Congratulations Hearts of Healthcare Honorees

Our WakeMed nurses were honored in the 2018 Hearts of Healthcare awards program – and our own Donna Lane, RN, manager (Labor & Delivery – Raleigh Campus), pictured above, left, took top honors by being named overall winner. The Hearts of Healthcare program is sponsored by The News & Observer, The Herald-Sun and Triangle Today. Nurses were nominated online, and 20 finalists were recognized, including Brittanney Komansky, RN, director (Emergency Services – Raleigh Campus), Michelle Thornton, RN (PICU); and Dave Bowen, RN (Emergency Department – Raleigh Campus), and Lane. Representatives from The North Carolina Nurses Association chose the overall winner, which was announced at an honoree luncheon in May. Lane’s nomination read, in part: “Donna promotes nursing on a daily basis by demonstrating the art and care of nursing. As a labor and delivery manager, she feels that a patient allowing her to be a part of their birth experience is the greatest honor and reward she could achieve… Through her own experience, she is a lifelong preceptor; teaching the inexperienced nurse not only nursing skills, but the art of caring beyond words for her patients and families.” Congratulations to all our honorees – we are proud to have you as part of the WakeMed family!

6C Surgery-Trauma Receives PRISM Award

WakeMed’s 6C Surgery-Trauma at Raleigh Campus recently received the prestigious AMSN PRISM Award®, which recognizes exceptional nursing practice, leadership and outcomes in hospital medical-surgical units. WakeMed’s team is the second in the state and the 30th in the world to receive the award. Pictured above, center, an official representing AMSN and MSNCB presented Pam Cross, BSN, RN, manager, (6C Surgery-Trauma) with the award during a ceremony on June 6 at Raleigh Campus.

“The staff on 6C are truly exceptional and this award is a reflection of their outstanding teamwork and dedication. It is an honor for our nurses to receive this national recognition – they are excited, and this is something they will treasure throughout their career,” commented Cross.

The award, which stands for Premier Recognition In the Specialty of Med-Surg, is the first of its kind honoring med-surg nursing units in the world. It is co-sponsored by the Academy of Medical-Surgical Nurses (AMSN) and the Medical-Surgical Nursing Certification Board (MSNCB).

“This is an outstanding achievement for our 6C team and thoroughly well deserved,” said Cindy Boily, RN, senior vice president & chief nursing officer. “This amazing inter-professional team represents the best of the best and their commitment to continuous learning, compassion and advocacy for their patients and clinical practice excellence for our community is unmatched.”

New Collaboration Aims to Address Mental Health & Substance Use Issues

WakeMed is leading a new collaborative effort to better serve individuals with behavioral health and substance use issues. The collaboration, called the Network for Advancing Behavioral Health (NABH), brings together local providers and resources to help patients and families meet their health and wellness needs and improve outcomes.

The goal is to bring together providers and resources to enhance access to care, better coordinate existing resources and ensure all WakeMed patients can quickly access the highest quality clinical and community services. The NABH includes a diverse network of regional and statewide providers of high-quality psychiatric, counseling, residential, crisis and substance use services.

WakeMed Receives Culture of Excellence Award

WakeMed has received the 2018 Culture of Excellence Award from the Institute for Healthcare Excellence. The award recognizes organizations that are on the leading edge of driving patient-centered care, demonstrate an ongoing pursuit of excellence and are dedicated to enriching the practice of medicine. Pictured above, right, the award was presented to members of the WakeMed team.

“This award reinforces what all of us in the WakeMed family already know – WakeMed is unique, and our culture is special. The Wake Way has been an essential part of who we are and what we do for more than 55 years, and we continue to build upon and strengthen this culture every day,” commented Donald Gintzig, president & CEO. “There is one reason – and one reason only – that we have invested so much time and energy in this effort: so we can better serve our patients and our families. We should all take pride in this award, but more importantly, be proud of the work we are doing to support our community.”

The Institute for Healthcare Excellence is dedicated to improving the patient, family and caregiver experience and provides training and other resources for health care organizations as they work to pursue excellence. WakeMed has implemented the IHE Communications in Healthcare program as one method of ensuring a positive patient experience and supporting our Wake Way Every-time Behaviors. Over the past two years, we have trained nearly 700 physicians, 500 members of our leadership team, and over 1,000 clinical nurses.

WakeMed Recognized by Aetna for Workplace Wellness

WakeMed has received a workplace wellness award from Aetna in recognition of our ongoing programs that have helped improve the well-being of employees. Aetna is WakeMed’s medical plan administrator.

Eighteen employers from across the Southeast and Mid-Atlantic received awards – and WakeMed was one of just two to receive the highest, gold-level award. The winners were chosen based on scores from the awards application and a health and well-being scorecard that assesses organizational wellness programs.

Network for Advancing Behavioral Health

“Combining technology and collaboration to streamline and accelerate a patient’s transition from the hospital to the right outpatient care provider makes this collaboration unique,” explains Rick Shrum, vice president & chief strategy officer. “Open communication and coordination among NABH providers along with the use of advanced analytics will help eliminate the inefficiency of incorrect referrals, which has been a barrier to care in the mental health sector across the country.”

Though in its infancy, the NABH is already seeing positive results for patients and families in the community – look for more information about this collaborative effort as it continues to grow.
New Guidelines for Surgical and Procedural Attire

As part of our continued focus on safety, WakeMed recently changed the guidelines for attire for staff, physicians and vendors who work in surgical and procedural areas. The new guidelines are based upon recommendations from the Centers for Disease Control and Prevention (CDC) and are the new Joint Commission standard.

The changes impact everyone who wears hospital laundered (blue) scrubs in semi-restricted and restricted areas at any WakeMed facility, including operating suites, sub-sterile rooms and invasive procedure rooms. “Maintaining a sterile surgical field is critical and every effort, small or large, that we can take to minimize the risk of infection is worthwhile effort. I encourage all staff to become familiar with our policy and to individually and collectively be responsible for the enforcement of these standards,” said West Paul, MD, senior vice president & chief quality and medical staff officer.

All staff are encouraged to read the policy and become familiar with the standards – but here are a few quick reminders to keep us all on track.

- You need care now & can’t wait for an appointment
- After hours when your primary care physician is closed
- Medical plan members & dependents 6 months and up and the average wait time is less than 10 minutes. RelyMD is a great option:
  - Visit relymd.com/wakemed and enter Group ID “WAKEMED”
  - Get expert medical care, 24/7/365, for just $15!
- WakeMed is pleased to offer a new, low-cost telemedicine benefit to employees on the medical plan as well as their covered dependents: Get expert medical care, 24/7/365, for just $15! WakeMed has partnered with RelyMD, a telemedicine provider, to offer this special rate for employees and their covered dependents on the WakeMed medical plan. This new service is available in addition to existing telemedicine care available at WakeMed Physician Practices - Employee Health & Wellness.
- RelyMD is staffed by Wake Emergency Physicians, PA – the same trusted providers who staff our emergency departments - and offers access to health care 24/7/365 via mobile app, web browser or phone call.
- How does it work?
  - RelyMD offers access to physicians from the comfort of your home, work or on the road. Visits are conducted using the mobile app, by phone or via web browser. RelyMD providers can treat patients age six months and up and the average wait time is less than 10 minutes. RelyMD is a great option:
    - After hours when your primary care physician is closed
    - You need care now & can’t wait for an appointment
    - As an alternative to an emergency room or urgent care visit for a non-emergency
    - If you are traveling (within North Carolina only)

- What is the cost?
  - Medical plan members & dependents: $15/visit
  - All others (no group ID needed): $50/visit

Get started
Visit relymd.com/wakemed and enter Group ID “WAKEMED”

Medical Plan Members – Feel Better, for Less, with RelyMD

WakeMed has partnered with RelyMD, a telemedicine provider, to offer this special rate for employees and their covered dependents on the WakeMed medical plan. This new service is available in addition to existing telemedicine care available at WakeMed Physician Practices - Employee Health & Wellness.

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LEADERSHIP UPDATE

Maureen Titus-Hinson J oins WakeMed as Director, Infection Prevention

WakeMed is pleased to welcome Maureen Titus-Hinson, MBA, BSN, RN, who recently joined the organization as director, Infection Prevention. Titus-Hinson brings over 30 years of infection prevention experience and comes to us from Atrium Health (formerly Carolinas Healthcare System), where she most recently served as assistant vice president of Infection Prevention. In her new role, Titus-Hinson will provide oversight for all infection prevention programs and initiatives at WakeMed and ensure that standards of care related to infection control are developed and maintained system-wide.

Sabrina Tyndall Named Executive Director, Clinical Informatics & Nursing Operations

WakeMed has promoted Sabrina Tyndall, MSN, BSN, RN, to executive director, Clinical Informatics and Nursing Operations, after serving as director of the same areas since last July. In this role, Tyndall provides oversight for the Clinical Informatics team, the IS training team as well as system-wide nursing operations functions such as eICU, hemodialysis, wound care, diabetes, the Tumor Registry and others. Tyndall joined WakeMed in 1995 and has more than 20 years of nursing and leadership experience.

The PATH program staff (pictured with supervisor Marni Cahill) stand with a map of Wake County. As the program grows, they will place pins on the map indicating where they made contact with program participants.

A PATH to a Brighter Future

WakeMed has become the first health system in the nation to receive a Projects for Assistance in Transitions from Homelessness (PATH) grant, which will enable us to do more for vulnerable populations in Wake County. The grant provides funds for a team of six staff members who will work to connect homeless individuals to resources such as medical care, housing, mental health and substance abuse treatment, job training and educational services.

To participate in PATH, individuals must be homeless and have a chronic serious mental illness or co-occurring medical illness with a substance abuse disorder. Once enrolled in the program, participants work with case managers, benefits specialists and a peer specialist – someone who has experienced homelessness and substance abuse in the past – to access appropriate resources, with an ultimate goal of finding housing and employment. “We are in the early stages of implementing our program and our focus right now is on developing relationships with community partners and people who may benefit from PATH,” commented Marni Cahill, the program supervisor. “The program is very people-centered, so building trust and open lines of communication is a critical first step.”

WakeMed’s PATH team is an extension of our Community Case Management program and will work specifically with individuals who are not currently engaged with other community resources. An added benefit of this structure is that people who do not qualify for PATH can seamlessly be connected with our other community outreach and population health programs.

The PATH program is funded by the Department of Health & Human Services (DHHS) and Substance Abuse and Mental Health Services Administration (SAMHSA) and programs currently exist in all 50 states. “PATH grants are normally given to community organizations and outpatient programs, so it is exciting that WakeMed has become the first health system to receive one,” commented Paige Carawan (Imaging), who helped write the grant proposal last year while working as WakeMed’s administrative fellow. “The PATH program supports our mission in many ways and will allow us to broaden our reach and help more people in our community.”
Welcome New Physicians

Welcome New Advanced Practice Providers

Adija Bailey, PA
Primary Care – Knightdale

Dori King, NP
Pulmonary & Critical Care Medicine

Welcome New Physicians

Welcome New Advanced Practice Providers

Adija Bailey, PA
Primary Care – Knightdale

Dori King, NP
Pulmonary & Critical Care Medicine

We’ve Moved!

WakeMed Physician Practices

Urology North has moved to their own office space in the POP at WakeMed North
Physician Office Pavilion, Suite 100
10010 Falls of Neuse Road
Phone: (919) 235-6509

Pediatric Cardiology has moved from Raleigh Medical Park to the WakeMed Heart Center
WakeMed Heart Center, Suite 1120
3000 New Bern Avenue
Phone: (919) 235-6422

WW2E UPDATE: INTRODUCING KAIZEN EVENTS

December 2017 Kaizen Event team

What is a Kaizen Event? A Kaizen Event is like a Rapid Process Improvement Workshop (RP IW) in its problem-solving approach and use of a team to solve a real problem – but it is smaller in scope and only lasts two or three days. Where an RP IW addresses larger problems, including those that include multiple departments, a Kaizen Event is focused on a single department and improving a few metrics or creating standard work. In some cases, a solution to the process problem in question may already exist, but the team needs to refine it by doing a series of Plan-Do-Study-Act (PDSA) exercises during the event.

Why are we now doing Kaizen Events? After doing almost 30 RP IWs in the last three years, the Kaizen Promotion Office recognized that some process improvement opportunities do not require a full RP IW and a different kind of event can be used. Kaizen Events will allow WakeMed to improve more processes, both large and small. Additionally, Kaizen Events can be led by organizational leaders who have completed the WW2E for Leaders training and a Kaizen Event facilitation training, which will be offered soon.

Look for more information in the coming months about the training and the improvements made so far using Kaizen Events.

FANTASTIC FIRSTS

This spring was a season of ‘firsts’ at WakeMed, with several physicians and surgeons introducing new procedures and treatments for the benefit of our patients. At Cary Hospital, several new procedures are now available as the facility expands digestive health services. The first endoscopic ultrasonography (EUS) procedure was completed by Sanjay Jagannath, MD, of Raleigh Medical Group in April (pictured bottom right with endoscopy team members). The non-invasive procedure uses an endoscope, ultrasound and sound waves to create detailed visual images of the stomach, esophagus and GI tracts. Christopher McGowan, MD, of Cary Gastroenterology (pictured above with WakeMed surgical staff) also began offering endoscopic sleeve gastropathy (ESG), which is a non-invasive alternative to traditional bariatric surgery. The procedure involves suturing the stomach to reduce its size – but because it is done endoscopically, there are no incisions.

In May, Frances Wood, MD, and Byron Boulton, MD, completed WakeMed’s first transcatheter mitral replacement (TMVR) via femoral access and transeptal puncture. TMVR is a minimally invasive approach to replacing the mitral valve inside the heart and preventing mitral regurgitation (blood flowing back into the heart instead of out to the body). TMVR can be performed in patients with very narrowed valves due to calcium.

As part of our Cancer Care Plus+ collaboration, Ian Villanueva, MD, (General Surgery) Aiden Parsons, MD, (Heart & Vascular Surgery) and David White, MD, of Duke Thoracic Surgery, (pictured top right) were involved in WakeMed’s first fully robotic esophagectomy surgery, a treatment for esophageal cancer. Because this surgery involves two openings – one in the chest, performed by Dr. Parsons, and one in the stomach, performed by Dr. Villanueva – using a minimally invasive approach provides better outcomes and reduces recovery time.

Nationally Recognized Care for Stroke Patients

Once again, Raleigh Campus and Cary Hospital have received awards for outstanding care quality from the American Heart Association/American Stroke Association. Raleigh Campus earned the Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award and Cary Hospital earned the Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award.

WakeMed earned these awards by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period. “These awards demonstrate our commitment to constantly improving the quality of care we provide to patients,” says Jonnie Simmons, MSN, RN, executive director (WakeMed Heart & Vascular). “We have outstanding people on our stroke teams who are clearly committed to providing the best care to our community.”

The hospitals also received Target: Stroke awards for meeting quality measures aimed at reducing the time between a patient’s arrival at the hospital and treatment with the clot-buster tissue plasminogen activator (tPA) – the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke. An ischemic stroke is the most common type of stroke. It occurs when a blood vessel leading to the brain is blocked. Raleigh Campus received the Target: Stroke Honor Roll Elite Plus award and Cary Hospital earned the Target: Stroke Honor Roll Elite award.

Happy Retirement, Dr. Hunter

Merrill Hunter, MD, retired in June after more than 33 years of performing heart surgery at WakeMed. A native of Sanford, NC, Dr. Hunter joined Carolina Cardiovascular Surgical Associates in 1985.

“I wanted to join this group in particular because of their association with WakeMed and WakeMed’s strong commitment to cardiac surgery and to the cardiology service line. I always believed that a chance to cut was a chance to cure. I loved general surgery and felt, at that time, to be a complete surgeon, I needed to know hearts and thoracic surgery, too.”

Skilled in the operating room, Dr. Hunter credits the whole team for what it takes to be a successful surgeon. “You have to work well with everyone – anesthesia, physician assistants, nurses in the operating room and in CVICU and 3B CVICU, surgical technologists, everyone there – they all are your partners in the operating room in making each patient’s procedure a success.” Throughout his 30-plus-year career, Dr. Hunter has seen WakeMed change over the years and cites excellence in leadership as a WakeMed hallmark.

“Therefore, his early work with Dr. Helton in bringing modern cardiothoracic surgery to Wake County, to his pioneering work in minimally invasive surgery, Dr. Hunter has led the way as a surgeon, mentor and humanitarian. WakeMed, his partners, staff, and most of all, his patients, are ever grateful for his outstanding service.”

Dr. Hunter plans to spend his retirement enjoying family time – with wife Marilyn and his children and grandchildren – and spending quality time on his farm outside of Sanford.

www.wakemedphysicians.com
Leveraging Technology for Patient Care

With the world whole available at the touch of a button, accessing information has never been easier – and at WakeMed, we believe it should be that simple to access quality health care. That’s why we are working hard to add options to provide greater access to our services 24 hours a day, 7 days a week – no matter where our patients are.

Over the past year, the Patient Engagement Using Technology committee – co-chaired by Pete Marks, PhD, vice president & chief information officer, and Deb Laugher, vice president, Marketing & Communications – has been prioritizing patient engagement opportunities with a goal of increasing patient access into WakeMed. “The sky is the limit when it comes to using technology to reach patients, but our goal is to prioritize those opportunities that are going to make a meaningful difference in the lives of our patients,” commented Marks. “We have recently been focused on making medical records more accessible, streamlining the appointment scheduling and check-in process, and improving access to health information.”

Taking these ideas from concept to reality requires a team approach. Once the ideas are vetted and approved, a team is gathered, which often includes representatives from Information Services, WakeMed Physician Practices, Marketing & Communications and the appropriate operational areas. Some features require basic technical support to get off the ground while others – like MyChart Bedside – involve additional equipment and training for widespread adoption.

Some new features WakeMed has introduced are highlighted below – and more are being added soon based on the work and priorities set by the Patient Engagement Using Technology committee!

- MyChart Bedside
  - MyChart Bedside offers expanded health-related capabilities, including access to patient health information from many WakeMed services including imaging, diabetes education, nutrition services, outpatient rehab, neurodiagnostics and pre-anesthesia testing. Sign up is easy – simply text the word ‘WAKEMED’ to 622622.

- EHR Check-in
  - Several WakeMed Physician Practices now have tablet-based kiosks offering eCheck-in. Patients start the check in process at home using WakeMed MyChart and complete it in the office when they arrive. Ten practices are using this feature so far, and – in response to positive patient feedback – more will be coming on board soon.

- Text Message Reminders
  - Text message appointment reminders are now available for all WakeMed Physician Practices and many WakeMed services including imaging, diabetes education, nutrition services, outpatient rehab, neurodiagnostics and pre-anesthesia testing. Sign up is easy – simply text the word ‘MYCHART’ to 622622.

- Online Scheduling
  - Many WakeMed Physician Practices, including most specialties and some specialty programs like the Breast Services Program, now offer new and established patients the flexibility to schedule, cancel and reschedule appointments online.

- Physician Access_aligning

- Other MyChart

Congratulations Medical Education Award recipients:

- Resident of the Year: Bailey Sanders, MD (Surgery); Collyn Murray, MD (Emergency Medicine); Alison Goulding Mustoe, MD (OB-GYN); Sonya Patel-Nguyen, MD (Internal Medicine); Adriana Cline, MD (Pediatrics); Justin Miller, MD (ENT - Head & Neck Surgery)

- Attending of the Year: William Sullivan, MD (Surgery); Miha Lucas, MD (Emergency Medicine); Carmen Beamond, MD, MPH (OB-GYN); Ulugbek Buriev, MD (Internal Medicine); David Adams, MD (Pediatrics); Carmin Kalorin, MD (Urology); Nathan Calloway, MD (ENT - Head & Neck Surgery)

- Intern of the Year: Elizabeth Willis, DO (Pediatrics); Campbell Attending of the Year – Christine Khandelwal, DO

- Oski Udekwu, MD, (Surgery/Trauma) has been awarded the 2018 Eugene S. Mayer Traveling Fellow from N.C. AHEC.

- Nathan Calloway, MD (ENT – Head & Neck Surgery) was awarded the 2018 Faculty Teaching Award by UNC, making him the first WakeMed physician to receive this award.

- Sallie Bissette, MHA/ MBA, director (Integrity & Audit Services) was elected president-elect of the North Carolina Health Information Management Association (NCHIMA).

- Several members of the Surgical Services – Cary Hospital team were elected to leadership roles in the Capital Area AORN Chapter: Amanda Heitman, BSN, RN, was elected president; Cheryl Lenhart, BSN, RN, was elected president-elect; Jennifer Sawyer, RN, was elected secretary.

- Alden Parsons, MD, (WakeMed Heart & Vascular Physicians) was chosen to participate in the ACS Surgeons as Leaders: From Operating Room to Boardroom course offered by the Division of Education of the American College of Surgeons.

- Peter Gonzalez (Campus Police & Public Safety – Apex Healthplex) completed his master’s degree in executive leadership with honors from Liberty University School of Business.

- Margaret Hinnant, RN, (Neuro ICU) and Nancy Kebo, RN, (MICU) earned a doctor of nursing practice (DNP).

- Priscilla Anyanwu, RN, (6B Acute Neuro Care); Nicole Smith, RN (Neuro ICU); Dina Hood, MPH, BSN, RN (Emergency Department – North Hospital); Dori King, RN, and Amanda Phillips, RN, (both of MICU) earned master’s degrees in nursing (MSN).

- Congratulations to the following employees who earned bachelor’s degrees in nursing (BSN): Melissa Goodsell, RN, and Reeya Cherian, RN (both of ICU); Laura Hentz, RN (Staffing Resources); Erin Brown, RN, Ashby Sassar, RN, and Mary Elizabeth Armstrong, RN (all of NICU); Elaine Lee, RN (Mother/Baby – Raleigh Campus); Sarah Kozlik, RN, and Allie Perry, RN (MICU); Ursula Robinson, RN (3A CVIC); Lauren Worley, RN (Staffing Resources); Kelsey Sain, BSN, RN, and Nikki Dorsam, BSN, RN (CTICU).

- Kristy Lopez (Respiratory Care Services) earned a bachelor’s degree respiratory therapy (BSRT) from UNC-Charlotte.

- Madison Clark (Emergency Department – Brier Creek Healthplex) graduated from Meredith College with a degree in biology and public health.

- Camille Buchanan, RN, (Emergency Department – Apex Healthplex) attended her Family Nurse Practitioner (FNP) degree.

- Amy Gira (Emergency Department – Brier Creek) earned an associate’s degree in nursing (ADN) from Warrants School of Nursing and an associate’s degree in applied science from Mount Olive.

- Meredith Givens (3A CVIC) completed her associate’s degree in nursing.

- Congratulations to the following nurses who earned critical care nursing certification (CCRN): Sarah Obenshain, RN; Amy Lange, RN; and Rebecca Carter, RN (all of ICU); Annalou Puertollano, BSN, RN; Kathryn Ngiro, BSN, RN; Jenny Booth, MSN, RN; Jenny Hart, BSN, RN; Jim Farouq, BSN, RN (2 West ICU – Cary Hospital); Amy Jordan, RN, and Sarah Tiffany, RN (MICU).

- Carol Medins, MPH, RD, LDN, (Clinical Dietitians – Cary Hospital) was promoted to lead dietitian.

- Nathan Funk (Environmental Health & Safety) was promoted to the position of team leader, Environmental Health & Safety. Janis Brown (CapRAC) was promoted to team leader, CapRAC.

- Brigitte Schwerzer (Corporate Integrity & Compliance) became certified in health care compliance.

- Akere Akefonfane, RN, (Surgical Services – Cary Hospital) completed the 2018 Periop 101 Internship Program at Cary Hospital.

- Lindsey Mathis, RN, (6C Surgery/ Trauma) earned medical-surgical certification.

- Amy Simmons, BSN, RN, (3A CVIC) passed the CV certification exam.

- Christine Larrazabal, BSN, RN, (3A CVIC) earned progressive care certification (PCCN).
Every May, we celebrate our greatest asset – our outstanding employees! This year, ice cream socials were held throughout the health system as a way to thank our amazing team for all that you do for WakeMed and for our community.

**WESLEY’S BOOK BIN**

Children who come to the Emergency Department at Cary Hospital have a new way to pass the time – thanks to the generosity of a former patient and his family. When Wesley Fleck turned two in May, his family asked for children’s books instead of presents. They collected nearly 70 books, which they donated to the Cary Hospital ED. Children who come to the Emergency Department can choose a book from “Wesley’s Book Bin” to look at – and then take home with them. “Children are always looking for something to do while in the Emergency Department. Having these books offers some diversion for them,” commented Amy Short, director (Emergency Services – Cary Hospital). A huge thank you to Wesley and his family for this generous donation!

**SPRING COMMUNITY EVENTS**

WakeMed had a strong presence at many community events this spring. Staff and providers shared health information, led crafts and played games with thousands of community members at events as diverse as Thrive NC, OUT! Raleigh, the Teddy Bear Clinic at Marbles Kinds Museum and numerous community festivals across the county. Cary Hospital also held their annual Ladies Day event and North Hospital hosted the second annual Smart Patient seminar series. Both events drew hundreds of community members to the hospitals for screenings, seminars and health information. Thank you to everyone who helped represent WakeMed at these events!

**MEMORIAL DAY**

WakeMed staff paused to recognize and honor Memorial Day on May 25 with services at our Raleigh Campus, Cary Hospital (pictured) and North Hospital.

**SHAREING KNOWLEDGE**

In June, WakeMed Heart Center and Frances Wood, MD, (WakeMed Heart & Vascular Physicians) along with special guest, Dr. Bill Lombardi, of the University of Washington Medical Center, welcomed colleagues from Yale, Medical University of South Carolina, Christ Hospital (Ohio) and Beaumont Health (Michigan) for training on the Corindus CorPath.

**RAISING AWARENESS**

Members of the WakeMed trauma team met with Representative Chris Malone to encourage him to support Stop the Bleed education and kits in schools. The trauma program has had several leadership changes recently, with Sarah Hoffman, director (Raleigh Campus Operations), taking on leadership of Trauma Administration, Sarah McIntyre, BSN, RN, assuming the permanent role of trauma program manager at Raleigh Campus, and Rhonda Vincent, MSN, RN, returning to WakeMed to lead Cary Hospital’s pursuit of Level III Trauma Center designation.

**WAKEMED EMPLOYEES YOU ROCK**

WakeMed recognized our Service Award recipients with a breakfast in June. Employees with greater than 25 years of service (in 5-year increments) were invited to attend. Pictured are employees with 60 years of service. Thank you for your dedication to WakeMed!

**MUDDY CATS SCORE A HOME RUN AT WAKEMED**

Muddy the Mudcat and several Carolina Mudcats players made a visit to WakeMed in May. After checking out the Farmers Market, they visited patients and families in the Children’s Hospital. Thanks for visiting, Mudcats!
Focus On Nursing

Excellence in the art and science of nursing care and caring

In this year’s annual Nursing Excellence Awards program, the Division of Nursing recognized 130 nurses and the interprofessional colleagues who support them. Award recipients are nominated by their peers and were recognized at special events at Raleigh Campus and Cary Hospital in May.

Congratulations to this year’s winners and thank you for all you do to support each other and our patients. Many thanks also to the Work Life Council for putting together these wonderful events.

This year, the American Nurses Association chose “Nurses: Inspire, Innovate, Influence” as the theme for National Nurses Week. I cannot think of words that better describe the work of WakeMed nurses. Day in and day out, you are dedicated to improving the care and health of our patients and our community. You find innovative ways to improve our clinical practice, always interacting with caring and compassion while ensuring that quality and patient safety remain a top priority. You use your influence to affect positive work environments within your units and our organization, embracing teamwork and collaboration with so many. For all of that, I want to thank you.

I also want to share a big “Thank You” to each of our Clinical Excellence and Nursing Excellence Award recipients, who we honored during National Nurses Week. I’m so proud to be a WakeMed nurse.

Kelsey Adams, BSN, RN (4B Labor & Delivery – Raleigh Campus)
Wanda Adams, BSN, RN (CTICU)
Elizabeth Ambler, BSN, RN (6B Orthopedics & Oncology)
Telissa Avila, RN-BC (6C Surgery & Trauma)
Kristen Baker, RN (Labor & Delivery – Cary Hospital)
Jennifer Browne, RN (Staffing Resources)
Marvin Camilotes, BSN, RN (2C Rehab)
Caroline Charbonnet, RN (CICU)
Katie Christmas, BSN, RN (Emergency Department - North Hospital)
Kevin Coats, RN (STICU)
Anne Conca, RN (Staffing Resources – Cary Hospital)
Shannon Connelly, RN (Special Care Nursing- Cary Hospital)
Tanya Cullum, BSN, RN (1 East Medicine – Cary Hospital)
Tammy Currin, RN (CICU)
Lisa Davidson, RN (Heart & Vascular Unit – Cary Hospital)
Ann Denton, RN (NIC)
Sara Doering, BSN, RN (Nursery – North Hospital)
Julia Eifrid, BSN, RN (2 West ICU/MSIC – Cary Hospital)
Michelle Eichorst, BSN, RN (Labor & Delivery – North Hospital)
Cathy Forrier, RN (Patient Care Management – Cary Hospital)
Natalie Gee, BSN, RN (Emergency Department – Brier Creek Healthplex)
Smitha George, BSN, RN (Surgical Services – Raleigh Campus)
Sherri Giguere, RN (Emergency Department – Apex Healthplex)
Ebony Gore, RN (2E CVICU)
Tanya Groat, RN (Mother/Baby – Cary Hospital)
Kimberly Hales, BSN, RN (Children’s Emergency Department)
Kelly Henderson, BSN, RN (Imaging Services – Cary Hospital)
Joanne Hildner, BSN, RN (Home Health)
Brendan Howes, MD (American Anesthesiology)
Jennifer Ivey, RN (Staffing Resources – Raleigh Campus)
Lisa Johnson, RN (Surgical Services – North Hospital)
Nicole Knauer, RN (3E CVIC)
Connie Lassiter, BSN, RN (Mobile Critical Care Services)
Lorie Laubscher, RN (6A CVIC)
Margaret LeBlanc, BSN, RN (Surgical Services – Cary Hospital)
Ziyang Lin, BSN, RN (2 West MSIC – Cary Hospital)
Stella Lindley, BSN, RN (2D Rehab)
Deborah McAlister, RN (Lactation Services – Raleigh Campus)
Hayes McCaffrey, BSN, RN (PICU)
Kati McCluskey, RN (Surgical Services – Raleigh Campus)
Thoosdi Norcross, BSN, RN (3C Rehab)
Chioma Okoroafor, BSN, RN (6B Neuro Care)
Julie Oliveros, RN (Newborn Nursery – Raleigh Campus)
Stephanie O’Neal, BSN, RN (1D Clinical Evaluation Area)
Kenneth Ouma, BSN, RN (SC Medicine)
Jessica Parker, RN (Imaging Services – Raleigh Campus)
Sarah Parks, RN (Surgical Services – Cary Hospital)
Monica Parrott, BSN, RN (Neuro ICU)
Elizabeth Quinlan, BSN, RN (2West CVIC – Cary Hospital)
Nancy Reyes, BSN, RN (Heart Center Pre- & Post-Procedural Care)
Ursula Robinson, RN (3A CVIC)
Tammy Rose, BSN, RN (5A MIC)
Bonita Ryan, BSN, RN (eICU)
Renee Savanapridi, BSN, RN (Mother/Baby – North Hospital)
Tiffany Sheskin, RN (Medical/Surgical – North Hospital)
Vinata Sibi, BSN, RN (Chest Pain Unit – Raleigh Campus)
Joanna Smitherman, BSN, RN (Surgical Services – North Hospital)
Kippy Speicher, BSN, RN (Emergency Department – Raleigh Campus)
Gaye Stewart, BSN, RN (Children’s Hospital)
Ann Stinely, BSN, RN (Emergency Department – Cary Hospital)
Sandra Sweeney, RN (1A Clinical Evaluation Area – Raleigh Campus)
Cindy Taylor MT, BSN, RN (Nursing Education)
Tracy Thompson, RN (Emergency Department – Garner Healthplex)
Kelly Thompson-Braul, NP (WakeMed Heart & Vascular Physicians)
Jennifer Welsh, BSN, RN (Cath Lab – Cary Hospital)
Stacie White, MSN, MBA, RN (Patient Care Management – Raleigh Campus)
Cathy Williams, BSN, RN (3 West Med-Surg – Cary Hospital)
Sydney Williford, BSN, RN (MICU)
Foladoyin Akinyemi (5A MIC)
Jasmine Alston (Mother/Baby – Raleigh Campus)
Brenda Aree (Labor & Delivery – North Hospital)
Jeffery Armstrong (Mobile Critical Care Services)
Andrew Bates (Environmental Services – Raleigh Campus)
Oakley Bennett (Imaging Services – Cary Hospital)
Asan Blunt (MPDC – Cary Hospital)
Virginia Bollman (Respiratory Care Services – North Hospital)
Carlo Bonmarito (Surgical Services – Cary Hospital)
Nancy Bonasse (Environmental Services – Raleigh Campus)
Amy Carter (SC Medicine)
John Chiavola (Respiratory Care Services – North Hospital)
Ashley Chorba (PICU)
Priscilla Clark (1D Clinical Evaluation Area – Raleigh Campus)
Pamela Clarke (Environmental Services – Raleigh Campus)

Environmental Services – Raleigh Campus
Environmental Services – Cary Hospital

2018 Clinical Excellence Award Winners

Delphine Cull (Respiratory Care Services – Garner Healthplex)
Alice Daniels (Imaging Services – Raleigh Care)
Margaret Davis (NICU)
Anne Debnam (Home Health)
Abigail Dejong (2West CVIC – Cary Hospital)
Andrea Dejong (3E CVIC)
Nik DellaRocca (1 West Med-Surg – Cary Hospital)
Angela Donagh (Neuro ICU)
Genaah Doster, RN (3B CVSIC)
Ruth Durham (Environmental Services – Raleigh Campus)
Pamela Evans (3C Rehab)
Vin Feliciano (Surgical Services – Raleigh Campus)
Janine Ferguson (Emergency Department – Brier Creek Healthplex)
Jackie Francisco, RN (Patient Care Management – Raleigh Campus)
Norvella Goftney (Staffing Resources – Raleigh Campus)
Mollie Grant (Pharmacy – Raleigh Campus)
Beatriz Haddad (Labor & Delivery – Raleigh Campus)
Judy Hinton (Heart Center Pre- & Post-Procedure Care)
Alice Hobbs (Mother/Baby – Cary Hospital)
Donnie Johnson (Environmental Services – Cary Hospital)
LaShanda Jones (Surgical Services – Raleigh Campus)
Laurie Joyner (Chest Pain Unit – Raleigh Campus)
Charlene Kosut (Pharmacy – Cary Hospital)
Coretta Lockley (6B Orthopaedics & Oncology)
Matt Lotti (Center for Innovative Learning)
Laurie Manring (Children’s Emergency Department)
Jesse Martinez (Surgical Services – North Hospital)
Ruth McCullers (Guest Services – Raleigh Campus)
Sherra McDougald (2 East Medicine – Cary Hospital)
Nikki McKinney (Patient Care Management – Cary Hospital)

Tikita McCoy (NICU)
Nicky McTeernen (1A Clinical Evaluation Area – Raleigh Campus)
Shirley Morgan (2E CVICU)
Sharon Parga (eICU)
Nicole Phillips (Physical Therapy)
Rachael Raab (Emergency Department – Apex Healthplex)
Tammy Richardson (Surgical Services – North Hospital)
Jackie Ross, RN (Lactation Services – North Hospital)
Dawn Roy (Physical Therapy – North Hospital)
Kimberly Schekells (Emergency Department – Cary Hospital)
Tracy Van Steen (Physical Therapy)
Thanhdung Vu (3A CVIC)
Angela Washington (2D Rehab)
Pamela Wassilchak (Anesthesiology – Cary Hospital)
Michele Watson (Children’s Hospital)
Stephen Woodruff (MPDC – Cary Hospital)

Above: Each year during the Nursing Excellence Award celebration, the Division of Nursing honors a departmental partner. This year, Environmental Services was honored for the amazing work they do to care for our environment and our patients. Thank you and congratulations from your colleagues in the Division of Nursing!

Left: Congratulations to Chris Smith, RN, manager (MICU and eICU) who received the prestigious WakeMed Nursing Leadership Award this spring. The award is given periodically to nurse leaders who demonstrate outstanding leadership achievement. Smith was recognized for his efforts to improve quality and patient outcomes through evidence-based practices and tireless support of nursing colleagues.
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 Marketing & Communications 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 Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkins, Editor
WakeMed Employees, Photos

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Microscope

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ADDRESS SERVICE REQUESTED

WakeMed Around the World!
If your plans this summer include a family vacation, mission trip or other adventure, we want you to share it with us!

Take a picture of yourself wearing some WakeMed gear (t-shirt, sweatshirt, umbrella, etc.) or holding an issue of Microscope and send it to microscope@wakemed.org for an opportunity to be featured in a future issue of the newsletter. Be sure to include a sentence or two about your trip.

No matter where your summer takes you – from Asheville to Antarctica or from Carolina Beach to Costa Rica – we wish you safe travels!

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.

Follow us!
Want to learn more about what’s happening at WakeMed? Follow us on social media!

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