

# MICROSCOPE

*Congratulations*

## WakeMed Rehab Completes Recommendation-Free CARF Survey

WakeMed Rehabilitation recently received zero recommendations – a perfect score – in their most recent Commission on Accreditation for Rehabilitation Facilities (CARF) survey, putting them in a very elite group. CARF estimates that only 2 percent of the surveyed accredited organizations and programs worldwide have recommendation-free surveys!

A group of four CARF surveyors were at WakeMed for three days in August, reviewing our general rehab program as well as our specialty inpatient programs for stroke, amputation, spinal cord injury and brain injury. They commended WakeMed Rehab for their generous hospitality, their well-developed structure and program development, commitment to enhancing its services and capabilities through technology and ability to advocate for their patients and family. Additionally, the surveyors believe WakeMed Rehab is ready to pursue specialty accreditation in oncology rehab and children's rehab programming.

"I couldn't be prouder of the Rehab Hospital team. Their innovation, drive for excellence, commitment to evidence-based practices, compassion and devotion to patient-centered care is unmatched," said **Beth Villena**, director of WakeMed Rehab. "The surveyors' accolades validate what we are doing and only serve to further motivate us. I'd like to offer my heartfelt appreciation to the WakeMed Rehab leadership team along with the many others at WakeMed who have come together in support of Rehab to help us achieve this outcome."

Congratulations to our entire WakeMed Rehabilitation team on such a successful reaccreditation visit!



## 2024 BENEFITS OPEN ENROLLMENT

OCTOBER 16 – NOVEMBER 3 : SEE DETAILS INSIDE

WakeMed  
GIVES

An Opportunity to Support Our WakeMed Team

## WAKEMED GIVES 2023

WakeMed's annual employee giving campaign, WakeMed Gives, takes place October 1 – November 10. Thank you to this year's campaign chairs!

- ▶ Executive Chairs: **Jeronica Goodwin**, senior vice president, HR & Chief People Officer, and **Valerie Barlow**, senior vice president, Administrator – North Hospital.
- ▶ Physician Chair: **Hillary Lockemer**, MD, Pediatric Endocrinology

The campaign is an opportunity for employees to reinvest in WakeMed and their fellow WakeMed team members through programs designed to support the well-being and education of our staff. "This year we are targeting all funds – unless otherwise designated to specific programs – to services that help our valuable staff. We hope you will join us!" commented Goodwin.

There are many ways to make an impact with your donation to the WakeMed Foundation. As always, 100% of dollars goes to support the area you designate for your gift:

- ▶ **Employee Assistance** supporting employees who experience personal tragedy or hardship, such as unexpected emergencies impacting housing, utilities, transportation or medical expenses.
- ▶ **Employee Well-Being Initiatives** to ensure our WakeMed family is supported and equipped to provide the best care to those we serve.
- ▶ **Employee Education** offering financial assistance to WakeMed employees who want to advance their knowledge and skills, as well as employee dependents who plan to pursue post-secondary education in health sciences, education and technology.

Be on the lookout for WakeMed Gives events happening throughout the system, kicking off the week of October 2!

### Many Ways to Give

This year's WakeMed Gives campaign runs from October 1 – November 10. If you would like to contribute, there are several convenient ways to give:

- ▶ Online at [WakeMedGives.wakemed.org](https://WakeMedGives.wakemed.org)
- ▶ Cash, check or credit card
- ▶ PDO – with the exception of physicians and executives, staff can donate between 4 and 120 hours of PDO
- ▶ Payroll deduction – one-time payment or spread over 26 pay periods

You may designate your gift to the WakeMed Gives Fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. As always, 100 percent of your donation will go directly to the organization you choose.

QUESTIONS? Contact the WakeMed Foundation at 919-350-7656.



Fall is coming and that means it's time to get your annual flu vaccine! The deadline for all employees to get their vaccines is **October 31**. Flu vaccines are available at no cost to all WakeMed staff, including providers and volunteers. If you receive your vaccine at another location, be sure to submit documentation prior to the deadline. Send proof of vaccination or completed exemption form to [ohinfluenza@wakemed.org](mailto:ohinfluenza@wakemed.org) by using the vaccine record upload site on MyWakeMed. Check MyWakeMed for more details.





# 2024 BENEFITS OPEN ENROLLMENT

OCTOBER 16 – NOVEMBER 3

Benefits Open Enrollment is your annual opportunity to take time to review, ask questions and make decisions that give you the best coverage to fit you and your family's needs. More in-depth information about benefits is included in the 2024 Benefits Handbook, which will be available online on MyWakeMed or WakeMed.org (under "For the Employee") in early October.

Although most benefit elections will carry over from 2023 to 2024, all employees are strongly encouraged to complete the Open Enrollment process in The HUB as this is an excellent time to review your benefit coverages, update beneficiaries and make other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

**NEW!** For 2024, all benefits deductions will change to a 26-pay-period deduction schedule (rather than 24 times per year). Deduction amounts will change to reflect 26 pay periods starting with the first pay in January 2024.

There are several ways to learn about your benefits and find answers to questions you may have!

## VIRTUAL BENEFITS FAIR

You can learn about our benefit vendors from your office, your mobile device or the comfort of home through the Virtual Benefit Fair. To visit the Virtual Benefits Fair, go to <https://www.wakemed.org/virtual-benefits-fair>. Be sure to register your attendance to be entered into a raffle prize drawing!

## QUESTIONS & ASSISTANCE – 919-350-8143

The Benefits team is available to answer questions and provide one-on-one assistance completing the Open Enrollment process in The HUB – just call 919-350-8143.

Please note that during times of high call volumes you may need to leave a voicemail. Calls will be returned within one business day. You may also email your questions to the Benefits team at [benefits@wakemed.org](mailto:benefits@wakemed.org).

## Social Security Number Reminder

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plan. Be prepared to include or review this information in The HUB during the enrollment process.

## Medical Plan

Administered by Contigo Health

**Medical Plan Design & Rates:** The medical plan design, which includes copays, deductibles and out-of-pocket maximums, will show increases in copays. Premium contribution rates are increasing for 2024.

**Medical Plan Networks:** The medical plan design includes four networks (tiers). You can verify the network your providers are in by going to [www.contigohealth.com](http://www.contigohealth.com).

- The **WakeMed Preferred Network** features primarily WakeMed primary care and specialty care providers and offers reduced copays, deductibles and out-of-pocket expenses for services performed at WakeMed inpatient and outpatient locations as well as some joint venture facilities.
- The **Partners Plus Network** includes services provided by a select group of primary care and specialty care providers, as well as gap services for specific covered services not available at WakeMed. Out-of-pocket costs are less when compared to Other In-Network providers.
- **Other In-Network** includes the MedCost and ConfigureNet provider networks.
- **Out-of-Network** services include providers not covered in the above networks.

**NEW ID CARDS:** Contigo Health ID cards will be issued to all plan participants.

## Prescription Drug Changes

**Provided by OptumRx; Administered by RxBenefits**  
OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug plan, which includes copays and out of pocket maximums, will show increases in out-of-pocket maximums for 2024. Maintenance drugs and specialty medication prescriptions must still be filled at the WakeMed Employee Pharmacy.

## Dental Plan

**Administered by United Concordia Dental**  
Dental plan design, which includes deductibles and out of pocket maximums, is not changing. Premium contribution rates are not increasing. Contributions will be based on a 26-pay-period deduction schedule.

## Vision Plan

**Administered by EyeMed**  
Vision plan design, which includes copays, is not changing and the premium contribution rates are not increasing. Contributions will be based on a 26-pay-period deduction schedule.

## Life & Disability Insurance

Administered by Lincoln Financial Group

Life and Disability Insurances, which include basic and supplemental life insurance and short-term disability plans, have some changes for 2024.

- Premium contribution rates will be age-based for life insurance. As a result, some employees will see a reduction in cost and some employees will see an increase in cost for life insurance coverage.
- Short-term disability will change from a 30-day elimination period to a 15-day elimination period and premium contribution rates will increase to reflect the elimination period change.
- Contributions will be based on a 26-pay-period deduction schedule.

### Evidence of Insurability and Pre-Existing Condition:

If you are enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment, you may be required to complete Evidence of Insurability (EOI). EOI will not be required for an employee newly enrolling in short term disability coverage during Open Enrollment; however, a pre-existing condition limitation will apply. Any condition for which you have been treated in the six months prior to January 1, 2024, will not be covered until you have been covered on the plan for 12 months.

## WakeWell Rewards Healthy Rewards Account

Administered by Optum Financial

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who met the requirements of WakeWell Rewards in 2023 and who are covered by the WakeMed medical plan as of January 1, 2024, will receive a deposit into their HRA in the month of January 2024. HRA funds roll over from year to year, but you will lose your HRA funds if you are no longer enrolled in the WakeMed medical plan.

## Flexible Spending Accounts (FSA)

Administered by Optum Financial

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between \$5 and up to \$610 will be rolled over into your 2024 account. All unused funds under \$5 and over \$610 will be forfeited. For plan year 2024, the maximum contribution will be \$3,050. Contributions will be based on a 26 pay period deduction schedule.

Remember, the Dependent Care FSA is for child or adult day care expenses. Unused funds from this account do not roll over – any unused balance from your 2023 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

## Voluntary Benefits

WakeMed offers voluntary benefit plans, which are not changing, and the premium contribution rates are not increasing for 2024. You may only enroll or cancel the voluntary benefit plans during Open Enrollment. Mid-year changes cannot be made except in cases of death or legal divorce. Contributions will be based on a 26 pay period deduction schedule.

- **Voya Accident Insurance:** Provides a lump sum benefit payment based upon injury and treatment received.
- **Voya Critical Illness Insurance:** Provides a lump-sum benefit payment upon diagnosis of a specific disease.
- **Voya Hospital Indemnity:** Provides a lump-sum benefit payment should a covered hospitalization occur.
- **MetLife Pet Insurance:** Provides protection against unexpected vet expenses for covered accidents or illness.
- **LegalShield & ID Shield:** Provides legal consultation and support as well a credit monitoring, identity theft protection and more.



# WakeMed Cancer Care

## Marks One Year

This summer, WakeMed Cancer Care celebrates one year of providing high-quality cancer services in Wake County. From day one, the multidisciplinary Cancer Care team has been committed to enhancing access to coordinated inpatient and outpatient oncology care and services in our community.

It has been a year of incredible growth for the service line – growing from three oncologists to five (with two more joining soon) and seven APPs, expanding to include a second outpatient practice in Cary, adding numerous support team members and providing evidence-based, oncology-nurse-navigator led, high-value cancer care services to patients within Wake County and beyond.

“WakeMed Cancer Care was established to help address an unmet need for comprehensive oncology services here in Wake County, and the impact we have already made is truly remarkable,” commented **Vijay Chaudhary, MD, MPH, MBA, Chief of Oncology.** “We are so fortunate to have such a talented and compassionate team of providers and staff who are committed to putting the patient and their family first. It’s amazing to see what we accomplished in just a year – and we are just getting started.”

Today, the WakeMed Cancer Care team provides specialized outpatient hematology & medical oncology services at two locations – Raleigh Medical Park and the Medical Park of Cary – as well as inpatient consultations at Raleigh Campus and Cary Hospital. Our entire community has expressed tremendous support for WakeMed Cancer Care and our patients and families continue to enjoy significant benefit from timely, collaborative and streamlined care within our health system. From pharmacy counseling to financial assistance, rehabilitation to survivorship services, the team helps patients manage any needs that may arise throughout the healing process. In addition to the Hematology & Medical Oncology practice, our talented teams of surgeons, imaging, lab, pharmacy and many others play a huge role in the care of cancer patients.

In the coming year, WakeMed Cancer Care will continue to expand their scope and add new services. Work is also underway to expand capacity for inpatient and outpatient services – including a third outpatient location at the North Hospital Physicians Office Pavilion by spring of 2024. WakeMed has submitted a Certificate of Need application to add a linear accelerator, which would support development of a radiation oncology program.

### WakeMed Cancer Care by the Numbers

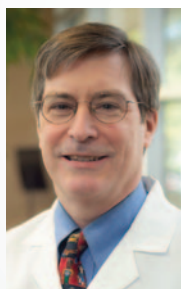
- > 22,000+ patient visits
- > 5,700 unique patients
- > Top cancers by diagnosis treated: breast, thoracic, gastrointestinal and genitourinary
- > 50+ staff and providers within WakeMed Cancer Care
- > 311 cancer genetics appointments completed (individuals with cancer and those with family histories of cancer)

### WakeMed Recognized as Outstanding Employer

For the third year in a row, WakeMed was named the best hospital/health system to work for in North Carolina, according to a ranking published by *Forbes* magazine. The list includes over 1,300 companies nationwide and identifies the best employers in each state – as determined by employee ratings on an independent survey. WakeMed was the top-ranking hospital/health system in the state and ranked 4th overall among the 96 businesses included in the North Carolina list.

To create the ranking, *Forbes* partnered with Statista to survey 70,000 Americans working at businesses with more than 500 employees. The respondents rated their employers on a variety of factors, such as compensation, opportunities for advancement, safety in the workplace and more.

### Two WakeMed Physicians Receive NC Peds Awards



Two WakeMed physicians were recognized by the North Carolina Pediatric Society (NCPeds) at their annual meeting this September. NCPeds is the state affiliate Chapter of the American Academy of Pediatrics.

**Timothy Bukowski, MD** (Pediatric Urology) received the Award for Outstanding Achievement. This award is given to a pediatrician or professional working in pediatrics who has given exceptional service to improve the health and well-being of children and adolescents. Dr. Bukowski is a board-certified pediatric urologist with clinical interests in children with congenital genito-urologic problems and various other issues such as urinary tract infections and urinary incontinence.



**Elizabeth Witman, MD**, (Pediatric Primary Care) who recently retired, received the Good for Kids Award, which is given to an individual or organization who initiates or participates in a community or statewide effort to improve the quality of life for infants, children, adolescents or young adults. Dr. Witman previously served as chair of WakeMed's Department of Pediatrics, served on WakeMed's Child Sexual Abuse Team and is a child medical examiner for the Child Medical Evaluation Program in the NC Division of Health and Human Services.

Please join us in congratulating Dr. Bukowski and Dr. Witman and thanking them for all they do to improve the health and well-being of the children and families they serve!



## Introducing SCHWARTZ ROUNDS®

A CONFIDENTIAL OUTLET FOR STAFF TO SHARE & HEAL  
AFTER TRAUMATIC CARE EXPERIENCES

WakeMed continues to integrate well-being into our culture with the introduction of Schwartz Rounds.

Guilt. Stress. Sadness. Grief. Burnout. These are some of the difficult feelings associated with the caregiving experience – particularly after a traumatic situation with a patient and/or their family. The aim of Schwartz Rounds is to give staff a forum in which they can unburden themselves of their feelings and emotions in an effort to heal after a difficult caregiving situation.

“I participated in Schwartz Rounds as a PA resident at Yale/Norwalk Hospital,” says **Annie Murphy, PA-C** (General Surgery – Raleigh Campus). “The program gave me the opportunity to not only heal from a traumatic patient care experience, but it further gave me the strength to continue working in a very intense and demanding field. Processing the occurrence surrounded by other members of the health care team truly helped in absolving the isolation that I felt

after the case. My experience was so beneficial that I sought to do whatever I could to bring Schwartz Rounds to the health care teams here at WakeMed.”

Schwartz Rounds sessions at WakeMed will be held periodically when requested by a care team. They are 90 minutes long and include a meal. Clinical and non-clinical staff members who had any involvement in a difficult patient or patient’s family situation are encouraged to attend.

The WakeMed Foundation is generously providing funding for this important employee well-being initiative. Several members of WakeMed's Schwartz Rounds steering committee will learn to facilitate Schwartz Rounds sessions to ensure staff find them beneficial healing experiences.

To get involved, contact Micah Krempasky, MD, at [mkrempasky@wakemed.org](mailto:mkrempasky@wakemed.org). To learn more about Schwartz Rounds, visit [www.theschwartzcenter.org](http://www.theschwartzcenter.org).

## NEWS FROM WakeMed Physician Practices

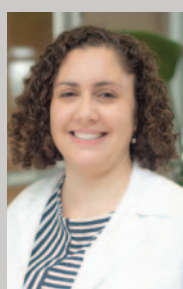
### Welcome New Physicians



**Peter Farmer, MD**  
Pediatric  
Gastroenterology



**Stephen Boateng, MD**  
Cardiology



**Christina Murray, MD**  
Psychiatry



**Justin Nguyen, MD**  
Urology



**Ryan Orgel, MD**  
Cardiology



**Anish Raj, MD**  
Pediatric Primary  
Care



**Christopher Thompson, MD**  
Mental Health &  
Well-Being



**Grace Wilcox, DO**  
Fellow, Surgical  
Critical Care

### Welcome New Advanced Practice Providers

**Kathryn Allen, PA**  
MyCare 365

**Brianna Considine, PA**  
MyCare 365

**Charlotte Culler, NP**  
MyCare 365

**Shayne Geil, NP**  
Neonatology

**Chris Harris, PA**  
Wake Orthopaedics

**Megan Hirstine, PA**  
ENT – Head & Neck Surgery

**Ellen Holloway, PA**  
Cancer Care – Hematology &  
Medical Oncology

**Delisha Joyner, NP**  
OB-GYN

**Matthew Meadows, PA**  
Cardiology

**Brooke Osborne, PA**  
Wake Orthopaedics

**Anitamarie Rodriguez, NP**  
MyCare 365

### Now Open!

**WakeMed MyCare 365 –  
Ten-Ten Road**

7750 Ten-Ten Road

Raleigh, NC 27603

919-235-1500

Temporary Hours: Monday through  
Friday, 8 am to 4 pm

### New Hours!

**WakeMed Urology and WakeMed  
Pediatric Urology** practices have new  
Friday hours. Their new hours are:  
Monday through Thursday: 8 am to  
4:30 pm  
Friday: 8 am to noon





Members of the NC Courage professional soccer team paid a visit to the WakeMed Children's Hospital recently. Pictured from left to right are Brianna Pinto, Tess Boade and Frankie Tagliaferri. Thanks for stopping by – and, go Courage!



Above: Staff at Garner Healthplex celebrated the facility's 10th anniversary with an old-fashioned cookout – including hot dogs, hamburgers and milk shakes! Congratulations to our Garner Healthplex team on a decade of caring for our community!

Twinkle, the WakeMed Children's mascot, paid a special visit to the Medical ICU to welcome staff on the first day in their new unit. MICU moved to the former CICU space as part of the Raleigh Campus realignment project. Thank you to all involved in this project for your hard work and flexibility during this time of change!



Left: Many kids – and kids at heart – enjoyed fun in the sun as part of the new Booth Amphitheatre Koka Kids Concert Series this summer. Sponsored by WakeMed, the series included live music, crafts, face painting and other family-friendly activities.



Congratulations to the Raleigh Campus Phlebotomy team on exceeding one year of meeting their goal of collecting 100% of inpatient morning blood draws before 8:30 am! The team collects an average of 250 blood draws each day between 5:30 and 8:30 am. Timely collection of blood draws contributes to timely delivery of patient care and supports on-time discharges. Meeting this ambitious goal for over a year is truly a team effort – and phlebotomy leadership extends a special thank you to their night shift team as well as staff in many other units who have supported this work.



Have news to share?

Send it to microscope @wakemed.org



WAKE ORTHOPAEDICS  
WAKE ORTHOPAEDICS CELEBRATES 20 YEARS OF CARING FOR AN ACTIVE COMMUNITY

What began as a three-surgeon practice to provide consistent orthopaedic care for WakeMed trauma patients is now a network of 24 orthopaedic surgeons, 34 physician assistants, 18 physical and occupational therapists, 18 athletic trainers, and a team of more than 150 technologists and staff who serve thousands of patients of all ages.

“Bob Caudle, MD, and Bob Pontz with Progress USA pitched their concept of a hospital-based orthopaedic practice to the WakeMed Board,” recalls **Timothy Harris, MD**, orthopaedic/trauma surgeon, a founding member of Wake Orthopaedics and its current medical director. “Our purpose was to provide consistent orthopaedic care for ED patients at Raleigh Campus, which was then a Level II Trauma Center, and, at the same time, build a community practice where we could recruit and retain quality orthopaedic surgeons.”

In September 2003, Wake Orthopaedics' first office opened at 3009 New Bern Avenue. The providers included Harris, **Eric Meinberg, MD**, and **Terry Messer, MD**. Providers from Dr. Caudle's practice assisted with trauma call coverage.

Long-time Wake Ortho employee **Shirlene Elliott** recalls many milestones in the practice's evolution. “At first, our Radiology Department performed 1,851 x-rays in one room. In 2022, we did more than 60,000 exams in our 12 rooms.” Two employees joined Wake Ortho before Elliott and they are still with the practice today: **Juliette Mitchell** and **Katie Fortier Groff**. Physical therapists were also part of Wake Ortho since its start, and **Jeff Herbst**, one of the practice's first physical therapists, continues to serve patients.

“Dr. Caudle was my mentor during residency training. When I was evaluating job opportunities he presented the

Wake Ortho concept,” recalls **Mark Wood, MD**, a sports medicine specialist and founding member. “Building a practice committed to the patient experience was a perfect fit. We created the original business plan and accelerated growth strategy which included opening our second office in Cary and a future North Raleigh location. Looking back, it's hard to believe how far we've exceeded our original plan for eight doctors, three PAs and three offices. We've had many important milestones over 20 years, but none more important than the creation of our Wake Ortho Vision – to deliver the perfect patient experience, which was crafted under Dr. Harris' leadership and adopted by our entire team. Our success is due to great administrative and physician leadership (from Drs. Deol and Harris), top-notch providers, a strong relationship with WakeMed and most importantly our extraordinary staff – touching the lives of so many from scheduling, care delivery and all the work behind the scenes. We are here today because of these dedicated professionals.”

Wake Orthopaedics recognized and embraced the need to recruit other orthopaedic specialists, refining the model of care with each specialty – total joint replacement, shoulder, hand, foot, knee, elbow, and spine – and introducing advanced technology and techniques.

Today, Wake Ortho covers orthopaedic call for the entire health system. There are now seven Wake Orthopaedics offices in Wake County. Three of the current locations have after-hour and weekend orthopaedic urgent care space with dedicated Wake Ortho Urgent Care locations planned in Fuquay-Varina and Wake Forest. The physicians and athletic trainers also support multiple high school, amateur and professional sports teams.

## WakeMed Retirement Savings Plan Transition Update: Welcome to Fidelity!



The transition of the WakeMed Retirement Savings Plan (RSP) from Corebridge to Fidelity is underway. We expect the transition to be complete, and the blackout period to end during the week of October 2, 2023.

When the transition is complete, you will be notified and have full access to your account at Fidelity online through Fidelity NetBenefits® at [www.netbenefits.com/atwork](http://www.netbenefits.com/atwork) or by calling Fidelity at 800-343-0860, Monday through Friday, from 8:30 am to midnight.

Here are some key things to be aware of as we prepare for the transition to be finalized:

- Beneficiary information currently on file with Corebridge Financial does not transfer to Fidelity. Be sure to designate your beneficiary for your account at Fidelity.
- Your first quarterly statement from Fidelity will be available online in October 2023. Compare Fidelity's statement with your final account statement from Corebridge Financial and contact Fidelity with any questions.
- Account statements will not be automatically mailed to your home; they will be available when you log on to Fidelity NetBenefits. After the blackout period ends, you can change your mail preferences and request that statements be mailed to your home address.
- If you have an outstanding loan balance in the RSP, it will transfer to Fidelity. The transition will not affect the terms or length of your loan(s). However, if your loan payments are not currently paid on a monthly basis, they will be amortized to a monthly payment. Once the transition is complete you will need to establish your banking information with Fidelity to continue repaying your loan.

HAPPY BIRTHDAY, WAKE ORTHO! YOU HAVE MUCH TO BE PROUD OF!





## 2023 Well-Being Survey Results

Every year, WakeMed asks employees to provide feedback on our work environment, leadership and culture. The results of the annual employee engagement survey are used to help make WakeMed an even better place to work. This year – like in 2022 – the survey focused specifically on workplace well-being, which are the factors that impact a person’s fulfillment, joy and productivity at work.

The survey included questions related to five index areas: well-being, management (direct supervisor), leadership (system level), work culture and employee engagement. As in past years, there were two surveys – one for employed physicians and advanced practice providers, and one for all other employees.

We are pleased to share that our 2023 scores improved remarkably compared to 2022. Here are some key takeaways:

- In both surveys, raw scores and percentile rankings (how we compare to other health care organizations) increased on all questions and

index areas. WakeMed also scored above the industry average in many areas!

- We saw great improvement in topics that correspond to key drivers of employee satisfaction, namely retention, resources, fair treatment and whether your employer cares about your well-being.
- Staff recruitment and retention are again the biggest areas of opportunities. Recruitment in hospital, ambulatory and support staff settings remain an area of focus. Additionally, Human Resources is implementing new exit and onboarding interview processes to gather real-time data that can be used to drive retention efforts.
- The results indicate that our WakeMed family is experiencing less exhaustion, better work-life balance and more fulfillment in their work than this time last year – but there is still room for improvement. We will continue supporting staff well-being by providing additional resources and engagement opportunities that support our unique culture. Work is also underway to reduce the ‘burden of work’ and improve efficiency so staff and providers are – hopefully – less exhausted at the end of the day and can improve work-life balance.

Additional information about overall organization and department results have been shared with managers. If you have any questions, please speak with your manager or contact Susan McFarland, director, Employee Relations.

### Results at a Glance

As in years past, WakeMed engaged a third-party survey administrator – Success Profiles – to guarantee anonymity and help us benchmark our results against other health care organizations. Scores noted as a percentile indicate where we fall among all those surveyed by Success Profiles. For example, our 79th percentile ranking means that only 21% scored higher than WakeMed overall.

#### Employee Survey

PARTICIPATION

**59.5%**

RAW SCORE

**72.89**

Industry Average: 65.76

GRAND MEAN

**79.8th**

percentile

of organizations surveyed  
by Success Profiles

#### Major Strengths

(percentiles listed in parentheses)

- In my department I am treated fairly (91st)
- The work I do makes a real difference (95th)
- WakeMed provides employees with good opportunities for professional and personal development (96th)

#### Areas of Opportunity

(percentiles listed in parentheses)

- I am able to maintain an acceptable balance between work and personal life (76th)
- At the end of the day, I have enough energy to pursue non-work activities (71st)
- Retention of staff is recognized as important by my department’s leadership (67th)

#### Provider Survey

PARTICIPATION

**65.2%**

RAW SCORE

**70.03**

Industry Average: 65.14

GRAND MEAN

**69.6th**

percentile

of organizations surveyed  
by Success Profiles

#### Major Strengths

(percentiles listed in parentheses)

- The work I do makes a real difference (90th)
- WakeMed’s CEO communicates in a truthful and honest manner (87th)
- I am not anxious or scared to come to work (83rd)

#### Areas of Opportunity

(percentiles listed in parentheses)

- At the end of the day, I have enough energy to pursue non-work activities (34th)
- WakeMed has been successful retaining quality people (33rd)
- The senior leadership team is approachable when I have an issue to discuss (24th)

Employee well-being has been a major focus over the past year, with numerous initiatives introduced and expanded. Here’s a summary of some of the changes that were made since our last survey:

- Created a quarterly well-being calendar
- Expanded Asset Health portal to include all benefits-eligible employees
- Added FUN-Tember and other engagement activities
- Introduced the Well-being Index App and Calm App (500 licenses)
- Pop-up and drop-in wellness events across the system
- Expanded Spiritual Care’s Tea for the Soul program
- WakeMed Cycling Club got rolling
- Introduced virtual meditation series
- Quarterly well-being rounding at major facilities
- Changed computer screensavers to reflect calming, well-being focused messages

We will continue adding to these initiatives in the coming year with an education series and expanded activities.

## LEADERSHIP NEWS



### Steve Smith Named Director, Home Health

**Steve Smith** was recently promoted to director of WakeMed Home Health. Smith came to WakeMed four years ago as business manager for the department, providing oversight for billing, accounts receivable, denial management and bottom-line performance. In his new role, Smith is responsible for administrative management including the clinical, operating and financial performance of Home Health services. He works

in partnership with leaders and stakeholders to develop growth opportunities and ensure the department is strategically aligned with our overall mission of improving the health and well-being of the communities WakeMed serves. Smith holds a bachelor’s degree in occupational therapy and a master’s degree in health science from the University of Florida and a master’s in business administration from Gardner-Webb University.

## WOW, WHAT AN EMPLOYEE!

**Osi Udekwu, MD**, was appointed to the North Carolina Medical Care Commission. He was nominated by the NC Medical Society and approved by Governor Roy Cooper. Dr. Udekwu also serves on the NC Trauma System Task Force and was recently appointed to head the Performance Improvement, Data Quality & Research committee.

**Jenna Beckham, MD**, (OB-GYN) and **Jonathan Seigel, MD**, (Neonatology) were selected as new members of the Epic Steering Boards for their respective specialty areas.

**Samantha Milner, BSN, RN**, (6C Surgery & Trauma); and **Maria Reyetsky, RN** (1A Clinical Evaluation Area) earned bachelor’s of science in nursing (BSN) degrees from UNC- Wilmington.

Congratulations to **Candace Kravetz, MSN, RN**, manager (Clinical Administrators and Capacity & Transfer Management Center); **Nina Casserly, RN**, manager (Staffing Resources); and **Barry Swanner, RN**, manager (Emergency Department – Apex Healthplex) for earning ANCC Nurse Executive certification (NE-BC).

Congratulations to **Demarcus Steward, BSN, RN**, (6C Surgery & Trauma) on completion of his Medical-Surgical Nursing Certification.

Hospital Coding congratulates **Linda Pittman** and **Danielle Sturm** on being promoted to Inpatient Coder III; **Audrey Stevenson** and **Stacy Moore** on being promoted to Coder, Sr, Inpatient; and **Renee Sorgi** on her new role of mid-revenue cycle educator for Hospital Coding, Revenue Integrity, Health Information Management and Clinical Documentation Integrity.

## COMINGS & GOINGS

6C Surgery & Trauma welcomes **Brooke Storms, RN**; **Morgan DeVince, RN**; **Allie McDonald, RN**; **Julia Obert, RN**; **Jaydan Boles, RN**; **Olivia Kramar, RN**; **Kenan Ratliff, NA**; **Remy Fleischman, NA**; and **Bree Wright, NA**.

WakeMed Primary Care – Oberlin welcomes **Kenny Redden**.

WakeMed Urgent Care – Oberlin welcomes **Nae Lofton**.

5 West Surgery-Trauma – Cary Hospital welcomes **Bryan Vinson, NA**; **Stacey Spears Rice, NA**; **Sky McCallister, NA**; **Lizbeth Melgar-Alberto, RN**; and **Thorne Watson, RN**.

Patient Transport welcomes **Kendell Gillespie**, **Caleb McKeever**, **Londa Holloway**, **Yanic Joseph**, **Mike Sewell**, and **Wendy Baskerville**.

eICU welcomes **Tracy Erck, BSN, RN**, who transitioned from Staffing Resources, and **Emily Price, BSN, RN** who transitioned from CTSICU. The Neuroscience service line welcomes **Crystal Reason Harrell** nurse program manager.

Neurodiagnostics welcomes new department manager **Ariel Remes**.

Pathology Transfusion Services – Raleigh Campus welcomes **Beth Moore**.

1A Clinical Evaluation Area welcomes **Sung Yi, RN**, and **Shanice Pryce, RN**.

Home Health welcomes **Reyes Soto, PT**; **Jane Regalado, PT**; **Tracy Norman, RN**; **Ivette Garcia, RN**; **Kelley Railey, RN**; and **Michelle Seago, RN**.

Campus Police & Public Safety welcomes **Myron Pierce**, **Larry Perry**, **Brian Skipper**, **Brie Merritt**, **Chris Lupo**, **Lawrence Wilson**, **Nicole Williams**, **Curtis Spann**, **Cheryl Jernigan**, **Zandra Sheppard**, **Gary Day**, **Brandon Davis**, **Darryl Ragland** and **Chad Penland**.

## ADDITIONS & ATTACHMENTS

**Morgan (Chavers) Tickle, RN**, (1A Clinical Evaluation Area) married Colton Tickle on May 13, 2023.



# Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



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



*Cindy Boily*

A NOTE FROM OUR CNO



## Celebrating 10 Years of CARES

It's been 10 years since we introduced our Professional Practice Model (PPM) – CARES. Time certainly flies! CARES, an acronym for Compassion, Advocacy, Relationships, Excellence and Safety, is integrated into every aspect of WakeMed nursing practice. It not only guides our practice but it also connects us to WakeMed's mission, vision and values. We are an extraordinary team, focused on providing expert care to our community of adults, children and families who seek that expertise.

As I hope you have noticed, we organize each issue of Focus on Nursing around CARES to illustrate our PPM in action. The **Compassion** and **Advocacy** for our patients and one another is often what attracts nurses to WakeMed. The collaborative, interprofessional **Relationships** that we have established throughout our health system help us demonstrate process efficiencies and, most importantly, our continually outstanding patient outcomes. We put **Excellence** into action by leading quality improvement initiatives, and our vigilance to **Safety** helps our patients feel secure and confident in our care.

Thank you for embracing our CARES Professional Practice Model that continues to guide our daily practice and enhances the WakeMed mission.



## Life-saving Nutrition for NICU Babies and Beyond

The WakeMed Mothers' Milk Bank is one of just 31 milk banks in North America and the only one in North Carolina. Our Milk Bank team works out of space at Cary Hospital and they are busy!



WakeMed accepts breast milk donations from women who have the supply and the generosity to share it with others via the Mothers' Milk Bank. Our team tests, processes and stores the milk and ships it to NICU babies at WakeMed hospitals and throughout the east coast.

**Kerrie Gottschall**, MSN, RN, manager, (Mothers' Milk Bank), shares the enthusiasm of her staff members about the service. "We love the life-saving gifts women are providing with their milk donations, and we love caring for the milk and getting it where it needs to go so premature infants have the best possible chance of thriving," she says.



The team has many stories of compassionate women who donate their milk – often because they (and their babies) benefited from the Mothers' Milk Bank. Abigail, a donor mom pictured bottom left, thought she would have to supplement with formula when she was having a rocky start to breastfeeding in the hospital. She was so pleased and relieved when the WakeMed staff offered her the option of using donor milk. Later, when she found herself producing more milk than she needed, she gladly donated her extra milk to the Mothers' Milk Bank. She is now a member of the 100-gallon club!

### Facts about our Mothers' Milk Bank

- > In 2022 the team dispensed 278,627 ounces of milk
- > 1 ounce of milk can feed up to 4 NICU babies
- > They currently have 347 active donors
- > They dispense milk to 40+ NICUs in the state and across the Southeast

Thanks to the Mothers' Milk Bank team for the compassionate service they provide to premature babies.



## Who Ya Gonna Call? The Clinical Administrators!

The knowledge and experience WakeMed Clinical Administrators (CAs) have, as well as their compassion to advocate for everyone – patients, families and staff – is hard to estimate. These 23 highly experienced nurses are available onsite, 24/7 at WakeMed's three hospitals and by phone for our three healthplexes.

"Sometimes patients or family members want to talk to someone other than their immediate care team about a preference or when they do not understand their plan of care," explains **Candace Kravetz**, MSN, RN, manager, (Clinical Administrators & Capacity Transfer Management Center). "We can serve as that neutral party and quickly facilitate a care team meeting to reach a resolution that will work for both the patient, family and staff."

After regular business hours and on weekends, the CAs step in to assist many departments – often avoiding calls to their leadership teams after they have worked a long day. Some of these departments include Legal, Occupational Health, Decedent Care, Marketing & Communications, Patient Relations, Emergency Management and Food & Nutrition. They also support clinical nurses when their unit leadership is not available.

"The most significant way we advocate for staff is through staffing re-allocation and in-the-moment support after a traumatic incident," says Kravetz. When a unit experiences staffing shortages or unexpected high patient acuity, the CAs work to equitably re-allocate staff to support units in need. They also respond if a staff member experiences a traumatic workplace incidents, providing real-time support and resources.

"Our team is working hard for our organization and the people we impact every day," says **Leslie Johnson**, BSN, RN, supervisor, Clinical Administrators & Capacity Transfer Management Center. WakeMed is fortunate to have this phenomenal team as a ready resource – every day, every night, on every campus and beyond.







## Working Together to Prevent Workplace Violence

Unfortunately, workplace violence is a common concern among U.S. nurses. It's true at WakeMed as well, and why the relationship between Nursing and Campus Police is so important.

This already strong relationship was underscored by presentations from **David Brock**, director & chief, (Campus Police) – at several Clinical Nurse Council (CNC) meetings.



“Protecting our Nursing staff is one of the biggest reasons we are here,” says Brock. “We are so pleased to have the opportunity to interact with nurses – nurses who work directly with patients – to listen to their needs and to have the opportunity to explain the things we can and cannot do based on the strict regulations imposed upon health care organizations.”

Brock is often joined by other SafeOnSite Workplace Violence Prevention program members like **Marcy Van Schagen**, MSN, RN, director, (Clinical Administrators, System Capacity & Patient Placement), who is also a member of the Incident Review Committee. Each week this committee reviews all incidents that are reported through RL Solutions to ensure staff are heard and supported.

“Nobody has been more helpful than Campus Police and the Clinical Administrators,” says **Karen York**, RN, chair, Clinical Nurse Council. “They listen, they lead, they are hands on, and they have implemented many of the safety features we have asked for.” York points to the installation of card readers in strategic locations to help staff feel more secure at various facility access points.

The SafeOnSite team has additional safety initiatives coming soon. Watch for more information, and, in the meantime, please continue to report any incidents of workplace violence in RL Solutions – and know the SafeOnSite team and Campus Police are standing ready to help.

### Our Nurturing Night-Shift Council



Thanks to our Night-Shift Council members for nurturing relationships with night-shift staff to ensure they feel safe and heard.



## Certify Your Love of Nursing

Nursing is among the most trusted, honorable professions. For many of us, the love of our profession grows with each meaningful experience, witnessing how our compassion and expertise can impact the lives of patients and their families.

Thirty-six percent of WakeMed nurses are certified in their areas of expertise and practice. Now that we're past the pandemic, you may be visiting or revisiting the idea of pursuing specialty certification. If you are, know you have lots of support from WakeMed Nursing, Workforce Development, the WakeMed Foundation and your specialty certification credentialing center, such as the American Nurses Credentialing Center, the Board of Certification for Emergency Nursing and others. A nice benefit of the ANCC Success Pays® certification program – nurses get one free retake if they do not pass the certification exam the first time.

### Financial Assistance: Helton Awardee Program

The Helton Awardee program intent is to provide funding for a cohort (a group defined as three or more nurses), seeking education or training to prepare for a certification exam. Cohorts are arranged by specialty so colleagues in similar practices can support one another.

Several Nursing leaders currently lead Helton Awardee cohorts:

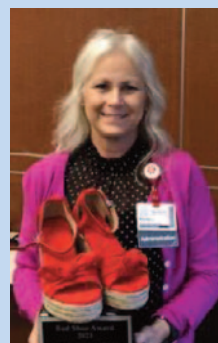
- **Theresa Owens**, BSN, RN – Maternal Newborn Nursing
- **Sarah Crowley**, MSN, RN, & **Melissa McCallister**, MSN, RN – Psychiatric Mental Health Nursing
- **Erica Cook**, MSN, APRN – Cardiovascular Nursing
- **Kaytlin Atwood**, MSN, APRN – Med/Surg Nursing
- **Candice Alford**, BSN, RN – Nurse Executive
- **Amy Short**, MSN, RN – Nurse Executive Advanced

### Tuition Assistance

Nurses can also apply for tuition assistance to pay for exam costs. “Certification reimbursement is now \$350 a year – up from \$300 in years past,” explains **Harriet Stephenson**, MSN, RN, director, Nursing Education. “Academic tuition assistance and certification assistance are now two separate categories, so you can receive up to \$2,000 a year if you are pursuing a BSN or MSN and up to \$350 a year if you are also pursuing certification.” For information, search “tuition assistance” on MyWakeMed.

A recent example of a successful cohort were our Nurse Executive-Advanced participants. **Amy Short**, MSN, RN, CEN (and now, NEA-BC!) was the lead. One of her motivating strategies was to create a mantra for the group to use when selecting answers on the lengthy, difficult exam. That mantra was, “What would Cindy do?” We now have a few more certified Nurse Executives-Advanced! Thanks for leading the way, Cindy!

## Brenda Lewter Earns Red Shoe Award



“There are not enough words to describe what a valuable person she is. She is timely, organized, knowledgeable, and incredibly helpful. I cannot think of another person more deserving of this award. Thank you from the absolute bottom of my heart!”



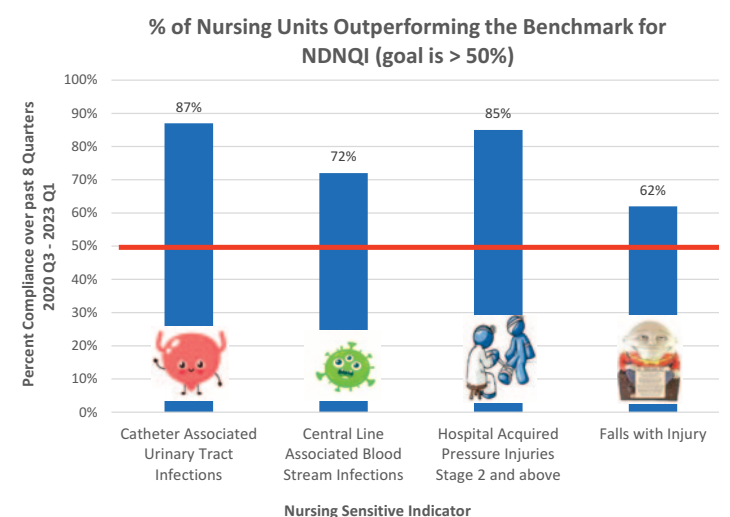
## Standardization + Collaboration = Safe Patients

CLABSIs, CAUTIs, HAPIs, falls with injury – when we compare our data to the National Database of Nursing Quality Indicators® (NDNQI), “we are outperforming the mean on all fronts,” says **Trisha Jones**, MSN, RN, chair, Nursing Services Quality Improvement committee (NSQI).

Jones points to collaborative, interprofessional efforts and the standardization of care we achieve through utilization of care bundles for WakeMed's Chasing Zero successes. “Our Chasing Zero goal is zero adverse events, but because of our large volume of acutely ill patients, we also have a standardized infection ratio goal of <1. This compares actual versus predicted number of infections, taking into account risk factors and patient populations,” says Jones. “When there is an incident, nurses, providers and other key staff come together to discuss strategies, investigate the incident and see what process improvements need to be made.” Jones notes that many incidents and process improvements can translate from one department to another. She has created a quarterly email newsletter to help ensure bedside nurses can read about the incidents (deidentified), see the process changes and consider how this may impact their work.

Our care bundles, which provide us with standards on how to provide safe care, continue to translate to better patient outcomes. “In June we had zero CLABSIs system-wide,” says Jones, who points to standardized care and the use of hemodialysis caps for this Chasing Zero success.

The graph illustrates our bundle compliance as compared to the national mean (red line). We continue to do outstanding work to keep our patients safe!



# 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](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor  
WakeMed Employees, Photos

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## INVEST IN *yourself*

### HEALTH COACHING IS HERE!

Every person has unique well-being goals and is motivated in different ways. With the help of a health coach, you can cultivate the internal motivation, confidence and resources needed to start and sustain healthy behavior change!

As part of our employee well-being initiatives, all WakeMed staff (regardless of medical plan participation) have access to free health coaching services. Corporate & Community Health's two nationally certified health coaches – **Emily Medlin** and **Michelle Naehring** – are available by appointment.

Medical plan members can also use health coaching to meet a *WakeWell* Rewards alternate standard. Participants can receive 40 points for completing three coaching sessions.



Scan the QR code to access the appointment scheduling page or type [wakemed.as.me/virtualcoaching](http://wakemed.as.me/virtualcoaching) in your browser.

## Follow us!

Want to learn more about what's happening at WakeMed? Follow us on social media or download the WakeMed App!



WakeMed App



@WakeMedHospitals



@WakeMed



WakeMed & WakeMed Children's

## CALENDAR OF EVENTS

### Employee Well-Being Events

#### October 11: Virtual Meditation Class

Join Corporate & Community Health for a 30-minute guided meditation class that will leave you feeling relaxed and refreshed. The instructor will lead you through gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

### Corporate & Community Health Education Classes for Staff

#### October 3 & 18: Improving Your Immune System

Corporate & Community Health presents live monthly health classes virtually via Webex. The classes are led by a registered dietitian and cover a variety of topics related to nutrition and health. These classes are open and complimentary to all WakeMed employees. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

### Blood Drives

#### Monday, October 9

Apex Healthplex & Garner Healthplex

#### Wednesday, October 11

Raleigh Campus, Cary Hospital, North Hospital & Operations Center

#### Thursday, October 12

Raleigh Campus



### FUN-Tember!

Take a break and join us for games, snacks and fun with your fellow WakeMed family members – all throughout the month of FUN-tember! See MyWakeMed for details.

#### In-Person Events

- > Raleigh Medical Park – Thursday, September 21
- > Apex Healthplex – Monday, September 25
- > Cary Hospital – Monday, September 25
- > Raleigh Campus – Tuesday, September 26
- > North Hospital – Wednesday, September 27
- > Garner Healthplex – Wednesday, September 27

#### Virtual Bingo

Join us for bingo from your desk or laptop!

- > Monday, September 18, 11:30 am to noon
- > Wednesday, September 27, 11:30 am to noon – featuring special guest caller, Donald Gintzig!

### Employee Forums with Donald Gintzig

Join Donald Gintzig – in person or virtually – for an informal conversation to learn how we're doing and what's ahead for WakeMed.

#### In-Person Forums

- > Raleigh Campus – Wednesday, September 13, 2 pm Heart Center
- > Cary Hospital – Thursday, September 28, 2 pm Conference Center
- > North Hospital – Tuesday, October 10, 3:30 pm Conference Center

#### Virtual Forums

- > Tuesday, September 12, 10 am
- > Thursday, October 12, 1 pm

### 2023 WakeMed Trauma Conference: When Time Matters Most

Thursday, September 14

8 am to 3:30 pm

Andrews Center

Registration is via Eventbrite; contact Nursing Administration at ext. 08024 for assistance.

### Wake AHEC Events

- > Accessible Reproductive Healthcare: Removing Barriers for Individuals with Disabilities – September 22
- > 18th Annual Time is Brain: Advances in Stroke Care – September 23
- > 71st Annual Tuberculosis/Respiratory Disease Institute – October 3
- > Assessment and Treatment of the Geriatric Patient – October 6
- > Bedside Emergency Management: Best Practices for the Medical Surgical Nurse – October 13
- > 29th Annual Thomas B. Dameron Jr. Orthopaedic Conference – October 14
- > Reproductive Health in North Carolina: Contraception, Abortion, and Medicaid Expansion – October 18

For a complete list of events, please visit [www.wakeahec.org/courses-and-events](http://www.wakeahec.org/courses-and-events)

### Save the Date: Dillard's In-Store Shopping Event October 6 – 8 Triangle Town Center

Hosted by The Volunteers at WakeMed Raleigh Campus & North Hospital and Cary Hospital

Payroll deduction will be available for employees who are already enrolled in the payroll deduction program — on-site enrollment in payroll deduction will not be available. Dillard's will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.