

MICROSCOPE



WakeMed
Named a Top 50
Cardiovascular
Hospital

WakeMed was recently named one of the nation's 50 Top Cardiovascular Hospitals by IBM Watson Health™. The study, published in November, spotlights the top-performing cardiovascular hospitals in the country based on a balanced scorecard of publicly available clinical, operational and patient satisfaction metrics and data.

This study is part of the IBM Watson Health 100 Top Hospitals® program, which uses independent and objective research to analyze hospital and health system performance in key clinical and operational areas for selected cardiovascular procedures and medical care. The recognition comes on the heels of numerous other accolades for our Heart & Vascular services, including being named the nation's first Center of Excellence by the ERAS Society and repeat 3-Star ratings for cardiothoracic surgery from The Society of Thoracic Surgeons (STS).

"We are pleased to be recognized for our performance, cardiovascular care excellence and our unwavering commitment to provide an exceptional patient and family experience," said **Judson Williams, MD**, cardiovascular surgeon and executive medical director of WakeMed Heart & Vascular. "The WakeMed Heart Center represents the best training, care processes and the latest technologies with unrivaled commitment from a diverse interdisciplinary team."

WakeMed has been an innovator and cardiac care leader for more than 50 years and continues to serve as the preferred provider of heart care in Wake County. For more information about the IBM Watson Health 100 Top Hospitals program, visit www.100tophospitals.com.

Exceptional People. Exceptional Care.

WakeMed is frequently recognized for our commitment to quality and safety, exceptional advanced care and leading outcomes. We are proud to share some of our recent accolades and want to thank the exceptional physicians, nurses, and staff who have achieved these awards and recognitions all in the name of patient safety and quality care.

For a full list of WakeMed's awards and accolades, visit www.wakemed.org/about-us-awards-accolades



**News & Observer
Raleigh's BEST**

WakeMed was a winner in several categories in the *News & Observer's* 2019 Raleigh's BEST award program. We are proud to be recognized with these awards, which were voted on by *News & Observer* readers and members of the community. WakeMed and our physician practices won in the following categories:

- Best Hospital System: WakeMed Health & Hospitals
- Best Place to Have a Baby: Raleigh Campus
- Best Weight Loss Program: WakeMed Bariatric Surgery
- Best Orthopaedic Clinic: Wake Orthopaedics



WakeMed
Named
Healthy
Employer



WakeMed recently received recognition as a healthy employer from two different organizations.

For the sixth year in a row, we were recognized as part of the *Triangle Business Journal's* Healthiest Employers of the Triangle awards. The annual awards recognize companies that commit to making wellness a priority while working to proactively improve the health of their employees. WakeMed ranked fifth out of the 25 businesses chosen – and was the only health system in the group.

We were also recognized as one of the Healthiest 100 Workplaces in America, an awards program administered by Springbuk®. The Healthiest 100 Workplaces in America are celebrated for their commitment to employee health and exceptional corporate wellness programming. Over 1,000 of America's top well-being programs were evaluated for this award across the country – and WakeMed was ranked number 83 of the 100 honorees, which span nearly every industry, size, geography and include both privately held and publicly traded organizations.



WakeMed believes that our commitment to our community begins right here – with the WakeMed family. As a result, employees have access to a number of wellness benefits, including *WakeWell* rewards, our annual employee wellness incentive program, and numerous wellness features within our benefits plan. Employees can also enjoy walking routes at all three hospitals, on-site farmers markets, reduced membership fees at Healthworks, *WakeWell* meals in the cafeterias and healthy options in vending machines. Have ideas about how we can improve our wellness offerings? Send them to wakewell@wakemed.org.



2E CVICU



5C Medicine

Congratulations!



3B CVSIC

Chasing ZERO HERO

This month we are proud to recognize and celebrate several Chasing Zero Heroes! Three teams recently received awards for going considerable lengths of time with ZERO instances of some preventable harm events. Congratulations to these teams – thank you for working diligently to provide the best care for our patients!

2E CVICU recently reached the milestone of being CLABSI and CAUTI free for over one year! In March of 2018, 2E CVICU became the second ICU to implement multidisciplinary rounds where each patient is rounded on daily. The rounds, which focus on the patients' care and how 2E CVICU as a team can achieve better outcomes, led to significant reductions in Foley and central venous catheter (CVC) usage. Since then, the team has worked diligently to further reduce the use of Foleys and CVC, adjusting their practices to address trends they see and optimize patient outcomes.



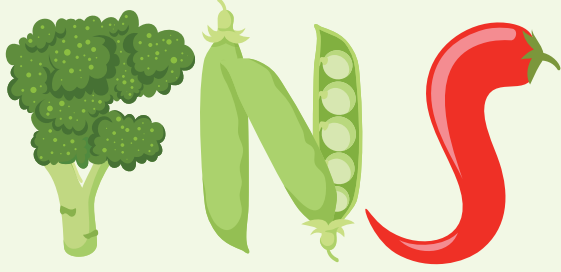
'ID is Key' Songwriting Contest

We received nearly 50 creative and catchy submissions to the 'ID is Key' Songwriting Contest. Thank you to everyone who participated in this fun way to call attention to patient safety. Congratulations to **Carrie Kinsler** (WakeMed Urology), whose rendition of Rudolph the Red Nosed Reindeer was chosen as the winning entry. To hear the song performed by the WakeMed Chorus, check out the video on MyWakeMed!

5C Medicine was recently recognized for multiple Chasing Zero accomplishments. As of November 20, 2019, 5C Medicine has been CAUTI free for 505 days, CLABSI free 293 days, and HAPU2+ free 441 days! Nurse manager **Brigit Piercy, RN**, credits part of this success to a team commitment to accountability and communication. By committing to these Wake Way Behaviors, the department built a strong foundation to streamline their processes and engages each care team member to play an active role in keeping patient needs top of mind at all times.

Congratulations to 3B CVSIC for being CLABSI free for over one year. To help them reach this goal, staff on 3B CVSIC have embraced education and training. The team completes competency packets annually and hosts a blitz day to give nurses a chance to review important topics and skills they use every day on the floor, such as dressing changes and things to look for when dressings need to be changed. Throughout the year, monthly audits are used to ensure accountability to established processes and provide opportunities for coaching and education as needed.

CHECKING IN ON FOOD & NUTRITION SERVICES



Earlier this year, WakeMed announced a partnership with Morrison Healthcare to provide food and nutrition services – including patient dining and retail cafés – throughout the system. This partnership officially went into effect on October 1, and all staff-level Food & Nutrition Services employees also transitioned to Morrison Healthcare in November.

Over the past few months, Morrison Healthcare has been making modifications and upgrades to our cafés, including offering new micro-concept stations, expanded salad bar offerings, and more. The team is using feedback from a recent survey as well as sales analytics to continue making

enhancements that meet customer needs and preferences. Recently, the hours at Café 3000 were changed to provide time for staff to prepare for meal changes, which also enabled the team to open earlier for lunch service.

We have also welcomed several new operational leaders to WakeMed through Morrison Healthcare, including:

- **Scott Bailey**, MBA: Resident Regional Director of Operations for WakeMed
- **John Imand**: Director, Food & Nutrition Services, Raleigh Campus
- **Cory Hitson**: Director, Food & Nutrition Services, Cary Hospital
- **Melissa Horstman**: System Director of Clinical Nutrition
- **Laura Malnar**, Director of Patient Dining, Raleigh Campus

At Raleigh Campus and North Hospital, the Food & Nutrition Service teams continue to thrive under the leadership of **Chris Carr** (retail manager, Raleigh Campus) and **Akiia James** (director of FNS, North Hospital).

As we move into the New Year, staff and patients will continue to see adjustments to our food services, including new patient menu offerings and ordering options, along with the continued expansion of retail offerings and catering services.



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 MyWakeMed.

Chad Hollyfield, RN, (Emergency Department – Raleigh Campus) was relieving a colleague who was at lunch when he made his good catch. He was assessing a patient in a telemetry bed in preparation for call report when he noticed that the patient seemed altered. He repeated the National Institutes of Health stroke assessment and found that the patient had evolved from a 1 to a 15. The admitting team was paged, and the Emergency Department doctor was brought to the bedside. The patient was then admitted to the ICU. Thank you, Chad, for your quick assessment and action on behalf of this patient!



Anamma Sebastian, RN, (3 West – Cary Hospital) was performing assessments on a patient when she noted a change in their baseline and that their blood pressure was declining. Anamma called the Rapid Response Team, which resulted in the patient going back for emergent surgery for post-op hemorrhage and hemodynamic instability. Anamma's quick response to this situation made a tremendous impact on this patient – and we applaud you!



2020 BENEFITS CHANGES

With the new year around the corner, employees should be aware that there are several changes to our benefits plans for 2020. Here are some highlights:

Medical Plan

- **Medical Plan Designs:** There are very limited changes to our medical plans for next year. The deductibles for skilled nursing, durable medical equipment (DME) and DME diabetic supplies are waived in 2020 and will have a

20% coinsurance (Select plan) and a 10% coinsurance (Premiere plan) for all in-network tiers.

- **Select Plan WakeMed Network PLUS Change:** Effective January 1, 2020, the WakeMed Network PLUS tier will expand to include specific covered services not available at WakeMed ("gap" services) at all contracted BCBSNC providers – not just Duke Health. This means Select Plan members may be able to access specific services not fully offered at WakeMed at the WakeMed Network PLUS rate when using any contracted BCBSNC provider. Please note that this only applies to **identified services** – see the Benefits page on MyWakeMed for a full list.
- **Prescription Drug Changes:** The only change to prescription benefit coverage is that co-payments for specialty medications will increase from a max of \$100 to a max of \$350. For help with the out-of-pocket cost of specialty medications, please contact the WakeMed Employee Pharmacy.
- **Have Questions?** WakeMed has a dedicated BCBSNC customer support phone line. If you have questions about your coverage or need assistance determining which network a provider is in, call 1-855-244-9944.

New Voluntary Benefit Administrator: Beginning January 1, 2020, Voya will replace UNUM as our voluntary benefit administrator. Employees currently on the UNUM Voluntary products will have the benefit terminated as of December 31, 2019.

Short Term Disability: Lincoln Financial Group has instituted a pre-existing condition limitation for short term disability (STD) coverage, replacing the evidence of insurability requirement. If you have a medical condition that has required treatment in the six months prior to becoming insured, there will be no benefit paid for this specific or related condition for the first 12 months of coverage. During the first 12 months, all other causes of disability will be covered; and after 12 months of coverage, all conditions, including disabilities related to the pre-existing condition, will be covered.

Flexible Spending Accounts: Unused amounts from your 2019 Health Care FSA between \$5 and \$500 will be carried over to be used in 2020. All unused funds under \$5 and over \$500 will be forfeited. All unused Dependent Care Spending Account funds will be forfeited.



WHAT'S HAPPENING AT WAKEMED



WakeMed's annual Operation Pumpkin event at Marbles Kids Museum gave youngsters the chance to carve a pumpkin with a WakeMed surgeon. Thanks to the staff and providers from ENT – Head & Neck Surgery for making this such a fun event!



Our Smart Patient seminar series at Raleigh Campus and North Hospital wrapped up in November. Over 250 community members attended to hear from our providers on topics from digestive health to hot flashes to joint replacement - and everything in between. Many thanks to the providers who participated – we appreciate you!



Thank you to the Carolina Hurricanes who visited the WakeMed Children's Hospital in December. The hockey players brought cheer and smiles to patients, families and staff.

Staff from Cary Hospital and North Hospital got into a festive spirit this October by hosting annual Trunk or Treat events at their respective facilities. The events are an opportunity to engage with families from the community as well as employees' families – all while having some fall fun! Thanks to all the staff who helped make these events so successful!



Digital Care Boards Are Coming

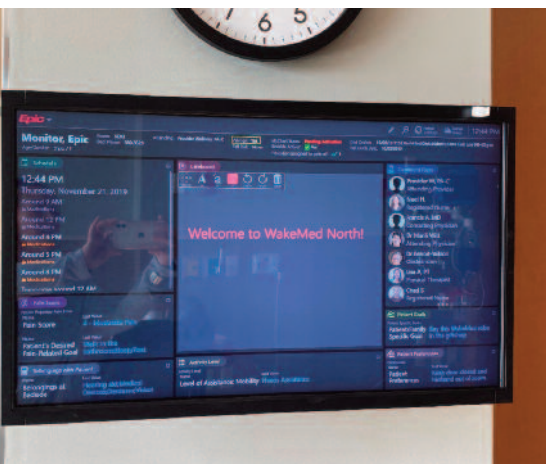
Digital care board installation in patient rooms begins in January 2020. Information Services (IS) and Nursing are currently testing the boards in a patient room at North Hospital (test patient) and Cary Hospital (with an actual patient). The program for the boards was created by **Chad Sickle**, RN, (Information Services) which eliminated the cost of an outside vendor – and represents a great example of financial stewardship!

The boards pull in and display real-time

information from Epic, which has potential benefits for staff and patients:

- Minimizes extra staff work of updating the current, dry-erase care boards
- Provides patients and families with real-time information about the day's schedule for tests, medications, etc.
- Can also pull over information that patients enter into their Bedside tablets

Digital care boards will be installed in patient rooms at Cary Hospital and North Hospital in 2020. Emergency Department and Post-anesthesia Care Unit rooms will not receive digital boards with the rollout. Ten rooms currently being renovated on 5A at Raleigh Campus will also be equipped with digital boards. The remaining Raleigh Campus inpatient rooms will likely go live in 2021. A schedule for staff training and board installation will be shared in the coming months.



▶ WOW, WHAT AN EMPLOYEE!

For the month of October, WakeMed was awarded the "Site of the Month" for excellence in recruitment for the Chronic Hypertension and Pregnancy trial (CHAP). CHAP is a national multi-center research trial that is investigating the efficacy and safety of blood pressure treatment strategy during pregnancy to improve outcomes. **Carmen Beamon**, MD, (Maternal-Fetal Medicine) is WakeMed's principal investigator and **Kathia Pena** serves as research assistant.

Denise Warren, executive vice president & Chief Operating Officer, was named one of Women Inc.'s 2019 Most Influential Corporate Board Directors.

Faisal Daud, MD, (Hospital Medicine) completed a master's degree in business administration at Duke University.

April Sirit, RN, (CTICU) earned a bachelor's degree in nursing.

Jennifer Stephens (Talent Acquisition & Employment) was promoted to HR representative.

Kelsey Sain, BSN, RN, (CTICU) received cardiac surgery certification (CSC).

Melanie Pellow, RN, (eICU) and **Amanda Gibreal**, BSN, RN, (2E CVICU) received critical care certification (CCRN).

Lourdes Shick, BSN, RN, (2E CVICU) received cardiac medicine certification (CMC).

Kristina Oakley, RN, (3A CVIC) passed the cardiovascular certification exam.

Madison Savage (Patient Case Management) became a licensed clinical social worker.

▶ COMINGS & GOINGS



Heart Center Pre- & Post-Procedure Care sends best wishes for a happy retirement to **Judy Hinton**, RN, left, who retired this month after 41 years of service to WakeMed. Thank you for your many contributions, Judy!



In October, WakeMed bid farewell and happy retirement to **Lil Galphin**, right, who retired after 40 years of service. Galphin led WakeMed Spiritual Care for many years and was instrumental in building the team it is today.

Home Health welcomes **Kevin Faircloth**, PT; **Kathleen Newton**, PT; **Maryam Watley**, LPN; **Elonda Womble**, RN; **Shannon Moore**, PT; **Malang Bajan**, RN; **Tamiko Gland**, LPN; and **Murney Rinholm**.

Financial Clearance welcomes new manager **Walt Hutchins**.

Clinical Nursing Resource Services welcomes **Kelley Reep**, MSN, CNS, who will have a system-wide role focusing on the critically ill cardiovascular patient population.

Respiratory Care Services welcomes **Josephus Langaman**, **Nicole Jackson**, **Isobel Arthur**, **Crystal Carter**, **Michele Fitzgerald**, **Cynthia Berniak**, **Ryan Galt** and **Marianne Cooper**.

Primary Care – North Raleigh welcomes **Sherie Blue**.

WakeMed OneCall welcomes **Monique Ford** and **Alicia Pearley**.

Case Management – Raleigh Campus welcomes **Ann Creech**, RN; **Daphne Fournier**, RN; and **Tammy Reed**, RN.

WakeMed General Surgery welcomes **Monique Patterson**, RN.

Claims & Billings welcomes new manager **Paula Slappe**.

Emergency Department – Brier Creek Healthplex welcomes **Avery Griffin** and **Jessica Smith**.

4C Mother/Baby welcomes **Amy O'Berry**, BSN, RN, **Kimberly Hunter**, and **Kylie Davis**.

Outpatient Rehab – Clayton welcomes **Stephanie Igo**, PT.

Pediatric Outpatient Minor Procedure welcomes **Agat Walsh**, RN.

Financial Planning welcomes **Dawn Harrison**, **Ronita Sauers**, **Chad Robertson**, and **Brandon Snyder**.

Raleigh Wound Ostomy Nursing welcomes **Harvey Samuels**, BSN, RN.

1C Clinical Evaluation Area welcomes **Lisper Onyinkwa**, RN; **Meghan Borrasca**, BSN, RN; and **James McIntyre**, BSN, RN.

eICU welcomes **Marcia Mitchell**, RN.

WakeMed Heart & Vascular Physicians – Raleigh Campus welcomes **Anna Wall**, RN, and **Jainish Trujillo**, RN.

Guest Services welcomes **Donna Ditomasso**, **Tameka Holloway** and **Pat Morefield**.

6A CVIC welcomes **Madison Gould**, **Dana Kosola**, RN; **Amber Cleaton**, RN; and **Shannon Johnson**, RN.

Primary Care – Kildaire Farm welcomes **Latoya Alston**, RN.

WakeMed Urgent Care – Cary welcomes **Kim Hicks**, RN.

CICU welcomes **Jade Galati**, RN; **Jamie Novicki**, RN; **Marie Wilder**, RN; **Ashley Blalock**, RN; **Emily Kelley**, RN; **Ashley Tate**, RN; **Pal Davenport**, RN; **Katie McCarter**, RN.

3A CVIC welcomes **Khadija Fryar**.

2E CVICU welcomes **Sheryl Monroe**, **Shannon Posthumus**, **Kim Tutor**, **Amanda Jeffries**, BSN, RN; **Delilah Moody**, BSN, RN; **Joy Jarman**, RN; and **Lakisha Long**, BSN, RN.

CTICU welcomes **Kevin Murphy**, BSN, RN.

Wake AHEC welcomes **Brynne Spence**.

Conference Services welcomes **Jessica Osborne**.

▶ ADDITIONS & ATTACHMENTS

Ellen (Wibran) Sponseller, PA, (WakeMed Urgent Care) married Greg Sponseller on October 19.

Sarah Obenschain, NP, (Hospital Medicine – Raleigh Campus) married Mike Matthews on November 2.



PeraHealth Comes to Raleigh Campus, North Hospital

In November, WakeMed expanded the Rothman Index, an algorithm designed to capture subtle changes in a patient's condition over time, to include Raleigh Campus and North Hospital. This follows the successful launch of the tool at Cary Hospital in September. The Rothman Index is now in use in all inpatient areas throughout WakeMed except the NICU and Special Care Nurseries.

The Rothman Index creates a simple score from numerous data points collected in an electronic medical record to help caregivers get a better picture of a patient's condition – often predicting a serious decline in condition before it occurs.

So far, the tool has been received positively and staff have appreciated this additional level of data to help make decisions about the care of their patients. "As caregivers, you often know if something doesn't seem right with your patients – and now we have simple, at-a-glance statistics to back up that intuition. This tool represents another way that we can use technology to improve the care we provide to our patients," commented **Brigit Piercy**, RN, manager (5C Medicine). The Rothman Index can also provide a clearer, at-a-glance picture of a patient's overall condition for caregivers who are coming on-shift and can help indicate where caregivers have been spending their one-on-one time.

While it is too early to share concrete data on how this tool is impacting outcomes for our patients, we hope to have that information soon. Stay tuned as we learn and share more about this new tool in the coming months.

ERAS: A BETTER PATIENT EXPERIENCE FOR C-SECTION DELIVERIES

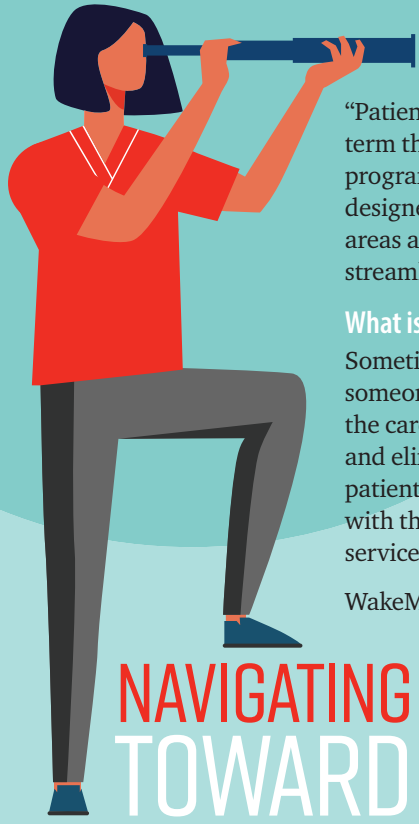
Recovering from surgery is tough on anyone, but for a mom who's trying to care for a brand-new baby, it's a more challenging scenario than most. Plus, managing pain after a surgical procedure often involves the use of narcotics – which isn't an ideal situation for a breastfeeding mom or a newborn baby. That's why **Lisa Grana**, MD, (Triangle Physicians for Women), who delivers babies at Cary Hospital, brought forth the idea to implement an ERAS protocol for patients undergoing elective C-section procedures.

ERAS, which stands for enhanced recovery after surgery, is an emerging model used around the world to help reduce a patient's surgical stress response, optimize their physiologic function and facilitate a faster recovery. It's an evidence-based care pathway that

includes a series of activities – before, during and after surgery – that, when combined, lead to better outcomes and faster recovery. It's a simple, yet powerful model that's having a significant impact on our patients' experience. WakeMed uses the ERAS model for cardiac surgery and has been nationally recognized as the first U.S. hospital to implement this protocol.

For C-section patients, these steps include: drinking a carbohydrate drink such as Powerade/Gatorade three hours before surgery, chewing gum shortly after surgery to decrease nausea and promote bowel function, getting up and moving more quickly after surgery, and having the patient's catheter removed sooner. Most notably, ERAS includes modifications to traditional pain management protocols – and includes the use of a combination of medications designed to treat swelling and pain with less opioid use. "With the growing concern for the opioid epidemic, I had been looking at options for reducing the use of narcotics for my surgical patients," explains Dr. Grana. "I'd heard of ERAS for colorectal and other GYN surgeries, so I started scouring the literature for data on C-sections. I found a growing body of evidence from across the world supporting this approach for elective C-sections, so I brought it to the Cary Hospital OB/GYN department for consideration. The overwhelming response was to move forward with developing the protocols and implementing the pathway."

Cary Hospital went live with ERAS for elective C-sections in April 2019 and the Raleigh Campus and North Hospital followed suit in October, completing systemwide implementation. "Since implementation, we've already seen incredible results – including a significant reduction in our opioid use and overwhelmingly positive patient feedback," explains **Angela Newman**, RN, director, Cary Hospital Women's Pavilion & Birthplace. "Moms who have had multiple c-sections can't believe how different their recovery is with ERAS and they are so relieved to feel better more quickly so they can better care for their families."



“Patient navigator” is a relatively new term here at WakeMed, but it’s a term that’s actually been in use since the first patient navigation program was established in 1990 in Harlem, New York. What was initially designed to help cancer patients has expanded into dozens of other clinical areas across the world as health care systems like WakeMed work to streamline care delivery and improve outcomes for patients.

What is a Patient Navigator?

Sometimes referred to as a patient advocate, a patient navigator is someone who helps patients move through the health care system to get the care they need when they need it. Helping patients avoid delays in care and eliminate barriers to access (such as transportation, insurance, etc.), a patient navigator may help patients understand their treatment, connect with the right providers, communicate with their care team, coordinate services, etc.

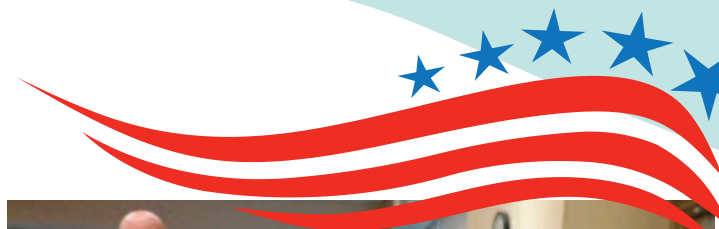
WakeMed has several patient navigation programs currently in place – across a number of service lines. One of the longest-running programs is part of our *Cancer Care Plus+* collaborative: **Brenda Wilcox**, RN, helps cancer patients transition between WakeMed and Duke. These programs are making a difference in the lives of our patients while also helping coordinate care and reduce costly readmissions. Here is a summary of some of our most recently introduced navigator programs:

- **COPD Navigator Program (Raleigh Campus)** – Launched in October 2018 as a pilot, this program is managed by Respiratory Care and is aimed at reducing hospital readmissions for patients with chronic obstructive pulmonary disease (COPD). The patient navigator provides a full assessment of each inpatient’s adherence to evidence-based standards for COPD – including recommended vaccines, testing/screenings, medication, etc.

Focusing on education, nutrition, breathing and inhaler techniques, the navigator helps coordinate follow-up care and ensure patients have the information and treatment needed to better manage COPD at home. In its first year, this program helped WakeMed reduce its COPD readmission rate by 3.12 percent.

- **Heart Failure Navigator Program (Raleigh Campus & Cary Hospital)** – Launched just this fall, this program includes a team of nurses to support patients who are either newly diagnosed or have been hospitalized due to complications of heart failure. They help educate patients and their families on how to manage heart failure and ensure they have a follow-up appointment scheduled within seven days of discharge. Navigators also make sure patients have access to the medications they need and can help facilitate services needed after discharge – including telehealth, WakeMed Home Health, Lasix clinic, etc. High-risk patients may be referred to WakeMed’s Advanced Heart Failure practice and/or enrolled in a three-month care management program to help prevent future complications and hospitalizations.
- **Breast Imaging Navigator Program (North Hospital)** – Launched earlier this year, this program helps women who have had an abnormal mammogram and require a biopsy navigate the emotional process to diagnosis. The navigator ensures patients get their biopsy scheduled, communicates with the referring physician, and provides information and education throughout the process. If surgery is recommended, the navigator works with the breast surgeon’s office to secure the appointment and coordinate any pre-surgical procedures – all in an effort to facilitate a prompt diagnosis so that if needed, surgery and/or treatment can begin quickly.

These are just a few of the programs underway at WakeMed – all designed to help our patients navigate their way to better health!



WAKEMED HONORS Veterans

WakeMed hosted Veterans Day recognition ceremonies on Monday, November 11, to honor all WakeMed employees, physicians and volunteers who are veterans or currently serving in the U.S. Armed Forces.

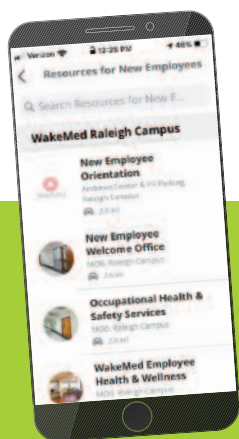
The Raleigh Campus ceremony included a keynote address from **Annie Brito**, manager, Patient Relations, whose family has a long history of serving in the Armed Forces. The WakeMed Color Guard presented the colors and the WakeMed Chorus sang the National Anthem. **Prasert Ammartek** (Spiritual Care Services) offered an invocation and **Jack Dellostritto** (Clinical Engineering) read the President’s Proclamation.

Cheryl Kilbourne, RN, executive director, Operations (North Hospital), and **Vicki Whitley**, RN, executive director, Nursing (Cary Hospital) spoke at the services at their respective facilities, which also included invocations by Spiritual Care’s **Monica Young** (North) and **Diane Cox** (Cary), a song and the reading of the President’s Proclamation.

Pictured, **Sharon Harris**, RN, (second row, second from left) and **Thoosdi Norcross**, RN, (second row, far right) escorted three patients from 3C Rehab to the Raleigh Campus event. **Pete Marks**, PhD, vice president & Chief Information Officer, and **Charles Harr**, MD, Chief Medical Officer – Raleigh Campus, greeted the patients after the service.

Do You Have a New Employee?

The WakeMed All Access App is a great way to help orient and onboard employees. If you have a new employee joining your team, encourage them to download the App and check out the ‘Resources for New Employees’ section, so they can easily find their way around our growing system!



WakeMed
MyChart

YOUR HEALTH
IN YOUR HANDS.

Real-Time Inpatient Information Now Available in MyChart!



With the Epic and MyChart upgrades that took place in November, inpatients can now see valuable, real-time information about their hospital stay in the MyChart App. Patients can see what services are scheduled for that day, see a list of caregivers and view non-sensitive lab information. This not only keeps our patients more informed about their care, but they can also share proxy access with loved ones (including parents of pediatric patients) who want to stay informed. This information is the same as what is displayed on the Bedside tablets but is available for ALL inpatients regardless of whether or not the unit is live on Bedside. This is just one more reason to encourage our patients to sign up for WakeMed MyChart and be active participants in their care! *Note that this information is currently only available on the MyChart App, not the web version of the portal.*

LEADERSHIP UPDATE

WakeMed Welcomes Chris DeRienzo, MD, as SVP, Chief Quality & Medical Staff Officer



Chief Quality Officer for Mission Health in Asheville, NC.

Chris DeRienzo, MD, joined WakeMed this month as senior vice president and Chief Quality & Medical Staff Officer. Dr. DeRienzo will lead the analysis, design, development and implementation of systems, processes and outcomes related to clinical quality, patient safety and accreditation. Board-certified in general pediatrics and neonatal-perinatal medicine, Dr. DeRienzo holds a master’s degree in public policy and his medical degree from Duke University. Dr. DeRienzo most recently served as the chief medical officer at Cardinal Analytix Solutions in Palo Alto, Calif., and previously served as

Seth Brody, MD, MPH, Named SVP, Physician Services



Seth Brody, MD, MPH, transitioned from Chief Medical Officer of Cary Hospital to senior vice president, Physician Services. In his new role, Dr. Brody is responsible for the strategic performance, operations and growth of WakeMed Physician Practices. Working closely with Shon Brink, vice president, WakeMed Physician Practices Operations, he will oversee the management, medical services, patient outcomes and financial performance of WakeMed Physician Practices. Dr. Brody has been a practicing physician at WakeMed since 1996 and has held a number of leadership roles throughout his tenure at the organization.

Heather Monackey Named Executive Director, Patient Access & Engagement



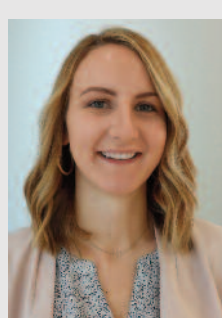
Heather Monackey has been named WakeMed’s new executive director of Patient Access & Engagement. This is a new role for WakeMed and Monackey will be responsible for the strategic vision and delivery of patient access initiatives across the organization. She will work with staff and stakeholders across departments and enterprises to identify and implement initiatives to position WakeMed as a strong advocate for potential customers, the patient, family and referring providers. Monackey has been a member of the WakeMed Marketing & Communications team for 15 years, serving in a variety of roles, most recently leading the web and digital strategy team.

WakeMed Welcomes Carol Franklin as Director, Behavioral Health



Carol Franklin, PhD, MSN Ed, BSN, RN, joined WakeMed as the director of Behavioral Health. In this role, she is responsible for operational leadership and support to our behavioral health counselor service and 1C Clinical Evaluation Area. Franklin brings more than 20 years of practical experience in hospital, behavioral health and primary care environments. She holds a bachelor’s of science in nursing from North Carolina Central University, a master’s degree in nursing education and a PhD in Public Health-Community Health and Education from Walden University.

Paige Carawan Promoted to Director, Operations, Clinical & Support Services



Paige Carawan, MHA, has been named director of Operations for Clinical & Support Services for the system. Carawan joined WakeMed in 2017 as the administrative fellow while pursuing her master’s degree and became the business manager for Imaging Services last year. She will continue to support Imaging Services in addition to her new responsibilities with Food & Nutrition Services, Environment Services and many other areas. Carawan holds a bachelor’s degree in biological sciences from Clemson University and a master’s degree in health administration from the George Washington University.



a great big THANK YOU!



On behalf of the WakeMed Foundation, we extend a great big thank you to ALL the employees who participated in this year's WakeMed Gives Campaign! Collectively, 2,207 employees gave over \$838,000 to support WakeMed programs, services, employees and our community! Funds raised during the campaign fall into the following funding and impact areas:

- **WakeMed Gives Projects & Programs (area of greatest need):** \$323,657
- **WakeMed Patient Assistance Programs (area of greatest need):** \$93,269
- **WakeMed Employee Assistance:** \$296,777* (includes Donald's \$25,000 match!)
- **WakeMed Education Program:** \$69,892
- **Outside Community Charities:** \$54,817

Once again this year, WakeMed President & CEO **Donald Gintzig** generously pledged to match donations to the WakeMed Employee Assistance Fund dollar for dollar up to \$25,000. This fund was established in 2015 to aid members of the WakeMed family in times of need. It is entirely funded by employee contributions through WakeMed Gives and administered by Human Resources.

The annual silent auctions collectively raised over \$36,000. Many thanks to everyone who submitted auction items as well as **Susan McFarland** (Employee Relations); **Marcy van Schagen**, RN, (Clinical Administrators); **Tabatha Barbour** (Information Services); and **Kimberly McKnight**, RN, (Emergency Department – North Hospital) for coordinating the auctions.



Kudos & Congratulations

The annual Piggy Parade had 69 creative entries – congratulations to our winners:

- **Best Represents Funding Received or Aspirational Goals:** Scholarship Strategic Piggy – Collections Department
- **Most Creative:** Pink Pride Piggy - Collections Department
- **Best Represents Department Services:** Dr. Piglatti - WakeMed Physician Practices – Bariatric Surgery & Medical Weight Loss

Outstanding Ambassadors

Kudos to this year's Spirit Award Winners: **Shelley Mickey** (Raleigh Campus); **Melissa Allen** (North Hospital); **Montana Wagner-Gillespie** (Cary Hospital); **Barry Swanner** (Apex Healthplex); **Toni Chatman** (Operations Center); **Kristy Starling** and **Morgan Wilder** (WakeMed Physician Practices). Kudos also go to **Gary Ernster** (Corporate Center) who was chosen as the Board Spirit Award Winner and **Kimberly McKnight**, RN, (Emergency Department – North Hospital) for being the WakeMed Gives Ambassador with the most donor participation.

Participation Challenge Awards

The Participation Challenge was conducted from October 1 through 31 among the Corporate, Business and Operations Centers; all three hospital Emergency Departments; all three Healthplexes; and WakeMed Physician Practices.

- **Centers Challenge Winner:** Corporate Center (participation increase of 13.16 percent)
- **Emergency Department Challenge Winner:** North Hospital (participation increase of 47.06 percent)
- **Healthplex Challenge Winner:** Brier Creek Healthplex (participation increase of 26.57 percent)
- **WPP Challenge Winners:** OB-GYN – North Raleigh, Primary Care – Garner, OB-GYN – Brier Creek, Pulmonology – Brier Creek, Gastroenterology – North Raleigh, Advanced Heart Failure, Urogynecology – North Raleigh, Gastroenterology – Raleigh Campus, Urgent Care – Garner, Pediatric Pulmonology – Clayton, and Bariatric Surgery – Cary, all with 100 percent location participation.



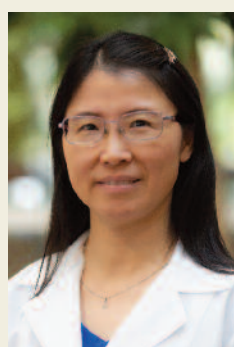
Check out photos of all of our winners – and lots more from throughout the campaign – on MyWakeMed! Be sure to stay connected to the WakeMed Foundation throughout the year to apply for grants or scholarships and to learn how your gift impacts patient care and our WakeMed family.

** Many employees contributed to this fund via payroll deduction, and as a result, the funds available may be limited in any given pay period.*

Clockwise from top left: WakeMed Gives events at Raleigh Campus, Cary Hospital and Operations Center. Bottom far left, the Raleigh Campus Environmental Services department had 100 percent participation with 273 employees giving to WakeMed Gives!

NEWS FROM WAKEMED PHYSICIAN PRACTICES

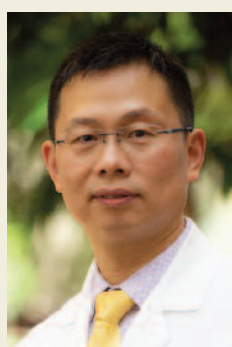
Welcome New Physicians



Liling Chen, MD
Hospital Medicine – North Hospital



Michalina Kupsik, MD
General Surgery



Yunxiang Zhu, MD
Hospital Medicine – Raleigh Campus



Leigh Chancey, PhD
Pediatric Gastroenterology

Pediatric Pulmonology Now Available

We are pleased to now offer pediatric pulmonology services here in Wake County. **Matthew Bruehl**, MD, offers evaluation and treatment of respiratory problems in infants, children, and adolescents. WakeMed Pediatric Pulmonology offers treatment for everything from asthma and apnea to vocal cord dysfunction and wheezing.

Apex Healthplex
120 Healthplex Way, Suite 301

Raleigh Medical Park
23 Sunnybrook Road, Suite 200

Now at Maternal-Fetal Medicine: Ultrasound Images by Text/Email



WakeMed Maternal-Fetal Medicine is now offering patients the option to have prenatal ultrasound images delivered via text message or email. We are pleased to offer complimentary ultrasound images – delivered ultra-fast and ultra-securely, providing patients the opportunity to easily share the first photos of their little one with those they love.

Welcome New Advanced Practice Providers

Alexandra Ginn, PA
Heart & Vascular

Katrina Hodgkins, PA
Hospital Medicine – Raleigh Campus

Anais Joines, NP
Primary Care – Kildaire Farm

Janet Karanja, NP
Hospital Medicine – Raleigh Campus

Megan Shipp, NP
Hospital Medicine – Raleigh Campus

Sharon Booth, PA
General Surgery

Julie Kaye-Sack, NP
OB-GYN

Emma Martinelli, PA
General Surgery

Shea Whittaker, PA
General Surgery

Sarah Obenschain, NP
Hospital Medicine – Raleigh Campus

Shannon Burke, PA
Heart & Vascular

Taylor Kerr, PA
Heart & Vascular

Now Open! WakeMed Primary Care – Wake Forest

Proudly treating patients age 6 and up.
11640 Northpark Drive, Suite 100
Wake Forest, NC 27587
919-235-6540

MICROSCOPE

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

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

Kate Wilkes, Editor
WakeMed Employees, Photos

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Raleigh, NC 27610

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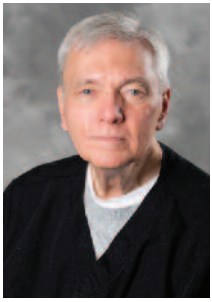
ADDRESS SERVICE REQUESTED



Celebrating 50 years at WakeMed

In November, WakeMed employee Skip Roy (Physical Therapy) reached the incredible milestone of 50 years

of service to the organization. Roy joined WakeMed on November 18, 1969, as a staff physical therapist. He soon became the manager of Acute Rehab Services and continued to hold leadership roles until 2012 when he 'retired' from management and began working as a supplemental physical therapist. "When I started practicing physical therapy, there were many more silos and divisions than there are now. Today each member of the patient's care team is respected as important, and it is rewarding and refreshing to see people from different disciplines come together to help our patients," he explains.



Today, Roy continues to work at all three of WakeMed's hospitals regularly, while also volunteering for other area organizations to provide physical therapy services. "I've always been proud to work at WakeMed. The commitment to excellence is unparalleled. At the end of the day, it doesn't matter who you are – if you need care, we are going to provide it," he said.



Share your holiday photos!

If you have photos of your department or unit celebrating the holidays, send them to microscope@wakemed.org to be considered for the January issue!

Follow us!

Want to learn more about what's happening at WakeMed? Follow us on social media!



@WakeMed



WakeMedHospitals



WakeMed & WakeMed Children's



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 MyWakeMed. Send calendar submissions to Marketing & Communication or email microscope@wakemed.org.

Well-Being Fairs

Raleigh Campus
Thursday, January 16
10 am to 3 pm
Andrews Center

Cary Hospital
Wednesday, January 22
10 am to 3 pm
Conference Center

North Hospital
Wednesday, January 29
10 am to 3 pm
Conference Center

January Blood Drives

Kick off the new year by giving the gift of life! WakeMed's blood drives can directly impact our patients – please give! To learn more and register for a time that fits your schedule, see MyWakeMed.

Raleigh Campus – Monday, January 27,
7 am to 4:30 pm, Andrews Center

Cary Hospital – Monday, January 27,
10 am to 3 pm, Conference Center

Business Center – Tuesday, January 28,
10 am to 2 pm, Bloodmobile

Operations Center – Tuesday, January 28,
10 am to 2 pm, Bloodmobile

Apex Healthplex – Wednesday, January 29,
10 am to 2 pm, Bloodmobile

Brier Creek Healthplex – Wednesday,
January 29, 10 am to 2 pm, Bloodmobile

North Hospital – Thursday, January 30,
10 am to 2 pm, Bloodmobile

Garner Healthplex – Thursday, January 30,
10 am to 2 pm, Bloodmobile

NURSING EDUCATION

Education Essentials – I – January 16,
8 am to noon, Cary Hospital Conference
Center (WakeMedU code: NE014-20013)

BSN & Beyond – Wednesday, January 22,
12:30 to 4:40 pm, Conference Dining.
Representatives from nursing programs at
a variety of schools will be on-site to share
information about their educational
opportunities for WakeMed nurses.

Reiki Level 1

January 12 & January 13
Cary Hospital Conference Center

Contact paanderson@wakemed.org
to register. Cost is \$100 for WM employees
(\$20 at time of registration due to limited
class size).

Wake AHEC

**WakeMed Behavioral Health Series:
Introduction to Crisis Intervention** - Jan.
13, Cary Hospital

**WakeMed Behavioral Health Series: Crisis
Intervention & Trauma Informed Care** -
Jan. 14, WakeMed Cary Hospital

**March of Dimes: Making the Pieces Fit:
Supporting Youth During & After Foster
Care with Wellness & Reproductive Health**
- Jan. 15, Live Webinar

**UNC Rex Surgery - Seeing Chronic Obesity
in 20/20: A Special Report** - Jan. 18, UNC
Rex Healthcare

**Elderly Health Concerns, Dementia,
Delirium, and Depression** - Jan. 27,
Andrews Center

FirstCall Initial Investigative Interview -
Jan. 28, The North Carolina Court System

Nitrous Oxide Sedation - Jan. 31,
McKimmon Center