

MICROSCOPE

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

SPECIAL EDITION

PYRAMID Society

2023 AWARDS

Nominated by their peers, the employees highlighted in this issue of Microscope represent the top one percent of WakeMed – those individuals whose outstanding performance goes above and beyond their work duties and contributes to our Aspirational Goals.

Preferred Partner ↔ **Innovation**
Extraordinary Team ↔ **Financial Health**
Value Leader ↔ **Culture of Safety**
Quality ↔ **Healthy Community**

The Wake Way and Highest Ethics and Standards are not included as award categories because staff are expected to demonstrate these behaviors at all times.

Please join us in congratulating these exceptional employees on receiving WakeMed's highest honor.

WakeMed 

Innovation

These individuals are recognized for their innovative efforts to achieve transformative improvements in health and healthcare.

ANDREW DARAB

Construction & Design



Andrew embodies commitment and accountability when implementing projects and when collaborating with coworkers to ensure the highest quality results. He takes his work very seriously and understands

that physical spaces directly affect the patient experience. Andrew is a skilled listener who is respectful to coworkers, consultants and vendors, and he is always willing to teach and explain so others can learn from his knowledge. Andrew developed the "My Care 365 Design Guide" to promote standard work and efficiency.

MEGAN DEW

Marketing & Communications



With professionalism and positivity, Megan does an exceptional job of leading her team, while offering guidance, constructive feedback, and open communication. Often sought after for advice, Megan is always willing to

lend a hand or opinion. She works with many outside vendors, managing budgets and negotiating contracts. She also leads recruitment marketing efforts, ensuring that recruitment messaging is always consistent and that outreach is effective. Additionally, Megan works diligently to ensure the WakeMed website is current and accurate, and equipped with the latest tools and functionality.

JOE JOURDAIN

Physical Therapy – Raleigh Campus

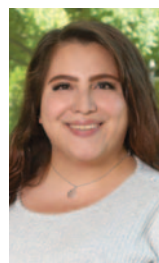


Although Joe works on 3C Rehab, he will support any unit as a clinical aide, with training in physical, occupational and speech-language therapy, and the Ekso robotic exoskeleton. Joe proactively learns how to use the latest equipment

and then teaches his coworkers. He truly cares for his patients and always thinks of creative ways to support their therapy. Joe introduced the Rehab Hospital to virtual reality, using his own headset to demonstrate how it can help with multiple aspects of treatment. Once, he built a motorcycle out of chairs and other items to help a stroke patient "ride again."

ANDREA RODRIGUEZ

Pediatric Primary Care – Raleigh

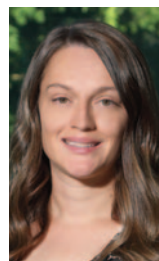


Andrea is flexible, hardworking and positive. She is a diligent record keeper and excellent communicator who collaborates well with others. She is warm, compassionate and earns patients' trust. Andrea has

been vital to the LAUNCH program, an innovation in pediatrics. When the research team needed mothers and babies for participation, Andrea went beyond expectations to identify and approach potential participants. Because she exceeded recruitment goals in record time, the team was able to collect necessary data for a National Institutes of Health (NIH) proposal and continue their groundbreaking work.

VERONICA SMITH

Pharmacy – Raleigh Campus



Veronica helped launch WakeMed's Medication Therapy Management service, MyRxPlus, and helps patients maintain access to critical medications, improving their health and well-being. Veronica's

communication skills and empathetic nature have contributed to excellent feedback about MyRxPlus. Built from scratch, the new service required extensive planning and a motivated, reliable pharmacist leader. Veronica was the perfect match, leveraging her outpatient and employee pharmacy experience. She developed standard note templates for medication reviews, a scheduling and referral process, and training templates.

RENEE TAHTINEN

Laundry & Linen Service – Cary Hospital



An essential member of the Laundry & Linen Services team, Renee treats everyone with respect and is honest, friendly, patient, supportive and kind. She is willing to help any coworker who needs an extra set of hands, and she

completes all tasks beyond expectations. Additionally, Renee created a method to help her department maintain greater control and organization of their responsibilities, which has helped caregivers support more patients and families.

IVAN VEGA MOYA

Information Services



As a junior analyst, Ivan exceeds expectations, often surprising leaders with the challenges he can handle. He is efficient about completing high-quality work and will do whatever it takes to get the job done. This year, Ivan built several

Tableau dashboards and made sure clients understood the data. As part of a Revenue Cycle Assessment project, Ivan worked extra hours to quickly deliver eight large data sets. He has also created many data dashboards for clinicians to improve work efficiency and support informed patient care decisions.

Quality

WakeMed is dedicated to becoming a top 10 health system in the country for quality and the recipients in this category are making a measurable impact on this goal.

SUSAN BOYD, CNS

Clinical Nursing Resource Services



From patients to families to staff, everyone benefits because of Susan's work to enhance quality, which includes creating standard work and making processes more efficient. Susan is an advocate for ensuring practices and products are

consistent across our hospitals. Additionally, she is a major contributor to multiple quality enhancement committees, including CAUTI, CLABSI, Code Blue, Ultrasound-Guided IV, and the Practice Council. She is also co-chair of the Nursing Policy & Procedure committee. Susan's focus is to ensure high-quality, evidence-based care throughout WakeMed.

KIM DEKAN

Mental Health & Well-Being



Kim's contributions to patient care have had a significant positive impact on patients and families. She implemented a process to help mental health clinicians obtain first examiner certification, which freed up valuable

time and ensured clinicians are current with certifications. Kim worked hard to enhance the mental health triage process – which reduced the time patients wait for consults from 5 hours to just 20 minutes. She also partnered with community agencies to provide education on IVC processes and improve continuity of care.

MARLENE HEGGIE, NP

Neonatology – Raleigh



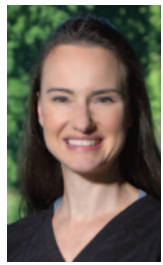
A WakeMed provider for 40+ years, Marlene delivers superior patient- and family-centered care through evidence-based practice, while collaborating effectively with others. Marlene connects deeply with

families by providing a calming, supportive presence, and helping them through a difficult experience. Marlene is a first-line provider for initiating NICU nursing processes. She assesses acutely ill patients and identifies emergent needs requiring medical interventions. Marlene is also the expert of NICU central line placement and chairs the unit's Percutaneously Inserted Central Catheter (PICC) Committee.

Quality *continued*

BECKY MARCISZEWSKI

Physical Therapy – Raleigh



Becky demonstrates excellence in her work and impacts patients directly by providing compassionate care, and indirectly by educating peers in specialized areas of rehabilitation. Becky led a significant project to optimize seating and positioning options for Rehab Hospital patients. This involved equipment inventory, reviewing standard processes, investigating cost-effective supplies, completing certification coursework, implementing inventory management tactics, coordinating with different providers and more. Becky's ability to highlight how certain changes could impact care was pivotal to the project's success.

SHONA MARTIN

Pediatric Cardiology



Shona demonstrates sincere compassion and empathy for patients. She is dedicated to providing high-quality care and helped streamline patient transport between rooms, which has improved workflow. Shona's value to patient outcomes is

immeasurable. As a pediatric echocardiography technician, she is often involved in reviewing patient scans and sharing observations. Physicians hold Shona and her opinions in high regard due to her work ethic and experience, and they frequently rely on her expertise as a certified pediatric sonographer.

GINA McCONNELL, RN

ERAS Program



With a can-do attitude, Gina will contribute to any quality improvement project and faces challenges head-on. She goes beyond expectations to foster quality initiatives and her efforts have an immense impact on patients and

families. Gina is a humble leader and acts as the "glue that holds things together" for countless projects. As the Enhanced Recovery After Surgery (ERAS®) program coordinator, Gina interacts with multiple teams on countless projects. Often the silent partner, Gina supports staff, enhances patient care and improves outcomes.

SHAREE McCRAY, DNP

Rehab Nursing Administration



Sharee is a leader for enhancing patient care in Rehab, and helped achieve several exceptional quality outcomes. Her focus on the nurse tech Gemba rounds led to a 38% reduction in patient falls on 3C Rehab, and a reduction on other

units. Sharee made a system-wide impact on falls prevention by gathering a team to revise the falls incident report, supporting the identification of trends. She was also instrumental to pressure injury prevention efforts on 2D Rehab. Sharee helped achieve these outcomes by engaging her team and providing consistent monitoring and updates.

TERRI MENZEL

Pathology Labs – Raleigh Campus

A tremendous asset to WakeMed, Terri makes numerous, impactful contributions to quality improvement. She reviews the reference lab test billing codes to ensure they are current, leading to more accurate billing and revenue generation. She also set up a review and approval process for inpatient reference testing to prevent unnecessary testing and charges. Terri advocates for automated processes for greater efficiency and decreased errors. She championed efforts to obtain an easier-to-use electronic interface with an external partner to achieve faster turnaround times for lab results.

JANET MURDOCH

Human Resources



A true team player, Janet provides excellent customer service and looks forward to taking on new challenges. Her work is always top notch, and she has streamlined many projects using her skills and expertise. This has allowed

caregivers to spend more time on patient care. Janet's projects include her work with the travel nurse team, nursing certification and BSN monthly reporting for the Division of Nursing, and the creation of a nurse hiring dashboard. Janet has a knack for simplifying and enhancing processes, making it easier for leaders to access critical information.

LEE ROBESON

Construction & Design



Highly respected by coworkers, Lee excels at bringing people together to meet a common goal. He works with designers, vendors and contractors to create state-of-the-art patient care areas, ensuring all requirements are

addressed. Lee exceeds expectations by taking on multiple projects simultaneously because of his dedication to high-quality, efficient, accessible patient care. Lee is easy to work with thanks to his calm demeanor and his unwavering respect for others. He holds a leadership position with the North Carolina Healthcare Engineers Association (NCHEA) and shares insights he learns about quality initiatives.

JULIE TURKEL, RN

Rapid Response Team – Raleigh Campus



Julie is a nursing advocate who wears many hats: critical care nurse, charge nurse, preceptor, and CV Response Team leader. Julie connects with others in a compassionate, caring way and her knowledge, skills and experience have earned

her the respect of countless peers and providers. Julie serves on multiple councils to drive positive organizational change. She also assists with competency development and is a resource for complex critical care devices. Julie is a champion for all nurses, working to ensure they have access to the latest evidence-based resources and practices.

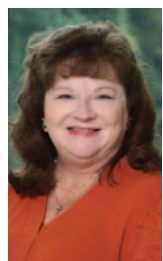


Preferred Partner

These individuals are recognized for their efforts to make WakeMed a preferred partner for physicians and other providers seeking the best value for our patients and community.

TABATHA BARBOUR

Information Services



Committed to excellent customer service, Tabatha is eager to assist with problem resolution, while she manages multiple data reports and spearheads the systemwide Crystal Reports® retirement project. During this project, Tabatha

has been dedicated to ensuring vital data remains accurate and available. Transparency with customers and data accuracy are of utmost importance to Tabatha, and she recognizes the impact her work has on patient care. Tabatha recently collaborated with OB-GYN and Labor & Delivery leaders on a project to update a specific patient report with critical metrics and definitions.

SARAH HOFFMAN

Operations – Raleigh Campus



Sarah manages many multidisciplinary projects, keeping stakeholders on task and ensuring patient voices are heard. She leads projects with integrity, thoughtfulness and a focus on high-quality care. Sarah is skilled at evaluating

clinical needs alongside financial data to develop proposals that transform care. As project manager for the IV Drug and Substance Abuse Task Force, she helped gain critical resources for patients struggling with substance abuse. She supports the Navy Corpsman Trauma Training Program (one of four in the country) and helps lead WakeMed's Mobile Mammography event, which provides uninsured women with free mammograms.

JENNIFER MARKS

Business Development



Jen leads the field team that ensures WakeMed's community physician practices are supported. She develops trusting relationships and meets with providers regularly to update them on WakeMed's offerings and service lines.

She collaborates with multiple leaders to problem-solve and has been involved in numerous quality improvement projects, including a new process for discharge summaries and obtaining better access to Epic for these practices. Jen and team also secured 25+ support letters from community practices for WakeMed's Certificate of Need application for the new Garner hospitals.

Financial Health

WakeMed strives to achieve financial health in order to support all that we do and we are grateful to these individuals for their work to help us do so.

TAMMY JOHNSON

Emergency Department – Raleigh Campus



As a patient accounts representative, Tammy knows that obtaining accurate demographic and insurance information at registration is imperative for our financial health. Her attention to detail while interacting with patients in a

warm and friendly manner is unmatched. Patients and family members often reach out with positive feedback about Tammy. She also strives to support WakeMed's financial stability by effectively collecting fees at the time of service. She is consistently in the top three for highest dollar amount collected during monthly point-of-service collections.

Extraordinary Team

WakeMed is dedicated to attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders. The recipients in this category go above and beyond to help us reach this goal.

GWEN ANDERSON

Information Services



Gwen is happiest when she is helping coworkers or sharing her expertise. She is always friendly and positive, and she treats everyone with respect. Gwen goes above and beyond to help others achieve positive outcomes –

she trains staff across different campuses, communicates essential information to coworkers and shares meeting notes to ensure everyone is on the same page. Known as "the glue that keeps the training team together," Gwen ensures things run smoothly. She is the go-to for teaching new staff about accurate documentation and its importance to patient care.

ALLISON BRODERICK, PA

Cardiovascular Surgery

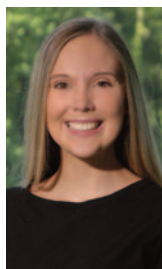


Going above and beyond for patients and colleagues is simply what Allison does. She tirelessly picks up extra shifts as needed and is a liaison among office staff, advanced practice providers and physicians. She is involved with the APP

Fellowship Advisory Board. A valued peer mentor, Allison championed the Enhanced Recovery After Surgery (ERAS) program roll-out for cardiac surgery, which promotes best patient care. After becoming clinical manager, Allison rapidly expanded her team, recruited excellent APPs, and created a cohesive group.

MEGHAN BROOKS

Child Life Services

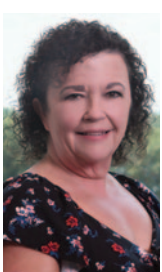


Meghan is known for her remarkable collaboration and communication skills when working with colleagues. Whether responding to a pediatric trauma, assisting a child in MRI, supporting a child during a procedure in the

Children's Emergency Department, or supporting a family through tragedy, Meghan provides the highest level of individualized care and compassion. Coworkers say Meghan inspires them to enhance their level of care. Her honesty, trustworthiness, ethics and commitment to patient privacy are impressive. Patients and families often praise Meghan for the care, comfort and assistance she provides.

AMY CARLIN

Imaging Services – Apex Healthplex



Amy exemplifies the meaning of teamwork and makes a positive impact every day. Considered a department “go-to” for her experience and expertise, Amy takes the initiative to rearrange her personal schedule, even last-minute,

to accommodate the needs of coworkers and patients. Selfless and dedicated, Amy is always willing to perform extra tasks when needed, and is friendly and professional while doing so. Additionally, Amy is a member of the CT Policy & Procedure Committee, ensuring protocols are current and educating her team on any changes or updates.

ROSANNA DE LA ROSA

Outpatient Mental Health & Well-Being



Rosanna works hard to create a positive work environment and keep staff morale high. She is skilled at helping others work through challenges and is respected for her professionalism, empathy, thoughtfulness and

approachability. When training staff, Rosanna listens intently to feedback so she can adjust protocols, if necessary. Rosanna is always willing to help and will take on a higher caseload to support the team. She goes out of her way to check in with coworkers, personally and professionally, and is proactive about finding support when needed.

SUSAN DE SANTIS, RN

Women's Pavilion – North Hospital



With 39 years of nursing experience, Susan exemplifies respect, teamwork, communication and a commitment to patient care. She is skilled at working with interdisciplinary teams and is a go-to resource on her

unit for all policies and procedures. Susan is invaluable in multiple roles, including charge nurse, preceptor, educator and leader of the Work Life committee. Because of her wisdom, experience and motivation to help peers, Susan is “the nurse with whom everyone loves to work.” She handles all patient assignments with grace and compassion, and consistently puts others' needs above her own.

ANGELA DEAN

Medical Simulation Center



Angela leads the creation of educational content that helps improve patient care. Her classes are targeted at improving the skills and knowledge of healthcare providers, and they utilize new equipment and ideas that impact patient

outcomes. Angela trained hundreds of nurses on rapid fluid administration and better use of certain resuscitation devices. As a volunteer member of the Emergency Nurses Pediatric Course Update Committee, Angela spent countless hours helping to enhance training for emergency room nurses and paramedics.

JENNIFER DEANE

Therapy Services Supplemental Pool



Jenn always wants to help and often volunteers to help with department tasks, initiatives and improvements – from making follow-up patient phone calls to assisting with discharge notes. When Pulmonary Rehab

needed a physical therapist, Jenn (a floating PT) did not hesitate to step in and take a full caseload while pursuing training needed to treat a new patient population. Since patient care is her top priority, Jenn spends as much time as needed to ensure patients are comfortable with their treatment plans.



ABBY DICKINSON, RN

5B Neuro Intermediate Care



As a new manager, Abby gracefully navigated several challenges over the past year, including closing the unit for construction. Abby empowers staff to develop new skills and shows commitment when she jumps in to help –

whether it's patient transport, patient flow, bedside care and even stripping rooms for cleaning. Abby stepped into the interim role of “inpatient ED charge nurse” to promote safer, high-quality care for inpatients in the ED. She also reinvigorated the “+1/-1 surge space” strategy for relocating patients to accommodate more ED admissions.

WENDY FUNES PINEDA

Mental Health & Well-Being



Wendy advocates for mental health patients while in the Emergency Department and after they return to the community. Wendy treats all patients, family members, peers and coworkers with honesty, respect, transparency, and genuine concern. Always going the extra mile, Wendy will come in on her days off if help is needed, and she even revamped her department's training program to ensure the best experience for new hires. Wendy makes a positive impact with her calm demeanor, supportive attitude, kindness, empathy and warmth.

WENDY GOODWIN, RN

Rapid Response Team – Cary Hospital



As a rounding nurse who is responsible for helping manage complex patient situations and emergency codes, Wendy serves in a unique role that is much needed and relied upon. She is professional, helpful, humble, non-

judgmental and has a presence that puts others at ease. Instead of waiting for people to ask for help, she steps in and does whatever is needed. Her caring, friendly demeanor helps create a more positive and relaxed vibe wherever she goes.

MELANIE GRANT

Financial Clearance



Melanie exemplifies an extraordinary team member. She is an expert in insurance authorizations and shares her knowledge with others. As a supervisor, Melanie often works extra hours, and is always willing to help with

last-minute deliverables to ensure procedures can happen on time – even late at night or early in the morning. Melanie enjoys training new hires and is kind, patient and respectful when providing education. She goes above and beyond to ensure patient accounts are in perfect order prior to any surgery or procedure and is the team resource for questions, support and advice.

ELISHA GULLEDGE

Outpatient Rehab – Cary Hospital



Elisha is a powerful example of someone who cares deeply for her patients and team. Honest and straightforward, she is known for inspiring coworkers to be the best they can be and supporting others as they navigate

challenges. When her supervisor was on leave, Elisha filled in many of the gaps and helped her transition back to the unit, even staying late often to help her accomplish tasks and retrain on Epic. Patients also consistently praise Elisha for providing excellent care, and making them feel, safe, respected and heard.

WILLIAM HEADEN

Campus Police & Public Safety – Cary Hospital



As a police lieutenant, Will builds relationships with patients, visitors, vendors and staff. He remembers names, enjoys personal interactions, and deeply cares for WakeMed staff and their well-being. After

responding to a distressed patient on a nursing unit, Will inserted himself between the patient and a nurse to protect the nurse's safety. After the situation was de-escalated, Will met with the nurse to ensure they were okay. In another instance, a mother requested that Will help with her son's mental health transport because Will had developed a trusting, positive rapport with him.

SHANTEL HERNANDEZ

Outpatient Rehab – Raleigh Campus



Shantel, a patient account representative, has a calm, caring demeanor that helps her connect with others in even the most challenging situations. Beyond her daily responsibilities, Shantel often answers phones for other areas to

ensure calls are handled in a timely manner, and she communicates with patients when an unanticipated change has occurred. She also helps patients understand their benefits by calling insurance companies on their behalf. Shantel's honesty, transparency and open communication help to create a positive patient experience.

CHRISTINA HILL

Outpatient Mental Health & Well-Being



Christina will help at a moment's notice and is always willing to float to another area, even if it means rearranging her schedule or traveling to a new campus. She even volunteered to support two new providers indefinitely

due to staffing shortages. Professional and positive, Christina is a role model to others. Peers seek her out because she is welcoming, a good listener and able to diffuse challenging situations. Christina takes the initiative to help coworkers with additional tasks, such as clinical workflow and technology updates. Patients and families often remark that Christina's compassionate, considerate care positively impacted their experience.

AMY HÖRGER

Quality Analytics



Kind, knowledgeable and a team player, Amy manages WakeMed's patient experience data and is a liaison between our vendor, Professional Research Consultants (PRC), and internal teams. Amy provides insightful

information to leaders for enhancing patient care and supports presentations for numerous operational meetings. Amy's work around health equity and social determinants of health data have inspired critical conversations and driven strategies for improved patient care. By sharing patient comments, she helps highlight accomplishments and areas for improvement.

Extraordinary Team *continued*

LAURA KELLY

Spiritual Care – North Hospital



When Laura joined North Hospital, she was embraced for her kindness, compassion, generosity and loving spirit. An excellent listener and trusted confidant, Laura cares deeply for patients and staff. She is involved in hospital

improvement initiatives, travels around the hospital with a treat cart, helped create the Employee Engagement Committee, and helped obtain funding for fun, charitable staff activities and offerings. Laura plans her schedule to cover various hospital shifts and ensure everyone feels supported. She is skilled at calming nerves and putting people at ease, which patients and families appreciate.

JACK LEE

Daily Dose Coffee & More



Jack was instrumental to the opening of the Daily Dose Coffee & More at the Medical Park of Cary and plays a key role in its success. As he runs daily operations, Jack offers a warm, welcoming smile along with each coffee he

serves. He thrives at putting patients and visitors at ease and has been known to help visitors carry heavy items to their cars or chat with patients as they wait for a ride. Dozens of people have written to share their positive experiences with Jack, reminding us that simple acts of kindness can make a huge difference.

SONJA LEE, RN

Surgical Services – Raleigh Campus



Sonja is a well-respected, trusted leader who always listens to her staff and addresses concerns. Staff know that Sonja cares about them, and she works to ensure they never feel overwhelmed. Sonja leads by example and sets high

unit standards. Thanks to Sonja, team members are excited to work in Surgical Services and flourish in the positive work culture. Patients often provide feedback that the team is skilled, caring and dynamic, as well as commenting on the impressive unit leadership.



JANICE “DEE”

LOCKRIDGE-BROWN, CNS

Clinical Nursing Resource Services



Patient care and safety are Dee’s top priorities while she assesses diabetes care management at WakeMed. As a clinical nurse specialist, Dee performs her role with pride and integrity, respecting everyone around her and showing

compassion and advocacy for patients. Dee ensures her team is well-educated on blood glucose control for all populations and is always willing to help colleagues with questions about order sets or standards of care. In July 2021, Dee earned the Leader of Excellence Award for her leadership in improving the glycemic management of adult inpatients.

MATTHEW LYONS, MD

Urology



With compassion and respect, Dr. Lyons provides excellent patient care. He ensures every patient is well-educated about their diagnosis and collaborates with them on treatment plans. Dr. Lyons will follow up with his patients at any

time of day, including nights and weekends, to ensure needs are addressed. He once went to great lengths to coordinate a patient transfer from the Outer Banks to WakeMed so he could closely monitor the patient’s recovery after surgical complications. Dr. Lyons leads with respect, and has earned the trust of his team. As a mentor, Dr. Lyons consistently shares his knowledge and is never too busy for questions.

CAROLYN MACDONALD

Outpatient Rehab – Raleigh Campus



Carolyn goes to any length to help coworkers and patients, providing an invaluable level of customer service. Once, she took the lead on helping a veteran arrange treatment at the VA Hospital because he was struggling with the process.

Working in authorizations, Carolyn ensures patient information is accurate and clear before passing it to administration and will make multiple calls for verification. She puts her own work on hold to help others, for example, to train coworkers or make tip sheets so tasks are easier for her team.

AMY McDOWELL

Patient Case Management – Raleigh Campus



Providing case management and social work support, Amy is essential to the STICU team. She has taken extraordinary steps to educate herself deeply on trauma and surgical care. Amy is considered a top patient/family advocate

who easily engages with families. Her documentation provides a wealth of information for the care team. Amy addresses an often overlooked aspect of trauma care – what happens after the hospital. She ensures patients and families are prepared for that transition, and has taken actions such as expediting home hospice arrangements so a patient could receive end-of-life care at home.

PHYLLIS MEDLIN

Decedent Care



Phyllis makes a positive impact on the lives of patients and family members – and she is known for her ability to encourage employees and providers by sharing empathy, thanking others for their contributions,

building connections, and recognizing staff achievements. After 25 years of service, Phyllis continues to connect employees across departments and offer assistance to everyone around her. Last year, when all of her colleagues became ill, Phyllis kept the department running – providing onsite support to colleagues working from home, communicating with external agencies and even coordinating equipment repairs.

WILLIAM PENDERGRASS

Surgical Services – Raleigh Campus



With 25 years of WakeMed service, William lives the Wake Way. He respectfully assists every patient in the post-operative area and communicates effectively with coworkers. Honest and trustworthy, William is committed to providing

excellent care. Not only does he perform tasks within his scope of practice, but he also supports the unit, for example, by ordering supplies and ensuring equipment is functioning properly. Whether he is assisting a patient to the restroom, operating the Hoyer Lift, returning patient belongings before discharge, or escorting a visitor to the car, William gives 110 percent.

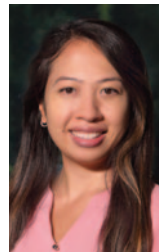
KIMBERLY PERDUE, RN

Staffing Resources

As manager, Kim is calm, patient and maintains an open-door policy for her team. Until recently, Kim was the only Staffing Resources manager for hundreds of employees in various departments, and she has always juggled her responsibilities with grace. During recent nationwide staffing shortages, Kim helped coordinate the onboarding of hundreds of nurses and support staff. She also oversees temporary staff to ensure they are qualified and ready to start quickly. These resources have been essential to supporting WakeMed.

LINHDA PHAM

Regulatory Affairs & Privacy



Linhda demonstrates superior patience, integrity and transparency when working with colleagues on privacy incident investigations. With integrity and a passion for patient privacy, Linhda advocates for patients by

ensuring the appropriate use of electronic health records and mitigating any compromises. She is prompt and compassionate when helping patients with privacy concerns. Last year, when Linhda’s department experienced some turnover, she quickly adjusted, took on a leadership role, and picked up the extra work necessary to make sure deadlines were met.

BRIGIT PIERCY, RN

Adult Acute Care Nursing Services – Cary Hospital



Coworkers say, “If you know Brigit, you love Brigit.” She is often witnessed welcoming visitors, escorting someone to their destination or making new employee introductions. Highly respected by her team, Brigit demonstrates

clear, honest and professional communication. She takes the clinical nurse specialists under her wing, helping with challenges, celebrating accomplishments and meeting regularly to discuss projects. Brigit also helps round on units regularly to identify any opportunities to enhance patient care, which has led to several quality improvement initiatives.

VICKI REID

Campus Police & Public Safety – Raleigh Campus



As a police lieutenant, Vicki shows professionalism and honesty in everything she does. She is always willing to take on extra tasks to help her team, and she never backs down where there is work to be done. Every day, Vicki can be seen with a

smile on her face, doing everything she can to ensure patients’ needs are met. Vicki never drops the ball when handling a request, and she has a special talent for putting patients and visitors at ease.

PAM ROCK

Information Services



After 40 years of service to WakeMed, Pam continues to foster a positive team atmosphere, using her deep skill-set and experience to help others in any way possible. As a project manager, Pam effectively guides teams on

incorporating technology to benefit staff, patients and family members. Trustworthy and straightforward, Pam is considered a role model in her department. She mentors new analysts, making personal introductions and explaining the tasks at hand – and her support is credited for helping co-workers excel.

MEGHANN SCHURR

Pathology Labs – Raleigh Campus



Meghann is typically the first one to arrive each morning and the last one to leave, and she has never been late for a shift. Accountable, committed and trustworthy, Meghann steps in wherever help is needed. She communicates

thoroughly and effectively so her team is prepared to provide excellent patient care. Additionally, Meghann shows empathy and respect to all and maintains the highest ethics. She goes to great lengths to protect patient confidentiality and ensure patient comfort, and she has a knack for putting patients at ease during blood draws.

STEVE SMITH

Home Health



It would be hard to find a more dependable and committed leader than Steve. He often contributes beyond his role and works to ensure Home Health is a strong partner for both the hospital and patients.

When Case Management requested Home Health support for an important video call between a hospitalized patient and his wife, Steve facilitated the call and then visited the wife daily until her husband passed. He proactively completed a home safety assessment, made recommendations for durable medical equipment, and made sure safety modifications were made to her home.

MELVIN SPEIGHT

Information Services

Available day or night, Melvin always has a positive attitude and never gets frustrated, even during stressful situations and information technology outages. He works with honesty, trustworthiness, integrity and the highest ethical behavior. Melvin is always ready to help keep WakeMed's critical IT systems operational or to get them back up and running after an outage or when they go offline. Melvin knows how essential his mission is to care delivery, and he works tirelessly to protect the health and well-being of patients.

NIKKI STACKER

Revenue Integrity



Nikki is rarely 'off the clock' because she is always thinking of new and better ways to lead her team. She personifies honesty, integrity and compassion during all interactions, whether it be with a physician, coworker or administrative leader. Nikki is a trusted confidant among peers, and she inspires others to strive for the highest standards in their daily work. Nikki ensures her department's deliverables are done correctly and reflects positively in each patient experience. Nikki also leads multiple committees that directly connect back to Leapfrog scores, payor reimbursements, and the prevention of coverage denials.

ELIZABETH STALFORD

Mental Health & Well-Being



With joy, positivity and a can-do attitude, Elizabeth is an essential part of her team and always helps others. She takes on any challenge and can be trusted, without question, to meet commitments. She displays honesty and

compassion in all interactions, and does whatever it is needed to help patients feel calm and safe. Elizabeth played a key role in WakeMed's Clarity Project, an innovative effort to identifying high-risk patients via artificial intelligence. She ensured staff were trained, technology was ready and that each phase was rolled out successfully.

BARRY SWANNER, RN

Emergency Department – Apex Healthplex



Barry consistently displays courtesy and respect to patients, families and coworkers. As a manager, Barry has positive, trusting relationships with colleagues, and always provides support. Always a team player, he pitched in

to help the new Hematology & Medical Oncology department set up their supply room and trained the clinical manager on ordering supplies. This year, Barry also spent considerable time working with Food & Nutrition Services to offer an expanded menu to healthplex patients and improve nourishment deliveries.

WILLETTE TART

Emergency Department – Raleigh Campus



Willette consistently demonstrates kindness, prioritizes patients and families, and is willing to help her team. Her dedication to patient-centered care, honesty, trustworthiness and ethical behavior are appreciated

by all those around her. Willette embodies the values of health care and sets a high standard for others to follow. She makes a positive impact on patients and families, both directly and indirectly. Her compassionate bedside manner, and the empathy she shows during difficult times, make a lasting impact.

SHAWN VAN STEEN

Hearing Screening Newborns



Shawn is committed to honest, compassionate and respectful communication with parents of newborns who have possible hearing loss. Shawn strives to ensure no baby leaves WakeMed without passing the

hearing screening or scheduling a follow-up appointment. While profound hearing losses are rare, Shawn educates parents about the importance of early intervention for a child's future. Shawn also trains audiology students on delivering quality, compassionate care. His commitment helps prevent delayed development, academic difficulties and emotional anguish for many children and families.

JENNA WALSH

Human Resources



Jenna is a role model for teamwork and customer support. Members of leadership often receive compliments about Jenna because she is so helpful, knowledgeable, patient and polite. If she doesn't know the answer to a

question, she will find out in order to assist her customers. Jenna can always be counted on to complete assignments on time and accurately, and she has a unique ability to bring out the best in others. An excellent and reliable resource, Jenna can support any area of Human Resources, and works with people across the organization every day.



PORTIA WALTON

Therapeutic Recreation – Raleigh Campus



Seen as a bright light by those around her, Portia is always smiling, greeting others, and making sure that patients and family members are happy and satisfied. She finds new and innovative ways to help patients enjoy their

treatment sessions and achieve success. Patients often express disappointment when they don't get to work with Portia. She makes patient care her top priority, completing her work with honesty, professionalism, and superior compassion and empathy.

CYNTHIA WHITE

3B CVIC

Being a team player is vitally important to Cynthia. She values her coworkers and consistently exceeds her normal job responsibilities to support her unit, including tracking equipment and supplies, cleaning, training new staff, and supporting other units. Cynthia plans parties to celebrate staff, which boosts morale and encourages team bonding. She works to ensure nursing orders, consults, and transfer paperwork are completed correctly and efficiently. Cynthia's positive impact is felt by all who work around her.

MORGAN WILDER

Primary Care



Patients often provide feedback about how pleasant and accommodating Morgan is. In addition to her passion for patient care, Morgan's dedication to her team is invaluable. She trains new medical assistants on Epic

and coaches them on how to best communicate with providers and patients. She served as lead MA for two years before the position was officially established; and she worked hard to help establish a new clinic in Brier Creek.

TERRANCE WILLIAMS

Surgical Services – Raleigh Campus



Terrance is honest, trustworthy and well respected by his peers and leadership team. Following the introduction of a new technology platform, Terrance went above and beyond to find solutions to unexpected issues. Thanks

to his dedication, no product outages adversely impacted patient care in the OR or Endoscopy during the implementation and beyond. Terrance also shared information with other teams to raise awareness of potential fixes to disruptive issues. His hard work and research were essential to the project's success, ultimately benefitting patient care.



Culture of Safety

These individuals are recognized for their work and dedication to fostering a culture of safety for our patients, families, community and health care team.

SHELLY ALVAREZ

Pharmacy – Cary Hospital



Passionate about patient safety, Shelly plays a critical role in developing and enhancing methods and protocols for superior patient care. Shelly is a primary sterile compounding technician who works diligently to

deliver the highest quality and safety.

During a time of high patient volumes, Shelly was essential to the care of inpatients receiving chemotherapy. In recognition of her passion for teaching others, Shelly was named a dedicated trainer for several pharmacy tasks.

MALANG BAJAN, RN

Home Health



As a Home Health nurse, Malang develops trusting relationships with his patients and works to ensure they are living in the safest home environment. This includes ensuring they know how to take medications,

eliminating physical barriers in the home, addressing issues immediately, making sure oxygen equipment is working, and meeting with family members to review care needs. Malang also specializes in providing wound care and his dedication and consistency have helped many patients' chronic wounds healed.

EMILY BEALE

Pathology Lab Services – Raleigh Campus



As a member of the Pathology Quality Management Team, Emily supports her department's quality activities, regulatory matters and project management. She is privy to many confidential details and

fiercely upholds the privacy of this information. Emily is highly skilled in generating Epic reports, and her work with blood utilization data has helped the Transfusion Medicine Quality Improvement Committee eliminate unnecessary blood transfusions. This had led to a protected blood supply, better financial health and increased patient safety.

DAVID BLACKMON

Emergency Department – Cary Hospital



As an equipment tech, David is always aware of equipment and supply needs, which helps the Emergency Department and Cath Lab run smoothly. David created a "Who Ya Gonna Call" spreadsheet, detailing who

to contact for equipment repairs and supply refills. During staff meetings, he presents on processes like placing work orders and supply ordering; and explains the reasons behind protocols so staff understand how to help improve compliance. David works with leadership on department enhancements, such as more accessible storage.



NICOLE COOK, CNS

Trauma Services – Raleigh



Nicole strongly supports standardized, evidence-based care and works on initiatives to improve care for acute and chronic spinal cord injury (SCI) patients, including correct management of bradycardia and ventilator-weaning protocols. Nicole is active in many initiatives to implement new practices for cervical spine immobilization and the accompanying training for staff. She also leads multidisciplinary SCI rounds, which enhance communication among care teams and help train patients, families and staff on intricate care methods.

ADAM FORD

Information Services



Adam displays an exemplary commitment to patient privacy. By ensuring that all patient and company data is secure, Adam supports a culture of safety. Modern-day cyber threats can be devastating to a health system and Adam is skilled at finding methods to implement precautions while still allowing our hospitals to operate at highest efficiency. Adam also works hard to safeguard all new cybersecurity flows. Whether he is working with his team, other teams, vendors, leadership or patients, Adam's commitment to information security is exemplary.

NANCY GOUGH, RN

Neonatal Intensive Care



Nancy strives for a culture of safety, building on our high standards of care for the smallest, most fragile patients. She helps parents better care for their infants and she trains new nurses on different conditions and

treatments. Nancy participates in multiple councils, committees and meetings to enhance nursing protocols and further educate neonatal nurses on providing the best care. Nancy safeguards practices for milk mixing and labeling, as well as patient identification. She is known to peruse her unit with the patient view in mind, tidying up spaces and eliminating waste.

MICHELLE HOWE, NP

Neonatology



With kindness and compassion, Michelle goes above and beyond for patients and coworkers. She implemented and teaches the STABLE (Sugar, Temperature, Airway, Blood pressure, Lab work, Emotional

support) program at WakeMed. STABLE uses real-life scenarios to educate caregivers on the signs that a baby is in distress and to detect which infants need extra monitoring. Michelle's passion is contagious and participants share their knowledge with others, helping enhance patient care and safety throughout the system.

ZENEYDA MORALES DE RODRIGUEZ

Environmental Services – North Hospital

The busy Emergency Department at North Hospital functions at its best when staff like Zeneida are working to ensure a safe, infection-free environment. Zeneida completes her work to the highest standards with a sense of pride so that every patient receives a clean, sanitized space in which to receive care. Zeneida is critical to efficient patient flow because of her timely and efficient work. She has a great rapport with coworkers and always offers to help others.

JANICE NEFF, DNP

Quality & Patient Safety

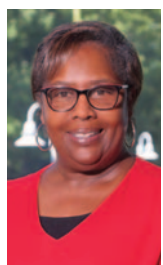


Janice is a long-time role model for the WakeMed culture, routinely sought after to help with problem-solving. She consistently displays a positive, calm demeanor, and easily establishes trust, even during difficult situations.

Janice is skilled at discussing errors without placing blame, so that staff feel safe, valued, and not judged. Janice has been working to enhance the sentinel event review process, so employees, patients and others receive support after an error occurs, and to help staff feel more comfortable with reporting actual and potential safety events.

EDITH SIMMONS

Nursing Education



As the administrator for WakeMed's American Heart Association (AHA) Training Center, Edith shows commitment, accountability and a passion for ensuring all compliance guidelines are followed. She streamlines

processes for greater efficiency, and continuously looks for ways to enhance and standardize the services offered by her team. Edith processes hundreds of AHA courses, issues thousands of participant cards, maintains countless files in the database, and supports five community partnerships, all with the goal of providing life-support training.

LUISA SPIVEY

Pharmacy – Raleigh Campus



For 25+ years, Luisa has been dedicated to providing the safest patient care through medication safety measures. She wears many hats to fulfill this responsibility – as a decentralized pharmacist reviewing medication

orders; assisting colleagues with medication administration; counseling patients on new medications; or as the operations pharmacist, ensuring medications are prepared accurately and efficiently. Her attention to detail has led to many critical good catches and she supports the culture of safety by serving as a preceptor for new staff.



Value Leader

The recipients in this category allow us to provide outstanding outcomes, experience, safety and affordability for the patients we serve.

ALYSE ARNOLD, RN

Emergency Department – Cary Hospital



A skilled communicator and gifted leader, Alyse is a comforting, friendly presence in the Emergency Department. She ensures that her team is prepared to respond to traumas, diversions and potential crises. After any situation,

she follows up with staff to assess how they are coping or if they may need additional support. Alyse is consistently calm, positive, honest and trustworthy. She handles challenges with patience, professionalism and fairness; proactively offering ideas for corrective action and education.

LINDA BARRETT

Corporate & Community Health



Linda works for the well-being of her employees, the community and those around her. As a leader, Linda encourages professional growth and always demonstrates compassion and empathy. Her employees feel valued

and supported because of her willingness to listen, empathize and help with whatever is needed. Linda goes above and beyond to support her teams and customers, helping out at community clinics and screening events, delivering brochures, or checking on staff outside of work.

GRACE FERREIRA

Hematology & Medical Oncology



Patients ask for Grace by name because of her lovely and compassionate attitude. She greets every patient with a smile and has become the “go-to” employee in her department thanks to her knowledge, experience and

attention to detail. Grace is able to work through any situation or challenge in a polite and constructive way. Grace is kind, friendly and trustworthy and her positivity spreads throughout her department. She even created a Birthday Club so that every team member receives a cake and card on their special day.

BETH FITZSIMMONS

Patient Case Management – Cary Hospital



Honest, trustworthy and a role model for others, Beth is a case manager for patient discharge planning who strives to make a positive impact every day. She consistently exceeds expectations and develops meaningful relationships

with patients and families that extend beyond the hospital. For example, Beth worked tirelessly to obtain the best nursing facility accommodations possible for a young mother with terminal cancer. Beth's colleagues know she would do anything to help her team and coworkers.

THOMAS HAUGH

WakeMed Physician Practices Administration



Thomas' commitment and accountability are illustrated by long work hours, an open-door policy and an adherence to rules and policies. As the first administrative leader with direct responsibility for hospitalists, Thomas

moved his office to be closer to their team. Today Thomas' broad portfolio includes overseeing daily operations for over 150 providers, financial responsibilities, strategy and growth planning, and managing the daily logistics of a busy workplace. He does all of this effectively, professionally and with good humor.

JULIA HOLZEN

Information Services



Julia is a compassionate manager who invests time into developing personal relationships with her employees. Julia is kind, caring, fair and easy to approach. She is always willing to listen and provide support. Her

employees appreciate when she encourages them to “think outside the box” or see the “big picture,” and she enjoys working collaboratively to enhance workflow efficiency and transparency. Finding creative solutions to challenges is a skill of Julia's.

LINDSAY KIMBRELL

Pathology Labs – Raleigh Campus

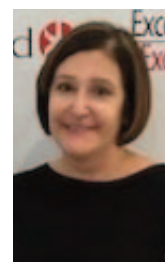


Lindsay treats everyone with respect and has a knack for building people up. Her leadership commitment is evident when she responds promptly to all questions and concerns, pitches in during staff shortages, and

devises innovative solutions to challenges, especially those that impact patient care. Lindsay is skilled at engaging other teams to achieve positive change. After hearing concerns over laboratory orders, Lindsay spearheaded a major project to rename certain cultures and eliminate any confusion for staff.

SUSAN McFARLAND

Employee Relations



As director of Employee Relations, Susan provides exceptional support and service to WakeMed's 11,000+ employees as well as our patients and families. She is always available, and works efficiently to provide key

information, recommendations or direction as needed. During the pandemic, Susan managed countless employee concerns and employment issues, started the employee phone line, and established new policies – all while making sure her other responsibilities were handled to ensure employees felt appreciated. Susan is passionate about WakeMed and always advocates for what's best for the WakeMed family.

ANDY SIEDER

Information Services



Andy makes immeasurable contributions to patient safety and security. He manages the teams that support back-end technology (including Data Center servers, Epic and Citrix) that are vital to patient care and financial health. Under Andy's leadership, for a full year, 100 percent uptime was maintained and there were no unplanned outages. Andy works tirelessly to protect all critical and sensitive information. He is proactive about system updates, and he consistently looks for opportunities to save costs and enhance processes.

SEAN THOMPSON, PA-C

MyCare 365 Primary & Urgent Care



When it comes to patient care, Sean goes above and beyond, often responding to messages or calling in on his days off. Sean leads by example – showing the utmost respect to his team and valuing open communication. He promptly addresses questions and concerns, and provides practice updates in a timely manner. His team is inspired by his work ethic, great attitude and problem-solving skills. Patients often reach out to thank Sean for his skilled, compassionate care.

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THERESA TYNDALL, RN

Neonatal Intensive Care – Raleigh Campus



As NICU manager, Theresa is an incredible communicator who is clear, direct and compassionate. She fosters a positive unit culture and partners with other leaders to promote patient safety. Theresa helped devise new ways to discuss CLABSIs and evaluate central lines. Theresa is honest, trustworthy and fair, and she faces any challenge head-on. She also helped create the NICU Parent Orientation Class, meant to enhance open, respectful and timely communication between staff and families.

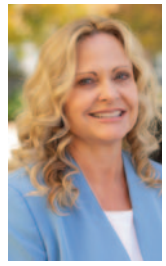


Healthy Community

The recipients in this category are giving their all to helping make Wake County the healthiest capital county in the United States.

VALERIE BARLOW

North Hospital Administration



As SVP and administrator, Valerie has helped transform North Hospital into a community hospital that provides care to the citizens of North Raleigh and beyond, with many expanded services. Valerie has implemented numerous initiatives to bolster employee morale and engagement, and incorporated employee health and wellness into existing programs. Valerie was also responsible for growing Spiritual Care across the system. As a result, Spiritual Care supported more than 1,000 loved ones through bereavement, secured a grant for pediatric bereavement and improved bereavement access for Spanish-speaking populations.

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SETH BRODY, MD

Chief Physician Executive

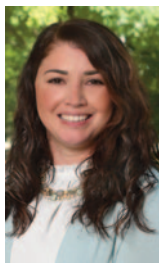


Dr. Brody is committed to doing what is right for patients, families and employees, and is intentional about aligning his decisions with WakeMed's values. He is a passionate advocate for diversity, equality and inclusion, and championed expanding resources to address disparities in health care. Dr. Brody also fosters an inclusive team culture where employees feel seen, valued and heard. As chair of the Helton Endowment Scholarship Fund Committee, Dr. Brody desires to help employees reach their education and career goals.

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SARA COLETTA-STACKHOUSE

Information Services

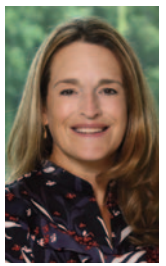


A committed leader who is kind, collaborative and diligent, Sara played an integral role in the first Mobile Mammography event. Sara joined the project as an IS representative, responsible for assessing key IT elements, developing checklists and building a vast majority of the Epic-related workflows herself. Sara designed the event's data collection method for ease of reporting, tracking and patient follow-up. The 2022 event served 258 uninsured women, many of whom had never had a mammogram before.

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CHRISTINE CRAIG

Government Affairs



Christine works tirelessly with elected officials and local leaders to achieve WakeMed's goals, particularly regarding the coordination of services that help support community health. Christine helped create community partnerships, assisted in obtaining funds for patient care during the pandemic, worked toward the expansion of Medicaid, secured support for service expansion, advocated for laws to support compassionate care for all and has educated government leaders about challenges faced by hospitals that serve all patients regardless of ability to pay.

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SUSIE DAVIS

Cardiac Rehab



Susie is a dedicated teammate who sincerely cares about the well-being of Healthworks' program participants. Program participants often write glowing reviews for Susie, saying she is enthusiastic, energetic, welcoming, non-judgmental and makes exercise fun. Others say she motivates them to give their best effort, and that they can feel how much she cares about their physical and emotional health. Susie goes above and beyond to incorporate educational activities and information into her classes, including recipes, nutrition facts, and personal wellness tips.

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PEGGY DUNSTON

Environmental Services – Raleigh Campus



Peggy takes great pride in her role and helps protect the health and well-being of patients by keeping all rooms clean and sanitized. Patients notice her hard work, and mention her by name on surveys and during rounds. Peggy is always kind and courteous and she is eager to share her name and information with patients in case they have special requests. The personal connections Peggy establishes with patients and families help reinforce a sense of confidence that the entire care team will meet and exceed all health care needs.

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MICHELLE GEROLEMON, RN

Stroke Program – Raleigh Campus



Michelle demonstrates transparency, accountability and honesty in her role as stroke navigator. As a key member of the stroke team, Michelle has helped hundreds of patients understand their diagnosis, treatment and next steps, resulting in streamlined follow-up care. She is the key contact and advocate for stroke patients after hospital discharge, which involves building trust, providing emotional support, and helping patients navigate the complex healthcare system. Patients feel more comfortable, confident, supported, and informed because of Michelle.

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AMY HUTCHINSON

Marketing & Communications



Amy is dedicated to ensuring WakeMed maintains a stellar reputation throughout the community, which enhances patient confidence in our hospital system. Amy is consistently positive and approachable. Amy is also passionate about community health and supports numerous community health and wellness events. She contributes to the success of these events – including WakeMed's 2022 Mobile Mammography event – in many ways: creating informational handouts, interfacing with leaders, and coordinating event logistics and promotions.

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DANA KNAPP

Imaging Services – North Hospital

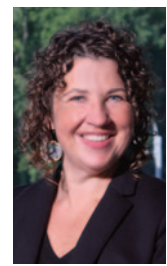


Dana is a manager who brings a positive, can-do attitude, while encouraging collaboration. She is committed to high-quality care and an excellent experience for all patients. As a leader, Dana has exceeded expectations, and fully commits to every project – even those that fall outside her regular duties. She supported the 2022 Mobile Mammography event by collaborating on logistics and helping obtain the Breast and Cervical Cancer Detection Program contract – contributions that made an impact on the long-term health of those who attended.

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MICAH KREMPASKY, MD

Mental Health & Well-Being

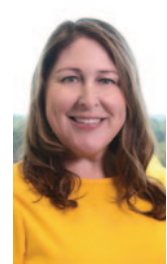


A dedicated physician, Dr. Krempasky brings hope and healing to people who are suffering. Her ability to explain, listen and empathize has greatly impacted the health and well-being of countless patients and families. Dr. Krempasky focuses on improving quality and clinical outcomes, and expanding mental health services. Her work with media outlets and Wake County leaders has helped educate our community about mental health stigmas, supporting mental health in children and improving access to care. Dr. Krempasky's efforts have also helped WakeMed better address equity in and access to mental health services.

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EMILY MEDLIN

Corporate & Community Health



As a health coach, Emily helps patients reach goals and make positive lifestyle changes. She also connects with patients on a deeper level. Patients say they value their time with Emily and want to continue working with her beyond their required sessions. With a growing number of health coaching recipients at WakeMed, Emily has made numerous referrals to WakeMed practices, thus increasing continuity of care. Emily is always expanding her knowledge and skills, and has earned a coaching certificate from the American College of Lifestyle Medicine. She also enjoys volunteering at community events, screenings and clinics.

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GLENDA SANDLIN

Emergency Department – Raleigh Campus



With a smile and true dedication, Glenda supports Emergency Department patients in any way she can. Additionally, charitable giving is a cause that Glenda holds close to her heart. She has led toy drives to benefit young patients in the Children's Emergency Department. She also volunteers throughout the community, in the Wake County Public School System via the Read and Feed Program and as a tutor at her church.

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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 Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
Freeze Photography, Photos

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SHAWN HAMLET AWARDS

The Shawn Hamlet Award: Inspiring Others Through Service was created in honor and memory of Shawn Hamlet, a beloved WakeMed family member from July 22, 1991, until his passing on September 1, 2019.

The award is given periodically to WakeMed employees who have overcome personal adversity and makes a significant impact on others through their energy, motivation and enthusiasm.

ROSANNA DE LA ROSA

Outpatient Mental Health & Well-Being



Rosanna leads with supportive style and exudes quiet strength even in the face of adversity. She has created a work environment that encourages everyone to engage with one another for ongoing support. Rosanna is well respected by her leadership team and the team in which she supervises. She is always kind, considerate and leads by example each day.

LUANA YOUNG

Health Information Management

Ever since she started working in health care, Luana has been determined to care for those she served with the same empathy and compassion she hopes her own family would receive. Luana makes the service she delivers personal, always lending an ear and placing herself in their shoes. The only thing that could potentially outshine her high-energy and enthusiasm is her love of vibrant-colored hair!

2023 AWARD RECEPTION DINNER

On October 17, WakeMed honored all of our 2023 Pyramid Society Award and Shawn Hamlet Award recipients with an awards reception at the Embassy Suites Raleigh Durham Research Triangle. Award recipients and their guests, along with their supervisors, members of our Board of Directors and our executive team, enjoyed dinner and an awards presentation led by WakeMed President & CEO **Donald Gintzig** and Executive Vice President and Chief Operating Officer **Tom Gough**. All award winners received trophies, an extra day of PDO and Pyramid Society Award pins – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!

Nominate for the 2024 Pyramid Society Award Today!

If these inspiring stories make you think of a coworker who goes above and beyond to help us achieve our Aspirational Goals, nominate them for the Pyramid Society Award! Nominations are now being accepted for the 2024 award cycle – follow the link on MyWakeMed!



A special thanks to our 2023 Pyramid Society Award committee: Coleen Doerner, Environmental Services; Linda Barrett, Business Development; Ari Conklin, Quality Analytics; Dee Darkes, Heart & Vascular; Jeremy Gilmore, Spiritual Care; Ana Harris, Patient Access; John Horton, Facility Services; Renee Hoyle-Thacker, Pathology Labs; Allyson Labban, Legal Affairs; Sacheen Mallette, Information Services; Janis McLaughlin, Outpatient Rehab; Brigit Piercy, Acute Care Nursing Services – Cary Hospital; Michelle Schweitzer, Advanced Practice Provider Program; Maria Tolano Duran, Environmental Services; Abbie Williamson, Pharmacy