

# MICROSCOPE

**Exceptional People. Exceptional Care.**

## Diagnostic Imaging Center of Excellence

WakeMed was recently re-accredited as a Diagnostic Imaging Center of Excellence™ (DICOE) by the American College of Radiology (ACR). In 2015, WakeMed became the first health system in the state to earn this designation, which recognizes superior patient care and excellence at multiple levels, including staff, technology and policies and procedures.



To receive DICOE recognition, an organization must have ACR accreditation in all available modalities, meet registry participation guidelines and undergo a comprehensive assessment of quality, safety, procedures and personnel. This year's survey was conducted virtually and involved numerous leaders, lead radiologists and the medical physicist group. The surveyors praised the team's use of standard work across the system and strong emphasis on quality. Congratulations to our Imaging Services team and partners at Raleigh Radiology on this accomplishment!

## Four Stars for Raleigh Campus

Kudos to Raleigh Campus for recently becoming the first WakeMed hospital – and the first in our area! – to achieve a four-star Google review rating! Every area of the enterprise has seen improvements in their Google reviews in recent months – all have at least three stars and many have achieved four out of five stars.



“Now more than ever, patients and family members turn to online reviews when deciding where to seek care, just like we do when selecting a restaurant or other service,” commented **Heather Monackey**, executive director, Patient Access & Engagement. “Google is by far the largest source for those reviews and it’s very important that these reviews accurately represent the quality, compassionate care delivered at WakeMed.”

Improving our Google reviews has been an area of focus for several years, and we’ve seen tremendous improvement. We are incorporating review reminders into various patient materials such as discharge envelopes, but it’s still very important to ask a patient or family that seems pleased with their experience to consider reviewing us. Consumers are used to being asked for feedback – and people are often happy to share their positive experiences! Plus, we’ve made it easier for patients to submit their feedback to us by bringing together all the ways they can provide feedback into one comprehensive website at [wakemed.org/feedback](http://wakemed.org/feedback)!

“Review Us” cards (available in the Print Shop) are a helpful tool to encourage patients and family members to review us or share their patient story!

## Two Named to TBJ 40 Under 40 List



**Chris DeRienzo**, MD, MPH, senior vice president, Quality & Chief Medical Officer, and **Ashley Stallings** (WakeMed Foundation) were recently named *Triangle Business Journal's* 40 Under 40 Leadership Award winners. The annual awards 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 pool of more than 200 nominations.

Dr. DeRienzo was recognized for his tireless efforts to help WakeMed navigate the COVID-19 pandemic and our ongoing response. Dr. DeRienzo was still new to WakeMed when COVID-19 came to North Carolina in early 2020. He quickly rose to the challenge, bringing together talent-based teams of frontline staff and empowering them to solve problems for our community. Thanks to Dr. DeRienzo and the rest of our Incident Management Team, WakeMed was able to respond quickly and efficiently, while keeping the safety and well-being of our patients, staff and community top of mind. Throughout the pandemic, Dr. DeRienzo has been a calming, steadying presence for our staff and community – participating in countless media interviews and virtual Town Hall sessions, offering clear, simple guidance about COVID-19 and providing comfort during a most challenging year.

Stallings, who has been a member of the WakeMed Foundation team since 2018, was recognized for her ongoing contributions to the Raleigh community. Stallings is active with the Raleigh Chamber of Commerce, where she is a member of the Board of Directors and chairs the Young Professionals Network. She is also a member of the Raleigh Police Department Law Enforcement Torch Run task force. In her role with the Foundation, Stallings is responsible for the Foundation's annual campaigns, including the community and employee giving campaigns, and leads the Friends of WakeMed volunteer group.



## A Heart of Gold!

WakeMed Children's was recently honored with the Ronald McDonald House's highest honor, the Heart of Gold Award. The award was presented in recognition of all WakeMed Children's employees and their dedication to meeting the needs of the sickest children in our community, especially during the difficult circumstances brought by the COVID-19 pandemic. WakeMed Children's Hospital has a Ronald McDonald Family Room and five rooms in the Heart Center Inn are designated as a Ronald McDonald House for family lodging.

“The WakeMed Children's team is an extremely humble and selfless group,” said **Donald Gintzig**, WakeMed President & CEO. “Our entire organization is so proud of the work that each member of the team does each and every day to support our patients and their families. We are grateful to partner with the Ronald McDonald House and are incredibly honored to be recognized with the Heart of Gold Award.”

Pictured: The Heart of Gold Award was presented by Ronald McDonald House Executive Director, Oie Osterkamp (right), and accepted by from left: **Karen Chilton**, MD, Medical Director, WakeMed Children's; **Wanda Bowman**, RN, manager (Children's Hospital); and **Theresa Tyndall**, RN, manager (NICU).

## Spiritual Care Expands Support, Services

When COVID-19 hit, requests for Spiritual Care support increased dramatically. By one measure, staff support tripled from 2019 to 2020. To meet growing demand, Spiritual Care is working diligently to expand the services available for patients, families and staff. One new service is 24/7 on-call support at Cary Hospital and North Hospital (24/7 coverage is already in place at Raleigh Campus). During on-call hours, staff can page a chaplain via RapidConnect. No matter the hour, a chaplain will come to provide in-person support for patients, families and staff.

“Grief, fear and uncertainty don't take nights and weekends off – and we are grateful



to be able to provide 24-hour support at all WakeMed hospitals. We understand there may be some hesitancy to request a chaplain late at night, but please know someone is here, waiting for your call,” explains **Jeremy Gilmore**, director (Spiritual Care).

With the support of **Tom Hughes**, senior vice president & Administrator, Cary Hospital, and **Valerie Barlow**, senior vice president & Administrator, North Hospital, the team is enhancing our strong Clinical Pastoral Education by adding a hospital-based internship program at Cary Hospital. Starting in June, six interns will be placed at Cary Hospital, working with an assigned unit/clinical area for a three-month placement. With this additional support, Spiritual Care will soon begin offering a weekly interfaith service in Cary on Mondays.

Additionally, with support from the WakeMed Foundation, the department has launched an innovative program to support Environmental Services. As part of the year-long “EVS Resiliency Project,” **Evelyn Hahn** (Spiritual Care) works primarily with EVS staff. “Due to the nature of their work, our Environmental Services team is unable to participate in much of the support we offer. Now there is a designated go-to person who attends staff meetings, listens to staff concerns and is available as needed,” commented Gilmore. The program has been warmly received by staff. “It's been great to have the chaplain at huddle – sometimes she leads a prayer and is there to listen if you are dealing with stress from work or at home. Our workdays are very busy, so it is nice to have this support and someone to help you pause and reflect,” commented **Benita Joyner** (Environmental Services).

Thank you to our Spiritual Care team for all you do to support our patients, their loved ones and our WakeMed family!

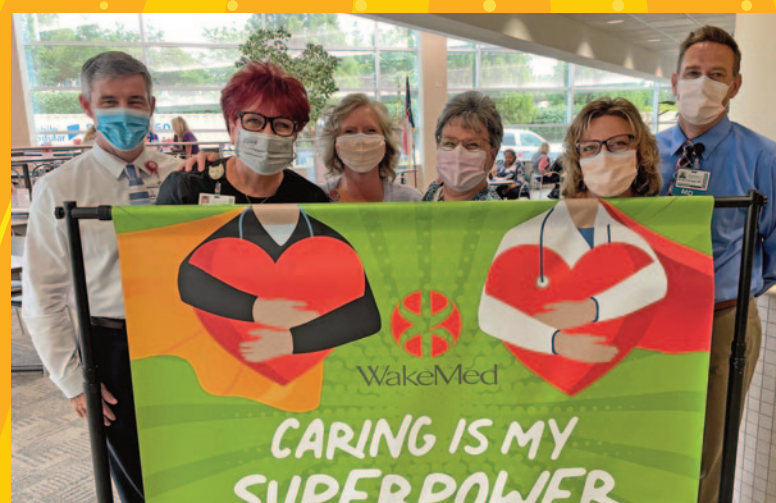
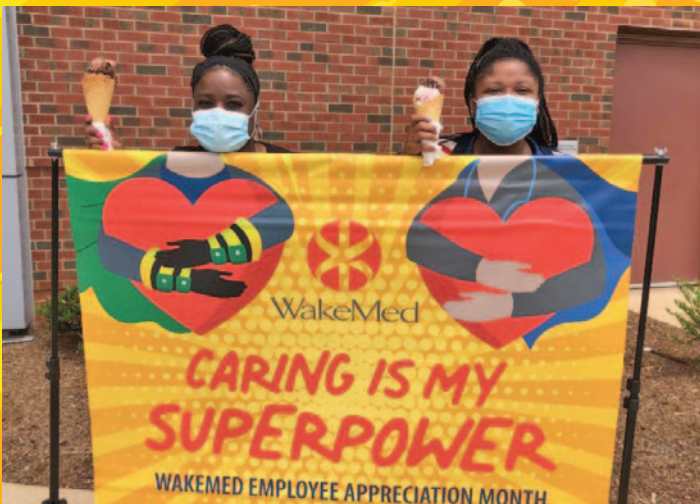




**CARING IS MY SUPERPOWER**

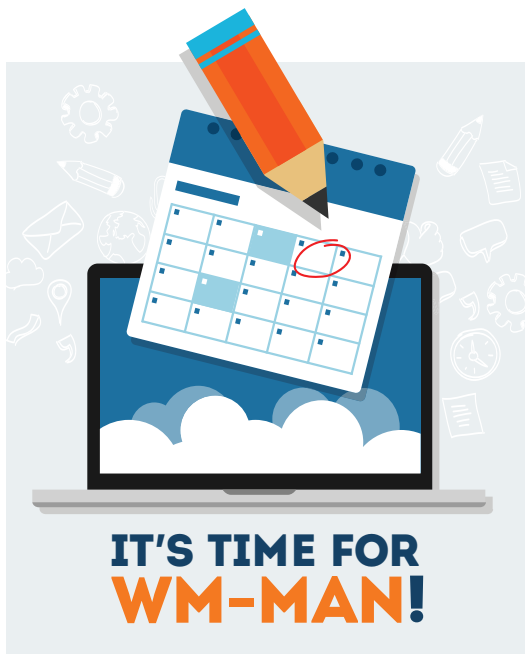
**WAKEMED EMPLOYEE APPRECIATION MONTH**

Every May, we celebrate our greatest asset – our outstanding employees! This year we were pleased to be able to host COVID-19-safe ice cream socials as a way to thank our amazing team for all that you do for WakeMed and for our community!





# MARK YOUR CALENDAR



## Annual Mandatory Training

June 1 – 30

WakeMed's annual mandatory package, WM-MAN, will be assigned to all employees via WakeMedU on Monday, June 1, and must be completed by June 30. Once again this year, WM-MAN will include the required Corporate Compliance training in one curriculum package. Management staff (manager & above) are required to complete an additional conflict of interest (COI) training module that includes a review of what constitutes COI and how to disclose the arrangement and attestation to WakeMed's policy. As a reminder, to be eligible for any potential WakeShare payout this year, all required education must be completed by the original due date. Questions? Email [wakemedu@wakemed.org](mailto:wakemedu@wakemed.org).

## 2021 Workplace Assessment and Engagement Survey Coming in July!

The annual Workplace Assessment & Engagement Survey is your opportunity to share your opinions about what makes WakeMed a great place to work – and where we can improve. Your participation is very much encouraged and appreciated. After the survey was suspended last year due to COVID-19, we are eager to hear feedback from our valued employees. Survey results are used to continually enhance the workplace and your experience at WakeMed. Look for details about the survey to be shared soon!



## NEUROPSYCHOLOGY COMES TO CARY

We are pleased to share that WakeMed Neuropsychology has expanded their scope of services and now offers outpatient and inpatient care in Cary. Neuropsychology has opened a new outpatient practice in the HealthPark of Kildaire, providing comprehensive evaluation for older adults with known or suspected medical conditions that compromises memory or other thinking skills.

Additionally, the team is now providing inpatient consultations for Cary Hospital patients (16 and older). Consults are available Monday through Friday, 8:30 am to noon, and consist primarily of cognitive screening to help assess current cognition in the context of a medical condition.

Neuropsychology is a sub-specialty of psychology that provides diagnostic assessment of cognitive, behavioral and emotional changes related to neurodegenerative or acquired disorders of the brain. To learn more about services provided by WakeMed Neuropsychology, visit [www.wakemed.org/care-and-services/brain-and-spine/neuropsychology/](http://www.wakemed.org/care-and-services/brain-and-spine/neuropsychology/).

## HEALTHWORKS Fitness & Wellness Center NOW OPEN AT HEALTHPARK AT KILDAIRE

The HealthPark at Kildaire in Cary is home to WakeMed's second Healthworks Fitness & Wellness location. Located at 110 Kildaire Park Drive on the second floor, the new facility offers a walking track, fitness equipment, locker rooms and space for classes. Fee options include monthly memberships (\$30), fitness passes (\$40/10 visits), or individual visits (\$5) Members can use both Raleigh and the new Cary locations.

For more information, call the Cary location at 919-350-7003 or the Raleigh location at 919-350-8602. Payroll deduction is available for full- and part-time employees.

## WOW, WHAT AN EMPLOYEE!

**Cody Peterson** received the Outstanding Dedication and Leadership to Students award and **Kristen Evans** and **Aida Hughes** (all of Imaging Services) received the Mammography Outstanding Clinical Site from the WakeTech Community College Radiography and Mammography Programs.

**Sachin Patel**, MD, (Pulmonary & Critical Care Medicine) presented at the international Beryl Institute Conference in April on the topic of Improving the Human Experience by Unmasking Burnout.

**Shameka Hooks** (Revenue Cycle) was selected to serve as the North Carolina Health Information Management Association (NCHIMA) Coding Roundtable Coordinator in 2021-2022. Additionally, Hooks and **Kelly Bunn** (Revenue Cycle) will be speaking at the NCHIMA Triangle Region forum titled Leadership Panel Discussion: COVID's Impact on HIM...and the Future Landscape Post-Pandemic.

**Amanda Heitman**, BSN, RN, (Surgical Services – Cary Hospital) is a contributor to the cover article in the May 2021 issue of *OR Today*. The article is titled "Way of the Future, MIS, Endoscopic Surgeries."

**Cathy Schemenauer** (HIM) earned a bachelor's degree in health care management.

**Emily Medlin** (Corporate & Community Health) obtained national certification in tobacco treatment practice (NCTTP).

**Eugenio Balcita**, RN, (6A CVIC) earned cardiovascular nursing certification.

**Barbara Chorney**, RN, (Clinical Administrators) earned nurse executive, advanced nursing certification.

**Maja Lisa Pressley** (Patient Case Management) became a licensed clinical social worker (LCSW).

**Brent Williams** accepted the adult supervisor for Respiratory Care Services — Raleigh Campus.

**Amber Burrell** and **Sarah Jackson** (both of Mobile Care Services) have advanced to Critical Care Paramedic.

**Isabel Ceballos** (Pathology Labs – Transfusion Services) accepted the position of Medical Laboratory Scientist II.

**Kathy Price** and **Jen Roberts** (both of Organizational & Workforce Development) were promoted Senior Organizational & Workforce Development Specialist and Organizational Development Specialist, respectively.

## COMINGS & GOINGS



NICU sends best wishes to **Allana Harper Minnick**, MSN, RN, (left) who has retired after 38 years of service. Allana spent 36 of those years in the NICU as a staff nurse, supervisor and neonatal transport nurse.

Information Services wishes a happy retirement to **Sandy Dunn** after 23 years of service to WakeMed. Sandy has been the voice and foundation of the WakeMed Service Desk for many years.

Risk Management wishes a happy retirement to **Amy Feasel** after seven years of service to WakeMed.

Respiratory Care Services sends well wishes to **Robert Bulgarino** on his retirement.

Information Services wants to thank and congratulate the first group of Work Based Learning Interns: **Smitha Ruddaraju**, **Parhana Chowdhury**, **Sam Shepherd**, **Ivan Vega Moya**, and **Mana Aoi**.

6A CVIC welcomes **Jennifer Robbins**, RN; and **Meei Chou**, RN.

OneCall welcomes **Jeannie Bell** and **Lashonda Bond**.

Marketing & Communications welcomes **Austin Hughes**.

Patient Case Management – North Hospital welcomes **Nathalie Boyce** and **Regine Lange**, RN, (who transitioned from Raleigh Campus).

Patient Case Management – Raleigh Campus welcomes **Kadetra McDowell**, RN, who transitioned from North Hospital.

Pathology Labs – Transfusion Services welcomes **Vi Hoang** and **Michelle Alcebar**.

1A Clinical Evaluation Area welcomes **Joseph Brake**, RN; **Erika Williamson** and **Paula Lougee**.

Organizational & Workforce Development welcomes **Kendall Rush**.

The Knightdale Vaccine Clinic welcomes **Nayeli Luna-Nunez**, **Lisa Malone**, and **Sandra Szendy**.

The Clinical Administrators welcome **Dorrie Edgeston-Jones**, **Angie Autry**, **Tara McCoy**, and **Stacy Leggio**.

CTICU welcomes **Jenny Weidman** and **Michael Credendino**.

Home Health welcomes **Melissa Gill**, **Darlene Smith**, **Queen Chileshe**, RN; and **Patty Harris**, RN.

Financial Planning welcomes **Ian Mathis** and **Teju Patel**.

Emergency Department – Raleigh Campus welcomes **Sarah DeBruhl**.

Mobile Critical Care Services welcomes **Nick Burton**, **Martin Duncan**, **Bobbi-Jo Ramsey**, RN; **Kenisha Lee**, **Genevieve Salyers**, **Lisa Langston**, **Chris Jones**, **Bryan Holland**, **Morgan Craver**, **Kim Grubb**, RN; **Mark Smith**, and **Chris Hickman**.



## WHAT'S NEW & NEXT AT WAKEMED NORTH

It's been six years since North Hospital opened as Wake County's first dedicated women's hospital – and, wow, has it grown! North Hospital has transformed into a major community hospital designed to support the health care needs of the whole family. “The changes we've seen at North Hospital in just six years have been remarkable, and I'm excited to continue building on this momentum,” commented **Valerie Barlow**, senior vice president & Administrator (North Hospital). “We continue to add innovative programs and services and expand capacity to support the needs of our patients – all while maintaining our focus on delivering the highest level of quality and service.”

Here are just a few recent updates:

- Expanded on-call coverage by WakeMed General Surgery means fewer transfers, expanded procedure capabilities and a higher level of care available around the clock.
- Patients experiencing complications from diabetes, thyroid disorders or other hormonal imbalances can receive timely inpatient care, thanks to a collaboration with Capital Endocrine Consultants.
- With the addition of endoscopic retrograde cholangiopancreatography (ERCP), gastroenterologists can see and treat gallstones, pancreatitis, tumors or other bile duct issues.
- Earlier this year, the first peripherally inserted central catheter (PICC) line was inserted by a specialty-trained nursing team. This advanced intravenous offering allows North Hospital to care for patients who need IV nutrition or prolonged IV antibiotic coverage.



**1,500+**  
babies are  
delivered  
per year



**~38,000**  
annual  
emergency  
room visits



**3,200+**  
surgeries  
performed  
annually



**16,500**  
outpatient  
procedures  
each year



**535**  
dedicated  
employees



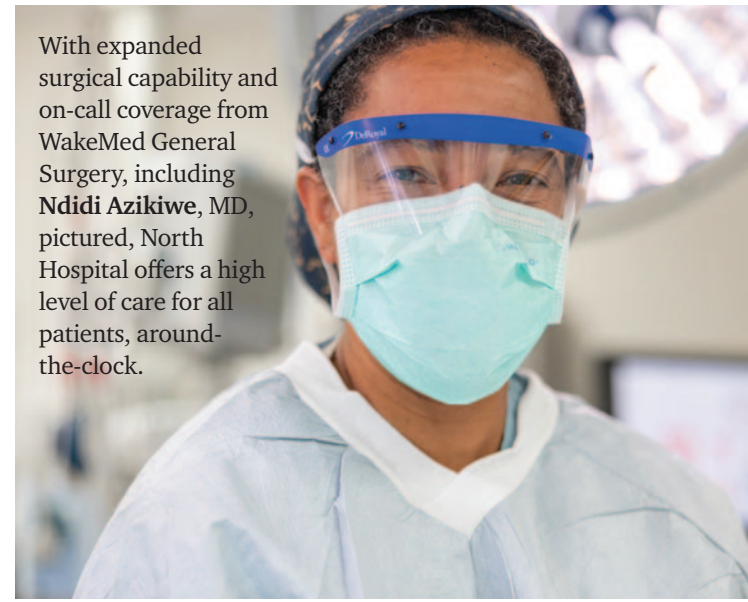
**100s**  
exceptional  
physicians

### NORTH HOSPITAL FAST FACTS

More innovative programs and services are in the works as we work to meet the needs of the North Raleigh community:

- **Growing demand for surgeries** – we're evaluating options to make it faster, easier and more cost effective for patients to access surgical care – including a stand-alone outpatient surgery center and additional procedure rooms.
- **Continued expansion of GI offerings** – including endoscopic ultrasonography (EUS), and the eventual expansion of the endoscopy suite – is underway.
- **Growing roster of specialty consults** available, with others in the works - in addition to endocrine and neurology coverage, infectious disease and GI will soon be added.
- Thanks to our partnership with Siemens Healthineers, North Hospital will receive **upgraded, state-of-the-art imaging equipment** in the coming years.
- **Adding exceptional nursing & support staff.** Recruiting experienced care team members will be a priority this year.

With expanded surgical capability and on-call coverage from WakeMed General Surgery, including **Ndidi Azikiwe, MD**, pictured, North Hospital offers a high level of care for all patients, around-the-clock.



## LET'S EAT!

Patients at North Hospital now have a new, convenient way to order meals during their inpatient stay. North Hospital is the first facility at WakeMed to introduce the “Let's Eat” app on MyChart Bedside tablets. Patients can use the app to order meals – including guest trays for visitors – which are delivered room-service style. The app syncs to our Food Service system (CBORD) as well as Epic to ensure patients are only shown meals that align with their prescribed diet. Patients can choose to order when they are hungry or plan several meals in advance. Following the pilot at North Hospital, the Let's Eat app will be introduced at Raleigh Campus and Cary Hospital in the coming months.



## WHAT'S HAPPENING AT WakeMed

### Our Nurses are at the heart of all we do.

WakeMed nurses took a few minutes out of their busy days to celebrate National Nurses Week, May 6-12. Thank you to our outstanding team of nurses – all 5,000+ of you! – for all you do for our patients, their families and the community at large!



**Donald Gintzig**, president and CEO, **Tom Gough**, EVP & COO, and **Carolyn Knaup**, SVP, Strategic Ventures & Ambulatory Operations, joined leaders from Raleigh Radiology at a ribbon cutting for a new joint venture imaging center in Wake Forest.



**Michael Rodman, MD**, (Hospital Medicine) received the Palliative Care Champion Award from Transitions LifeCare – recognized for going above and beyond for his patients and families, engaging them in early care discussions to ensure quality of life for his patients. Thank you, Dr. Rodman, for all you do!

WakeMed Children's and PM Pediatrics have opened a third pediatric urgent care office in North Raleigh (8841 Six Forks Road at the corner of Strickland Road). This new practice site joins an existing pair of sites conveniently located in Morrisville and Cary, extending exceptional child-friendly urgent care to families in the North Raleigh community.



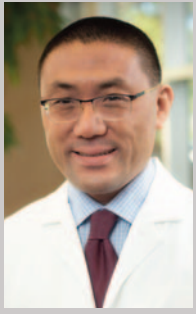
Members of the Raleigh/North Linen Committee and the Cary Linen Task Force visited the off-site laundry facility to better understand how our patient linens are cleaned and processed. The teams include members from Nursing, Imaging, Environmental Services, Linen Services and Sterile Processing.



Thanks to the generosity of an anonymous donor through the WakeMed Foundation, staff had the pleasure of delivering an early Mother's Day brunch to patient rooms throughout the Children's Hospital. Mothers, grandmothers and mothering-figures of neonatal and pediatric patients also received gifts donated by the Capano family and the Will's Way Project.



**Welcome New Physicians**



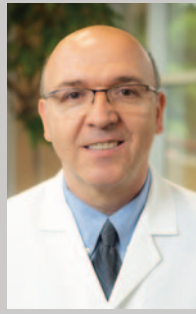
**Peter Chan, MD**  
Heart & Vascular



**Surafeal Abraha, MD**  
Hospital Medicine



**Teddy Combs, MD**  
Hospital Medicine



**Milan Petrovic, MD**  
Primary Care



**Vijay Agarwal, MD**  
Hospital Medicine

**Now Open!**

**Pediatric Pulmonology & Sleep Medicine – Clayton**

104 Medspring Drive  
Clayton, NC 27520  
919-235-6535

**WakeMed Children's-PM Pediatrics Urgent Care – North Raleigh**

841 Six Forks Road, Ste. 102  
Raleigh, NC 27615  
919-823-5437

Open noon to midnight, daily

**Welcome New Advanced Practice Providers**

**Nicole Byars, PA**  
Hospital Medicine

**Jordan De Lay, PA**  
MyCare 365

**Molly Fike, PA**  
Hospital Medicine

**Sarah Hendrickson, PA**  
Pediatric Urology

**Laura Kobilan, NP**  
Hospital Medicine



**HealthPark at Kildaire Update**

We are pleased to share that these services and offices are now open in the HealthPark at Kildaire, located at 110 Kildaire Park Drive in Cary.

**First Floor**

- WakeMed Urgent Care
- Wake Orthopaedics & Ortho Urgent Care

**Second Floor**

- WakeMed Rehab, including Cardiac Rehab, Nutrition Services, Neuropsychology, Cardiopulmonary Therapy and Pulmonary Rehab
- Healthworks Fitness & Wellness Center

**Third Floor**

- WakeMed Primary Care
- Pulmonary Function Testing
- Pulmonology & Sleep Medicine



**MAY IS MENTAL HEALTH AWARENESS MONTH**

If the challenges of the past year have caused you to experience increased symptoms of depression, anxiety or both – you are not alone. Depression and anxiety are highly treatable – and acknowledging these feelings is the first step to managing them. WakeMed offers numerous resources for employees to help manage and improve their mental health and well-being.

**Individual Support Options**

- BHS, WakeMed's Employee Assistance Program (EAP) provider offers in-the-moment support, 24/7, with no appointment needed, as well as individual counseling sessions. Call 1-800-327-2251 to access these and other resources.
- WakeMed Spiritual Care offers one-on-one counseling support for staff. Contact a chaplain 24/7 by calling 919-350-8556.
- Adult and pediatric WakeMed Primary Care patients can access WakeMed Virtual Behavioral Health services in real time during regularly scheduled appointments or from the comfort of home.

**Group Support Options**

- Numerous webinars and other virtual and in-person opportunities are scheduled regularly to provide a safe space for WakeMed employees to discuss concerns, get support and improve their well-being. See details in the events section on MyWakeMed.
- WakeMed Spiritual Care leads focused meditations, Mass and Muslim prayers weekly. Tea for the Soul – featuring mindfulness exercises – and team debriefings are available for departments/units.

**External Support Lines & Services**

The following support services are available at no cost for anyone who may benefit from support, resources or a listening ear.

- **Hope4Healers** (919-226-2002) – Well-being support, available 24/7.
- **National Domestic Violence Hotline** (1-800-799-7233) – Resources and support for those dealing with domestic violence situations.
- **National Parent Helpline** (1-855-427-2736) – Parent advocacy and emotional support is available from 1 to 10 pm, Monday through Friday.

- **Suicide Prevention Lifeline** (1-800-273-8255) – Well-being support is available for those in distress or crisis 24/7.
- **Hope4NC Helpline** (1-855-587-3463) – Referrals and connections to mental health and resilience resources available 24/7.

**Substance Use Resources**

In North Carolina, the drug overdose death rate in 2018 was 20.4 per 100,000 people. If you or someone you know may benefit from treatment or resources related to substance use, please consider the resources below:

- **Substance Abuse and Mental Health Services Administration (SAMHSA) National Helpline** (1-800-662-4357) offers treatment referral and information resources 24/7.
- **Local Outpatient Substance Use Resources**
  - **Southlight** – 919-787-6131, [www.southlight.org](http://www.southlight.org)
  - **First Step** – 919-833-8899, [firststepnc.com](http://firststepnc.com)
  - **Cottage Health Care** – 919-872-1441, [www.cottagehcs.com](http://www.cottagehcs.com)
  - **Welwynn Outpatient Center** – 984-200-2780,
- **Local Inpatient Substance Use Resources**
  - **Holly Hill Hospital** – 919-250-7000, [www.hollyhillhospital.com](http://www.hollyhillhospital.com)
  - **Triangle Springs Hospital** – 919-746-8900, [www.trianglesprings.com](http://www.trianglesprings.com)

As a reminder to all: to ensure a safe, healing environment for our patients, staff and colleagues, it is expected that all staff report for work drug- and alcohol-free and fit for duty. WakeMed has a zero-tolerance policy for drug diversion and the use of alcohol or drugs during working hours.



The WakeMed App was recently upgraded to the latest version – offering users a smoother experience in navigating the many features available in this useful tool. Here are some of the new features and improvements:

- Easier access to the home screen, locations, providers and the “more” menu
- Improved search results let users filter by relevance, distance or alphabetical order
- Enhanced exploration features make it easier for users to find common hospital areas and amenities (information desks, bathrooms, dining, etc.) whether they are on-site or off-site
- Access appointment reminders in the app and navigate directly to the location

To download, visit the Apple App store or Google Play store and search “WakeMed” or scan the QR code above.

*The WakeMed App is made possible by the WakeMed Foundation.*



**Note IT!**

**Note IT!**  
**GOAL:**  
**1,372**  
**TO DATE:\***  
**802**

**Chasing ZERO**

\*As of May 15, 2021.

**CHASING ZERO UPDATE – NOTE IT!**

We are more than halfway through the fiscal year – and more than halfway to our goal of 1,372 Good Catches and Near Misses submitted through RL Solutions! As of May 15, 802 Good Catches and Near Misses had been submitted, which means we need 570 more to achieve our goal. Thank you to everyone who has submitted an event via RL Solutions! Keep up the great work and remember to Note IT!



# 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](mailto: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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WakeMed Health & Hospitals  
3000 New Bern Avenue  
Raleigh, NC 27610

Non profit  
Organization  
U.S. Postage  
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ADDRESS SERVICE REQUESTED

## WakeMed Farmers Market Tuesdays 10 am to 2 pm Raleigh Campus Courtyard

Come by and support local craft, specialty food/ beverage, beauty and produce vendors at the WakeMed Farmers Market! Once again this year, due to COVID-19, the market will be open exclusively to WakeMed employees, medical staff members and screened visitors who are on campus to be with a patient. All vendors have been screened and follow safety protocols.

### MAY IS STROKE MONTH

#### BE FAST to stop stroke

In the event of a stroke, getting medical attention right away can minimize the long-term effects and reduce the risk of death.

That's why it's so important to be aware of the signs and symptoms – and if you or a loved one experience any of these symptoms, act quickly.



#### BALANCE

Is the person losing his/her coordination or balance? Is he/she having trouble walking?



#### EYES

Is the person having trouble seeing out of one or both eyes?



#### FACE

Ask the person to smile. Does one side of the face droop?



#### ARMS

Ask the person to raise both arms. Does one arm drift down?



#### SPEECH

Ask the person to repeat a simple sentence. Are the words slurred? Can he/she repeat the sentence correctly?



#### TIME

If the person shows any of these symptoms, time is important. Call 911 and get to the hospital fast. Brain cells are dying.

## FOLLOW US!



WakeMedHospitals



@WakeMed



WakeMed & WakeMed Children's



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

### Spring Blood Drives

See MyWakeMed to sign up for a time that fits your schedule. Donors will receive a \$20 e-gift card redeemable for gift cards to popular retailers and restaurants. Links to register are on MyWakeMed.

- Cary Hospital – Monday, June 7, 9 am to 3 pm
- Operations Center – Tuesday, June 8, 10 am to 2 pm
- Raleigh Campus – Wednesday, June 9, 9 am to 3 pm
- Apex Healthplex – Monday, June 14, 10 am to 2 pm
- North Hospital – Tuesday, June 15, 10 am to 2 pm
- Brier Creek Healthplex – Wednesday, June 16, 10 am to 2 pm
- Garner Healthplex – Thursday, June 17, 10 am to 2 pm



### Dillard's Pre-Shop Sale

Choose your hospital pre-shop date below and visit the Dillard's at Triangle Town Center (5959 Triangle Town Center). Pre-shop items will need to be taken to customer service on the second floor. *Set up payroll deduction at pick-up.*

Pre-shop/pick-up dates for each location:

- Raleigh Campus: Pre-shop: May 27-June 2, Pick-up: June 4, Andrews Center, 7 am to 4 pm
- Cary Hospital: Pre-shop: May 25-31, Pick-up: June 2, Conference Center, 7 am to 4 pm
- North Hospital: Pre-shop: June 2-8, Pick-up: June 10, Conference Center 7 am to 4 pm

### Intentional Inclusion of LGBTIQA Communities in Healthcare Settings

June 23, 5 to 6:30 pm

This live webinar workshop will provide information, recommendations and resources necessary to provide intentionally inclusive services to LGBTIQA-identified

individuals and their families. This program is planned in collaboration between Wake AHEC, WakeMed Diversity & Inclusion Council and Advanced Practice Provider Leadership Council and supported through the WakeMed Foundation. Register at [www.wakeahec.org](http://www.wakeahec.org).

### Wake AHEC Events

- One Team, One Dream: Collaborating to Improve Perinatal Oral Health – June 10-11, live webinar
- Hip Hop Virtual Live Webinars: The Cypher: How Community Violence, Mental Health and Hip Hop Collide – June 11
- Identifying and Responding to Sex Trafficking in the United States – June 18
- Women's Health – June 19, live webinar
- STABLE: Post-Resuscitation Care of the Compromised Neonate – July 8

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