Thank you to everyone who has made a contribution to the 2016 WakeMed Gives Employee Giving Campaign! Your generosity will make a positive impact on many patients, their families and your WakeMed family. It’s not too late to make a donation and join us in this opportunity to make our mission not just what we say, but also what we do.

Support!
By giving to the WakeMed Gives fund, 100 percent of your donation will support:
• Employee Emergency Fund - provides financial assistance to WakeMed employees who are facing a personal tragedy or hardship.
• Education Fund – offering financial assistance to WakeMed employees who are interested in advancing their knowledge and skills.
• Patient and Family Assistance Fund – supports urgent needs for patients and families like meal/travel vouchers, prescription assistance, and connection to other needed resources.

Donate!
Pledges to the 501(c)(3) organization of your choice can be made online or by filling out a paper pledge form. No matter the amount of your gift, you can be sure 100 percent of your donation will go directly to the organization you choose and make a real difference in our community.

There are many ways to give:
• Online: www.easymatch.com/wakemедgives
• Cash, check or credit card
• PDU (online only)
• Payroll deduction – one-time payment or spread over 26 pay periods

Plus, all completed pledge forms (paper and online) are entered in prize drawings!

WakeMed Recognized as Healthy Employer
WakeMed has once again been recognized as part of the Triangle Business Journal’s annual Healthiest Employers of the Triangle awards. We were one of 25 businesses – and the only health system – chosen to receive the award, which recognizes companies that commit to making wellness a priority while working to proactively improve the health of their employees.

Some of the benefits available to WakeMed employees include: WakeWell rewards, our annual employee wellness incentive program, and numerous wellness features within our benefits plan including free patient counseling and no-copays on tobacco cessation medications. Employees can also enjoy walking routes at all three hospitals, reduced membership fees at Healthworks, WakeWell meals in the cafeterias and healthy options in vending machines.

 movement = Muscle: Early Critical Care Rehab
On October 1, an interdisciplinary team began their three-month pilot to diminish the use of heavy sedation and increase functional outcomes through early rehab for patients in the Medical Intensive Care Unit (MICU). Rehab’s Jonathan Koo, PT, and Mark Thorne, OTR/L, are the leaders of the Early Critical Care Rehabilitation project, directed by Aaron Byrd, administrator, Cary Hospital.

The initiative is designed to help patients regain their strength and gain independence sooner and return home sooner. The team hopes to improve patients’ functional outcomes at discharge, helping them be more independent when they leave the hospital.

While in the MICU, patients will receive the following care:
• MICU length of stay
• Hospital length of stay
• Days on a ventilator
• Incidence and severity of delirium

Most importantly, they hope to improve patients’ functional outcomes at discharge, helping them be more independent when they leave the hospital.

Above: Members of the pilot’s interdisciplinary team include (left to right): Jennifer Elliott, RN (Clinical Nursing Resource Services); Carolyn Mckay, RN (MICU); Chris Smith, RN (MICU); Vickie McCue (Respiratory Care); Yana Gassel (Speech Therapy); Jess Carter (Speech Therapy); Jonathan Koo (Physical Therapy); Mark Thorne (Occupational Therapy); Dori King, RN (MICU); and Sachin Patel, MD (WPP – Intensivists).

Cary Hospital Expands Services through Renovation
It’s a busy fall at Cary Hospital, where several renovation and expansion projects are underway to enhance services and help us better meet the needs of patients.

• Renovations are underway in Surgical Services to meet growing demand. Two larger operating rooms are being added that will allow Cary Hospital to accommodate more complex surgical procedures that require additional equipment and staff.
• Vascular services will be reintroduced later this year so work is underway to add new technology and appropriate equipment to perform outpatient vascular procedures. When completed, both vascular surgeons and interventional cardiologists will be able to perform treatments for peripheral arterial disease.
• Labor & Delivery will be renovated in 2017, pending approval by the WakeMed Board of Directors, as part of efforts to standardize the experience for delivering mothers throughout WakeMed. The new, larger rooms will have defined spaces for caregivers, patients and families and modern fixtures and bathrooms – including soaking tubs.

“Cary Hospital is about to celebrate our 25th anniversary and we continue to expand the scope and breadth of our services to meet the needs of the community. By improving our facility and expanding access, we are making a positive impact on our patients, providers and staff,” commented Tom Gough, senior vice president & administrator, Cary Hospital.

Raleigh Campus Receives Chest Pain Accreditation
Raleigh Campus has received reaccreditation by the Society of Cardiovascular Patient Care (SCPC). SCPC’s accreditation process ensures that hospitals meet or exceed a variety of standards and undergo a comprehensive onsite review. An SCPC surveyor visited Raleigh Campus in August to review our capabilities and protocols to provide optimum patient care for chest pain and heart attack patients. The reaccreditation was finalized in September. Cary Hospital received similar reaccreditation from SCPC earlier this year.

With questions or for more information, contact the WakeMed Foundation at foundation@wakemed.org or ext. 07656.

Open Enrollment 2017 is Here!
October 10 – 31
Big Changes to WakeMed’s Medical Plans For 2017. Turn the Page to Learn More...
Prescription Drug Changes

Effective January 1, 2017, there are two important changes to the prescription drug program offered through OptumRx.

- The prescription drug benefits for both the Select Plan and the Premiere Plan will be identical in coverage. This means that both options cover prescriptions at the same out-of-pocket cost. Additionally, there are changes overall to the copays and coinsurance for both options.
- Ninety-day prescriptions will no longer be covered at retail pharmacies. All 90-day prescriptions must be filled at the WakeMed Outpatient Pharmacy or the OptumRx Mail Order Program.

Dental & Vision Plans

There will be no changes to dental plan benefits for 2017. Dental premiums are increasing by approximately 7 percent for employees as well as for WakeMed.

Vision premiums and benefits are not changing for 2017.

Flexible Spending Accounts

If you want to participate in either the Healthcare FSA and/or Dependent Care FSA, you must re-enroll each year and specify the amount that you want to set aside in the account. If you participated in the Healthcare FSA in 2016 and have a balance in your account at the end of this year, your balance (greater than $5 and up to $500) will roll over and be available to you in 2017 in addition to the amount you set aside during open enrollment. All unused funds under $5 and over $500 will be forfeited.

Remember, the Dependent Care Flexible Spending Account is for child or adult day care-type expenses. Please make sure you review the purpose of this account before you enroll.

New Medical Plan Administrator!

Effective January 1, 2017, Aetna will be our new claims administrator for the medical plans, replacing Blue Cross Blue Shield of NC. This is a big change for us, but one that will allow WakeMed to negotiate better coverage and networks at a good value for our employees and the organization. Aetna also offers enhanced customer service for you as members and greater flexibility for us to design a medical plan that meets the needs of the WakeMed family.

With the switch to Aetna, there are changes to both medical plan options -- particularly the Select Plan. All employees are highly encouraged to complete the open enrollment process. If you do not complete Open Enrollment, you will automatically be re-enrolled in the same level plan you are currently in.

Things to Know

- **Two Plan Options:** Employees will continue to have the choice of two medical plans (Aetna Select and Aetna Premiere), offering flexibility to choose the coverage that works best for your family.
- **Provider Network:** 99 percent of all providers currently used by our employees are included in the Aetna network.
- **Medical Plan Rates & Costs:** Rates and out-of-pocket costs for both plans are increasing, but employees will pay less with Aetna than if we had stayed with BCBSNC. See the handbook for details.
- **New ID Cards:** Watch your mail in late December. Aetna ID cards will be issued for all 2017 medical plan participants and OptumRx will also issue new prescription drug ID cards.

Medical Plan Changes

As in past years, the Select Plan will have lower monthly premiums, but members will pay more at the point of service (copays, deductibles, coinsurance, etc.). New for this year, the Select Plan will include four provider networks (tiers):

- **WakeMed Network PLUS:** In addition to the standard WakeMed Network, the “PLUS” includes access to Duke for specific covered services not available at WakeMed, such as oncology, at the WakeMed Network rate.
- **Duke & Preferred Providers Network:** Duke and other identified preferred providers will be a standalone network with slightly higher copays/coinsurance than WakeMed Network PLUS, but lower than Other In-Network.
- **Other In-Network:** All other providers within Aetna's network.
- **Out of Network:** The Premiere Plan costs more per month, but the out-of-pocket costs are less than those of the Select Plan. The Premiere Plan will continue to include three provider networks (tiers):
  - **WakeMed Network:** The standard WakeMed Network (which does not include access to Duke for covered services not available at WakeMed.)
  - **Other In-Network:** All other providers within Aetna's network. For the Premiere Plan, all Duke Health services and providers are considered Other In-Network.
  - **Out of Network:** Understanding these networks is key to choosing the plan that is best for your family. Before enrolling in a plan, use our new Find a Doctor tool to see what network(s) your doctors are in. Follow the link on the WakeMedWeb or visit www.wakemed.org and click “For Our Employees.”

Life & Disability Insurance

WakeMed will no longer offer the $2,000 dependent life insurance option ($5,000, $10,000, and $25,000 benefit coverage levels will still be available). Employees who currently have the $2,000 coverage option will be automatically moved to the $5,000 option on January 1, 2017, unless they elect a different option during Open Enrollment. Eligible dependents will no longer be required to complete Evidence of Insurability (EOI).

There are no changes to supplemental life insurance or the short- and long-term disability plans, however, anyone enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment will be required to complete Evidence of Insurability (EOI).

WakeWell Healthy Rewards Account (HRA)

The HRA is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who earned the HRA contribution in 2016 will receive a deposit into their HRA account on or about January 3, 2017. If you still have money in your HRA from 2016, that money will carry over into 2017 and can continue to build or be used to offset out-of-pocket expenses including deductibles and copays. You will lose your HRA funds any time your coverage in the WakeMed medical plan ends, regardless of the reason.

Best & Beyond! The WakeMed Special Projects Office is helping us keep our Medical Plans competitive in the marketplace.

Dental & Vision Plans

Benefits specialists will be available to answer questions about benefits changes and help with the online enrollment process. See the flyer on the WakeMedWeb for the full schedule!

Social Security Number Reminder

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plans. You must update this information in the Lawson portal during the enrollment process.

Benefits fairs

Please join us at the Benefits fairs for helpful information about your WakeMed benefits and enter a raffle for great prizes!

Raleigh Campus
- Andrews Center
- Monday, Oct. 17
- 7 am to 4 pm
- Cary Hospital
- Conference Center
- Tuesday, Oct. 18
- 7 am to 1 pm
- WakeMed North
- Conference Room
- Wednesday, Oct. 19
- 7 to 11 am

Q&As and Enrollment Assistance Sessions

Benefits specialists will be available to answer questions about benefits changes and help with the online enrollment process. See the flyer on the WakeMedWeb for the full schedule!

For Your Benefit

Wellness Matters
Joy Kichline, BSN, RN; Ellen Hampsey, BSN, RN; Nisa Semlak, MSN, RN, (all of 3A CVICU); Alicia Harris, BSN, RN; and Brooke Robaut, BSN, RN, (both of 6A CVICU) received cardiac-vascular certification.

Justin Murphy (CTICU) completed NAI certification.

Michele Ebersole, RN, clinical supervisor, (Surgeries – Cary Hospital) received her master’s degree in nursing (MSN) on August 14.

Yvonne Wheelless, RN, (eCU) earned CCRN certification.

Kelly Stevens (Clinical Resource Management) became a licensed clinical addition specialist (LCAS).

Anna Snell, RN, (1D Clinical Evaluation Area) attained psych/mental health nursing certification.

Beth Sawrey (Pharmacy) became a board-certified pediatric pharmacy specialist.

Kim Poling, RN, (3A CVICU) earned pediatric certification.

Maevrin Alovia, RN, Amy Bullock, RN; Chris Bell, RN; Kurt Abatayo, RN; Brenda Gould-Overw, RN; and Miki Patel, RN, (all of 5C Medicine), and Leah Lordleare, RN, (Staffing Resources) attained medical-surgical nursing certification.

Kaytlin Bakehorn, RN, (5C Medicine) earned her bachelor’s degree in nursing (BSN) from UNC – Charlotte.

Patricia Lisenby, MSN, RN, (Surgeries) and Kelly Bailey, RN, (Staffing Resources) earned the designation of Healthcare Accreditation Certified Professional.

Mobile Critical Care Services congratulates newly certified team members: Mobile Critical Care Paramedic: Nathan Smith, RN, (MICU) – WakeMed North.

Cath Lab – Cary Hospital welcomes John Michael on August 26.

The Department of Spiritual Care welcomes six resident chaplains who will be serving WakeMed patients/families or local urban ministries through December: Ammar Al-Azmi, BSN, RN; Antonio Perry, BSN, RN; and Kevin Parrish, BSN, RN, (all of 3A CVICU); and Brooke Robaut, BSN, RN, (Staffing Resources) earned the designation of Healthcare Accreditation Certified Professional.

Resources) attained medical-surgical nursing certification.

Cathy Gerrald

Kaytlin Bakehorn, RN, (5C Medicine) earned her bachelor’s degree in nursing (BSN) from UNC – Charlotte.

Ed Wilson, manager, (Mobile Critical Care Services) has been appointed to the EMS Advisory Council.

Cath Lab – Cary Hospital welcomes Juanito Ponsones, RN.

Neuro ICU welcomes Heather Clark, RN, who transitioned from SB, and Megan Danneker, RN.

Patient Care Management welcomes Sadie Carson, RN, who transitioned from STICU, and Bridgit Caulder, RN.

1C Clinical Evaluation Area welcomes Ron Lanier and Amanda Enroughty.

WPP – Urology welcomes Louise Jordan to the Cary office, Deanna Faison to the Garner office and Sarah Allen, RN, to the North office.

3A CVICU welcomes Celia Bernheisal, BSN, RN; Ursula Robinson, RN; Renae Monroe, NT, and Julia Helms, NTII.

Finance welcomes Terry Flynn as director of Reimbursement.

Food & Nutrition Services – Cary Hospital welcomes Chalisha Parker, Najirah Myrick and Dylan Rhodes.

The Newborn Nursery welcomes Allison Tafi, RN, Samantha Doka, RN; and Karen Tarr, RN.

WPP Administration welcomes Carol Rivera-Pierce.

CTICU welcomes Jatrin Monslave, BSN, RN; Briana Glaspy, BSN, RN; and Sarah Schmidt, BSN, MR.

CICU welcomes Pam Rodico, RN, Alecia Murphy, RN; Sarah Obenschain, RN; Sandra Cone, and Antonio Perry.

Patient Care Management welcomes Lesa Williams and Elise Williams.

3B CVICU welcomes Shannon Gregor, RN; Sara Bell, RN; Kristian Patula, RN; Vanessa Seels, RN; Lauren Jannik, RN; Haifa Suliman, RN; Chelsea Wegener, RN; Merritt Sumbuntchirat, CNA; Angel McCarthy, CNA, Christina Xiao, CNA; Hannah McCullen, CNA; Tiffany Peters, CNA; and Mary Bonner, CNA.

The Department of Spiritual Care welcomes six resident chaplains who will be serving at WakeMed through August 17: Carmen Battle (NCU, 5B, 2C and 2D Rehab, and 6B Neuro); Pratess Ammartew (2E CVICU, CVPU, 3C Rehab, and Heart Center); Jennifer Carter (CICU A&B, 6A, 3A, and Club REACH); Todd Higgins (STICU, 6C, 4E, PICU, 6B and Children’s ED); Patricia Cook (NICU-4A, 4B, 4C and 3B CVICU); Adrian Blue (MICU, CTICU, 5A, 5C and 1A). Eight chaplain interns will be serving WakeMed patients/families or local urban ministries through December: Lois Cavanagh-Daley (2D Rehab); Lexie Hallman (SC); Larry Jones (GG); Aime Kidimbu (3B CTICU); Donna Latimer (Helen Wright Center for Women); Kowsiwa Quaison-Sackey (3A CVICU); Gloria Williams (Interact); and Mattae Williams (2C Rehab, 1A).

COMINGS & GOINGS

Cath Lab – Cary Hospital welcomes Juanito Ponsones, RN.

Neuro ICU welcomes Heather Clark, RN, who transitioned from SB, and Megan Danneker, RN.

Patent Case Management welcomes Sadie Carson, RN, who transitioned from STICU, and Bridgit Caulder, RN.

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Wakemed’s annual employee engagement surveys are your opportunity to offer feedback on our work environment, leadership and patient focus. As in past years, the 2016 surveys administered by Success Profiles to guarantee anonymity and two separate surveys were offered: one for physicians and advanced practice providers and one for all other employees.

“These annual surveys support our aspirational goal of recruiting, retaining and developing an extraordinary team, being the Wake Way and others. The feedback we receive helps us know what’s going well and what we can do to further improve the work environment,” commented Jeannine Martin, senior vice president, Human Resources.

Here’s a quick summary of the results – more in-depth information about the survey results was shared with managers, physicians and advanced practice providers and action plans are being created to address the opportunities identified in the survey. To find out more about your department’s results, talk to your manager.

Employee Survey Results

We are proud to report that our employee survey score this year was the highest it has ever been and 97 departments exceeded the Employer of Choice average! Additionally, our Patient Focus index score was in the 95th percentile, putting us in the top 5 percent nationwide! Some of the strengths identified in the survey include:

• Staff receive sufficient feedback about performance (98th percentile)
• Opportunities exist for personal and professional development (96th percentile)
• Senior leadership actively supports staff retention (90th percentile)
• Staff are expected to demonstrate personal accountability (54th percentile)

Additional areas for improvement include providing competitive pay and WakeShare, lowering benefit premiums and costs, increasing staffing and staff retention and improving inter-departmental communication.

Physician/App Survey

This year’s physician and app survey also received the highest marks ever and scores improved in all index areas. Specific strengths identified include:

• Staff morale indicates this is a great place to work (93rd percentile)
• Supervisor values the job I do (69th percentile)

Some additional themes included that WakeMed has a friendly, caring staff; provides care regardless of ability to pay and has good communication.

This year, some areas of opportunity include:

• Processes allow for doing work effectively (54th percentile)
• IS provides easy access to information (55th percentile)

Welcome New Physicians

Tapan Godiwala, MD
WakeMed Heart & Vascular Physicians

Jacqueline Hicks, DO
WPP – Falls Pointe Medical Group

Edavally Reddy, MD
WPP – Hospitals – Cary Hospital

Happy Retirement, Dr. Mangano

On October 1, Charles Mangano, MD, retired from WakeMed after serving patients in Wake County for more than 37 years. Dr. Mangano got his start at WakeMed as a resident in 1975 and became one of the founders of Raleigh Cardiology (now WakeMed Heart & Vascular Physicians) in 1979. As a leader in our heart and vascular services, Dr. Mangano has touched the lives of many patients and staff members over the years. Before he hung up his white coat and ID badge, we asked Dr. Mangano to share a few words about his career, legacy and words for his colleagues. Thank you, Dr. Mangano, for your service and we hope you enjoy your new-found time with family and working on your farm in the mountains!

When we formed Raleigh Cardiology, there were no cardiology-specific practices in Wake County. From the beginning, we were supported by the administration to develop a program that was technologically advanced and would meet the needs of our patients. Our approach has always been that if you take good care of the patient in front of you, the rest will fall into place. I’ve always enjoyed the challenge of staying current with medicine and striving to deliver excellent, evidence-based care, but to me the magical part of medicine is connecting with people. Learning who they are and what is meaningful to them; that’s the most fun I have. In all these years, one thing that has not changed is the commitment of our WakeMed staff to excellence and to making a difference in somebody’s life, however small. I see it in action all day long, from staff who hand out trays and clean our rooms, therapists of all disciplines, secretaries and nursing staff, other physicians and advanced practice providers and our administrators. It was so comforting for me as a physician to enter into this world every day and to embrace this culture. To all of you who have inspired me, I am forever grateful. WakeMed will always be my other home, and I will miss my WakeMed family.

Matthew Nathan, MD, Named Interim SVP and Raleigh Campus Administrator

Matthew Nathan, MD, recently joined WakeMed as interim senior vice president & administrator for the Raleigh Campus. Dr. Nathan brings more than 30 years of clinical and operational leadership experience in health care. During his career he has led a number of military hospitals throughout the country and most recently served as the Surgeon General and Chief of the Navy’s Bureau of Medicine and Surgery in Washington, D.C.

In his new role at WakeMed, Dr. Nathan will work in dyad partnership with Chuck Harr, MD, the executive medical director for Raleigh Campus. As dyad partners, they will be responsible for the strategic performance, operations and growth of the Raleigh Campus enterprise.

HAPPY ANNIVERSARY, 3C!

3C Rehab recently celebrated their third anniversary. The unit provides inpatient rehabilitation for patients with spinal cord injuries (SCIs) and offers a level of comprehensive care that is unmatched by other facilities in our area.

Happy Anniversary, 3C!
Celebrating WakeMed’s first year as a Magnet-recognized health system.

Tuesday, October 18
1 to 2 pm

The program and celebration will be held in the Andrews Conference Center at Raleigh Campus. You can also watch (via teleconference) in the Cary Hospital Conference Center and the North Hospital Conference Room. Cookies will be served at all conference locations. If you still have it, wear your ‘I Am Proud’ button and come celebrate a year of Magnet awesomeness!

CALENDAR OF EVENTS

WakeMed Patient Safety House of Horrors
Monday, October 31
7 am to 3 pm
Conference Dining
Join us this Halloween for a Patient Safety House of Horrors! Help us raise awareness for Patient Safety in a fun, interactive way. All employees are invited to visit and identify staged patient safety hazards, from improper patient identification to spills, equipment problems and much more.

2016 Critical Care Conference
November 4
7:55 am to 4:15 pm
Andrews Center
For more information, visit the Center for Innovative Learning section on wakemed.org.

Aromatherapy Class – Ancient Wisdom for Modern Times
February 17-19, 2017
Cary Hospital Conference Center
Cost: $425 for early registration, $450 within three weeks of class. For more information, contact Diane Cox at DCox@wakemed.org.

NURSING EDUCATION

Medicine of Compassion – Nov. 17, 1 to 4 pm, NED-C
Nurse Preceptor Workshop (IL=NEO14-12047) – Nov. 19, 8:30 am to 3:30 pm, Andrews Center

Nursing Professional Book Series
- Crucial Accountability – Oct. 24, 8:30 to 9:30 am, NED-C
- The Florence Prescription – Nov. 11, 2 to 3 pm, Cary Conference Center
- The Sport Catches You and You Fall Down – Nov. 17, 8:30 to 9:3 am, NED-C
- I’m Here – Nov. 17, 5 to 6 pm, Conference Call

New Series! Looking at the Literature
Join Nursing Education and the Clinical Nurse Specialists to read and discuss journal articles on each month’s topic. Multiple sessions offered each month.
- October topic: Peer to Peer Feedback
- November topic: Swaddling and SIDS

Check Learning Link (Code=NEO14-16117) for dates, times and locations or call Nursing Education for more information.

Wake AHEC
Second Annual 2016 Duke Orthopaedic Symposium – Oct. 15, Hilton North Raleigh/Midtown
Enhancing Quality of Care for Patients Living with Advanced Cancer – Oct. 22, The Carolina Inn, Chapel Hill
Advances in Surgery: String of Pearls...Surgical Challenges in Primary Care – Oct. 22, Rex Surgical Specialists
Dr. Science 2016 Clinical Microbiology Update – Oct. 31, Andrews Center
Psychopharmacology of Addiction and Co-Morbid Disorders – Nov. 2, Cary Hospital

Eleventh Annual Time is Brain: Advances in Stroke Care – Nov. 5, Andrews Center
5th Annual NCIMHA Conference and Annual Meeting - Science of Resilience: Building Adult Capabilities to Promote Early Childhood Mental Health – Nov. 7, William and Ida Friday Center, Chapel Hill
The 9th Annual NC ALS Caregivers Conference – Nov. 7, Clarion Hotel, Greensboro