured or underinsured patients.
- Supplemental educational materials for pediatric diabetic patients and parents.
- Buy laptops for pediatric patients to do homework during their hospital stays.
- Introduce autism training in the Special Infant Care Clinic.
- Purchase iPads for speech and language therapy programs at WakeMed Rehab.
- Expand Birth & Family Education’s CPR training to WakeMed North.
- Introduce the Million Step Challenge in partnership with Advance Community Health and Alliance Health Ministries.
- Gynecology and Gynology puberty education program at WakeMed.

**2017 Skills Scholarship Applications due Feb. 15**

Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs. Scholarships are designated to help employees go above and beyond and gain new skills that will help expand existing services. The new skills learned must be shared with teammates. Skills Scholarship applications are being accepted now through February 15. For more information about any of these and other scholarships available, visit the WakeMed Foundation WakeMedWeb page.

**January Blood Drives: A Huge Success!**

A big thank you to everyone who donated at our blood drives in January! The drives, hosted by WakeMed and The Blood Connection, occurred at all three hospitals and had exceptional turn out:

- Raleigh Campus: 183 donors
- Cary Hospital: 59 donors
- WakeMed North: 47 donors

As we continue to build our partnership with The Blood Connection, additional blood drives will be on-site and out in the community held later in the year. Look for details to be shared in the coming months and thank you again!
In an effort to improve our patients’ experience and maximize opportunities for our patients to rest, this month WakeMed changed the routine morning lab draw time from 4 am to 6 am. With this change, lab will begin visiting patients at 6 am with a goal of completing their rounds by 8 am.

This change is a system-wide, multidisciplinary effort led by the Patient & Family Experience Oversight Committee. (To learn more about this committee, see the cover story). Physicians, nurses, lab, IS and others were involved in facilitating this change, which we hope will allow our patients two extra hours to rest before the busy hospital day begins. The 4 am lab draws will still be available when needed for patient care as determined by the patient’s provider.

“Rest is critical to the healing process – and no one wants to be woken up at 4 am unless it is absolutely necessary. This change is intended to improve our patients’ experience and maximize opportunities to sleep while still providing the opportunity to provide needed patient care,” said Michael Contarino, MD, (WPP – Hospitalists), who serves on the Patient & Family Experience Oversight Committee and headed up the initiative.

**Your 2017 WakeWell Rewards**

WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2017, we are introducing a new wellness portal, a different online health assessment and some new options and processes for alternate standards. Participants who earn 120 points (see chart below) have the opportunity to earn up to $500 toward out-of-pocket medical costs in 2018. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wellness@wakemed.org.

**Make your Appointment January 9 – February 19**

- Employees enrolled in WakeMed’s Aetna medical plan as of March 1, 2017, are eligible.
- Register via WakeMed MyChart. To get a MyChart account, visit mychart.wakemed.org.
- Have your Aetna ID card handy to update your insurance information.

**Complete the Biometric Screening February 21 – April 4**

- Screenings: height, weight, waist circumference, blood pressure, basic cholesterol panel with blood glucose. Eight hours fasting required unless prohibited for medical reasons.
- Results will be available on WakeMed MyChart and the Viverae Health online portal launching May 1.

**Take the Online Member Health Assessment May 1 – August 31**

- The Member Health Assessment is administered by Viverae Health and takes about 15 minutes.
- Click on the link on the WakeMedWeb beginning May 1.

**Check Your Points May 16 – August 31**

- After completing the Member Health Assessment, check your points in the Viverae Health online portal.
- You must accumulate 120 points to receive the WakeWell Reward in 2018. See the chart below for detail.

**Meet Alternate Standards (if necessary) January 1 – August 31**

- If you fall short of 120 points, you can make up the difference by completing an alternate standard by August 31. See chart below for details.*
- Alternate standards can be completed at any time from January 1 through August 31, 2017. It’s a good idea to get a head start and avoid any scheduling conflicts or delays.

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**What is Viverae Health?**

To replace the BCBSNC wellness portal, WakeMed has partnered with Viverae®, a wellness program provider, to offer a fun and engaging online experience to help you create or maintain a healthy lifestyle. The secure portal, available May 1, will support you as you work toward your health goals. Viverae will not share your personal health information with Aetna or WakeMed.

**Points Chart**

<table>
<thead>
<tr>
<th>Required Activities</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometric Screening</td>
<td>40</td>
</tr>
<tr>
<td>Member Health Assessment</td>
<td>40</td>
</tr>
<tr>
<td>Flu Shot (or Medical Exemption)</td>
<td>10</td>
</tr>
</tbody>
</table>

**Biometric Screening Results**

<table>
<thead>
<tr>
<th></th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDL Cholesterol Below 130</td>
<td>10</td>
</tr>
<tr>
<td>BMI Below 30</td>
<td>10</td>
</tr>
<tr>
<td>Glucose Below 126</td>
<td>10</td>
</tr>
<tr>
<td>Non-tobacco User</td>
<td>10</td>
</tr>
</tbody>
</table>

**PROGRAM GOAL**

| Points | 120     |

**Alternate Standards**

- One-on-One consult with a dietitian | 40 points |
- Vivarae Health Online Tobacco Module | 40 points |
- Available after May 1
- Maternity Care Advising | 40 points |
- Call 855-220-7955 to register
- Care Advising (Referral Required) | 40 points |
- Diabetes Education | 40 points |

* Employees may appeal results or program components using the Viverae appeal process. See the FAQ on the WakeMedWeb.

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**COMINGS & GOINGS**

**NEW MEDICAL STAFF OFFICERS**

Dr. Weinstein
Dr. Gooden

Raleigh Campus
President: Michael Weinstein, MD
President-Elect: Doug Trocinski, MD
Immediate Past President: J. Duncan Phillips, MD
Members-at-Large:
- Timothy Bukowski, MD
- Susan Glenn, MD
- Jeremy Reading, MD

Cary Hospital
President: Gay Gooden, MD
President-Elect: Matthew Plymyer, MD
Immediate Past President: Paul Haugan, MD
Members-at-Large:
- Christopher Terry, MD
- Alex Newman, MD

**ADDITIONS & ATTACHMENTS**

Sara Mansfield (WPP – Primary Care) and her husband Britain welcomed daughter Lennox Grace Mansfield on September 1.

Marcia Schmaling, RN, (2E CVICU) and husband David Schmaling welcomed son Liam Scott on October 17.

**IN MEMORIAM**

Scully the rehab therapy dog passed away in January 2017. Scully celebrated his 10th birthday last year and had recently retired after providing pet-assisted therapy to patients since 2008.
It’s Auto Expo Time!

The WakeMed Foundation is once again a beneficiary of the 2017 North Carolina International Auto Expo, taking place February 16 through 19 at the N.C. State Fairgrounds. Last year, the Wake County New Vehicle Dealers Association donated $100,000 to the Foundation’s Labor of Love campaign and we are excited to partner with them again this year.

To raise awareness and excitement about the event, the Wake County New Vehicle Dealers Association will be bringing one of the Expo cars to Raleigh Campus for a sneak peek! The car will be parked in the Courtyard from February 2 through 15. Additionally, as part of our partnership with this event, WakeMed employees can use the coupon below along with their ID badges to redeem.

**Coupon:**

**WakeMed Employees:**

**BUY ONE FULL-PRICE ADULT ADMISSION TICKET GET ONE FREE!**

2017 NORTH CAROLINA INTERNATIONAL AUTO EXPO

**THURSDAY, FEBRUARY 16 THROUGH SUNDAY, FEBRUARY 19**

**8 AM TO 9 PM**

**Ages 16 To 99 – $10 + Aged 5 and Under Free!**

Visit www.carolinaautoexpo.com for details.