

# MICROSCOPE



## 2024 Year of GRATITUDE



JANUARY/FEBRUARY 2024

Adopting an ‘Attitude of Gratitude’ can have positive effects on physical and mental well-being – that’s why the Employee Mental Health & Well-Being team has chosen gratitude as the theme for 2024. Gratitude is the appreciation of all the good things we have in our lives. It can be difficult to feel grateful during stressful times, which can drain our energy and joy. But it’s gratitude – focusing on the good things in our lives – that can actually help us reenergize and find calm. Watch for gratitude-related educational opportunities throughout the year to learn how you can use gratitude as a tool to regain resilience during life’s challenges.

### Wake Way to Go! Expands to All Staff

Last year, Human Resources launched Wake Way to Go! – a digital tool for leadership to share messages of gratitude and congratulations with staff. Now, all employees can use the digital tool to send eCards to one another.

The link to Wake Way to Go! is available under “Stay Connected” on MyWakeMed. Once you are in the portal, select “Recognition” then “Send an eCard” to access a library of graphics that include messages of thanks, congratulations, and, of course, gratitude. A new category “Clinical Quality” is also available.

When you receive a card, you will get an email from no-reply@pointrecognition.com inviting you to visit Wake Way to Go! to view the card. Please note that these emails are secure, and it is safe to click the links, but you can also access the portal directly from the homepage of MyWakeMed.

The expansion of Wake Way to Go! is part of Employee Mental Health & Well-Being’s focus on gratitude and its positive impact on personal contentment and well-being. Check out Wake Way to Go! and make a coworker’s (and your) day.

Here are a few ways gratitude can impact well-being.



**Gratitude improves relationships.** Gratitude makes you friendlier, more social and more helpful to others.



**Gratitude increases sleep quality and sleep duration.** It also decreases time to fall asleep.



**People who practice gratitude exercise an average of 40 minutes more per week.**



**Gratitude improves immune function.** Studies show increased optimism enhances the cell mediated immune system.



**Gratitude improves resiliency to stress and makes you likely to offer support of others.**



### Chasing Zero Priority for 2024: Staff Safety

The Joint Commission defines workplace violence as an act or threat occurring at the workplace that can include any of the following: verbal, nonverbal, written, or physical aggression; threatening, intimidating, harassing, or humiliating words or actions; bullying; sabotage; sexual harassment; physical assaults; or other behaviors of concern involving staff, licensed practitioners, patients, or visitors.

According to the federal government, health care workers are five times more likely to experience workplace violence than employees in all other industries. Staff safety is an ongoing priority at WakeMed, and, this year, it is our Chasing Zero focus.

Chasing Zero is a long-standing WakeMed patient safety initiative aimed at achieving zero instances of preventable patient harm within our facilities. Chasing Zero supports our ongoing Wake Way 2 Excellence work and many of our Aspirational Goals. Each year we focus on a different area. Several of our past areas of focus have included hand hygiene, incident tracking, CLABSI and C. diff prevention.

SafeOnSite is the name of the WakeMed Workplace Violence Prevention Program. It encompasses workplace violence prevention through education, incident reporting, support for staff post-incident, how to file charges when necessary, and more. All of the current SafeOnSite resources are now organized on a new page on MyWakeMed. Staff and management can easily access the new page by clicking the SafeOnSite quick link on the homepage of MyWakeMed. All staff are encouraged to review the information on this new page.

Because staff education is the #1 way to prevent workplace violence and injury, members of our management team will receive different safety messages and resources to share with staff in meetings and huddles throughout the year. This is in addition to the Vistelar workplace violence prevention education programming available in WakeMedU and related information that is included in our annual mandatory education.

As always, keep the conversation about staff safety going in your unit, department, practice or office. Talk about ways to improve safety and reach out to envhealthsafety@wakemed.org with questions and suggestions. Stay safe.



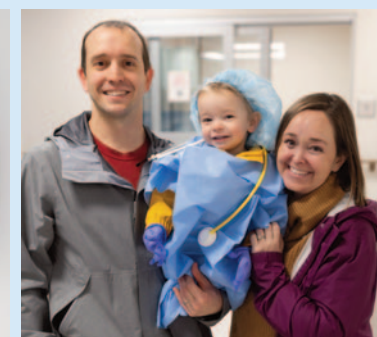
### NOW OPEN! WENDELL HEALTHPLEX



WakeMed celebrated the opening of Wendell Healthplex earlier this month with a grand-opening event and ribbon-cutting ceremony. Several members of the Medical Staff, Board of Directors, elected officials and members of the Wendell business community pitched in to cut the ribbon on Friday, January 5.

On January 6, hundreds of community residents braved the cold and rain to visit the healthplex to enjoy a pancake breakfast, facility tours, a Teddy Bear Clinic and other activities. WakeMed is proud to be part of this growing community and to serve the health care needs of the families and businesses who call eastern Wake County home. With the opening of this healthplex, which includes a 24/7 Emergency Department and Outpatient Imaging Services, the care that they need will be closer than ever.

The facility officially opened at 7 am on Tuesday, January 9, and welcomed their first patient at 7:05 am!



### WakeMed Foundation Award & Education Funding Opportunities

See inside for details about new and existing programs and how the WakeMed Foundation can support you and your patients this year!





## FY2024 ASPIRATIONAL GOAL METRICS

Every fiscal year, the Board of Directors and Strategic Leadership Team (SLT) establish metrics and targets that we use to track progress toward our 10 Aspirational Goals. The metrics are reviewed and revised annually, and results are reported regularly.

An overview of the metrics in place for fiscal year 2024 – and how we were performing at the end of fiscal year 2023 – is below. Some changes were made to the metrics this year, including the addition of several new metrics.

It is important for all staff to be familiar with these metrics as they provide a framework for specific, department-level tactics and policies. We encourage you to review this chart carefully then speak to your manager about what initiatives are ongoing in your area to support them.

Metric	FY23 Outcome	FY24 Target	Direction to show improvement
<b>Quality</b>			
CAUTI (standardized infection ratio)	0.32	<0.75	▼
CLABSI (standardized infection ratio)	.65	<0.75	▼
C. diff (standardized infection ratio)	0.22	<0.75	▼
Surgical Site Infections - Colorectal (standardized infection ratio)	1.13	<1.00	▼
Harm Across the Board Index (per 1,000 patient days)	2.05	< 2.00	▼
<b>Culture of Safety</b>			
Patient falls with injury (per 1,000 patient days)	0.52	0.5	▼
Observed to expected mortality	1.04	<1.00	▼
Patients with a Broset Score >4 with Agitation Management Orders in Place	NA - New Metric	45%	▲
<b>Wake Way</b>			
Overall HCAHPS rating (percent of 9 & 10 scores)	73.69%	73.70%	▲
Providers earning PRC 5-Star Awards	118	110	▲
<b>Extraordinary Team</b>			
Employee Engagement Survey: employee ranking	79.8%	82.00%	▲
Employed Provider Engagement Survey: provider ranking	69.60%	72.00%	▲
<b>Financial Health</b>			
Contract labor as a percent of total labor expense	17.53%	9.38%	▼
Direct operating expenses as a percent of operating revenue	97.19%	93.57%	▼
Cash flow from operations (including Medicaid GAP Assessment)	\$16,238	\$16,832	▲
<b>Highest Ethics &amp; Standards</b>			
Percent of recipients who provide credentials in phishing simulation emails	0.78%	<2%	▼
HIPAA violations per 100 employees	0.76	<1	▼
Compliance Central reports per 100 employees	0.44	>1	▲
HI TRUST Assessment Rating	3.1	3.15	▲
<b>Healthy Community</b>			
Community Health (Capital Counties) Survey Score	3	TBD	▲
Patients with Up-to-Date Social Determinants of Health Screening	12.55%	25.00%	▲
MyChart activation by patients	66.90%	70.00%	▲
Online Scheduling	13.20%	15.00%	▲
eCheckIn	19.80%	25.00%	▲
Contact center phone response within 20 seconds	65.90%	73.00%	▲
Percent of patients that log into MyChart (rolling 12 months)	58.30%	61.00%	▲
<b>Innovation</b>			
5 CTTs Show at Least 2 CEBs with Pathway Adherence >75% for Two Months	NA - New Metric	5	▲
Epic Honor Roll Assessment	NA - New Metric	Achieve Magna Cum Laude Level	
<b>Preferred Partner</b>			
Active Primary Care attributed lives	105,346	>105,000	▲
<b>Value Leader</b>			
Total operating expense per adjusted discharge	\$17,193	\$17,787	▼
Observed to expected readmission rate	0.79	<0.85	▼
Length of stay rate	1.05	<1	▼

Targets are subject to change; check the Strategic Plan & Updates page on MyWakeMed for the most current information.



## COMPLETE YOUR BIOMETRIC SCREENING

Biometric Screenings will be held February 6 through March 26. If you haven't already, you can schedule your screening appointment via WakeMed MyChart until February 5. Here are a few things to remember:

- ▶ Know the time and location of your screening and bring your ID badge. Allow approximately 20 minutes, start to finish.
- ▶ The screening includes height, weight, waist circumference, blood pressure and a basic lipid panel (cholesterol) with blood glucose.
- ▶ The cholesterol screening requires fasting for a minimum of eight hours unless prohibited for medical reasons.
- ▶ Participants who have had labs drawn since July 1, 2023, can bring their results and skip the fasting and finger stick. Results must include LDL and a glucose or HbA1c.

Screening results will be posted to WakeMed MyChart, usually within 72 hours. Remember, you must meet a certain level on each standard to receive the reward. If you do not meet the standards, you can complete an alternate standard requirement to make up points. More details about alternate standards can be found on MyWakeMed.

Employees who are pregnant or gave birth on or after July 1, 2023, do not need to schedule or attend a biometric screening. These participants should complete the Asset Health Online Health Assessment and submit a completed Pregnancy Physician Statement Form to Asset Health by September 30, 2024. For more information, visit the Asset Health wellness portal or the WakeWell page on MyWakeMed.

Questions about WakeWell Rewards? Contact Bob Nelson, ext. 06903.

## TAKE THE ONLINE HEALTH ASSESSMENT

Participants can take the online health assessment, administered by Asset Health, any time before September 30. The assessment takes about 15 minutes and can be accessed on the Asset Health wellness portal via MyWakeMed or the Asset Health mobile app. Single sign on is available when accessing the online portal from the WakeMed network. **Need technical support?** Call 1-855-444-1255.

Remember! You must accumulate 100 points to receive the WakeWell Reward in 2025:

### REQUIRED ACTIVITIES

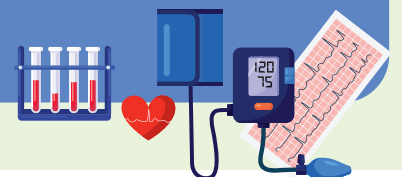
- Biometric Screening 30 points
- Online Health Assessment 30 points

### BIOMETRIC SCREENING RESULTS

- LDL Cholesterol Below 130 10 points
- BMI Below 30 10 points
- Glucose Below 125 10 points
- Non-tobacco User 10 points

### PROGRAM GOAL

100 POINTS



## LEADERSHIP NEWS



### John Eaker Joins WakeMed as Director, Supply Chain

WakeMed recently welcomed **John Eaker** as executive director, Supply Chain. Eaker brings over 25 years of resource and supply chain management in the health care industry and comes to WakeMed from The Resource Group, where he had leadership responsibilities for resource and supply management and sterile processing activities for St. Vincent's Health System in Birmingham, Ala., and Our Lady of Lourdes Memorial Hospital in Binghamton, NY, as well as providing support for two other health systems. Working closely with leaders across the system,

he will develop and implement objectives, strategies, and tactics for Supply Chain departments in support of our Aspirational Goals. Eaker earned a bachelor's degree from the University of Texas at Austin and a master's in business administration from LeTourneau University in Longview, Tex.



### Dr. Joseph Becomes Medical Director, WakeMed Children's Emergency Department

WakeMed is pleased to welcome **Damilola Joseph, MD, (WEPPA)** as the new medical director for the Children's Emergency Department. Dr. Joseph is a board-certified pediatric emergency medicine physician who most recently served as the assistant medical director for the Children's Emergency Department. A graduate of Cornell Medical School, she completed her Pediatric Residency at Duke University and her Pediatric Emergency Medicine Fellowship with UNC's program, which is a collaboration between UNC-Chapel Hill, Wake Emergency Physicians, PA, and WakeMed, established in memory of Marilyn Hicks, MD.



## COMMUNITY CASE MANAGERS SOAR FOR THE HOMELESS

WakeMed Community Case Managers are actively involved in an outstanding program to transition patients out of homelessness.

If you have helped a friend or relative apply for disability (SSI/SSDI) benefits because they are unable to work, you know how difficult the process is. The national rate of approval for first-time applicants is 35%. Among the homeless population, it is much lower – around 15%.

Federal disability benefits can be the ticket out of homelessness for patient who suffer from severe and chronic illnesses. They include a monthly check and health insurance to help those who cannot work gain access to affordable housing, needed health care and mental health services. However, lack of access to a phone or a permanent address are two of the many communication barriers between disability caseworkers and homeless individuals.

SSI/SSDI Outreach, Access and Recovery – SOAR – is a national program that assists eligible adults who are experiencing or at risk of homelessness to apply for SSI/SSDI disability benefits. As of 2017, the approval rate for applications done through SOAR in North Carolina is more than four times higher than applications completed outside of SOAR.

The SOAR program provides training to caseworkers, who in turn work directly with clients to prepare and submit SSI/SSDI applications. WakeMed Community Case Managers are among the 500 caseworkers in North Carolina who are trained to assist and advocate for the homeless and at-risk individuals they work with – and they are doing an outstanding job!

During the NC SOAR statewide meeting, WakeMed Community Case Management's **Vinett Daley** was recognized for both handling and closing the most cases in the state. Congratulations to Vinett and the entire Community Case Management team for their commitment to helping our patients transition out of homelessness.



### IMAGING SERVICES RECOGNIZED BY WAKE TECH

WakeMed Imaging Services was recently recognized by Wake Technical Community College (WTCC) for their support of workforce development programs and training opportunities. At the most recent radiography program pinning ceremony, **Eric Comstock** (Imaging Services) received the award for Outstanding Dedication and Leadership to Students. This is awarded to the radiology technologist who has gone above and beyond to support students during their clinical rotations.

Additionally, Raleigh Campus received the award for Outstanding Clinical Site for fall 2023. Imaging Services hosts students from several affiliated schools systemwide – during fiscal year 2023, imaging students completed 35,000+ clinical rotation hours across WakeMed sites. Thank you to our Imaging Services team for providing such an incredible experience for students.

### MENTAL HEALTH & WELL-BEING EARNS INNOVATION AWARD

WakeMed Mental Health & Well-Being, Alliance Health and the Wake County Public School System (WCPSS) recently received the 2023 Innovation Award from the i2i Center for Integrative Health for their successful collaboration to serve Wake County youth and their families through Alliance's School-Based Team (SBT).



Funded by Wake County, the SBT identifies and connects qualifying WCPSS students to behavioral health and intellectual and developmental disability services. The team works together to support families with whole-person care when children are experiencing a crisis. If the crisis warrants inpatient treatment, the Alliance team communicates with WCPSS and WakeMed to coordinate around the projected discharge date and collaborate with the school, family and treatment providers to support a successful transition back to the community and school. The three program partners collaborate daily to prioritize school inclusion and support crisis transitions. Our Mental Health & Well-Being team welcomes Alliance liaisons to embed within our team to foster a more integrated, comprehensive approach to caring for youth in crisis. With an effective process now in place, the Mental Health & Well-Being team can convene and mobilize services for kids.

The SBT program serves as a guide across North Carolina to support school-based mental health policy and legislation directing managed care organizations and public school systems to focus on crisis transitions. The team has made presentations on its model to the North Carolina General Assembly Safe Schools Special Committee and the South Carolina Department of Health and Human Services.

During the 2021-22 school year, the SBT served 632 children, including 276 in the crisis program, 93% of whom were linked to needed treatment. Alliance and its WCPSS partners attended over 200 child and family team meetings to support transitions, and 100% of WCPSS students returned to school within 10 business days after discharge from a psychiatric residential treatment facility.

### WAKEMED RECEIVES WRAL VOTERS' CHOICE HONORS

WRAL recently announced the winners of its 2023 Voters' Choice Awards – which celebrates the best of local businesses. WakeMed was recognized in several categories:

- > **First Place:** Urgent Care: WakeMed Urgent Care – Garner
- > **Second Place:** Hospital: Raleigh Campus; Ear, Nose & Throat: WakeMed ENT – Head & Neck Surgery; Orthopedics: Wake Orthopaedics
- > **Third Place:** Hospital: Cary Hospital

Congrats also to our friends at Kamm McKenzie OBGYN and Jeffers, Mann & Artman Pediatrics for winning their respective categories.

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Exceptional Care.



## Introducing WAKEMED MENTAL HEALTH & WELL-BEING HOSPITAL – WAKEBROOK

In October 2023, WakeMed entered into an agreement with Wake County and Alliance Health to staff and manage the inpatient services at WakeBrook Behavioral Health Facility, located at 111 Sunnybrook Road in Raleigh. We are pleased to share the new, official name for the 28-bed inpatient mental health facility: **WakeMed Mental Health & Well-Being Hospital – WakeBrook**. A multidisciplinary team of professionals from WakeMed and Sheppard Pratt are working hard to open the hospital in the spring.

### NEWS FROM

## WakeMed Physician Practices

### Welcome New Physicians



**Sofia Ghani, MD**  
Cancer Care - Hematology & Medical Oncology



**Nina Quicksell, DO**  
MyCare 365

### Welcome New Advanced Practice Providers

**Laura Barton, PA**  
Plastic & Reconstructive Surgery

**Patrick Bruff, NP**  
Primary Care

**Maria Garcia Calvo, PA**  
MyCare 365

**Cole Guest, PA**  
Wake Orthopaedics

**Lauren Kemeny, NP**  
Hospital Medicine

**Kathleen Kierski, PA**  
MyCare 365

**Jen Parks, NP**  
Hospital Medicine

**Elizabeth Price, NP**  
MyCare 365

**Kelly Squires, NP**  
Neonatology

**Stacey Talarico, NP**  
Pediatric Primary Care

**Kimberly Teague, NP**  
MyCare 365

**Coralie Watts, PA**  
Urology

### Pediatric Motivational Voiding Program

Pediatric voiding (urinating) dysfunction is one of the most common reasons families are referred to pediatric urologists. This January, WakeMed Pediatric Urology launched a Motivational Voiding Program (MVP) to offer creative, patient-centered solutions to assist in achieving dryness for children and adolescents. This new program is an excellent resource for families and children experiencing a delay or difficulty with toilet training and urinary accidents.



The action of voiding is a complex effort involving multiple systems in the body all working together and issues occur when there is a lack of coordination of these systems. This can lead to urinary tract infections, pain with urination, urinary accidents, frequency, urgency or sensation of incomplete emptying. Our pediatric urology specialist **Sarah Hendrickson, PA-C**, leads the program and works closely with experts from various disciplines within WakeMed, such as pediatric gastroenterology, physical therapy and occupational therapy, all with one goal in mind: to help children achieve continence, prevent accidents and stay dry.

To learn more, call 919-235-1940 or schedule an appointment through WakeMed MyChart.





# HOLLY JOLLY

Members of the WakeMed family enjoyed many opportunities to share in holiday cheer and spend time with colleagues. The annual holiday meals and year-end socials provided an opportunity for staff to take time out of their busy schedules to enjoy a festive meal together. Many teams and departments also hosted their own celebrations and WakeMed welcomed special guests to bring cheer to our young patients during the season.



**TREE LIGHTING EVENTS** Staff at Raleigh Campus, Cary Hospital and North Hospital kicked off the season with live music and refreshments. Thank you to our employees who volunteered their time and talent by performing at these events: **Allison Radcliffe** (Contact Center) and her band-mate Patrick Snider, **Natasha Moore** (Marketing & Communications), **Tom Del Corro** (retired from Quality Reporting), and the WakeMed Chorus!



**REHAB HOLIDAY MARKET** With support from the WakeMed Volunteers, the WakeMed Rehab Hospital and Gift Shop staff put together a festive market, providing Rehab Hospital patients a chance to shop for gifts for their loved ones.



**GINGERBREAD CONTEST** Twenty-three WakeMed Physician Practice locations participated in the second-annual gingerbread house decorating competition. Congratulations to **Vascular Surgery – Midtown** for taking first prize!



Have news to share?

Send it to microscope@wakemed.org



# WakeMed Foundation Award & Education Funding Opportunities



The WakeMed Foundation offers educational opportunities to provide financial support for WakeMed employees and their dependents interested in advancing their knowledge and skills to benefit patients and families.

For 2024, we are pleased to announce several changes and new funding opportunities that we hope will better support our WakeMed team as we work to continually elevate the care we provide our patients.

<b>HELTON SCHOLAR</b>	<b>HELTON AWARDEE</b>	<b>MEGAN CHAMP MORGAN SCHOLARSHIP FUND</b>	<b>FOUNDATION AWARDS</b>
<p>Individuals seeking to complete a higher education degree. <i>Max: \$10,000 per individual</i></p>	<p>For a group (department or collaborative) defined as three or more, seeking education or training to prepare for a certification exam. Does not cover exam costs and certification can NOT be a requirement of a current position. <i>Max: \$3,000 per individual</i></p>	<p>Employee dependents seeking to complete a post-secondary education at an accredited not-for-profit institution of higher learning who intend on enrolling in one of the following areas: Health Sciences, Elementary or Secondary Education, Computer Sciences or Information Technology. <i>Max: \$10,000 per individual</i></p>	<p>The intent of this process is to support larger hospital vision and budget planning. <i>Any amount above \$10,000</i></p>
<b>DEADLINE September 13</b>	<b>DEADLINE February 16</b>	<b>DEADLINE March 15</b>	<b>DEADLINE March 15</b>

## NEW! Enterprise-Led Funding Opportunities

The WakeMed Foundation has made funds available to the health system to support ongoing education and fund a wide variety of programs, services and equipment. These funds will be administered by the leaders of our Enterprises (Raleigh Campus, Cary Hospital, North Hospital, WakeMed Physician Practices & Ambulatory Services) through a Request for Funding process. Funding priorities in FY23-24 fall within areas of supporting skilled caregivers, fostering innovative programs, and building healing environments.

### CONTINUING EDUCATION SUPPORT

(Replaces Skills Scholarship)

These funds are available to supplement the continuing education funds that are allocated to each department. Applications are available on MyWakeMed and are accepted throughout the year until the funds are fully expended.

*\$100,000 annually (to be shared across all Enterprises)*

**Deadline: Ongoing throughout the year**

### EMERGENT NEEDS SMALL AWARD

These funds are intended to assist with smaller, more emergent projects and equipment needs. These funds should not replace items that should be funded by department operations. Applications are available on MyWakeMed and are accepted throughout the year until the funds are fully expended.

*\$100,000 annually (to be shared across all Enterprises)*

**Deadline: Ongoing throughout the year**



All employees are encouraged to consider applying for funding from the WakeMed Foundation. Please carefully review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed.

## WOW, WHAT AN EMPLOYEE!

**Elizabeth Ameka, MSN, RN**, (3C Rehab Nursing) graduated with her Doctor of Nursing Practice (DNP) from Purdue University Global.

**Tom Hughes, SVP & Administrator**, Cary Hospital, was named president of the Triangle Hospital Executive Forum (THEF).

**Zack Kinlaw, MD**, (Hospital Medicine) received the Excellence in Teaching Award from the Society of Hospital Medicine.

**Alice Kahuthu, RN; Doreen Mangia, RN; Brenner McLeod, RN**, (all of 3C Rehab Nursing); and **Cassie Summerville, RN**, (3 West Medical – Surgical – Cary Hospital) earned bachelor's degrees in nursing (BSN).

Congratulations to **Kat Barnachea, BSN, RN**, (3 West Medical – Surgical – Cary Hospital) on earning Medical-Surgical nursing certification.

**Charles Bissette** (WPP Administration) earned the professional designation of Certified Medical Practice Executive (CMPE).

**Mary Jones, MSN, RN**, (3 West Medical – Surgical – Cary Hospital) achieved Psychiatric Mental Health Nurse Practitioner certification.

**Rebecca Philbin, RN**, and **Amanda Miller, RN**, (both of Lactation Services – Raleigh Campus) obtained certificates as International Board-Certified Lactation Consultants.

**Raven Thatcher, BSN, RN**, was promoted to nurse manager of 6A General Medicine and Oncology and 6B Orthopaedics.

**Scott Mussig** has been selected as supervisor of Patient Transport – Raleigh Campus.



Four WakeMed nurses received awards at the North Carolina Emergency Nurses Association Annual Awards (NCENA) Banquet in December. The award recipients were nominated by their peers and were selected for the awards by the NCENA. Congratulations (pictured above, left to right):

- > **David Short, RN**, (Emergency Department – Garner Healthplex) - 2023 Rising Star Award
- > **Leeaine Powell, RN**, (Emergency Department – Raleigh Campus) - 2023 Lifetime Achievement Award
- > **Randy Hamm, RN**, (Emergency Department – Garner Healthplex) - 2023 Third Quarter Certified Nurse of the Quarter
- > **Angela Dean, RN**, (Medical Simulation Center) – 2023 Nursing Practice & Professionalism Award

## COMINGS & GOINGS

The Clinical Engineering department sends their best wishes to **David Herrin** in his retirement after 34 years of service at WakeMed.

5C MSIC welcomes **Tasheka Ervin, RN**; **Eli Perez-Garcia, RN**; and resident **Paulina Lowe, RN**.

The Clinical Administrators welcomes **Chaquitta Lloyd-Self, MSN, RN**.

1A Clinical Evaluation Area welcomes **Shelby Baumgartner, RN**; **Dame Cuesta-Baluyos, RN**; and **Rosie Graham**.

6C Surgery & Trauma welcomes **Alexa Ruffin, RN**; **Jessica Hedrick**; and **Crystal Lewis**.

4C Mother-Baby welcomes **Kelsey Carnevale, RN**.

The Patient Transport department welcomes **Bryant Capellan**; **Dajour Dillahunt**; **Shawnee Edwards**; **Rayshon Jones**; **Kylie Ledman**; and **Ian Rembert**. The department also sends best wishes to **Ben Acheampong**; **Lisa Hogwood**; and **Antwan Taylor** as they transition to new departments at WakeMed.

6C Surgery & Trauma welcomes **Tsahai Martin, RN**.

## NEW PATIENT POPULATIONS FOR 6A

In January, 6A Oncology & General Medicine opened at Raleigh Campus to serve new patient populations. The unit, which had previously been a cardiovascular intermediate care unit, is now home to two distinct patient groups:

**6A Oncology:** These beds are reserved for inpatients receiving IV chemotherapy (except those requiring intensive care), those with oncologic diagnoses and patients of the WakeMed Cancer Care service line. Having this dedicated Oncology unit will support highly-coordinated care for our patients while the WakeMed Cancer Care service line continues to grow.

**6A General Medicine:** The remaining beds are dedicated to long-stay acute care patients with discharge barriers. Given the specific patient population in this unit, discharges from 6A are unlikely to happen frequently, however, patients may occasionally need to transfer back to acute care/med-surg if new illnesses present that are unable to be managed in this department.

We appreciate the work of the multidisciplinary teams that were involved in preparing this unit to serve our patients!



COMING NEXT MONTH

## MICROSCOPE

SPECIAL EDITION

Recognizing our WakeMed Service Award recipients who reached a milestone year in 2023!

**Exceptional People.  
Exceptional Care.**



# 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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## PYRAMID Society **Nominate a colleague today!**

Do you know someone who goes the extra mile toward helping us achieve our mission and always puts our patients and families first? Nominate them for WakeMed's highest honor – the Pyramid Society Award! The Pyramid Society Award recognizes employees for outstanding performance that goes above and beyond their work duties and contributes to our Aspirational Goals. To learn more and to complete the nomination form, visit MyWakeMed and click on Employee Essentials. All nominations received by February 23 will be considered for the 2024 awards cycle.

WakeMed   
WakeMed Health & Hospitals  
3000 New Bern Avenue  
Raleigh, NC 27610

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



WakeMed App



@WakeMedHospitals

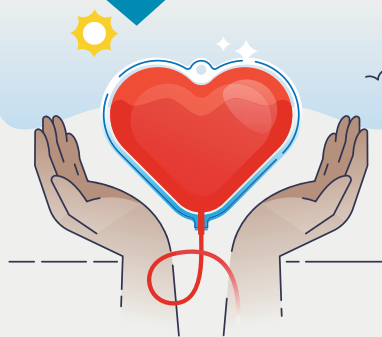


@WakeMed



WakeMed & WakeMed Children's

## CALENDAR OF EVENTS



### February Blood Drives

Give the gift of love! WakeMed's blood drives can directly impact our patients. For details and to sign up for a time that fits your schedule, visit MyWakeMed.

#### Tuesday, February 13

Raleigh Campus – 7:30 am to 5 pm  
Cary Hospital – 7:30 am to 5 pm  
Operations Center – 8 am to noon  
Garner Healthplex – 2 to 6 pm

#### Wednesday, February 14

Raleigh Campus – 7:30 am to 5 pm  
North Hospital – 8 am to noon  
Apex Healthplex – 2 to 6 pm

### Corporate & Community Health Education Classes for Staff

#### The Scoop on Nutrition: Nutrition for Heart Health!

February 6, 7 & 20

Join a Corporate and Community Health Registered Dietitian in a 30-minute detailed dive into a wide variety of nutrition topics: new trends, essentials to good health, or even topics you request. Come listen, learn, ask questions, and even share ideas with your coworkers. February is all about 'heart health'.

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

### Nursing Education

#### IV Therapy Basics: Managing Continuous Infusions

February 26

By the end of class, the nurse will be able to use the appropriate resources to safely administer and document any continuous IV Infusion found in acute areas of the hospital. Register on WakeMedU.

#### 2024 WakeMed SHINE Conference

March 21

The WakeMed SHINE Conference offers evidence-based information for health care providers caring for patients with neurological or neurosurgical conditions from onset through the continuum of care to rehabilitation. Dynamic speakers will present best practice recommendations to promote excellence in patient outcomes. Fees, further details, and registration are available at <http://www.eventbrite.com>, search 2024 WakeMed SHINE Conference.

### WAKE AHEC EVENTS

#### UNC REX NC Surgery The Next Generation: Trekking the New World of Obesity Care – February 24

#### SPICE North Carolina Infection Control Course: Outpatient Healthcare Setting – March 1

#### DBT-STEPS Training to Help Kids Manage Emotions – March 7

For parents, teachers, youth leaders, providers and anyone who works with kids who have trouble managing stress and their emotions.

For a complete list of events, please visit [www.wakeahec.org/courses-and-events](http://www.wakeahec.org/courses-and-events)

