WakeMed to Break Ground on WakeMed North Hospital

WakeMed announces it is moving forward with plans to expand WakeMed North Healthplex into Wake County’s fifth hospital – WakeMed North Hospital – with a groundbreaking expected to take place in fall 2011. We are currently in the design process for the new facility and are finalizing contractor bids.

With an anticipated opening date of October 2013, WakeMed North Hospital will be a 61-bed acute care hospital with a focus on inpatient women’s specialty services, offering a full range of OB/GYN services, including comprehensive preventive, diagnostic and therapeutic care. The facility will continue to serve men and children through its existing emergency department, outpatient surgery, imaging and lab physicians.

“Since opening in 2002, WakeMed North Healthplex has experienced consumer-driven volumes that have consistently outpaced projections, demonstrating the great demand for health care services in this community,” explained Dr. Bill Atkinson, president & CEO. “Currently, North Healthplex offers a full-service, 24/7 emergency department, ambulatory surgery center, imaging and lab services, and a host of additional clinical capabilities. The campus also features an 85,000 square foot medical office building. Transitioning to a hospital is the next logical step as the infrastructure is already in place and the community has a critical mass of 262,000 residents living within a seven-mile radius of the facility. While the hospital will initially open with a women’s focus, our plan is for it to continue to expand to meet the needs of women, men and children alike.”

WakeMed was approved to add 41 licensed acute care beds to North Hospital in 2009. These beds were in addition to the 20 acute care beds already approved for relocation from the Raleigh Campus, making the total bed count for North Hospital 61. The inpatient beds will be located in an approximately 40,000 square foot addition to the existing North Healthplex. The exact breakdown of the beds is still under consideration, as a team of physicians and staff are working together to determine the best mix of services and use of beds. The cost of the project is estimated to be nearly $82 million.

WakeMed Files CON for 101 Acute Care Beds

On Friday, April 15, WakeMed submits two certificate of need (CON) applications to the North Carolina Division of Health Service Regulation (DHSS) to add 101 acute care beds to the WakeMed system, with those beds divided between the Raleigh Campus and Cary Hospital. Acquiring these beds will allow WakeMed to continue meeting the growing health care needs of Wake County, and to manage the exceedingly high numbers of patients who seek WakeMed’s services at both the Raleigh Campus and Cary Hospital.

We Need Your Letters of Support

Many of you have likely heard that Novant Health, a regional hospital system based in Winston-Salem, N.C., and Rex Healthcare both recently announced plans to apply for the beds as well. Because the state only allows hospitals to apply for a limited number of beds each year, these applications will compete with our applications to add beds. Therefore, we are asking for our employees’, physicians’ and volunteers’ assistance by encouraging them, as well as their families and friends, to log onto www.wakemed.org to find out how they can express their support for the addition of acute care beds at the Raleigh Campus and Cary Hospital. All letters of support should be submitted by May 30, 2011.

WakeMed Receives Prestigious Recognition Awards from AHA/ASA

This March, WakeMed received several 2011 Get With The Guidelines® (GWTG) awards from the American Heart Association (AHA)/American Stroke Association (ASA). The Raleigh Campus Stroke Program was honored with GWTG Gold Performance Achievement and Gold Plus Quality Achievement Awards; and the Raleigh Campus Heart Failure Program received the GWTG Silver Performance Achievement Award; and the Raleigh Campus Heart Failure Program received the GWTG Gold Performance Achievement Award.

GWTG is the AHA/ASA’s hospital-based quality improvement program that empowers health care teams to save lives and reduce health care costs by helping hospitals (continued on page 2)

WakeMed’s continued expansion.

Thank you for doing all you can to support this care for our patients in the next 50 years with additional resources. We believe that we have a greater need in terms of capacity, and we have the resources and infrastructure in place to make the best use of these 101 beds and to provide the highest level of care to the patients in this community.

For 50 years, WakeMed has provided outstanding and compassionate care in Wake County and beyond. We can continue to provide this care for our patients in the next 50 years with additional resources. We believe that we have a greater need in terms of capacity, and we have the resources and infrastructure in place to make the best use of these 101 beds and to provide the highest level of care to the patients in this community. We Need Your Letters of Support.

WakeMed Foundation Just For Kids Kampaign

JFKK Tops $10 Million, Reaches Midpoint

The WakeMed Foundation is grateful to the 400 businesses, 50 organizations and 2,700 individuals who helped raise $10 million toward the $20 million Just For Kids Kampaign (JFKK) goal. The funds received to date helped complete phase one of the JFKK, which supported the June 2010 opening of the WakeMed Children’s Hospital, the first and only children’s hospital in Wake County.

(continued on page 3)
Pathology Laboratories welcomes client service analyst
Stephanie Lewis

Redick (Ricky) Parker (Surgeons) transitioned from the Operating Room to Inpatient Preop.

Danielle McCoy (Surgeons) transitioned from Day Surgery to Inpatient PACU.

Surgeons Services welcomes John (Jack) Steck, RN, and Laura Woodard, RN, to Inpatient Preop and PACU.

The Gift Shop welcomes Joanie Edge as a retail services assistant.

6A Cardiovascular Intermediate Care welcomes Kevin Covington, Jonathan Defota, Rita Udjah and Anelissa Harris, as nurse techs, as well as Jennifer Williams-Salifou, RN, and Greg Johnson, RN.

5C Medicine welcomes Edith Guinn, RN.

The Woman’s Pavilion & Birthplace - Raleigh bid a fond farewell to Wanda Sauers, RN, on March 20 when she retired from WakeMed after 25 years of service. Observation 1 welcomes Crystal Massey, RN, and nurse techs Billy Lesley and Doug Thompson.

The Pharmacy welcomes new technicians Karen Coburn and Ruka Biltaja.

Women’s Pavilion & Birthplace - Raleigh welcomes Crystal Quinn, RN.

Food & Nutrition Services - Raleigh Campus welcomes James Cotton Jr. as lead cook in the main kitchen, StacieJae Rus- sen-Gasca as a hostess in the main kitchen, Robert Preuess as a food pro- duction services tech in Conference Din- ing, Reginaal Sutton as a sous chef in Café 3000, Rebecca Montague as a hostess in Café 3000 and Kay Cantrell as a clinical dietician.

MCU welcomes Lynnette Lax, RN.

Raleigh Campus Stroke Program: GWTG-Stoke Gold Performance Achievement & Gold Plus Quality Achievement Awards

To receive the Gold Performance Award, the Raleigh Campus’ Stroke Program achieved 85 percent or higher adherence to all seven GWTG-Stoke Performance Achievement indicators for two or more consecutive 12-month intervals. These measures include aggressive use of medications (such as tPA), antithrombotics, anticoagulation therapy, DVT prophylaxis, cholesterol lowering drugs and smoking cessation, all aimed at reducing death and disability and improving the lives of stroke patients.

To receive the Gold Plus Award, the Raleigh Campus Stroke Program demonstrated at least 75 percent compliance in five measures selected from nine GWTG Quality Measures for 24 consecutive months or more. Dyspha- gia screening, stroke education and assess- ment of rehab needs are a few of these measures.

Raleigh Campus Heart Failure Program: GWTG-Stoke Silver Performance Achievement Award

To receive the Silver Performance Award, the Raleigh Campus Stroke Program achieved 85 percent or higher adherence to all GWTG-Stoke Achievement Measures for 12 consecutive months. These measures are listed above.

Raleigh Campus Heart Failure Program: GWTG-Heart Failure Gold Performance Achievement Award

To receive the Gold Achievement Award, the Raleigh Campus Heart Failure Program demonstrated at least 85 percent compli- ance in each of the five GWTG-Heart Failure Achievement Measures for 24 consecutive months or more. These measures include heart failure discharge instructions, measurement of left ventricular function, ACE inhibitor and/or ARB at discharge, beta blocker at discharge and smoking cessation counseling provided to all eligible patients.

“Get With The Guidelines demonstrates WakeMed’s commitment to being one of the top hospitals in the country for provid- ing aggressive, proven stroke and heart failure care,” said Betty Gaskins-McClaine, RN, BSN, MSN-C, vice president of Heart & Vascular Services. “We will continue to focus on providing care that has been scientifically proven to quickly and efficiently treat stroke and heart failure patients with evidence- based protocols.”

Comings & Goings

receive evidence-based guidelines and recom- mendations. GWTG is an optional awards program that a hospital may choose to pursue if it is collecting Quality Measures and wishes to be recognized for its efforts.

Raleigh Campus Recognized for MRSA Reduction

VHA Central Atlantic has recognized WakeMed’s Raleigh Campus for excellence in their MRSA reduction efforts. The Raleigh Campus received VHA’s Silver Award for Excellence in Achieving MRSA Reduction, meeting the Gold Performance Achievement award criteria. Recipients of the Silver Award achieved 50 percent or greater reduction in their MRSA rate in 2010, compared to the baseline period. This trans- lates to hospitals that have a reduction of 50 percent or greater in hospital acquired MRSA infections per 1,000 patient days in the timeframe January through Decem- ber 2010 compared to October 2007 through February 2008.

“We are so pleased to receive this honor from VHA Central Atlantic and even more pleased that we have been able to reduce MRSA rates by at least 50 percent,” com- mented Meera Kelley, MD, vice president of Quality & Patient Safety. “We could not have reached this accomplishment without the dedicated work of our Infection Prevention team as well as the diligence and commitment shown by our staff. I am very proud of everyone, and I know we will continue to strive for excellence in the area of reducing the health care associated MRSA infections and safety of our patients.”

MRSA stands with Methicillin-resistant Staphylococcus aureus, meaning it is a bacterium that is resistant to traditional antibiotics. It is transmitted through direct contact with either another person or a surface containing the bacteria. MRSA infections pose a significant threat to hospitalized patients and cost hospi- tals billions of dollars annually. Once a patient develops a MRSA infection, it can be deadly.

According to Robin Carver, RN, director, (Infection Prevention), efforts to reduce MRSA rates on the Raleigh Campus have included the active surveillance of cul- tures in selected areas. System-wide initiatives have included increased access to personal protective equipment (PPE) with new PPE organizers; a focus on hand hygiene and environmental decontamination; compliance with SCIP measures; and a reduction in ventilator-associated pneumonia (VAP) and blood stream infections (BSIs) among patients.

VHA Inc., based in Irvine, Texas, is a national network of not-for-profit health care organizations that work together to achieve maximum results in the supply chain arena, set new levels of clinical performance, and identify and implement best practices to improve operational efficiency and clinical outcomes. Formed in 1977, VHA serves nearly 1,500 not-for-profit hospitals and more than 30,000 non-acute care providers nationwide, coordinating delivery of its programs and services through its 16 regional offices.

The Imaging Services - CT Departments Receive Positive Results from Statewide Survey

The Imaging Services - CT departments at both Raleigh Campus and Cary Hos- pital recently participated in a statewide survey to review CT brain perfusion scan protocols, radiation safety and protection policies, as well as department methodology for tracking and reporting the radiation dose delivered during perfusion imaging. This survey is the first of its kind in North Carolina.

At the completion of the survey, sites were notified of the findings as well as the radiation dose recommended by the Food & Drug Administration (FDA) for brain perfusion exams. Imaging Services is pleased to share that WakeMed consis- tently delivers radiation doses that are well below the FDA recommended parameters at both Raleigh Campus and Cary Hospital when computerized tomography (CT) exams are performed. All WakeMed’s CT departments are committed to providing the best quality exam with the lowest radiation exposure possible, and this survey rein- forces the efforts of our dedicated technologists and physicians who have worked hard to continuously meet this goal. Copies of the statewide survey were sent to all participating facilities and to the State of North Carolina Office of Governor Beverly Perdue.

WakeMed Nursing Introduces The DAISY Award

WakeMed is proud to partner with The DAISY Foundation to honor the compassionate care of our extraordinary nurses throughout the year. DAISY is an acronym for Diseases Attacking the Immune SYstem. The DAISY Foundation was formed in January 2000 by the family of J. Pat- rick Barnes who died at age 33 of complications related to Idiopathic Thrombocytopenic Purpura (ITP), an autoimmune disease. Recalling the rick Barnes who died at age 33 of complications related to Idiopathic Thrombocytopenic Purpura (ITP), an autoimmune disease. Recalling the

The DAISY Award will be given monthly to an outstanding nurse at WakeMed. Nurses can be nominated by their nursing colleagues, patients, patients’ family members or visitors, WakeMed staff members, physicians, or volunteers. DAISY nurses will receive a special recognition pin, certificate and other fun treats.

By late April, nomination forms will be found on each unit and on the WakeMedWeb (Nursing Administration page). Completed forms can be placed in a designated lock box and mailed to the main mail at the hospital or facility; scanned and e-mailed, or sent through interoffice mail to Jill Whade, RN, (Nursing Administration), jwhade@wakemed. org; or given to a nurse manager or charge nurse. Nominations received by the 15th of each month will be considered for the following month’s DAISY Award. For additional information, please contact Meghan Kuehler, RN, (CV Testing) at mkuehler@wakemed.org or Whade at jwhade@wakemed.org.
Protecting Our Infant and Pediatric Patients

WakeMed is known for the quality care we offer to our pediatric patients. In fact, we provide services to over 41,000 children per year in many departments, at multiple sites, including the Children’s Hospital on the Raleigh Campus. As health care providers, we must always work to protect the children in our care from harm. In health care facilities, a potential harm is abduc-
tion. If a pediatric patient goes missing, staff must know what to do. The safe return of a missing infant or child is dependent on staff taking rapid action. Therefore, staff should always remember these tips:

• Abductors will commonly try to pose as staff, a family member or a helpful person.
• Always be alert to your surroundings.
• Always secure your identification badge, even if you are not wearing it. Do not loan your badge to another person or leave it in an unlocked drawer, on a desk or hanging with a lab coat.
• If your ID badge is lost or stolen, report this to Campus Police ASAP.
• Carefully look at others’ badges to confirm the badge picture matches the person wearing it.
• Secure all uniforms including scrubs.
• When entering secured areas, do not swipe anyone else in. If someone follows behind you, ask/check who they are, and determine if they are authorized to be in that area. If you feel unsure, immediately notify your supervisor or Campus Police.
• Take time to confirm a visitor’s relationship to the patient and his or her family.
• Report anyone who is exhibiting unusual behavior such as repeated visits to see an infant or child, or asking questions about hospital/security procedures or the facility’s layout.
• Stop any suspicious individual by asking, “May I help you?” Carefully observe the person’s physical appearance, behavior and mannerisms.

Learn more about WakeMed’s response to a missing infant or child in this month’s Safety First column at right.

An infant patient is defined by the period from birth to one year of age. A pediatric patient is at least one year old, but less than 18 years of age. Should an infant be abducted, it will be communicated as a Code Pink. If known, a description of the abductor will be communicated. Should a pedi-
 atric patient go missing, it will be announced as a Missing Person and a description will be given of the patient. Upon hearing the overhead page “Code Pink (plus location)” or “Missing Person (plus location)” ALL staff and physicians who are not performing life saving procedures, as well as volunteers, are expected to STOP what they are doing and take the following steps in their immediate area:

1 - STOP
Stop suspicious persons. If a person does not stop, take down a description of the person and note their route of travel. Communicate this information to Campus Police (ext. 8871).

2 - SECURE
Secure all area entrances and exits.

3 - SEARCH
Immediately search the area around you if you are not involved in a life-saving procedure. If an infant is missing, look for someone who matches the announced description and who is carrying a bundle, bag or infant. Check all areas (i.e., bathrooms, trash cans, supply rooms, offices and stairwells). This year, drills will be conducted at designated sites to give everyone the opportunity to practice responding to a Code Pink/Missing Person event. Thank you for your efforts to help keep our children safe.

Special thanks to Dione Harvey-Bell (Administration) for her assistance in developing Code Pink training modules. These modules will be available for departments to use as a part of their training.

WakeMed Celebrates National Nurses Week

May 6 to 12, 2011

This year, the American Nurses Association (ANA) has chosen the theme Nurses Trusted to Care for National Nurses Week. According to the ANA, “Nursing is a pro-
fession that embraces dedicated people with varied interests, strengths and passions because of the many opportunities the profession offers. [Nurses] have many roles—from staff nurse to educator to nurse practitioner and nurse researcher—and serve with passion for the profession and a strong commitment to patient safety.”

This May, WakeMed wishes to thank our dedicated nurses for the care they provide to our patients each and every day. We appreciate their commitment and the many contributions they make throughout our organization. As part of National Nurses Week, Nurs-
ing Administration will host two ceremonies honoring recipients of the Professional Nursing Excellence and the Support Excellence Awards. Additionally, Spiritual Care chaplains will perform the Blessing of the Hands ceremony for nurses throughout the system. According to Lily Galpin, interim director, (Spiritual Care), this symbolic cere-
mony shows appreciation for the hard work of nurses and all they do to comfort and care for our patients. The Blessing of the Hands ceremony will take place at the Raleigh Campus and Cary Hospital chapels. Additionally, Spiritual Care chaplains will perform the ceremony at sites across the system. Stay tuned for more details, dates and times over e-mail.

Finally, all nursing units are planning individual celebrations to recognize their nurses during National Nurses Week. Speak with your manager or supervisor for details.

WakeMed Foundation

Scholarships & Grants

In early 2011, the WakeMed Foundation awarded grants, skills scholarships and disbursements to several employees for programs, equipment and materials, or to fund participation in educational activities. The Foundation is now accepting applications for the next Grant and Skills Scholarship Programs, with upcoming 2011 deadlines of May 1 and September 1. For details and application forms, visit the WakeMedWeb and click applications for the next Grant and Skills Scholarship Programs, with upcoming 2011 deadlines of May 1 and September 1.

Linda Kelly, RN, CRN
Operative Services
Safe Patient Handling & Movement

Jackie Kennedy
Volunteer Services
NCSWDS Annual Education Conference

Patty McLean, RN, BSN, CRN
Neuro Intermidiate Care
American Association of Neuroscience Nurses (AANN) Annual Meeting

Lisa Schneider
Infection Prevention
Association for Professionals in Infection Control & Epidemiology (APIC) 2011

Karen Skowronski
Case Management
NCM/ACMA Case Management Conference

Jane Stewart
Nursing Education
American Association of Neuroscience Nurses (AANN) Annual Meeting

Julie Torosone, CPNP
Pediatric Surgery

Helen Townsend
Information Services
SIBM - Society for Imaging Informatics in Medicine

Tracy Weidig, BNC
Women’s Pavilion & Birthplace - Raleigh

Betty Woodard, RN, PhD
Nursing Research & Evidence-Based Practice/Nursing Administration
Nursing Leadership Retreat
Learning Link Upgrade
System To Be Unavailable, May 13 - 23

Staff Development & Training will upgrade the Learning Link system this May. Newer technology will allow the system to be more user-friendly and will include calendar improvements, easier navigation, better functionality and self-cancellation for classes. It will also be easier for managers and supervisors to track for compliance.

To accommodate this upgrade, Learning Link will not be accessible for any user from 8 am, Friday, May 13, through 8 am, Monday, May 23.

HELPFUL HINTS

> If your Learning Link annual mandatory certificate is due in May, you must complete it between May 13 and May 23.
> Certificates that are partially completed in the current system will not be transferred to the new system.
> If your clinical evaluations are due in June, please start working on them in April or early May. Training records for clinical performance evaluations due in June should be run before May 13. Otherwise, they cannot be run until after May 23.

Please monitor the WakeMed Weekly e-newsletter for further updates on this upgrade as well as information on training materials and resources related to the new Learning Link system. Staff Development & Training will be offering demonstrations and hands-on training for all staff.

Questions? Contact Brian Broush at ext. 08603 or broushb@wakemed.org.

Learning Link for New Nurse Fellows

Nursing Education Welcomes New Nurse Fellows

Nursing Education welcomes the 37 nurse fellows who are part of the WakeMed Nurse Fellowship Program for spring 2011. The WakeMed Nurse Fellowship Program is a one-year program that combines clinical and educational activities that facilitate professional development and personal growth for the new nurse graduate. The first nine months of the program are structured to combine didactic content, personalized clinical orientation and emotional support, allowing nurses to integrate theory with the skills needed to deliver patient care.

The second part of the program continues with support sessions to maximize individual growth. This one-on-one personal attention allows for a smooth transition into the work environment.

Photo 1: Several nurse fellows at their Barium, Chemistry class. (front row, l to r) Ellen Hampsey, RN, (3A CVIC); Lori Wenner, RN, (2 West CVIC - Cary Hospital); Chinta Patel, RN, (2 West Medical/Surgical - Cary Hospital); Crystal Danielson, RN, (3B CVIC); and Carey Barbour, RN, (3B CVIC) (back row, l to r) Kimberly Poling, RN, (3B CVIC); Jamie O’rotlani, RN, (2 West CVIC - Cary Hospital); Jennifer Pecorella, RN, (6C Surgery & Trauma); Randi Wills, RN, (5C Medicine); Chris Lewis, RN, (3B CVIC); Mary Piszczak, RN, (3B NIC); Carly Cox, RN, (3C NIC); Holly Hunter, RN, (3C NIC). (Photo by Carly Cox, RN, (3C NIC))

Photo 2: The Emergency Department nurse fellows: Tahlita Davis, RN, Ed Hollingsworth, RN; Michael Johnson, RN; and Kristie Pernell, RN

Other nurse fellows include: Charlotte Arnold, RN, (3E CVIC); Shane Collins, RN, (6C Surgery & Trauma); Brittany Cook, RN, (3A CVIC); Graciela Garcia, RN, (3B CVIC); Edith Guセンス, RN, (5C Medicine); Tracy Hackal, RN, (5C Medical/Surgical); Inorla D’lannan, RN, (6C Surgery & Trauma); Jennifer Hunter, RN, (3B NIC); Britney Jones, RN, (3A CVIC); Debra Jordan, RN, (2 East Medicine - Cary Hospital); Tyler Knowles, RN, (2 West ICU - Cary Hospital); Thomas Jett, RN, (3 West Medical/Surgical - Cary Hospital); Lillie Lodge, RN, (3B CVIC); Disea Miyani, RN, (3B CVIC); Andrew Newsome, RN, (2 West ICU - Cary Hospital); Caitlyn Pease, RN, (3B CVIC); Elizabeth Pecorella, RN, (2 West CVIC - Cary Hospital); Bonny Rose, RN, (5A MIC); Jennifer Smith, RN, (2 West CVIC - Cary Hospital); Calvin Spradlin, RN, (Pavilion & Birthplace - Raleigh); Tiera Tew, RN, (WakeMed Children’s); and Melissa West, RN, (WakeMed Children’s)
Management News

New Director Chosen for Food & Nutrition Services - Raleigh Campus

Diana McLeod, RN, Corporate Planning; (Front row, l to r) Kristen Klecha (Food & Nutrition Services - Cary Hospital), Elaine Marinello (Medical Records), Jodi DeJoseph (Quality & Patient Safety), Alice Frankline (Women’s Pavilion & Birthplace - Cary) and program director Pamela Young (Staff Development & Training).

Graduates of WakeMed’s Management Pathways Program

Three from WakeMed Named TBJ Health Care Heroes

The Triangle Business Journal (TBJ) honored 22 local professional sys-
tems this year with Health Care Hero Awards, including three from WakeMed. Winners were nominated by their peers and selected by a TBJ-appointed committee. Said TBJ publisher Bryan Hamilton, “The winners selected this year truly represent what it means to be heroes. Whether serving those in need, striving for innovation or operating facilities that are dependent upon them, these winners do whatever it takes to deliver services that change people’s lives. We thank each of our 22 honorees for their years of hard work.”

Patrick James O’Brien, MD

Board certified in physical medicine and rehabili-tation, Dr. O’Brien serves as the medical direc-tor for the WakeMed Rehabilitation Hospital, Bryant T. Aldridge Rehabilitation Center in Rocky Mount, Cary Health and Rehabilitation Center, Blue Ridge Healthcare Center, and Ben Behab and Nursing Care Center of Apex. Additionally, he is the vice presi-dent of Carolina Rehabilitation and Surgical Associates, also known as the Carolina Back Institute. Coworkers call Dr. O’Brien “an extraordinary physician who not only treats patients who have had catastrophic, unplanned, sudden spinal cord and brain injuries, but he also manages the business aspect of taking care of these patients who have lifelong needs.” He understands what it is like to age with a disability and the accompanying health issues, and he cares for his patients with the utmost compassion and commitment.

Graham Snyder, MD

As WakeMed’s associate program director for Emergency Medicine, Dr. Snyder was instrument-ally in creating the WakeMed Center for Innov-a
tive Learning and its Simulated Learning Management System. A state-of-the-art facility that mimics real-life medical situations with sophisticated mannequins that bleed, talk and even bite, the Center plays a key role in helping medical professionals gain hands-on experience with medical procedures, without life-and-death consequences. This opportunity is especially important for medical residents as they learn complicated procedures. And, while Dr. Snyder continues to pull in two to three nine-hour shifts per week as a WakeMed Emergency Department physician, the Center for Innovative Learning has developed a national reputation for excellence and innovation. Last year, the Center trained more than 4,900 medical personnel from 30 states.

Lillian W. Galphin

Hospital spiritual caregivers like Lillian Galphin, interim director, (Spiritual Care) give families and patients the tools to cope with often life-threaten-
ing hardships. Galphin’s life work has been dedi-cated to patients and families healing from crisis and loss. She concentrates her time in our Level IV Neonatal Inten-sive Care Unit (NICU) where a neonatal physician and nurse special-ize in care for premature and critically ill babies. Galphin helps the families of premature newborns handle the continuous stress of their situation. Galphin is also co-founder and facilitator of Parent-care, Inc., a support group for parents who have lost an infant.

In addition to serving families and patients, Galphin has been WakeMed’s clinical pastoral education supervisor since 1979, provid-ing clinical and theological education for students. She also created Tea for the Soul, a program intended to “care for the caregiver.” With quiet music, warm drinks, snacks and helpful activities, Tea for the Soul offers a calming retreat for hospital staff.

WakeMed Foundation

Just Ask! Campaign

The Children’s Hospital comprises 34,000 square feet of the new patient tower on the Raleigh Campus and features 46 beds – an eight-bed Pediatric Intensive Care Unit, a 12-bed Pediatric Observation Unit and a 25-bed Pediatric Inpatient Unit – a Ronald McDonald family room, a teen room, a children’s play room, and addi-
tional treatment and support facilities.

“Reaching the halfway mark in the cam-paign is a victory for the families in our community. We would like to offer our heartfelt appreciation to everyone who has given their time and resources to this important cause,” commented Jack Radford, executive director, WakeMed Foundation.

An additional $10 million is being raised for phase two of the JRFK to fund the expansion and renovation of WakeMed’s Level IV Neonatal Intensive Care Unit (NICU) and to add other pediatric services. The Raleigh Campus operates the only Level IV NICU in Wake County, offering the highest level of neonatal intensive care to the region’s premature and critically ill newborns. The NICU will expand from 36 to 48 beds. It will also offer enhanced facil-i-
ties to provide more space for families and staff.

“We are blessed with tremendous support from the WakeMed family including administration, physicians, employees and volun-teers, as well as from our community’s leaders, volunteers, past patients and businesses,” added Bill Atkinson, PhD, president & CEO. “By continuing to work together toward our common goal, we will provide even greater access for children to state-of-the-art health care facilities and technology as well as help recruit more pediatric specialists so children and families can receive health care services closer to home.”

Jodi DeJoseph, RN, PFOS cares for a patient in the WakeMed Children’s Hospital.

W

akeMed’s fourth group of staff participating in the Manage-

ment Pathways program graduated this March. In all, 12 participants completed the program after being selected through a competitive application process that included a management recommendation and panel interview. Each participant started the year-long program with a management assessment profile, the results of which were used to build a personalized development plan for each participant.

Curriculum included a Myers-Briggs Type Indicator® assessment and a capstone project, a developmental project sponsored by a WakeMed leader, community service and interviews with current WakeMed leaders. Participants were responsible for conducting new hire tours during orientation.

Since the Management Pathways program began, Staff Development & Training has tracked promotion rates for each group of graduates individually as well as for all graduates collectively. Cur-
rently, reports show 37 percent of all graduates have received pro-

tions to management. For promotions that include management and non-management positions, this number increases to 48 per-
cent. The next session of Management Pathways will begin in sum-
mer 2011. Stay tuned for details on upcoming information sessions.

BENEFITS CORNER: What Every Employee Should Know

• If you experience a qualifying event, such as childbirth or marriage, give the Benefits Department within 30 days to change your benefits. Call ext. 08143.

• If you order your prescription through the mail, you can obtain up to a 90-day supply for twice the retail drug co-pay.

• View claims activity on the Blue Cross Blue Shield website at www.bcbshnc.com.

• Annual preventative visits are covered at 100 percent. Please note the claim must be coded by your physician as preventative.

Benefits definitions that are helpful to understand:

• Deductible: The amount of covered expenses you pay in full each year before your plan benefits begin.

• Co-pay: The dollar amount you pay at the time a service is rendered.

• Premium: Percentage of a medical bill to be paid on the day of service after deductibles and/or co-pays are met.

Questions? Call Human Resources/Benefits at ext. 08143.
Welcome to the WakeMed family, all new babies, grooms and babies!  

Magic Ball (Staffing Resources - Cary Hospital) and husband Adam welcomed Sophia Ellen on October 11.  

Jackie Neuman, RN, (Women’s Pavilion - Bertie) and husband Eric celebrated the birth of daughter Reagan on December 13.  

Lisa Dilts (Adult Emergency Department) and husband David welcomed son Zackary on December 18.  

Susan Driver (Claims & Billing - Physical Therapy) and husband Scott Driver (Mobile Critical Care Services) celebrated the birth of Hannah Grace on February 13.  

Kristen Klecha (Food & Nutrition Services - Cary Hospital) and husband Jacob welcomed daughter Eva France on February 20.  

Portia Johnson, PharmD, (Pharmacy) welcomed baby Emily on February 25.  

Patty Robinson (Staffing Resources - Cary Hospital) and Luis Soto welcomed daughter Isabeau Elise Robinson-Soto on March 1.  

Holly Burroughs, RN, (NICU) and husband Kevin celebrated the birth of Andrew Walton on March 5.  

Keshia Welton, RN, (RNC) and husband Tim Welton, RN, (PACU) celebrated the birth of daughter Julia Gayle March 5.  

Jessica Schmitt, RN, (NICU) and husband Ryan welcomed Evelyn Mae on March 8.  

Kelly Dos (Public Relations) and husband Mark welcomed Harper Loretta on March 9.  

Amar Patel Receives 40 Under 40 Leadership Award  

The Triangle Business Journal (TBJ) has named Amar Patel, director of the WakeMed Center for Innovative Learning, a recipient of their annual 40 Under 40 Leadership Award. Patel was one of only 40 local business leaders to receive this award.  

In May 2007, Patel was recruited to help build the WakeMed Center for Innovative Learning, which opened in May 2009. Today, he has helped secure more than $2.1 million in grant funding from the Duke Endowment, Wake Area Health Education Center (Wake AHEC) and the federal government to build phase one of the Center, which provides education to clinical providers throughout the region. As director of the Center, Patel is responsible for training and recruiting staff and crafting grand grant proposals. The Center collaborates closely with Nursing Education and the Medical Staff to design effective health care scenarios for human patient simulation equipment, and provides technical and operational oversight of the Center’s assets.  

The Center now has 21 patient simulators and has seen 11,496 participants in simulation courses since it opened. Over the past three years, Patel and his team have been forging relationships and designing programs to make medical simulation a true asset to this hospital system and the region.  

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EMPLOYEE MEMBERSHIP SPECIAL  
Healthworks Fitness & Wellness Center – Purchase a three-month membership for just $75. No enrollment fee! Call ext. 0802 for more information.

CLASSES FOR EXPECTANT PARENTS  
WakeMed Birth & Parent Education offers a variety of classes for expectant and new parents including Newborn Basics, Parent Baby Connection, Labor & Birth Education, Preparation for Cesarean Birth, Multiples Labor & Birth, etc. To register for New Dates, Breastfeeding 1 & 2, Pets & Babies, Infant Massage, Baby Stops and Infant/Child CPR. For times, locations, cost and additional information, visit www.wakemed.org and click “Classes and Events,” or call ext. 0825 (Raleigh Hospital) or ext. 0219 (Cary Hospital).

WAKEMED SAFE SITTER PROGRAM  
This popular two-day program is offered to kids ages 11 to 13. Participants learn proper child care techniques for preventing and handling medical emergencies (CPR and basic first aid) in this two-day course. The program will be held on June 20 & 21, July 13 & 14 and August 16 & 17 at the Andrews Center (Raleigh Campus) from 9 am to 4 pm, and on June 29 & 30, July 21 & 22 and August 1 & 2 in the Cary Hospital Conference Center from 9 am to 3:30 pm. Registration forms and more information can be found online at www.wakemed.org under the “Children’s” link. Questions? Contact Bobbie Eamhardt, RN, (Raleigh) at baeamhart@wakehealth.org or Joanna Stephens (Cary) at jstephanes@wakehealth.org.

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