In some rare instances, patients who undergo cardiothoracic surgery need to have their chest emergently re-opened. To prepare for these cases, the CTICU team has spent the last year working on a plan for “Code Open” – or Cardiothoracic Life Support. The team worked with the SIM Lab to conduct a mock Code Open using a simulated patient.

Dr. Williams quickly recognized the patient was in cardiac tamponade (a condition where fluid collects around the heart and prevents it from pumping) and initiated the Code Open. While the CTICU team brought supplies, emergency department staff cleared the Trauma Room. Following the steps they had rehearsed, the team stayed calm and quickly reopened the patient’s chest. Within minutes, the blood clots were removed and the patient regained a pulse. “Our efforts to review and standardize care along with simulated practice enabled us to act very quickly for the patient’s sake,” said Ginn McConnell, RN, (CTICU) who assisted with the case. “What was just as amazing for the CTICU team was how the ED team rapidly facilitated a life-saving process that had never before been performed in their ED.”

Following this life-saving procedure, the patient recovered in CTICU and 3B before returning home. “During the open chest procedure, our team was spectacular,” commented Dr. Williams. “Because of the simulation, preparation, and dedication of our staff, including Gina McConnell, RN, Michael Modrow, PA-C, Toby Beliveau, RN, and many others, this patient is alive today and is already getting back to coaching youth football.”

Who is behind these attacks?

“IT is a common thought that hackers are isolated and work alone – but in fact they are often part of organized criminal groups. They make their money by accessing personal information and then either sell it or use it for identity thefts or other scams,” commented Robert Pierre, manager (Information Security). Many cybercriminals are located outside of the United States and use sophisticated computer programs to find weak spots in computer networks and security systems. WakeMed has investigated a number of incidents that have come from as far away as China, Brazil and Nigeria.

What is WakeMed doing to protect us?

WakeMed’s information security, legal and corporate compliance teams are working together to protect our records, as well as our overall network and computer systems. In addition to staying current on security trends and threats, they are monitoring activity on WakeMed’s networks and taking proactive steps – such as implementing two-factor authentication – to help our systems stay safe. “These changes may seem like added hoops to jump through, but it’s important to remember that these processes are in place to protect WakeMed – and, most importantly, our patients,” commented Kelly Farrell, chief information security officer.

What can I do?

We all have a role in protecting WakeMed’s sensitive information. Here are a few things you can do:

• Be Email Smart – More than 90 percent of cyberattacks begin with a phishing email. If you receive an email asking you to enter your username and password, that should be a red flag. Send all suspicious emails to phishing@wakemed.org so that Information Services can investigate them.

• Protect Your Passwords – A weak password is a hacker’s best hope for accessing our network. Change your password regularly and avoid using any word that could be easily guessed, such as your name, “password”, the season, a pet’s name, etc. One simple way is to create a passphrase, words that go together in your head, but no one else could guess. An example would be instead of using your pet’s name “Felix”, use a passphrase like “FurryCyberCat”.

To test and improve their processes, CTICU staff worked with the SIM Lab to conduct a mock Code Open using a simulated patient.
**WakeMed Physician Practices – General Surgery**

**Dedicated Breast Services Program**

**Welcome New Advanced Practice Providers**

**Alison Brancato, NP**  
Pulmonary & Critical Care Medicine

**Kathryn Leidecker, NP**  
OB-GYN

**Daniel Taylor, PA**  
Wake Orthopaedics

**Opening April 17**  
**OB-GYN – Sunnybrook Road**

Raleigh Medical Park, Suite 300  
Appointments: 919-235-6559

The practice accepts all forms of insurance and welcomes employees to participate.

**Cancer Care**

**Plus**

**News from WakeMed Physician Practices**

**DO YOU NEED AN ALTERNATE STANDARD?**

With biometric screenings completed, it’s time to start thinking about whether you’ll need an Alternate Standard to qualify for WakeWell Rewards. If you fall short of 120 points, you can use an Alternate Standard (worth 40 points) to make up the difference. Alternate Standards must be completed before September 30, 2018.

**Dietitian Visit**

WakeMed medical plan members can see any registered dietitian in the Aetna Network with no co pay and no referral. To schedule a visit with a WakeMed dietitian, call 07000. This alternate standard is quite popular, so it is strongly encouraged to make your appointment early!

**Care Advising**

Care Advising services are designed to help individuals who need additional support managing their health. A referral is required. If you qualify, you will be contacted by your primary care doctor or a care advisor.

**Diabetes Education**

Participants with a diagnosis of diabetes may complete a diabetic education program to meet their Alternate Standard. There is no copay for diabetes education; however, a physician referral is needed. For information about WakeMed’s Diabetes Education Program call ext. 07592.

**Stress Management Education**

WakeWell Rewards participants can earn 40 points by completing a one-on-one Stress Management Education program with our employee assistance program (EAP). To qualify, the employee must complete an initial counseling session, at least one follow-up session and upload the signed Alternate Standard Verification form to Viverae by September 30.

**LiveWell**

This popular 12-week group fitness and healthy lifestyle education program is offered by Healthworks. The next series will run from May 1 to July 19. To set up a consult, call Hailee Wingfield at ext. 07043. Consults are required for participation and must be completed by April 13.

**Tobacco Users**

Tobacco and e-cigarette users have two options available:

- **WakeMed Tobacco Cessation Coaching**: Complete four telephone sessions with a certified tobacco cessation coach and take a positive step towards being tobacco free. To register, call ext. 06737 or email wellness@wakemed.org.
- **Viverae Health Online Tobacco Module**: Watch four, five-minute online videos and complete a short quiz at the end of each. To get started, visit wellness.wakemed.org.

**Pregnant Employees**

Employees who are pregnant have three alternate standard options this year:

- **Maternity Care Advising**: Call 855-220-7955 to get started and receive support from a nurse throughout your pregnancy. To receive credit, care advising must begin by September 30.
- **Viverae Health Education Module**: Watch four, five-minute online videos and complete a short quiz at the end of each.
- **Pregnancy Physician Statement**: Have your doctor complete the form and return it to Viverae Health by September 30. Maternity Physician Statements are available at Occupational Health and on the Human Resources intranet page.

Additional information about alternate standards and the process for appealing your results can be found in the WakeWell FAQ document, located on the WakeMedWeb. Questions? Contact Bob Nelson at ext. 06903.

**Complete the Online Member Health Assessment**

WakeMed employees participating in WakeWell Rewards should take the online Member Health Assessment through the Viverae Health wellness portal by September 30. Visit wakewell.wakemed.org to get started. Instructions on how to register are available on the WakeMedWeb under Human Resources. Contact Bob Nelson (Human Resources) at 06903 or bnelson@wakemed.org with questions.

**STEP AHEAD CHALLENGE**

Walking is one of the easiest and most effective exercises you can do. It is low impact, and low maintenance, and it can improve your health by lowering your risk of heart disease, diabetes, and some forms of cancer. The Step Ahead Challenge is open to all employees on the WakeMed Medical Plan. Simply walk 100,000 steps in four weeks (maximum of 12,000 per day) and you will be entered to win a FitBit Charge 2 or an insulated WakeMed water bottle.

The challenge runs from April 2 through 29; register on the Viverae portal: wakewell.wakemed.org.

**Did You Know?** WakeMed has FitWalk walking routes at Raleigh Campus, Cary Hospital and WakeMed North. Check the Benefits site on the WakeMedWeb for maps of all three routes.

**Raleigh Campus Farmers Market**

Returns May 1!

Tuesdays, May 1 – August 28  
10 am to 2 pm, WakeMed Raleigh Campus

Shop a great selection of local, affordable produce in the Raleigh Campus courtyard or E1E lobby.

The market accepts EBT cards and offers 2-for-1 Market Match vouchers for those who receive Supplemental Nutrition Assistance Program (SNAP) benefits. Interested in being a vendor? Complete the online application form at wakemed.org/farmers-market.

**IN MEMORIAM**

Jess Simpson, RN, (2E Campus), passed away on February 28. Our thoughts go out to her family and friends during this difficult time.
work together to take a proactive approach moving forward.”

Our goal is to create a better process so that our teams can experience. Most of our work needs to be done when rooms are empty, so we are often working against the clock to accomplish these tasks and meet our shared goals,” commented Horton. For efficiency, and to give Facilities time to get needed work done,

“Thank to this team approach and interdisciplinary collaboration, we saw tremendous improvement in a very short amount of time,” commented Jayoussi. “The coders now have more time to spend on charge review and the charges are being adjusted much faster – which is a benefit to our patients.”

“We are taking a close look at our patient care environment from the perspective of the patient and family experience. At Raleigh Campus, work is underway to create a more consistent and orderly look and feel in our patient care areas. Operation Tidy, as the initiative is called, is a team effort involving Nursing and clinical staff, Environmental Services and Facilities, among others. To assess needs and get the project off the ground,

“We are taking a close look at our patient care environment from the perspective of the patient. We are looking at everything they see – from the ceiling tiles, to window coverings, to what is written on white boards, and more,” commented Boily. “This has led to wonderful discussions with staff about what they take pride in and where we can make improvements.” Based on what the team learned, work is now underway to standardize and improve the process, Information Services was engaged to create automated reports, develop an easy-to-use dashboard and improve access to information. With these changes in place, reconciliation is now completed within two days and the entire process takes about 4 hours a month – a huge decrease over the original 16 days!”

“Thanks to this team approach and interdisciplinary collaboration, we saw tremendous improvement in a very short amount of time,” commented Jayoussi. “The coders now have more time to spend on charge review and the charges are being adjusted much faster – which is a benefit to our patients.”

MPOC – Cary Hospital sends heartfelt thanks to Eula Murphy for her 34 years of dedicated service. Eula retired on March 2. Her friendly smile and pleasant demeanor will be greatly missed.

3A CIVC welcomes Amanda Brown, RN, Juanita Bryant, RN, Danielle Hatfield, Brittany Bird, Kristi Conley, Lucy Giewo, as well as nurse fellows Sarah Tubia, RN, Susan DeCarlo, RN, Daphne Davis, BSN, RN, and Nicole Gooch, BSN, RN.

CICU welcomes Nahkia Echols, RN, and Bryan Cauden, RN.

1 East CICU would like to welcome Christina Murphy, RN.


Home Health welcomes Katrina Whitney, RN, Amy Cathey and Sarah Bowes, MSW.

Bridgta Caulder, RN, transitioned from Case Management – Raleigh Campus to North Hospital as the Orthopaedic Navigator.

Corporate Planning welcomes Justin Rushford, RN.

CICU welcomes Tray Cope, RN, as well as nurse fellows Samantha Abreu, RN, Michelle Sina, RN, and Leslie Beam.

Patient Case Management welcomes Katrina Whitney, RN, nurse fellow.

The Emergency Department at Raleigh Campus welcomes new nurse fellows Mark Schellhorn, RN, Will McPhatter, RN, Samantha Abreu, RN, Tami Shook, RN, Brandi Gardner, RN, Mary Beth Gerow, RN, Michelle Sina, RN, Jesse Wallace, RN, and Leslie Beam, RN.

WakeMed Physician Practices – General Surgery & Trauma welcomes Brenda Glatzower, RN, and LaToya West-Williams, RN.

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TED LOTCHIN
Vice President, Corporate Integrity & Compliance

Ted Lotchin, JD, grew up in Chapel Hill, where his father taught history at UNC-Chapel Hill and his mother taught English at N.C. Central University. He stayed close to home for college, studying psychology at UNC, and then headed north to New Hampshire, where he worked at a residential school for children with social and emotional challenges. Two years later, Lotchin returned to school himself, earning a master’s in public health from Boston University, followed shortly by a law degree from The College of William and Mary. “My early work experience instilled in me a strong desire to help others. I went to law school with the goal of becoming a health care attorney and I enjoy having the opportunity to see how the work we do on a daily basis helps people in the community,” he says.

Since graduating law school, Lotchin has spent most of his career practicing with law firms in Washington, D.C., always specializing in health care law. He also spent two years as an assistant university counsel at UNC—Chapel Hill, specifically working with the School of Medicine and faculty practice plan. Drawing on his expertise in health care law and regulatory requirements, he joined WakeMed as vice president of Corporate Integrity & Compliance in October of last year. In this role, Lotchin is responsible for ensuring the continued success of WakeMed’s compliance programs.

Lotchin believes that extraordinary teamwork and support by WakeMed’s annual mandatory package in Learning Link (WM-MAN) as well as required Integrity & Compliance training was assigned to all WakeMed employees on Monday, April 2. WM-MAN must be completed by June 30 and the Integrity & Compliance training is due December 1. As a reminder, to be eligible for any potential WakeShare Payout this year, all required education must be completed by the original due date. New this year! This year’s WM-MAN package will offer a new test out option, allowing employees to take two comprehensive tests covering all WM-MAN topics. A study guide will be available online. Questions? Email LearningLink@wakemed.org.

Complete your annual training!

Ted Lotchin, RN, (Information Services) who is leading our MyChart Bedside implementation. This year’s WM-MAN package will offer a new test out option, allowing employees to take two comprehensive tests covering all WM-MAN topics. A study guide will be available online. Questions? Email LearningLink@wakemed.org.

Getting to know Ted Lotchin

WakeMed patients will soon have a new resource to help them stay informed and engaged during a hospital stay. MyChart Bedside is a tablet-based app that is linked to Epic and provides educational resources and information about their medical care. MyChart Bedside is different from the MyChart patient portal – but there are some ways the two tools work together.

To use MyChart bedside, patients are provided with an internet-enabled tablet to use during their stay. The tablet is linked to the patient’s Epic record (by barcode scan) and patients are assigned educational materials, videos and questionnaires to review at their convenience. When patients review the materials, it is documented in Epic and can be made available on their personal MyChart account for future reference.

MyChart Bedside also helps patients stay engaged in their care by providing vital signs, medication schedules and a list of their care team members. To protect patient privacy, as soon as the patient’s discharge is recorded in Epic, the tablet is automatically wiped clean and returned to default settings. “Our goal for MyChart Bedside is to engage our patients and improve workflows for our care team. We are working closely with nurses and other clinical staff to make this tool even more useful for our patients and staff,” commented Chad Sickle, RN, (Information Services) who is leading our MyChart Bedside implementation.

While MyChart Bedside is still relatively new to us, WakeMed has quickly become a leader in the region for finding innovative ways to use the app. One early success story was the transition of the post-partum depression scale, which nurses previously completed by hand and manually transferred into Epic. “With MyChart Bedside, it’s much easier. You assign the scale with one click, the patient fills it out on the tablet, and their answers are recorded in Epic,” explains Kimberly Harper, RN, (Labor & Delivery). “In addition to saving nurses time, now patients have a more private way to answer questions that can be uncomfortable.”

The tablets are also pre-loaded with cafeteria menus, the TV channel guide, facility maps and other useful information. Soon, they will also have the In Demand app for video remote interpretation (VRI) services, WakeMed’s preferred method of providing medical interpretive services. As a theft deterrent, the tablets have tracking software installed and will only work on WakeMed’s wi-fi signal.

Currently, MyChart Bedside is in use in the Mother/Baby units at North Hospital and Cary Hospital. This spring it will be rolled out at Raleigh Campus. IS is working closely with clinical teams before, during and after implementation to make decisions based on existing workflows and maximize efficiency.

Therapeutic art

Before he was discharged from the Rehab Hospital in February, patient – and retired art teacher – Jim Hunt led an art class for fellow rehab patients. Participants worked with therapists to create an inspirational painted canvas in a creative – and therapeutic – environment. The class also gave Mr. Hunt an opportunity to share an activity he loves with others as part of his “Independence Day.”

Cardiovascular care symposium

WakeMed Heart & Vascular Services and Wake AHEC, with support from the WakeMed Foundation, held the Cardiovascular Care Symposium 2018 on Saturday, March 3, at the Raleigh Convention Center in downtown Raleigh. Attendance at the symposium was nearly 300 participants – all there to learn the latest on advancing cardiovascular care with technology, techniques and collaboration. Presenters included physicians from WakeMed Heart & Vascular Physicians, Duke Health, Cary Cardiology, WakeMed Physician Practices – Primary Care; Dr. Brent Myers from ESO Solutions and Betsy Gaskins-McClaine (Patient Navigation Transitions).

Above: Advanced heart failure physicians Priyesh Patel, MD, and Stuart Russell, MD, pose after presenting with symposium Course Director Islam Othman, MD, (WakeMed Heart & Vascular Physicians) and Joseph Rogers, MD, of Duke Health’s Advanced Heart and Lung Failure Clinic and Duke Cardiac Transplant Clinic.
April Is Diversity & Inclusion Month

WakeMed recognizes Diversity & Inclusion Awareness Month every April to encourage respect and appreciation for the many aspects of culture, belief and heritage that make us each unique. This year we will be offering diverse meals in the cafeterias, educational opportunities and the chance to share family recipes in our cultural heritage recipe collection. Plus, mark your calendars for the food truck fair, featuring fun activities and diverse food trucks with food available for purchase.

Stay tuned to the WakeMed Weekly and WakeMedWeb for details about these and other activities taking place in April. If you want to learn more or get involved, contact Ylenia Sharif at diversity@wakemed.org.

FINANCIAL WELLNESS WORKSHOPS

WakeMed is partnering with several organizations to bring a series of financial wellness workshops to Raleigh Campus this April. Workshops are open to all WakeMed employees. All sessions will be held in Conference Dining at Raleigh Campus. Registration is not required – space is limited, so come early.

Conquering Student Loan Debt
Presented by VALIC
Thursday, April 12, 11:30 am
• Qualifications for student loan forgiveness programs
• Choosing a repayment payment that makes sense for you
• Responsibility for loan repayments when borrower dies

Beat the Bank
Presented by Coastal Federal Credit Union
Wednesday, April 18, 11:30 am
• Advantages of working with a credit union
• Ways to lower or refinace debt to increase savings
• How to sign up for a free one-on-one financial review

Let’s Talk Credit
Presented by Wells Fargo
Thursday, April 19, 11:30 am
• Credit basics
• Establishing and improving your credit
• Managing debt and find out if you are ready for a major purchase

529 College Savings Plan
Presented by the College Foundation of North Carolina
Tuesday, April 24, 11:30 am
• How a 529 College Savings Plan can help you save for your children’s education
• Strategies for savings and using these funds to lower taxable income

FOOD TRUCK FAIR
Raleigh Campus
April 26
Courtyard
Cary Hospital
April 27
Points West Café
North Hospital
April 27
Falls Café Patio

Meet the Leadership Team

As we build on this work and the focus shifts from strategic planning to implementation and daily operations, Carolyn Knaup, senior vice president, Ambulatory & Physician Operations, is now serving as WakeMed’s principal representative and administrator for the collaboratives. In this role, Knaup will join the leadership committees of both collaboratives to help us achieve our vision of delivering a broader scope of services and greater value. She will also partner with the collaborative service line executives Lori Pickens, associate vice president Duke Oncology Services, and Sean Sondej, associate vice president, Duke Heart and Vascular Services.

In their roles as service line executives, Pickens and Sondej report to both Donald Gintzig, WakeMed’s CEO, and William Fulkeron, MD, executive vice president of Duke University Health System, and to the Boards of their respective collaboratives. They are tasked with overseeing the performance of the service lines, which includes quality, patient satisfaction, physician & staff satisfaction, improvement efforts and financial results. Working together, Knaup, Pickens and Sondej will ensure that stakeholders from both organizations are engaged and that the teams are supported as we move forward in our efforts to streamline and enhance the care available to the patients we serve.

The Power of the Plus

As we look back on the past year, we are excited to share some of ways that this collaborative has made a real difference – demonstrating the power of the plus:

• While being transferred from the cath lab to the operating room, a WakeMed patient went into arrest with cardiogenic shock. WakeMed’s cardiothoracic surgeon Bill Killinger, MD, reached out to Duke’s Carmelo Milano, MD, to discuss the best options. The patient was placed on ECMO, which provides cardiac and respiratory support, and transferred to Duke. Within three days, the patient was taken off ECMO and had a left ventricular assist device (LVAD) implanted.

• In February, a WakeMed patient who was critically ill and declining due to cardiogenic shock received an axially implanted Impella LVAD. This was the first time this procedure was performed at WakeMed, and was possible thanks to collaboration between WakeMed and Duke.

• Also in February, an endomyocardial biopsy was performed in the WakeMed cath lab for the first time in more than 20 years. The procedure, which takes about 20 minutes, is a non-invasive way to look for amyloids, which are a form of protein deposits.

Look for more examples of the power of the plus in future updates!

Mary Anne Tan, RN, (SC Medicine) made her good catch when she raised concerns about the warfarin dose one of her patients was given. Mary Anne had noticed that while the patient’s INR (which measures the time it takes for blood to clot) was therapeutic (2.8), there had been a significant increase in the previous 24 hours. She recognized that could be a problem and asked Pharmacy to look into it. Pharmacy agreed that the increase in INR was enough to warrant placing a hold on the warfarin. Thank you, Mary Anne for your vigilance and attention to detail!

GOOD CATCH

Since WakeMed and Duke Health announced formal clinical collaborations last year, a tremendous amount of work has gone on behind the scenes to create strategic and operational plans that will meet the goals of these collaborative efforts. While not a merger of any kind, Heart Care Plus+ and Cancer Care Plus+ were established to improve the care we provide to our patients by leveraging the strengths of WakeMed and Duke and making it easier for Wake County patients to get the care they need, closer to home. Some milestones from the past year include:

• Heart Care Plus+ has recruited two outstanding advanced heart failure specialists and opened an advanced heart failure practice in the Heart Center.

• Duke Health’s Brett Atwater, MD, and Kevin Jackson, MD, became credentialed members of the Raleigh Campus Medical Staff and have standing lab time in the electrophysiology labs.

• Cancer Care Plus+ made great progress in the focus areas of thoracic surgery and gynecologic oncology – developing shared call coverage for thoracic surgeons, a joint tumor board and Duke is recruiting a gynecologic oncologist who will practice at both organizations.

Carolyn Knaup
Lori Pickens
Sean Sondej

October 2017
Stop the Bleed
Offered by WakeMed Trauma Services
& CapRAC
Severe blood loss is one of the leading causes of preventable death. Rapid bleeding can occur from injuries at home, at work and on the field. Knowing how to stop rapid bleeding until emergency responders arrive can be life-saving. In this FREE, 1-hour course, participants will learn the skills to provide immediate bleeding control when faced with an emergency. All classes are led by the experts from the WakeMed Trauma Center.
For more information and to register, visit wakemed.org.

Organizational Development
Professional Development
You are the Difference – Tuesday, May 1, 8:30 am to 3 pm, MOB 1; May 2, 8:30 am to 3 pm, MOB 1; May 30, 8:30 am to 3 pm, MOB 1 (LL Code: SDYOU)
Impacting Others through Your Behavior – May 14, 8:30 am to 12:30 pm, MOB 1 (LL Code: PPDISC)
People See things Differently – May 11, 8:30 am to 12:30 pm, MOB 1 (LL Code: PDMBTI)
Effective Communication – May 10, 8:30 am to 12:30 pm, MOB 1 (LL Code: PDCOM)
First Impressions – May 4, 8:30 am to 12:30 pm, MOB 1; May 15, 8:30 am to 12:30 pm, MOB 2; May 17, 12:30 to 4:30 pm, MOB 2 (LL Code: PDFI)

WAKE AHEC
Creatively Engaging Children and Adolescents in Groups – April 18, Andrews Center
Perinatal Mental Health: Postpartum Support International Training – April 19 & 20, Andrews Center
16th Annual Triangle Breastfeeding Alliance Conference: Optimizing Outcomes in Challenging Situations – April 26, Andrews Center
Substance Abuse Series
• Women and HIV – May 1, 2018, William F. Andrews Center
• A Newer Problem in an Older Age: Substance Use Disorders in Older Adults – May 3, Andrews Center
• Substance Abuse and Family Systems – May 7, Andrews Center
• New Perspectives on Marijuana – May 10, Cary Hospital
Health Disparities – May 15, Andrews Center
Exploring Evidence-Based Treatment Interventions for Children and Adolescents – May 18, The McKimmon Conference & Training Center, Raleigh