Maggie Driscoll, RN, (Patient Safety Services) and Joni Pitkanen. In the photo on the right is Tobin Comas and his team started troubleshoot- ing, which led them to determine that the artifact was only happening when the MRI machine was used in conjunction with a MEDRAD® Veris® vital signs monitor. Additionally, the artifact was mostly only detected when MRIs were taken on a patient's head and on pediatric patients. Eventually, Comas and team convinced the MRI manufacturer, Siemens, and MEDRAD to visit the Raleigh Campus to test the machines. After this visit, they were unable to reach a resolution, but Comas persisted. More internal tests confirmed that the cause of the artifact was the proximity of the MEDRAD monitor to the MRI machine. However, MEDRAD was not convinced it was their manufacturing error. Around the same time, Maggie Driscoll, RN, manager, (Patient Safety/ Risk Management) introduced a representative from the Medical Product Safety Network (MedSun) of the U.S. Food and Drug Administration to the Clinical Engineering team. MedSun improves the FDA’s understanding of problems with the use of medical devices so that the FDA, health care facilities, clinicians and manufacturers can better address safety concerns. WakeMed is one of only a few hospitals in the country to be involved with the MedSun program. “We told MedSun about our issue and gave MEDRAD a deadline to help us reach a resolution,” said Comas. “The deadline passed with no action, so we worked with Maggie to file a report with the FDA.” Soon after, MEDRAD retrieved both of WakeMed’s Veris monitors – worth approximately $25,000 each – and sent them back to the Raleigh Campus. It turned out the cause of the artifact was a slight blur, or artifact, in the MEDRAD® Veris® vital signs monitor.}

Thanks to the generosity of employees, physicians and volunteers, charities that provide important services to those in need received more than $205,000 through the 2010 WakeMed Gives Employee Campaign. Congratulations and thank you to everyone for your generosity, which helped us exceed our $200,000 campaign goal. Members of the WakeMed team also participated in several campaign activities.

Mascot Matchups

Large plastic pigs decorated with the logos and mascots of area colleges and universities, including The University of North Carolina at Chapel Hill, East Carolina University, North Carolina State University, Duke University, Shaw University and North Carolina Central University were located in Raleigh Campus Cafeteria 300 and Cary Hospital’s Points West Café throughout the campaign. Staff and visitors could vote for their favorite school by tossing spare change into the corresponding jug. ECU reigned supreme at Cary Hospital, while UNC took top honors on the Raleigh Campus. Entries named after the winners were featured in each hospital’s cafeteria.

Basket Auctions

Woo! Employees were both creative and generous in building a total of 28 baskets for the annual basket raffles. More than $2,500 in proceeds were donated to the United Way of the Greater Triangle. Here are the winners:

**Raleigh Campus Auction**
- Most Creative Basket – “Pasta Party” by Retail Services
- Best Large Basket – “Hurricanes Tailgate” by Rehab Hospital - OT & PT
- Best Small Basket – “Be Active” by Wake AHEC

**Cary Hospital Auction**
- Most Creative Basket – “Winter Survival in Apex” by Apex Healthplex
- Best Large Basket – “It’s Go the Distance with Exercise” by Pharmacy - Cary Hospital
- Best Small Basket – “Go Green” by Pathology - Cary Hospital

Right: Tina Morgan (Imaging Services - Cary Hospital) tries to decide which basket to bid on at the auction. (continued on page 2)

Maggie Driscoll, RN, (Patient Safety Services) and Steve Comas (Clinical Engineering) with the FDA certificate. To find what was causing this artifact, Comas and his team started troubleshoot- ing, which led them to determine that the artifact was only happening when the MRI machine was used in conjunction with a MEDRAD® Veris® vital signs monitor. Additionally, the artifact was mostly only detected when MRIs were taken on a patient’s head and on pediatric patients. Eventually, Comas and team convinced the MRI manufacturer, Siemens, and MEDRAD to visit the Raleigh Campus to test the machines. After this visit, they were unable to reach a resolution, but Comas persisted. More internal tests confirmed that the cause of the artifact was the proximity of the MEDRAD monitor to the MRI machine. However, MEDRAD was not convinced it was their manufacturing error. Around the same time, Maggie Driscoll, RN, manager, (Patient Safety/ Risk Management) introduced a representative from the Medical Product Safety Network (MedSun) of the U.S. Food and Drug Administration to the Clinical Engineering team. MedSun improves the FDA’s understanding of problems with the use of medical devices so that the FDA, health care facilities, clinicians and manufacturers can better address safety concerns. WakeMed is one of only a few hospitals in the country to be involved with the MedSun program. “We told MedSun about our issue and gave MEDRAD a deadline to help us reach a resolution,” said Comas. “The deadline passed with no action, so we worked with Maggie to file a report with the FDA.” Soon after, MEDRAD retrieved both of WakeMed’s Veris monitors – worth approximately $25,000 each – and sent them back to the Raleigh Campus.

WakeMed Receives BCBSA Distinctions for Spine Surgery

Raleigh Campus and Cary Hospital were each named a Blue Distinction Center® for Spine Surgery by the BlueCross BlueShield Association (BCBSA). This distinction is given to medical facilities that have demonstrated expertise in delivering quality health care. According to the BCBSA website, the designation is based on rigorous, evidence-based, objective selection criteria established in collaboration with the recommendations of expert physicians and medical organizations. The program aims to help consumers find quality specialty care on a consistent basis, while enabling and encouraging health care professionals to improve the overall quality and delivery of care nationwide. Raleigh Campus and Cary Hospital are both listed on the BCBSA website’s Blue Distinction Center Finder page. Any person who goes to the site looking for a Spine Surgery center in North Caro- lina with the Blue Distinction designation will find Raleigh Campus and Cary Hospital on this list.

“On the Raleigh Campus, we are very pleased to have achieved this well-deserved designation

(continued on page 2)

Star Athletes Visit the Kids

Several professional athletes visited pediatric patients in the WakeMed Children’s Hospital this past December to lift spirits and spread a little holiday cheer. The top photo shows Carolina Hurricanes players Juan Johansen, Tuomo Ruutu and Joni Pitkanen. In the photo on the right is Tobin Heath, member of the United States Women’s National Soccer Team and former player for UNC-Chapel Hill’s women’s soccer team.

Basket Auctions

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Right: Tina Morgan (Imaging Services - Cary Hospital) tries to decide which basket to bid on at the auction. (continued on page 2)
 Resolve To Be Ready in 2011

Most of us know the importance of preparing for an emergency event, yet how many of us are really prepared? It is important to have an emergency plan for your home and a plan should you experience an emergency while at work, during your commute or while in a public place. This fall, the Federal Emergency Management Agency’s (FEMA’s) Ready Campaign encourages all Americans to prepare for disasters by making a New Year’s resolution to “Resolve to be Ready” in 2011. Preparedness plans can cost some money, as you will likely need to purchase items. Therefore, set a goal for yourself and your family. It is empowering to know that you have a plan. Basics such as food, water and clothing will leave you with more comfort, while first responders and volunteers focus on people who need more assistance. For helpful Internet resources and preparedness checklists, go to the WakeMed Environment of Care page on Share Point.

I leave you with this thought: Get Information about what you need to do to prepare. Take Time and Take a Step to Make a Plan with your family. Build a Kit of supplies for sudden evacuation from your home. Take Training, such as CPR. Get Involved with your family and neighbors to prepare them as well. To learn more, visit www.Ready.gov.

HOW PREPARED ARE YOU?

Answer the questions below. Score 10 points for each question to which you answer yes. If you score above 80 points, congratulations on having taken many steps to prepare yourself and your family for an emergency. For 60 to 80 points, you are moderately prepared but should plan to take more a few steps. For 60 points or less, please take time to create preparedness plans for yourself and your family.

1. My family has a fire escape plan.
2. My family has recently drilled/practiced our fire escape plan.
3. Should my home be equipped with fire alarm?
   a) Yes, I have a smoke detector.
4. Should my neighborhood lose electricity? I have a plan for heating my home.
5. Should my normal source of water be cut off at home, I have enough water stored to last for at least three days.
6. Should I need to evacuate my home in 10 minutes without knowing when I could return, I am well aware of what I would take with me.
7. Should my community lose power, and I am not able to use an ATM or credit card, I have enough cash available in my home.
8. I know where my fire extinguisher is located.
9. On a daily basis, I know the level of fuel in my car’s fuel tank.
10. If cell phones stopped working and my family members were in different locations during an emergency, we have a plan for reuniting.

Fun on the Floor

Thanks to a generous grant from the Carolina Hurricanes Kids ‘N’ Community Foundation, the Children’s Emergency Department (CED) has a new attraction in its lobby – an EyeClick interactive floor. The floor is 8 feet by 10 feet and is operated by a computer that hangs above it, projecting images onto the ground. Children in the lobby can play different games and activities just by standing on the floor. The computer detects motion, allowing children to interact with various moving images. Games and activities change every two minutes and include balloon popping, germ smashing, soccer, hockey, fireworks, a xylophone and more. “The floor helps reduce the fear of being in an ED,” said Laurie Cook, RN, manager, (CED). "Even adults are having a ball with it!" CED staff can choose the games and activities. For example, for a calmer environment, they can select snowflakes or interactive puppy dogs. The floor is operational during most hours of the day and night but is turned off from 3 to 7 am.

BCBSA Recognition (continued from page 3)

from Blue Cross Blue Shield,” said Tom Gettinger, executive vice president and chief operating officer. “It is a great testament to the treatment and programs we offer to our spinal surgery patients – all based on cutting-edge technology and the most advanced techniques – as well as our talented team of surgeons.”

David Costall, senior vice president and administrator of Cary Hospital, also expressed pleasure over the designation. “The spine surgery team at Cary Hospital is comprised of a group of health care professionals who devote themselves each and every day to delivering the highest quality of care to our spine surgery patients,” he said. “It’s hard work and dedication that has permitted Cary Hospital to be honored by this designation.”

To learn more, visit www.bcbs.com/innovations/bluedistinction.
WAKE Médical’s Annual Love Light Ceremony

A new Love Light Tree was dedicated in the Raleigh Campus courtyard and was lit by the Hunter family (shown above). The tree was a centerpiece also including the dedication of the new Ronald McDonald Family Room that opened in the WakeMed Children’s Hospital. (Continued on page 4)

The Pathology Laboratory Ambassadors Program on the Raleigh Campus puts technologists in direct, regular communication with nursing staff. By providing nursing units with a single contact “people person,” the program allows for proactive communication, collaboration and professional development among the nursing and Pathology Lab staff.

“Our goal is to provide quality lab results in a timely manner,” said Cole. “By working with nurses up front, we can better meet this goal and better serve our patients.”

Pathology Lab ambassadors help educate nursing staff on many different areas of pathology such as drawing blood, hemolysis, blood clot prevention and working with the lab to get results in a timely manner. Nurses can also give ambas- sadors feedback on how Pathology lab processes. Additionally, ambassadors can answer questions the nurses may have, which helps prevent rework. When procedures are performed correctly the first time, time and resources are saved, and nurses can obtain faster results. This also has a posi- tive effect on patient safety and patient satisfaction.

“Our lab ambassador, Lindsay Martin, has been invaluable. She meets with us weekly to see if we have any needs,” said Susan Gutierrez RN, manager, (NICU). “We appreciate having a single contact person, and Lindsay gives us a better understanding of how lab processes work.”

Other units have benefited from the work of the ambassadors as well. NICU nurses were under the impression that samples were collected if they were not rushed to the lab. They would there- fore collect samples quickly and walk them down to the lab, when they could be spending that time doing other things. Through the ambassadors program, Pathology realized this disconnect and taught the nurses that the key factor is using the proper collection technique, not time to the lab. Similarly, nurses at the Fluay-Varna Outpatient & Skilled Nursing Facility were having trouble obtaining adequate samples for coagulation testing. When their ambassador realized this, Pathology found them a tube that required a smaller blood sample, making the process easier. Finally, the Laboratory has been working with 3A CVIC to improve early morning blood collection. The lab ambassador, night shift nurse and night shift Phlebotomy staff formed a task force to learn the best way to communicate this with nursing about scheduled blood draws and when it would be acceptable to “batch” collections. Their work has led to an improve- ment in patient satisfaction scores on 3A CVIC.

The Children’s Emergency Department (CED), Adult ED and North Healthplex ED also work with a Pathology Lab ambassador. If you are interested in working with an ambassador in your department, please contact Cole at ext. 07181 or ceole@wakemed.org.
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27610

ADDRESS SERVICE REQUESTED

In 2010, the WakeMed Foundation awarded grants, skills scholarships and fund disbursements to many employees for various programs, equipment and materials, or to fund their participation in various educational activities. The Foundation is now accepting applications for their 2011 Grant and Skills Scholarship Programs. The 2011 deadlines are February 1, May 1 and September 1. For more information and application forms, visit the WakeMedWeb and click Departments, then WakeMed Foundations.

Skills Scholarships - September 1, 2010
Total amount awarded: $15,668
Michelle Clements, RN, (Neonatal Intensive Care Unit) Scholarship to attend Hospitals and Communities Moving Forward with Patient- and Family-Centered Care training seminar
Monica De Roi, RN, (Emergency Department - North Healthplex) Scholarship to attend 2010 DNA Scientific Conference
Susan Evans, RN, (Nurse Bank) Scholarship to attend Board of Directors Annual Planning Meeting

Sean Gibson (Mobile Critical Care Services) Scholarship to attend 2010 Air Medical Transport Conference
Janais Jones, RN, (Quality & Patient Safety) Scholarship to attend Patient Safety Practitioner Certificate Program
Kristina Krawny (Interpretation & Transliteration) Scholarship to attend Six Sigma Online Training - Black Belt
Kimberly Miller (Mobile Critical Care Services) Scholarship to attend 2010 Air Medical Transport Conference

Sylvia Scholl, RN, (Trauma Services) Scholarship to provide Trauma Nurses Core Course for intensive care nurses
Elizabeth Tellison, RN, (Women’s Services) Scholarship to attend Applied Teaching Methods in Lactation Education for Health Professionals, Educators and Staff
Julie VanVeldhuizen (Child Life Specialist) Scholarship to attend Child Life Council 29th Annual Conference on Professional Issues
Jill Whade, RN, (Nursing Administration) Scholarship to attend National Magnet Conference of the American Nurses Credentialing Center

Skills Scholarships - May 1, 2010
Total amount awarded: $19,258
Kerry Akers Johnson, RN, (Infectious Services) Scholarship to attend Siemens Innovations 2010
Patricia Curtin, RN, (Children’s Emergency Department) Scholarship to attend 2010 Emergency Nurses Association Annual Conference
Deborah Eggston, RN, (CICU) Scholarship to attend National Teaching Institute & Critical Care Conference
Elizabeth Fowler, RN, (Adult Emergency Department) Scholarship to attend 2010 Emergency Nurses Association Annual Conference
Tammy Hareck, RN, (Information Services) Scholarship to attend Siemens Innovations 2010
Debbie Hillman (Wake ABCI Administration) Scholarship to attend CME. The Basics Institute
Dinetta Richardson (Staff Development & Training) Scholarship to attend SBHT Certification Program

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 microscoop@wakeemed.org. NEW HOURS FOR OCCUPATIONAL HEALTH & SAFETY Occupational Health & Safety on the Raleigh Campus and at Cary Hospital now close at 3 pm the second Wednesday of every month for staff meetings.

UNIFORM SALE Wednesday, February 9 - 7 am to 4 pm in the Andrews Center, Rooms 1 B & 2. Sponsored by the Volunteers at WakeMed Raleigh Campus.

VOLUNTEER ORIENTATION Raleigh Campus – Wednesdays, January 19, from 1 to 4 pm, and Monday, February 7, from 3:30 to 8:30 pm. All sessions held in Conference Dining.

Gary Hospital – Tuesday, January 18, from 8:30 am to noon; Thursday, February 3, from 5:30 to 9 pm; and Tuesday, February 15, from 8:30 am to noon. All sessions held in the F maintenance Center.

START DEVELOPMENT & TRAINING Enroll via Learning Link or ask your supervisor to e-mail development@wakeemed.org with your name and employee number, and course name, details and time/day. For information, visit the WakeMedWeb or call ext. 8383. Preliminary requirements apply for some classes.

Group Computer Training
Powerpoint 2007 Fundamentals (Code: CTPPP) – Wednesday, February 23 & Thursday, February 24, 8:30 am to 12:30 pm, Raleigh Campus, MOB, SD&T Ground Floor Classroom A4

Management Development
Facilitating the Development of Others – Throughout the month of January, WakeMed employees can purchase a three-month membership to Healthworks for only $75. Located in the Raleigh Campus Health Park, Healthworks is a medically-based fitness center. Call ext. 8992 to learn more.

Skills Scholarship to attend National Teaching Institute & Critical Care Conference
Elizabeth Fowler, RN, (Adult Emergency Department) Scholarship to attend 2010 Emergency Nurses Association Annual Conference
Tammy Hareck, RN, (Information Services) Scholarship to attend Siemens Innovations 2010
Debbie Hillman (Wake ABCI Administration) Scholarship to attend CME. The Basics Institute
Dinetta Richardson (Staff Development & Training) Scholarship to attend SBHT Certification Program

Mikayla Rountree (Nursing Administration - ASCO) Scholarship to attend Society of Interventional Radiology
Pamela Rock (Information Services) Scholarship to attend Computerized Provider/ Physician Order Entry (CPOE) Symposium
Gloria Talbott, RN, (Clinical Nursing Resource Services) Scholarship to attend Emory University Ostomy Module

Grants Program - September 1, 2010
Total amount awarded: $3,848

Rohan Curver, RN, (Infection Prevention) Grant to fund Mobile Hand Hygiene Demo Program
Harriet Stephenson, RN, (Nursing Education) Grant to help fund SHINE conference

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’s activities. The Public Relations department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions to this publication and its content. Call (919) 350-8120, e-mail microscoop@wakeemed.org or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

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