New WakeMed App

At WakeMed, patients and families are at the heart of everything we do, and the new WakeMed App offers easier access to our services, providers and locations than ever before.

WakeMed is the first health system in central North Carolina to launch this innovative mobile wayfinding App featuring interactive maps that provide step-by-step navigation to patient care areas, doctor’s offices, exam rooms, on-site dining options, parking decks and other points of interest. Plus, you can check emergency department and urgent care wait times, reserve your spot in urgent care, contact us, keep up with the latest news from the only health system based in Wake County and much more.

Employees will also find the App useful as it includes conference rooms at Raleigh Campus, Cary Hospital and North Hospital. In addition, we’ve included resources for new employees like directions to new employee orientation, the new employee office and Occupational Health. If you are new to WakeMed – or even if you’ve worked here for years! – the app can help you navigate our growing health system.

“Our mission is to improve the health and well-being of our community – and to do that, we have to make it easy for people to access the services they need,” commented Deb Laugherby, vice president, Marketing & Communications.

“Whether you want directions to the nearest emergency department or need a new primary care physician or want to look at your personal health profile – now you can just pick up your smartphone and do it all from our free App. It’s that easy.”

Thank you to the WakeMed Foundation for financial support to help make this App a reality!

With the WakeMed App You Can
• Get Turn-by-Turn Directions in the Palm of Your Hand - Go from home, to the closest parking deck, to your destination and then back to your exact parking spot
• Find the Physician Office Nearest You
• Search for a Doctor
• Make an Appointment
• Access WakeMed Virtual Urgent Care
• Check Emergency Department and Urgent Care Wait Times
• Save Your Spot in Urgent Care
• Access Your WakeMed MyChart Account
• Access Tools to Help Prepare for Your Delivery
• Pay Your Bill
• And Much More

Make plans to be one of the first to download the WakeMed App! Learn more and get download info at www.wakemed.org/allaccess.

Pictured clockwise from top left: Cardiac Rehab, Heart & Vascular - Apex, Primary Care

WakeMed Home Health Exceeds National Average

Congratulations to the WakeMed Home Health team for their recent 4-star Home Health Compare rating for quality of patient care! WakeMed Home Health achieved the highest rating of all same-size agencies in our area – higher than Rex and Kindred – and exceeded state and national averages.

Home Health Compare has information about the quality of care provided by "Medicare-certified" home health agencies throughout the nation. For more information, visit www.medicare.gov/homehealthcompare. WakeMed welcomes questions from providers, patients and families at 919-350-7990.

Congratulations, PRC Award Winners!

Each year, Professional Research Consultants (PRC) recognizes health care organizations that have gone above and beyond to achieve excellence with the patient experience. The PRC Excellence in Healthcare Awards are based on the percentage of patients who rate the Overall Quality of Care/Overall Quality of Doctor Care (for providers) as “excellent.” In 2019, WakeMed received numerous Top Performer Awards, which recognizes service lines and physicians scoring at the 100th percentile within the PRC national client database, and 5-Star Awards, which recognize those at or above 90th percentile. Congratulations to our award winners!

Departments and individuals were recognized at a breakfast reception on June 11.

Top Performer

Department Awards
Mobile Critical Care Services
Cardiac Rehabilitation
Cary Hospital – Outpatient Lab
Cary Hospital – Outpatient MRI
Cary Hospital – Outpatient Specialty Rehabilitation
North Hospital – Outpatient Surgery
North Hospital – Medical/Surgical
North Hospital – Women’s Pavilion & Birthplace
North Hospital – Outpatient Lab
Raleigh Campus – 6A CVIC
Pediatric Cardiology – Apex
Pediatric Endocrinology – Apex
Pediatric Outpatient Minor Procedures
Pediatric Weight Management – Apex
ENT – Head & Neck Surgery
North Heart & Vascular – Apex
Heart & Vascular – Cardiovascular & Thoracic Surgery
Heart & Vascular – Cary
Heart & Vascular – Complex Arrhythmia
Heart & Vascular – Heart Center
Heart & Vascular – Advanced Heart Failure
OB-GYN – Brier Creek

Primary Care – Holly Springs
Primary Care – Downtown Raleigh
Urgent Care – Cary
Urology – Raleigh Medical Park

Physician Awards
Tehmina Adnan, MD – Primary Care
Jordan Allem, MD – Cardiology
Theresa Amerson, MD – Primary Care
Susheel Atree, MD – Primary Care
Bryon Boulton, MD – Cardiovascular & Thoracic Surgery
Andrea Crane, MD – OB-GYN
J. Richard Daw, MD – Cardiology
Laura Eika, MD – Primary Care
Amy Erickson, DO – Primary Care
Michael Ferguson, MD – ENT – Head & Neck Surgery
Brian Go, MD – Cardiology
Jason Haag, MD – Cardiology
George Hamrick, MD – Cardiology
John Holly, MD – Primary Care
Patrick Hranitsky, MD – Complex Arrhythmia
Carmin Kalorin, MD – Urology
John Kelley, MD – Cardiology
Brian Klausner, MD – Primary Care
Lori Lilley, MD – General & Breast Surgery
Jimmy Locklear, MD – Cardiology
Rosa Messer, MD – Primary Care
Ryan Murray, MD – Primary Care
Monica Oel, MD – Primary Care
Sara Rooker, MD – Primary Care
Marc Silver, MD – Cardiology
John Sinden, MD – Cardiology
Hemant Solomon, MD – Cardiology
Ian Uddell, MD – Urology
Judson Williams, MD – Cardiovascular & Thoracic Surgery
Mark Wood, MD – Wake Orthopaedics
WakeMed's Receiving team gathered recently for a training on processes and procedures. The team includes staff based at all hospitals and healthplexes, so getting (nearly) all of them at the same place at the same time is rare. Pictured left to right are: Isaac Chapman, Michael Moser, Danielle Haynes, Cindy Blalock, Darnell Allen, Michael Hebert, Asan Blunt, Jeff Williams and Joseph Perry. Kenneth Curtain is not pictured.

WakeMed Outpatient Rehab sports physical therapists Jay Goodman, PT, SCS, and Lizy Coleman, PT, ATC, treated sprains, strains, heat exhaustion and more at the recent Southern Sands May Grand Slam beach volleyball event. Goodman and Coleman have many years of experience working with professional and amateur adult and youth athletes.

WakeMed was proud to be a sponsor of Thrive NC, a Food, Culture, Community festival at City Market in early May. Our chefs served a delicious healthy Asian salad – if you want to try it at home, look for the recipe on the WakeMed Voices blog.

WakeMed and 3A CVIC Manager Ginger Bryan, RN, were recently recognized by the Employer Support of the Guard and Reserve, part of the Department of Defense. Ginger, along with supervisors Andrea Lee, RN, and Kemoy Holiday, RN, were nominated for the Patriotic Employer Award by Eve Tanas, RN, who is a WakeMed nurse and a lieutenant in the National Guard. The award recognizes supervisors and employers for supporting employees who are members of the National Guard or Reserve.

Nearly 20 goats from The Goat Squad settled into their summer job – grazing 5 + acres and removing invasive vegetation – as WakeMed continues its work with the Gardeners of Wake County to restore the historic grounds of the Longview (Poe) House, which is home to the WakeMed Foundation. WakeMed’s restoration and current incarnation of this landmark east Raleigh home brings together the past and the present and will stand as part of WakeMed’s legacy to the community.

Betsy Gaskins McClaine, RN, executive director, Patient Navigation & Transitions, and Oral Wise, executive director, Ambulatory & Support Services, spent time with staff on 5C Medicine as part of Senior Leader Rounding. Many of our executive team and senior leaders are visiting clinical areas as part of this initiative – take advantage of this opportunity to talk informally with them!

WakeMed’s Child Life Specialists led the annual Teddy Bear Clinic at Marbles Kids Museum in May. The event is a fun opportunity for young children to learn about what is involved in a hospital visit and learn about the role doctors and nurses play in the community. Thanks to everyone who helped make this event such a success!

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WakeMed Retail Pharmacies are Going Live with Epic

Improvements are on the way! The WakeMed retail pharmacies are going live with Epic in August. This means that soon you will be able to use MyChart to:

- Submit medication refill requests directly to the Pharmacy
- Receive refill notifications via email or the MyChart App

This transition will lead to a more efficient workflow and the potential for faster turnaround times. Pharmacy staff appreciate your patience as they adjust to new workflows and processes.

Be prepared for the transition
Pharmacy staff will be unable to fill prescriptions between 4 pm Friday, August 9, and 7 am, Monday, August 12. Retail pharmacy customers are encouraged to pick up prescriptions in advance.

From July 15 through August 12, WakeMed medical plan members and dependents may request refills up to two weeks in advance. With questions, or to see if your prescription qualifies for early pickup, call the Pharmacy at ext. 02200.

With this transition, employees will need to ensure they have completed the online Employee Payroll Deduction Authorization form to avoid uninterrupted payroll deduction. This is the same form that is used for payroll deduction at WakeMed. You don’t need to take action; if you have not authorized payroll deduction through Lawson, complete the form, available in the Applications Directory on MyWakeMed.

This transition, the Outpatient Pharmacy and Employee Pharmacy will be closed Friday, August 9 at 5 pm, through Monday, August 12 at 7 am.

Please note:
As part of this transition, the Good Catch Program will be closed Friday, August 9 at 5 pm, through Monday, August 12 at 7 am.

WakeMed Welcomes New Board Members, Officers
The WakeMed Board of Directors recently elected new officers and added three new members. The 14-member volunteer Board provides governance, leadership and oversight for WakeMed. Willy Stewart, president and CEO of Stewart, a design, engineering and planning firm, was elected to a two-year term as chair. Tina Shanahan was elected to a one-year term as vice chair and Bobby Rice was elected to serve a one-year term as secretary.

The Board also welcomed new members (pictured above, left to right):
- Mary Nash Rusher, J. Blount Williams and Larry D. Barbour. Ms. Rusher is a managing partner at McGuireWoods LLP; Mr. Williams is CEO of Alfred Williams & Company. Both Ms. Rusher and Mr. Williams were appointed by the Wake County Commissioners. Mr. Barbour, who was elected by the hospital, is president & CEO of North State Bank.
- Shon Brink, joins WakeMed as vice president, operations, for WakeMed Physician Practices

WakeMed welcomed Shon Brink, MBA, as vice president of operations for WakeMed Physician Practices in early June. Brink has nearly 30 years of operations leadership experience at large, multi-practice, multi-specialty physician networks including Loma Linda University Health Care and, most recently, Greenville Health System in Greenville, SC, (now known as Prisma Health).

WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the “Report a Good Catch” link on the MyWakeMed.

LEADERSHIP UPDATES

Dave Muldrow (Patient Transport – Cary Hospital) was transporting a patient back to their room after an exam when he made his Good Catch. Dave had transported the patient to the exam earlier in the day and noticed that his demeanor had changed. While the patient had been alert and talkative on their first trip, now he was less alert and was breathing in a stoning manner. Dave told the nurse about the change in the patient’s condition and she was quickly able to check on the patient. It turned out that the patient’s blood sugar had dropped and needed medication to bring it back up. Thanks to Dave’s attention and action, this was taken care of right away.

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considering they had just opened my chest and changed – in their own words. they love about WakeMed, the care we deliver and the incredible team

Words

In Our

unblocked four arteries. Now that I'm all recovered, I make it a point to stop by and thank Dr. Judson Williams and his staff for giving me a second chance at life.”

Christopher

Emma was just about to graduate high school and begin her life as an adult when a tragic car accident put things on pause. Emma suffered serious injuries that left her paralyzed with no function in her arms or legs. After nearly a month at WakeMed, Emma was fortunate to attend her high school graduation with the help of an awesome multidisciplinary care team. Since then, Emma has come to WakeMed Outpatient Rehab four days a week for intense therapy including the use of our Ekso exoskeleton.

Marcus

WakeMed's Health Lives Here mobile wellness program is designed for corporate wellness, on-site clinic services, health screenings and educational outreach programming. Since it launched last year, the program has brought screenings and health services to hundreds of community members. Marcus – a young Town of Cary employee who appeared to be in good health – participated in a routine health screening through his employer and got quite a surprise: he had undiagnosed diabetes.

WakeMed Receives National Awards for Stroke, Heart Failure

WakeMed continues to receive high honors for their achievements in delivering outstanding care to patients experiencing heart failure and stroke, including the following recognition from the American Heart Association/American Stroke Association:

Raleigh Campus
• Stroke: Gold Plus and Target: Elite Honor Roll
• Heart Failure: Gold Plus and Target: Heart Failure Honor Roll

Cary Hospital
• Stroke: Gold Plus and Target: Elite Honor Roll
• Heart Failure: Silver Plus and Target: HP Honor Roll

“This recognition demonstrates our teams’ ongoing commitment to ensuring our patients receive the most appropriate treatment,” said Amanda Thompson, RN, executive director, WakeMed Heart & Vascular. “WakeMed is THE place for stroke and heart failure care in the Triangle.”

Our teams meet or exceed national guidelines for:
• Proper use of medications and other treatments
• Incorporating evidence-based guidelines for stroke and heart failure care
• Reducing the amount of time it takes a stroke patient to move from arrival in the ED to treatment
• Providing education on staying healthy after stroke, managing heart failure and overall health

Congratulations to all WakeMed Stroke and Heart Failure team members for a job well done!

“This year our goal is to have 35% of our patients sign up for MyChart. Currently we are at 34% (as of June 24). Help us bridge the gap!”

Don

Christopher

At age 64, Christopher was one of the earliest patients to experience a new care pathway – known as ERAS Cardiac – that was designed to standardize and improve the care of heart surgery patients.

“Often, when patients complete Cardiac Rehab, they don’t have the confidence to continue an exercise program on their own. Similarly, some heart patients who don’t qualify for Cardiac Rehab want to exercise with the support of a team trained in cardiovascular disease and treatment. That’s where WakeMed’s Safeway to Fitness program comes in. This structured program, overseen by many of our Cardiac Rehab staff, is an incredible (and affordable!) opportunity for our heart patients to get the exercise they need without worrying about insurance coverage.

WakeMed Way 2 Excellence (WW2E) has involved bringing small teams together to spend several days focusing on one challenge or opportunity. Over the past few years, these events have taken two forms:
• Kaizen Events last two to three days and do not include executive director (Kaizen Promotion Office). “This challenge will allow us to be more flexible and efficient in our planning – and isn’t that the goal of WW2E?”

Christopher

WakeMed’s Transformation Way 2 Excellence (WW2E) has recently decided to combine the two types of events into one, called a Kaizen Workshop. “We have found over time that the similarities between these events outweigh the differences – and calling them two different things is unnecessary,” commented Kenneth Murray, senior executive director (Kaizen Promotion Office). “This change will allow us to be more flexible and efficient in our planning – and isn’t that the goal of WW2E?”

Christopher

These workshops will vary in length (two to five days) and will have a similar structure to existing RPIWs and Kaizen Workshops. “We have

Amanda

• Schedule appointments with WakeMed providers
• Get lab results and see historic results
• Request prescription refills from providers
• Pay bills
• Message providers

One important – and very successful – part of our Wake Way 2 Excellence (WW2E) has involved bringing small teams together to spend several days focusing on one challenge or opportunity. Over the past few years, these events have taken two forms:
• Rapid Process Improvement Workshops (RPIWs) last five days and conclude with a formal presentation where the team reports on their progress.
• Kaizen Events last two to three days and do not include a formal presentation.

While there are small differences between the two types of events, the goals and many of the processes used to achieve them are the same. WakeMed’s Transformation Guiding Task Force (the team that oversees all WW2E work) has recently decided to combine the two types of events into one, called a Kaizen Workshop. “We have

Your Health in your hands.

2019 MyChart Bridging the Gap

MyChart is an incredibly valuable tool for our patients – one that will empower them to be involved in their health care. We need your help to ensure patients understand why it is important and what they can do with MyChart.

Additionally, MyChart activation is one of the metrics for our Healthy Community Aspirational Goal. Make it part of your routine – every patient’s routine – and encourage them to sign up!
Five Minutes With... is an online profile series introducing members of WakeMed’s executive team, physicians and others to the broader WakeMed family. We are pleased to bring you this special printed interview with Twinkle – WakeMed’s one and only mascot who has the important job of representing WakeMed Children’s. For more profiles, check out Five Minutes With... on MyWakeMed!

WakeMed Mascot & Chief Happy Officer

• Where did you grow up? I was born at WakeMed in June 1997, but my family returned to the constellation Sagittarius when I was very young, so most of my childhood memories are from there. I was excited to return to WakeMed as an employee.

• As a kid, what did you want to be when you grew up? I always wanted to be in entertainment. Mom always said I could really light up a room. I really wanted to be a rock star, but I don’t have the greatest voice…or any voice at all, come to think of it.

• What is the strangest/most unusual job you’ve ever had? I was a lifeguard in the summer of 2010. I was pretty excited, but it turns out I’m more of a nighttime person so the long days in the sun just weren’t for me. I guess you could say I burned out on that job.

• When did you join WakeMed and what was your title/position at that time? I started as an intern in the Marketing department. They saw my potential and knew I could harness my innate light and bring some joy to kids in the hospital. Here I am all these years later as the Chief Happy Officer!

• What makes you proud to be a member of the WakeMed family? I may light up a room but what gives me the most joy is the way children light up when they see me. It tells me I’m doing my job well.

• Why is our mission important to you, personally? I would not be the shining star I am without my health! I want to inspire others to be healthy too – so they can let their own lights shine! I love working with our team of compassionate caregivers to help accomplish that goal and provide the entire family with a 5-STAR experience.

• Looking ahead to the next year for WakeMed, what are you excited about? Chasing Zero. I’m not a great runner, but I’m really excited about this initiative.

How do you like to unwind? I love watching young stars come alive! Those days that means I watch a lot of American Idol and old Star Search episodes.

Tell us about your family. My mom was a nurse, and my father was a physician to the stars in Hollywood, so I guess entertainment has always been in my blood. Growing up, they instilled in me a compassion for care and that set me up perfectly for my future career with WakeMed Children’s.

Do You Want to Be a Star? We are always looking for people to volunteer as Twinkle! If you are interested in being part of our Twinkle team, review the Twinkle Policy for details about the role and then contact Christ Schmidt at cschmidt@wakemed.org.
This year, the American Nurses Association chose “4 Million Reasons to Celebrate” as the theme for National Nurses Week. It is easy for me to think of four million reasons to celebrate our wonderful WakeMed nurses. Day in and day out, you show compassion for your patients and their families as you navigate them through unknown territory, all while keeping patient safety as your top priority. You continuously strive for innovation and dedicate yourselves to a new standard of excellence in practice and professionalism. You positively contribute to your work environments as you embrace teamwork, collaboration and respectful communication. Every day, your work leaves an impact on the lives of your patients and families, our colleagues, as well as our community. For all of that, and so much more, I want to celebrate you.

I also want to celebrate and send out 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.

I
n this year’s annual Nursing Excellence Awards program, the Division of Nursing recognized 131 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 and their families. Many thanks also to the Work Life Council for putting together these wonderful events.

2019 Nursing Excellence Award Winners

Cindy Boily
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer

A NOTE FROM OUR CNO

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2019 Nursing Excellence Award Winners

Leslie Duren, RN (Children’s Emergency Department – Raleigh Campus)
Kandy Raleigh, BSN, CCRN (2 West ICU – Cary Hospital)
Alita Ghobizadeh, BSN, RN (Heart & Vascular – Six Forks Road)
Laura Blossom, RN (Emergency Department – Apex Healthplex)
Laura Grimes, RN (2 East Medicine – Cary Hospital)
Tanya Groat, RN (Mother/Baby – Cary Hospital)
Libby Guerrero, RN (Cardiac Rehab – Raleigh Campus)
Mallory Halsey, RN (Surgical Services – Day Surgery – North Hospital)

Richard Hansard, BSN, RN, CCRN (Neuro ICU – Raleigh Campus)
Brandy Harrison, BSN, RN (ICU Rehab – Raleigh Campus)
Wendy Hillman, BSN, RN (MICU – Raleigh Campus)
James Hines, RN, CEN (Mobile Critical Care Services – Raleigh Groat)
Linda Hinrichs, RN, CNOR (Surgical Services – Operating Room – North Hospital)
Angel Hodges, RN (Labor & Delivery – North Hospital)
Tiffany Holohan, BSN, RN (Adult Emergency Department – North Hospital)

Margaret Buck, BSN, RN (Surgical Services – Operating Room – Raleigh Campus)
Caroline Burroughs, MSN, BSN, PNCB (Children’s Hospital – Raleigh Campus)
Darlene Campbell, RN, RN-BC (3 West Medical/Surgical – Cary Hospital)
Colleen Carter, BSN, RN (Surgical Services – Day Surgery – Cary Hospital)
Sandra Cooper, BSN, RN (2D Rehab – Raleigh Campus)
Kimberly Dalw, BSN, RN (Outpatient Rehab – Cardiac Rehab – Cary Hospital)
Amy DeCenso, RN (Special Care Nursery – North Hospital)

Sue Hutter, BSN, RN (6B Neuro Care – Raleigh Campus)
Theresa Innocent, RN, PCPN (Imaging Services – Raleigh Campus)
Jung Jeter, RN, RN-BC, CV (2 West Intermediate Care – Cary Hospital)
Leah Lopez, BSN, RN, CEN, RN-BC (Emergency Department – Cary Hospital)
Robin Loughlin, MSN, RN, RN-BC (Nursing Education – Raleigh Campus)
Lynnette Lux, RN, CCRN (1 East Clinical Evaluation Area – Cary Hospital)
Jamie Lynch, RN (3B Neuro Intermediate Care – Raleigh Campus)
Kelly Mattern, BSN, RN, CEN (Surgical Services – PACU – Raleigh Campus)
Deirdre Matterna, RN (Women’s Pavilion & Birthplace – North Hospital)
Amanda Matthews, BSN, RN (Staffing Resources – Cary Hospital)
Deborah McAllister, RN, IBCLC (Lactation Services – Raleigh Campus)
Lindsay McDaniel, BSN, ACM (Patient Case Management – Cary Hospital)
Thomas Michael, RN (3 West Medical/Surgical – Cary Hospital)
Jennifer Myers, RN (Labor & Delivery – Raleigh Campus)
Kelly Nelson, RN (Surgical Services – PACU – Cary Hospital)
Kristina Oakley, RN (3A CVIC – Raleigh Campus)
Christine Ouellette, BSN, RN, CCRN (ICUC – Raleigh Campus)
Jordan Peterson, BSN, RN (3B CVICU – Raleigh Campus)
Lisa Pilay, BSN, RN, CCRN (2E CVICU – Raleigh Campus)
Kristen Rhodeas, BSN, RN, ACM (Patient Care Management – Raleigh Campus)
Alex Rowe, BSN, RN (STICU – Raleigh Campus)
Ashley Salter, BSN, RN, CEN (Emergency Department – Garner)
Courtney Scherer, BSN, RN, CCRN (Imaging Services – Cary Hospital)
Stacy Schieder, RN (Special Care Nursery – Cary Hospital)
Stacey Selvick, RN, RN-BC (3E CVICU – Raleigh Campus)
Katie Shea, RN (Newborn Nursery – Raleigh Campus)
Ulanda Stallworth, BSN, RN (Staffing Resources – Raleigh Campus)
Shelia Stanley, RN, PCPN (Heart Center Pre- & Post-Procedure Care – Raleigh Campus)
Nicole Stoneback, BSN, RN-BC (1C Clinical Evaluation Area – Raleigh Campus)
Aw ard W inners
Debora Wrench (Creek Healthplex)
Samantha Wingo (Raleigh Campus)
Christopher Bober
Amy Birling (Raleigh Campus)
Melissa Tant (Campus)
Kyle Waldrop, RN, ASN (PICU – Raleigh Campus)
Colleen Wentink, RN (Medical/Surgical – North Hospital)
Samantha Wingo, BSN, RN (Emergency Department – Brier Creek Healthplex)
Deborah Wrench, RN (Invasive Cardiology – Raleigh Campus)

2019 Clinical Excellence Award Winners
Leaster Allen (Environmental Services – Cary Hospital)
Guadalupe Arquipo (Environmental Services – Raleigh Campus)
Jose Arredondo (Environmental Services – Raleigh Campus)
Frank Bethel, CNA (Patient Constant Observer Services – Raleigh Campus)
Amy Birling, EP-C, CEP (Cardiac Rehab – Cary Hospital)
Christopher Bober (Information Services)
Karen Boll, ST (Labor & Delivery – Cary Hospital)
Anne Cappellent, NA I (5B Neuro Intermediate Care – Raleigh Campus)

Ashley Chorba, NA I (PICU – Raleigh Campus)
Heather Coffey, NA I (Surgical Services – PACU – Raleigh Campus)
Elaine Cordeiro, OT (Occupational Therapy – Raleigh Campus)
Juan Curtis, CST (Surgical Services – Operating Room – Raleigh Campus)
Beth Drossman, MS, ACSM-RCEP, CEP (Cardiac Rehab – Raleigh Campus)
Erin Edwards, NA I (Children’s Hospital – Raleigh Campus)
Benita Ellin, CNA (1A Clinical Evaluation Area – Raleigh Campus)
Kelly Finch, NA (ICU Surgery & Trauma – Raleigh Campus)
Mageline Flood, CNA (3B CVSC – Raleigh Campus)

Doug Furlong (MPDC – Cary Hospital)
Kara Gaunt, MS, RD, LDN, CNCS (Clinical Dietitians – Raleigh Campus)
Susan Gates, PT (Physical Therapy – Raleigh Campus)
Madison Gould, CNA (6A CVIC – Raleigh Campus)
Virgil Grace (Anesthesiology – Cary Hospital)
Danielle Haynes (MPDC – Garner Healthplex)
Adrienne Hill Hickman, MA (Pediatric Cardiology – Raleigh Campus)
Michelle Jagrup, CNA (Patient Constant Observer Services – Cary Hospital)
Juanita Jones, NA I (2C Rehab – Raleigh Campus)
Veronica Jones (Heart & Vascular – Six Forks)
Anna Kerbawy, NA I (5C Medicine – Raleigh Campus)
Toni Lapier (Pathology Labs – Cary Hospital)
Ashley Lewis (Patient Case Management – Raleigh Campus)
Tasha Lucas, CNA II (3C Rehab – Raleigh Campus)
John Marmaud, NA II (2 East Medicine – Cary Hospital)

Robert Martin (Patient Transport – Raleigh Campus)
Jose Martinez, PCT (Surgical Services – Operating Room – North Hospital)
Christopher McDougald, NA I (1C Clinical Evaluation Area – Raleigh Campus)
Sean Metayer, NA II (Emergency Department – North Hospital)

2019 Parti cipants with Nurses’ Award
Jasmine Middleton, NA II (3A CVIC – Raleigh Campus)
Robert Moray (MPDC – Raleigh Campus)
Michael Moser (MPDC – Apex Healthplex)
Brandon Myers (Imaging Services – Cary Hospital)
Jovanda Nowell, NA II (Children’s Emergency Department – Raleigh Campus)
Melanie Penny, EMT - 1 (Mobile Critical Care Services – Raleigh Campus)
Yolonda Perkins, NA II (JE CVIC – Raleigh Campus)
Maria Rolandan, NA (Surgical Services – Administration – North Hospital)
Jess Ross, NA I (1 East Clinical Evaluation Area – Cary Hospital)
Taylor Schofield, CNA (2D Rehab – Raleigh Campus)
Kim Schwartz (Patient Case Management – Cary Hospital)
Donyata Simpson (Emergency Department – Brier Creek Healthplex)
Beverly Snellings, NA I (Labor & Delivery – Raleigh Campus)

Patrick Srock, RCRS (Invasive Cardiology – Raleigh Campus)
Karen Stafford, MLS (Wake AHEC)
Brian Stearns, NA II (Emergency Department – Cary Hospital)
Kelly Sulek, PT (Physical Therapy – Raleigh Campus)
Raven Vazquez, CNA II (Mother/Baby – Cary Hospital)
Steve Vesely, BS, CST (Surgical Services – Operating Room – Cary Hospital)
Denise Jackson, NA II (Obstetrics & Gynecology – Raleigh Campus)
Kendra Watson, CNA (NICU – Raleigh Campus)
Tammy Westerhausen, NA I (2 West Intermediate Care – Cary Hospital)
Donna White, RRT, RCP (Respiratory Care Services – Raleigh Campus)
Terrie Williams, CNA II (CICU – Raleigh Campus)
Dawly Williams, NA II (Surgical Services – PreOp – Cary Hospital)
Kasey Williamson, RT (SA MIC – Raleigh Campus)

Congratulations to Heather Hopkins, BSN, RN, CCRN, EMT and Jason Wilson, RN who received the prestigious WakeMed Nursing Leadership Award this spring. The award is given periodically to nurse leaders who demonstrate outstanding leadership achievement. Hopkins and Wilson were recognized for their efforts to improve patient progress and outcomes through evidence-based practices and their continuous commitment to provide excellent care for our patients and families.

Each year during the Nursing Excellence Award celebration, the Division of Nursing honors a departmental partner. This year, the Child Life Specialists team was honored for the amazing work they do in helping pediatric patients and their families. Thank you for being an incredible resource and congratulations from your colleagues in the Division of Nursing!
The Marketing & Communications department thanks all of you for your support and your up-to-date news on all of the hospital system’s activities.

Microscope, Wake Med Marketing & Communications, 2019

Booth Amphitheatre Movie Night Admission

Buy One Get One Free

This coupon must be presented at time of purchase.

Cary, NC

Combined with any other discount or promotion.

Limit 1 coupon per person, per purchase. Cannot be combined with any other offers or promotions.

Coupon expires 08-30-19. Gates open at 7 pm; movies start at dusk; picnics welcome. For a list of movie titles, dates and ratings, visit boothamphitheatre.com.

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Third floor

Wednesday, August 28

North Hospital
7 am to 4 pm
Andrews Center
Conference Center

Cary Hospital
7 am to 4 pm

Uniforms

The Volunteers and 1st Uniform will host uniform sales in August:

Raleigh Campus
Thursday, August 1
7 am to 4 pm
Andrews Center
7 am to 4 pm
North Hospital
Wednesday, August 28
7 am to 4 pm
Third floor

Social Media: Protecting Our Patients, Organization and You

July 24, August 20, September 4, 11:45 am to 1 pm, Conference Dining; Register via WakeMedU (code: NE014-19033)

Upcoming Organizational Development Classes

Professional Development

• Effective Communication – July 23, 8:30 am to 12:30 pm, Medical Office Building WakeMedU Code: POCOM-1906

• People See Things Differently – July 24, 8:30 am to 12:30 pm, Medical Office Building. WakeMedU Code: PMBDTI-1910

Leadership Development

• Leading Out Loud – July 26, 8:30 am to 3:30 pm, Medical Office Building. PMBDTI – People See Things Differently

• Leading Change – July 30, 8:30 am to 12:30 pm, Medical Office Building. WakeMedU Code: LDLC

Uniform Sales

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Cash, credit and payroll deduction available. 1st Uniform will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

Healing Touch Classes

Healing Touch is an energy-based medicine now being offered to patients at WakeMed. Several classes will be offered at Cary Hospital:

• Level 1: Sept. 28 & 29
• Level 2: Nov. 16 & 17
• Level 3: Feb. 8 & 9, 2020

Tuition: $395 if students register one month in advance; $497 if not in advance. CE Contact Hours: 16 for nurses and massage therapists. For more information, contact Maggie Hutchinson at SimplyHealingTouch@gmail.com

Financial Wellness Lunch & Learn Series

This series provides information to help put you on a solid financial path for you and your family. Sessions last approximately 50 minutes. No reservations are required but space is limited to 20 participants. With questions, please contact Bob Nelson at ext. 06903.

Raleigh Campus
Stretching the Family Budget: Wednesday, July 31, noon, Conference Dining; presented by BHS.

Cary Hospital

Money Management Styles: Thursday, July 11, 11:30 am, Conference Center; presented by BHS.

Stretching the Family Budget: Thursday, July 25, 11:30 am, Points West Cafe Computer Training Room; presented by BHS.

Wake AHEC

Recorded Webinars: Controlled Substance Prescribing:

Part 1: CDC Guideline and Controlled Substance Reporting System

Part 2: Acute Pain and adopted Tools for Change in the Clinic

Part 3: Chronic Pain and Addiction Medicine

Child Forensic Interviewing: The RADAR JR Interview Model – July 30 & 31, NC Conference of District Attorneys – NC Judicial Center, Raleigh

Wake County Young Child Mental Health Collaborative Training Series-Building Child-Caregiver Relationships through CARE – Aug. 23, Alliance Health Offices, Morrisville

Trauma Informed Care: Seeking Safety and Other Evidence-Based Interventions for the Young Child – Aug. 2, Alliance Health Offices, Morrisville

Wake County Young Child Mental Health Collaborative Training Series-Building Child-Caregiver Relationships through CARE – Aug. 23, Alliance Health Offices, Morrisville

Child Forensic Interviewing: The RADAR Interview Model – Aug. 26 – 30, NC Conference of District Attorneys – NC Judicial Center, Raleigh

Mindful Self Care – Aug. 29, Andrews Center

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To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the MyWakeMed. Send calendar submissions to Public Relations or email microscope@wakemed.org.

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 Employee. Photos

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