



MICROSCOPE



WAKEMED HONORS TRAUMA SURVIVORS

Trauma Services; **Donald Gintzig**, president & CEO; and Chair of the Wake County Commissioners Susan Evans. One of the trauma survivors at the event, John, stood by his father Rob, who spoke about his son’s experience and the long-term care that the WakeMed team provided. “He wasn’t supposed to make it,” Rob said. “They gave him a 1% chance to live on June 26 and here we are a year later in the same lobby I walked through thousands of times. It hits different today.”

WakeMed is the home of two exceptional Trauma Centers – a Level I Trauma Center at Raleigh Campus and a Level III Trauma Center at Cary Hospital. WakeMed offers the highest quality acute care and trauma surgery for critically ill and severely injured patients throughout Wake County and the surrounding areas.

In honor of National Trauma Awareness Month that comes each May, WakeMed hosted its second Trauma Survivors’ Event on May 29, a special reunion for trauma survivors and their care teams to reconnect, reflect and recognize the accomplishments and progress of the patients – all who hold a special place in our hearts.

Three courageous survivors shared their powerful stories of remarkable recovery and resilience – supported by the compassionate and expert care of the doctors, nurses and support teams who stood by them through their most difficult moments. Other speakers included **Jeremy Gilmore**, director, Spiritual Care; **Osi Udekwa**, MD, medical director, WakeMed



FROM RCA TO RCA² A New Way to Look at Error Prevention

Demonstrating a daily commitment to patient safety and striving for an error-free care environment is a key part of working in health care. No one is perfect, however, and despite all the best efforts, errors do still occur. When errors happen, finding out what caused them – and working to prevent them from happening again – is part of our commitment to patients and families.

For many years WakeMed has used the Root Cause Analysis (RCA) process to help uncover the factors that lead to errors. WakeMed recently transitioned to a new process called Root Cause Analysis & Action (RCA²) – which puts a stronger emphasis on collaboration and the actions taken to reduce future risk.

WakeMed’s RCA² journey began in 2023 when a small team began training on the new framework. The RCA² process is now used when sentinel events occur. Sentinel events are defined by The Joint Commission as: a patient safety event that reaches a patient and results in death, severe harm or permanent harm.

- Some things that make an RCA² different from an RCA include:
- ▶ Recognizing that there are often more than one ‘root cause’ of an error.
 - ▶ A stronger emphasis on the steps taken to ensure errors are not repeated.
 - ▶ Tracking and accountability for timely completion of reviews.

“The goal of this work is not to place blame, but to identify where there are breakdowns in our processes and where we

can create standard work to reduce the risk of errors,” explains **Karen Chilton**, MD, SVP & Chief Quality Officer. “The RCA² process supports and reinforces our Wake Way behaviors of respect for people, commitment & accountability, teamwork and communication.”

Collaborative staff engagement is a key part of conducting an RCA². In an RCA, everyone involved gathers in a room to talk through the event. Being surrounded by peers and leaders can be intimidating, and some may not feel comfortable speaking honestly about their experiences.

During an RCA², members of the review team meet one-on-one with those involved, and spend time observing and shadowing staff. “Our front-line staff members are the experts in the work they do. We want to build trust and show that we are working toward a common goal of improved patient safety and care,” commented **Janice Neff**, DNP, RN, executive director, Quality & Safety.

After interviewing staff and examining the existing processes and procedures, the RCA² team puts together an action plan. The goal of the action plan is to prevent the error(s) from happening again and reduce risk for patients. The investigation and action plan should be developed within 30 days, though it may take longer for new processes to be put in place.

The RCA² process is led by an interdisciplinary team with representatives from Patient Safety & Quality, Risk Management, Nursing, Administration, Accreditation Services, Kaizen Promotion Office and more. To learn more about the RCA² process, contact Janice Neff.

Research Takes Center Stage at Celebration of Inquiry

WakeMed recently hosted our annual Celebration of Inquiry, which offers staff and providers a chance to learn about the many forms of research taking place at WakeMed. The interactive event is a collaboration between WakeMed Medical Education and the WakeMed Clinical Research Institute and featured 20+ posters highlighting Quality Improvement projects, clinical research and case reports. Featured presenters for this year’s event were Matthew Gwinn, a third-year medical student at Campbell University School of Medicine, and Camara Wooten, a third-year medical student at the UNC School of Medicine.

Thank you to everyone who participated in this afternoon of learning, and congratulations to **Katrina Martin**, DNP, RN, (Nursing Education) whose presentation "The Impact of an End-of-Life Didactic Session and High-Fidelity Simulation on New Graduate Critical Care Nurses' Confidence and Intent to Stay" won the People’s Choice Award.



PERSPECTIVES

Help make the WakeMed family stronger than ever!

Words matter – especially when they are YOURS! Share your opinions about what WakeMed does well and where we can improve by completing the WakeMed Perspectives **Employee Well-Being Survey** – July 8 through 22.

The survey will be administered by Qualtrics and there is one survey for all employees and employed physicians and advanced practice providers. It’s quick and your team will be eligible to win prizes if 85 percent of you complete the survey. You will receive the survey link by email on July 8. Mark your calendar to watch for it!

Exceptional People. Exceptional Care.

CARY HOSPITAL RECOGNIZED FOR BREASTFEEDING EXCELLENCE



The International Board of Lactation Consultant Examiners and International Lactation Consultant Association have recognized Cary Hospital for excellence in lactation care and breastfeeding support.

Cary Hospital received the IBCLC Care Award, which recognizes hospitals that demonstrate their commitment to promoting, protecting and supporting breastfeeding through a team of professionals who hold International Board Certified Lactation Consultant® (IBCLC®) certification. In addition, Cary Hospital demonstrated that it has recently completed activities that help protect, promote, and support breastfeeding.

Thank you to our team for all you do to support our patients and families!



TOP RECOGNITION FROM THE SOCIETY OF VASCULAR SURGERY



Raleigh Campus and Cary Hospital have received three-star Participation Awards from the Society for Vascular Surgery Vascular Quality Initiative (SVS VQI). The awards recognize the importance of active participation in the registry

program. Out of 905 participating registries, only 108 centers received 3 stars for 2024.

VQI's registries contain demographic, clinical, procedural and outcomes data from more than 1,000,000 vascular procedures performed in the United States, Canada and Singapore and at the patients' one-year follow-up marks. This data allows centers and providers to compare their performance to regional and national benchmarks and to support their quality improvement initiatives.

WW2E
Leader Training Graduates

The Wake Way to Excellence (WW2E) for Leaders Training is a three-part series that aims to:

- ▶ Inspire leaders to drive a cultural transformation that leads to improved outcomes, improved patient satisfaction and improved staff morale.
- ▶ Identify and practice new leadership roles for supporting staff and promoting improvement.
- ▶ Develop and apply WW2E tools for improving work processes.

Congratulations to the following employees who completed the Wake Way 2 Excellence for Leaders training in the first half of Fiscal Year 2025: **Adrianna Arbelaez** (Population Health); **Mary Culbreth**, RN (OB-GYN); **Dhruti Dave** (Pathology Labs – Raleigh Campus); **Shalise Davidson** (Pathology Labs – Raleigh Campus); **Jennifer Elliott**, RN (Critical Care Nursing Services); **Waqiah Ellis**, RN (Raleigh Campus Administration); **Tammy Fraser**, RN (Quality & Patient Safety); **Andi Groves** (Patient Access); **Elisha Gullede** (Therapy Services Supplemental Pool); **Catie Gullick**, RN (Surgical Services – Endoscopy); **Ashley Hill**, RN (Clinical Nursing Resource Services); **Emily Hostetter** (Heart Center Administration); **Megan Langston** (Pathology Labs – Raleigh Campus); **Patricia Margiotta** (Cary Hospital Administration); **Scotta Orr**, RN (Quality & Patient Safety); **Mac Pannill**, PA (Advanced Practice Provider Program); **Trini Sents**, RN (Quality & Patient Safety); **Amy Smith** (Pathology Labs – Raleigh Campus); **Pamela Smith**, RN (6C Surgery & Trauma); **Bill Solberg** (Environmental Services – Cary Hospital); **Jerrica Tart**, RN (Staffing Resources Administration); **Raven Thatcher**, RN (6B Orthopaedics); **Sharon Turner**, RN (5B Neuro Intensive Care); **Shamelah Williamsluster** (Patient Financial Services); and **McKenna Wurst** (Pathology Labs – Garner Healthplex).



2025 Megan Champ Morgan Scholarship Recipients

The Megan Champ Morgan Scholarship Fund was established in January 2022 by former WakeMed President & CEO Ray Champ and his wife Meredyth. The fund honors and remembers their daughter, Megan Champ Morgan, who lived a life full of compassion, caring and respect for others. The scholarships benefit WakeMed employees by providing funding for eligible dependents who plan to pursue post-secondary education and training.

The fund provides scholarships of up to \$10,000 for dependents of WakeMed employees seeking to complete a higher education degree at an accredited not-for-profit institution or attain certification or training in the areas of health sciences, elementary or secondary education, computer sciences or information technology.

This year's applicant pool was highly competitive, with a very talented group of 19 candidates applying for a total of seven scholarships. We are pleased to share the 2025 recipients of The Megan Champ Morgan Scholarship Fund:



- ▶ Valerie (Parent: **Karen Hardin**, Physical Therapy – Raleigh Campus) is pursuing a degree in health sciences at James Madison University.
- ▶ David (Parent: **Smitha George**, RN, Surgical Services – Raleigh Campus) is pursuing a degree in cyber security at Colorado State University Global.
- ▶ Jack (Parent: **Jennifer Lahiff**, RN, Heart Center Administration) is pursuing a degree in exercise science at the University of South Carolina.
- ▶ Sadie (Parent: **Heather Long**, Occupational Therapy – Raleigh Campus) is pursuing a degree in elementary education at Liberty University.
- ▶ Landon (Parent: **Stacy Patterson**, Outpatient Rehab) is pursuing a degree in cyber security at UNC – Charlotte.
- ▶ Emma (Parents: **Kathy Roche**, RN, RRT/Code Blue/CV Response Team, and **Carl Roche**, Invasive Cardiology – Raleigh Campus) is pursuing a degree in elementary education at Meredith College.
- ▶ Becca (Parent: **Deborah Stone**, RN, NICU) is pursuing a degree in health sciences at Appalachian State University.

Applications for the next award cycle are due May 1, 2026. For more information, visit the Foundation MyWakeMed page.

★ MEMORIAL ★
DAY

WakeMed staff, providers and volunteers paused on Friday, May 23, to recognize Memorial Day and honor those who have given the ultimate sacrifice in service and defense of our country. Thank you to all who joined us and participated in these services.



★ ★ ★
REMEMBER
AND HONOR



WakeMed Cary Hospital’s Heart & Vascular Unit (HVV) is now offering continuous weekday coverage (Mondays at 7 am through Friday at 7 pm) to better support cardiovascular patients. The unit provides round-the-clock care on weekdays for Percutaneous Coronary Intervention (PCI) and Electrophysiology (EP) procedural patients, which will reduce the need to move these patients to another nursing unit for overnight care and will also free up space on 1 East Clinical Evaluation Area for admissions from other points of entry.

While the HVV staff is taking on the lion’s share of the patients’ care, several departments, providers and physicians have worked together to support this expanded coverage. “This expansion of service really has been a team effort with many departments participating including the cardiologists and electrophysiologists, advanced practice providers, Heart & Vascular Labs, Imaging Services, Information Services, Clinical Administrators, Patient Transport, and Food & Nutrition Services, just to name a few,” said **Amy Short**, RN, director of Cary Hospital Emergency Services, Invasive Cardiology and the Heart & Vascular Unit.

“As we continue to grow and mature our cardiology program at Cary Hospital, our focus remains on not only improving our already exceptional quality and safety, but the continued enhancement of the experience for our patients and families,” said **Doug Trocinski**, MD, Chief Medical Officer, Cary Hospital. “This initiative will help us advance in all respects and we are excited for the opportunity.”

The unit will continue to provide daytime pre- and post-procedure patient care for invasive cardiology, peripheral vascular, EP, cardiovascular testing and interventional radiology patients. With any questions, please contact Amy Short or Tonia Fehr, RN, manager (Heart & Vascular Unit).

When it comes to caring for all members of a community, partnership is key. WakeMed is building on a strong history of working with like-minded organizations through an innovative partnership with King’s Ridge, a new apartment community designed for families and individuals moving out of homelessness.

King’s Ridge is operated by CASA, a nonprofit that develops and operates housing for people who are or are at-risk of being homeless. The property opened in January and features 100 brand-new, fully furnished 1-, 2- and 3-bedroom units that are stocked with many essentials, including linens, hygiene and cleaning items, and a ‘welcome home’ meal waiting in the freezer.

One of the unique aspects of King’s Ridge is the seamless integration of supportive services such as case management, employment assistance, counseling, family support and basic medical care.

As part of this new partnership, a WakeMed nurse is available in the on-site health clinic several days a week to provide point-of-care testing,

immunizations and other services for children and adults. WakeMed also donated equipment for a fitness room and hosts regular health and wellness education seminars for residents.

“I’ve been a nurse for 10 years and this is the first time where I feel like I can truly help improve my patients’ health, every single day. This is such a fulfilling and rewarding experience,” shares **Jennifer Ryan**, RN, who splits her time between King’s Ridge and supporting a medical respite program at the Women’s Center.

Having medical care available in the building eliminates barriers to care and helps residents receive the support they need while adjusting to a stable housing environment. In addition to caring for residents, Ryan works to connect them with primary care and other services to address chronic conditions. Several of the residents at King’s Ridge are also patients of WakeMed’s Center for Community Health or Internal Medicine practice (located at Raleigh Campus), while others have yet to establish a medical home for ongoing care.

“Homelessness rates in Raleigh have doubled in recent years and it is driving a community-wide health crisis. Through this partnership and other initiatives underway, we have an opportunity to make a lasting impact on the lives of some of the most vulnerable members of our community,” explains **Brian Klausner**, MD, executive medical director, WakeMed Center for Community Health. “We are incredibly grateful to be part of the King’s Ridge community and that the WakeMed system supports this innovative, housing-first model.”





Welcome New Physician

WakeMed
Physician Practices
NEWS



Sara Ali, DO
Gastroenterology

Welcome New Advanced Practice Providers

Jasmine Hemmings, PA
Wake Orthopaedics

Stephanie Tingling, PA
Mental Health & Well-Being

Michael Vrinceanu, PA
Heart & Vascular

Kayla Cadden, PA
General Surgery

Maria Despres, NP
Pediatric Gastroenterology

Janet Rippel, PA
General Surgery

Stephanie Ehlers, NP
OB-GYN

Jeremy Wininger, NP
Pulmonology & Critical Care

Now Open

Cancer Care – Hematology & Medical Oncology – North Raleigh
10010 Falls of Neuse Road, Suite 202
Raleigh, NC 27614

WakeMed Cancer Care – Hematology & Medical Oncology is expanding to serve our North Raleigh community. Conveniently located in the Physicians’ Office Pavilion, the practice will offer comprehensive, compassionate care for a range of hematologic conditions and cancers.

WHAT'S HAPPENING AT WakeMed



May the fourth be with you! The 501st Carolina Garrison joined the Starlight Children's Foundation to bring smiles to WakeMed Children's on May 4, commonly known as Star Wars Day. They met patients, families and staff, and delivered goodies along the way. Thank you, 501st Carolina Garrison and Starlight, for an interSTELLAR good time!

Below: Over 100 children participated in the Twinkle Dash on Saturday, June 6. The Twinkle Dash was part of Run the Quay, a 5 and 10K race in Fuquay-Varina. Proceeds benefitted WakeMed Children's. Participants, 10 years old and younger, participated in a 50- or 100-yard dash. Staff from the WakeMed Fuquay-Varina Medical Park and Energize! were there to help with this star-studded event!



MD (University of Massachusetts School of Medicine); **Amritha Jacob**, DO (Campbell University School of Osteopathic Medicine); **Alice Huang**, DO (Lincoln Memorial University); **Ria Kaddu**, MD (University of Utah School of Medicine); and **Delaney McPhail**, DO (Campbell University School of Osteopathic Medicine).



WakeMed Mental Health & Well-Being team members supported numerous National Mental Health Awareness Month events throughout the community in May. Some included the annual Free Mental Health Resources event in Fuquay-Varina, the NAMI Wake Walk and the Cary Chamber of Commerce Women's Conference. Pictured left to right: **Erin Keener** (Child Life Specialists) and **Melissa McAllister**, RN, manager (Mental Health & Well-Being) at the Fuquay-Varina Free Mental Health Resources Day event.



During Mental Health Month, Night Shift Council leaders **Sharon Turner**, RN (5B Neuro Intermediate Care); **Raven Thatcher**, RN (6B Orthopaedics); and **Karen York**, RN (6B Orthopaedics) rounded on inpatient units with a Well-Being Cart and a quick survey to learn more about the well-being needs of night shift employees. Thank you to these leaders and all members of our teams who work to address the needs of employees who help WakeMed care for our community 24/7!



EMPLOYEE APPRECIATION MONTH

May is Employee Appreciation Month – a time to celebrate our WakeMed family and everything you do for our community. Throughout the month, staff enjoyed sweet treats, entertainment and fun with colleagues.



APPLY NOW

Application Window: June 23 – August 1



As part of WakeMed's commitment to provide professional growth and development opportunities, Organizational Development is pleased to announce we are now accepting applications for the 2025 Aspiring Leader program. The program is a cohort based, 12-month leadership development program is designed to identify and cultivate WakeMed's future leaders. Participants meet monthly to broaden their knowledge of the health care system, sharpen critical thinking skills and enhance self-awareness.

Application Process

Prospective participants must complete the online application by Friday, August 1.

Each applicant must also have a reference form completed by their current direct supervisor. The WakeMed leader will verify that the applicant meets eligibility requirements:

- Been employed with WakeMed for at least 12 months
- A documented evaluation score of 3.75 or higher
- No active disciplinary actions

Applicants are responsible for asking their leader to complete the required reference form, which can be found on the Organizational Development MyWakeMed site. Incomplete applications will not be considered.

Candidate Selection

The selection committee will review applications and leader references and select candidates to interview. Interviews will be scheduled in mid-August. Selected participants will be notified by October 3, and the program will begin in October.

PLEASE NOTE: Participation in the Aspiring Leader program does not guarantee promotion or job advancement.

We hope you will consider taking advantage of this opportunity to take your professional development to the next level! With questions about the application process, please contact Organizational Development at orgdevelopment@wakemed.org or ext. 08306.



Patient & Family Advisory Council Drives Engagement

As we work to keep our patients and families at the center of all we do, feedback from those we serve helps us know what we are doing well, and where we can improve. WakeMed uses many tools (surveys, reviews and casual conversations, to name a few) to gather reactive feedback from patients and families during and after a care experience, but proactive feedback can be harder to come by. The WakeMed Patient & Family Advisory Council (PFAC) is one way we are working to change that.

The PFAC was established in 2022 to provide an opportunity to engage past patients and their loved ones and learn from their insights. WakeMed's PFAC includes 25 volunteer members whose varied backgrounds, ages and experiences are reflective of our diverse patient population.

The group meets every other month to share their insight and perspectives on a wide variety of projects related to the health care experience. All projects brought to the PFAC are submitted by employees and can cover the entire care continuum – from perceptions of ED wait times to infection prevention/isolation door signage, and from the layout of patient bills to patient education, and more.

The PFAC is led by **Heather Monackey**, executive director, (Patient Access & Engagement) and **Emily Beck**, RN, manager (Patient Experience). **Karen Chilton**, MD, SVP & Chief Quality Officer, is the executive sponsor and **Michelle Schweitzer**, NP, executive director (Advanced Practice Provider Program) is the clinical sponsor. The leadership team is working to identify ways to expand the reach of the Council, such as embedding members in other committees and exploring opportunities for service/unit-specific PFACs.

There is no limit to the type of project the Council will review – but there is one key to having a successful PFAC experience: a willingness to be open to new ideas and to consider incorporating new ideas and feedback where possible.

“The Council brings their unique perspectives and opinions to each project. Having a platform to hear their feedback and suggestions is very important – because they are the reason we are here! Often, their ideas are ones that we, as people working in health care every day, would not have thought of,” commented Schweitzer. “We are grateful to all the Council members for contributing their time and energy in supporting our work and, ultimately, creating a better experience for everyone we serve.”

Are you involved in a project that the PFAC could provide feedback on? Submit your ideas and opportunities to the Patient & Family Advisory Council using the form on MyWakeMed.

Clinical Research Update

Travis Manasco, MD, (Pulmonary & Critical Care Medicine) and **Tim Ryan**, MD (Raleigh Neurology Associates) are leading the CoMind One EFS clinical trial, an ongoing study in the Neuro ICU for patients receiving intracranial pressure (ICP). This is a non-invasive study that compares a device using a sensor attached to a sticker on the patient's forehead to the standard of care options available for ICP monitoring. The goal of the study is to provide a less invasive, but still accurate, option for ICP monitoring in patients that may have conditions such as a traumatic brain injury (TBI), stroke, intracerebral hemorrhage (ICH) or similar.

Pictured, left to right, are members of the study team: Dr. Ryan, Dr. Manasco, and research coordinators **Jenna Cassels**, **Rhonda Norton** and **Haleigh Berst**.



LEADERSHIP NEWS



Carla Davis Promoted to Director, North Hospital Surgical Services & WakeMed Surgery Center – North Raleigh

Carla Davis, BSN, RN, has been named director of North Hospital Surgical Services and the WakeMed Surgery Center – North Raleigh. A member of the WakeMed family since 2009, Davis has worked in Surgical Services since 2012. She became manager of Surgical Services – North Hospital in 2021 and assumed interim responsibility for the new ambulatory surgery center, along with her hospital responsibilities in 2024. She holds a bachelor's in nursing from UNC-Wilmington and a master's degree in business administration from UNC-Pembroke.

WOW, WHAT AN EMPLOYEE!

WakeMed President & CEO **Donald Gintzig** is one of the honorees in the *Business North Carolina* 2025 Power List, an annual snapshot of the state's most influential leaders in business and civic spheres. The list is compiled based on nominations, discussions with sources, research, and the publication's many years of experience covering the state's business community.

Congratulations to **Shalise Davidson** (Pathology – Raleigh Campus) for being one of five people selected this year as an AABB Lab All Star for Medical Laboratory Professionals week. The Association for the Advancement of Blood and Biotherapies (AABB) is a global organization and is also an accrediting agency for WakeMed Transfusion Services.

Jamie Wilson, RN, and **Susie Rich**, RN, (both of Labor & Delivery – Raleigh Campus) have earned master's degrees in nursing education (MSN).

Vincent Pettiford (Patient Constant Observer Services – Raleigh Campus) earned a master of arts degree (MA) from Campbell University.

Rocky Tripathi (Clinical Documentation Integrity) received Magnet Champions three-month participation recognition.

Zach Sabella (Revenue Cycle Education Team) received Epic certification as a patient access principal trainer.

Cara Cameron, RN, (OB-GYN) was recognized by the APPreciation Committee as the APP Spotlight recipient for May.

Breeana Kittredge, RN, was promoted to practice administrator for MyCare 365.

Shimesa King (Clinical Documentation Integrity) was promoted to senior clinical documentation integrity specialist.

COMINGS & GOINGS

Ted Tsomides, MD, medical director, Hospital Medicine, will depart WakeMed this summer. He, his wife and children will be relocating to Australia to be closer to family. Dr. Tsomides joined WakeMed in 2007 and has been a valued and active member of the Medical Staff and physician leadership team.

Lieutenant **Imran Ramnarine** has retired after more than 37 years of dedicated service to WakeMed, including many years with Campus Police & Public Safety and, most recently, Patient Transport and the Heart Center Inn.

WakeMed Innovations welcomes **Robin Jacob** as the new manager.

5C Med-Surg welcomes **Grace Autery**, BSN, RN; **Matt Avila**, BSN, RN; and **Jace Woodard**.

Joyce Pemberton, RN, transitioned from MICU to eICU.

STICU welcomes **Amanda Thorsen**, RN; **Tracey Natoli**, RN; **Amber Peedin**, RN; and **Samantha Hunter**.

6C Surgery & Trauma welcomes **Tiffany Whitehorne**, RN, **Talia Rice** and **Gauri Nair**.

CVICU welcomes **Taylor Hood**, RN, and **Anna Copeland**, RN, as well as nurse aides **Shavone Chavis-Wells**, **Ariana McMillian** and **Lydia Siler**.

1A Clinical Evaluation Area welcomes **Nina Exconde**, RN, and **Faith Oglesby**, RN.

MyCare 365 — Brightleaf welcomes **Kira Romero**.

MyCare 365 — University Place welcomes **Zibiah Colson**.

IN MEMORIAM

We are sorry to share the recent passing of **Barbara Brooks**, WakeMed's longest-serving volunteer. With over 38 years of volunteering at WakeMed, Barbara selflessly gave over 17,000 hours of her time. She embraced her role as a volunteer with passion, exemplifying a life of kindness and dedication, especially in the ICU family waiting room, where her compassion and calm spirit brought comfort to countless families during difficult times. Her unwavering commitment and generous heart will be remembered with great gratitude and admiration.

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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Magnet Visit Ahead

Three ApPRAISERs from the American Nurses Credentialing Center Magnet Recognition Program® will visit WakeMed hospitals and healthplexes July 14 through 18 to verify, clarify and amplify the sources of excellence described in our Magnet document that we submitted as part of the redesignation process in late 2024. This is the third site visit by ApPRAISERs – WakeMed initially earned Magnet designation in 2015. Watch for additional information in the coming weeks.



STAFF NOTICE

Magnet Recognition Program® Site Visit

- ▶ Your organization has applied to the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® for re-designation of the prestigious Magnet designation. This designation recognizes excellence in nursing services.
- ▶ You have an opportunity to participate in the evaluation process and are encouraged to do so. We will be coming to your hospital on July 14, July 15, July 16, July 17, and July 18, 2025 for a site visit.
- ▶ Comments may be e-mailed or mailed to the Magnet Program Office prior to the site visit. Your comments are confidential and never shared with anyone in your organization. If you choose, your comments may be anonymous but must be in writing.
- ▶ There will also be time set aside to speak with the appraisers during the site visit. Time, date, and location of meeting room will be provided by your organization.
- ▶ Your comments must be received by July 4, 2025.
- ▶ E-Mail: magnet@ana.org
- ▶ Address: AMERICAN NURSES ASSOCIATION
MAGNET RECOGNITION PROGRAM OFFICE
Attn: Katie Little
8403 Colesville Road, Suite 500
Silver Spring, MD 20910
- ▶ Your organization has submitted written documentation for the appraisal team to review. The information is available to you for review on MyWakeMed on the Nursing Administration page.



FOLLOW US TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS

Employee Well-Being Events

WakeMed Farmers Markets

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

WakeMed Cycling Club Payday Rides

Held on Payday Thursdays throughout the summer, the group meets at Wake Orthopaedics (3009 New Bern Ave.) at 5:30 pm and rides along the Raleigh Greenway to the Neuse River Trail and beyond. For details, email Bob Nelson at wellness@wakemed.org.

Scoop on Nutrition

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

- ▶ The topic for July is Oil and Beyond, where we will explore the role of dietary fats in nutrition and wellness. July 17, 22 & 23.
- ▶ The topic for August is Back-to-School Nutrition for All Ages. Learn tips for setting your kids up for better nutrition this school year. August 13, 19 & 21.

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

Schwartz Round: Finding Calm & Common Ground during Difficult Times

July 10 at 1 pm, Andrews Center

This Schwartz Rounds session is an opportunity to listen to panelists talk about the many emotions they are feeling in the face of current events in our world, at home and at work. Join the conversation and enjoy lunch on the Schwartz Rounds committee. Register in WakeMedU by July 3.

WakeMed 
WakeMed Health & Hospitals
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ONLINE UNIFORM & SHOE SALE

August 1 – 18

Stock up on scrubs, socks, shoes and more during the online Uniform & Shoe Sale sponsored by the Volunteers at WakeMed and Read's Uniforms. Read's Uniforms will contribute a portion of the sale proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed. Payroll deduction is available. Look for details in WakeMed Weekly.

WORKFORCE DEVELOPMENT

Health Career Information Session - Spotlight on Imaging Services: Seeing from the Inside Out

Wednesday, July 23, 5:30 to 7:30 pm (Andrews Conference Center)

High school students are invited to learn how our team of expert radiologists, technologists, and support staff utilize leading-edge imaging techniques, including MRI, CT scans, ultrasound, and interventional radiology, to diagnose and treat a wide range of conditions. Pre-registration is required. For more information contact workforcedevelopment@wakemed.org.

ORGANIZATIONAL 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

- ▶ **Change for Leaders: How to Turn Uncertainty into Opportunity** – July 16, 9 am to 3:30 pm: Aid all employees in understanding the human experience of change and common reactions to change so they can more effectively manage how they engage with a

change. Equip them with the skills that let them proactively navigate change to achieve and exceed targeted outcomes.

- ▶ **Authentic Listening & Powerful Questioning** – July 25, 9 am to noon: 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.
- ▶ **Conflict Management** – August 6, 1 to 3 pm: 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.
- ▶ **Creating a Strengths-Based Culture** – August 8, 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. This class is for manager level and above. You must complete the StrengthsFinder assessment before attending class. The instructor will provide information on how to access it.
- ▶ **The Wake Way** – August 20, 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.

WAKE AHEC EVENTS

- ▶ **2nd Annual Optimizing Outcomes: Maternal Mental Health and Substance Use Disorders Summit** – August 15

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