

# MICROSCOPE

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

MARCH 2024



## Cary Hospital Earns Geriatric ED Accreditation

Cary Hospital's Emergency Department has achieved the gold standard Level 1 Geriatric Emergency Department Accreditation (GEDA) from the American College of Emergency Physicians, which is the highest level of accreditation available.

The GEDA program includes three levels, much like trauma center designations, that provide specific criteria and goals for emergency clinicians and administrators to achieve. The accreditation process provides more than two dozen best practices for geriatric care and the level of GEDA accreditation achieved depends upon how many of these

best practices an emergency department meets. Level 1 emergency departments must incorporate many of these best practices and provide interdisciplinary geriatric education and have geriatric appropriate equipment and supplies available. Currently, Cary Hospital is the only Wake County hospital to achieve Level 1 GEDA.

To achieve this accreditation, the Geriatric ED team created 20-plus protocols for the continuity of care, made facility modifications, completed staff training and certification programs for 15 nurses, and will soon add a pharmacist dedicated to geriatric-specific care.

Following the on-site survey in January, **Doug Trocinski**, MD, chief medical officer, Cary Hospital said, "This recognition is a credit to the hard work of our outstanding team of Emergency Medicine physicians, Emergency Department staff and many supporting departments at Cary Hospital. Our community is fortunate to have such a dedicated team that fully supports the efforts leading to better care of older adults."

Congratulations to all involved in this outstanding achievement!

## Heart Center Lobby Dedicated to Brenda & Ron Gibson

### Dedication Recognizes Decades of Service and Philanthropic Support

WakeMed has dedicated the lobby of the Heart Center to Brenda and Ron Gibson in honor and recognition of their enduring support and service to WakeMed and our mission to the community. The dedication of the lobby, which was renovated in 2019, took place on Thursday, February 29.

Longtime philanthropists and leaders in the Triangle area and beyond, the Gibsons are committed to a selfless, compassionate mission: to create a healthy, vibrant community. Their generous support of the WakeMed Foundation over several decades has helped advance our mission in the community, benefitting patients, families and our WakeMed team. Additionally, Brenda has dedicated countless hours to WakeMed through volunteer service. Starting as a candy striper in the 1970s, Brenda went on to serve a combined 25 years on the WakeMed Foundation Board of Directors and the WakeMed Board of Directors, including several years as the chair of each group.

"It is rare to find two individuals with such a passion for the greater good and we are incredibly fortunate to have their support. Through their generosity and advocacy, Ron and

Brenda Gibson have challenged and encouraged WakeMed to always improve and innovate as we work to make high-quality, patient-centered care available to all in our community. It is truly a privilege to dedicate the Heart Center lobby in their honor," explains **Donald Gintzig**, WakeMed president & CEO.

WakeMed is just one of the many organizations that have benefited from the Gibsons commitment to giving back and ability to bring together strengths and resources for the benefit of the entire community. We are grateful for their ongoing support and commitment to our mission.



## APRIL

### Diversity & Inclusion Awareness 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 unique. Stay tuned to the WakeMed Weekly for additional details about activities taking place in April to celebrate the diversity within and around WakeMed!

#### Leadership Development Opportunities

- > **Unconscious Bias:** This work session establishes a connection between unconscious bias, also referred to as implicit or cognitive bias, and individual, team and organizational performance.
- > **Inclusive Leadership – Practical Ways to Cultivate Inclusion & Build a Better Team:** Learn how to prioritize daily behaviors to disrupt bias and create an inclusive environment.

See dates and register in WakeMedU.



#### Food & Cultural Fair

- > **Cary Hospital**  
Thursday, April 4
- > **Raleigh Campus**  
Thursday, April 18

#### Read the Wake Way Diversity & Inclusion Selections

*Uncomfortable Conversations with a Black Man* by Emmanuel Acho

- > **Cary Hospital** – 11 am, Thursday, April 11
- > **Virtual Session** – noon, Friday, April 12

**Future Selections** – see session dates and register in WakeMedU

- > *Demystifying Disability: What to Know, What to Say, and How to Be an Ally* by Emily Ladau
- > *Blind Spot: Hidden Biases of Good People* by Mahzarin R. Banaji & Anthony G. Greenwald



## LEAP DAY BABIES

WakeMed was hopping with excitement to welcome Leap Day babies. In total, 30 babies were born at our three WakeMed facilities on February 29, 2024!





L to R: Becky Andrews, Jeronica Goodwin and Vijay Chaudhary, MD

# EXCEPTIONAL PEOPLE, EXCEPTIONAL CARE

## WakeMed Leaders Recognized by TBJ

Three WakeMed leaders were recently recognized by the *Triangle Business Journal* for their outstanding contributions to our community. Congratulations to **Becky Andrews**, senior vice president & Administrator of Raleigh Campus; **Jeronica Goodwin**, senior vice president & Chief People Officer; and **Vijay Chaudhary, MD**, Chief of Oncology for WakeMed Cancer Care.

Andrews was one of 25 people named to the 2024 Women in Business list, which recognizes Triangle women who have proven to be dynamic and outstanding leaders with established track records of significant accomplishments in business and/or community service. As the administrator for Raleigh Campus, Andrews drives the strategy, operational and financial performance of the hospital and associated entities along with a highly performing and compassionate team. Last year Andrews championed the extensive realignment project, which impacted 242 patient beds (in nine units, across four floors) and 545 staff members. Andrews' leadership – and her ability to rally the support of the 120+ stakeholders involved – made it a positive, successful change. Andrews also supported the successful opening of several new patient care areas this past year, including an Internal Medicine practice and a new area that serves patients who have been stabilized in the Emergency Department after a mental health crisis and are ready to leave the hospital.

Goodwin and Dr. Chaudhary were both named to the list of 2024 Health Care Leaders, which recognized a dozen individuals who are making a significant impact on the quality of health care in the Triangle region.

Goodwin was recognized for her efforts to support our WakeMed family and foster a work environment where staff feel appreciated and differences are celebrated. Since joining WakeMed in 2020, Goodwin has helped the health system expand and incorporate Diversity & Inclusion efforts into

daily practices. She is a member and executive sponsor of the Diversity & Inclusion Council, which empowers staff to champion the practices of respect, tolerance and understanding. Goodwin understands that a diverse workforce better enables us to care for our diverse community. With a focused approach and intentional conversations, she advocates for and promotes diversity by working with our Talent Acquisition team to ensure that recruitment efforts reach diverse candidates. Goodwin is also an ardent supporter of employee well-being, serving on the Employee Mental Health & Well-Being committee and is a founding member of the WakeMed Cycling Club.

Dr. Chaudhary was also recognized as a Health Care Leader for his commitment to enhancing greater access and expanding the delivery of oncology care and services in Wake County. As a clinician, Dr. Chaudhary strives to empower patients with a better understanding of their disease process and allay their fear and anxiety related to their diagnostic evaluation and management plan. Under Dr. Chaudhary's leadership, WakeMed's multidisciplinary Cancer Care team has made a tremendous impact on our community in just 18 months, expanding coordinated access to inpatient and outpatient oncology care and services. Dr. Chaudhary continues to work to expand the scope and services of WakeMed Cancer Care, with a third outpatient Hematology & Medical Oncology location opening in the North Hospital Physicians Office Pavilion later this year.

## WakeMed Named a Top Workplace by Newsweek

We are pleased to share that WakeMed has been named one of America's Greatest Workplaces for Diversity and America's Greatest Workplaces for Women by *Newsweek*! These lists identify employers that are dedicated to creating diverse, equitable work environments.

To create the rankings, *Newsweek* partnered with Plant-A Insights to compile publicly available data, feedback from interviews with HR professionals and an anonymous online survey of a diverse pool of employees at companies across the nation. Kudos to everyone who helps make WakeMed such an exceptional place to work and care for others!



## TEE & Cardioversion Comes to North Hospital

North Hospital is now offering TEE and Cardioversion to inpatients. The first procedure was performed on

Monday, February 5. Offering these new services allows patients to receive treatment closer to home and will reduce the number of patients requiring transport to Raleigh Campus. Providing this additional support to our cardiac patients will also facilitate earlier discharges and help with the flow of patients presenting through the Emergency Department. Congratulations to the team who helped bring this new service to North Hospital!



WakeWell Rewards is well underway! The Online Health Assessment is currently available on the Asset Health Portal. Points will be available in the Asset Health portal on or after May 1.

If you fall short of 100 points, you can make up the difference by participating in an Alternate Standard. All Alternate Standards are available to medical plan members at no cost. This year there are more Alternate Standard options available than ever before – with credit ranging from 5 points to 40 points.

Eligibility requirements may vary; see MyWakeMed for more details about each program.

Alternate Standards must be completed and submitted to Asset Health by September 30.

### 5-Point Alternate Standards

- > Asset Health Courses\* – available in the Asset Health Portal
- > Asset Health Wellness Challenges\* – available in the Asset Health Portal

### 10-Point Alternate Standards

- > Asset Health Mission\* – available in the Asset Health Portal

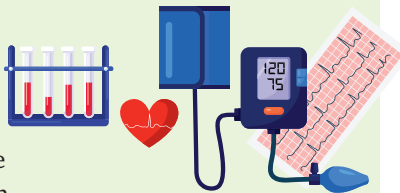
\*A maximum of 10 points can be earned from Asset Health missions, courses or challenges, combined.

### 40-Point Options

- > Case Management – provided by Contigo Health
- > Care Management – offered by WakeMed Key Community Care
- > Health Coaching – provided by Corporate & Community Health
- > Tobacco Cessation Coaching – provided by Corporate & Community Health
- > Behavioral Health Check – provided by BHS, WakeMed's Employee Assistance Program
- > Eat Smart, Move More, Prevent Diabetes – offered by NC Public Health and NCSU
- > Registered Dietitian Consult – provided by WakeMed Registered Dietitians
- > Diabetes Education – provided by WakeMed Diabetes Education
- > LiveWell – a Healthworks offering
- > Physical Examination – with your primary care provider

### Pregnant/Postpartum Requirements

Employees who are pregnant or gave birth on or after July 1, 2023, should complete the Asset Health Online Health Assessment AND submit a completed Pregnancy Physician Statement Form to Asset Health by September 30. For more information, visit the Asset Health wellness portal or the WakeWell page on MyWakeMed.



The Raleigh, Durham and Chapel Hill area provides some of the best outdoor opportunities of any Metro area in the country. The Research Triangle has hundreds of miles of trails and greenways to walk, run or cycle. From Eno State Park just west of Durham to the Neuse River Trail that runs along the Neuse River for 34 miles, Triangle trails and greenways provide an emerald oasis to exercise or just get away for a while.

The six-week Triangle Greenway Challenge will motivate you to get moving as you virtually visit some of the best greenspaces in

the Triangle. Complete the Challenge, which measures minutes of activity, and be eligible for a raffle for WakeMed swag.

To register, please visit the Asset Health portal, found in the "For Your Health and Well-Being" section of the MyWakeMed page. The Asset Health portal is now open to all WakeMed employees (regardless of participation in the medical plan). Registration begins March 18.



### Calling all Runners!

This May, WakeMed is launching a new employee running club. The Club will host group runs, running clinics and a Strava group to post your runs and follow other Club members. If you're interested in being a run leader, or just joining the Club, please contact Bob Nelson at wakewell@wakemed.org.



The American Heart Association designates April as National Walk Month. Bring your walking shoes and join us at noon on Wednesday, April 3, as we host concurrent walks at five WakeMed locations.

- > Raleigh Campus: Main courtyard
- > Cary Hospital: Flagpole by main hospital entrance
- > North Hospital: Outside of Falls Café
- > Operations Center: Outside of main entrance
- > Corporate/Business Center: Outside of main entrance of the Corporate Center

For more information, please contact Bob Nelson at bonelson@wakemed.org or 919-350-6903.



# CHASING ZERO

## SAFE ON SITE

### 5 A DAY 4 STAFF SAFETY

Can a daily five-minute conversation about workplace violence prevention improve safety and staff confidence in their abilities to cope with patient aggression? *The answer is yes on both counts.*

**Kim Willis**, RN, director (Heart & Vascular Services) recently conducted a 12-week pilot to study the efficacy of leaders providing five minutes of workplace violence prevention information to nurses, nursing assistants and secretaries during daily staff huddles. “Our intervention groups were 3A, 3B and 3E and our compare groups were 5A, 5B, 5C, 6B, 6C and 1C,” explains Willis. “We surveyed both groups before and after the pilot to determine its impact.”

Willis, unit managers and supervisors met weekly to determine topics. “We also invited experts like **Chief Brock** from Campus Police & Public Safety and **Melissa McAllister** from Mental Health & Well-Being to talk about topics and information we could provide to our staff,” says Willis. Leaders then chose topics that were relevant to their units, such as Vistelar training, SafeOnSite culture, the Agitation Management Dashboard, psychological safety and Joint Commission standards.

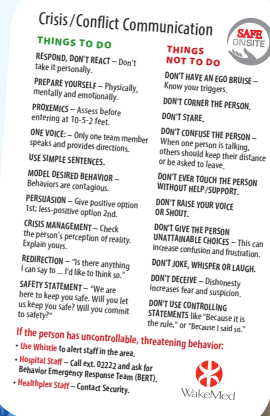
Post-pilot staff survey results: The intervention group’s confidence in coping with patient aggression increased by 13%.

Willis and **Barb Bisset**, RN, executive director, (Preparedness & Innovative Learning) both support the ‘5 a Day 4 Staff Safety’ communication practice. “Just five minutes a day of workplace safety and violence prevention education adds up to 30 hours of education per year, and that continuous reinforcement of information and skills helps staff feel more confident and secure when working with challenging patients and visitors,” notes Bisset.

Staff safety is the 2024 Chasing Zero focus. If you would like to implement the 5 a Day 4 Staff Safety strategy in your unit, contact Kim Willis for information.

#### Prevention in Your Pocket

SafeOnSite’s Crisis/Conflict Communication card offers effective and respectful do’s and don’t’s to follow when working with agitated patients or visitors. Need some for your department? Email [EnvHealthSafety@wakemed.org](mailto:EnvHealthSafety@wakemed.org) with the quantity you need.

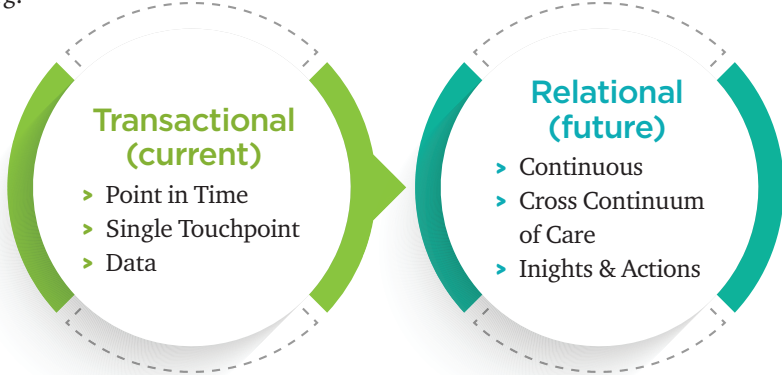


## PEACE OUT P3

Raleigh Campus staff gathered to wish a “fond farewell” to the P3 Parking Deck before demolition began in early February. Staff enjoyed a chance to leave a mark on the deck – by either swinging a sledgehammer or signing the wall as ways to say goodbye.



Leap Day – what a great day to launch WakeMed’s new Patient Experience Program. A group of administrators, leaders, providers and staff met with Qualtrics team members to gain insights about what’s ahead with our new Patient Experience vendor. Qualtrics replaces PRC as our patient satisfaction/experience survey provider this spring. Watch for a formal introduction to our new Patient Experience Program in the coming weeks. While areas are likely to experience a short time without patient experience data, we are confident the change will be a beneficial one worth the wait! For information contact Dianna Knight, DNP, executive director, Patient Experience, at [dknight@wakemed.org](mailto:dknight@wakemed.org) or Karen Chilton, MD, senior vice president & Chief Quality Officer, at [kchilton@wakemed.org](mailto:kchilton@wakemed.org).



## FOLLOW US TO WELLNESS!

As Wake County grows, we are always adding new services, specialties and expertise to help improve the health and well-being of our community. Check out the resources below to stay current on all things WakeMed – plus patient stories, staff spotlights, health and wellness tips, and so much more!

Look for WakeMed on your favorite social media network:

- [WakeMed & WakeMed Children’s](#)
- [@WakeMedHospitals](#)
- [@WakeMed](#)
- [@WakeMed](#)



### WAKEMED VOICES BLOG

From recipes to patient stories, from system news to parenting tips, the WakeMed Voices Blog has something for everyone!



Tune in to our health and wellness-focused podcasts from WakeMed experts.

### WAKEMED VOICES FAST5

5 tips in under 5

Short, direct videos designed to answer your most pressing questions on a variety of topics.



## BENEFIT ENHANCEMENT: TUITION & SPECIALTY CERTIFICATION REIMBURSEMENT

WakeMed is committed to supporting the professional growth and development of employees. In support of our Aspirational Goal of recruiting and retaining a talented workforce, we are pleased to share updated employee eligibility criteria for the tuition and specialty certification program.

Effective January 1, 2024, employees are eligible for tuition reimbursement and specialty certification reimbursement after six months of employment (as opposed to 12 months of employment). Courses (or renewal date/exam date for certification) must begin after January 1, 2024, to be eligible. The following eligibility requirements are still in effect:

- > Active benefits-eligible (full-time or part-time status) or leave of absence status
- > No active disciplinary actions above Level 1
- > Minimum score of 3 on most recent annual evaluation, or “Passing” if initial evaluation
- > Courses must begin after employment eligibility timeframe (after six months of employment) to be eligible

Please email [WorkforceDevelopment@wakemed.org](mailto:WorkforceDevelopment@wakemed.org) with questions.



WakeMed Volunteer **Jarrett Dobbins** recently received the Catch a Falling Star Award from the Brier Creek Emergency Department for his efforts to reduce patient falls. Jarrett stepped up to help train the new volunteers on how to complete the falls rounding sheet, which is used to ensure falls precautions are initiated by clinical staff on patients at high-risk for falls.



Nearly 100 WakeMed Cancer Care survivors, thrivers and care team members gathered on February 3 to celebrate cancer survivors and those in the fight to end all cancers affecting women at the Kay Yow Cancer Fund Celebration Run/Walk.



In February, members of our WakeMed family gathered for a panel discussion about the origins, importance and significance of Black History Month. WakeMed is committed to celebrating diversity and fostering a culture of respect, all year round. Thank you to

**Rick Ellis**, manager (Information Services); **Candace Kravatz**, manager (Clinical Administrators); **Helene Lytch** (Employee Relations) and **Phil Echols** (Organizational Development & Diversity) for leading us in this courageous conversation and sharing about your experiences and backgrounds.



WakeMed is part of a community-wide initiative to help prevent youth violence and suicide. The Dialectical Behavioral Therapy (DBT)-STEPS train-the-trainer program is aimed toward parents, counselors, teachers, youth leaders and other adults who work with youth. More than 80 adults participated in the first offering of day-long course, where they learned skills to help kids manage their emotions when they are faced with difficult or stressful situations. DBT-STEPS Skills for Life is presented by RDU Therapy, WakeMed Mental Health & Well-Being, City of Raleigh and many volunteer counselors.



WakeMed took over the Raleigh Convention Center on February 8 for an all-day recruitment event that drew over 1,100 attendees. Participants had a chance to talk to staff and leaders from more than 60 departments and learn more about WakeMed's culture, benefits and professional development opportunities available to employees.

## HOW SWEET IT IS!

Once again, WakeMed hosted Valentine Socials across the system to say thank you and show some love to our incredible team. Staff enjoyed the opportunity to take a break and enjoy a sweet treat. Thank you for all you do!



## WAKEMED GOES RED!

Employees from across the system donned their best reds on Friday, February 2, for Go Red Day! Part of American Heart Month, this annual event is a way to help raise awareness of cardiovascular disease and its impact on everyone. It's also a great way to recognize our WakeMed team who provides compassionate care and service to our heart patients and their families.

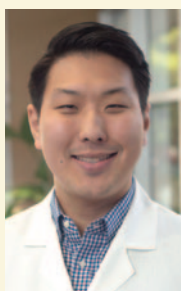


**Have news to share?**  
Send it to microscope@wakemed.org





### Welcome New Physician



**Michael Hong, DO**  
MyCare 365

### Welcome New Advanced Practice Providers

**Susmita Adhikari, NP**  
MyCare 365

**Emily Shama Barnes, NP**  
Urology

**Abigail Benson, NP**  
Heart & Vascular

**Sarah Boota, NP**  
Hospital Medicine

**Lauren Cornette, PA**  
Heart & Vascular

**Michelle Curtis, PA**  
Children's Pediatric Weight Management

**Jennifer Francis, PA**  
OB-GYN

**Edna Kabisa, PA**  
Hospital Medicine

**Alexis Kelly, PA**  
Vascular Surgery

**Sarah Leao, PA**  
Plastic & Reconstructive Surgery

**Terence Makoid, NP**  
Hospital Medicine

**Angela McIver, PA**  
MyCare 365

**Matthew Norman, PA**  
MyCare 365

**Sara Olsen, PA**  
MyCare 365

**Cali Pacheco, PA**  
Heart & Vascular

**Britney Smithmyer, PA**  
Urgent Care

**Kimberly Thames, PA**  
Wake Orthopaedics

**Heather Welshheimer, NP**  
Primary Care

**Sarah White, NP**  
Mental Health & Well-Being

**Celine Wyatt, NP**  
Urology

### Now Open: Plastic & Reconstructive Surgery – Cary

#### Medical Park of Cary

210 Ashville Avenue, Suite 410

Monday – Thursday: 8 am to 5 pm

Friday: 8 am to noon



### Coming Soon: Fuquay-Varina Medical Park

2400 N. Main Street, Fuquay-Varina, NC 27526

WakeMed's newest medical office building is opening in April in Fuquay-Varina and will be home to numerous practices and services opening to serve southern Wake County. Practices will open on a rolling schedule this spring and summer. Additional details are available at [wakemed.org](http://wakemed.org).

- ▶ **First Floor:** Primary Care, Wake Orthopaedics, Wake Orthopaedics Physical Therapy & Gym, Outpatient Lab, Raleigh Radiology Imaging
- ▶ **Second Floor:** Heart & Vascular – Cardiology, Pediatric Primary Care, Urology, OB/GYN (opening date TBD)

## LEADERSHIP NEWS

### Jodi Strong Joins WakeMed as VP, Operations, WakeMed Physician Practices



**Jodi Strong, MBA**, recently joined WakeMed as vice president of Operations for WakeMed Physician Practices (WPP). Strong brings over 30 years of strategic and operations planning and leadership experience in multi-practice, multi-specialty physician networks. Before joining WakeMed, Strong most recently served as vice president of the Hospital-Based Medicine Institute at Novant Health. At WakeMed, Strong will provide support and oversight to management and staff within the WPP enterprise with responsibility for the overall performance of business operations of WPP service lines, programs, organizational processes and development projects.

She holds a bachelor's degree in business administration from the University of Wisconsin in Eau Claire, and a master's degree in business administration from Marquette University in Milwaukee.

## WOW, WHAT AN EMPLOYEE!

**Kelly Thompson-Brazill, DNP, RN**, (Cardiovascular & Thoracic Surgery) was elected chair of the Society of Critical Care Medicine's Nursing Section Steering Committee for the 2024-2025 term.

**Ashley Gordon, MSN**, (Clinical Nursing Resource Services – Raleigh Campus) was recognized as a 2023 Preceptor of the Year by East Carolina University College of Nursing.

**Nicole Aune, RN**, (NICU – Raleigh Campus) was selected as the 2023 Neonatal ICU Employee of the Year.

Congratulations to **Kim Camin, MSN, RN**, (Labor & Delivery – Raleigh Campus) for earning a master's degree in nursing (MSN) from UNC – Wilmington.

**Cassidy Fuller, BSN, RN**, attained critical care registered nurse certification.

**Katilyn Bachman** (Physical Therapy – Raleigh Campus) recently obtained a certificate of achievement in obstetric health physical therapy (CAPP-OB) and a pelvic rehabilitation practitioner certification (PRPC).

**Anjali Shelke** (Outpatient Rehab) recently earned sexual counseling certification.

**Diana Foisy Waddell, BSN, RN**, (Wound Ostomy Nursing) earned wound and ostomy certifications.

**Sarah Tubia, BSN, RN**, (Diabetes Program) became certified as a diabetes care and education specialist.

**Yvonne DeMuth, DNP, RN**, (Kaizen Promotion Office) became a certified professional in healthcare quality.

**Kristen Girardi**, (Community Case Management – Raleigh Campus) received certification in subtle yoga teacher training for behavioral health professionals.

Congratulations to **Tracey Buskirk, RN**, and **Jessica VanTilburg, RN**, (both of Surgical Services – Cary Hospital) on becoming certified perioperative nurses.

**Christian Caveness, Alison Orvin** (both of Pharmacy – Raleigh Campus) and **Christopher Ingram, MD**, (WakeMed Infectious Diseases) published a report on an initiative that led to a 43.5% reduction in urine cultures, which decreases the risk for potential treatment for asymptomatic bacteriuria and impacts CAUTI numbers for the system. "Impact of restrictive urinalysis reflex to culture criteria at a large community hospital" appeared in the journal *Diagnostic Microbiology and Infectious Disease*.

## COMINGS & GOINGS

STICU welcomes **Janee Holloman, BSN, RN**; **Christine Dequito, BSN, RN**; and **Samantha Dalton, BSN, RN**. The unit also welcomes nurse residents **Victoria Mariano, BSN, RN**; **Ryleigh Tuttle, BSN, RN**; **Carter Pethel, BSN, RN**; and **Lainey Slocum, BSN, RN**.

4C Mother-Baby at Raleigh Campus welcomes **Olivia Rising, RN**; **Marissa Stephenson, RN**; and **Cyarra Pierson, RN**.

MyCare 365 – Wake Forest welcomes **JoAnne Gerfin, RN**, as the new practice manager.

CVICU welcomes **Saira Eustaquio Ochoa, RN**, and **Shana Cox, RN**.

Labor & Delivery – Raleigh Campus welcomes **Grace Graham, BSN, RN**; **Melissa Hepp, BSN, RN**; and **Stephanie Yelwa**.

Labor & Delivery – North Hospital welcomes nurse residents **Erica Martin, RN**, and **Erica Goslin, BSN, RN**.

WakeMed Urgent Care – Oberlin welcomes **Faleisha Gore**.

3B CVICU welcomes **Haley Alford, Salyne Vang, Sharon Goods**, and nurse residents **Katherine Grady, RN**, and **Abbie Harris, RN**.

Emergency Department Registration welcomes **Mary Kathryn Kimray**.

WPP Administration welcomes **Tiffanie Wills**.

Wound Ostomy Nursing welcomes **Kyle Miller, BSN, RN**; **Caroline Elder, BSN, RN**; and **Marcia Richardson-Hall, BSN, RN**.

OneCall welcomes **Schannon Rogers, Carole Harris, Kayla Hall, Tamany Price, Britney Cheek, Takia Fulford, Camryn Finch** and **Jennifer Gunter**.

Patient Case Management – Cary Hospital welcomes **Linda Murphy, RN**; **Elizabeth Haebig**; **Trinette Avery**; **Kizzy Muse**; and **Vera Kam**.

WakeMed Urgent Care – Kildaire welcomes **Mollie Crocker** and **Leandra Frausto**.

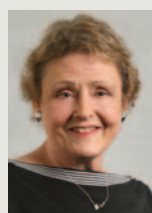
Home Health welcomes **Denise Gigetts**.

5B NIC welcomes **Sharon Turner, MSN, BSN**, as the new night shift supervisor.

6C Surgery & Trauma welcomes **Lynnetta Hartsfield**.

Managed Care Contracting welcomes **Colleen Thedieck** as director.

## IN MEMORIAM



We are saddened to share that **Deborah Credle** passed away on February 11. Deborah was a dedicated WakeMed employee for 30 years, most recently working in Pediatric Primary Care. Please join us in keeping her family, friends and loved ones in your thoughts during this difficult time.

Exceptional People. Exceptional Care.

# MICROSCOPE

## 20

YEARS OF SERVICE



LATASHA BAKER



KALI TWISDALE, RN

### Service Awards Correction

We want to extend our apologies to several employees whose listings in the most recent Service Awards issue were incorrect.

**Latasha Baker** (Imaging Services – Raleigh Campus) and **Jacinta Baker** (Imaging Services – Garner Healthplex) were incorrectly identified and **Kali Twisdale's** photograph was inadvertently left out. Thank you all for your 20 years of service, and we are very sorry for these errors.

# MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor  
WakeMed Employees, Photos

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## CELEBRATING OUR PHYSICIAN AND ADVANCED PRACTICE PROVIDER PARTNERS

**National Doctors' Day** – March 30

**WakeMed APP Appreciation Week** – March 4-10

We are honored to celebrate the outstanding physicians and advanced practice providers who partner with us to improve the health and well-being of our community.

## CALENDAR OF EVENTS

### Employee Forums

with Donald Gintzig  
President & CEO

Join Donald Gintzig – in person or virtually – for an informal conversation to learn how we're doing and what's ahead for WakeMed. Visit MyWakeMed to connect to one of the virtual forums on March 20 and April 16. Or join in-person at one of the following locations:

- > **Cary Hospital**  
Wednesday, April 3, 2:30 pm  
Conference Center
- > **North Hospital**  
Tuesday, April 9, 3:30 pm  
Conference Center



### Education Fair

Join us at the Education Fair sponsored by Workforce Development and Nursing Education! Representatives from local colleges and universities will be available to answer questions about degree programs and admission requirements.

- > **Raleigh Campus**  
March 22, 11 am to 2 pm
- > **Cary Hospital**  
May 1, 11 am to 2 pm

### Corporate & Community Health Education Classes for Staff

Join a Corporate and Community Health Registered Dietitian in a 30-minute detailed dive into a wide variety of nutrition topics: new trends, essentials to good health, or even topics you request. Come listen, learn, ask questions, and even share ideas with your coworkers.

**The Keto Craze** – March 20 & 26  
**Pre & Probiotics** – April 9, 10 & 17

Visit MyWakeMed or the WakeMed Weekly for details on how to join.

### SAVE THE DATE

#### Macy's In-Store Shopping Event

April 21, 8 am – 4 pm  
Crabtree Valley Mall

Sponsored by The Volunteers at WakeMed Payroll deduction will be available for employees who are already enrolled in the payroll deduction program – on-site enrollment in payroll deduction will not be available. Macy's will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

### Upcoming Professional & Leadership Development Opportunities

- > **Authentic Listening and Powerful Questioning** – March 20, 9 am to noon  
Learn how to truly listen and unleash potential to be a resource for others.
- > **Impacting Others Through Your Behavior (DiSC)** – April 10, 8:30 am to 1 pm – Understand yourself and others better by gaining insights into behavior patterns and preferences.
- > **Unconscious Bias** – April 23, 8:30 am to 1 pm – Address biases to increase performance and unleash potential.

- > **Cognitive Coaching Cohort; coming July 2024** – Join us for this robust, research-based coaching model that enhances thinking processes while building flexible, confident problem solvers.

All programs and classes can be found in WakeMedU and are offered by Organizational Development. These support and advance WakeMed's mission, vision, and aspirational goals and Wake Way Every-Time Behaviors. For more information or questions, please email [orgdevelopment@wakemed.org](mailto:orgdevelopment@wakemed.org).

### WAKE AHEC EVENTS

- > **The ABCs of SCI: Demystifying SCI Medical Challenges for Community Care Providers** – March 23
- > **Tar Heel Boot Camp** – April 4 & 5
- > **Results-Based Accountability™**: How to Produce Measurable Improvement for Customers and Communities – April 4
- > **New for 2024: Tobacco and E-Cigarette Use: Evidence-Based Treatment and Prevention** – April 15

For a complete list of events, please visit [www.wakeahec.org/courses-and-events](http://www.wakeahec.org/courses-and-events)