

SE14b

Provide one example, with supporting evidence, of recognition of a nurse(s) in an ambulatory care setting for their contribution(s) in addressing the strategic priorities of the organization.

Example b: WakeMed Health & Hospitals Recognition of an Ambulatory Care Setting Clinical Nurse

Organizational Strategic Priority

The Pyramid Society Award (PSA) is the highest honor that WakeMed bestows on a select group of employees each year. The winners, nominated by their peers, are recognized for outstanding performance that goes above and beyond their work duties and contributes to the organization's aspirational goals as identified in the organization's strategic plan, WakeMed's Pyramid. Nominees must consistently demonstrate the Wake Way Every Time Behaviors (including honesty, trustworthiness, and ethical behaviors), which is a foundational aspirational goal at WakeMed. A dedicated committee of WakeMed leaders selects the PSA recipients every fall from the nominations. No more than one percent of employees are selected each year.

(Evidence SE14b-1, [WakeMed Health & Hospitals Strategic Plan](#))

The Wake Way Every Time Behaviors are:

a. Respect for People

- i. Value differences
- ii. Demonstrate compassion and empathy
- iii. Respect privacy and maintain dignity

b. Commitment & Accountability

- i. Make safety your top priority
- ii. Conduct work with the highest integrity & honor
- iii. Do your best work at all times
- iv. Help pursue Kaizen (performance improvement)

c. Teamwork

- i. Be a team player
- ii. Support a positive work environment
- iii. Show pride in WakeMed and the work you do

d. Communications

- i. Be welcoming, helpful and polite
- ii. Be an active and attentive listener
- iii. Help others learn and understand

According to the organization's mission, which is part of the WakeMed strategic plan, Wake Way behavioral expectations are to improve the health and well-being of the community by providing outstanding and compassionate care to all. This applies to all patients and families, regardless of age, race, gender, religion, or ability to pay.

Ambulatory Care Setting Clinical Nurse's Contribution Addresses Organizational Strategic Priority – Culture of Safety

The 2023 PSA Committee reviewed four nominations for Malang Bajan, RN, Clinical Nurse IV, Home Health, Skilled Nursing. Each nomination highlighted Bajan's outstanding demonstration of Wake Way Behaviors, including accountability demonstrated by honest, trustworthy, ethical behaviors, and communication with patients and families. It is a high honor and privilege to be invited into one's home to provide nursing care, and patients request Bajan by name to provide care in their home.

Bajan was recognized for the WakeMed nomination category and aspirational goal of a culture of safety. Ensuring patients have a safe home environment for optimal care is a priority for Bajan, which is reflected in his PSA nominations. Bajan consistently ensures that patients have their prescribed medications, know how to take them, and know the anticipated side effects. He also assesses each home for environmental barriers to safe, effective care and addresses these immediately. Performing afterhours visits with patients demonstrates Bajan's commitment to a culture of safety. Examples mentioned in his nominations included making a home visit to ensure a patient's oxygen equipment worked properly, going to a patient's home to change a wound vac dressing, and driving to a patient's home after hours just to meet with family members to review patient care.

It was also noted that Bajan prioritizes family members' involvement in patient care so caregivers feel empowered to help the patient heal. Bajan goes the extra mile for patients by adjusting his schedule to provide continuity of care and ensure visits are not missed. He is a dedicated WakeMed nurse passionate about providing safe and reliable care for each of his patients. With this consistent demonstration of Wake Way behaviors and excellent teaching skills, Bajan has a history of helping patients heal their chronic wounds. ([Evidence SE14b-2, Pyramid Society Award Winner – Nurse Nominations](#))

Ambulatory Care Setting Clinical Nurse Receives Organizational Recognition

The 2023 PSA recipients, including Bajan, were honored at an awards reception at Embassy Suites Raleigh Durham Research Triangle Park on October 17, 2023. ([Evidence SE14b-3, PSA Invitation](#)) ([Evidence SE14b-4, PSA Agenda](#)) Recipients and guests, along with members of WakeMed's Board of Directors and executive team, enjoyed dinner and an awards presentation led by Donald Gintzig, WakeMed President and Chief Executive Officer, and Thomas Gough, Executive Vice President and Chief Operating Officer. Bajan and the other PSA recipients received a PSA trophy and lapel pin, and they were featured in the November 2023 special edition of the Microscope, WakeMed's monthly newsletter. ([Evidence SE14b-5, November 2023 WakeMed Microscope, pg. 5](#))