CARY HOSPITAL EARNSTMRAUM CENTER DESIGNATION

In August, the North Carolina Office of Emergency Medical Services officially designated Cary Hospital as a Level III Trauma Center. Patients in Wake County and referring counties will now benefit from having two exceptional trauma programs in the area – both led by WakeMed.

The official designation comes after an on-site survey, which took place in May, and is the culmination of years of effort to build a trauma program from the ground up. The process began several years ago and included an interdisciplinary team from Cary Hospital and Raleigh Campus who worked together to establish trauma activation criteria, transfer agreements, injury prevention activities and a performance improvement process.

In addition to the trauma surgeon group education, Emergency Department trauma nurses and trauma technicians went through intensive training. The trauma trained Advanced Practice Provider group added 24/7 in-house coverage. Physician liaison support also grew – specialty consultants were identified and engaged, including, but not limited to, emergency medicine, orthopedics, intensivists, anesthesia and imaging. Once these requirements were in place, Cary Hospital began treating trauma patients last year in order to refine processes and gather the data needed to officially obtain Level III Trauma designation.

“This has been a lengthy and exhaustive process, requiring extensive training and education for staff and providers across many service areas. We are grateful to everyone who has been involved and supportive along the way,” commented Matt Allen, MD, medical director, Cary Hospital Trauma Services. “As we were able to show in our survey this spring, Cary Hospital is in a position to provide the best care to the injured, right here in our community.”

Establishing the Cary Hospital Trauma Program has opened up new avenues for collaboration across WakeMed’s hospitals and enhanced our relationship with both Wake County EMS and local rescue providers. “The number of patients we have cared for and logged into the trauma registry has been greater than we expected and has proven the need for another Trauma Center in Wake County was greater than expected. This demonstrates the obvious service need WakeMed is fulfilling for the community,” explains Rhonda Vincent, RN, Trauma Clinical Nurse Specialist.

Cary Hospital has a high volume of geriatric trauma patients (age 55+), providing an opportunity for the enterprise to serve as a leader in demonstrating excellent geriatric trauma patient care for other organizations throughout North Carolina. The program is strengthened by our system relationship and working closely with Raleigh Campus’ Level I Trauma Center.

“This designation supports Cary Hospital’s commitment to offering the highest-quality health care, closer to home. Western and southwest Wake County and surrounding communities will continue to benefit greatly with the addition of Cary Hospital’s trauma services,” said Tom Gough, senior vice president and administrator, Community Hospitals. “I want to send a special thank you to the entire team and the support of Raleigh Campus for the hours of time and effort into bringing trauma services to Cary Hospital.

Support WakeMed

By giving to the WakeMed Gives fund, 100 percent of your donation will support:

- Employee Emergency Assistance – providing financial assistance to WakeMed employees who are facing personal tragedy or hardship.
- Employee Education – offering financial assistance to WakeMed employees who are interested in advancing their knowledge and skills.
- Patient Program Assistance – supporting urgent needs for patients and families including meal/travel vouchers, prescription assistance and connection to other needed resources.
- Projects & Programs – funding for internal WakeMed programs, equipment and departmental needs. This means YOU could receive funding for an innovative idea that improves patient care!

Piggy Parade

The Piggy Parade is back and better than ever! Tip into your creative side and dress your department piggy in their very best, then set them on the ‘virtual runway’ to compete for the coveted Piggy Parade title and trophy.

- Pick up: From your Ambassador or September 26
- Round 1 Virtual Voting Online – October 14 – 18
- Round 2 Virtual Voting Online – October 21 – 25
- With questions, check out the Piggy FAQ online or contact Holly King, manager (Patient Financial Services) at hking@wakemed.org.

Donate!

You may designate your gift to the WakeMed Gives fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. 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 at www.easymatch.com/wakemedgives
- Cash, check or credit card
- PDO (online only)
- Payroll deduction – one-time payment or spread over 26 pay periods

Questions? Contact the Foundation at 919-350-7656.

GET READY FOR WAKEMED GIVES!

The 2019 WakeMed Gives Employee Giving Campaign begins October 1 and runs through October 31! We hope you will join us in this annual opportunity to make our mission not just what we say – but also what we do. Your generosity will make a positive impact on many patients, their families and our own WakeMed family. The WakeMed Gives Board has planned lots of fun activities throughout the campaign, so there are lots of ways to get involved. See below or visit MyWakeMed for details.

A huge thank you to our campaign chairs who have given so much of their time and energy to help us create another successful campaign this year:

- Executive Chair: Carolyn Knaup, senior vice president, Strategic Ventures & Ambulatory Operations
- Physician Chairs: John Sinden, MD, WakeMed Heart & Vascular Physicians & Karen Chilton, MD, interim chief quality officer
- Employee Chair: Spencer Ponzit, business development
- Employee Vice Chair: Liz Watson, director, Revenue Cycle

WakeMed GIVES

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UPCOMING EVENTS

**Campaign Kickoff**

Tuesday, October 1
6:30 to 9:30 am
- Raleigh Campus, Café 3000
- Cary Hospital, Points West Café
- North Hospital, Falls Café

Bring your colleagues help us kick off the campaign! Enjoy a complimentary breakfast and show your WakeMed spirit while supporting WakeMed Gives.

**Auctions**

Show your support by donating an item for this year’s auction. Get creative – you can donate anything from a gift basket to an experience. To enter an auction item, contact Susan McFarland (Raleigh Campus auctions), Mary van Schaftingen (Cary Hospital auction), Dana Knapp (North Hospital auction), or Tabatha Barber (Operations Center auction).

**Raleigh Campus**

Thursday, October 10
11 am to 2 pm

Hallway Outside Credit Union

**Cary Hospital**

Thursday, October 24
11 am to 2 pm

Points West Café

**North Hospital**

Friday, October 11, 11 am to 2 pm

Main Lobby

**Operations Center**

Wednesday, October 16
11 am to 2 pm

First floor atrium

**Bring your colleagues**

Do you have a suggestion for a Piggy Parade item, or an idea for an exciting donors’ thank-you gift? Let us know and we’ll work to make your idea a reality.

**WakeMed Gives**

www.wakemed.org/gives
Peripheral Artery Disease Structured Exercise Therapy (PAD SET) can help improve your pain or tightness in your calf muscle when you walk even a short distance. That pain is often caused by a buildup of plaque on artery walls. PAD is very common in the legs. Varicose veins are a type of PAD.

Exercise for Peripheral Artery Disease

If you have been diagnosed with peripheral artery disease (PAD), you may feel cramping, pain or tightness in your calf muscle when you walk even a short distance. That pain is often caused by a buildup of plaque on artery walls. PAD is very common in the legs. Varicose veins are a type of PAD.

PAD & Intermittent Claudication

Peripheral arteries are the vessels that deliver blood to your legs, arms, stomach and head. Peripheral artery disease (PAD) is the narrowing of these arteries caused by a buildup of plaque on artery walls. PAD is very common in the legs. Arteriosclerosis is a type of PAD. Claudication or intermittent claudication results from lack of blood flow to the muscles during activity, such as walking or climbing stairs. The pain usually passes when you stop moving, only to resume when you start walking again.

Managing PAD Pain with Structured Exercise Therapy

Believe it or not, walking and exercise are the right things to do to relieve your pain. You just need to know how to build up your endurance and WakeMed Rehab’s PAD SET program can help. WakeMed’s PAD SET program includes 45-minute sessions, three times a week for 12 weeks. Currently, Medicare and Medicare Advantage programs cover PAD SET. A physician referral is required to participate in PAD SET. Call WakeMed Rehabilitation Certified Clinical Exercise Specialist Hope Chaplin at 919-350-7068 for additional information and to register.

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

A 47-year-old patient with C. diff was facing the prospect of a total colectomy, which is a standard practice and recommended by the patient’s surgical team. Cristina Kaifer and Shannon Holt (both of Pharmacy) recalled a procedure they had read about that involved creating a temporary loop ileostomy and address the infection that way, rather than the complete colectomy to improve patient quality of life if successful. The pharmacists shared the article with the surgeon, who was open to trying the alternative solution. The procedure was a success and the patient experienced a much better outcome due to the novel innovation.

Sissy Winstead, RN, (Surgical Services – Cary Hospital) was providing a lunch break to a colleague when she made her Good Catch. She was helping prepare medications for a surgery when she noticed that the heparin, which was supposed to be mixed in with 500 mL of normal saline, had not been opened, but the lidocaine in the room was open. The 500 mL bag was labeled as containing heparin, but it appeared lidocaine had been injected instead. Sissy retrieved a new bag, injected the heparin and gave it to the surgical team.

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Benefits Open Enrollment is your annual opportunity to make changes to your benefits for the coming calendar year. More in-depth information about benefits is included in the 2020 Benefits Handbook, which will be mailed to your home address in late September. An electronic version of the handbook will also be available on MyWakeMed.

We strongly encourage all employees to complete the Open Enrollment process in Lawton as this is an excellent time to review your benefits and retirement contributions, update beneficiaries and make any other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

With questions, contact the Benefits team at ext. 08143 or benefits@wakemed.org.

**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 Lawton during the enrollment process.

**Medical Plan**
Administered by Blue Cross Blue Shield
Blue Cross Blue Shield (BCBS) of NC is our claims administrator for the medical plans. Employees will continue to have the choice of two medical plans – Select and Premiere. The Select Plan will have lower monthly premiums than the Premiere Plan, but members will pay more at point-of-service (higher copays, deductibles, coinsurance, etc.). The Premiere Plan costs more per month in payroll contributions, but the out-of-pocket costs are less than those of the Select Plan.

If you do not complete Open Enrollment, you will automatically be re-enrolled in the same level plan you are currently in.

**Prescription Drug Changes**
Provided by OptumRx; Administered by RxBenefits
OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug benefits for both plans are identical in coverage. OptumRx will NOT issue new ID cards for 2020.

The only change to coverage for 2020 is the specialty medication coinsurance maximum will increase from a maximum of $100 to a maximum of $350. Maintenance drugs (those taken regularly for conditions such as high blood pressure, diabetes or asthma) and specialty medication prescriptions will still be required to be filled at the WakeMed Outpatient Pharmacy. If you have questions about maintenance medications, contact member services at 1-800-334-8134.

**Dental Plan**
Administered by United Concordia Dental
United Concordia Dental will remain as the dental plan claims administrator. Dental premiums will slightly increase for 2020. There are no changes to the dental benefits for 2020.

**Vision Plan**
Administered by EyeMed
The vision plan will remain with EyeMed with no changes to the benefits or premiums for plan year 2020.

**Life & Disability Insurance**
Administered by Lincoln Financial Group
Life and Disability Insurance will remain with Lincoln Financial Group and there are no rate changes to the life insurance and disability plans.

Starting January 1, 2020, Lincoln Financial Group will relax some of its underwriting requirements and institute a pre-existing condition limitation for Short Term Disability coverage. If you have a medical condition that has required treatment in the six months prior to becoming insured, there will be no benefit paid for this specific pre-existing condition for the first 12 months of coverage. During the first 12 months, all other causes of disability will be covered; and after 12 months of coverage, all conditions, including disabilities related to the pre-existing condition, will be covered.

**WakeWell Healthy Rewards Account (HRA)**
Administered by ConnectYourCare
The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who meet the requirements of WakeWell Rewards in 2019 and who are covered by the WakeMed medical plan as of January 1, 2020, will receive a deposit into their HRA account on or about January 10, 2020. HRA funds roll over from year to year, but you will lose your HRA funds if your enrollment in the WakeMed medical plan stops for any reason.

**Flexible Spending Account (FSA)**
INCREASED CONTRIBUTION LIMIT
Administered by ConnectYourCare
Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between $5 and up to $500 will be rolled over into your 2020 account. All unused funds under $5 and over $500 will be forfeited. For plan year 2020, the maximum contribution will be $2,700.

Remember, the Dependent Care FSA is for child or adult day care-type expenses. Unused funds from this account do not roll over – any unused balance from your 2018 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

**Voya Voluntary Benefits**
NEW ADMINISTRATOR!
Administered by Voya
Voya is the new vendor for the WakeMed voluntary benefits for plan year 2020. WakeMed will offer two voluntary benefit plans through Voya:

- **Voluntary Accident Insurance:** Provides a lump-sum benefit payment based upon injury and treatment received.
- **Voluntary Critical Illness Insurance:** Provides a lump-sum benefit payment for the first diagnosis of a critical illness.

Employees currently on the UNUM Voluntary products will have the benefit terminated as of December 31, 2019. If you would like to move to the Voya Voluntary products, you will need to re-enroll during open enrollment.

**Q&A and Enrollment Assistance Sessions**
Benefits specialists will be available to answer questions about benefits changes and help with the online enrollment process. See the flier on MyWakeMed for the full schedule!
The results of WakeMed’s 2019 Employee Assessment & Engagement Surveys are in and we are excited to share that the results for both were exceptional. The annual Employee Engagement Surveys are your opportunity to offer feedback on our work environment, leadership and patient focus. As in past years, the 2019 surveys were administered by Success Profiles to guarantee anonymity, and two separate surveys was offered: one for employed physicians and advanced practice providers and one for all other employees.

“WakeMed is an incredibly unique organization and our culture is one of the things that sets us apart. Your feedback is very important and will help us continue to grow and improve – all while strengthening our work environment and commitment to the community. I want to personally thank each employee and provider who completed the survey and shared your thoughts on what we are doing well and how we can further improve so you can find more joy and fulfillment in the work you do each day,” commented Donald Gintzig, president & CEO.

We want to thank all of you for taking the time to share your honest feedback on our culture, the work environment you experience and how we can continue to improve the care we provide to our patients and their families. Here’s a quick summary of the results – for more in-depth information about your department’s results, ask your manager.

Major Strengths 

- Patient Focus: 95th percentile – top 5 percent!
- Leadership: 95th percentile – top 5 percent!
- Work Culture: 93rd percentile
- Engagement: 90th percentile
- Management: 84th percentile

**Areas with Significant Improvement**

- Good performance by staff is recognized in my department (91st, up from 87th)
- In my department, changes have been made as a result of input from staff (80th, up from 76th)
- Retention of staff is recognized as important by my department’s leadership (85th, up from 95th)

**Opportunities for Improvement**

- Staff are expected to demonstrate personal accountability (75th)
- Staff retention is important to department leadership (65th)

**Areas of Opportunity**

- Nursing staff levels are appropriate for patient volume and acuity (24th)
- Key performance metrics are shared on a regular basis (18th)

Supporting the next generation of caregivers

WakeMed is committed to health education, and we have built strong teaching relationships with many schools and programs over the years. We continue to play an integral role in developing the next generation of highly-trained and skilled health careworkers, providing students and medical residents opportunities to prepare for their future work and giving them a professional edge when it’s time to apply for jobs.

On any given day, WakeMed hosts 50+ medical residents, 50+ medical students and 10 physician assistant (PA) students across different specialties. Annually, more than 2,200 clinical placements are made for pre-licensure nursing and nurse aide students system-wide each year. Additionally, clinical and non-clinical internships are offered throughout the year to students by various departments through school-affiliation agreements. Each summer, students from Wake Early Colaing of Health Sciences, Enloe High School, and Athens Drive High School participate in intern and shadowing opportunities. Every July, students from the Wake Early College of Health Sciences intern at WakeMed to become immersed in the Wake Way through experiential learning.

These experiences expose students to broad experiences within a real hospital, outside of their classrooms, filled with real medical professionals and patients, where they get to develop their knowledge and skills in a hands-on way. “Students who come to us bring substantial value to WakeMed; they are highly motivated, enthusiastic to learn, knowledgeable, and well-trained. Their energy and knowledge inspire our physicians to create an effective and humane learning environment and to provide a higher quality of care to our patients and our community,” commented John Perry, MD, vice president, Medical Education.

Resident physicians and students training to become physicians, advanced practice providers and nurses as well as students in other allied health careers come to WakeMed through affiliation agreements with area schools, including Wake Technical Community College, University of North Carolina at Chapel Hill, Campbell University, Duke University, and others.

For many, the opportunity to come to WakeMed as part of their schooling opens up new options and possibilities. Corporate & Community Health had two student interns this past spring who are now both working for WakeMed. “WakeMed is like a large family. From the moment I started at WakeMed, everyone has been so welcoming and kind! I took this job after my internship because I did not want to leave my WakeMed family. Each employee truly lives by the ‘Wake Way’ and it shows each and every day,” said former intern Stephanie Hamilton, who is now a clinical aide in Acute Rehab Services.

As a growing health care organization, WakeMed benefits tremendously from the work and passion contributed by these students, and these training opportunities help support our Extraordinary Team and Healthy Community Aspirational Goals. A huge thank you to everyone who helps train and mentor these students – whether they are in high school, college, graduate school, residency, or anywhere else on their learning journey.
As of our focus on C. difficile, over the past few months, an interdisciplinary team has been working to develop a new tool in the Chasing Zero Toolbox: a nursing bundle for patients diagnosed with or with a suspected diagnosis of C. difficile.

The bundle includes numerous items to help ensure patient safety and prevent the spread of this very contagious infection.

“The goal is to create standard work and make it easier for staff to access all the tools they need to assist their patients quickly. We’ve seen great success with this model for other initiatives, and we are looking forward to making this bundle available across the system,” explained Ed Keating, (Nursing Administration), who worked on the bundle along with representatives from Nursing, Infection Prevention and Marketing & Communications.

Among other things, the bundle includes:

- Patient education about C. difficile and the importance of hand hygiene
- A “stop” sign to remind staff and visitors to use soap and water for hand hygiene (alcohol gel does not kill C. difficile)
- Disposable stethoscope and thermometer – since everything that goes into a Special C. difficile (C. diff) room must be cleaned with bleach.

The bundle is currently being piloted on 5A MIC, which has independently chosen C. difficile as their unit council focus area for the year. C. difficile has historically been an opportunity for us, so we were exploring ways that we could introduce new processes to streamline the care of patients with C. difficile. When we heard about the bundle being developed, it seemed like a perfect opportunity to combine efforts,” commented Pauline Stillman, RN, manager (5A MIC). The 5A unit council had completed literature reviews on C. diff and incorporated some additional local data and information into the bundle based on their findings.

The pilot on 5A is scheduled to last for six months and then the bundle will be rolled out to other units across the health system – stay tuned for more details about this initiative and our Chasing Zero journey!

This summer has been one of change for the Emergency Department at Raleigh Campus. Renovations are underway to update and expand this busy patient care area – and staff are also taking the opportunity to introduce several new tools to help improve the patient experience.

The renovations are being completed in two phases. A & D Bay were renovated first and reopened in August; B & C Bays are currently closed and should re-open in October. The renovations include new floors, wall coverings, care stations and much more. As part of the project, eight additional beds will be added to the Emergency Department and they will also be expanding into the former Chest Pain Unit (currently called T Bay).

As this work has gone on, the staff have worked tirelessly to care for record volumes of patients while battling construction barriers and space constraints. They have also introduced several new tools that are intended to engage patients in their care and improve the overall patient experience.

One of these tools are updated Care Boards which are being installed in the new patient rooms. The boards have important information about care team members and – most importantly – the patient’s plan of care, including tests ordered, updates to patients throughout their visit.

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“The Care Boards and Care Cards are helping us set and manage expectations for our patients quickly. We’ve seen great success with this model for other initiatives, and we are looking forward to making this bundle available across the system,” explained Ed Keating, (Nursing Administration), who worked on the bundle along with representatives from Nursing, Infection Prevention and Marketing & Communications.

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The Marketing & Communications department thanks all of the employees of WakeMed. Our goal is to provide up-to-date news on all of the hospital system's activities.

Marbles Kids Museum

• Operations Center:
  WakeMed in the months ahead. Donald Gintzig and hear what's in the forecast for Dining for WakeMed employees. Lunch will follow.

Fall 2019 Employee Forums with Donald Gintzig

Don’t miss this opportunity to talk informally with Donald Gintzig and hear what’s in the forecast for WakeMed in the months ahead.
• Operations Center: September 26, 10 am
• Cary Hospital: October 3, 2:30 pm
• Garner Healthplex: October 8, 2:30 pm
• North Hospital: October 17, 2 pm
• Brier Creek Healthplex: October 22, 2:30 pm
• Apex Healthplex: October 24, 2:30 pm

Guest Mass
On Friday, October 18, Father Alapaty and Bishop Luis Rafael Zarama will celebrate mass in Conference Center.

On Friday, October 25, Father Alapaty will celebrate mass in Conference Center.

Nursing Education

Professional Boundaries — Sept. 19, 8:30 to 10:15 am, NED B (WMU code: NE014-14053)
Comfort Core: Foundations of Comfort and Pain Management — Oct. 10, 8:30 am to 12:45 pm, NED B (WMU code: NE014-17117)
Guarding Against Burnout — Oct. 22, 1 to 3 pm, NED B (WMU code: NE014-17055)

Nursing Professional Development Book Series

When Chicken Soup Isn’t Enough — Sept. 26, 8 to 9 am, conference call (WMU code: NE014-11088)
Inspired Nurse — Sept. 26, 10 to 11 am, conference call (WMU code: NE014-11004)
To Comfort Alway — Sept. 27, 9:30 to 10:30 am, Cary Hospital Conference Center (WMU code: NE014-11003)
Compassion in Action — Oct. 7, 8:30 to 9:30 am, Cary Hospital Conference Center (WMU code: NE014-12009)

CapRAC Training Opportunities

SMAT-800 Equipment Review — Sept. 25, 6 to 9 pm, email janisbrown@wakemed.org for more information.
SMAT-800 Initial Training — Oct. 4 & 5, 8:30 am to 5 pm, email janisbrown@wakemed.org for more information.
ICS-300.a Intermediate Incident Command System for Expanding Incidents — Oct. 28 – 30, 8:30 am to 5 pm, email nishorpe@wakemed.org for more information.

Wake AHEC
68th Annual Tuberculosis/Respiratory Disease Institute — Oct. 1 & 2, Hilton North Raleigh/Midtown
29th Annual Art of Breastfeeding Pre-Conference & Conference — Oct. 7-9, The McKinnon Conference & Training Center
Everyday Resilience Skills Lab: Body Based Interventions to Rebound from Stress and Enhance Resilience — Oct. 11, Andrews Center

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

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

WakeMed Health & Hospitals
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Raleigh, NC 27610

ADDRESS SERVICE REQUESTED