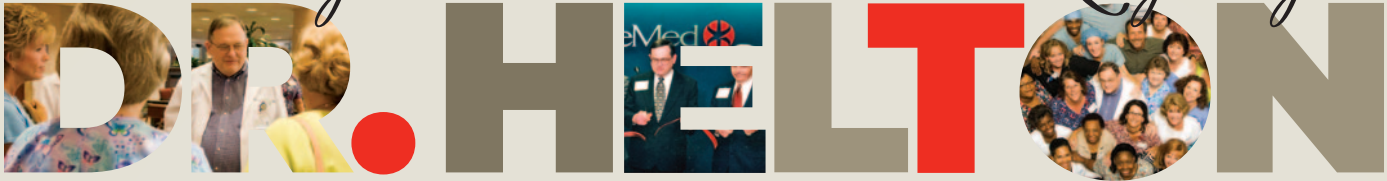


MICROSCOPE

Honoring the Career & Legacy of



“EVERYBODY IS A MEMBER OF THE TEAM AND HAS A CONTRIBUTION TO MAKE. IT’S NOT JUST THE DOCTORS; IT’S ALL ABOUT THE NURSES, TECHNOLOGISTS AND SUPPORT STAFF WHO WORK WITH US. WE CAN’T DO ANYTHING WITHOUT THEM.” – DR. HELTON

For nearly 50 years, **William Charles Helton, MD**, has worked tirelessly to establish, shape and uphold a legacy of excellence in cardiovascular surgery at WakeMed. In honor of his recent retirement, we reflect on his impressive career and the longstanding impact he has on WakeMed, his patients, co-workers and community.

The early days

Dr. Helton joined WakeMed in 1977 after completing his surgical training in cardiovascular surgery at the University of Minnesota Hospital in Minneapolis, MN. While WakeMed had performed its first heart surgery in 1968, the program had been mostly discontinued by the mid-1970s and needed a fresh start. A recruitment phone call to the wrong hospital happened to be answered by the right surgeon. Dr. Helton soon joined the team and was charged with re-establishing the program in partnership with cardiologist Amarendra Reddy, MD.

“At that point, WakeMed was one of only a handful of hospitals with any kind of heart surgery program – and the model of a combined cardiology and cardiac surgery service in a community hospital was a new concept,” Dr. Helton shares. “The technology was new, expensive and, to some degree, unproven. The consensus at the time was that such an endeavor was best suited for university programs or large clinics like Mayo or Cleveland Clinic.”

Fortunately, WakeMed’s forward-thinking leadership team and Board of Directors agreed that heart surgery was a growing need for the growing Wake County community.

Building a legacy

Dr. Helton worked collaboratively with WakeMed’s leadership, clinical and nursing teams to get the program up and running. Over the course of his career, Dr. Helton performed thousands of heart surgeries with exceptional outcomes – saving and extending many lives. He and his colleagues also played an integral role in the planning and opening of the WakeMed Heart Center in 1998.

Dr. Helton retired from surgical practice in 2010 but continued to assist in the cardiac operating room as well as serving in administrative roles. He has continued to support our clinical teams and advocate for patient safety, quality and innovative care.

Supporting future generations

In addition to all Dr. Helton has done to build WakeMed’s cardiovascular program, he is also a strong supporter of the WakeMed Foundation. In 2012, Dr. Helton and his wife Barbara established the Helton Awardee and Scholar education programs to honor and assist the many members of the health care team it takes to deliver

exceptional patient care. Since its inception, these programs have awarded more than \$850,000 in funding to 230 WakeMed employees seeking specialty training, certification or higher education degrees.

While Dr. Helton may have worn his WakeMed ID badge for the last time, his legacy will continue to be felt here at WakeMed and throughout our community. A retirement reception was held in his honor in January with many current and former WakeMed employees in attendance. As a retirement gift, **Donald Gintzig**, president & CEO, presented him with a piece of the rock from the WakeMed Rock Room – the solid foundation upon which WakeMed is built.



Happy retirement, Dr. Helton!



PreciselyYOU

OPEN TO WAKEMED EMPLOYEES

In October, WakeMed announced PreciselyYou, a community health research program to help individuals learn how their DNA impacts their health, as well as help drive precision health care for North Carolinians.

We are pleased to share that this community health research program is now available to our WakeMed family and their immediate adult family members.

Participants will receive no-cost genetic screening and confidential results about their genetic risk for certain cancers as well as an inherited cause of heart disease. This information could improve health care for you, your family and our community at large. Health insurance is not required to participate in this program.

What Participants Can Learn

If you choose to participate, you and your WakeMed care team will receive confidential results about your genetic risk for:

- **Certain common cancers:** hereditary breast and ovarian cancer and the most common cause of hereditary colorectal (colon) cancer (Lynch syndrome).
- **Heart disease:** hereditary high cholesterol (also known as familial hypercholesterolemia)

Participants also have the option of learning about their regional ancestry and certain traits (like caffeine sensitivity).

What Participants Can Expect

Here are some important details about PreciselyYou and what participants can expect:

- All employees and Medical Staff members, age 18+, (and their immediate family members) are invited to participate in the program
- Participants will be asked to submit a blood sample, which can be drawn at any WakeMed Outpatient Lab location.
- Your sample will be submitted to Helix, our population genomics partner, for analysis and you will receive results in approximately 12 weeks.
- Your decision to participate in, decline or withdraw from the study will not affect the assessment or evaluation of your job performance nor your hiring status.
- Your participation and results of your screening will not be shared with your manager, staff or others for any reason without your informed consent.

Launching this program internally first will allow our employees to help optimize and improve the participant experience before expanding to a broader audience. WakeMed will make PreciselyYou available to all patients later this spring and plans to enroll 100,000 participants (age 18 and up) over the next four years.

The PreciselyYou website is a great resource to learn more about the program, and review FAQs that answer common questions, including those surrounding data privacy and insurance.

Members of the PreciselyYou team will also be at the upcoming biometric screening sessions at Raleigh Campus, Cary Hospital and North Hospital to share information and answer questions.



WHY ARE GENETIC RISK FACTORS IMPORTANT?*

- 1 in 75 participants in similar programs learned that they are at higher risk for common cancers and a type of heart disease.
- Because 90% of participants with positive results for the conditions we screen for had not been previously identified under current medical practice or family history alone. Knowing if you are at higher risk can help you and your doctor personalize your health care.
- Knowing your risk may help protect your family’s health. Sharing your health information with your family members can help them take steps to prevent disease and catch it early if it develops.

* Source: helix.com/pages/renown-ihl-case-study



MORE INFO

Scan this code to learn more about how you can join PreciselyYou and discover why your DNA matters.

Love YOURSELF

FEBRUARY IS HEART MONTH!

Tips and Reminders for Heart Health

As we celebrate American Heart Month this February, it's a great time to focus on heart health and wellness. Even with health and fitness information at our fingertips, it's easy to overlook our own health amidst the hustle and bustle. Here are some heart-healthy tips and reminders to help us all stay young at heart.



ADOPT HEART-HEALTHY HABITS

Try to make small, manageable lifestyle changes. Here are a few to get you started:



Eat a Balanced Diet

Incorporate more fruits, vegetables, whole grains and lean proteins into your meals. Avoid processed foods and excessive salt.



Stay Active

Aim for at least 30 minutes of moderate exercise most days of the week. This can include walking, cycling or even dancing.



Manage Stress

Practice mindfulness, meditation or yoga to reduce stress levels. Taking time for yourself is crucial for heart health.



Quit Smoking

If you smoke, seek support to quit. Smoking is a major risk factor for heart disease.



Oatmeal with Fresh Berries

A heart-healthy breakfast that's high in fiber and antioxidants.



HEART-HEALTHY RECIPES

Eating well doesn't have to be boring. Try these delicious and nutritious meal ideas – and check the WakeMed Voices blog for more heart healthy recipes!



Mixed Green Salad with Avocado

Avocados are rich in healthy fats that can help lower bad cholesterol.

Grilled Salmon with Quinoa

Packed with omega-3 fatty acids and protein, this dish is perfect for dinner.



Heart Health Screenings

Take advantage of free or low-cost screenings to check your blood pressure, cholesterol and glucose levels.

PARTICIPATE IN HEART MONTH ACTIVITIES

WakeMed offers various events and activities throughout February to promote heart health. Join us!



Go Red for Women Day

February 7
Wear red to raise awareness about heart disease in women.



Valentine's Day

February 14
Celebrate the healing powers of love and gratitude with the important people in your life!

stay healthy

How Healthy is Your Heart?

Your heart keeps you going. Knowing if your heart is at risk for disease can help you make choices that keep it beating strong. WakeMed recently launched a new **Heart Health Assessment** – a quick, online survey that can help you understand your risk for heart disease.

To access the Heart Health Assessment and see more heart-health tips, explore the Resources, Prevention and Wellness section of WakeMed's Heart & Vascular web page. Knowledge is power, and staying informed can help you make better health choices!

CT CARDIAC CALCIUM SCORING SCREENING

WakeMed Imaging Services offers CT Cardiac Calcium Scoring Screening, a quick and non-invasive test that is used to help predict a patient's risk of heart disease. Once the screening is complete, patients will receive a "risk score" that identifies their level of risk for developing heart disease. While this is an excellent prognostic tool, it is not absolute in predicting your risk for heart attack or stroke. Rather, it is another tool your health care provider can use to better determine how aggressive treatment should be or whether you need cholesterol reducing medications such as statins. This screening may be appropriate for:

- ▶ Women and men ages 40 to 70 who have increased risk for heart disease based on family history but do not have symptoms.
- ▶ Those who currently use or have used tobacco products.
- ▶ Those with a history of high cholesterol, diabetes or high blood pressure.
- ▶ Those who are overweight and or physically inactive.

A physician referral is required and the self-pay screening costs \$150.

NEWS FROM WakeMed Physician Practices

MyCare 365 Coming Soon to Chapel Hill

MyCare 365 Primary & Urgent Care will open their 11th location in March. This new practice will be the first MyCare 365 in the Chapel Hill area and will be located at University Place.

237 S. Estes Dr., Suite 101 Chapel Hill 27514

Monday – Friday: 8 am to 8 pm • Saturday & Sunday: 8 am to 4 pm

Welcome New Physicians



Thomas D'Angelo, MD
Mental Health & Well-Being
– WakeBrook Hospital



Amanda Kupris, MD
Primary Care



Alexander Rodrigues, MD
Hospital Medicine

Welcome New Advanced Practice Providers

Madeline Bartauskys, PA
Heart & Vascular

Kayte Kelly, NP
General Surgery

Jenna Koster, PA
Hospital Medicine – Cary Hospital

Emmanuel Moreno-Ortiz, PA
Urology

David Pickus, NP
Heart & Vascular

Megan Schanck, PA
OB-GYN

Jessica Stewart, APRN
WakeMed Cancer Care

COMPLETE YOUR BIOMETRIC SCREENING

Biometric Screenings will be held through March 21.

If you haven't already, you can schedule your screening appointment via WakeMed MyChart.



PLEASE NOTE...

- ▶ Know the time and location of your screening and bring your ID badge. Allow approximately 20 minutes, start to finish.
- ▶ The screening consists of height, weight, waist circumference, basic cholesterol panel with glucose.
- ▶ Eight hours fasting required unless prohibited for medical reasons.
- ▶ Participants who have had labs drawn since July 1, 2024, can bring their results and skip the fasting and finger stick. Results must include LDL and a glucose or HbA1c.
- ▶ Screening results will be posted to WakeMed MyChart, usually within 72 hours, and will be available in Asset Health around May 1.

REMEMBER...

There are no points associated with WakeWell Rewards this year. If you do not earn credit for all four Biometric Standards, you can make it up by completing an Alternate Standard. More details about alternate standards can be found on MyWakeMed.

Employees who are pregnant or gave birth on or after July 1, 2024, do not need to schedule or attend a biometric screening. These participants should complete the Asset Health Online Health Assessment AND submit a completed Pregnancy Physician Statement Form to Asset Health by September 30, 2025. For more information, visit the Asset Health wellness portal or the WakeWell page on MyWakeMed.

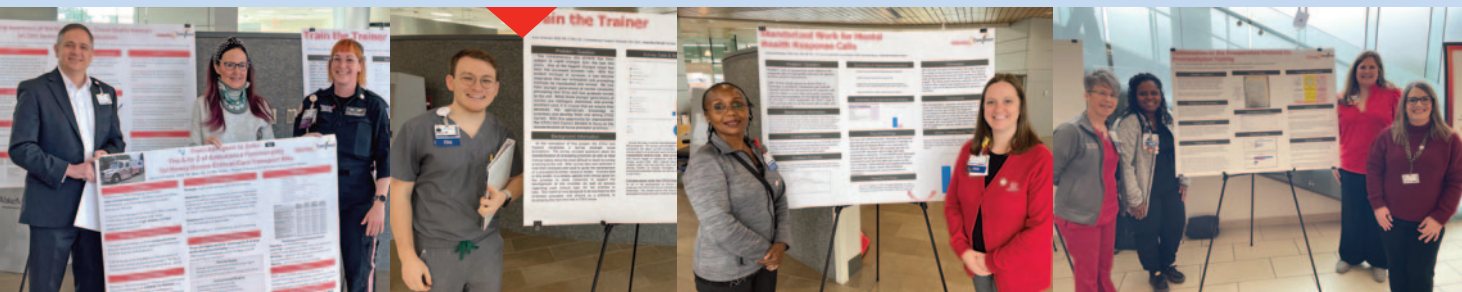
Questions about WakeWell Rewards? Contact Bob Nelson, ext. 06903.

TAKE THE ONLINE HEALTH ASSESSMENT

Participants can take the online health assessment, administered by Asset Health, any time before September 30. The Online Health Assessment takes about 15 minutes and provides a snapshot of your current health status. To access the assessment, visit the Asset Health wellness portal via MyWakeMed or the Asset Health mobile app. Single sign on is available when accessing the online portal from the WakeMed network.

Need technical support? Call 1-855-444-1255.

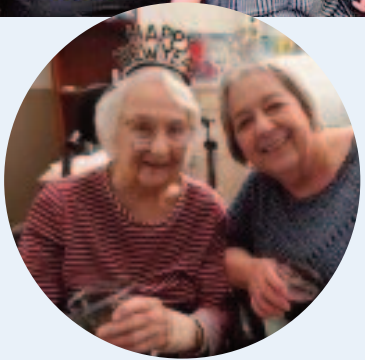
WHAT'S HAPPENING AT WakeMed



The third annual Quality Showcase was held in January to recognize and celebrate the outstanding quality work happening across our system for the benefit of our patients and families. This year's event was the largest yet, with 31 posters on display. Thank you to our wonderful presenters for being part of this event! Congratulations to **Kendra Greaves**, MSN, BSN, RN, (Mobile Critical Care & Medical Simulation Center), pictured far left photo, for winning this year's People's Choice Award!



Meet our Magnet Champions! Employees representing 75 WakeMed clinical and non-clinical departments/units are making new connections and learning about Nursing's ongoing efforts to enhance the care and service they provide to patients. The Magnet Champions meet monthly and bring back the information they receive to share with their colleagues.



Rehab Hospital staff helped make the New Year extra special for a 104-year-old patient and her daughter. Until the patient's hospitalization, the pair had a daily tradition of enjoying a glass of wine with cheese & crackers together. The team arranged for them to have a New Year's Eve toast, complete with sparkling juice and festive crowns!



6A General Medicine recently celebrated their first year as a unit. The unit opened last January to provide care for long-stay acute care patients with discharge barriers.

BEYOND our walls

In 2023, WakeMed launched the Beyond Our Walls Health Equity Scholars program. The program is centered around a health equity curriculum that focuses on racial equity and equity for historically marginalized groups. The first cohort of scholars – representing both clinical and non-clinical staff – spent 10 months expanding their knowledge and awareness of the health inequities that impact our community and working together to identify strategies to address them.



Following a successful first year, four additional cohorts of Health Equity Scholars are now making their way through the curriculum. "We are proud to launch the next phase of this program, as our health equity facilitators train new groups of scholars and previous participants begin to implement what they have learned. The program takes participants on a journey of gaining knowledge to taking action to close the gap on health disparities in our community," commented **Rasheeda Monroe**, MD, (Pediatric Primary Care), director of Health Equity Scholars.

As the program continues to expand and evolve, program leaders and scholars are leveraging the Beyond Our Walls curriculum to inform teams and implement change. As part of this work, they are implementing the "PDSA" (Plan-Do-Study-Act) approach in areas where data review has indicated disparities in health outcomes.

A key component of our ongoing Wake Way to Excellence effort, the PDSA model has been used countless times across WakeMed to improve efficiency and create standard work. The goal now is to expand the use of this tool by employing PDSA with a health equity focus throughout the WakeMed system.

Beyond Our Walls is made possible with support from the WakeMed Foundation. For more information or to learn about future opportunities to become a Health Equity Scholar, search Beyond Our Walls in WakeMedU or email Phil Echols, (Organizational Development & Diversity) pechols@wakemed.org.



INVEST IN A *Brighter* FUTURE

The WakeMed Foundation provides financial support for WakeMed employees to further their skills and broaden their career pathways through the Helton Awardee and Helton Scholar programs. In addition, dependents of WakeMed employees can apply for post-secondary education funding through the Megan Champ Morgan Scholarship. If you have questions, please contact foundation@wakemed.org.

UPCOMING APPLICATION DEADLINES

| | | |
|--------------------------------------|-----------------------------------|--|
| February 28 Helton Awardee | April 25 Helton Scholar | May 2 Megan Champ Morgan Scholarship |
|--------------------------------------|-----------------------------------|--|

CONTINUING EDUCATION SUPPORT THROUGH ENTERPRISE-LED FUNDING

DEADLINE: ONGOING THROUGHOUT THE YEAR

Enterprise leaders meet every other month to allocate education funds to individuals or departments based on the needs and strategic priorities of the hospital system.

HELTON AWARDEE

Helton Awardee provides funding for a group (collaborative or departmental) defined as three or more, seeking education or training in preparation for a certification exam.

Award maximum of \$3,000 per individual within the group request



“The Helton Award is a valuable resource to nurses seeking to further their professional development. The materials have given nurses the confidence they need to prepare for their national certification exams. Our department has increased our nursing certifications from 30 to 50 percent!”

Theresa Marositz, RN
Mother-Baby - Raleigh Campus
Helton Awardee Recipient
Group received support for nursing certification

HELTON SCHOLAR

Funding for individuals seeking to complete a higher education degree.

Award maximum of \$10,000 per individual



“The scholarship has been a blessing for me and my family. With my wife unable to work, and the need to borrow money for school, this scholarship has significantly lightened my financial burden. This investment inspires me to focus fully on my training, so I can contribute to the community and the patients we serve.”

Billy Davis
Heart & Vascular
Helton Scholar Recipient
Bachelor’s in healthcare management

MEGAN CHAMP MORGAN SCHOLARSHIP

Employee dependents seeking to complete a post-secondary education or training in their first or second year at an accredited not-for-profit institution of higher learning who intend on enrolling in one of the following areas: Health Sciences, Elementary or Secondary Education, Computer Sciences or Information Technology.

Award Maximum: \$10,000 per individual



“I am a single mom of four kids, and I feel fortunate that WakeMed has invested in me and my family. When I came to this country, one of my goals was to get an education and I was also struggling with how I would help my own kids go to school – how I was going to afford it. When my son found out he won the scholarship, it was unbelievable. This scholarship was a godsend.”

Julla Panneh, RN
Discovery + Vision – WakeBrook Hospital
Parent of a Megan Champ Morgan Scholar

ENTERPRISE-LED FUNDING

Funds are available to support ongoing education and fund a wide variety of programs, services and equipment. These funds are administered by the leaders of our Enterprises through a Request for Funding process. Applications are accepted throughout the year until the funds are fully expended.

- **Continuing Education Support:** Funding is available to supplement the continuing education resources that are allocated to each department.
- **Emergent Needs Small Award:** Funds are intended to assist with smaller, more emergent projects and equipment needs. Funds are not intended to replace items that should be funded by department operations.

APPLYING FOR FUNDING

All employees are encouraged to consider applying for funding from the WakeMed Foundation. Please carefully review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed and click “Employee and Dependent Awards and Scholarships” under the Important Links section.

WakeMed Foundation is the philanthropic arm of WakeMed Health and Hospitals, with a mission to support the health and well-being of all we serve. The Foundation is committed to investing in the people of WakeMed, building healing environments, fostering innovation and supporting our team of skilled caregivers.

These programs are supported by employee giving through the WakeMed Gives Campaign.

WOW, WHAT AN EMPLOYEE!

Waqiah Ellis, RN, vice president, Nursing, Raleigh Campus was named 2025-2026 President-Elect of the North Carolina Organization of Nurse Leaders.
Kelly Thompson-Brazill, DNP, (Heart & Vascular) was appointed as co-vice chair for the Society of Critical Care Medicine’s Adjunct and Alternative Sedatives Guideline Panel.

Hayes McCaffrey, RN, (Patient Safety/Risk Management) graduated with a master’s degree in healthcare leadership and administration.

LaPorsha Williams, RN, (Mother-Baby – Raleigh Campus), earned a bachelor’s degree in nursing (BSN).

Russ Parasiliti, RN, (Urgent Care – Kildaire), earned a BSN.

5B NIC congratulates **Sami Pope, RN**, and **Jazmine Pone, RN**, for earning BSNs.

Tiana Greene and **Sarah Howell** (both of Urgent Care - Garner) graduated with associate’s degrees from Johnston Community College.

Donna Williams, RN, (eICU) became certified as a critical care registered nurse (CCRN).

Mother-Baby – Raleigh Campus congratulates **Lisa Rowley, RN**; **Kenslee Hecht, RN**; and **Jackie Neumann, RN**, for earning national certification as maternal newborn nurses.

Invasive Cardiology congratulates **Jade Galati, RN**, **Nate Alexander, Connor Yang**, and **Elyssa Holman** on achieving registered cardiovascular specialist certification (RCIS) in Invasive Cardiology, Cardiac Cath Lab.

5B NIC congratulates **Sherri Simmons, RN**, for obtaining medical-surgical nursing certification.

Mark Baldvieso (Therapy Services) has earned assistive technology professional certification (ATP).

Amanda Dry, MSN, RN, (WakeMed Travel Staffing) earned board certification as a forensic/sexual assault nurse examiner for adults and pediatric patients.

COMINGS & GOINGS

5 West Surgical & Trauma welcomes **Ariel Campbell, RN**, and **Erin Oberle, RN**.

eICU welcomes **Jack Alfman, MSN, RN**, who transitioned from CVICU.

5C Medical-Surgical Intermediate Care welcomes **Alexys Palis, BSN, RN**; **Hanelyn Villanueva, BSN, RN**; and **Charity Hilton**.

1A Clinical Evaluation welcomes **Amani White**.
Mother-Baby – Raleigh Campus welcomes **Sharon Bliss, RN**; **Elaine Lee, RN**; **Violeta Resmini, RN**; **Lexi Williams, RN**; **Keisha Queen, RN**; and **Raphaela Zappulla, RN**.

Quality Analytics welcomes **Erin Sullivan** as a Quality Documentation Specialist.

MICU welcomes **Jennifer Whaley, BSN, RN**, transitioning from eICU.

5B NIC welcomes **Alyssa Detzi, Fatou Faal Malang, Josh Calland, Sheliea Daniels, Amanda Chaffey, RN**; **Dorothy Dudley, RN**; **Maggie Lopuszynski, RN**; and **Menzel Snipes, RN**.

1C Clinical Evaluation Area welcomes **Ibrahim Mohamed Ibrahim, BSN, RN**, as Nursing Supervisor/Clinical Educator.

3B CVIC welcomes **Destinee Tate, RN**, and **Victoria Stauble, RN**.

2E CVICU would like to welcome **Cassie Martin, RN**.

Home Health welcomes **Beverly Dunn**; **Carol Barclay, RN**; and **Ryan Conifer, RN**.

ADDITIONS & ATTACHMENTS

Tim Rodriguez (Constructions & Design) and his wife welcomed a son Micah on Dec. 22, 2024.

IN MEMORIAM



We are sorry to share that **Irene Bou Chahine** (Telemetry Surveillance Center) passed away in January. Irene was a member of the WakeMed family for nearly 10 years and will be missed by her colleagues. Please join us in keeping her family and friends in your thoughts during this difficult time.



FY2025 ASPIRATIONAL GOAL METRICS

Every fiscal year, the Board of Directors and Strategic Leadership Team (SLT) establish metrics and targets that we use to track progress toward our 10 Aspirational Goals. The metrics are reviewed and revised annually, and results are reported regularly.

An overview of the metrics in place for fiscal year 2025 – and how we were performing at the end of fiscal year 2024 – is below. Some changes were made to the metrics this year, including the addition of several new metrics.

It is important for all staff to be familiar with these metrics as they provide a framework for specific, department-level tactics and policies. We encourage you to review this chart carefully then speak to your manager about what initiatives are ongoing in your area to support them.

| Metric | FY24 Outcome | FY25 Target | Direction to show improvement |
|--|----------------------|-------------------------------|-------------------------------|
| Quality | | | |
| CAUTI (standardized infection ratio) | 0.26 | 0.61 | ▼ |
| CLABSI (standardized infection ratio) | 0.45 | 0.76 | ▼ |
| C. diff (standardized infection ratio) | 0.28 | 0.42 | ▼ |
| Surgical Site Infections - Colorectal (standardized infection ratio) | 0.58 | 0.74 | ▼ |
| Harm Across the Board Index (per 1,000 patient days) | 2.15 | 1.45 | ▼ |
| Culture of Safety | | | |
| Patient Falls with Injury (per 1,000 patient days) | 0.55 | 0.5 | ▼ |
| Observed to Expected Mortality | 0.84 | <1.00 | ▼ |
| Patients with a Broset Score >4 with Agitation Management Orders in Place | 54.72% | 55% | ▲ |
| Wake Way | | | |
| Surpass national healthcare Net Promoter Score (NPS) benchmark* | 72.77% | >77% | ▲ |
| Extraordinary Team | | | |
| Employee Engagement Survey Employee Ranking | 82.00% | 84.00% | ▲ |
| Financial Health | | | |
| Contract Labor as a Percent of Total Labor Expense | 7.33% | 4.00% | ▼ |
| Direct Operating Expenses as a Percent of Operating Revenue | 94.14% | 91.40% | ▼ |
| Cash Flow from Operations Expenses per Adjusted Discharge | 16,560 | 17,709 | ▲ |
| Highest Ethics & Standards | | | |
| Percent of recipients who provide credentials in Phishing simulation emails | 0.40% | <2% | ▼ |
| HIPAA violations per 100 employees | 0.5 | <1 | ▼ |
| Corporate Integrity & Audit Services Engagement per 100 employees | 0.41 | >2 | ▲ |
| NIST Assessment Rating | 3.2 | 3.3 | ▲ |
| Healthy Community | | | |
| Community Health (Capital Counties) Survey Score | 3 | 3 | ▲ |
| Patients with Up-to-Date Social Determinants of Health Screening | 62.94% | 50.00% | ▲ |
| MyChart activation by patients | 70.10% | 73.00% | ▲ |
| Online Scheduling | 14.10% | 18.00% | ▲ |
| eCheckIn | 26.10% | 30.00% | ▲ |
| Innovations | | | |
| 5 CTTs Show >50% CEBs with Pathway Adherence >75% for Three Months* | 6 | 5 | ▲ |
| Epic Honor Roll Assessment Level (Cum Laude, Magna Cum Laude, Summa Cum Laude) | Did Not Achieve Goal | Achieve Magna Cum Laude Level | ▲ |
| Preferred Partner | | | |
| Active Clinical Primary Care attributed lives | 115,754 | 120,000 | ▲ |
| Value Leader | | | |
| Total operating expense per adjusted discharge | \$17,507 | \$18,690 | ▼ |
| Observed to expected readmission rate (ratio) | 0.89 | 0.85 | ▼ |
| Observed to expected length of stay rate (ratio) | 1.05 | <1 | ▼ |

* indicates new metric

Targets are subject to change;check the Strategic Plan & Updates page on MyWakeMed for the most current information.



Congratulations to the entire WakeMed Environmental Services (EVS) team on reaching their average room turnaround time goal for Fiscal Year 2024. In fact, the team not only met their goal – they exceeded it by 10 minutes!

Room turnaround time refers to the time it takes between a patient room being marked ‘dirty’ until it is marked ‘clean’ – including assigning the room to an EVS tech, the time it takes the tech to get to the room, complete the cleaning process and mark it as clean. Turning rooms around quickly is important to patient flow, but ensuring a room receives a thorough, high-quality cleaning is always the top priority.

EVS has tracked room turnaround time for more than a decade and their goal of 105 minutes has remained just out of reach, hovering in the 110s for the past several years. The team has persevered – reviewing turnaround times during daily huddles, implementing standard work and adopting new technologies to help improve efficiency.

“As a team, we have been very committed to this goal. Everyone has come together to identify opportunities to improve and celebrate successes,” commented Coleen Doerner, director of Environmental Services and Linen. “Epic Rover, in conjunction with the ReadyList system, made a significant difference, allowing staff to input data on the go – rather than having to go to a computer. This, combined with the efficiencies gained by implementing a system approach and sharing best practices, helped us reach our stretch goal this year.”

Doerner also credits teamwork within EVS and collaboration with other departments, such as Nursing and Information Services, for the improvements they’ve seen. Looking ahead to FY25, the team hopes to maintain their current average and perhaps improve it by just a few more minutes – but never at the risk of sacrificing quality for speed.

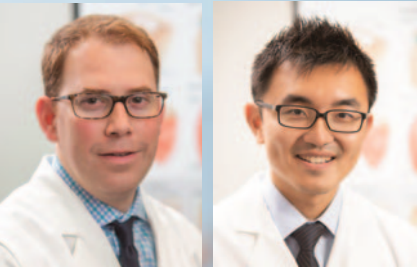
“Achieving this goal is a true testament to our Environmental Services team’s commitment to process improvement, keeping the focus and remaining persistent. Our team is incredibly dedicated and should be commended for their hard work,” commented **Tom Hughes**, SVP & Administrator, Cary Hospital, who provides executive oversight for EVS. “Thank you for all you have done to support patients across the system and keep up the great work!”



ACL Tears are a BEAR

NEW INNOVATIVE
TREATMENT
CAN HELP

Chronic pain and instability caused by ACL injuries is very common – experienced by some 400,000 Americans every year. While physical rehabilitation is often effective to resolve ACL strains and partial tears, surgery is usually needed to repair a torn ACL. Many common surgical treatments for torn ACLs are invasive – involving complex reconstruction of the ligament using either cadaver tissue or the patient’s own tissue.



Wake Orthopaedics now offers a new, minimally invasive, treatment option for patients put on the sidelines of their lives due to a torn ACL. The BEAR Implant is an FDA-approved collagen implant that acts as a bridge to help the sides of the torn ligament heal. **Jonathan Chappell**, MD, and **Ryan Li**, MD, both of Wake Orthopaedics, offer the BEAR Implant as an alternative to traditional ACL reconstruction.

During the minimally invasive procedure, the surgeon injects a small amount of the patient’s blood into the implant and then attaches it to each end of the ACL. The implant provides stability while the torn ends heal back together, and – because it is made of collagen – it is eventually resorbed into the patient’s body. Within eight weeks, the BEAR Implant is replaced with native cells, collagen and blood vessels.

“Wake Orthopaedics continues to innovate and enhance our services to meet the needs of our patients in Wake County and beyond,” commented Dr. Chappell. “This new treatment option represents a significant advancement in how we treat ACL tears using biologics and is just one example of how we are investing in new technology to expand care options for patients to overcome injuries and return to the life they love – pain free.”

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, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor
WakeMed Employees, Photos

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PARTNERS IN SPIRITUAL CARE

In 2024, WakeMed Spiritual Care launched a new recognition program called “Partners in Spiritual Care” to recognize, celebrate and give thanks to WakeMed team members who are leading the way in the integration of spiritual care in patients' healing journey.

The department recently awarded three WakeMed employees as the program's inaugural recipients. Congratulations to our Partners in Spiritual Care!

Brian Klausner, MD
Executive Medical
Director
WakeMed Center for
Community Health



Nina McGraw
Physical Therapy –
Cary Hospital



Tish Brown, RN
ICU/Intermediate Care
North Hospital



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CALENDAR OF EVENTS

Employee Well-Being Events

Join a Corporate and Community Health registered dietitian each month for a 30-minute detailed dive into a wide variety of nutrition topics.

The Scoop on Nutrition: Lions, Tigers and Inflammation, Oh My!

February 18 & 20

In February's class, we'll talk about what inflammation is, how it affects our body, and nutrition and wellness tips to help reduce and prevent inflammation-related damage.

The Scoop on Nutrition: The Flexitarian Diet, Flexible Eating Made Easy

March 6, 18 & 19

In March's class, we'll dive into the flexitarian lifestyle and discuss how to take a balanced approach to nutrition that celebrates plant-based eating with a relaxed attitude toward occasional meat consumption.

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

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 – Conference Dining

> March 6, 11 am to 2 pm

Cary Hospital – Conference Center

> March 20, 11 am to 2 pm

Wake AHEC Events

- > **Swallowing Through the Ages: Navigating Swallowing Changes Across Adulthood**, February 28
- > **The A to Z of Over-the-Counter Hearing Aids**, March 7
- > **UNC REX NC Surgery - Women's Health: Surgical Considerations**, March 15
- > **Tar Heel Boot Camp**, March 29
- > **Save the Date** - registration not yet open - Cardiovascular Care Symposium 2025: Evolution and Advances, April 17

For a complete list of events, please visit www.wakeahec.org/courses-and-events.

Read's Uniform & Shoe Sale Through February 17

The Volunteers at WakeMed present this sale for WakeMed employees. 100% of the profits raised from this event support programs and services at WakeMed. Go to www.ShopReadsUniforms.com/wm and make your selection(s). Sign in to pay by credit card or select Payroll Deduction as your payment option at checkout, enter your employee ID and choose WakeMed.

Payroll deduction is available for all eligible employees who are enrolled in the WakeMed Payroll Deduction program at least one week prior to the sale. To enroll, go to the Applications Directory on MyWakeMed and search Payroll Deduction.

