

Microscope

I am WAKEMED

RESPECT FOR PEOPLE

ELIMINATE WASTE

TEAMWORK

CREATE EFFICIENT FLOW

CREATE JUST IN TIME PROCESSES

COMMITMENT AND ACCOUNTABILITY

CREATE STANDARD WORK

COMMUNICATION

WakeWay² Excellence

Carol Cecile, RN, manager (5B NIC), and Chris Smith, RN, manager (MICU) co-taught one of the Commitment & Accountability courses for staff in the Adult Acute Care Nursing division.



As part of their Commitment & Accountability training, Facility Services at Raleigh Campus signed their names on the rock in the "Rock Room" on the ground floor; Right, Payroll & Accounts Payable posted a bulletin board to recognize coworkers who demonstrate the Wake Way behaviors.

"This training gave me a better appreciation of WakeMed. I'm proud to work at an organization where people really walk the walk, not just talk the talk. I enjoyed having our managers lead the training because you know they really believe in what they are saying." – Michael Pehush (Facility Services)

"Our sessions were primarily clinical staff, so the videos were a great way to see how passionate people are in different areas that we may not interact with regularly. It's exciting to see that no matter what you're doing, every day you can choose to be engaged and be the Wake Way." – Brigit Piercy, manager (5C Medicine)

"Living the Wake Way will help us continue providing excellent customer service – for our patients and each other as employees. We've got new employees coming on and the Wake Way helps us welcome them and make them part of the family. Now that the training is over, I hope we can keep it going and maintain that mentality. Not every day is perfect, and sometimes things go wrong, but it helps to have a positive attitude." – Allen Payne (Food & Nutrition Services – Cary Hospital)

"The training helped all of us in the Emergency Department work more closely together, no matter what your role is. The most meaningful thing to me was how it helped us be more self-aware and mindful of how our actions impact others. Once you are aware of your actions, you can hold yourself accountable to doing the right thing – but first you have to think about your behavior." – Nikesha Gupton, RN, (Emergency Department – Garner Healthplex)

Putting Them in Action

"The Wake Way Behaviors are fundamental to who we are here at WakeMed – they are the cultural and behavioral elements that support our tenets and our entire strategic plan. While the Wake Way has been a part of this organization's culture for many years, formalizing these behaviors and ensuring staff understand what they mean today and how they apply to everything we do is critical. By working together as a team and holding each other accountable for demonstrating these important behaviors consistently across the system, we can accomplish our mission and ensure our patients and families are top priority in everything we do." – Donald Gintzig, president & CEO.



Kudos on a job well done!

In June, WakeMed went through our first Epic upgrade to introduce the 2015 platform. The new platform added many new features and applications that will increase efficiency for staff while improving the patient experience.

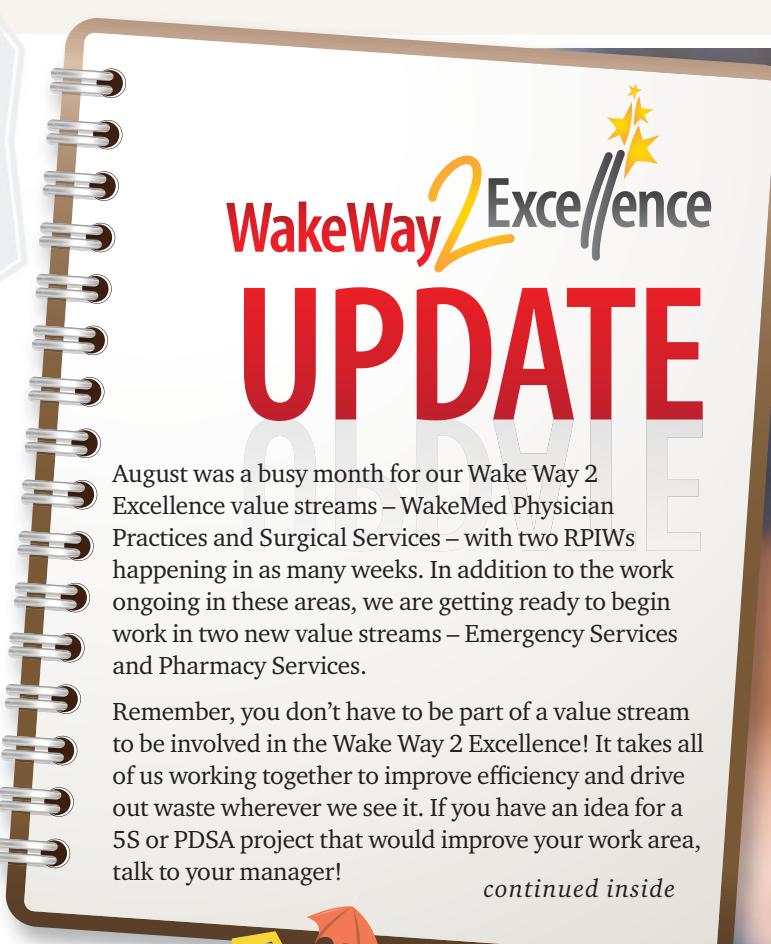
While not as intensive as implementing Epic initially, this upgrade was a huge undertaking that involved people from throughout the health system. Thanks to the support and dedication of our IS and Epic teams, the transition was very smooth and we had less than 78 minutes of Epic downtime while the upgrade took place. That feat earned WakeMed a spot on Epic's "Upgrade Wall of Fame" in Madison, Wisc. – an honor only given to systems that have less than 90 minutes of downtime for this kind of upgrade. "This is a great achievement that very few Epic organizations have accomplished and reflects our team's willingness to strive for high standards," commented Denton Arledge, vice president and chief information officer.

Now that the upgrade is complete, our Epic teams are working on reducing ticket volume and providing day-to-day support for all departments that use Epic. Epic will continue to track our implementation progress and key indicators for success, and we expect to hear continued positive feedback.

OPEN ENROLLMENT COMING SOON

OCTOBER 10 – 31, 2016

Some big changes are coming to our health insurance plans for next year. Look for more information in the next issue.



continued inside



Gear Up for WakeMed Gives!

WakeMed Gives, our annual employee giving campaign, will be held this year from October 3 through 14. During the campaign, all employees are invited to make a personal contribution to the 501(C)(3) nonprofit organization of their choice. To help you make the most of your giving power, donations can be made using cash, check, payroll deduction or PDO donation. The WakeMed Gives Advisory Board is planning a number of great events to have some fun while raising awareness about this great opportunity to give back to our community – look for details to be shared soon!

I GIVE because...

► WOW, WHAT AN EMPLOYEE!

Joanna Burgess, RN, (Clinical Nursing Resource Services) was elected to the United Ostomy Association of America's management board of directors.

Alfred Smith (Pharmacy) was invited to be a panelist at the BD Southeast Customer User Group Conference.

Amy Jnab, DNP, NNP-BC, (WPP – Neonatology) co-authored a textbook "Care of the Well Newborn Through the First Month of Life" and was a contributing author to the UNC/NC Board of Nursing RN Refresher Program.

Shannon Holt, PharmD, and **Ryan Sparks**, PharmD, (both of Pharmacy) and **Kelly Thompson-Brazill**, DNP, ACNP (WakeMed Heart & Vascular Physicians) had their article, "Treating Central Catheter- Associated Bacteremia Due to Methicillin-Resistant Staphylococcus aureus: Beyond Vancomycin" published in *Critical Care Nurse*.

Debbie Orr, RN, (Clinical Nurse Resource Services) was chosen as an AACN's Graduate Nursing Student Academy Liaison for East Carolina University.

Margaret Myers, RN; **Amanda Harris**, RN; **Brittany Parnell**, RN; **Ed Marty**, RN; **Rose Radcliffe**, RN, and **Nancy Graybeal**, RN, (all of 2D Rehab Nursing) passed the certified rehabilitation registered nurse exams.

Congratulations to the following nurses who earned medical surgical certification: **Myra Crowley**, RN; **Ellen Christopher**, RN; and **Sandra Cooper**, RN (3C Rehab Nursing); **Laronda Smith**, RN, and **Megan Warchol**, RN (Imaging Nursing); **Cornelia Cappel**, RN (1D Clinical Evaluation Area); **Marivien Alove**, RN; **Kat Abatayo**, RN; **Chris Bell**, RN; **Amy Bullock**, RN; **Brenda Gould**, RN; and **Miki Patel**, RN (all of 5C Medicine); **Beverly Oliver**, RN (6A CVIC).

Don Lemaire, RN (CTICU); **Kristina Palmer**, RN (2 West MSIC – Cary Hospital); **Carrie Moore**, RN (RRT – Cary Hospital); **Tanya Rowe**, RN, and **Julie Turkel**, RN (both of CICU) obtained critical care nursing certification.

Jennifer Brandt, RN, (1D Clinical Evaluation Area) earned psychology/mental health nursing certification.

Blanca Vasquez and **Sharon Fowler** passed the Homecare Coding Specialist-Diagnosis ICD-10 certification exam.

Amber Cadwell, RN; **Katrina Driskell**, RN; and **Christine Ouellette**, RN, (all of CICU) earned cardiovascular nursing certifications.

Alice Leatherman, RN, (Surgical Services – WakeMed North) is now a certified Healthcare Accreditation Professional.

Jessica Kesler, RN, (6A CVIC) earned nurse educator certification.

Melissa Dibenedetto, RN; **Lisa Kushner**, RN; **Kandice Speight**, RN; **Jenny Salzer**, RN; **Caroline Sawyer**, RN; and **Hannah Dibble**, RN, (all of 6A CVIC) earned cardiac-vascular nursing certification.

Jody Atherton, PharmD, and **Charles Jibotian**, PharmD, (both of Pharmacy) achieved American Board of Pharmacotherapy certification.

Elizabeth Benton, RN, (4C Women's Pavilion & Birthplace) earned maternal newborn nursing certification.

Rhonda Woodard, RN, (Imaging Nursing) obtained certification in vascular access.

Kelly Stevens (Clinical Resource Management) obtained clinical addiction specialist license.

Ginny Pospisil, (Respiratory Therapy) became a registered respiratory therapist.

Tommy Fayet, RN; **Leah Stambaugh**, RN; **Chelsea Griffin**, RN; **Hollyn Campbell**, RN; **Ivy Fincher**, RN; **Ellen Hampsey**, BSN, RN; and **Nadia Koretsky**, RN, (all of 3A CVIC) earned cardiovascular nursing certification.

Sissy Winstead, RN, and **April McCarthy**, RN, (Surgical Services – Cary Hospital) earned CNOR certification.

Ginger Bryan, RN, manager (3A CVIC) achieved her second ANCC certification as a nurse executive.

Deanna Harris, RN, (Imaging Nursing) earned a master's degree in nursing education.

Janice Lockridge-Brown, RN, manager, (Diabetes Program) completed a master's degree in nursing (MSN).

Congratulations to the following graduates of the Pfeiffer University master's in health administration cohort: **Omar Alkadhi**, RN (Clinical Administrators); **Charles Bissette** (WakeMed Heart & Vascular Structural Heart); **Jennifer Jones**, manager (Organizational Development); **Stephanie Sessoms**, executive director (Accounting & Finance); and **Sabrina Wells**, RN, manager (1C & 1D Clinical Evaluation Area).

Amy Grooters, RN, (2 West ICU – Cary Hospital) earned a bachelor's degree in nursing (BSN).

Toby Carter (Emergency Department) earned a bachelor's degree from University of Phoenix.

Austin Dinglasan, RN, (6C Surgery & Trauma) earned his associate's degree in nursing (ADN).

Mary Parker, RN, has been promoted to manager of the NICU and newborn nursery, and **Kristen Buczkowski**, RN, was named a supervisor of NICU and newborn nursery.

Pam Pluff, RN, is a new supervisor/educator with 2 West ICU/MSIC – Cary Hospital.

Tara Wasilewicz BSN, RN, was promoted to clinical educator/supervisor position for both STICU and Neuro ICU.

Jana Pittman, CRNA, and **Shelly Schaad**, CRNA, and **Elizabeth Gooding**, CRNA, (all of American Anesthesiology of North Carolina) have been promoted to chief anesthetists.

Lawrence Ngugi, MHT/BHR, is Staffing Resources' employee of the month.

WakeMed North Welcomes 1,000th Birth!

August 25 was a special day at WakeMed North Women's Hospital - we delivered our 1,000 baby! Kristin and Josh Janicek welcomed the newest addition, John, to their family at 7:42 a.m. Staff made a surprise visit to the family with a special gift basket, a birthday cake and sparkling cider.



From left to right is **Shakari Henderson**, MHT; **Loretta Gilliam**, MHT; **Gerald Lawrence**, NAI; and **Brighid Guenther**, NAI.

Unfortunately, thousands of hospitalized patients in the United States suffer falls each year. In addition to tabs monitors, bed alarms, hourly rounding, the No Pass Zone initiative and 1:1 observation, WakeMed is now piloting bedside surveillance for patients at high risk for falls on 2C Rehab, 3E CVIC, 5A MIC and 5A NIC.

Several nurse techs and mental health techs from Staffing Resources are serving as eObservers, who can watch and communicate with patients through the portable monitor stations. Like the eICU cameras, the portable monitoring stations do not record video or sound. The eObservers can communicate through the monitor station with patients and contact a colleague on the floor when a monitored patient shows signs of getting out of bed without assistance. "It is all about communication and teamwork. We work closely with the charge nurses, patient's nurses and nurse techs to make sure the patients are safe," commented **Gerald Lawrence**, NAI (Staffing Resources), one of the eObservers involved in the program. While the eObservers are a valuable new resource, all staff members should continue to do their part to prevent falls by setting bed alarms, rounding regularly and acknowledging the No Passing Zones established throughout the hospital. Thank you for helping us improve patient safety!

KNOW IT ALL BEFORE YOU FALL!

WakeMed is committed to keeping patients and the public safe and, when it comes to falls, knowledge is your most powerful resource. Patients, families, employees and volunteers are invited to stop by one, some or all of the stations at Raleigh Campus and Cary Hospital and learn all you can to prevent falls in the hospital and at home.

The WakeMed Home & Hospital Falls Prevention Fair

Thursday, September 22, 10 am to 2 pm

See details on the [WakeMedWeb](#)



REACH YOUR GOALS!

WakeMed Foundation Scholarship Opportunities

The WakeMed Foundation offers several scholarships and award opportunities to financially assist WakeMed employees who are interested in advancing their knowledge and skills. Since 1994, the WakeMed Foundation has awarded over \$628,000 to 689 employees - and we invite you to join them!

Skills Scholarships

Skills Scholarships provide funds for classes, seminars, conferences and programs. Scholarships are designed to help employees go above and beyond, and gain new skills that expand upon existing services.

Award maximum of \$2,500

Helton Scholarships

The Helton Scholarship Endowment Fund was established by a grant from the Helton Family Foundation in appreciation of the contribution that nurses and allied health professionals make to the care and well-being of patients at WakeMed.

- **Helton Awardee** – Helton Awardee provides funding for groups seeking education or training in preparation for a non-required certification exam. Funding support does not pay for the exam cost. Award maximum of \$2,500 per individual within the group request

- **Helton Scholar** – Helton Scholar provides funding for individuals seeking to complete a higher education degree.

Award maximum of \$5,000

How to Apply

For more information about scholarship opportunities, eligibility criteria and application forms, visit the WakeMed Foundation [WakeMedWeb](#) page. For more information about the WakeMed Foundation, call (919) 350-7656 or email foundation@wakemed.org.

COMINGS & GOINGS

Pre-Admission Testing bids a fond farewell to **Bonnie Cotton** upon her retirement after more than 37 years of service to WakeMed.

The MICU team congratulates **Janet Foster Faulk**, RN, upon her retirement after more than 35 years of service to WakeMed.

Rehab Case Management sends best wishes to **Linda Bell**, who retired August 4.

CTICU welcomes **Heather Orren**, RN.

The Raleigh Campus Emergency Department welcomes new employees **Lindsey Bryan**, RN; **Mary Langley**, RN; **Rachael Park**, RN; and **Caleb Rutan**, RN; as well as new team members **Margaret Hall**, NA II; **Krista Lee**, RN; **Dieu Merci Medju**, NAII. The department also welcomes nurse fellows **Jon Catoe**, RN; **Lindy Prevatt**, RN; **Cammie Dyer**, RN; **Michael Ford**, RN; **Josh Harris**, RN; **Sarah May**, RN; and **Megan Rowell**, RN.

IS welcomes **Steve Lee**.

Patient Case Management welcomes **Kathy King**, RN.

6A CVIC welcomes nurse fellows **LeiLani Drouillard**, RN; **Kimberly Miskow**, RN; **Kaylena Putz**, RN; and **Natalie Vicinelly**, RN; as well as a nurse techs **Melissa Dobbie** and **Amy Madia-Queck**.

NICU welcomes **Leigh Richardson**, RN; **Taylor Murphy**, RN; **Melissa Van Noppen**, RN; **Sumana Gaddam**, RN; **Mary Elizabeth Armstrong**, RN; **Jensen Starnes**, RN; **Katherine Gallagher**, RN; and **Galen Burns-Fulkerson**, RN. The department also congratulates former nurse techs **Olivia Austin**, RN, and **Shaunaci Cage**, RN, who are now nurse fellows.

The Emergency Department – Cary Hospital welcomes **Taunya Pack**, NAII.

WPP – Primary Care welcomes **Brooke Frame**.

Patient Case Management welcomes **Quadula Middleton**, RN, who transitioned from 5A.

Campus Police & Public Safety welcomes new locksmith **Andrew Wells**, who transitioned from Engineering.

CICU welcomes **Jessica Clifton**, RN; **Kelli McGuire**, RN; **Chris McPhillips**, RN; and **Devin Ploeger**, RN.

Surgical Services – Cary Hospital welcomes **Steffanie Wolfert**, **Tina Creech**, **Lindsey Nyemb**, RN, **Jess Baylan** and **Carlo Bommarito**.

2E CVICU welcomes **Dan Hanley**, RN.

Surgical Services – Endoscopy welcomes **Kiawana Fulford**, RN, and **Kim Barnard**.

Patient Case Management welcomes **Stephany Flowers**, MSW; **Shanita Tabb-D'Angelo**, MSW; **Melissa Stokes**, MSW; **Orangetta Shellie**, MSW; **Diane Felicissimo**, MSW; and **Kimberly Mills**.

6C Surgery & Trauma welcomes **Paige Casey**, RN; **Aimee Sisk**, RN; **Felicia Dorch**, NAII, and welcomes back **Carolyn Facemire**, RN, and **Crystal Truesdale**, RN.



Pharmacy welcomes new residents, left to right, **Nicholas Patricia** and **Caitlin Akerman** (PGY1), **Cristina Kaifer** (PGY2-Critical Care), and **Ryan Sparks** (PGY2-Cardiology).

ADDITIONS & ATTACHMENTS

Brooke Strickland, RHIA, supervisor (HIM) and her husband welcomed their second child Ryder.

Randy Agapito, OTR/L, Rehab, welcomed son Elias on June 6.

Kathleen (Hill) Boudreau (Imaging Services) married Alan Boudreau on March 26.

Shannon Stephenson (Surgical Services) was married on August 13.

Christy Luck (Community Case Management) and husband Justin welcomed daughter Colette Jean Luck on June 21.

Kate Wilkes (Public Relations) and husband Charles welcomed son Abel Henry Wilkes on May 13.

continued from cover

RPIW: Improving Patient Registration Accuracy within WPP

With approximately 385 inaccurate or incomplete WPP patient registrations happening each month, this process was a fine choice for an RPIW. These errors account for approximately \$80,000 a month in payment denials, which leads to patient dissatisfaction, increased processing costs and delayed revenue. Some highlights of the RPIW team's work include:

- Decreasing the time needed to complete the pre-registration process from 4:35 to 40 seconds.
- Decreasing the patient registration time (from "Hello" until a patient is ready to be roomed) from 3:05 to 1:28.
- Developing a new workflow that allows patient account representatives (PARs) to check insurance accuracy and coverage faster, so corrections can be made at the point of service – not when claims are denied.



Kuntz, Senthil Sundaram, MD; Jessica Causey, Jenn Wilder, Alethea Steele, Charlene Canady

RPIW: Improving Patient Preparation for Surgery via Pre-Admission Testing (PAT) Phone Calls

This RPIW took place at Cary Hospital and focused on improving efficiency and productivity of PAT phone calls in preparing patients for surgery. The team developed eight metrics and made huge improvements in several areas:

- Reducing the time elapsed from the first attempt to reach a patient to when the call is completed by 182 percent!
- Revising the pre-op instruction brochure for patients to reference while on the phone with the PAT nurse. The new version includes questions the patient should be prepared to answer, which should help patients be better informed of the process and come to the hospital prepared for surgery.
- Identifying numerous opportunities to leverage Epic and MyChart to help patients get the information they need, when they need it, while reducing the burden of work for our team members.



Team Members: Scott Lisson, MD; Nancy Calloway, RN; Erinn Moore, RN; Corrie Kochel; Eileen Ramos; Sherry Mowrey, PA; Selena Tate, RN; Teri Rich, RN; Mariam Ahmed

"The PAT process is often a patient's first experience with WakeMed, so it's important we get it right. Our nurses and staff members are working very hard, but there are many frustration points for patients and inefficiencies for staff – our goal was to address as many of those instances as possible," said Reed VanMatre, MD, (American Anesthesiology), RPIW Sponsor.

Sponsor: Reed VanMatre, MD
Process Owner: Crystal Berry

reminder

Integrity & Compliance Training DUE BY OCTOBER 31

WakeMed's annual mandatory compliance training for all WakeMed employees, contractors, and employed and contracted physicians is underway. All staff members are required to complete the one-hour General Compliance Training, and additional training may be required based on job codes. General Compliance Training can be completed in two ways:

- **Online via Learning Link** – follow the link on the WakeMedWeb or under "For the Employee" on wakemed.org.
- **New! Attend a live session** with John Finley, vice president and chief compliance & privacy officer, between now and October 31. See the WakeMedWeb for upcoming sessions.

With questions about the training, contact Gary Ernster (Integrity & Compliance) at gernster@wakemed.org.



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 (it will take you to the online reporting site).



Doreen Fombin, RN, (Emergency Department – WakeMed North) made a great catch when she noticed that a patient's orders were entered in the wrong chart. Doreen had talked through the plan of care for a patient with an advanced practice provider (APP). A short time later, she was working in another patient's chart and noticed the orders she had been

discussing earlier had been entered there. Doreen notified the APP of the error so it could be fixed and the orders could be entered correctly. Great job, Doreen!



WakeWell REWARDS UPDATE

Deadlines Extended!

If you haven't taken the final steps to earn your WakeWell Reward for 2017, there's still time! The deadline for alternate standards has been extended to September 30. Check the WakeWell page of the WakeMedWeb for details on alternate standards.

To check your points, visit www.mybcbns.com and log in, click on "Wellness" on the top of the page, then click "Visit Wellness" from the Wellness page.

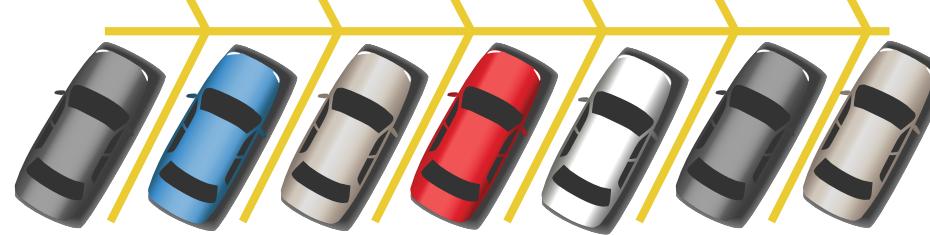
For more information about the program – and what to expect from your incentive in 2017 – read the FAQs on the WakeMedWeb or contact Bob Nelson at ext. 06903 or bonelson@wakemed.org.

WakeWay Excellence

UPDATE

Beep! Beep! Be Polite when Parking

In keeping with our focus on putting patients and families first, please remember to only park in areas designated for employee parking at all WakeMed facilities. Even if you are only visiting the facility briefly for a meeting or training, please be respectful and do not use parking spaces intended for patients, families and visitors. Also, be courteous of your fellow staff members by parking within the lines and driving slowly around sharp or blind curves in parking decks.



NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Physicians



Jordan Allem, MD
WakeMed Heart & Vascular Physicians



Shannon Aymes, MD
WPP – Apex Medical Group



Daniel Fox, MD
WPP – Pulmonary/
Critical Care Medicine;
WPP – Pulmonology



Ezmin George, MD
WPP – Pulmonary/
Critical Care Medicine;
WPP – Pulmonology



Cornelia Hahn, MD, PhD
WPP – Pulmonary/
Critical Care Medicine



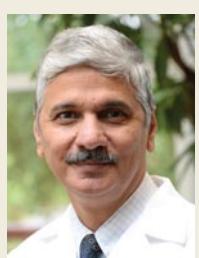
Jessica Hart, MD
WPP – Pediatrics



Samareh Hill, MD
WPP – Pediatric Health & Wellness Services



Elizabeth Jarvis, MD
WPP – OB/GYN North
Raleigh & Brier Creek



Imtiaz Khurshid, MD
WPP – Pulmonology



Michael Moore, DO
WPP – Fuquay Varina Primary Care



Christopher Nassef, MD
WPP – Pediatric Hospitalists



Chantel Roedner, MD
WPP – OB/GYN North
Raleigh & Brier Creek



Saif Shafiq, MD
WPP – Hospitalists



Anjali Solanki, DO
WPP – Brier Creek Medical Group



Diana Spahlinger, MD
WPP – OB/GYN
Cary & Morrisville



Michael Hightower, MD
WPP – OB Hospitalists



Judson Williams, MD
WakeMed Heart & Vascular Physicians

Welcome New Advanced Practice Providers

Stacey McDonald, PA
WPP – Hospitalists – Cary Hospital

Stacey Jones, NP
WPP – OB/GYN North
Raleigh & Brier Creek

Tayyabah Rayyast, PA
WPP – Hospitalists

Claire Gilbert, NP
WPP – Pediatric Surgery

Andrew Selfe, PA
Wake Orthopaedics

Laurel Fiske, NP
WPP – Pulmonary/
Critical Care Medicine;
WPP – Pulmonology

Ellen Ford, NP
WPP – Neonatology

WPP Establishes New Outpatient Pulmonology Practice

On August 15, WPP opened the first of three new outpatient Pulmonology practices in the WakeMed Heart Center. Featuring three board-certified pulmonologists, this new practice is now welcoming patients managing chronic pulmonary conditions such as COPD, emphysema, asthma, and obstructive sleep apnea. Specialized services include pulmonary hypertension evaluations, interventional pulmonary procedures such as PleurX catheters and modern diagnostic work up of all pulmonary, mediastinal and pleural radiological abnormalities. The Cary office will open on September 12 in the Cary Medical Park (behind Cary Hospital, beside the WakeMed Sleep Lab) and will focus on pulmonary and sleep medicine. Plans are underway to open a Brier Creek office in early 2017.

Now Open!

WPP – Pulmonology
Raleigh Campus Heart Center
3000 New Bern Ave.
Suite 1200
Raleigh, NC 27610
Daniel Fox, MD
Ezmin George, MD
Vikas Pathak, MD

Opening September 12!

WPP – Pulmonology - Cary
200 Asheville Avenue
Suite 10
Cary, NC 27518
Imtiaz Khurshid, MD

WPP – OB/GYN Expands to Brier Creek

WPP – OB/GYN recently opened its fourth location in the Brier Creek area. The team of six physicians and three certified nurse midwives delivers babies and performs gyn procedures at WakeMed North Family Health & Women's Hospital. The practice provides a full range of services for women of all ages, from annual pelvic exams to pregnancy counseling and checkups, help with getting comfortably through menopause, pediatric gynecology, and gynecological surgery.

Now Open!

OB/GYN - Brier Creek
Brier Creek Healthplex
8001 TW Alexander Drive
Suite 200
Raleigh, NC 27617
Office: 919-235-6455



Introducing WPP - Pediatric Health & Wellness Services

Led by pediatrician **Samareh Hill, MD**, the WPP – Pediatric Health & Wellness Services practice is committed to improving the health and well-being of children and youth who are facing challenges and medical problems related to excess weight. Serving children from birth to 18 years, this new specialty practice is designed to manage medical problems commonly associated with obesity, and will provide evaluation, treatment, or if necessary, referral to pediatric specialists for the following conditions:

- Pre-diabetes and Type 2 Diabetes
- Fatty Liver Disease
- High Blood Pressure
- High Cholesterol
- Irregular Periods (Polycystic Ovarian Syndrome)
- Sleep Apnea and Asthma
- Bone Diseases (Blount's Disease and Slipped Capital Femoral Epiphysis)
- Anxiety and Depression
- Binge Eating Disorders
- Poor Self-Esteem and Peer Bullying
- Rapid Weight Gain

WPP - Pediatric Health & Wellness Services

WakeMed Raleigh Medical Park
Duke Children's & WakeMed Children's Specialty Services
23 Sunnybrook Road, Suite 200
Raleigh, NC, 27610
919-235-6439

www.wakemedphysicians.com

Welcome Campbell Medical Students!

In July, WakeMed welcomed the second class of medical students from the Campbell University School of Osteopathic Medicine (CUSOM) to the Raleigh Campus. The 23 new third-year students join 22 students from the class of 2017, who have been rotating at WakeMed for one year. • CUSOM utilizes a clinical campus model, meaning that our group of students stays in the WakeMed system for all 24 months of their clinical training. This allows for a more meaningful relationship with the physicians, advanced practice providers and other staff who play a vital role in their education at WakeMed. CUSOM students are now fully integrated at all three WakeMed hospitals as well as various WPP outpatient practices across Wake County. • CUSOM is the newest medical school in North Carolina, and part of the school's mission is to relieve the physician shortage in the many rural and underserved communities in our state. WakeMed is honored to be a part of that effort. Please welcome our CUSOM students to the WakeMed family.

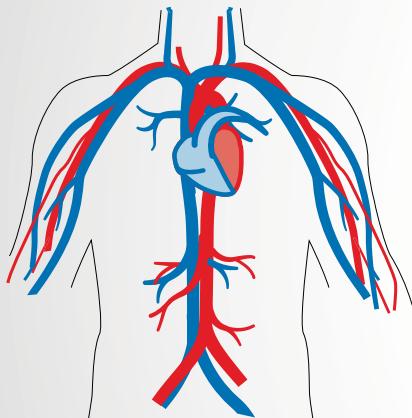


Exceptional People. Exceptional Care.

ECMO Makes a Difference for Pediatric Patients

Exceptional Teamwork Makes Life-Saving Procedure Possible

When the heart or lungs are failing, a heart/lung bypass machine—called extracorporeal membrane oxygenation or ECMO—can give those organs a break and help keep oxygenated blood flowing. In simple terms, ECMO removes blood from the body, replenishes the oxygen it needs and pumps it back in—allowing the heart and lungs to rest and heal. WakeMed has long used similar equipment for adults during heart surgery, but has only started using it for pediatric patients in the last few years. Using ECMO on children is incredibly challenging because there are more variables involved, but it can be a life-saving resource for those who need it.



To date, WakeMed has placed 12 pediatric patients—including two NICU babies—on ECMO and almost all of the children had positive outcomes. The procedure requires the expertise and support of a huge team including pediatric intensivists, neonatologists, nurses, surgeons, respiratory therapists, pharmacists, lab technicians, X-ray techs, blood bank staff, OR technicians and many others. Because ECMO cases are infrequent, there isn't a dedicated ECMO team like we have for stroke or code blue. That means everyone involved needs to be trained and prepared to jump in at a moment's notice.

ECMO is used by many children's hospitals, but usually only those with a pediatric cardiovascular program. Because WakeMed doesn't have such a program, we have partnered with Duke to provide continuing care when ECMO is used.

Patients are put on ECMO at WakeMed and then transferred to Duke. Usually the transfer takes just a few hours, but in one case, a patient had to stay overnight in the PICU because a snow storm made travel impossible. Team members stayed with the patient around the clock until the transport team arrived. "We have an extraordinary team who worked very hard to bring this resource to our patients. Our success thus far highlights the expertise of our staff and the strong team ethic that we are so proud of. It is times like this when one can so clearly see us at our best," said **Stephen Leinenweber, MD**, executive medical director, WakeMed Children's.

New Technology Eliminates Multiple Surgeries for Certain Scoliosis Patients

Wake Orthopaedics recently introduced a new technology that reduces the number of surgeries that some young patients with scoliosis require. The MAGEC® system offers a significantly less invasive surgical option for some children under age 10 who have progressive spinal deformities caused by early onset scoliosis.

"This technology is for a small subset of pediatric patients, but for those children and families, it has extensive benefits over traditional growing rod surgery," explains **Conor Regan, MD**, a spine surgeon with Wake Orthopaedics. The rod is unique because it can be adjusted during office visits, rather than surgical procedures, which reduces the number of hospital stays for patients, decreases cost and improves the patient and family experience throughout the treatment process. Dr. Regan and his colleagues offer multiple solutions for scoliosis and other issues related to the back, spine and neck. For information, call Wake Orthopaedics at 919-232-5020.



HELP Celebrates Impactful First Year

Less confusion among Cary Hospital inpatients older than 70—this is one of the more meaningful results of the Hospital Elder Life Program (HELP) after its first year.



HELP was created by **Dr. Sharon Inouye**, at Yale University with the hopes of helping prevent delirium in patients. Its goal is to prevent the sudden state of confusion or change in mental state—delirium—and loss of physical functioning

that elderly patients with certain risk factors often experience while in the hospital for two or more days.

HELP was started at Cary Hospital a year ago and is funded through a grant from the Duke Endowment. **Linda Mayo, MSN, RN**, and her team of volunteers deliver therapeutic interventions at the bedside of older patients, encouraging them and helping them stay alert and oriented. Patients or families of patients who are interested in this free, extra support can request HELP. The patient is screened and protocols are matched to fit the patient's needs (cognitive orientation, therapeutic activities, sleep enhancement activities, mobility/exercise and feeding assistance).

During its first year of operation, HELP helped:

- Reduce incidences of patient delirium
- Reduce length of stay
- Decrease labor costs
- Decrease Pharmacy costs
- Increase staff participation in providing quality care and knowledge of caring for geriatric patients

For more information about HELP, contact Mayo via email or at ext. 01830.

What's Happening at WakeMed

Mobile Critical Care Services and WakeMed North Emergency Department staff showed off their team spirit with some WakeMed temporary tattoos. Pictured, left to right, are Lisa Macias, Alesia Simmons, Claire Griffin, Nikki Marie, Bridgette Brewer, and Kehoni Green.



Marcy Van Schagen, director, (Clinical Administrators) shops at one of the final farmer's markets of the season. This year we continued our partnership with Inter-Faith Food Shuttle, saw increased EBT usage and, for the first time, offered free bus passes through the City of Raleigh to make it easier for our community members to access fresh fruits and vegetables at the market.



Seventy four employees and community members—including 17 first-time donors!—donated blood at the blood drive held at Raleigh Campus in August. Thanks to everyone who participated, 69 units of blood were collected by the Red Cross.



Patients' special occasions are a little sweeter thanks to Volunteer Services, Food & Nutrition, Nursing and a student from North Carolina State University. Raleigh Campus now provides a special treat to patients who have a special occasion (birthday, anniversary, etc.) while in the hospital. Pictured L to R around the patient are **Ryan Mason, RN**; **Bethany Lawson**; **Leilani Drouillard, RN** (all of 6A CVIC); **Deanna Coleman** (Food & Nutrition Services); and **Jackie Kennedy**, manager (Volunteer Services).

The first annual Kick it 4 Kids kickball tournament, held in July, was a home run success! With 10 teams participating and over 200 attendees, the event raised over \$8,500 for WakeMed Children's! The team from Cranfill, Sumner, and Hartzog LLP (pictured) was the fundraising champion and tournament champion. Thanks to everyone who participated!



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 Public Relations 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 Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

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WakeMed
WakeMed Health & Hospitals

3000 New Bern Avenue
Raleigh, NC 27610

ADDRESS SERVICE REQUESTED

WinterFest

WinterFest Registration Begins September 9

This annual event gives employees, volunteers and physicians the chance to display and sell unique items, including jewelry, crafts, baked goods, holiday decorations and gifts. This year, WinterFest will be held on the following dates:

- **Cary Hospital:** Tuesday, Dec. 6, 9 am to 2 pm
- **Raleigh Campus:** Thursday, Dec. 8, 8 am to 4 pm
- **WakeMed North:** Tuesday, Dec 13, 10 am to 2 pm

If you'd like to be part of WakeMed's WinterFest sale, submit a completed registration form to Human Resources between September 9 and October 7. The registration form will be posted on the WakeMedWeb.



CALENDAR OF EVENTS

Save the Date to Celebrate!

Mark your calendar for October 18 to celebrate one year of Magnet status! Details to come.

Employee Education Fair

Come meet representatives from outstanding local colleges, universities and nationally recognized online universities, and learn more about a wide range of educational opportunities for WakeMed employees.

Cary Hospital

Thursday, September 8
Conference Center
8:30 am to Noon

Raleigh Campus

Friday, September 9
Conference Dining
10 am to 3:30 pm

Aromatherapy: Ancient Wisdom for Modern Times

February 17-19, 2017
Cary Hospital Conference Center
Early registration: \$425. Visit ishahealing.com to register.

ORGANIZATIONAL & STAFF DEVELOPMENT

Enroll in any of the listed classes via Learning Link system or have your manager/supervisor send an e-mail to ODRegistration@wakemed.org that includes your name and employee number, and course name, date(s) and time(s). For information, visit <http://wakemedweb> or call ext. 08306.

Speed of Trust – Wednesday, September 7, 8:30 am to 12:30 pm, Medical Office Building, Ground Floor Classrooms (Code=PDSOT)

EAP: Stressed Out? Identifying Strategies for Managing Stress – Wednesday, September 21, 9 am to noon, Medical Office Building, Ground Floor Classrooms (Code=SDEAP-SO)

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

Impacting Others Through Your Behavior –

Thursday, September 22, 8:30 am to 12:30 pm, Medical Office Building, Ground Floor Classrooms (Code=PDDISC)

SAHA

Register for Upcoming SAHA Events at www.sahalliance.org. All events are located at the Cary Conference Center:

- **OR Team Education Session: Potpourri of Perioperative Quality and Safety Workshop** – Wednesday, Sept. 14, 10 am to 3 pm. This workshop will review a variety of quality and safety topics and current initiatives geared toward both managers and staff. No charge. CPHQ credit (pending approval).
- **Quality to Dollar\$** – Friday, Sept 16, 10 am to 1 pm. Learn about quality services programs and how they impact your hospital's bottom line. \$15 for SAHA members; includes handouts, lunch and CPHQ credit (pending approval).
- **NC Employment Law Key Tools for New Managers** – Tuesday, Sept. 20, 10 am to 2 pm. Attendees will learn NC Employment Law and insights every new manager needs to know. \$25 for SAHA members; includes handouts, lunch, and certificate of attendance (HRCI credit pending approval).

- **Communicating With Your Hispanic Patient** – Wednesday, Sept 21, 10 am to 2 pm. This course is designed to help bridge the communication gap between Hispanic patients, their caregivers, and hospital staff and to enhance the overall patient experience. \$45 for SAHA members; includes handouts, lunch and certificate.

Wake AHEC

Medical Terminology for Interpreters – Basic Glossary of Anatomy Terms (Level 3): Sept. 6 & 7, Area L AHEC, Rocky Mount

The Veritas Collaborative Symposium on Eating Disorders 2016 – Sept. 8 & 9, Durham Convention Center, Durham

SPICE: Infection Control in Dentistry – Sept. 14 & 21, Andrews Center

9th Annual UNC-Duke-Wake Forest Pediatric Anesthesiology Conference: Best Practices in Pediatric Anesthesia Care – Sept. 17, The William and Ida Friday Center, Chapel Hill, NC

Lactation Consultant Review Course – Sept. 19-23, Andrews Center

Pain, Addiction and the Law 2016 – Oct. 1, The William and Ida Friday Center, Chapel Hill, NC

26th Annual Art of Breastfeeding Conference – Oct. 3-5, The William and Ida Friday Center, Chapel Hill, NC

Medical Interpreter Certification Review Course – Oct. 4, Area L AHEC, Rocky Mount, NC

NURSING EDUCATION

Stroke Core (LL Code: NE014-15041) Sept. 1, 8:30 am to 1 pm, Andrews Center

Basic Fetal Monitoring for the L&D Nurse (LL Code: NE014-15096) Sept. 2, Andrews Center

2016 WakeMed Trauma Conference – Sept. 8, 7 am to 4:30 pm, Andrews Center

Neuro Assessment 101 (LL Code: NE014-15038) Sept. 8, 8:30 to 10:30 am, NED B

AWHONN Module 1: Preconception and Interconception Health (LL Code: NED92) Sept. 16, NED C

Spinal Cord Injury Core (LL Code: NE014-16065) Sept. 22, 8 am to 12:30 pm, NED B

AWHONN Module 8: Neonatal Complications (LL Code: NED84) Sept. 29, Andrews Center

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