

MICROSCOPE

Spring Salute!

APRIL/MAY 2024

Celebrating Diversity & Honoring Excellence



Diversity & Inclusion Awareness Month

Every April, WakeMed celebrates Diversity & Inclusion Awareness month with educational opportunities and fun events!

WakeMed is committed to providing an inclusive work and patient care environment where everyone is respected and differences are valued. The WakeMed Diversity & Inclusion Council works to support and advocate for employees and providers so we can better serve our patient population and provide an inclusive environment for our team.

SHARE YOUR STORY

Cultural Heritage Recipe Collection

Cookbooks are more than just collections of recipes – they are beautiful blends of memories, culture, and storytelling. As a human race, food connects us in meaningful ways. Memories of food and family may not be yours personally, but you can relate to them because you may have similar memories of your own. The Diversity & Inclusion Council is gathering recipes for a Cultural Heritage Recipe Collection to be published and shared with our WakeMed family. Have a special recipe and story you'd like to share?



Scan the QR code to submit!



In celebration of the diverse community that we are proud to be part of, WakeMed supports several local organizations and events, including – but not limited to – representation on the Raleigh Chamber/Triangle Diversity Equity & Inclusion Alliance task force and partnerships with the LGBT Center of Raleigh, Equality NC and A Better Wake.

While we are proud of our culture of respect and dignity, as an organization, we continue to listen, learn and heighten our level of social consciousness while celebrating our differences. If you have ideas or suggestions you would like to see WakeMed consider, please email diversity@wakemed.org.

Expand Your Understanding with Educational Opportunities

WakeMed Organizational Development and the Diversity & Inclusion Council offer shared learning and professional development opportunities for all WakeMed employees

throughout the year. Check the Diversity & Inclusion page on MyWakeMed for details about upcoming programs, which include book discussions, professional development courses, Courageous Conversations sessions, the ongoing Voices Of series and more.

National Nurses' Week May 6–12

Celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!



Employee Appreciation Month

Every May, WakeMed celebrates and recognizes our amazing, dedicated and talented employees. Thank you for the ways you care for our patients, their families and one another. We are honored to have you as part of our WakeMed family and proud of the many ways your caring hands create grateful hearts every day!

Ice Cream Socials

Saying thank you just isn't enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Join the fun and let us show you our appreciation for your commitment to WakeMed!

- > Raleigh Campus Wednesday, May 29
- > North Hospital Thursday, May 16
- > Cary Hospital Thursday, May 30
- > Other Facilities Check MyWakeMed!

National Healthcare Volunteer Week April 21-27



Our 1,155 WakeMed Volunteers have a special glow about them that's hard to miss. They pass this warm feeling onto the people they meet and brighten the lives of our patients and families.

During National Healthcare Volunteer Week, we recognize all WakeMed Volunteers for their countless hours of service and endless smiles they have provided to WakeMed. Thank you, Volunteers, for your contributions to the WakeMed mission and our community.

198,315.75

Hours of service to patients, families & staff, benefiting 97 departments.

21,939+

Handmade items contributed by sewing volunteers (blankets, baby hats, Afghans, etc.).

\$6,306,441

Salary equivalent hours contributed to WakeMed.

National Hospital Week May 12–18

A time to celebrate all staff, physicians and volunteers throughout our system and the important roles they play for our patients and for our community.

WAKEMED RECEIVES TWO A'S, ONE B FROM THE LEAPFROG GROUP

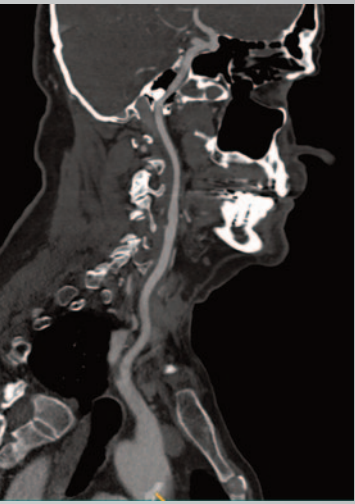
We are pleased to announce that Raleigh Campus and Cary Hospital received A's on the latest Hospital Safety Grades, which were released May 1 by The Leapfrog Group. North Hospital narrowly missed an A and received a B grade.

The Spring Leapfrog Hospital Safety Grades are based on performance against 30 measures of errors, accidents, injuries and infections, as well as the systems hospitals have in place to prevent them. All three of WakeMed's hospitals scored above the Leapfrog mean (average) in nearly all measures. North Hospital saw a drop in their score due to C. diff and surgical site infection – colon rates.

According to The Leapfrog Group, only 29% of hospitals nationally received A grades on the spring 2024 scores. Additionally, Raleigh Campus and Cary Hospital have now earned the elite "Straight A" designation for having received A grades five times in a row.

The Leapfrog Group is a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. The group publishes Hospital Safety Grades twice a year based on information reported from government agencies and other sources. This program focuses exclusively on safety (accidents, injuries and errors).





Above: 2D image of head and neck; right: 3D rendering of head and neck.



INNOVATION AT WORK: WAKEMED 3D LAB

Imaging studies – such as a CT, ultrasound or MRI – offer critical information that guides clinical decision making. While the standard two-dimensional images generated in most studies are valuable diagnostic tools, many imaging exams offer further benefit when they are transformed into a three-dimensional image.

The 3D images – called renderings – are created by putting together numerous 2D images from different angles, a process that can take anywhere from 15 minutes to an hour per study. 3D renderings provide greater detail, which is particularly useful for taking measurements in advance of surgical procedures or evaluating certain conditions. At WakeMed, 3D images are most often used for head & neck scans, orthopaedics, and vascular imaging studies.

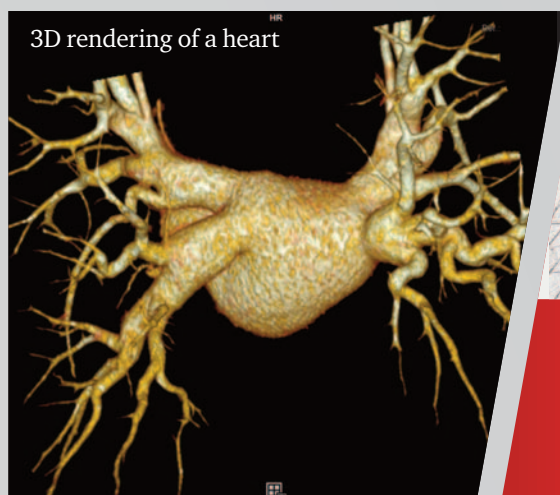
For the past several years, WakeMed outsourced this process, paying a vendor to produce 3D renderings from scans taken within our facilities. Over the past year, WakeMed – with support from Siemens Healthineers, as part of our **Value Partnership** – has worked to bring this process in-house, reducing costs, improving turnaround times and providing a new career pathway to Imaging Services staff.

Creating the WakeMed 3D Lab from the ground up took many months and a tremendous amount of support from WakeMed Imaging Services leadership and Siemens. To begin, staff from Siemens took the lead on creating the 3D images, while offering training to WakeMed staff. Over the course of six months, the workload shifted from Siemens to WakeMed. Today, a small team within WakeMed Imaging Services is fully responsible for creating the 3D renderings – 24/7.

“Creating the 3D renderings is very rewarding because it directly impacts the care we provide our patients – the more information providers have, the better care they can offer. Working with the images this way has given me a better understanding about the vessels and the detailed information that we see within the body,” commented **Heather DuFault**, team leader (3D Imaging).

The WakeMed 3D Lab has the potential to save the system over \$380,000 per year – and feedback from providers indicates that the images are clearer than ever before. Additionally, this new role has created an opportunity for staff advancement for Imaging Services techs who want to explore a new imaging modality. Bringing this process in-house is another example of how WakeMed is innovating to provide exceptional care, efficiently, while supporting an outstanding team.

Thank you to our partners at Siemens for your support of this exciting initiative.



3D rendering of a heart



WAKEMED RECEIVES 2024 CATALYST AWARD

WakeMed is one of eight health systems nationwide to be named a 2024 Catalyst Award winner. Health Catalyst provides data and analytics technology and services to health care organizations.

The Catalyst Awards recognize health care organizations for exemplary efforts to transform health care through measurable, data-informed clinical, financial and operational improvements. WakeMed was honored with the Quality and Cost Catalyst Award for demonstrating the ability of our system-wide, data-driven analytics platform to reduce costs and improve the quality of care we provide to patients.

Through the use of our Clinical Excellence Bundles in FY 22, WakeMed achieved \$10M in direct variable cost reduction and 37 patients avoided readmission to the hospital. Without this work, the health system would have needed inpatient beds for 10 more patients every day of the year.

WakeMed also received this award in 2022. Congratulations to all involved in this impressive work!

WakeMed has been named a 2024 Top Health System for Fair Share Spending by the Lown Institute. Fair share spending refers to the amount a hospital or health system contributes to the community through financial assistance and other community health investments.

WAKEMED RECOGNIZED FOR FAIR SHARE SPENDING

To determine the top Fair Share Spending hospitals and health systems, the Lown Institute evaluated more than 2,400 nonprofit hospitals, comparing how much they spend on initiatives that give back to the community as compared to the estimated value of its tax exemption. The report found that for only 20 percent of hospitals nationwide, the amount spent on community investments was greater than the value of their tax exemption.

According to the report, WakeMed’s \$14 million in fair share spending was higher than any other health system in the state. The data source for fair share spending is IRS Form 990 for fiscal year ending 2021.

Exceptional People. Exceptional Care.

PAUSE TO GIVE LIFE

WakeMed leaders, staff and providers at our three hospitals joined HonorBridge in recognizing the importance of organ and tissue donation and honoring donors and their families for their lifesaving generosity. We raised our Donate Life flag at 10:08 a.m. on April 3 to highlight that one donor can save eight lives. Attendees also observed a moment of silence to recognize the more than 3,000 patients waiting for a lifesaving transplant across North Carolina.

Across the nation and North Carolina, 2023 proved to be another record year for saving lives through organ donation and transplantation. In 2023, WakeMed had 48 organ donors, resulting in 147 transplantations. Tissue donors totaled 83. HonorBridge, North Carolina’s largest organ donation and tissue recovery organization, saved 912 lives, a 22% increase in 2023 as compared to its best year ever.





New Roles, Opportunities for Licensed Practical Nurses

The field of nursing offers many career paths and opportunities for those who choose to share their time and talent in health care. For prospective nurses wanting to start working as soon as possible, becoming a licensed practical nurse (LPN) takes less time than becoming a registered nurse (RN).

WakeMed has long valued the contributions of LPNs within WakeMed Physician Practices, the Rehab Hospital and other areas. This year we launched two new opportunities to incorporate LPNs into our inpatient environments.

“We are fortunate to have outstanding LPNs in our system who are doing amazing things to care for our patients. We know that LPNs play significant roles in our care models, and it is exciting to welcome more LPNs to WakeMed,” explains **Waqiah Ellis**, PhD, RN, vice president of Nursing for Raleigh Campus.

“Our goal is to create an environment where LPNs can use their skills and talents to support our patients, while also providing career advancement.”

A Team Approach for Long-term Care Patients

Extended-care patients – those who require skilled nursing or another long-term care environment – are often hard to place in appropriate care settings due to medical complexity, insurance or payor issues, and other reasons. To meet the changing needs of our patient population, improve patient flow and enhance our care environment, WakeMed recently began cohorting extended-care patients on 6A General Medicine.

Creating a dedicated space for long-term-stay patients provided an

opportunity to implement a new, team-based staffing model. On 6A General Medicine, care is delivered by teams that include an RN, LPN and Nurse Tech working together. The 21-bed General Medicine area currently has 12 LPNs and has seen great success with this staffing model. “As a manager, this is one of the most rewarding ventures for me. Our LPNs are knowledgeable, professional and eager to work at WakeMed. They are well-versed in their scope of practice and have shown such grace as we as an organization re-acclimate to their role as care team members,” said department manager **Pauline Stillman**, RN.

LPN-to-RN Pipeline

WakeMed is also integrating LPNs into our nine Med/Surg units across the system. Twenty LPNs recently joined our Med/Surg units where they will work as part of the core care team, with oversight from the charge nurse.

As part of their hiring agreement, these new LPNs will have three years to obtain an RN license, which will create a pipeline for nurses and provide opportunities for professional growth within our teams. Each cohort of LPNs will receive educational support from Nursing Education and mentoring from RNs on their unit. “This is a wonderful opportunity for us to develop and retain high-performing LPNs who are passionate about patient care. It is exciting to see this program come together – for the benefit our patients and WakeMed as a whole,” commented Ellis.

WHAT IS AN LPN?

LPNs must complete post-secondary education and pass a national licensure exam. Because LPNs have less formal training than RNs, their scope of practice is different. Here are some examples of the roles and responsibilities of LPNs:

- ▶ Participates in identifying patient needs by suggesting goals and interventions for review by the RN.
- ▶ Identifies patient responses to nursing intervention and suggests revisions to the plan of care to the RN.
- ▶ Teaches patients and families through the implementation of an established plan or protocol that has been developed by a RN.

At WakeMed, the roles and duties of LPNs in the inpatient environment are guided by the LPN Scope of Care Policy.

Schwartz Rounds®

Reconnecting Us to Our Purpose

Last month, more than 140 members of Nursing Leadership had the opportunity to participate in the first-ever Schwartz Rounds at WakeMed. The Schwartz Rounds program is an evidence-based intervention to help caregivers connect with their coworkers around a singular theme or share lingering emotions months after a challenging patient experience.



“The focus is ‘what it felt like’ to be a part of a difficult case or personally experience a certain topic or theme,” says **Rachel Lipner**, DO, medical director, Inpatient Palliative Care, Transitions LifeCare. Schwartz Rounds differ from a Critical Incident Stress Management (CISM) session. While CISM sessions are held immediately after a workplace violence or other stressful situation to provide in-the-moment support and resources to staff in need, Schwartz Rounds should be held several months after a traumatic event. “Team members involved in the event come together in a safe space and talk about their emotions, often finding that they are not alone – others are still feeling those same emotions,” says **Micah Krempasky**, MD, chief medical officer, Mental Health & Well-Being. “Schwartz Rounds sessions also involve a meal to further promote fellowship among the team.”



“Hearing stories firsthand of how my colleagues have reached out and picked each other up when they saw someone who needed it left me feeling more connected with my team and more emotionally grounded in the work I do.”

NURSE LEADER WHO PARTICIPATED IN SCHWARTZ ROUNDS

The Nursing Leadership session was a general session based on a particular theme: gratitude for a colleague. Three panelists – **Jesse O’Neal**, a staff chaplain for the Raleigh Campus Emergency Department, **Annie Murphy**, PA-C (General Surgery – Raleigh Campus), and **Haley Jones**, RN, supervisor (Orthopaedics – Raleigh Campus) – shared their stories of colleagues who supported them throughout their careers and at times of great stress. Facilitators Lipner and **Tara Bastek**, MD, a neonatologist and chair of the Ethics Committee, then opened up the floor to nurse leaders to share their stories of gratitude. Approximately 20 nurse leaders recounted stories of special colleagues who helped them through hardships. The stories drew both tears and laughter and a collective sense of reconnection to the reasons they chose Nursing as a vocation.

If you would like more information about Schwartz Rounds or to schedule a session, send an email to schwartzrounds@wakemed.org



Coming Soon to North Hospital!

Construction continues on the new intensive care unit at North Hospital. The nine-bed unit, located on the fourth floor, will open in June. As North Hospital continues to grow, the addition of critical care services will allow us to offer a higher level of care to patients, closer to home.

NEW BENEFIT Bright Horizons Back-Up Care Benefit

Balancing work, life and family is challenging – and it can be stressful to ensure that everyone in your life is cared for when the unexpected happens. That’s why we are pleased to share a new benefit program available to all WakeMed employees and their families.

Bright Horizons Back-Up care is now available for employees to access back-up childcare and camps, elder care and self-care. Bright Horizons Back-Up care offers:

- ▶ Convenient childcare options in nearby centers or at home
- ▶ Reliable adult and elder care in your home or theirs – even if they live in another state
- ▶ High-quality care that fills in whenever your regular care falls through
- ▶ An affordable solution you can rely on with low copays
- ▶ Easy booking for last-minute care gaps or up to 90 days in advance

Employees can use this benefit a total of 15 times per calendar year. To ensure you have access to back-up care if you need it, please complete the registration process in advance, which takes about 15 minutes. Find the registration link and more details on the Benefits page on MyWakeMed.





The WakeMed Compliance Champions program recently welcomed 38 new members. These employees will act as liaisons with the Corporate Integrity & Compliance Department. These Champions will share knowledge, experience and ideas to help imbed integrity and compliance into WakeMed's everyday work process. In support of our WakeMed strategic plan, they will advocate for our Aspirational Goal of having the highest ethics and standards through teamwork, communication, commitment & accountability, and creating standard work.

The new Siemens Aera mobile MRI has been installed at North Hospital. Featuring a top-of-the line 1.5T magnet, the new equipment will allow us to deliver exceptional, high-quality imaging more efficiently and expand services, which is especially important with the upcoming opening of the North Hospital ICU. The new mobile MRI was obtained as part of our ongoing Value Partnership agreement with Siemens Healthineers.



Employees took advantage of a beautiful, cloud-free day to observe the solar eclipse on April 8. While Raleigh was not in the "path of totality" most of the sun was obscured by the moon for a portion of the afternoon.



The Falls Prevention Advisory Board celebrated 5C Medical-Surgical Intermediate Care with the Falls Prevention Humpty Dumpty Award for achieving ZERO falls with injury for the first five months of Fiscal Year 2024. The highly engaged team performs falls Gemba rounds and implemented a new falls safety initiative that was rolled out to all inpatient units on Raleigh Campus. Congratulations to 5C!



The WakeMed Lung Heroes Team braved the rain to celebrate lung cancer survivors while providing hope to all those impacted by lung cancer at the Lung Cancer Initiative of North Carolina LUNGe Forward 5K Run, Walk & Celebration. Thank you to our WakeMed Cancer Care, Lung & Chest Health and Outpatient Rehab team and those who participated.



WakeMed Apex Healthplex was a proud sponsor of the Run the Peak 5K/10K Race through downtown Apex. Thank you to everyone from Apex Healthplex, Corporate & Community Health, Rehab and Wake Orthopaedics who participated in the Health Fair during the event. A special thank you to Twinkle and the Wake Ortho team for leading the warm-up for the kids race.



WakeMed employees across the system "took steps to good health" on April 3 by participating in the annual National Walk Day celebration walks. Did you know that Raleigh Campus, Cary Hospital and North Hospital all have marked, outdoor 'FitWalks'? Spring is a great time to check them out! After all, walking is great for your mental and physical health!



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

WakeMed Puts Familiesfirst on WRAL



WakeMed has joined forces with WRAL to offer health information, resources and news to families across the Triangle and beyond. The Families First section of WRAL features news and information for parents of kids of all ages, plus information about our WakeMed Children's providers and services. If you are a parent, grandparent or a trusted adult in a kid's life, we encourage you to check it out! Visit WRAL and search "Families First."



Sarah Has Questions A Women's Health Podcast



Sarah King sat down with Victoria Fashakin, MD, (OB-GYN) for a recent podcast about women's health.

When it comes to life, wellness, health and medicine, we all have questions. Sarah King from MIX Mornings on MIX 101.5 has questions too and she is not afraid to ask anything! In Sarah Has Questions, she sits down with providers from WakeMed for candid conversations about women's health. No topic is off limits – from sex, infertility and menopause to mental health, body image and "what the heck is a pelvic floor"?



Sarah has questions and, admit it, you do too! Take a listen and get some answers from our WakeMed providers!



WakeMed
Physician Practices
NEWS

Welcome New Physician



Andrew Sampson, MD
Heart & Vascular

Welcome New Advanced Practice Providers

Logan Batten, PA
Wake Orthopaedics

Brendan Benitez, PA
Wake Orthopaedics

Alexandria Hryniewicki, PA
Wake Orthopaedics

Kimberly Kirk, NP
MyCare 365

Amy McCunney, NP
Hospital Medicine –
Neonatology

Theodore Miller, NP
Heart & Vascular

Rebecca Parsons, PA
Wake Orthopaedics

Reshma Sherpa, PA
MyCare 365

Kimberly Waack, PA
MyCare 365

NOW OPEN

MyCare 365 – Lowes Grove

2216 NC-54
Durham, NC 27713
919-235-1040

Monday - Friday: 8 am to 8 pm
Saturday - Sunday: 8 am to 4 pm



Fuquay-Varina Medical Park

2400 N. Main Street
Fuquay-Varina, NC 27526

WakeMed's newest medical park is now open at 2400 North Main Street in Fuquay-Varina. The following practices are now open – and more are coming soon!

- > Wake Orthopaedics Physical Therapy (Suite 110)
- > Wake Orthopaedics (Suite 120)
- > Primary Care (Suite 130)
- > Heart & Vascular – Cardiology (Suite 220)

The building is also home to a Pathology Lab blood draw station (Suite 140) and Raleigh Radiology Imaging (Suite 150).



NEW!

The WakeMed Violence Recovery Program

“Many times, the mental health injury is much deeper than the physical one,” explains **Asia-Alexia Hight**, LCSWA, case manager of the newly developed WakeMed Violence Recovery Program (VRP). The VRP is an in-hospital program for survivors of violence-related injuries – specifically gun violence or other violence involving a penetrating weapon.

The VRP's aim is to reduce re-injury and retaliatory violence and foster positive physical and mental well-being post injury. Participation is completely voluntary.



“Asia has been a true lifesaver,” says one of her patients. “I don't think I would have made it through my therapy and everything I've had to accomplish in the hospital without her. She's a real and genuine person.” The patient also appreciates the fact that the program includes follow-up calls after hospital discharge: “That gives me comfort. I'm not leaving and being forgotten.”

Hight is a great fit as case manager for the VRP. She comes with a diverse professional background that includes experience in inpatient mental health, corrections and middle school education. During graduate school, Hight's master's thesis focused on school-aged bullying which, she explains, became a public concern following the Columbine High School shooting in 1999. She is no

stranger to the long-term impact of trauma and violence and seeks to help our patients find safety to prevent reinjury.

The VRP is offered to patients while they are recovering in the hospital. Some of the services available include:

- > Advocacy for care
- > Crisis intervention
- > Peer support
- > Safety planning and safety

Referrals to services in the community to meet a patient's needs:

- > Behavioral health providers
- > Financial assistance
- > Housing
- > Food assistance
- > Vocational training
- > Educational resources
- > Additional safety planning

The program lives within WakeMed Community Case Management and is supported by WakeMed General Surgery & Trauma. The program is made possible by a grant from the Governor's Commission on Crime. Violence intervention programs are recommended for all American College of Surgeons verified trauma centers. WakeMed is currently the only health system in Wake County to offer the program.



The current panel of providers include:

- > **Jacek Paszkowiak, MD** – Medical Director
- > **Jiselle Bock, MD** – General Surgery
- > **Carrie McGroarty, PA** – Plastic Surgery
- > **Kirk Charles, MD** – Vascular Surgery

Working together with the referring physician and other care providers, the Wound Care Center team utilizes the latest clinical practices and evidence-based therapies that are highly effective in facilitating the healing process. WakeMed Wound Care also offers Hyperbaric Oxygen therapy in a monoplace hyperbaric chamber.

Congratulations

WAKEMED WOUND CARE – CARY

WakeMed Wound Care Center – Cary was recently named a RestorixHealth's Excellence in Patient Satisfaction Award recipient. RestorixHealth manages day-to-day operations of the center and created this award program to recognize centers that have demonstrated superior performance in overall patient satisfaction. Recipients of this award meet or exceed national patient satisfaction benchmarks over a set time period. Members of the Cary team are pictured at right.

The WakeMed Wound Care Center – Cary has also welcomed new providers to their team of specialists who are dedicated to healing wounds, preventing lower limb loss and optimizing outcomes for patients.

WOW, WHAT AN EMPLOYEE!

Donovan Traverse (Labor & Delivery – Raleigh Campus) was awarded the Guiding Star Constellation Award from the Foundation for Surgical Technology.

Tommy Davis, PhD, (Environmental Services – Raleigh Campus) recently published the article, “The Role of Environmental Hygiene in Preventing Antimicrobial Resistance”, in Infection Control Today.

Hollie Kohl, RN, (Heart Failure Program) and **Diahnn Thompkins** (Cardiac Rehab – Healthpark at Kildaire) gave a presentation on Nutrition in Heart Failure at a collaboration between the Heart Failure Patient Foundation and the American Association of Heart Failure Nurse.

Tanya Smallwood, NP, (Heart & Vascular) passed the American College of Cardiology certified cardiovascular knowledge exam (CCKE).

Arlene Smith (Community Case Management) earned a PhD in case management.

Alex Longstreet, BSN, RN, (3C Rehab) earned a bachelor's degree in nursing (BSN) from Western Governor's University.

Hannah Scruggs (Neurodiagnostic Services) recently obtained certification as a registered evoked potential technologist.

Joseph Neizer, RN, (3B CVIC) received cardiac-vascular nursing certification.

Gabby Lewis, RN, (2E CVICU) earned certification as a critical care registered nurse.

Barrissa Keene (Revenue Cycle Business Analytics) earned patient access curriculum certification from Epic.

COMINGS & GOINGS

3B CVIC welcomes **Hannah Franklin** and **Jana Shrestha, RN**.

6C Surgery & Trauma welcomes **Danica Stancil, RN**, and **Sheba Burnett, LPN**.

Urgent Care – Cary welcomes **Alicia Mitchell** and **Taylor McGlothlin, RN**.

Sterile Processing – Cary Hospital welcomes **Casey Lambert** as their new supervisor.

2E CVICU welcomes **Marie Wilder, RN**; **Shana Cox, RN**; and **Shanecia Johnson**.

5C MSIC welcomes **Janea Williams** and nurse residents **Danielle Hatter Dozier, RN**; **Wlad Thielen, RN**; **Grace Maina, RN**; **Shiva Maranabasari, RN**; **Vivian Esom, RN**.

Case Management – North Hospital welcomes **Leigh Joubert, RN**.

Case Management – Raleigh Campus welcomes **Hazel Hampton, BSN, RN**.

Marketing & Communications welcomes **Luanne Lane**.

Clinical Administrators welcome **Michelle Riggan, BSN, RN**.

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

The American Nurses Association (ANA) has declared May 6 through 12 as National Nurses Week, and WakeMed is celebrating it, too! The ANA's theme Nurses Make the Difference was, is and will always be appropriate because it's true! Maybe you are at the bedside, maybe sharing your expertise with a national audience, mentoring a new nurse, or collaborating with your colleagues across the health system to improve care quality, YOU make all the difference in the lives of our patients and their families, our communities, and our profession.

Gratitude is WakeMed's well-being theme for 2024 and I am so profoundly grateful for each and every one of you. Enjoy your special month and celebrate how YOU make the difference every day, in so many ways.

A GREAT Certified Nurses Day

WakeMed Nursing celebrated our nurses who have earned certification in their nursing specialties on National Certified Nurses Day – March 19. Certification enhances professional credibility, validates your specialized knowledge, demonstrates a higher level of clinical competence and can boost your confidence when making care decisions.

The Raleigh Campus NICU team has stayed consistent with certification throughout the years and they also have the highest utilization of education support resources such as WakeMed Foundation's Helton Awardee Program. The program funds nursing cohorts pursuing certifications. Nursing Education also offers Success Pays – a comprehensive program that has helped hundreds of our nurses seek and earn certification.

Consider certification today!



Recognition for Compassion of Geriatric ED Patients

It takes strong, compassionate leadership to achieve Geriatric Emergency Department Accreditation and the team at Cary Hospital has done it. Many thanks to Cary Hospital nurse leaders **Sabrina Tyndall**, RN, executive director, Nursing; **Amy Short**, RN, director, ED; **Bethany Fox**, RN, Cary ED, and **Alyse Arnold**, RN, manager, ED, who join the staff in truly caring about the special needs of older adults who come to our ED. These leaders received the Nurse Leaders of Excellence Award at the March System Nursing Leadership meeting.



Group Rallies for Long-term Patient

WakeMed Raleigh Campus has long-term patients who essentially live at the hospital for months because the extended care or housing they need is not available. Some of these patients are cared for by the 3B CVSIC team.

The team gets to know their patients very well and learns about their needs beyond the bedside, which are often social determinants of health (food/housing insecurities, literacy issues, etc.). One recipient of the 3B's special care is a long-term patient whose needs range from medical care for an infection and other health conditions, rehabilitative care for mobility, a specialty bed, and home improvements.

In addition to providing medical care, the team tackled the patient's need for a specialty bed, which would facilitate mobility. The patient must be able to walk into their home before they can be discharged. Acute Care Rehab's **Jonathan Koo**, Supervisor (Physical Therapy), 3B nurses and Clinical Nurse Specialist **Erin Taylor** advocated for the patient's need and worked with the vendor to obtain a bed and appropriate linens. The team is documenting their work to advocate for more of these beds throughout the health system.

Campus Police & Public Safety also participated in this patient's care by going to the home to obtain medical equipment. The medical equipment and regular consults with **Lori Gupton**, Supervisor (Occupational Therapy), are also aimed at improving the patient's mobility – and it's working!

Following the patient throughout their journey is **Syreeta Wilder**, (Patient Case Management), who was instrumental in finding an organization that would make necessary repairs to the patient's home at no cost.

Additional key players in the patient's care include 3B nurses and nurse aides and several physical therapists and occupational therapists from Acute Rehab Services. Thanks to all for an outstanding group effort.





Rounding RNs at All WakeMed Hospitals

Rounding nurses are an outstanding support to our care team, drawing on their experience and the use of monitoring technology to prevent sudden, life-threatening changes in patients' conditions. "We respond to all nurse consults, RRTs, Code Blues and Code Medics and round on every unit multiple times a day," says **Dianna Palacios**, RN, manager, Rounding Nurse Program, (ICU Cary Hospital).

Palacios points out another important aspect of the Rounding Nurse role: developing important relationships with hospitalists, specialists and nurses who are both new to WakeMed and to the profession. "We have lots of new nurses in the system," says Palacios. "In our role, we can provide just-in-time education to newer RNs to ensure essential education happens in the moment."

Rounding nurses have been responding to staff and patient needs at Raleigh Campus for many years. They are members of the Critical Care team. **Allison Stewart**, RN, (2E CVICU) is the manager of Raleigh Campus Rounding Nurse Program.

Rounding nurses became a necessity at North Hospital about a year ago to support patients holding there, awaiting a bed at Raleigh Campus. They currently work out of the emergency department and will transition to the ICU when it opens this summer. **Kevin Coleman**, RN, (Emergency Department, North Hospital), is one of the rounding nurses at North Hospital. A 20+-year nursing veteran, Coleman recently presented "The Rounding Nurse Role: A Community-Based Hospital Advantage Webinar" at the Board of Certification for Emergency Nursing national conference, which demonstrates WakeMed Nursing's expertise in the Rounding Nurse role.



Kevin Coleman, RN, a rounding nurse at North Hospital, works with fellow emergency department nurse **Meagan Pace**, RN, who is new to WakeMed.



Celebrating the Scholar in YOU

MANY WakeMed nurses share their research and innovations in evidence-based practice and quality improvement with local, state and national audiences outside WakeMed walls. Whether you are presenting a poster, doing an on-stage presentation, or submitting a manuscript or article for publication, Nursing wants to know. We want to celebrate you and, if needed, provide resources to help you prepare your accepted submission.

- From MyWakeMed, click SharePoint at the top of your screen.
- Enter "Nursing-New" in the search bar.
- When the page comes up, scroll down to "Nursing Publication-Presentation Tracker".

Information entered in the tracker is shared with your clinical nurse colleagues and leaders throughout the health system as well so we can all celebrate these outstanding contributions to nursing practice.



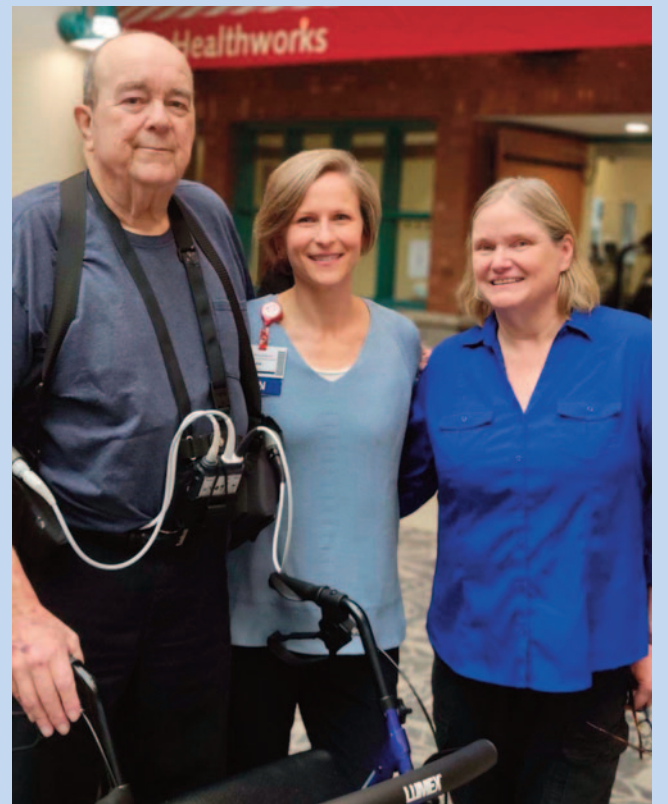
Improving Care Transitions for LVAD Patients in the Rehab Hospital

Transitioning patients with left ventricular assist devices (LVADs) from care setting to care setting and to home is complex with the patient's caregiver bearing much responsibility. **Libby Guerrero**, RN, VAD Program Coordinator, and the 2C Rehab team use an evidence-based approach to tailor the unit's traditional care model to meet the specific needs of LVAD patients and their caregivers.

"Our Rehab staff does an outstanding job working with these complex patients to ready them for discharge," says Guerrero. "It's my job to work with the patient's caregiver to ensure they are both competent and confident in the support they provide." Guerrero estimates she works with patient support persons for approximately six hours during the course of the patient's Rehab stay, reinforcing the training they received from the Duke Health LVAD team. "I learn something new every day," says Anne Schmitt, the support person for a current LVAD patient who is in outpatient rehab at WakeMed. "Libby has been amazing."

Since the team revised the model of care for these patients, both patient safety events and caregiver confidence in their ability to support their loved one improved by at least 50 percent.

Guerrero will present the Rehab LVAD care model and findings at the upcoming American Association of Heart Failure Nurses annual meeting.



Libby Guerrero (center) enjoys a moment with an LVAD Rehab patient and his caregiver, **Anne Schmitt**.

MICROSCOPE

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

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

Kate Wilkes Editor
WakeMed Employees, Photos

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Save the Date! Navigating Health Care Careers Chart Your Path from High School to Health Care

Thursday, August 8, Andrews Center, Raleigh Campus

Are you a WakeMed employee who has a child in high school? Is your child curious about pursuing a career in health care but doesn't quite know where to start? Navigating Health Care Careers: Chart Your Path from High School to Health Care is a health care careers conference specifically for high school students. This one-day conference is designed to showcase the numerous and varied careers in health care. Many WakeMed departments will be participating, providing students with insightful knowledge about their respective fields, and facilitating experiential learning opportunities.



Reserve Your Spot! Registration is limited and is now open to children of WakeMed employees. On May 17, registration will open to local high school students. Have your student scan the QR code to get started.



Follow us TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

CALENDAR OF EVENTS



Employee Well-Being Events

Spring Into Group Fitness

Group exercise classes are offered at the Raleigh Campus Healthworks location:

- **Mondays at 5 pm** – Yoga with Elizabeth in the Wellness Studio
- **Tuesdays at 5 pm** – Zumba/Line Dancing with Portia in the Wellness Studio
- **Wednesdays at 3 pm** – Trek and Train with Cheryl in the Fitness Center

Members of Healthworks may purchase a \$50 Exercise Card for 10 classes. Your exercise card entitles you to any of the above classes. Contact Cheryl at chkidd@wakemed.org, to sign up!

The Scoop on Nutrition: Sugar Alternatives

May 8, 14 & 23

Join a Corporate and Community Health registered dietitian in a 30-minute detailed dive into a wide variety of nutrition topics. The topic for May is Sugar Alternatives. Learn the science behind popular sugar alternatives, such as aspartame, sucralose, stevia, honey and more. See MyWakeMed or the WakeMed Weekly for details on how to join.

Professional & Leadership Development

All programs and classes can be found in WakeMedU and are offered by Organizational Development. These support and advance WakeMed's mission, vision, and aspirational goals and Wake Way Every-Time Behaviors. For more information or questions, please email orgdevelopment@wakemed.org.

- **Crucial Conversations**; May 2, 9 am to 3 pm – Learn dialogue skills to be honest and respectful in high-stakes conversations.
- **Inclusive Leadership**; May 7, 8:30 am to 12:30 pm – Learn how to prioritize daily behaviors to disrupt bias and create an inclusive environment.
- **Crucial Accountability**; May 15, 8:30 am to 3:30 pm – Learn how to hold anyone accountable, regardless of position or personality. (Prerequisite: Crucial Conversations)

Employee Education Fair

Wednesday, May 1, 11 am to 2 pm
Cary Hospital Conference Center

Representatives from local colleges and universities will be available to answer questions about degree programs and admission requirements.

Memorial Day Ceremonies

Monday, May 27, 11 am
Raleigh Campus, Cary Hospital,
North Hospital – Flagpoles

Wake AHEC Events

- **2024 NC DHHS Vaccines for Children Conference** – May 8-10
- **Maternal Depression and Children's Health:
A Look at Outcomes and Why Maternal Mental Health Matters** – May 14

For a complete list of Wake AHEC continuing education events: wakeahec.org/courses-and-events