www.wakemed.org

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED OCT 2015

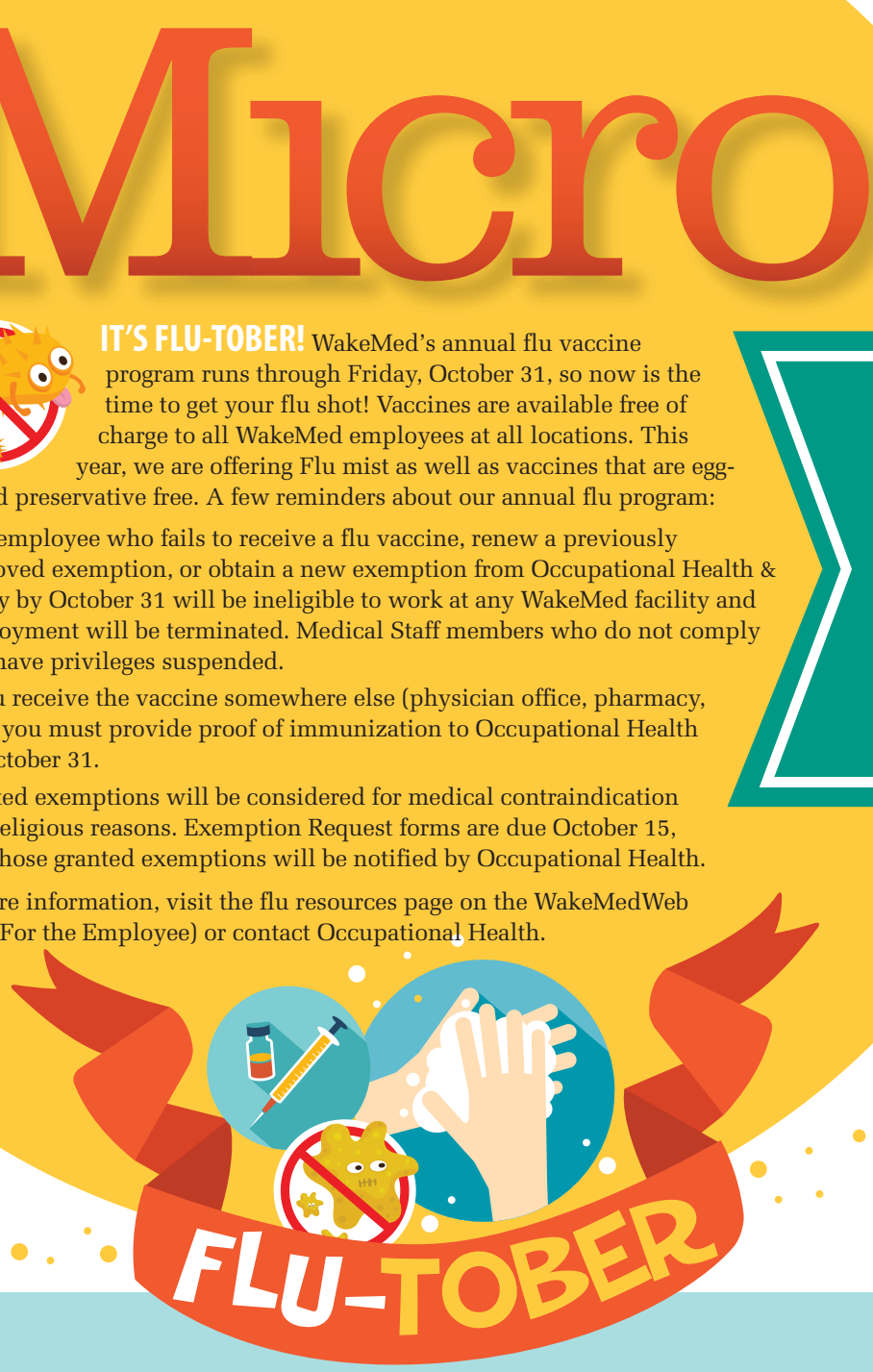
Microscope



IT'S FLU-TOBER! WakeMed's annual flu vaccine program runs through Friday, October 31, so now is the time to get your flu shot! Vaccines are available free of charge to all WakeMed employees at all locations. This year, we are offering Flu mist as well as vaccines that are egg-free and preservative free. A few reminders about our annual flu program:

- Any employee who fails to receive a flu vaccine, renew a previously approved exemption, or obtain a new exemption from Occupational Health & Safety by October 31 will be ineligible to work at any WakeMed facility and employment will be terminated. Medical Staff members who do not comply will have privileges suspended.
- If you receive the vaccine somewhere else (physician office, pharmacy, etc.), you must provide proof of immunization to Occupational Health by October 31.
- Limited exemptions will be considered for medical contraindication and religious reasons. Exemption Request forms are due October 15, and those granted exemptions will be notified by Occupational Health.

For more information, visit the flu resources page on the WakeMedWeb (under For the Employee) or contact Occupational Health.



MAGNET RECOGNIZED

AMERICAN NURSES CREDENTIALING CENTER

WakeMed is Magnet!

This September, WakeMed officially became a Magnet designated health system, making us just one of 422 health care organizations in the world to earn this recognition! ANCC's Magnet designation is the highest and most prestigious credential a healthcare organization can achieve for nursing excellence and quality patient care. See inside for more about this incredible achievement!



2016 BENEFITS OPEN ENROLLMENT

OCTOBER 12 – NOVEMBER 2

See next page to learn about changes to our benefits plans for next year.

Introducing WakeMed Heart & Vascular Physicians

NEW NAME, SAME EXCEPTIONAL HEART CARE

This month, WakeMed Physician Practices's exceptional cardiologists, cardiovascular specialty physicians and cardiovascular, thoracic and vascular surgeons joined together to establish one of the largest, most respected cardiovascular groups in the region: WakeMed Heart & Vascular Physicians. The group includes more than 30 physicians and mid-levels dedicated to delivering the highest level of cardiovascular care to our community. In addition to a new name, this transition also provides an opportunity for our physicians to work more closely together to deliver exceptional, highly-coordinated cardiovascular care for our patients. Patients whose care involves multiple cardiovascular physicians, specialists or surgeons will benefit from a unified team working together to develop the best plan of care based on individual needs. This change took effect on October 1, 2015, and WakeMed Heart & Vascular Physicians has replaced all previous names for all of our cardiology and cardiovascular specialty offices (Raleigh Cardiology, Vascular Surgery, Carolina Cardiology, Carolina Cardiovascular Surgical Associates, etc.).



Exceptional **People**. Exceptional **Care**.

Collaboration Leads to Streamlined Process

Every trauma patient is unique and it's impossible to know what hurdles the patient and care team will face, but one thing is almost always true: trauma patients lose a lot of blood. Replenishing what's lost is a daunting task that requires the coordination of physicians, nurses, laboratory staff and more. WakeMed's massive transfusion protocol (MTP) has streamlined the process of getting needed blood products to patients quickly while improving safety and efficiency.

Prior to this protocol, which was started in 2012, trauma patients received four units of red blood cells upon arrival at WakeMed, but more was always needed. Keeping up with demand was challenging, involving many separate orders for blood products and requiring physicians to make sure patients also received adequate amounts of plasma and platelets along with IV fluids. After reviewing empirical research that showed patients do better when they receive red blood cells, platelets and plasma in proportions similar to what's actually in their blood, Trauma Services and Pathology worked together to create a new and improved process. Here's how it works:

When needed, a physician enters the MTP order into Epic and a staff member calls Transfusion Services to alert them of the order. Transfusion Services prepares the appropriate items, which include equal parts red blood cells, plasma and platelets. As soon as the coolers are picked up, another set is prepared – a process that repeats itself until the order is stopped by the physician.

Originally developed for trauma patients, the protocol has since been used in labor & delivery, emergency departments, vascular surgery, cardiology and intensive care units. Because the order is entered in Epic, it follows the patient no matter where they go in the system, providing better coordination of care. A similar pediatric protocol was developed in 2014. "The massive transfusion protocol has provided a new margin of safety for patients from all disciplines who need large volumes of blood transfused quickly to survive," commented **Osi Udekwu**, MD, medical director (Trauma Services).

Since the protocol was developed, it has been used over 230 times. The benefits have been far reaching and include:

- Improved ability to supply adequate blood for patients
- Strengthened communication between departments involved
- Enhanced tracking of delays and adherence
- Improved stewardship of blood products
- Decreased potential patient risk
- Saving lives!

"The protocol is the result of a multidisciplinary effort that has made a measurable difference in patient care and streamlined our processes. We continue to review every case and look for opportunities to improve the process further," commented **Christine Sillings**, MD, (Raleigh Pathology Laboratory Associates).

Angela Newman Recognized by *Cary Magazine*

Angela Newman, MSN, RN, director, (Women's Pavilion & Birthplace – Cary Hospital) was named a 2015 Woman of Western Wake by *Cary Magazine*.



Newman, a Cary resident, was one of five recognized in the annual awards, which honor women who excel professionally and personally while helping others do the same.

Cary Magazine recognized her many contributions to WakeMed as well as the patients we serve, commending her passion to lead and her efforts to share in a collaborative environment with her staff. Newman originally joined WakeMed in 2001 (she left the organization briefly in 2005) and served in leadership roles with our medical-surgical and medical day treatment units before being named to her current position in 2014. Among her many accomplishments, she was instrumental in leading an effort in 2011 to create an outpatient clinic for patients needing blood transfusions at Cary Hospital, which allowed them to spend less time in the hospital.

OPEN ENROLLMENT 2016

MONDAY, OCTOBER 12 – MONDAY, NOVEMBER 2, 2015

Benefits Open Enrollment is your annual opportunity to make changes to your benefits for the coming calendar year. More in-depth information about benefits is included in the 2016 Benefits Handbook, which was mailed to your home address in early October. If you do not receive your handbook, an electronic version may be accessed on the WakeMedWeb. Benefits staff will offer enrollment assistance throughout the system in October – see the schedule on the WakeMedWeb. With questions, contact the Benefits team at ext. 08143 or benefits@wakemed.org.

Important Social Security Number Update

Social security numbers are required for all spouses and dependents covered under the WakeMed health plans. You must update this information in Lawson during the enrollment process.

Medical and Pharmacy Changes

Medical Premium Rates: There are slight premium increases (approximately 6 percent) for all levels of coverage in 2016. WakeMed's costs to provide coverage are also going up by an additional 14 percent. Check the 2016 Benefits Handbook for detailed premium information.

Prescription Drug Change: In 2016, we will begin using OptumRx as our pharmacy benefit provider. This change was made to help control costs, improve medication adherence, support wellness initiatives, improve generic drug use, minimize specialty drug trends and improve health outcomes for our employees and dependents.

There are several important things you should know about this change:

- BCBSNC will remain our medical plan administrator; however, they will no longer process claims for prescription drugs covered by our health plan.
- You will be automatically enrolled in OptumRx when you enroll in one of the WakeMed health plans.
- Next year, you will have a separate ID card for prescription drugs. New ID cards will be mailed to your home address in mid-December 2015.
- You must show your OptumRx ID card at the pharmacy to receive benefits.
- The mail order and specialty drug processes will be changing. More information about this transition will be provided prior to December 2015, so watch for additional information in *Microscope*, WakeMed Weekly and email notifications.
- There will be some changes to the formulary, which is the list of drugs covered under the plan, and which tier they fall under. Details will be shared soon.

Dental and Vision Plans

Dental premiums are increasing by approximately 3 percent for employees as well as for WakeMed. There are no changes to dental benefits for 2016.

Vision premiums and benefits are not changing for 2016.

Life and Disability Insurance

There are no changes to the life & disability plans for 2016.

Flexible Spending Accounts (FSA)

If you want to participate in either the Healthcare FSA and/or Dependent Care FSA, you must re-enroll each year and specify the amount that you want to set aside in the account. You may be required to submit proof of an eligible claim whenever you submit a claim for reimbursement. For Healthcare FSAs, it is a good idea to save your explanation of benefits (EOB) form you receive from the health and dental insurers to use as proof if it is requested.

If you participated in the Healthcare FSA in 2015 and have a balance in your account at the end of this year, your balance (up to $500) will roll over and be available to you in 2016 in addition to the amount you set aside during open enrollment. Unused funds over the $500 limit will be forfeited. Please note: beginning in January 2017, only unused amounts between $5 and $500 will be carried over.

Remember, the Dependent Care Flexible Spending Account is for child or adult day care-type expenses. Please make sure you review the purpose of this account before you enroll.

BENEFITS FAIRS

Please join us at the Benefits Fairs for helpful information about your WakeMed benefits!

CARY HOSPITAL
Monday, October 19
Conference Center
7 am to 2 pm

RALEIGH CAMPUS
Tuesday, October 20
Andrews Center
7 am to 4 pm

WakeWell

WakeWell encourages and provides incentives for WakeMed employees who take steps toward a healthier life. *WakeWell* Rewards is designed to build a culture of health by providing an annual snapshot of your health status and connecting you with resources that are available to improve it. *WakeWell* Rewards provides an incentive to eligible employees up to $500 (full-time) or $250 (part-time) who participate each year in the form of a Healthy Rewards Account. A variety of programs to encourage healthier lifestyles are available during the year to all WakeMed employees.

Healthy Rewards Account (HRA)

The HRA was implemented in 2015 as a cash incentive for *WakeWell* Rewards and functions similarly to a Healthcare FSA. Employees who earned the HRA in 2015 will receive a deposit into their HRA account in January 2016. If you still have money in your HRA from 2015, it will carry over into 2016 and can continue to build or be used to offset out-of-pocket expenses including deductibles and copays. *If you are not enrolled in the WakeMed health plan in 2016 for any reason, your HRA funds will be forfeited.*

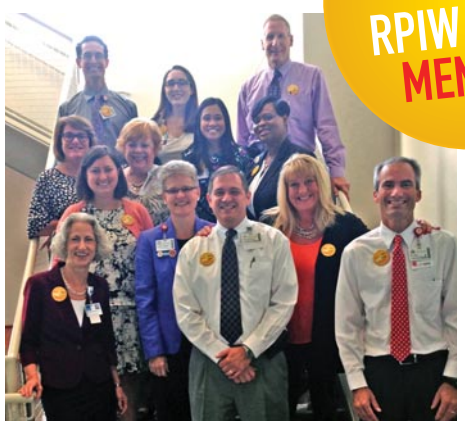
Additional Benefits

WakeMed is proud to continue offering additional benefits to help employees excel personally and professionally, including:

- Tuition & specialty certification reimbursement
- Discounted childcare at Little Pros Academy at five locations
- WakeMed Foundation scholarships
- Discounts on financial and health care document preparation
- Free employee assistance program
- Merchant discounts

See the 2016 Benefits Handbook for details about these and other benefits available to the WakeMed family.

WakeMed's First RPIW



In September, WakeMed held our first Rapid Process Improvement Workshop (RPIW) – a five-day event focused on making improvements in one particular area. Part of the WakeMed Physician Practices (WPP) value stream work, this RPIW focused on patient flow, with a particular focus on the patient rooming process. The event was held at the **multispecialty WPP clinic at the Garner Healthplex** and involved a team of two physicians, one nurse, three medical assistants and two PARs, who spent the whole week brainstorming and investigating how to improve the patient experience, eliminate waste and reduce the burden of work.

"The RPIW was a unique opportunity for the team to better understand and appreciate each other's workflows. When you understand everyone's role, it is so much easier to identify improvements that benefit everyone – especially our patients," commented **Sara Mansfield**, practice manager (WPP – Garner Primary Care).

Led by the Kaizen Promotion Office and Virginia Mason Institute, the team first worked on generating project ideas – they came up with over 50! – before selecting and prioritizing those that would be tested. Much of the week was spent on the genba (where the work happens) observing and getting feedback on their ideas. Using the Plan-Do-Study-Act (PDSA) approach, they spent many hours developing and refining new processes that will help enhance the patient experience.

"The level of engagement from the entire team from start to finish was just incredible. They were able to impact a great deal of change in a short period of time – all while keeping our patients at the center of everything we did," commented RPIW sponsor **Carolyn Knaup**, RN, MHA, senior vice president, Ambulatory & Physician Operations. "This was a unique opportunity to look closely at every part of the process and say 'Is this valuable to the patient?' and if the answer was no, it needs to change."

By the end of the week, the team had made a number of changes, including:

- Changing the urine sample collection process for urology to decrease wait time for patient and physician.
- Revising the travel route for medical assistants to eliminate unnecessary walking.
- Developing a standard rotation for nurses in urology to cover phone triage and patient rooming.
- Converting from automatic blood pressure machines to manual devices to improve patient comfort and limit equipment.
- Eliminating folders used to hold patient labels, which are unnecessary with Epic.

Now that the event is complete, the Garner team will spend three months refining the processes they put in place with an eye for how the improvements can be applied across all WPP primary and specialty care clinics. "It was great to see the group work together and take time to learn what everyone else does in the process. For some, it was the first time they had observed someone else's work and there were many excellent insights that came from the experience," commented RPIW team leader **Kenneth Murray**, director (Kaizen Promotion Office).

a great big THANK YOU!

WakeMed GIVES


Employees browse the Basket Auctions.

Thank you to everyone who contributed to the 2015 WakeMed Gives Employee Campaign! This year we raised over $275,000 through monetary gifts and PDO donations. These funds will go to support over 100 charitable organizations throughout our community. Over $200,000 was donated to the WakeMed Gives fund, which will go to areas within WakeMed of greatest need, including the WakeMed Emergency Fund, WakeMed Foundation scholarship programs and to help offset the cost of renovating the Labor & Delivery unit on Raleigh Campus.


Nancy Nau (Outpatient Rehab) takes aim at **Vicki Block**, senior vice president & administrator, Raleigh Campus, in the Butter Up! fundraising game.

"WakeMed Gives is an opportunity for us as individuals to partner with WakeMed in fulfilling our mission and continuing the tradition of giving back to our community. Many important charities and community organizations – including the WakeMed Foundation – will benefit from the generosity that our employees, physicians and volunteers showed during this year's campaign," commented **Deb Laughery**, vice president, Public Relations, and executive sponsor, 2015 WakeMed Gives Campaign.

I GIVE because...

We asked WakeMed employees why giving back – through gifts of time or money – is important to them. Here are a few of the reasons you gave:

- "It's simply the joy of giving to help those who are less fortunate. One never knows when he or she will need the same assistance one day."
- "If everyone gives just a little bit, we can change the world."
- "Because, even though there never seems to be enough, it's still so much more than most people have."
- "At some point your community invested in you! It helped to mold the individual that you are. It is important to invest in areas that will continue to give to others in an effort to keep the cycle of giving going."
- "I am blessed to have a job and there are so many people that need help physically and financially. It is my pleasure to give what I can; no gift is too small. A little gift from a lot of givers will make the difference."

Thank you to everyone who gave this year!



Enjoying a pancake breakfast at the WakeMed Gives employee celebration.

WOW, WHAT AN EMPLOYEE!

Jennifer Farmer, BSN, RN, (Children's Emergency Department) accepted a two-year appointment to become a member of the Wake County Child Fatality Prevention/Community Child Protection Team.

Aaron Byrd (Mobile Critical Care Services) accepted a two-year appointment to the Board of Directors for the International Association of Flight Critical Care Paramedics (IFACCP).

Melissa Gibson, BSN, RN, was promoted to the manager of Patient Pre-Op, Pre-Admission Testing Clinic and Endoscopy.

Lisa Miller, RN, (Children's Emergency Department) was promoted to supervisor/educator.

Jovan Smothers, BSN, RN, (1A Clinical Evaluation Area) was promoted to supervisor/educator.

Lani Laureles-Deguzman, RN, (CICU) earned a master's degree in nursing education.

Brienne Purta, RN (3A CVIC); **Nancy Goodnight**, RN (6C Surgery & Trauma); **Doreen Milhouse**, RN, and **Damita Onurah**, RN, (both of 6B Orthopaedics & Oncology) obtained med-surg certification.

Samantha Pritchard, RN, (3A CVIC) and **Andrea Perea**, RN, (6A CVIC) obtained CV certification.

Edward Keating, RN, and **Jennifer Farmer**, RN, (both of the Children's Emergency Department) passed the certified pediatric nurse (CPN) exam.

Terri McDowell, MSN, RN, (3A CVIC) passed the nurse practitioner board certification exam.

Joanne McIntosh, RN, (MICU) became a healthcare accreditation certified professional (HACP).

Anita Young-Brown, RN, (CICU) obtained critical care nursing (CCRN) certification.

Lisa Collins, NAII, and **Brenda Sohacki**, RN, earned 6C Surgery & Trauma's Wake Way Achievement Awards, which is given monthly to two 6C staff members by their peers for being committed to providing outstanding and compassionate care to all.

COMINGS & GOINGS

5C Medicine welcomes **Vanessa Schofield**, BSN, RN.

WPP – Garner Primary Care welcomes **Melissa White**.

Food and Nutrition Services – Cary Hospital welcomes **Carol Medins**, MPH, RD, LDN.

Property Services welcomes **Chris Reed**.

Clinical Nursing Resource Services welcomes **Becka Waugh**, BSN, RN, who will be working at both Raleigh Campus and Cary Hospital.

IS welcomes **Peggy Jones** and **Cat Coleman**.

Spiritual Care welcomes seven resident chaplains: **Lourduraj Alapaty, Jami Britt, Lezlie Harvey, Kennetra Irby, Mallory Magelli, Jesse O'Neal**, and **Monica Young**. The department also welcomes nine chaplain interns: **Prasert Ammartek, Lois Cavanagh-Daley, Carol Dean, Wanda Dukes, Bobby Fletcher, Brian Hoysa, Dane Martin, Samuel Parker** and **Gloria Williams**.

OneCall welcomes **Minerva De La Mora**.

Guest Services welcomes **Karla Balourdos**.

Neuro ICU welcomes **Crystal Wilson**, BSN, RN, and **Sydney Sharpe**, BSN, RN.

Surgical Services – Cary Hospital welcomes **Betsy Moore**, RN; **Nicole Strickland**, RN; **Latoya Poston** and **Tiffany Credle**.

6A CVIC welcomes **Stephen Hinnant**, nurse fellow, and **Jessica Mayo**, RN.

6B Orthopaedics & Oncology welcomes **Steven Christos**, NAII; **Jameel McGhee**, NAI; **Diana Ricks**, NAII; **Melonie Leathers**, RN; **Meagan Stout**, RN; and nurse fellows **Casey Whitley**, RN; and **Jennifer Booe**, RN.

NICU and Newborn Nursery welcomes **Noel Hammond**, RN; **Katie Shea**, RN; **Maureen Battaglia**, RN; **Lorrie Keene**, NAII; and **Andrea Santos**, NAII.

Mobile Critical Care Services welcomes **Joshua Walsh**, EMT-P, and **Alessia Gallo**, EMT-P.

Welcome New Physicians



Shailesh Shirolkar, MD
WPP – Hospitalists



Vikas Pathak, MD
WPP – Intensivists

Welcome New Midlevels

Virginia Foote, PA
WPP – Gastroenterology

Accent Urgent Care Changes Name; Expands Hours

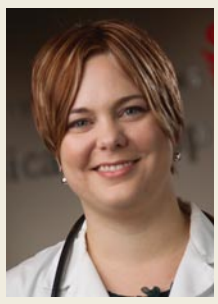
On October 1, 2015, Accent Urgent Care became WakeMed Urgent Care and introduced new extended hours – **8 am to 8 pm, 7 days a week** – to better serve our patients. WakeMed Urgent Care offers the same great care for children and adults at two convenient locations:

Cary Office
212 Ashville Avenue
Suite 10
Cary, NC 27518
919-859-1136

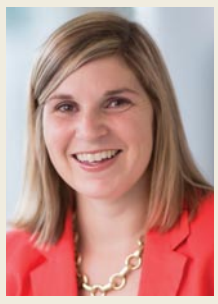
Raleigh Office
2406 Blue Ridge Road
Suite 190
Raleigh, NC 27607
919-789-4322

Two WakeMed Physician Practices Leaders Named

Please join us in congratulating **Theresa Amerson**, MD, and **Jennifer Lee** on their new WakeMed Physician Practices leadership appointments:



Dr. Amerson has been selected as the executive medical director of the WPP Primary Care/Urgent Care Service Line, which includes nine primary care practices, two urgent care locations and WPP – Employee Health & Wellness. She will be the dyad partner with **Jamie Landrum**, service line director. Dr. Amerson joined WPP in January 2011 as a physician with WPP – City Center Medical Group and began serving in the role of associate medical director in the Primary Care/Urgent Care service line in 2012.



Jennifer Lee has been named service line director for the WPP Children's Service Line. Lee will work in dyad partnership with **Stephen Leinenweber**, MD, executive medical director of the service line, which includes the following practices: Pediatrics, Pediatric Surgery, Pediatric Intensivists, Children's Endocrinology & Diabetes and Neonatology. **Karen Perry**, who was director of the combined Women's and Children's Service Line, will continue as service line director for Women's Services.

Coming Soon – Expanded Hours at WPP – Employee Health & Wellness

WPP – Employee Health & Wellness is adding a second provider and will soon offer expanded hours to better serve the needs of WakeMed employees. The practice is located at Raleigh Campus and provides primary and urgent care services to WakeMed employees and dependents, age 6 and up. Details will be shared soon!



Ladies Day & Men's Health Night

Hundreds of community members turned out for Ladies Day and Men's Health Night – two annual community events hosted by WakeMed. Both events provided an opportunity for the community to hear from our medical experts, participate in health screenings and browse health education tables.

Ladies Day, held at WakeMed North on September 25, offered seminars on everything from having a baby to losing weight safely and from thyroid disorders to pelvic health. At Men's Health Night, held at Cary Hospital on September 29, attendees learned about a range of topics including hernia repair, prostate cancer and urologic health. Both events featured health screenings including:

- Cholesterol
- Blood pressure
- Flu vaccines
- Stroke risk assessment
- Bone density (Ladies Day)
- Balance and posture assessment (Ladies Day)
- Prostate and PSA (Men's Health Night)

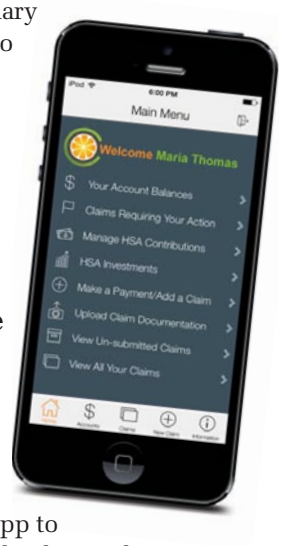




Need to Substantiate a FSA/ HRA Claim? Use Your EOB!

If you have a ConnectYourCare health care flexible spending account (FSA) or healthy rewards account (HRA) and are asked to provide additional information to complete the claim, the explanation of benefits (EOB) provided by your insurance provider is a great place to start! EOBs are sent directly to you and contain everything that ConnectYourCare needs to substantiate your claim.

- Substantiation requests are sent out 21 days after your debit card was swiped.
- EOBs typically arrive within 30 days, so if you receive a substantiation request, you may need to wait a few days to use your EOB. If you register for the insurance provider's online portal, you may be able to print one sooner.
- If you need a copy of an EOB, just ask the appropriate insurance provider to send a new one to you or print one from their website.
- Please note that if you have secondary insurance coverage that you want to use along with your FSA/HRA, additional documentation may be required as ConnectYourCare will not be able to match the copays to the ones that we have provided them for the WakeMed health plans.



Making Substantiation Simple

WakeMed employees have seen an increased number of substantiation requests this year, so it's important to know the tools that are available to you to make it simple:

- Use the ConnectYourCare mobile app to take a photo of your receipt and upload it on the go
- Receive text alerts on your mobile phone to track your claims, account balances, etc.
- Log in to your online account and upload an image of your receipt
- Fax or mail your documentation to ConnectYourCare (see website for number and address)

Be sure to watch your mail any time you use your ConnectYourCare debit card and be alert for substantiation requests. You will receive three substantiation requests (each one 21 days apart) before your CYC debit card is suspended.

Understanding EOBs

When you receive health care services from a doctor, dentist or hospital, you can expect your insurance provider to send you an explanation of benefits (EOB). The EOB includes a lot of information that can help you understand the services you received, what your insurance covers and what you may be expected to pay. Be sure to review your EOBs to be an educated health care consumer:

- Insurance claim number, which you will need to provide if you call with questions
- Total charges submitted by the provider
- Deductible applied (if applicable)
- How much your insurance plan will pay
- Amount you may be responsible to pay
- Remaining deductible and remaining coverage benefit for the year (if applicable)



Dr. Cleave Gass, the 2015 National Association of Clinical Tutors United Kingdom Traveling Fellow, visited WakeMed in September to learn more about our community-based medical education as well as the education, implementation and utilization of physician assistants in the United States. Dr. Gass, anattending anesthesiologist at St. Georges Hospital in London, is pictured above with, left, **Jeff Lamphere**, PA, executive director, (WPP - Midlevel Program) and, right, **John Perry**, MD, vice president, Medical Education.

Tom Gough

Vice President & Administrator, Cary Hospital

During **Tom Gough**'s first week as vice president and administrator at Cary Hospital, he was excited to spend the early morning hours meeting and talking with night shift staff. "My mother had a 50-plus year career as a nurse and spent many years on the third shift. She gave me a deep appreciation for the dedication, commitment and compassion that so many hospital staff provide while the rest of us sleep."

Gough grew up in New Jersey in a family of seven and was inspired at a young age to follow in his parents' footsteps – his father was a psychologist at a medical college – and pursue a career in health care. "I would hear stories at the dinner table about things that happened at their respective hospitals and it fascinated me."

Gough earned a bachelor's degree in health planning and administration from Pennsylvania State University and then went on to earn a master's in healthcare administration from the University of Minnesota. Over the next 28 years, he worked as a senior executive at several large and well-known health care systems in New England, eventually landing at Rhode Island-based Care New England where he ran the operations of their 296-bed community teaching hospital in Pawtucket, R.I. This August he left that system, where he held the role of senior vice president of operations for Memorial Hospital of Rhode Island, to join WakeMed. "There are many similarities between Care New England and WakeMed – the most important being the commitment to putting patients and families first in everything we do. I am excited about the Wake Way 2 Excellence and the opportunity to use structured processes to improve quality, safety and patient outcomes."



When considering the move to North Carolina, Gough says he was "struck by WakeMed's commitment to transforming the delivery of health care in Wake County. Many health systems around the country are talking about creating well-coordinated systems of care focused around the needs of patients and families, but WakeMed is actually doing it. I could see tangible examples of the system's devotion to this ideal everywhere I turned."

Since joining WakeMed, Gough has made developing relationships with employees and the medical staff his priority. "The enthusiasm, passion and commitment to high quality care and an exceptional patient experience was apparent to me when I came to interview. I want to foster an environment where employees feel comfortable offering their ideas and where the medical staff have meaningful and substantive input into the strategic initiatives of the hospital." Gough believes that many of the best ideas come from front-line staff. He spends a lot of time rounding and enjoys having the chance to talk with staff and patients about what he and the organization can do better.

Being able to make a difference in people's lives is what Gough finds most rewarding about his job, and he feels strongly about our mission to the community. As he settles in, he is already looking toward the future and identifying opportunities to grow WakeMed Cary's services. "WakeMed is a huge and vital part of the community, and from day one I could see clearly the potential to harness the positive energy to help Cary Hospital continue to expand its services in a way that is responsive to the community's needs."

Outside of work, Gough enjoys spending time with his family, which includes his wife Gina, an occupational therapist, and their three children – Evan, 20; Bryce, 17; and Alexa, 11. He also enjoys socializing with friends, watching soccer (Liverpool is his English team of choice) and salt-water fishing, which he has yet to try in North Carolina. Up until two years ago, Gough spent many years coaching teen soccer teams. Though quite different from health care, his coaching philosophy is not too different from his leadership philosophy. "As a coach, your job is to give your team the tools and knowledge to identify, react to and solve problems both on their own and as a group, as they are happening in real time."



Physician & Mid-Level Survey Results

This summer, all physicians, mid-levels and physician administrators employed by WakeMed were invited to provide feedback in the physician & mid-level provider survey. Seventy-three percent of our physicians and mid-levels completed the survey, which was conducted by Success Profiles. Our raw score was 72.43, which is well above the provider average of 67.43 and put us in the 73rd percentile compared to similar organizations – a huge jump from last year's 53rd percentile ranking!

Scores improved across the board on this year's survey, with Organizational Culture, Staff Effectiveness, Medical Staff Effectiveness and Patient Care receiving the highest marks. Specific strengths identified by our physicians and mid-levels include:

- Staff are focused on providing exceptional care (96th percentile)
- WPP leadership is approachable (95th percentile)
- Staff morale indicates this is a great place to work (92nd percentile)
- I am comfortable having a family member treated at WakeMed (85th percentile)
- I understand my role in the WW2Excellence and achieving our goals (85th percentile)
- WakeMed has high ethics and standards (85th percentile)

While it's wonderful to know what we are doing well, knowing where we can make improvements is equally valuable. This year, some areas of opportunity include:

- WakeMed is a well-run organization (37th percentile)
- Senior leadership effectively listens to physicians (37th percentile)
- Information systems provide easy access (40th percentile)
- Work processes allow me to work effectively (41st percentile)
- Scheduling patient procedures is easy (45th percentile)

More in-depth information about the survey results was shared with our physicians and mid-level providers and action plans are being created by WPP leadership to address the opportunities identified in the survey. Thank you to everyone who participated in the survey this year!

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).

Good Catch



Donna Young, RN, (6C Surgery & Trauma) was preparing a patient for surgery when she made her good catch. A consent form for surgery had been completed and the surgery explained to the patient – all that was needed was for the patient to sign the consent form. On close inspection, however, Donna noticed the consent was for surgery on the patient's left leg, when the surgery was to be done on the right leg. Donna had the consent corrected, preventing possible patient harm. Great job, Donna!

MANAGEMENT UPDATES



Vicki Whitley Named Executive Director of Nursing for Cary Hospital

Vicki Whitley, MHA, BSN, RN, has been named executive director of nursing for Cary Hospital. Whitley has served as the interim executive director of nursing for the facility since March of this year. In this role, Whitley works in partnership with Cindy Boily, MSN, RN, senior vice president and chief nursing officer, to assure the overall quality of nursing practice for Cary Hospital. She will be responsible for the overall performance of nursing departments and will work closely with the Medical Staff, Administration and support staff to enhance the practice of nursing at Cary Hospital. Whitley has over 25 years of nursing leadership experience and previously served as director of WakeMed's Ambulatory Emergency Departments.



Nell Panten Named Director of Surgical Services at Cary Hospital

Nell Panten, DNP, MSN, BSN, RN, has been named director of Surgical Services at Cary Hospital after serving in an interim role since June of this year. In this role, Panten is responsible for Pre-Admission Testing, Day Surgery, OR, PACU, Endoscopy and Central Sterile Processing. She will collaborate with the Surgical Services Executive Committee and the surgeons who provide operative services and care at Cary Hospital. Panten brings with her more than 35 years of leadership experience in surgical services and nursing. Panten has a doctorate of nursing practice, executive leadership from the University of San Francisco, as well as both a master's and bachelor's in nursing from the University of Phoenix.

Microscope
OCTOBER 2015

Focus On Nursing

Excellence in the art and science of nursing care and caring.

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Celebrating Our First-tim

What an amazing journey! On Thursday, September 17, Donna Havens, PhD, RN, FAAN, chair of the American Nurses Credentialing Center Commission on Magnet Recognition, officially designated WakeMed Health & Hospitals as Magnet. Approximately 500 employees, providers and volunteers gathered at the Raleigh Campus, Cary Hospital and WakeMed North to hear the news via conference call.

Led by WakeMed Nursing, our system-wide journey to earn our Magnet designation took approximately eight years. As of this writing, there are only 422 Magnet designated health care organizations.

While Joint Commission accreditation is based on our ability to meet certain standards, Magnet designation is all about innovation – how we develop solutions, implement them and track their success. Success for us is always improved outcomes for our patients and exceptional care to all who enter our doors. In her remarks, Dr. Havens praised the entire WakeMed team for innovations in care quality and delivery.

Magnet apPRAISErs will visit WakeMed in four years to once again visit and appraise all hospital-based nursing units, facilities and practices.

***Microscope* asked several members of the WakeMed family what they learned about WakeMed throughout the Magnet journey:**

"I can honestly say that I have never been more proud of an achievement. This recognition of our steadfast commitment to excellence in care for our patients and families should be celebrated by us all and push us to even better performance." **– Donald Gintzig**, WakeMed President & CEO

"I learned how much effort and collaboration is involved to ensure excellence in patient and family centered care. It's very impressive!" **– Adrianne Pickard**, Pathology Labs

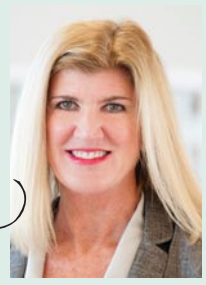


Magnet Steering Committee




WakeMed Board Members

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

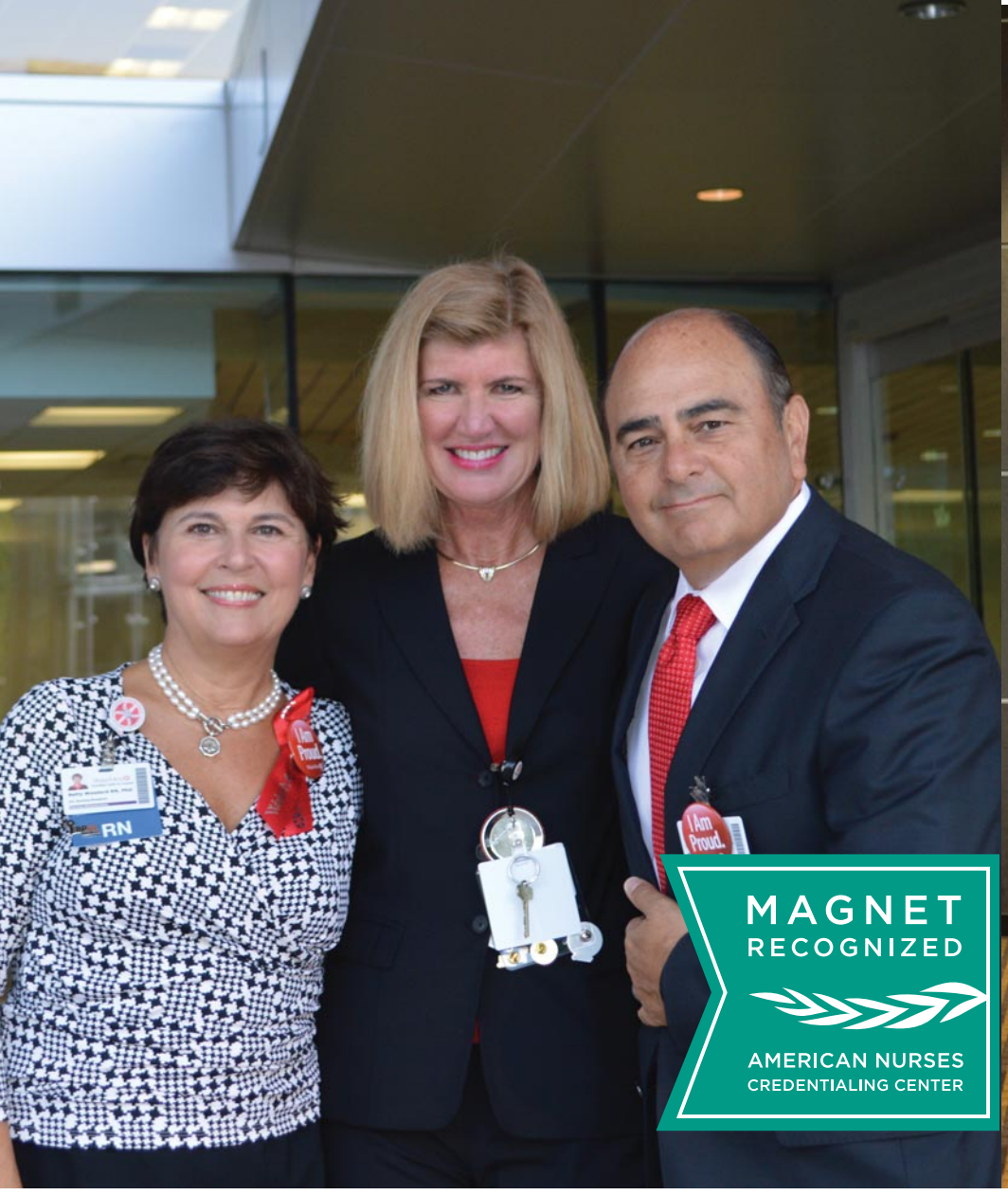


SPEAKING OF NURSING: A NOTE FROM OUR CNO

I don't think I'll ever forget the energy, excitement and emotion in the room when we received word that WakeMed had achieved Magnet designation. It was such an honor to share that moment with so many members of the WakeMed family – nurses, clinicians and non-clinical alike. Magnet designation is truly an organizational achievement and the teamwork, support and collaboration demonstrated throughout our Magnet journey is a testament to that. Our Magnet journey was led by the Division of Nursing, but it took the entire organization to get us to where we are today.

We have so much to be proud of! We will continue innovating and developing new and better ways to care for our patients knowing the responsibility that comes with this designation. We will also raise the bar in all we do while caring compassionately for the patients and the families we serve.

Many, many thanks to everyone who supported our Magnet journey – especially our Magnet Steering Committee and our Magnet Champions – it is because of you that we are still celebrating today. You make me proud to be a WakeMed Nurse!





ne Magnet® Designation!

"The Magnet journey is really about highlighting the excellence in what we do every day. It served as a key to unlock the passion, excitement and the voice of many WakeMed employees, created a comradery and strong bond among many disciplines and helped shine a light on how all of us are here to serve our patients and families first, but also ourselves. We know we are excellent. The designation is just a way to tell the world the same thing!" – **Meghan Kuebler**, BSN, RN, Quality Reporting

"Magnet became much more than a "designation" or award to us. It was a journey on which we discovered the awe-inspiring accomplishments of each other. We planned, we believed and as a system we accomplished our goal!" – **Megan Swink**, RN, CVIC

"I learned that I have the best job at the best hospital (I already knew that!). It was awesome to see the whole hospital come together to support this hallmark achievement in WakeMed's history. I'm honored I could be a part of it." – **Jim Brewer**, RN, Mobile Critical Care

"I learned that when we work together as a team and commit to a plan, we can achieve our goals – goals that we can all be proud of." – **Barry McKee**, director, Financial Planning

"The Magnet Journey helped me realize how great we are as an organization. I always had a close work family in my unit, but Magnet allowed me to see the greatness that existed in other units." – **Deanna Buchanan**, BA, RN, Emergency Department – Cary Hospital

"Being a part of the Magnet journey has been a highlight of my nursing career. It was my greatest privilege to witness so many stories of life changing care." – **Sara Cobb**, BSN, RN, Heart Center Pre & Post Procedure Care









A Word from the Clinical Nurse Council Chair

"What an exciting time to be a WakeMed nurse!! Our Magnet Designation is a symbol to us that by keeping our focus on the patient and family, we have, and will continue to exceed expectations and provide excellent care. So many stories were shared during our Magnet journey about times when a patient or family was in crisis, and they needed a special solution to maybe not resolve the problem, but give comfort and understanding. Time and time again, from one department to another, we worked as a team to give everything we could in times of need. This is what makes me so proud to be a WakeMed nurse!"

Kelly Lee, BSN, RN, (2 East Medicine – Cary Hospital) 2015 Clinical Nurse Council Chair

Pictured left: Current and future Clinical Nurse Council chairs (left to right) **April Turner**, RN, (6B Orthopaedics & Oncology) 2017 CNC Chair; **Deanna Buchanan**, RN, (Emergency Department – Cary Hospital) 2016 CNC Chair; and **Kelly Lee**, RN, (2 East Medicine – Cary Hospital) 2015 CNC Chair

Microscope

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Public Relations department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor

WakeMed Employees, Photos

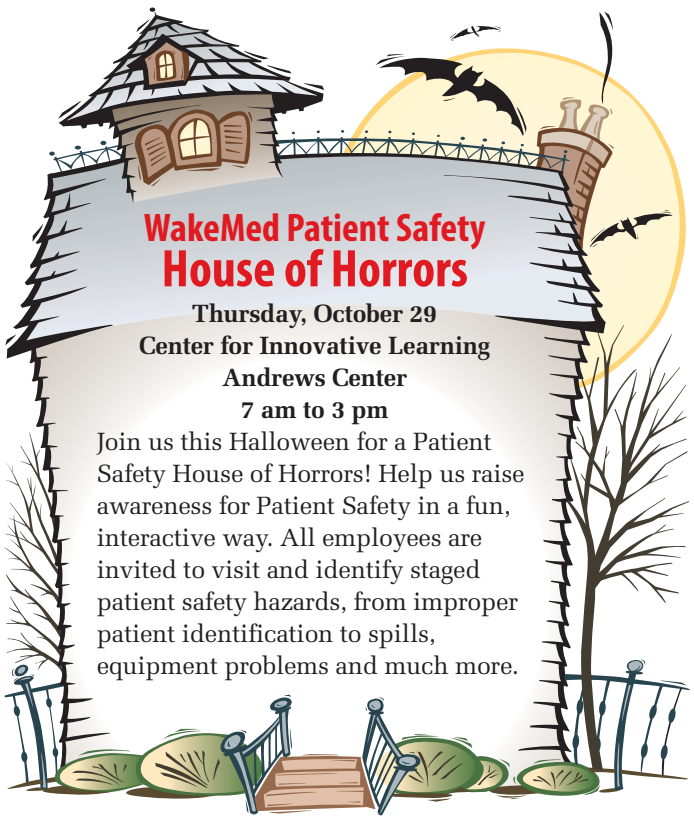
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CALENDAR OF EVENTS

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

2015 WakeMed Foundation Appreciation Gala

Featuring Martina McBride
Saturday, November 14
Raleigh Convention Center
6 pm
The Appreciation Gala is a "thank you" event that recognizes donors in the Society of 1961. For more details or to learn more about joining the *Society of 1961,* call the Foundation at 919-350-7676.

WakeMed Families First Fun Fest at the SAS Championship

Saturday, October 10
9:30 am to 1:30 pm
Prestonwood Country Club, Cary
Tournament ticket holders can enjoy free, family-friendly fun activities at the WakeMed Families First Fun Fest. The fun includes the Operation Game with WakeMed Cary Hospital's Operative Services staff, arts & crafts, Twinkle and more! Tournament tickets are available at www.saschampionship.com or call 919-531-GOLF (4653).

The Volunteers at Cary Hospital Charity Golf Outing

Monday, October 19
10 am
MacGregor Downs Country Club, Cary
The 17th Annual Volunteers at WakeMed Cary Hospital Charity Golf Outing will support the important services and programs the volunteers make possible for WakeMed Cary Hospital patients and the community at large.

Dynamic Cookware & Infinite Electronic Sale

Friday, Oct. 30
Raleigh Campus, Andrews Center
7 am to 4:30 pm

Case Management Vendor Fair

Raleigh Campus, Andrews Center
Thursday, Oct. 29
11 am to 2 pm
What new and existing resources are out there for our patients? Find out from the nearly 50 vendors and enjoy chances to win great prizes! Open to all Case Management Raleigh, Cary and Rehab staff.

Navex Policy Software Training

Education is available for policy and procedure owners, reviewers, and approvers. Multiple classes available in October and November on all campuses. Register via Learning Link (Code: NAVEX).

NURSING EDUCATION

Compassion in Action – Thursday, October 22, 8:30 to 10:30 am, NED C (LL Code: NE014-12009)

Introduction to Shared-Decision Making – Thursday, October 22, 9 am to 1 pm, Cary Conference Center and Friday, November 6, 9 am to 1 pm, NED A (LL Code: NE014-15115)

Education Essentials II – Friday, October 30, 8:30 am to 12:30 pm, NED A (LL Code: NE014-12042)

CPR Blitz – Thursday, November 5, NED classrooms (LL Codes: NEAHA20 & NEAHA24). "Check-off only" any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 pm to 10:30 pm.

The Medicine of Compassion – Monday, November 9, 8:30 to 11:30 am, NED C (LL Code: NE014-9073)

Nurse Preceptor Workshop – Wednesday, November 11, 8:30 am to 3:30 pm, Andrews Center (LL Code: NE014-12047)

ORGANIZATIONAL DEVELOPMENT

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

Impacting Others Through Your Behavior – Tuesday, Oct. 27, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LL Code=PDDISC)

Speed of Trust – Wednesday, Nov. 11, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LL Code=PDSOT)

Communicating Effectively – Thursday, Nov. 12, 8:30 am to 12:30 pm, Raleigh Campus, MOB (LL Code=PDCOM)

People See Things Differently – Tuesday, Dec. 8,