Level I Trauma Reaccreditation Site Visit Completed with Glowing Review

T
uesday, March 26, marked the conclusion of WakeMed’s four-year site visit for reaccreditation as a Level I Trauma Center, and the news could not be better. The comprehensive visit was conducted by a team of surveyors from the North Carolina Office of Emergency Medical Services (NCOEMS), led by Dr. Jeffrey Young of the University of Virginia and comprised of several in-state and out-of-state surveyors. It included facility tours, chart reviews, extensive interviews and an in-depth examination of all processes related to Trauma Services.

The surveyors gave WakeMed a glowing review with no deficiencies cited. They concluded the survey by indicating that they will be recommending WakeMed for reaccreditation and noting that we have gone from “meeting the state’s standards to being a leader in trauma care.” Additionally, the surveyors specifically recognized nursing for their commitment to the care of the trauma patient, as evidenced by direct interviews and their involvement in continuing education.

“We are extremely pleased with the entire trauma team, including Trauma Services, the Emergency Services Institute (ESI), Trauma Registry, the emergency departments, the intensive care units, the inpatient units and all support departments. Everyone came together and demonstrated to the state that their trust in WakeMed by elevating us to a Level I Trauma Center in 2006 was not a mistake,” said Osi Udekwu, MD, FACS, executive medical director of Trauma Services. “I specifically want to thank Debra Petrarca, CSTR, Trauma Program manager, and Rhonda Vincent, RN, Trauma Program nurse coordinator, for their contributions to this survey. Other cornerstones include the regional division of ESI and all clinical staff and trauma specialists, especially those with sub-specialties in neurosurgery, orthopaedics, ENT/facial trauma and emergency medicine. The quality of care that our nurses give to our patients every day in the intensive care units and on the floors was demonstrated clearly to the surveyors, and I could not possibly be more proud of the Trauma Program’s success.”

The survey team will ultimately submit a comprehensive report of their findings to the NCOEMS. After NCOEMS reviews the report, official word of our re-designation is expected within the next few weeks.

N.C. State Football Players Visit WakeMed Children’s Hospital

In late March, several players from the N.C. State University football team, along with mascot Mr. Wuf, visited pediatric patients in the WakeMed Children’s Hospital to help lift spirits. Over the years, many local athletes have visited patients in the WakeMed Children’s Hospital, including players from the Carolina Hurricanes, the N.C. State men’s and women’s basketball teams, the Carolina RailHawks and the Carolina Mudcats. The visits are a nice opportunity for patients to meet local athletes and enjoy a distraction from being in the hospital.

Above: Amber Banta, RN, and Claire Gilbert, RN, (both of 4E Pediatrics) celebrate the Wolfpack with several of the N.C. State football players who visited their unit along with Mr. Wuf.

Lynn Eschenbacher Selected as a TBJ 40 Under 40 Leadership Award Winner

Pharmacy’s Lynn Eschenbacher, PharmD, MBA, assistant director of Clinical Services, was selected as a 40 Under 40 Leadership Award winner by the Triangle Business Journal (TBJ). For 13 years, the awards have honored the brightest, most promising young business people under the age of 40 in the Triangle. To be considered, recipients must be under 40 years of age, must hold a leadership role of importance in their organization, must have made significant achievements in their career and must have had substantial involvement in community service outside of the performance of their day-to-day job, among other criteria. In all, 40 recipients are selected each year by the TBJ.

Eschenbacher joined WakeMed in 2008, and has been instrumental to the evolution of the system’s pharmacy program. She took a lead role in the decentralization of pharmacy services, which moved hospital pharmacists onto patient floors. In addition to overseeing clinical staff pharmacists, Eschenbacher serves as director of WakeMed’s PGY-1 Pharmacy Residency Program, which she spearheaded herself. This 12-month postgraduate training experience provides residents with the skills and knowledge necessary to become competent practitioners.

The talented pharmacist also shares her clinical knowledge outside of WakeMed. She was elected chair of the American Society of Health-System Pharmacists-Section of Inpatient Care Practitioners, and she serves in leadership roles within her local chapter of the North Carolina Association of Pharmacists. Eschenbacher has also volunteered as a pharmacist at Urban Ministries Open Door Clinic in Raleigh for the past 10 years.

WAKEMED PEDICIAN SURGEON PERFORMS EXTRAORDINARY PROCEDURE ON NEWBORN

On March 15, baby Kiara was born to Debhio Blackman and Brian Pezzulo on the Raleigh Campus. Very soon after birth, Kiara was having difficulties with feeding and the medical team was not able to insert a feeding tube. A chest X-ray indicated she was suffering from tracheoesophageal fistula, meaning her esophagus was connected to her trachea instead of her stomach. Normally, the trachea and esophagus are two separate, unconnected tubes.

Tracheoesophageal fistula occurs in about one in 5,600 births. When a baby with this condition swallows, liquid can pass through the abnormal connection between the esophagus and the trachea. This can result in liquid entering the baby’s lungs, causing pneumonia or other serious problems.

After being transferred to the Neonatal Intensive Care Unit (NICU), Kiara was under the care of J. David Hoover, MD, FACS, a board-certified surgeon who joined the WakeMed Pediatric Surgery team in 2012. While surgery to close the fistula typically involves opening the patient’s chest, the patient being on a ventilator for several days following the procedure, then a lengthy recovery and large scars, Dr. Hoover was able to successfully perform a minimally invasive surgery, marking the first time this has been done in the region (in fact, only 65 hospitals in the country have performed this surgery). Dr. Hoover completed the procedure with only three very small incisions. Therefore, the tiny patient experienced less pain and was able to go home with her mom and dad much sooner. Kiara’s long-term prognosis is extremely positive.

Said Dr. Hoover, “This innovative procedure could not have been successful without the great team that I work with, including staff from the OR, anesthesia and the NICU.”
WOW, what an employee!

Denning employees recently received new certifications:
The following Operative Services - Cary Hospital nursing.
his certification for wound, ostomy and continence administration.

Kathy Bauer
Adriane Dehghan
Crystal Berry
Meenakshi Khullar
Andy Camel
(OneCall) was promoted to supervisor.
Lue Chandra McKnight
degree.
Winston-Salem State University and received the BSN (Food & Nutrition Services – Cary
Sara Cobb
Jennifer Rutledge

You for your commitment to WakeMed!

Valerie Bryan
Bob Nelson (Human Resources) at ext.
YMCA. For more information, contact
This makes June a great time to join the
WakeMed employees 50 percent off of
However, during the month of June, the
June: A Great Month to Join the YMCA

The YMCA of the Triangle offers WakeMed employees 50 percent off of their joining fee throughout the year. The YMCA of the Triangle is waiving their enrollment fee for WakeMed employees! This makes June a great time to join the YMCA. For more information, contact Bob Nelson (Human Resources) at ext. 06903 or bonelson@wakemed.org.

June: A Great Month to Join the YMCA

The YMCA of the Triangle offers WakeMed employees 50 percent off of their joining fee throughout the year. However, during the month of June, the YMCA of the Triangle is waiving their enrollment fee for WakeMed employees! This makes June a great time to join the YMCA. For more information, contact Bob Nelson (Human Resources) at ext. 06903 or bonelson@wakemed.org.

National Healthcare Volunteer Week
April 21 – 27
Please join us in recognizing and thanking our volunteers for all of their wonderful contributions to patient care, visitor hospitality and community service.

National Nurses Week
May 6 – 12
During this week, please help us celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!

National Hospital Week
May 12 – 18
A time to celebrate all staff, physicians and volunteers throughout our system and the important roles that they play, for our patients and for our community.

Visit the WakeMedWeb for a full calendar of sweet celebrations happening at facilities across the system!

Let’s celebrate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!

WakeMed Celebrates Employee Appreciation Month in May
Ice Cream Socials
Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join the fun and let us show you our appreciation for your commitment to WakeMed!

WakeMed Spirit Day is May 15
As part of our Employee Appreciation Month activities, all employees, physicians and volunteers are encouraged to show your WakeMed spirit and wear our organizational colors — red, black and white — on Wednesday, May 15. We hope everyone will participate!
Raleigh Campus Pharmacy Expands Services

Expanding services so they can offer more to patients, students and staff has been a main focus for the Raleigh Campus Pharmacy over the past few years. Recently, the department added the Post-Graduate Year Two (PGY-2) second-year residency program to their already successful first-year residency program. PGY-2 training is offered in two specialties, cardiology and critical care, and the first two residents have already been accepted after national recruitment efforts. Coming to WakeMed from South Carolina and Texas, both residents will start the program in July.

“Having a PGY-2 residency program also enhances the knowledge base of our practicing pharmacists because teaching requires you to be at the top of your game,” explained Lynn Eschenbacher, PharmD, MBA, clinical manager and director of the PGY-1 Pharmacy Residency Program. “And of course the enhanced knowledge base of our staff will benefit our patients.”

Jenna Huggins, PharmD, BCPS, is the program director for the Cardiology PGY-2 residency, and Erin Allender, PharmD, BCPS, is the program director for the Critical Care PGY-2 residency. PGY-2 residency training consists of one month of orientation, one month of research and 10 month-long rotations to departments throughout the hospital.

WakeMed has also signed contracts with The University of North Carolina Eshelman School of Pharmacy and the Campbell University School of Pharmacy to bring five faculty to the Raleigh Campus to help precept undergraduate pharmacy students in the areas of internal medicine, infectious disease and ambulatory care. This will be a great complement to the invaluable training the students already receive at WakeMed. And not only that, pharmacists are now going to the WakeMed-affiliated physician clinics to talk with patients about their medications and answer any questions they may have. The pharmacists can also review a patient’s medication list and their insurance coverage to make recommendations to the doctor about the best medications to prescribe. This is currently a free service.

“As pharmacists, we’ve become very decentralized. Not only are we talking to patients at the bedside, but we are now able to help them in the clinics,” added Eschenbacher. “We are proud to be doing much more to enhance the patient experience.”

Moving Forward, Full Speed Ahead!

Electronic Health Record Update

WakeMed is continuing to move forward with the implementation of Epic Electronic Health Record (EHR) software. The contract was signed in early March, and different leadership teams have been formed to manage all aspects of the implementation process. In addition to nurse pharmacists, there are physician advisors as well as operational champions for ambulatory, surgical services, radiology, emergency services, pharmacy, rehabilitation services, respiratory care services, pathology, cardiology, revenue and access, and hospice compliance. Below is a schedule of tentative training and go-live dates. Please note that when using Epic terminology, ambulatory means physician practices. Our ambulatory sites (healthplexes, medical parks) are included in the inpatient go-live.

- May 2013 – Epic representatives will be on site to start reviewing our workflow.
- June 2013 to Spring 2014 – Technical infrastructure, application design, build and testing phase.
- Spring 2014 – Ambulatory end user training.
- May/June 2014 – Ambulatory go-live to begin.
- July/August 2014 – All ambulatory (physician practices) live on Epic EHR.
- Fall 2014 – End user training for remaining end users.
- December 2014 – All hospitals/inpatient sites live on Epic EHR.

Tips from the WakeMed Child Life Specialists

Child life specialists at WakeMed work with pediatric patients to ease their fears about hospitalization by helping them better understand hospital procedures, equipment and possible outcomes. They also work with patients’ family members and children of adult patients to help them cope with and better understand a loved one’s hospitalization.

With educational backgrounds and expertise in child development, family dynamics and bereavement support, WakeMed’s seven certified child life specialists can be found in the Children’s Hospital, in the Children’s Emergency Department and in Day Surgery on the Raleigh Campus.

“We meet the needs of children and their family members by facilitating coping and adapting the environment to help them feel as comfortable as possible,” explained Julie VanVeldhuizen, a child life specialist in Surgical Services – Day Surgery. “For example, language is a really important thing that we can adjust when working with children and also their family members. It has a huge impact. Softer language often helps ease fears and creates a better understanding for what is happening to the patient. Children think differently than adults, so we should use words with which they are familiar.”

On behalf of her team, VanVeldhuizen offered some tips that staff can use when talking with and explaining certain processes and procedures to children.

- Instead of saying “No,” say “Try.”
- Stitches can be called string Band-Aids.
- Instead of “we are going to put you to sleep,” say, “we are going to give you medicine to sleep.” Or you can use the term medicine air or sleepy air.
- “It’s normal to feel scared after the doctor helps you.” Instead of “You will feel pain after the procedure.”
- A stretcher is a bed with wheels.
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
- Instead of “we are going to put you to sleep,” say, “we are going to give you medicine to sleep.” Or you can use the term medicine air or sleepy air.

Tips from the WakeMed Child Life Specialists

Child life specialists at WakeMed work with pediatric patients to ease their fears about hospitalization by helping them better understand hospital procedures, equipment and possible outcomes. They also work with patients’ family members and children of adult patients to help them cope with and better understand a loved one’s hospitalization.

With educational backgrounds and expertise in child development, family dynamics and bereavement support, WakeMed’s seven certified child life specialists can be found in the Children’s Hospital, in the Children’s Emergency Department and in Day Surgery on the Raleigh Campus.

“We meet the needs of children and their family members by facilitating coping and adapting the environment to help them feel as comfortable as possible,” explained Julie VanVeldhuizen, a child life specialist in Surgical Services – Day Surgery. “For example, language is a really important thing that we can adjust when working with children and also their family members. It has a huge impact. Softer language often helps ease fears and creates a better understanding for what is happening to the patient. Children think differently than adults, so we should use words with which they are familiar.”

On behalf of her team, VanVeldhuizen offered some tips that staff can use when talking with and explaining certain processes and procedures to children.

- Instead of saying “No,” say “Try.”
- Stitches can be called string Band-Aids.
- Instead of “we are going to put you to sleep,” say, “we are going to give you medicine to sleep.” Or you can use the term medicine air or sleepy air.
- “It’s normal to feel scared after the doctor helps you.” Instead of “You will feel pain after the procedure.”
- A stretcher is a bed with wheels.
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”

Tips from the WakeMed Child Life Specialists

Child life specialists at WakeMed work with pediatric patients to ease their fears about hospitalization by helping them better understand hospital procedures, equipment and possible outcomes. They also work with patients’ family members and children of adult patients to help them cope with and better understand a loved one’s hospitalization.

With educational backgrounds and expertise in child development, family dynamics and bereavement support, WakeMed’s seven certified child life specialists can be found in the Children’s Hospital, in the Children’s Emergency Department and in Day Surgery on the Raleigh Campus.

“We meet the needs of children and their family members by facilitating coping and adapting the environment to help them feel as comfortable as possible,” explained Julie VanVeldhuizen, a child life specialist in Surgical Services – Day Surgery. “For example, language is a really important thing that we can adjust when working with children and also their family members. It has a huge impact. Softer language often helps ease fears and creates a better understanding for what is happening to the patient. Children think differently than adults, so we should use words with which they are familiar.”

On behalf of her team, VanVeldhuizen offered some tips that staff can use when talking with and explaining certain processes and procedures to children.

- Instead of saying “No,” say “Try.”
- Stitches can be called string Band-Aids.
- Instead of “we are going to put you to sleep,” say, “we are going to give you medicine to sleep.” Or you can use the term medicine air or sleepy air.
- “It’s normal to feel scared after the doctor helps you.” Instead of “You will feel pain after the procedure.”
- A stretcher is a bed with wheels.
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”

Tips from the WakeMed Child Life Specialists

Child life specialists at WakeMed work with pediatric patients to ease their fears about hospitalization by helping them better understand hospital procedures, equipment and possible outcomes. They also work with patients’ family members and children of adult patients to help them cope with and better understand a loved one’s hospitalization.

With educational backgrounds and expertise in child development, family dynamics and bereavement support, WakeMed’s seven certified child life specialists can be found in the Children’s Hospital, in the Children’s Emergency Department and in Day Surgery on the Raleigh Campus.

“We meet the needs of children and their family members by facilitating coping and adapting the environment to help them feel as comfortable as possible,” explained Julie VanVeldhuizen, a child life specialist in Surgical Services – Day Surgery. “For example, language is a really important thing that we can adjust when working with children and also their family members. It has a huge impact. Softer language often helps ease fears and creates a better understanding for what is happening to the patient. Children think differently than adults, so we should use words with which they are familiar.”

On behalf of her team, VanVeldhuizen offered some tips that staff can use when talking with and explaining certain processes and procedures to children.

- Instead of saying “No,” say “Try.”
- Stitches can be called string Band-Aids.
- Instead of “we are going to put you to sleep,” say, “we are going to give you medicine to sleep.” Or you can use the term medicine air or sleepy air.
- “It’s normal to feel scared after the doctor helps you.” Instead of “You will feel pain after the procedure.”
- A stretcher is a bed with wheels.
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
- “You will feel pain after the procedure.”
Hip Replacement
the anterior approach to total hip replacement surgery.
Wake Orthopaedics at (919) 232-5020 to learn more about Anterior hip replacement surgery offers the potential for Speedier Recovery & More rapid recovery. By using the anterior approach, surgeons at Wake Orthopaedics make the incision on the front of the hip rather than the side or back of the hip (as in the traditional procedure). The result? Less pain because patients do not have to sit on the incision site. The anterior approach also makes it possible for the surgeon to spread the muscle instead of cutting it and separating it from the bone to replace your hip joint. This can reduce the pain often felt during recovery.

Less Pain
By using the anterior approach, surgeons at Wake Orthopaedics make the incision on the front of the hip rather than the side or back of the hip (as in the traditional procedure). The result? Less pain because patients do not have to sit on the incision site. The anterior approach also makes it possible for the surgeon to spread the muscle instead of cutting it and separating it from the bone to replace your hip joint. This can reduce the pain often felt during recovery.

Speedier Recovery & More
Anterior hip replacement surgery offers the potential for additional patient benefits including less scarring, fewer restrictions during recovery, faster recovery and quicker joint implant stability (less chance of joint dislocation). Call Wake Orthopaedics at (919) 232-5020 to learn more about the anterior approach to total hip replacement surgery.

Raleigh Campus ID Badge & Key/Resource Room Have Relocated to Medical Office Building
As of April 12, the offices across from the Raleigh Campus Gift Shop have moved to the second floor of the Medical Office Building (MOB). This includes the Campus Police/ID Badge office and the Resource Room for keys, patient belongings and money deposits.

100 Miles for the Kids
Matt Ramey, a project manager with Brasfield & Gorrie, the construction firm responsible for building the E Wing on the Raleigh Campus and other projects throughout the system, recently ran the Umstead 100-Mile Endurance Run in Raleigh’s Umstead State Park. To keep himself motivated, he collected pledges that he then donated to the WakeMed Children’s Hospital after raising more than $7,000! Thank you, Matt, and congratulations for completing the race.

Foundation staff Stephanie Allen, Janisse Smith, Blair Reynolds, Karen Zelden and Brenna Bouchard present Matt Ramey (fourth from left) with a thank-you gift for his hard work and generosity to the WakeMed Children’s Hospital.

A Colorful Way to Give
The Color Mania 5K was held on Saturday, April 6, at the Time Warner Cable Music Pavilion at Walnut Creek in Raleigh and proceeds benefitted WakeMed Children’s through the WakeMed Foundation. This family-friendly event focuses less on results and more on creating a fun and colorful experience for adults and kids of all ages. Puffs of color are dispersed onto runners throughout the race for a colorfully unique experience that one is sure to never forget!

A Great CATCH for Medicare Patients
Medicare patients at WakeMed are now benefiting from a new hospital-to-home transition program designed to help them adjust back to their daily life after being hospitalized for a chronic health condition. CATCH, Care Transitions to the Community and Home, is a grant-funded program that started on the Raleigh Campus in January 2013 and the feedback so far has been extremely positive. Primarily, the program aims to help these patients learn how to manage their own health and wellness while utilizing the community resources that are available to them.

“Programs have been in place to help Medicaid patients transition back to home after hospitalization, but for the first time we are able to help Medicare patients who need the support,” said Connie Witham, manager, Case Management. “The effort has been at least two years in the making, involving Case Management, Information Services, Health Information Management, community partners and caregivers across WakeMed.”

CATCH targets Medicare fee-for-service patients who are to be discharged to home and who have one of several target conditions: heart attack, heart failure, pneumonia, chronic obstructive pulmonary disease or diabetes. The program is designed for an 11-county region of central North Carolina and is the result of a community collaborative that was formed by WakeMed in partnership with Community Care of Wake and Johnston Counties (CCWI). The grant is part of the Centers for Medicare and Medicaid Services (CMS) Community-based Care Transitions Program, which is a partnership among nine other area hospitals and two other Community Care Networks (Access Care and Northern Piedmont Community Care), as well as several community agencies. It is being rolled out in phases, with the Raleigh Campus being the first and only Wake County hospital so far to offer CATCH.

If a patient meets the CATCH criteria, he or she will be contacted in person while in the hospital and asked if they would like to participate. After the patient is enrolled, he or she will receive a call from a CCWJ nursing coach within 72 hours of returning home from the hospital. The coach will verify the patient has a follow-up appointment scheduled with his or her primary care physician and identify if there are any other needs. The coach will also conduct a home visit to review with the patient his or her medications, ensuring that the patient understands what to take and when.

“The goal is to empower the patient to take control of managing their health care while helping them understand how they can enlist assistance from community agencies, such as Meals on Wheels or Resources for Seniors,” said Witham.

The coach will educate the patient on any red flag issues they should be aware of regarding their health and provide the patient with a Personal Health Record notebook to help him or her independently organize information about their care and coordinate with clinical and community-support resources. For four to six weeks, the patient will be supported by their coach.

“When considering health care reform, CATCH is an effective way to help patients utilize all of the health care resources that are available to them outside of the hospital,” added Becky Andrews, vice president of Health Information and Utilization Management. “We are always eager to help empower patients to take care of themselves and avoid the hospital if possible.”
Her childhood dream was to become a doctor. She was even pre-med at The University of Akron in Akron, Ohio, but Vicki Block soon discovered she had a different calling. She credits her college guidance counselor with putting her on the career path that was best for her. “I never imagined I would not work in health care,” said the Ohio native. “I am drawn to the clinical side of things, especially anatomy and physiology. And I love anything related to science and math.”

Block took her Medical College Admission Test (MCAT), but after organic chemistry proved challenging, her counselor suggested health care administration. That sounded like the best of both worlds. She earned her master’s degree in hospital and health care administration at Xavier University in Cincinnati and completed an administrative residency at St. Elizabeth’s Hospital in Dayton, Ohio. Her first job was that of a Certificate of Need (CON) reviewer for the state of Ohio, a role she held for seven years.

Block then took a position at the Cleveland Clinic in Cleveland, Ohio, helping to establish a new department focused on the development of clinical practice guidelines and disease management programs. She relished in the experience but did not enjoy the brutal Cleveland winters, so after three years, she left for CarolinaHealthCare System in Charlotte, N.C., and became the director of the Mercy Heart Center. After that came leadership positions at UNC Health Care and Cone Health in Greensboro, N.C. At Cone, Block got to know Tom Gettinger, now WakeMed’s executive vice president and chief operating officer, and it was Gettinger who later told her that WakeMed was hiring for a new senior administrator. Block applied, interviewed and landed at 3000 New Bern Avenue in July 2011.

“All of the places I’ve worked, WakeMed is my favorite,” said Block. “Here, we truly live and breathe our mission every single day. It defines us and how we interact with our patients and each other – it’s not just words on paper or an intranet page. From the first moment I joined WakeMed, I knew our staff truly felt a calling to serve the community.”

In the face of health care reform, Block remains focused on positioning the health system for continued financial viability while ensuring that staff have the strategies and resources they need to provide the best care and services possible. She is also focused on strengthening physician alignment, enhancing the patient experience and efficient population management. She feels that working in true partnership with medical providers to effectively care for patients is critical and noted that WakeMed is fortunate to have such an outstanding medical team.

“I take my position here very seriously,” said Block. “My primary role is to be an advocate for everyone on the Raleigh Campus – patients, staff and providers.”

When asked about her leadership style, Block said she wants people to know that she really is “just Vicki” and that she is here to serve.

“It is important to me to be very approachable, and I am eager to hear firsthand how together we can enhance the patient experience, employee and provider engagement, and operational efficiencies,” she said. “I believe staff [clinical and non-clinical] are our most important resource.”

Block is a first generation American. Her parents immigrated to the United States from Yugoslavia in the early 1950s, and her first language was German. As a child, she was entrenched in the German culture, from playing the accordion and dancing in a German dance group to the foods that her family ate. “As a child, I would beg my mother to cook things that were more American, but as an adult, I am thankful for those experiences and am very proud of my heritage.”

Although she is no longer fluent, Block still speaks some German and used her skills on a recent trip to Germany and Austria with her husband of 22 years, Gary. The two enjoy international travel and have been to such places as Egypt, Jordan, South Africa, England and France. A self-proclaimed foodie, Block also loves to cook, though she and her husband also enjoy dining out. (Their favorite restaurant is Panciuto in Hillsborough, N.C.)

And she loves all music, with smooth jazz, Frank Sinatra, Black Sabbath, country and everything in between downloaded to her iPad.

Most of all, Block is happiest when she is spending time with her family. Locally, that includes her husband: her father, who relocated to Mebane, N.C., from Ohio; and Gabe, her beloved Great Pyrenees. Away from home, Block feels fortunate to be a part of the WakeMed family.

“I am honored and proud to be a part of this organization. And as long as our focus is always on the patients and we continue to remember who we are and why we come here every day, the rest will fall into place.”

In the face of health care reform, Block remains focused on positioning the health system for continued financial viability while ensuring that staff have the strategies and resources they need to provide the best care and services possible. She is also focused on strengthening physician alignment, enhancing the patient experience and efficient population management. She feels that working in true partnership with medical providers to effectively care for patients is critical and noted that WakeMed is fortunate to have such an outstanding medical team.

“I take my position here very seriously,” said Block. “My primary role is to be an advocate for everyone on the Raleigh Campus – patients, staff and providers.”

When asked about her leadership style, Block said she wants people to know that she really is “just Vicki” and that she is here to serve.

“It is important to me to be very approachable, and I am eager to hear firsthand how together we can enhance the patient experience, employee and provider engagement, and operational efficiencies,” she said. “I believe staff [clinical and non-clinical] are our most important resource.”

Block is a first generation American. Her parents immigrated to the United States from Yugoslavia in the early 1950s, and her first language was German. As a child, she was entrenched in the German culture, from playing the accordion and dancing in a German dance group to the foods that her family ate. “As a child, I would beg my mother to cook things that were more American, but as an adult, I am thankful for those experiences and am very proud of my heritage.”

Although she is no longer fluent, Block still speaks some German and used her skills on a recent trip to Germany and Austria with her husband of 22 years, Gary. The two enjoy international travel and have been to such places as Egypt, Jordan, South Africa, England and France. A self-proclaimed foodie, Block also loves to cook, though she and her husband also enjoy dining out. (Their favorite restaurant is Panciuto in Hillsborough, N.C.)

And she loves all music, with smooth jazz, Frank Sinatra, Black Sabbath, country and everything in between downloaded to her iPad.

Most of all, Block is happiest when she is spending time with her family. Locally, that includes her husband: her father, who relocated to Mebane, N.C., from Ohio; and Gabe, her beloved Great Pyrenees. Away from home, Block feels fortunate to be a part of the WakeMed family.

“I am honored and proud to be a part of this organization. And as long as our focus is always on the patients and we continue to remember who we are and why we come here every day, the rest will fall into place.”

Senior Vice President & Administrator – Raleigh Campus

**Introducing CHIRI**

**WakeMed Children’s Head Injury Initiative**

Over the past few years, WakeMed researchers and area stakeholders have been meeting to discuss the acute and long-term impact of concussion and minor traumatic brain injury in children and adolescents, as well as the many issues faced by these patients, health care providers and the community at large. These efforts have resulted in WakeMed Children’s Head Injury Research Initiative (CHIRI – pronounced “chooey”), a collaborative among WakeMed’s Clinical Research Unit, the Children’s Emergency Department (ED) and our local partners interested in improving care for head-injured children.

The CHIRI team has launched an electronic pediatric head injury data template and follow-up protocol in the Clinical Research Unit, the Children’s Emergency Department (ED) and our local partners interested in improving care for head-injured children.

The CHIRI team has launched an electronic pediatric head injury data template and follow-up protocol in the Clinical Research Unit, the Children’s Emergency Department (ED) and our local partners interested in improving care for head-injured children.

With any questions or comments, contact CHIRI@wakemed.org or (919) 350-2982.

**It’s All in the Dish**

WakeMed has been celebrating Diversity & Inclusion Awareness Month throughout April. In addition to roundtable discussions, classes and other experiences meant to help staff build the cultural competencies needed to maintain a culture of inclusion, the Diversity & Inclusion Council has been facilitating potluck lunches for employees to share dishes that represent their different cultural heritages and communicate more about the diverse and inclusive culture here at WakeMed. A plethora of different dishes, from countries such as Ireland, Iraq, Lebanon, the Philippines, Poland, France, Italy and even the southern United States, made for a deliciously diverse meal at one luncheon.

**Way to Go, Nurse!**

Felicia Williams, RN, (Heart & Vascular Services) completed the requirements to earn her PhD in nursing from East Carolina University this April, making her the first nurse in the Heart & Vascular Services division to achieve her PhD, the first clinical educator/supervisor in the system to obtain her PhD and the second PhD nurse at WakeMed. Congratulations Felicia! We are very proud of you.

**Linen Management to Conduct System-Wide Inventory on April 24**

On Wednesday, April 24, Linen Management will conduct a physical inventory of all WakeMed linens in our circulating inventory. This will affect all linen users on and off campus. They plan to conduct the inventory between 2 and 4 am for all inpatient areas. Ancillary areas that have specific hours of operation may choose to do their inventory after the close of business on Tuesday or just prior to opening on Wednesday.

This inventory is essential to compare current daily use with the current circulation supply to correct shortages or surplus within the linen system. It will also provide data to show the number of linens between inventories to better judge monthly replacement quantities for each type of linen item. Contact Colleen Athey, manager of Laundry & Linen Services, at ext. 08301 with questions or concerns.
SPRING has sprung!

Community Events for the Whole Family

The entire family can enjoy these free events, including live music, arts and crafts, entertainment for all ages, delicious food and more! WakeMed is proud to help sponsor these three fabulous spring happenings.

**20th Annual Spring Daze**
- Saturday, May 4, at 9 am to 5 pm
  - Downtown Apex
  - www.apexpeakfest.com

**Arts & Crafts Festival**
- Saturday, May 4
  - Raleigh from 10 am to noon

**20th Annual Spring Daze**
- Saturday, May 4
  - Downtown Apex
  - www.apexpeakfest.com

**Community Events for the Whole Family**

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the WakeMedWeb. Send calendar submissions to Public Relations or e-mail calendarofevents@wakemed.org. We WIN! Conflict Resolution for the Certified Nursing Assistant – Thursday, May 16, 9 am to 4:30 pm, Cary Hospital

2013 Communicable Disease Program: Skills Development Training – Monday, May 20, through Wednesday, May 22, at the Holiday Inn Resort, Wrightsville Beach, N.C.

GEG Mental Health, Substance Abuse and Aging: Building Capacity to Address Needs in Our Region (Greenville) – Wednesday, May 22, 9:45 am to 4 pm, Eastern AHEC – Greenville, N.C.

20th Annual Thomas B. Dameron Jr. Lectureship in Orthopaedics: Catastrophic Sports Injuries – Friday, May 24, 7:30 am to noon, the McKimmon Center, N.C. State University, Raleigh

**WakeMed Employee Education Fairs**
- Raleigh Campus – Wednesday, April 30, through Saturday, June 22, Andrews Center, Raleigh

**Uniform Sales** – The Volunteers at WakeMed Cary Hospital & WakeMed Raleigh Campus and representatives from First Uniform will sponsor uniform sales on Friday, April 26, from 7 am to 4 pm in the Cary Hospital Conference Center, and on Wednesday, June 12, in the Andrews Center, from 7 am to 4 pm. Payroll deduction will be available with name badge. Cash and credit cards will also be accepted.

**WakeMed Employee Education Fairs** – Monday, April 29, from 8 am to 4 pm in the Andrews Center and Wednesday, May 1, from 8 am to noon in the Cary Hospital Conference Center. Come learn more about educational opportunities for WakeMed employees! Meet representatives from outstanding local colleges, universities and nationally recognized online universities, and learn about a wide range of educational opportunities including certificate and degree programs, advanced degrees and online programs.


**Meet representatives from outstanding local colleges, universities, and learn about a wide range of educational opportunities including: certificate and advanced degrees and online educational opportunities.**

**Enroll in any of the listed classes via Learning Link or SDRegistration@wakemed.org with your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 08306. Please note: Some classes have preliminary requirements.**

**EVENTS**

**February 2013**
- Raleigh Campus – Friday, February 1, 8-10:30 a.m., NED A
  - Critical Thinking: Through Situational Awareness for Employees – Tuesday, February 5, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDTI)

**March 2013**
- Raleigh Campus – Monday, March 4, 9-11:30 a.m., NED A
  - Critical Thinking: Through Situational Awareness for Employees – Tuesday, March 5, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDTI)
  - CPR Blitz – Tuesday, March 5, 1-3 p.m., Andrews Center, Raleigh

**April 2013**
- Raleigh Campus – Monday, April 8, 8 am to 4 pm
  - Critical Thinking: Through Situational Awareness for Employees – Tuesday, April 9, 8:30 am to 11:30 am, Andrews Center, Raleigh
  - Critical Thinking: Through Situational Awareness for Employees – Wednesday, April 10, 8:30 am to 12:30 pm, Andrews Center, Raleigh
  - Critical Thinking: Through Situational Awareness for Employees – Thursday, April 11, 8:30 am to 11:30 am, Andrews Center, Raleigh

**May 2013**
- WakeMed Hospitality Pet Social – Raleigh from 10 am to noon

**Community Events**

**April 2013**
- Apex Peak Fest – Saturday, May 4, 9 am to 5 pm, Downtown Apex
  - www.apexpeakfest.com

**May 2013**
- Meet in the Street – Saturday, May 4, 10 am to 4 pm, Downtown Wake Forest
  - www.wakeforestchamber.org

**WakeMed Employee Education Fairs**
- Raleigh Campus – Wednesday, May 1, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDTI)

**Leading Change** – Thursday, May 2, 5:45 to 8 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDTI)

**Wake AHEC**

- Educational credit available for all programs. For details/fees, call ext. 08547 or visit www.wakeahec.org and click Program Listings.

**MHC Fourth Friday Series** – The Dope on Dope: A Non-Clinical Approach to Understanding Substances of Abuse – Friday, April 26 at 9:30 am to 4:30 pm at Methodist Home for Children, Raleigh

**Intraoral Radiography for the Office-Trained Dental Assistant** – Tuesday, April 30, through Saturday, June 22, Andrews Center, Raleigh

**Oral Appliance Therapy for Sleep Disordered Breathing**
- Apex – Thursday, May 2, 5:45 to 8 pm, Andrews Center, Raleigh

**Webinar: Depression and Bipolar Disorders in Pregnancy: Course and Treatment** – Tuesday, May 7, noon to 1:30 p.m. – Online Learning

**Warriors in Distress: Suicide among our Soldiers at War and at Home**
- Wednesday, May 8, 8:15 am to 4 pm, Andrews Center, Raleigh

**Coronal Polishing for the Dental Assistant II**
- Saturday, May 11, 8:30 am to 4:15 pm, at Wake Technical Community College: Dental Lab, Raleigh

**The Third Annual Resident Spring Symposium: Enhancing Patient Care through Clinical Research**
- Tuesday, May 14, 6 to 8:45 pm, Andrews Center, Raleigh

**Apex Peak Fest**
- Saturday, May 4, 9 am to 5 pm, Downtown Apex
  - www.apexpeakfest.com

**Meet in the Street**
- Saturday, May 4, 10 am to 4 pm, Downtown Wake Forest
  - www.wakeforestchamber.org

**WE WIN! Conflict Resolution for the Certified Nursing Assistant** – Thursday, May 16, 9 am to 4:30 pm, Cary Hospital

**2013 Communicable Disease Program: Skills Development Training** – Monday, May 20, through Wednesday, May 22, at the Holiday Inn Resort, Wrightsville Beach, N.C.

**GEG Mental Health, Substance Abuse and Aging: Building Capacity to Address Needs in Our Region (Greenville)** – Wednesday, May 22, 9:45 am to 4 pm, Eastern AHEC – Greenville, N.C.

**20th Annual Thomas B. Dameron Jr. Lectureship in Orthopaedics: Catastrophic Sports Injuries** – Friday, May 24, 7:30 am to noon, the McKimmon Center, N.C. State University, Raleigh

**Nursing Education**
- CPR Blitz – Thursday, May 9, 2013. "Check-off only" is any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link (NEAHA20 & NEAHA24).

**Channeling Your Creativity through Writing and Story Telling**, led by Amy Vega (NE014-13054) – Tuesday, May 14, 8:30 to 10 am in the Andrews Center

**Compassion in Action (NE014-12009)** – Wednesday, May 8, 8 to 10 am, NED A

**Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Positivity Pay Off by Liz Jazwiec (NE014-12009)** – Thursday, May 2, 7:30 to 8:30 am, in NED A; Tuesday, May 14, 8 to 9 am, Cary Hospital Conference Center

**Nursing Professional Development Book Series: Inspired Nurse by Rich Blumi (NE014-11004)** – Thursday, May 2, 11 am to noon, NED A

**Book Club: The Other End of the Stethoscope by Marcus Engel (NE014-12128)** – Thursday, May 9, 8:30 to 9:30 am, Raleigh Campus Conference Dining