

Micrroscope

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

MAY 2019

Exceptional People. Exceptional Care.

Brenda Gibson Earns State's Highest Honor & TBJ Award for Philanthropy



Outgoing WakeMed Board Chair **Brenda Gibson** was recently honored by both The Governor of NC and the *Triangle Business Journal* for her relentless philanthropic efforts in support of this community.

First, Gibson was chosen as one of the winners of the *Triangle Business Journal's* 2019 Corporate Philanthropy Awards. This annual program recognizes individuals, nonprofit organizations and corporations that go above and beyond to make a difference in our community.

Next, at the May Board of Directors meeting (Gibson's last meeting as sitting chair), she was presented with the state's highest honor – the Order of the Long Leaf Pine award. The award is given to those who have made significant contributions to NC and their communities. The honor was presented by a representative of Governor Roy Cooper, and Gibson received recognition from the Wake County Board of Commissioners and Raleigh Mayor Nancy McFarland.

Gibson is a longtime philanthropist, fundraiser and leader who is committed to a selfless, compassionate mission: to create a healthy, vibrant community. A Raleigh native, Gibson first came to know WakeMed as a candy striper in the 1970s. For the last four years, she has served as chair of WakeMed's volunteer Board of Directors and previously served on the WakeMed Foundation Board.

As Board Chair, Gibson has challenged WakeMed to always improve and innovate the care we deliver. She supports patients and staff and strives to ensure the continuity of high-quality, accessible care in our community. With her support, WakeMed has made great progress in our work to increase crisis services, inpatient capacity and resources to achieve our mission.

With successful careers in banking, commercial real estate and retail, Gibson is no stranger to professional achievements, but her own measure of success is based on giving back. Gibson has also led fundraising efforts and served on the Boards of numerous other organizations that work to strengthen our community. Her contributions to this community will continue to make a positive impact for generations to come.

Dr. Mann Receives Dascomb Award



On April 30, **Courtney Mann**, MD, of Wake Emergency Physicians, PA, (WEPPA) was awarded the prestigious Harry E. Dascomb, MD, Award. The Dascomb Award is WakeMed's highest teaching honor and is presented annually to a physician who demonstrates excellence in teaching and patient care. Recipients are nominated by their peers and selected by the Dascomb Award committee.

In addition to her role as a physician, Dr. Mann is director of the UNC Pediatric Emergency Medicine Fellowship, which is based primarily at the WakeMed Children's Emergency Department. As a colleague stated, Dr. Mann, "is overwhelmingly respected by her peers and resident/fellow physicians who work with her...She has continued to expand the fellowship and ultimately improve the care of patients in our ED and the community."

Harry Dascomb, MD, was an infectious disease physician at WakeMed who was recognized for his bedside, clinical and teaching skills and for his ability to provide compassionate patient care. The Harry E. Dascomb, MD, Award for Excellence in Clinical Teaching and Care was established in his honor. Recipients must have three or more years of clinical experience and exhibit leadership in establishing, maintaining and supporting clinical teaching programs at WakeMed.

This year, the award was presented by **Graham Snyder**, MD, director of education for WEPPA and associate program director of the UNC Emergency Medicine Residency Program, at the annual Graduate Medical Education Celebration.

New LEAPFROG Scores Announced



The Leapfrog Group released their latest hospital safety scores this month and both Raleigh Campus/North Hospital* and Cary Hospital received Bs. The Leapfrog Group is a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives.

The Leapfrog Group hospital safety scores are published twice a year based on 27 metrics – 12 of which are related to processes and 15 related to outcomes. As in past years, both hospitals continued to excel in the metrics related to processes. These consistently strong scores indicate that we have a strong culture of safety and procedures that engage staff and leaders. We also saw improvement on several measures related to HCAHPS scores.

However, we have the opportunity to improve our outcomes measures, particularly in relation to infections (CAUTI, CLABSI and *C. difficile*) and patient safety indicators. Our system-wide Chasing Zero efforts as well as numerous initiatives underway are intended to help us reduce instances of hospital-acquired infections at WakeMed.

"Teamwork is the key to ensuring that our patients receive the highest quality of care at every interaction. Every employee – both at the bedside and throughout the entire system – has the potential to make a positive impact on the patients we serve," commented **Donald Gintzig**, WakeMed president & CEO. "If we want to continue improving and become one of the top 10 health systems in the country, it is vital that we remain focused on improving our outcomes, working together as a team and keeping our patients and their families at the center of everything we do."

Leapfrog and the 2019 WakeShare Policy

For FY 2019, there are two targets for the Quality goal in our WakeShare policy. Twenty-five percent of the potential WakeShare Payout Pool will be funded based on Leapfrog grades; the other half will be based on the Leapfrog survey score, which will be released this fall. We will have another opportunity to earn two As when the fall grades are published in October.

GOAL Financial Health: One target

- Net operating income exceeds budget target (earns up to 50% of pool/3% of base pay)*

GOAL Quality: Two targets

- Leapfrog grade of A for Raleigh Campus and Cary Hospital (earns up to 25% of pool/1.5% of base pay)
- Leapfrog survey score of 72% or higher (earns up to 25% of pool/1.5% of base pay)

* Remember – if net operating income is at or below budget, there is no WakeShare.

INTRODUCING THE NEW

WakeMed 
LEADERSHIP ACADEMY



As part of our commitment to retaining and developing an extraordinary team, Organizational Development is pleased to announce a new Leadership Academy program. The academy includes six levels of leadership development:

- **Aspiring Leader:** For non-management employees
- **Leader Onboarding:** For newly-hired and promoted leaders
- **Leadership Development:** For current WakeMed leaders
- **Distinguished Leader:** For managers, directors and executive directors
- **Physician Leadership Development:** For WakeMed physicians
- **Executive Leadership Development:** For senior leaders

Nominations Now Being Accepted for the Aspiring Leader Program

The Aspiring Leader Program is a cohort-based, 12-month leadership development program designed to support and develop employees who are interested in pursuing leadership careers at WakeMed. Participants will broaden their knowledge of the health care system, sharpen critical thinking skills and enhance self-awareness. The program includes leadership development training, a capstone project and leadership assessment.

Prospective participants must be nominated by a WakeMed leader (supervisor or above) by June 21. A selection panel will interview and select candidates for the program in July. Please Note: Participation in the Aspiring Leader Program does not guarantee promotion or job advancement.

With questions about the Leadership Academy, please contact Organizational Development at ext. 08306 or orgdevelopment@wakemed.org.



C. how you can make a DIFFerence!

Chasing ZER
WakeMed

The Connection Between Antibiotics & C. diff

Antibiotics are an important part of health care. These powerful and important drugs have saved millions of lives and made many deadly diseases treatable. Despite their life-saving capabilities, antibiotics also carry risks, including:

- Increased risk of infection, including *C. difficile*
- Allergic reactions
- Drug interactions, which can cause medications to become less effective
- Antibiotic resistance, which makes bacteria harder to kill with existing medications

For patients with serious infections, the benefits of antibiotics outweigh these risks, but when patients take antibiotics they don't need, they are exposed to risks for no reason.

That's where antibiotic stewardship comes in. This term refers to efforts to improve how antibiotics are prescribed and used. "Antibiotic stewardship helps us optimize how we treat infections. Using antibiotics appropriately – and not more than necessary – helps protect patients from harm and fight antibiotic resistance so that new and existing antibiotics can continue to be effective," commented **Shannon Holt**, PharmD, WakeMed's antimicrobial stewardship pharmacist.

When it comes to our current Chasing Zero focus – eliminating *C. difficile* infections – antibiotic stewardship plays a very important role. Just check out these statistics from the Centers for Disease Control & Prevention (CDC):

30 percent

The approximate number of antibiotics used unnecessarily or prescribed incorrectly in hospital settings.

7 to 10 times

People taking antibiotics are this much more likely to get *C. difficile* while on the drugs, or in the month after taking them, than people not taking antibiotics.

30 percent

Reducing high-risk antibiotics by this much can lower *C. difficile* infections by 26 percent in hospitals.

10 percent

Reducing overall antibiotic prescribing in outpatient settings by this much could lower *C. difficile* infections in the community by 17 percent.

In an effort to stay current with the latest clinical research and ensure our patients are not exposed to unnecessary risk, WakeMed has numerous ongoing antibiotic stewardship efforts underway, including:

- Reducing the use of some high-risk antibiotics (Cipro, Levofloxacin, Ofloxacin and clindamycin).
- Implementing rapid diagnostic testing on gram positive blood cultures to reduce time to optimal therapy and reduce length of stay.
- Educating providers about new guidelines for how long patients should be on antibiotics for common illnesses and whether to treat asymptomatic bacteriuria (see below for details).

Your Role in Antibiotic Stewardship

Everyone has a role to play in antibiotic stewardship. Here are some things you can do to help encourage appropriate use of antibiotics – C. how you can make a DIFFerence:

As a health care provider:

- Follow current clinical guidelines: use the right antibiotic, at the right dose, for the right duration, at the right time. Look for more information on updated duration recommendations soon.
- Talk to patients and families about antibiotics and associated risks, including allergic reactions, *C. difficile*, and antibiotic-resistant infections.
- Ask patients if they have ever had *C. difficile* and modify antibiotic treatment accordingly.
- Always follow hand hygiene and infection prevention measures.

As a patient or family member:

- Talk to your provider about when antibiotics will and won't help. Antibiotics are only effective against bacteria and will not work against viruses that cause the common cold and bronchitis.
- If you are prescribed an antibiotic, ask what infection it is treating, how long it is needed, and what potential side effects are.
- Take antibiotics exactly as prescribed.
- Don't save an antibiotic for later or share it with someone else.

Symptom-Free ASB? Don't Treat Me!

Many patients test positive for asymptomatic bacteriuria (ASB) during routine urine analysis and are then placed on antibiotics for a urinary tract infection, even if they have no symptoms. These antibiotics won't help the patient and the unnecessary exposure can lead to antibiotic resistance, *C. difficile*, and other issues.

New clinical guidelines state that, in most cases, patients should not be given antibiotics for ASB (exceptions include pediatric patients and pregnant women).

More information about these recommendations will be shared with clinicians system-wide in the coming months. Stay tuned for details.



2019 Workplace Assessment & Engagement Survey

JUNE 18 THROUGH JULY 2

The annual Workplace Assessment & Engagement Survey is our opportunity to share our opinions about what makes WakeMed a great place to work – and where we can improve! As in past years, there will be two surveys: one for employed physicians and advanced practice providers and one for all other staff. By completing the survey, you can help drive workplace improvements, benefits enhancements and overall changes to make WakeMed an even better place to work.

Things to remember:

- **Completely Anonymous:** An outside company, Success Profiles, Inc., receives survey responses and tabulates the results.
- **Convenient:** You can complete the online survey at work or at home in about 15 minutes.
- **Impactful!** Every year, we work to address areas identified as opportunities for improvement. Over the past year, this work has centered on improving evaluation feedback with our new performance management system, recognizing and celebrating employee longevity (years of service), strengthening a culture of accountability for all, pay range adjustments and improving retention rates.

Questions? Contact Susan McFarland, manager (Human Resources) at smcfarland@wakemed.org or ext. 06325.



GIVE YOUR RETIREMENT SAVINGS ACCOUNT A CHECKUP

There are lots of reasons to save for the future: longer life expectancy, desired lifestyle in retirement, rising health care needs. At WakeMed, we are dedicated to helping our employees prepare for a secure financial future. A few decisions today could help you achieve the retirement you want. Now is a good time to give your retirement savings plan a checkup and make sure you are on track for your goals.

Contribute as much as you can. Increasing your retirement plan contributions by even 1 or 2 percent can help you reach your goals sooner. Take full advantage of the matching contribution WakeMed offers to all employees by saving at least 6 percent of your salary. If you are age 50 or older, you may also be eligible to take advantage of catch-up contributions to increase your savings.

Save your raise. If you received a merit increase this spring, consider "giving a raise" to your WakeMed 403(b) Retirement Savings Plan account, too. With this approach, you routinely increase your plan contribution in an amount equal to all or part of your raise. Increasing your savings when you receive raises means you probably won't "feel the pinch" as much—and your long-term goals will get a potential boost.

Run the numbers. Visit WakeMed.VALIC.com to try out the tools and calculators that can help you understand where you are today in saving for your future and what you can do to get or stay on track. You can also want to schedule a personal counseling session with one of our dedicated financial advisors by calling ext. 07623.

MAY IS STROKE MONTH BE FAST to stop stroke in its tracks. If you think someone is having a stroke, BE FAST and do these simple tests:

Stroke is a leading cause of death and long-term disability in the United States. You can't control certain risk factors such as age, gender, race, family history and previous history of stroke or heart attack. But you can control other risk factors that can reduce your chances of having a heart attack or stroke:

- High blood pressure
- High cholesterol
- Physical inactivity
- Smoking
- Obesity
- Diabetes

Don't become a statistic. Act now to control your risk factors and learn to spot the signs of stroke.



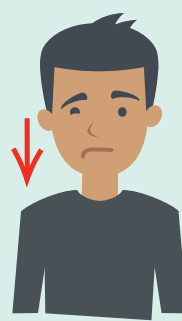
BALANCE

Is the person losing his/her coordination or balance? Is he/she having trouble walking?



EYES

Is the person having trouble seeing out of one or both eyes?



FACE

Ask the person to smile. Does one side of the face droop?



ARMS

Ask the person to raise both arms. Does one arm drift down?



SPEECH

Ask the person to repeat a simple sentence. Are the words slurred? Can he/she repeat the sentence correctly?



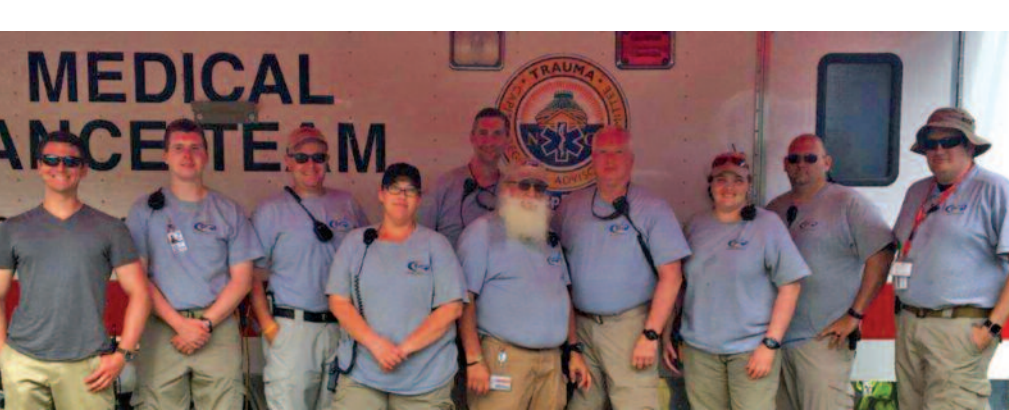
TIME

If the person shows any of these symptoms, time is important. Call 911 and get to the hospital fast. Brain cells are dying.



WAKEMED FOUNDATION GALA

More than 1,100 employees, physicians, business leaders, philanthropists and community leaders celebrated the WakeMed Foundation's 25th anniversary at their annual Appreciation Gala on Saturday, April 13, at the Raleigh Convention Center. Donors and guests enjoyed an evening of learning about how the WakeMed Foundation supports our patients, families and staff – and a performance by Boyz II Men. Also at the event, **William Charles Helton, MD**, (WakeMed Heart & Vascular) was honored with the WakeMed Foundation's Award for Philanthropic Leadership. A founding member of a talented team of physicians who established WakeMed's world-class cardiovascular and CV surgery program, Dr. Helton's commitment to helping people inspires his every action.



SPECIAL DELIVERY:

Bringing Medications to Your Doorstep

Does someone in your family take daily medications? Why not have your prescriptions mailed to your home!

The WakeMed Employee Pharmacy wants to make it as easy as possible for your family to access the medications you need to stay

healthier. That's why we offer a convenient mail-to-home delivery for all 90-day prescriptions as well as 30-day supplies of specialty medications (excluding controlled substances).

The mail order program is open to all members of the WakeMed Medical Plan, including employees, spouses and dependents of all ages.

- Medications come straight to your home via USPS (refrigerated medications are sent overnight by FedEx)— you don't have to stop and pick them up from the pharmacy.
- When enrolling in mail order delivery, you can also enroll in the auto-refill program so your prescriptions will be refilled and mailed before your supply runs out – you won't have to worry about calling in refills.
- You will automatically be billed by your preferred method of payment: credit/debit card, FSA card, or payroll deduction.

Enroll Today

Simply complete the enrollment form on the Pharmacy page of MyWakeMed and fax it to 919-350-2203. You can also enroll by phone by calling 919-350-2200.

WIN A WAKEMED JACKET!

As an added incentive, the Pharmacy will be doing prize drawings in June to say thank you to everyone who has enrolled in the mail-order program. Everyone who enrolls by June 1 will be entered into a drawing for a WakeMed fleece jacket (prizes are provided to employees; one prize per medical plan member).

Capital MRC Receives National Award

The Capital Medical Reserve Corps (MRC), which is sponsored by CapRAC and WakeMed, was recently recognized for their support and response in the wake of Hurricane Florence. The Community Response Award, given by the Office of the Assistant Secretary for Preparedness & Response, part of the U.S. Department of Health & Human Services, honors MRC units that have significantly contributed to disaster or public health emergency response efforts at the local, state, or national level.

When Hurricane Florence came through North Carolina last September, affected communities encountered numerous challenges, including medical sheltering for displaced patients, general medical care and population shelters, and addressing the medical needs of communities where hospitals were inaccessible due to flooding.

Capital MRC rallied to the call for help, deploying volunteers in conjunction with our State Medical Assistance Team to set up a 60-bed medical support shelter prior to Florence's arrival and staffing the shelter for more than three weeks

following the storm. The unit also partnered with state organizations to vet unaffiliated medical volunteers from across the state. Through this partnership, Capital MRC was able to provide just-in-time training to 30 new MRC volunteers to deploy to support three medical support shelters, two disaster hospitals, and two general population shelters across the state.

Congratulations to the Capital MRC team on this well-deserved recognition and thank you to everyone who supported these efforts – we appreciate your dedication to our community.



Help Us Improve Supply Delivery Processes

If you get supplies delivered to your unit or department that are not yours, please contact MPDC at ext. 07912 or raleighmpdpackingslips@wakemed.org so they can be delivered to the appropriate unit. Please don't deliver them to the correct unit yourself – even if it is right across the hall. MPDC needs to be made aware of incorrect deliveries so they can be corrected in the system and improve processes for the future. Thank you for your support.



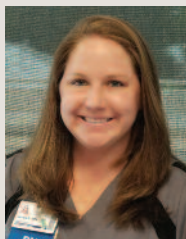
DIVERSITY & INCLUSION AWARENESS MONTH

In April, WakeMed celebrated Diversity & Inclusion Awareness Month. This year's educational presentation focused on the ways generational differences can impact work and personal relationships. Thank you to Lisa Withers for sharing this valuable information with us. Hundreds of employees enjoyed spring weather and diverse lunch options at the third annual Raleigh Campus Food Truck Fair, held on April 25. In addition, many departments throughout the system held pot lucks where team members brought in food representing different cultures.



RECOGNIZE | REVIEW | REPORT

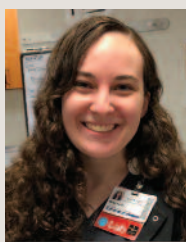
WakeMed's Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the "Report a Good Catch" link on the MyWakeMed.



Laura Franklin, RN, (Emergency Department – Cary Hospital) was assisting with a patient procedure when she made her Good Catch. Franklin was called in from another area to help administer medications for a patient needing conscious sedation. The team had everything ready and Franklin was handed a syringe that had been prepared before she walked in the room. Before pushing the medication, Franklin checked it and noticed that the syringe had 1.7mL of Ketamine in it. Knowing that Ketamine is not a 1:1 ratio, she double checked the order and medication. The ratio for Ketamine is 10mg:1mL, so the syringe should have had just 0.17mL to equal the 1.7mg dose ordered. Thank you, Laura, for helping ensure this patient received the appropriate medication for their procedure.



Parrish Hartgrove, RN, (Surgical Services – North Hospital) was acting as circulating OR nurse when she heard that a situation was unfolding that would violate WakeMed policy. As circulating nurse, Hartgrove was responsible for advocating for her patients while they were under anesthesia. She was concerned for the patient involved and notified Surgical Services management. Upon gathering further information and clarification, management stepped in and the situation was resolved in a way that adhered to WakeMed policy and kept the best interest of the patient in the forefront. Thank you, Parrish, for advocating for our patients and speaking out on their behalf!



Sierra Foss (Pathology) was drawing blood from a patient who was on precautions. To avoid bringing the PDA into the room, she printed the Soft ID labels before entering the room. Foss asked the patient for his name and date of birth, which matched the labels she had printed – however, upon cross checking the labels with the patient's armband, she noticed an error. The patient was wearing the armband with someone else's name. She asked again for the patient's name and birthdate, and then alerted the patient's primary nurse, who obtained the correct armband and verified his identity before putting it on. Kudos to you, Sierra! We appreciate your attention to detail and patient safety processes.



WakeMed is proud of our 53 Environmental Services employees who have completed the Certified Healthcare Environmental Services Technician (CHEST) program. Staff from all three hospitals have participated in this program, which includes rigorous training and an online exam covering best practices in infection prevention and maintaining facility cleanliness in a health care environment. Earning CHEST certification is just one more way our Environmental Services team is working to help us Chase Zero and ensure an exceptional experience for all our patients. Congratulations!

LEADERSHIP UPDATES

Karen Chilton, MD, Named Interim Chief Quality Officer



Karen Chilton, MD, a WakeMed pediatric intensivist and associate quality officer, has assumed the role of interim Chief Quality Officer (CQO) following the departure of **West Paul, MD, PhD**. As interim CQO, Dr. Chilton has oversight of the Quality, Safety, Kaizen Promotion Office, Patient Advocate and Infection Prevention departments. In addition, she will continue to serve patients on a limited basis. Dr. Chilton joined WakeMed in 2004 and served as the medical director of WakeMed Physician Practices Pediatric Critical Care and Hospital Medicine for several years before becoming associate quality officer for WakeMed Children's.

Larissa Hill Named Executive Director, Neurosciences



Larissa Hill has taken on the role of executive director for the Neurosciences service line. Hill joined WakeMed last year through the Administrative Fellowship Program and has spent the last 12 months working on numerous Wake Way 2 Excellence initiatives with a goal of improving performance by eliminating waste, error and inefficiency. In her new role, Hill will lead WakeMed's first Neuroscience Center of Excellence, a system-wide effort to accelerate and transform neuroscience discovery with our neurosurgery, neurology and orthopaedic partners. She will collaborate with administrators, nurse and physician leaders, and community partners to ensure that patients with brain and spine diseases, disorders and injuries receive the highest quality care. Prior to joining WakeMed, Hill spent 13 years leading large, interdisciplinary consulting teams for government and commercial clients.

Bill Lagarde, MD, Named Executive Medical Director for WakeMed Physician Practices Children's



Effective June 1, 2019, **Bill Lagarde, MD**, has been named executive medical director of the WakeMed Physician Practices Children's Service Line following the recent departure of Dr. Stephen Leinenweber. In this role, Dr. Lagarde will work in dyad partnership with Service Line Director Jennifer Lee to set the strategy and development goals for the WakeMed Physician Practices Children's service line. They will work closely with physicians as well as clinical and administrative staff to develop and execute operational tactics necessary to achieve service line goals.

ATTACHMENTS AND ADDITIONS

Casey Whitley, RN, (6B Orthopaedics & Oncology) welcomed son Craven Kyle Wynne on March 4.

Allison Lewis, RN, (STICU) and husband Chris welcomed son Dax Andrew Lewis on March 11.



COMMUNITY EVENTS

Every spring, WakeMed gets out in the community, sharing health information and leading activities at community events throughout Wake County. This year was no different as volunteers represented WakeMed at Meet in the Streets, OUT! Raleigh, Thrive NC, Apex Peakfest, Cary Spring Daze and more. North Hospital once again hosted the Raleigh Moms Blog Bloom event, bringing hundreds of expectant mothers to the hospital for seminars and health information. Thank you to everyone who helped represent WakeMed at these events!



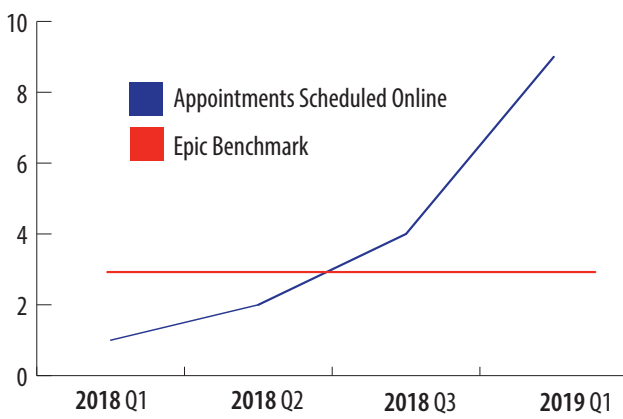
MARCH FOR BABIES

WakeMed raised over \$20,000 for the March of Dimes March for Babies, held on April 27. Thank you to everyone who participated in the walk and supported Team WakeMed!

Scheduling by Your Schedule

IMPROVING ACCESS WITH ONLINE SCHEDULING

A year ago, only 1 percent (997 appointments) of WakeMed Physician Practices appointments were scheduled online. In the first quarter of 2019, this number grew to nearly 9 percent (19,648 appointments) – far exceeding Epic’s best practice measure for online scheduling of 3 percent.



In addition to improving access for patients, online scheduling promotes efficiency by reducing the number of phone calls coming into the practices. There are cost savings associated as well: the 19,648 appointments scheduled online earlier this year have saved the system nearly \$140,000.

“Our goal is to improve access for our patients – we want to make it as easy as possible to connect with a WakeMed provider. Making this access possible requires a true team effort between IT, operations and marketing. We made online scheduling a priority in WakeMed Physician Practices, and we encouraged the team to think creatively to open access as many different physician practices as possible,” commented **Sacheen Mallette**, manager (Application Support).

For many patients, one of the first steps in choosing to receive care at WakeMed is to schedule an appointment with one of our providers. Our online scheduling has opened access to the vast majority of our primary care, OB-GYN and specialty practices. Creative thinking has also increased access to niche appointment types, such as our Lung

Nodule Program, Breast Surgery and our Chest Wall and Pilonidal Cyst appointments.

No longer are patients required to call the office during office hours to make an appointment. Now, most patients can pick their provider and schedule directly from our web site or within WakeMed MyChart, 24 hours a day, 7 days a week!

WakeMed MyChart
Pay as Guest
now available

YOUR HEALTH
IN YOUR HANDS.

The Pay as Guest Feature – now available on WakeMed MyChart – allows loved ones and family members to pay bills on behalf of a patient without signing into MyChart. This feature is intended to make it easier for family members to pay bills online – they simply click the Pay as Guest button on mychart.wakemed.org and enter the guarantor last name and ID (located on the bill statement).



NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Physician



Charles Woodham, MD
Surgery/Trauma

Welcome New Advanced Practice Provider

Phanice Kebaso, NP
Hospital Medicine

Jennifer Vande Loo, PA
Urgent Care

Correction!

The phone number published last month for Triangle Sinus Center was incorrect. The correct contact information for this practice, which is operating under a Physician Services Agreement with WakeMed, is:

Triangle Sinus Center
10010 Falls of Neuse Road, Ste. 12
919-766-8989



COMINGS & GOINGS

1C Clinical Evaluation Area welcomes **Julla Panneh, BSN, RN, Melissa Pearce, RN, and Greg Green.**

Primary Care – North Raleigh welcomes **Asia Dunn.**

5C Medicine welcomes **Cornelia Capell, RN, and Nicky Phillips.**

Home Health welcomes **Steven Smith and Allyson Dunn, RN.**

Wound Ostomy Nursing welcomes **Kristen Hameline, BSN, RN.**

Patient Case Management welcomes **Regine Lange, RN.**

Financial Clearance welcomes **Tangie Andrews.**

Conference Services welcomes **Joel Little.**

General Surgery welcomes **Jessica Navarro and Imelda Mondella.**

Corporate Accounting welcomes **Lyndie Simpson.**

Spiritual Care welcomes **Tina Morris-Anderson.**

6A CVIC welcomes **Lauren Manful and Ashlyn Dew.**

WOW, WHAT AN EMPLOYEE!

Cindy Klaess, CNS (Clinical Nursing Resource Services) received the Excellence in Mentoring Award from the North Carolina Affiliate of Clinical Nurse Specialists. She is also the first author of the article “Pain Management Pillars for the Clinical Nurse Specialist” in the May issue of the *Clinical Nurse Specialist* journal.

Judson Williams, MD, (WakeMed Heart & Vascular) was a contributing author on an article titled “Guidelines for Perioperative Care: Enhanced Recovery After Surgery Society Recommendations” published in *JAMA Surgery*.

Sallie Bisette, director, (Corporate Integrity) earned a doctorate in Interdisciplinary Leadership. She was also named president of the North Carolina Health Information Management Association.

Joy Kichline, RN, and Ellen Hampsey, RN, (both of 3A CVIC) earned master’s degrees in nursing (MSN) as Adult Nurse Practitioners from UNC-Chapel Hill.

Thomasina Williams (Birth & Family Education) earned a master’s degree in social work from North Carolina State University.

Hollyn Campbell, RN, Patricia Telemaque, RN, Josh Carter (all of 3A CVIC) and **Emily Helgevold, RN**, (3C Rehab Nursing) earned bachelor’s degrees in nursing (BSN).

Kim Mauldin and Renee Woodberry (both of 3A CVIC) earned associate degrees in nursing from Durham Tech.

Tina Creech, MSN, BSN, RN, manager (Surgical Services – Cary Hospital) passed the OR nursing certification (CNOR) exam.

Adrienne Jackson (Imaging Services – North Hospital) became a certified breast patient navigator (CN-BI).

Tonia Deaton (Sterile Processing – Cary Hospital) passed the certified surgical technologist (CST) exam.

Sadie Carson, RN, (Patient Case Management) earned certification in Case Management.

Shalise Huss (Pathology – Transfusion Services) was promoted to MLS III.

Tina Morris-Anderson (Spiritual Care) earned a master’s degree in pastoral counseling from Regent University.

Sue Hollowell, RN, (Mobile Care) completed a two-year Medical Transport Leadership Training course and earned certified medical transport executive designation.

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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Movies by Moonlight
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Cary Hospital

Buy One Get One Free
2019 Booth Amphitheatre Movie Night Admission
Cary, NC
This coupon must be presented at time of purchase.
Limit 1 coupon per person, per purchase. Cannot be combined with any other discount or promotion.
Coupon expires 08-30-19. Gates open at 7 pm; movies start at dusk; picnics welcome. For a list of movie titles, dates and ratings, visit boothamphitheatre.com.
A portion of movie night proceeds will benefit the WakeMed Children's Hospital!

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WakeMed Children's

UPCOMING MOVIES BY MOONLIGHT



CALENDAR OF EVENTS

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

Step on Sepsis 5K

June 1, 9 am
WakeMed Soccer Park

To learn more, make a donation or join Team WakeMed, visit donate.sepsis.org/team/214664.

Volunteer Sales

The Volunteers at WakeMed and Professional On-Site Sales will host fundraising events at Cary Hospital and Raleigh Campus.

Cary Hospital
Wednesday, June 12
7 am to 4 pm
Conference Center

Raleigh Campus
Thursday, June 13
7 am to 4 pm
Andrews Center

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

Organizational Development

Professional Development

People See Things Differently – May 23, 8:30 am to 12:30 pm, Medical Office Building; WakeMedU code: PDMBTI

First Impressions – Behavior Training – June 6 – 8:30 am to 3:30 pm, Medical Office Building; WakeMedU code: PDFI

Leadership Development

Coaching for Success and Improvement – May 14 & June 12, 8:30 am to 3:30 pm, Medical Office Building; WakeMedU code: LDCSI

Foundations of Leadership – May 23 & June 5, 8:30 am to 3:30 pm, Medical Office Building; WakeMedU code: LDFL

Leading Change – May 29, 8:30 am to 12:30 pm, Medical Office Building; WakeMedU code: LDLC

WAKE AHEC

Facilitating and Supervising Group Work: An Experiential Approach – May 24, 2019, Andrews Center

CGEC Enhancing Acute Care Delivery for Older Adults: A Multidisciplinary Approach – May 30, Andrews Center

Addressing Opioid Use through the Nurses Lens: Compassionate Care of the Patient with Opioid Abuse – June 5, Andrews Center

OSHA and North Carolina Infection Control Methods: Annual Update – June 5, The McKimmon Conference & Training Center

Adult Physical Assessment for Nurses: The Basics – June 6 & 7, Hyatt Place Raleigh-Durham Airport

A Difficult Duo: Domestic Violence and Substance Use Disorders – June 21, Andrews Center

Neuro-Optometric Vision Rehabilitation: What a Healthcare Professional Should Know – June 22, Andrews Center

Inpatient Obstetric Certification Examination Review Course – June 25 & 26, Hampton Inn and Suites by Hilton - Knightdale

CapRAC Healthcare Preparedness Coalition

State Medical Support Shelter Mission Overview – Wednesday, June 12, 6 to 9 pm, email SHarrison@Wakemed.org for details.

Critical Incident Stress Management – Monday, June 24 through Wednesday, June 26, 8:30 am to 4:30 pm; email JanisBrown@WakeMed.org for details.

State Medical Assistance Team Initial Training Course – Wednesday, June 26 & Thursday, June 27, 8:30 am to 5 pm; email SHarrison@WakeMed.org for details.

Capital Medical Reserve Corps – ARC Shelter Fundamentals – Saturday, July 20, 9 am to noon; email NiThorpe@WakeMed.org for details.

Nursing Education

12 Lead EKG Interpretation Class – Wednesday, May 29, 8:30 am to noon; NED B; WakeMedU code: NE014-19069

Clinical Practices to Positively Impact Care of Patients with Dementia – Friday, June 14, 9 to 11 am, Cary Hospital Conference Center; Wednesday, June 26, 10 am to noon, NED B; WakeMedU code: NE014-19018

How Does Feedback Impact Me? – June 25, 10 to 11 am, NED A; WakeMedU code: NE014-16049

Generalist Nurses Caring for Patients with Mental Illness in a Non-Psychiatric Setting – Wednesday, June 19, 9 am to 3:30 pm, Andrews Center; WakeMedU code: NE014-18004