WakeMed Forms Community Collaborative to Reduce Readmissions and Length-of-Stay

October 1 marked the start of a new Medicare policy to fine hospitals for excessive patient readmissions due to complications within 30 days of discharge. The goal is to reduce costs for taxpayers and improve the initial quality of care given to patients. When considering this issue back in May, Christy Henry, MD, medical director for Case & Clinical Resource Management, started working with local skilled nursing facilities (SNFs), including assisted living facilities and nursing homes, on a project to help reduce unnecessary hospital admissions and readmissions through enhanced relationships and more communication. She also wanted to help reduce hospital length-of-stay by transitioning the patient back to the SNF sooner, when possible.

Preliminary Research
Initially, Dr. Henry spoke with SNF administrators to learn more about the services they offered and the level of training bad by their staff. Contrary to the belief of many WakeMed caregivers, Dr. Henry discovered that several SNFs did offer advanced services, Tracheotomy care, PICC lines, intravenous medications, and wound care, were just some of the services they reported, and a few even offered total parenteral nutrition (TPN), ventilators, nasogastric (NG) tubes and life vests. After creating a comprehensive grid illustrating this information, Dr. Henry educated WakeMed’s medical directors on a plan of care for each patient rather than automatically admitting them to the hospital.

“This really is a win-win for everyone,” commented Dr. Henry, who also engaged Becky Andrews, vice president of Health Information & Utilization Management, in the project. “WakeMed avoids penalties, and the SNFs benefit financially by keeping more patients in-facility rather than holding empty beds for which they cannot bill. More importantly, staying put can be extremely beneficial to a patient’s health by helping them avoid worsened agitation and the need for possible physical restraints in an unfamiliar environment, deconditioning as it relates to their therapy routine, and the risk for hospital-acquired infections.”

Pilot Program with Kindred
Dr. Henry and Andrews, along with ED staff and physicians, then administered a successful pilot with Kindred Transitional Care and Rehabilitation – Sunnybrook that included plan-of-care collaboration and a patient/family education program.

Interestingly, many patients’ families advocate for hospital admission if a patient gets sick because they are not aware of the services and expertise offered within the SNF itself. One result realized from this collaboration was a 13.28 percent reduction in hospital readmissions from that facility.

Community Collaborative
After their success with Kindred, Dr. Henry and Andrews extended their efforts to the community with the hope of helping even more patients. They invited several SNF staff and physicians to the community story continues on next spread
**Dr. Udekwu Appointed to North Carolina Medical Board**

Osi Udekwu, MD, FACS, MBA (WakeMed Faculty Physicians - General Surgery) was appointed this November to the North Carolina Medical Board (NCMB) by Governor Bev Perdue. The Medical Board consists of 12 members, all appointed by the governor, and exists to regulate medicine and surgery for “the benefit and protection of the people of North Carolina.” They also serve as a resource for patients and medical professionals, and help lead the health care environment through communication with the public, the legislature, academia and the medical community (www.ncmedboard.org).

“On behalf of WakeMed, I congratulate Dr. Udekwu on this incredible honor,” said Dr. Bill Atkinson, WakeMed president and CEO. “I am confident that he will dedicate himself to protecting and enhancing the quality of life for the citizens of North Carolina — just as he continues to do for his patients at WakeMed. And we will continue to support him in any way that we can.”

The N.C. Medical Board certified in pediatrics, surgery and critical care, Dr. Udekwu serves as the director of Trauma, the Surgical Trauma Intensive Care Unit and the Surgical Stepdown Unit at WakeMed and is an accomplished researcher, author and presenter. He is also a fellow of the American College of Surgeons, an associate professor in the Department of Surgery at the University of North Carolina School of Medicine and a colonel in the U.S. Air Force Reserve. His term on the N.C. Medical Board will run until October 31, 2014.

**New Director of Raleigh Campus Surgical Services**

Sheldrick Streete, MBA, BSN, RN, CNOR, joined WakeMed in November as the director for Raleigh Campus Surgical Services. He came from Baylor Regional Medical Center in Texas, where he was responsible for the leadership and operations of an 11-suite operating room (OR), four-suite endoscopy lab, pre-admission testing, day surgery, recovery room, sterile processing and anesthesia services. Prior to Baylor, Streete served in numerous surgical leadership roles for other hospitals in Texas and Colorado. He has extensive management experience, including in the Level I Trauma setting, with strengths in cost control, patient safety and satisfaction, regulatory compliance and process improvement. At WakeMed, Streete will provide leadership for the Raleigh Campus Surgical Services department and coordinate patient care with the Anesthesia team. He will also be responsible for the department’s fiscal/resource management and strategic initiatives, as well as being the key motivator for clinical and support staff. Streete received his certificate in surgical technology from Wheeling Jesuit University in West Virginia, and his bachelor’s degree in nursing from the University of Florida and his master’s degree in business administration from Ashford University in Iowa.

**New Director of Cary Hospital Operative Services**

Kelly Broos, RN, MSN, MBA, also joined WakeMed in November as director of Operative Services at Cary Hospital. She came from Trinity Health System in Ohio, where she was the director of Perioperative Services. Prior to that, she was director of Surgical Services at East Liverpool City Hospital, also in Ohio. At Cary Hospital, Broos will be responsible for Pre-Admission Testing, Day Surgery, Operative Services, PACU, Endoscopy and Central Sterile Processing. She will continue with the department’s rebuilding process, focusing on perioperative efficiencies, and will work closely with the Operating Room Executive Committee. Broos brings more than 20 years of perioperative services experience to Cary Hospital. She earned her bachelor’s degree in nursing from Wheeling Jesuit University in West Virginia, and her master’s degree in nursing and business administration from Waynesburg University in Pennsylvania.

**Welcome New Physician**

A warm welcome to Swagva V. Chenna, MD, who joins Wake Specialty Physicians (WSP) - Employee Health. Dr. Chenna is board certified in Family Medicine (board eligible in Geriatric Medicine). Her clinical interests include geriatrics, women’s health, preventive care and minor office procedures. She helps with the management of chronic conditions such as diabetes, hypertension and high cholesterol by empowering patients to actively participate in improving their lifestyle. For more information on Dr. Chenna or this primary care practice, please visit www.wakemedphysicians.com.

**WSF- Employee Health**

Mamatha Ramaswamy, MD, joins Wake Specialty Physicians (WSF) - Employee Health from Rex Primary Care of Cary, part of the Triangle Physicians Network, where she served as a full-time internist. Prior to that, she worked in internal medicine, at a community hospital, and in private practice.

Dr. Ramaswamy has extensive experience in internal medicine, with a special interest in women’s health, geriatrics and diabetes care. She completed her residency in internal medicine at Wyckoff Heights Medical Center in Brooklyn, N.Y., an affiliate of Cornell University, and is board certified by the American Board of Internal Medicine. She earned her medical degree at Bangalore University in India, and is a member of the American College of Physicians as well as the North Carolina Medical Society.

**WSP - Employee Health**

First Floor - Andrews Center, Raleigh Campus Monday–Friday – 7 am to 3 pm Call ext. 08284 for an appointment. Walk-ins welcome

At WSP- Employee Health, Dr. Ramaswamy and her dedicated health care team provide primary and urgent care for WakeMed employees and dependents ages 18 and up, including continuity of care and chronic disease management for issues like hypertension and diabetes. Men and women can also receive annual physical exams to support ongoing wellness and maintenance. The board certified in pediatrics, surgery and critical care, Dr. Udekwu serves as the director of Trauma, the Surgical Trauma Intensive Care Unit and the Surgical Stepdown Unit at WakeMed and is an accomplished researcher, author and presenter.

**Wow, What an Employee!**

Derek Bailey, EMTP-P, and Sandra Terry, RN, (both of Mobile Critical Care Services) were one of ten teams selected from the United States and Canada to compete in the CAE Cup, a critical care skills competition held this October in Seattle during the annual Air Medical Transport Conference.

Helen Townsend and Steve Wagner (both of Information Services - Radiology Applications) passed the American Board of Imaging Informatics Imaging Informatics Professional (IIP) Certification Exam. They are now both certified imaging informatics professionals.

Felecia Williams, RN, (Heart Center Administration) presented a poster at the 2012 Versant Client Conference in San Antonio entitled, “Monitoring and Debriefing: Necessary or Just a Nice Thing to Do?”

Paul Keene and Brian Endicott (both of Respiratory Care Services) passed the ACES exam, the inaugural exam for this profession.

The following CITCU staff earned their CCRN certification: Gina McConnell, RN, Tawana Fletcher-Harrison, RN, and Bianca Sink, RN.

Melissa Johnson, PhD, a clinical psychologist on the Pediatric Development Team, was appointed vice president of Child Life for Nationwide Children’s Hospital, Infant/Young Child Mental Health Association (NCIMHA). Additionally, Ruby Brown-Herring (Wake AHIC Administration) serves on the Board of Directors and recently led the organization in hosting its first statewide conference.

Barry Swanner, RN, (Children’s Emergency Department) transitioned from staff nurse to supervisor/educator.

Cecily Flynn (Pathology Labs - Core Lab) was recognized as a Beckman Coulter Certified Key Operator for the Unicel Dxl 600 instrument by the Professional Development Department of Beckman Coulter.

Justin Davis (Pathology Labs - Cary Hospital) passed his American Society for Clinical Pathology (ASCP) Board of Certification exam.

Sue Hollowell, RN, (Mobile Critical Care Services) earned her Certifed Pediatric Critical Care (CPEN) credential.

Alma Berhane, RN, (2 East Medicine - Cary Hospital) earned her Medical/Surgical Certification.

Patsy Davis, RN (Surgical Services) co-authored an article that was published in the December 2012 issue of AORN Journal – The Official Voice of Perioperative Nursing. It was titled, “Making the Most of Caring: The Need for Nurse Residency Programs.”

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

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**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**
Moving into the New Year, we are reintroducing this program as WakeWell, one of the many employee benefits that live under WakeMed’s WellnessMatters umbrella. While it has a new name, WakeWell involves the same requirements included in last year’s program, with a few small tweaks. To receive a premium incentive on 2014 health insurance rates, employees must complete a biometric screening and online health assessment in 2013. And, if contacted, they must also participate in BCBSNC case management, now called “Case Management & Condition Care.”

**Important WakeWell Dates to Remember**

**Schedule Your Biometric Screening**
Now through February 22, 2013

**Complete Your Biometric Screening**
February 27 – April 13, 2013

**Complete Your Online Health Assessment**
May 13 – June 7, 2013

**Participate in BCBSNC Case Management & Condition Care**
[BCBSNC will contact all employees for whom this is a requirement.] January 1 – October 31, 2013

Remember, all of these steps are necessary to qualify for a premium incentive on health insurance rates in 2014. Plus, there are two new requirements that must be completed to receive the credit:

- Any employee who is selected to participate in BCBSNC Case Management and/or Condition Care will lose their credit if they opt out of either program during 2013.

- To receive the credit, all tobacco users must complete a specific BCBSNC education module prior to September 30, 2013.

Stay tuned for more WakeWell details coming soon. In the meantime, remember that a healthier you leads to money saved! With questions, contact Bob Nelson, senior wellness specialist, at ext. 06903 or bonelson@wakemed.org.

**Flexible Spending Accounts – Year-End Update**

Employees who enrolled in Flexible Spending Account (FSA) plans have until midnight, December 31, 2012, to incur expenses in those account(s). The IRS allows you to file expenses incurred during 2012 as late as March 30, 2013. But your claim must be for eligible services you received (incurred) in the 2012 calendar year. If you enrolled in an FSA for 2013, your new plan year begins on January 1. With questions, see your 2013 Employee Benefits Handbook or call WakeMed’s claims administrator, IMS, at 919-877-9933, ext. 1052.

**COMINGS & GOINGS**

The Heart & Vascular Services Midlevel Program welcomes Celine Wyatt, ACNP; Christine Leonard, FNP; Eileen Morgan, ANP; Jenny Buckovich, PA; and Chelsea Fleege.

The Pharmacy welcomes Andy Meyer, PharmD, as a clinical staff pharmacist, and several new technicians: Carol Robinson, Laura Eberenz, Brian Roberson, Carrie Martin and Gristy Reyes.

Surgical Services - Inpatient PACU welcomes Michelle Woodell, RN, a fond farewell as she relocates to Williamsburg, Va., with her family after more than 14 years of service to WakeMed. She will be missed! The department also welcomes Sonya Freeman, RN.

The Gift Shop on the Raleigh Campus welcomes Lori Smith, as a retail sales assistant.

Women’s Pavilion & Birthplace - Raleigh welcomes Darlene Esper, MT.

Audrey King (Laundry & Linens Services) retires from WakeMed this December after 34 years of dedicated service. Her department thanks her for her commitment to WakeMed and wishes her all the best for the future!

Emergency Department - North Heartmathes welcomes Anne Shaffer, RN; Lesley Fitzgerald, RN, and Todd Browning, RN. The department also wishes supervisior/educator Melodie Goswick, RN, all the best with her new job opportunity.

The Neuro ICU welcomes Adriane Dehghan, RN.

The Clinical Administrators welcome Dawn Cuff, RN, who transitions from CTICU and will work the weekday night shift on the Raleigh Campus.

Information Services welcomes Shanette Martin and Latonya Kearney as application support analysts.

CTICU welcomes Allison Glasson, RN, Amy Barnes, RN; Patrick Bruff, RN; and Teena Chavis, RN.

Nursing Education welcomes Amy Ray, MSN, RN.

MICU welcomes Mary Gilantzis, RN, and Tracy Tate, RN.

Observation Unit 3 welcomes Samuel Buahin, NA.

The department also congratulates former supervisor Yolanda Richards-Smith, RN, who was accepted into Duke University’s Nurse Practitioner Program, starting in January. She transitioned from supervisor to staff nurse on the unit on November 18. Randy Roberts, RN, was promoted to supervisor in her place.

Operating Room - Cary Hospital welcomes surgical techs Michael Hughes and Jennifer Smith.

The Adult Emergency Department welcomes Brittany Hair, BSN, RN, CEN, as a clinical educator/supervisor.

SC Medicine welcomes Patrice Gill, NA, and Allison Brantly, NA.

**Food & Nutrition Services**

The Food & Nutrition Services welcomes Rhosyn Smith-Brown as a clinical manager.

**Happy Retirement, Dr. Tift Mann**

J. Tift Mann, MD, FACC, a long-time cardiologist with Wake Heart & Vascular, retired in November after almost 35 years of dedicated service. A well-known face within our halls, Dr. Mann was instrumental in helping the WakeMed Heart Center grow to regional and national prominence – not to mention the translational catheterization program he pioneered at WakeMed.

Dr. Mann received his medical degree at The University of North Carolina School of Medicine in 1969. He then served as a lieutenant in the U.S. Navy Medical Corps, and in 1976, completed a fellowship in cardiology at the then-named North Carolina Memorial Hospital in Chapel Hill. He also served as an assistant director at Harvard Medical School in the Cardiac Cath Laboratory, Peter Bent Brigham Hospital. A fellow of the American College of Cardiology, Dr. Mann is an accomplished cardiologist and author, having published numerous research articles and book chapters on topics such as coronary stenting, coronary intervention, and the translational approach to coronary angiography and intervention.

WakeMed congratulates Dr. Mann on his retirement and his many accomplishments in cardiology, and wishes him all the best for the future.

**Community story continued from cover**

medical directors to form a collaborative with other local hospitals and health care agencies, including Rex Healthcare, Duke Raleigh Hospital, The University of North Carolina Hospitals, the North Carolina Hospital Association, Community Care of North Carolina as well as local physician advisors and ED physicians. To date, the collaborative has seen a five percent reduction in readmission rates, down from 30 to 25 percent.

“Our group keeps growing,” added Dr. Henry. “Everyone is really engaged and aligned for the common goal of reducing readmissions, improving outcomes and doing what is best for these patients.”

**Home Visits Using AT HOME Record**

In addition to the collaborative, Dr. Henry has also teamed up with WakeMed Home Health to visit patients at home in an effort to help prevent readmissions. The AT HOME record, a simple chapter in SOARRAN that allows caregivers to document and communicate so that home care patients receive the correct care in the correct setting, has also been developed and implemented. Dr. Henry explained that home visits will help prevent visits to the ED and expedite discharges because caregivers will take comfort in knowing patients have ongoing care in the home.

The issue is complex, but thanks to the leadership and innovation shown by Dr. Henry, and the enthusiastic support of her collaborations, there is hope for continued success and many more improved patient outcomes.
SAVE OUR SCRUBS!

**Reminder about WakeMed’s Surgical Scrub Policy**

Help WakeMed reduce linen costs and also impact your WakeShare. Please do not take or wear WakeMed surgical scrubs if your job description does not require you to do so. If you are required to wear scrubs, please remember to NEVER leave WakeMed property wearing WakeMed scrubs.

**Scrub Jackets Required as of January 1**

As of Tuesday, January 1, many WakeMed employees will be required to wear a scrub jacket with their scrubs, including employees who enter or work in restricted and semi-restricted areas. (Some employees who work in the PACU and pre-op will not be required to wear the jacket.) The jackets will be included as part of your normal scrub delivery method. Please be sure to wear your entire scrub uniform to avoid any disciplinary action.

Questions? Contact Coleen Athey, manager of Laundry & Linen Services, at ext. 08301.

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**Thousands Saved in Operating Room/Electrophysiology Reprocessing in 2012**

In 2012, WakeMed saved over $485,215 and diverted over 10,918 pounds of waste system-wide thanks to a new reprocessing program implemented in the operating rooms (ORs) and electrophysiology (EP) labs. The program involves sending one-time use OR and EP supplies (for example, trocars) back to Stryker Sustainability Solutions so they can be remanufactured according to Food & Drug Administration (FDA) regulations. WakeMed can then purchase those supplies back from Stryker at significantly reduced prices. More savings are expected in 2013 by placing added concentration on harmonic scalpels and external fixation.

Way to go, team!
Three Cheers for the Volunteers!

Those who work with volunteers on the Raleigh Campus and at Cary Hospital understand the important roles they play in the daily operations of our facilities. They are amazing, and their service throughout FY 2012 – not to mention every year – proves it.

The Volunteers at WakeMed Raleigh Campus

In FY 2012, 932 active volunteers contributed more than 82,562 hours to patients, families and staff. That is equivalent to 40 full-time employees per month. Special recognition goes to Eulaene Troubridge who has contributed 13,000 hours of her time to WakeMed over the years. Troubridge has the highest cumulative total of hours of any active Raleigh Campus volunteer.

Vendor sales, sponsored by The Volunteers at WakeMed Raleigh Campus, netted $42,902. The Volunteers provided $1,980 to our Spinal Cord Injury Program, $4,000 to the Reach Out and Read program, $923 to the Congestive Heart Failure program and $2,500 to Pediatrics for the purchase of distraction/comfort items for patients.

The Volunteers at WakeMed Cary Hospital

Cary Hospital’s 685 active volunteers contributed more than 70,225 hours to patients, families and staff in FY 2012. That is equivalent to 34 full-time employees each month. Many thanks to Pam Ayars who has contributed 14,000 hours of her time to WakeMed over the years. Ayars has the highest cumulative total of hours of any active Cary Hospital volunteer.

This year’s golf outing, sponsored and organized by The Volunteers at WakeMed Cary Hospital, raised $22,000, which will go to the purchase of mobile computer women’s education kiosks. Hospitality pets made 3,078 visits to patients, and sewing volunteers completed 4,168 baby hats and 3,971 “huggables.”

WakeMed Patient Safety House of Hazards Focuses on Behavioral Health

This year, the annual Halloween-themed WakeMed Patient Safety House of Horrors became the Patient Safety “House of Hazards,” raising awareness for common room safety hazards that exist specifically for patients with behavioral health issues. Sponsored by the Behavioral Health team, Nursing Education and the Center for Innovative Learning, which also hosted the event, the House of Hazards gave employees the chance to earn a contact hour by identifying common hazards for behavioral health patients, including patient care items, medical equipment and personal belongings, in a fun and interactive way.

PICTURED ABOVE: James Graham (Patient Constant Observer Services) shows what not to do as a patient observer. RIGHT: Annie Brito, RN, (Adult Acute Care Nursing Services) (front); Fran Powell, RN, (Center for Innovative Learning); and Elaine Youngman, RN, (Clinical Nursing Resource Services) enjoy the event. All helped coordinate the details for the day.

WakeMed Chosen to Participate in Two Innovative National Critical Care Nurse Training Projects

WakeMed was selected by the American Association of Critical-Care Nurses (AACN) to participate in two leadership training projects designed specifically for critical care nurses. The Raleigh Campus and Cary Hospital were two of only seven hospitals in the state invited to take part in the AACN Clinical Scene Investigator (CSI) Academy. WakeMed was also the only N.C. hospital approved for two projects.

Raleigh Campus’ 16-month-long project will evaluate, assess and further enhance the experiences of critically ill patients as well as their families. Nurses will work with AACN faculty; WakeMed’s chief nursing officer and senior vice president, Cindy Boily, MSN, RN; Betty Woodard, RN, PhD, director, (Nursing Research & Evidence-Based Practice); and Felicia Williams, RN, (Heart Center Administration). Primary nurse participants are (shown in photo below left to right) Taylor Smith, RN, (ICU-A); Robin Mitchell, RN, (ICU-A); Kelley Keep, RN, (2E CVCU); and Veronica Coker, RN, (2E CVCU).

Cary Hospital’s project will combine the Intensive Care Unit (ICU) and the Medical Surgical Intermediate Care (MSIC) unit. Linde Hawkins, RN, (2 West ICU); Tammy Fralin-Mosier, RN, (2 West ICU); Ashley Ritchie, RN, (2 West MSIC); and Aubrey Eagle, RN, (2 West MSIC) (shown in photo below left to right) will work for 16 months to reduce the number of days patients are on ventilators and the number of patients on ventilators. The team will also be supported by Bolly, Dr. Woodard, AACN staff and Paula Bird, RN, director of Medical/Surgical Nursing at Cary Hospital.

“We are excited for our nurses to expand their footprint on patient care, creating positive patient environments and outcomes, as well as enhanced care,” said Woodard, who helped spearhead the projects with AACN.

“Our nurses are our greatest asset, committed, compassion and a lifelong engagement in the care of our patients.”

The Triangle area is only the second region in the country to introduce the AACN CSI Academy to its nurses. After the projects are complete, WakeMed’s nurses will use their knowledge to develop and execute methods for enhanced patient outcomes and experiences.

WakeMed Commemorates Veterans Day with Two Special Ceremonies on November 12

For the fourth year in a row, WakeMed showed gratitude for the active military members and veterans around our country and at WakeMed during two special recognition ceremonies, held on the Raleigh Campus and at Cary Hospital. At the Raleigh Campus event, Dr. Bill Atkinson, WakeMed president and CEO, offered special remarks before Colonel Ed San Miguel, commander of the 916th Aerospace Medicine Squadron at Seymour Johnson Air Force Base, gave the keynote speech.

At Cary Hospital, David Coulter, senior vice president & administrator, welcomed and spoke to the group. Both ceremonies included the National Anthem and a reading of the President’s Proclamation as well as an invocation given by Spiritual Care. The day was devoted to remembering those who have served and those who have given their lives to defend our freedom. On behalf of WakeMed, thank you to those brave men and women.

PICTURED ABOVE LEFT: Anthony Newkirk (Human Resources - Employee Relations & Diversity), keynote speaker Colonel Ed San Miguel and Dr. Bill Atkinson, president and CEO, at the Raleigh Campus ceremony. ABOVE RIGHT: The WakeMed Color Guard presents the colors at the Raleigh Campus ceremony.
With the end of 2012 upon us, I want to thank each and every one of you for your dedication to WakeMed and, most importantly, to our patients over the past year. And, even amidst the hustle and bustle that comes with the holiday season, I hope we can all take a moment to happily reflect on a year that has brought us even closer together as a nursing family.

Together, we have faced challenges, celebrated accomplishments and watched our journey toward Magnet continue to gain momentum. Not only did we embrace Patient & Family Centered Care as our care delivery model, but this summer we launched our official Shared Decision Making Structure, marking the first time in WakeMed’s history that clinical nurses gained a voice at the highest level of decision making within our Division of Nursing. Additionally, we were well represented at the 2012 National Magnet Conference. Several of our staff nurses made the trip to California with members of our nursing leadership for this momentous occasion. They gained a tremendous amount of knowledge and are now even more motivated to help us make continued strides in 2013 toward Magnet.

Countless other achievements and milestones were reached this year, many of which are described in the newly published WakeMed Nursing Progress Report, Shaping the Future of Nursing, now available on WakeMed nursing units for nurses to share and enjoy. Please be sure to take a look and be proud of everything you’ve done as part of our nursing team. I know that I am extremely proud of you and of everything we have accomplished this year. And next year, it will be important that we continue to partner with our colleagues system-wide, sharing information and collaborating as we all aim to create the best patient outcomes possible.

To you and your loved ones, I extend warm wishes for health and happiness in the New Year. I am truly excited for the future and everything that awaits us possible.

My Experience at the 2012 Magnet Conference

By Nancy Plante, RN, CNOR, RNFA, Surgical Services - OR

In October, I was given the opportunity to attend the American Nurses Credentialing Center (ANCC) National Magnet Conference. More than 7,200 nurses gathered to share evidence-based practices and celebrate the achievements of leading hospitals. I learned that the pursuit of Magnet Status is more than another certification or award; it is nurses taking the lead in assessing our culture of care to enable our profession to remain relevant in the changing face of health care today. It is about assuring that our patients’ trust is not misplaced in our ability to provide competent, cutting edge care in an environment of compassion.

The energy and information (at the conference) was overwhelming. It was inspiring to be a part of the larger community of nursing. One of the takeaways for me was that every day we must earn our status of “most trusted profession in America today.” Thank you to WakeMed for the opportunity and resources to practice my profession.

ABOVE: Nancy Plante, RN, (Surgical Services - OR) attends a session at the Magnet conference with Karyn Kilinski, RN, (MICU) and Susan Dickinson, RN, (2 West CVIC - Cary Hospital).

WakeMed Nurses Attend 2012 National Magnet Conference

Held in Los Angeles this October, the 2012 American Nurses Credentialing Center (ANCC) National Magnet Conference was themed “Reaching for the Stars” to reflect how far the Magnet Recognition Program has come and its bright future. The keynote speakers were Stephen M. R. Covey, best-selling author of The Speed of Trust, and Captain Mark Kelly, astronaut commander of the space shuttle Endeavour’s final mission and spouse of former U.S. Representative Gabrielle Giffords.

The conference objectives were to:

• Describe best practices based in science and innovations.
• Determine nursing’s role in the changing health care delivery system.
• Identify the leadership requisites from bedside to boardroom that transform the practice environment’s quality and momentum.
• Evaluate strategies that maximize the potential of clinical nursing practice related to Magnet.

In addition to several nursing leaders, four staff nurses attended the conference: Susan Dickinson, RN, (2 East Medicine - Cary Hospital); Joan Kaufman, RN, (Observation Unit - Cary Hospital); Karyn Kilinski, RN, (MICU); and Nancy Plante, RN, (Surgical Services - OR). A special thank you goes to the WakeMed Foundation, Cardiovascular Services Administration; Volunteer Services and the Division of Nursing for helping make it possible for our nurses to attend this year’s conference.

TOP: (Front row, left to right) Karyn Kilinski, RN, (MICU); Sabrina Wells, RN, (3E CVIC); Dianna Knight, RN, (6A CVIC); Terrie Murray, RN, (Zebulon/Wendell Outpatient & Skilled Nursing Facility) – (Back row) Vicki Whitley, RN, (Emergency Services Administration); Jill Whade, RN, (Nursing Administration); Wendy Snyder, RN, (Women’s Pavilion & Birthplace - Cary); Sandy Wheaton, RN, (Staffing Resources); Kuela Will, RN, (Chest Pain Unit); Kim Willis, RN, (3E CVIC); Jonnie Simmons, RN, (Heart Center Administration)

LEFT: Wendy Snyder, RN, manager, (Women’s Pavilion & Birthplace - Cary); Joan Kaufman, RN, (Observation Unit - Cary Hospital); and Sandra Wheaton, RN, clinical educator/supervisor, (Staffing Resources)
YEAR IN REVIEW AND LOOKING AHEAD TO 2013

Staff Nurse Shared Decision-Making Leadership Councils & Committees

Evidence-Based Practice (EBP) Committee
Co-chairs: Robin Loughlin, RN, Nursing Education - Cary Hospital; Janice Neff, RN, Nursing Administration; Kristi Reguin-Hartman, RN, Clinical Nursing Resource Services; and Rhonda Vincent, RN, Trauma Clinical Nursing Services

Promotes evidence-based nursing practice through education and consultation and to assist in creating a culture of inquiry.

Key 2012 Accomplishments:

- Attended Advanced-Practice Institute in Iowa to learn from Iowa model
- Created vision statement, strategic plan and logo, then conducted literature review of EBP infrastructure

2013 Goals:

- Compile current use of EBP throughout the system.
- Select and implement organizational readiness tool to identify/define/address gaps for evidence-based practice at WakeMed

Research & Innovation Council
Co-chairs: Dot Eldreth, RN, Women’s & Children’s Services Administration, and Teresa Harvey, RN, 2 East Medicine - Cary Hospital

A catalyst and resource for nursing inquiry and innovation in nursing practice

Key 2012 Accomplishments:

- Conducted several meetings to establish council

2013 Goals:

- Create a series of education classes highlighting the research process and resources available to nurses across the system
- Work closely with the Evidence-Based Practice committee to develop a culture of nursing inquiry

Work Life Council
Chair: Meghan Kuebler, RN, Quality Reporting

Works to improve patient outcomes and nursing engagement by retaining top nursing talent

Amy Baker, RN, (4E Pediatrics) (right) receives the November DAISY Award from Sara Cobb, RN, (6A CVIC).

Key 2012 Accomplishments:

- 20 DAISY Award Recipients and 800+ WakeMed nurses recognized through DAISY nominations written by patients and their families
- Collaborated with Cindy Rice, RN, (Nursing Education) on the Guide to Professional Success (GPS) Program for new nurse hires
- Embraced Patient- & Family-Centered Care by including two patient and family ambassadors on the council

2013 Goals:

- Formalize relationship with WakeMed’s PRPN Committee
- Team with Human Resources and Public Relations to recruit top talent and recognize more contributions of nurses

Practice Council
Chair: Kristi Reguin-Hartman, RN, Clinical Nursing Resource Services

Defines, implements and upholds the highest standards of clinical nursing practice consistent with EBP, regulatory requirements, and national standards of practice from nursing and specialty organizations

Key 2012 Accomplishments:

- Conducted first monthly meeting
- Recruited council leadership and solicited members

2013 Goals:

- Orient committee members to the Scope and Standards of Nursing Practice as dictated by the American Nurses Association
- Identify specific strategies to facilitate outstanding professional practice

Informatics Committee
Chair: Kelly Johnson, RN, Nursing Administration

Supports evidence-based practice and improves patient outcomes via technology solutions that enhance nursing communication, documentation and efficiency

Key 2012 Accomplishments:

- Developed anticoagulation education alert for patient safety goals
- Developed a robust online Plan of Care

2013 Goals:

- Implement workflow alerts to drive safe patient care
- Convert remaining paper forms to electronic format
- Create Informatics rounding team with visibility to bedside clinicians

Education Council
Chair: Felecia Williams, RN, Heart Center Administration

Promotes excellence in educational initiatives to advance nursing scholarship, encourage nursing professionalism and positively affect patient outcomes

Key 2012 Accomplishments:

- Committee was formed in November 2012 at initial membership meeting
- Began work on the council’s charter

2013 Goals:

- Coordinate an education fair with representatives from various colleges/universities
- Create consultation regime for poster presentations and professional development

Nursing Quality Council
Chair: Janice Neff, RN, Nursing Administration

Monitors nursing care by evaluating nurse-sensitive quality indicators and also works to improve patient outcomes by ensuring compliance with nursing standards of care

Key 2012 Accomplishments:

- Started literature review and community survey to identify best practices related to nursing quality structure
- Developed council along with volunteers from different divisions to hold two meetings to discuss HCAHPS/PRC and nursing dashboard education

2013 Goals:

- Develop system action plan for supporting best practices to enhance patient and family experience
- Develop system monitoring plan for supporting communication bundle (white boards, huddles, bedside report, hourly rounding)

Falls/Restraints Committee
Co-chairs: Renee Patton, RN, 5B Neuro Intermediate Care; Lisa Tassos, RN, Critical Care - eICU; and Linda Mayo, RN, Rehab Nursing Administration

Monitors patient falls and restraint data use

Kimberly Page, RN, (5B NIC) presents a poster on assessing a patient who is on anticoagulation therapy, crucial to falls prevention.

Key 2012 Accomplishments:

- Monthly falls and restraint rates on nursing unit dashboards
- Committee members performed unit falls/restraint tracers

2013 Goals:

- Decrease falls and restraint rates
- Utilize the communication bundle as a foundation for falls prevention and minimal restraint use

Supervisor/Educator Council
Chair: Sabrina Wells, RN, JC CVC

Identifies the educational and professional development needs of unit-based staff, outcomes of which are excellent patient care, workforce development, shared decision making and highly engaged leaders in nursing

The Supervisor/Educator Council held a retreat in August to work on their programs and initiatives

Key 2012 Accomplishments:

- Implemented standardized Nursing Education Readout Template
- Standardized processes to ensure alignment with Shared Decision Making structure and WakeMed Strategic Plan

2013 Goals:

- Develop and utilize the SharePoint site for council business, dissemination of information and interdepartmental collaboration
- Develop and implement new initiatives that align with our Magnet Journey

Nurse Managers’ Council
Chair: Angela Newmann, RN, 3 West Medical/Surgical - Cary Hospital

Focuses on nursing standards of practice, principles of shared decision making, and resource utilization to deliver excellent patient care and promote workforce excellence

Key 2012 Accomplishments:

- Ongoing preparation for Joint Commission survey
- Implemented Bedside Report and quality practice presentations (managers shared best practices across the system)

2013 Goals:

- Focus on Patient- and Family-Centered Care, beginning with “a call for quiet”
- Continue to use the communication bundle

The Supervisor/Educator Council held a retreat in August to work on their programs and initiatives.
with Healthworks Fitness & Wellness Center in the New Year

New Year’s Special - Four-Month Membership for $75!
In January, join or renew your membership for three months at $75 and receive one free month. Other specials include:

• Get Trained, Get Fit – Three 45-minute personal training sessions for only $99
• Safeway to Fitness Program – Offered Monday, Wednesday and Thursday, from 5:45 to 6:45 pm starting Monday, January 7. This program is for adults who want or need structure, safety and fun while exercising. Led by qualified health professionals, the one-hour classes will help you work toward your fitness and health goals. The program includes an initial consultation, organized group warm-up and cool-down, and individual exercise/cardiovascular activity with supervision.

Healthworks Fitness & Wellness Center is located in the Health Park on the Raleigh Campus. For more information on any of the above offers, call them at ext. 08602.

Stacey Carroll, RN, (MICU) welcomed son Lucas on September 2.
Christine Fernandini, RN, (Paquay-Varina Outpatient & Skilled Nursing Facility), Gino and Nathan welcomed baby boy Nelson on September 2.
Daniel Malachi, RN, (MICU) welcomed baby Gavin.
Amelia (Rebecca) Brooks, RN, (NICU) and husband Adam welcomed a son Crew Thomas on October 24.
Rebecca Wall, RN, (NICU) and husband Adam welcomed a son Daniel Malachi on October 24.

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

Intraoral Radiography for the Office-Trained Dental Assistant – Tuesday, January 8, 8 at 6 pm, through Saturday, March 2, at the Andrews Center, Raleigh Campus

MHAT Series: Perspectives on Emotional Eating – Friday, January 25, 3 to 5 pm, at Shared Visions Retreat Center, Durham

Nursing Education
Palliative Care Series – End-of-life education for nurses based on the End-of-life Nursing Education Consortium (ELNEC) program. Palliative Care Course (Learning Link code: NEO14-10220): Tuesday, January 15, from 1 to 2 pm; and Thursday, January 24 from 8 to 9 am; Pain Management Course (Learning Link code: NEO14-10230): Thursday, February 19, from 1 to 2 pm; and Wednesday, February 27, from 8 to 9 am.

CPR Blitz – Thursday, February 7 – “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 (NEAAHA20 & NEAHA24).

Diabetes Core – Thursday, February 21, from 8:30 am to 12:30 pm in the Cary Hospital Conference Center. Register through Learning Link using code 9086-1301.

2013 NURSING PROFESSIONAL DEVELOPMENT BOOK SERIES
For nurses and other health care professionals. Led by Nursing Education staff, this series offers small group discussions of books that are popular among nursing book clubs and organizations. Register via Learning Link. Books are available for check-out through Nursing Education.

When Chicken Soup Isn’t Enough
By Suzanne Gordan
(3.0 contact hours)
Tuesday, January 16, 8 to 9 am
NED A (Raleigh Campus)

Lions and Tigers and Nurses
By Amy Vega
(3.0 contact hours)
Tuesday, January 29, 7:30 to 8:30 pm
Cary Hospital Conference Center

The Spirit Catches You and You Fall Down
By Anne Fadiman
(4.0 contact hours)
Tuesday, February 5, 8 to 9 pm
NED B (Raleigh Campus)

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