Patient Flow Team Reports Outstanding Results for Fiscal Year 2012

The WakeMed system-wide Patient Flow Team was established in 2011 to enhance quality of care by improving patient flow through and throughput from portals of entry to discharge. Outstanding results were realized for 2012 as compared to 2011. Thanks to a system approach; collaboration by nurses, clinicians, support staff and physicians; and an openness to challenge current practices, all WakeMed emergency departments (EDs) saw improvement in the time from admission orders to patients placed in beds.

- Raleigh campus Adult ED: 30.3 percent improvement
- Cary Hospital ED: 42.2 percent improvement
- Apex Healthplex ED: 18.6 percent improvement

“We learned that coordination and alignment with inpatient units is the most effective way to increase patient throughput and ensure excellent patient care,” said the team’s executive sponsor Cindy Boily, RN, senior vice president and chief nursing officer. “Much time was spent understanding that EDs are key operational hubs, affecting all aspects of our hospitals. We learned that patient flow has predictability and patterns, which gave us the opportunity to take the ‘element of surprise’ out of admissions, discharges and transfers through proactive communication and other strategies.”

Key Strategies

- Robust use of Teletracking – Many features of this technology were expanded upon to enhance patient flow.
- Be a Box Ahead (BABA) – Care team members started working together to proactively plan for the next admission, discharge or transfer, even before all details were known.
- Patient Transport Team – A team was dedicated to transporting discharged patients from the unit to their ride home, allowing nurses to stay on their units and facilitate bedside care. Approximately 75 percent of adult transports on the Raleigh Campus were completed by patient transporters, which led to about 600 hours of nursing time reserved for patient care.
- Smooth Moves/Relationship Building – Shadowing began among ED and inpatient nurses so they could better understand each other’s responsibilities and challenges.
- More Text Pacing from Clinical Administrators – The team established a goal for real-time updates on capacity challenges with direction and support.

What’s Next?

- Teletracking Milestones: This feature is being piloted on inpatient, observation, medical/surgical and telemetry units. It allows nurses to electronically record and monitor the patient’s steps toward discharge. The intensive care units will pilot the feature next.
- Electronic Searian Discharge Orders for Physicians: Coming in January 2013
- New Discharge Transport Team at Cary Hospital: Continue to develop this team that was established in November 2012 to support discharged patients.

“Our goal is to continue to simplify processes so nursing can spend more time at the bedside caring for patients,” added Marcy van Schagen, RN, director of Clinical Administrators and co-chair of the Patient Flow Team (the other co-chair is Gail Sturtivant, RN, executive director of Nursing at Cary Hospital). “Patient flow through the continuum of care remains a key strategic initiative for our system.”

Great Strides in Infection Prevention at Cary Hospital

CLSI staff at Cary Hospital have demonstrated an outstanding effort in preventing hospital-acquired infections. The unit has not had a case of ventilator-associated pneumonia (VAP) since the second quarter of 2010, no central line-associated bloodstream infections (CLABSIIs) since the fourth quarter of 2011 and no catheter-associated UTIs (CAUTIs) since the first quarter of 2012.

Also, members of the Environmental Services (EVS) team at Cary Hospital were recognized for their outstanding performance in WakeMed’s formal room cleaning audit program. The program involves testing high touch objects in randomly selected patient rooms by marking them with an invisible gel that glows under a black light. Infection Prevention then analyzes the room to see if any areas were missed. Congratulations to the 18 EVS employees who received a 100 percent at least once during the first quarter of FY13 when the patient rooms they cleaned were tested.

Pictured are (l to r) Wanda Watts, Olivia Howard, Roxanne Thomas, Laura Davis, Dazelle Smith, Kaletah Tyler, Carlton Greene, manager Don Sulphin, Cynthia Judd, Ruth Locklear, Facilities & Environmental Services director Tim Markijohn and Redgie (Don) Cotton. Not pictured: Mamie Jones, Mattie Little, Amnise Ogada, Annette Kelly, Gloria Prince and Brittany Uhl.
Amy Alderman Karam
Holly Hadley
submitted by coworkers.
will only be able to publish these announcements if they are submitted by the employees.
Announcements for the Additions & Attachments section has changed. Moving forward, we will have the opportunity to do a lot of good for a lot of people.

The oldest of three, Gettinger grew up in St. Louis and reflects happily on childhood days spent on his grandmother’s farm. His parents, James and Lillian, ran a four-horse farm where Gettinger learned the value of hard work and responsibility. "It was a great place to learn the value of teamwork and dedication," he said.

After two and a half years with WakeMed, Gettinger has big goals for the system. “I want us to be a regional and national health care leader," Gettinger said. "This is an exciting time to be a health care professional, and I believe that WakeMed has the potential to be a leader in the region."

Gettinger is married to Debbie, a nurse with cardiac, family medicine, NICU and pulmonology experience. All three of his children inherited their dad's passion for athletics and have been involved in everything from swimming and golf to basketball, baseball/softball, soccer and tennis. Gettinger's time outside of work is mostly spent coaching his kids' sports teams or cheering them on from the sidelines. He is also a dog-lover (the adored family dog is Yogi the labradoodle), and he wants employees to know about his open door policy and collaborative approach to leadership.

"I like to interact with our staff and want to know if they have the resources they need to take care of and serve our patients and families," he added. "To all employees I say, please stop to get to know you better."
Primary Care Practice to Open in Cary on February 4

WakeMed is pleased to welcome Asma Afzal, MD; Kathryn Cziraky, MD; and Amrita Parikh-Desai, MD, to our growing Wake Specialty Physicians network with the opening of Parkway Primary Care. Once open on February 4, the practice will be accepting new patients, age 6 and up, for comprehensive family and internal medicine services, chronic disease management, vaccinations, women’s health and physical exams. Same-day appointments will be welcome and most major managed care plans will be accepted.

Wake Specialty Physicians – Parkway Primary Care
3701 NW Cary Parkway
Cary, NC 27513
Appointments 919-235-6415

The following employees from 2 East Medicine - Cary Hospital graduated from Winston-Salem State University with a BSN: Tracey Burrous, RN; Tonyi Burno, RN; and Liz Trianni.

Kim Page, RN, and Hollie Alldazar, RN, (both of ICAV/CVC) each graduated from Winston-Salem State University with a BSN.

Rachana Patel, PharmD, (Pharmacy) co-authored an article titled “Fortyninab in Metastatic Breast Cancer” that was published in the November/December 2012 issue of Advanced Practitioner.

Dana Johnson, RN, (CTCICU) received her master’s degree at East Carolina University and is now an adult nurse practitioner.

Thomasina Williams (2D Rehab) graduated from Wake Technical Community College.

Ashley Worley (IV Testing) became registered in vascular sonography.

Kim Hicks (Clinical Administrators) earned her nurse executive national certification.

Courtney Evans (Medical Staff Services) passed the Certified Proctor (CPS) exam administered by the National Association of Medical Staff Services.

Several members of the Pharmacy team presented a poster at the American Society of Health-System Pharmacists’ 47th ASHP MidYear Clinical Meeting titled “Medication reconciliation in the emergency room and continued patient education regarding home medications before discharge.” Presenters included: Heather Moore, CPA; Angela Smith, PharmD, BCPS; Deborah Laughter, CPA; and Jessica Garner, CPA.

Christine O’Neill, RN, (Center for Innovative Learning) received her certification in inpatient obstetrics earned at Wake Technical Community College.

The following staff from 2D Rehab obtained their rehab certification (CRRN): Linda Bogumil, Leona Long, Stella “Bunny” Lindley, and Laura Sokolowski.

Jeff Lamphere, PA-C, (Heart and Vascular Midlevel Program) received an academic promotion at Campbell University and is now an associate professor for Physician Assistant Studies.

Tammy Baker, RN, and Ann N’Goran, RN, (both of CICU) each received their bachelor’s degree in nursing (BSN).

Infection Prevention and Environmental Services (EVSS) management recognizes the latest Raleigh Campus EVSS staff to achieve a 100 percent cleaning score on the Dazo Gel Audit.

Migdoro Amaya, Sharlinn Baines, Gigi Bray, Barbara Carr, Elena Cerna, Ruth Durham, Lucille Jenkins, Cynthia D. Jones, Gloria McDade, and Maxine Ray. They truly are “Saving Lives One Room at a Time!”

While working at a Guatemalan medical clinic, that was set up as part of a medical mission trip with Temple Beth Or of Raleigh, Julia Ryba, RN, (Heart Center – Invasive Cardiology) spends time with local children. Ryba traveled to Guatemala with coworkers Linda Adams, RN; Tara Wachnich, RTR; and Theresa Tonini, RN.

WOW, WHAT AN EMPLOYEE!

Kathryn Cziraky, MD, (Adult Medicine) published in the November/December 2012 issue of the Journal of the American College of Cardiology.

At the Cary Hospital holiday lunch, Taylor Cooper, RN, (3A CVIC) and Laura Setsick, RN, (Neonatal) enjoy time with Twinkle, the WakeMed Children’s mascot.

Kelly Lowery and Tonye Nicholas (both of Wake Specialty Physicians - Raleigh Cardiology in Clayton) at the Clayton Medical Park holiday party.

Stephanie Rainwater, RN, (3A CVC) earned her BSN through Winston-Salem State University.

The following Staffing Resources nurses received a BSN: Janice Jones, RN; Samantha Tucker-Canal, RN; and Angie Robertson, RN.

Nakia Brents (WakeMed One Call) received her associate’s degree of applied science in dental hygiene from Wake Technical Community College.

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

Shiniqua Denning, RN, (Surgical Services – OR) passed her CNOR certification exam.

Ivey Parker, RN, (Observation Unit 1) received her BSN from Winston-Salem State University.

Hilda Atik, RN, (Adult Emergency Department) earned her Certification in Emergency Nursing (CEN).

Maia Silber, RNC-OB, (Women’s Pavilion & Birthplace – Raleigh) earned her certification in inpatient obstetrics through The National Certification Corporation.

Tina Lynn, RN, (Women’s Pavilion & Birthplace – Raleigh) earned her bachelor’s degree in nursing from East Carolina University.

The following staff from 2D Rehab obtained their rehab certification (CRRN): Linda Bogumil, Leona Long, Stella “Bunny” Lindley, and Laura Sokolowski.

Donna Torre, RN, (Pulmonary-Vincent Outpatient & Skilled Nursing Facility) at her facility’s holiday lunch.

Janey Orr, Brenda Musto, Shatrarah May and Steven Barnes (all of WakeMed Faculty Physicians – Raleigh Cardiology) enjoy the festivities at the Raleigh Campus party.

Left to right: Dr. Afzal, Dr. Cziraky and Dr. Parikh-Desai.

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WakeMed honored the 2012 holiday season with festive luncheons for all employees throughout the system, participation in community events and parades, coordination of the Trim the Tree holiday craft event for local children and, above all, opportunities to assist those who were less fortunate. Many departments came together to collect toys and food for community families in need, and, as a system, WakeMed supported Backpack Buddies, a program of the Inter-Faith Food Shuttle designed to help children have regular access to nutritious food on the weekends. Some employees even participated in a medical mission trip to Guatemala.

And, to honor the memory of loved ones over the holiday season, the WakeMed Foundation hosted its annual Love Light Tree Lighting Ceremony in the Raleigh Campus courtyard. Each year, the tree is lit by one of WakeMed’s former pediatric patients. Lights and stars on the tree represent donations in memory of loved ones.

Please enjoy the following photos that capture a holiday season well spent at WakeMed!
The collaboration brings together innovative Telestroke equipment and tertiary care from WakeMed, a Joint Commission-certified primary stroke center. Wake Forest Baptist will provide neurology consulting services. Using Telestroke system carts and a two-way live video, audio and image sharing system, consulting stroke neurologists from Wake Forest Baptist can evaluate a GHS patient in real time to diagnose a stroke and determine the best course of action. As another layer of the Telestroke partnership, GHS stroke patients will have streamlined access to WakeMed for advanced and tertiary care as well as post-stroke care.

“We are committed to enhancing health care in the community, and we want to keep Granville County patients close to home whenever possible,” commented Betsy Gaskins-McClaine, RN, vice president, WakeMed Heart & Vascular Services. “The Telestroke system allows GHS doctors, patients and families to interact with top neurologists and reduce treatment time. Stroke patients can remain at GHS if tertiary care is not needed, but it’s comforting for patients, family and staff to know specialized care is available nearby at WakeMed, especially when time is of the essence.”

The introduction of Telestroke is an extension of the long-standing relationship between GHS and WakeMed. The systems worked together to establish the program and Stroke Care designation for the Oxford-based hospital system. WakeMed led education and training efforts on this initiative, working with GHS clinical staff as well as IT staff to ensure the success of the Telestroke technology. WakeMed and GHS collaborate on other services such as on-call urology coverage and an specialized cardiovascular care. They also partner in the areas of intensive care and obstetrics.

The accreditation included a review of mammography images, equipment and certifications held by the department’s interpreting physicians, radiologic technologists and medical physicists. Because mammogram services are federally regulated by the Food & Drug Administration, this accreditation was invaluable to the center and its ability to perform mammograms. The accreditation is valid for three years.
Flu Brings Visitation Restrictions to WakeMed

The current flu season started earlier than usual, in late October, and is being reported as one of the worst to hit our state in a decade. Our system’s emergency departments, urgent cares and primary care practices have all been reporting high flu volumes. Therefore, as of Monday, December 31, the WakeMed system implemented visitor restrictions, as detailed below:

- No visitors under the age of 18 without prior approval from a WakeMed health care provider.
- Limit of two adult visitors per patient at a time.
- Staff should direct all family members/visitors to go home. Symptoms of concern include: fever, cough, sneezing, runny nose, sore throat, vomiting or diarrhea within the past 24 hours.
- Encourage family members/friends who cannot visit due to age or illness to use alternative means of communication such as phone calls, e-mail or social media.
- Restrictions apply to all WakeMed patient care facilities.
- Employees who are ill must notify their supervisor and leave work immediately to prevent the spread of illness to coworkers and patients.

Flu vaccines are still available for employees through Occupational Health & Safety anytime during normal operating hours (Raleigh Campus: 7 am to 4 pm, Cary Hospital: 7 am to 3:30 pm, closed noon to 12:30 pm). Campus Police & Public Safety officers are not responsible for enforcing the policy. It should be enforced by all employees, in the best interest of our patients. When approaching a visitor, please demonstrate the Wake Way. If you approach someone who refuses to comply or who becomes noticeably agitated, involve your supervisor or manager. As a next step, contact the clinical administrator.

Thank you for your continued understanding and cooperation as we respond to this year’s flu season.

Tips for Flu Prevention & Treatment

**Courtesy of the Centers for Disease Control and Prevention**

- Get your flu vaccine.
- Cover your nose and mouth when you sneeze or cough.
- Get enough sleep. A weakened immune system generally makes you more susceptible to illness.
- Wash your hands often with warm water and soap for 15 to 20 seconds. When soap and water are not available, alcohol-based disposable hand wipes or gels may be used.
- Avoid touching your eyes, nose and mouth.
- Disinfect your environment at home and work. The following kill flu viruses: chlorine, hydrogen peroxide, detergents or soaps, iodine-based antiseptics and alcohol.
- Try to avoid close contact with sick people.
- Stay home if you are sick until at least 24 hours after you no longer have a fever (100°F) or signs of a fever (without the use of a fever-reducing medication, such as Tylenol®).
- Follow public health advice regarding school closures, avoiding crowds and social distancing measures.

New WakeMed Foundation Website Now Live

The new WakeMed Foundation website is now live at www.wakemedfoundation.org. This fully integrated site has new and improved features, enhanced user friendliness and improved functionality to keep you current on continued fundraising progress, events, volunteer opportunities and the impact of donor support. Join the Online Community to take advantage of all the customized features – special member-only events, the ability to view your donation history, the ability to view and update your profile information, and even more features that will be added in the coming months. These can only be viewed when you are logged in to the website, so be sure to sign up soon.

**Automated Dispensing Machine (ADM) Vendor Fair Hosted by WakeMed Pharmacy**

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the WakeMedWeb. Send calendar submissions to Public Relations or e-mail microscope@wakemed.org.

**MANAGEMENT DEVELOPMENT**

**Leading Change** – Monday, February 13, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDLC)

**EMPLOYEE DEVELOPMENT**

**Tea for the Soul** – Thursday, January 31, 1 to 3 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDYB)

**Wake AHEC**

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

**MHAT Series: Creative Expressions: An Intro to Creative Therapeutic Techniques –**

Friday, February 1, 8:30 am to 12:30 pm, at Shared Visions Retreat Center, Durham

**Advances in Orthopaedics: An Update for the Primary Care Provider –**

Friday, February 2, 7:55 to 11:45 am, in the Andrews Center

**Wake Med Foundation**

**Calendar of Events**

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