

MICROSCOPE

FISCAL
YEAR IN
REVIEW

2023

Fiscal Year 2023 (October 1, 2022 through September 30, 2023) was an incredibly busy year for WakeMed. Day in and day out, our team came together to care for record numbers of patients, expand the services we provide and respond to the ever-shifting challenges present in the health care industry. With the support of our WakeMed family, our leadership team and Board of Directors, we built upon the momentum of the past few years to achieve exceptional progress on our Aspirational Goals. Most importantly, we continued to deliver on our mission of improving the health and well-being of hundreds of thousands of community members. In this annual year-in-review issue of Microscope, we pause to look back at all we have accomplished and say THANK YOU to everyone who helps make WakeMed the incredible organization it is!

Raleigh Campus

This was a year of change for Raleigh Campus as the facility underwent an extensive realignment project that impacted nine units across four floors, including 242 patient beds and 545 staff members. In addition, new intensive care units opened on 2E and renovations were completed in several areas including 1B Clinical Evaluation Area. Despite all this change and movement, the team provided incredible care to high volumes of patients in the inpatient and Emergency Department environments. Several new patient care areas opened, including an Internal Medicine practice and G Bay, which serves patients who have been stabilized in the Emergency Department after a mental health crisis and are ready to leave the hospital.

Cary Hospital

Cary Hospital had a busy year with high volumes in many areas and increases in patient acuity. In fact, a record 333 births occurred in September. The facility continued to expand Heart & Vascular services, with the opening of a fourth procedural lab featuring state-of-the-art equipment, and many months of preparation to launch Code STEMI (which went live in November 2023). Additionally, WakeMed Surgery Center – Cary began welcoming select patients in the Medical Park of Cary, expanding outpatient surgical care options for patients in western Wake County.

North Hospital

Growth was again the theme for North Hospital, which opened a new 16-bed med/surg unit on the third floor. Construction and equipment upgrades were completed in endoscopy and radiology areas, which are helping us address increasing volume and patient acuity. Construction began on the nine bed ICU on the fourth floor as well as WakeMed Surgery Center – North Raleigh, which will be located in the Physicians Office Pavilion. ED volumes were high all year and, with 168 deliveries, August 2023 set a new record for the number of babies born in one month at North Hospital.

WPP & Ambulatory

The WakeMed Physician Practices network continued to expand this year, adding new practices and services. Our WakeMed provider team continues to grow with 40 physicians and 80 advanced practice providers joining the team throughout the year. Our Healthplexes were equally busy, offering access to high-quality care in convenient locations. Garner Healthplex celebrated a decade of caring for our community while great progress was made on construction of Wendell Healthplex. The facility, which features a 12-bed Emergency Department, opened in January 2024. In addition, three new Medical Office Buildings are under development which will bring WakeMed care and services closer to home for thousands of patients.



Striving for Top 10

QUALITY, CULTURE OF SAFETY & VALUE LEADER

As we continued our Chasing Zero effort to eliminate preventable harm, this year's focus was **Hand Hygiene**. Hand hygiene is the single-most effective thing caregivers and support staff can do to prevent health care acquired infections and several initiatives were introduced to reinforce the importance of this topic. Also of note:

- **Catheter Associated Urinary Tract Infection (CAUTI):** There were 18 CAUTI events in FY23, which was similar to FY22. Our standard infection ratio (SIR, as measured by actual infections/predicted infections) is 0.32, which means our CMS-reportable units had only 32% of the predicted number of CAUTIs for this year.
- **C difficile:** Stewardship of testing and antimicrobial use has kept *C. diff* incidence low in FY23. The *C. diff* reduction team continues to work with our IS, nursing and provider partners to optimize the timing of test ordering and specimen collection while the

Antimicrobial Stewardship team works to reduce the use of antibiotics that increase *C. diff* risk.

- **Falls with Injury (FWI):** Our Falls with Injury rate for the year was 0.52, which was higher than FY22 and exceeded our target of 0.44. This is likely tied, in part, to an increase in medically complex patients and those with conditions that impair balance or cause dizziness. Eleven units ended the fiscal year with ZERO Falls with Injury, despite complex patient populations.
- **Central Line Associated Bloodstream Infection (CLABSI):** There were 19 CLABSI events in FY23, which is almost 50% less than the 39 we had in FY22. Notably, we had three months with ZERO CLABSIs system-wide! The interprofessional CLABSI committee (pictured above) played a significant role in helping WakeMed these outcomes. In the coming year, they will focus on CLABSI prevention in oncology patients.

- **Surgical Site Infections - Colon:** Surgical site infections after colon surgery were higher than expected. Work continues to implement strategies and best practices for the pre-, peri-, and post-operative care of these patients.

WakeMed Rehabilitation Hospital hosted surveyors from the **Commission on Accreditation for Rehabilitation Facilities (CARF)** for a recertification. The surveyors reviewed over 2,800 standards and identified ZERO areas requiring additional follow up – an accomplishment achieved by only 2% of all CARF surveys.

To better serve the needs of patients, a multi-disciplinary **pulmonary embolism response team (PERT)** was created and has expanded to all WakeMed inpatient settings and emergency departments. The team provides timely evaluation and triage of high-risk submassive pulmonary embolism patients, who can then be transported to the appropriate facility if

catheter-directed interventions are necessary.

Our Clinical Transformation efforts continued with the support of our **Care Transformation Teams**, which look at not only the clinical aspects of care, but ensure that the patient experience across the full community continuum remains a focus. To date, 35 **Clinical Excellence Bundles (CEB)** have been launched and more than 25 of them have a pathway adherence of 75% or greater. Of note, pathway adherence for all Enhanced Recovery After Surgery (ERAS) CEBs improved 24% in FY23 compared to FY22. This commitment to following evidence-based standard work is improving outcomes for our patients across all service lines!

We made continued progress on our journey to providing **value-based care**, with both of the Accountable Care Organizations (ACOs) that WakeMed participates in – WakeMed Key Community Care and Signify – earning shared savings.

Checking in on Our Aspirational Goals

Check out the chart below to see how we fared against our goals for the year. There are many 'wins' to celebrate! Results in green indicate we met or exceeded the established target.

Aspirational Goal	Metric	FY 2023 Target	Result
Quality	> CAUTI	<1.00	0.32
	> CLABSI	<1.00	0.65
	> C. diff (standardized infection ratio)	<1.00	0.22
	> Surgical Site Infections: Colorectal (standardized infection ratio)	<1.00	1.13
	> Harm Across the Board (per 1,000 patient days)	<2.00	2.05
Culture of Safety	> Patient Falls with Injury (per 1,000 patient days)	.44	0.52
	> Observed to expected mortality	<1.00%	1.04
	> Documented interventions for patients with a Broset score	>5	47.78%
Wake Way	> Overall HCAHPS rating (percent of 9 & 10 scores)	73.00%	73.69%
	> Providers earning PRC 5-Star Awards	110	118
Extraordinary Team	> Employee Engagement Survey - Employee Ranking	72.00%	79.80%
	> Employed Provider Engagement Survey - Provider Ranking	60.00%	69.60%
Financial Health	> Contract labor as a percent of total labor expense	20.40%	17.53%
	> Direct operating expenses as a percent of operating revenue	102.70%	97.19%
	> Cash flow from operations expenses	\$15,642	\$16,238
Highest Ethics & Standards	> Percent of recipients who provide credentials in Phishing simulation emails	2.50%	0.78%
	> HIPAA violations per 100 employees	<1	0.76
	> Hotline reports per 100 employees	1.00	0.44
	> HI TRUST Assessment Rating	3.14	3.1
Healthy Community	> Social Determinants of Health Screenings	10.00%	12.55%
	> Community Health (Capital Counties) Survey Score	4	3
	> MyChart Activation by patients	63%	66.90%
	> Online Scheduling	19%	13.20%
	> eCheckIn	19%	19.80%
	> Contact center phone response within 20 seconds	73%	65.90%
	> Percent of patients who log into MyChart (rolling 12 months)	56%	58.30%
Innovation	> Clinical Excellence Bundles with 75% pathway adherence	25	27
Preferred Partner	> Primary Care attributed lives	100,000	105,346
Value Leader	> Total operating expense per adjusted discharge	\$16,438	\$17,193
	> Observed to Expected Readmissions	<.85	0.79
	> Observed to Expected Length of Stay	<1.00	1.05



State-of-the-Art Patient Care

INNOVATION

We have seen great progress in our *Value Partnership* with **Siemens Healthineers** this year, with several significant equipment installations completed. We also partnered with Siemens to bring production of 3D renderings of CT and MRI results in house, which provides expanded career options for staff and improves cost efficiency. **WakeMed Innovations** supported numerous projects led by WakeMed employees, all with a goal of improving patient care delivery and outcomes for those we serve.

Engaging patients through **MyChart** continues to be an area of focus and Raleigh Campus, North Hospital, inpatient and outpatient Rehab and WakeMed Physician Practices far exceeded their goals for the year, achieving 80% MyChart activation – or higher!

In May, WakeMed introduced a new **text-messaging platform** for appointment reminders. The messages have helped decrease the no-show rate significantly while also increasing advanced cancellations – which allows us to fill canceled appointments with patients who need care. The text messages also include an embedded link to the **WakeMed All Access App** for wayfinding assistance.

NEW SERVICES

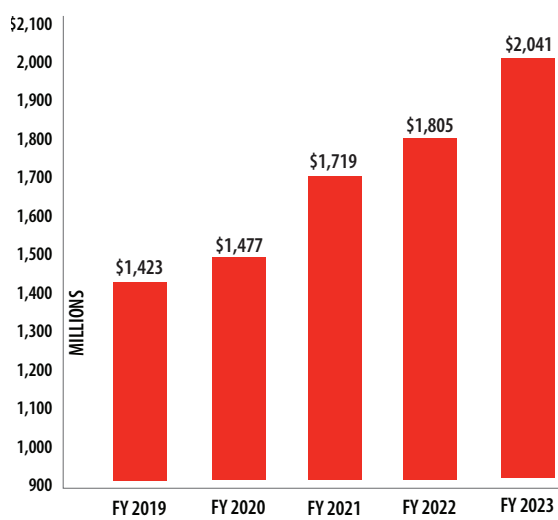
WakeMed introduced numerous new services and treatment advances this fiscal year including (but not limited to):

- > **Gleolan** – Optical imaging agent to improve visualization of malignant tissue during some brain surgeries
- > **HeartFlow** – Leverages advanced algorithms to combine CT imaging and artificial intelligence to build a digital model of a patient's coronary arteries without invasive tests
- > **Zephyr** – Minimally invasive treatment for patients with severe COPD or emphysema
- > **Inspire** – Hypoglossal nerve simulator implant for management of sleep apnea
- > **QDOT Micro** – Specialized catheter that delivers targeted bursts of high heat during ablation procedures
- > **VARIPULSE Catheter** – National clinical trial (admIRE) for patients with Afib
- > **GORE Thoracic Branched Endograft** – prosthetic used in treatment of thoracic aortic aneurysm or aortic dissection
- > **Endoflip** – First system in the county to offer this procedure to aid assessment and diagnosis of esophageal motility disorders
- > **ManoScan** – Esophageal manometry system provides reliable and consistent data for the assessment of GI diseases
- > **Stroke VNS Rehab** – New FDA-approved device that improves upper limb function and mobility for stroke survivors.
- > **AtriClip LAA Exclusion System** – National trial (LeAAPS) for patients a risk of stroke

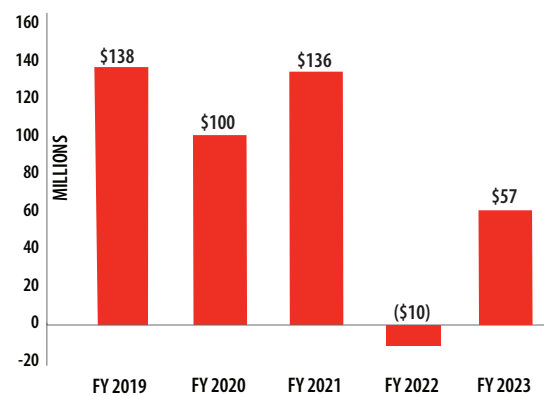


The Recovery begins

FINANCIAL HEALTH



Fiscal year 2023 was challenging from a financial perspective as we continued to see higher than normal labor and supply expenses. WakeMed benefited from the approval of Healthcare Access Stabilization Program (HASP) funds, which helps offset costs of care for the most vulnerable members of our community. Despite these funds, and while we saw improvement in operating revenue and cash flow, our net operating income for the year was negative (income loss of \$55M).



Operating Revenue

Operating Cash Flow

Results exclude WakeShare

	Discharges	Adjusted Discharges	ED Visits	Deliveries	Surgeries	Cath & EP	CT & MRI
2019	48,064	105,063	295,132	8,528	38,825	8,280	162,703
2020	46,569	100,273	259,095	8,616	37,293	7,336	156,089
2021	51,834	113,273	279,097	8,652	41,657	7,856	187,759
2022	51,761	117,870	310,697	8,911	41,875	7,544	204,144
2023	52,228	122,149	319,843	9,052	43,612	7,389	226,489

WakeMed Statistical Highlights FISCAL YEAR 2023

OPERATING STATISTICS

Discharges	52,228
Raleigh Campus	34,721
Cary Hospital	16,733
North Hospital	7,531
Rehab Hospital	1,475
Adjusted Discharges	122,149

Births	9,052
Raleigh Campus	4,404
Cary Hospital	2,993
North Hospital	1,655

Emergency Visits	319,843
Raleigh Campus	130,879
Cary Hospital	46,980
North Hospital	51,972
Apex Healthplex	20,739
Brier Creek Healthplex	29,412
Garner Healthplex	39,861

Trauma Patients	
Raleigh Campus	4,518
Cary Hospital	1,041

OB Emergency Visits (system)	10,587
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Inpatient Surgeries	12,299
Raleigh Campus	8,362
Cary Hospital	2,886
North Hospital	1,051

Outpatient Surgeries	31,313
Raleigh Campus	11,074
Cary Hospital	6,798
North Hospital	3,700
Capital City Surgery Center	9,722

Endoscopies	14,677
Raleigh Campus	6,020
Cary Hospital	6,091
North Hospital	2,566

Total Cardiovascular Procedures	17,837
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Other Outpatient Procedures	163,388
Raleigh Campus	57,587
Cary Hospital	31,233
North Hospital	29,203
Apex Healthplex	11,252
Brier Creek Healthplex	11,498
Garner Healthplex	18,519
All Other	4,096

WakeMed Physician Practices

Physicians	442
Advanced Practice Professionals	396
Physician Practice Visits	647,534

Home Health Visits (Episodes)	5,405
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FINANCIAL STATISTICS

Total Operating Revenue	\$2,040,892,467
Total Operating Expenses	\$2,100,134,521
Labor Expenses	\$1,308,041,406
Supplies, Purchased	
Services and All Other	\$675,455,643
Cash Flow from Operations	\$57,395,418
Investment Income and Other	
Non-operating Revenue	\$77,216,227
Depreciation, Interest & Amortization	\$116,637,472
Total Revenue over Expenses	\$17,974,173
Capital Expenditures	\$62,780,253

COMMUNITY BENEFIT FY 2022

Estimated Total Direct Community Benefit	\$308,007,570
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PERSONNEL STATISTICS

Medical Staff Members

Raleigh Campus (includes North Hospital)	1,207
Cary Hospital	977
<i>Physicians may have privileges at multiple facilities</i>	

Employees

11,473	
Raleigh Campus	5,217
Cary Hospital	1,625
North Hospital	789
Apex Healthplex	109
Brier Creek Healthplex	164
Garner Healthplex	149
All other	3,420
Total RNs	3,601

CURRENT BED COUNT

Licensed Beds	970
Raleigh Campus	587 acute
Cary Hospital	208 acute
North Hospital	77 acute
Rehabilitation Hospital	98 rehab
Skilled Nursing Beds (not in operation)	36

Partnering for a Healthier Community

HEALTHY COMMUNITY & PREFERRED PARTNER

WakeMed received approval for several certificate of need (CON) applications this year, which will help us meet the health care needs of our growing community. Thanks to these approvals, plans are in development to create a **Whole-Person Health Campus in Garner**, which will feature a 150-bed mental health hospital and a 45-bed acute care hospital. WakeMed also received approval to add a linear accelerator, which would allow us to expand our **Cancer Care** offerings to include radiation oncology.

The **Center for Community Health** served thousands of our community's most vulnerable patients, providing them with comprehensive care and connections to valuable community resources.

The new **WakeMed Heart & Vascular – Atrial Fibrillation Center** opened in the Heart Center, allowing us to better meet the needs of patients in our community who experience AFib. The AFib Center brings together the services and resources needed to assist patients with newly diagnosed or existing AFib.

To support the health and well-being of all members of our community, WakeMed installed several **drug take-back bins** at our facilities. Safely disposing of unused or expired drugs is important so that they don't become a safety hazard.

In support of our vision of being a preferred partner, WakeMed embarked on several new partnerships this year and strengthened numerous others. Key achievements include:

- ▶ WakeMed welcomed East Carolina Anesthesia Associates (ECAA) as our new anesthesia services partner.
- ▶ Several WakeMed MyCare 365 locations opened, bringing the total to eight, with five additional under development.
- ▶ WakeMed and Raleigh Radiology opened a fifth joint venture outpatient imaging location at the corner of Falls of Neuse Road and Millbrook Road. Additional locations are being planned for Fuquay-Varina and Chapel Hill.
- ▶ Construction began on Peak Rehabilitation Hospital, a collaboration between WakeMed, Duke Health and Scion Health.

Our relationships with our teaching partners continue to flourish as well. In June, we welcomed the third class of **internal medicine residents** and the Trauma Surgery Critical Care Fellowship program welcomed its inaugural fellow.

The **WakeMed Speaker's Bureau** provided numerous presentations throughout the year, with an emphasis on topics related to mental health & well-being.

In partnership with Siemens Healthineers and Raleigh Radiology, WakeMed again hosted a **free mammography screening** event for uninsured women in the community. Over 300 women received screenings and, if appropriate, referrals to follow-up care.



Notable Milestones of Care!

- ▶ Neonatology – 50 Years
- ▶ Wake Orthopaedics – 20 years
- ▶ Apex Healthplex – 15 years
- ▶ Garner Healthplex – 10 years
- ▶ Cancer Care – 1 year



SPOTLIGHT ON Making a Difference!

This spring, exceptional employees from across the organization had an opportunity to take part in a unique WakeMed campaign called Make a Difference. The multimedia campaign showcased how rewarding and fulfilling working in health care can be – and who better to share this message than outstanding members of our WakeMed family? Thank you to each member of our team who pursue their purpose in life and give generously of their time and talents to make a difference in the lives of our patients and improve our community.



SPOTLIGHT ON THE WakeMed Foundation

The WakeMed Foundation continues to support WakeMed's mission through philanthropy, engaging and inspiring the community to contribute to our success. The Foundation ended the fiscal year on track to achieve our \$6 million funding goal for calendar year 2023. Donor investments support numerous programs and initiatives making a tremendous impact on the care provided to our patients and family. Some support highlights from the past year include the Center for Community Health initiatives, employee and educational support, Mental Health & Well-Being and neurosciences. The WakeMed Foundation Board of Directors approved \$6.1 million in support of the hospital system for FY24 and the Foundation is in the planning phases for a \$50 million campaign in support of the Mental Health & Well-Being Hospital and associated services.

Awards & Accreditations RECEIVED IN FISCAL YEAR 2023

Commission on Accreditation for Rehabilitation Facilities (CARF)

- ▶ **Reaccreditation:** WakeMed Rehab

American College of Radiology (ACR)

- ▶ **Lung Cancer Screening Center:** Garner Healthplex CT Services

American College of Cardiology

- ▶ **NCDR Chest Pain – MI Registry Platinum Performance Achievement Award:** Raleigh Campus & Cary Hospital

Society for Vascular Surgery Vascular Quality Initiative (SVS VQI)

- ▶ **Three-star Participation Awards:** Raleigh Campus & Cary Hospital

Society for Thoracic Surgeons

- ▶ **Three Star Database Participation Ratings Adult Cardiac Surgery:** CABG Composite and Mitral Valve Repair/Replacement Composite

The Leapfrog Group

- ▶ **Hospital Safety Grade "A":** Raleigh Campus, Cary Hospital, North Hospital
- ▶ **Top Teaching Hospital 2022:** North Hospital

American Heart Association/ American Stroke Association

- ▶ **Raleigh Campus:** Get With The Guidelines-Stroke Gold Plus Award with Target: Stroke Honor Roll and Target: Type 2 Diabetes Honor Roll; Get With The Guidelines: Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll.

- ▶ **Cary Hospital:** Get With The Guidelines-Stroke Gold Plus Award with Target: Stroke Honor Roll, Advanced Therapy and Target: Type 2 Diabetes Honor Roll; Get With The Guidelines: Heart Failure Gold Plus with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll

Premier

- ▶ **2023 Premier Alliance Excellence Award:** System

The Lown Institute

- ▶ **Most Socially Responsible Hospitals:** Raleigh Campus, Cary Hospital, North Hospital & System

Ekso

- ▶ **Ekso Reference Center:** WakeMed Rehabilitation Hospital

Money Magazine

- ▶ **Best Hospitals for Pediatrics:** Children's Hospital
- ▶ **Best Hospitals for Billing Ethics:** Raleigh Campus, Cary Hospital, North Hospital

2022 WRAL Voter's Choice

- ▶ **Best ENT:** WakeMed ENT – Head & Neck Surgery
- ▶ **Best Home Health Care Agency:** WakeMed Home Health
- ▶ **Best Family Practice:** WakeMed Primary Care
- ▶ **Best Urgent Care:** WakeMed Urgent Care

U.S. News & World Report

- ▶ **Best Hospitals for Rehabilitation:** WakeMed Rehab

- ▶ **Best Hospitals for Maternity Care:** Raleigh Campus, Cary Hospital, North Hospital

2023 News & Observer

"Raleigh's Best" Gold Awards

- ▶ **Place to have a Baby:** WakeMed Raleigh Campus
- ▶ **In-Home Healthcare Services:** WakeMed Home Health
- ▶ **Physicians Group – Cardiology:** WakeMed Heart & Vascular
- ▶ **Physicians Group – Primary Care:** WakeMed Primary Care
- ▶ **Physicians Group – Orthopedics:** Wake Orthopaedics

WebMD Choice Awards

WebMD® Patient Choice

- ▶ **Cardiology – North Carolina**
- ▶ **Cardiology – Raleigh-Durham**
- ▶ **Angioplasty – North Carolina**
- ▶ **Coronary Bypass – North Carolina**
- ▶ **Pacemaker or Defibrillator Placement – North Carolina**
- ▶ **Stent Placement – North Carolina**
- ▶ **Orthopedics – Piedmont Triad**
- ▶ **Hip Replacement – North Carolina**

Medscape® Provider Choice

- ▶ **Cardiology – North Carolina**
- ▶ **Choice Cardiology – Raleigh-Durham**

Triangle Business Journal

- ▶ **Leader in Diversity**
- ▶ **40 Under 40:** Jenna Beckham, MD (OB-GYN); Chelsea Ngongang, MD (Cardiology)

- ▶ **Health Care Leadership Awards:** Micah Krempasky, MD (Mental Health & Well-Being)

Forbes Magazine

- ▶ **Best Employers in North Carolina 2023**
- ▶ **Best Employers for Women 2023**
- ▶ **Best Employers for Diversity 2023**
- ▶ **Best Employers for New Grads 2023**

Dascomb Award

- ▶ **Angela Gantt, MD (OB-GYN)**

North Carolina Pediatric Society Award for Outstanding Achievement

- ▶ **Timothy Bukowski, MD (Pediatric Urology)**

The Great 100 Nurses in North Carolina

- ▶ **Randy Hamm, DNP, RN (Emergency Department – Garner Healthplex)**
- ▶ **Karen Tsang, RN, CPN (Children's)**

National Board for Certification in Occupational Therapy (NBCOT) Impact Award

- ▶ **Stacy Wilson, OT (Physical Therapy)**

Modern Healthcare

- ▶ **Top Diversity Leaders to Watch:** Jeronica Goodwin, SVP & Chief People Officer

The Joint Commission

- ▶ **Advanced Primary Stroke Center (Cary Hospital)**
- ▶ **COPD Certification (Raleigh Campus)**

Association of Clinical Pastoral Education

- ▶ **Level I and Level II Clinical Pastoral Education (CPE)**
- ▶ **Certified Educator CPE**



We are WakeMed!

WAKE WAY, EXTRAORDINARY TEAM, HIGHEST ETHICS & STANDARDS

With a focus on the well-being of our employees, we continued to implement new programs and services to support our team. Workplace violence prevention was a key focus this year. Comprehensive **SafeOnSite** efforts include expanded training opportunities and numerous resources available to staff. We continued expanding wellness offerings to include Fitness Fridays, virtual meditation, nutrition and well-being education sessions, regular health screening events, the WakeMed Cycling Club and well-being rounding. Once again, the annual employee **engagement and assessment survey** focused on workplace well-being. The results, which improved dramatically over FY22, will be used to guide initiatives to help enhance work-life balance, reduce burnout and improve job satisfaction.

The **Diversity & Inclusion Council** had a very active year, adding six new members and creating targeted committees around Policy & Advocacy, Education, and Events & Activities. The council also established a Diversity & Inclusion Ambassador role to expand engagement throughout the system. The council supported several events throughout the year, including recognition for Memorial Day, Juneteenth, Veterans Day and several heritage awareness months.

Despite a challenging financial year, WakeMed was able to provide across-the-board salary increases for all staff in January 2023. Additionally, salary ranges and pay practices were adjusted for a number of roles and departments, ensuring market competitiveness.

TRAINING & EDUCATION BY THE NUMBERS

WakeMed is proud to support employees as they pursued their educational and professional goals.

- **Tuition Reimbursement:** \$797,780
- **Certification Reimbursement:** \$50,475
- **WakeMed Foundation Education Scholarships & Awards:**
 - **Skills Scholarship** – \$17,764 for 11 employees
 - **Helton Awardee** – \$11,085 system-wide with five certification prep groups
 - **Helton Scholar** – \$38,327 for nine employees
 - **Megan Champ Morgan** – \$50,000 for six children of employees
- **Leadership Development:** 50 sessions; 1,913 participants
- **Professional Development:** 38 sessions; 4,502 participants
- **New Employee Orientation:** 44 sessions; 3,970 participants
- **Nursing Education Professional Development Programming:** 220 individual courses (176 in FY22); 24,436 participants
- **American Heart Association Training Center:** 397 total WakeMed AHA classes (plus 32 community courses); 6,361 total participants

The **Employee Emergency Assistance Fund** continued to support those who faced unexpected hardship – providing over \$300,789 to 325 employees this year.

Staffing remained a major focus area and, thanks to robust recruitment efforts, we welcomed more than 3,200 permanent employees to the WakeMed family this fiscal year. Additionally, **WakeMed Travel Staffing** continued to see success in reducing costs associated with travel/contract staff, ending the year with nearly 300 contracts.

We were pleased to **recognize outstanding employees** in many ways throughout the year as a way to say thank you for a job well done!

- 101 Pyramid Society Award Winners
- 2 Received Shawn Hamlet: Inspiring Others through Service Awards
- 250 Recognized for 20+ years of service
- 14 Departments, 4 Providers received PRC Top Performer Awards
- 44 Departments, 104 Physicians received PRC Five-Star Awards

Feedback on HCAHPS surveys is one of the many ways WakeMed measures and evaluates the experience of our patients and their families. Thanks to the **“Explain Campaign”** and other targeted initiatives, WakeMed’s HCAHPS scores exceeded our goal of 73.00, ending the year at 73.74.



SPOTLIGHT ON Trauma Survivors’ Day

WakeMed hosted our first-ever Trauma Survivors’ Day event in May, bringing together trauma survivors and their care teams to reconnect, reflect and recognize the accomplishments and progress of the patients. Three courageous survivors shared their stories of remarkable recovery – supported in no small part by the doctors, nurses and care teams that took extraordinary care of them with empathy and compassion.



SPOTLIGHT ON THE WakeMed Volunteers

We are incredibly fortunate to have over 1,100 dedicated volunteers as members of the WakeMed family. These selfless and committed individuals share their time and talents as members of the Guest Ambassador, Junior Volunteer, Hospitality Pet, and community sewing programs, among many others. The groups also support programs across the system through ongoing fundraising efforts including on-site and in-store sales with area merchants. Together, the Volunteers at WakeMed Raleigh Campus, North Hospital and the Volunteers at Cary Hospital contributed over 191,000 hours of service to patients, families and staff this fiscal year. Thank you to all our Volunteers for everything you do – we simply could not do what we do without you!



MICROSCOPE

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

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

Kate Wilkes, Editor
WakeMed Employees, Photos

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 WakeMed & WakeMed Children's



WHAT'S HAPPENING AT WakeMed HALLOWEEN EDITION

While we strive to get each issue of *Microscope* out in a timely manner, unforeseen delays meant this issue was published later than expected. While Halloween has come and gone, we still want to share these wonderful photos of staff taking the time to make this day special for our patients and families. As they say, "Better late than never!"



TRUNK OR TREAT

Cary Hospital's annual Trunk or Treat event, sponsored by **The Volunteers at Cary Hospital**, was a great success again this year. Hundreds of participants attended the event on October 27 to enjoy trick or treating, music, and more.

The **North Employee Engagement Committee** hosted their Trunk or Treat event on October 26. Congratulations to the costume competition winners: Scariest Costume: **Sarah Olin** (Labor & Delivery); Most Creative: **Surgical Services**; Best Overall: **Med/Surg**.

