

Microscope

I am WAKEMED

I am the Wake Way... Every Time.

We are fortunate to have a culture at WakeMed – the Wake Way – that is unique and has set us apart from other organizations for the last 55 years. This spring, we will be building on this culture by introducing our new Wake Way every-time behaviors, which are an important part of our Wake Way 2 Excellence journey. By embracing and demonstrating these behaviors, we – as the WakeMed family – have the opportunity to strengthen our unique culture, pursue our aspirational goals and, most importantly, improve the care we deliver to our patients and their families.

“The Wake Way has always been an important part of what makes WakeMed special. I’m excited about this opportunity for us as an organization to spend time discussing, learning and adopting a foundational aspect of our strategic plan,” says **Donald Gintzig**, president & CEO. “It will take all of us committing to ensure that the Wake Way is what we are all about – not just sometimes, but every time.”

As we work together to explore and understand these behaviors, we will take a close look at one of them each month. Through discussions, activities, videos and opportunities to share your own stories, we will learn more about what these behaviors mean to members of our WakeMed family and how we can integrate them into our interactions with others.



I will...

- Demonstrate compassion and empathy.
- Value differences.
- Respect privacy and maintain dignity.

Wake Way Behavior: Respect for People

Respect for people means we respect others, make every effort to understand each other, take responsibility and do our best to build mutual trust. There’s no one way to show respect – instead, there are many ways we can do this. As part of our every-time behavior expectations, WakeMed employees should:

- Demonstrate compassion & empathy
- Value differences
- Respect privacy and maintain dignity

With our focus this month on Respect for People, we challenge you to think about what respect means – not just from your perspective, but from the perspective of your coworkers, our patients and their loved ones. Use this to guide your actions and show respect to everyone at all times – it’s the Wake Way!

“I feel respected when...”

Respect looks different to different people – we asked a few members of the WakeMed family what it means to them to feel respected.



“... I get compliments and praise on my food at the chef’s station.” – **Brad Urich** (Café 3000)



“... people follow through with what they say they are going to do.” – **Joanne Barkhau**, RN, (Nursing Education)

“... people listen during a meeting and let you finish your thoughts instead of interrupting.” – **Amy Ray**, RN (Nursing Education)



“... I give respect to others.” – **Alex Phillips** (Staffing Resources)



“... people give good eye contact and genuinely listen to what you’re saying.” – **Kimberly Austin**, RN, (Staffing Resources)

“... people appreciate you taking extra steps to help them.” – **Judy Will** (Children’s Emergency Department)



“... I get a response back from my question.” – **Coleman Cobb** (Facilities Services – WakeMed North)

An Epic First Year!

Care Everywhere

- Exchanged 2.4 million health records
- With 233 organizations in 48 states
- Top exchange partners:
 - > UNC Health Care
 - > Duke University Health System
 - > Vidant Health

- 64,000+ users
- Over 9.5 million site visits
- Most popular features:
 - > Message providers
 - > View lab tests and results
 - > Schedule appointments

WakeMed MyckART

It’s hard to believe that a full year has passed since WakeMed began using the Epic electronic health record system. WakeMed’s hospitals and healthplexes went live on February 1, 2015, following the successful go-live of our physician practices in June 2014.

From day one, WakeMed’s Epic implementation was a huge success – thanks in large part to the exceptional dedication, support and commitment of the entire organization. “We would not have been able to accomplish what we have without the outstanding teamwork of everyone at WakeMed – from nursing and all clinical disciplines to non-clinical support departments. Like any great team, every member has to perform at their best to achieve a great victory – and that’s what we’ve done,” commented **Denton Arledge**, vice president & chief information officer. “In addition, I’d like to personally thank the Information Services team for their hard work, commitment and the long hours put into the years of behind-the-scenes work that contributed to our extremely successful implementation.”

Throughout the year, Epic and WakeMed have tracked numerous key measures of success and the results continue to be outstanding. We are doing better than average in many areas related to revenue, including reporting accurate charges, getting bills out quickly and collecting payments. Thanks to our outstanding results in several areas related to user performance and best practices, WakeMed recently earned a financial credit of nearly half a million dollars through Epic’s “Good Install Program.”

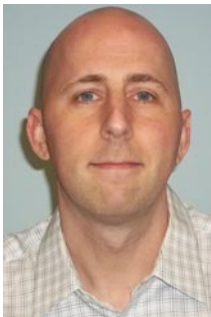
Of course, go-live was just the first step on a journey that is ongoing. Throughout the year, teams have continued to work on optimizing our system to better meet staff and patient needs. We’ve also introduced several new programs, such as Community Connect for community physicians, and Healthy Planet, which supports our population health initiatives. In July, we will upgrade our Epic platform to the 2015 version, which will lead to even more improvements and opportunities.



Our 500th baby arrived at WakeMed North Women’s Hospital! Congratulations to Heidi Ritenour and Carrie Garver on the birth of Easton Bradie Garver.



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).



Jeff Heller, RN, (Surgical Services) was performing a surgical timeout when he discovered a discrepancy between the consent form and the surgery being conducted. The consent form and procedure description in Epic stated the surgery was going to take place on the patient’s right arm, but it should have been her left arm – where the surgeon had signed. Jeff’s attention to detail ensured that the consent was corrected and the procedure took place as intended.



Welcome New Physicians



Yousef Abumostafa, MD
WPP – Hospitalist



Sukaina Ahmad, MD
WPP – Falls Pointe Medical Group



Ulugbek Buriev, MD
WPP – Hospitalist



Claudia Cadet, MD
WPP – Neonatology



Padma Hari, MD
WakeMed Heart & Vascular Physicians



Daniela Ivanova, MD
WPP – Hospitalist

WakeMed Physician Practices Names Two Regional Medical Directors

Monica Oei, MD, and **Susheel Atree, MD,** have joined the WPP Primary Care Leadership Team as regional medical directors, effective January 1, 2016. Dr. Oei is the medical director for Garner Primary Care, Apex Medical Group and Fuquay-Varina Primary Care while Dr. Atree is medical director for North Wake Internal Medicine and Falls Pointe Medical Group. They join **John Holly, MD,** who is the medical director for Brier Creek Medical Group, Parkway Primary Care, City Center Medical Group and Knightdale Family Practice.



WOW, WHAT AN EMPLOYEE!

Vikas Pathak, MD, (WPP – Intensivists) earned board certification in Interventional Pulmonology.

Lindsay McDaniel (Patient Case Management – Cary Hospital) became a certified case manager.

Liz Trianni, RN, (Acute Care Nursing Services – Cary Hospital) earned a master’s in nursing (MSN) from UNC – Greensboro.

Holly Whitley, RN, (Staffing Resources) earned an MSN from Western Governors University.

Linda Mayo, RN, (HELP – Cary Hospital) graduated from the nursing practitioner program at East Carolina University and passed the ANCC Adult Gerontology Nurse Practitioner boards.

Brienne Purta, BSN, RN, (3A CVIC) earned a bachelor’s degree in nursing (BSN) from UNC- Charlotte.

Bonnie Lauren Howard, RN, earned a BSN in December.

Morgan Fronczke, RN, (Staffing Resources) earned a BSN from South University.

Megan Jones, RN, (3B CVSIC) received certification for progressive care nurses (PCCN).

Renée Patton, BSN, RN, was promoted to the role of manager of 3C Nursing in January.

David Kaguchia, RN, and **Kandi Jordon, RN,** (both of STICU) earned critical care nursing certification (CCRN).

Lynn Settlemyer, BSN, RN; **Christie Magdanz, MSN, BSN, RN;** and **Leslie Polzien, BSN, RN** (all of Patient Case Management) obtained case manager certification (CCM).

Pharmacy congratulates the following members of their team on receiving board certification: Critical Care (BCCCP) – **Amanda Burgin, PharmD;** **Frances Gravely, PharmD;** **Holly Hall, PharmD;** **Erin Ledford, PharmD;** **Janice Pan, PharmD;** **Mollie Sheron, PharmD.** Pharmacotherapy (BCPS): **Molly Flynn, PharmD;** **Vanessa Prendergast, PharmD;** **Kyle Thorner, PharmD.**

- Congratulations to all the teams that earned recognition by the Clinical Nurse Council and managers at the annual CNC Poster Presentations:
- **Most Creative**
“Don’t Be Late” (Day Surgery)
“Round and Round We Go” (Imaging)
“Painful Documentation” (3E CVIC)
 - **Best Example of Outcome Data**
“What is Your True Color: Enhancing Team Communication” (6B Orthopaedics & Oncology)
“Keep your Beans Jumping” (eICU)
“Achey Breaky Heart” (Invasive Cardiology)
 - **Overall Favorite**
“What is Your True Color: Enhancing Team Communication” (6B Orthopaedics & Oncology)
“Keep your Beans Jumping; Acute Renal Failure” (eICU)
“Painful Documentation” (3E CVIC)



Save Money with the WakeMed Network

WakeMed is proud to offer employees access to nearly 500 exceptional physicians throughout the Triangle area with the WakeMed Network. The WakeMed Network includes WakeMed services provided at any of our in- and outpatient locations, as well as all WakeMed Physician Practices locations, many members of the Key Physicians Network and some other specialists. A list of the WakeMed Network is posted on the WakeMedWeb (under For the Employee) and is updated throughout the year.

Benefits of the WakeMed Network

For employees and their dependents who are members of either of the WakeMed Health Plans, seeing doctors in the WakeMed Network offers several benefits, including lower copays, deductibles and out-of-pocket maximum costs as illustrated below:

	Select Plan	Premiere Plan		
	WakeMed Network	Other In-Network	WakeMed Network	Other In-Network
Annual Deductible (individual/family)	\$1,500/\$3,000	\$3,000/\$6,000	\$500/\$1,000	\$2,000/\$4,000
Out-of-Pocket Maximum (individual/family)	\$2,500/\$5,000	\$6,000/\$12,000	\$1,500/\$3,000	\$5,000/\$10,000
Primary Care Visit	\$20 copay	\$50 copay	\$10 copay	\$35 copay
Specialist Visit	\$50 copay	\$100 copay	\$30 copay	\$50 copay
Urgent Care	\$35 copay	\$60 copay	\$25 copay	\$50 copay
Hospitalization Inpatient & Outpatient	Plan pays 80% after deductible is met	Plan pays 70% after deductible is met	Plan pays 90% after deductible is met	Plan pays 80% after deductible is met
Hospital-based Imaging CT, MRI, MRA, X-ray, Ultrasound, EEG, EKG	\$50 copay	Plan pays 70% after deductible is met	\$30 copay	Plan pays 80% after deductible is met
Occupational, Physical & Speech Therapy	\$50 copay	Plan pays 70% after deductible is met	\$30 copay	Plan pays 80% after deductible is met

Please see your 2016 handbook for more details.

If you need medical care – anything from a routine physician visit to physical therapy or a diagnostic imaging procedure – visiting a facility or provider in the WakeMed Network will save you money. **To ensure you don’t pay more than you need to, it’s always a good idea to request that you be referred for services within the WakeMed Network. For example, if you need an ultrasound or CT scan, ask that your physician’s office send you to WakeMed for imaging services – you’ll pay less than if you are sent to another imaging provider.**

Of course, you are always free to visit any doctor you choose – the WakeMed Network is just one way we are working to make it easier and more affordable for our employees to stay healthy.

Feeling ill and not sure where to turn? Try WPP – Employee Health & Wellness!

WPP – Employee Health & Wellness offers urgent care services for WakeMed employees and dependents (age 6 and up). With extended hours and a convenient location, this office is a great first line of defense if you’re feeling sick – plus, you’ll pay just the primary care office visit copay, rather than the urgent care copay.

WPP – Employee Health & Wellness
Raleigh Campus, Andrews Center
Monday – Thursday: 7 am to 7 pm
Friday: 7 am to 3 pm

WakeWell Rewards Reminder – Don’t Forget Your Biometric Screening

The deadline to schedule biometric screenings is **February 21**. Screenings will take place between February 24 and April 8. Visit mychart.wakemed.org to make your appointment! To change your appointment, call 919-350-7000. Screening results will be posted to WakeMed MyChart. Remember, you must meet a certain level on each standard in order to receive the reward. If you do not meet the standards, you can complete an alternate standard requirement to make up points. See the FAQs on the WakeMedWeb for details. Questions? Contact Bob Nelson, ext. 06903.





Exceptional People.
Exceptional Care.



Innovations of the Heart

Helping patients with chronic and complex cardiovascular conditions is a priority for the Invasive Cardiology team at the WakeMed Heart Center and for WakeMed Heart & Vascular Physicians. With new innovative procedures and a growing team of talented cardiovascular physicians, WakeMed continues to improve care and quality of life for our patients – particularly those who previously have faced limited treatment options.

Complex PCI/CTO Program

WakeMed offers a highly specialized approach for patients with severe coronary artery disease, calcified and blocked coronary arteries (chronic total occlusion, or CTO). As patients age and develop other health conditions, coronary artery disease intensifies and blockages become harder to treat. Percutaneous coronary intervention (PCI) is a non-surgical, minimally invasive approach to treat blockages, restore blood flow, reduce symptoms and improve quality of life for patients whose symptoms cannot be managed with medication, aren't candidates for heart surgery or need to have blockages opened before having another surgery.

WakeMed's Complex PCI/CTO Program began in 2014 under the direction of **Islam Othman**, MD, (WakeMed Heart & Vascular Physicians) and has become the most successful program in North Carolina, incorporating several specialized modalities:

- Intravascular ultrasound to see the interior of the arteries and develop an individualized treatment strategy.
- Rotational atherectomy (micro-drill) to clear calcified blockages.
- State-of-the-art CTO wires, catheters and devices to develop channels in and around coronary blockages and restore blood flow.

Having performed nearly 100 cases, Dr. Othman is the highest volume CTO interventional cardiologist in the state and one of the leaders in the southeast. His 94 percent clinical success rate is well above the national average of 50 to 80 percent and reflects WakeMed's goal of providing the highest quality cardiovascular care in the region.

Patients come to the WakeMed Complex PCI/CTO Program from all over the region and leave with a new lease on life. "Restoring quality of life for patients is our primary goal," says Dr. Othman. "Many of these patients have been told they have no further options for treatment, and their ability to enjoy life really suffers. Seeing our patients feel better is incredibly rewarding."

MitraClip

MitraClip® can help restore quality of life for patients who have severe mitral regurgitation (MR) and are not candidates for open heart surgery. Impacting nearly 1 in 10 adults over age 75, MR occurs when the mitral valve leaks, causing blood to flow back into the lungs rather than the heart.

The MitraClip is a small device that is placed in the mitral valve to help it close correctly and maintain normal blood flow. **Frances Wood**, MD, and **Bryon Boulton**, MD, (both of WakeMed Heart & Vascular Physicians) have performed several MitraClip procedures at WakeMed and expect the procedure to grow in popularity. "The MitraClip is a minimally-invasive approach that can help MR patients enjoy improved quality of life and fewer hospitalizations," explains Dr. Wood.

The procedure's success relies on true collaboration between a cardiologist and cardiac surgeon, both of whom are involved in performing the procedure. "MitraClip represents a merging of our fields, requiring the cardiologist to use a more invasive technique and the cardiac surgeon to take a less invasive approach – all in the best interest of our patients," says Dr. Boulton.

These procedures are just two examples of how we continue building on the legacy of innovation and excellence that the WakeMed Heart Center is known for. "This outstanding care is possible thanks to our talented team of physicians, cardiovascular specialists, nurses and many others who put our patients first in everything we do," comments **Betsy Gaskins-McClaine**, RN, vice president, Heart & Vascular Services.

Quality Care Recognition for Orthopaedics

WakeMed recently received Blue Distinction® Centers+ honors from Blue Cross Blue Shield in:

- Knee & Hip Replacement
- Spine Surgery



Hospitals that earn this recognition are shown to outperform their peers in the areas that matter to patients and families – quality, safety and efficiency.

Cary Hospital Reaccredited as Chest Pain Center

Cary Hospital has received Chest Pain Center reaccreditation from the Society of Cardiovascular Patient Care (SCPC). Accreditation recognizes hospitals that use an evidence-based, protocol-driven and systematic approach to cardiac patient care. SCPC's accreditation process ensures that hospitals meet or exceed a variety of standards and undergo a comprehensive onsite review.



Three Cheers for Our Golden Scanners



Congratulations to the Golden Scanner winners for the fourth quarter of FY 2015!

- **Cary Hospital:** Medical Day Treatment Unit with 96.3 percent compliance and \$19,000 in charges captured (pictured).

- **Raleigh Campus:** CTICU won for the third quarter in a row with 98.7 percent compliance rate, which generated \$194,000 in patient charges.

Scanning compliance means our nursing units stay stocked with the items you need to care for patients. In addition, it means we are capturing charges for items used. Remember – the more compliant we are with scanning, the more it helps our bottom line, so scan all you can!

GETTING TO KNOW

Susan James

Vice President & Chief Legal Officer

Susan James's career hasn't taken the most direct path, but she couldn't be happier with where she has ended up. James, who grew up in Atlanta, attended the University of Georgia and chose to major in music because it had always been something she loved. After graduating, she continued studying music by pursuing a master's degree at the Southern Seminary in Louisville, Ky. However, halfway through the program she realized that it wasn't the right choice. "I took a class that helped me explore what I wanted from my career. I found that I love to solve problems and to be learning constantly. Law seemed like a good fit, so that's the direction I went," she says.

After finishing her master's degree, she studied law at the University of Louisville School of Law. She then spent several years practicing as a trial, technology and corporate lawyer and as an in-house attorney for corporations before finding her way into health care. She quickly realized it was a great match – and something she found very fulfilling as well. "Working in health care is so rewarding because, even though I'm not a clinician, I can support the work that is done and help our team be successful," she says.



James joined WakeMed as vice president & chief legal officer in October 2015 from Georgia Regents Health System, an academic medical center in Augusta, Georgia. She was drawn to our organization because of our mission and was immediately struck by the unique culture of WakeMed. "At WakeMed, the focus is on the patient 100 percent. Everyone tells the same story and there's a mission-driven ambition that is so inspiring." As she has settled in to WakeMed, James is already busy tackling her goals. In the long term, she wants to play a part on the team that achieves the goal of becoming one of the top 10 health systems in the country. In the short term, she's building partnerships with clinicians and administrators and working to share the vision of what our legal department can do. "My

focus is on offense, not defense. I want people to call me when they start something so we can collaborate and do it right," she says. To aid her approach, she is adding several lawyers to her team, which will provide additional support and expertise to WakeMed while reducing dependence on outside counsel.

Of course, working in health care law is not without its challenges, but James is always ready to tackle them, saying, "I love a good challenge." One of the main hurdles she faces is that health care law is confining and strict, which can limit innovation. James describes herself as someone who likes to lead by teaching and empowering, which can't be done in an office with a closed door. She spends a lot of time meeting with staff and encourages people to come to her with questions or concerns. "I don't want the first time I meet with someone to be when they are in crisis – I want them to call me so we can work together and change things before problems can develop."

Outside of work, James is enjoying getting to know the Raleigh area. As someone who used to vacation in North Carolina, she's thrilled to now call the state home. She and her husband, Brian, have been married 26 years and have three children, ages 10, 13 and 15. She loves to travel, particularly to destinations that look and feel nothing like where she lives, and hopes to visit Africa and Alaska soon. She also enjoys college football ("Go Dawgs!"), theater and – of course – music, which her husband and children also play. Someday, she says, she will learn to fly a plane.

WakeMed



HealthyMe

with J. Richard Daw, MD

Improving Heart Health

Dr. Richard Daw sees cardiology patients at the Cary location of WakeMed Heart & Vascular Physicians and also provides inpatient care at Cary Hospital.

Risk Factors You Should Know

There are a number of factors that impact heart health. While some are genetic, there's a lot you can do to help manage and even reduce risk factors for cardiovascular disease and heart failure. Some modifiable risk factors you should be aware of are:

- High cholesterol & blood pressure
- Diabetes & high blood sugar
- Being overweight/obese
- Lack of exercise
- Tobacco use
- High stress or anger levels
- Unhealthy diet

Small Steps for Big Improvement

If you want to improve your heart health, a great place to start is with exercise, diet and quitting tobacco – all of which will also boost your overall health and wellness. Here are a few simple suggestions to help you get started:

- Increase the number of steps you take each day. Walking is one of the best forms of exercise and can improve your cardiovascular health.
- Eat more fresh fruits and vegetables and limit processed foods. This can improve your weight and blood pressure.
- Cut back on sugary drinks like sodas, sweet tea and alcohol.
- If you have hypertension or heart failure, limit your sodium intake.

Finally, if you smoke, quit. This can be a very difficult process, but it will make a huge difference in your health. Your physician can help you create a plan to quit and provide resources to help you be successful. WakeMed also provides tobacco cessation medication with no copay for employees who are on the WakeMed health plan.

Warning Signs & Symptoms

Everyone should be aware of the traditional warnings signs of a heart attack, which include:

- Pressure, burning or squeezing sensation in the center of the chest
- Discomfort in one or both arms, shoulders, neck, jaw, stomach or back
- Shortness of breath
- Fatigue, cold sweat, nausea or weakness

While the heart attack signs and symptoms are often very similar for men and women, women with heart disease may have more varied symptoms than men and they may occur earlier. Early heart disease symptoms that women may experience include:

- Pain in the upper back, shoulders, neck and jaw
- Shortness of breath
- Nausea, cold sweats and vomiting
- Mild flu-like symptoms that worsen with activity
- Unexplained fatigue, anxiety or weakness

When it comes to matters of the heart, don't delay seeking treatment. If you experience any of these symptoms, call 9-1-1 and have EMS take you to the emergency department.

If you need to establish a relationship with a cardiologist, WakeMed Heart & Vascular Physicians includes more than 30 expert providers in the following specialty areas:

- General, Noninvasive & Invasive Cardiology
- Electrophysiology & Complex Arrhythmia
- Structural Heart
- Cardiovascular & Thoracic Surgery
- Vascular Surgery

For more information, visit hearts.wakemed.org or wakemedphysicians.com.

March Seminar – Oh, My Aching Body: Strategies for Managing Back & Joint Pain

Join our orthopaedic specialists as they discuss numerous causes and treatment options for back and joint problems. Whether you're managing hip, knee or back pain, our team of expert physicians can help you navigate the many treatment options available, and strategies for reducing and/or managing pain. For dates, details and registration information, visit the WakeMedWeb.



Dr. Daw



COMINGS & GOINGS

After 17 years of service, **Melanie Rice**, supervisor, (Pathology Labs) retired from WakeMed in January.

Food & Nutrition Services – Cary Hospital welcomes **Christine Polite**, **Sheila Ali**, **Valerie Urena** and **Maxine Hodges**.

Spiritual Care welcomes new chaplain interns who will be serving in the hospital or an urban ministry setting in Wake County: **Adrian Blue**, **Donna Latimer**, **Ed Gunter**, **Heyward Watford**, **Jonathan Blackburn**, **Wanda Dukes**, **Gloria Williams** and **Jean Brown**.

6C welcomes **Sara Cullen**, NAI, and **Tracy Ferris**, RN.

WPP – Garner Primary Care welcomes **Mason Gaines**, RN, and **Jennifer Wille**.

5C welcomes **Marie Wilder**, RN.

Public Relations welcomes **Megan Dew** and **Janelle Vadnais**.

STICU welcomes **Casey Calcei**, RN; **Marianne Smith**, RN; **Katie Dewlaney**, RN; **Crystal Drake**, RN; **Jennifer Hunter**, RN; **Amy Dougherty**, RN; and **Andre Zorin**, RN.

Health Information Management welcomes **Katie Boykin**, BSN, RN, who transitioned from MICU.

Birth & Parent Education welcomes **Tessa Gossett**, **Marla King** and **Cheryl Patel**.

Pathology Labs – Phlebotomy welcomes **Meagan McNair**.

1C Clinical Evaluation Area welcomes **Sharon Scott-Wilson**.

Respiratory Care welcomes **Josh Pendergraf**, **Tana Anderer**, **Tiffany Bales** and **Beth Demarchi**.

WPP – General & Bariatric Surgery welcomes **Donna Pruitt**.

Emergency Department – Cary Hospital welcomes **Jin English**, NAI, and **Ebonee McConnell**, RN, who transitioned from Garner Healthplex.

Pathology Labs – Transfusion Services welcomes **Lori Sadler** and **Beth Norris**.

CTICU welcomes **Allison Hughes**, RN, and **Patricia Deavers**, RN, who transitioned from 3B.

Neuro ICU welcomes **Ivy Levine**, RN, and **Kara Connelly**, RN.

CICU welcomes **Bob Miller**, **Stacy Richardson**, **Hibib Badjan**, RN; **Holly Whitley**, RN; and **Danielle Brunson**.

Health Information Management welcomes **Amanda Ray**.

Diabetes Program welcomes **Olga Kosmos**, BSN, RN.

Wake AHEC welcomes **Karen Stafford** to Library Services.



ADDITIONS & ATTACHMENTS

Andrea Vivian, RN, (3E CVIC) and husband Jamie welcomed twin girls, Alyssa Grace and Alyvia Marie, on October 2, 2015.

Ashley Everington (3B CVSIC) welcomed son Gavin Parker Everington on December 18, 2015.

Mariana (Garcia) Shipman (Staffing Resources – Cary Hospital) married Cody Shipman on December 31, 2015.

Anne Clark, RN, (3B CVSIC) and husband Brad welcomed daughter Lila Elizabeth on January 15.



IN MEMORIAM

Tommy Barbour (Facility Services – Cary Hospital) passed away on February 3. Barbour was a member of the WakeMed family for nearly 13 years and will be remembered for his friendly smile and can-do attitude. Our condolences go out to his family and friends during this time.



MANAGEMENT UPDATES

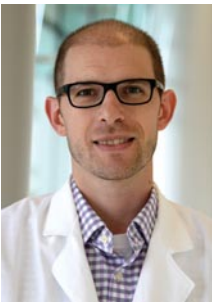
Charles Harr, MD, Joins WakeMed as Raleigh Campus Executive Medical Director



Charles (Chuck) D. Harr, MD, joined WakeMed in January as the executive medical director of Raleigh Campus. Dr. Harr is the dyad partner for **Vicki Block**, senior vice president & administrator, Raleigh Campus, and will serve as the leader for medical affairs for the enterprise. Additionally, he will be a practicing surgeon with WakeMed Heart & Vascular Physicians. A retired Rear Admiral in the

U.S. Navy, Dr. Harr attended medical school at the Wake Forest School of Medicine, holds a bachelor's degree in science from East Tennessee State University in Johnson City, Tenn., and is pursuing a master's in business administration at Wake Forest University.

Dr. DeMeo Named Campus Director for Campbell University Program at Raleigh Campus



Stephen DeMeo, DO, MEd, has been appointed campus director for the Campbell University School of Osteopathic Medicine program based at Raleigh Campus effective April 1. Dr. DeMeo will provide coordination, oversight, and direction of Campbell medical students at WakeMed and the surrounding community. Dr. DeMeo received his medical degree from Philadelphia College

of Osteopathic Medicine and a master's degree in medical education leadership from the University of New England. He completed his pediatric residency and chief residency at Thomas Jefferson University/Alfred I. DuPont Hospital for Children and a neonatal-perinatal medicine fellowship at Duke University.

Circle of Excellence Awards Correction

Vanessa Bennett's photo was inadvertently left out of the Circle of Excellence Special Issue. Congratulations, Vanessa, on being recognized as a Circle of Excellence winner and please accept our apologies for this error.

GETTING TO KNOW THE FRIENDS OF WAKEMED

The Friends of WakeMed is a group affiliated with the WakeMed Foundation that is working to make a difference in our community by building personal and corporate relationships to support WakeMed's mission. The group, currently 65 members strong, includes both WakeMed employees and members of the community who donate their time and talents to:

- Serve as ambassadors, promoting awareness of WakeMed and the WakeMed Foundation
- Create opportunities for community engagement with WakeMed
- Raise funds for current and future WakeMed endeavors
- Develop future philanthropic leaders

The Friends participate in service projects and volunteer opportunities with WakeMed and our community partners. They also attend educational events and help with event planning, fundraising and support. In the past few years, funds raised by the Friends have supported a number of initiatives, including:

- Purchasing new TVs and DVD players for the Children's ED
- Murals for the Children's day surgery area
- Play therapy activity centers for our Child Life Specialists

We asked a few WakeMed employees – and Friends members – what has been meaningful to them about their experience, and here's what they had to say:



"I've enjoyed seeing others in the community excited about WakeMed and volunteer their time to help us be successful in our mission. The Friends is a way for me to give back through participating in events and activities outside of my job duties – I'm able to contribute more and learn more, and I love that." – **Dionne Whitaker** (Administration – WakeMed North)

"I love that I can make a difference in our community through the Friends. We've done a number of service projects, which is really rewarding to me personally. Also, because many of the members are young and healthy, they don't know a lot about WakeMed and our role in the community. It's a

wonderful way to spread the word about WakeMed and our mission." – **Jon Peterson**, manager (Surgical Services)



"I joined the Friends because I wanted a chance to make a difference at WakeMed beyond the four walls of my office. I am inspired by the number of WakeMed employees involved in the group and the amount of time and energy they give. I think this truly represents the 'Wake Way' and shows that they profoundly care about our organization." – **Liz Watson**, manager (Patient Financial Services)

To learn more or join the Friends of WakeMed, visit friendsofwakemed.com.



Caring for Our Community WakeMed Key Community Care

In the two years since WakeMed Key Community Care (WKCC) was formed, the Accountable Care Organization (ACO), has made great strides toward improving the health of our community. WKCC is a collaboration between WakeMed Health & Hospitals, WakeMed Physician Practices and Key Physicians, a network of more than 220 independent primary care physicians. As an ACO, it is dedicated to improving population health by focusing on improving quality and outcomes as well as reducing costs.

A Pioneer among ACOs

WKCC recently became one of only 21 ACOs nationwide selected by the Centers for Medicare & Medicare Services (CMS) to participate in its Next Generation ACO Model. WKCC now has the opportunity to reap higher rewards from CMS for providing high-quality, value-based care to Medicare fee-for-service beneficiaries. The initiative sets higher standards of success than previous ACO models but remains focused on delivering better care for individuals, better health for populations and lower costs. **Brian Klausner**, MD, (WPP – City Center Medical Group) medical director of WKCC said, "We are proud to be selected by CMS to participate in the first cohort of Next Generation ACOs. This is the next step in how WKCC will provide the Triangle community with high quality, coordinated services for the best value."

Expanding Our Reach

WKCC also signed an agreement with Cigna that aims to improve the quality and value of care for over 20,000 Triangle-area residents who are covered by a Cigna health plan. This new arrangement brings WKCC's number of covered lives to nearly 200,000. WKCC has similar agreements with UnitedHealthcare and Blue Cross Blue Shield of North Carolina.



What's happening at WakeMed

James Ray (Food & Nutrition Services) and **Vicki Block**, senior vice president & Raleigh Campus administrator, helped serve a complimentary meal to staff during the January snow storm. Thank you to everyone who kept things running smoothly for our patients and their families during the inclement weather.



Physicians from WakeMed Heart & Vascular Physicians and Cary Cardiology presented at the 2016 Cardiovascular Care Symposium. More than 50 people attended the annual event, which was held in the Andrews Center in January.



Cary Hospital Emergency Department, in conjunction with the Cary Hospital disaster team, held its annual equipment blitz in the western shelter mobile hospital in November. The blitz lasted for four days and was a great learning experience for all in attendance.



It was a packed house for WakeMed's first *HealthyMe* seminar of 2016, "Know Your Numbers," with **Jennifer Phifer**, MD, of WPP – Knightdale Family Practice. Stay tuned for much more from *HealthyMe* throughout the year as we help the WakeMed family learn more about improving and maintaining your health!



Yee haw! Attendees learned several line dances at Go Red Saturday at Crabtree Valley Mall in February. WakeMed provided heart health information and stroke screenings at the annual event.

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

© WakeMed Public Relations, February 2016



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



Congratulations to the 2015 Helton Scholars recipients

- **Candi Brown**, NAI (Children's Emergency Department)
- **Aaron Byrd** (Mobile Critical Care Services)
- **Anthony Coley, RN**, (Mobile Critical Care Services)
- **Angela Cummings** (Patient Case Management)
- **Jonathan DeFoto** (CV Testing)
- **Melanie Bien** (Imaging Services)
- **Heather Flowers, RN** (Labor and Delivery – Cary Hospital)
- **Chris Gage** (Retail/Volunteer Services)
- **Sean Gibson** (Mobile Critical Care Services)
- **Jamie Landrum** (WPP Administration)
- **Allie Lindahl, RN** (PICU)
- **Bekah Mays-Pierce** (WPP – Raleigh Cardiology)
- **Sherra McDougald**, NAI (2 East Medicine – Cary Hospital)
- **Disha Miyani, RN** (CTICU)
- **Christine Pate, RN** (5A MIC)
- **Lindsey Pugh** (Imaging – Apex Healthplex)
- **Alicia Serozi** (Invasive Cardiology)
- **Fran Sutton, RN** (Heart Center Pre- & Post- Procedure Care)
- **Anjolina Washington, NAI** (3E CVIC)
- **Thomasina Williams** (Birth & Parent Education)
- **Olga Wray, RN** (3B CVSIC)
- **Rhonda Zillmer** (Pharmacy – WakeMed North)
- **Kim Wooten** (Invasive Cardiology)

CALENDAR OF EVENTS

Hip Pain 101

Thursday, March 3
10 to 11 am
Andrews Center
Timothy Harris, MD, will discuss causes and treatments of hip pain. Sign up at events.wakemed.org or call 919-350-5240.

Neuro Care: Celebrating 20 Years

Wednesday, March 9
11 am to 1 pm
Conference Dining, Raleigh Campus
WakeMed Neuro Care, the only unit of its kind in the region, is celebrating 20 years of serving patients and families with a casual reception and educational opportunity. Clinical staff from throughout the health system can come to learn about the exciting work being done in the WakeMed Neuro Care Unit. Registration will be at the door. Continuing education will be provided. For more information, call ext. 07282.

March of Dimes- March for Babies Walk

April 30
Perimeter Park, Morrisville
To walk or become a team captain, contact dlane@wakemed.org or ext. 08883.

NURSING EDUCATION

NIH Stroke Scale (LL Code: NE014-16015) March 10, Cary Hospital

The Medicine of Compassion (LL Code: NE014-9073) March 14, 1 to 4 pm, Cary Hospital Conference Center

Nurse Preceptor Workshop (LL Code: NE014-12047) March 15, 8:30 am to 3:30 pm, Andrews Center

SHINE Conference – March 17 & 18, Andrews Center. Register via www.wakemed.org/simulation. Click on “Available Courses” and “2016 SHINE Conference”

Stroke Education Fair (LL Code: NE014-15112) March 31, Cary Hospital

Nursing Professional Development Book Series:

- *Critical Care* (LL Code: NE014-15026) Feb. 16, 2 to 3 pm, Cary Hospital Conference Center;
- Feb. 26, 7:30 to 8:30 am, NED C

- *The Florence Prescription* (LL Code: NE014-13093) Feb. 25, 10 to 11 am, NED C
- *Hey Cupcake! We’re ALL Leaders!* (NE014-15110) March 18, 8:30 to 9:30 am, Cary Hospital Conference Center; March 28, 10 to 11 am, NED C
- *Through Other Eyes* (LL Code: NE014-14054) March 11, 12:30 to 1:30 pm, NED C; March 31, 1 to 2 pm, Cary Hospital Conference Center

Wake AHEC

Visit www.wakeahec.org for details.

Child Forensic Interviewing: Introduction to the RADAR Interview Protocol – Feb. 22-25, NC Justice Center, Raleigh, NC

Asthma Made Easy: Empowering for Success – Feb. 24, Andrews Center

Case Studies in Dental Hygiene – March 4, Andrews Center

Angus M. McBryde Symposium: XIII Dialogues in Neonatal-Perinatal Medicine – March 7 & 8, Mary Duke Biddle Trent Semans Center for Health Education, Durham NC

21st Century Hypertension Management Update – March 12, Campbell University Jerry M. Wallace School of Osteopathic Medicine – Leon Levine Hall of Medical Science, Lillington, NC

Motivating a Multi-Generational Workforce – March 16, Live webinar

Youth Mental Health First Aid – March 21, Jane S. McKimmon Center at NC State University, Raleigh, NC

Collaborative Pathways to Addressing Youth and Young Adult Suicide: A Community Response – March 22, Jane S. McKimmon Center at NC State University, Raleigh, NC

Adult Mental Health First Aid – March 23, 2016, Jane S. McKimmon Center at NC State University, Raleigh, NC