

MICROSCOPE

Chasing ZER

GOOD CATCH WRAP UP

WakeMed is committed to promoting a culture of safety for our patients, families, community and health care team. As part of our ongoing efforts to become a Top 10 hospital and foster a culture of safety, we have continued our system-wide Chasing Zero initiative with a focus on Incident Tracking (IT).

As we wrap up this Chasing Zero focus area, we are pleased to share we exceeded our system-wide goal! This year, YOU helped support this goal by sharing opportunities that could help improve our practices and processes to ensure the safety of all.

One of the best ways we can proactively work to improve our patient safety culture is by reporting Good Catches and Near Misses. Here's a quick reminder of what these events are:

- ▶ A **Good Catch** is a potentially negative event or circumstance that's caught or corrected before it ever reaches a patient or a person.
- ▶ A **Near Miss** is a situation that has the potential to cause harm to person(s) or property – but does not, thanks to good timing or another fortunate happenstance.

All Good Catches are reviewed to identify trends and opportunities for improvement so we can modify our processes and procedures.

Review of Our Progress

As a health system, we are excited to announce that we have surpassed our goal of 1,372 Good Catch/Near Miss events reported in RL solutions – ending the year with a grand total of 1,595! This is more than double our number from last year!

With this progress, we have been able to identify and correct potential risks throughout the system and across various departments. This shows our commitment to patient care and to each other – in other words, putting the patient at the top of the Pyramid.

Thank you to everyone for putting in the work to help keep our patients, their families and our community safe. Let's keep up the great work and continue to bring awareness to incident reporting and continue to submit patient safety events, errors, Good Catches and Near Misses for review and follow up.

Not Just Good Catches, but GREAT Catches

Throughout the year we received many Good Catches, and we wanted to share just a few of those GREAT catches to highlight the amazing dedication and focus of members of the WakeMed family:

- ▶ An employee was driving home from work when she saw a Silver Alert on a highway billboard. She thought the missing individual could be a patient that she treated in the hospital that day. The employee called WakeMed Campus Police to report what she had seen. It turned out that the individual identified in the Silver Alert was the same person the employee had treated! – Submitted by **Kristin Andres**, Occupational Therapy
- ▶ A patient was being treated for a multidrug-resistant organism and it was looking likely they would need to switch to another agent that had a seizure risk for people with kidney impairment (which the patient had). After further review, it was noted that some information about the drug the patient was currently taking was incorrect and it could, in fact, treat the organism. The case was discussed with Microbiology and the error was promptly corrected. The patient was able to remain on the less toxic drug and a secondary agent (which would have negatively impacted the patient's kidney function) was discontinued. – Submitted by **Jeannette Bouchard**, Pharmacy
- ▶ A Raleigh Campus employee was descending the stairs beside the C elevators, from the first floor to the ground floor. The stairwell is located near the kitchen and, upon opening the door, nearly hit a Food & Nutrition Services employee who was passing by with a cart of food. The Food & Nutrition Services employee explained that this is a common occurrence in this area. Most other doors open inwards to the stairwell, but this exit door opens out into the hall. As a result of this Good Catch, a large sign was placed on the back of the door that states "CAUTION: Open Door Slowly." – Submitted by **Anonymous**



#WeAreChasingZER 

WakeMed Named Raleigh's Best!



WakeMed was proud to receive eight "Raleigh's Best 2021" awards from the *News & Observer* this month. The awards were voted on by *News & Observer* readers and members of the community. WakeMed and our physician practices won in the following categories:

- ▶ **Best Hospital:** WakeMed Raleigh Campus
- ▶ **Best Hospital for Childbirth:** WakeMed Raleigh Campus
- ▶ **Best Hospital for Heart Health:** WakeMed Raleigh Campus
- ▶ **Best Weight Loss/Management Program:** WakeMed Children's – Pediatric Weight Management
- ▶ **Best In-Home Healthcare Services:** WakeMed Home Health
- ▶ **Best Physicians Group – Pediatrics:** WakeMed Children's – Pediatric Primary Care
- ▶ **Best Physicians Group – Orthopedics:** Wake Orthopaedics
- ▶ **Best Urgent Care Center:** Wake Orthopaedics Urgent Care

The WRAL Voters' Choice Awards is going on now through November 21. We hope you'll vote for WakeMed in all available categories. See MyWakeMed for details!



More National Attention for WakeMed Rehab

Once again, WakeMed Rehabilitation Hospital made *Newsweek's* list of top physical rehab hospitals in the nation. This is in addition to Rehab's recent ranking among *U.S. News & World Report's* top U.S. physical rehab hospitals list. Our team is certainly getting recognized as one of the leading providers of physical rehab services in the southeastern United States!

The 230 inpatient rehab facilities (IRFs) that made the *Newsweek* list were chosen from the 25 states with the highest number of IRFs, according to the Centers for Medicare & Medicaid Services (CMS). Scores are based on recommendations from medical experts, quality of care and service, accreditations and key performance indicator data from CMS. For more information, visit www.newsweek.com/best-physical-rehabilitation-centers-2021.

The WakeMed Rehabilitation Hospital team specializes in and is passionate about helping complex brain injury, spinal cord injury, orthopaedic, stroke and amputation adult and pediatric patients recover to the best of their ability. Congratulations!

WakeMed Expands Access to Lifesaving COVID-19 Treatment



In late 2020, WakeMed became one of the first sites in the state to begin offering monoclonal antibody (mAb) infusions for patients with COVID-19 to prevent disease progression and reduce hospitalizations. This month, we began expanding access to this treatment as part of the national Crush COVID initiative, in conjunction with the North Carolina Department of Health and Human Services (NCDHHS), the U.S. Department of Health and Human Services (HHS) and KPMG.



WakeMed is the second health system in the state to join this national initiative and a growing list of mAb therapy providers supported by KPMG and sponsored by HHS as part of the federal effort to help end COVID-19 and improve health equity.

For people who have tested positive for COVID-19, this one-time mAb infusion treatment has been shown to help prevent acute illness and hospitalization by up to 70 percent. It is most effective if administered within 10 days of onset of COVID-19 symptoms. The treatment was approved in November by the FDA through an Emergency Use Authorization (EUA).

“Over the past year we have seen truly inspiring results from the mAb infusion therapy and are now excited to be able to offer this treatment to even more high-risk patients in our community,” said WakeMed Associate Chief Medical Officer and critical care physician, **David Kirk, MD**. “Dramatically expanding access to this treatment will offer hundreds more people, each week, a better chance to avoid being hospitalized with COVID-19 and may even save their lives.”

The new mAb clinics are located at WakeMed facilities across Wake County, including the North Hospital Physicians Office Pavilion, the Cary Hospital Medical District, Raleigh Campus and Garner Healthplex. These sites are in addition to the current infusion unit in the WakeMed Heart Center and infusion services provided in our EDs.

Treatment is free for individuals who do not have health insurance. For people who do have health insurance, copays and/or other charges may apply depending on coverage. A physician referral is not needed, to confirm eligibility for the treatment and book an appointment, please call the mAb Infusion Line at 919-350-9590.



WHAT'S HAPPENING AT WakeMed



The WakeMed Lungs for Life Team participated in Triangle LUNGE Forward in September – in person, virtually and through team support – collectively raising over \$3,000 to support lung cancer awareness. Members of the WakeMed staff and providers also took the opportunity to share information about the importance of early screening, detection and treatment for lung cancer screening, diagnosis, intervention and treatment.



Each year, the Rowe family recognizes “Riley Day” in honor of their daughter, who they lost at 22 weeks, with a donation to North Hospital. This year, they continued the tradition by donating hundreds of books to start a library in the North Hospital Special Care Nursery where Riley’s twin, Emma, now 22 months, was a patient.

Below: The WakeMed Spiritual Care team hosted virtual remembrance services in September and October to provide a space and opportunity for community members and staff to mourn those they have lost this past year. Thank you to this outstanding team for going above and beyond to support our WakeMed family and those we serve.

The Volunteers at Cary Hospital and Campus Police & Public Safety attended Cary Public Safety Day in September. Police, EMS and Fire Departments from across Wake County presented vehicles and interacted with the community. Thank you to Officer Will Headen and our volunteers for participating in this community event.



WakeMed once again provided first aid and limited health screenings at the annual SAS Championship held at Prestonwood Country Club. Thank you to our volunteers who helped ensure the safety of all participants and spectators!



The WakeMed Mothers’ Milk Bank recently opened their first public-facing donor milk distribution site in partnership with Triangle Compounding Pharmacy. Historically, the Milk Bank has only dispensed donor milk to NICUs and families admitted to a hospital. Milk Bank donations have grown in recent years and it is now able to support families outside the hospital (prescription required). Thanks to all of our donors who helped make this expansion possible!



Have news to share?

Send it to microscope@wakemed.org



WOW, WHAT AN EMPLOYEE!

Vickie Fowler, MD, (Primary Care) was recently reappointed by Governor Roy Cooper to the NC Advisory Committee for Cancer Coordination and Control.

Chris DeRienzo, MD, senior vice president, Quality & Chief Medical Officer, presented at the Poe Center for Health Education Annual Meeting in September where WakeMed Children's was the presenting sponsor.

Kirk Sears (Human Resources) was elected vice president of the American Association of Physician and Provider Recruitment for the Southeast Chapter (CAPS).

Michael Padrick (Pathology Labs) earned a bachelor's degree in Medical Laboratory Science and MLS(ASCP)CM certification.

Graziella Jewell, BSN, RN, (Wound Ostomy Nursing) received wound care certification.

Denise Chernoff, PA, (Cardiothoracic Surgery) passed the American College of Healthcare Executive (ACHE) examination.

Donald Baker (Community Case Management) received Wellness, Recovery, Action, Plan (WRAP) Facilitator certification.

Katherine Goodwin (Pathology Labs) recently presented at the North Carolina Association of Blood Bankers (NCABB) meeting. In addition, **Rebecca Coward** (Pathology Labs) completed a two-year term as president of NCABB.

Be A Falls Prevention HERO

EACH YEAR 700,000 TO 1,000,000 PEOPLE IN THE UNITED STATES FALL IN THE HOSPITAL.

Preventing patient falls is critical to our culture of safety and helps protect our patients from harm and injury. Working to incorporate the falls prevention bundle in patients' daily care can aide in the prevention of falls and falls with injury – and there are many things non-clinical staff can do to support these efforts as well! Here are some best practices in place at WakeMed:

- ▶ Purposeful hourly rounding to address the 5 P's (pain, potty, position, personal care, and proximity)
- ▶ Using bed alarms, TABs, AvaSys and key equipment as appropriate
- ▶ Reviewing the Falls Table Tent with patient/caregiver
- ▶ Ensuring the call bell and personal items are within the patient's reach
- ▶ After patients are returned to their room:
 - Ensure beds are locked
 - Check that all three bed cables are connected
 - Notify nursing staff of the patient's return

Falls with injury was one of our Aspirational Goal metrics for fiscal year 21 and our goal was to have fewer than 119. While we did not achieve this goal, we did have many units that went the whole fiscal year with no falls and/or falls with injury. Thank you to these areas for your continued focus and efforts to keep our patients safe!

Zero Falls and Zero Falls with Injury

- ▶ Neuro ICU
- ▶ NICU
- ▶ PICU
- ▶ Special Care Nursery – Cary Hospital
- ▶ Special Care Nursery – North Hospital
- ▶ Labor & Delivery – North Hospital
- ▶ Imaging – North Hospital
- ▶ OB ED – Raleigh Campus
- ▶ OB ED – Cary Hospital
- ▶ OB ED – North Hospital

Zero Falls with Injury

- ▶ 4E Children's Rehab
- ▶ 2E CVICU
- ▶ CTICU
- ▶ 4C Med/Surg Overflow
- ▶ 6B Orthopaedics & Oncology
- ▶ Mother-Baby – Raleigh Campus
- ▶ Labor & Delivery – Raleigh Campus
- ▶ ICU – Cary Hospital
- ▶ Heart & Vascular Unit – Cary Hospital
- ▶ Mother-Baby – Cary Hospital
- ▶ Labor & Delivery – Cary Hospital
- ▶ Imaging – Cary Hospital
- ▶ Mother-Baby – North Hospital
- ▶ Emergency Department – Apex Healthplex

BETWEEN 30-35% OF PATIENTS WHO FALL WILL SUSTAIN AN INJURY AND 11,000 OF THE INJURIES WILL BE FATAL.

Above left: Med/Surg – North Hospital received the Humpty Dumpty Award in September in acknowledgement of their innovative ideas and achieving zero falls with injuries for the quarter. The team has been highly engaged in falls prevention and made patient safety a top priority on their unit. Congratulations! **Above, middle, right:** In September, members of the System-Wide Falls Committee promoted falls awareness and prevention efforts at the WakeMed Farmers Market and by rounding on units.

COMINGS & GOINGS

CTICU welcomes **Tonya Kurtz, MSN-NE, RN**, as nurse manager.

1A Clinical Evaluation Area welcomes **Cierra Sanders, RN**, and **Dache Oliver**.

Patient Placement welcomes new manager **Lenora Britton, BSN, RN**, who transitioned from the Clinical Administrators.

6A CVIC welcomes **Courtney Crocker, RN**; **Charles Castro, RN**; **Jessica Kesler, RN**; **Aaron Bailey**, **Bridget Smith**, **Dana Matlock**, **Nalayah Green**, and **Ana Lazur**.

6C Surgery & Trauma welcomes **Je'Tame Daley, RN**.

Cardiology – Clayton welcomes **Shannon Brown** to their team.

CICU welcomes **Anne Salamat, BSN, RN**; **Megan Sredl, BSN, RN**; and **Aidan Wilson**.

eICU welcomes **Erica Newton**.

Guest Services – Raleigh Campus welcomes **Anthony Conner**, **Erica Williams**, **Kim Redd** and **James Glenn**.

Health Information Management welcomes **Shanika Myles** and **Susan Rexhouse**.

Home Health welcomes **Addressa Baity, RN**; **Alli Sparacia**, **Marleine Pierre-Louis** and **Cindy Gorman**.

Hospital @ Your Home welcomes **Brittany Sanders, RN**; **Barbra Muchineuta, RN**; and **Annie Thomas**.

Neuroscience welcomes **Tory Cairns, BSN, RN**, as program manager.

NICU welcomes **Helen Xu, RN**; **Amber Morton, RN**; **Mary Upshaw, RN**; **Eula Tabamo, RN**; **Tiffany Givner, RN**; **Kelsi Farren, RN**; **Jennifer Blanco, RN**; **Stephanie Doerner, RN**; and **Caroline Slone, RN**.

Nursing Education welcomes **Edith Simmons**.

Outpatient Rehab – Clayton welcomes **Teague Murphy**.

ADDITIONS + ATTACHMENTS

Tiffany Campion (3E CVIC) married **Cameron Loseke** on August 28, 2021.

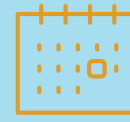
Now Available: Enhanced Behavioral Health Referral Process



One phone number:
1-800-327-2251



100s of behavioral health providers
(in-network with the WakeMed Medical Plan)



Appointments within 2-3 business days

The past 18 months have been incredibly challenging for us all – and as a result, many seeking counseling or behavioral health support services are experiencing long waits to see a provider. In an effort to support the health and well-being of our team, WakeMed has partnered with BHS, our Employee Assistance Program (EAP), and the Network for Advancing Behavioral Health (NABH) to establish an enhanced, expedited process to connect employees and family members with behavioral health support.

The EAP has dedicated a care team to expedite connection to long-term outpatient care including counseling and psychiatry.

- ▶ Every effort will be made to schedule appointments for employees/family members (18+) within 48 hours.
- ▶ All providers accept our WakeMed Medical Plan administered by Contigo Health; standard copays and coinsurance apply.
- ▶ Many providers offer in-person and virtual options. EAP Care Coordinators will work to accommodate personal preferences when making referrals.
- ▶ Individuals do not need to complete the no-cost EAP counseling sessions to access this expedited referral process.

If you are unsure if this service is right for you, please call the EAP (1-800-327-2251). An EAP Care Coordinator will conduct an initial assessment and connect you to the appropriate level of care.

What is the Employee Assistance Program?

Provided by BHS, the WakeMed Employee Assistance Program (EAP) provides employees and their household members with no-cost, confidential, in-the-moment support to help with personal or professional problems that may interfere with work or family responsibilities.

What is the Network for Advancing Behavioral Health (NABH)?

The Network for Advancing Behavioral Health (NABH) is a high-performance multi-disciplinary collaboration between WakeMed and outpatient behavioral health providers with offices throughout North Carolina. The NABH brings together an integrated behavioral health community to provide a holistic care approach for positive patient engagement and improved outcomes.



Employee Survey Wrap Up

The annual Employee Assessment & Engagement Survey is an opportunity for staff to offer feedback on our work environment, leadership and patient focus. After the survey was suspended in 2020, it was incredibly important for our leadership team to hear from employees this year.

The past two years have been hard – and our survey results reflect many of the challenges that come with working in health care during a lengthy pandemic. While we saw a drop in many measures, our overall results are still well above the industry average – and put us in the top 25 percent of organizations. “We could not have gotten through the past two years without the incredible effort of our WakeMed family. Your tireless commitment to our patients and community has been evident every day. Our organization is not perfect – but we are committed to improving so that you can find more joy and fulfillment in the work you do,” commented **Jeronica Goodwin**, senior vice president, Human Resources & Chief People Officer. “I am grateful to everyone who completed this year’s survey – your feedback is invaluable.”

WakeMed engages a third-party survey administrator – Success Profiles – to guarantee anonymity and help us benchmark our results against other health care organizations. As in past years, two surveys were offered: one for employed physicians and advanced practice providers and one for all other employees.

In addition to the standard questions we’ve used in the past, several new questions were added about Pandemic Response and Employee/Provider Wellbeing. The results show that WakeMed had a very strong pandemic response, but we have considerable room for improvement related to work-life balance, burnout and wellbeing. These will be areas of focus in the coming year.

Thank you to everyone who shared your feedback on the survey. Your input will help us continue to grow and improve – all while strengthening our work environment and commitment to the community. Here’s a quick summary of organizational results; for information about your department’s results, ask your manager.

Employee Survey

PARTICIPATION
69%

RAW SCORE
75.64
Industry Average: 68.67

RANKING
81st percentile
of organizations surveyed
by Success Profiles

Index Ranking/Percentile

- > Patient Focus: 90th
- > Work Culture: 81st
- > Pandemic Response: 80th
- > Leadership: 79th
- > Management: 77th
- > Engagement: 72nd
- > Well Being: 51st

Major Strengths

(percentiles listed in parentheses)

- > I receive sufficient feedback about performance (98th)
- > In my department, patient/customer service is a priority (97th)
- > I am proud of how my role affects the Wake Way to Excellence and achievement of our Aspirational Goals (97th)
- > It is a priority in my department to provide high quality and outcomes (97th)

Opportunities for Improvement

(percentiles listed in parentheses)

- > I do not feel emotionally exhausted by my work (32nd)
- > At the end of a workday I have enough energy to pursue non-work activities (39th)
- > Staff retention is important to department leadership (40th)

Physician/APP Survey

PARTICIPATION
92.7%

RAW SCORE
73.73
Industry Average: 65.94

RANKING
77th percentile
of organizations surveyed
by Success Profiles

Major Strengths

(percentiles listed in parentheses)

- > The employees at WakeMed are focused on providing exceptional health care (93rd)
- > Scheduling patient procedures is an easy process at WakeMed (92nd)
- > The morale of staff at WakeMed indicates that this is a great place to work (91st)

Areas of Opportunity

(percentiles listed in parentheses)

- > I feel emotionally exhausted by my work (23rd)
- > The services provided by the ancillary departments are efficient (23rd)
- > I rarely experience burnout from my work (47th)

Note: Scores are noted as a percentile, which indicates where we fall among all those surveyed by Success Profiles. For example, our 81st percentile ranking means that only 19% scored higher than WakeMed overall. This year’s surveys included 2.5 million people across 437 health care organizations.



In October, staff across the health system enjoyed cookies and other treats as a small gesture of appreciation for the incredible hard work and dedication of our team. Thank you for all you do!

get ready for Phase II!

THE HUB



The next phase of The HUB implementation will take place in December and will impact Supply Chain, Accounts Payable, Accounting, Reporting, Non-patient Accounts Receivable and Billing, Purchasing and more.

Check out this month’s HUB Top Five for everything you need to know:

- 1 GO-LIVE & DOWNTIME:** Phase II of The HUB will go live on Tuesday, December 14. We expect the existing Lawson Requisition System to be down for at least four days during go-live – which means online supply ordering will be unavailable. To ensure departments have sufficient stock, managers will be encouraged to increase department inventories to have at least seven days on-hand, prior to go-live.
- 2 IMPROVED PROCESSES:** The new HUB requisition portal is much more user friendly, which will make it easier to place supply orders. Additionally, we will no longer use paper forms for check requests, travel requests, employee reimbursement and capital submission requests. All of these resources, and more, will be online!
- 3 OPTIFLEX WILL CONTINUE:** Due to technical issues with the Optiflex-style tool within The HUB, and concerns about impact to staff workflows and productivity, we are not transitioning away from Optiflex at this time. Scanning processes will remain the same post-go-live.
- 4 DEPARTMENT REVENUE/EXPENSE REPORTS:** These monthly reports will transition away from EPSI and move to The HUB. Managers will be able to use The HUB to access real-time data to monitor department revenue and expenses daily.
- 5 TRAINING:** Training resources, including videos, tip sheets and user guides will be available for all staff in WakeMedU beginning in mid-November. Details will be shared in WakeMed Weekly and on MyWakeMed. Please take advantage of this opportunity to learn the new system!

Introducing COMPLIANCE CENTRAL



We are Here to Listen and Support

Compliance is an essential part of our Aspirational Goal of operating with the highest ethics and standards in all we do. Compliance Central is a new, confidential phone and web portal, available 24 hours a day, for staff and providers to raise concerns, ask questions and get timely answers.

“Our success depends on the sound judgement and personal integrity of every member of the WakeMed family. By maintaining the highest professional and ethical standards when taking care of our patients and families or conducting other WakeMed business, you can support us in our efforts to achieve our mission, vision and values,” explains **Ted Lotchin**, vice president & Chief Compliance & Privacy Officer.

If you ever find yourself in doubt about an issue – whether an action is legal, or within policy, or supports the WakeMed values – please reach out to Compliance Central. This confidential resource is available to assist with questions or concerns, such as:

- > Ethics concerns
- > Code of conduct violations
- > HR policies
- > Accuracy & integrity of records
- > Conflicts of interest
- > Privacy violations

WakeMed is committed to ensuring that all compliance concerns are reported and promptly investigated, and strictly prohibits retaliation against employees who report concerns in good faith.

Contact Compliance Central any time, day or night, with questions or concerns:

- > 1-800-379-0279
- > compliancecentral.wakemed.org

Compliance Central is completely anonymous.

**NEW SERVICES
NOW AVAILABLE
AT HEALTHPARK
AT KILDAIRE**



110 KILDAIRE PARK DRIVE, CARY

WakeMed Outpatient Neuro Rehabilitation



WakeMed has expanded our Outpatient Neuro Rehabilitation Program to include this new location. Our physical therapists, occupational therapists and speech therapists excel in evaluating and treating adults and older children after stroke, spinal cord injury, traumatic brain injury, concussion and other neurological conditions. Neuropsychology services are also available in the building.

The practice brings together neuro rehab expertise and specially designed technology to help patients regain and improve their function and mobility. Some of the technology available includes:

- > Bioness Integrated Therapy System (BITS) for vision, motor and balance training
- > Functional Electrical Stimulation (FES) stationary cycle to assist patients with lower extremity weakness strengthen leg muscles and improve function
- > Saebo technology to improve hand function
- > VitalStim Therapy uses electrical stimulation to improve the strength and function of muscles involved in swallowing

Services are available by physician referral. Providers can send referrals through Epic or fax them to 919-235-1328. For information, call 919-350-7000.

WakeMed Sleep Center



WakeMed's newest Sleep Center location opened in October, offering nine spacious and private bedrooms for adults and children featuring:

- > Bathrooms with walk-in showers and sleek décor.
- > Queen-size beds and recliners. Pediatric bedrooms have cribs or Murphy beds for the child and oversized recliners for the parent or guardian.
- > Temperature room controls and cable TV.

The Sleep Center also offers a nutrition center offering snacks, beverages (including coffee), breakfast muffins and pastries.

For appointments, call 919-782-7240.

NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Darius Byramji, MD
Pediatric Primary Care



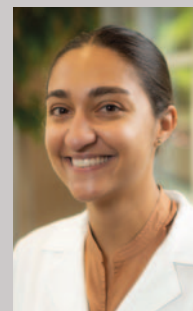
Douglas Friedman, MD
Cardiology



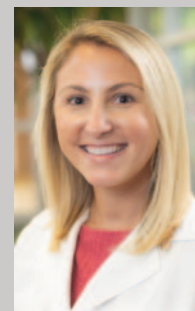
Raghavender Gotur, MD
Hospital Medicine



Brenna Houlihan, MD
General Surgery



Diya Jost, MD
Hospital Medicine



Alison Manikowski, PhD
Psychology



Vinay Patidar, MD
MyCare 365



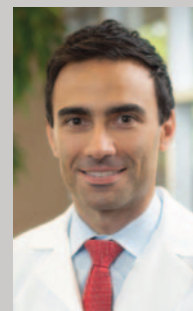
Jennifer Selensky, PhD
Psychology



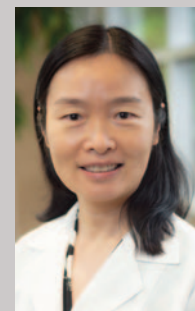
Shreena Shah, MD
Hospital Medicine



Heather Williams, MD
Pediatrics



Josip Vukina, MD
Urology



Li Xu, MD
OB-GYN

Welcome New Advanced Practice Provider

Laura Barton, PA
Cardiovascular & Thoracic Surgery

Rachael Barton, PA
Heart & Vascular

Caroline Clark, PA
Pulmonology & Critical Care

Amber Ellis, NP
MyCare 365

Katherine Gambino, PA
Gastroenterology

Alexandra Johnson, NP
Neonatology

Anne Murphy, PA
Surgery/Trauma

Misha Raza, PA
MyCare 365

Mary Renze, PA
General Surgery

Darryl Sandidge, PA
MyCare 365

Stephanie Warren, NP
Neonatology

Welcome New PA Fellows

Brittani Janofski, PA
General Surgery

Megan Jenkins, PA
General Surgery

Marissa Jukka, PA
Neonatology

Ashleigh Knoeferl, PA
Orthopaedics

Kayla Manring, PA
Primary Care

Stefanie Martinez, PA
Pulmonology & Critical Care

Samantha Tambunan, PA
Cardiovascular & Thoracic Surgery

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING

WakeMed 



Nursing Education Keeps Us Current & Staffed

Orienting new clinical staff, running the Nursing Residency program, serving as the key point of contact for nursing students, and keeping clinical staff current with American Heart Association requirements are typical responsibilities of the Nursing Education department. But doing it all with limited staff and limited classrooms during a pandemic is far from typical.

Like hospitals throughout the world, WakeMed faces staffing challenges. Nursing Education is helping us beat this trend with expanded clinical orientation offerings. So far this year, they have onboarded approximately 2,255 clinical staff members! That's more than double the number oriented in 2020.

The number of WakeMed nurse residents is also much higher than in years past, and Nursing Education has had to get creative with Nurse Residency programming. "When the pandemic started, WebEx was also new to our organization," explains **Harriet Stephenson, RN**, director, Nursing Education. "Our team was tasked with not only learning how to use new technology, but also creating critical and engaging content in a virtual environment." Nursing Education continues to provide nurse residents with an exceptional experience in a blended learning environment that includes in-person and online classes. Our spring and summer cohorts include 185 nurses!



Last, but certainly not least, is Nursing Education's work to keep clinical staff current with American Heart Association (AHA) requirements. COVID-19 changed the way life-saving skills, such as CPR, are taught. No more two people to a mannequin or close quarters in classrooms! The team had to expand their offerings and get creative to meet both WakeMed and AHA requirements for gatherings and use of equipment in the COVID environment. In fiscal year 2021, Nursing Education held 590 courses for 4,943 participants.

MANY thanks to Nursing Education for advocating for the educational needs of new and current nurses throughout our health system. We look forward to the day when we can resume all in-person classes.



Creating a Quiet Space

It's been a long 20 months for WakeMed nurses. Two of our colleagues on Raleigh Campus' 5C Medicine have taken it upon themselves to revamp their unit's current Respite Room to better serve the needs of staff. **Tammy Orlando, RN**, and **Deneen Montague, RN**, who serve on the Systemwide Nonpharmacological Approach to Pain committee and have certifications in complementary care disciplines, updated the space to give staff a place to relax and reenergize, chart and generally find some peace and quiet.



Drawing on their experience with complementary therapies and the committee's efforts, they outfitted room with books of with prayers and affirmations, plants and a cart of complementary comfort measures. Dim lighting and massage pads add to the serenity.

Orlando and Montague have shared their efforts and expertise with others. They also welcome their colleagues from units throughout the system to contact them for advice on creating their own quiet space. They hope to help our team stay grounded, healthy, energized and present to care for patients during this difficult time in our community and world.



CINDY BOILY
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer



A NOTE FROM OUR CNO

Happy fall to all of you! As the leaves change color, the humidity thankfully drops and pumpkin spice delights abound, we know that a seasonal transition is upon us.

We begin fall with a decline in COVID-19 patients but a very high census of ALL types of patients across the health system. The work you do continues to be nothing short of AMAZING. And I do not just mean the care, compassion and expertise you provide to your patients. That in itself is inspirational. It's the way you treat each other on your units, embrace practice excellence and ensure that, no matter the challenge, you rise to it throughout the health system. Everyone is focused on supporting one another – giving an exhausted coworker a needed break, stepping into a clinical role after being away from the bedside in different roles, or showing a new employee or contract nurse the ropes with that special WakeMed welcome.

Much of this Focus on Nursing edition highlights some of the special ways you support one another and your interprofessional colleagues as we navigate constantly changing times. We are all in this together!

I am always proud to be a WakeMed nurse.

R RELATIONSHIPS



Carrie Wilkerson, RN, became a supervisor on 6A CVIC in February 2020 – just before the pandemic struck. When she and the unit’s manager, **Liz Cook, RN**, sat down to discuss unit operations and the uncertainties that lay ahead, they prioritized the importance of comprehensive, evidenced-based peer-to-peer appreciation. “A simple thank-you certainly goes a long way, but we wanted to help staff make that thank-you more meaningful,” says Wilkerson.

Wilkerson attended Nursing Education’s class on feedback, which helped her brainstorm the design of a simple colored card all 6A team members – nurses, unit secretaries, nursing assistants, respiratory therapists, Case Management staff, Environmental Services staff, Food & Nutrition staff and anyone who supports the unit’s workings and patients – can complete and give to management. The card prompts a team member to provide a brief description of the situation, the behavior the team member’s peer demonstrated and how their actions positively impacted the team member. Once the card is reviewed, a management team member presents the card to the person being recognized.

In addition, all team members receive punch cards. Their cards are punched each time they are recognized for supporting a peer. When they fill their card, they can choose a small gift.

The Punch of Appreciation program began in mid-2020 and continues to be popular with staff. They recognize it as another way to support one another on the unit. Carrie, thanks a punch for your time and energy to create a positive



E EXCELLENCE

Think, think, think...

Introducing Nursing’s Think Tank – a product of our Nursing Research and EBP Council (NREC)! Think Tank gives nurses the opportunity to:

- Share their projects and ideas
- Learn more about how to strengthen their project’s design
- Practice presenting
- Learn how one unit’s successes could translate to other units

During Think Tank sessions, nurses present their project and findings and discuss the work with attendees. Presenters and attendees also exchange ideas about the potential for the project in the nurse’s home unit as well as other units throughout the health system.



“At WakeMed, we support one another in our efforts to improve our practice and professionalism and Think Tank is a great example of this,” says **Pat Woltz, PhD**, director, Nursing Research & Evidence-based Practice. “Think Tank gives nurse innovators a platform to get answers to their questions, learn about resources that are available to them and get additional help.” Those in attendance also learn about problem-solving and project evaluation methods to help them successfully approach their projects. Think Tank is also another great way we can share best practices.

Think Tank is for all WakeMed nurses – bedside nurses, practice nurses, advanced practice nurses and even nurses doing school projects. Our interdisciplinary partners who are involved in Nursing projects are also welcome.



Think Tank sessions are held monthly and are hosted by the NREC team. Though Think Tank has been on hiatus due to COVID-19, we hope to restart in the coming months. Contact Pat Woltz at pwoltz@wakemed.org or Caleb Rutan at crutan@wakemed.org for guidance on preparing for an upcoming session.

S SAFETY

SWATters Prove They Still Have the Skills!

When members of the WakeMed family need help, their colleagues pitch right in. As we face historic staffing issues in coupled with COVID-19, licensed RNs who no longer work at the bedside can brush up on their clinical skills and assist their colleagues in our hospital nursing units. This is thanks to the System-Wide Assistance Team – or SWAT – developed by **Waqiah Ellis, RN**, vice president, Nursing, Raleigh Campus, **Harriet Stephenson, RN**, director, Nursing Education, and **Sandy Wheaton**, director, Staffing Resources.

“Nursing Education created SWAT Labs that have different stations where these nurses can review or learn about bed alarms, setting tab monitors, setting up ShiftWizard accounts, and other equipment that has changed since they were at the bedside,” explains Ellis. “Teachers from Behavioral Health and Information Services (for Epic training) also help provide a comprehensive learning experience.”

Within three weeks, 88 nurses completed the SWAT Competency labs. Staffing Resources set up shifts in two-hour blocks in ShiftWizard, and, to date, this group has filled 184 shifts and provided 348 hours of inpatient care at our three hospitals. They work in direct patient care, serve as constant observers and work to support the clinical staff. This number has certainly increased since this writing as they continue to pick up shifts in our health system’s areas of greatest Nursing need:

- **Cary Hospital** – ED, ICU, 2 East
- **Raleigh Campus** – ED, ICU, 5C, 3E, NICU and some others
- **North Hospital** – ED, Med/surg



“It was very exciting to see people who have been away from the bedside for a while enthusiastic about the opportunity to help,” says Stephenson. “As educators and nurses, we understand both their excitement and their worries. We work to alleviate those worries by giving them the tools they need to get back to the units.”

Thanks to everyone involved in SWAT efforts! This was a big undertaking and demonstrates how much we support one another and pride ourselves on maintaining a safe environment during difficult times.



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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COMING SOON!
Pyramid Society Award Recipients

Meet the recipients of the 2021 Pyramid Society Awards and learn about their outstanding accomplishments in the next issue of *Microscope*!

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WakeMed App

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

CALENDAR OF EVENTS

Cary Hospital Trunk or Treat

October 29 from 5:30 to 8 pm

Sponsored by the Volunteers at WakeMed Cary Hospital

Mark Your Calendar: Belk Pre-Sale Shopping Event

Support WakeMed while you shop! Employees can shop at the Belk Crabtree Valley Mall location during the dates listed below and have their selections held and brought to the sale and purchase them using payroll deduction. Belk will contribute a portion of the proceeds to The Volunteers in support of patient and staff programs. Please visit MyWakeMed or the WakeMed Weekly for more details.

Cary Hospital

Employee Pre-shop: Nov. 24 – 30

Pick-up: Friday, Dec. 3, 7 am to 4 pm, Cary Hospital Conference Center

Raleigh Campus

Employee Pre-shop: Dec. 1 – 8

Pick-up: Friday, Dec. 10, 7 am to 4 pm, Medical Office Building, Room 1

North Hospital

Employee Pre-shop: Dec. 7 – 13

Pick-up: Wednesday, Dec. 15, 7 am to 4 pm, North Hospital Conference Center

Nursing Education

Register via WakeMedU using class code (in parenthesis)

Nurse Preceptor Workshop – Dec. 6, Andrews Center (NE014-12047)

Mindful Stress Reduction – Nov. 16 or Dec. 14, Webex (NE014-13134)

Trauma Lecture Series

Genitourinary Injuries – Nov. 4, 8:30 to 10 am (NE014-17073)

Thoracic Injuries – Nov. 9, 1 to 3:45 pm (NE014-16101)

Traumatic Brain Injury – Nov. 16, 8:30 to 10 am (NE014-19019)

Spinal Column and Spinal Cord Injuries – Nov. 16, 10:45 am to 12:15 pm (NE014-19020)

Abdominal Injuries – Dec. 14, 8:30 to 11:30 am (NE014-15070)

CapRAC Training Opportunities

State Medical Assistance Team 800 Sustainment Training – Thursday, Nov. 11, 6 to 9 pm. Email jacreech@wakemed.org for details and to register.

Veterans Day Recognition Services

Thursday, November 11, 11 am

WakeMed cordially invites you to join us as we honor and recognize those who have served our country in the armed forces.

- Raleigh Campus – Courtyard
- Cary Hospital – Flag Pole
- North Hospital – Flag Pole

Wake AHEC Events

Live Webinars

- **Healing Developmental Trauma**, October 29
- **Grief and Autism Spectrum Disorders**, November 4
- **CGEC Implications of Hearing Loss for Healthy Aging**, November 5
- **Implicit Bias in Mental Health**, November 17
- **The Customer Experience Begins with Me: Success as a Front Office Team Member**, December 8

For a complete list of Wake AHEC continuing education events, please visit www.wakeahec.org/courses-and-events