

MICROSCOPE



Let's Talk Mental Health

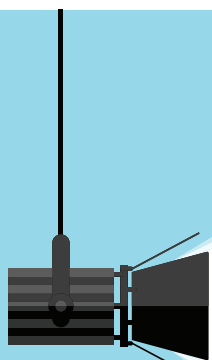
WakeMed Starts the Conversation

WakeMed wants to make mental health mainstream – not something people whisper about or avoid seeking treatment when an issue arises. The #WakeMedConversations public education campaign is an effort to help our community understand that talking openly about mental health can save lives and encourage people to seek treatment before a mental health issue escalates to a crisis.

WakeMed launched the campaign at the NC Courage women's soccer match at WakeMed Soccer Park on March 14. **Natasha Moore**, a specialist with WakeMed Marketing & Communications, interviewed attendees who agreed to openly share their mental health insights and personal journeys.

The event also gave WakeMed and the WakeMed Foundation the opportunity to create greater awareness about the Foundation's Courage to Confront Crisis Campaign to raise \$50 million to support the 150-bed Mental Health & Well-Being Hospital being built in Garner. WakeMed President & CEO **Donald Gintzig** joined Courage to Confront Crisis Campaign co-chair **Margaret Bratton**; her grandchildren; **Hank Woods**, Foundation vice president; **Marina Cecchini**, Mental Health & Well-Being SVP; and **Micah Krempasky**, Mental Health & Well-Being CMO; in delivering the official game ball at the start of the match.

If you would like to be a part of the conversation, send an email to bscolio@wakemed.org.



SPOTLIGHT ON VOLUNTEERS

ONE MISSION. MANY ROLES.



1,335
WakeMed
Volunteers



198K+
Hours of
Service



536
Sewing
Volunteers

National Healthcare Volunteer Week is April 19-25, and we want to give a big thank you to our 1,335 WakeMed Volunteers for the countless hours of service and endless smiles they have provided to WakeMed. Our Volunteers bring compassion, dedication and a personal touch to every interaction. Their unwavering commitment is evident in the 198,622 hours of service they have provided to patients, families and staff. These volunteers support 54 departments system-wide, ensuring that every corner of WakeMed is touched by their kindness.

The value of the hours contributed by WakeMed Volunteers is staggering, equating to \$2,989,267 in salary equivalent hours. This figure highlights not only the financial impact but also the immense dedication and effort put forth by our volunteers. Their work helps WakeMed provide exceptional care and services, enhancing the overall experience for patients and their families.



Another remarkable contribution comes from our 536 sewing volunteers, who have lovingly crafted 24,521 handmade items, which is an average of 45 handmade items per sewing volunteer. These include crocheted, sewn or knitted items such as blankets, baby hats, afghans and more, each piece made with care and intended to provide comfort and warmth to those in need. The impact of these items goes beyond their physical presence; they represent the love and support of our community.

During National Healthcare Volunteer Week, we extend our deepest gratitude to each volunteer. Your contributions are invaluable, and your spirit of generosity and kindness is a beacon of hope and comfort. Thank you for being an integral part of the WakeMed family and for making a difference in the lives of so many. Your efforts truly embody the essence of community and compassion.



MAY Employee Appreciation Month

Every May, WakeMed celebrates and recognizes our amazing, dedicated and talented employees. Because of you, lives are changed. Because of you, hope and healing are restored. Because of you, our mission has purpose and meaning. We are proud to have you as part of our WakeMed family and grateful for the many ways you care for our patients, their families and each other.

Save the date for this year's ice cream socials!

- > Raleigh Campus – May 7
- > Cary Hospital – May 28
- > North Hospital – May 6
- > WakeBrook Hospital – May 12
- > Apex Healthplex – May 21
- > Brier Creek Healthplex – May 11
- > Garner Healthplex – May 8
- > Wendell Healthplex – May 28

Celebrations at other locations will be coordinated by department leadership.



RUN THE PEAK

WakeMed Apex Healthplex was a proud sponsor of the Run the Peak 5K/10K through downtown Apex! Twinkle led the kids' superhero warmup and fun run, and families enjoyed our interactive play area during the event. A special thank you to our Special Operations team for once again providing First Aid coverage this year.



Cary Hospital recently welcomed Interim Town Manager Russ Overton, Assistant Town Manager Shelley Curran and Assistant Town Manager Scot Berry from the Town of Cary for a tour of our facility and to meet **Tom Gough**, chief operating officer and interim administrator for Cary Hospital; **Doug Trocinski, MD**, chief medical officer of Cary Hospital; **Andi Curtis**, manager of WakeMed Government Affairs and **Sonia Barnes**, WakeMed Board of Directors. The group spent time in several departments including the Heart & Vascular Labs.



Left: WakeMed recognized the many contributions of our residents and fellows on February 27, national Thank a Resident Day. Over the past year, we proudly supported 464 residents as they continued their educational and clinical training across a wide range of specialty areas. Our residents play an important role in supporting our mission of helping to improve the health & well-being of our community, and we are so grateful for their many contributions.



LUNGE FORWARD

With strong support from across WakeMed, Team WakeMed LUNgevity raised \$7,980 at this year's Triangle LUNGe Forward 5K Run, Walk & Celebration – ranking as the third highest fundraising team. Thank you to everyone who participated, donated and cheered us on. Your commitment is making a meaningful difference for those affected by lung cancer.



WakeMed and Marbles Kids Museum are gearing up to bring kids in our community a brand-new hands-on health care experience! This summer, the WakeMed-branded ambulance at Marbles will be replaced with a new and improved exhibit. Kids of all ages will be able to climb aboard the ambulance, practice newborn care in the nursery area, and triage patients in the patient room – learning how first responders care for our community every day. The grand opening celebration will be held in June.

The WakeMed Compliance Champions program recently welcomed 38 new members. These employees will act as liaisons with the Corporate Integrity & Compliance Department. These Champions will share knowledge, experience and ideas to help imbed integrity and compliance into WakeMed's everyday work process. In support of our WakeMed strategic plan, they will advocate for our Aspirational Goal of having the highest ethics and standards through teamwork, communication, commitment & accountability, and creating standard work.



VALENTINE SOCIALS

Once again, WakeMed hosted Valentine Socials across the system to say thank you and show some love to our incredible team. Staff enjoyed the opportunity to take a break and enjoy a sweet treat. Thank you for all you do!



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

Chasing **ZERO**

SPECIMEN MANAGEMENT

Frontline Staff Makes It Happen

There's a new anatomical specimen management effort underway throughout the health system, and it's our frontline staff members who are making it succeed.

Anatomical specimens are substances like human tissue that are taken out of a person's body for study. The specimen goes to a lab where it is analyzed. The results of the analysis are sent to the patient's physician to help diagnose and treat the patient. This is a simple description for a process that is very complex – one that vexes hospitals throughout the United States, and WakeMed is no exception.

Some anatomical specimens are retrievable, which means the physician can perform another procedure to obtain a second specimen if the first is lost or mislabeled. Many are irretrievable, which means the physician cannot obtain a second specimen (ex. placenta). Neither situation is ideal and results in difficult conversations with patients and their families, inefficiency and, in the case of irretrievable specimens, the loss of important information to aid in the diagnosis and treatment of a patient.



Pam Cowan, RN, manager, Cary Hospital Endoscopy & Sterile Processing, earned Chasing Zero honors for keeping their new anatomical specimen management non-negotiable framework top of mind. They've had a good catch since they began using their new process!

negotiable framework' that had to be included in each department's anatomical specimen management process. This non-negotiable framework includes four basic elements:

- > Closed-loop communication
- > Immediate & accurate labeling
- > Dual verification
- > Documentation & accountability

"Each department created a completely new step-by-step process to collect and manage specimens and staff received training on their new process," explains Demuth, who added that tweaks to the processes were made and will continue to be made, based on staff suggestions and data findings.

Hayes McCaffrey, MSN, RN, manager, Quality & Safety, reports that early data findings show positive progress. "Since launching the anatomical specimen management initiative across our five procedural areas, we have seen a notable rise in Good Catches, particularly those involving mislabeled specimens, incomplete labels, or specimens routed to the incorrect Pathology department," explains McCaffrey. "This shows that staff members are adhering to their processes, recognizing issues and reporting them – big wins all around."

Many thanks to the frontline staff members in our hospital Endoscopy, Surgical Services, WPP, Labor & Delivery, Imaging and Pathology/Laboratory departments for sticking to their new processes and non-negotiable framework. Keep up the great work! It is making a big difference. If you have a Good Catch or other success related to anatomical specimen management, share your story by contacting bscolio@wakemed.org.

In July, **Karen Chilton**, MD, senior vice president & Chief Quality Officer, brought in our Kaizen Promotion specialists to join the effort. "We could look at the project through a different lens because we are detached from the actual work," says **Yvonne Demuth**, DNP, RN, (Kaizen Promotion Office). "Is there standard work? If not, we can create it. If there is, is it being followed?" Standard work is the step-by-step process that is followed every time, forming the baseline for quality improvement.

With a multidisciplinary task force of administrators, service line leaders from Imaging, Labor & Delivery, Pathology Labs, WPP, Surgical Services and Endoscopy, and Kaizen Senseis, the group met frequently to study the issue and create standard work. "It turned out that there wasn't consistent standard work," says Demuth, when describing what the team found after reviewing daily hands-on procedures and specimen handling policies.

From their findings, the team developed a 'non-



WHAT AN EMPLOYEE!

Anne Murphy, PA (Psychiatry); **Osi Udekwu**, MD, **Callan Fike**, PA (both of General Surgery); **Anquonette Stiles** and **Chloe Shell** (both of Trauma Research) presented their research project, "Prevalence of Moral Injury in the Trauma Healthcare Provider: A Research Study" at the Southeastern Surgical Conference meeting.

Congratulations to **Elizabeth Belardo**, RN, (6C Surgery & Trauma) on completing her bachelor's in nursing degree (BSN).

Susan Blumenthal, PA-C, (Hematology & Medical Oncology) received the WakeMed APP Spotlight Award for February.

COMINGS & GOINGS



The Talent Acquisition team wishes **Terri Darby**, pictured, a happy retirement after 36 years of service to WakeMed.

Congratulations to **Lee Rogers** (Outpatient Pulmonary Testing) on his retirement from WakeMed after 25 years of service.

Patient & Family Experience welcomes **Megan Stiles** as manager.

Brittany Bell, RN, has transitioned to the permanent manager role at Wendell Healthplex Emergency Department after serving as the interim since August 2025.

5 West Surgical & Trauma – Cary Hospital welcomes **April Russell**, RN; **Elizabeth Culton**, RN; **Marissa Honeycutt**, RN; **Tiana Ashford**, RN; **Michelle Little**, **Rebecca Hodges**, **Saaniya Sneed**, and **Charity Bizzell**. They also welcome **Telissa Joseph**, RN; **Friselda Lim**, RN; and **Dennis Parel**, RN as they transition to 5 West Surgical & Trauma.

Cary Imaging Nursing welcomes **Brandon Burns**, RN.

Nursing Education welcomes **Martina Watkins**, MSN, RN, and **Nicole Cary**, MSN, RN.

2E CVICU welcomes **Patricia Larkinm**, BSN, RN, and nurse residents **Caleb McKeever**, BSN, RN; **Makenna Turnage**, BSN, RN; and **Mackenzie Duke**, BSN, RN.

6C Surgery & Trauma welcomes nurse residents **Megan Allen** RN; **Peyton Eubanks** RN; **Adriana Kandabarow**, RN; and **Meryem Abdous**, RN.

IN MEMORIAM



We are sorry to share that **Kelsey Boyd**, RN, (Staffing Resources) passed away on March 2, 2026. As a float pool nurse, Kelsey worked on multiple units/departments throughout the WakeMed system; however, she spent an extended time on 5C.

WakeWell Rewards is well underway! If you were outside the range for one or more of the Biometric Standards, it doesn't mean you can't qualify for the WakeWell Rewards Healthy Reward Account (HRA) contribution in 2027. You can make up the difference by participating in one of the following Alternate Standards. Alternate Standards are available to medical plan members at no cost unless otherwise noted. Eligibility requirements may vary; see MyWakeMed for more details about each program.

Alternate Standards must be completed and submitted to Asset Health by September 30, 2026.



WakeWell 2026 REWARDS

Do You Need an Alternate Standard?

- > **Physical Examination** – with your primary care provider
- > **Resilient with WakeMed Physical** – at one of the Resilient with WakeMed CloudClinic locations
- > **RD Nutrition Counseling** – provided by WakeMed registered dietitians
- > **WakeMed Diabetes Education** – provided by WakeMed Diabetes Education
- > **Lyra Health Course** – offered by Lyra Health, our LifeBalance (EAP) vendor
- > **Sleep Education Webinar** – offered by WakeMed Sleep Medicine
- > **WakeMed Health Coaching** – provided by WakeMed Corporate & Community Health
- > **WakeMed Tobacco Cessation** – provided by WakeMed Corporate & Community Health
- > **WakeMed Remote Patient Monitoring** – provided by WakeMed Corporate & Community Health
- > **LiveWell** – a Healthworks offering
- > **WKCC Care Management** – offered by WakeMed Key Community Care
- > **Blue Cross Blue Shield Case Management** – provided by BCBSNC/Brighton Health



MISSED THE BIOMETRIC SCREENINGS?

Employees who missed this year's Biometric Screenings can still qualify by completing the Asset Health Online Health Assessment AND submitting a completed Physician Form to Asset Health by September 30, 2026. For more information, visit the Asset Health wellness portal or the WakeWell page on MyWakeMed

PREGNANT/POSTPARUM REQUIREMENTS

Employees who are pregnant or gave birth on or after July 1, 2025, should complete the Asset Health Online Health Assessment AND submit a completed Pregnancy Physician Statement Form to Asset Health by September 30, 2026. For more information, visit the Asset Health wellness portal or the WakeWell page on MyWakeMed.



AWARDS & ACCOLADES

WakeMed Designated ERAS Center of Excellence by AORN

WakeMed has been designated as a Center of Excellence in Surgical Safety: Enhanced Recovery After Surgery (ERAS) by the Association of periOperative Registered Nurses (AORN), the nation's leading authority on perioperative nursing practice. This recognition honors WakeMed's commitment to improving patients' physical and psychological well-being before, during, and after surgery through consistent, evidence-based Enhanced Recovery practices.

In 2017, WakeMed became the first health system in the nation to launch ERAS for cardiac surgery. Our ERAS program has grown tremendously since that time – and now we have 21 ERAS pathways in place, with more under development.

The Center of Excellence designation signifies that WakeMed has successfully completed AORN's comprehensive ERAS program, an evidence-based, multidisciplinary initiative focused on reducing postoperative complications, improving pain management, optimizing recovery, and strengthening team communication.

Recent Newsweek Honors

WakeMed has been named to several 'Greatest' lists by Newsweek in partnership with Statista (for Best Hospitals) and Plant-A Insights (for workplace culture lists). Recognition by national publications are a reflection of the outstanding work of our care teams and the incredible culture that makes WakeMed the unique organization it is.

> Raleigh Campus Named a Best Hospital

For the first time, Raleigh Campus was named to Newsweek's World's Best Hospitals list for 2026. Additionally, Raleigh Campus was recognized as a leader in Infection Prevention. The World's Best Hospitals list includes health care organizations from 32 countries and takes into account quality metrics, recommendations from medical experts, patient survey feedback and Statista's Patient-Reported Outcome Measures Implementation Survey.

> Workplace & Culture Recognition

Newsweek also included WakeMed on both America's Greatest Employers for Culture, Belonging & Community 2026 and America's Greatest Employers for Women 2026. Both of these lists recognize companies across multiple industries that make an inclusive workplace environment the foundation of their organizational success.

The Culture, Belonging & Community index is based on more than 7.7 million reviews from over 580,000 respondents. WakeMed was one of just three North-Carolina-based health systems on the list. The Greatest Employers for Women list is based on a nationwide survey of over 89,000 female employees.



Society for Vascular Surgery Recognition

The Society for Vascular Surgery's Vascular Quality Initiative (SVS VQI) has awarded both Raleigh Campus and Cary Hospital three stars for its active participation in the SVS VQI Commitment to Vascular Quality Improvement (CVQI) Awards Program. Both facilities were also named SVS VQI Quality Care Champions – with Raleigh Campus being recognized for participating in seven registries and Cary Hospital recognized for three.

The mission of the SVS VQI is to improve patient safety and the quality of vascular care delivery by providing web-based collection, aggregation and analysis of clinical data submitted in registry format for all patients undergoing specific vascular treatments.

Participating centers can earn up to three stars based on actions that lead to better patient care, including:

- > The completeness of long-term, follow-up reporting, based on the percentage of patients for whom they have at least nine months of follow-up data
- > Physician attendance at semi-annual meetings of a regional quality group
- > Initiation of quality improvement activities based on VQI data
- > The number of vascular registries in which the center participates

"Our vascular care team uses VQI data to measure the effectiveness of our programs and to improve our long-term patient care. Measuring what we do – and learning from it – is essential to improving the care we provide to vascular patients," said **Kirk Charles, MD**, Medical Director of Vascular Surgery.



Meet WAKEMED GRANT MANAGEMENT & ADMINISTRATION

As our system continues to grow, WakeMed has established a new department designed to seek out and manage external grant funding. Grant Management & Administration works collaboratively with WakeMed staff, physicians and APPs, the WakeMed Foundation, and the Grant Governance Committee to identify sources of funding for services and projects.

The Grant Management & Administration team focuses on external grants while the WakeMed Foundation continues to offer and manage internal awards. You can find more information about the new Grant Management & Administration team on their department MyWakeMed site. A short training module about external grants is available in WakeMedU. For more information, contact the team at grantmanagement@wakemed.org.



Every April, WakeMed takes time to learn about and recognize the many aspects of culture, belief and heritage that make us unique, with a goal of enhancing understanding and demonstrating respect for people. Below are some highlights. Stay tuned to the WakeMed Weekly for additional details about activities taking place in April to celebrate the diversity within and around WakeMed!

- > **Inclusive Leadership** – April 14
- > **Unconscious Bias** – April 21
- > **EmpowerEd Bites: Growing Where You Are** – April 24

NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Abdul Calvino, MD
Surgical Oncology



Lily Harris, MD
Pediatric Primary Care



Ashley Hink, MD
General Surgery & Trauma



Jonathan Laird, MD
Hospital Medicine



Stephanie Mayo, DO
Neonatology



Mona Soliman, MD
Primary Care

Welcome New Advanced Practice Providers

Ryan McAvoy, PA
MyCare 365

Grace Muccio, PA
Heart & Vascular

McKenna Ginn, PA
General Surgery/Trauma

Ondrea Miller, NP
Urgent Care

Andrew Evick, PA
Heart & Vascular



Celebrating a WakeMed First!

Michael Ferguson, MD, (ENT – Head & Neck Surgery), recently completed WakeMed's first Inspire V implant surgery. Since 2022, the team has performed 54 Inspire device implants, but this was the first time the newest version of the implant was used at WakeMed. The newest device will significantly decrease procedure time while simultaneously increasing device effectiveness. Inspire Sleep is an FDA approved, implantable therapy for obstructive sleep apnea that works by stimulating the hypoglossal nerve to help keep the airway open during sleep. This milestone highlights WakeMed's commitment to evolving technical advancements in the field of sleep medicine.

WE'VE MOVED

Pulmonology - Brier Creek has moved from 8001 T.W. Alexander Drive, Suite 218, Raleigh, to 10880 Durant Road, Suite 324, Raleigh.

Pediatric Cardiology – North Raleigh has moved from 1911 Falls Valley Drive, Raleigh, to Wake Forest Medical Park at 1030 Siena Drive, Suite 230, Wake Forest.

Exceptional People. Exceptional Care.

FOUR WAKEMED FAMILY MEMBERS RECOGNIZED BY TBJ

We are pleased to celebrate four members of the WakeMed care team who were recently honored by the *Triangle Business Journal*.

Valerie Barlow, SVP & Administrator, North Hospital, was named a 2026 Women in Business Award winner while **Kristi Blankenship**, RN (Trauma Services); **David Brock**, director & chief (Campus Police & Public Safety); and **Jeremy Gilmore**, director (Spiritual Care), were three members recognized as 2026 Health Care Leaders. These annual award programs highlight leaders across the Triangle area for their impact on our community at large.



As senior vice president and administrator for North Hospital, Valerie Barlow is deeply invested in improving people's quality of life, health and overall well-being. Over the past five years, Barlow has helped shape North Hospital into a true community hospital, adding new specialty care services, and introducing advanced diagnostic and treatment protocols – enabling patients to receive high-quality care closer to home. She continues to advance health equity, embrace clinical transformation, and leverage powerful data to drive improvements in

quality, safety and efficiency. In addition to her leadership role at North Hospital, Barlow maintains responsibility for several WakeMed system-wide support services including Supply Chain, Food & Nutrition Services, Spiritual Care, Pharmacy and Pathology.



With more than 20 years of nursing experience, Kristi Blankenship is known as a champion for improving community health and safety. As trauma coordinator for Cary Hospital, Blankenship was instrumental in the facility earning Level III Trauma Center designation and continually works to expand the hospital's Trauma program to provide optimal care to our patients. Blankenship helped implement the Trauma in Geriatrics (TiGer) Alert, which expedites "door-to-CT" time for patients 65+ who take blood thinners and come to the ED

after hitting their head in a fall. The TiGer alert has made a tremendous impact on the average door-to-CT time – helping patients get needed care, faster. In addition to her work at Cary Hospital, Blankenship is a WakeMed instructor for Stop the Bleed – a national initiative and education course to empower community members to help in a bleeding emergency.



As director of Spiritual Care, Jeremy Gilmore is passionate about nurturing patients, families and employees and ensuring the provision of spiritual care in ways that are supportive, meaningful and unique to each individual. Since joining WakeMed in 2020, Gilmore has supported many initiatives to elevate Spiritual Care services, including expanding the clinical pastoral education program to Cary Hospital and establishing a full-time chaplain position at North Hospital. With support from the WakeMed Foundation, Gilmore

launched an innovative program to support Environmental Services (EVS) staff, called the "EVS Resiliency Project." Gilmore also helped spearhead a pilot collaboration between the WakeMed and the North Carolina Department of Adult Correction to train potential prison chaplains through the WakeMed Clinical Pastoral Education program. This partnership is a first-in-the-nation pilot for a CPE program and state prison system.



As director and chief of Campus Police & Public Safety, David Brock leads a team of more than 60 police and public safety officers who reflect the diversity of the community and are committed to minimizing risks, preventing crime and promoting safety and security throughout the WakeMed system. In addition to Brock's round-the-clock efforts to protect and serve, he serves as co-chair of the WakeMed Workplace Violence Prevention Program and has supported several innovative programs to impact employees – including "Coffee with Campus

Police" and the Mental Health Buddies program. When faced with crisis, Chief Brock embodies the strength of WakeMed's bond and commitment – coming together to support one another, to care for those who are hurting, and navigate unbearable challenges. This was never more evident than in the days and weeks following the profound loss of Officer **Roger Smith** on November 8, 2025.

Welcome New Nurse Residents!

WakeMed Nursing Education recently welcomed the Spring 2026 Nurse Resident cohort to WakeMed. These 78 graduate nurses represent the 'cream of the crop', earning a residency spot at WakeMed – a Magnet *with Distinction* health system. Nursing Education coordinates this year-long program, which helps new nurses transition from academic life to professional bedside nurses. Residency coordinators and department leadership create a nurturing environment where residents feel valued and understood, helping them navigate the challenges of their roles, ensuring they are well-prepared for their careers.



MOVING THE NEEDLE

FOR PATIENT SAFETY

GOOD CATCHES MAKING A DIFFERENCE

March 8 through 14 – national Patient Safety Awareness Week – gave us an opportunity to celebrate our patient safety successes and highlight the importance of reporting Good Catches in patient care. A Good Catch is an event in which harm was avoided, thanks to a health care worker stepping in, stopping the action from occurring and reporting the near miss. Several examples of the good that comes from Good Catch reporting include:

- ▶ Cary Hospital Sterile Processing received Good Catch recognition and the Chasing Zero trophy after identifying an anatomical specimen left in a surgical tray. The team immediately notified leadership and transported the specimen to Pathology, ensuring the patient's results were not delayed. Their quick action prevented potential harm and supported timely patient care.
- ▶ Many Good Catches submitted across the system have led to meaningful, system-wide improvements, such as:
 - Updating discharge teaching materials to make them clearer and more patient-friendly
 - Identifying and correcting inconsistencies in pre-procedural instructions
 - Resolving an issue where AVS medication instructions changed when translated from English to Spanish
 - Enhancing Epic documentation options to improve clarity and completeness, particularly when documenting restraint use

Congratulations to our patient care teams for continuing to enhance the care they provide to patients and families. Keep up the great work reporting Good Catches by clicking the Incident Reporting Quick Link on MyWakeMed after the near miss.



CHASING ZERO HEROES: CLABSIFREE 6C!

6C has been CLABSI-free for three years and CAUTI-free for one year, thanks to the team's disciplined approach to monitoring bundle compliance, prioritizing prompt removal of unnecessary lines and maintaining a strong emphasis on continuous nurse education! Congratulations to the entire 6C team for their dedication to patient safety and for sustaining a high-quality performance milestone.

Upcoming enhancements to WakeMedU will include the creation of a personalized Skills Profile for every employee—empowering you to clearly identify, prioritize and take ownership of your growth and development areas. WakeMedU's AI-powered features will use your Skills Profile to recommend personalized learning and training opportunities – supporting your individual development journey every step of the way.



To get started, search "Skills Profile" in WakeMedU to find the tip sheet with step-by-step setup instructions. As an added bonus, three users who complete their Skills Profile will be randomly selected in late April to win WakeMed swag!

Annual Mandatory Training Coming Soon!

WakeMed's annual mandatory package, WM-MAN, will be assigned to all employees (hired on or before December 31, 2025) via WakeMedU on Monday, June 1, 2026, and must be completed by June 30.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



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



A NOTE FROM OUR CNO

Dear Colleagues,

We are proud to share that our organization has earned **Magnet® Recognition with Distinction**, the highest honor awarded by the ANCC. This achievement reflects the dedication, collaboration, and excellence of **every employee** – not just our nurses.

Magnet *with Distinction* signifies that we provide exceptional patient care, foster a culture where every voice matters, and support professional growth across all roles. Thank you for the expertise, compassion, and commitment you bring each day. WakeMed is the first and only full health system in North Carolina to earn Magnet *with Distinction* recognition – it belongs to all of us, and it shows our community that they can count on outstanding care every time they walk through our doors.

To help the entire WakeMed family better understand what it takes to be a Magnet *with Distinction* health system, we are introducing a new feature – Magnet *with Distinction* Corner. In it we will highlight interprofessional innovations developed throughout WakeMed that streamline processes, and, most importantly, save lives and improve quality of life through the use of evidence-based practices.

Magnet *with Distinction* means you're working in a health system that values excellence – and values YOU. Enjoy our new feature.

I am so grateful and proud to be a member of the WakeMed family.

MAGNET WITH DISTINCTION CORNER

Published – Advancing Medical-Surgical Nursing

Delirium Detection and Management in Older Adults: An Evidence-based Practice Pilot, an article published in the February 2026 online issue of *Advancing Medical-Surgical Nursing*, was authored by **Kaytlin Atwood, APRN, Brigit Piercy, RN, Marjorie Hayes, RN, Sabrina Tyndall, RN, Sarah McIntyre, RN, and Victoria Fazio, PharmD.**

The 16-week pilot demonstrated the efficacy of the team's multidisciplinary approach and inclusion of clinical nurses as the catalysts for positive change and practice sustainability, creating an avenue for age-friendly care.



Comfort Care Butterfly

When a patient is approaching end of life, we honor them and their loved ones by providing a peaceful, respectful environment, limiting nonessential interruptions. The Comfort Care Butterfly sign indicates to staff that a patient is nearing end of life and the service they plan to provide may not be necessary. When you see the Comfort Care Butterfly on a patient's door, please see the nurse before entering. Thanks to **Serena Burdick, RN, (2East Medicine – Cary Hospital), and Savannah Horvick, RN, (STICU)** for developing this thoughtful practice.



Furry Fun for Night Shift

The multidisciplinary Night-Shift Committee advocates for night-shift staff to ensure they enjoy some of the benefits day-shift staff receives. One source of joy Night-Shift Committee makes possible is monthly visits with WakeMed Hospitality Pets, courtesy of WakeMed Volunteer Services. The pets and their handlers round throughout our hospitals, connecting with staff in some of the tucked-away departments, like lab. "Staff is so excited to see that the pets are there for them," says **Ursula Robinson, RN, (Heart Center Pre- & Post-Procedure Care)**. The visits are especially appreciated on those tough nights. "We have had staff cry and say: 'You don't know how much we needed this tonight,'" says **Sharon Turner, RN, (5B NIC)**.

Night-Shift Committee hopes to extend acute care hospital Hospitality Pet visits to twice a month in the coming months.



Celebrating 3 Years of Blessings

Early March marked the three-year anniversary of the collaboration among the WakeMed Center for Community Health, the Night-Shift Committee and Alliance Medical Ministry to build and sustain the Blessing Boxes on the Center for Community Health property. Congratulations!



R RELATIONSHIPS

CNC Serves Our Community

The February cold was no match for the warmth spread by the Clinical Nurse Council (CNC) members, who collected 800+ pounds of food and personal care and household items to support our community. Donations went to NeighborUp, a local organization dedicated to empowering neighbors in need with essential resources and skills to succeed. On the day donations were collected, NeighborUp's shelves were nearly empty – making the timing of this effort especially meaningful. We are proud to support and partner with our community during times of need. CNC Chair and Cary Hospital 5 West Surgery & Trauma nurse **Brooke Hartman** led the effort, with tremendous support from the CNC Advisory Board. It was a feelgood day and a powerful reminder of what we can achieve together!



E EXCELLENCE



NEW! Doctoral Nursing Collaboration Committee

Members of the DNCC

The Nursing Research & Evidence-Based Practice Council introduces the Doctoral Nursing Collaboration Committee (DNCC) to:

- Support nurses who have or are pursuing doctoral degrees
- Bridge nursing research and clinical practice
- Foster mentorship, leadership & scholarship
- Retain great nurses who thrive on learning!

The DNCC welcomes PhD- and DNP-prepared nurses, doctoral students and all nurses considering graduate and higher degrees. Interested? Contact Megan Emerson at ext. 07205 or meemerson@wakemed.org.

S SAFETY

Cultivating Curiosity



The Stay Curious initiative, led by the Nursing Practice & Quality Council (NPQC), empowers nurses to lead our practice forward by 'staying curious.' Each quarter, NPQC will share a focused topic (ex. skin) and invite nurses to submit questions related to that theme. This effort aims to spark clinical inquiry, promote shared learning and strengthen our nursing culture of continuous improvement.

**Lead Forward.
Ask Boldly.
Elevate Care.**

Curious about when you will see information on the first topic? Watch your email and look for fliers posted on your department's bulletin boards.

Innovations & CNC

WakeMed Innovations joined the Clinical Nursing Council at its first meeting of the year for a hands-on innovation workshop. Nurses shared real challenges from everyday clinical workflows, worked together to narrow them down to a single unmet need, and quickly shaped that idea into a prototype concept. Then they pitched their ideas and showed how frontline insights transform into practical, impactful solutions. The Innovations team will be following up on several ideas to see which ones are ready to become the next WakeMed projects!



NPDP YEAR IN REVIEW

The Nursing Professional Development Program (NPDP), instated in 2016, recognizes and acknowledges clinical nurses for their contributions to leadership, exemplary nursing practice and the improvements, innovation, and discovery of best practices for our patients, their families and our community.

Nurses continue to embrace the opportunities that develop skills in keeping with the Magnet® Pillars of Excellence. Just a few of the MANY highlights from 2025 include:

- NPDP participants numbered nearly 400.
- Nurses partnered with 30 local, state and national organizations to stay informed about their specialty and best practices.
- We introduced NPDP Unit Champions to serve as unit experts on the NPDP Guide.
- We served the public at 25+ community events.
- 250+ nurses participated in and led research to improve practice and service.
- Expanded program to non-traditional nurse professions incorporating over 60 nurses.



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

© WakeMed Marketing & Communications, April 2026

3000 New Bern Avenue
Raleigh, NC 27610

ADDRESS SERVICE REQUESTED



WAKEMED FARMERS MARKET
May 5 – August 11

The market takes place in the Courtyard on Tuesdays from 10 am to 2 pm through the end of August (excluding holiday weeks). Come by and support local craft, specialty food/beverage, beauty and produce vendors.

Follow us TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS



**EARTH DAY
OUR POWER
OUR PLANET**

**OUR POWER.
OUR PLANET.**

Wednesday, April 22
11:30 am to 2 pm
Raleigh Campus Courtyard

Join us on Earth Day as we reduce our reliance on paper record-keeping. Clean out your desks, nursing stations and file cabinets and bring any documents that can be destroyed down to the shredding truck in the courtyard. The department that brings the most documents (by weight) will win a pizza party!

EMPLOYEE WELL-BEING

The Scoop on Nutrition

Join a Corporate & Community Health registered dietitian in a 30-minute detailed dive into a variety of nutrition topics. See MyWakeMed for times and details to join the discussion.

Health Claims on Food Labels – What Do They Really Mean?

April 14 & 16

This class will help to interpret “healthy” food marketing claims and use nutrition labels to make confident, informed food choices.

Torching the Fat-Burning Myths

May 13, 14 & 26

This class explores “fat burners” of the supplement and whole food variety. Do they really work, or are they just good marketing?

NURSING EDUCATION

- **Abstract Writing Workshop** – April 29, 9 to 11:30 am, Andrews Center
- **The Impact of Giving & Receiving Effective Feedback** – May 13, 9 to 10:30 am, Nursing Education Classroom C

ONE TEAM. MANY VOICES.

Memorial Day Ceremonies

May 22 at 11 am, Flagpoles at Raleigh, Cary and North

Juneteenth Recognition Ceremony

June 19 at 10 am, Raleigh Campus Courtyard

Ending the Silence

A NAMI of Wake County sponsored event
May 8, Noon to 1:30 pm, Heart Center

May is Mental Health Awareness Month. Ending the Silence is for employees with middle or high school aged youth. It covers warning signs, mental health facts, and practical strategies for talking with your child and working with schools to support their wellbeing. The program also features powerful personal stories from people with lived experiences, creating a meaningful and relatable learning experience. Participants can ask questions, build understanding, and help break the stigma surrounding mental health. Lunch will be provided – register in WakeMedU.

Read the Wake Way: Self-Compassion: The Proven Power of Being Kind to Yourself

by Dr. Kristin Neff

June 26 – Virtual, Noon to 1:30 pm

This book explores how practicing self-compassion – treating ourselves with the same kindness and understanding we offer others – can transform the way we navigate stress, setbacks, and everyday challenges. Register in WakeMedU. Upon registering, you'll complete a form to receive a copy of the book.

ORGANIZATIONAL DEVELOPMENT

Invest in yourself with WakeMed Organizational Development! Check out the courses below to build skills in communication, teamwork, respect and accountability – key Wake Way Every day behaviors that drive success. To register for these courses and to view future course offerings, visit WakeMedU today.

- **Working at the Speed of Trust:** April 17
- **The 7 Habits of Highly Effective People:** April 23
- **Navigating Difficult Conversations:** April 30
- **Impacting Others Through Your Behavior:** May 7
- **The 6 Critical Practices for Leading a Team:** May 13
- **People See Things Differently:** May 29
- **EmpowerEd Bites: Bridging the Generational Gap:** June 26

Caregivers Connection Group: Understanding the Continuum of Care

Friday, June 12, Noon to 1 pm

This virtual session will explore what families should know about different care environments, including assisted living, skilled nursing and home health. See WakeMedU for details/registration.

WAKE AHEC EVENTS

- **WakeMed Mental Health & Well-Being Grand Rounds: The Complexities of the Immigrant Experience** – April 14
- **New for 2026: Evidence-Based Treatment for Tobacco and E-Cigarette Use** – April 20
- **Dementia Cares: The Aging Brain and Diagnosing Dementia** – April 21 or 24
- **Aftershock: Responding to the Aftereffects of Community Violence: An Overview** – April 27
- **Results-Based Accountability™: Redefining Success and Measuring Impact** – May 20

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