This fall we are moving into a new focus area for Chasing Zero: patient identification. For the next few months, we will look at ways to eliminate errors related to misidentification. Patient identification—like hand hygiene—seems like a simple concept at first, but verifying patient identity can be complex. Ensuring we know who our patients are, and that we are providing the correct care to the correct patient at all times, is the responsibility of all caregivers and support staff. There are many opportunities for a patient to be misidentified or given information that is intended for someone else. Our goal is to eliminate those opportunities.

What’s the Problem?

So far in calendar year 2019, there have been more than 100 instances of incorrect patient identity reported in RL Solutions. These errors cover a wide range of circumstances, including:

- Patients registered or arrived (for emergency department and OB ED patients) incorrectly—which can lead to their visit being documented in someone else’s medical record and not having access to the correct medical history
- Patients wearing the wrong armband or staff scanning the wrong armband for treatment
- Tests done, orders placed or medications pulled for the wrong patient
- Prescriptions or discharge paperwork given to the incorrect patient

Where Do We Start to Participate in the Process?

Of course, it’s up to ALL of us to remember WakeMed’s two patient identifiers and ensure that patients who are able to participate in the process state their first and last name and date of birth before any clinical care is provided to them. Remember—scanning the patient armband does NOT take the place of asking for their name and date of birth. If the patient’s armband has incorrect information, you’ll never know unless you ask the patient to say their name and date of birth out loud.

This fall, we will introduce new and updated policies related to registering and arriving patients to ensure a consistent process is used across the system. The policies will also outline how staff can best handle unusual situations that may previously have been overlooked or unaddressed. Staff in Patient Registration, Emergency Departments and other departments that greet and check in patients should be on the lookout for this information to be shared in the coming weeks.

Distinguished Three-Star Rating from The Society of Thoracic Surgeons

WakeMed has again earned a distinguished three-star rating from The Society of Thoracic Surgeons (STS) for patient care and outcomes in isolated coronary artery bypass grafting (CABG) procedures—commonly known as open heart bypass. The three-star rating is the highest category of quality and places WakeMed among the elite for heart bypass surgery in the United States and Canada.

Additionally, Raleigh Campus recently received the top composite quality score for isolated CABG surgery in the state, as reported to the STS. The list includes all N.C. hospitals that have publicly reported data for isolated CABG procedures from January through December 2018. While the STS does not formally rank organizations, this list helps gauge our progress compared to other health systems—and we are at the top!

The Chase Continues!

While we are moving on to a new focus area, we will continue to work on reducing C. difficile infections. We’ve made great progress over the past year, thanks to numerous interventions that have been put in place, including:

- Restrictions on the use of high-risk antibiotics (clindamycin and fluoroquinolone)
- Expanding our HAIPR rounds program
- Changing to OxyCide, which is formulated to help kill C. diff spores, for all Environmental Services cleaning
- Adding C. diff testing restrictions within Epic

As a result, we are thrilled to share that system-wide C. diff decreased 50% between the April to June 2019, as compared to the previous quarter. Keep up the great work and be sure to share your Chasing Zero success stories with us at chasingzero@wakemed.org!

Pyramid Society Award Recipients

Meet the recipients of the 2019 Pyramid Society Awards and learn about their outstanding accomplishments in the next issue of Microscope!

Pyramid Society Award Recipients

The crane has arrived, and construction is officially underway to add two additional floors to the West wing of Cary Hospital. The project, which should be complete in spring 2021, is a testament to the investment WakeMed is making in Cary and the health care needs of southern and western Wake County.

The vertical expansion will add 102,000 square feet for 40 patient rooms on the fifth floor and additional space on fourth floor to be used for future patient care and support services. The layout for the new floors was designed based on feedback from physicians, nurses and supporting care team members. The new floors will offer:

- Care team areas that maximize the opportunity for collaboration by the entire multi-disciplinary team in flexible space
- Larger rooms with floor-to-ceiling windows, upgraded bathrooms and a dedicated family area with flexible furniture for sleeping or sitting
- Enhanced patient safety features and modern conveniences for patients, families and visitors.

Construction of Medical Office Buildings

In addition to the work on Cary Hospital, construction continues on two nearby Medical Office Buildings: the Medical Park of Cary’s new Medical Office Building off Ashleyville Avenue and at the Health Park at Kildaire office building across Kildaire Farm Road. These two new medical office buildings will allow for the expansion of many primary care and specialty physician practices and will also help us introduce several new outpatient services. Both of these medical office buildings, which will include parking garages, will be completed in 2020.

Many projects, including an elevator closure, air handler unit construction and privacy window film installation were completed in recent months to help prepare for the new vertical expansion. “This is a very exciting time at Cary Hospital and I know we all eagerly look forward to welcoming patients into these new spaces. As with any construction project, we will experience growing pains in the coming months, but I know our team will come together to work through any inconveniences and disruptions we may experience,” commented Tom Gough, senior vice president & Administrator, Community Hospitals.
Critical Incident Stress Management (CISM) is now available at all WakeMed campuses. This team received comprehensive training on CISM techniques that are used following any stressful or traumatic event that our staff face to allow them to work through their emotions related to the event. The CISM program focuses on the emotional impact that an event has had on staff members and is typically completed the day of the event or can be extended up to 24-48 hours. “Our hope is to increase staff resilience, identify appropriate coping mechanisms and decrease burnout by offering this program at WakeMed. Health care is a challenging environment and we are so proud to have this additional resource available to support our team,” commented Brittany Komansky, MHA, RN, director (Emergency Services), who is part of the team that made CISM a reality.

The team has also created a card to assist staff with additional resources if needed; the card is called “Coping with Stressful Workplace Events” and should be available in all departments. For more information, or if you identify a situation where staff could benefit from CISM team support, contact Brittany, Sabrina Jones, Christie Hatch, Dawn Craft, or Kristi Blankenship or call the Clinical Administrator on duty.

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 MyWakeMed.

Ethel Manahan, RN, (PACU – Raleigh Campus) was preparing a patient for surgery and, following protocol, confirmed the patient’s surgery as stated on the consent form. The patient had already signed the consent form, as had the surgical resident and a nurse, when Ethel realized the procedure listed was incorrect. She revised the consent form and notified the appropriate people about the error. We appreciate your efforts and attention to detail, Ethel!

LEADERSHIP UPDATE

Valerie Barlow Promoted to VP, Clinical & Support Services

Valerie Barlow, PharmD, MBA, was recently promoted to the role of vice president, Clinical & Support Services. With this transition, Barlow has taken on responsibility for system wide support services, including Environmental Services, Food & Nutrition Services, Laundry & Linen Services, Spiritual Care, WakeMed OneCall and Mobile Critical Care. She will continue to provide the system wide oversight for Pharmacy, Laboratory Services and Imaging Services. Barlow joined WakeMed in 2000 as a pharmacy manager at Cary Hospital and held progressive leadership roles before being promoted to executive director of clinical services in 2017. She holds a bachelor’s degree in pharmacy, a doctor of pharmacy degree and a master’s degree in business administration, all from the University of North Carolina at Chapel Hill.

Jennifer Elliott Named Director, Critical Care Nursing Services

Jennifer Elliott, MSN, RN, has been named director of Critical Care Nursing Services with continued oversight for the ICUs at Raleigh Campus. Elliott joined WakeMed in 1995 and has experience in cardiac, medical-surgical and critical care nursing. For the past five years, she has served as a Clinical Nurse Specialist focused on advancing nursing practice to assure quality and patient safety.

Diane Gilewicz Named Nursing Director for Rehab, Neuro Care

Diane Gilewicz, MSN, RN, has been promoted to director of nursing for WakeMed Rehab and Neuro Care. In this role, she is responsible for the nursing leadership of 2C, 2D, 3C and 6B Neuro Care, and will provide nursing practice oversight and support to Outpatient Rehab, Wound Care and Cardiac Rehab. In her nearly 30 years at WakeMed, Diane has worked as a CNA, clinical nurse, charge nurse, admissions and marketing representative, supervisor and manager.

Jodie Donahue Named Director of Surgical Services

Jodi Donahue, MSN, RN, has been promoted to the role of director of Surgical Services – Raleigh Campus after serving in the interim role since June. In this role, Donahue is responsible for the leadership of Anesthesia Support Services, Endoscopy, Operating Room, PACU, Perfusion Services, Pre-Anesthesia Test, Sterile Processing and Surgical Services Administration.

Donahue joined WakeMed in 2017 and has served as the operating room manager for two years.
Primary Care – North Raleigh welcomes Claudia Sandoval, Yavonda Sumpter and Darnie Williams. Home Health welcomes Toree Joines, LPN; Pamela Haynes, LPN, and Brenda Biggs. Guest Services welcomes Tammy Holloway and Donna Ditomasso.

Imaging Nursing – Raleigh Campus welcomes Sara Schiffliebein, RN, and David Rose, RN. Heart Center Pre- & Post-Procedural Care welcomes new manager Erica Harkey, MSN, RN.

The Heart Center Inn welcomes new manager Emily Hostetter, who has taken on this role in addition to her duties as business manager for Critical Care/Heart & Vascular Services and Women's and Children's Services. Cary Hospital Trauma Service welcomes Jennifer Cheevers-Smarr.

Mother-Baby – Raleigh Campus welcomes Nicole McLaughlin and Katherine Cataldi, MSN, RN. CICU welcomes Brian Fosnock, RN, Josh Runyon, RN; Tom Murphy, RN; Jade Galati, RN; Summer Stevens, RN; Casey Whitefield, RN; Amanda Collier, RN; Ryan Green, RN, and Richard Boarwright, RN.

WakeMed Heart & Vascular – Apex welcomes Grace Ferreira.

The NICU welcomes Cindy Stone, RN.

3C Rehab Nursing welcomes Jane Rancham, Breanna Glore, Julia Reyes Cortes, Chelsey Copeland, Hope Chambler, April Love Malone, RN, Latashia Burgess, Queen Chileshe, BSN, RN; Carolyn Best-Brashiaux, Graziele Dominodo, BSN, RN, nurse resident. Financial Clearance welcomes Catrina Inge, Derrick Patterson and Marilyn Hogg, RN.

1C Clinical Evaluation Area welcomes Candice Winstead, BSN, RN; Jeanette Muamba, BSN, RN; Adam Jereola, BSN, RN; Shani Kaoen, BSN, RN; Chris Smith, Erica Alston and Mark Briggs.

Emergency Department – North Hospital welcomes Shannon Healy, BSN, RN, Loretta Pearce, MSN, BSN, RN; Frances Eaves, BSN, RN, and Daisy Ramirez, BSN.

Infection Prevention welcomes Judy Moy, MSN, RN, Lisa Schneider, BSN, RN.fulfilled to RN, and has transferred into the full-time role at Cary Hospital. 6A CVCIC welcomes Paula Benson, BSN, RN, and Joan Phillips. 3A CVCIC welcomes Randi James.

WakeMed StepForward TRAINING TO SUCCEED WITH YOUR NEW PROSTHESIS

For amputees, the healing phase after surgery is the time for patients to start thinking about relearning how to do the things they enjoy. WakeMed StepForward – a comprehensive, structured program for people who had amputations – helps patients:

• Safely, confidently and consistently use their new limb
• Use their prosthesis to its fullest potential
• Care for themselves and their prosthesis
• Troublesome issues and who to call for assistance

WakeMed therapists help patients adapt to and manage their new limb. They will build skills and confidence to improve quality of life. StepForward is available for inpatients, outpatients or through Home Health.

An evaluation with a WakeMed physical therapist and occupational therapist as well as an insurance plan review will determine which StepForward option a patient qualifies for. A physician referral is needed for evaluations; referrals can be entered into Epic or faxed to 919-350-8791.
Improving Quality, Safety with AI
PeraHealth’s Rothman Index Goes Live at Cary Hospital

Care team members at Cary Hospital now have a new tool to help them monitor the condition of their patients. The hospital recently went live with the Rothman Index, a predictive analytics algorithm developed by PeraHealth. The software captures data points from Epic to create a simple score and trend graph that can help providers get a better picture of a patient’s condition over time—often alerting of a serious decline in condition before it would have been otherwise recognized.

The Rothman Index pulls in 26 variables from nursing assessments, vital signs, lab results and much more, to help detect subtle changes that may indicate a serious decline is on the way but could go unrecognized by even the most skilled nurses and physicians. “Based on the score and graph, you can predict if the patient is going to deteriorate in the next 6 to 12 hours, or if their condition will improve. Each graph point is tied to specific data, which allows us to see how each variable impacts the patient’s condition and use that to inform your clinical decision-making,” commented Muhammad Tariq, MD, director (Hospital Medicine – Cary Hospital).

Cary Hospital went live with the PeraHealth tool in late September and the system has been well received by physicians and nurses. Staff didn’t have to wait long to see the tool in action—as early as go-live week, it helped inform decision-making for several patients who benefited from additional interventions. “Our team has really embraced this new software—and it’s exciting that what we have learned so far is just the tip of the iceberg. As we gain more experience, it will generate new ideas of how we can utilize this information to benefit our patients,” commented Pernell Scott, RN, director (Adult Acute Care Nursing – Cary Hospital). “I am so proud of WakeMed for implementing this system. It validates our commitment to our Aspirational Goals of quality, safety and innovation.”

The Rothman Index is being used in addition to the teleICU predictive analytics software being developed through our partnership with CLEG Medical. These artificial intelligence algorithms help providers predict and prevent clinical deterioration, enabling us to provide the right level of care, at the right time, in the right place. “Not only can our use of these tools help save lives, they can also enable us to provide the right level of care, at the right time, in the right place. Not only can our use of these tools help save lives, they can also enable us to provide the right level of care, at the right time, in the right place. Not only can our use of these tools help save lives, they can also enable us to provide the right level of care, at the right time, in the right place.”

Kudos to Our Heart & Vascular Team!
ACC Performance Achievement Award for Chest Pain – MI Care
WakeMed Raleigh Campus has received the American College of Cardiology’s NCDR Chest Pain – MI Registry Platinum Performance Achievement Award for 2019 and is one of only 225 hospitals nationwide to receive the honor. The award recognizes our commitment and success in implementing a higher standard of care for heart attack patients and signifies that we have reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

Welcome New Physicians
Lindsay Boole, MD
Pulmonary & Critical Care Medicine – Cary Hospital
Matthew Bruehl, MD
Pediatric Pulmonology
Christopher Chao, MD
Urgent Care
Ryan Gentry, MD
Wake Orthopedics
Jonathan Lin, MD
Primary Care – Fuquay-Varina

Lynne Wirth, MD
Pediatric Primary Care – Clayton
LaToya Woods, MD
Primary Care – Fuquay-Varina
Ryan Li, MD
Wake Orthopedics
Sharon Speed, MD
Primary Care – Fuquay-Varina

Welcome New Advanced Practice Providers
Kelly Pflausen, NP
Mobile Wellness
Charles Whiting, NP
Primary Care – Knightdale
Tiffany Young, NP
Neonatology
Lauren Parker, NP
Cardiovascular & Thoracic Surgery
Lauren Morris, PA
WakeMed Heart & Vascular
Erin Wills, NP
Vascular Surgery
Kayleigh Gilmore, PA
Urgent Care

Now Open!
Pediatric Primary Care – Clayton
Primary medical care for children ages newborn to 18
204 Medspring Drive, Ste. 200
Clayton, NC 27520
919-235-6055

WakeMed Children’s PM Pediatrics Urgent Care – Cary
Pediatric urgent care, open daily from noon to midnight
2007 Walnut Street
Cary, NC 27518
919-823-5437

Catch a Falling Star
365 Days Falls-Free!
Three WakeMed departments went the entire fiscal year without a fall! Congratulations to these teams and thank you for all you do to promote patient safety. You are truly Chasing Zero and we are proud of you:
• CTICU
• Special Care Nursery – Cary Hospital
• Special Care Nursery – North Hospital

Congratulations to the following departments that were Falls Free during the fourth quarter of FY19 (July – Sept.):
• 6C Surgery & Trauma
• Acute Neuro
• CTICU
• Heart Center Pre- & Post-Procedure Care
• Neuro Critical Care
• STICU
• Labor & Delivery – Raleigh Campus
• Raleigh OB ED – Raleigh Campus
• Emergency Department – Apex
• Healthplex
• ICU – Cary Hospital
• Special Care Nursery – Cary Hospital
• Women’s Pavilion & Birthplace – Cary Hospital
• OB ED – Cary Hospital
• Imaging – Cary Hospital
• Mother/Baby – North Hospital
• Special Care Nursery – North Hospital
• Labor & Delivery – North Hospital
• OB ED – North Hospital
• Imaging – North Hospital

Dr. Klausner Recognized by Carolinas Center for Medical Excellence
Brian Klausner, MD, (WakeMed Primary Care – Downtown Raleigh) was awarded the Carolinas Center for Medical Excellence’s (CCME) 2019 Harris Memorial Award. The Harris Memorial Award was established 20 years ago to honor the life and memory of one of CCME’s founding members, T. Reginald Harris, MD. Dr. Harris passed away in 1999 and was well-known for his decades of service to the medical community through the North Carolina Medical Society, the American Medical Association, and many other professional, civic, and community activities.

Dr. Klausner was recognized for outstanding achievements in the improvement of health care quality and service to the medical community at the NCMS’ LEAD Health Care Conference held in Raleigh on Friday, October 4.

NEWS FROM WAKEMED PHYSICIAN PRACTICES
WHAT’S HAPPENING AT WAKEMED

The second-annual Ready, Steady, Go! event was held at Cary Hospital in early October. The event provides information to help community members understand how everything from vision to lack of exercise to brain function to nutrition can impact their risk of falls—and how best to minimize that risk.

The North Hospital Emergency Department leadership team received Patriot Awards from the Department of Defense. This award is given to employers for “contributing to National Security and Protecting Liberty and Freedom by Supporting Employee Participation in America’s National Guard and Reserve Force.” The team was nominated by Kyle Wooten, a nurse tech who was recently deployed to active duty in the Middle East.

BELOW: On September 23, the Falls Committee rounded on units throughout the system for Falls Awareness Day. This was a great opportunity to recognize and celebrate the hard work we have put into falls prevention during the last year.

It was a sea of red at the Triangle Heart Walk! Thank you to everyone who participated in the walk or helped with fundraising efforts behind the scenes. Team WakeMed—which included over 300 walkers!—raised over $27,000 to support the American Heart Association.

BELOW: WakeMed Kaizen Showcases were held in September and October. The event is an opportunity for groups across the organization to share their work that supports the Wake Way 2 Excellence, including Kaizen Events and PDSAs. Kaizen Showcases will take place every month—check the WakeMed Weekly for details about upcoming events!

WakeMed Rehab patients and staff had the great pleasure to hear from Abram Piasek, pictured with Jocelyn Dressel and Elizabeth Penny, on October 1. Mr. Piasek is a Holocaust survivor who was in four different concentration camps between the ages of 12 and 17. Now 90 years old, he set a goal of speaking publicly at the hospital before he is discharged home. Thank you for reminding us all that we should “never give up!”

WakeMed was once again a sponsor of the African American Culture Festival in downtown Raleigh. Thank you to our volunteers who helped staff our booths and share information about WakeMed to event attendees!

WakeMed continued our presence at the annual SAS Championship tournament this month, offering first aid support, blood pressure checks, flu shots, and games and activities in the Health Zone throughout the tournament.

Cary Hospital recently received the Glenaire Community’s Distinguished Service Award from the Community Relations Committee, comprised of residents of the Glenaire retirement community. The award was created a decade ago to honor partners in the community who provide outstanding service to Glenaire residents.
GET YOUR FLU VACCINE!

Flu vaccines are still available free of charge to all WakeMed employees, medical staff members and volunteers. This year, we are offering vaccines that are egg-free, latex free and preservative free as well as FLUAD for individuals 65 and over. We are not offering flu-mist.

To protect our patients, visitors and colleagues, all employees, volunteers and medical staff members are required to get a flu shot (or approved exemption) every year. Employees who fail to receive a flu vaccine, renew a previously approved exemption, or obtain a new exemption from Occupational Health by 4 pm on November 8 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.

For more information, contact Occupational Health at ext. 07370 (Raleigh Campus), ext. 02631 (Cary Hospital) or ext. 01685 (North Hospital).

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

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

CALENDAR OF EVENTS

Veterans Day Services
Monday, November 11, 11 am
Raleigh Campus, Cary Hospital and North Hospital
All are welcome to join us as we honor the veterans within the WakeMed family.

WinterFest
Raleigh Campus
Thursday, November 29, 8 am to 4 pm
Cary Hospital
Friday, November 30, 9 am to 1 pm
North Hospital
Tuesday, December 4, 10 am to 2 pm

On-site Belk Sales
Belk representatives are bringing Belk gift cards, home goods, fragrances, handbags, jewelry, watches, shoes, makeup, clothing and more to WakeMed for your shopping convenience. Cash, credit and payroll deduction accepted. In addition to the on-site, pop-up store, employees can pre-shop at the Belk Crabtree Valley Mall location the week before, and have their selections held and brought to the sale and use payroll deduction for their purchases.

Pop-Up Store at Cary Hospital
Wednesday, December 11, 7 am – 4 pm
Conference Center
Pre-shop – December 2 – 8.

Pre-Shop Event at North Hospital – No Pop-Up Event
Tuesday, December 10, 7 am to 4 pm
Conference Room
Pre-shop – December 2 – 8. Have your selections held and brought to the December 10 sale and use payroll deduction for purchases.

Pop-Up Store at Raleigh Campus
Tuesday, December 17, 7 am – 4 pm
Andrews Center
Pre-shop – December 9 – 15.

Employee Relations Classes
A Positive Approach to Discipline
This course will provide managers with guidance in identifying and correcting inappropriate employee behavior, performance or attendance in a consistent manner through the use of coaching and disciplinary action when appropriate. WakeMedU code: LDPAD.

Organizational Development Classes
Professional Development
First Impressions Behavior Training – Oct. 31, 8:30 am to 3:30 pm, MOB (WakeMedU code: PDIPI-2001)
Effective Communication – Nov. 5, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDCOM-2001)
People See Things Differently – Nov. 7, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDMBIT-2002)
Impacting Others Through Your Behavior – Nov. 14, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDDISC)

Leadership Development
Leading with Emotional Intelligence – Nov. 8, 8:30 am to 3:30 pm, MOB (WakeMedU code: LDEQI-2001)

Nursing Education
Essential Oil Basics: Aromatherapy at WakeMed – Oct. 28 through Nov. 1; multiple sessions at Raleigh Campus, Cary Hospital and North Hospital (WakeMedU code: NEO14-19108)
Ownership, Empowerment & Accountability: A New Model for annual Competency Assessment – Nov. 11, 9 am to noon, MOB (WakeMedU code: NEO14-17106)
The Role of the Competency Validator: A Key Piece in the Competency Process – Nov. 13, 1 to 3:15, NED B (WakeMedU code: NEO14-17108)
Social Media: Protecting Our Patients, Organization, and You – Tuesday, Nov. 19, 11:45 am – 1 pm, Conference Dining, lunch provided (WakeMedU code: NEO14-19033)

Healing Touch Level 1 Class
November 16 & 17
Cary Hospital Conference Center
16 contact hours for nurses and massage therapists. To register, contact Maggi Hutchinson at 919-214-2582.

Community Clinics
Cary Hospital Conference Center
First Monday of each month; 6:30 to 8 pm
Raleigh Campus Conference Dining
Third Monday of each month; 5:30 to 7:30 pm

CapRAC Training Opportunities
CapRAC Training Opportunities
Capital Medical Reserve Corps Orientation – Nov. 2, 9 am to noon; email nitoharpe@wakemed.org for details.
Basic Disaster Life Support (BDSL) – Nov. 7, 8:30 am to 5 pm; email sharrison@wakemed.org for details.
State Medical Assistance Team 800 Shelter Setup and Overview – Nov. 14, 6 to 9 pm; email janishbrown@wakemed.org for details.

Wake AHEC
Beyond Healthcare: Understanding Social Determinants of Health – Oct. 30, Andrews Center
16 contact hours for nurses and massage therapists. To register, contact Maggi Hutchinson at 919-214-2582.

Employee Relations Classes
Professional Development
A Positive Approach to Discipline
This course will provide managers with guidance in identifying and correcting inappropriate employee behavior, performance or attendance in a consistent manner through the use of coaching and disciplinary action when appropriate. WakeMedU code: LDPAD.

Organizational Development Classes
Professional Development
First Impressions Behavior Training – Oct. 31, 8:30 am to 3:30 pm, MOB (WakeMedU code: PDIPI-2001)
Effective Communication – Nov. 5, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDCOM-2001)
People See Things Differently – Nov. 7, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDMBIT-2002)
Impacting Others Through Your Behavior – Nov. 14, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDDISC)

Leadership Development
Leading with Emotional Intelligence – Nov. 8, 8:30 am to 3:30 pm, MOB (WakeMedU code: LDEQI-2001)

Nursing Education
Essential Oil Basics: Aromatherapy at WakeMed – Oct. 28 through Nov. 1; multiple sessions at Raleigh Campus, Cary Hospital and North Hospital (WakeMedU code: NEO14-19108)
Ownership, Empowerment & Accountability: A New Model for annual Competency Assessment – Nov. 11, 9 am to noon, MOB (WakeMedU code: NEO14-17106)
The Role of the Competency Validator: A Key Piece in the Competency Process – Nov. 13, 1 to 3:15, NED B (WakeMedU code: NEO14-17108)
Social Media: Protecting Our Patients, Organization, and You – Tuesday, Nov. 19, 11:45 am – 1 pm, Conference Dining, lunch provided (WakeMedU code: NEO14-19033)