WakeMed Chosen for New Cardiology Patient Navigator Program

WakeMed Raleigh Campus was one of 15 hospitals selected by the American College of Cardiology (ACC) to participate in its new Patient Navigator Program. The first cardiology program of its kind, the Patient Navigator Program is designed to support hospitals in providing personalized services to heart disease patients and help them avoid a quick return to the hospital.

According to the ACC, nearly one in five patients hospitalized with heart attack and one in four patients hospitalized with heart failure are readmitted within 30 days of discharge, often for conditions seemingly unrelated to the original diagnosis. With increased penalties in effect for hospitals with high readmission rates for heart attack and heart failure patients, this program was created to apply a team approach to keeping patients at home and healthy after discharge.

As part of our participation in the program, the ACC will support a team of WakeMed caregivers to help patients overcome challenges during their hospital stay and in the weeks following discharge when they are at most risk for readmission. “Our patient navigator team will help patients understand their condition, care plan, medications and how to utilize community resources so they can better manage their health care for heart attack and heart failure patients,” this program was created to apply a team approach to keeping patients at home and healthy after discharge.

“Our participation in the ACC Patient Navigator Program is an extension of our leadership in cardiovascular care and our continued commitment to innovative partnerships with patients and providers to promote health and coordinate care. Expert navigation will ensure cardiac patients receive the best care in the best way at the right time in the right place.”

At left: Paul Spittle, vice president of marketing at Astra Zeneaca, speaks to a crowd of WakeMed employees and special guests at the lunch reception announcing the program. Astra Zeneaca is the founding sponsor of the ACC Patient Navigator Program.

ORGANIZATIONAL SCORECARD UPDATES

FISCAL YEAR 2014

WakeMed’s Organizational Scorecard, the tool that presents and tracks WakeMed’s system-wide goals for the year, has changed in several ways for fiscal year 2014, which began in October 2013. Many of the scorecard’s measures, which highlight our work toward our five Strategic Plan Goals, were revised to reflect where we should be placing our energy and resources this fiscal year. The changes are outlined below:

Quality Outcomes

• The measure for “Medicare Readmission Rate” was modified to focus on readmission rates among patients with pneumonia, heart failure and heart attack. Medicare penalizes for high readmission rates among patients with these three conditions.

• “Value-Based Purchasing Composite Score” was added to track system-wide efforts toward improving value-based purchasing.

• “Catheter Associated Urinary Tract Infection (CAUTI) Rate” and “Central Line-Associated Bloodstream Infections (CLABSI) Rate” were added because, while our rates of these publicly-reported incidents are good, there is room for improvement.

• “Epic Implementation Performance” was added to reflect the time and effort this important initiative will require in the coming year.

Service Excellence

• All of these measures stayed the same; however, the performance targets increased by 2 percentage points.

Workforce Excellence

• A “Workforce Understanding of Magnet Components” measure was added to reflect the importance of this strategic effort across the health system.

In addition to changes in measures and goals, targets on the 2014 Organizational Scorecard have changed slightly as well. While previous years included “Minimum Target” and “Stretch Target” goals, the new scorecard tracks progress toward “Annual Goals” and “Long-Term Goals.” “Everyone at WakeMed works extremely hard and leadership knows to make sure that all employees know where we are headed and what our long-term vision is,” explained Tom Gettinger, executive vice president & chief operating officer. “Working together, we can not only reach our annual goals but exceed them and be recognized as a national leader in health care.”

As we work to finalize the WakeShare goals for this year, they will likely link closely to the measures on the Organizational Scorecard. Employees are encouraged to regularly read the Organizational Scorecard, which is posted on the WakeMedWeb under Quality & Patient Safety. Managers are also encouraged to meet monthly with employees to discuss the most current results and post them in a visible location. Thank you for your continued commitment to WakeMed.

Fiscal Responsibility

• An “Achieve Profitability at Medicare Reimbursement Rates” measure was added. Because Medicare reimbursement does not increase at rates consistent with growth in expenses, this is a long-term goal that all health systems will need to strive for to be successful.

Market Development

• The “Surgical Case Volume” measure was adjusted to include surgical volumes at North Healthplex and Capital City Surgery Center as well as Raleigh Campus and Cary Hospital.

• The “WakeMed Physician Practices New Patient Visit Volume” measure was added to include our growing network of physician practices.

• Urgent care was added to the “Emergency Department and Urgent Care Visit Volume” measure, recognizing that there will be continued emphasis toward shifting patients away from EDs for more routine/primary care needs due to higher cost.

Carolina Hurricanes Visit the Children’s Hospital

A December visit from the Carolina Hurricanes brought lots of joy to our Children’s Hospital patients and staff and may have gained them a new fan! The patient pictured above is named Noah and is actually a Pittsburgh Penguins fan, but after visiting with the Hurricanes, he figured they were OK, too. Thanks for visiting, Canes!

MANAGEMENT NEWS

Zach Donahue Named Executive Director, Internal Audit

Zach Donahue recently joined WakeMed as executive director, internal audit, responsible for leadership, direction and oversight of internal audit functions. A certified public accountant with nearly 20 years of health care accounting and auditing experience, Donahue will work with senior management to conduct ongoing risk assessments, monitor regulatory changes and evaluate system vulnerabilities that could impact our internal control environment.
**NEW INCENTIVE OFFERED FOR 2015**

WakeWell Rewards provides incentives for WakeMed employees who take steps toward a healthier life. This year, employees enrolled in WakeMed’s BCBSNC health plan can earn up to $500 in a Healthy Rewards Account (HRA) by participating in WakeWell Rewards. These funds will be available to help you pay for out-of-pocket medical care expenses starting January 1, 2015. This change means that in 2015, the HRA will replace the premium credit that has previously been part of the WakeWell Rewards program.

**What is a Healthy Rewards Account (HRA)?**

An HRA is an account funded by WakeMed and is designed to help lower your health care costs. You can use the money in your HRA to pay for out-of-pocket medical expenses not covered by insurance. HRAs have many benefits:

- **It costs you nothing.** WakeMed funds the account, so you don’t pay anything for it.
- **Use funds, tax-free, for qualified medical, dental and vision expenses.** Money in your HRA can be used to pay for eligible expenses.
- **Unused funds carry over from year to year.** Don’t usually have a lot of medical costs? Don’t worry. Every year you participate in WakeWell Rewards, you can add more funds to your account. The money will be there when you need it and can help pay for unexpected medical costs, such as a broken bone or hospital visit.

**More Health Plan Options in 2015**

Along with offering HRAs, WakeMed will introduce a lower-cost health insurance plan in 2015. Starting next year, our current plans (Premiere and Select) will be consolidated into one plan and a lower cost/reduced benefit option will be available. These two new plans will offer a distinct choice in coverage to help you get health insurance that fits your life and your budget. Stay tuned for more information about these changes as we get closer to Open Enrollment.

**Earn Your WakeWell Rewards**

WakeWell Reward requirements have changed this year as we move to an outcomes-based model. Employees who earn 120 points by September 20, 2014, will have $500 (for full-time employees) or $250 (for part-time employees) automatically deposited into an HRA starting January 1, 2015.

**Step 1  Schedule Your Biometric Screening by February 14**

- The biometric screening includes height, weight, waist circumference, blood pressure and a basic lipid panel (cholesterol) with blood glucose. Register one of two ways:
  - Follow the link on the WakeMedWeb
  - Call WakeMed OneCall (919-350-7000, option 2)

Once you have scheduled your screening, the other steps are:

**Step 2  Take the Biometric Screening February 26 - April 3**

**Step 3  Take the BCBSNC Online Health Assessment May 5 - June 6**

**Step 4  Get Your Points (see green chart at left) by September 20**

**Step 5  Meet Alternate Standards if Necessary (see blue chart at left) by September 20**

See the FAQs on the WakeMedWeb to learn more about each step.
The following pharmacy—Cary Hospital employees became board-certified pharmacist certification specialists: Mary Ella Teeter, Amy Li, Allison Landers, Elizabeth Neuffer and Jason Bevier.

Josh Arrington, supervisor, (Anesthesiology) earned National Anesthesia Technician Certification, making him the first anesthetist to achieve this while working at WakeMed.

The following Heart Center Pre- & Post-Procedural Care nurses completed the cardiac vascular certification exam: Tanya McLean, RN; Deidre Cardillo, RN; Sarah Althiuser, RN; and Bethany Hartness-Smith, RN.

Reesha Cheriyan, RN, (CICU-A) obtained critical care nursing certification.

The following employees achieved Epic certification(s) in their areas of responsibility:

- Lisa Raynor (IS)
- Barbi Cox (IS)
- Carrie Dixon (IS)
- Cheryl Reynolds (Claims & Billing)
- Christopher Boher (IS)
- Cynthia L. Jones (Health Information Management)
- Deborah Jones-Combs (IS)
- Derek Cooper (IS)
- Elaine James (IS)
- Elizabeth Spicer (IS)
- Georgia McEwan (IS)
- Gerry Petrovski (Claims & Billing)
- Greg Bergman (IS)
- Gwen Anderson (IS)
- Jamie Lee (IS)
- Jeff Keefer (IS)
- Jill Szalaj (IS)
- Jim McGrath (IS)
- Jody Elliott (Claims & Billing)
- Eric Wilson (IS)
- Katrina Roberts (Claims & Billing)
- Lee Wall (IS)
- Liz Watson (Collections)
- Mark Close (IS)
- Nancy Wills-Buscarise (IS)
- Natalie Ut (Patient Access)
- Nikola Layfield (Posting & Review)
- Robin Loughlin (IS)
- Ryan Craig (IS)
- Sachen Mallette (IS)
- Steve Ying (IS)
- Tamir Perrigo (Claims & Billing)
- Tamikia McNeill (IS)
- Tired Elleboes (IS)
- Todd Hatlen (IS)
- Travis Shell (IS)

The Cary Hospital Pharmacy Employee-of-the-Quarter program recognizes distinguished pharmacy employees who demonstrate outstanding leadership and promote the department’s daily operations. Established in 2013 and built on the Wake Way behaviors, the program was developed to encourage and challenge staff members to take ownership of providing the best service possible. Recipients are nominated by their peers and scored on five performance categories: professionalism, teamwork, patient care, departmental engagement and character.

Congratulations to the 2013 Pharmacy Employee of the Quarter honorees:

**Pharmacists**
- Mary Ella Teeter, PharmD, BCPs
- Ed Clemons, PharmD
- Allison Landers, PharmD, BCPs
- John Fontenelle, PharmD

**Technicians**
- Lauren Azzopardi, CPhT
- Shalene De Los Santos, CPhT
- Kim Leach, CPhT
- Deb Laughter, CPhT

**COMINGS & GOINGS**
6C Surgery & Trauma congratulates Shirley Hilliard on her retirement after 36 years at WakeMed.
1A Clinical Evaluation Area welcomes Mary Gitau, RN, and Kelli Eichel, RN, along with Cindy Curran, RN, who transitioned from 3 West Medical/Surgical.
PCAU welcomes Jennifer White, NT I, and Kim Cates, RN.
3 West Medical/Surgical sends best wishes to John Fratianne, RN, as he leaves WakeMed to accept a position as a second lieutenant in the US Air Force Nurse Corps.

The Children’s Emergency Department welcomes Kimberly Hales, RN.

The NURS website welcomes Nyksheia Brown, BSN, RN, and Nancy Bivona, BSN, RN.

Clinical Nursing Resource Services welcomes Marty Moore, BSN, RN.

**ADDITIONS & ATTACHMENTS**
Amanda Wells, RN, (North Healthplex) and husband Jonathan welcomed daughter Raegan Elizabeth on Oct. 22, 2013.

**IN MEMORIAM**
Stephanie Mangum, RN, passed away on November 28. Mangum was a dedicated WakeMed nurse for more than 30 years and worked in the CICU, Mobile Critical Care, Electrophysiology Lab and, most recently, Invasive Cardiology. We send our thoughts to her family during this time.

Patient Safety/Risk Management welcomes Linda Macom, BSN, RN, and Maria Fry, RN, BSN.
6C Surgery & Trauma welcomes Kathryn Walsh, RN.
Food & Nutrition Services – Cary Hospital welcomes Syed Khokon.
WakeMed Endocrinology & Diabetes welcomes Kristy Dennis, LCSW; Sharon Perry, RN, and Trisha Vanderploeg.
1D Clinical Evaluation Area welcomes Michael Musa. CICU welcomes Kyle Peterson, RN, who transitioned from 1A CICU.
The Center for Innovative Learning bids farewell to the trauma program and patients he has served.
the trauma program strength. This award recognizes not only his guidance, but also his passion and commitment to the trauma program and patients he has served since taking the reins of this program in 2002,” said Vicki Block, senior vice president & administrator, Raleigh Campus, who presented the award.
In addition to his roles at WakeMed, Dr. Udekwu is an associate professor at the University of North Carolina School of Medicine, a colonel in the United States Air Force Reserve, and a member of several professional organizations including the North Carolina Medical Board.
The WakeMed Way is WakeMed’s employee standards of service excellence. Every WakeMed employee is expected to know and exemplify these seven standards, which are printed on the back of employee ID badges. This month, Microscope is starting a new series of articles highlighting the Wake Way standards and exploring what they mean to us as WakeMed employees.

With the new WakeMed Uniform Policy taking effect on February 14, we are kicking off the series with the Wake Way standard: You show pride in how you look and work.

Reflecting WakeMed’s Reputation
For better or worse, we are often judged by the way we present ourselves, and casual encounters can be the first opportunity to build trust and confidence with our patients and their families. Working in a public-facing environment like WakeMed, it is especially important for all employees to present a professional image at all times. “Whether interacting with internal or external customers, employees convey the reputation of WakeMed,” commented Laura Aiken, director (Patient & Family Experience). “Therefore, maintaining a professional appearance, taking pride in our work environment and showing respect to all of our patients and visitors has a significant impact on our overall success as an organization.”

Revised Uniform Policy Takes Effect Feb. 14
Have you noticed an increase in red, black and gray scrubs in our halls? That’s because many employees are preparing for the new uniform policy, which takes effect on Feb. 14. The policy applies to all WakeMed employees (hospital, healthplex, physician practices and other outpatient staff) who wear scrub uniforms that are not provided by WakeMed.

“By establishing our uniform colors as red, black and gray, we present a more unified, professional image and better demonstrate that our focus is on serving our patients,” said Jeanene Martin, senior vice president, Human Resources. “The policy is not intended to limit personal freedom, but rather to emphasize our staff professionalism, pride and service excellence.”

Test Your Dress Code Knowledge
Nurse Nancy has been testing the limits of the WakeMed dress code. There are five things wrong with her appearance—how many can you spot?

Teletracking Milestones
Before patient discharge can occur, certain “milestones” need to be met as follows:

- Physician orders
- Facility placement
- Discharge preparations
- Family notification

A pilot program on 3A – CVIC used teletracking to monitor the “first 30 minutes.” Tracking milestone status means that everyone knows what is needed and what has been completed to reach discharge, said Julia Salas, RN (CV Testing). “This is helpful for bed placement, patient flow, you and everyone involved in the patient’s care.” The pilot was so successful that it has now been implemented across Raleigh Campus and Cary Hospital to support ongoing anticipatory efforts.

Rapid Admission/Transfer (RAT) Algorithm
The RAT algorithm helps ensure that only one call is needed to transfer/admit a patient from WakeMed emergency departments, PACU, Cath Lab, and Heart Center Pre- & Post-Procedure Care. RAT explains the steps to take if the patient’s care nurse is unavailable to take the report or if the assigned bed is inappropriate. RAT was piloted in the Inpatient PACU, where it significantly reduced patient delays related to nursing report. “Now we are working with charge nurses, clinical nurses and management to determine what is meaningful and make this tool more widely used,” said Corinna Simms, RN, manager (Inpatient PACU).

Left: Carol Cecile, RN, clinical educator/supervisor, and Sean Adams, RN, (both of 5B) examine a bed board to ensure patients are admitted to the correct bed. Patient Placement also monitors these milestones. “Tracking milestone status means that everyone knows what is needed and what has been completed to reach discharge,” said Julia Salas, RN (CV Testing). “This is helpful for bed placement, patient flow, you and everyone involved in the patient’s care.” The pilot was so successful that it has now been implemented across Raleigh Campus and Cary Hospital to support ongoing anticipatory efforts.

Sixty-Minute Discharge
To meet the goal of discharging patients within 60 minutes of orders being written, a pilot was conducted in 1C Clinical Evaluation Area last spring. At that time, only 38 percent of patients were discharged within an hour. Several obstacles caused delays:

- Coordinating charity prescriptions
- Organizing transportation
- Informing families of discharge requirements

“After evaluating our practices, we realized that discharge needed to start at admission,” said Benita Smith, RN, manager (1A, 1B & 1C Clinical Evaluation Areas). “We began discharge education as soon as patients were admitted to make the process more efficient.” Improvement happened fast; after six months, 67 percent of patients were discharged within 60 minutes.

Be a Bed Ahead (BABA)
BABA, which spread system-wide in March 2012, was established to quickly move patients to the most appropriate bed in a safe and timely manner. During a pilot on 5B, BABA decreased the time between when a bed was assigned to the time the bed was occupied by 20 percent. The program also strengthened partnerships between staff nurses and Patient Placement. “Both departments gained a greater appreciation for each other’s practices,” said Desiree Hunter, RN, manager (5B). “Care team members started to proactively plan for the next admission, discharge or transfer.”

People judge you by the way you look and act and your verbiage. My uncle was a salesman and he always said ‘you have to dress the part’ and that’s because people want to do business with successful people.” Bill Brower (Patient Transport)

“Go beyond the dress code—this tool is more widely used,” said Julia Salas, RN (CV Testing). “This is helpful for bed placement, patient flow, you and everyone involved in the patient’s care.” The pilot was so successful that it has now been implemented across Raleigh Campus and Cary Hospital to support ongoing anticipatory efforts.

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When Cindy Boily joined WakeMed in 2011, it didn’t take long for her to realize that this organization was different from many others. Boily had come from a similarly sized hospital in Florida that, like WakeMed, served as the county health care safety net – but it was the people that set WakeMed apart, she says. It is the people at WakeMed that I’ve never felt before. We have such a giving group of employees who regularly go above and beyond to make sure our patients and their families are taken care of.

Going the extra mile to ensure quality patient care is something Boily has always identified with. Her mother, a nurse for 42 years, was an early influence. “I grew up hearing her stories and seeing how challenging her job was. I saw at a young age that nursing was a life-saving profession,” she says. But it wasn’t until she was a student at Minnesota State University that she decided to follow in her mother’s footsteps. She graduated with a bachelor’s degree in nursing and began her career as a clinical nurse. Later, Boily shifted her focus to administration, returning to school for master’s degree in nursing with a focus on administration from Barry University in Miami.

For the last 20 years, Boily has served as the chief nursing officer in progressively larger and more complex health care environments. As an administrator, she loves the process of gathering a diverse team of people, challenging the status quo, setting goals and working with the team to take them on. Boily knows that there are times to be a take-charge leader – such as when she helped evacuate a hospital during a hurricane – but she has also learned that having a participatory approach to leadership leads to excellent results. “When you can give clinicians and staff a voice in making decisions that impact them, and when you provide opportunities to incorporate new research and knowledge – that’s when you get results that are unparalleled.”

Since joining WakeMed, Boily has focused on initiatives that have made a positive impact on work environments and patient outcomes. “Some of the most rewarding experiences in my career have been working with WakeMed’s Clinical Nurse Council and developing and implementing our Shared Decision-Making model,” she says. Another major focus has been establishing the structure and processes necessary for WakeMed to achieve Magnet designation. In addition to contributing to WakeMed’s Magnet journey, these elements act as a framework to accomplish the things Boily is most passionate about: creating healthy work environments, improving the quality and safety of patient care, promoting a positive patient and family experience, and collaborating with diverse teams.

Between rounding at different facilities, an e-bulletin (Nurses in the Know), open forums and her close work with the nursing councils, Boily works hard to stay connected to WakeMed employees. She says her favorite part of the job is being out on the floors with nurses and talking about the work they are doing. “Patient care is a calling, and a rewarding one. Every day your work matters; you matter. I love providing patient care, and I love empowering our staff in a shared leadership culture that generates ideas and outcomes that inspire.”

Away from the hospital, Boily loves to be active and spend time outdoors. She can often be found running or hiking on Raleigh’s greenway trails. She and her husband, Robert, also enjoy visiting antique shops, trying new restaurants and exploring the state they’ve called home for two and a half years. The Boilys have two adult children, Adam and Kelsey, and have always valued spending quality time together on family trips. Her favorite destination is her brother’s farm in Minnesota – the state she grew up in – where she reunites with her brothers and sisters and their families.

When Boily is not working or spending time with her family, she enjoys reading, gardening and spending time with her dogs, Daisy and Tucker.

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WakeMed publications are distributed to all of the hospital system's activities. The Public Relations department thanks all of the employees who contributed to this publication.

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

Kate Wilkes, Editor
WakeMed Employees.

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

Spring Sprint
This annual 5k run/walk & fun run benefits the Rotary Club of the Capital City Foundation & WakeMed Children’s Endocrinology & Diabetes Program. Register for this March 1 event at www.springsprint.org.

Cary Hospital Uniform Sale
The Volunteers at Cary Hospital along with First Uniform, Inc. will sponsor a uniform sale on Monday, Feb. 3, 7 am to 4 pm, in the Conference Center. A portion of the proceeds from the sale will be donated to The Volunteers.

PeopleFueled User Training
Human Resources will offer PeopleFueled user training sessions for newly-hired or newly-promoted managers and supervisors. All leaders with direct reports should enroll to learn the process of posting requisitions and effectively managing the hiring process. Register via Learning Link (Code=HRPF).

Enroll in any of the listed classes via Learning Link system or have your Staff Development & Training

Beyond Square One: Breastfeeding Support for Health Care Providers – Monday, Feb. 17, 9 am to 4:15 pm, Wake County Human Services, Raleigh

6th Annual North Carolina Pediatric Emergency Medicine Conference – Friday, Feb. 21, 7:50 am, through Saturday, Feb. 22, noon, Andrews Center, Raleigh

Ethics in Practice from Bedside to Boardroom – Friday, Feb. 21, 9 am to 4:45 pm, William and Ida Friday Center for Continuing Education, Chapel Hill

Staff Development & Training
Enroll in any of the listed classes via Learning Link system or have your manager/supervisor email SDRegistration@wakemed.org with your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 08306. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

Employee Assistance Program Counseling
As part of WakeMed’s Wellness initiatives, Frank Horton Associates will be offering the following courses during 2014. Participants receive CEUs for these courses. Register via Learning Link

Change: Strategies for Resilience and Adaptability
2-hour workshop

Learn to recognize how pervasive change is and get a better understanding of its mental, emotional and behavioral impacts. Participants will learn to enhance their ability to embrace and navigate change. Code = SDEAP-CE

Embracing Positivity: Roadmap for a Successful Future
2.5-hour workshop

This workshop covers tools and techniques to find, embrace and focus on what’s right in our lives and the world. Participants will learn seven new habits to make your day-to-day life more rewarding and enjoyable. Code = SDEAP-EP

Releasing Negativity: Altering Thinking for Stress Reduction and Performance Improvement
2.5-hour workshop

Want to understand and change how you respond to negative energies? This workshop will help you recognize and reduce the impact of stress, burnout and compassion fatigue on your life. Code = SDEAP-RN

Stressed Out? Identifying Strategies for Managing Stress
2.5-hour workshop

Manage stress by increasing your psychological flexibility. Learn tools and techniques to distance yourself from unhelpful thoughts and connect with the present moment exactly as it is. Code = SDEAP-SO

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system’s activities. The Public Relations department thanks all of the employees who contributed to this publication.

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

Kate Wilkes, Editor
WakeMed Employees.

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