It’s All Aboard for WakeMed’s Magnet Journey

WakeMed’s journey to become a Magnet-recognized healthcare system officially began on December 19, 2012, when our senior vice president and chief nursing officer, Cindy Boily, RN, sent WakeMed’s electronic application to the American Nurses Credentialing Center (ANCC) Magnet Program Office. Outstanding quality, professionalism and innovation to prepare for future challenges in the healthcare industry are the hallmarks of Magnet hospitals. Though the ANCC’s Magnet Recognition Program “was developed to recognize healthcare organizations that provide excellence in nursing practice…,” employees, volunteers, leaders and administrators throughout the health system will be tapped to share their expertise throughout our journey. “Magnet recognition encompasses more than nursing practices,” said Dr. Bill Atkinson, WakeMed president and CEO. “It’s a reflection of the high quality care and service we provide throughout our entire organization, at every level of the patient experience.”

Because of Magnet’s system-wide significance, some clinical and non-clinical staff members will be asked to serve as Magnet Champions – employees who attend a Magnet meeting every other month, take information about our Magnet progress to their work team and discuss ways their department can support the health system throughout the journey.

There are many “legs” to our journey and probably a few stops along the way. You don’t need to know the full travel itinerary right now. Watch for trip details in upcoming issues of Microscope, and lend a hand when you can!

Why Is the Magnet Designation Important?

Succeeding in implementing Magnet nursing practices helps us:

• Improve patient care, safety and satisfaction
• Attract and retain top talent
• Foster a collaborative culture
• Advance nursing standards and practice
• Grow our system and financial success

For more information about Magnet, visit www.nursecredentialing.org/magnet.aspx.

Balanced Scorecard Changes for Fiscal Year 2013

WakeMed’s Balanced Scorecard, the tool that presents and tracks WakeMed’s goals for the year, has changed in several ways for fiscal year 2013 (FY13). The Balanced Scorecard is based on WakeMed’s five Strategic Plan Goals – Quality Outcomes, Service Excellence, Workforce Excellence, Fiscal Responsibility and Market Development. Many of the scorecard’s goals and measures were revised to best reflect where the most energy and resources should be placed during this fiscal year. The revisions are outlined below:

Quality Outcomes

• The measure for “Risk Adjusted Mortality” was removed because our performance in this area over the past several years has ranked above the benchmark, therefore, other goals needed more attention.
• Measure number 103 for clinical quality was reworded to “Publicly Reported Measures Performance: Percent of all measures at 95 percent or greater,” instead of “Percent of measures in national top ten percent.” This was done to make the measure more consistent with Joint Commission (JC) standards.
• The “Length of Stay” measure was moved from Quality Outcomes to Fiscal Responsibility because patient length of stay is a significant driver of cost. However, most studies do show that a shorter length of stay correlates with better patient outcomes and a reduced risk of hospital-acquired infections.
• The “Documentation of Time-Out Prior to Procedure” measure was added to be more consistent with JC’s National Patient Safety Goals. It was also an area that challenged us during last year’s JC survey.
• A measure for the “Medicare Readmission Rate” was added in response to the new national Medicare policy, effective 2013. Medicare reimbursement could be reduced by up to one percent if patient readmissions due to complications within 30 days of discharge exceed a certain target.

Service Excellence

• All of the Service Excellence measures stayed the same, but some of the goals changed. Leadership wants all departments to improve within those measures by at least three percent.

Workforce Excellence

• The “Workplace Assessment Percentile Ranking for All Staff” measure was added since it is now leadership’s intent to conduct the Workplace Assessment & Engagement Survey for employees annually.

Fiscal Responsibility

• This category gained the length of stay measure, as explained above.
• The other measures remain the same; however, the goals have changed to be more consistent with WakeMed’s budgetary goals.

Market Development

• In this category, the measures are the same; however, the goals have also changed to be more consistent with WakeMed’s budgetary goals.

“Overall, we are currently doing quite well,” commented executive vice president and chief operating officer Tom Gettinger. “Our volumes are up, and we are all working extremely hard. But, we must continue to work toward ensuring our volumes translate into financially beneficial results for our organization. Everyone should use the FY13 Balanced Scorecard as a daily roadmap, and we also must continue to be more creative in the methods and processes we use to deliver the highest quality of care to our patients.”

Employees are encouraged to regularly read the Balanced Scorecard, which is posted each month on the homepage of the WakeMedWeb under “Quality & Patient Safety.” Managers are also encouraged to meet monthly with their employees to discuss the most current scorecard results. Working together, we can achieve, and even exceed, our organizational goals for FY13. Thank you for your continued commitment to WakeMed.
Comings & goings

Cary Hospital says farewell to Paula Bird, RN, director of Medical/Surgical Nursing, as she leaves WakeMed for another opportunity. Paula, thanks for your years of service, and best of luck with your future endeavors! Neuro ICU welcomes Robin Gentry, RN. The unit also bids a fond farewell to Katrine Holden, RN, as she transitions to Staffing Resources and Lakeshia Puryear, RN, as she transitions to the Emergency Department. Guest Services welcomes Michele Hartman. Surgical Services welcomes new aesthetician technicians Luis Felix, Annette Wallace, and Tanya Brown. NICU welcomes Caitlyn Dupont, RN; Christian James, RN; and Stephanie Beach, RN. The Inpatient Pharmacy welcomes Doris Hockaday as a pharmacy technician. CICU welcomes Amy Patrick, RN, and Rob Thompson, RN.

Additions & Attachments

Kimberly Yelton (Health Information Management) and husband Jason welcomed their second little girl, Gracie Rae, on October 4.

Melissa Goodsell, RN, (CICU) and husband Timothy welcomed daughter Leah Scott in January.

Kelly Bunn (Health Information Management) and husband Michael celebrated the birth of daughter Ava Kathryn on January 16.

WOW, WHAT AN EMPLOYEE!

Nicole Hicks, RN, (Adult Emergency Department) obtained her Certified Emergency Nurse (CEN) certification.

Kelly Thompson-Brazill, RN, ALCNP, (Heart & Vascular Midlevel Programs) was recently honored as a recipient of the Presidential Citation for her extraordinary contributions to the Society of Critical Care Medicine (SCCM) for 2012 by Clifford S. Deutschman, MS, MD, FCCM, president of the SCCM.

Deb Boring (Pathology Laboratories) earned her bachelor’s degree in clinical laboratory science from Winston-Salem State University.

Katalin Miller (Pathology Laboratories) received her ASCP license to become a medical technologist.

Cheryl Alston (Claims & Billing) earned her bachelor’s degree in health sciences from Liberty University.

Amy Lumpkin (2 West CVIC – Cary Hospital) was recently awarded WakeMed’s highest award in patient safety, the WakeMed Patient Safety Star Award.

Rhonda Woodard, BSN, RN, (Clinical Administrators) achieved her certification as a Healthcare Accredited Certified Professional.

Josh Arrington (Anesthesiology) was promoted to anesthesiologist clinical supervisor.

Kelley Kepp, RN, Dori McGowan King, RN; and Limi Jojo, RN, (all of 2E CVIC) each received their bachelor’s degree in nursing (BSN).

Steve Moran, RN, (STICU) earned his CCRN certification.

Jessica Wrench, RN, (3E CVIC) obtained her national PCGN certification.

Christopher Barnes, RN, (Adult Emergency Department) received his bachelor’s degree in nursing from Liberty University in Virginia.

Sherika HisSmith George (Wake AHIC) received an award from the N.C. Breastfeeding Coalition for her role in establishing a designated lactation room for breastfeeding mothers who are attending programs at the Androews Center. She was assisted by Karen Perry, RN, and Irene Davis, RN, (both of WFP/OB/GYN). The space is located on the second floor of the conference center.

Stan Yancey (Spiritual Care) became a certified supervisory candidate with The Association for Clinical Pastoral Education, Inc.

Carolyn Remakulski (Spiritual Care) received NC ELCA Synod approvals as a candidate for ordained ministry and will receive her regional assignment by late February.

Mary Ann Poythress (Spiritual Care) was elected chair of the Professional Ethics Commission for The Association for Clinical Pastoral Education, Inc.

Robin Mitchell, RN, (CICU) earned her CCRN certification.

Necole Tibolla, RN, (3E CVIC) earned her master’s degree in nursing from UNC-Chapel Hill.

Maria Myers, RN, (3E CVIC) earned her bachelor’s degree in nursing (BSN) from Liberty University.

WakeMed becomes a primary training site for Campbell University’s Physician Assistant Program

WakeMed has become one of the primary clinical training sites for Campbell University’s new Physician Assistant (PA) Program. The program’s charter class of students began in August 2011. “It focuses on an evidence-based, patient centered, clinically practical curriculum,” Campbell now sends four to six PA students to WakeMed each month to complete their five-week clinical rotations. Of the 34 students currently enrolled in the program, most will come to WakeMed for training.

“We have so far seen an extraordinary group of PA students, all of whom have been very interactive and enthusiastic learners,” commented John Perry, MD, vice president of Medical Education at WakeMed, who was instrumental in working with Campbell leadership to develop the PA clinical rotations at WakeMed along with Chris Stewart, MD, and Richard Wardrop, MD, (both of WakeMed Faculty Physicians – Hospitalists). Dr. Perry explained that many of the WakeMed teaching services include medical teams, allowing the PA students to train and work alongside medical residents, medical students and pharmacy students. Always under the supervision of an attending physician, the PA students are included in the conferences offered to medical residents and students at WakeMed. They also perform patient evaluations and present their patients on rounds.

“From an educational standpoint, training PA students helps us build an interprofessional team of caregivers. Because all of these students and residents are training together, they will be more prepared to practice together later on,” added Dr. Perry. “We have been fortunate to have medical students and residents from The University of North Carolina at Chapel Hill (UNC-CH) come through our facilities and many have chosen to practice at WakeMed. Now, we’ll also have a pool of talented future PAs whom we hope will be similarly drawn to our health system.” He also feels that the opportunity to collaborate in patient care with PA students is a nice complement to the training that UNC-CH medical students and residents already receive at WakeMed.

“When the beginning, many WakeMed/WPF departments were eager to train our students,” commented Laura Gerstner, MHA, MSHS, PA-C, clinical coordinator and assistant professor for the Campbell University Physician Assistant Program. “And so far, the student feedback has been phenomenal. They love their experiences at WakeMed and have also been able to build good relationships with their [WakeMed physician] preceptors, several of whom teach classes during the program’s didactic year.”

Campbell’s PA students train with physicians of WPF-Internal Medicine (on the Raleigh Campus and starting at Cary Hospital in May), WPF-General Surgery & Trauma, WPF-Psychiatry, Wake Orthopaedics and Wake Emergency Physicians, PA, in the WakeMed Emergency Department. Other areas are planning to accept PA students in the future, including CT Surgery, ENT, Cardiology and the ICU. Additionally, WakeMed representatives continue to work with Campbell on developing clinical rotations for their School of Osteopathic Medicine. The school is currently recruiting students for its inaugural class which will begin in August 2013.

If you are interested in becoming a preceptor for the Campbell University PA Program and training PA students in your department, please contact Gerstner at gerstnerl@campbell.edu or (910) 893-1252.

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Coming Next Issue!
WakeMed Service Awards

In March, we will celebrate our 2013 Service Award recipients, employees at WakeMed who have achieved 10, 15, 20, 25, 30, 35, 40 and 45 years of service to our organization! We look forward to recognizing these employees next month for their commitment, dedication and outstanding service.
Happy Heart Month!

This February, WakeMed is celebrating American Heart Month with a number of events and community programs. American Heart Month is meant to create more awareness for cardiovascular disease, including heart attack and stroke, the leading cause of death in the United States according to the Centers for Disease Control and Prevention (CDC). Also per the CDC, one in every three deaths is from heart disease and stroke, equal to 2,200 deaths per day. Therefore, the month of February is a time to encourage people to do everything they can to help fight heart disease and promote healthier lifestyle choices.

JOIN US!

Wake County Public Library Heart Healthy Diet Education Series

WakeMed, Wake Specialty Physicians (WSP) - Primary Care and the Wake County Public Libraries are teaming up to bring physician-led educational programs on the heart-healthy diet to the community. These sessions are open to the public. Light snacks and water will be provided. To register, visit http://www.wakemedphysicians.com/landing.cfm?id=1299.

Wednesday, February 20
Dr. Theresa Amerson
WSP – City Center Medical Group
Noon to 1 pm
Cameron Village Regional Library
1930 Clark Avenue
Raleigh, NC 27605

Tuesday, February 26
Dr. Kathryn Citrisky
WSP – Parkway Primary Care
1 to 2 pm
West Regional Library
4000 Louis Stephens Drive
Cary, NC 27519

Wednesday, February 27
Dr. Bradley Evans
WSP – Garner Primary Care
1 to 2 pm
Southeast Regional Library
908 7th Avenue
Garner, NC 27529

MPDC-OR Team Saves WakeMed Thousands in Supply Expenses

The MPDC-Operating Room (OR) team started an initiative in January 2012 to reduce on-hand inventory value and conserve organizational resources. Through several inventory control measures, including rigorous cycle counts and the implementation of inventory tracking software, MPDC-OR saved WakeMed more than $300,000 in supply expenses! This reduction occurred even despite the addition of more than 50 new products. Furthermore, this achievement was made possible without sacrificing WakeMed's exemplary standards of patient care. In 2012, not a single surgery was cancelled due to supply shortages. MPDC-OR was similarly dedicated to maintaining inventory accuracy to exceptional standards. For the second year in a row, inventory accuracy levels were greater than 99 percent on a 4,600-plus line item supply room. Great job, team!

MPDC-OR Team Members (left to right): Sammie Evans, Sheila Townsend, Williams Phillips, Stacey Sliger, Satrinya Pompey, Mackeith Shaw, Jon David Gormley, Joni Alford and Demetrius Campbell. (Not pictured: Peggy Allmon, Charles Lamb, Courtney Powell, Crystal Stephenson and Carlos Vasquez)
Carolyn Knaup, RN, MHA, has called Raleigh home since she was 4 years old. She attended East Carolina University in Greenville, N.C., with the goal of becoming a pediatrician. However, chemistry was a challenge, so she decided to consider nursing. She was determined to choose a career that would allow her to support herself, and she felt nursing offered unlimited opportunities.

“There are so many things you can do with nursing,” said Knaup, “It’s easy to move around [among specialties].” Plus, nursing was in the family. Knaup’s mother was a WakeMed nurse who served as director of Surgical Services before retiring in 1996. A summer spent volunteering at WakeMed between her freshman and sophomore year of college allowed Knaup to further explore health care and decide if it was really for her. She spent 40 hours a week making cheese grits in the diabetes clinic, preparing patient packets, transporting patients and manning the hospital discharge desk. It was a good experience and influenced her to keep moving forward on the nursing path.

After college, Knaup stayed in Greenville for another year to work as an operating room (OR) nurse. She then married her husband, Mike, a U.S. Marine who was stationed at Camp Lejeune, and together they moved back to Raleigh. (They have now been married for almost 25 years!) Knaup’s mother was a WakeMed nurse who served as director of the Raleigh Campus OR clinical manager, and three years at New Hanover Regional Medical Center in Wilmington, N.C., as an OR manager before landing at WakeMed as the Raleigh Campus OR clinical manager in 1999. Since then, Knaup has earned her master’s degree in health care administration and held several leadership positions at WakeMed, including director of Surgical Services and executive director of North Healthplex and Clayton Medical Park. In her current role as vice president of Ambulatory Services, Knaup is responsible for all of WakeMed’s healthplexes and medical parks, including the future North Hospital.

“No two days here are alike, and I thrive on being busy,” added Knaup, who enjoys working at WakeMed for several reasons. “At WakeMed, there is a sense of family that you just don’t get at other places. We remain on the leading edge, and we are always true to our mission.”

Knaup credits much of her professional success to Dr. Bill Atkinson, president & CEO, and Kathleen Gormley, executive vice president of Operations & Ambulatory Development. Both, she says, have encouraged her to “spread her wings and fly.” Throughout her career, Knaup has also found comfort in her skills as a nurse. “If you keep the patient at the center of everything you do, you can never go wrong,” she said.

Patients may be at the center of Knaup’s professional life, but at the center of her everyday life are her two sons, Kevin, 21, a senior at the U.S. Coast Guard Academy in New London, Conn., who was recently engaged to be married, and Tyler, 18, a freshman at N.C. State University.

“There is no greater job to me than being a mom,” said Knaup. “My sons are my purpose in life, and family is my priority.”

The balance between work and family is critical to Knaup. In the past, her time away from work was spent focused on her boys’ soccer games, Boy Scout activities, Tae Kwon Do practices, and band performances and trips. But now that her sons have left the family nest, she has more time to enjoy some of her personal pleasures—singing, cross stitching and reality TV.

As a vice president, Knaup values collaboration and trust. She feels that leadership is a two-way street and that “we can all learn from and challenge each other.” She hopes that her open door policy leaves employees knowing they can always come to her with questions, for advice or just to touch base.

“I am always available for my staff and encourage them to call anytime,” added Knaup. She makes every effort to visit the ambulatory sites and medical parks regularly so that she can stay connected. “I am there, not because anything is wrong, but because I sincerely want to know what you do, you can never go wrong,” she said.

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WakeMed to Welcome Two New Vice Presidents

WakeMed is pleased to announce the anticipated arrival of two new vice presidents. West Paul, MD, PhD, will join our system as the new vice president of Quality & Patient Safety on April 1, and Elizabeth Currier, MPH, MBA, will join the WakeMed Physician Practices (WPP) team as vice president of Operations and Finance on March 1. Both will play a critical role in enhancing the quality of care and service we are able to provide to our patients and their families.

West Paul, MD, PhD

Dr. Paul currently serves as the medical director of Quality at the Mayo Clinic in Jacksonville, Fla., in addition to providing leadership for the Pharmacy, Perioperative Clinic, Department of Anesthesiology, Department of Internal Medicine and Internal Medicine Residency Program. He also serves as an assistant professor of medicine at the Mayo Clinic College of Medicine, also in Jacksonville.

At WakeMed, Dr. Paul will lead the analysis, design, development and implementation of improvements in systems, processes and outcomes related to clinical quality, patient safety and accreditation in both our ambulatory and inpatient settings. He will collaborate with other WakeMed physicians and leaders to maintain a culture of quality, recognize opportunities to improve outcomes and help implement best practices to achieve outstanding patient care.

Board-certified in internal medicine, Dr. Paul is an accomplished researcher, author and presenter with 30 years of experience. His research interests include clinical pharmacology, medication use and safety, and physician/patient communication and service. He received his bachelor’s degree in zoology at Duke University and his medical degree at East Carolina University’s Brody School of Medicine, where he also earned a PhD in pharmacology. He completed his residency in internal medicine at the Mayo Clinic.

Elizabeth Currier, MPH, MBA

Currier will join WPP from St. Joseph’s Regional Health Network in Reading, Pa., part of the not-for-profit health system Catholic Health Initiatives (CHI) Physician Services, where she currently serves as interim consulting executive director. At St. Joseph’s, she oversees the family medicine residency program, OB/GYN services, pediatrics, family practice, dental services, wound care, physical therapy and the metabolic unit. Prior to St. Joseph’s, Currier served as the chief operating officer for Hospital Corporation of America’s (HCA’s) Physician Services division. She brings more than 15 years of experience in health care consulting and management.

As part of WPP’s leadership team, Currier will provide strategic direction and operational oversight for the WPP network during a critically important time of growth and expansion. She will manage business operations, including practice operations for WPP’s large multi-specialty physician group; information technology; facilities and contracts. Currier will also help with financial oversight of the entire WPP enterprise. Currier earned her bachelor’s degree in political science at The Johns Hopkins University. She also earned her master’s degree in health finance and management at the Columbia School of Public Health and her master’s degree in business administration at the Columbia Business School.

Please join us in welcoming Dr. West Paul and Elizabeth Currier to WakeMed!

Brad Stevens Joins WakeMed as Raleigh Campus Director of Facility Services

WakeMed also welcomes Brad Stevens as the new director of Facility Services on the Raleigh Campus. He joins WakeMed from Mt. Carmel Health System in Columbus, Ohio, where he served as system director of Facility Services for four years. At Mt. Carmel, Stevens was responsible for the maintenance activities across 3.5 million square feet, including three hospitals, one surgical hospital and one emergency department, short stay area and radiology unit. Prior to that, Stevens was the Facilities director at Hancock Regional Hospital in Greenfield, Ind. He holds his Certified Healthcare Facilities Manager (CHFM) certification from the American Society for Healthcare Engineering and is also certified by the National Incident Management System (NIMS).

In his new role at WakeMed, Stevens will provide senior leadership for Raleigh Campus plant operations, maintenance and grounds activities, including equipment maintenance and repairs. He will also work to ensure compliance with local, state and federal facilities codes and regulations, and he will serve as a plant engineering consultant for all other WakeMed campuses.

Please join us in welcoming Brad Stevens to WakeMed!
WakeMed Rehabilitation Hospital Awarded Eight New Beds

WakeMed was approved this January by the North Carolina Department of Health and Human Services’ Division of Health Services Regulation to build eight new rehabilitation beds on the Raleigh Campus after a competitive Certificate of Need (CON) process. The Raleigh Campus currently houses the only inpatient rehabilitation hospital in Wake County with specialization in stroke, brain injury and spinal cord injury care. Johnathon Health, Duke Raleigh Hospital (approved for 12 beds) and UNC Health Care were also vying for beds under this CON. Commonly part of a competitive CON process, appeals are anticipated.

“We are pleased that the state continues to see special value in the work we do and that they support our growth and diversification to make enhanced rehabilitation services available to area patients,” said Elaine Rohlik, executive director, WakeMed Rehabilitation & Trauma Services, who thanked Stan Taylor, vice president, Corporate Planning; Robkie Roberts (Corporate Planning); Beth Rudissi, director, Rehabilitation Services; and Paul Turner (Corporate Planning) for their collaborative work on the CON.

The WakeMed Rehabilitation Hospital is the largest provider of inpatient rehabilitation care in the region with approximately 2,000 admissions a year. It is a significant component of our Critical Care Services continuum of care, and our rehabilitation team works closely with our Trauma Services and stroke experts to ensure our Rehabilitation team works closely with our Critical Care Services continuum of care, and a year. It is a significant component of our Rehabilitation team.


Intraoral Radiography for the Office-Trained Dental Assistant – Tuesday, March 5, through Saturday, April 27, at the Andrews Center, Raleigh

Geriatric Grand Challenge Institute: Dementia Care - Durham – Thursday, March 7, through Thursday, November 14, at the Duke University School of Nursing, Durham

Geriatric Grand Challenge Institute: Dementia Care - Lenior – Thursday, March 7, through Thursday, November 14, at Lenior Community College, Kinston

Geriatric Grand Challenge Institute: Dementia Care - Surry – Thursday, March 7, through Thursday, November 14, at Surry Community College, Dobson

Faith, Mental Illness, and the Journey to Wholeness – Friday, March 8, 9 am to 3:15 pm, at The Catholic Community Church of St. Thomas Moore, Chapel Hill

Sure Bet One: What to Do About Problem Gambling – Tuesday, March 12, through Wednesday, March 13, at South East AHEC, Wilmington

Nephrology Update 2013: Case Based Learning – Saturday, March 16, 7 am to 2:30 pm, at the Andrews Center, Raleigh

Webinar: Professional Boundaries in Healthcare: Challenges and Safeguards – Wednesday, March 20, noon to 1:30 pm (Online Learning)

Sure Bet Two: What to Do About Problem Gambling (Asheville) – Tuesday, March 26, through Wednesday, March 27, at Mountain Area Health Education Center, Asheville

Nursing Education

Compassion in Action (NE014-12009) – Tuesday, March 5, 1 to 3 pm, Cary Hospital Conference Center

Medicine of Compassion (NE014-9073) – Tuesday, April 9, 1 to 4 pm, NED A

Nursing Professional Development Book Series: The Spirit Catches You and You Fall Down by Anne Fadiman (NE014-12124) – Thursday, February 21, 11 am to noon, NED A

Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Positivity Pay Off by Liz Jatwic (NE014-12008) – Wednesday, March 6, 8:30 to 9:30 am, NED A; and Thursday, March 21, 1 to 2 pm, NED A

Book Club: The Other End of the Stethoscope by Markus Engel (NE014-12128) – Wednesday, February 20, 7:30 to 8:30 am, MOB #1; Monday, March 25, 11 am to noon, Cary Hospital Conference Center; and Wednesday, April 10, 5:30 to 6:30 pm, Raleigh Campus Conference Dining