

MICROSCOPE



WENDELL HEALTHPLEX A REMARKABLE FIRST YEAR!

This month we celebrate the first anniversary of WakeMed Wendell Healthplex! The facility, which opened on January 9, 2024, features a 12-bed emergency department as well as outpatient services for the entire family.

While everyone expected Wendell Healthplex to be well received by the surrounding community – no one was prepared for the outstanding first year the facility has had – exceeding expectations in all areas. While opening an emergency department is no small feat, the Wendell Healthplex team hit the ground running and has spent the year striving to do even more for the patients they serve. In response to community feedback, an outpatient lab blood draw station was opened on October 1. In November, Wendell Healthplex CT services received accreditation as a Lung Cancer Screening Center of Excellence.

“Wendell Healthplex is having a tremendous impact on the surrounding community. The rapid success of this facility reinforces the fact that health care is local and, in an emergency, travel time is critical,” commented **Carolyn Knaup**, RN, senior vice president, Strategic Ventures & Ambulatory Operations. “Our providers, clinicians and support staff have been truly phenomenal, and the community has welcomed us with open arms. It is so rewarding to be able to provide this much-needed service to the Wendell area.”

Given this successful first year, early planning is now underway to evaluate opportunities for more services to be added to the area in the coming years.

14,300+ patients cared for – including 16% pediatric patients

97 patients seen on the busiest day to date

Average acuity rate of **3.2** (out of 5)

~11% of patients are new to WakeMed

MILESTONES

from our first nine months of operation



2025 THE YEAR OF CREATING CONNECTIONS

Each year, the Employee Mental Health & Well-Being committee chooses a theme that, when practiced, is proven to enhance psychological well-being and resiliency. Last year’s focus was gratitude, and the committee hopes you received a well-being boost by practicing gratitude throughout the year. Please keep up the good work for your good health. **This year’s focus is on creating connections!** Connections with others can be just as important to physical and mental health as exercise and healthy eating. Research has shown that the well-being benefits of social contact are so great that they can even outweigh the harmful effects of other risk factors and boost life expectancy. Strong connections among our work colleagues also benefit our well-being. A connected workforce is a strong, supportive workforce. On an individual level, people who have a sense of belonging at work are likely to thrive in their jobs, finding strength, friendship and support from coworkers. This year, look for ways to connect with your colleagues and community and watch WakeMed’s internal communications channels for ways to make new connections in 2025.



On behalf of the WakeMed Foundation, we would like to share our gratitude for all the employees who took part in this year’s WakeMed Gives Campaign! Together, 856 WakeMed employees, plus the many employees who participated in the café round-up program, contributed \$454,513 to the 2024 campaign! Funds raised during the campaign will provide support in the following areas:

- WakeMed Projects & Programs (area of greatest need): \$176,529
- WakeMed Employee Assistance and Well-Being: \$147,290
- WakeMed Employee Education Programs: \$42,923
- Courage to Confront Crisis Campaign: \$87,769

The WakeMed Employee Assistance fund was established in 2015 to aid members of the WakeMed family in times of need. It is entirely funded by employee contributions through WakeMed Gives and administered by Human Resources.

The Courage to Confront Crisis Campaign will support WakeMed’s new mental health hospital being built in Garner.

Every year, WakeMed Gives Ambassadors play a critical role in the success of the employee giving campaign. Through the dedication and hard work of these individuals, the employee campaign exceeded this year’s goal! Thank you to all our ambassadors for their commitment to making an impact!

2024 LEADERSHIP

- Executive Chairs:** Valerie Barlow, senior vice president, Administrator – North Hospital, and Waqiah Ellis, vice president, Nursing – Raleigh Campus
- Physician Chair:** Hillary Lockemer, MD, Pediatric Endocrinology

2024 AMBASSADORS

Tabatha Barbour (Information Services); **Tiffany Cadet** (OneCall); **Vicky Carraway** (Staffing Resources); **Michelle Davis**, RN (Clinical Nursing Resource Services); **Dee Dean**, RN (Home Health); **Allie Downing** (Patient Access – North Hospital); **Amanda Edwards**, PA (Advanced Practice Provider Program); **Lwiza Escobar Garcia** (Center for Community Health); **Kerrie Gottschall** (Milk Bank); **Liz Howard** (Posting & Review); **Jennifer McLucas-Ingold** (Home Health); **Michelle Jagrup** (Staffing Resources); **Kelly Jenkins** (Mobile Critical Care Services); **Barbara Jones** (Corporate Compliance); **Holly King** (Patient Accounting); **Dana Knapp** (Imaging Services – North Hospital); **Tomi Lajuett** (MyCare 365); **Liz Lobaton** (Community Case Management); **Shamelah Williams-Luster** (Patient Financial Services); **Lisa Manro** (Information Services); **Kelly McFarland** (Imaging Services); **Teresa McLean**, RN (Heart Center Pre- & Post-Procedure Care); **Wanda McNair** (Patient Access – North Hospital); **Miranda McPhatter** (Imaging Services – North Hospital); **Suru Patel** (Imaging Services – Apex Healthplex); **Eileen Ramos**, RN (Quality Analytics); **Hailee Rich** (Primary Care); **Brandon Schoonover**, PA (Advanced Practice Provider Program); **Chris Smith**, RN (MICU); **Paula Watkins** (Primary Care); **Latisha Williams** (Primary Care); and **Matt Wrench**, NP (Heart & Vascular).





INNOVATIVE NEW TREATMENT FOR LIFE-THREATENING ARRHYTHMIAS



Ventricular tachycardia (VT) is a life-threatening arrhythmia that impacts thousands of people each year. VT ablation, performed by cardiac electrophysiologists, can target abnormal scarring within the heart where these abnormal circuits live. Often, these procedures can be performed with radiofrequency ablation from the inside (endocardial surface) of the heart. However, in more complex cases, ablation on the outside of the heart (epicardial ablation) is required. This procedure requires careful planning and carries a higher risk of complications.

Neel Patel, DO, (Complex Arrhythmia) recently performed a combined endocardial/epicardial VT ablation on a patient with refractory VT using an innovative technique. Dr. Patel used carbon dioxide to create separation between the outer surface of the heart and the pericardium (a sac-like structure surrounding the heart) to support safer entry into epicardial space to perform the ablation. This specialized procedure is only performed at select centers around the world and requires the highest level of expertise, training and judgment.

WakeMed is one of the first health systems in the region to offer this procedure, called Epicardial VT ablation with CO2 insufflation. This represents an advancement in the field of cardiac electrophysiology and VT ablation and is an invaluable asset to our patients who are suffering from this life-threatening arrhythmia.

Congratulations to Dr. Patel, the WakeMed EP lab team, and the entire WakeMed Heart & Vascular Complex Arrhythmia team on this achievement in outstanding patient care!

LEADERSHIPNEWS

Barry McKee Named Interim Vice President, Finance

Barry McKee, MBA, was promoted to the role of interim vice president, Finance, in October. McKee joined WakeMed in 2004 as a senior analyst and has held progressive leadership roles over the past 20 years. He most recently served as executive director of Financial Planning since 2016. In his new position, McKee is responsible for long-range financial and business planning as well as financial data integrity for the organization. He also has oversight and responsibility for Corporate Accounting, WPP Finance, Accounts Payable, Payroll and Financial Planning. McKee has more than 30 years of experience with local and national health care systems as well as large academic medical institutions.

Nikki Stacker Named Director of Coding and CDI



Nikki Stacker, BSN, RN, CCDS, CCS, was recently promoted to director of Coding and Clinical Documentation Integrity (CDI). Stacker joined WakeMed in 2017 as a CDI specialist and has served in her current role as manager of CDI since 2020. In her new role, Stacker is responsible for providing overall direction and leadership of the Coding & CDI teams and actively managing and monitoring team operations, process, performance and quality. She works closely with physicians and other care providers to ensure the services provided are recorded accurately and collaborates with Corporate Compliance to ensure adherence to coding, CDI and billing policies and procedures. Stacker holds a bachelor’s degree in nursing from the University of Memphis and holds both clinical documentation and coding specialist certifications.

Melissa Hales Joins WakeMed as Director, Outpatient Rehab & Healthworks



Melissa Hales, MBA, OTR/L, recently joined WakeMed as director of Outpatient Rehab and Healthworks. Hales brings more than 25 years of experience in the rehabilitation industry, including working as a clinician in inpatient rehab, home health, outpatient rehab and skilled nursing settings. She comes to WakeMed from Legacy Healthcare Services, a national rehabilitation company that ensures seniors function at the highest level, where she served as their chief operating officer for four years. She holds a bachelor’s degree in occupational therapy from the University of Hartford and a master’s degree in business administration from UNC-Wilmington.

NEWS FROM WakeMed Physician Practices



WakeMed MyCare 365 Celebrates 200K Patients!

From earaches, physicals and chronic disease management to sprains, strains and stitches, WakeMed MyCare 365 has seen it all since this new care model was first introduced in 2020. With 10 locations now open across the community, MyCare 365 offers a patient-centered care model that expands access while also delivering quality and convenience.

Open every day of the year, MyCare 365 meets patients where they are and when they want to be seen – with and without appointments. This past November, MyCare 365 celebrated two major milestones as we opened our second location in the Clayton community and crossed the 200,000 patient encounter mark.

“MyCare 365 is a unique and innovative care model that has become an integral part of the WakeMed health continuum,” commented **Donald Gintzig**, WakeMed President & CEO. “I am incredibly grateful to the MyCare 365 leadership team and front-line staff and providers who are making a difference in the lives of patients in every corner of our community.”

Additional MyCare 365 locations are on the horizon, with the next set to open in Chapel Hill this February.

Welcome New Physicians



Christine Baker, MD
Primary Care



Hailee Benefield, MD
Pediatric Primary Care



Sindi Diko, DO
Breast Surgery



Joshua Jaeger, DO
Hospital Medicine –
Cary Hospital



Christine Martin, MD
Pediatric Primary Care



Brooke Nguyen, MD
Pediatric Primary Care



Shannon Scholl, MD
Gastroenterology



Alugya Suliman, MD
Primary Care



Jennifer Willard, MD
Pediatric Primary Care

Welcome New Advanced Practice Providers

Ashley Chazanow, NP
Pediatric Primary Care

Terri McDowell, NP
Heart & Vascular

Henry Delgado Avila, NP
Heart & Vascular

Daniel Oyola Guzman, PA
Wake Orthopaedics

Brad James Dozier, NP
Heart & Vascular

Kayli Reed, PA
Gastroenterology

Abigail Driest, PA
ENT – Head & Neck
Surgery

Daniel Regan, PA
Heart & Vascular

Bradley Kleinart, PA
MyCare 365

Andrea Ruth, PA
Wake Orthopaedics

Earl Stansell, PA
Neonatology

Now Open at Morrisville Medical Park

The following practices opened in January at Morrisville Medical Park, located at 101 Holly Creek Road:

- > Pediatric Primary Care
- > Surgery
- > Urology



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**TREE LIGHTING
EVENTS** were held at Raleigh Campus, Cary Hospital and North Hospital featuring live music, refreshments and an opportunity to spend time with colleagues.



FALLA FABULOUS!

Members of the WakeMed family enjoyed many opportunities to share in holiday cheer and spend time with colleagues. Holiday meals and year-end socials provided an opportunity for staff to take time out of their busy schedules to enjoy a festive meal together.



PARADE FUN

WakeMed employees and their families participated in the annual Raleigh Christmas Parade to kick off the holiday season.



HOLIDAY DRIVE

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Once again, our community stepped up to help bring smiles to WakeMed Children's patients this holiday season. The items received through our annual holiday drive will be given to pediatric patients across WakeMed throughout the year to help brighten their day and lift their spirits during their hospital stay. Many thanks to everyone who contributed toys and gifts to the Children's Hospital, and to all the volunteers and staff who helped coordinate this successful event!



REHAB HOLIDAY MARKET

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WakeMed Rehab Hospital staff and volunteers put together a festive Holiday Market. Thanks to the generosity of WakeMed Volunteer Services, all Rehab Hospital patients had a chance to shop for holiday gifts for their loved ones.



DECKING THE HALLS

Thank you to the WakeMed departments that shared their time and talent to decorate wreaths that were donated to local shelters and support organizations, including InterAct, Urban Ministries and others.



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



WakeWell REWARDS 2025

WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2025, participants who complete all program elements have the opportunity to earn \$500 (full-time employees) or \$250 (part-time employees) that can be used for out-of-pocket medical costs in 2026. Employees enrolled in WakeMed’s Contigo Health medical plan as of January 1, 2025, should follow the steps below. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wakewell@wakemed.org.

New to the Medical Plan in 2025: Employees who join the WakeMed Medical Plan (administered by Contigo Health) between January 2 and September 1, 2025, can qualify for WakeWell Rewards simply by taking the Online Health Assessment by September 30, 2025.

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. You can check your progress on the Asset Health wellness portal, accessible via MyWakeMed or the Asset Health mobile app.

Required Activities

- Biometric Screening
- Online Health Assessment

Biometric Standards

- LDL Cholesterol Below 130
- BMI Below 30
- Glucose Below 120
- Non-tobacco User

Make Your
Appointment
BY FEB 4



- Register for your Biometric Screening via WakeMed MyChart.
- To get a MyChart account, visit mychart.wakemed.org.
- If you need help logging in, call the MyChart helpline at ext. 02288.
- Pregnant & postpartum employees, see note below.

Take the
Online Health
Assessment
JAN 6 – SEPT 30



- Participants can take the Online Health Assessment any time between January 6 and 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. Call 1-855-444-1255 for technical support.

Complete the
Biometric
Screening
FEB 4 – MAR 21



- Biometric Screenings are held at all hospitals, healthplexes and WakeMed Corporate Center.
- The screening consists of height, weight, waist circumference and 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.
- Biometric Screening results will be available in Asset Health around May 1.

Meet
Standard
Alternate
(If Necessary)
BY SEPT 30



If you have one or more Biometric Standards out of range, you will need to meet ONE of the following Alternate Standards by September 30, 2025. It's a good idea to get a head start to avoid scheduling conflicts or delays. For details, visit the *WakeWell* page on MyWakeMed.

- Case/Disease Management
- Health Coaching
- Remote Patient Monitoring
- Tobacco Cessation Coaching
- LiveWell Program
- Physical Exam (between 7/1/24 and 9/30/25)
- Registered Dietitian Nutrition Counseling
- Diabetes Education
- Sleep Education Session
- Lyra Well-being Course

A Note about Pregnancy – 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.



To learn more about your benefits and to access the 2025 Benefits Guide, please visit WakeMed.org (Employee Essentials > Employee Benefits) or scan the QR code.

BENEFIT REMINDERS FOR THE NEW YEAR

Here are some helpful reminders from the Benefits team as we start a new year. With any questions, please email benefits@wakemed.org or call ext. 08143.

New Medical Insurance Cards: New medical insurance cards will be mailed to plan members in January 2025.

Flexible Spending Accounts: Unused amounts from your 2024 Health Care FSA between \$5 and \$610 will be carried over to be used in 2025. For 2025, Flexible Spending Account plans unused funds under \$5 and over \$620 will be forfeited. All unused Dependent Care Spending Account funds will be forfeited.

Keep Your Address Current: If you moved in the past year, be sure to update your address information in The HUB by clicking on the Edit Profile Quick Link. Keeping your home address and phone number in the HUB Employee Space up to date is important to ensure you receive timely communication.



Diversity & Inclusion

SPOTLIGHT ON CAREGIVER NETWORK

In October, the WakeMed Diversity and Inclusion Council launched the **Caregivers Network**, an employee resource group geared towards (but not limited to) employees who are caring for parents/guardians, children or other family members in an unexpected way. Building on WakeMed’s efforts to integrate connections and overall well-being into all parts of our work culture, the Caregiver Network kickoff included a Schwartz Round centered on the topic, "Stretched: Managing the emotions of unexpected caregiving." The event provided staff with a forum to connect with colleagues around this topic, share resources and build community.

The Caregivers Network will continue in the new year with focus on topics such as: Advanced Care Directives, Navigating the Medicare and Medicaid process, and Caring for Exceptional Children (children with disabilities) and more. To learn more or get involved, search Caregiver Network in WakeMedU, visit the Diversity and Inclusion intranet page, or email diversity@WakeMed.org with questions.

WOW, WHAT AN EMPLOYEE!

Karen Wilhelm (Neuropsychology) received the American Board of Professional Neuropsychology's Lifetime Achievement Award in November at the annual National Academy of Neuropsychology Conference.

Carrie McGroarty, PA-C, (Plastic & Reconstructive Surgery) was recently named co-medical director of the WakeMed Wound Care Center – Cary.

WakeMed Wound Care Center – Cary, above, was awarded Excellence in Clinical Distinction and Patient Satisfaction from RestorixHealth. The awards recognize centers that have demonstrated exceptional success in meeting or exceeding healing benchmarks and patient satisfaction measures during the reporting period (January through June 2024).

Mark Piehl, MD, (Pediatric Intensivists) presented “Innovation in Transfusion: How Creative Partnerships are Improving the Care of Critically Ill Trauma Patients,” and **Rebecca Coward** (Pathology Transfusion Services) presented “In Limbo with ABO: The Type Discrepancies You’re Probably Seeing But No One is Talking About,” at the 2024 Association for the Advancement of Blood and Biotherapies annual meeting.

Brian Klausner, MD, published *In the Gaps: Better Understanding the Expensive Human Suffering of Chronic Homelessness*. The book delves into the complex and often misunderstood root causes of chronic homelessness, both in Raleigh and across the United States. It explores root causes at the individual and societal levels and highlights some of the innovative work being done at WakeMed, including our Center for Community Health.

Laurie Layton (Mental Health & Well-Being) was recently appointed as a board member of Wake County’s National Alliance on Mental Illness.

Quiana Battle (Community Case Management) obtained her master’s degree.

Lesley Chao (Emergency Department – Apex Healthplex) earned a master's degree in physiology.

Ashley Smith, BSN, RN, (3C Rehab Nursing) earned a bachelor’s degree in nursing (BSN) from Capella University.

Beth Anne Downhower (Center for Community Health) achieved health coaching certification.

Tyler Wall (Revenue Cycle) obtained Epic certification in patient access curriculum.

COMINGS & GOINGS



After more than 25 years on the WakeMed Medical Staff, **James Palombaro**, MD, (WEPPA) retired at the end of 2024. During his career, he has cared for countless members of our community through our emergency departments. He’s pictured with the Wendell Healthplex staff during his last shift there.

Surgical Services congratulates **Denise Pennell** on her retirement after 36 years of dedicated service to WakeMed.

2E CVICU welcomes **Michael Entry**, BSN, RN, **Shannon Massengill**, RN and **Lindsay Collins**, RN.

Primary Care – Oberlin welcomes **Shakyra Chestnutt**, **Shanika Luke**, **Jaz Jordon** and **Amanda Harris**.

5 West Surgical & Trauma – Cary Hospital welcomes **Ashlyn Pierce**, RN; **Emily Hinds** and **Kaitlyn Polinsky**.

Emergency Department – Raleigh Campus welcomes **Kassandra Hammond**, RN; **Megan Singlar**, RN; and **Johanne Aviles-Gomez**, RN.

3B CVIC welcomes **Doris Nguzoro**, RN.

MyCare 365 – Market at Riverwood location welcomes **Sherii Reddick**, LPN; **Lanel Kelly** and **Simone Hood**.

2E CVICU welcomes **Michael Entry**, BSN, RN.

Outpatient Rehab – Clayton Medical Park welcomes **Sabrena Winters**.

Urgent Care – HealthPark at Kildaire welcomes **Kathy Blake**.

Urgent Care – Garner welcomes **Angela Harrington**, who transitioned from Emergency Department – Brier Creek.

Exceptional People. GREAT Exceptional Care.

Congrats, Top Docs!

Numerous WakeMed Physician Practice physicians were recognized by their peers in December's issue of *Business NC Magazine* as the state's best in their fields. Congratulations to these outstanding providers:

- > **Peter Heetderks**, MD, Pulmonology & Critical Care
- > **Jonathan Chappell**, MD, Wake Orthopaedics
- > **Kristin Alves**, MD, Wake Orthopaedics
- > **Ryan Gentry**, MD, Wake Orthopaedics
- > **Curtis Hanson**, MD, Wake Orthopaedics
- > **Casey Jenkins**, MD, Wake Orthopaedics
- > **Aman Luther**, MD, Wake Orthopaedics
- > **Michael Ruffolo**, MD, Wake Orthopaedics
- > **Mark Wood**, MD, Wake Orthopaedics
- > **Gurvinder Deol**, MD, Wake Orthopaedics
- > **Conor Regan**, MD, Wake Orthopaedics
- > **Chad Greer**, MD, Wake Orthopaedics
- > **Justin Kauk**, MD, Wake Orthopaedics
- > **Sami Mardam-Bey**, MD, Wake Orthopaedics
- > **Duncan Phillips**, MD, Pediatric Surgery
- > **David Hoover**, MD, Pediatric Surgery
- > **Gabriel Winberry**, MD, Pediatric Gastroenterology
- > **Mark Graham**, MD, Cancer Care
- > **Scott Hultman**, MD, Plastic & Reconstructive Surgery
- > **Nathan Calloway**, MD, ENT – Head & Neck Surgery
- > **Michael Ferguson**, MD, ENT - Head & Neck Surgery
- > **Matthew Alleman**, MD, General Surgery
- > **Ann Chung**, MD, General & Bariatric Surgery
- > **Lori Lilley**, MD, Breast Surgery
- > **Robert Nunoo**, MD, Colorectal Surgery
- > **Chelsea Ngongang**, MD, Heart & Vascular
- > **Judson Williams**, MD, Heart & Vascular
- > **Brian Go**, MD, Heart & Vascular
- > **Matt White**, MD, Heart & Vascular
- > **Damian Marycz**, MD, Heart & Vascular
- > **Peter Chan**, MD, Heart & Vascular
- > **Jacek Paszkowiak**, MD, Heart & Vascular
- > **Bryon Boulton**, MD, Heart & Vascular
- > **Jason Haag**, MD, Heart & Vascular
- > **Diana Spahlinger McCarthy**, MD, OB-GYN
- > **Michael Soboeiro**, MD, Primary Care
- > **Dominick Trapani**, DO, Primary Care
- > **Carmin Kalorin**, MD, Urology

WakeMed Recognized as Outstanding Workplace for Diversity



across the country that are dedicated to diversity, equity and inclusion - as determined by 339,000 individual company reviews from employees.

To create the ranking, *Newsweek* partnered with Plant-A Insights to compile the list using publicly available data, interviews with HR professionals and an anonymous online survey of a diverse pool of employees at companies with 1,000 or more employees. Kudos to everyone who helps make WakeMed such an exceptional place to work and care for others!



Healthcare. "This distinction means our medical staff credentialing applications are free from stigmatizing and intrusive language around mental health care and treatment," says **Michelle McMoon**, PhD, PA-C, director, APP Education & Professional Development and APP Well-Being Ambassador, who led efforts to help WakeMed earn this honor.

WakeMed's credentialing applications were independently verified by ALL IN: Wellbeing First for Healthcare, a national coalition of leading health care organizations that works to eliminate barriers for health care workers to obtain needed mental health care.

We are pleased to share that WakeMed has again been named one of America's Greatest Workplaces for Diversity by *Newsweek*! The list identifies the employers

WakeMed Recognized as 2024 Wellbeing First Champion

We are proud to share that WakeMed has been named a 2024 Wellbeing First Champion by ALL IN: Wellbeing First for

WakeMed Named Best Hospital for Maternity Care



WakeMed was named a 2024-2025 Best Hospital for Maternity Care (Uncomplicated Pregnancy) by *U.S. News & World Report*. Raleigh Campus, Cary Hospital and North Hospital achieved this recognition – the highest award a hospital can earn for U.S. News & World Report's Maternity Care ratings.

U.S. News evaluates how well hospitals perform in childbirth using C-section rates, newborn complication rates, breast milk feeding rates, early elective delivery rates, routine vaginal birth after cesarean delivery (VBAC) rates, episiotomy rates, whether a hospital meets new federal criteria for "birthing-friendly" practices, and whether a hospital tracked and reported their outcomes for patients of different races and ethnicities. U.S. News evaluated over 650 hospitals that provide high-quality labor & delivery services for uncomplicated pregnancies for this year's list.

WakeMed Celebrates Compliance Champions



On November 10, Corporate Compliance recognized 15 WakeMed family members who are excellent partners to the compliance program. An awards reception was held to thank these individuals for their assistance throughout the year. Thank you for all you do to support our Aspirational Goal of the Highest Ethics & Standards!

- > **LuJuana Anderson**, Business Development
- > **Tracy Brock**, Human Resources
- > **Ron Bentley**, Information Services
- > **LaMonica Daniel**, WPP Clinical Research
- > **Kim Hayes**, Construction & Design
- > **Allyson Labban**, Legal Affairs
- > **Vincent Miliano**, Information Services
- > **Heather Miller**, Legal Affairs
- > **Bailey Mohr**, Environmental Health & Safety
- > **Chad Strickland**, Emergency Communications
- > **Bryan White**, Infrastructure/Integration
- > **Abbie Williamson**, Pharmacy

YOU IMPROVED EMPLOYEE SAFETY IN FY 24

If you reported a workplace violence incident in RL Solutions during the past fiscal year, it's likely you helped improve the safety of the entire WakeMed family. No one should have to endure workplace violence – it is not "just part of the job."



Verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; and physical assault are all forms of workplace violence. The WakeMed Event Review Committee is one group of individuals working to translate your reporting insights into action.

"More and more staff are taking the time to report workplace violence events, which has led to great opportunities to enhance our culture of safety," says **Marcy van Schagen**, RN, director, System Capacity & Patient Placement, and a member of the WakeMed Event Review Committee. The committee, pictured above, meets weekly to review incident reports made by employees and jumpstarts the process to mitigate future issues. "What's been really helpful is the increased detail staff are including in their reports. It's this information that helps teams see where additional education is needed and what actions need to change to promote greater safety," van Schagen adds.

Actions Set in Motion from Employee Event Reporting

Here are several initiatives generated from opportunities and trends discovered during the weekly reviews of employee reports.

- > **Event-with-injury management debrief** – When an employee injury due to workplace violence is reported, the unit manager is invited to debrief the event to help determine prevention measures that could translate across the system.
- > **Respectfully ending disrespectful calls** – The committee saw a trend in WakeMed Physician Practices staff reports of verbal threats/abuse by callers. WPP leadership, a clinical administrator and Patient Relations are developing scripting to help staff respectfully end calls.
- > **Education via communication** – Tips on putting patients at ease with communication techniques, proxemics, dealing with sexual advances, panic button re-education, use of landlines when making calls to

patients, and more were shared in WakeMed Weekly throughout the year. The topics were spurred by themes gathered from staff reporting data. (You can always revisit the information in past issues on WakeMed Weekly on the Publications page on MyWakeMed.)

- > **Managing patients with dementia** – The committee saw a significant uptick in the need for guidance on managing patients with dementia. This was referred to the Cary Hospital Geriatric Committee.
- > **Two-week follow up** – Human Resources now sends a card to a staff member's home and follows up with an email two weeks after a member of the WakeMed family is involved in workplace violence. Literature shows that symptoms of trauma often surface two weeks after the event.

Please continue to report workplace violence incidents by clicking the Incident Reporting quick link on MyWakeMed. Thank you for your contributions to WakeMed's culture of safety.



CHASING ZERO 2025: STAFF SAFETY & SUPPORT

For the first time, WakeMed is extending an annual Chasing Zero focus for a second year. "Staff safety must stay at the forefront as we continue to strengthen our culture for our growing workforce," says **Karen Chilton**, MD, senior vice president & Chief Quality Officer. "Our plan is to highlight the programs and services we have in place to protect and support the WakeMed family through difficult challenges in the patient care setting and beyond. We all need to remain vigilant about reporting incidents when they happen, situational awareness and learning all we can to keep ourselves, our coworkers and our patients safe."

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



CINDY BOILY
MSN, RN, NEA-BC
Senior Vice President & Chief Nursing Officer



A NOTE FROM OUR CNO

The Time is Now and the Key Element is YOU

THE foundational element, the solid base, the bricks and mortar, that make an organization Magnet-worthy is having a robust shared decision-making process. This is not a simple achievement; it took WakeMed years to develop the structure we started with, and we commit to reviewing that structure every few years. As we know in life and health care, nothing is stagnant, so our process of decision-making and information-sharing must reflect that dynamic state.

I have been impressed by how our shared decision-making process, strategies and structures have evolved during my tenure as your CNO. Thus, it gives me great pleasure *to invite* you to engage with us as we launch nursing practice for 2025. I hope you will speak with your colleagues about their involvement in Councils, Committees and find a place where YOU best fit. There are many opportunities, and I'm convinced there is a place for YOU.

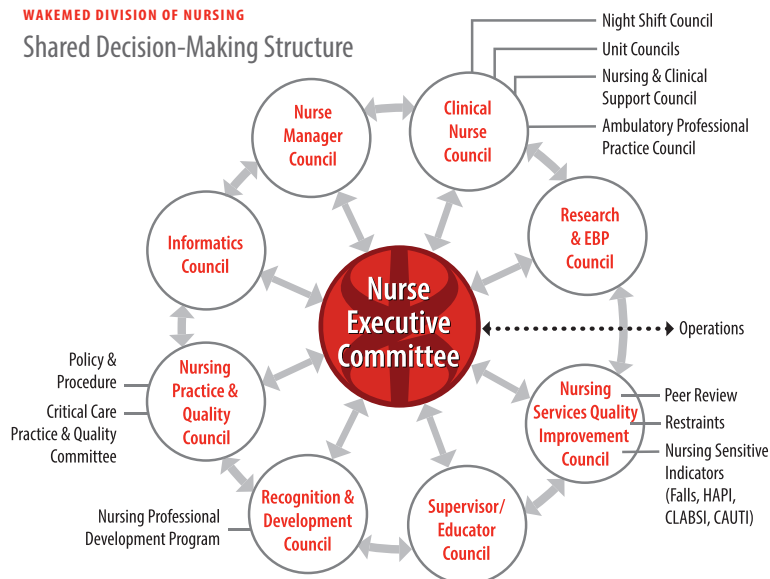
Please review our shared decision-making model, ask questions of your colleagues and leadership team and find that one spot that needs your voice.

I'll be waiting there to welcome you!

P.S. You can learn more by visiting the Nursing Administration page on MyWakeMed.

WAKEMED DIVISION OF NURSING

Shared Decision-Making Structure



Catrice Honored by HonorBridge & Nursing



Catrice Ayscue, RN, manager, Neuro ICU & STICU, recently received a Nursing Leader Excellence award and special kudos from HonorBridge, an organization that manages organ, eye and tissue donation in 77 North Carolina counties. They work with 105 hospitals, including all those in the Triangle.

Ayscue has been involved with donation efforts for many years. Under her leadership, WakeMed has ranked among the top three hospitals for donation for the past nine years and as the top performer for referrals.

Congratulations, Catrice!



Strengthening Our "Culture of Everyone"

Did you know WakeMed has 176 physician and physical rehab practices throughout the area? WakeMed continues to grow by leaps and bounds, making the Ambulatory Professional Practice Council an important part of our shared decision-making structure.

Carolyn Smith, RN, (Primary Care – Fuquay-Varina Judd Parkway), is the chair of the council. Their goal is for hospital, Healthplex and practice nurses and support staff to gain a greater understanding of what we all do and

how we can ensure our team members at ambulatory sites can contribute to the voice of Nursing throughout the system. "If you think about it, we all take care of the same patients between the inpatient and outpatient worlds," Smith says.

Exploration was the focus for the year, with council members hearing from one another to better understand caregiving roles throughout our

ambulatory care settings. The council also promoted peer-to-peer recognition as a way for outpatient team members to get to know one another and recognize the important roles staff members play in the health and well-being of our patients. It's working and the council has lots of energy moving into the new year!

Healthplexes

Physician Practices

OP Rehab Practices



GREAT WAKEMED PRESENCE AT MAGNET® CONFERENCE

Twenty-four WakeMed nurses joined 13,000 of their colleagues at the annual American Nurses Credentialing Center Magnet Conference® in New Orleans, La. The conference gives nurses from current and prospective Magnet-recognized organizations the opportunity to celebrate their profession and share knowledge.



SUPERVISOR/EDUCATOR

SUPERHERO

Celebrating Our Sup/Ed Superheroes

Our Nursing Recognition & Development Council created the Sup/Ed Superhero award to help clinical nurses celebrate Nursing sup/eds they work with, both inside and outside their departments. They are often unsung heroes!

Council co-chairs **Hayley Jones**, RN, and **Taylor Bissette**, RN, report they have already received 35 nominations since launching the program in September. Our first superheroes will be named in January.

Keep the nominations coming! Clinical nurses can access the nomination form on the Nursing Recognition & Development Council and Sup/Ed Council SharePoint pages on MyWakeMed.

Our Dedicated Interprofessional Partners in Care

Our Nursing Clinical Support Council members are on a fact-finding mission to learn how nurse aides, medical techs, radiation techs, Registration staff, ED techs, Environmental Services and Food & Nutrition team members, respiratory techs and clinical secretaries can best support clinical nurses and our patients. During each meeting, they hear from a different department – Linen Services, Campus Police, Pathology, Spiritual Care and many more – to understand their processes as well as safe use and handling of new devices and products. “Campus Police taught us about how to spot patients with potential domestic violence issues and Acute Rehab physical and occupational therapists made us aware of the equipment that is available to us to ensure safe lifting of patients,” says **Lisa Curasco**, nurse aide & clinical secretary, (6C Surgery & Trauma), and chair of the Nursing Clinical Support Council. “We’ve learned so much!”



The Nursing Clinical Support Council would love more representation from throughout the health system to ensure all support staff has access to the great information shared in council meetings. For information, contact Curasco at lcurasco@wakemed.org.



WHY CERTIFY?



Get Certified in 2025!

WakeMed Nursing's Why Certify Campaign runs through National Certified Nurses Day – March 19, 2025. The Nursing Education team is geared up and ready to provide you with all you need – options for financial assistance, study resources, even ways to decrease test anxiety – to help you obtain certification in your nursing specialty. The time commitment and cost are not as great as you may think!



Scan the QR code (if you have Duo on your phone), enter “Nursing Certification” in the search box on MyWakeMed, or send an email to nursingeducation@wakemed.org to get started.

The Work of the Policy & Procedure Committee Is Never Done!

As a nurse, you know we have hundreds of policies that must be reviewed and updated on a regular basis to ensure the care we provide is evidence-based. At the heart of this work is the system-wide Policy & Procedure Committee with co-chairs **Susan Boyd**, CNS, (Clinical Nursing Resource Services) and **Anna Wall**, RN (Nursing Administration).



The complexity of our patients and the care we provide often takes collaboration among many different disciplines – clinical and non-clinical. Committee members ensure all appropriate stakeholders have the opportunity to review policies and provide necessary input. They also work together to remove duplication of policies when they can. “The process is lengthy, but it needs to be,” explains Wall. “Reviews often start with committee members and end with Cindy Boily, with many other eyes on it in between.”

“The Nursing Policy & Procedure committee owns 170 policies and approves 15 different types of policies owned by other individuals or committees,” says Boyd. The committee created, reviewed, revised or archived 88 policies during the past year.

Our policies and procedures have a direct impact on our practice. It's important work and the Nursing Policy & Procedures committee invites clinical nurses to join up! Interested in being a part of the committee? Send an email to suboyd@wakemed.org or awall@wakemed.org.



Encouraging Inquisitiveness

WakeMed nurses have curious minds! “It's great that our nurses want to make sure they are delivering the best care in the right way – every time,” says **Carly DeGrange**, RN, (ICU – North Hospital) chair, Nursing Quality & Practice Council. “But when we have questions, we don't always know who has the right answers.”

Nursing Quality & Practice Council members spent the past year encouraging nurses at all WakeMed hospitals and ambulatory sites to send their questions about best practices to The “WHY” Campaign. “We received really good, really in-depth questions about topics such as better dissemination of CARES bundles and safe medication administration including chemotherapy and max concentration medications, among many others,” says DeGrange. The council then worked to find the right clinical experts to address these questions and get the information back to nurses.



“We want nurses to know the lines of communication are open, and, when they are looking for answers to nursing practice questions, we can help,” says DeGrange. Nurses are still welcome to send their quality and practice questions to the Nursing Practice & Quality Council page on Sharepoint to receive the answers they need to provide the best possible care to our patients.



WORKING THAT EXTRA HOUR FOR DST

Staff on shift during the wee hours Sunday, November 3, worked an extra hour due to daylight saving time. They were greeted with treats and words of thanks from Night-Shift Council members, who rounded on units throughout our hospitals.



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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COMING SOON!

SPECIAL EDITION:
SERVICE AWARDS

Recognizing our
WakeMed Service Award
recipients who reached a
milestone year in 2024!



PYRAMID Society

Nominate a
colleague today!

Do you know someone who goes the extra mile toward helping us achieve our mission and always puts our patients and families first? Nominate them for WakeMed's highest honor! The Pyramid Society Award recognizes employees for outstanding performance that goes above and beyond their work duties and contributes to our Aspirational Goals. To learn more and to complete the nomination form, visit [MyWakeMed](#) and click on Employee Essentials.

WE WISH YOU A HAPPY

new year



Exciting news for new hires! WakeMed retired the “I am WakeMed” course on December 31. New onboarding modules, based on best practices, will focus on WakeWay Every-Time behaviors. These brief minute modules will be assigned to new employees at days 60, 90, 120, and 180, starting with Respect for People and ending with Teamwork. Each module includes learning opportunities, cultural engagement and actionable steps to continue their learning beyond these modules. We are excited to integrate our culture in impactful ways for new employees.

FOLLOW US TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS

Employee Well-Being Events

The Scoop on Nutrition

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

- > **Stay Full, Stay Healthy – Unlocking the Secrets of the Satiety Index** – January 21 & 23
We will learn about the satiety index, where we will discuss how different foods can impact your hunger levels and help you make healthier choices to stay satisfied longer.
- > **The Scoop on Nutrition: Lions, Tigers and Inflammation, Oh My!** – February 11, 18 & 20
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.

See [MyWakeMed](#) or the WakeMed Weekly for details on how to join.

Professional & Leadership Development

Read the Wake Way: In Together: The Healing Power of Human Connection in a Sometimes Lonely World, Dr. Vivek Murthy makes a case for an epidemic of loneliness as a public health concern. Yet, at the center of our loneliness is our innate desire to connect. We have evolved to participate in community, forge lasting bonds, help one another and to share life experiences. Please register 2-3 weeks in advance so you have time to read the book:

- > **Raleigh Campus** – Tuesday, Jan. 28, 11:30 am to 1 pm
- > **Cary Hospital** – Tuesday, Feb. 11, 3 to 4:30 pm
- > **Virtual Session** – Thursday, Feb. 6, 3 to 4:30 pm

Register in [WakeMedU](#) and send questions to Lindsey Hollis at lhollis@wakemed.org.

Nursing Education

Respiratory Failure – Rescue Me – Wednesday, Jan. 29

In this class, nurses will learn how to identify and properly intervene during episodes of respiratory distress or failure. They will learn how to manage and evaluate the effectiveness of prescribed interventions, and as a result, be able to positively impact measured outcomes related to this patient population. To register, search “Respiratory Failure – Rescue Me” in [WakeMedU](#).

Leadership Development

- > **Conflict Management** – January 30, 9 to 11 am - Using the Thomas-Killman Conflict Model, participants will learn how to identify their own conflict style and how to navigate the various styles of their colleagues.
- > **Creating a Strengths-Based Culture** – January 9, TBD - Learn how having a strengths-based culture is a powerful differentiator that brings out the best performance in every employee and creates connection and meaning at work.

Upcoming Blood Drives

Give the gift of life this new year! See [MyWakeMed](#) for details on registration.

- > **Tuesday, Feb. 11** – Raleigh Campus, Cary Hospital, Operations Center & Garner Healthplex
- > **Wednesday, Feb. 12** – Raleigh Campus, North Hospital & Apex Healthplex

Wake AHEC Events

- > **SPICE North Carolina Infection Control Course: Outpatient Healthcare Setting**, January 24
- > **UNC REX NC Surgery - Operation Obesity: A Game of Medical Skill and Knowledge**, January 25
- > **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

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