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NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED SPECIAL EDITION

# Microscope



## Fiscal Responsibility

These employees show a commitment to fiscal responsibility by developing and implementing processes that reduce expenses, improve efficiency, create more business or increase payments.

### WINDY CONNER

#### Financial Planning



Windy combs through payment data to find claims or charges that were denied or underpaid, averaging more than \$2 million in collections annually. The senior financial analyst stays current on ever-

changing payor policies, and demonstrates the Wake Way in her relationships with payors. She took on joint responsibility for building the Epic expected payment rules, which added to her workload but did not affect her consistently high quality performance in all areas.

### APRIL FORTUNES, RN

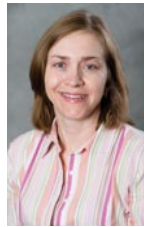


#### Cath Lab – Cary Hospital

Known as someone who thinks fast on her feet, April is an outstanding cardiology nurse who also takes on additional assignments such as monitoring supplies and

identifying ways to reduce the sterilized instruments needed for a Loop implantation tray, saving time and energy. She adjusts schedules as needed to ensure higher productivity and checks supplies that are close to expiring to ensure they are used effectively, cutting losses.

### WENDY TUCKER



#### Pathology Labs – Transfusion Service

Wendy is a champion of reduce, reuse and recycle whenever possible! As a medical technologist, she monitors the usage of reagents and rotates lot

numbers between work stations to reduce the need for additional quality control. Her suggestion of adding a two-rack system for storing and rotating reagents led to fewer being discarded. She keeps an eye on warranties to ensure that parts are not purchased unnecessarily, and helps to avoid higher shipping charges by alerting staff when stocks are low.

# 2015

## WAKEMED

### CIRCLE OF EXCELLENCE AWARDS

Nominated by their peers, the employees highlighted in this issue of *Microscope* represent the best of the best at WakeMed – those men and women who have made a measurable difference in one or more of our Circle of Excellence award categories:

Fiscal Responsibility | Market Development | Quality Outcomes  
Unsurpassed Service | Workforce Excellence

*Please join us in congratulating these exceptional employees on receiving WakeMed's highest honor.*



## Market Development

These employees stay current on WakeMed's plans for growth; present WakeMed in a positive manner throughout the community and beyond; and demonstrate support of our organization and mission.

### MIRIAM LOUGHRY

#### Outpatient Rehab



Miriam has a unique ability to connect with patients on a personal level, as well as helping them improve clinically. She has a "fan club" of former and new patients who heard about her from friends, and

consistently receives positive comment cards from patients. She has established a referral network within physician practices to treat female patients with pelvic pain, which has contributed to WakeMed's goal of improving access and quality of services for women.



## Quality Outcomes

These employees fully embrace WakeMed's policies and culture of safety, produce quality work in an efficient manner, communicate clearly and participate in process improvement initiatives.

### BEN ALEXANDER, MD

#### Information Services



During the massive effort required to build and implement Epic, Dr. Alexander never lost sight of our ultimate focus: patients, quality of care and outcomes. As chief medical information officer, he consistently serves as "the voice of the patient," calmly steering discussions back to what's best for our patients' safety and quality. His technical knowledge is useful in realigning processes and user workflows to improve care quality and outcomes, and he persistently pushes for changes to make practices safer.

### KELLIE BABSON, RN

#### STICU



Kellie's colleagues describe her as a true advocate for patients and for her team. As supervisor and educator, Kellie has a hand in developing, approving and promoting policies that provide better

patient care. She also helps staff adapt to new procedures; for instance, she developed three charting scenarios for staff to practice in the Epic system before it went live. This made them more comfortable with their initial chartings.

### BECKY BRAKE

#### Physical Therapy



After recognizing that patients needed better seating systems to improve mobility and reduce pressure sores, Becky started a seating clinic, coordinated multiple in-service trainings and sought

additional information from vendors. As a result, staff better understand positioning systems and patients are able to function better while in rehab. The physical therapist also serves as a seating and positioning resource for staff in the Rehab Hospital.

### EMMA FRAZIER

#### Pharmacy



As discharge coordinator, Emma helps patients get prescriptions when they leave the hospital. But she goes far beyond the call of duty, streamlining processes and ensuring that prescriptions are

accessible, regardless of a patient's ability to pay. She finds discounts and advocates for patients, working with social workers, nurses and pharmacists to help patients get what they need, including smiles and hugs from her. Her work has been associated with a 28 percent relative reduction in 30-day readmissions.

### VETA HAMM

#### Physical Therapy



Veta works hard to help us better serve bariatric patients, establishing protocols to order and track equipment – such as slings – that increase safety for patients and staff. She collaborates with other departments

to research vendors and arranges in-service training to improve equipment options for safe patient handling and movement. The physical therapist also provides patients with a home exercise program and the encouragement they need to continue improving when they are discharged.

## THANK YOU! A special thanks to our 2015 COE committee members:

Abbie Williamson, Pharmacy; Coleen Athey, Environmental Services; Ed Wilson, Mobile Critical Care Services; Jamie Landrum, WPP – Administration  
Jill Whade, Nursing Administration; Oral Wise, Ambulatory Services Administration; Alexis Lewis, Clinical Administrators; Andrea Jarrell, Pathology  
Bobby Holloway, MPDC; Jaime Karp, Emergency Communications; Janis McLaughlin, Outpatient Rehab

## TAMMY HAMRICK

### Information Services



As Epic was being developed, Tammy served as the voice of Labor and Delivery, tackling patient safety issues head on and making sure the software build was safe for

patients and staff. As a systems analyst, she consistently shares information that is useful to the entire team and is available to help whenever issues arise. She is known as someone who “gives 200 percent” to any project, and the Labor and Delivery area will benefit from her work on Epic for many years to come.

## CHRISTOPHER INGRAM, MD

### Infection Prevention & Occupational Health & Safety Services



As medical director of Infection Prevention and Occupational Health & Safety Services, Dr. Ingram has provided strong leadership in improving patient safety, particularly in the area of antimicrobial

stewardship. He played a key role in starting the first antimicrobial stewardship program in the Triangle area, and has been supportive of microbiology interdisciplinary rounds. His expertise and insight have sparked many innovative programs and created safer environments for patients and staff.

## KAVITA JOSHI

### Pathology Labs – Core Lab – Cary Hospital



Kavita is known as the “safety role model” for her team, setting an example by tracking and meeting turnaround times for reports and quality improvement initiatives. As a member of the stroke committee,

the senior medical technologist presents data and ideas that improve processes and assist our stroke patients. She collects, organizes and distributes monthly data for the stroke and chest pain committees, and also works with staff to gather information for appropriate follow-up reports.

## MALCOLM PANNILL, PA

### WPP – OB/GYN



Whenever his colleagues need help with new equipment, techniques or practices, Malcolm makes time to patiently explain, always demonstrating safety and quality measures.

The physician’s assistant shows tremendous passion for his profession and compassion for patients. He speaks fluent Spanish, which many patients appreciate and they often request to see him “because he’s so nice!” His colleagues respect his leadership, and consider him a “quiet and reserved unsung hero.”

## JENNIFER STRAUGHN, RN

### Adult Emergency Department



Starting an I.V. in some patients can be difficult, causing delays and frustration for the patient and staff. That’s when Jennifer often comes to the rescue, using her expertise in ultrasound-guided peripheral I.V.

(UGPIV) placement for a success rate exceeding 99 percent. When the program began in 2013, Jennifer became involved in the training process and now trains her fellow nurses throughout the WakeMed system.



## Unsurpassed Service

**These employees demonstrate impressive patient and customer service, respond and communicate in a timely, effective manner and go out of their way to be of assistance to others.**

## BAHMAN AHMADI

### Information Services



Bahman does what it takes to help his coworkers get the technical assistance they need. For example, when a colleague scrambled to find needed data for a presentation, Bahman came to the rescue. As a

systems analyst, he understands the ins and outs of databases and is willing to spend extra time at work and at home to ensure that the information provided is accurate and thorough. His nominator states that he “goes above and beyond the call of duty to help.”

## CAMERON BENSON

### 3C Rehab Nursing



Cameron is a nurse technician who takes special care to preserve the privacy and dignity of his patients, taking time to listen to them and tending to their emotional as well as physical needs. He is conscientious about

his hourly rounding on patients and reports anything unusual to other nurses. Cameron is always willing to help whoever needs it and his cheerful presence routinely lifts the spirits of both staff and patients.

## ELIZABETH COLEMAN

### Outpatient Rehab



It is not unusual for patients to send thank you notes to staff for their care, but this physical therapist turns the tables by sending notes to patients thanking them for the opportunity to work with them. The

response is usually “wow!” And that is a response Elizabeth’s exceptional customer service often brings, from patients and colleagues alike. She is very supportive of her co-workers, provides constructive feedback and adapts to different environments and patient populations at the two clinics she serves.

## BETHSAIDA DROHIN

### WakeMed Urgent Care

From the time she arrives at work until she leaves for the day, Beth is constantly thinking of ways to make our patients happy or more comfortable. There is not a question or concern she won’t take on. The patient account representative has found ways to speed the registration process, and works with patients on billing issues, though that’s not her primary job. Since she arrived, patient rating scores for the front desk have been 90 percent or above – even hitting 100 percent some months.

## JENNIFER ELLIOT, RN

### Clinical Nursing Resource Services



When Epic went live, Jennifer realized nurses would need real-time support – for instance, when trying to start transfusions at a patient’s bedside – so she offered her personal cell phone number so staff could reach her when needed. She often resolved technical issues by phone and, in other cases, would immediately go to staff to assist them. Her positive attitude makes her a valuable resource in the Transfusion Service area.

## SIDNIE GARNER, RN

### Children’s Emergency Department

Wait times are always a concern in emergency departments. Sidnie participated on committees to identify areas of improvement, and has been instrumental in implementing “bedside triage” and “pull until full” strategies to improve the wait time – and customer satisfaction – experienced by young patients and families. She is a leader who stays current on best practices and handles complaints with compassion and caring, which is why her colleagues say she is the definition of the Wake Way.

## BOBBY GAVIN

### Pathology Labs – Core Lab – Cary Hospital



Bobby is the go-to resource for the pathology team, consistently delivering everything from supplies to a listening ear to exceptional customer service. As a client

services analyst, he greets all customers with a smile and always takes action on customer concerns. He works diligently to resolve issues, investigating the problem and providing follow up and service recovery – staying late or arriving early if needed. His teammates say he is a role model for customer service in Pathology.

## URSHIMA GREEN

### Pathology Labs – Admin



When customers visit the Lab, they are greeted by Urshima’s friendly smile and professional manner. The clinical services technician works hard to find solutions if orders are incomplete, and will not stop until the job is

done right. She goes the extra mile to communicate with coworkers to help them stay organized and keep things running smoothly at all times.

## TOM GUSTAFSON

### Campus Police & Public Safety – Cary Hospital



No one gets past this police officer without a friendly greeting and a smile. Tom is a customer service champion who offers patients, visitors and staff a hand with directions, wheelchair-pushing or escorts to a room or floor. He gently guides people to appropriate parking areas, and kindly educates drivers who occupy handicapped parking spaces when their placards have expired. His good-natured attitude makes Cary Hospital a more pleasant place.

## AMANDA HARRIS, RN

### 2D Rehab



When Amanda attends weekly team meetings, she contributes thoughtful insights into patients’ medical and emotional needs, family dynamics and other perceptions that improve patient care. She resolves concerns professionally and quickly. She also is very detail oriented in providing needed education for patients and families, and in communicating with her fellow nurses. She offers good ideas about training, therapy schedules and other areas, which have elevated the level of care provided in her area.

## LORRAINE HAWKINS

### Physical Therapy



As a physical therapist, Lorraine has to touch people to help them heal, but sometimes she can touch lives in even greater ways. For example, when she was treating a staff nurse following surgery, she took time to work on another injury her colleague had sustained years earlier. She helped restore her colleague to better health. Her nominator said that Lorraine “went above and beyond her normal duties, and made a monumental difference in my life.”

## DAVID HERRIN

### Clinical Engineering



David has been a dependable part in the Clinical Engineering department for more than 25 years, providing invaluable experience and maintaining a professional, helpful attitude even during

stressful times. David is a specialist who strives to get at the root of problems, going beyond simply repairing devices to investigate why failures occur and look for ways to prevent them from happening again.

## DANISE HICKLEN

### Patient Safety/ Risk Management



In the hectic moments of emergencies, such as car accidents or transporting patients quickly around the hospital, personal items can sometimes get lost or misplaced. That’s when Danise comes to the rescue. She is known

for taking great care to track down lost items, and she helps file claims quickly when needed. This level of attention makes patients and families feel cared for, and has contributed to higher overall satisfaction with their WakeMed experience.

## KATHRYN HOOVER

### Occupational Therapy



Patient safety and comfort is always top priority for Kathy, a clinical aide who takes seriously her responsibility to provide the best equipment suited to each patient. She works hard to improve

patient seating and positioning in wheelchairs and treats all patients with respect, offering hugs and smiles to brighten their day. She also assists anywhere she is needed, and spends her free time cleaning and reorganizing the therapy gym.

## ANJANETTE KING, NP

WPP – OB/GYN



Anjanette, called Angie by her colleagues, is never too busy to help her team in any capacity, even if it means seeing more patients. The nurse practitioner is caring, friendly and filled with compassion for her

patients and families. She takes a leadership role when it is needed; bringing a steady and positive perspective that allows all patients to receive the best care possible while in labor.

## MICHELLE KING

Pediatric ICU

There's a reason Michelle's nickname is "Sunshine." She is a friendly face to families, helping them with toys, games, videos, parking, dietary and any other needs while they are visiting the PICU. As a secretary/technician, she orients new support staff and continually seeks ways to improve processes. Her colleagues say she is a joy to be around, and makes a tough situation for families easier.

## TIFFANY LAM, RN

Patient Case Management – Cary Hospital



As a case manager, Tiffany is an advocate, troubleshooter and point of communication for many patients and family members. She maintains a smile and pleasant voice, even in difficult circumstances, and

works diligently to smooth problems for our patients. Her gentle, reassuring manner makes her the "go-to person" for many people, even those outside the realm of case management.

## KATIE LEE

Speech Therapy



Frequently, patients requiring speech pathology care, such as stroke patients, are facing complex changes in their lives. Katie is flexible in dealing with patients and their family members, who often are taking on

new caretaker responsibilities. She deals creatively with patient concerns, taking the time to educate them and provide options about diets, techniques and safety-related limitations. Katie's honesty and practicality are huge assets for the department and her patients.

## ASHLEY LEWIS

WPP – Physical Therapy



As a patient account representative, Ashley does a great deal of work behind the scenes and ahead of time to ensure that when patients arrive for therapy, they do not encounter any surprises about what is going to

happen or what it will cost. She is a model for outstanding customer service, and maintains a cheerful attitude and smile, caring for the individual needs of each patient and pitching in when the unit is short staffed.

## LAVERNE LILLY, RN

NICU



Families with new babies go home from the NICU with better information and strategies, thanks to this staff nurse and discharge planner. Laverne believes in family-centered care,

always seeking teaching moments for families. She will work through lunch or after hours to teach a CPR class or help a family learn to care for their baby. She never tells someone "no" and her professionalism and kindness always shines through.

## KAREN McFARLANE, RN

3C Rehab Nursing

Considered a cross between the Road Runner (for her rapid response) and Florence Nightingale (for her caring bedside manner), Karen is a gifted listener with a sharp memory who remembers how patients prefer their coffee, medicine and snacks. She delivers exceptional customer service, tailored to individual preferences, and leads by example. She wows patients and other staff with her efficiency. When she is on the job, WakeMed shines in the eyes of her patients.

## JENNIFER McLUCAS-INGOLD

Clinical Resource Management



Jennifer is an energetic ambassador for behavioral health patients, and a supervisor who instills loyalty and pride in her team by supporting them "110 percent." She has expanded and improved

care for behavioral health patients, particularly in crisis situations. She coordinates programs and communicates needed changes with her staff, others at WakeMed and with outside agencies. Jennifer's leadership helps maintain professionalism and stability in a busy environment.

## REBECCA MONTAGUE

Food & Nutrition Services – WakeMed North



A visit to the café when Rebecca is working will provide you with a lot more than food – you also will get a big dose of optimism and friendliness from this food services assistant. Rebecca makes sure

customers get the best deal for their money, and takes an interest in regular customers, offering genuine concern along with her warm, welcoming smile and laugh.

## TRACY MOORING

Outpatient Rehab – Clayton



Tracy sets the bar high with her positive attitude and energy level. She dedicates herself to patient care, acting as cheerleader, therapist, behavior manager, advocate and calming presence. The physical

therapist tackles new technology and documentation with enthusiasm, and will take all necessary steps to ensure her patients get the most state-of-the-art equipment through the most efficient vendors. She gives both patients and her coworkers motivation to keep going!

## DEBORA MURRAY

Outpatient Rehab



Deb is a whiz at scheduling and streamlining customer care and clinic work flow, which makes the lives and jobs of her colleagues much easier. The patient account

representative greets everyone who walks in the door with a smile and kind word, whether patient, staff or high school volunteer. She works hard to make sure everything is in order for daily operations, fielding phone calls and staying through lunch or after hours to help patients with scheduling.

## CINDY NG, MSW

Patient Case Management – Cary Hospital



If you are very busy or have a heavy patient load, Cindy is the person you want on your team. She stays positive and keeps others that way, too. Her calm, pleasant demeanor helps her resolve conflicts

effectively, and she takes extra time to make sure are well informed. She follows up with calls to families and patients to make sure they understand all the options that are available to them.

## BOB O'BRIEN, RN

WPP – Surgery & Trauma



Bob has a special knack with patients, talking and listening to them, organizing their needs and making them comfortable and happy. He helps them understand situations better and have more

realistic expectations, which makes them less anxious. He is respected by patients, physicians and co-workers for his knowledge, strong work ethic and acceptance of responsibility.

## PAM PARRISH

Information Services



The transition to Epic was a huge undertaking that stretched over multiple years and included countless hours of meetings and behind-the-scenes work. As director of Application Services and lead project

leader for Epic, Pam was right in the middle of it all. She coordinated countless teams and meetings and worked hard to make sure that feedback from all areas was heard. Her calm and solution-oriented approach helped make our Epic transition a huge success.

## BHAVESH PATEL

Clinical Engineering



As director of Clinical Engineering, Bhavesh is open to all kinds of new ideas. As a leader, he shines because he realizes that not all of the best ideas have to come from him. He is approachable and open

to others, and will promote discussion and pull together teams to help new ideas come to fruition. He inspires co-workers by handling all situations with calm, and has a sincere desire to serve not only the staff at WakeMed but patients as well.

## NANCY PORTWOOD

WPP – ENT – Head & Neck Surgery – Garner



Nancy is a medical assistant who understands that the patient experience extends beyond patients to their families. Patients who come to the office looking sad and not

feeling well often leave with a smile or chuckle after encountering Nancy. Her coworkers describe her as a "true gem" who shows empathy and compassion for patients and their families.

## DENISE SMITH

Surgical Services – Pre-Op – Cary Hospital



Surgery is a time of worry and strain for families, but Denise's ready smile and willingness to help out allays many concerns. She is often the first person patients and families see upon arrival,

and will stop what she's doing to guide them to the correct place. She advocated for new pagers to ensure that Day Surgery families are in constant contact and remain updated on their loved one's condition. This clinical secretary is an asset to WakeMed Cary Hospital, representing the Wake Way at all times.

## LISSA WERTZ, RN

Neuro ICU



Lissa is described as "the epitome of service excellence" and someone who actively seeks and uses feedback from patients, families and other staff members to improve customer service. She leads by

example and is consistently graceful, professional and compassionate. She has a knack for resolving problems and always finds the perfect balance between patient/family needs and staff needs.



## Workforce Excellence

**These employees demonstrate "The Wake Way" culture of mutual responsibility, pride and teamwork; identify learning opportunities; share education, and knowledge; and take responsibility for tasks, decisions and actions.**

## MICHELLE ALSTON, RN

NICU



As someone who is patient, kind and truly values new NICU staff, Michelle is the nurse selected by leaders to precept new employees or be shadowed by nursing students. She chairs the NICU

Competency Committee, and teaches several of the skills labs and classes that are offered to staff as an option to demonstrate competence. She is a great communicator and resource for her co-workers and NICU families.

## VANESSA BENNETT

### IRB Administration



In a few short years, Vanessa has proven herself an expert on the massive regulatory requirements surrounding the ethical conduct of research and strives to keep WakeMed patients and staff safe.

As administrator of the Institutional Review Board, she has rewritten policies and procedures, reorganized the board, recruited new members, streamlined all processes and created an effective and efficient office that services board members and investigators well.

## CHRIS BILLIAR

### WPP – Physical Therapy



Chris's employees know that he has their backs. As supervisor, he is conscientious about keeping employees in the loop about policies, procedures and news. He was terrific when

Outpatient Rehab transitioned to WPP – Physical Therapy, and also when the organization went live with Epic. Chris makes sure employees have what they need to work effectively and keeps both patient and employee safety and satisfaction uppermost in his mind.

## CRYSTAL BONNETT

### Pathology Labs – Transfusion Service



Crystal is known as an excellent medical technologist with a knack for clear communication and the ability to pay strict attention to detail. Her efficient review of schedules assures that adequate testing and blood products are available, keeping morning surgeries on schedule. She also helps Health Information Management staff, reviewing patient demographics before accounts are merged. Her keen eye keeps the integrity of patient records current and accurate.

## KENNETH BOWEN

### Pathology Labs – Out of Lab Testing – Garner Healthplex



Ken is the behind-the-scenes medical technologist who provides better patient care by taking actions to help ensure accurate and timely lab result transmission, reduce instrument redundancy across campuses and increase consistency from site to site. He helps educate nursing staff on proper sample collection, labeling and documentation, which reduces errors and improves patient safety and care quality. He also is an integral part of the technology team.

## BERNETTA BUTLER, BSN, RN

### Patient Case Management



Patients can be sure their surgeries won't be held up by paperwork problems if Bernetta is at work. The preadmitting care coordinator notifies everyone involved to ensure that things go smoothly. She is a big help in orienting new employees, and takes time to assist coworkers with concerns of any kind. She is caring, understanding, a good listener and has a way of making everyone feel like they matter.

## KITTY CHEUNG, PharmD

### Pharmacy



Kitty is a mentor to many in the patient care department where she is the clinical supervisor, but when a vacancy came up, she took the opportunity to serve as a pharmacy educator in her department as well.

She is an excellent resource on processes and procedures, and works tirelessly to educate staff during and after training periods. She is very supportive of new staff and helpful with student orientation.

## ELLEN CHRISTOPHER, RN

### 3C Rehab Nursing



Ellen is known for her upbeat, get-it-done attitude. She takes initiative to learn new procedures and works hard to make sure that all staff are familiar with policies. Ellen has taken extra classes and always makes herself available to help on the floor when she is in charge. She makes charts to help foster independence in patients as well as effective communication between patients and staff.

## SUE DOLIGALSKI

### Pathology Labs – Out of Lab Testing – Apex Healthplex



Sue is someone who never gives up, no matter how big the challenge. She was key in making sure that all instruments were validated correctly at WakeMed North, working continuously to correct issues and meet deadlines. As one of the remaining Softlab superusers, this medical technologist is always willing to train and share her knowledge with others. Her expertise, patience and dedication are noticed and appreciated by her coworkers.

## BARB GLESBY

### Pathology Labs – Phlebotomy – Cary Hospital



Barb is the type of employee her coworkers wish they could clone. She is the first to volunteer whenever a pathology representative is needed, and has served on many committees. She is a role model who comes to work ready to give her all as a clinical services technician, and will work extra shifts to cover gaps in the schedule. She does not like to be idle, and will jump in to stock supplies and clean around the lab when she has a free minute.

## ALLYSON GRIBENSK

### Pathology Labs – Histology



The Histology area is in tip-top shape when Allyson is around. She constantly works to simplify workflow and increase efficiency, and often is found organizing storage cabinets, rotating stock to heed expiration dates, labeling “everything in sight” and keeping organized files and records. She is very reliable in maintaining the specimen stain quality for slides, which requires a high level of accuracy and consistency. Her willingness to help makes the lab a pleasant place to work.

## KRISTEN GRIMM

### Pathology Labs – Out of Lab Testing – Cary Hospital



Kristen never hesitates to investigate concerns shared by Pathology staff and leadership, and works with other teams to find solutions. The quality management technician has improved many processes that have boosted productivity and employee satisfaction. She conducts safety orientation for new hires, participates in career days/fairs to promote laboratory professions and works across the system to find effective, streamlined solutions.

## BRITTANY HAIR

### Emergency Department – Apex Healthplex



Before being named manager of the Apex Healthplex ED, Brittany was a supervisor and clinical educator in the Raleigh Campus ED. There she took on the Emergency Services Nurse Fellow program and worked hard at team building, taking fellows on social nights out together, zip lining exercises and volunteering at events. She inspires and motivates her fellows; of about 25 total, just one did not reach independent practice, and only three have left for other opportunities.

## RANDY HAMM, RN

### Staffing Resources



Randy is a caring, high energy supervisor who finds ways to improve work flow and help both patients and staff. He helped implement an “EKG phone” for faster response to patients with chest pain, started an accountability checklist for supplies for each shift and created a department newsletter to keep employees up to date. He is a community volunteer, and takes a leadership role in associations and on WakeMed committees.

## SARAH HARROCKS

### Clinical Resource Management



Sarah's kind, lively approach is felt and appreciated by her behavioral health patients and her coworkers. She is a behavioral health counselor who develops efficient and effective action plans for patients, and will do whatever it takes to obtain necessary services for them. She takes care to give each patient the individual attention needed to improve care and safety.

## KIM HERRICK

### Outpatient Rehab



Kim is a physical therapist who rarely holds still, takes a lot of initiative and is considered the glue that helps hold the clinic together. When the clinic moved to a smaller space, she took ownership of safety and security issues. She sets up the space as needed for different treatments, was instrumental in the Epic transition and her work with the linen inventory has saved money and storage space. She always remembers special occasions for her coworkers and patients, offering treats, cards and smiles.

## CALLAN KISTLER

### Pathology Labs – Administration



Callan is a role model for excellent customer service, always lending a hand to support her coworkers and finding ways to make processes more efficient. She volunteered to train new staff in processing, and was instrumental in helping the department with Soft LIS validations, offering to train nursing staff on the system. She has been on staff for just two years as a clinical services technician, but has taken leadership in so many areas it feels like she's been there much longer.

## TERESA KREIS

### Occupational Therapy



Teresa works wonders with her patients, but she also is a self-taught technology wizard who helped pioneer a new Epic product. During our Epic build she took on a challenging piece of Rehab's regulatory requirements and worked to create the first Functional Independence Measure (FIM) scoring logic in Epic. After spending countless hours gathering feedback, sharing her expertise, and sacrificing personal time and energy, WakeMed now has a product no other Epic organization has ever built.

## AMANDA LAFFERTY

### Information Services



Amanda is a systems analyst who digs deep into finding solutions to concerns, and consistently follows up with her customers to resolve issues. She was integral in developing materials for nursing orientation on SoftID, developed “Tips and Tricks” to follow, and built reports for management to monitor Soft ID compliance. Her in-depth approach has led to successful solutions that increase productivity and team satisfaction.

## LORRIE LANE

### Pathology Labs – Microbiology



Lorrie constantly identifies ways to increase efficiency within the lab and improve patient outcomes. The senior microbiology technician played a lead role in getting approval for a rapid diagnostic testing pilot project that was effective for pediatric patients with certain respiratory illnesses, reducing hospital stays and use of antibiotics. She also spearheaded weekly interdisciplinary microbiology rounds, which promotes information sharing, networking and collaboration among departments.

## LISA MILLER

### Physical Therapy



Lisa is the physical therapist everyone turns to for help with early mobility in the ICU. She helps with transfer training, pediatric problem solving and complicated social situations, making sure to speak with nursing staff and families to explain the process and provide tips for safe transfer and mobility. She regularly pitches in on complicated cases, and mentors students by allowing them to shadow her. She is always approachable and eager to learn and to teach.

## BONNIE MOORE

### Lactation Services – Cary Hospital



New moms and their babies get off to a healthier start together because of Bonnie. This lactation consultant has advanced WakeMed's breastfeeding processes, using current research and mentoring graduate nurses to help them better assist their patients. A dedicated advocate for mothers and their babies, she has served on many committees and is often sought out by co-workers to answer questions or offer advice on breastfeeding.

## BETH MORRISON

### WPP – Primary Care

Beth is the type of supervisor who will cover the front desk during staff shortages and always pitches in to do whatever is needed to keep the practice running smoothly. She motivates staff with an open-door policy and by encouraging them to excel at their work and to pursue additional education. She quickly responds to all concerns, and is greatly respected by her team.

## JOVANDA NOWELL

### Children's Emergency Department

Jovanda is a shining star in the Children's ED, communicating with young patients and families in a way that they can understand, and treating everyone with respect. As a technician/secretary, she keeps the department running smoothly, remaining calm and positive while anticipating what is needed. She always responds quickly and with a smile, even when she is very busy.

## DONICA O'LEARY, BSN, RN

### Heart Center Pre- & Post-Procedure Care



Donica is a nurse manager on a mission: setting a 100 percent goal for nurse certification. She identified sources for funds and held fundraisers to ensure her staff could pursue it. She plans receptions to celebrate staff who earn certification, congratulations them and encourages the unit to recognize their coworkers. Her support and encouragement, along with her open and honest leadership style, are admired and appreciated by all.

## KIM PERDUE, BSN, RN

### Staffing Resources

Kim is a manager who gives great feedback, always finding opportunities to teach her staff or guide them to grow and learn. She compiles a list of updates and "need-to-know" reminders from each department at weekly meetings, and uses that to keep her team informed. Keeping up with changes in the many departments throughout the system has made their jobs easier. She is always available to support her team and answer questions, even in the middle of the night.

## LISA PHILLIPS, RN

### Labor & Delivery



Lisa gives her heart and soul to her job as supervisor and educator, staying positive, fair and professional at all times. She spends extra time assisting staff with IT needs, helping them understand Epic and Stork. She also is a dynamic bedside nurse, giving countless women hope and encouragement during labor and birthing. She is the kind of person and nurse that others strive to be.

## CHRIS PLEASANT

### Mobile Critical Care Services



Chris has stepped up to chair the department Unit Council and was essential in creating the Master Operator designation for EMT operators. A critical care paramedic, Chris calmly explains the transport process to patients and families, helping them at a stressful time. He also volunteered to help update policies and procedures, and serves as a resource for patient and crew safety and fiscal responsibility.

## MELANIE RICE

### Pathology Labs – Transfusion Services



Melanie is known as a "walking blood bank technical manual," respected for her encyclopedic knowledge of anything related to blood transfusions. The supervisor quickly dons a lab coat and gloves to help with difficult transfusions. She encourages professional development in her staff, and is open to ideas for improvement. She is punctual, professional and respectful, and leads by example, promoting patient safety and teamwork.

## DANA RYAN

### Physical Therapy



Dana can be found anywhere a helping hand is needed – whether assisting with Epic communications, adding paper to the printer, replacing oxygen tanks or doing her regular physical therapist duties. She provides home exercise program handouts and family training to help patients continue follow-up care. She also serves as the Cardio Team leader and assists with patient coverage and proper follow-up communication.

## CHAD SICKLE, RN

### Information Services



Before transitioning to Information Services, Chad worked in Heart Center Pre- & Post-Procedure care where he was the nurse most requested for complicated post-procedure patients. He is an expert in post-catheterization issues, helping co-workers on his and other units. He helped implement and identify ways to improve patient care, and was chosen to be a credentialed Epic trainer because of his positive attitude, customer service skills and technical expertise.

## SABRINA SIMS

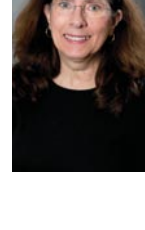
### Patient Accounting Administration



Sabrina is a director with a wealth of knowledge who leads by example. Her main goal is to make the department run like a well-oiled machine, and she achieves that by providing guidance and mentoring. Her efforts preparing for Epic were tireless, and she didn't slow down after the system went live. She is known for her ability to speak "with," not "at," people, which fosters an open, effective communication.

## SUSAN SNAVELY

### Pathology Labs – Microbiology



Susan takes initiative in innovation and change, serving as a role model for the employees she supervises. She took the lead role in developing

the Lab's Ebola response plan, reading all she could at work and on her own time. She also is leading the way into the next generation of microbiology testing: rapid diagnostic testing. She was very involved in Epic preparations, and was instrumental in the Lab's success in going live.

## BETH SOTO

### Patient Case Management



Amputees face special challenges, and Beth tries to make those challenges easier to manage. She has been key in coordinating efforts of a peer mentoring program and a growing Amputee Support Group that meets monthly. Her expertise in resources, such as prosthetics, is well regarded inside and outside of the department. She works hard to create safe plans for discharging patients and maintains strong relationships with patients and families.

## CHRISTINE STEIN

### Information Services



Christine's previous experience with Epic made her particularly valuable during WakeMed's transition to the program, but the systems analyst's dedication and hard work was even more important to the success of Radiant during go live. She even came back to work early from maternity leave to ensure the department would be ready and willingly shares her expertise and time with Radiant team members, as well as other Epic teams.

## LEANNE STEINBECK

### Outpatient Rehab



Patients struggling with aphasia often end up in difficult and frustrating social interactions. LeAnne uses her speech pathology expertise to improve patient communication and satisfaction. She shares the advanced training that she has received with her team, which provides her co-workers with strategies for better patient communication. Her positive attitude and approachable nature make her a pleasure to work with.

## CHARLENE STEWARD

### WPP – OB/GYN



Charlene is a bright presence in the department, always ready with a hug for co-workers and patients, and stickers and snacks for the children. She cheerfully lends a helping hand, and is an exceptional leader and excellent listener who serves as both peacemaker and counselor when needed. Her coworkers say her infectious laugh brightens up even the gloomiest of days.

## JILL STONE

### Information Services



Combining her clinical nursing knowledge with technical computer knowledge made Jill an essential Epic training instructor for the department. A systems analyst who also pursued a nursing degree while working full time at WakeMed, she uses her expertise to make the organization more efficient. She helps to streamline processes, making them simple and

user friendly. Her dedication, warm smile and selfless personality help her create and maintain strong working relationships.

## RYAN TABIS, PharmD

### Pharmacy



Ryan is always on the lookout for ways to improve and ensure patient safety, taking the lead on revising pharmacy policies when needed. He played a key role in developing the clinical pharmacy workflow in Epic, and was instrumental in improving the antimicrobial stewardship workflow in Theradoc. He also works closely with pharmacy students, helping to coordinate the UNC PY4 seminar course.

## AMANDA TALMADGE, RN

### Emergency Department



Amanda was an early adopter of the ultrasound-guided peripheral intravenous (UGPIV) practice. She quickly volunteered to share her knowledge and has taught more than 50 nurses both the classroom and hands-on portion of this valuable skill. She has inserted UGPIVs on every unit in the hospital and expanded her practice into pediatrics. She is never too busy to help, and frequently drops what she is doing to help anywhere in the hospital.

## HELEN VOSS, RN

### 2D Rehab Nursing



Helen is an enthusiastic leader on her team and has been very involved in the Clinical Nurse Council and WakeMed's Magnet journey. She provides information to colleagues about best practices, and takes

extra time to guide others on protocols, policies and procedures. She encourages staff in professional development, following best practices and works hard to promote a healthy work environment in her area.

## WANDA WELLS

### Pathology Labs – Microbiology



Wanda is the lead molecular specialist that has guided the development and implementation of new tests system-wide for several years. She led efforts to implement the first large test panel, which provides valuable information rapidly to physicians caring for the sickest respiratory patients. She trains employees on molecular tests, ensuring they follow strict techniques to prevent contamination. She also finds creative ways to teach molecular theory, making it fun to learn.

## BEI YE, RN

### 1 East Clinical Evaluation Area – Cary Hospital



Bei is a supervisor who keeps in close contact with staff and responds promptly to any problems or questions. It's not unusual to see her on the floor at all hours of the day or night assisting staff with training, policies or IV starts. She orients new employees and works closely with them to help them become part of the team. Bei truly cares about her staff and patients' physical, emotional and mental well-being and that's something that her team appreciates.

# 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](mailto:microscope@wakemed.org), or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

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## FEB. IS HEART MONTH!

### Great WakeMed Red Out!

WakeMed is going red in support of women who have heart disease. All employees, physicians and volunteers are encouraged to wear red on Friday, February 5. Take a photo of your group and send it to [microscope@wakemed.org](mailto:microscope@wakemed.org) to have it posted on the WakeMedWeb slideshow and considered for an upcoming issue of *Microscope*!

### Go Red Saturday at Crabtree Valley

The Triangle Chapter of the American Heart Association Celebrates Go Red for Women with Allscripts, Macy's and WakeMed on Saturday, February 6, from 11 am to 2 pm. The event will feature free heart health information and stroke screenings, fitness tips, line dancing, prizes and the opportunity to share your heart disease survival story.

### Love Your Heart

Cameron Village and WakeMed Heart Center are partnering to increase heart disease awareness among women and share the message that shopping can be a great cardio exercise. Pick up a heart healthy information card from participating Cameron Village stores and if \$250 or more is spent in a single day from February 1-14, shoppers can choose from three free gifts.

Qualifying shoppers also receive a certificate for a free Total and HDL cholesterol test and blood pressure check from WakeMed. Visit [hearts.wakemed.org](http://hearts.wakemed.org) to learn more.



## February Seminar: Managing a Healthy Weight

Managing a healthy weight is never easy, but you don't have to go it alone! Join us for an informative session with our primary care physicians as they share strategies for achieving a healthier weight. Diet and exercise are often successful, but they don't work for everyone. Learn more about how by working with a primary care physician, you have access to a wide variety of weight loss tools, expertise and a more personalized approach to successfully manage your weight.

### Cary Hospital

Friday, February 12, Noon to 12:45 pm  
Rosa Messer, MD, WPP – Brier Creek Medical Group

### Raleigh Campus

Tuesday, February 16, Noon to 12:45 pm  
Theresa Amerson, MD, WPP – City Center Medical Group

### WakeMed North

Thursday, February 25, Noon to 12:45 pm  
Tehmina Adnan, MD, WPP – North Wake Internal Medicine

All members of the WakeMed family are invited to attend and ask questions. Pre-registration is encouraged; to register, visit the homepage of the WakeMedWeb.



## It's time to know about stroke

### Stroke Speakers for a Healthy Community

Knowing the signs of stroke can save lives and prevent disability. WakeMed stroke coordinators **Kimberly Elks, RN**, and **Angela Hollis, RN**, know this firsthand and are eager to share their knowledge with adults and children in schools, churches and other community organizations. If your school, church or other organization would like to schedule Kimberly or Angela to speak about the signs of stroke this year, please send an email to [bscolio@wakemed.org](mailto:bscolio@wakemed.org) or call 919-350-5240.



## SCHEDULE YOUR BIOMETRIC SCREENING BY FEBRUARY 24



Visit [mychart.wakemed.org](http://mychart.wakemed.org) to make your appointment today! To change your appointment, call 919-350-7000. Screenings will take place between February 24 and April 8. Screening results will be posted to WakeMed MyChart. Remember, you must meet a certain level on each standard in order to receive the WakeWell 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.

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).



**Robin Neal** (6B Orthopaedics & Oncology) was reviewing her patient's discharge prescriptions when she noticed instructions for the patient to take a 12-hour, 100mg tablet of a narcotic every 12 hours. This high milligram dosage caught her attention and she realized it could have resulted in patient harm. Robin obtained a new prescription for 10 mg tablets instead of the 100 mg tablets. What a great catch, Robin!

## REACH YOUR GOALS!

### WakeMed Foundation Scholarship Opportunities



### Apply for a WakeMed Foundation Skills Scholarship by Feb. 15

The WakeMed Foundation offers several scholarship and award opportunities throughout the year to help WakeMed staff advance employees knowledge and clinical skills. Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs. Scholarships are designed to help employees go above and beyond and gain new skills that will help expand existing services. The new skills learned must be shared with teammates. The first Skills Scholarship cycle of applications are being accepted now through February 15. For more information about these and other scholarships available, visit the WakeMed Foundation WakeMedWeb page.