

MICROSCOPE

WAKEMED WHOLE-HEALTH CAMPUS UPDATE



The WakeMed Whole-Health Campus design is taking shape as WakeMed Construction & Design unveils the latest architectural renderings.

The Garner campus includes a 45-bed acute care hospital connected to a 150-bed Mental Health & Well-Being hospital, representing the deep connection between physical and mental health. WakeMed has submitted a certificate of need application with the state to add 78 more beds to the acute care hospital. We will receive the state’s decision in 2026.

Those involved with the Whole-Health Campus project, including architectural firms and WakeMed and Sheppard

Pratt leaders, refer to the Mental Health & Well-Being hospital as the ‘Hospital in the Woods.’ This is in keeping with their nature-inspired design philosophy – and an important element of our care philosophy. Acute care hospital patients will benefit as well from the natural surroundings and focus on fresh air and light. A creek also runs through the campus and most patient rooms will have large windows facing outdoors. The well-being of the staff who will care for patients is also a consideration for the project team. They will have all the same access to campus trails and greenspaces as well.

The Mental Health & Well-Being hospital will have six 25-bed units where patients of similar ages and diagnoses will receive care. Respecting the dignity of our patients is a hallmark of the transformational care the team will provide and is built into some of the hospital’s design elements, such as the private patient entrance for those who choose to use it.

The project timeline is subject to change. A groundbreaking ceremony for the campus will take place in November with work on the site anticipated to start in early to mid-2026. Construction will be complete by the end of calendar year 2028, barring unforeseen issues. We hope to open our doors during the first quarter of 2029.

THE COURAGE TO CONFRONT CRISIS

On October 10 – World Mental Health Day – the WakeMed Foundation’s Courage to Confront Crisis philanthropic campaign launched publicly. The goal is ambitious: \$50 million – the largest fundraising goal ever set in Foundation history. During the quiet phase of the campaign, members of the highly dedicated *Courage to Confront Crisis* Campaign Cabinet and the WakeMed Foundation staff generated more than \$32 million in support from community members and organizations who share our focus on destigmatizing mental health and ensuring all have access to the highest level of care.

“Mental health care impacts each and every one of us, whether directly or indirectly. The *Courage to Confront Crisis* campaign is an opportunity to raise awareness of the mental health issues we have in our community and make a real impact on how we respond to them. WakeMed’s approach to mental health & well-being, and this incredible Whole-Health Campus will give people an opportunity to rewrite their lives – and the impact of that will be felt in our community for generations to come,” commented **Margaret Bratton**, WakeMed Board member and co-chair of the *Courage to Confront Crisis* campaign along with Michael Painter and Gloria Becker.

Members of the WakeMed family who would like to contribute to the *Courage to Confront Crisis* campaign can do so through WakeMed Gives by visiting wakemedgives.wakemed.org. “Donations to the *Courage to Confront Crisis* campaign will reach beyond bricks and mortar to support mental health services and programming that are not always covered by health insurance but are critical to a patient’s long-term well-being,” says **Hank Woods**, vice president, WakeMed Foundation. There is still significant work to do to ensure our community has access to these important resources.



WakeMed is setting the standard for high-quality nursing care as one of just 47 health care organizations in the world to earn Magnet Recognition with Distinction™ (Magnet with Distinction). David Marshall, JD, DNP, CENP, NEA-BC, chair of the American Nurses Credentialing Center’s Commission on Magnet® made the announcement via conference call to a group of 300+ eager WakeMed nurses and leaders on September 18.

The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. WakeMed first earned Magnet recognition in 2015. Only 629 hospitals worldwide – 11 in North Carolina – are designated Magnet.

WE ARE PROUD

Magnet with Distinction is a designation recognizing the highest performing Magnet organizations around the world. Based on validated empirical data, only a select few hospitals achieve this elite level of performance. They serve as exemplary role models for nursing excellence and for creating an environment of care that improves patient outcomes. Magnet with Distinction raises the bar to recognize top-tier organizations that

WAKEMED IS THE FIRST HEALTH SYSTEM IN NORTH CAROLINA TO EARN MAGNET RECOGNITION WITH DISTINCTION™

have achieved the highest level of nursing excellence while addressing emerging challenges and changes in health care moving forward. WakeMed is the first health system in North Carolina to earn the honor.

In addition to having a deficiency-free application and visit, WakeMed achieved exemplar status for shared decision-making practices, the Chief Nursing Officer’s advocacy

for nurses and their well-being, nursing engagement and outperforming the benchmark for surgical error avoidance and patient burns.

Magnet Memories

See inside for a look back at our Magnet visit and all the fun we had!

Coming Soon

REZILIENT

WITH WakeMed

In 2026, WakeMed will launch a new employee benefit program for all medical plan members. Beginning January 1, 2026, medical plan members and dependents aged 7+ will have no cost access to exceptional concierge primary care and specialty care consultations via tele-health and in-person at conveniently located Rezilient with WakeMed CloudClinics.

Rezilient with WakeMed is focused on improving your experience as a patient and helping you navigate care to be your healthiest version of you. The Rezilient with WakeMed benefit includes:

- > Coverage for medical plan members (including enrolled dependents aged 7+) \$0 copay and \$0 deductible for primary care, urgent care and specialty care consults
- > Same-day and next-day appointments that fit your schedule and your preferred way to get care
- > Access to Rezilient’s hands-on care coordination to help you get high-quality, low-cost specialty care within the WakeMed Preferred Tier

To learn more about this new benefit offering, visit <https://rezilienthealth.com/activate/wakemed>.
Note: This benefit does not take effect until January 1, 2026, so you will not be able to activate your account until the new year.



WAKEMED EXPANDS CARDIAC REHAB WITH AT-HOME VIRTUAL CARE SERVICE,

RECORA

WakeMed has launched a new collaboration with Recora, an at-home cardiac rehabilitation service, making WakeMed the second hospital in North Carolina to offer the service. The program allows patients to participate in live, one-on-one and group virtual rehab sessions from the comfort of their homes and removes barriers that often prevent patients from completing a full course of recovery.

WakeMed’s decision to work with Recora was, “driven by a shared commitment to improving access to cardiac rehabilitation and enhancing patient outcomes,” explained **Cathy Smith**, executive director of Rehab Services. “Traditional in-person cardiac rehab patients often face barriers such as transportation, scheduling conflicts, the need to return to work and limited availability. Recora’s virtual model offers a scalable, patient-centered solution that aligns with WakeMed’s strategic goals of innovation, quality and community health.”

Patients will benefit from this new offering in several important ways. Virtual rehab removes geographic and logistical barriers and offers evening and weekend scheduling. Studies show that both virtual and in-person cardiac rehab reduce hospital readmissions and emergency visits, while increasing life expectancy. Smith noted that patients also complete more sessions on average in the virtual model compared to traditional in-person programs. In addition, the program provides individualized care plans, educational tools and access to a multidisciplinary team.

Consistent with in-person cardiac rehab, Recora uses a whole-person approach. “It integrates exercise, nutrition, psychosocial support and disease education,” said Smith. Patients receive a recovery kit and join live, interactive sessions with a team that includes nurses, dietitians, exercise and fitness specialists, and health coaches. Evidence-based results show compliance outcomes that are comparable to or even better than traditional in-person rehab programs.

Looking to the future, Smith shared that WakeMed aims to expand cardiac rehab access across North Carolina, integrate virtual rehab into standard care pathways, and “support value-based care models that improve efficiency and reduce costs for patients and health systems.”

An engaged employee is a person who feels a strong connection to an organization and its mission, values and ethics. Each year, WakeMed measures employee engagement through the anonymous WakeMed Perspectives Employee Engagement Survey. Qualtrics – a national survey company that performs our patient satisfaction and employee engagement surveys – conducted the survey. This year’s survey focused on gathering employee opinions about the safety of their work environment, having the tools needed to serve our patients, well-being and trust in leadership, among other topics.

The survey was made up of 26 dimensions which included statements or questions that measured overall engagement. In comparison to last year’s survey results, our scores improved in over 88% (23 out of 26) of these dimensions and remained the same in the remaining areas. Our score for one of the 39 statements – I feel physically safe while I am at work – declined by 1%. Our scores surpassed the national average by a large margin in many areas.

“We are certainly pleased with the survey results, but great scores do not mean we can be complacent,” said **Jeronica Goodwin**, DHA, senior vice president, Human Resources & Chief People Officer. “WakeMed is a different organization than it was just 10 years ago. Given such factors as the tremendous growth of our area and unprecedented advances in technology, it’s likely WakeMed will change dramatically in the next 10 years. Through it all, we will continue to ensure you have the support, tools, benefits and education to help you feel safe and happy and understand the integral role you play in achieving our Aspirational Goals.”

Leadership is in the process of sharing additional, anonymous results with teams. Please continue to share workplace ideas, successes and challenges with your colleagues and managers. Thank you to everyone who participated in this year’s survey! We appreciate you sharing your perspective!

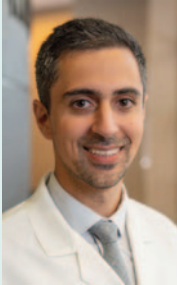


NEWS FROM

WakeMed

Physician Practices

Welcome New Physicians



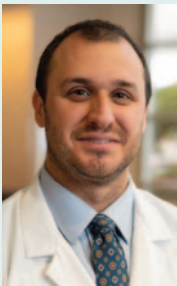
Anoosh Bahraini, MD
General Surgery & Bariatric Surgery



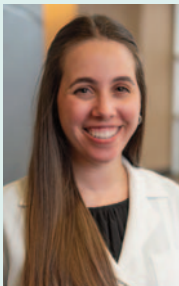
Matt Bologna, MD
Wake Orthopaedics



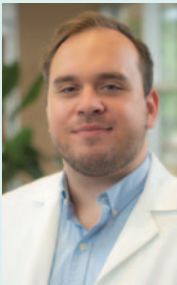
Cherise Brackett, MD
Neonatology



Philip Serbin, MD
Wake Orthopaedics



Paige Spieth, MD
Pediatric Primary Care



Strahinja Talic, DO
Primary Care



Patricia Wellborn, MD
Wake Orthopaedics

Welcome New Advanced Practice Providers

Drew Frankenfield, PA
Heart & Vascular

Angela Liszewski, PA
Heart & Vascular

Belinda Fugalli, PA
Urology

Carolyn Penrose, NNP
Neonatology

Kafui Hunu, NP
MyCare 365

Emilie Price, NP
MyCare 365

Alexandra Lewis, PA
MyCare 365

Amanda Sadowsky, NP
Neonatology

COMING SOON

MyCare 365 Coming Soon to Garner!

MyCare 365 Primary & Urgent Care will open their 13th location in November.

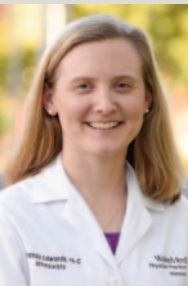
Middle Creek Crossing
16126 NC Highway 50 N.
Garner 27529

- > Monday – Friday
8 am to 8 pm
- > Saturday & Sunday
8 am to 4 pm



LEADERSHIP NEWS

Amanda Edwards, PA, Named Assistant Chief Quality Officer



Amanda Edwards, MBA, PA-C, CPHQ, has been promoted to the role of Assistant Chief Quality Officer for WakeMed. This new leadership position will support our Chief Quality Officer Karen Chilton, MD, in leading the system’s quality improvement, patient safety and regulatory compliance initiatives. As ACQO, Edwards will play a key role in implementing quality improvement programs, monitoring performance metrics, and promoting a culture of continuous improvement across the organization. She will lead clinical transformation initiatives and collaborate with multidisciplinary teams to drive innovation in clinical care delivery, patient outcomes and efficiency. A member of the WakeMed family since 2013, Edwards cares for patients in our ICUs and has served in numerous leadership roles, including as a director of Advanced Practice Providers since 2020.

PATIENT CARE *excellence*

Yamicka

Yamicka’s life changed dramatically after she experienced a stroke at 39 years old. The WakeMed Rehabilitation Hospital helped her through an intensive recovery journey that included physical, occupational, recreational and speech therapy. She was also given tools and strategies to help her navigate life with left-side paralysis and cognitive decline. Grateful for the compassionate care and support she received from the WakeMed team, Yamicka continues to work hard every day toward her recovery.

“April Gallons was the therapist who made an impact on me. I didn’t want to go to therapy. I wanted to go home. Therapist April was kind, yet stern — in a good way. One day, I was complaining to her, and April said, ‘My dad always told me, complain, but at the end of the day, do what needs to be done.’ That statement had a major impact on me, and, thereafter, I did whatever anyone asked despite not feeling like it.”



Kevin

When Kevin’s heart health began to decline, he underwent open heart surgery with **Judson Williams, MD** (WakeMed Heart & Vascular). Following a successful surgery, Kevin joined WakeMed Cardiac Rehab, where he dedicated himself to rebuilding his strength and reclaiming the life he loves. The Cardiac Rehab team made sure Kevin felt confident in his progress and led him to a full recovery.

“My initial consult with Dr. Williams was incredible. His bedside manner is above any other physician I’ve ever met. He truly understands the gravity of the surgeries he performs on his patients. Before seeing him, I researched him — since he would potentially be opening up my heart. I learned that he is an expert in his field, teaching other doctors how to perform his surgeries. I believe that the best of the best are the ones who teach, and I quickly learned that Dr. Williams is absolutely the best of the best.”



Analee

When lifelong dancer Analee nearly fainted after a routine workout, she knew something wasn’t right. After being referred to the WakeMed Children’s Emergency Department, she was diagnosed with Type 1 diabetes. Throughout the experience, Analee was met with compassion, patience, and expert care from **Melissa Carlucci, MD**, (Pediatric Endocrinology) and the WakeMed Children’s team. Today, with her blood sugar under control and her health stabilized, Analee is back on the dance floor doing what she loves.

“I was overwhelmed and scared. It was shocking news. I was terrified of needles, and they needed to prick my finger. My blood sugar was 418, so I needed to be admitted immediately. The people were so nice. They were welcoming and reassuring, telling me that everything was going to be okay.”



Nancy

Nancy was determined to make a full recovery after an unexpected accident in her attic left her with a crushed leg and nearly a year of recovery ahead. Thanks to the amazing care of **Justin Kauk, MD** (Wake Orthopaedics), who performed two, two-hour surgeries, Nancy made a remarkable recovery. She is now back doing the things she loves, crediting Dr. Kauk and the entire WakeMed team for their excellent care.

“Dr. Kauk is one of the greatest physicians. I ran into a nurse friend who knew I’d had both an external fixator and internal fixator with a plate and screw, and she told me that in her 40 years of nursing she’d never seen scars so small from that procedure. She was impressed. So, this further proved to me he is the best of the best – five stars.”



Zuriel

When his primary care provider suggested he join the WakeMed ENERGIZE! program, Zuriel embraced the opportunity to learn more about nutrition and physical activity. He gained skills in reading food labels, choosing healthier options and setting goals like eating more fruits and vegetables. Zuriel also discovered fun ways to stay active, enjoyed using gym equipment and connected with other teens through group activities. Zuriel successfully made lifestyle changes thanks to the coaches and dietitians from the WakeMed ENERGIZE! program.

“The coach and dietitian were very nice people. They were open, honest, kind and patient with all the kids.”

To read these – and many other – patient stories, or learn valuable health information, check out the WakeMed Voices series on wakemed.org.



WHAT MADE YOU HAVE A BAD SHIFT?

You’re finished with your shift, but you feel like your shift isn’t finished with you. You’re aggravated and stressed. It was a bad day – or night – and your well-being is suffering for it.

So, what made you feel this way? In many cases, the source of employee aggravation is an inefficient process. A disorganized storage area, patient delays due to a faulty system or confusion about employee roles in certain care situations – they all lead to frustration, bad days and a negative impact on employee well-being. That’s where the Kaizen Promotion Office team comes in.

Kazien Promotion Office team members are trained in helping employees integrate Lean principles into their work – also known as the Wake Way 2 Excellence (WW2E). Lean principles are proven performance improvement techniques that help teams eliminate waste as well as create better processes, standard work and efficient flow.

The Kaizen Promotion Office got its start in 2015. Their reputation as problem solvers has kept them engaged by teams throughout the health system ever since. The team’s recent projects include:

- ▶ Streamlined the emergency blood release process at Healthplex labs with automated controls that reduce stress for Lab staff.
- ▶ Worked with Environmental Services staff to create standard work for stairwell cleaning.
- ▶ Helped a multidisciplinary team define roles and streamline the process to ensure the safe, rapid and well-coordinated transfer of emergent obstetrical patients from the Emergency Department to Surgical Services.



The Kaizen Promotion Office team, pictured, has helped many WakeMed departments and practices improve processes – and employee well-being – since they began their work. There are many committees and departments like the Kaizen Promotion Office working to make our workplace more efficient and less stressful. Thank you!



Led by the Kaizen Promotion Office team, the WW2E for Leaders Training is a three-part series that aims to:

- ▶ Inspire leaders to drive a cultural transformation that leads to improved outcomes, improved patient satisfaction and improved staff morale.
- ▶ Identify and practice new leadership roles for supporting staff and promoting improvement.
- ▶ Develop and apply WW2E tools for improving work processes.

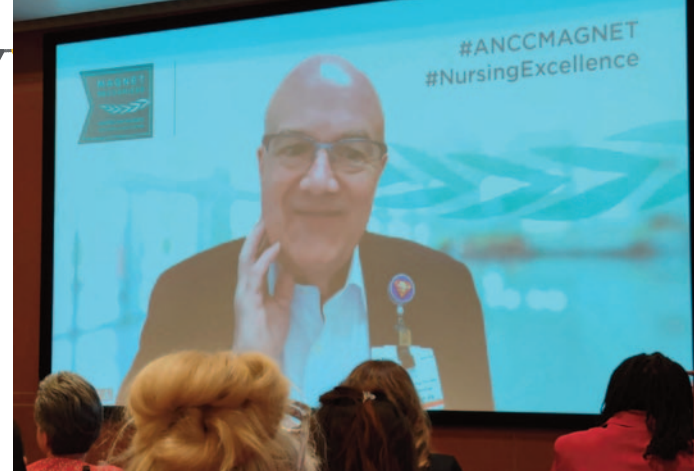
Congratulations to the following employees who completed the Wake Way 2 Excellence for Leaders training in the fourth quarter of Fiscal Year 2025:

Erin Balsis (Neurodiagnostic Services); **Natalie Bullard** (Imaging Services – Raleigh Campus); **Elaina Caine, RN** (Mobile Critical Care Services); **Teresa Carpenter** (Environmental Services – Raleigh Campus); **Sabrina Claggion, RN** (1C Clinical Evaluation Area); **Summer Cook** (Hematology & Medical Oncology); **Sarah Crowley, RN** (Mental Health & Well-Being); **Byron Davis** (Managed Care Contracting); **Jacqueline Dixon, RN** (Emergency Department – Cary Hospital); **Emily Eakes** (Pathology Labs); **Tony Eastwood** (Property Management); **Heather Ezell** (Patient Access); **Carrie Fraser, RN** (STICU); **Lance Gainer** (Information Services); **Aaron Hagen** (Mobile Critical Care Services); **Ana Harris** (Patient Access); **Peggy Hayes, RN** (Surgery & Trauma – Cary Hospital); **Stuart Hill** (Mobile Critical Care Services); **Amanda Holmberg** (Revenue Cycle); **Tom Hughes** (Cary Hospital Administration); **Sheryl Jennings, RN** (MICU); **Nicole Jones, RN** (Hematology & Medical Oncology); **Allison Klitzke** (Legal Affairs); **Jennifer Lahiff, RN** (Heart Center); **Sharon Lamm** (Imaging Services – Raleigh Campus); **Alberto Martinez Cruz** (Environmental Services – Raleigh Campus); **Cameron Moore, RN** (STICU); **Juliana Nemargut** (Hematology & Medical Oncology); **Joe Palumbo** (Patient Accounting); **Marjan Ramaraju** (Pathology – Raleigh Campus); **Oana Repede** (OB-GYN); **Amanda Rhodes, RN** (Neuro ICU); **Malliaque Satterfield** (Environmental Services – Raleigh Campus); **Camille Scronce, RN** (Staffing Resources); **Kirk Sears** (Talent Acquisition); **Mike Szulak** (Financial Planning); **Colleen Thedieck** (Managed Care Contracting); **Maria Tolano Duran** (Environmental Services – Raleigh Campus); **Shawn Van Steen** (Hearing Screening Program); **Michelle Wahl** (Mental Health & Well-Being); **Tara Wasilewicz, RN** (STICU); **Morgan Westbrook** (Imaging Services – Raleigh Campus).

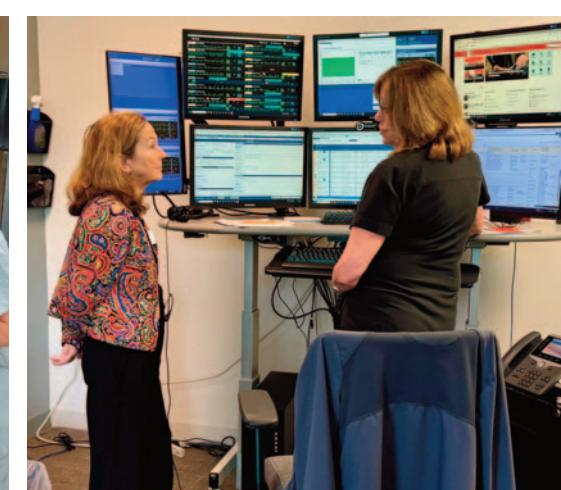
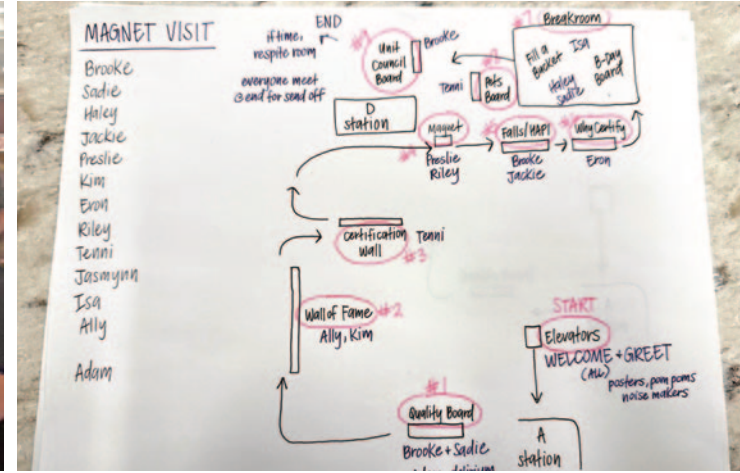


MAGNET MOMENTS

Here's a look back at some of the amazing people who made our 2025 Magnet ApPRAISER site visit one for the record books.



Cameron Moore, RN, reads a letter of support at the Magnet Community Forum.



The team that coordinated every detail of the 5-day visit! Whew!

Johnny Barney, RN, receives Nursing Leadership Excellence award during the visit.

BLESSING OF THE PAWS

If you have ever met one of our fabulous tail-wagging volunteers from our Hospital Volunteer Pet Program, you know the joy and comfort they bring to our halls. WakeMed has more than 20 four-legged volunteers who – along with their human companions – visit patients, families and staff at our hospitals each week. To celebrate them and give thanks for their care, WakeMed Spiritual Care and Volunteer Services recently hosted a special Blessing of the Paws Service at Raleigh Campus, Cary Hospital and North Hospital (pictured).



KOKA KIDS

It was a rocking good time at Koka Booth Amphitheatre for the annual Koka Kids Concert, sponsored by WakeMed. More than 3,200 attendees sang and danced to a live performance by Laurie Berkner and enjoyed a Teddy Bear Clinic and other fun activities led by WakeMed Child Life Services. Thanks to everyone who helped make this event such a success.



NICU REUNION

We welcomed more than 1,000 people to our NICU Reunion in September. Held in the Raleigh Campus Courtyard, the event is a celebration of our NICU and Special Care Nursery graduates, their families and the incredible care teams who support them.



FUN-TEMBER!

A good time was had by all at our annual FUN-tember socials! These fun-filled activities included yard games, snacks, virtual and in-person bingo, and more! Coordinated by Employee Relations, the FUN-tember socials are just one way to say thank you to our incredible team for all you do every day!



BIG PINK CHAIR

WakeMed kicked off Breast Cancer Awareness Month in October with the American Cancer Society and WakeMed Cancer Care. Staff got to experience the American Cancer Society Making Strides Against Breast Cancer Big Pink Chair as we celebrated our survivors and thrivers, and learned how our team can support the fight against breast cancer.



We'll take "Fun & Engaging" for \$500!" Collections and Posting & Review has turned a traditionally dry task into a fan-favorite event – embracing the spirit of Jeopardy! for their annual policy review session. The team transforms policy content into gameboard-worthy questions, sparking friendly competition, laughter, and learning. That sounds like "Team Spirit" for the win!



Our Falls Committee hosted a Falls Awareness Day Celebration to share potentially life-saving falls prevention tips and education with our staff. Preventing patient falls is one part of our Chasing Zero effort to eliminate preventable harm at WakeMed! There are many resources available to help staff be proactive in falls prevention – take a look at MyWakeMed for more information.

WHAT AN EMPLOYEE!

Jeronica Goodwin, Senior VP & Chief People Officer, was recently appointed to serve as a commissioner for the Raleigh Housing Authority for a five-year term.

Congratulations to **Katelyn Brown**, PhD, (Neuropsychology) on publishing, “Finding the rhythm: everyday strategies for living well with mild dementia,” in the *World Alzheimer’s Report*.

Kelly Thompson-Brazill, DNP, (Heart & Vascular) co-authored, “Current diagnosis and management of infective endocarditis in adults,” which was published in *The Journal for Nurse Practitioners*.

Congratulations to the following employees who were recently promoted to new leadership positions: **Varda Barthelemey**, manager (Wound, Ostomy & Diabetes); **Megan Brown**, PA, manager (APP Clinical – General Surgery); **Tamesha Williams**, manager (Patient Access – Raleigh Campus).

Caitlin Bryant, RN (Mother-Baby – Raleigh Campus) earned a bachelor’s degree in nursing.

Stacey Nunn (Revenue Cyle Business Analytics) received Epic certification as a patient access principal trainer.

Jane Arbilo, RN; **Ally Burns**, RN; **Morgan Lee**, RN; **Carol Parrot**, RN; and **Chris Schlachter**, RN, (all of Mother-Baby – Raleigh Campus) and **Michelle Lopez**, RN, (Mother-Baby – Cary Hospital) earned national certification in maternal newborn nursing.

COMINGS & GOINGS

Please join us in wishing a happy retirement to **Keely Stone** (Imaging Services). She will retire in November after 26 years of service to WakeMed.

Volunteer Services welcomes **Linda Harding** as their new development specialist.

3B CVIC welcomes **Hunter Bradley**, **Akilee Bell**, and **Stephanie Mendez-Roque**.

The Heart Center Inn welcomes **Danita Brown**.

2E CVICU welcomes **Charis Lowe**, RN, and **Sloan Higgins**, RN.

eICU welcomes **Christa Hill** as clinical secretary.

Respiratory Care Services welcomes **Tera Wheeler**.

MyCare 365 – Middle Creek Crossing welcomes **Breanna Hampton**.

Birth & Family Education welcomes **Crystal Lange**.

Labor & Delivery – Raleigh Campus welcomes **Nicole Post**, RN.

Mother-Baby – Raleigh Campus welcomes **Jasmine Lytle**, RN, and **Kimberly Velazquez**.



WakeMed’s Cardiac Rehab Programs Certified by Industry Leader



WakeMed’s two Cardiac Rehab programs – located at Raleigh Campus and Healthpark at Kildaire – received certification by the American Association of Cardiovascular and Pulmonary Rehabilitation (AACVPR). This certification recognizes WakeMed’s commitment to improving the quality of life of patients by enhancing standards of care.

WakeMed Cardiac Rehab offers a safe, medically supervised environment where patients can gain the strength, confidence, camaraderie and nutritional know-how to live a heart-healthy life. The program is supported by a dedicated team of physicians, nurses, counselors, nutritionists, and exercise and fitness specialists.

To earn accreditation, WakeMed participated in an application process that requires extensive documentation of the Cardiac Rehab program’s practices. AACVPR Program Certification is the only peer-review accreditation process designed to review individual programs for adherence to standards and guidelines developed and published by AACVPR and other related professional societies. AACVPR-certified programs are leaders in the cardiovascular and pulmonary rehabilitation field because they offer the most advanced practices available and have proven track records of high-quality patient care.

Exceptional People. Exceptional Care.

CELEBRATING WAKEMED SUCCESS!



North Hospital Reaccredited as Chest Pain Center

North Hospital has earned reaccreditation from the American College of Cardiology Accreditation Services for Chest Pain Centers. The ACC’s accreditation services offer quality improvement programs designed for hospital cardiovascular teams focused on efficient and effective care of acute coronary syndrome (ACS) patients.

“The Chest Pain Center reaccreditation further validates the exceptional care and services that our staff and physicians at North Hospital deliver to our community every day,” said **Valerie Barlow**, senior vice president and administrator. “I would like to thank Kristi Kohlhofer, our North Chest Pain Center coordinator, and the entire committee for their leadership on this survey.” Congratulations to the collaborative, multidisciplinary team involved in this accreditation process!

WakeMed Named a Wellbeing First Champion



For the second year in a row, WakeMed has been named a Wellbeing First Champion by ALL IN: Wellbeing First for Healthcare. This annual distinction means that our provider credentialing applications are free from intrusive and stigmatizing language around mental health care and treatment. We have taken this step to ensure that our workforce can seek needed care without fear of losing their license or job. ALL IN: Wellbeing First for Healthcare is a national coalition of leading health care organizations that work to remove barriers for health care workers to access mental health care. WakeMed recognizes that supporting and protecting the mental health of our team is paramount to their well-being and to the well-being of our entire community.



STAYING SAFE IN THE WORKPLACE

While the cause of this uptick is unclear, the importance of keeping staff, patients and visitors safe is certain. It’s not easy. Emotions can escalate out of nowhere. How do you keep yourself safe while also maintaining the safety and dignity of patients and visitors? Here are some tips from a few key members of the WakeMed family.

Emotions can run high in the health care environment. Hospitals, airports and many places where people serve people have seen an increase in workplace violence since the pandemic.



An “always” statement WakeMed Mental Health Tech **Chris Russell** uses to help diffuse difficult behaviors: “HELLO, I’M CHRIS, THE TECH ON THE FLOOR. ARE YOU OKAY? I CAN SEE YOU ARE GOING THROUGH SOMETHING. DO YOU WANT TO TALK ABOUT IT? IF NOT, I’M HERE WHEN YOU ARE READY TO TALK.”



Campus Police & Public Safety Education & Quality Specialist **Daniel Bertolozzi** reminds us about the importance of treating people with respect – even during difficult times: “THE VISTELAR TRAINING REINFORCES TREATING PEOPLE WITH DIGNITY AND RESPECT. PEOPLE PREFER TO BE ASKED TO DO SOMETHING RATHER THAN TOLD. ‘WOULD YOU MIND CHANGING OUT OF YOUR CLOTHES INTO A HOSPITAL GOWN? HERE’S WHY.’”



Raleigh Campus Clinical Administrator **Terrie Carlton**, RN, offers the following tip to help calm an agitated visitor: “IT’S IMPORTANT TO SEEK TO UNDERSTAND THE REASON FOR THEIR AGITATION. STAFF MEMBERS CAN DO THIS BY REMAINING CALM, PRACTICING ACTIVE LISTENING AND ALLOWING THE VISITOR TO EXPRESS THEIR FRUSTRATION WITHOUT INTERRUPTION. ALSO, IT’S IMPORTANT TO MAINTAIN APPROPRIATE EYE CONTACT WHILE KEEPING A SAFE DISTANCE AND AVOIDING SUDDEN MOVEMENTS OR SHOWING AGGRESSIVE POSTURE.”



WakeBrook Hospital’s **Jarrod Quinlivan**, RN, says the key to de-escalation is connection:

“ESTABLISHING RAPPORT EARLY ON ALLOWS US TO ALREADY HAVE A CONNECTION, OFTEN LEADING TO A MORE EFFECTIVE DE-ESCALATION. HOWEVER, IF YOU NEED TO ESTABLISH CONNECTION ON THE SPOT, TRY TO FIND THE ‘YES’ WHEN USING ACTIVE LISTENING. FOR EXAMPLE, ‘MR. SMITH, I HEAR YOU SAYING NONE OF THE FOOD CHOICES PROVIDED MEET YOUR DIETARY NEEDS, IS THAT RIGHT?’ IF THE ANSWER IS ‘YES,’ THEN YOU KNOW YOU HAVE GOTTEN TO THE ROOT OF THEIR ISSUE AND CAN WORK THROUGH THIS WITH THEM. ANYTHING OTHER THAN YES, YOU NEED TO CONTINUE TO WORK TOWARD UNDERSTANDING WHAT IS MOST IMPORTANT TO THEM IN THAT MOMENT.”



Learn more! 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 much more. All of the current SafeOnSite resources are available on MyWakeMed – just click the “SafeOnSite” quick link on the homepage.

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

© WakeMed Marketing & Communications, October 2025

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

Non profit
Organization
U.S. Postage
PAID
Raleigh, NC
Permit No. 1307

ADDRESS SERVICE REQUESTED

FOLLOW US TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS



EMPLOYEE WELL-BEING

Scoop on Nutrition

Join a Corporate and Community Health registered dietitian in a 30-minute detailed dive into a wide variety of nutrition topics. Come listen, learn, ask questions and share ideas with your coworkers. The topic for November is **Demystifying Carbs – Finding Balance on Your Plate**. Carbohydrates are the body's main source of energy, yet they're often misunderstood. In this class, we will separate fact from fiction and explore how to include carbs in a smart, balanced way that supports energy, health, and everyday living. See MyWakeMed for dates and details to join the discussion and get recommendations and tips to make eating out a healthier experience.

Maintain, Don't Gain This Holiday Season!

Healthworks invites members to join the Eat Smart, Move More, Maintain, don't gain! Holiday Challenge: A free seven-week program starting Monday, November 17. Instead of focusing on weight loss, this challenge offers practical strategies to help maintain your weight through the holidays. Participants receive weekly newsletters, daily tips, healthy recipes, and fun challenges — all delivered by email. Stay active, eat smart and enjoy the season without the extra pounds! Sign up to get healthy recipes, daily tips, exercise ideas and more by emailing chkidd@wakemed.org.

The Fitness Shift

Looking to refresh your workout routine and stay accountable? Join Cheryl Kidd for a fun and motivating 6-week fitness journey tailored to your goals. The series takes place on Thursdays (beginning November 6) from 4 to 4:45 pm in the Raleigh Campus Healthworks location. What to expect:

- Personalized group exercise programming
 - Encouragement and accountability
 - A supportive environment of fun, friendship, and fitness
- Cost: \$198.00 (Healthworks members). To learn more or register, email chkidd@wakemed.org or call 919-350-8472.

VETERAN'S DAY SERVICES

WakeMed will once again host Veterans Day recognition events on **November 11**. Employees are welcome to attend as we honor and recognize all those who have served our country in the armed forces. Services will begin at 11 am at:

- **Raleigh Campus** – Andrews Center
- **Cary Hospital** – Main entrance flagpole
- **North Hospital** – Main entrance flagpole

BLOOD DRIVES

Give the gift of life this October! See MyWakeMed for details on registration.

- **Tuesday, October 21**– Raleigh Campus, Cary Hospital, Operations Center & Garner Healthplex
- **Wednesday, October 22** – Raleigh Campus, North Hospital & Apex Healthplex

NURSING EDUCATION

Palliative Care Masterclass: Matters of Life & Death

November 20, 8:30 am to 4:30 pm
Andrews Center

This program designed for Clinical Nurses is sponsored in partnership with Transitions Life Care and covers topics like palliative and hospice care, serious illness, ethical issues, dying, grief and burnout. Register via WakeMedU. 7 contact hours will be awarded upon completion of the entire activity. Breakfast, lunch and snacks will be provided.

For questions, contact tamidgette@wakemed.org, or Nursing Education at 919-350-8024 or NursingEducation@wakemed.org.

ORGANIZATIONAL DEVELOPMENT

Caregiver Network Connection Group: Caregiving Through the Holidays

November 5, 11 am to 12:30 pm

Join us in the Andrews Center for a heartfelt session of the Caregiver Network Connection Group this November as we explore the unique challenges and emotions caregivers face during the holiday season. Whether you're navigating grief, caring for a loved one with dementia, or simply feeling overwhelmed, this discussion will offer support, strategies and a sense of community. Lunch will be provided.

Come network and explore ways to find peace, meaning, and connection during this season. Register in WakeMedU.

WAKE AHEC EVENTS

- **New Perspectives in Pain Management: Safer and Smarter Evidence-Based Approaches** — October 28
- **35th Annual Art of Breastfeeding Conference: The Legacy Continues** - Taking your practice to the next level — November 5-6
- **SPICE North Carolina Infection Control Course: Outpatient Healthcare Setting** — November 14

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