This spring, WakeMed became the first hospital in the United States to correct a rare medical condition called esophageal atresia without surgery. Affecting approximately one out of 80,000 newborns, esophageal atresia occurs when the upper part of the esophagus does not connect with the lower esophagus and stomach. Babies with this condition traditionally undergo difficult surgeries, requiring lengthy hospitalization and an extensive recovery process.

When an ultrasound revealed that Suzanne and Evan Dapo’s daughter would be born with this condition, the Wake Forest couple immediately began investigating treatment options. Their search for answers led them to the office of David Hoover, MD, (WPP – Pediatric Surgery) who told them about a non-invasive procedure developed by Dr. Mario Zaritzky, a pediatric interventional radiologist at the University of Chicago Medicine. The procedure utilizes magnets placed in the esophagus, with the aid of a catheter, to lengthen the shortened ends until they naturally fuse together. Dr. Zaritzky’s breakthrough method had been used on patients after corrective surgery, but had never been the first course of treatment. It could mean less pain, shorter hospitalization, better outcomes and lower medical costs. The Dapos immediately agreed. If their daughter was a candidate for this procedure, that was the route they would take.

Annalise Dapo was born at WakeMed in February with 3.6 centimeters of her esophagus missing. She spent the first several weeks of her life in the NICU being fed through a tube in her stomach. Then, when she was just seven weeks old, a team including neonatologists placed two small magnets by catheter in Annalise’s esophagus. Within 36 hours, the magnets had come together and tissue was starting to form the missing part of her esophagus. The magnets were removed five days later, and Annalise was able to swallow for the first time in her life. Soon she was nursing and drinking from a bottle. “The benefits of this procedure are far reaching, and we don’t even know all of them yet. By avoiding surgery, Annalise spent significantly less time on a ventilator and was released from the hospital months earlier than other infants with this condition,” said Dr. Hoover. “Thanks to Annalise’s brave parents and the fantastic WakeMed team who cared for the whole Dapo family, Annalise is now at home and doing incredibly well.”

Less than a week after the magnets were removed, Annalise was discharged home and her long-term diagnosis is positive. “After the first consultation with Dr. Hoover, I knew that WakeMed was the right choice for our family,” says Suzanne. “I can’t say enough good things about Dr. Hoover and the entire team here. The staff has been incredible in helping us through this journey.”

They are:
- Create standard work
- Create efficient flow
- Create just-in-time processes
- Eliminate waste

More information on what these tenets mean and how they can be applied will be shared in the coming months.

A Magnetic, Medical First
Tiny Patient Receives Groundbreaking Treatment at WakeMed

Tiny Patient Receives Groundbreaking Treatment at WakeMed

The Wake Way 2 Excellence behaviors are the everyday behaviors that all staff will be expected to exhibit. They will relate to communication, accountability, team work and the attitude commonly known as the Wake Way. Defining these behaviors is a major undertaking, and focus groups are being held to get feedback on what they should be. The behaviors will help ensure all patients have an exceptional experience no matter where they are in the WakeMed system.

A Two-Part Approach
The Wake Way 2 Excellence is the combination of behaviors and tenets that we will use as we work to achieve our Strategic Plan goals.

BEHAVIORS: The Wake Way 2 Excellence behaviors are the everyday behaviors that all staff will be expected to exhibit. They will relate to communication, accountability, team work and the attitude commonly known as the Wake Way. Defining these behaviors is a major undertaking, and focus groups are being held to get feedback on what they should be. The behaviors will help ensure all patients have an exceptional experience no matter where they are in the WakeMed system.

 construcción de un ambiente de intercambio de ideas y colaboración.

El método WW2E se aplicará a lo largo de todos los ámbitos de la institución, con el objetivo de mejorar la experiencia del paciente y la eficiencia de los servicios. La aplicación de esta metodología se desplegará gradualmente, con la finalidad de asegurar una transición suave y efectiva en los procesos existentes.
When WakeMed North Women’s Hospital opens next month, it will be the first facility in our area to use an OB hospitalist model. The team includes seven board-certified OB/GYNs who will cover the hospital for labor & delivery, L&D triage and OB/GYN emergency visits 24 hours a day. The OB hospitalists do not replace a patient’s primary OB/GYN but work closely with them to ensure outstanding quality and safe care. “The hospitalist team concept is built upon having a dedicated OB/GYN doctor in the labor and delivery area of the hospital at all times. For patients, this means outstanding quality and safe care. “The hospitalist OB/GYN but work closely with them to ensure OB/GYN emergency visits 24 hours a day. The OB seven board-certified OB/GYNs who will cover the next month, it will be the first facility in our area to provide exceptional care,” says Seth Brody, MD, executive medical director, WakeMed North Women’s Hospital.

The OB hospitalist model has been around for many years and – while not previously called this by name – has provided a strong foundation for how WakeMed provides obstetrical care to mothers in our community. At WakeMed North, we are extending this concept as we prepare to deliver more babies, support more mothers and offer the highest level of care possible to entire families.

**Grand Opening Events**

**Employee Open House**
Wednesday, May 6
11 am to 1 pm and 3:30 to 6:30 pm

**Community Open House**
Saturday, May 9, 10 am to 2 pm
Dedication & butterfly release at noon

We’re opening our doors and rolling out the red carpet for you and your family. There’s a lot to see and do at this family-friendly event including live music, family portraits, kids crafts and activities with Twinkle, tours of the facility and much more.

**Meet the OB Hospitalists**

Karen Bash, MD
A member of the WPP – OB/GYN team since 1992, Dr. Bash is the director of the OB hospitalist team. She has held many leadership roles at WakeMed and is an adjunct clinical professor in obstetrics & gynecology at the UNC School of Medicine.

Stacy Boulton, MD
A member of WPP – Women’s Center since 2012, Dr. Boulton attended medical school at the University of Tennessee in Memphis. She then completed residencies in Cincinnati, Denver and Dayton, Ohio.

Lindsey Deschamps, MD
Dr. Deschamps attended Case Western Reserve University School of Medicine in Cleveland and completed her residency at Thomas Jefferson University Hospital in Philadelphia. She and her family are relocating to Raleigh this summer from Ogden, Utah.

**WakeMed Named ACR Diagnostic Imaging Center of Excellence**

WakeMed recently became the first health system in North Carolina to receive Diagnostic Imaging Center of Excellence™ (DICOE) designation by the American College of Radiology (ACR). This designation recognizes superior patient care and excellence at multiple levels, including staff, technology and policies and procedures. “Becoming the first hospital in North Carolina to be designated as a Diagnostic Imaging Center of Excellence is a significant honor for the Imaging team and the entire WakeMed system,” said Georgia Harrington, vice president, Operations. “This certification is a result of hard work, commitment and engagement of Imaging staff members at all levels.”

To receive DICOE recognition, an organization must have ACR accreditation in all available modalities, meet registry participation guidelines and undergo a comprehensive assessment of quality, safety, procedures and personnel. The survey, which was conducted in March, resulted in praise for WakeMed and our efforts to provide the best imaging experience for the patient.

**WakeMed Honored with VHA Performance Excellence Awards**

WakeMed has been recognized for excellence in clinical quality and supply chain performance by VHA Inc., a national network of not-for-profit health systems. This year, WakeMed received recognition in three areas:

- **Supply Chain Performance Improvement** in the Joint Implant category, which recognizes VHA members with the highest level of improvement in pricing for joint implants from 2013 to 2014.
- **Commitment Recognition** in the supply network category as part of our participation in the Central Atlantic Health Network (CAHN), a multi-hospital partnership aimed at reducing operational and supply costs. CAHN’s trocar initiative was honored for achieving $7.79 million in annualized savings.
- **Cary Hospital** received an outstanding achievement award for reducing preventable heart failure readmissions. Recipients were honored for being at or above the 75th percentile in performance and improvement rate for 30-day all-cause heart failure readmission rate from January through October 2014 compared to calendar year 2013.

VHA Central Atlantic is one of 11 regions within VHA Inc., a national member network of not-for-profit health systems.
Walking is a great way to improve your health. It can help lower blood pressure, reduce stress, increase energy, promote restful sleep, reduce bone density loss, improve posture and flexibility – just to name a few! Here are a few walking words of wisdom:

- Walking an extra 20 minutes each day will burn off 7 pounds of body fat per year.
- Longer, moderately-paced daily walks (40 minutes at 60% to 65% maximum heart rate) are best for losing weight.
- Shorter, faster walks (20-25 minutes at 75% to 85% maximum heart rate) are best for conditioning your heart and lungs.
- Properly warm up before and cool down after every walking session...your muscles will love you for it!
- Remember to encourage your employees to track their steps and share them via a poll on the WakeMedWeb. According to the poll, we took over a quarter of a million steps on April 1, WakeMed took to the sidewalks, greenways and hallways as part of the 250,000 Steps for Good Health!

Welcome New Physicians
Alexandra Bentley, MD
WPP – Special Infant Care Clinic
JL Lykes, MD
WPP – Pediatric Hospitalists

Welcome New Mid-levels
Julie Fry, PA
Hospitalists – Cary Hospital
Kristin Harbaugh, NP
WPP – Neonatology

COMINGS & GOINGS
Medical Staff Services welcomes Christina Bunch. OneCall welcomes Jennifer Harrison; RN; Michele Florence, RN; and Dee Hawkins. Chest Pain Unit welcomes Jennifer Alaluna, RN, back to WakeMed. WPP – ENT – Head & Neck Surgery welcomes Nina Castillo. CICU welcomes Tonya Greene, NAI.

6C Surgery & Trauma welcomes Kelly Finch, NAI; Carter Gruber, RN; April Parker, RN; and Wendy Creed, NAI. Heart Center Administration welcomes Kathy Wray and Nicole Ware.

6B Orthopaedics and Oncology welcomes Chuck Andrews, RN; Ashley King, RN; Shauntella Edwards, RN; Kenisha Hudson, RN; Becky Delarosa, RN; and Kristin Griffin, RN.

Case Management welcomes Valerie Pickett, MSW; and Kara Gerke, MSW. Conference Services wishes Diane Lovejoy luck as she transitions to her new role as supervisor of Food & Nutrition Services – WakeMed North. The department also congratulates Dan Sanford on his promotion to team leader.

Food & Nutrition Services welcomes Randy Townes and Deanna Coleman.

IN MEMORIAM
Elena Caro, RN, a staff nurse on 2 East Medicine – Cary Hospital passed away on February 24, 2015. Caro joined WakeMed in 2005, and we send our sympathies to her friends and loved ones during this time.

I N V I T A T I O N
24/7 REGULATORY PREPAREDNESS UPDATE
Like all health care organizations, WakeMed is responsible for meeting a number of state and federal standards and regulations at all times. Here are some ways we are working on continual readiness:

- VHA conducted a mock accreditation survey in March to identify opportunities for improvement prior to our Joint Commission survey this fall. Numerous key findings were identified and action plans are being put into place to address them.
- A weekly education series is being held for all managers and supervisors to learn about current regulations and ensure their units are following appropriate policies and procedures.
- An accreditation readiness oversight committee is being established to ensure compliance plans are in place and to monitor compliance moving forward.
- Departments will be checked regularly over the coming months to ensure compliance with all regulations. These checks – also called tracers – will include infection prevention, environment of care, medication management, waived testing, medical records and more.

This year’s Joint Commission survey is one opportunity for WakeMed to show that we follow all necessary standards – but it is everyone’s responsibility to be compliant at all times, not just during a survey. If you have questions or don’t understand how continual readiness impacts you, speak to your manager or supervisor.

UPDATES
WakeWell REWARDS
Care Advising is available to WakeMed health plan members at no cost as part of WakeMed Key Community Care, our Accountable Care Organization.

- Maternity Care Advising (40 Points): Maternity Care Advisors connect regularly throughout the pregnancy and postpartum period to discuss health, habits and more. The program is available at no cost to members of the WakeMed health plan as part of WakeMed Key Community Care. You or your obstetrician can make a referral by calling 1-855-220-7955.

Alternate standards must be completed by August 31, but it’s a good idea to start thinking about them now. Questions? Contact Bob Nelson (Wellness) at ext. 06903 or bonelson@wakemed.org.

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

**WPP Names Two New Executive Medical Directors**
WakeMed Physician Practices has named two new executive medical directors. Seth Brody, MD, has been named executive medical director, Women’s service line. Stephen Leinenweber, MD, has been named executive medical director of the newly-established Children’s service line. The Children’s service line will continue to work closely with the Women’s service line, but will operate under an independent structure for daily management.

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A vice president of government affairs, Christine Craig spends a good deal of her time meeting with legislators and policy makers about health care related bills and laws that could impact WakeMed. It can be exciting, but it can also feel worlds away from what happens at our facilities. “If I ever feel too caught up in the politics, I spend some time observing in the emergency room or another patient care area. It’s important to remain grounded in why we do this work, and for me, seeing our patients is the best way to do that,” she says.

Craig grew up in Wilmington, N.C., and studied political science and history at Meredith College. She started her career working with lobbyists on behalf of Carolina Power & Light (now Duke Energy Progress) and then spent several years with Kids Voting Wake County. When she joined WakeMed in 2004, the organization did not have much of a government affairs presence, and Craig has been instrumental in building the department from the ground up. “I really enjoy being engaged with the legislature and elected officials and working together toward common goals,” she says.

“Working for WakeMed, I get to see how decisions made in the government effect our organization and our patients. For example, changes to Medicaid and Medicare directly impact our patients, so it’s important that WakeMed has a voice in those decisions so we can advocate for those we serve.”

When the North Carolina legislature is in session, Craig spends much of her time downtown keeping a pulse on day-to-day developments. She also works closely with local governments and travels to Washington, D.C., monthly to discuss federal issues. To support this work and ensure that WakeMed has a strong voice, Craig has established working relationships with a team of government affairs strategists and professionals. She often plays the role of intermediary between policy makers and the experts at WakeMed who can explain the long-term impact of potential decisions. “I’m not the content expert – the individuals doing the work day are the experts. I always try to have one or two people I can call and get immediate answers about how things work and how different issues would impact WakeMed and our patients.”

To Craig, success is a team accomplishment, and she would like to have WakeMed employees get involved and active in the political world. “I love to hear from WakeMed employees who have questions or want to get involved. Individuals really can make a difference, and it’s important to speak up and let your voice be heard. Something as simple as writing a letter to your representative can make an impact.” Among her short term goals are supporting WakeMed as we transition from fee-for-service to a value-based model and ensuring WakeMed’s voice is heard in the ongoing efforts to reshape reimbursement policies. In the long term, she wants to pursue opportunities to serve Wake County’s citizens while securing a financially sound future for WakeMed.

Outside of work, Craig values spending time with her husband Ryan and their 10-year-old son and five-year-old daughter. To relax and unwind, she likes to exercise, read and travel. Wilmington and Atlantic Beach are family favorites for weekend getaways, though she also enjoys traveling farther afield – recent favorite vacations include Costa Rica and the Dominican Republic.

Ronald McDonald House Comes to WakeMed

WakeMed has expanded our collaboration with Ronald McDonald House of Durham to provide accommodations and additional services for families of pediatric and neonatal intensive care patients. Earlier this month, five rooms in the Heart Center Inn were designated a Ronald McDonald House facility and made available to families whose children have extended stays in the hospital.

Eligible families are identified by WakeMed social workers in the NICU, PICU and Children’s Hospital, and the Ronald McDonald House of Durham coordinates the application and placement process. Once they are placed, families have access to all Heart Center Inn services as well as Ronald McDonald House resources. “We are committed to providing the highest level of care for our young patients as well as much-needed support for our families,” said Mark Piehl, MD, Children’s Hospital medical director. “Our collaboration with the Ronald McDonald House of Durham is an amazing support system for our patients and their families, and this new house program is a great next step in our expanded partnership.”

Ronald McDonald House Durham DURHAM

From top: WakeMed’s 2014 DAISY Award winners were recognized with a luncheon and celebration. Congratulations to you all – you make us proud! Kelly Lee, RN, [2 East Medicine – Cary Hospital] hosted “Wheel of Stroke” at the annual Stroke Carnival event. WPP – Parkway Primary Care staff had a celebratory lunch after winning a friendly competition to improve WakeMed MyChart usage throughout WakeMed Physician Practices. Satrinya Pompey and Sheila Townsend (both of MPDC) had some fun on the giant green sofa when it visited Raleigh Campus to promote the Families On! Challenge.
This month we are moving into the next phase of the I am WakeMed campaign as we begin to tell the stories of those we are here to serve: our patients. Every day, thousands of lives are touched throughout our system—from primary care to intensive care and from ENERGIZE! to emergency services. When our patients and their families leave our facilities, they take a little bit of WakeMed with them. They care they receive—whether it is a life-saving procedure or a routine checkup—allows them to pursue their passions and give back to the community in ways we may never know.

Two new commercials are airing now and feature WakeMed patients whose lives were changed thanks to the care and caring they and their families received at WakeMed. Through their stories, we get just a glimpse of how the work we do every day helps improve our community—one life and one family at a time. Their stories will also be shared on the feature walls at Raleigh Campus and Cary Hospital and online.

By first telling the stories of our employees, physicians and volunteers, and now of our patients, I am WakeMed offers a chance to see the many ways WakeMed impacts this community and how each of us embodies the Wake Way, no matter where we go.

From top: Frank—Cardiac Arrest; Intensive Care; Christian—Pediatric Inpatient; Physical Rehabilitation; Virginia—High-Risk Obstetrics

Documenting Your FSA & HRA Claims

If you have a health care flexible spending account (FSA) or healthy rewards account (HRA) and pay for eligible services with your ConnectYourCare debit card, be sure to get an itemized receipt as you may need to provide additional information to complete the claim. This process—called substantiation—is regulated by the IRS and helps ensure that your FSA/HRA funds are used appropriately. ConnectYourCare often completes substantiation automatically, including when:
- Charges exactly match the copy outlined in the WakeMed health plans.
- Repeated charges for the same amount and provider were already substantiated.
- Charges can be verified by the provider, pharmacy or merchant when the card is used; this is most common at a retail pharmacy.

In other cases—such as services covered by a deductible and coinsurance—ConnectYourCare may need additional information. This year, our health plans use deductibles and coinsurance more than they have in the past, so you may get requests for substantiation more frequently. Documentation must include:
- Name of the person who received the service
- Name and address of the provider or merchant
- Date of service or expense
- Detailed description of the service or expense
- Amount charged for the service or expense

This information is usually included in itemized receipts or the explanation of benefits (EOBs), both of which are acceptable forms of documentation; credit card receipts and canceled checks are not.

There are several ways to provide documentation:
- Use the ConnectYourCare mobile app to take a photo of your receipt and upload it
- Log in to your online account and upload an image of your receipt
- Fax to 866-879-0812 using your email from ConnectYourCare as the cover sheet
- Mail documentation and a copy of your email from ConnectYourCare to: CYC Claims Dept., PO Box 622337, Orlando, FL 32862.

Looking for a way to use your talents to make a difference? Join the Friends of WakeMed!

Visit www.wakemedfoundation.org/Friends-of-WakeMed to learn more!
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 Public Relations 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 Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

WakeMed will once again host a community farmers market in the Raleigh Campus courtyard on Tuesdays from 10 am to 2 pm. To take advantage of strawberry season, the market will be open May 5 and 19 and then weekly in June, July and August. Cary Hospital’s market begins May 27. If you have a special talent or skill you’d like to share at the Raleigh Campus farmers market, email hmonackey@wakemed.org.

Shape Up for the Scrub Run
Free 5K Training Program for Employees!
April 27 – June 20

The 2015 WakeMed Scrub Run is scheduled for Saturday, June 20. Race day will be here before we know it, and Healthworks is helping employees get ready by offering a free, 8-week 5K training program. The program meets twice a week and will give you the confidence and athletic training you need to safely complete this 5K race.

• Raleigh Campus: Healthworks, Tuesdays & Thursdays, 5:15 pm
• WakeMed North: WPP – Physical Therapy, Mondays & Wednesdays, 5 pm

To register for the training program, call ext. 07043 or email hwingfield@wakemed.org. To register for the Scrub Run, visit www.scrubrun.wakemed.org.

Calendar of Events

Cline Jewelry Sale
Raleigh Campus
Wednesday, April 29
7 am to 4 pm
Andrews Center
Cary Hospital
Thursday, April 30
7 am to 4 pm
Conference Center

Nursing Education
CPR Blitz – Thursday, May 7 – “Check-off only” 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). Location: NED Classroom
CRRT: Advanced User Class – Friday, April 24, 8 am to noon, NED-C (NEE970)
CRRT: Troubleshooting and Alarm Management – Friday, April 24, 1 to 3 pm, NED-C (NEE971)
Compassion in Action – Monday, April 27, 8:30 to 10:30 am, NED-C (NE1014-12099)
Children’s ED Cee – Tuesday, April 28, 7:45 am to 5 pm, Andrews Center (NE1014-12091)

Chest X-ray Assessment – Tuesday, May 12, 8 to 9:30 am, NED-C (NE014-7020)
Medicine of Compassion – Tuesday, May 12, 1 to 4 pm, NED-C (NE014-9073)

Nursing Professional Development Book Series
New Book! Critical Care by Theresa Brown (NE014-15026)
Cary Hospital, Conference Center
Wednesday, May 6, 8:30 to 9:30 am
Monday, May 18, 10 to 11 am
Raleigh Campus, NED - C
Thursday, May 14, 2 to 3 pm
Friday, May 22, 8:30 to 9:30 am

Wake AHEC
Intraoral Radiography for the Office Trained Dental Assistant – May 5 through June 27, WakeMed
The Fifth Annual Resident Spring Symposium: Enhancing Patient Care Through Clinical Research – May 19, Andrews Center
The Role of Coordinated Team Care in Improving the Health of Children and Adults with Intellectual and Developmental Disabilities – May 20, N.C. Community Health Center Association, Raleigh
HIPAA Compliance Update – May 20, Live Webinar
Comprehensive Coding using ICD-10-CM for the Physician’s Office – May 21, Andrews Center
When Survivors Give Birth: A Trauma-Informed Training for Nurses – May 26, The Jordan Child and Family Enrichment Center, Raleigh
Understanding and Managing Challenging and Aggressive Behaviors in Young Children – May 29, N.C. Childrens Developmental Services Agency, Raleigh

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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 email microscope@wakemed.org.