

MICROSCOPE

NICU 50

RALEIGH CAMPUS NICU TURNS 50 FIVE DECADES OF CARING FOR OUR TINIEST PATIENTS

The first intensive care nursery at WakeMed opened in July 1973, two years before the American Board of Pediatrics created the first subspecialty board exam for Neonatal-Perinatal Medicine. The two-room unit, which had space for just 14 isolettes, was made possible by funds from hospital volunteers alongside a negative pressure respirator donated by the March of Dimes. It was staffed by a small team of nurses, one physician – Dr. Archie Johnson – and pediatric residents from UNC.

Today, the WakeMed Neonatology team includes eight neonatologists and 38 advanced practice providers who care for babies within the 48-bed Level IV Regional NICU at Raleigh Campus, the eight-bed NICU at Cary Hospital and the six-bed Special Care Nursery at North Hospital. Rounding out the care team is an incredibly committed team of pediatric specialists and subspecialists, nurses, nurse aides, respiratory therapists, lab techs and other clinical and support staff.

The field of Neonatology has undergone tremendous change, innovation and growth in the past 50 years – and these advancements have made all the difference for millions of babies. According to the journal *Nature*, a 1-kg infant born in 1960 had a mortality risk of 95%; by 2000, a baby of that size had a 95% probability of survival.

Our WakeMed program has also achieved numerous milestones that have helped advance the practice of neonatology and improve outcomes for our tiniest patients and their families, including:

- ▶ Becoming the fourth NICU in the world to earn Newborn Individualized Developmental Care and Assessment Program (NIDCAP) certification, as well as being home to the Carolina NIDCAP Training Center, a designation first earned in 1989.
- ▶ The creation of the NEOFAX (originally Neodex) neonatal drug manual, by WakeMed neonatologist Tom Young, MD, and Barry Mangum, PharmD, which quickly became the leading manual of its kind and has been translated into several languages.
- ▶ Becoming the first hospital in Wake County to incorporate single-patient rooms in a NICU setting, which offers privacy and quiet to babies and families.
- ▶ Establishment of North Carolina's first HMBANA-accredited human milk bank, which today is based at Cary Hospital and provides safe, pasteurized donor milk to babies in NICUs along the east coast.

Developmentally supportive care has always been the focus at WakeMed, explains **James Perciaccante**, MD, director of Neonatology. “We do our best to individualize care to

promote healthy brain development by allowing the baby to rest when asleep and clustering care during the times they are awake. It is important to not disrupt the neuronal connections that are happening,” he says. If follow-up care is needed after a NICU stay, babies are transitioned into the Special Infant Care Program, where comprehensive care continues for up to three years.

Family support is equally important, and WakeMed offers several resources, including the Ronald McDonald Family Room and Ronald McDonald House rooms (both at Raleigh Campus), family respite rooms and real-time, 24/7 secure video access to NICU patients through the NicView™ streaming system. For the last several years WakeMed has also had a dedicated family navigator, who helps advocate and support families throughout their NICU journey. Many of these services and other enhancements to NICU care have been supported by the WakeMed Foundation.

Looking to the future, Dr. Perciaccante explains that despite the many technological advancements of the past several years, neonatology is currently shifting toward less-invasive care. “While the technology is important to have when we need it – for life-saving care – there is more emphasis today on using more natural interventions and encouraging babies to spend time with their parents, which is truly the best thing to support healthy development,” he says.



WAKEMED HONORS TRAUMA SURVIVORS

WakeMed honored National Trauma Awareness Month in May with our first-ever Trauma Survivors' Day event on May 18. The event brought together trauma survivors and their care teams to reconnect, reflect and recognize the accomplishments and progress of the patients.

Three courageous survivors shared their stories of remarkable recovery – supported in no small part by the doctors, nurses and care teams that took extraordinary care of them with empathy and compassion. Other speakers included **Jeremy Gilmore**, director, Spiritual Care; **Osi Udekwu**, MD, medical director, WakeMed Trauma Services; **Donald Gintzig**, president & CEO; and NC Governor Roy Cooper.

“This day was a unique opportunity to draw inspiration from and provide support to survivors of traumatic injuries and their caregivers,” said Dr. Udekwu. “It was truly an honor to reunite with and stand alongside these brave, strong survivors.”

Home to two exceptional Trauma Centers – a Level I Trauma Center at WakeMed Raleigh Campus and a Level III Trauma Center at WakeMed Cary Hospital – WakeMed offers the highest quality acute care and trauma surgery for critically ill and severely injured patients throughout Wake County and the surrounding areas.

TRAUMA SURVIVORS' SUPPORT GROUP

WakeMed recognizes that trauma impacts the whole person, not just the physical body. We proudly offer a Trauma Survivors' Support Group to help former and current patients – regardless of where they received care – and their families navigate life-changing circumstances, create a safe space to foster shared experiences with others who can empathize and understand, and heal forward in their new reality. For more details, visit wakemed.org.

WakeMed Doctors Honored by TBJ

Jenna Beckham, MD, (OB-GYN) and **Chelsea Ngongang**, MD, (Cardiology) were recently recognized by the Triangle Business Journal in their annual 40 Under 40 Leadership Award program. The program recognizes outstanding professionals under the age of 40 for their contributions to their organizations and to the community. This year's winners were selected from a list of more than 200 nominations.



As an OB-GYN, Dr. Beckham is a champion for access to care and works tirelessly to guide and support her patients. She was involved in numerous COVID-19 vaccine efforts and was one of six people to be named a 2022 Immunization Champion by the American College of Obstetricians and Gynecologists. She is also a member of WakeMed's Diversity and Inclusion council, working to ensure WakeMed is a safe, affirming and accepting place for all people to work and seek care.



Dr. Ngongang is committed to providing compassionate cardiovascular care that helps her patients live their healthiest, fullest lives. In addition to cardiovascular medicine and disease prevention, she specializes in women's heart health and heart disease in pregnancy. Dr. Ngongang has a strong commitment to bring health education resources to the African American community and regularly talks about matters of the heart at community events. Dr. Ngongang invests time to build rapport with not only her patients, but everyone she meets.



Congratulations

EXCELLENCE IN HEALTHCARE AWARD RECIPIENTS!

Each year, Professional Research Consultants (PRC) recognizes health care organizations that have gone above and beyond to achieve excellence in the patient and family experience with the Excellence in Healthcare Awards program. These nationally-recognized awards are presented to departments, practices and individual providers that have earned high patient satisfaction survey scores. Specifically, they are based on the percentage of patients who rate the Overall Quality of Care/Overall Quality of Doctor Care (for providers) as "excellent." This year, WakeMed received numerous Top Performer Awards, which recognize service lines and physicians scoring at the 100th percentile within the PRC national client database, and 5-Star Awards, which recognize those at or above the 90th percentile.

Units/Departments/Practices

- 3C Inpatient Rehab
- Advanced Heart Failure – Raleigh Campus
- Bariatric Surgery & Medical Weight Loss – Wake Forest
- Cardiology – Cary
- Cardiology – Oberlin
- Cardiovascular & Thoracic Surgery – Cary*
- Cardiovascular & Thoracic Surgery – Raleigh
- Center for Community Health*
- Complex Arrhythmia – Raleigh Campus
- Emergency Department – Apex Healthplex*
- Emergency Department – Brier Creek Healthplex
- Emergency Department – Garner Healthplex
- ENT-Head & Neck Surgery – North Raleigh
- ENT-Head & Neck Surgery – Oberlin
- Hospital at Your Home – Cary Hospital*
- Hospital at Your Home – Raleigh Campus*
- Invasive Cardiology – Raleigh Campus
- Maternal Fetal Medicine – Holly Springs
- Mobile Critical Care*
- MyCare 365 – Clayton
- MyCare 365 – Fayetteville Road
- MyCare 365 – Glenwood*
- MyCare 365 – Wake Forest
- MyCare 365 – Zebulon
- Obstetrics & Gynecology – Oberlin
- Outpatient Rehab – Cary
- Outpatient Rehab – Durant Road
- Outpatient Specialty Rehab – Cary Hospital
- Outpatient Wound Care – Raleigh Campus
- Pediatric Cardiology – Apex
- Pediatric Cardiology – Clayton
- Pediatric Cardiology – North Raleigh
- Pediatric Endocrinology – North Raleigh
- Pediatric Gastroenterology – Apex
- Pediatric Pulmonology – Apex
- Pediatric Pulmonology – Clayton*
- Pediatric Pulmonology – Raleigh Medical Park*
- Pediatric Surgery – Raleigh Medical Park
- Pediatric Urology – North Raleigh*
- Pediatric Weight Management – Apex
- Physical Therapy – Brier Creek*
- Physical Therapy – Kildaire Farm
- Physical Therapy – Oberlin
- Plastic and Reconstructive Surgery – Raleigh*
- Primary Care – Cary Parkway
- Primary Care – Holly Springs
- Pulmonology and Sleep Medicine – Brier Creek
- Pulmonary Rehab – Cary*
- Pulmonary Rehab – Raleigh*
- Surgery – Fuquay-Varina
- Surgery – North Raleigh
- Urgent Care – Forestville Crossing
- Urgent Care – Fuquay-Varina
- Urgent Care – Garner
- Urgent Care – Kildaire
- Urogynecology – North Raleigh
- Wake Orthopaedics Urgent Care – North Raleigh
- Wake Orthopaedics Urgent Care – Oberlin



Providers

Center for Community Health
 Brian Klausner, MD
 Annie Pugh, MD*

Heart & Vascular
 Bryon Boulton, MD
 Richard Daw, MD
 Mark Englehardt, MD
 Robert Ferguson, DO
 Tanaya Foster, PA-C
 Brian Go, MD
 Tapan Godiwala, MD
 Jason Haag, MD
 George Hamrick, MD
 Charles Harr, MD
 Jimmy Locklear, MD*
 Deepa Kabirdas, MD
 John Kelley, MD
 Alden Maier, MD
 Kevin Manocha, MD
 Damien Marycz, MD
 Mary McNeely, PA-C
 Chelsea Ngongang, MD
 Ashish Patel, MD
 Stuart Russell, MD*
 Marc Silver, MD
 Joshua Vega, MD
 Matt White, MD
 Judson Williams, MD*
 Frances Wood, MD
 Kelly Wright, NP

Plastic & Reconstructive Surgery
 Michelle McMoon, PA-C

Mental Health & Well-Being
 Alesia Gilmore, MS
 Laura Politte, MD
 Matthew Stockstill, MS

Primary Care
 Tehmina Adnan, MD
 Andrew Allen, PA-C
 Susheel Atree, MD
 Kaitlin Boos, FNP-C
 Rhoda Chang, MD
 Sara De Lima, NP
 Sarah Dunn, PA-C
 Crews Edens, PA-C
 Amy Erickson, DO
 Bethany Flinchum, PA-C
 Nelson Gardner, MD
 Tatiana Hardy, FNP-C
 Page High, NP*
 Georgina Ishak, PA-C
 David Keith, MD
 Jonathan Lin, MD
 Paige Luck, PA-C
 Anita Makowski, PA-C
 Rosa Messer, MD
 Ryan Murray, MD
 Monica Oei, MD
 Brooke Owen, PA-C
 Rohan Parekh, PA-C
 Matthew Payne, MD
 Jennifer Petrone, PA-C
 Sara Rooker, MD
 Jennifer Rutledge, FNP-C

Darryl Sandidge, PA-C
 Kimberly Teague, FNP-C
 Stacy Thiedeman, PA-C
 Sean Thompson, PA-C
 Andrew Yoon, PA-C
 Julia Zhu, PA-C

Urgent Care
 Leanne Avery, PA-C
 Katherine Bogart, PA-C
 Edgar Caro, MD
 Christopher Chao, MD
 Anna Ciccolini, PA-C*
 Darren Ciccolini, PA-C
 Evan Dapo, PA-C
 Maria Desantis-Wilcox, PA-C
 Kayleigh Gilmore, PA-C
 Dana Haake, DO
 Alisha Holbert, PA-C
 Krista Kirby, PA-C
 Michael Klinkner, MD
 Eugene Leung, MD
 Joanna Murray, PA-C*
 Erin Reis, DO
 Denise Sponseller, PA-C
 Jennifer Vande Loo, PA-C
 Christine Williams, PA-C

General Surgery
 Ndidi Azikiwe, MD
 Scott Bovard, MD
 Brenna Houlihan, MD
 Michalina Kupsik, MD
 Rebecca Manganello, DO
 Crystal Pressley, MD
 Brandon Roy, MD

WakeMed Children's
 Shereen Alavian, MD
 Christiana Bernal, MD
 Matthew Bruehl, MD
 Laura Dosier, MD
 Jason Ho, MD
 Bill Lagarde, MD*
 Hillary Lockemer, MD
 Colin Muncie, MD
 J. Duncan Phillips, MD
 Blair Robinson, MD
 Karen Todd, MD*
 Gabriel Winberry, MD*

Women's Services
 Michael Armstrong, MD
 Victoria Fashakin, MD
 Anna Fleischman, MD
 Adam Kansagor, DO

Orthopaedics
 Curtis Hanson, MD
 Aman Luther, MD
 Michael Ruffolo, MD
 Mark Wood, MD

Pulmonology & Sleep Medicine
 Kevin Davidson, MD*
 Judit Kuhn, MD*
 Gina Mauldin, PA-C*
 Trevor Taylor, MD*

Urology
 Carmin Kalorin, MD
 Shams Zia, MD

*Indicates Top Performer

A New Resource for Patients with AFib

Atrial fibrillation, or “AFib”, is the most common heart rhythm disorder, affecting approximately 2 million Americans. The WakeMed Heart & Vascular – Atrial Fibrillation Center (AFib Center) is a new resource to help patients in our area manage AFib symptoms and prevent harmful complications.

Located in the WakeMed Heart Center, the AFib Center brings together the services and resources needed to assist patients with newly diagnosed AFib or patients with an existing diagnosis who need additional support. Highlights of this new service include:

- > Individualized, comprehensive care and in-person assessment with the AFib Center team.
- > Symptom, rate and rhythm control management.
- > Guidance on further interventions, clinical trial participation or medication management following appropriate guidelines and protocols.
- > Specialists for all aspects of care delivered in a coordinated way.
- > Patients can be seen for their AFib in addition to their primary cardiologist who will continue the patient’s cardiology follow-up care.
- > Coordinated follow-up appointments with supporting WakeMed programs such as Sleep Medicine, Quit With WakeMed (tobacco cessation program) and more.



“Patients with AFib often have multiple complications related to their heart that further increase their chance of having a stroke or developing heart failure,” explains **Amanda Thompson**,

executive director of Heart & Vascular Services. “The goal of this center is to provide a multidisciplinary approach to care to help patients reduce return visits to the hospital because of their AFib and improve their overall health and provide them a better quality of life. With our AFib Center’s team led by Dr. **Ashish Patel** and **Michelle Deans, PA-C**, I have no doubt their services will be of great benefit to these patients.”

WakeMed Recognized as a Top Employer for New Grads

We are pleased to share that WakeMed has been named one of America's Best Employers for New Grads by *Forbes*! Of the 300 companies recognized WakeMed was ranked number 23 overall, and sixth among companies in the Healthcare & Social category.

To create the list, *Forbes* partnered with Statista, a market research firm, to survey over 28,000 young and early career professionals in the U.S. working for companies with at least 1,000 employees. Participants were surveyed about such topics as employer reputation, salary and benefits, education and career advancement opportunities, working hours and atmosphere, quality of work, DEI initiatives, whether good performance is recognized and whether they would recommend their employer to friends and family.



WakeMed Rehab Named Ekso Reference Center

WakeMed Rehabilitation has been named an Ekso Reference Center by Ekso Bionics® - making us just the seventh program in the country to participate in this program. WakeMed Rehab utilizes the EksoNR™ robotic exoskeleton to support recovery of patients who have sustained a stroke, brain injury or spinal cord injury. Working in conjunction with a therapist and the patient, EksoNR can provide total assistance, variable assistance, single leg assistance and single leg variable assistance for transfers, standing tasks and walking.

As an Ekso Reference Center, WakeMed will receive access to priority technical, clinical, training and sales support as well as a prominent WakeMed feature on the Ekso Bionics website. Thank you to everyone who helped us earn this designation!



Exceptional People. Exceptional Care.

WakeMed Recognized for Treatment of Heart Attack Patients



The American College of Cardiology (ACC) recently recognized Raleigh Campus and Cary Hospital as being among the nation’s top performing hospitals for the treatment of heart attack patients. Raleigh Campus and Cary Hospital are among the 262 hospitals nationwide to receive the ACC’s NCDR Chest Pain - MI Registry Platinum Performance Achievement Award for 2023. These awards recognize WakeMed’s commitment and success in implementing a higher standard of care for heart attack patients and signifies that we follow standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations. Hospitals recognized with these honors have demonstrated sustained achievement in Chest Pain MI Registry™ for two consecutive years (2021 and 2022) and performed at the top level for specific performance measures to receive the 2023 award.



In June, WakeMed and The Blood Connection hosted blood drives across the system, with great success. In total, 283 units of blood were collected – we are so grateful for your contributions. We also want to celebrate the 115 first-time donors who participated!

There continues to be a high need for blood donations in our area and we encourage everyone who is able to consider donating. Visit thebloodconnection.org for upcoming community drives hosted by WakeMed’s blood product vendor, The Blood Connection.



WakeMed Internal Medicine RESIDENCY UPDATES

In June, WakeMed welcomed the third cohort of residents to our Internal Medicine Residency Program – bringing the program up to the full complement of 15 residents. Please join us in welcoming the newest class of Internal Medicine residents, who will spend three years here at WakeMed: **Wes Henderson, DO** (Campbell University School of Osteopathic Medicine); **Rasheda Boachie, DO** (Rowan University School of Medicine); **Cindy Trinh, DO** (Campbell University School of Osteopathic Medicine); **Clay Branscom, DO** (Edward Via College of Osteopathic Medicine – Virginia Campus) and **Joshua White, DO** (Edward Via College of Osteopathic Medicine – Carolinas Campus).

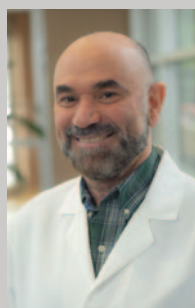
Additionally, with the first class of residents now in their final year of training, we are pleased to announce that **Sherry Wang, MD**, was chosen to serve as the inaugural chief resident for the program. Dr. Wang will assume her new position in early June 2024, upon completion of her residency. In this role, Dr. Wang will be a key educator and administrator for the program, leading, mentoring, and advocating for current residents while representing WakeMed and the residency program outside of the health system.

“Dr. Wang brings a long list of attributes, abilities and experiences that will serve her and our growing program well. We are truly fortunate that she has indicated this interest in remaining to serve WakeMed and the community,” commented **John Perry, MD**, vice president, Graduate Medical Education.

Welcome New Physicians



WakeMed
Physician Practices
NEWS



Wagdy Elmahdy, MD
MyCare 365



Kathryn Williams, MD
Urogynecology

Welcome New Advanced Practice Providers

Jennifer Apple, NP
Heart & Vascular

Jessica Bailey, NP
MyCare 365

Jodie Bate, NP
APP Program

Kathleen Kierski, PA
Gastroenterology

Rory Medley, PA
Pulmonology & Critical Care

Now Open!

WakeMed MyCare 365 – Spring Forest
815 Springfield Commons Drive
Raleigh, NC 27609
Phone: 919-235-1400



This summer is an extra special one for the Van Steen family: **Shawn Van Steen**, audiologist and manager (Newborn Hearing Screenings) and **Tracy Van Steen** (Acute Physical Therapy – Raleigh Campus) have been joined at WakeMed by their son **Evan**, who just finished his first year of nursing school at East Carolina University. Evan is working as a Clinical Aide with the Therapy Services Supplemental Pool for the summer and currently hopes to return to WakeMed when he completes his studies!



WakeMed staff, providers and volunteers paused on Friday, May 26, to recognize Memorial Day and honor those who have given the ultimate sacrifice in service and defense of our country. Services were held at Raleigh Campus, Cary Hospital and North Hospital and involved members of hospital leadership, Spiritual Care and others. Thank you to all who attended to mark this important occasion.



This year's WakeMed Foundation Kick It 4 Kids kickball tournament brought together WakeMed employees and community members for a day of friendly competition. Twenty two participating teams raised \$14,775 which will directly benefit WakeMed Children's projects and programs. Congratulations to the "Facility Guys" team led by John Horton and Shannon Graffam on being named "Champions for Kids" with a total team donation of \$2,950!



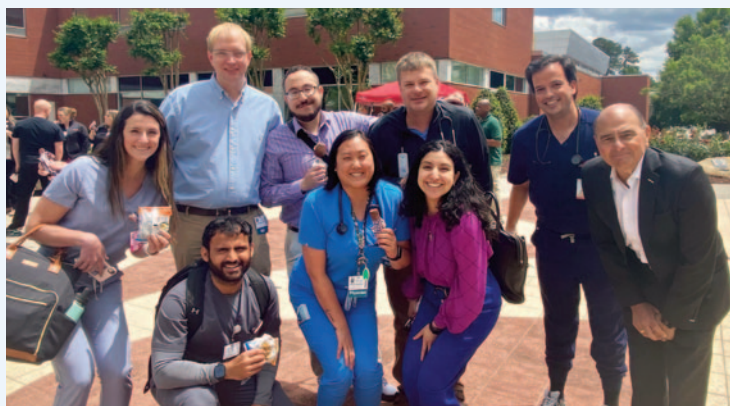
Far left: May was National Critical Care Awareness Month and our adult critical care teams took time out to share how proud they are of the work they do and send messages of gratitude to their colleagues. Thank you to our critical care teams for the outstanding care you provide to our patients and community – we are so proud to have you as part of the WakeMed family!

Left: The WakeMed Stroke Team joined the Carolina Mudcats Baseball Club to Strike Out Stroke during Stroke Month in May. The team had a ball teaching attendees the signs of stroke, providing blood pressure checks and other health education. Muddy the Mudcat even got in on the action.

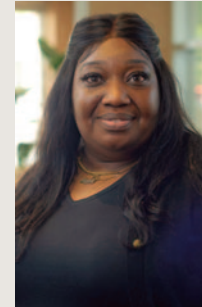
EMPLOYEE APPRECIATION MONTH!

Every May, we celebrate those who make WakeMed the outstanding organization it is – our amazing employees! Thank you for all that you do for WakeMed and for our community! Staff enjoyed a well-deserved break for ice cream, entertainment and fun with colleagues. In addition, dozens of employees received raffle prizes from Employee Relations, ranging from yard games to WakeMed-branded items and more.

make a **difference.**



Have news to share? Send it to microscope @wakemed.org



Lamica Floyd Joins WakeMed as Director, Hospital Claims & Billing

Lamica Floyd recently joined the WakeMed Revenue Cycle team as director of hospital claims and billing. Floyd has over

20 years of revenue cycle experience and comes to us from Cornell Scott-Hill Health Center in New York where she was director of patient accounts for the last six years. In her new role, she will provide leadership for the overall management of hospital claims processing and insurance followup. Floyd will be responsible for establishing processes that support timely and accurate billing and follow up of submitted claims and also serves as the liaison between Revenue Cycle, Information Services and Revenue Integrity to reduce denials and write-offs.

WOW, WHAT AN EMPLOYEE!

Congratulations to the following WakeMed nurses who recently received doctorate in nursing degrees (DNP): **Jessica Kesler**, DNP, RN (6A CVIC); **Dianna Knight**, DNP, RN (Acute Care Nursing Services); **Janice Neff**, DNP, RN, (Quality & Patient Safety); **Shawnette Smith**, DNP, RN (Neuro ICU); **Sabrina Tyndall**, DNP, RN (Nursing Administration – Cary Hospital); **Kate Morgan**, DNP, ACNP (Heart & Vascular); **Carter Gitlin**, DNP, RN (4C Mother-Baby); and **Jill Whade**, DNP, RN (Nursing Administration).

Cindy Barham, RN, **Nan Kim**, RN (both of 4C Mother-Baby); and **Crystal Thorpe**, RN, (Labor & Delivery – Raleigh Campus) received bachelor's degrees in nursing.

Gjanje Smith-Mathus, MD, MPH (Urology) attended the American Urological Association 2023 Annual Meeting in April where she was an instructor and presented on multiple topics regarding diversity, equity and inclusion in urology.

Congratulations to the new leadership team on 5B Neuro Intermediate Care: **Abby Dickinson**, BSN, RN, nurse manager; and **Dominique Newton**, BSN, RN, and **Hannah Cho**, BSN, RN, clinical educator/supervisors.

Karen Barry was promoted to the manager of Mid-Cycle Education.

COMINGS & GOINGS

Urgent Care – Oberlin wishes a happy retirement to **Daryl Cooper**, RN.

4C Mother Baby welcomes **Karen Tart**, RN, and **Kathy Cataldi**, RN.

6A CVIC welcomes **Delisa Cotten**, **Damea Lomax**, **Mansi Goyal**, **Kiera George** and **John Lane**, RN.

CICU welcomes **Colton Myrick**, BSN, RN; **Nina Christina**, RN; **Gabby Lewis**, BSN, RN; and **Melissa Johnson**, BSN, RN.

Corporate Integrity & Compliance welcomes **Barbara Jones**, **Erica Felton** and **Sam Boyce**.

eICU welcomes **LaPortia Gardner**, BSN, RN, and **Babita Khera**, MSN, RN.

Home Health welcomes **Samantha Worthy**, **Joel Thompson**, and **Marcie Chibinga**, RN.

Hospital Coding welcomes **Ashley Knott** to their team.

MyCare 365 – welcomes new practice managers, **Torri Branch** and **Theresa Smith**.

Patient Transport welcomes **Deshawn Burch**, **Chelsea Green**, **Kennedy High**, **Morgan Pollard** and **Furshanna St Louis**.

Primary Care – Oberlin welcomes **Emily Korenek** and Urgent Care – Oberlin welcomes **DeLonna Martin**.

Trauma Service – Raleigh Campus welcomes **Lori Lazenby** and **Rosalie McCuddy**.

Urgent Care – Garner welcomes **Shawnese Blue**.



RALEIGH CAMPUS

REALIGNMENT RELAY GETS UNDERWAY

This summer is bringing many changes to Raleigh Campus – as a long-planned realignment project is underway. As part of this “Realignment Relay”, several inpatient units are changing locations, changing names, changing patient populations – or some combination of the three!

The realignment officially kicked off in June when 5B Neuro Intermediate Care reopened to patients. The unit was closed for several months while renovations were completed, and we know the staff were happy to ‘come home’ to their beautifully refreshed space, which now features in-ceiling lifts in each room. Also this month, patients and staff were shifted across 3E Cardiovascular Surgery Intermediate Care (CVSIC), the newly-renamed 3B Cardiovascular Intermediate Care (CVIC) and 6A – which has closed temporarily. 1B Clinical Evaluation Area, part of Raleigh Campus Emergency Services, is now functioning as a unit of admitted ED patients who are temporarily waiting a bed assignment. Several members of the 3B team, including leadership, chose to move to 1B during the realignment. These changes are helping us better match our services and staff expertise to our current patient population trends.

In June and July our intensive care areas are getting in on the action, first with Cardiothoracic Intensive Care (CTICU) and Neuro Intensive Care (Neuro ICU) moving into their new locations on 2E. Following those moves, the Medical Intensive Care (MICU) and Surgical Trauma Intensive Care (STICU) will expand their footprints, enabling them to care for more patients.

“This realignment is an effort to help improve our team’s work environment, effectiveness and overall satisfaction, but we know change is hard,” commented **Becky Andrews**, senior vice president & Administrator, Raleigh Campus. “This realignment work will bring challenges, but there’s nothing we cannot accomplish as a team. In the end, we will have a facility that is better aligned with the care we provide and – hopefully – a happier, more satisfied team that is better able to care for the patients they serve.”

WakeMed Retirement Savings Plan is Moving to Fidelity

At WakeMed, we are committed to helping our employees meet their financial goals today and well into the future. To support this goal, we regularly evaluate the benefit programs we offer and administrators that we partner with. As part of this process, we are pleased to share that the WakeMed Retirement Savings Plan (RSP) will be moving from Corebridge Financial (formerly AIG) to Fidelity Investments this September.

Following a comprehensive review of retirement plan providers, Fidelity was chosen because we believe they will offer even more to support your savings goals, today and in retirement.

The RSP at Fidelity will offer:

- > An updated lineup of investment options.
- > A dedicated NetBenefits® website and mobile app to easily access and manage your account.
- > Online planning tools, videos and workshops to help you make decisions for your future.
- > In-person consultation with a dedicated Fidelity representative who can help you plan for your financial goals.
- > Help and investment advice from Fidelity’s experienced phone representatives. Investor Centers where you can meet with local professionals trained to provide investment help. Investor Center products and services are offered in addition to your WakeMed Retirement Savings Plan.

While our RSP administrator is changing, the employer match and most other provisions will not change as part of this transition. Your contributions and loan repayments will automatically shift to Fidelity and continue throughout the transition.

We anticipate that transition will be complete at the beginning of October. We will share more information in the coming weeks and months. A transition website is available and will be updated regularly: www.myfidelitysite.com/WakeMed.



New EP Lab Opens at Cary Hospital

Cary Hospital recently opened its fourth procedural lab for heart and vascular services, featuring the latest, state-of-the-art equipment that allows us to diagnose and treat a wide range of cardiovascular conditions – including electrophysiological problems such as atrial fibrillation and other heart rhythm disorders. Congratulations to the Heart & Vascular Labs’ team and **Pavlo Netrebko**, MD, with Cary Cardiology, who did the first case in the new lab on June 7.

“Opening this new lab at Cary Hospital provides additional space to enhance our electrophysiology offerings – which serves a growing need for heart and vascular procedures in our community. With services closer to home, our patients do not have to travel outside of western Wake County for these important services,” explains **Tom Hughes**, MHA, senior vice president & administrator, Cary Hospital.



WakeMed Spiritual Care Renews and Expands ACPE Accreditation

Following a visit and review in early May, the Association of Clinical Pastoral Education (ACPE) accreditation site review team is recommending the WakeMed Spiritual Care program receive system re-accreditation for Level I and II CPE (Clinical Pastoral Education) as well as accreditation for Certified Educator CPE, which is the highest level of training offered through ACPE. They also recommend approving our request to expand WakeMed’s CPE accreditation to Cary Hospital.

These accreditations align us with other leading health care systems in the country and position WakeMed to continue providing effective spiritual care services in our growing region. The ACPE site team raved about WakeMed’s culture and the integration of CPE into the WakeMed system. During the visit, the site review chair shared the highest praise for WakeMed, stating “the most amount of positive things I’ve ever written in a report.”



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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YOUR FEEDBACK MATTERS

Help Us Improve the Patient & Family Experience at WakeMed

At WakeMed, patients and families are the reason for everything we do, and we value constructive feedback to help us improve. The WakeMed Patient & Family Advisory Council is a group of WakeMed patients and family members who share their time, suggestions and ideas to help us improve the care experience at WakeMed.



If you know a current or past patient, or the family member of a current or past patient, who might be interested in participating, please encourage them to consider joining the council. Scan the QR code to complete the simple online application.

Follow us!

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



WakeMed App



@WakeMedHospitals



@WakeMed



WakeMed & WakeMed Children's

CALENDAR OF EVENTS

Employee Well-Being Events

WakeMed Farmers Markets

The Raleigh Campus Farmers Market occurs in the Courtyard every Tuesday from 10 am to 2 pm. The market excludes holiday weeks and will run through the end of September. In addition, the Cary Hospital market will be in the cafeteria on the third Wednesday of the month through August. Come by and support local craft, specialty food/beverage, beauty and produce vendors.



WakeMed Cycling Club Payday Rides

WakeMed Cycling Club "Payday Rides" occur throughout the summer on payday Thursdays. The group meets at the Wake Orthopaedics, 3009 New Bern Avenue, Raleigh at 5:30 pm and rides along the Raleigh Greenway to the Neuse River Trail and beyond. All rides are no-drop rides, which means no one will be left behind. All participants must wear a helmet and have a signed waiver on file. For more details about the cycling club, please email Bob Nelson at bonelson@wakemed.org.

Virtual Meditation Class

July 12 & August 9

Join Corporate & Community Health for a 30-minute guided meditation class that will leave you feeling relaxed and refreshed. The instructor will lead you through gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience.

Visit MyWakeMed or the WakeMed Weekly for details on how to join.



Corporate & Community Health Education Classes for Staff

Corporate & Community Health presents live monthly health classes virtually via Webex. The classes are led by a registered dietitian and cover a variety of topics related to nutrition and health. These classes are open and complimentary to all WakeMed employees. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

- July 19 & 27: Nutrition & Your Gut Health
- August 15 & 23: Dietary Supplements: Do they add up?

Cyber Security Awareness & Phishing Training

July 11 & August 9

WakeMed takes privacy and security very seriously. This training will help staff members identify key elements of questionable emails and offer guidance when confronted in similar situations. The session will also cover general cybersecurity advice to help keep individuals safe both here at WakeMed and in their personal lives. Join us to improve your cybersecurity awareness! Register on WakeMedU.



Celebration of Inquiry

July 21

Stop by the annual Celebration of Inquiry to learn about the many forms of research taking place at WakeMed. WakeMed employees, residents and medical students will be sharing QI projects, clinical research and case reports at this interactive event.

Lunch & Learn with the Stroke Team

August 10

Join WakeMed's Stroke Medical Director, Chandni Kalaria, MD, in-person or virtually, from noon to 1 pm, for an informal lunch and learn where staff can bring any questions they have about stroke. Bring your lunch to Raleigh Campus Conference Dining and join in discussion about stroke while earning your stroke hours. Read the WakeMed Weekly more information and to sign up.

Wake AHEC Events

- > S2R: Strengthening for Stroke Recovery® – July 15
- > Adopting Best Practices In Substance Abuse Treatment: An Ongoing Teaching Case Conference Series For Substance Abuse Counselors and Supervisors – August 2
- > Understanding Cluster A Disordered Personalities (PART I) – August 11
- > Multidisciplinary Approaches to Lung Cancer Screening and Treatment – August 15

For a complete list of events, please visit: <https://www.wakeahec.org/courses-and-events>