

MICROSCOPE

**Exceptional People.
Exceptional Care.**

WAKEMED OPIOID STEWARDSHIP INITIATIVE

In order to break the cycle of opioid dependence and reduce the number of opioid-related deaths in our community, WakeMed has launched a system-wide opioid stewardship initiative. To date, the task force has identified four main avenues to help curb opioid misuse:

Ensure Appropriate Opioid Use: Setting consistent opioid prescription standards can help ensure clinicians and patients consider alternative treatment options, improve patient outcomes and reduce the number of patients who develop an opioid use disorder, overdose, or experience other harmful side-effects. Some of these standards include limiting the default quantity of narcotics, limiting the of number of pills prescribed, and reducing the use of Dilaudid in our Emergency Departments. “We began limiting the use of Dilaudid in our Emergency Departments in 2017 and the medication is now only used when absolutely necessary or when other pain management strategies are ineffective,” explains **Branson Page, MD, (WEPPA)**. “As a result, the number of Dilaudid orders has dropped from almost 2,000 per month in 2016 to virtually zero in the last three months of 2019.”

Decreasing Dosing: Signed into law by Governor Roy Cooper in 2017, The STOP Act limits initial prescriptions of many opioids and narcotics to a 5-day supply for acute pain and a 7-day supply for post-operative pain. Compliance with this initiative has also led to a decline in opioid prescriptions since 2017. Additionally, WakeMed has implemented an alert for opioid prescriptions for new moms. While entering discharge prescriptions, providers receive an Epic alert prompting them to consider a non-narcotic pain reliever if a patient has not taken any narcotics for the previous 24 hours.

Alternatives to Opioids: Many areas across WakeMed have embraced non-opioid pain management and multimodal analgesia to provide relief for patients in acute pain. Led by **Cindy Klaess, CNS**, the interdisciplinary Pain Collaborative is working to build awareness and resources to support this goal. The groups’ projects to date have included reviewing medication trends, a pilot program to identify joint replacement patients at risk for opioid-adverse events, advocating for multimodal analgesia in Epic order sets for pain management, and training staff and community members in non-pharmacologic pain interventions, with support from a WakeMed Foundation grant. The pain collaborative has also been integral in developing policies and a pocket guide related to pain management.

Identifying At-Risk Patients: Prescription drug monitoring programs are an effective tool for identifying at-risk patients. Epic is now integrated with the NC Controlled Substances Reporting System, which makes information on controlled substance prescriptions available to prescribers and dispensers. The system can help improve patient care, avoid potential drug interactions and identify individuals that may be deemed at risk. With a grant from the WakeMed Foundation, WakeMed Emergency Departments are now stocked with Narcan kits, which are provided for patients who have experienced an overdose. “The goal of providing these kits is to improve the well-being of our community by preventing future overdoses,” explains **Brittany Komansky, RN**, director (Emergency Services). “Since the program started in June 2019, WakeMed has given over 82 kits to patients.”

Results at a Glance



Emergency Department opioid use down 30% since 2017.



Emergency Department morphine doses down by 21% since 2017.



Since April 2019, 81 staff, patients and community members have participated in Healing Touch sessions.

With funding from the WakeMed Foundation, 11 staff were trained in Healing Touch and 8 in aromatherapy.



Chasing ZERO Update

Improving Arrivals

As we continue our focus on patient identification, work is underway across the system to ensure that we are doing all we can to capture the most accurate patient identification information, as early as possible. One area that has been a major focus over the past few months is the ‘arrivals’ process, which is used for patients who enter through our Emergency Departments or OB EDs.



The arrivals process is used for emergency department patients to ensure they receive care in a timely manner. The full patient registration process is completed later on in their visit – but if a patient is arrived incorrectly, it creates issues that are difficult to resolve later on.

This fall, a new, standardized arrivals policy was adopted and implemented in all of WakeMed’s Emergency Departments and OB EDs. All staff who may arrive patients – which includes nurses, nurse techs and registration staff – were trained on the new process. “By refining the process, we are working to ensure patients are arrived correctly so they can later be registered correctly; thereby properly identifying the patient from the moment they enter our facility,” explains **Sheldrick Streete, RN**, vice president, Nursing (Raleigh Campus), who has been closely involved in this work. Improving the arrivals process will impact all 285,000+ patients who enter our emergency departments each year.

Building on the success of this work, a patient identification task force is also working on a number of other areas that have been identified as opportunities for improvement, including:

- Revising and improving the patient registration process used at the other points of entry across the system.
- Creating standard work on the placement of armbands for pediatric patients to prevent armbands from falling off of patients.
- Encouraging the use of RL Solutions for reporting patient identification errors and near misses and ensuring a consistent follow-up process when misidentification occurs.



Catch a Falling Star Award

Congratulations to the following departments who were **falls-free** for the first quarter of FY20 (October – December 2019)

Raleigh Campus

- Acute Neuro Care
- 1B Clinical Evaluation Area
- CICU
- CTICU
- Imaging
- Labor & Delivery
- MICU
- Mother/Baby
- NCCU
- NICU
- OB ED
- PICU
- STICU

Cary Hospital

- ICU
- Special Care Nursery
- 1 East Clinical Evaluation Area
- Labor & Delivery
- OB ED
- Imaging

North

- Mother/Baby
- Special Care Nursery
- Labor & Delivery
- OB ED
- Imaging

Garner Healthplex Emergency Department

WakeMed Recognized for Quality Care

Many insurance providers (managed care contractors) regularly evaluate hospital patient outcomes and cost-efficiency information and recognize those facilities that provide outstanding care. We are pleased to share that WakeMed has received honorable designations from Cigna and Blue Cross Blue Shield of North Carolina (BCBSNC) in the following areas:

Raleigh Campus

Cigna Center of Excellence:

- Cardiac Cath & Angioplasty
- Delivery
- Heart Surgery

BCBSNC Blue Distinction Centers:

- Spine
- Knees & Hips

Cary Hospital

Cigna Center of Excellence:

- Bariatric Surgery

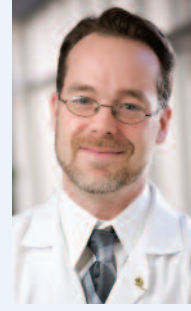
BCBSNC Blue Distinction Centers:

- Knees & Hips



Melissa Ingram, RN, Named Director, Occupational Health Services

Melissa Ingram, RN, has been promoted to director of Occupational Health & Safety Services after serving in the interim role for eight months. In this role, Ingram is responsible for developing, managing and directing WakeMed's Occupational Health program to ensure all legal and regulatory requirements are met and appropriate screening and exposure programs are implemented.



Brandon Roy, MD, Named EMD, Surgery Service Line

Brandon Roy, MD, will be promoted to the role of executive medical director of the Surgery Service Line on February 1. Dr. Roy is currently the medical director for General Surgery & Trauma, the medical director for the WakeMed Surgical Physician Assistant Residency, and a member of numerous WakeMed committees. Please join us in welcoming him to this new role and thanking Mark Wood, MD, for his leadership over the past several years.



FY2020 Aspirational Goal Metrics

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

An overview of the metrics in place for fiscal year 2020 – and how we were performing at the end of fiscal year 2019 – is below. Some changes were made to the metrics this year. Several existing metrics have been combined and a few new metrics were added. It is important for all staff to be familiar with these metrics as they provide a framework for specific, department-level tactics and policies. We encourage you to review this chart carefully then speak to your manager about what initiatives are ongoing in your area to support them.

Metric	2020 Target	2019 Results	Improvement is moving...
Quality			
Leapfrog: Meet 2 out of the 4 targets below			
<i>Leapfrog Grade: Raleigh</i>	A	C	▲
<i>Leapfrog Grade: Cary</i>	A	C	▲
<i>Leapfrog Survey: Raleigh</i>	79	77	▲
<i>Leapfrog Survey: Cary</i>	71	70	▲
Hospital Acquired Infections: Meet 2 out of the 3 targets below			
CAUTI	24	38	▼
CLABSI	24	33	▼
<i>C. diff</i>	71	77	▼
Culture of Safety			
Patient falls with injury	93	101	▼
Overall perception of safety on AHRQ Survey	70	69	▲
Wake Way			
Overall HCAHPS rating (percent of 9s & 10s scored)	77.38%	75.86%	▲
Providers earning PRC 5-Star Awards	35	30	▲
Extraordinary Team			
Employee Engagement Survey: employee ranking	93.7%ile	93.7%ile	▲
Provider Engagement Survey: provider ranking	88.0%ile	88.0%ile	▲
Financial Health			
Earnings before interest, tax, depreciation and amortization (EBITDA)	\$120,047,145	\$138,204,170	▲
Days cash on hand	218	215	▲
Highest Ethics & Standards			
Information System Security & Compliance: Meet 2 out of the 4 targets below			
<i>Percent of recipients who provide credentials in Phishing simulation emails</i>	3.50%	4.20%	▼
<i>Impermissible Epic access</i>	10%	13.25%	▼
<i>Alertline reports per 100 employees</i>	2	2.5	▲
<i>Percent of alertline reports confirmed</i>	55%	60%	▼
HI TRUST assessment rating	3 -	2 -	▲
Healthy Community			
MyChart activation by patients	40.00%	36.00%	▲
Community Health (Capital Counties) Survey Score	4	4	▲
Innovation			
HIMSS Analytics Assessment Grade	3	1	▲
Kaizen Workshop metrics achieved 90 days after event	70%	55%	▲
Preferred Partner			
Primary care provider market share	28.00%	28.00%	▲
Primary care physician loyalty (number of providers who refer to WakeMed specialists 70% of time)	78	68	▲
Value Leader			
Total operating expense per adjusted discharge	\$13,343	\$12,960	▼
Medicare readmission rates (combined total for pneumonia, total joints and AMI)	210	214	▼

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

WakeMed Foundation Grant & Scholarship Recipients



The WakeMed Foundation offers several scholarships and award opportunities throughout the year to help grow skilled caregivers, advance knowledge and skills and to improve the care and well-being of our patients. Congratulations to all our 2019 scholarship and grant recipients!

2019 Skills Scholarships

Claudiu Apahidean (Respiratory Care Services – North Hospital); **Jenna Benjamin** (Outpatient Rehab – Raleigh Medical Park); **Elizabeth Coleman** (Outpatient Rehab – Cary); **Tonya Disarbo**, RN (Neuro ICU); **Aurora Dowdy** (Community Case Management); **Lisa Franks**, RN (Clinical Resource Management); **Tiffany Garris** (Behavioral Health Services); **Olga Kosmos**, RN (Diabetes Program); **Laurie Leach** (Neuropsychology); **Karen McLean**, RN (Nurse Advice Line); **Crystal O’Neal** (Respiratory Care Services); **Rochelle O’Neil** (Neuropsychology); **Ashley Railsback** (Therapy Services Supplemental Pool); **Heather Rettammel** (Occupational Therapy – Cary Hospital); **Justin Rushford** (Corporate Planning)

2019 Helton Scholars

BJ Blankenship, RN (Children’s Emergency Department); **Darla Carthens** (Emergency Department – Brier Creek Healthplex); **Aranzazu Conklin**, RN (Quality Analytics); **Barbi Cox** (Clinical Informatics); **Becky Ezell**, RN (Imaging Nursing); **Tonya Gulley** (Surgical Services – Cary Hospital); **John Harris** (Community Case Management); **Matt Lotti** (Learning Technology); **Anna McCormick**, NP (Pediatric Gastroenterology); **Jatrin Monsalve**, RN (CTICU); **Jenny Moretz**, RN (CTICU); **Elizabeth Quinlan**, RN (2 West ICU – Cary Hospital); **Madison Rose** (Women’s Pavilion & Birthplace – Cary Hospital); **Kari Spencer**, RN (Emergency Department – Apex Healthplex); **Sandra Terry**, RN (Staffing Resources – Raleigh Campus); **Harry Wiggins**, RN (Clinical Administrators); **Myesha Williams**, RN (1A Clinical Evaluation Area); **Kippy Woodlief**, RN (Emergency Department – Raleigh Campus); **Matt Wrench** (Invasive Cardiology); **Chileatha Wynn**, PA (WakeMed Urgent Care)

2019 Helton Awardee Recipients

- Med/Surg Nursing Exam Review eLearning (5A MIC, 5C Medicine, 6C Surgery & Trauma, 1A Clinical Evaluation Area, Staffing Resources, 2 East – Cary Hospital, 2 West Intermediate Care – Cary Hospital, North Hospital)
- ED CNOR Exam Review eLearning (Surgical Services at Raleigh Campus and Cary Hospital)
- Gerontological Nursing Exam preparation (2E, 2C Rehab, Adult Acute Care Services)
- Certified Emergency Nursing Exam preparation (all adult Emergency Departments; Mobile Critical Care Services)
- Inpatient Obstetric Nursing Exam preparation (Labor & Delivery at Raleigh Campus, Cary Hospital and North Hospital)
- Certified Brain Injury Specialist (all Rehab Nursing units)

Foundation Grants

Several programs and initiatives throughout the system were supported by grants from the WakeMed Foundation in 2019, representing a combined total of \$1.74 million provided in restricted and unrestricted funding. The following are some of the programs supported by Foundation grants:

- Access to telemedicine for homeless patients (Community Case Management)
- Education and lending library for patients (Cardiac Rehab)
- Providing Naloxone to prevent opioid overdoses (Emergency Departments)
- Programs related to obesity reduction, complex patients, behavioral health (WakeMed Children’s)
- Supply Chain management certificate program through Michigan State University (Clinical & Support Services)
- InMotion arm and Bioness rehabilitation tool (Rehab)

Apply Now!

Foundation Grants, Skills Scholarship & Helton Awardee Applications due Feb. 15

The WakeMed Foundation awards and administers scholarships and grants to fund continuing education opportunities and programs that will further WakeMed’s mission.

- **Skills Scholarships** provide individuals with funds to attend classes, seminars, conferences and programs.
- **Helton Awardee** provides funding for a group (three or more), seeking education or training to prepare for a certification exam.
- **Grant requests** can be made by any department at any amount.

Before you apply, please make sure to review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed.



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 the WakeMedWeb.



Jessica Bailey, RN, (Children’s Hospital) was caring for a patient admitted with an infection when she noticed their condition had deteriorated and they had facial flushing, mottled extremities and lethargy. Jessica immediately notified the Pediatric Teaching Service, who wrote orders for rapid saline infusion and close monitoring of the patient’s blood pressure. When three saline infusions did not help bring the blood pressure up, the patient was transferred to the PICU where they were found to be septic with toxic shock syndrome. Thank you, Jessica for your quick action to recognize the patient was in distress and get the help they needed.



Danielle Kizer, NA, (3A CVIC) was walking by a patient’s room and heard a noise that didn’t sound right. She entered the room and found the patient choking on their dinner. She immediately climbed in the bed behind the patient and performed the Heimlich maneuver until the food was expelled; all while calling out for additional help. Kudos to you, Danielle – your quick action helped resolve a scary moment for this patient!



Lillie Lodge and **Tracie Maye** (both of Invasive Cardiology) were about to transport a CVICU patient to the Cath Lab for a procedure when they made their Good Catch. When removing the sequential compression devices (SCD) for transport, Tracie noticed a red area on the patient’s inner thigh. Lillie looked over the patient’s leg and noticed a large raised area, as well as red streaking at the left groin

insertion site. They were concerned about infection and asked the intensivist to be called for an assessment. Upon examination, the intensivist ordered further imaging, which showed necrotizing fasciitis. Thanks to Tracie and Lillie, the patient had surgery that afternoon to remove the damaged tissue.

COMINGS & GOINGS

Trauma Services welcomes **Kelly Christman** and **Jennifer Cheetham-Smart**.

Mobile Critical Care Services welcomes **Bobby Wesson**, **Emerson Earle**, **Ian Lucas**, **Cameron Little** and **Jennifer Haney**.

5C Medicine welcomes **Tyeisha Jones** and **Clinet Ealey**.

Primary Care – Kildaire Farm Road welcomes **Tina Settle**.

WakeMed Heart & Vascular welcomes **Jainish Baez Trujillo**, RN.

CICU welcomes **Susanna Hodge**, RN, and **Shannon Starke**, RN.

OneCall welcomes **Nina Nimmer**.

Clinical Nursing Resource Services welcomes **Ashley Gordon**, MSN, RN, who will focus on safety, quality and organizational outcomes in the neuro, trauma, medical and Cary Hospital critical care areas.

Home Health welcomes **Martha Gillich**, RN; **Jacqueline Wenzel**, RN; **Lillie Adams**, OT; **Kay Varney**, and **Laura Wendt**.

Revenue Integrity welcomes **Angie Payne**.

3A CVIC welcomes **Kaila Sturdivant**, RN; **Richard Oates**, RN; **Shirkirah Alston**, **Kaitlyn Pike**, and **Adriana Sutton**.

Financial Clearance welcomes **Shedene McDonald** & **Jihan Hassen**.

Community Case Management welcomes **Justin Eldreth** to the PATH Grant team.

WOW, WHAT AN EMPLOYEE!

Christopher McGowan, MD (Cary Gastroenterology) published an article in *Obesity Surgery* highlighting outcomes of the first 100 patients who received endoscopic sleeve gastropasty (ESG) at Cary Hospital.

Debra Beasley (Trauma Services) earned national certification as a specialist in trauma registries (CSTR).

Mobile Critical Care Services congratulates **Aaron Hagen**, BSN, RN, on his promotion to supervisor educator, and **Aleshia Simmons** on her promotion to critical care paramedic.

Justin Nalley (Mobile Critical Care Services) has become WakeMed’s first official pediatric critical care paramedic.

Shannon Yahyapour, RN, (Mother-Baby – Raleigh Campus) earned a master’s degree in nursing (MSN).

Sherry Kite-Porter, RN; **Kristina Oakley**, RN; **Cecely Tucker**, RN (all of 3A CVIC); **Tammy Proctor**, RN, (Mother-Baby – Raleigh Campus); and **Katy Parsons**, RN, (Heart Center Pre- & Post-Procedure Care) completed bachelor’s degrees in nursing (BSN).

Jason Wilson, RN, (Mobile Critical Care Services) became a certified emergency nurse.

Jenilyn Paras, BSN, RN, (Staffing Resources) passed the med/surg nursing examination.

Cortney Scherer, BSN, RN, (Imaging Nursing – Cary Hospital) earned vascular access board certification (VA-BC).

Julie Cardin (WakeMed Heart & Vascular) received a certificate as an EKG technician and cardiovascular monitor technician from Central Carolina Community College.

Renee Adams, RN, (Mother-Baby – Raleigh Campus) became board certified as a lactation consultant.

Jeffrey Smith (Cath Lab – Cary Hospital) passed the registered cardiovascular invasive specialist (RCIS) exam.

Tina Morris-Anderson (Spiritual Care) was ordained by The Fountain of Raleigh Fellowship on December 15.

ADDITIONS & ATTACHMENTS

Jennifer Stephens (Talent Acquisition & Employment) married Troy Smith on December 28, 2019.

NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Advanced Practice Providers

Amy Purvis, PA
Urgent Care

Abigail Pettigrew, PA
Surgery & Trauma

Ashley Amato, NP
Primary Care

Angela Willis, NP
Neonatology

Now Open!

Primary Care – West Cary
7560 Carpenter Fire Station Rd., Suite 305
Cary, NC 27519
919-235-6545

- Michael Moore, DO
- Asma Afzal, MD
- Danielle Sawrey-Kubicek, PA

We’ve Moved!

WakeMed Pulmonology is now located in Suite 1140 in the Heart Center. For appointments, call 919-235-6450.

WakeMed
Physician Practices



IN MEMORIAM

Wanda Caroway-Bradsher (Surgical Services) passed away on December 17 after a long battle with cancer. She was a dedicated WakeMed employee for 42 years and will be missed by all who knew her. Our condolences go out to Wanda’s family and loved ones during this difficult time.



Holiday CHEER

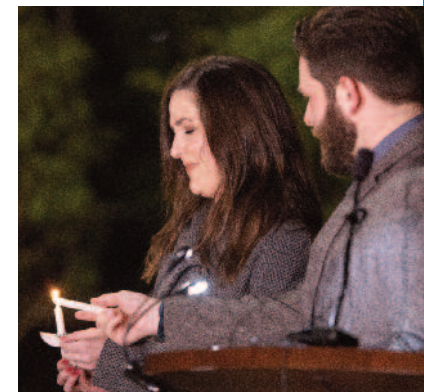
Members of the WakeMed family celebrated the holiday season by taking time out of their busy schedules to enjoy a festive meal together. WakeMed staff represented the health system at the Raleigh and Garner Christmas parades.



GIVING BACK The system once again hosted a food drive for Backpack Buddies, a program of the Inter-Faith Food Shuttle, and many departments came together to collect toys and food for community families in need. The annual holiday toy drive benefitting WakeMed Children's was a huge success, with over 120 individuals and groups donating toys for our young patients!



LOVE LIGHT & TRIM THE TREE WITH TWINKLE On December 9, hundreds of employees and community members kicked off the holiday season at our annual Love Light Tree Lighting Ceremony. The tree in the courtyard was lit by Stacy and Jonathan Holley, who shared their story of hope after the heartache of losing their triplets. Following the lighting, kids of all ages enjoyed ornament making, visits with Santa, holiday movies under the stars and more at Trim the Tree with Twinkle.

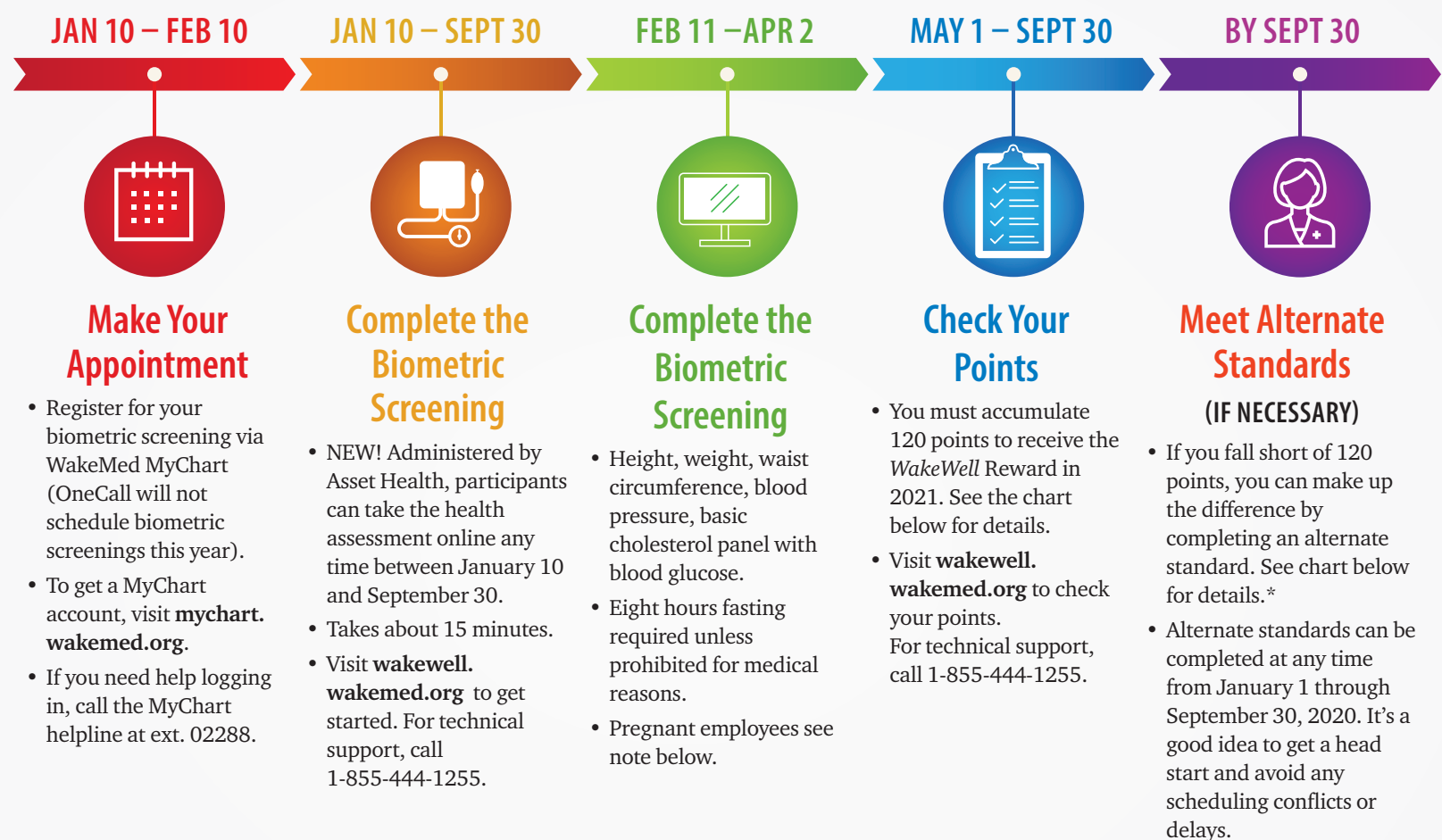


FOCUS ON WELLNESS IN 2020



WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. For 2020, we are keeping the same program components, but the order is slightly different. Participants who earn 120 points (see chart below) have the opportunity to earn \$500 (full-time employees) or \$250 (part-time employees) that can be used for out-of-pocket medical costs in 2021. With questions, contact Bob Nelson (Wellness) at 919-350-6903 or wakewell@wakemed.org.

Employees enrolled in WakeMed's BCBSNC medical plan as of January 1, 2020, should follow the steps below. Employees who join the BCBSNC Medical Plan between January 2 and August 2, 2020, can qualify for WakeWell Rewards simply by taking the Online Health Assessment by September 30, 2020.



A Note about Pregnancy

Pregnant employees should complete the online Health Assessment and attend the biometric screening, but will not have bloodwork done (no fasting required). Since pregnant participants will not earn points for the bloodwork portions of the biometric screening, they will need to complete a pregnancy-focused alternate standard – see chart at far right.

Points Chart

Required Activities	
Biometric Screening	40 points
Member Health Assessment	40 points
Flu Shot (or Medical Exemption) (Fall 2019 flu program)	10 points
Biometric Screening Results	
LDL Cholesterol Below 130	10 points
BMI Below 30	10 points
Glucose Below 126	10 points
Non-tobacco User	10 points
PROGRAM GOAL	120 points

Alternate Standards*

For details and verification requirements, visit the *WakeWell* page on MyWakeMed.

One-on-One Dietitian Consult	40 points
Online Tobacco-free Me program	40 points
Case Management (Referral Required)	40 points
Diabetes Education (Referral Required)	40 points
LiveWell (must meet program criteria)	40 points
Stress Management Education	40 points
Tobacco Cessation Coaching	40 points
NC Eat Smart, Move More program	40 points
Pregnancy Alternate Standards	
Online Healthy Pregnancy program	40 points
Alternate Standard Form	40 points

* Employees may appeal results or program components using the Asset Health appeal process. See the FAQ on MyWakeMed.

INTRODUCING THE NEW WAKEWELL WELLNESS PORTAL

WakeMed recognizes how your health plays a central role in your overall well-being. That's why we've partnered with Asset Health to provide new wellness offerings and streamline the process for employees to participate in *WakeWell* Rewards.

Now Available: A New Way to Track Your Points

As a member of our medical plan, you can enjoy these features through the Asset Health wellness portal:

- A comprehensive, online wellness experience
- The online Health Assessment – a required step for *WakeWell* Rewards

- Three Wellness Challenges in 2020
- Courses tailored to your health needs
- Personalized incentive tracking to monitor your progress
- And more!

The Asset Health wellness portal can be accessed via single sign on by using the link on MyWakeMed. You also can access the portal on-the-go using your mobile device through the Asset Health App.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



Leader of Excellence Award

Matt Lotti, an LMS specialist with WakeMedU, received the Leader of Excellence Award for using his expertise to make the WakeMedU user experience the best it can be. He also takes great care to ensure that nurses across the organization receive outstanding customer service!



Cary Hospital's 2 West ICU Earns DAISY Team Honors

The second annual DAISY Team Award went to the very deserving Cary Hospital 2 W ICU team, whose members went far above and beyond the definition of "coworker" for **Michele Brake**, RN, who submitted the award nomination.

In the short span of about a week, Michele's parents' home and community were destroyed by Hurricane Florence; her sister was diagnosed with cancer; and her mother-in-law passed away. That's an unbelievable amount of loss in a very short time.

Michele's coworkers donated cleaning supplies, storage bins and water, which were delivered by her manager, supervisor and a coworker. This hardy little group made the two-hour trip to deliver the supplies and help with clean-up efforts – all while offering kind, compassionate support to Michele's parents. When Michele was apprehensive about leaving her parents to attend her mother-in-law's funeral, another coworker drove to her parents' home and helped them complete the clean-up process in Michele's absence.

"In the next week or two, other coworkers picked up my shifts without question, texted, emailed, called, ran errands for me, prayed, brought meals/gifts and sent cards of encouragement," wrote Michele in her nomination. "I can honestly say the Cary 2W ICU team truly embodies the Wake Way and the mission and values of our hospitals. I could not be more grateful and proud to work with such amazing, caring nurses, who give their all to their patients as well as each other – every day."



Cindy Boily
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer



A NOTE FROM OUR CNO

Happy 2020! What's top of mind for many WakeMed nurses this year? Our first Magnet re-designation appraisal visit!

I have no doubt that we will, once again, wow our appraisers -- particularly judging from the posters I had the opportunity to view during December's 11th Annual Nursing Poster Presentation. Now more than ever, you are proving the efficacy of your innovations in care with data-driven results. I was also particularly impressed with the knowledge, confidence and passion poster presenters demonstrated as they explained their unit council's work. It is SO amazing to see this level of compassion and commitment!

It is clear to me and to all of WakeMed Health & Hospitals Administration that WakeMed nurses are focused on providing safe, high-quality inter-professional care for our patients and families. I look forward to a year of advancing excellence and innovations in care and caring. It makes me so proud to be a WakeMed nurse!

Zero H.E.R.O.: Healthcare Excellence with Results & Outcomes

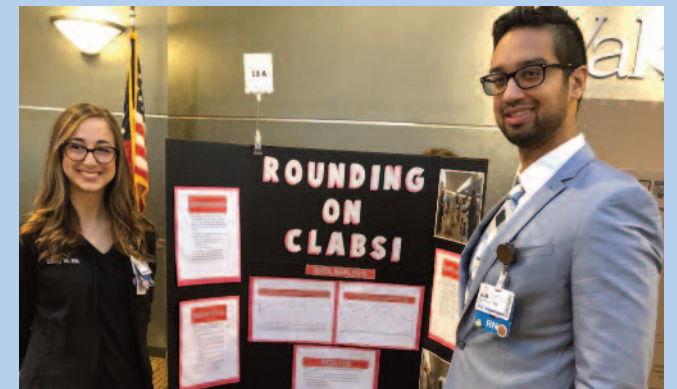
Data-driven results were the stars of the show at the WakeMed Nursing Clinical Nurse Council (CNC) Poster Presentation on December 5 in the Andrews Center. Nurses from WakeMed hospitals and healthplexes presented 51 posters throughout the morning in three sessions. Lectures from several speakers, including WakeMed Board Vice Chair Tina Shanahan were held between the poster sessions.



Labor & Delivery – Raleigh Campus made a splash with their poster **Out in a Flash** with corresponding "action figure."



The North Hospital Special Care Nursery's **Donate Milk!** poster shows the team's work to make breast milk depot sites more convenient for donors to increase donations.



The MICU team showcases their success with **CLABSI rounding**.



"How can your clinical success translate in my unit?" The poster presentation gives clinical nurses the opportunity to share the work behind their achievements with their peers.



Gaining & Sharing Best Practices at the Magnet Conference

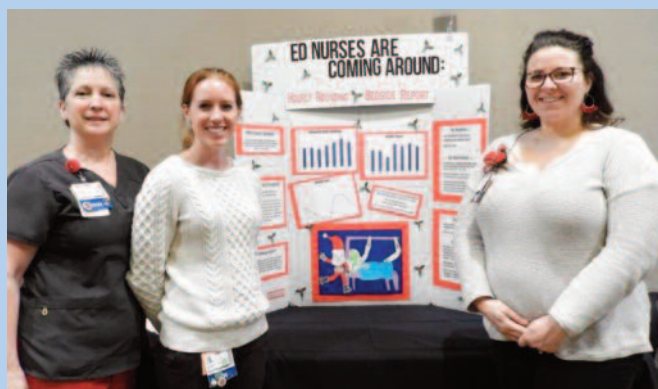
A group of WakeMed nurses joined approximately 10,000 of their peers at the 2019 American Nurses Credentialing Center National Magnet Conference® in Orlando, Fla., in October. They had the opportunity to immerse themselves in a wide range of educational and innovative sessions, celebratory events and networking opportunities. They brought back knowledge and ideas to benefit the WakeMed Nursing team and ultimately our patients and community.

WakeMed nurses were also proud to have **Sandra Wheaton, RN**, and **Kimberly Perdue, RN**, (both of Staffing Resources) presenting at the conference. Their topic, “Clinical Nurses Are Happy2Help® with an Innovative Voluntary On-call Replacement Program”, drew hundreds to their session.



Thanks to Our Great CNC Members!

Many thanks to our Clinical Nurse Council members for their excellent work both representing their departments at council meetings and sharing system-wide information with their co-workers. It's Magnet teamwork at its finest!



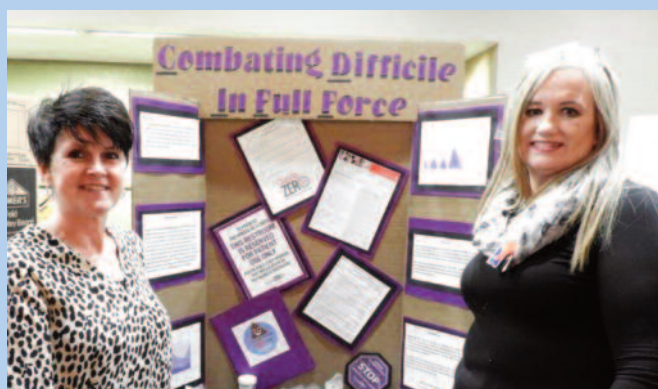
The Cary Hospital Emergency Department team focused on the correlation among hourly rounding, bedside report and falls in their poster **ED Nurses Are Coming Around: Hourly Rounding & Bedside Report**.



CICU is innovating to reduce HAPUs and their poster, **Love the Skin You're In**, shows their positive progress.



Cary Hospital 2 East Medicine and their initiative, **Be Our Guest**, is helping patients understand how their unit works.



Raleigh Campus' 5A team is **Combating Difficile In Full Force!**



Attendees had the opportunity to gain insights during lectures held between the three poster sessions. WakeMed Health & Hospitals Board Vice Chair **Tina Shanahan** (2nd from right) shared her expertise as a nurse leader with the United States Navy. We are fortunate to have a nurse on our Board!



Pediatric nurses are finding solutions to improve call bell response.

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

© WakeMed Marketing & Communications, January 2020

WakeMed 
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

ADDRESS SERVICE REQUESTED

Non profit
Organization
U.S. Postage
PAID
Raleigh, NC
Permit No. 1307



Nominate a colleague today for the Pyramid Society Award!

Do you know someone who goes the extra mile toward helping us achieve our mission and always puts our patients and families first? Nominate them for WakeMed's highest honor – the Pyramid Society Award!

The Pyramid Society Award recognizes employees for outstanding performance that goes above and beyond their work duties and contributes to our Aspirational Goals. To learn more and to complete the nomination form, visit MyWakeMed and click on Employee Essentials. All nominations received by February 21 will be considered for the 2020 awards cycle.

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

First Uniform Sales

Raleigh Campus

Thursday, February 6, 7 am to 4 pm
Andrews Center

North Hospital

Wednesday, February 19, 7 am to 4 pm
Conference Center

Cary Hospital

Thursday, February 20, 7 am to 4 pm
Conference Center

Cash, credit and payroll deduction (ID badge required) will be accepted at the sales. First Uniform will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

Nursing Education

Ownership, Empowerment & Accountability: A New Model for Competency Assessment – Feb. 10, 9 am to noon, Raleigh Campus MOB (WakeMedU code: NE014-17106)

2020 SHINE Conference – March 26 & 27, Andrews Center. The WakeMed SHINE Conference offers evidence-based information for health care providers caring for patients with neurological or neurosurgical conditions from onset through the continuum of care to rehabilitation. For details and to register, visit <https://wakemedshine.eventbrite.com>.

Wake AHEC

Elderly Health Concerns, Dementia, Delirium, and Depression – Jan. 27, Andrews Center

Nitrous Oxide Sedation – Jan. 31, McKimmon Center

27th Annual Dameron Lectureship in Orthopaedics – Feb. 1, McKimmon Center

Professional Ethics and Social Networks – Feb. 4, Andrews Center

Best Practices in Pain Management – Feb. 8, McKimmon Center

Motivational Interviewing I: Introduction – Feb. 12 & 13, Andrews Center

The NC AHEC Nurse Council Academic Progression Conference: Novel Clinical Approaches to Prepare the Contemporary Nurse – Feb 13 & 14, McKimmon Center

Breastfeeding Support for Today – Feb. 17, Wake County Human Services

Group Therapy: Keeping it Lively and Effective! – Feb. 21, Andrews Center

Diabetes Update – Feb. 24, Andrews Center

Meeting the Health Care Needs of Lesbian, Gay, Bisexual, and Transgender People: Ending Invisibility and Knowing Your Patients – Feb. 26, Cary Hospital

March of Dimes: Health Equity and Implicit Bias – Feb. 26, live webinar

CapRAC Training Opportunities

Capital Medical Reserve Corps Orientation – Thursday, Jan. 30, 6 to 9 pm, and Thursday, March 5, 6 to 9 pm; email nithorpe@wakemed.org for details.

G-290 Basic Public Information Officer – Monday, Feb. 3 & Tuesday, Feb. 4, 8:30 am to 5 pm; email nithorpe@wakemed.org for details.

G-291 Joint Information Center/Joint Information System Planning – Wednesday, Feb. 5, 8:30 am to 5 pm; email nithorpe@wakemed.org for details.

State Medical Assistance Team Initial Training – Saturday, March 21 & Sunday, March 22, 8:30 am to 5 pm; email janisbrown@wakemed.org for details.

Until Help Arrives – Wednesday, March 25, 6 to 9 pm; email nithorpe@wakemed.org for details.

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit MyWakeMed. Send calendar submissions to Marketing & Communication or email microscope@wakemed.org.