NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED PYRAMID

Healthy Community

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

KRISTEN BARBOUR, RN

Labor & Delivery - Raleigh Campus



Kristen embodies servant leadership, compassion and dedication. As chair of the Perinatal Loss Committee and leader of Supportive Birth Services, she educates staff across campuses and supports families experiencing

pregnancy loss or birth trauma. Kristen visits other community hospitals to teach classes and to share resources to support patients with traumatic birth and perinatal loss experiences. She won a Daisy Award for going out of her way to help a family in need after a loss by visiting a funeral home and creating foot molds.

BETSY LAUGHTER

Birth & Family Education



As a social worker and educator, Betsy has a huge heart to help people. Her work with our Supportive Birth Services program helps women manage trauma and/or anxiety prior to giving birth. She also leads a post-partum

support group and is trusted by patients, nurses and physicians alike. Betsy's dedication to her patients is unwavering. In one example, while on vacation, she received a message from a patient experiencing loss of pregnancy. From the beach, Betsy connected with leadership to get the patient the help they needed, and they were extremely grateful.

TINA MORRIS-ANDERSON

Spiritual Care – Raleigh Campus



Tina treats everyone with deep respect and has a heart for underserved populations. She works to improve our community in countless ways mentoring chaplain students, visiting patients in shelters or on the

streets, leading a weekly spirituality group at the Women's Shelter, or working with community organizations and social service agencies. When a patient needed a major, life-saving surgery but wasn't willing to give consent for the procedure, Tina met with them and provided space to voice fears and concerns. By listening and fostering a trusting relationship, the patient felt heard and ultimately decided to undergo the procedure.

2025 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.



JULIE PAUL

Outpatient Nutrition Services



As the supervisor of the Outpatient Nutrition program, Julie demonstrates the Wake Way in every aspect of her work. She was instrumental in developing the award-winning ENERGIZE! Program, and has been leading its coordination since 2005. Throughout the community, Julie has established and maintained positive relationships with partners and town leaders to promote and offer community-based wellness programs. Julie has performed data analysis, evaluation and quality improvement of these programs - and works hard to promote nutrition services to physicians and

LAUREN THIRAKOUN, RN

Internal Medicine - Raleigh Campus



At the Raleigh Campus Internal Medicine practice, Lauren is the first point of contact and receives all incoming messages. When family members are anxious or concerned, she is proactive about reaching out and is calm and reassuring. She goes above and beyond to help patients schedule appointments or coordinate referrals. When the Center for Community Health was understaffed, Lauren offered to pitch in to assist their team and ensure our most vulnerable patients were receiving optimal care. She knows her patients and family members by heart and treats them like part

MOLLY WILLIAMS

Spiritual Care - Raleigh Campus



Molly's work focuses on bereavement, and coworkers say her 'superpower' is the immense care and respect she demonstrates to all. Because of Molly, when someone loses a loved one at WakeMed, they get a supportive call with information on grief support. She serves as a co-chair for the Pediatric Bereavement Fund Committee and coordinated the Infant/Perinatal Loss memorial service. When a local senior-living facility reached out to WakeMed in need of grief support, Molly offered bereavement care to the facility's members, going well above and beyond

👭 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.

YARLYN ALVAREZ

Patient Accounting



Yarlyn is an extraordinary team player whose pride in her work shows in everything she does. Recognized for her critical thinking skills and willingness to help others, Yarlyn has become a trusted "go-to" resource for

Revenue Cycle Operations. She built a SharePoint site to enhance communication across the team of 470 employees, coordinates quarterly town halls and has contributed to numerous initiatives that support employee engagement. Yarlyn's work with Epic documentation helps WakeMed capture the revenue that supports our mission.

ALDO ALVAREZ FALCON

Environmental Services -North Hospital



Aldo is a forward-thinking and innovative leader who consistently brings fresh ideas and solutions to the table. Aldo has earned the trust and respect of his team by handling challenging situations with grace and always

offering a helping hand to colleagues in need. Shortly after being promoted to supervisor, Aldo worked diligently to resolve a problem with the floors in the Emergency Department, which contributes to the impression of cleanliness. He has also helped improve cleaning processes in our ORs, supporting better outcomes for patients.

MICHELLE ALVERS, RN

2 East Medicine - Cary Hospital



Michelle is a top-notch nursing leader who has worked tirelessly to establish 2 East as an exceptional place to work and receive care. Michelle fosters a staff culture that is open, responsive and focused on quality

improvement. She's described as 'the perfect embodiment of the Wake Way,' and built ground rules and development plans to coach and mentor her team. Michelle's efforts have led to a significant decrease in staff turnover and a substantial improvement in quality scores, including a notable reduction in falls with injury, CLABSI and CAUTI.



Extraordinary Team cont'd

JOSE ARREDONDO

Patient Transport - Raleigh Campus



Coworkers say Jose is professional, friendly, dedicated and an excellent teammate. He has built great rapport with Imaging staff and is trusted to get his job done and take excellent care of patients. The team gets excited when they see

him working because they know his tasks will be managed efficiently. Jose is never too busy to take the time to make a connection with patients and colleagues. He takes pride in his work and demonstrates a caring and positive attitude in all interactions.

JOSHUA ARRINGTON

Surgical Services - Raleigh Campus



Dubbed the 'consummate Mr. Hustle,' Joshua works hard in the OR and is always pleasant, positive and smiling. With an eye on continuous improvement, Joshua pursues every training opportunity and takes on more complex

cases to expand his knowledge. Last year, when a manager was out of the country, Joshua took on a pivotal role during a Joint Commission visit. He worked to put the team's best foot forward, addressed some long-requested changes in the anesthesia workroom, and led the team to get everything looking great for the survey.

PETRICA BARSAN, RN

RRT/Code Blue/CV Response Team -**Cary Hospital**



As an ICU rounder, Petrica supports Cary Hospital and ensures all team members feel like part of the WakeMed family. Petrica's efforts have helped improve both quality metrics and morale in recent years. She and a fellow nurse used

their own funds to ensure every team member was celebrated on their birthday – a practice that contributed to development of a systemwide Happiness Toolkit initiative. Petrica takes nursing leaders and peers under her wing and looks for opportunities to help them grow their practice.





BRIANNE BARTLETT

Primary Care



Described as an 'invaluable asset' and 'the glue that holds this place together,' Bri builds camaraderie within her team and helps keep the office running smoothly. When the team was understaffed, Bri stepped in as medical

assistant because she understood it would help everyone. Bri provides an unparalleled level of personalized care – she knows every high-risk patient by name, and takes extra time to listen. Bri is enthusiastic and motivates those around her, making colleagues feel special by organizing fun events and activities.

QUIANA BATTLE

Community Case Management



Quiana works with many uninsured and unhoused patients, and is committed to addressing social needs and following through on long-term issues. While working with patients who have unique social or mental health challenges,

she provides exceptional care without judgment and advocates for their needs. In numerous instances, her dedication has enabled patients to receive the necessary medications, supplies or resources they need to achieve better health. Coworkers say they are grateful to have Quiana on their team.

CRYSTAL BERRY, RN

Surgical Services - Cary Hospital



Crystal exemplifies excellence by actively involving staff in decisionmaking and ensuring patient safety always remains the top priority. She listens attentively to staff and patient concerns with patience and empathy,

creating an environment where everyone feels heard and valued. Crystal can recognize the signs of staff fatigue and burnout, and will step in to take patients or do paperwork to support her team. Crystal was instrumental in creating a new approach to communicating about wait times, which better informs families while supporting nursing in providing consistent communication.

WANDA BOWMAN, RN

Children's Hospital



Throughout her decades as a manager, Wanda has cultivated a strong culture of teamwork with generations of nurses who would 'walk to the ends of the earth' for her. Described as loyal, dependable and ethical, Wanda models

positive patient and family interactions, and empowers her team to make decisions when she isn't around. She stands for what is right and isn't afraid to give constructive feedback with empathy. Wanda is always the first to jump in and help when emergency situations arise.



SERENA BURDICK, RN

2 East Medicine - Cary Hospital



Since becoming a supervisor, Serena has worked hard to improve staff retention. In just one year, turnover dropped from 33% to 12% - while the unit grew by nine beds. Her intentional leadership style includes regular one-

on-one check-ins, using personality/behavioral assessments to enhance communication, and engaging in crucial conversations to improve team culture and morale. Serena helped create a visual aid ("Comfort Butterfly") to help staff recognize when a patient is on comfort measures at the end of life, encouraging them to demonstrate extra compassion and peacefulness.

DEBRITA CALLAWAY

Imaging Services Administration



Debrita is a 'behind-thescenes magician' whose can-do attitude and willingness to support the team are the true picture of the Wake Way. She supports Imaging Services in countless ways, whether reviewing invoices,

ordering contrast or coordinating Radiology Tech Week recognition. Her work to ensure 350+ employees from different facilities and shifts are recognized takes months of planning, and she spearheads it all. Her diligence and partnership help free up managers and directors, allowing them to focus on other priorities, such as staffing and patient care.

MARIAN CAMERON

Posting & Review



As a supervisor, Marian is described as supportive, positive and creative - a colleague who is always there for her team or anyone who needs assistance. She takes pride in assisting patients with concerns related to their

payments or accounts and goes the extra mile every time. Always looking for ways to enhance workflows, she is passionate about the Posting & Review department and is there for her team professionally and personally. Her team describes Marian as 'not just a supervisor, but a colleague, family member and friend.'

TERRIE CARLTON, RN **Clinical Administrators**



Terrie's colleagues say she is a source of 'consistent positivity and department support for her peers.' As a Clinical Administrator (CA), Terrie is relied upon to make difficult decisions and uphold WakeMed's critical mission around the

clock. Since joining the team, she has brought optimism that has paved the way for greater staff retention. Even while supporting her critically-ill mother and battling her own health crisis, Terrie maintained her dedication to WakeMed and the CA team, never missing work or leaving a shift uncovered.

ENOCH CLAUDE

Pharmacy - Cary Hospital



Enoch is passionate about improving patient care and has led numerous clinical projects, such as optimizing vancomycin dosing for dialysis patients and assessing glycemic control in critically ill patients. While serving as interim

pharmacy supervisor, Enoch did an exceptional job handling schedules, reporting and tackling every project that came his way. He has had several "Good Catches" and strives to optimize workflow in the pharmacy. A member of the ICU Task Force, Enoch helped support the opening of the North Hospital ICU by serving as the lead clinical pharmacist.

RUSSELL DARLINGTON

Imaging Services - North Hospital



Described as the 'go-to' person for all things MRI, Russell has played an instrumental role in the evolution of MRI services at North Hospital, from mobile MRI to the new imaging expansion. Russell goes above and beyond to

ensure a comfortable experience for all mobile MRI patients, regardless of the weather. He helps cross-train technicians, and his focus on patient safety contributes to North Hospital having zero MRI thermal injuries. Russell also volunteers to help with performance improvement projects and often covers shifts at other sites on weekends.

BETH DEAN

Corporate Compliance & Integrity



Beth is praised for consistently going above and beyond her required job duties. She juggles schedules and arranges meetings to ensure that things flow smoothly while being respectful of the executives' time and

calendars. When a patient or visitor comes in to file a grievance, Beth takes charge of the situation, demonstrating compassion and empathy while ensuring the issue is properly addressed. She is often asked to fill in for others, and she never misses a beat. Beth is a true team player and has earned the respect of her colleagues and system



KRISHNA DEEPTHIMAHANTI

Information Services



Krishna is patient, reliable and efficient, and is known for being a trustworthy team player. Much of Krishna's work focuses on Tableau, ensuring the system runs smoothly for all users. When an issue arises, he

quickly shifts into problem-solving mode, demonstrating fast response times and efficient issue resolution. During a critical project, Krishna demonstrated outstanding collaboration. His proactive work saved time and ensured the project's smooth progress. Colleagues admire his positive attitude and dedication to helping

JACK DELLOSTRITTO

Clinical Engineering



Described as 'simply amazing,' Jack goes out of his way to ensure that patient care equipment functions properly, supporting a safe environment for patients. Collaborating with vendors, Clinical

Engineering staff and department leadership, Jack is great at expediting repairs. He prides himself on going the extra mile to ensure all stakeholders have the latest information during downtimes and works tirelessly to bring equipment back online. Jack is praised for his exemplary communication skills and his commitment makes a positive impact on WakeMed patients and staff.

HUTCH DOUTHETT

Primary Care



Coworkers say Hutch is a leader and resource for the team, and patients and families regularly share positive feedback about him. In addition to his medical assistant (MA) role, Hutch precepts all new team members and

MA apprentices. He also orders medical supplies, logs them in HUB, and orders medications for the practice. Hutch will jump in remotely when needed, and is always respectful when engaging with teammates, patients and families. He is described as a 'man of integrity and a stand-up guy.'

VICKIE ELLINGTON

Pathology Labs - Raleigh Campus



Vickie models excellent customer service to clinical staff, and her technical abilities as a microbiologist are exceptional. She is instrumental in educating the next generation of medical laboratory

scientists and introducing them to WakeMed. Vickie helped establish new staffing models and schedules that have helped reduce burnout. Additionally, her work in creating new clinical rotation programs with area universities has created a pipeline for new hires. A trusted resource for complicated microbiology processes, Vickie is unfailing in her support of fellow staff members.

BETH FIFIELD, RN

Nursing Administration -North Hospital



Beth leads by example and is highly respected, working closely with her teams and physicians across the hospital. She regularly rounds on staff, attends staff huddles, and provides support and encouragement as

needed. In challenging situations, Beth is willing to step in and do the work, rather than delegating to others. She ensures her teams feel heard, but will respectfully push back when needed. Beth is also a resource for patients and families, listening to concerns and working tirelessly to meet their needs.

MOLLY FLYNN

Patient Case Management



Molly is strong advocate for pediatric patients and families, and is known for finding resources where there appear to be none. She helps families navigating stressful situations remain calm, providing food and

transportation vouchers, gift cards, and assistance arranging overnight accommodations. When supporting a pediatric patient from out of the country who had suffered a stroke and had no local family, Molly worked tirelessly to facilitate Rehab care and coordinated an incredibly complex discharge - putting the patient's needs above everything else.





TAMMY FRALIN-MOSER, RN Intensive Care Unit - Cary Hospital



Tammy works in a variety of roles for the ICU team, including bedside nurse. preceptor to new nurses. charge nurse, ICU rounder and committee member. Known for her professionalism and clinical expertise, Tammy

leads by example, ensures every team member feels special during their birthday month and has volunteered to help the Work/Life Harmony Committee, Tammy is a member of the unit's Education Committee, so she learns new devices and skills and is proactive in sharing this information with her peers, which positively impacts patient care.

JENNI HARDEN, RN

Surgical Services - Raleigh Campus



Jenni is a dedicated, dependable nurse who exemplifies teamwork, compassion and professionalism. She collaborates effectively with colleagues, respects every role, and treats all patients as family,

ensuring care is patient-centered, safe and compassionate. A consistent leader and charge nurse, she has served in multiple committee roles, contributing to staff morale and community outreach. Jenni is always punctual, communicates promptly about schedule changes, and advocates for patient needs with empathy and respect. Her commitment to both patients and coworkers makes her an invaluable member of the Surgical Services team.

PEGGY HAYES, RN

Surgery & Trauma - Cary Hospital



Peggy is described as a 'phenomenal leader' who sets high standards for her staff. Under her leadership, her team has grown both professionally and personally, earning peer recognition and securing poster and podium

presentations in the U.S. and Canada. Peggy puts the patient and family at the center of everything she does, and always looks for opportunities to improve the patient experience. She supports her team throughout the year with celebrations, home-cooked holiday goodies, and by ensuring each staff member has a voice to foster change.

BECKY HINES

Posting & Review



Becky's work in manually posting payments is always handled in a timely manner and meets monthly goals, which helps eliminate unnecessary bills and customer service calls. While most of her team is

remote, Becky is the in-house resource and is always the first contact when a payment needs to be located. She is honest and trustworthy, and when a challenge arises, she shares it with the appropriate people to achieve a timely resolution. Colleagues say she goes above and beyond her role on a daily basis.

JENNIFER HOLMES

Corporate & Community Health



Jennifer demonstrates exceptional leadership, problem-solving skills, and teamwork abilities. She plays a key role in her department's provision of health and wellness services to over 24,000 individuals. She is an

expert in the scheduling platform her team uses and is always willing to help her colleagues with last-minute requests. Jennifer has a can-do attitude and offers assistance when needed, adjusting her schedule as necessary to complete projects or support the team. Jennifer is pursuing her bachelor's degree, and brings back valuable knowledge to the department.

LEANNE KEITH

Heart & Vascular



Leanne wears many hats in her role as a nuclear medicine technologist. She excels at capturing high-quality images, manages and maintains ACR accreditation, and helps train new staff. She is a MyChart advocate and

is a 'queen' at getting patients to sign up. Leanne is punctual, loyal and dedicated to her team – she's proactive in reviewing her schedules and is excellent at diffusing patient concerns. Her leaders receive positive feedback from many patients and say she stands out and steps up to the plate every day – making a difference in her patients' lives.

CATHERINE KILDAY

Institutional Review Board



As a one-person division, Catherine brings finesse, respect, patience and passion for the work she does. Catherine developed the Human Research Protection Program, updated Standard Operating Procedures, and

implemented a new research management system within a 12-month period. She takes pride in her work and displays a pleasant, positive and upbeat demeanor in her communications. She makes it her personal and professional goal to be a good steward to the research community on behalf of our patients and WakeMed.

BLAIR KITE

Respiratory Care Services -Raleigh Campus



Described as a strong team player, Blair creates a positive work environment for those around her. She is an active listener who strives to make patients and their families feel at ease during their hospital stay. When

kids aren't feeling well, Blair is there to make them smile while also supporting parents who may just need to vent about being in the hospital. When Blair finishes her own workload, she steps in to help her team and also supports nurses when trying to help parents hold their babies for the first time.

EDDIE LITTLE, II

Pediatric Primary Care



Described as an active leader, Eddie doesn't hesitate to step in when the office gets busy helping with paperwork, making phone calls or checking patients in or out. His reputation across the organization is stellar,

and he consistently goes above and beyond for patients. He is an excellent communicator, and his advice and guidance are sought out regularly by other employees, departments and managers. He encourages the team to get to know one another and build healthy work relationships, and has even sponsored team-building events out of his own pocket.

Exceptional People. Exceptional Care.



PENNY LOCKWOOD, RN Center for Community Health



Penny is committed to supporting our homeless and uninsured population with compassion. She is known for going above and beyond to support our patients and families and is extremely patient and always willing to help. By

providing a calm and safe space, Penny was able to provide patient-centered care to an autistic patient who had never been able to have labs drawn without sedation. This is just one example of how Penny's compassion and skill help improve the lives of our patients.

DOUG LONNEMAN

Mental Health & Well-Being



As a social worker supporting some of WakeMed's most vulnerable patients, Doug's impact on patients and his team is immeasurable. Often referred to as the backbone of the team, Doug isn't one to shy away from a new task

or project. Doug treats everyone with empathy and respect – helping connect patients with resources they may need to overcome challenging situations. Doug's demeanor makes him an excellent fit for his role because he is able to meet patients where they are and be an instrumental part of their discharge planning.

JULIE LOVICK

CV Testing - North Hospital



Julie has played an integral role in the development of new cardiovascular services at North Hospital. Leading by example, Julie shares her knowledge with peers at both North Hospital and the Raleigh Campus, and helps others without

hesitation, always with a smile on her face. An excellent communicator, Julie brings new ideas and solutions to her leadership team and has helped identify workflow barriers. She has received numerous patient compliments, which is a testament to the empathy and compassion Julie has for the patients and families we serve.

CRISTINA MADRID

Population Health



Cristina is a strong team player who helps with orientation, plans team events, and is the first to master new technology and share everything she learns. She works diligently with community organizations to ensure families have the

resources they need – whether it's diapers, cribs, clothing, books or monetary support for utility bills. Following a recent grant award, Cristina stepped up into a bilingual role that includes home visits working directly with families. She spent extra time studying and developing skills to maximize the grant and serve patients and families.

TONY McGRADY

Environmental Services - Raleigh Campus



Tony demonstrates great pride in his work, which contributes to a positive impression for the thousands of people who walk through Raleigh Campus every day. Tasked with the difficult job of cleaning floors in public,

highly-trafficked areas, Tony never gets frustrated. Instead, he continues to work until the area is sparkling clean – always with a friendly word of greeting. His dedication to cleanliness makes an impact on others, as his nomination attests: 'the pride and care he exhibits is heartwarming.'

DANIELLE NUGENT

Pediatric Weight Management



Encouraging and positive, Danielle is a team player with a kid-friendly attitude. Her patient care is described as 'amazing' and coworkers say she brightens kids' days and makes every patient feel comfortable. Always willing to jump in

wherever needed, Danielle helps with training and works to ensure new team members understand what they're learning so they can excel. Colleagues say they look up to Danielle, who takes pride in her work every day.

CONSUELO (JOY) PALOMILLO, RN

Surgery & Trauma - Cary Hospital



Joy demonstrates compassion for patients and colleagues, and is described as kind, joyful and full of integrity. As a charge nurse, she de-escalates situations with confidence and care. Dedicated to her patients, she files incident reports to

improve processes, mentors new nurses, and advocates for patients before discharge. As a member of the unit council and several committees, Joy boosts morale by planning staff celebrations, organizing meals on holidays, and leading fun activities. Her coworkers say she makes work a fun place to be.

MAURICE PRIDGEN

Materials Processing & Distribution Center - Cary Hospital



With a positive attitude and a warm personality, Maurice loves helping anyone who needs it whether it's a fellow employee, patient or visitor. As a Compliance Champion, he is prompt in sharing his concerns or

reporting unusual activity. Known for going above and beyond the call of duty, you may find Maurice walking lost patients to their destinations, or donating blankets or scarves he has made for WakeMed newborns. He even gave a patient his own personal phone charger when they needed one to contact a loved one.

DIANNE REARDON

Urgent Care



As practice manager,
Dianne has fostered and
grown a culture of
teamwork and
accountability. Even while
navigating her own health
challenges, Dianne
demonstrates compassion
for her team by supporting

each member as an individual. She's been known to help coworkers navigate personal situations such as car troubles, financial difficulties and more. A strong leader and excellent communicator, Dianne is committed to achieving practice goals and has focused on enhancing patient outcomes, clinical metrics, financial stewardship, communications and more.

JACKIE ROSS, RN

Lactation Services - North Hospital



Jackie is applauded by coworkers for consistently prioritizing the well-being of every mother and baby. Jackie advocates for the health of her patients and fosters trusting relationships with families, helping them follow

through with their feeding plans. As a lead contributor to the North Lactation
Committee, Jackie played a crucial role in achieving and maintaining a 4-star rating with the NC Maternity Breastfeeding
Friendly designation. Jackie helped facilitate training for over 120 employees in just three months, enhancing the team's ability to support breastfeeding families.

HARVEY SAMUELS

Wound Ostomy Nursing



Harvey is well-respected throughout the organization for his professional and friendly demeanor. Patients appreciate that Harvey gives them his undivided attention, and he has a knack for making personal

connections. Nurses value his can-do attitude, and physicians respect his insight and knowledge. Harvey happily shares his knowledge and expertise, and colleagues walk away from conversations feeling that they learned something, were supported, and were respected. His team went so far to create, 'I work with Harvey' buttons, which have become a badge of honor to wear.

KELSEY SCHEMERHORN

Outpatient Rehab



Kelsey sees the potential in each of her patients and gives them her full attention and best work. Her evaluation and treatment notes are always thorough, and she takes time to train new PTs and offer guidance to

supplemental staff. For patients with unique challenges, she will research the best treatments, interventions and techniques to customize her approach, which leads to better outcomes. Kelsey has also stepped in numerous times to complete front office tasks, working tirelessly to keep things running smoothly for patients.

AMBER SHARPE, RN

Imaging Nursing - Cary Hospital



Amber is described as the backbone of the team and she can be found jumping in to help with direct patient care, cleaning up rooms, moving equipment for the next case, or filling out consents. She is approachable, trustworthy,

an excellent communicator, and puts the needs of others before her own. In one instance, Amber helped a patient who frequently visited the ED by connecting them with their outpatient provider to obtain necessary orders, allowing the patient to receive the care they needed without waiting hours in the ED.

ERIC SOMMERS

Clinical Engineering



Eric advocates for the best interests of our patients and is highly collaborative, working effectively with various disciplines to ensure the successful implementation of new equipment. During the Mindray cardiac monitor

project at North Hospital, Eric dedicated countless hours to ensuring every detail was successfully executed. He built strong relationships with staff, was available to answer questions and established himself as a bridge between the WakeMed and Mindray teams. He also developed an innovative solution for transitioning from a single blood pressure cuff connection to a double connection.

TREY SPIKES, III

Conference Center



As Team Leader, Trey holds himself and his team to high standards. As his areas of responsibilities have expanded in recent years, Trey has also taken on numerous new projects, established new vendor relationships, and

facilitated several cost-saving initiatives. He has developed a deep level of trust with his customers and is instrumental in helping colleagues from across the organization who need IT, AV or technical assistance. Trey is consistently praised for his high level of knowledge, positive and proactive approach, and willingness to help.

KARRI STAMER, RN

Primary Care



Karri is always willing to step in and help wherever and whenever needed, picking up shifts in other locations or assuming other roles and duties to help when short-staffed. She proactively attended communication classes to

improve her skills and ensure people feel heard and valued in conversations. She regularly takes on tasks that fall outside her job description, such as helping with paperwork, medication refills, phone calls and in-basket patient messages – all to ensure patients get what they need more quickly.

A special thanks to our 2025 Pyramid Society Award committee: Linda Barrett, Business Development; Lesley Bradley, Patient Case Management – Cary Hospital; Dee Darkes, Heart & Vascular; Coleen Doerner, Environmental Services; Ruby Floyd, Financial Clearance; Jeanne Hale, Spiritual Care – Raleigh Campus; Barbara Jones, Corporate Compliance; Sacheen Mallette, Information Services; Janis McLaughlin, Outpatient Rehab; Brigit Piercy, Acute Care Nursing Services – Cary Hospital; Vicki Reid, Campus Police & Public Safety; Barry Swanner, Emergency Department – Apex Healthplex; Abbie Williamson, Pharmacy; Mary Worthy, Mental Health & Well-Being.

KELLY SULEK



Therapy Services Supplemental Pool

Kelly is a PT who excels in all areas of the rehab continuum – from acute care to rehab hospital to outpatient. She is sincere, trustworthy, resourceful and beloved by patients.

Kelly demonstrates empathy and kindness in every interaction. Through patience, education and connection, Kelly can persuade even the most reluctant patient to participate in therapy! She's focused on improving the staff experience and helps foster camaraderie by coordinating social activities and communication. Kelly makes a significant impact on her patients and the interdisciplinary team each day.

TREVOR UPHAM, MD Cardiovascular & Thoracic Surgery



As medical director of cardiothoracic surgery, Dr. Upham is considered the glue that holds the team together. He wears many hats and works diligently to connect the cardiac and thoracic service lines – communicating with the

team, administration and other service lines to keep things running efficiently. He leads by example and helps maintain team morale with his positive and hardworking attitude. When the team was down a surgeon, he stepped up to take extra call duties while managing his leadership role.

LINDA WALTERS, RN

NICU



Linda provides exceptional care to her tiny patients while helping build the next generation of nurses. As a preceptor and mentor, she takes new graduates under her wing, fostering professional growth and supporting them to

become the best nurses they can be. Linda chairs the Chronic Lung Disease committee, participates in the NICU nurse council and Interdisciplinary Council, and is involved in numerous Wake Way 2 Excellence projects. Linda leads the way in patient safety by educating families on how to support their fragile and complex newborns.

NANCY WHITE, NP

Neonatology - North Hospital



Coworkers say Nancy has been the heart and soul of newborn care at WakeMed for decades. With an unmatched commitment to supporting babies and their families, Nancy is also a tireless advocate for her peers. She is dedicated

to shaping the next generation of NPs – mentoring new team members and staying up-to-date on practice changes. Over the years, she has contributed to nearly every NICU and newborn committee, as well as hospital-wide initiatives. Her unwavering commitment to her patients, colleagues and community makes Nancy an invaluable asset.

KAYLEIGH WILLIAMS, PA-C

Vascular Surgery



Working with a very complex vascular patient population, Kayleigh is a true team player who puts the patient and their needs above all else. With a positive attitude and outlook described as 'infectious,' Kayleigh helps

orient new APPs and has organized quarterly retreats on essential care topics. She anticipates the needs of others and always shows up when needed – coming in at all hours when on call to ensure all patients are cared for.

JULIANA WULFORST, PA-C

General Surgery



As a physician assistant with the trauma team, Juliana is on the front lines and often supports difficult pediatric traumas. She goes above and beyond to communicate with families and her team – she is well-known for her

excellent patient hand-offs. Described as a true team player, Juliana pitches in to help others and works extra shifts when needed to ensure patients have safe coverage. She is an advocate of lifelong learning and often provides helpful feedback to help colleagues improve their practice.

SAVANNAH YOUNG

Respiratory Care Services - Raleigh Campus

Savannah is always offering a helping hand and can often be found providing warm blankets, adjusting patient positioning, refilling water or doing anything else needed to support her patients and coworkers. When she has a spare moment, she checks in on other members of the RT team to make sure they aren't too busy. She will visit the emergency department to assist with traumas, and responds to most rapid response and code calls, even when she's not on the code team, to offer another set of hands.

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.

RENÉ HENDERSON

Pharmacy



Committed to collaboration and education, René helps train new residents, students and staff. Her input on treatment decisions and patient care issues is often sought by both providers and nurses.

She developed a dose-rounding protocol that helped limit waste, saving millions of dollars while also reducing unnecessary calls to providers and infusion delays. She has also helped make changes to our medication infusion formulations to enhance safety and efficiency. René makes sure costly oncology drugs are built correctly in Epic and ensures preapprovals are completed.

BRANDON MULLINGS

Vascular Surgery



Brandon handles the majority of stock and purchases for the office and uses 'just-in-time' processes to minimize waste, keeps accurate records, and is trusted with fiscal responsibility. He worked with vendors to

implement a consignment model that reduced procedure supply costs by \$80,000. Outside of his role as an interventional radiology technician, he serves as a 'tech guru' for his team and can troubleshoot computer and printer issues to save money and resources.

STEPHANIE POMEROY

Pharmacy - Raleigh Campus



Stephanie excels at managing a large pharmacy budget across three facilities and engages with team members to identify opportunities for improvement. Examples include developing a

standard formulary for birth control products and reorganizing the Outpatient Pharmacy shelving to reduce errors, improve efficiency, and facilitate the use of products before they expire. Always diligent and attentive to detail, Stephanie once identified an issue with a purchase order that she addressed, saving the organization nearly \$8,000.

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.

LUAN COX

WakeMed Physician Practices Administration



Luan is a leader who demonstrates active listening and clear communication skills. She brings a sense of calm, even during the most stressful situations and always demonstrates the highest ethics. When her

department underwent a significant transition, Luan and her team worked tirelessly to standardize care, provide topnotch onboarding to new hires, and improve safety through initiatives such as hand hygiene audits, observations of medication list review and a complex Epic integration. Her support of the Medical Assistant Apprentice Program has helped ensure adequate staffing and exceptional patient care.

SARA JONES

Organizational Development



As the administrative assistant for several departments, Sara wears many hats but provides outstanding service while juggling countless responsibilities. She has been instrumental in implementing Kaizen

improvements within the Fleet
Management Program. Demonstrating
organizational skills and a keen eye for
detail, Sara has simplified tracking for
WakeMed-approved drivers to ensure they
meet and maintain acceptable motor

vehicle records for the safety of patients, staff and our community. Her communication is respectful, clear and concise, and she actively listens so she can quickly respond to requests.

RON LEWIS

Environmental Services -North Hospital



Ron takes pride in focusing on patient safety and best practices. He is a strong communicator who attends all town halls and interdisciplinary safety huddles – bringing information back to his team. He goes above and

beyond to connect with the patients he serves. In one instance, a patient expressed that she was feeling unseen and unheard, so Ron took the time to engage and listen long enough to learn it was her birthday. After ensuring it was safe, he surprised her with a slice of cake and wished her a happy birthday.

MELISSA McALLISTER

1C Clinical Evaluation Area



Melissa's positive impact on patients and families is profound and farreaching. She ensures her team is well-prepared to provide compassionate and effective patient care and initiated a Mental Health Champion Nursing

program across all units, which has significantly improved the quality of mental health care we deliver. Her innovative approach to problem-solving and tireless efforts to improve patient outcomes make a real difference. Through her participation in mental health outreach events in Wake County, Melissa has raised awareness and much-needed support for our community.

RONNIE WEISS

Campus Police & Public Safety



Detective Sergeant Weiss is a dependable and skilled investigator who is often called in to assist with difficult cases – and has been known to climb out of bed in the middle of the night and drive an hour to help a fellow employee.

When vehicle break-ins affected WakeMed staff members, Detective Sergeant Weiss assisted several external law enforcement agencies in retrieving stolen property and returning it to employees. He goes above and beyond to help coworkers use computer programs, write reports, obtain charging documents and more.

TONYA WORLEY

Pharmacy - Raleigh Campus



Tonya works diligently to keep patients safe by accurately preparing and dispensing medications. She recommends ways to improve processes and alerts management about potential issues. Tonya played a key role in the

organization's chemotherapy expansion and has developed important systems and workflows related to TPN products and the smart pump library. She is a valuable asset to the pediatric team, offering insight and expertise to those around her. Tonya is always willing to help her colleagues and has developed great relationships with multidisciplinary colleagues.



- Innovation

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

AMANDA GORMAN

Pharmacy - Raleigh Campus



Amanda is a trusted member of the health care team – and a go-to for questions about medications for ICU, oncology or ED patients. Amanda was chosen to lead the Pharmacy Residency program and

was also asked to go to North Hospital for their Joint Commission survey, where she did a great job answering questions about therapeutic duplication. Amanda's work has impacted patients and families on a large scale by supporting initiatives for stroke patients, ED high-acuity, high-risk patients and oncology patients.

KRYSTLE LEWIS



Information Services Krystle is an exceptional partner to her clients, bringing her knowledge and positive attitude to every meeting and project. Krystle serves as a mentor for less experienced team

members and less knowledgeable clients, which goes beyond her job role. Her work involves building patient-facing workflows that support complex internal operational processes, which isn't easy. She makes reasonable recommendations and calmly explains possible risks when workarounds are suggested. Krystle's dedication results in accurate and consistent appointment scheduling, reduces no-shows and improves access for patients.

EDWARD OCRAN

Pharmacy - Cary Hospital



As a Pharmacy leader, Ed goes the extra mile to support his team at all times. Ed has taken on additional responsibilities for establishing oncology pharmacy services in numerous locations, employing excellent

communication skills and multidisciplinary collaboration. He has dedicated countless hours to supporting our growing oncology program, helping to develop plans for the pharmacies, licensing and accrediting them, and ensuring smooth operations. Through each initiative, Ed works to build and strengthen relationships, which have a positive impact on staff morale and patient

CALEB RUDISILL

Mobile Critical Care Services



Caleb fosters a positive work environment, takes pride in his work, and consistently identifies opportunities for improvement, then takes the initiative to address them. One specific example is when he took it

upon himself to design and build a training device to assist staff with training on airway intervention and intubation. Caleb's innovation and dedication will have a direct and measurable positive effect on our patients. Caleb is described as positive, engaging, and willing to help anyone, whether it be patients, families or coworkers.

PAUL SALESKA

Marketing & Communications



Paul plays a crucial role as a digital designer for WakeMed's external website and the All Access App. His work enables thousands of patients and visitors to access WakeMed through our 'digital front doors.' Paul's

expertise is instrumental in the design of the App, ensuring that information is easy to access and graphically pleasing. Paul is dedicated and accountable, always following through on projects and never cutting corners. He works with other departments on complex projects and to ensure patient data is protected at all times.

CHAKAYLA SPRUILL

Employee Pharmacy



Chakayla exemplifies professionalism, compassion and a strong commitment to patient care. She pays great attention to detail and had a Good Catch involving a prescription labeling error. Chakayla also identified a

system error related to charging credit cards, as well as a problem with an incoming medication shipment. Patients and staff frequently recognize her for her patience, positivity and problem-solving skills, while colleagues comment on her positive attitude, willingness to help others and suggestions to improve workflows.

MATT WILSON, RN

Surgical Services - Raleigh Campus



As an experienced nurse, Matt serves as a preceptor for new staff. He was among the first to volunteer for a new initiative helping the MRI department with patients who require anesthesia prior to their scan. Matt's

dedication to quality improvement is evident through his participation in audits and initiatives that enhance patient outcomes. Aside from his regular duties, Matt also redesigned and maintained the unit's SharePoint site and took it upon himself to transition several important forms from paper to electronic versions, improving efficiency and accessibility.

Preferred Partner

This individual is recognized for their efforts to make WakeMed a preferred partner for physicians and other providers seeking the best value for our patients and community.

CATHERINE PALMIERI

Patient Case Management -**Raleigh Campus**



As a team lead, Catherine motivates her fellow discharge specialists, addressing and escalating issues as needed. She's always willing to step in and help support any patient and she played a key role in implementing

the new Epic referral management system. Catherine maintains an excellent rapport with all community liaisons in post-acute facilities and agencies, ensuring that our patients' needs are met expeditiously. She and her team play an integral role in supporting efficient patient flow, managing length of stay and enhancing patient satisfaction.

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.

ERIKA CAQUIAS

MyCare 365



Erika demonstrates compassion and joy in every patient encounter. She can diffuse hightension conversations with patients by explaining their options thoroughly. Her calm demeanor helps those who are anxious feel

more at ease. Erika helped create a binder for her fellow patient registration representatives to consolidate important information such as provider schedules, FAQs and insurance information. Patients love Erika, and will often specifically request to see her on their way out to schedule a follow-up, leaving on a happy

KAREN CHILTON, MD

Chief Quality Officer



Coworkers say Dr. Chilton is a great partner who strives for the best outcomes for our patients. She sets clear expectations, builds strong relationships and works to understand every situation that is brought to her. She is great

at considering how workflow changes may affect various roles, and knows when to bring nursing or other teams in to ensure understanding. Dr. Chilton is honest, supportive and transparent - and isn't afraid to have difficult conversations or shine a light on things that may affect patient safety and quality.

KELLY CHRISTMAN

Trauma Services - Cary Hospital



Described as kind, approachable and a great teammate, Kelly supports the Trauma Registry at Cary Hospital by entering and analyzing important data that is used for performance improvement. She

communicates effectively with nursing and leadership to improve processes and enhance patient care. She volunteered to assist with the state Trauma Registry data dictionary, which required creating a survey for all trauma centers and analyzing the results against national standards. She completed this work while keeping our registry up to date and mentoring junior staff members.

SUZANNE GRAVES, RN **Heart & Vascular**



Suzanne is described as the glue that holds the CT Surgery office together'. She played an integral role in major initiatives that significantly improved patient care – including the implementation of an ERAS pathway,

development of the Tele Heart Care program and changes in sternal precautions. She embraces new challenges and offers suggestions for improvement. When interacting with patients, Suzanne is respectful, kind, patient and eager to find solutions. She knows that surgery is a stressful time, and she works hard to alleviate any obstacles facing our patients.

JEANNE HUTSON, NP

Bariatric Surgery & Medical Weight Loss



Jeanne is a master of WW2E and regularly identifies areas for improvement, promoting standardized care. Her primary role is supporting bariatric patients in the outpatient setting; yet, she still finds time to keep

practice resources and documents current. Additionally, she is conducting a research project that explores skeletal muscle mass loss in relation to fat mass loss in a postsurgery bariatric population. Patients appreciate the great advice she provides, that she never makes them feel rushed, and that she has their best interests at heart.

ERIKA MILLS

Sterile Processing - Raleigh Campus

Erika's role includes maintaining instruments for all 37 areas the Sterile Processing department supports. She shows up early to get a head start on her day, and can often be seen helping others with their work. Erika's impact on patient safety is significant. Her attention to detail during instrument reprocessing helps reduce the risk of infection or other adverse outcomes. The quality of Erika's work, as well as her work ethic, consistently exceeds expectations to ensure that all our patients receive the best care possible.

REBEKAH PERRY, RN

Intensive Care Unit - Cary Hospital



Rebekah consistently treats patients, visitors and peers with kindness and dignity, creating an environment of trust. She takes a proactive approach to care coordination, and ensures seamless transitions when

functioning in leadership roles. Rebekah has the highest integrity, takes ownership of her work, and looks for ways to grow personally and professionally. Serving as the ICU Clinical Nurse Council representative, Rebekah embraced an important quality improvement project aimed at decreasing pressure injuries and preventing deep tissue injuries – an effort that led to outstanding results.

MELISSA SMITH

Outpatient Behavioral Health



As an early childhood mental health specialist, Melissa builds trust by taking the time to understand each family's unique needs. She works tirelessly to ensure followup for patients, coordinating with schools

and others to provide consistent, collaborative care. Melissa developed a flier to reach new moms who are experiencing post-partum depression symptoms, ensuring the care extends to the entire family. She also advocates for families who face challenges in accessing resources or services, using her expertise and compassion to break down barriers to care.





SINDHUJA SURAPANENI

Information Services



Sindhu helps build dashboards for clinical staff and is a critical member of many project teams. She listens carefully to clinicians and works hard to understand how the metrics she is designing will impact

patients. Working to support numerous transformation projects, she also seeks to gain a deeper understanding of the clinical workflows involved in each one. Before handing over a project for validation, Sindhu carefully reviews her work. The data she provides has helped us track decreases in rehospitalizations, returns to surgery and intraoperative transfusions.

SAMANTHA WHITE, RN

NICU



Samantha puts her heart and soul into the NICU, and coworkers say she is uplifting and brings joy to others. With a passion for nursing and a desire to get to know people, she's often the first to help a new graduate master an arterial

stick or support families in initiating skinto-skin care. She is always looking to improve outcomes in the NICU, and she does it with a smile and grace. Active in shared governance and countless committees, Samantha leads the way in improving developmental care for babies.

Value Leader

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

AMY BEASLEY, RN

6C - Surgery & Trauma



Amy is a leader committed to patient-centered care, visibility and clear communication. She can see the big picture, which allows her to implement changes that positively benefit patients, families, providers and staff.

Dedicated to improving patient flow, Amy led a team through the process of increasing census from six patients to nine within a matter of weeks. She leads the way in promoting timely discharge and has hardwired a new discharge surge process that has helped reduce ICU bottlenecks, benefitting patients and families.

CYNTHIA BENNETT

Surgery & Trauma - Cary Hospital



Cynthia is the go-to resource for both staff and leadership on her unit, always willing to problemsolve and step in where needed. Whether assisting with patient flow, answering call bells, or helping during rapid

responses and codes, Cindy anticipates needs and ensures the unit runs seamlessly. Cindy actively contributes to the Work-Life Committee, organizing team-building events and maintaining a birthday calendar. Her kindness and compassion are regularly recognized in patient feedback surveys—an extraordinary achievement for someone who doesn't provide direct patient care.

ANN CHUNG, MD

General Surgery



Dr. Chung is a trusted partner in general surgery who serves in leadership roles. She performed the first robotic abdominal wall reconstruction and introduced laparoscopic bile duct exploration to the system, training

colleagues in these advanced techniques that reduce length of stay and hospitalization costs. With patients, she takes time to listen, explain clearly and advocate for their needs. By promoting preventive care and addressing social determinants of health, she builds strong, lasting relationships that reflect her commitment to delivering exceptional care.

JAMES FLANAGAN

Occupational Therapy



Jim plays a crucial role in maintaining continuity of care and is dedicated to providing patient-centered care, effective communication and teamwork. His willingness to mentor and educate his colleagues strengthens the

team and benefits patients. He also obtained his Assistive Technology Professional certification, which allows him to assess and recommend the most appropriate mobility solutions for patients. By cultivating strong relationships with vendors, he has secured wheelchair donations to help offset the high costs of durable medical equipment.

ANNA FLEISCHMAN, MD

OB-GYN



Dr. Fleischman approaches care with compassion – navigating the highs and lows of pregnancy and loss, and can be seen both mourning or celebrating with her patients. Dr. Fleishman's patients leave feeling as though they are

her only patient, despite her busy schedule. She treats colleagues and staff with the same level of respect, regardless of their role. When things don't go as expected, Dr. Fleishman is the first to take accountability and work towards finding a process to improve.

NICCI FRANKLIN, RN

Labor & Delivery - North Hospital



Nicci is full of energy and encouragement for the Labor & Delivery team and never asks someone to do something she isn't willing to do herself. When a clinical situation arises, she investigates effectively, listens to the

team, develops education and then validates expectations. She makes each patient feel like they are the most important person in the world. She spends time in leader rounds sitting, listening, and providing assistance, resources, and ideas to meet each patient's individual desires for the best possible birth experience.

AMANDA JOHNSON

Outpatient Pharmacy - Cary



Amanda is team-oriented and supports those who work around her. Whether it's helping at the register or supporting an important project, she demonstrates compassion, empathy and dedication. Amanda goes above and

beyond to help patients obtain co-pay cards or insurance approvals, and often receives compliments from patients. In one example, she obtained prior authorization approval through a secondary insurance, saving a patient around \$1,700. She has also created a flow chart for staff to help provide clarity on a complicated workflow regarding GLP-1 injections.

JASON LICHT, PA-C

Heart & Vascular



Jason supports countless clinical and procedural areas in the Heart Center and is described as the glue that holds the departments together. Colleagues say he is 'the go-to guy' for STEMI heart attacks, gathering the

team and playing a key role in reducing time-to-treatment. Jason treats his patients like family, explaining everything patiently and answering questions. He encourages nurses to take the leap and further their careers, offering guidance and instruction when needed and is a role model for all staff to follow.

JULLA PANNEH, RN

WakeBrook Hospital



As nursing manager for WakeBrook Hospital, Julla is patient, values input from others, and is transparent in her communication. Her positive energy is contagious, allowing her to motivate staff to do better.

and do more, than just fulfilling their assigned role. She consistently goes above and beyond to support staff morale, celebrating the small wins and ensuring staff feel heard and accepted. Julia thinks outside the box to support families and patients in maintaining their connections and rebuilding trust that may have been broken in the past.

ANN PEARCE

Outpatient Rehab



Ann has worked tirelessly to standardize the evaluation and treatment of patients in the areas of vestibular, concussion and falls prevention. She helped develop a multifaceted program focused on vestibular

rehabilitation and falls prevention, utilizing grant funding. From working with primary care and ED providers to developing a falls prevention class, she helps patients receive life-changing care. Ann works hard to ensure every patient gets the best, most appropriate and affordable care they can, whether at WakeMed or elsewhere – all based on their unique needs.

KAREN SKOWRONSKI, RN

Patient Case Management -Raleigh Campus



Karen is described as kind, thoughtful, patient and a tireless champion for case managers and nurses. 'Just ask Karen' is a common phrase among her team, as she readily offers solutions for challenging situations. She thinks outside the box,

often preventing stalled discharge plans. Karen embraces new technology, is forward-thinking, and builds collaborations beyond our system to strengthen both the team and organization. She has been instrumental in major initiatives and represents WakeMed and Case Management through participation in committees and national organizations.

VALERIE URENA

Coffee Shop – Cary Hospital



Valerie is dedicated, kind and hardworking, providing extra care and attention to detail in the services she provides. Through every interaction, she is a ray of light who brings a sense of comfort and joy to those she meets.

Once, while on break, Valerie witnessed an elderly lady outside fall and sustain an injury. She quickly rushed to her aid, staying by her side until medical assistance arrived. She helps train Volunteer Services team members on tasks around the shop, providing them with valuable skills for future use.







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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

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.

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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 make a significant impact on others through their energy, motivation and enthusiasm.

KELSEY BOYD, RN

Staffing Resources

Kelsey is a light to those around her, coming to work with a smile, lending a helping hand to her colleagues and supporting a positive work environment. Following her personal medical journey, she is able to empathize with patients on a different level. Described as 'selfless beyond measure,' Kelsey cares for others during some of the most vulnerable times in their lives - and is an inspiration to her colleagues.

MICHELLE HARRIS-EVANS, RN

Medical-Surgical - North Hospital



Michelle is compassionate, giving, and incredibly kind to patients, their visitors, and her peers. Her positive attitude – in all circumstances – inspires colleagues to rise above their own personal hardships and do what is

right for our patients. Michelle's infectious energy and enthusiasm motivate her colleagues to do their best work. She leads by example, demonstrating to others how providing exceptional patient care directly impacts the work environment.

NIKKI MORRISON

Financial Clearance



Nikki is dedicated to her team - checking in daily on issues, offering support and providing encouragement and advice. When things get tense, she has an innate ability to lighten the mood with her great sense of

humor. Her colleagues admire and appreciate her positive outlook and dedication to WakeMed's mission. Over the past year, Nikki has inspired others with her ability to overcome uncertainty, while helping others

JENNIFER SNYDER, RN

Surgical Services - Raleigh Campus



Jennifer embodies the true meaning of resilience, proving that, even in the face of great loss, one can find strength to move forward. Jennifer is an uplifting presence to those around her, celebrating accomplishments and

offering words of encouragement. Jennifer supports her team with dedication and positivity, serves on the Clinical Nurse Council and helps make the unit a positive place to learn.

2025 AWARD RECEPTION DINNER

On November 3, WakeMed honored all of our 2025 Pyramid Society and Shawn Hamlet Award recipients with an awards reception at the Raleigh Marriott Crabtree Valley. 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 a trophy, an extra day of PDO and a Pyramid Society Award pin – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!





















