WakeMed Welcomes Two New Leaders

Thomas G. Gettinger

Thomas G. Gettinger joins our system as executive vice president (EVP) and chief operating officer (COO) this June. Additionally, J. Duncan Phillips, MD, joins WakeMed Children’s Hospital as surgeon-in-chief and becomes director of Pediatric Surgery for WakeMed’s employee physician practices.

Thomas G. Gettinger

Gettinger comes to us from Moses Cone Health System in Greensboro, N.C., a five-hospital, 1,168-bed system with more than 7,000 employees. During his nearly 20-year tenure there, he served in numerous leadership positions, including his most recent role as EVP for the health system and president of Moses Cone Memorial Hospital.

Following a comprehensive search, Gettinger was selected for his expertise in running a comparable health system in North Carolina, with similar services, strengths and opportunities.

As EVP and COO for WakeMed, Gettinger will be responsible for the overall performance of all facilities.

Good News for Employees with Dependents

Wake Specialty Physicians (WSP) - Employee Health is happy to announce that it is now welcoming employees’ dependents age 18 and up. Conveniently located on the Raleigh Campus in the Andrews Center (across from the WakeMed Faculty Physicians - Gastroenterology practice), WSP - Employee Health offers a dedicated team of experienced health care professionals who can provide primary care and urgent care services to all WakeMed employees and their adult dependents. The practice is newly renovated and is now accepting new patients.

The practice’s primary care services are provided by Christy Henry, MD, (WakeMed Faculty Physicians/Wake Specialty Physicians), by appointment. Dr. Henry can perform physical exams and provide continuity of care for stable chronic diseases such as hypertension, asthma, hypothyroidism and chronic obstructive pulmonary disease. She also offers preventive health and wellness screenings, diabetes screenings/management, annual gynecological exams, treatment for issues such as depression and obesity, and smoking cessation.

Call ext. 08284 to make an appointment.

Urgent care services are provided by Page High, MSN, FNP-C, including care for acute illnesses or injuries such as bronchitis, the common cold, headaches, poison ivy, rashes, shingles, strep throat, sprained ankles, minor acne, sinus infections, allergies, ear aches, respiratory infections and urinary tract infections. Walk in or make an appointment by calling ext. 08284.

Urgent care hours are Monday through Thursday, 8 am to 4:30 pm, and Friday, 8 am to 12:30 pm.

WSP - Employee Health accepts all insurance plans that are accepted by WakeMed. Employees/dependents without health insurance will be charged an office visit fee of $50.

WakeMed Earns Three High Honors

The WakeMed Heart Failure Program was recognized in May for its achievement in implementing guidelines created by the American Heart Association (AHA) for caring for heart failure patients. The Heart Failure Program received the AHA Get With The Guidelines® (GWTG) Silver Performance Achievement Award, a level of achievement that shows WakeMed’s commitment to and success in implementing a higher standard of care for heart failure patients. Accepting the award from AHA representatives are (l to r): Betsy Gaskins-McClaine, RN, vice president of Heart & Vascular Services; Marian Uy, RN; and Wendy Anderson, RN, (far right) (both of the Heart Failure Program).

According to the AHA, approximately 5.7 million people suffer from heart failure each year. The GWTG initiative helps ensure that heart failure patients who are treated and discharged receive quality care in accordance with guidelines that will reduce the risk of secondary events. The initiative leverages the time soon after a heart attack or stroke when patients are most likely to listen to their health care providers’ treatment recommendations.

“WakeMed is dedicated to making the care we provide for heart failure patients among the best in the country. We will keep building on this success by continuing the GWTG program,” said Uy, supervisor/educator for the WakeMed Heart Failure Program. “GWTG makes it easier for our caregivers to improve the long-term outcomes of our heart failure patients, and we are pleased to be recognized.”
invited to provide help to Haiti by the American Red Cross, the
NOMC has been sending a group of volunteer relief workers to the
country every week since the earthquake. They plan to do so until
the end of 2011. Linda Adams, RN, and Julie Ryba, RN, (both of
Heart Center - Interventional Cardiology) and Carrol Tarpey, RN,
(Papoose Vatinia Outpatient & Skilled Nursing Facility)
called a short trip to Haiti this month with NOMC. They worked
in several clinics set up in tents around Port-au-Prince alongside three Haitian
doctors. Like Young and Cox, they treated conditions such as
tuberculosis, malaria, fever, fungal infections, eye infections,
diabetes and asthma, and saw about 110 patients per day.
"I feel extremely fortunate that I had the opportunity to
go to Haiti and give to the people in need," said Ryba, pictured
top right with two Haitian children under one of the clinic’s tents. "Anyone who has the skills should go. Thousands are
waiting there to be served in very poor conditions."
Adams agreed and emphasized that the Haitian people are still struggling to
survive. Both Adams and Ryba are planning to go back to the country soon
to provide more volunteer medical care.
"It was hard work, but it was really really
good. And we felt safe the entire time we were there. The NOMC took very
good care of us," said Adams, pictured with Haitian woman and an
another volunteer. "In the end, we got back from the experience is
far more than what we gave."
Ryba also emphasized that one does not have to be Baptist to
volunteer with the NOMC, nor does one have to be a doctor or
a nurse to help this country in need. Volunteers are also being recruited to help with the construction of new homes and
buildings, among other things. Said Adams, "All you need is
a little compassion, and you too can do this work.
To learn more about Samaritan’s Purse and NOMC, visit
WakeMed’s High Honors

This accomplishment signifies that WakeMed has achieved a rigorous goal of treating heart failure patients with 99 percent compliance to core standard levels of care, outlined by the AHA/American College of Cardiology secondary prevention guidelines and recommendations, for the 12 consecutive months since we began participating in GETS. In 2009, the Heart Failure Program received the first Bivona Heart Failure Quality Award, and the team will apply for the Gold Award at the end of this year.

Heart Center Recognized for STEMI Care

The WakeMed Heart Center has also been recognized by the AHA as a Bronze-level certified Mission: Lifeline hospital for meeting guidelines related to ST-segment elevation myocardial infarction (STEMI) care. Mission: Lifeline is the AHA’s national program to promote quality of care and outcomes for STEMI patients and to improve heart care system readiness and response. The program defines guidelines, a means of certification and a recognition program among STEMI hospital systems.

WakeMed has recognized heart centers across the country for quality service to their community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. WakeMed will be recognized in an upcoming issue of the community. 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WakeMed celebrates Grand Opening Events

In addition to a reception for Children’s Hospital donors, Medical Staff and friends of WakeMed on May 20, Grand Opening events included two Open House events for employees, Medical Staff, volunteers and local first responders on May 21, and a community celebration on May 23 — attended by more than 1,000 local residents — with live music and performances, kid’s activities, CPR training, special presentations, a butterfly launch and more.

Photo 1: Air Mobile leaves the public grand opening celebration after kids, parents and other attendees had an opportunity to look inside.

Photo 2: Kids loved the butterfly launch at the public celebration.

Photo 3: Tweenie hangs out with young musicians from Renaissance School. The musicians performed for event attendees in the Children’s Hospital lobby at the public celebration.

Photo 4: With their faces painted by artists, the young GWIMBIRC attendees learned more about the Children’s Hospital through a Teddy Bear Clinic, run by WakeMed’s pediatric nurses in the rooms of the new hospital.

Photo 5: Mark Fieb, MD, pediatric intensivist and medical director of WakeMed Children’s Hospital, speaks to the crowd at the public celebration.

Photo 6: On behalf of the WakeMed Foundation, Dr. Bill Atkinson, president & CEO (left), accepts an $85,000 donation to the WakeMed Children’s Hospital from local business owner and Foundation Board Chair Gordon Grubb.
Clinical Administrators – Here for You 24/7

Have you ever wondered who our clinical administrators (CAs) are and what they do? At WakeMed, the CA serves as an extension of the WakeMed administrative leadership team, facilitating patient care and patient flow through the system. Twenty-four hours a day, seven days a week, they oversee the continuity and maintenance of services for the hospital by working collaboratively with all departments.

Staff must call the CA during the following scenarios: emergencies, situations, patient flow issues, staffing issues if a staffing assistant is unavailable, difficult IV starts, any time an “Attempt to Locate” is required, specialty equipment usage, the need to flex or close beds, and all deaths. Additionally, staff are invited to call the CA after hours or in the absence of a manager or supervisor for complaints/problem resolution, employee performance issues, policy/procedure questions, legal questions and after-hours media calls.

At Cary Hospital, CAs are also responsible for blood draws and cultures for the outpatient lab.

From 11 am to 11 pm, two CAs are always working on the Raleigh Campus; and from 11 pm to 11 am, one or two are available depending on scheduling. At Cary Hospital, one CA is available around the clock. Each CA is an RN who brings to the role past leadership experience. Constantly making rounds throughout the hospital, CAs work closely with the Professional, Cath Lab, Operating Room and Emergency Department teams to ensure patient flow is running as smoothly as possible, with little to no interruptions. CAs also collaborate with Staffing Resources and charge nurses to guarantee staffing needs are met on all nursing units.

“We pride ourselves in always being available to staff, providing that extra layer of support that is often needed,” said Marcy van Schagen, RN, manager of the Raleigh Campus Clinical Administrators. “We see the flow of patients from a thousand-foot view so that we can understand the big picture. When members of the leadership team can’t be here after hours, we provide administrative representation as well.”

CA involvement directly relates to patient satisfaction. By assisting staff, CAs can help create a better hospital experience for our patients and families. They manage the Family Care Line, help with service recovery and put staff in touch with vital resources.

Managers can call a CA if they need additional assistance on their unit but cannot be there themselves. To make it easier for managers to request help, the WakeMed CA team introduces the CA Consult Tool, now available on the WakeMedWeb by clicking “Way Of Today Resources on the homepage.”

New Leadership (Continued from page 1)

Gettinger Phillips

including planning, and financial and operational performance. He will also serve as the daily advisor to the CEO. Gettinger’s office will be located on the Raleigh Campus, where he will focus initial efforts on learning the WakeMed system. Once he is oriented to the Raleigh Campus, Gettinger will focus on systems-wide operations.

J. Duncan Phillips, MD

On June 1, Dr. Phillips began serving in two key roles – surgeon-in-chief of the new WakeMed Children’s Hospital and the director of Pediatric Surgery for WakeMed’s employed physician practices. As director of Pediatric Surgery, Dr. Phillips will build and oversee the development and growth of a new pediatric physician surgery group within WakeMed’s physician practices that will serve both the inpatient and outpatient needs of children in our region.

Prior to joining WakeMed, Dr. Phillips was an associate professor of surgery within The University of North Carolina at Chapel Hills Division of Pediatric Surgery. In 1999, he joined the Medical Staff at WakeMed, where he has performed the majority of his surgeries. Specializing in minimally invasive surgical procedures for infants and children, including laparoscopy and thoracoscopy, Dr. Phillips’ new pediatric surgical practice will greatly expand access to surgical services for children in Wake County.

WakeMed Leadership Academy Management Pathways 2010

Management Pathways is part of WakeMed’s five-level Leadership Academy, an employee development program designed to help prepare employees, from non-managers to executive staff, for the pursuit of management-level careers at WakeMed. It functions to broaden the non-manager’s knowledge of the healthcare system and to help them adapt to an organizational culture that values technical thinking skills and manage work performance.

The following staff have been selected for the FY 2010 program: Alicia Barfield (Corporate Planning), Devonda Dasher (Outpatient Rehab), Juli Dejoseph, RN, (NeoCare, Intensive Care Unit); France Le Paige (Medical Records); Dionne Harvey-Bell (Administration); Janine Jones, RN, (Quality & Patient Safety); Kristen Kleea (Food & Nutrition Services - Cary Hospital); Elaine Marinello, RN, (Nursing Education); Diana McLeod, RN, (Women’s Pavilion & Birthplace - Cary); Tina Schwetbe (Food & Nutrition Services); Eric Weaver (Cary Police & Public Safety); and Dave Zottet (Organizational Process Improvement).

Rachel Ingram, RN, receives assistance from clinical administrator Thomas Morris, RN, on GC Surgery & Trauma.

Have you ever noticed Redbox, the DVD rental kiosk at your grocery store? Ever wonder where it is made? I recently had the opportunity to see for myself, along with 16 WakeMed staff from Organizational Process Improvement and Patient Safety Services when we toured Flextronics in Creedmoor, N.C. Flextronics is an international leader in Lean management, eliminating waste and making processes highly reliable. As we embark on Lean at WakeMed, we thought visiting an organization that lives and breathes Lean would be very helpful. We had a wonderful tour.

Lean is a way of life for the leadership and staff at Flextronics. Here are a few examples from our visit:

Andon Light: A Japanese term that refers to the assembly line lights that warn when a defect occurs or is recognized by an employee. When the lights go on, the assembly line is usually stopped until the problem is corrected. At Flextronics, the product engineer, quality engineer and product line managers have offices next to the manufacturing line. When an andon light and siren are pulled, all personnel respond. The problem is resolved as quickly as possible, and the line starts moving again.

SI: A process of workplace organization that utilizes certain steps: Sort, Set-in-Order, Shine, Standardize, Sustain. For example, tools at Flextronics are placed in a foam cutout at the end of each day. Each work area has a specific cutout, and each tool has a specified location. This makes it easier for operators to start the line each morning because they know exactly where to find items. If something is missing, it is instantly noticeable.

Standard Work: The motion of the operator and the process sequence in producing a part – outlines the most waste-free production method through the best combination of people and equipment, with the least amount of work possible. Standard work shows where to check for quality and identifies safety issues while providing a routine for operational consistency and a basis for improvement.

For example, operators log on to a computer at each station along the manufacturing line to receive their work instructions, including step-by-step actions to take and product inspection instructions. No deviation from the process is allowed without management approval. If each person performs their task like the next person on the line, the person knows exactly what to do when the product arrives at their station.

Beijinka Board: Japanese term for the whiteboards in offices that help create a process control system that uses visual signals to trigger certain decisions before they happen. For example, each supply cart at Flextronics has a tag. As the cart is pulled to the line for use, the tag is sent back to the supply area and another cart is filled with the supplies listed on the card according to the speed of the line.

Takt Time: The available production time divided by the rate of customer demand. It sets the pace for production to match the rate of customer demand and is the heartbeat of any Lean system. The Flextronics engineering team has balanced the work on the line so that there is a unit rolling off the line at each takt beat. The takt clock shows how well the problem solving is keeping pace with demand.

Poka-Yoke: Error-proofing. From the Japanese “poka” (inadvertent errors) and “yoke” (to avoid), Poka-Yoke is a set of six techniques control inventory, production leveling and smoothing techniques to prevent a process from producing defects. For example, Flextronics employees must wear electrostatic discharge equipment. The equipment is tested daily when employees stand on special metal plates while swinging their badge. Once the test is complete and the equipment is verified to be working properly, the employee is automatically clocked in for their shift.

We also learned that a water spider is an employee who is responsible for stockling material carts and delivering them to the line, the “graha” is the manufacturing floor, and “downtime” means Defects, Overproduction, Waiting, Non-Value Added Process, Transport, Inventory, Motion and Employee Under-Utilization, also known as the eight types of waste.

Thanks to Melissa Wilson (Organization Development), WakeMed staff for contributing to this article and arranging our visit. There are endless opportunities to apply these approaches to health care delivery. Let’s do it!
WakeMed Volunteers

“Reach Out and Read!”

Above (l to r): Marie Johnson (Volunteer Services) and volunteer Sandy Boccio meet with the WFP - Pediatrics team to re-acquaint them with Reach Out and Read.

Introduced at WakeMed in 1997, the Reach Out and Read (ROR) program is a national, non-profit literacy program that was developed by pediatricians and early childhood educators. It encourages volunteers to read out loud to children ages 6 months to 5 years while engaging them in educational development (i.e. color identification, building vocabulary and verbal skills, enhancing the attention span) and encouraging them to read out loud to their siblings and parents.

Today, the Volunteers at WakeMed Raleigh Campus are re-energizing the ROR program in the WakeMed Faculty Physicians - Pediatrics clinic. Ten new volunteers have been recruited and trained to ensure that two ROR volunteers are consistently present in the clinic’s waiting rooms Monday through Friday during peak hours. With the potential to expand to all hours of operation, each child who completes a well-child exam at other clinics also receives an age-appropriate book and their sibling(s) will receive a gently used book from a member of the clinic’s staff. Sorted, organized and inventoried by the Volunteers, the books are available in English, Spanish and combined English/Spanish. They are provided by the national ROR program, collected at Volunteer book drives, donated to WakeMed or funded through Volunteer fundraisers. While WFP clinic staff have been distributing ROR books to pediatric patients and siblings since the program began, the program’s re-emergence marks the first time two ROR volunteers will be available in the clinic regularly to read to children in the waiting room.

“ROR is a win-win program for everyone involved,” says Marie Johnson, manager, Volunteer (Community Services). “Not only do the children benefit from practice with their reading and comprehension skills, but parents benefit as well.”

Led by Raleigh Campus volunteer Sandy Boccio, ROR volunteers act as reading role models for parents, showing them creative ways to read to their kids. They also prepare parents for the advice they will hear from their child’s health care provider – to use reading as an interactive tool to help develop cognitive skills. The ROR program at WakeMed is also meant to help Spanish-speaking children and parents learn or improve their English as a second language.

To learn more about ROR, go to www.readoutread.com. And if you are interested in donating books, contact Marie Johnson at ext. 8866.

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WakeMed Nurses Selected for Special News & Observer Publication

In partnership with the North Carolina Nurses Association (NCNA), The News & Observer (N&O) publishes Celebrate Nursing each year, a special newspaper insert meant to “pay tribute to the approximately 105,000 registered nurses in North Carolina who provide highly skilled, safe and quality care in a variety of settings,” says Ernest Gratz, RN, MSN, president of the NCNA. To be included in this special feature, which is also available online, nurses are nominated by their coworkers and the community. They are then selected by staff from the N&O and NCNA members. Of the 17 nurses who were featured, three were nurses from WakeMed. Their names and photos are included below, along with a brief statement taken from their nomination forms.

Vangie Clapp, RN, Rehab Hospital

“…Aspiring to be a nurse one day myself, I wish to be the type of caring nurse Vangie is… She comforts patients when they are sad and tries to bring them peace when they are upset. …”

Jeanne Stranahan, RN, Emergency Department - Cary Hospital

“…Jeanne can’t ‘be a nurse because it is her job — it is her career and it is something that she loves and this love is evident in the care that she shows all people. …”

Lois Ugwuoke, RN, Women’s Pavilion & Birthplace - Raleigh

“…Lois goes about her job quietly and efficiently each day. But, once you find out all that she has done to help others, she is someone you will admire and remember. …”

Congratulations Vangie, Jeannie and Lois! And thank you to all WakeMed nurses for the dedicated patient care you provide each and every day.

WakeMed Nurses Selected for Special News & Observer Publication

In partnership with the North Carolina Nurses Association (NCNA), The News & Observer (N&O) publishes Celebrate Nursing each year, a special newspaper insert meant to “pay tribute to the approximately 105,000 registered nurses in North Carolina who provide highly skilled, safe and quality care in a variety of settings,” says Ernest Gratz, RN, MSN, president of the NCNA. To be included in this special feature, which is also available online, nurses are nominated by their coworkers and the community. They are then selected by staff from the N&O and NCNA members. Of the 17 nurses who were featured, three were nurses from WakeMed. Their names and photos are included below, along with a brief statement taken from their nomination forms.

Vangie Clapp, RN, Rehab Hospital

“…Aspiring to be a nurse one day myself, I wish to be the type of caring nurse Vangie is… She comforts patients when they are sad and tries to bring them peace when they are upset. …”

Jeanne Stranahan, RN, Emergency Department - Cary Hospital

“…Jeanne can’t ‘be a nurse because it is her job — it is her career and it is something that she loves and this love is evident in the care that she shows all people. …”

Lois Ugwuoke, RN, Women’s Pavilion & Birthplace - Raleigh

“…Lois goes about her job quietly and efficiently each day. But, once you find out all that she has done to help others, she is someone you will admire and remember. …”

Congratulations Vangie, Jeannie and Lois! And thank you to all WakeMed nurses for the dedicated patient care you provide each and every day.
**APEX PEAK FEST**

In May, WakeMed participated in Apex Peak Fest, a family community event. Staff volunteered to promote health and wellness as well as services offered by Cary Hospital and Apex Healthplex. They also handed out brochures about the new WakeMed Children’s Hospital. Pictured with the Twinkle bean bag game are Cary Hospital staff, Gail McGlothlin, RN, (3 West Medical/Surgical); Sendi Bynum, RN, (3 West Medical/Surgical); Janet Early, RN, (2 West Intensive Care Unit); Family Quinn, RN, (3 West Medical/Surgical); Joanna Stephanos (Administration) and Joy Palomillo, RN, (3 West Medical/Surgical).

**NEW SIGNAGE IN Apex Coming Soon**

The North Carolina Department of Transportation will soon be placing directional signage in the Apex area. This signage will clearly mark the path to Apex Healthplex for emergency medical care.

**N.C. State Students Help Heart Center Enhance Patient Care**

In May, the WakeMed Heart Center received a special gift from a team of local college students that has already enhanced patient care. It is a device that is applied to the invasive cardiology procedure room table during transradial cardiac catheterizations to support a patient’s arm.

The students came to WakeMed from North Carolina State University at the beginning of the 2009-2010 school year to complete their Senior Design Project, part of the school’s Biomedical Engineering Senior Design course. In 2007, WakeMed and N.C. State partnered to allow students of this course to work with our staff each year. The course helps prepare college seniors for the workplace or graduate studies by allowing them to work on real-world design problems. In return, WakeMed has the opportunity to benefit from the students’ projects and prototypes.

The six students who worked with Heart Center staff began their endeavor last fall by meeting with several members of the Heart Center team, touring the facility and observing within the Invasive Cardiology department. They also met with the transradial cardiac catheterization team led by Tiff Mann, MD, a cardiologist with Wake Heart & Vascular Associates. Cardiac catheterizations (caths) are performed to evaluate blood flow to the heart and the heart’s pumping ability. Caths can also be used for angioplasty to open blocked arteries and to place stents to keep arteries open. If a heart cath is performed transradially, an incision is made in the wrist to access the radial artery. This method offers many benefits to patients including easier access to the circulation, less risk of injury to nerves and blood vessels, reduced post-procedure bleeding complications and a shorter recovery period.

Dr. Mann and his team communicated to the students that they had been facing a challenge – how to best position a patient’s arm during a transradial procedure to ensure comfort and safety while allowing Dr. Mann and the scrub tech easy access. Clinical Engineering created several temporary devices for the team, however, they needed something that was more permanent and convenient. Specifically, they needed a device that was custom designed to fit the procedure table and seamless to set up.

“We were thrilled with the enthusiasm and fresh perspective these intelligent young students brought to our team and the challenge at hand,” said Dr. Mann. “We all worked together to help these students reach a successful result, one we can all be proud of. Not only will their device help Invasive Cardiology staff perform transradial procedures more easily and efficiently, but it will also lead to greatly enhanced safety and comfort for our patients.”

Under the direction of Dr. Mann, Kim Wooten, RN, manager, and Jeannine Volles, RN, medical-surgical specialist (both of Heart Center - Invasive Cardiology), the students spent several weeks gathering input before presenting three designs. Once Dr. Mann and his team chose a design, the students created a mock-up that was successfully used during transradial procedures this April. This helped identify a few minor adjustments for the final version. Once they finished the final device, the students plan to donate it to the Heart Center and create a second device for obese patients. With the help of N.C. State, the students may also have the opportunity to patent the device so it can be used to benefit patients across the country.

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

**CALENDAR**

- **Wednesday, June 24,** from 8:30 am to 11:30 am, Raleigh Campus, MOB, SD&T Classroom #4
- **Monday, July 12,** from 6 pm at the Andrews Center Dental Assistant Series – Starts Monday, August 2, 6 pm at the Andrews Center Dental Assistant Series
- **June 21,** from 8:30 to 11:30 am, Raleigh Campus, MOB, SD&T Classroom #3
- **July 15,** from 1 to 4 pm, Raleigh Campus, MOB, SD&T Classroom #3