

MICROSCOPE

PUMP

UP THE CELEBRATION!

WakeMed
Mothers' Milk
Bank Celebrates
40 Years

The WakeMed Mothers' Milk Bank is celebrating four decades of providing life sustaining nutrition for some of the most vulnerable infants in the Southeast.

Breast milk has life-saving antibodies that protect premature and full-term infants against disease, illness and intestinal infections. In North Carolina alone, more than 10,000 babies are born prematurely each year. For a baby in the Neonatal ICU (NICU), human milk donations can be essential to life – and that's where the Mothers' Milk Bank comes in.



A Critical Service for Young Babies

One of only seven accredited sources for human breast milk on the East Coast, the WakeMed Mothers' Milk bank dispenses approximately 300,000 ounces of donor milk each month to NICUs across the state and region.

Led by manager **Kerrie Gottschall**, RN, the Milk Bank staff of nurses, pasteurization technicians, production specialists, a logistics coordinator and volunteers works to ensure that the highest standards of quality and safety are maintained. Donors are screened on medication usage, lifestyle habits and serological labs, and all donations go through a multi-step process that includes pooling of

milk from multiple donors, homogenization, pasteurization, lab testing and freezing as it waits to be dispensed to hospitals.

An Strong Legacy; A Bright Future

The WakeMed Mothers' Milk Bank was established by Mary Rose Tully (pictured below, second from left), who was a founding member of the Human Milk Banking Association of North America (HMBANA) and a pioneer in breastfeeding education and milk banking. Thanks to her dedication, WakeMed was an early leader in milk banking. Over the years, the Milk Bank has grown exponentially.

In 2015, the Milk Bank moved from Raleigh Campus to a much larger space at Cary Hospital that was designed specifically for the Milk Bank, with a lab and a large freezer to store donations. In recent years, the team has made it easier for donors to contribute their milk by establishing Milk Bank drop-off locations across the state and introducing a courier pick-up service for locations within three hours of Cary Hospital. As on-hand supplies of milk have increased, the Milk Bank recently relaunched an outpatient dispensing program for community members through 501 Pharmacy in Chapel Hill.



"There will always be a need for breast milk donations to provide life sustaining nutrition to critically ill infants. Our goal is to always be able to help meet that need," explains Gottschall. "We are always looking for more donors and hope to raise awareness of this simple way that mothers can support other families in need."



To learn more about the Milk Bank and how to become a donor, scan the code.

Left: WakeMed Milk Bank founder Mary Rose Tully at the inaugural meeting of the HMBANA in 1985.



Fostering a culture of respect, appreciation and understanding

Every April, WakeMed takes time to learn about and recognize the different cultures, backgrounds and traditions in our community with a goal of enhancing understanding and respect for the multiple ways in which we are different.

A Legacy of Care and Caring

Ensuring access to high-quality care for all members of our community has been core to WakeMed's mission for more than 60 years. Memorial Hospital of Wake County – now WakeMed Raleigh Campus – opened its doors in April 1961 and is considered the first integrated hospital in North Carolina. Over the years, WakeMed has expanded to meet the growing needs of our community and continues to nurture a culture of respect for our patients, their families and our employees.

Supporting Our Community

As one of the largest employers in Wake County, we are honored to employ a workforce that reflects our vibrant community and the many backgrounds and experiences that make the Triangle a great place to work and live. We recognize that each person's individual experiences make us stronger as a whole and we work hard to recognize and celebrate those things that make us unique.

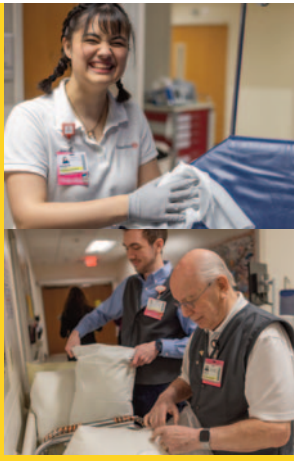


WakeMed offers numerous programs that support a work culture where all voices can be heard and individuals are treated with respect. This includes:

- > A culture rooted in the Wake Way Every-time Behaviors of Respect for People, Communication, Teamwork and Commitment & Accountability.
- > Robust education opportunities, including a book discussion series, to help staff build cultural competencies and meet the ever-changing needs of patients, families and colleagues.
- > A Health Equity Scholars training program (Beyond Our Walls) intended to empower team members to take action to close the gap on health disparities in our community.
- > Annual events to honor veterans and members of the armed services.
- > Specially trained hospital chaplains within WakeMed Spiritual Care who provide respectful, interfaith care to people of all belief systems.
- > Interpretation & Translation services, available 24 hours a day, to ensure patients and families can communicate effectively with their care team.
- > A wide variety of meal options, prepared on-site by our Food & Nutrition Services team, to accommodate the varied tastes and cultural backgrounds of our staff, patients and families.
- > Ongoing partnerships with community groups and participation in events intended to demonstrate respect and appreciation for the many voices within our community.

While we are proud of our culture of respect and dignity, WakeMed continues to listen, learn and heighten our level of social consciousness while celebrating our differences. If you would like to learn more about these initiatives or get involved, email diversity@wakemed.org.

spotlight on Volunteers



National Healthcare Volunteer Week is April 20-26, and we want to give a big thank you to our 1,292 WakeMed Volunteers for their countless hours of service and endless smiles they have provided to WakeMed. Our Volunteers bring compassion, dedication and a personal touch to every interaction. Their unwavering commitment is evident in the 213,391 hours of service they have provided to patients, families and staff. These volunteers support 102 departments, ensuring that every corner of WakeMed is touched by their kindness.

The value of the hours contributed by WakeMed Volunteers is staggering, equating to \$6,969,240 in salary equivalent hours. This figure highlights not only the financial impact but also the immense dedication and effort put forth by our volunteers. Their work helps WakeMed provide exceptional care and services, enhancing the overall experience for patients and their families.

Another remarkable contribution comes from our 596 sewing volunteers, who have lovingly crafted 26,662 handmade items, which is an average of 44 handmade items per sewing volunteer. These include crocheted, sewn or knitted items such as blankets, baby hats, Afghans and more – each piece made with care and intended to provide comfort and warmth to those in need. The impact of these items goes beyond their physical presence; they represent the love and support of our community.

During National Healthcare Volunteer Week, we extend our deepest gratitude to each volunteer. Your contributions are invaluable, and your spirit of generosity and kindness is a beacon of hope and comfort. Thank you for being an integral part of the WakeMed family and for making a difference in the lives of so many. Your efforts truly embody the essence of community and compassion.





HELLO WAKEMED,

Helping our patients access our services – when they need them, at a location that is convenient to them – is key to WakeMed’s success as a community health system.

This spring we are introducing several patient communication enhancements that will make it easier for patients to make and reschedule appointments, pay bills, or receive cost estimates for scheduled services. While we have offered many of these services for quite some time, significant behind-the-scenes work allows us to now expand convenience for patients.

Planning for Success – One Decision Tree at a Time

Over the past several years, WakeMed team members across a wide range of departments and specialty areas have been working to develop and improve scheduling by building consistent contact center and online scheduling decision trees. The goal of this complex, behind-the-scenes work is to give patients the power to schedule an appointment – quickly, easily and 24/7 – online, via MyChart or by phone. The decision trees support scheduling accuracy and ensure patients are offered the same provider, locations and times, whether they choose to schedule online or by phone. The effort has paid off:

- WakeMed is consistently one of the leading Epic organizations for online scheduling.
- Online scheduling is a powerful tool for new patients. In FY 24, approximately 30% of new patient ambulatory appointments were scheduled online!
- Even as our overall patient visits have increased, the average number of calls-per-visit has decreased, allowing staff to concentrate on other tasks.

These decision trees and other tools will soon be leveraged further with the launch of Epic’s text messaging platform, which they call Hello World. This change will make it easier for patients to connect and complete transactions – via text.

“THERE HAS BEEN A TREMENDOUS AMOUNT OF WORK TAKING PLACE THAT NOW HAS THE POTENTIAL TO MAKE IT MUCH EASIER FOR PATIENTS TO MANAGE APPOINTMENTS, SCHEDULE REFERRALS FASTER AND ENGAGE IN THEIR HEALTH CARE. IT IS VERY EXCITING TO SEE ALL THIS WORK COMING TOGETHER IN AN INTEGRATED WAY THAT WILL POSITIVELY IMPACT OUR PATIENTS AND THE WAY THEY ACCESS CARE.”

HEATHER MONACKY, EXECUTIVE DIRECTOR OF PATIENT ACCESS & ENGAGEMENT

Meet Hello World

WakeMed has used an automated messaging platform (Artera) to send text and voice message appointment reminders for several years. The program has been very successful – helping drive down no-show rates, improve eCheckIn rates and easily connect patients to their care team.

We hope to continue building on this momentum in April with the launch of Hello World, which allows patients to:

- Confirm, cancel and reschedule appointments via simple text.
- Choose to switch to an earlier appointment if there is a cancellation (Fast Pass).
- Access a link to schedule appointments for referral - and order-based services.
- Complete eCheckIn to streamline the arrival process.
- Pay bills and receive estimates for scheduled services.

What Staff Should Know

With the transition to Epic texting, there are a few important things for staff to be aware of:

- Beginning April 17, all WakeMed texts will come from short code: 73124. (Previously, each practice sent texts from unique phone numbers).
- Voice reminder calls will continue through Artera (Epic does not yet offer this service).
- Patient texts are written to drive patients to convenient scheduling options online and through MyChart.
- Patients who currently receive appointment reminder text messages from WakeMed will automatically be opted in with Hello World; patients who do not receive text messages will remain opted out.
- Text messages will be available in multiple languages to respect the patients’ preferred language preference.
- Patients can update their communication preferences in MyChart. Staff can also modify a patient’s communication preference within Epic.
- It is very important that cell phone numbers are entered in the mobile phone number field (not the home phone number field). If a mobile phone number is in the home number field, it will need to be corrected.



Coming Soon: Employee Appreciation Month!

Every May, WakeMed celebrates and recognizes our amazing, dedicated and talented employees. Thank you for the ways you care for our patients, their families and one another. We are proud to have you as part of our WakeMed family and grateful for the many ways you impact our community each and every day!

ICE CREAM SOCIALS

WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Join the fun and let us show you our appreciation for your commitment to WakeMed!

- Raleigh Campus – Tuesday, May 27
- Cary Hospital – Thursday, May 29
- North Hospital – Thursday, May 22
- Other Facilities – Check MyWakeMed!



National Nurses’ Week May 6–12

Celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!



National Hospital Week May 11–17

A time to celebrate all staff, physicians and volunteers throughout our system and the important roles they play for our patients and for our community.

LEADERSHIP UPDATE

Alyssa Kangas Joins WakeMed as Executive Director, Supply Chain



WakeMed recently welcomed **Alyssa Kangas** as executive director, Supply Chain. Kangas has over 20 years of health care supply chain management experience and comes to WakeMed from CentraCare Health, where she was senior director of Contracting & Procurement for the last seven years.

In her new role at WakeMed, Kangas has oversight for operations and financial management for Supply Chain across the system, including Strategic Sourcing, Materials Processing and Distribution (MPD), Print/Mail Services, and Courier Services. She will work closely with leaders across the system to develop and implement objectives, strategies and tactics for Supply Chain departments in support of our Aspirational Goals.

Kangas earned a bachelor’s degree in business management from the University of Phoenix and a master’s in business administration from St. Cloud State University in St. Cloud, Minn.

NEWS FROM WakeMed Physician Practices

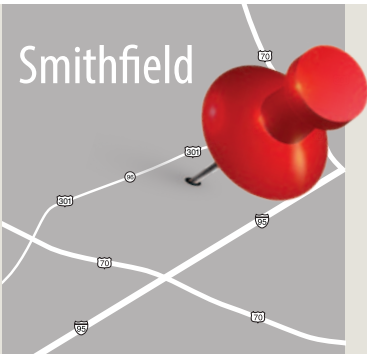
Welcome New Physician



Gita Mehta, MD
Hospital Medicine

Welcome New Advanced Practice Provider

Kayla Long, PA
General Surgery



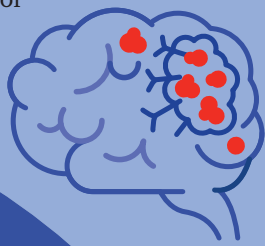
NOW OPEN

MyCare 365 - Brightleaf
938 N. Brightleaf Boulevard
Smithfield 27577

- Weekdays – 8 am to 8 pm
- Weekends – 8 am to 4 pm

CARY HOSPITAL RE-CERTIFIED AS ADVANCED PRIMARY STROKE CENTER

Cary Hospital has received recertification as an Advanced Primary Stroke Center with Mechanical Thrombectomy from The Joint Commission. The facility welcomed a surveyor in March for a two-day review of protocols, processes, and capabilities in providing care to patients presenting with stroke symptoms. During the survey's closing session, the surveyor noted our focus on quality and coordination of services in the hospital, across the system and with EMS; our dedicated hospital and program leadership; our strong culture for safety and Chasing Zero program; our depth of community outreach and engagement; and our commitment to education and access.



NORTH CAROLINA FIRST: PULSED FIELD ABLATION TECHNOLOGY USED AT WAKEMED



WakeMed is proud to be among the first hospitals in the nation – and the first in North Carolina – to use the latest Pulsed Field Ablation (PFA) technology in a catheter ablation procedure to treat Atrial Fibrillation (AFib). The procedure was performed by **Ashish Patel, MD**, (Heart & Vascular) on March 18.

The VARIPULSE™ Platform is the first PFA technology designed to enable the treatment with a single device that combines PFA therapy and advanced 3D mapping, which helps clinicians visualize the heart during the procedure. This first-of-its-kind mapping integration technology may also reduce radiation for patients and staff, and may shorten procedure times. PFA can offer safe and consistent therapy for patients with AFib, which affects one in four adults over the age of 40. Unlike other ablation methods that use heat or cold, PFA uses short bursts of energy to affect heart tissue, potentially minimizing the risk of damage to surrounding tissue like the esophagus, pulmonary vein, and phrenic nerve.



WakeMed Heart & Vascular's Electrophysiology program has long been a leader in advancing patient care. WakeMed was one of the few sites nationwide to be provided this groundbreaking PFA treatment during the seminal clinical trial.



KUDOS FOR WAKEMED WOUND CARE CENTER – CARY

WakeMed Wound Care Center – Cary recently received two awards from RestorixHealth, which manages day-to-day operations of the center.



RestorixHealth's Clinical Distinction Award is presented to wound centers that demonstrate exceptional success by meeting or exceeding national healing benchmarks, including days to heal and healing percentages. The facility also received the Excellence in Patient Satisfaction Award, which is presented to wound centers that demonstrate exceptional success by meeting or exceeding a national patient satisfaction benchmark. Restorix created these award programs to recognize centers who demonstrate superior performance in different areas.

"We are very proud to be recognized for the quality of care our Wound Care Center provides patients each day. This achievement reaffirms our commitment to patient experience and optimized outcomes, which can only be accomplished with the effort and dedication of our staff and providers and support from the hospital," commented **Tom Hughes**, senior vice president and administrator for Cary Hospital.

Wound Care Center – Cary is dedicated to optimizing outcomes and preventing lower limb loss in patients with non-healing wounds by utilizing a comprehensive care approach, coordinating traditional and advanced therapies that aid and accelerate the healing process.

WAKEMED NAMED A TOP EMPLOYER FOR WOMEN

WakeMed has been named one of America's Greatest Workplaces for Women 2025 by Newsweek. This list highlights 1,000 organizations across the U.S. that foster environments where women can thrive by offering policies and resources that help women align their personal and professional aspirations.

The study involved an assessment of publicly accessible data, interviews with HR professionals and confidential online surveys. Employers were judged based on their workforce management, sustainability and awareness, compensation and benefits, training and career progression, work-life balance, working environment, company image and corporate culture.



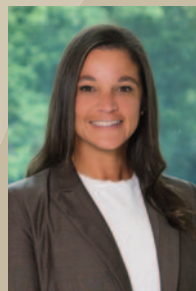
Exceptional People. Exceptional Care.

CONGRATULATIONS, HEALTH CARE LEADERSHIP AWARD WINNERS

We are pleased to recognize three members of the WakeMed care team who recently received Health Care Leadership Awards from the *Triangle Business Journal*. **Brian Klausner, MD**, executive medical director (WakeMed Center for Community Health); **Larissa Hill**, executive director (Neurosciences); and **Laura Kelly** (Spiritual Care – North Hospital), were three of the 12 Triangle-area leaders recognized for their significant impact on the health and well-being of members of our community. In addition, WakeMed Medical Staff member **Neeraj Sachdeva, MD**, a physician with Raleigh Medical Group Gastroenterology, was also named a Health Care Leader this year.



Dr. Klausner has spent his entire career advocating for patients and driving change with honesty and superior ethics. Through the Center for Community Health, Dr. Klausner's tireless efforts and leadership are improving access and health outcomes for underserved and vulnerable populations while addressing long-standing health inequities. His work has improved emergency room capacity, reduced hospital readmissions and enhanced clinical outcomes for underserved residents. His support of multidisciplinary initiatives, including medical and mental health respite programs and a grant-funded telehealth initiative, have significantly impacted the community. Drawing on his diverse clinical experiences, Dr. Klausner recently published *In the Gaps: Better Understanding the Expensive Human Suffering of Chronic Homelessness*.



Larissa Hill approaches every challenge with respect and a true vision of a better future for our community. In leading WakeMed Neurosciences, she collaborates with administrators, nurse and physician leaders, and community partners to ensure that patients with brain and spine diseases, disorders, and injuries receive the highest quality care. She has helped expand WakeMed's range of neuroscience capabilities across the patient care continuum with the development of the first WakeMed Brain & Spine Center of Excellence. Hill was also instrumental to the recent expansion of the Neuro Intensive Care Unit and the reopening of the Neuro Intermediate Care Unit at Raleigh Campus. Her leadership has helped increase efficiency for inpatient and ambulatory facilities, improve care delivery, and advance clinical excellence by leveraging community relationships.



As a staff chaplain, Laura Kelly is celebrated for her kindness, compassion and dedication. Her calming presence is appreciated by patients and families, and she provides essential spiritual guidance and support. She has significantly contributed to the North Hospital environment through initiatives like the Employee Engagement Committee and other activities. In October 2024, Kelly organized the "Blessing of the Paws" ceremony to honor our hospitality pet program participants, who have made nearly 10,000 patient visits. She also spearheaded the "Partners in Spiritual Care" program to recognize staff integrating spiritual care into patient care. Her work has positively impacted WakeMed, enhancing staff well-being while helping patients and families cope with hardships and celebrate health victories.

Congratulations to all of these worthy award winners! We are grateful for your leadership and support as we work to fulfill our mission to the community we serve.



PreciselyYOU

EXPANDS TO ALL WAKEMED PATIENTS

In January, our PreciselyYou community health research program launched for employees, medical staff members and immediate family members. This voluntary program provides an opportunity for individuals to learn about their genetic risk for certain cancers and a cause of heart disease, as well as regional ancestry and genetic traits (like caffeine sensitivity).

We are pleased to announce that, following our successful internal launch, the program has expanded to include all current WakeMed patients (age 18+). In the coming months, PreciselyYou will open to all members of our community. Over the next four years, WakeMed plans to enroll 100,000 participant in this impactful program.

The purpose of PreciselyYou is to help us learn more about how genes can affect our health and to equip participants with information that can help them make plans for a healthier future. By providing no-cost genetic screening, WakeMed hopes to improve access to more personalized health care for our patients, their families and our community, while also supporting new research discoveries for a healthier North Carolina. PreciselyYou is a collaborative effort between WakeMed and Helix and is supported, in part, by the WakeMed Foundation.

Here are some important things to know about the expansion of PreciselyYou:

- ▶ There is no cost for the genetic screening and health insurance is not required. Participation is completely voluntary.
- ▶ Individuals who choose to participate will receive confidential results about their 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).
- ▶ Screening results will be shared with participants and their WakeMed care team. Participants also have the option of learning about their regional ancestry and certain traits (like caffeine sensitivity).
- ▶ Eligible participants will be asked to submit a blood sample, which can be provided at any WakeMed Outpatient Lab location.
- ▶ Individuals who have received a bone marrow or stem cell transplant as a treatment for blood cancer or another type of blood disease are not eligible to participate in this research study.
- ▶ We take great care to keep participant information safe and secure. Personal data is not shared beyond what participants have consented to.

Employees and patients who are interested in learning more can visit www.wakemed.org/precisely-you. This website is a great resource to learn more about the program, review FAQs and the required consent form and get started.



WOW, WHAT AN EMPLOYEE!

Anna Wall, MSN, RN, (Nursing Administration) attained credentials as a certified nurse manager and leader.

Eron Kuhlers, RN, (6C Surgery & Trauma) received medical/surgical certification.

Tiffanie Wills (Revenue Cycle) received certification as a resolute hospital billing principal trainer in Epic.

Wendy Sanders-Darnell (Emergency Department – Wendell Healthplex) was promoted to clinical educator/supervisor.

Congratulations to **Tana Royal**, AGNP, for receiving the WakeMed APP Spotlight Award for March.

WakeMed’s **Community Sewing Program** was named an Impact Award finalist by the Society of Healthcare Volunteer Leaders Association. Last year, 600+ sewing volunteers created and donated over 26,000 handmade items to our patients.

COMINGS & GOINGS

MyCare 365 – Market at Riverwood welcomes **Phyllis Best** and **Cheyenne Bradford**.

MyCare 365 – Brightleaf welcomes **Jennifer Vanblarcume** and **Brianna Pons**.

MyCare 365 – University Place welcomes **Gael Rodriguez-Ardon**.

3B CVIC welcomes **Amanda Oser**, RN, and **Roberta Binda**, RN.

Revenue Cycle welcomes **Cheyenne Smith** who transitioned from Financial Clearance.

5C MSIC welcomes **Carley Ungerecht**, BSN, RN; **Anupa Aryal**, BSN, RN; and **Daniel Campos**.

6C Surgery & Trauma welcomes nurse aides **Alondra Richardson**, **Shacoya Young**, and **Shay Maxwell**.

5B NIC welcomes **Maya Hawkins**, RN, nurse resident; **Phyllis Rayford**, RN; **Elishibah Nyoike**, RN; **Ellie Flynn**, RN; **Jessica Fore**; **Kia Johnson**; **Sonya Davis**; **Miyah McClain**; **Eva Oliver**; and **Yasmin Carranza**.

STICU welcomes **Lissette Riley**, RN, and nurse residents **Madelyn Daniels**, RN; **Ashlyn Ray**, RN; and **Addison Diehl**, RN.

Information Services welcomes **Yuvitza Gonzalez** as a Systems Analyst I.

Case Management – Cary Hospital welcomes **Klarissa Albritton**, **Joy Holder**, RN, and **Heather Hendricks**.

ADDITIONS & ATTACHMENTS

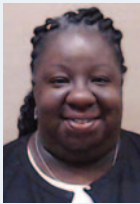
Olivia Fassino (Outpatient Nutrition Services – Raleigh Medical Park) got married on March 1.

IN MEMORIAM

We are very sorry to share the loss of three WakeMed employees in recent weeks. Please join us in keeping their families, loved ones and colleagues in your thoughts during this difficult time.



Jino Longa, a WakeMed family member since 2011, passed away on February 26. Throughout his tenure at WakeMed, Jino was a monitor technician in the Telemetry Surveillance Center at Raleigh Campus.



Dongale Baldwin passed away on February 27. Dongale joined WakeMed in 2021 and worked as a Patient Registration Representative at the Raleigh Campus Emergency Department before transitioning to the same role at the North Hospital Emergency Department.



Michelle Hilliker, RN, passed away on March 1. Michelle was a nurse on 1C Clinical Evaluation Area from 2016 through 2020, then re-joined WakeMed in 2024 as a supervisor at Mental Health & Well-Being Hospital – WakeBrook.

CORPORATE & COMMUNITY HEALTH

Our Mission in Action

If you participated in a *WakeWell Rewards* Biometric Screening this spring, you likely met one of the members of WakeMed’s Corporate & Community Health team. Unlike many WakeMed departments, Corporate & Community Health is focused on improving the health and well-being of our community by bringing health and wellness services outside of our walls.



Established in 1997, Corporate & Community Health has had as few as three employees at times. Over the years, their scope of services expanded and, today, the multidisciplinary team includes health educators and coaches, exercise specialists, nurses, dietitians, a vascular technologist, a nurse practitioner, and administrative support, with clinical leadership from their Medical Director, **Ronald Prucha**, MD.



“Corporate & Community Health represents a very unique and important outreach and patient care opportunity for WakeMed,” commented **Carolyn Knaup**,

RN, senior vice president, Strategic Ventures & Ambulatory Operations, who has executive oversight for the department. “Each year their services help improve the health of thousands of people from all walks of life, all across our community – and that is something truly special.”

Corporate & Community Health has developed a reputation for leveraging creativity and teamwork to tackle new challenges and opportunities. During the pandemic, they dedicated countless hours to staffing COVID vaccine clinics. They have recently introduced many innovative services, including a novel remote blood pressure monitoring program, targeted services for Japanese-speaking employees of a car battery manufacturing plant and developing a comprehensive nutrition education series (The Scoop on Nutrition, which is available to WakeMed employees).



Corporate & Community Health also provides substantial support for WakeMed employees and the system by staffing community events, contributing to accreditation reporting, and managing *WakeWell Rewards* biometric screenings and several Alternate Standards. Their vast array of services helps us deliver on our mission within the community, and within our own WakeMed family.



WELLNESS AT WORK, IN THE COMMUNITY & ON THE GO

Corporate & Community Health services fall into three primary focus areas:

Corporate Wellness offers health and wellness services to more than 70 local companies, including biometric screenings, nutrition counseling services, health education seminars, and much more. When appropriate, they support timely referrals for follow up at a WakeMed Primary Care or MyCare 365 practice.

Community Health provides health and wellness services at community events and at various organizations, including homeless shelters, senior centers, service organizations, YMCAs and others. These offerings range from flu and COVID vaccine clinics to exercise classes, and from health screenings to mobile Milk Bank donation drives.

Mobile Wellness helps improve access to care by providing on-site clinical services (including physicals, vaccines, vascular and prostate screenings, and more) for corporate and community groups. These services are run out of the Health Lives Here vehicle, which has traveled nearly 25,000 miles spreading good health around the Triangle since 2018.





WakeMed Apex Healthplex was a proud sponsor of Run the Peak 5K/10K Race through downtown Apex. Thank you to everyone from Energize, Rehab, Apex Healthplex and Wake Orthopaedics who participated in the Health Fair during the event. And a special thank you to the team from Special Operations for providing First Aid coverage again this year.



With the support of staff across WakeMed, team WakeMed Lung Heroes raised \$4,700 for the Lung Cancer Initiative’s 2025 Triangle LUNGe Forward 5K Run, Walk & Celebration in March. WakeMed was the third highest fundraising team. Thank you to everyone who supported this year’s event – your passion for those affected by lung cancer makes an impact on our community.



In March, we were honored to host 140 high school students who are curious about pursuing a career in health care. This one-day conference showcased the many career paths available in health care – with hands-on learning experiences and information about educational requirements and career paths for different fields. Thank you to everyone who participated in this amazing day – especially our engaged attendees and our WakeMed staff members who shared their knowledge, passion and expertise!



WakeMed employees had a chance to learn about educational support available – including tuition and specialty certification reimbursement – as well as hear from local colleges and universities at the annual Education Fair at Raleigh Campus and Cary Hospital. To learn more about how WakeMed can support your professional and educational development, check the Learning & Development page on MyWakeMed or contact Workforce Development.



WakeMed Nursing Education recently welcomed the Spring 2025 Nurse Resident cohort to WakeMed. Residency coordinators **Jamie Bunn** and **Kate Phillips** greeted 65 new graduate nurses to the year-long nurse residency program. This program helps new nurses in transitioning from student nurses to professional bedside nurses by incorporating evidence-based classes such as Reality Shock, Critical Thinking and Delegation, and Prevention of Documentation and Medication Errors. Residency coordinators and department leadership create a nurturing environment where residents feel valued and understood, helping them navigate the challenges of their roles, ensuring they are well-prepared for their careers. If you see any of these nurse residents, please give them a warm WakeMed welcome!



On March 11, a group from the Toyota Battery Manufacturing Plant toured WakeMed facilities in Cary to learn more about health care services available for team members and their families who are relocating to work in the area. The tour included visits to the WakeMed Cary Surgery Center, Obstetrics & Gynecology, Pediatric Primary Care, Lab Services and 210 PET Imaging located in the Cary Hospital Medical District. Thank you to those who helped lead the tour and showcase some of the many services available in Cary!



WAKEMED CHILDREN'S INPATIENT REHAB TURNS FIVE

The WakeMed Children’s Inpatient Rehab team recently celebrated five years of providing comprehensive, patient- and family-centered care in a dedicated space within the WakeMed Children’s Hospital.

WakeMed Children’s Inpatient Rehab cares for children, adolescents and teens who have experienced spinal cord injury, traumatic brain injury, orthopaedic issues/multiple fractures, amputation and stroke. Our highly-trained team of physiatrists, hospitalists, nurses, therapists, case managers and child life specialists ensure children and adolescents receive the medical care they need to restore their health as well as the physical, occupational, speech and recreational therapy they need to return to life.

The unit includes five private rooms, a pediatric rehab gym and a private treatment room. Plus, kids and parents have access to all the unique pediatric support services and spaces in the Children’s Hospital, including Ronald McDonald House services, a children’s playroom and a teen room.

WakeBrook Hospital Celebrates Caring for 1,000 Patients

The staff at our 28-bed WakeMed Mental Health & Well-Being Hospital – WakeBrook recently admitted their 1,000th patient – less than one year after its opening. WakeMed stepped up to manage WakeBrook, a facility owned by Wake County, after UNC Health made the decision to cease providing services in 2023. Recognizing the importance of the facility to the community, an interdisciplinary team got the facility up and running in May 2024.

A philosophy of dignity & respect

The WakeMed Mental Health & Well-Being team consists of physicians, nurses, counselors and occupational therapists, who provide contemporary, research-based care – just like our team on the acute care side. A negative perception of mental health and well-being care persists, driven in part by old movies and archaic care models. Our aim at WakeMed is to dispel these beliefs and our team is doing just that.

- **60% decrease in involuntary commitments (IVCs)** – IVC is a legal process that allows for involuntary admission and treatment of individuals with mental health issues who pose a risk to themselves and others. It’s the process responsible for statements like, “They locked me away in the mental institution.” IVC temporarily restricts a person’s rights and independence. At WakeMed, IVCs have decreased by 60% since 2021 when the new WakeMed Mental Health & Well-Being team began timely consults with patients in crisis in our emergency departments.
- **Reduction in restraints** – Being in restraints can feel very degrading. That’s why they are rarely used at WakeBrook Hospital. “I asked every care team candidate about their philosophy on restraints,” says **Sarah Crowley**, RN, director, WakeBrook Hospital. “Those who supported a care environment free of restraints as much as possible were considered for employment.”
- **Buffet services** – Patients have access to nutritious food choices served in a respectful manner.

These are just a few of the ways the WakeMed Mental Health & Well-Being team at WakeBrook Hospital and throughout our system are transforming care for people with mental health issues. We hope they are helping to transform the picture people may have in their minds about mental health care, too!



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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THE RALEIGH CAMPUS FARMERS MARKET RETURNS MAY 6!



The market takes place in the Courtyard on Tuesdays from 10 am to 2 pm through the end of August (excluding holiday weeks). Come by and support local craft, specialty food/beverage, beauty and produce vendors.

Follow us TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS

CEO EMPLOYEE FORUMS

Join WakeMed President & CEO **Donald Gintzig** for an informal conversation to learn what's new and what's on the horizon for WakeMed. Bring a colleague and any questions you have for Donald!

In Person Forums

- Raleigh Campus – Thursday, April 17, 1 pm, Andrews Center
- Cary Hospital – Thursday, May 15, 3 pm, Conference Center

Virtual Forums

- Tuesday, April 22 at 2:30 pm
- Tuesday, April 29 at noon



OUR POWER OUR PLANET EARTH DAY 2025

**Tuesday, April 22, 11:30 am to 2 pm
Raleigh Campus Courtyard**

Clean out your desks, nursing stations and file cabinets and bring any documents that can be destroyed down to the shredding truck in the courtyard. The department that brings the most documents (by weight) will win a pizza party!

EMPLOYEE WELL-BEING

The Scoop on Nutrition: Probiotics: Your Daily Dose of Wellness May 15, 20 & 21

Join a Corporate and Community Health registered dietitian each month for a 30-minute detailed dive into a wide variety of nutrition topics. In our May class we will explore the role of probiotics in gut health and overall wellness. See MyWakeMed or the WakeMed Weekly for details on how to join.

Mindfulness & Awareness Exercises to Reduce Stress

These sessions are open to all employees interested in learning how to use mindfulness practices to reduce stress and improve well-being. This is a two-session series:

- **Part 1:** April 18, May 2
- **Part 2:** April 25, May 9

All sessions are held from 8 to 9:30 am. Register in WakeMedU (search 'Mindful Stress Reduction'). Each session qualifies for 1.5 classroom hours.

WAKE AHEC

- WakeMed Heart & Vascular presents the **Cardiovascular Care Symposium 2025: Evolution and Advances** – April 17
- **Clinical Evaluation and Management of Visual & Perceptual Impairments Following Acquired Brain Injury: A Hands-On Approach** – May 3-4
- **Empowering Nurse Preceptorship: Fostering Communication, Clinical Reasoning, and Self-Care in Practice** – May 6

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

PROFESSIONAL & LEADERSHIP DEVELOPMENT

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

- **Creating a Strengths-Based Culture** – April 23, 8:30 am to Noon: 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.
- **Conflict Management** – May 6, 9 to 11 am: Using the Thomas-Killman Conflict Model, participants will not only learn how to identify their own conflict style but also how to navigate the various styles of their colleagues.
- **The Wake Way** – May 7, 8:30 am to 12:30 pm: This course focuses on the way in which we recruit, retain and develop dedicated, compassionate individuals who share our passion for putting others first, a drive to fulfill our mission, and the ability to live the Wake Way by putting others first and demonstrating our Wake Way Every-time Behaviors.
- **Authentic Listening & Powerful Questioning** – May 14, 1 to 4 pm: Discover the power of authentic listening to build stronger relationships with colleagues and uncover the way in which to help others realize their own knowledge through powerful, mediative questioning.
- **7 Habits of Highly Effective People** – May 20, 8:30 am to 4 pm: Examine effective leadership behaviors with concepts from the 7 Habits of Highly Effective People.