

Microscope

Exceptional People. Exceptional Care.

WakeMed Receives ATD BEST Award



WakeMed has been selected as a 2018 ATD BEST Award winner, marking the sixth time we have received this award. Established in 2003, the BEST Awards Winners' Circle includes private, public, and not-for-profit organizations from around the world. The program is the training industry's most rigorous and coveted recognition and recognizes organizations that use talent development as a strategic business tool to get results.

WakeMed was recognized for our comprehensive efforts to enhance communication among patients, families, and all health care providers through the Communications in

Healthcare initiative. With the support of the Board of Directors and executive and physician leadership, over the past two years, WakeMed has implemented a unique learner-centered program using a peer-to-peer teaching model. "Our employees are our most valuable asset, and we continue to make it a priority to provide new and innovative options for learning and education in meaningful ways," commented **Jeanene Martin**, senior vice president, Human Resources. "This award is a tribute to these efforts and I'm proud of everyone who made this recognition possible."

WakeMed Named Healthy Employer

For the fifth year in a row, WakeMed was recognized as part of the *Triangle Business Journal's* annual Healthiest Employers of the Triangle awards. The annual awards recognize companies that commit to making wellness a priority while working to proactively improve the health of their employees. WakeMed was one of 25 businesses chosen – and was the only health system in the group.

WakeMed believes that our commitment to our community begins right here – with the WakeMed family. As a result, employees have access to a number of wellness benefits, including *WakeWell* rewards, our annual employee wellness incentive program, numerous wellness features within our benefits plan, including 3D mammogram coverage, no co-pay for dietitian counseling and step therapy tobacco cessation medications. Employees can also enjoy walking routes at all three hospitals, on-site farmers markets, reduced membership fees at Healthworks, *WakeWell* meals in the cafeterias and healthy options in vending machines. Have ideas about how we can improve our wellness offerings? Send them to wakewell@wakemed.org.

Pictured above: WakeMed's annual Well-Being Fair is an opportunity to learn about the many services and resources available to employees to help improve your health, wellness and work-life balance. Mark your calendar! The 2019 Well-Being Fairs will be January 17 (Raleigh Campus), January 29 (North Hospital) and February 13 (Cary Hospital).



Susan James Receives TBJ C-Suite Award

Susan James, JD, vice president & Chief Legal Officer, was recognized by the *Triangle Business Journal* in their second annual C-Suite Awards. The awards program recognizes outstanding 'C-level' executives for their contributions to the Triangle community. James joined WakeMed in 2015 and leads our Legal Affairs team, which is responsible for all legal matters affecting the system, including legal advice to leadership, physicians and staff, retaining and overseeing outside counsel on selected matters, and directing legal compliance activities.

WakeMed Welcomes New Pharmacy Residency Program



As part of our commitment to training the next generation of health care leaders, WakeMed implemented general practice and specialty Pharmacy Residency Programs starting in 2010. This year, we are pleased to welcome a new second-year residency program, focusing on Infectious Diseases. The program, whose first year will be funded fully by the WakeMed Foundation, is one of the many ways WakeMed is working to combat hospital-acquired infections – particularly *Clostridium difficile* (C diff.).

The new pharmacy resident will be an important member of our Antibiotic Stewardship Program, which also includes an infectious diseases physician and infectious diseases pharmacist. The goal of the Antibiotic Stewardship Program is to optimize and reduce the use of antibiotics, which is a risk factor in developing C. diff. The pharmacists on the team are responsible for reviewing the antibiotic regimens for all inpatients and leading interdisciplinary rounding on high-risk patients.

"WakeMed has seen success as a result of our antibiotic stewardship program for several years, but as our system grows, we recognized the need to expand this resource," commented **Abbie Williamson**, PharmD, director (Pharmacy Services). "The new pharmacy residency program will expand our infection prevention efforts, while allowing us to help train future leaders in antimicrobial stewardship to create a healthy community in North Carolina and Wake County."

Above: **Shaily Dashi** is the Infectious Diseases Pharmacy resident for 2018-2019, the inaugural year of the program.



coming soon!

Pyramid Society Award Recipients

Meet the recipients of the 2018 Pyramid Society Awards and learn about their outstanding accomplishments in the next issue of *Microscope*!

#WeAreChasingZERO

All hands on deck for hand hygiene

It may sound elementary, but washing your hands is the most important means of preventing health care-acquired infections – and that's why hand hygiene is the first area of focus for our Chasing Zero initiative. As health care providers, we have a responsibility to ensure our patients receive the best care possible – and at a very basic level, that starts with clean hands. Whether or not you have direct patient contact, keeping your hands clean helps keep our care environment clean and prevents the spread of germs and infections.

This quarter (September – November), WakeMed is putting All Hands on Deck for Hand Hygiene!

Here are a few ways you can get involved:

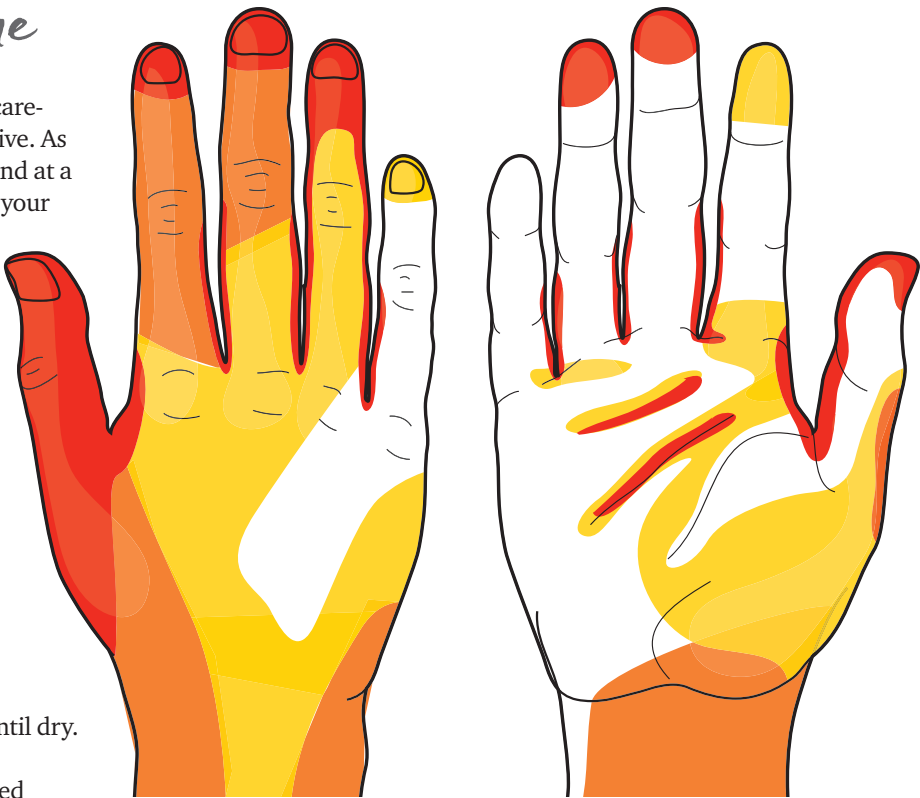
- Practice good hand hygiene and hold your coworkers accountable for doing so.
- Take the Hand Hygiene quiz on the intranet
- Participate in the Hand Hygiene mini-campaign – ask your manager for details!

Hand Hygiene – DID YOU KNOW?

- 80 percent of all infectious diseases are transmitted by touch.
- The CDC reports that on average, healthcare providers clean their hands less than half of the times they should.
- Wash your hands for **at least** 15 seconds, not specifically 15 seconds.
- Soap and water remove germs from hands, but they cannot kill germs. Soap and water work by removing microbes from your hands.
- Alcohol-based hand sanitizer kills most, but not all, bacteria and viruses on contact.
- Make sure to use enough alcohol-based hand sanitizer to cover all surfaces of your hands and rub until dry. Hands should stay wet for approximately 20 seconds if you use the correct amount of sanitizer.
- Hand sanitizer is not effective against *Clostridium difficile* (C. diff.), a common health care-associated infection. Always use gloves when caring for patients with C. diff. and wash your hands with soap and water after touching potentially contaminated surfaces.
- Using alcohol-based hand sanitizer does NOT cause antibiotic resistance.
- Wet hands are more likely to spread germs than dry ones.

HAND HYGIENE

Frequently Missed Areas



MOST OFTEN MISSED AREAS **OFTEN MISSED AREAS** **LESS OFTEN MISSED AREAS**



LEADER STANDARD WORK

WakeMed's leadership team will be spending more time out on the genba (patient care areas and other spaces where work is being done) as we expand on our commitment to the Wake Way 2 Excellence key principles with Leader Standard Work. As part of our continuing journey to being a top 10 hospital, Leader Standard Work builds upon our Behaviors and Tenets by implementing new tools, and reinforcing best-practices already in use, to improve the patient and family's experience of care, as well as our processes, communications, and our environment.



One of the many elements of Leader Standard Work, which defines expectations for all leaders (manager and above), is to spend time talking, observing and learning from patients, visitors and staff. Leader Standard Work will build on existing evidenced-based practices – including Communication in Healthcare, AIDET, unit-based huddles, physician & nurse manager partnerships and more. “Leader Standard Work brings together the good work being done throughout the system and enhances it with tools that are efficient and effective for all of our leaders to use regularly. The goal is to increase the time leaders spend on units and work spaces interacting with our patients, families and team members to help improve the patient experience and engage and empower our patient care teams,” commented **Cindy Boily**, MSN, RN, chief nursing officer. One component of this work is a project that began a several weeks ago where our nurse leaders spend a few minutes with each admitted patient every day – the program is already having a positive impact on several levels and will be expanded to include other leaders throughout the system.

As this work continues, you will notice our leadership team spending more time on the genba. Please take the opportunity to talk with leaders and share your thoughts and feedback. “We appreciate the opportunity to hear from all our staff members who are doing the powerful work of making WakeMed the exceptional health system it is. We want to learn what we are doing well, understand barriers, and how we can strive to improve,” commented **Denise Warren**, executive vice president and COO, and Leader Standard Work Executive Steering Committee Chair. Leader rounding will also provide opportunities for recognizing great work in real-time.

Five Key Practices that Make a Difference

As part of Leader Standard Work, WakeMed's leadership team has incorporated five servant behaviors into their daily work – and we challenge you to do the same! These are easy-to-remember ways to exhibit the Wake Way to all:

- **Be Present:** Avoid multi-tasking, put away cell phones and computers, be in the moment with those you interact with.
- **10/5 Rule:** Give a “Wake Way welcome” – smile and make eye contact within 10 feet; greet people at 5 feet in a manner you are comfortable with.
- **Escort Individuals:** When helping someone find a location, walk with them to their destination.
- **Owner vs. Renter:** Take the extra step to leave things better than you found them (pick up trash, answer a ringing call bell, wipe up a spill, etc.)
- **Start with a Win:** Start meetings with a chance to share what is going well, something you are proud of, or a positive patient or team member interaction.

Rounding and these five key behaviors are just two elements of the evidenced-based practices that are part of Leader Standard Work, which is led system-wide by an Executive Steering Committee that includes representatives from each enterprise and numerous clinical and support departments. The Executive Steering Committee is tasked with setting the course for this next phase of Leader Standard Work impacting the experience and engagement of our patients and families. Stay tuned for more information and updates from this team as work progresses.



The Epic electronic medical record system will be upgraded to the 2018 version on Sunday, December 9. The upgrade brings with it several new features and advanced functionality. Details about the transition timeline will be shared as we get closer to the upgrade date.

Some of the new features and tools available in the 2018 upgrade include:

Sexual Orientation and Gender Identity (SOGI)

- **SOGI Data:** The SOGI patient information is being integrated into the patient medical record to capture more complete patient information.
- **Preferred Name:** Preferred name will be easier to enter, find and use for patients in most settings. Please note, the patient's legal name (not preferred) and date of birth will continue to be patient identifiers per WakeMed policy.
- **MyChart:** SOGI questions will be integrated into MyChart so patients can complete those questionnaires in advance to get more accurate information.

Emergency Department

- **ED Clinical Scoring Tools:** Clinicians will have access to 12 standard clinical calculator systems such as NIH, Heart score, CHADS2, LRINEC. This will allow for improved reporting, and the ability to pull scores into a variety of notes.
- **Discharge Smart Sets for Providers:** The Smart Sets allow physicians to finish disposition documentation with just a few clicks.
- **Provider Required Documentation Track Board:** ED clinicians can easily complete all their outstanding charting tasks with the new “Finish Up Fast” activity.

Imaging

- **Pre-Charting for Hospital Outpatient Department (HOD) Visits:** Clinicians can document for HOD visits, which is the same feature that allows clinicians to document in an appointment before the patient arrives.
- **Enter External Ordering Providers in Transcribing Workflows:** Users can select an ordering provider who only has a provider record (and no user record) without having to build and maintain user records for external providers.
- **Real-time Schedule Updates Now Appear on Appointments in the Snapboard:** Red delay bars now appear in the Snapboard to indicate when appointments haven't started on time or are taking longer than scheduled. Start times for later appointments are projected and the appointments shift down in the schedule based on the delays.
- **External Result Report Makeover:** New, more visually pleasing report for external providers.

Clinical Documentation

- **Documentation of Lines and Airways:** Clinicians can visualize where lines, drains, airways and wounds are on the body using an avatar in patient reports.
- **Medication Reconciliation:** Entering details of new home medications will look more like the Order Entry feature and editing existing home medications will be easier.

Ambulatory

- **Wide Screens:** Nurses and medical assistants will have the same widescreen view as physicians.
- **Happy Together Labs:** Clinicians can view lab results from other organizations under the lab tab in chart review, and the results can automatically be reconciled and trended with the internal lab results.

Upgrade Important Dates

- **Starting the morning of December 3:** Some master files will be locked down and customizable features, such as personalizing dashboards, creating new Smart phrases or Smart links, will not be available.
- **Sunday, December 9:** downtime from 1 to 4 am

Feeling under the weather? We can help!

Access RelyMD for Free in November

WakeMed provides employees on the WakeMed medical plan and their covered dependents with 24/7 access to RelyMD, a telemedicine provider, for just \$15 per visit*. As a special feature, during the month of November, all visits for medical plan members are free!

Whether you need immediate access to health care from home or on the go, RelyMD providers are ready to help. RelyMD is staffed by Wake Emergency Physicians, PA – the same providers you know and trust within WakeMed emergency departments.

To register, visit relymd.com/wakemed. To receive the special discounted rate, be sure to enter Group ID: WAKEMED when registering. This service is available in addition to existing telemedicine care available at WakeMed Physician Practices – Employee Health & Wellness.

* Available for all others for \$50 per visit.





This fall was a busy season for WakeMed. With numerous community events throughout Wake County, we had the opportunity to make an impact on the health and well-being of hundreds of community members. Thanks to all of our staff volunteers who made these outreach efforts so successful!

WakeMed Rehab embraced the opportunity to host two new events at the Raleigh Campus. First, the **Rehab Reunion**, held in September, gave patients a chance to reconnect with caregivers and learn about opportunities to continue their journey to health. In October, WakeMed Rehab launched **Ready, Steady, Go!** a community-wide initiative to prevent first and future falls among the elderly. Participants enjoyed assessments by WakeMed therapists, pharmacists, dietitians and neuropsychologists.

North Hospital welcomed hundreds of community members in early October for the annual **Ladies Day** event and – for the first time at that facility – **Men’s Health Night**. These events provide an opportunity for the community to hear from our medical experts, participate in health screenings and browse health education tables.

In Cary, WakeMed continued our presence at the annual **SAS Championship** tournament in October. WakeMed offered first aid support and provided blood pressure checks, flu shots, and games and activities in the Health Zone throughout the tournament.

The New Bern Avenue Corridor Alliance held a **Clean Sweep and Health** event on September 22. Over 50 people participated in the litter pick up and WakeMed provided free health screenings and flu shots on the Health Lives Here vehicle.

Catch a Falling Star Award

365 DAYS FALLS-FREE!

Six WakeMed departments went the entire fiscal year 18 without a fall! Congratulations to these teams and thank you for all you do to promote patient safety. You are truly Chasing Zero and we are proud of your accomplishments:



- Mother/Baby – North Hospital
- Nursery – North Hospital
- Imaging – North Hospital
- Imaging – Cary Hospital
- Nursery – Cary Hospital
- Heart Center Pre- & Post-Procedure Care

Congratulations to the following departments that were Falls Free during the fourth quarter of FY18 (July – Sept):

- | | | | |
|--------------------------------|--------------------------------------|--------------------------------------|---|
| • Mother-Baby – Raleigh Campus | • Heart Center Pre- & Post-Procedure | • Emergency Department – Brier Creek | • Women’s Pavilion & Birthplace – Cary Hospital |
| • 1B Clinical Evaluation Area | • Neuro Critical Care Unit | • Chest Pain Unit – Cary Hospital | • Mother-Baby – North Hospital |
| • 1C Clinical Evaluation Area | • NICU | • ICU – Cary Hospital | • Special Care Nursery – North Hospital |
| • CICU | • PICU | • 2West CVIC – Cary Hospital | • Imaging – North Hospital |
| • CTICU | • Children’s Emergency Department | • Imaging – Cary Hospital | |
| | • STICU | | |

WOW, WHAT AN EMPLOYEE!

Sheri De Shazo, MSN, RN, (SVP, North Hospital) was chosen to serve as chair-elect of the American Hospital Association Section for Maternal and Child Health. The section is guided by a council of 18 individuals representing health care leadership from some of the country’s leading women and children’s health providers.

Jeff Lamphere, PA-C, director (Advanced Practice Providers Credentialing & Privileges) has been appointed to the Board of Trustees and Governors of Alderson Broadus University in West Virginia.

Congratulations to two WakeMed leaders who have taken on leadership roles in new areas: **Barb Bisset**, PhD, executive director, Environmental Health & Safety, has taken on oversight for the Center for Innovative Learning and SIM Center. **Diana Rhyne**, director, (Clinical Research) has been named director of WakeMed Innovations.

Tovia Nowak, RN, was promoted to manager of 1A Clinical Evaluation Area. Many thanks to **Sabrina Jones**, RN, for serving as interim while recruitment for a new manager was underway.

Kristen Carsone, RN; **Jessica Roy**, RN; **Quatechia Dolford**, RN, and **Samantha Holland**, BSN, RN, (all of Labor and Delivery Raleigh Campus) obtained inpatient OB certification.

Wafa Cobin, RN, (Newborn Nursery – Raleigh Campus) earned certification in Low Risk Neonatal Nursing.

Shay Clark (Electrophysiology) passed the registered cardiovascular invasive specialist (RCIS) certification test.

Lesley Bradley (Patient Case Management – Cary Hospital) passed the national case management accreditation exam.

Tammy Currin, RN, and **Michelle Devine**, RN, (both of CICU) earned critical care nursing certification (CCRN).

3A CVIC congratulates **Eve Tanas**, RN, for earning medical-surgical certification and **Lisa Thompson**, RN, on earning cardiovascular nursing certification.

Melissa Goodsell, RN, (CICU) earned a bachelor’s degree in nursing (BSN) from Winston Salem State University.

Emily Snipes (Community Case Management) became a licensed clinical social worker (LCSW).

Congratulations to **Emily Jewell**, MD, who was named Resident of the Year for Orthopaedics.

COMINGS & GOINGS

Emergency Communications welcomes **Martha Comer**, **Dwayne Cureton**, **Zari Wilkins** and **Tasha Lindsay**.

WakeMed Heart & Vascular welcomes **Chuck Barry**, **Sonja Hempstead** and **Ericka Morrison**.

Invasive Cardiology welcomes **Jessica Kantor**.

Primary Care - Fuquay-Varina welcomes **Angelique Shoffner**.

CICU welcomes **Kimberly Johnson**, RN, and **Tammy Medlin**, NAI.

1 East Clinical Evaluation Area – Cary Hospital welcomes **Melissa Kisicki**, RN, and **Deidre McNeil**, NA.

Food & Nutrition Services – Cary Hospital welcomes **D’Shawn Marshall** and **Trai Manning**.

Clinical Dietitians – Cary Hospital welcomes new lead clinical dietitian **Brittany Waddell**.

WakeMed Physician Practices – Urology welcomes **Jacqueline Morrison**, RN, to the Cary office and **Angela Reid** to the North office.

Respiratory Care Services – Cary Hospital welcomes **Jimmy Makinson**, **Bradly Tallman**, **Maurice Smith**, **Crystal Carter**, **Kristy Halani** and **Jamaal Hunt**.

3A CVIC welcomes **Heather Powell**, BSN, RN.

Neonatology welcomes **Erin Mulder**, PNP.

Emergency Department – Brier Creek Healthplex welcomes **Samantha Wingo**, RN, **Shay Moore**, and **Latisha Cash**.

Health Information Management welcomes **Linda Pittman**.

Risk Management welcomes **Terri McCall**, RN, who transitioned from Staffing Resources and **Nancy Groves**, RN, who transitioned from Surgical Services.

Patient & Family Experience welcomes **Nancy Murphy**, MSW, and **Chanell Bailey**, LPN, MHA as patient liaisons.

1D Clinical Evaluation Area welcomes **Linda Leimone**, RN, **Buchi Onyebuchi** and **Derrick Sutton**.

Patient Case Management welcomes **Shameeka Newton** to North Hospital and **Ida Mae Fleming** to Raleigh Campus.

Home Health welcomes **Melissa Sangster** and **Dee McDonald**, LPN.

ADDITIONS & ATTACHMENTS

Meagan Casey, NP, (Neonatology) and her husband Peter welcomed daughter Charlotte Clare on September 14.



New Services at Cary & North Hospitals

Cary Hospital Now Receiving Trauma Patients

Cary Hospital recently began receiving patients meeting trauma criteria from EMS agencies as their next step in achieving designation as a Level III Trauma Center. With these patients now coming to Cary Hospital, there is a trauma surgeon on call and an advanced practice provider in the hospital 24/7. Staff, patients and visitors will hear overhead announcements when a trauma patient is due to arrive in the ED. This designation will allow WakeMed to better serve the emergency/trauma care needs of our community.

OB Emergency Departments Open at Cary & North

This October, the Women’s Pavilion & Birthplace at both Cary Hospital and North Hospital proudly opened new OB Emergency Departments (OB-ED), which are dedicated areas within the emergency department designed exclusively for treating pregnant women. This new service helps ensure expectant mothers with a gestational age of 20 weeks or more receive timely, specialized care in a dedicated OB environment. Both feature dedicated staff and physicians contracted to provide coverage 24 hours a day, seven days a week. The Raleigh Campus OB-ED opened earlier this spring, so we are pleased to now offer this service at all three birthing hospitals!



🔴 **Jeremy Wininger**, NP, (Pulmonary & Critical Care Medicine) was the recipient of Transitions LifeCare’s first inpatient “Champion of Palliative Care” award. He was recognized in September by the palliative care team at WakeMed for his proactive, collaborative and compassionate relationship with the inpatient palliative care team. “Jeremy always consults palliative care early on in admission when he sees the need and this results in better outcomes for patients and families,” commented **Leah Rosen**, LCSW, (Case Management), palliative care social work manager. Thank you, Jeremy, for being a champion in our community for palliative medicine!



🔴 In September, WakeMed welcomed back retired physician **Frederick Burroughs**, MD, FCP, who signed copies of his book, *Sharing My Journey to a Career in Medicine in a Transitioning South*. Burroughs was Wake County’s first board-eligible African-American pediatrician who served many patients with distinction at WakeMed throughout his career.



🔴 **Vikas Pathak**, MD, (Pulmonary & Critical Care Medicine) and Campbell University School of Osteopathic Medicine students **Andrew Astin** and **Christine Zhou** presented research at the annual CHEST (American College of Chest Physicians) meeting in San Antonio, Texas and won the outstanding poster award. CHEST is the annual meeting of all the pulmonary/critical care and sleep medicine physician from North America.

🔴 **Veta Hamm**, PT, and **Susan Gates**, PT, were the winners for the Physical Therapy pumpkin decorating contest as part of the team’s Physical Therapy Month Celebrations!



🔴 Members of WakeMed’s Pathology team attended the 2018 North Carolina Association of Blood Bankers Fall Annual Meeting in September and **Kevin Ragan** (Organizational Development) was a presenter.

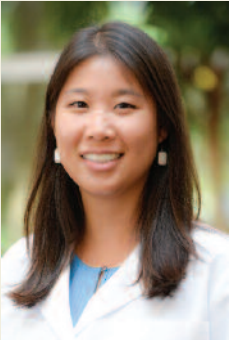


NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Physicians



Pooja Apte, MD
Hospitalists



Ann Chung, MD
General Surgery



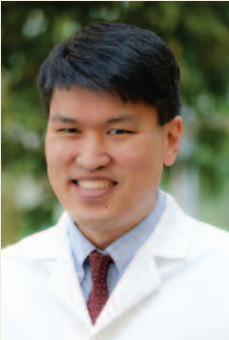
Paul Enochs, MD
WakeMed Bariatric Specialists of NC



Sheree Givre, MD
WakeMed Urgent Care



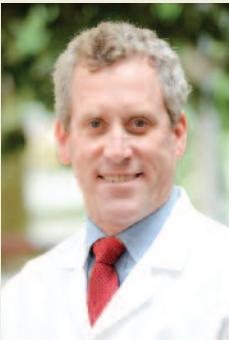
Tyler Gonzalez, MD
Wake Orthopaedics



Jason Ho, MD
Pediatric Cardiology



Owais Jeelani, MD
Hospitalists



Jeff Kantor, MD
Pediatric Gastroenterology



Kevin Kinlaw, MD
Hospitalists



G. Aman Luther, MD
Wake Orthopaedics



Jace Paszkowiak, MD
Vascular Surgery



Lynn Rebello, MD
Pediatrics

Welcome New Advanced Practice Providers

Patrick Finn, NP
Wake Orthopaedics

Sarah Mastronardi, PA
Surgery/Trauma

Stacey Allred, NP
Surgery/Trauma

Erin Mulder, NP
Neonatology

Melissa Oliver, PA
Heart & Vascular Services

Ronald Romanelli, PA
Wake Orthopaedics

Dorothy Swanson, PA
Surgery



Stephanie Riggins, MD
General Surgery



Joseph Salfity, MD
Vascular Surgery



Samuel Wesonga, MD
Primary Care - Brier Creek

New Practices Now Open!

ENT – Head & Neck Surgery – Apex
120 Healthplex Way, Suite 302
Apex, NC 27502
919-350-7856

Providers:

- **Nathan Calloway**, MD
- **Gita Fleischman**, MD
- **Stuart Ginn**, MD

Pediatric Cardiology
North Hospital – Physicians Office Pavilion
10010 Falls of Neuse Road, Suite 102

Brier Creek Healthplex
8001 T.W. Alexander Drive, Ste. 204
919-235-6422

Providers:

- **Jason Ho**, MD
- **Blair Robinson**, MD
- **Jennifer Whitham**, MD

WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the “Report a Good Catch” link on MyWakeMed.



Katie Denner, RN, (Emergency Department – Raleigh Campus) was concerned about discharging a patient who did not seem ready to go home alone. She expressed her concerns and Case Management was engaged. After calling the patient’s emergency contact, it was discovered the patient was a Silver Alert – the patient’s sister was so happy to hear the patient was okay and the Silver Alert was cancelled.



Sarah Billings (Physical Therapy) was asked to evaluate patient for discharge who was admitted with AMS, diaphoresis and pain two weeks after back surgery. Upon evaluation, the patient demonstrated significant weakness, impaired sensation and consistent dizziness – none of which had been present previously. The physical therapist conducted additional testing and consulted **Jennifer Deane** (Physical Therapy) to conduct vestibular testing and get a second opinion regarding mobility presentation. Jennifer evaluated and did not see any central or peripheral vestibular findings and agreed with Sarah that the patient's deficits were cause for concern. They then shared their concerns with the hospitalist, who consulted neurology and performed an MRI and micronutrient testing and abdominal CT. The patient was found to have retroperitoneal hematoma with evidence of active bleeding and was transferred to ICU.



Christa Wilkerson (Imaging – Raleigh Campus) was working with a patient who had come through the Emergency Department when she made her good catch. The patient had a history of abdominal pain and a gallbladder ultrasound was ordered. The patient had told the physician that she had never had surgery, but Wilkerson noticed four scars on her abdomen. The patient then explained that she had had a gallbladder “procedure” previously, and Wilkerson discovered that the patient had already had the gallbladder removed, sparing her an unnecessary test.

Please forgive us! Last month, we published a Good Catch that listed the recipient as Michelle White (2 East Medicine – Cary Hospital) when Michele White (Emergency Department – North Hospital), pictured left, should have been recognized. Michele and Michelle, please accept our apologies for the error and any confusion it may have caused.



LEADERSHIP UPDATE

Laura Goedeker Joins WakeMed as Director of Managed Care



In August, WakeMed welcomed **Laura Goedeker** as director of managed care. She brings with her nearly 20 years of experience optimizing relationships between health insurance companies and medical providers. She has worked in both the payer and provider environments, most recently as a Corporate Director of Managed Care Contracting at Allegheny Health Network in Pennsylvania. She holds a degree in health administration.

Amanda Thompson Named Director, Heart & Vascular Services



Heart & Vascular Services recently welcomed new director **Amanda Thompson**, MHA, BSN, RN. Thompson joined WakeMed from Atrium Health (formerly Carolinas Healthcare System), where she worked for over 30 years. Her experience has been in nursing leadership, adult critical care cardiac services, invasive and non-invasive services, quality programs and project planning/management. In her new role, she will have operational oversight for CTICU, CICU, 2E, CV Testing, EP and Cath Lab, as well as the Heart Failure, AMI/Chest Pain and Stroke programs. Thompson holds a bachelor’s in nursing from UNC – Charlotte and a master’s in health administration from Pfeiffer University.

Crystal O’Neal Promoted to Director, Respiratory Care Services – Raleigh Campus



After serving as the interim director for several months, **Crystal O’Neal** MHA, has been named director of Respiratory Care Services for Raleigh Campus. O’Neal has 17 years of experience as a respiratory therapist and has held several positions within the department since joining WakeMed in 2004. Her experience in acute/chronic adult care, pediatric care and neonate cardiopulmonary diseases has prepared her to lead as well as bring innovations to our service here at WakeMed.

A WakeMed Response to Hurricane Conditions

When Hurricane Florence swept through North Carolina, the WakeMed family stepped up to respond – in service, donations and time. Many employees worked through the storm, spending additional hours and several days at our facilities to ensure that patient care was uninterrupted. In advance of the storm, The Blood Connection hosted an emergency blood drive in the Raleigh Campus Courtyard. With just a few hours of notice, the WakeMed family stepped up to meet this need. Nearly 100 people registered, and 82 pints of blood were collected.

As the storm moved through, CapRAC teams were activated by North Carolina Office of Emergency Medical Services and were responsible for the logistics and onsite management of a state medical support shelter in Goldsboro. Teams of SMAT-800 and Capital MRC volunteers worked in the CapRAC warehouse to prepare the various response trailers for deployment and Capital MRC members traveled to Goldsboro where they spent several days caring for patients and community members.

Following the storm, WakeMed hosted a food and supplies drive to benefit the Food Bank of Central & Eastern North Carolina. Thanks to your generous donations, over 60 boxes of food were delivered to the food bank in early October. Thanks also to All American Relocation & Storage for partnering with us in this effort!



Dialing in an Upgrade

Upgrades Continue Throughout the System

Information Services is in the process of replacing the existing phone system with an enterprise Unified Communications system. The new phone system offers enhanced voice services and provides backup in the event of a primary outage or disaster. In addition to improvements this upgrade makes to the hardware and software in our communications system, the phones have a few new features that have gotten rave reviews:

- The ability to receive voicemails by email, delivered as a sound file.
- The ability to associate your mobile phone with your desk phone and transfer in-progress calls to your mobile phone without disconnection or disruption.

Upgrade Schedule

Many locations throughout the system were upgraded in the spring and summer. The following locations are scheduled to be upgraded in the coming months:

- Andrews Center physician practices: October through November
- North Hospital: November
- Cary Hospital: November through December
- Raleigh Campus: Beginning in January
- Wake Heart and Vascular Practices: Will be upgraded together later in the schedule to maintain the ability to use extensions when dialing between offices.

Quick Tips: Prepare for Upgrade

- Leave your office door unlocked so your phone can be accessed quickly.
- Information Services recommends that you clean out your voicemail box prior to the upgrade.
- The replacement may take approximately 15 minutes per phone.
- Allow time to setup your voicemail on the new phone.
 - The new voicemail extension is 05000.
 - Previously received voicemails are still available via voicemail at 03000
- If upgrade takes place after hours, a staff member will be on hand the following day for assistance.
- If you currently use a headset, instructions will be provided for reconnecting to the new phone.



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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WakeMed

WakeMed Health & Hospitals

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GET YOUR FLU VACCINE!

Flu vaccines are still available free of charge to all WakeMed employees, medical staff members and volunteers. This year, we are offering vaccines that are egg-free and preservative free. We are not offering flu-mist.

Any employee who fails to receive a flu vaccine, renew a previously approved exemption, or obtain a new exemption from Occupational Health by 4 pm on November 9 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.

Remember, to qualify for any potential WakeShare Payout next year, you must meet all Occupational Health requirements by their original due date. For more information, contact Occupational Health at ext. 07370 (Raleigh Campus), ext. 02631 (Cary Hospital) or ext. 01685 (North Hospital).



Follow us!

Want to learn more about what’s happening at WakeMed?
Follow us on social media!

@WakeMed

WakeMedHospitals

WakeMed

WakeMed Children's

CALENDAR OF EVENTS

Veterans Day Services

Friday, November 9
11 am
Raleigh Campus, Cary Hospital and North Hospital

All are welcome to join us as we honor the veterans within the WakeMed family.

WinterFest

Raleigh Campus
Thursday, November 29
8 am to 4 pm

Cary Hospital
Friday, November 30
9 am to 1 pm

North Hospital
Tuesday, December 4
10 am to 2 pm



On-Site Belk Sales

WakeMed Volunteers and Belk are partnering to bring a pop-up store to WakeMed at Raleigh Campus and Cary Hospital. Belk department store representatives are bringing Belk gift cards, home goods, fragrances, handbags, jewelry, watches, shoes, makeup, clothing and more to WakeMed for your shopping convenience.

Employees can use payroll deduction at on-site sales for their purchases. Supplemental employees can use one payroll deduction to purchase items totaling up to \$49.99. All other

employees can use up to three payroll deductions in three separate pay periods. Please bring your WakeMed ID to pay for your purchases. Cash and major credit cards can be used for purchases as well.

Raleigh Campus
Wednesday, October 31 and Thursday, November 1
7 am – 4 pm
Andrews Center

Cary Hospital
Thursday, November 8 and Friday, November 9
7 am to 4 pm
Conference Center

Pre-Shop: In addition, employees can shop at the Belk Crabtree Mall location in advance of the sales and have their merchandise selections held and brought to the appropriate on-site sale so they can use payroll deduction for their purchases. Employees and volunteers who wish to pre-shop must show their WakeMed ID Badge and inform the store sale associate when they have finished making their selection.

- Raleigh Campus Pre-Sale: October 24 through 29
- Cary Hospital Pre-Sale: November 1 through 6

Belk will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

CapRAC Training

Critical Incident Stress Management: Assisting Individuals in Crisis and Group Crisis Intervention – Nov. 13 – 15, 8:30 am – 4:30 pm, Andrews Center; email SHarrison@WakeMed.org for more information and to register

State Medical Assistance Team 800 Initial Training – Nov. 29 & 30, 8:30 am to 4:30 pm, Garner; email SHarrison@WakeMed.org for details and to register

Capital Medical Reserve Corps Orientation – Dec. 3, 6 to 9 pm; email NiThorpe@WakeMed.org for more information and to register

G-386 Mass Fatalities Incident Response – Dec. 4 & 5, 8 am to 5 pm, Garner; email SHarrison@WakeMed.org for more information and to register

Wake AHEC

CT Lung Screening in a Value-Based World: What a Community Physician Needs to Know –Nov. 1, Carolina Country Club

Ethical Responses Toward Sexual Harassment, Assault, and Consent – Nov. 2, Andrews Center

Thirteenth Annual Time is Brain: Advances in Stroke Care – Nov. 3, Andrews Center

Make Sure You Are In Compliance: DANB's New Infection Control Two Hour Credit Requirement – Nov. 6, Andrews Center

The Ethics of Cultural Humility: Transcending Visible and Invisible Barriers in Psychotherapy – Nov. 8, Andrews Center

Commercial Driver Medical Examiner Training Course – Nov. 9, Andrews Center

Medicolegal Death Investigation Seminar – Nov. 10, The McKimmon Conference & Training Center

A Game Changer in Caries Management: Silver Diamine Fluoride –Nov. 13, Andrews Center

Motivational Interviewing Skill Expansion – Nov. 14, Andrews Center

CGEC Senior Care Symposium: Fundamental Care Strategies (formerly Mast Symposium) – Nov 14, Andrews Center

Mental Health First Aid for Pharmacists – Nov. 16, Cary Hospital

Understanding Spasticity in the Pediatric Population: Current Medical and Physical Treatment Techniques – Nov. 17, Andrews Center

Advancing Clinical Leadership: Now It's My Turn – Nov 28, Cary Hospital

Collaborative Goal Writing between Clinicians and their Clients with Aphasia – Nov. 30, The McKimmon Conference & Training Center