Kudos for WakeMed Hearts

WakeMed recently received two awards in recognition of our outstanding care of heart attack patients. “WakeMed is dedicated to improving the quality of care for our heart patients and these awards recognize that we are following nationally-respected clinical guidelines to achieve this goal,” said Betsy Gaskins-McClaine, RN, vice president, Heart & Vascular Services. “I am proud of our physicians, clinicians and support staff for the outstanding care and collaborative environment that they provide our patients and families every day.”

Mission: Lifeline Silver Plus Award
Raleigh Campus was recognized with a Mission: Lifeline Silver-Plus Recognition Award for a Receiving Center by the American Heart Association (AHA). The award recognizes hospitals that implement quality improvement measures for the treatment of patients who suffer severe heart attacks. To earn a Mission: Lifeline Silver-Plus award, a hospital must achieve 85 percent or higher adherence to specific performance indicators for one year and have a 75 percent or greater rate of treating STEMI transfer patients within 120 minutes.

Get with the Guidelines Platinum Performance Achievement Award
Raleigh Campus and Cary Hospital were two of only 319 hospitals nationwide to receive the American College of Cardiology’s NCDR ACTION Registry–GWTG Platinum Performance Achievement Award for 2015. The award recognizes our ongoing commitment and success in implementing a higher standard of care for heart attack patients and our efforts to treat these patients to standard levels of care outlined in the American College of Cardiology/American Heart Association clinical guidelines and recommendations. To be eligible, hospitals must consistently follow the treatment guidelines in the ACTION Registry–GWTG Premier for eight consecutive quarters and earn 90 percent on specific performance measures.

Some HELP – and Companionship – for Older Patients
As people age, the risk for becoming disoriented and confused during multiple-day hospital stays also increases. To help combat this, Cary Hospital recently introduced the Hospital Elder Life Program (HELP), which focuses on simple social interaction as a way to prevent delirium and improve the continuum of care for older patients. “We’ve seen that patients who participate are happier and more engaged. Our volunteers and patients make a real connection, and that’s a very special experience,” says program coordinator Linda Mayo (Duke Endowment – HELP). “Whether it’s bringing up a favorite song from their past or just making simple conversation – it’s all about bringing a smile to our patients’ faces.”

The program pairs eligible patients with specially trained volunteers who visit several times a day to talk and offer assistance with stimulation activities, such as range-of-motion exercises. The volunteers offer social and emotional support and help patients better understand their current surroundings and learn about the next steps in their care, whether they are returning home or transitioning to a rehab facility. HELP volunteers also work in partnership with Silver Spoons to provide companionship and assistance during meals. HELP is funded by a three-year grant from the Duke Endowment as part of a research project investigating if and how the program contributes to reductions in length-of-stay, pharmacy costs, falls and other measures. For more information about HELP, contact Mayo; to volunteer, contact Volunteer Services.

Exceptional People. Exceptional Care.

Taking Care of Our Own

When Alisa Rosa’s (Payroll) husband Eric was deployed with the National Guard to Jordan in November 2014, her WakeMed family stepped in in a big way to support the couple and their young daughter, Ariana. Prior to Eric’s deployment, staff from Payroll, Accounts Payable and Accounting all pitched in and gave the couple a gift card for a nice night out before being separated for months. The departments also sent care packages to Eric on Memorial Day with enough goodies to share among his fellow soldiers. Since Eric has been away, the teams have also made it a priority to take care of Alisa and Ariana here at home. “They’ve been great about letting me take time off when I need it to be there for her school programs, field trips or when she’s sick. Eric knows he doesn’t have to worry about us because WakeMed is taking such good care of us,” she explains.

To recognize Alisa’s coworkers for their support, Eric nominated WakeMed for a Patriotic Employer Award through the Department of Defense Employee Support of the Guard and Reserve Office (ESGR). The award recognizes employers for support provided directly to a Guardman, Reservist or their spouse. In June, Susan Cashwell, manager, (Accounts Payable) was notified that WakeMed had received the award and it was presented by the ESGR in July. Eric is due to come home sometime this fall, but in the meantime, says Alisa, “It’s so special for him to have people he doesn’t know personally reaching out and supporting not only him, but everyone he is serving with too. It’s meant so much to us – it’s just the Wake Way!”

Shown left: ESGR volunteer Ken Oppenheim presented the Department of Defense Patriotic Employer Award to Accounts Payable, Payroll and Accounting. Oppenheim is pictured with (left to right) Robin Brannan, manager (Payroll), Beth Teel (Accounting), Alisa Rosa (Payroll) and Cris Schmankan (Accounts Payable).
Lori Stevens, RD, LDN, (Food & Nutrition Services – Cary Hospital) passed the clinical nutrition support clinician exam.

Barbara Honeycutt, RN, (Heart Center Administration) and Christine O’Neill, RN, (Center for Innovative Learning) achieved earned nursing board certification (RN-BC).

Crystal O’Neal (Respiratory Care Services) was promoted from lead therapist to night shift adult respiratory care supervisor.

Congratulations to the following employees who received bachelor’s degrees in nursing: Tina Johnson, RN, Trish Floyd, RN; and Angela Pigott, RN (all of Emergency Department – Cary Hospital); Angie Rees, RN (Imaging); Erin Parsir, RN (STICU); and Rachel Mayour, RN (6C Surgery & Trauma).

Congratulations to the following nurses who passed the medical/surgical certification exam: Rachel Hager, RN; and Dorothy Poppe, RN (both of 6C Surgery & Trauma); Cassie Bradshaw, BSN; Lisa Knesshan, BSN; Caroline Gautha, RN; and Chrisee Vinson, RN (all of 5A MIC); Ashley Martin, RN, and Doreen Millhouse, RN (both of 6B Orthopaedics & Oncology).

Sarah Pearce, RN; Brian Walo, RN; and Katherine Womack, RN, (all of Emergency Department – Cary Hospital) completed their nursing fellowships.

Angie Jones, RN (Imaging) became certified in vascular access.

Jennifer Saliba (5A MIC) earned an associate’s degree in nursing from Wake Tech Community College.

Natacha Dorsainvil, NAI, (5A MIC) earned billing and coding specialist certification.

Charlotte Krevem Culler, BSN, RN; Kemmy Richards, BSN, RN; and Wendi Emerson, RN, (all of 3A VCIC) passed the cardiovascular certification exam.

Carl Kiser, RN; Ryan Kuruz, RN; Courtney Tolin, RN; and Emily Gribben, RN (all of the Emergency Department – Raleigh Campus) and Lynne MacDonald, RN, (Emergency Department – Cary Hospital) earned certification in emergency nursing.

2 West CVIC congratulates Gail Roumais, RN, for earning pain certification and Rachel Foxworth, RN, for earning cardiovascular certification.

Pauline Stillman, MSN, RN, manager, (5A MIC) and Amy Short, RN, interim director, (Emergency Services – Cary Hospital) earned nurse executive certification.

Debra Scott, RN, (6B Orthopaedics & Oncology) received orthopedic nurse certification.

Kathy Miller, BSN, RN, (CV Testing) earned cardiovascular nursing certification.

Eileen Ramos, BSN, RN, (Surgical Services) earned healthcare accreditation certification (HACP).

Britt Adsco, BSN, RN, Kristi Smith, BSN, RN, (2 West MIC – Cary Hospital) and Lynnette Lux, RN, (MICU) obtained critical care nursing certification.

3C Rehab Nursing congratulates their newly-certified nurses: Sharon Tharp, RN; Mary Anne Tan, BSN; Helen Cox, BSN; Alison Miller Christopher, BSN, RN; and Emily Helpdevold, RN.

Karla Schmidt (WPP – Cary Cardiology) completed the basic arrhythmia class and advanced cardiac life support (ACLS).

Diane Honeycutt (WPP – Cary Cardiology) completed the basic arrhythmia class.

COMINGS & GOINGS

6C Surgery & Trauma welcomes Brooks Carson, RN; Emilie LoConte, RN; Atiya Rafferty, RN; and Lindsey Mathias, RN, fellow.

Guest Services welcomes Torisa Cook back to WakeMed.

OneCall welcomes Melissa Harris, RN.

Emergency Department – Cary Hospital welcomes Julie Talley, RN; Jamie Wilson, RN; Alyse Flick, RN fellow; Amelie Michel, RN fellow; Keli O’Reilly, RN; Angela Sparrow, RN; Megan Ford, NAI; and Monique Jenkins, NAI.

6B Orthopaedic & Oncology welcomes Casey Whitley, RN, fellow; Jennifer Boo, RN; Sarah Beth Johnson, RN; and Meagan Stout, RN.

The NICU welcomes Stefanie Hultgren, RN, fellow; Jennifer Waltemaker, RN, fellow; Lauren Drabkin, RN, fellow; and Kristin Hunter, RN; Erica DuPree, RN; Erin Schlueter, RN; Virginia Osabel, RN; and Jennifer Crocker, RN.

5C Medicine welcomes Amy Carter, NAI; Tamara Grayson, RN; Michelle Horne, RN; Anna Mangum, RN, fellow; Cameron Stilioni, RN; Katalyn Tarnaski, NAI; and Caitlin Todd, RN.

STICU welcomes Hannah Erickson, RN, and Jamie Goodman, RN.

4E Pediatrics welcomes Gina Quinn, RN; Mary Anderson, RN; Audrey Clark, RN; and Samantha Marsh, RN.

6A CVIC welcomes Sara Lynn James, RN; Marc Schlachter, RN; Kimberly Broadwell, RN; Faty Dia, RN; Lakeshira Moore, RN; Darla Aldridge, RN; Tabitha King, RN fellow; Alex Massone, RN; Ashley Miller, RN, fellow; Joannine Parker, RN; and Elizabeth Armstrong, RN.

COMINGS & GOINGS

COMINGS & GOINGS

COMINGS & GOINGS

PERSONALIZED RETIREMENT COSTS

Planning for retirement can be challenging and may make you wonder if you are saving enough now to provide for a secure retirement later. To help employees answer that question and better prepare for retirement, WakeMed is once again providing a personalized Retirement Readiness Analysis to all benefits-eligible employees (as of June 30, 2015).

The Retirement Readiness Analysis can help you get the most of your retirement benefits by determining if you are financially on track for the type of retirement you want and how to create a better result for tomorrow. The report will provide you with a personalized plan review including:

• A personalized retirement income goal
• An analysis of your chances to meet that goal
• Specific changes you can make in your investments or savings contribution that help you achieve your goal

Your Retirement Readiness Analysis will be mailed to your home in mid-August. Employees who participate in the workshop “Assess & Prepare: Retirement Planning” will receive a personalized report.

Transfusion Services welcomes Rukiyah Singletary and Crystal Keys.

WakeMed North Surgical Services welcomes Eileen Ramos, BSN, RN, who transitioned from Raleigh Campus.

STICU welcomes Erin Parsir, RN, (all of Emergency Department – Cary Hospital). Tonia Atkins, Arqueta Lindsey, Cooke McMillian, Jennifer Pappalardo and Monique Fullen.

WakeMed North Surgical Services welcomes Eileen Ramos, BSN, RN, who transitioned from Raleigh Campus.

Transfusion Services welcomes Rukiyah Singletary and Crystal Keys.

WakeMed North Surgical Services welcomes Eileen Ramos, BSN, RN, who transitioned from Raleigh Campus.

COMINGS & GOINGS

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COMINGS & GOINGS
Sheri De Shazo, MBA, MHA, RN, remembers quite clearly when she decided to follow in her mother’s footsteps and become a nurse. “I was 8 years old and a neighbor fell through a glass door and was injured. Seeing my mom spring into action as a nurse made a strong impression and really inspired the path that I ended up taking,” she says.

De Shazo, the youngest of five children, grew up near Princeton, W.Va., and studied nursing at Bluefield State College in Bluefield, W.Va., and Winston-Salem State University. She then worked for several years in medical-surgical units, NICU, cardiovascular critical care and ambulatory facilities before transitioning into administration. “I loved working as a clinician and making a difference in people’s lives every day. Eventually, I realized that while I could impact individual lives as a nurse, I could make a broader impact on entire systems and populations as a leader.”

As she began her career shift, De Shazo went back to school, earning both a master’s in business administration and a master’s in health care administration from Pfeiffer University in Charlotte, N.C. She then took on roles of increasing responsibility at WakeMed, serving as director of patient care and support that’s unique. I really feel like I’m part of a family.”

She shows the way. After a year at WakeMed, she’s found that our culture lends itself to making employee and patient care plans for WakeMed North Family Health & Women’s Hospital, which opened in May. With the hospital up and on the way to running smoothly, De Shazo is now focusing on mid-range and long-term goals. “We had a very successful go-live and now we are working to establish reliable systems and training for our staff so that we can deliver on our patients’ expectations every day,” she says. “As an administrator, it’s my job to help bring the facility to the point of full functionality into administration. I loved working as a clinician and making a difference in people’s lives every day. Eventually, I realized that while I could impact individual lives as a nurse, I could make a broader impact on entire systems and populations as a leader.”

As a leader, De Shazo sees her role as a mentor, coach and motivator and makes it a point to engage with employees and spend time in their work environments – whether that’s in the ICU or in the operating rooms. “I am very pleased to welcome Michael to WakeMed and feel confident he has the leadership and financial expertise necessary to continue our transition to a value-based approach to health care while ensuring the long-term financial health of the organization,” commented Donald Gintzig, president and CEO.

Michael Browning Named Executive Vice President & Chief Financial Officer

WakeMed recently welcomed Michael P. Browning, CPA, MBA, as executive vice president and chief financial officer. Browning joins us from Parkview Health in Fort Wayne, Ind., a large, multi-hospital integrated health system, where he has served as senior vice president and chief financial officer since 2010.

Browning brings with him over 25 years of experience in health care strategy, operations, finance, revenue cycle and auditing. In his new role at WakeMed, he is responsible for leading WakeMed’s overall financial operations as well as financial planning, strategic sourcing and all accounting functions. “I am very pleased to welcome Michael to WakeMed and feel confident he has the leadership and financial expertise necessary to continue our transition to a value-based approach to health care while ensuring the long-term financial health of the organization,” commented Donald Gintzig, president and CEO.

Browning holds a master’s degree in business administration from the University of Louisville, and a bachelor’s degree in accounting from Kentucky Wesleyan College. Mike DeVaughn, who has been WakeMed’s CFO since 1989, plans to retire in 2016 and will work closely with Browning to ensure a smooth and seamless transition.
WakeWell Rewards Deadline Approaching – Earn 120 Points by August 25 to Qualify

The deadline for WakeWell Rewards is right around the corner! For more information about the program – and what to expect from your incentive in 2016 – read the FAQs on the WakeMedWeb or contact Bob Nelson at ext. 06903 or bonelson@wakemed.org.

Welcome New Physicians

Michele Benoit-Wilson, MD
WPP – OB/GYN
Women’s Center

Stephen DeMee, DO
WPP – Neonatology

Cherissa Hansen, MD
WPP – Pediatric Intensivists

Sarat Ganga, MD
Wake Orthopaedics

Nilay Patel, DO
WPP – Accent Urgent Care

Brandon Rubenz, MD
WPP – Urology

John Sullivan, MD
WPP – Pediatric Intensivists

Welcome New Mid-levels

Vanessa Deese, PA
WPP – Hospitalists

Cara Grout, CNM
WPP – OB/GYN
Women’s Center

Kristen Hall, NP
WPP – Neonatology

Test your knowledge of the new terms and words associated with the Wake Way 2 Excellence by reading the clues and filling in this crossword puzzle. If you get stuck, refer to the Wake Way 2 Excellence WakeMedWeb site – the glossary and other items posted there will be a great help! Sign your name and send your completed crossword puzzle to Kate Wilkes (Public Relations) to be entered into a prize drawing.

**Down**

1. This German word for the baton an orchestra conductor uses refers to the rate or pace a service needs to be completed in order to meet patient demand.

2. A Japanese word that means good change.

4. Being an active listener and asking clarifying questions are two ways to demonstrate this Wake Way 2 Excellence behavior.

5. Anything that doesn’t add value to the patient experience.

9. The Wake Way 2 Excellence is a combination of tenets and ______.

13. This word is Japanese and translates as preparing the soil.

14. All Wake Way 2 Excellence activities should be viewed from this perspective.

16. This is one part of the Wake Way 2 Excellence foundation and refers to principles used to make improvements.

**Across**

3. This Japanese word for signal refers to a tool that helps ensure nothing is done until it is needed.

6. A Japanese word meaning waste.

7. Creating these processes will eliminate overproduction (hint: it’s a Wake Way 2 Excellence tenet).

8. The combination of the path that a patient takes as they move through the WakeMed system and to the “value” of the treatment and experience.

10. A Wake Way 2 Excellence tenet is to create ___ and make sure work is organized smoothly.

11. A Japanese word that refers to the place where work actually happens (clinic, operating room).

12. Creating this will ensure consistency (hint: it’s a Wake Way 2 Excellence tenet).

15. Demonstrating ___ and accountability is one of the Wake Way 2 Excellence behaviors.

16. This Wake Way 2 Excellence behavior means we all need to work together.

17. One of the Wake Way 2 Excellence behaviors is to show ___ for people.

Completed by: ____________________________
The courses that I've taken at national conferences have not only made a big impact on me personally, but they've also impacted other nurses that I work with—most nurses aren’t able to personally, but they’ve also impacted other nurses I work with. Thanks to everyone who made this special day possible.

Our Magnet appRAISEes received a warm WakeMed welcome when they arrived for our site visit in July. Thanks to everyone who made this such a fantastic week and shared their stories of pride and innovation. We expect to hear a decision on designation within two months.

At WakeMed’s first ‘Fill the ‘Burb to Curb Hunger’ event, we gathered 378.6 pounds of food for donation to Inter-Faith Food Shuttle—including 376 pounds of fresh, local produce purchased at or donated at the WakeMed farmers market. Thank you to everyone who donated!

At the 2015 Healthy Communities Day, Debra Boring (Pathology Labs) shared the importance of good hand hygiene with an eye-catching display of bacteria that thrive on everyday items. The annual event, sponsored by WakeMed and the YMCA of the Triangle, offered free health screenings and education for more than 850 children.

Our Magnet appRAISEes received a warm WakeMed welcome when they arrived for our site visit in July. Thanks to everyone who made this such a fantastic week and shared their stories of pride and innovation. We expect to hear a decision on designation within two months.

The WakeMed Foundation offers several scholarship and award opportunities to help WakeMed employees advance their knowledge and clinical skills to improve the care and well-being of our patients.

Skills Scholarship
Skills Scholarships provide funds for classes, seminars, conferences and programs. Scholarships are designed to help employees gain new skills that will help expand existing services and can be shared with teammates. Awards range from $300 to $2,500; see individual scholarship criteria to determine eligibility and maximum award amount.

To be eligible, applicants must:
- Meet individual scholarship criteria
- Be a benefit-eligible employee in good standing
- Have worked for WakeMed for at least two years

Deadlines: February 15, May 15, September 15

Elizabeth Griffin, RN
Children’s Emergency Department
Skills Scholarship Awardee
Attended a Pediatric Emergency Medicine Conference
“The courses that I’ve taken at national conferences have not only made a big impact on me personally, but they’ve also impacted other nurses that I work with...most nurses aren’t able to attend national conferences without assistance.”

Helton Scholarship
The Helton Scholarship Endowment Fund was established by a grant from the Helton Family Foundation. Scholarships foster professional development by providing financial assistance to deserving individuals for continuing academic education. Scholarships range from $500 to $5,000.

To be eligible, applicants must:
- Be currently enrolled or accepted into a health-care-related degree program
- Be a benefit-eligible employee in good standing
- Have worked for WakeMed for at least two years

Deadline: September 15

Jennifer McLucas-Ingold
Clinical Resource Management
Helton Scholar Awardee
Master’s degree – Pfeiffer University
“The Helton Scholarship is more than a benefit for WakeMed Employees, it’s an investment. This scholarship allowed me to continue my education, my professional growth and challenge my personal limits by completing a master’s program.”

Three-Month Check Up for WakeMed North
Since opening in May, WakeMed North Family Health & Women’s Hospital has grown in patient volume and contributions to the community. The facility has also hit some important benchmarks—including the 100th baby delivered, which happened in early July.

Also in July, the Emergency Department celebrated its 10-year anniversary. As the first stand-alone emergency department in the state, the North ED became the model that is now used for all of our Healthplexes. In its decade of service to the community, the ED has seen over 320,000 patients!

Patients, families and employees were excited to see the new gift shop open its doors several weeks ago. The shop, pictured above, features flowers, locally made gifts and boutique items. As we continue growing available services, the hospital will soon introduce specialty spa services for patients including facials, massages, manicures and pedicures. These services will be available in late summer.

Garner Is Growing!
WakeMed Garner Healthplex Emergency Department is adding two new patient rooms this month, bringing the total up to 12 beds. Construction is underway and the rooms should be open by the end of August. Since the facility opened two years ago, the Garner Healthplex has become an important part of this growing community.
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 Public Relations, August 2015

CALENDAR OF EVENTS

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.

Get Ready for WakeMed Gives!

WakeMed Gives, our annual employee giving campaign, will be held this year from September 1 through 11. During the campaign, all employees are invited to make a personal contribution to the 501(C)(3) nonprofit organization of their choice. To help you make the most of your giving power, donations can be made using cash, check, payroll deduction or PDO donation.

This year the WakeMed Gives committee – co-chaired by Janis McLaughlin, manager, (Outpatient Rehab) and Donna Lane, RN, manager (Labor & Delivery) – is planning a number of great events to have some fun while raising awareness about this great opportunity to give back to our community:

- Basket and cake auctions
- Raffles and prize drawings
- Wear RED day
- Events and activities system-wide

Be on the lookout for much more information about the campaign in the coming weeks and remember: Every gift – no matter the size – makes a difference for our patients and the community.

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.

1st Uniform Sale
Cary Hospital
Wednesday, August 5
7 am to 4 pm
Conference Center
Raleigh Campus
Thursday, August 20
7 am to 4 pm
Andrews Center

Peoplefluent User Training
Tuesday, August 25, 8:30 to 11:30 am; Raleigh Campus, MOB 4, Register via Learning Link

Catholic Mass
Monday through Saturday at 11:30 am in the Raleigh Campus Chapel (third floor).

Back In Motion Series
Treating the Painful Hip
Wednesday, August 19
6:30 to 8 pm
Cary Hospital, Conference Center
Presented by Stephen Strubel, MD
Total Joint Care

Back Story
Wednesday, September 9
1:30 to 2:30 pm
Cary Hospital – Conference Center
Presented by Conor Regan, MD
Wake Orthopaedics

Wake AHEC
Comprehensive Coding using ICD-10-CM for the Physician’s Office – Aug. 7, Andrews Center
Veterans in Need of Care: PTSD and Substance Use Disorders – Aug. 13, Andrews Center
Promoting Cultural Competence in Healthcare – Aug. 20, Cary Hospital Conference Center
SPICE: Infection Control in Dentistry – Sept. 18 & 23, Andrews Center
The Veritas Collaborative Symposium on Eating Disorders 2015 – Sept. 18, Hilton Durham; Durham, N.C.
Working with Parents with Mental Health Challenges – Sept. 18, Cary Hospital Conference Center