

MICROSCOPE



Cary Hospital Receives Trauma Center Re-Designation

In January, surveyors representing the North Carolina Office of Emergency Medical Services (NCOEMS) conducted a re-accreditation survey of Cary Hospital's Level III Trauma Center program. Following their time onsite, the surveyors were very complimentary of the program, noting the experience and expertise of the clinical staff and Trauma Program leadership team.

The surveyors identified one deficiency related to the timing of required disaster drills, which is now being addressed. As a result, Cary Hospital received a one-year accreditation and will be eligible to be accredited for another three years next year when NCOEMS receives documentation that the deficiency was addressed.

"Caring for trauma patients takes an entire team – from the physicians and advanced practice providers, to the nursing staff, administration and those who provide support beyond the clinical care areas. Our team's commitment and dedication to high-quality, evidence-based patient care was evident to the survey team – and that is something we can all be very proud of," commented **Jeff Abrams, MD**, medical director, Cary Hospital Trauma Services.

Exceptional People. Exceptional Care.



WakeMed Recognized for Workplace Culture

WakeMed was named to *Newsweek's* 2026 list of America's Greatest Workplaces for Culture, Belonging & Community. This ranking includes U.S.-based employers with more than 1,000 employees and recognizes organizations that have made an inclusive workplace environment the foundation of their organizational success. The ranking is based on a large national survey that takes into account a range of metrics and key performance indicators including leadership, integrity, compensation and work-life balance scores.



State-of-the-Art MRI Opens at North

North Hospital is now home to one of the most advanced imaging tools available at WakeMed – the Siemens Magnetom Sola 1.5 Tesla magnet. Featuring Deep Resolve technology, the new MRI leverages AI tools to reduce noise, increase image resolution and improve scan times by up to 73%. For patients, this means less time in the MRI and quicker overall appointments. Staff and physicians will appreciate improved patient throughput, increased appointment capacity and faster scan turn-around times, which support timely treatment planning and discharges. The fixed MRI is conveniently located in the new Imaging Services addition, adjacent to Hospital Day Surgery.

In the coming months, the mobile MRI that has served North Hospital for many years will be repurposed to support other sites across the system, enhancing access to imaging services for all members of our community.



YOU GOT ON BOARD!

WakeMed 
GIVES
EXCEEDS GOALS



1,090
Employee Donations

\$458,480
Funds Raised

\$257,939
For Employee Centered Programs

\$200,541
For Courage to Confront Crisis Campaign

On behalf of the WakeMed Foundation, we would like to share our gratitude to all the employees who got on board and took part in the 2025 WakeMed Gives Campaign!

Through the support of 1,090 employee donors, the WakeMed Gives campaign raised \$458,480 in support of WakeMed – exceeding the total raised and total donor participation in 2024!

Funds raised during the campaign will provide support in the following areas:

- ▶ **Employee Centered Programs:** \$257,939
- ▶ **Courage to Confront Crisis Campaign:** \$200,541

All donations to the Courage to Confront Crisis Campaign were eligible for a one-to-one match from the Anonymous Trust, allowing us to double our impact!

WINNER, WINNER!
Congratulations to the **North Labor & Delivery team**, winners of the WakeMed Gives reel competition!

THANKS FOR KEEPING US ON TRACK

- ▶ **Executive Chairs:** Valerie Barlow, senior vice president & Administrator – North Hospital, and Waqiah Ellis, vice president, Nursing – Raleigh Campus
 - ▶ **Physician Chair:** Mike Ferguson, MD, ENT – Head & Neck Surgery
- Every year, WakeMed Gives Ambassadors play a critical role in the success of the employee giving campaign. Through the dedication and hard work of these individuals, the employee campaign exceeded this year's goal! Thank you to all our ambassadors for their commitment to making an impact! The full list can be found on MyWakeMed.
- ▶ **Ambassador Chair:** Hailee Rich, practice manager, Primary Care – Forestville
 - ▶ **APP Chairs:** APPreciation Committee



In 2020, WakeMed began developing a system-wide Master Facility Plan, intended to guide the growth and expansion of the health system over the next 10-20 years. The plan lays out a strategic pathway for facility growth in alignment with the projected population growth in Wake County and beyond – while allowing opportunities for revision and adjustment based on ever-changing market factors.

This year will mark the start of several major projects included in the master facility plan, so we wanted to take an opportunity to highlight just some of what's to come for WakeMed. As with all major construction efforts, many factors are at play and timelines will undoubtedly shift.



BUILDING FOR THE FUTURE



This overview is intended to provide a long-range view of what's on the horizon for WakeMed. Additional project-specific details are not available at this time, but rest assured we will share them when they are!

GARNER WHOLE HEALTH CAMPUS

This will be an exciting year for WakeMed as construction gets underway on our new Whole Health Campus in Garner. The access road will be constructed this spring, with early site work beginning this summer. The facility is in the final design phases and is being constructed in a manner that will support eventual expansion and addition of acute care beds and services. Look for much more information to be shared about this campus in the coming months!



A COLLABORATIVE VISION: The Health & Education District

WakeMed, Wake County and Wake Tech Community College have come together to create a robust Health & Education District in the area around Raleigh Campus. Sometimes referred to as the “Wake III” project, this initiative is a visionary plan for community development and connectivity that will allow each of the partners to fulfill their individual missions, while planning for the future and working together for the greater good.

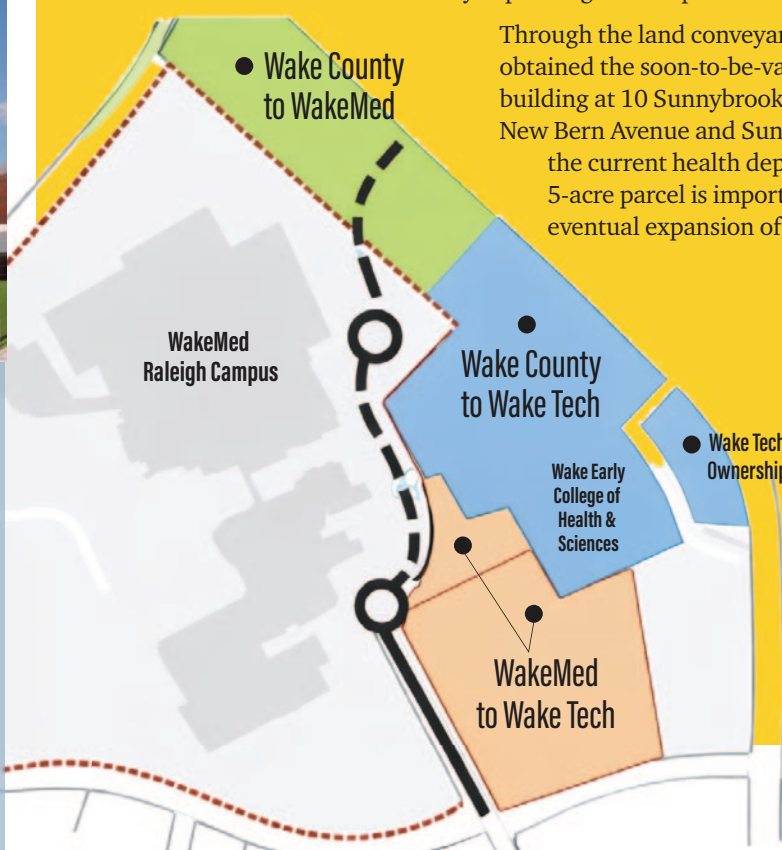
“WakeMed, Wake Tech and Wake County have a shared commitment to supporting the health of this community for generations to come. The Wake III partners recognized that we can accomplish more, for the good of those we serve, by aligning our vision and working collectively toward these common goals,” commented **Donald Gintzig**, WakeMed president & CEO. “Creating this District will transform the area around Raleigh Campus and how our community interacts with the New Bern Avenue corridor.”

Over the past several years, the three entities have come together to complete rezoning and land conveyances to allow:

- > Wake County to better serve the public health needs of residents by building a new, state-of-the-art public health building on Swinburne Street,
- > Wake Tech to train more health professionals with the addition of a simulated hospital at its Perry Health Sciences Campus,
- > WakeMed to enhance health care by expanding the footprint of our flagship hospital.

Through the land conveyance process, WakeMed obtained the soon-to-be-vacant Public Health building at 10 Sunnybrook Road, on the corner of New Bern Avenue and Sunnybrook Road, where the current health department is located. This 5-acre parcel is important to support the eventual expansion of Raleigh Campus.

As both the Wake Tech and WakeMed campuses grow, additional, integrated green spaces will be added – with a goal of creating a more walkable, pedestrian-friendly area, with a focus on health, wellness and education.



RALEIGH CAMPUS

WakeMed Raleigh Campus opened in 1961 as Memorial Hospital of Wake County, with 380 beds. Over the years, the campus has had several notable additions and expansions – including the Heart Center, Rehab Hospital, Andrews Center and E-Tower. As time has passed – and health care technology has rapidly changed – there are now areas of the facility that need significant upgrades to remain competitive in the market and maintain the delivery of leading-edge care for our growing community.

Over the next 10-15 years, Raleigh Campus will undergo significant expansion, leveraging the land acquired in the Wake III land conveyance and new acute care beds that have been awarded through the Certificate of Need process. The result will be a larger overall footprint, with state-of-the-art operating rooms; new, larger emergency departments; additional patient beds and expanded support services areas – all designed around the patients, families and community we serve.

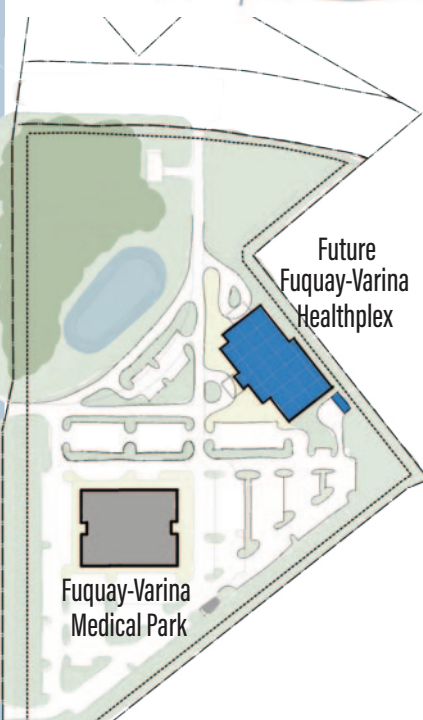
A project of this size will take many years to plan, design and complete, but Construction & Design is taking foundational steps toward this goal. Work is kicking off this spring to build a new Central Energy Plant, which will replace the current, 60+ year-old boiler system. This entails replacing the water and utility lines that serve Raleigh Campus and building a new, modern energy plant. While this may not be as exciting as a new patient tower, it is a significant infrastructure upgrade that lays the groundwork for future expansion.

CARY HOSPITAL & NORTH HOSPITAL

Significant growth is expected in both the area surrounding Cary Hospital and the area surrounding North Hospital. The master facility plan includes near- and long-term plans to expand both of these hospitals to accommodate more patient beds, new services and enhanced technology.

WakeMed is working with the state, through the Certificate of Need process, to obtain approval to add more beds at both Cary Hospital and North Hospital. This will allow us to move these projects forward when the time is right.

In the near-term, we are working to expand and enhance the services currently available at these community hospitals, with a goal of ensuring patients at all corners of the county have convenient access to high-quality inpatient care.



NEW HEALTHPLEXES

In 2025, WakeMed received approval to build two new healthplexes – one in Rolesville and one in Fuquay-Varina. These new stand-alone emergency departments will improve access to emergency care for some of the most rapidly growing areas of Wake County.

- > The Fuquay-Varina Healthplex will be located adjacent to the Fuquay-Varina Medical Park, which opened last year on North Main Street (U.S. 401).
- > The Rolesville Healthplex will be located on Burlington Mills Road, near Rolesville Middle School.

Both facilities will be modeled after Wendell Healthplex, with some adjustments being made based on feedback from staff and process improvement initiatives at that location. We expect these new healthplexes to open in the spring of 2028.

COMPLETE YOUR BIOMETRIC SCREENING

Biometric Screenings will be held through March 20.

If you haven't already, you can schedule your screening appointment via WakeMed MyChart.



PLEASE NOTE...

- ▶ Know the time and location of your screening and bring your ID badge. Allow approximately 20 minutes, start to finish.
- ▶ The screening consists of height, weight, waist circumference, and basic cholesterol panel with glucose.
- ▶ Eight hours fasting is required unless prohibited for medical reasons.
- ▶ Participants who have had labs drawn since July 1, 2025, 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, and will be available in Asset Health around May 1.



REMEMBER...

There are no points associated with *WakeWell Rewards* again this year. If you do not earn credit for all four Biometric Standards, you can make it up by completing an Alternate Standard. More details about alternate standards can be found on MyWakeMed.

Employees who are pregnant or gave birth on or after July 1, 2025, 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, 2026. 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 Online Health Assessment takes about 15 minutes and provides a snapshot of your current health status.

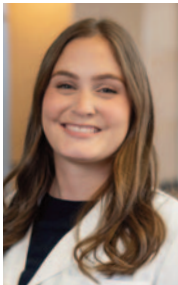
To access the assessment, visit the Asset Health wellness portal via MyWakeMed or the Asset Health mobile app. Single sign on is available when accessing the online portal from the WakeMed network.

Need technical support? Call 1-855-444-1255.



NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Miranda Ave, MD
Pediatric Primary Care



Sarah Bradley, MD
Urogynecology



Raeesa Khalid, MD
Sleep Medicine



Pujan Patel, MD
Heart & Vascular



Gary Salasidis, MD
Cardiovascular & Thoracic Surgery

Welcome New Advanced Practice Providers

Sarah Fernandez, PA
Surgical Oncology

Amber Powell, NP
Heart & Vascular

Nicholas Field, PA
Cancer Care

Haleigh Prysock, PA
MyCare 365

Johanna Forlivio, PA
Gastroenterology

Ross Romanelli, PA
Wake Orthopaedics

Ally Freeman, PA
Heart & Vascular

Manoj Sebastian, NP
Neonatology

Xueliang Guo, NP
Hospital Medicine

Ireny Sharkawy, PA
Hospital Medicine

Victoria Harris, PA
MyCare 365

Maggie Small, PA
Wake Orthopaedics

Kendall Jukka, NP
Urgent Care

Gillian Sudderth, PA
Sleep Medicine

Emily Miller, NP
Pediatric Surgery

Katelyn Whitley, PA
Plastic & Reconstructive Surgery



On the Move Cary Hospital Updates

Several services at Cary Hospital have moved in recent weeks. These changes were made to improve efficiency and allow us to expand some services. Here's a summary of the changes:

- ▶ Mammography services have moved out of the hospital and into the Medical Park of Cary.
- ▶ Pulmonary Function Testing (previously located in the Medical Park of Cary) and Respiratory Care Services have moved into space previously occupied by Mammography.
- ▶ The Heart & Vascular Unit has expanded into the space Respiratory Care Services had occupied.
- ▶ In preparation for the NICU renovation project, the Coaches' Corner has relocated to allow a new newborn nursery to be built within Mother/Baby. When this project is complete, work will begin to relocate the NICU for the duration of the renovations.



KNOW YOUR BENEFITS

LAB SERVICES

As part of the WakeMed medical plan transition to Blue Cross Blue Shield administered by Brighton Health Plan Solutions, lab services are only covered within the WakeMed Preferred Tier. All plan members must visit a WakeMed Lab Draw Station for insurance to cover the cost of the labs. If your provider orders labs, please ask them to print the order or email it to you so you can print it and take it to a WakeMed Lab Draw Station. Scan the QR code for full lab details.

DEPENDENTS LIVING OUTSIDE THE TRIANGLE

Employees or dependents who live more than 50 miles from Raleigh Campus may have lab services covered at another facility – but must update their address on file with Benefits for that to process correctly. To do this, fill out the Dependent Address Form (available on MyWakeMed) and send it to Benefits prior to the lab draw. Note: Once a dependent's address is updated, that person's Explanation of Benefits (EOB) will be mailed to the address listed on the form.

WakeMed has 13 lab draw stations, all accepting walk-ins. No appointment is needed unless your physician has ordered a 2- or 3-hour Glucose Tolerance Test (the 1-hour test is a walk-in).

- ▶ **Apex Healthplex:** 120 Healthplex Way, Suite 1401, Apex 27502*
- ▶ **Brier Creek Healthplex:** 8001 T.W. Alexander Drive, Suite 1404, Raleigh 27617*
- ▶ **Fuquay-Varina:** 231 N. Judd Parkway NE, Fuquay-Varina 27526
- ▶ **Fuquay-Varina Medical Park:** 2400 N. Main Street, Suite 140 Fuquay-Varina 27526*
- ▶ **Garner Healthplex:** 400 US Highway 70 East, Suite 1400, Garner 27529*
- ▶ **HealthPark at Kildaire:** 110 Kildaire Park Drive, Suite 301, Cary 27518
- ▶ **Medical Park of Cary:** 210 Ashville Avenue, Suite 101, Cary 27518*
- ▶ **North Hospital - Physicians Office Pavilion:** 10010 Falls of Neuse Road, Suite 302, Raleigh 27614*
- ▶ **Oberlin:** 505 Oberlin Road, Suite 220, Raleigh 27605*
- ▶ **Morrisville Medical Park:** 101 Holly Creek Road, Suite 140, Morrisville, 27560*
- ▶ **Raleigh Medical Park:** 23 Sunnybrook Road, Suite 110, Raleigh 27610*
- ▶ **Wake Forest Medical Park:** 1030 Siena Drive, Suite 140, Wake Forest 27587*
- ▶ **Wendell Healthplex:** 2021 Wendell Valley Boulevard, Wendell 27591

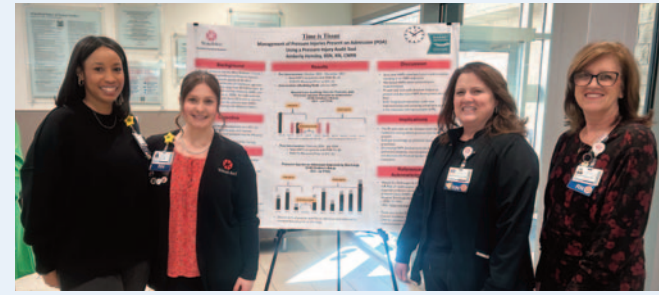
* Glucose Tolerance Testing Sites




When winter weather hits, our WakeMed family never wavers! Thank you to everyone who worked so hard to care for our community during snow and ice storms this winter. Some staff – like those in the STICU – took time out to enjoy the winter weather, while others – like Microbiology – enjoyed some friendly competition with games and snacks!



We want to thank The Volunteers of WakeMed Raleigh Campus Board of Directors for sponsoring the beautiful new mural in the 1C Clinical Evaluation Area. The mural was created by artist **Dakota Cuyler** (1C Clinical Evaluation Area) whose vision was to create a galaxy room where children see their value, as illustrated by the quote “The World is a Better Place with You In It.” Her innovative artful works are now a part of the children’s dayroom in 1C. This “Safe Space” is a place for group therapy, relaxation and activity time on the unit. We thank Dakota for her work that will continue to inspire patients, our team and visitors!



The fourth annual Quality Showcase was held in January to recognize and celebrate the outstanding quality work happening across our system for the benefit of our patients and families. This year’s event featured more than 25 posters – selected from nearly 60 submissions. Thank you to our wonderful presenters for being part of this event!

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

‘IT’S NOT OKAY FOR OUR PATIENTS TO WAIT.’

Then vs. Now

Before the pandemic, WakeMed’s emergency departments only experienced some seasonal boarding – patients awaiting an inpatient bed. Today, things are very different. While patient boarding has become common at WakeMed – and all U.S. hospitals – all those involved in efficiently moving patients through our system are doing an outstanding job. “It’s just a different world in many ways,” says Dr. Bernstein, when asked why inpatient volumes are so high. van Schagen shares “We’re a much bigger system than we were just 10 years ago – and so is Wake County.” Dr. Bernstein adds, “We’ve expanded our portals of entry; our service lines, with Mental Health & Well-Being, Plastic & Reconstructive Surgery and Oncology; North has an ICU now; and our Heart & Vascular program has grown. The acuity of our patients is also higher.”

Comparing last year’s average monthly bed requests to this year’s paints the growth picture:

- 2024 – 8,282 avg. bed requests per month
- 2025 – 8,740 avg. bed requests per month
- First couple of months of 2026 are on trend to meet/exceed 2025 numbers

Team Triumphs

Our staff and providers who work in our ED’s and nursing units, in addition to support staff, are highly committed to supporting patient movement as efficiently as possible by using evidence-based practices, standard work and creativity.

Discharge Before Noon

Systemwide commitment to discharging patients before noon has been key to efficient patient flow. For a number of years, the team has aimed for a discharge before noon systemwide goal of 20%. Cary Hospital took top honors for meeting the goal for the first time. Cary Hospital’s 5 West exceeded the goal for 12 months in a row and won the Cogsworth award each month! Discharge before noon rates at Raleigh Campus and North

Hospital were much improved at 15.7% and 18.6% respectively, 6B won the Raleigh Cogsworth for six months in a row and 3 North had their first three-peat!

Transporters

Our hospital Transport teams play a vital role in patient flow – none of our success would be possible without them. In 2025, they managed 16,000+ patient transport requests across the system.



Mobile Critical Care

The Mobile Critical Care team adds to our discharges before noon efforts – even in the face of unprecedented volumes. The team received 29,474 requests in 2025, which is a 9.9% increase over 2024.

Emergency Departments

Expanding department footprints by identifying alternate care spaces to ensure timely care in spite of high volumes.

Environmental Services

The Environmental Services team is essential to patient flow and they are highly committed to providing a healthy, clean and safe room for each patient. These teams met their lofty goal of 100-minute room turnaround time systemwide in 2025!

Congratulations to the many people involved in the patient flow process.

This has been the mantra for WakeMed’s System Patient Flow Team since the group and process were formalized in 2011. The System Patient Flow Team is chaired by **Marcy van Schagen**, MSN, RN, director (System Capacity & Patient Placement) and **Seth Bernstein**, MD (Hospital Medicine). Dr. Bernstein is the first physician co-chair, “formalizing the true partnership we have with our providers to support patient flow,” says van Schagen. Several subgroups also contribute to this critical work. The team has multiple functions:

- Analyzes data to improve efficiency
- Identifies initiatives aimed at expediting patient movement
- Facilitates collaboration across the system for key stakeholders



KEY FY26 GOALS

With efficient processes in place and an eye on constantly improving on their great work, the team has some key goals for 2026:

- **Discharge Before Noon** – 20% for system
- **ICU Transfer Times** – <60 mins., (stretch 30 mins.)
- **Bed Ready to Exit ED** – <60 mins.
- **EVS Turnaround** – <100 mins.
- **Bed Dirty to Bed Assign** – <10 mins.

WHAT AN EMPLOYEE!

Stephanie Baker (Physical Therapy) was named this year's Gold Winner for Best Physical Therapist by 5 West Magazine.

Ryan Collins, PA-C, (Hematology & Medical Oncology) received the WakeMed APP Spotlight Award for January. This award was established by the WakeMed APPreciation Committee to highlight and recognize the role our APPs play in providing exceptional patient care.

Karen Weaver, MSN, RN, (Emergency Department – Garner) received the North Carolina Emergency Nurse's Association (NCENA) Nurse Manager Award for 2025.

Kelly Davis, RN, (Emergency Department – Brier Creek) earned her doctor of nursing practice (DNP) degree.

Rhonda Simpson (Clinical Documentation Integrity) earned a master's in healthcare administration (MHA) degree.

Jenna Beckham, MD, (OB-GYN) became a board-certified informaticist.

Aundrea Callahan (Provider Enrollment) became WakeMed's first certified provider enrollment specialist (CPES), offered by Commission of the National Association Medical Staff Services.

Elizabeth Murumalla (Information Services) earned health care certification in AI.

Brenna Smith and **Lindsey Renoe** (both of Patient Case Management) received certified case manager credentials.

Michael Regan (Information Services) was promoted to manager of Desktop and Client Services.

Brittany Prince (Heart & Vascular – Cary) was promoted to team lead of Patient Registration.

Information Services congratulates **Laura Helen Murray** on being promoted to project manager II and **Ashleigh Sill** to project manager team lead.

COMINGS & GOINGS

6C Surgery & Trauma welcomes **Alexander McCurdy**, RN, and **Joseph Reynolds**, RN.

3B CVIC welcomes **Andrea Rodriguez**, RN; **Fatma Marone**, RN; **Ebra Chanakira**, RN; **Amy Villarreal**, RN; **Vanessa Welton**, RN; **Ryan Williams**, RN resident; **Joan Tungol**, RN; **Cherry Llanto**, RN; **Dana Cordell**, RN resident, **Shannon Foye**, **Jennifer De Leon**, **Abba Manneh** and **Leah McCullough**.

Home Health welcomes **Sigal Patel**, **Brenda Sherrod**, and **Ciara Winley**, LPN.

CVICU welcomes **Constance Turlington**, RN

eICU welcomes **Tisha Hicks**, RN.

ADDITIONS & ATTACHMENTS

Congratulations to **Megan Awong** (Information Services) on her marriage to Hamid Atif on Oct. 5, 2025.

WAKEMED CONNECTION GROUPS

The Diversity and Inclusion Council is proud to sponsor WakeMed Connection Groups for 2026, providing a dedicated safe space of support,

community and learning for people who identify with a particular demographic or interest group.

"Connection Groups offer a powerful reminder that inclusion is not a program—it's a practice," says **Madison Hester** (Organizational Development). "It happens when we intentionally create spaces where everyone feels they belong." These voluntary groups support our WakeMed aspirational goals and promote our Wake Way Every-Time Behaviors.

This year, we will continue offering our Caregivers Connection Group and introduce a brand-new New Parents Connection Group. "Our Caregiver and New Parent Connection Groups deliver meaningful impact by normalizing shared experiences, reducing burnout and fostering belonging—outcomes that directly support retention, well-being and quality of care," says **Kathy Price**, manager, Organizational & Workforce Development.

See WakeMedU for details/registration.



GOAL

FY2026 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 2026 – and how we were performing at the end of fiscal year 2025 – 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	FY 2025 Outcome	FY 2026 Target	Direction to show improvement
Quality			
Harm Across the Board (per 1,000 patient days)	1.23	1.05	▼
Catheter-Associated Urinary Tract Infections (SIR)	0.23	0.44	▼
Central Line-Associated Bloodstream Infections (SIR)	0.40	0.52	▼
C-Diff Infections (SIR)	0.21	0.31	▼
Surgical Site Infections - Colorectal (SIR)	1.26	<1.00	▼
Culture of Safety			
Patients with a Broset Score >=4 with Agitation Management Orders in Place	59.30%	60.00%	▲
Patient Falls (per 1,000 patient days)	0.42	0.49	▼
Observed to Expected Mortality	0.79	<1.00	▲
Wake Way			
Surpass National Health Care Net Promoter Score (NPS) Benchmark	80%	81%	▲
Extraordinary Team			
Employee Engagement Survey Employee Ranking	84.00%	86.00%	▲
Financial Health			
Contract Labor as Percent of Total Labor Expense	4.70%	5.78%	▼
Direct Operating Expenses as Percent of Operating Revenue	91.00%	91.55%	▼
Cash Flow from Operations Expenses per Adjusted Discharge	\$16,798	\$17,030	▲
Streamline the IT Portfolio (Annualized Future Savings)*	NA	\$5M	▲
Highest Ethics & Standards			
NIST Assessment Rating	3.24	3.3	▲
Percent of Recipients who Provide Credentials in Phishing Simulations	1.47%	<1.75%	▼
HIPAA Violations per 100 employees	0.53	<0.90	▼
Corporate Integrity & Audit Services Reports per 100 Employees	2.36	>2.00	▲
Healthy Community			
Percent of Consented Precisely You Participants who have Blood Drawn*	55%	>65.00%	▲
Percent of Patients with Up-to-Date Social Determinants of Health Screening	68.43%	70.00%	▲
MyChart Activation by Patients	73.00%	75.00%	▲
Online Scheduling (% volume increase)	14.70%	3.00%	▲
eCheckIn/Self-Registration (% volume increase)	32.70%	2.00%	▲
Innovations			
6 CTTs demonstrate a minimum of 50% of CEBs with 75% or greater pathway adherence for at least 3 months	5	6	▲
Epic Honor Roll Assessment	Summa Cum Laude Level	Achieve Cum Laude Level	▲
Preferred Partner			
Active Clinical Primary Care Attributed Lives	137,852	150,000	▲
Value Leader			
Total Operating Expense per Adjusted Discharge	\$17,574	\$17,835	▼
Observed to Expected Readmissions (ratio)	0.85	0.85	▼
Observed to Expected Length of Stay (ratio)	1.01	< 1.00	▼

* indicates new metric

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

Caregivers Connection Group

For employees caring for parents/guardians, children or extended family members. Sessions include guest speakers, lived-experiences and resource-sharing.

Location: Raleigh Campus Conference Dining

- ▶ **Supporting Caregivers of Children with Disabilities:** March 12
- ▶ **Understanding the Continuum of Care:** June 12
- ▶ **Boundaries and Guilt:** August 28
- ▶ **Tech Makes Caregiving Easier:** Nov. 13

New Parent Connection Group

A supportive environment for WakeMed employees who are expecting parents, offering education, resources and community around developmental milestones from birth through age five.

Location: Heart Center Conference Room (virtual option available)

- ▶ **Foundations of Love & Learning:** Feb. 17
- ▶ **Spring into Movement:** March 10
- ▶ **Blooming Brains:** April 7
- ▶ **Little Voices, Big Feelings:** May 5

MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor
WakeMed Employees, Photos

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PYRAMID Society Nominate a colleague today!

Do you have a coworker who goes above and beyond every day to help WakeMed achieve our Aspirational Goals? If so, now is the time to nominate them for the Pyramid Society Award! The nomination process is quick and easy! To access the nomination, visit "Wake Way to Go!" and click the Pyramid Society Award graphic.

FOLLOW US TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS

EMPLOYEE WELL-BEING

Scoop on Nutrition: Budgeting in Good Nutrition March 5, 10 & 26

A healthy diet can be expensive, but it doesn't have to be! This March, join a Corporate & Community Health registered dietitian for a 30-minute discussion with tips to eat healthfully and deliciously without spending your whole paycheck. See MyWakeMed for times and details to join the discussion.

Cary Healthworks Group Fitness

Healthworks at Cary Hospital is offering following group classes:

- > Group Strength Training on Mondays at noon
- > Yoga on Thursdays at 11:45 am

A \$75 class pass provides access to 10 group classes, which may be used for either group strength or yoga. Healthworks is located at 110 Kildaire Park Drive, Suite 201. To register or for more information, please call 919-350-8613 or email ggonzalezcontreras@wakemed.org.

CEO Employee Forums

Don't miss this opportunity to talk informally with **Donald Gintzig**. It's your chance to learn what we're doing now and find out what's coming up in 2026 and beyond.

In Person Forums

- > Cary Hospital – Wednesday, March 11, 3 pm, Conference Center
- > North Hospital – Thursday, March 12, 3:30 pm, Conference Center
- > Raleigh Campus – Tuesday, March 24, 2:30 pm, Heart Center Conference Center

Virtual Forums – See MyWakeMed for joining information

- > Wednesday, March 10, 2:30 pm
- > Thursday, April 2, Noon

NURSING EDUCATION

The Impact of Giving & Receiving Effective Feedback

March 19, 9 to 10:30 am – Nursing Education Classroom C
Register via WakeMedU

WAKE AHEC EVENTS

- > 4th Annual Women's Health Conference: Across the Lifespan – Feb. 27
- > Implementing the 4Ms of Age-Friendly Health Systems: A Practical Series - Spring 2026 (Tuesday or Wednesday sessions are available) – March 10 through May 20.

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



WORKFORCE DEVELOPMENT

2026 Education Fairs: Invest in Your Future

Join us at our upcoming Education Fairs – sponsored by WakeMed Workforce Development and Nursing Education. Representatives from local colleges and universities will be available to answer questions about degree programs and admission requirements. WakeMed is committed to employee development and provides educational programming as well as funding to help you earn a degree or specialty certification.

- > Raleigh Campus Education Fair: March 17, Conference Dining, 11 am to 2 pm
- > Cary Hospital Education Fair: March 25, Cary Conference Center, 11 am to 2 pm

Navigating Health Care Careers Conference

Friday, May 1

WakeMed is excited to host a health care careers conference specifically for high school students: Navigating Health Care Careers: Charting Your Path from High School to Health Care! This one-day conference is designed to showcase numerous and varied careers in health care. Space is limited and seats will fill quickly! If your teenager is interested in pursuing a health care career and would like to explore options, please register and build your schedule today by visiting wakemedhs26.sched.com.

Please email WorkforceDevelopment@wakemed.org with any questions.