Bringing the Care Team Closer
Assigning Hospitalists to One Unit Encourages Collaboration

On a typical day, WakeMed Raleigh Campus hospitalists often find themselves crisscrossing the campus to visit their patients. But a new initiative called Geographic Care Team hopes to change that. The program, currently being piloted at the Raleigh Campus on 5A and 5C, assigns hospitalists to a particular unit, rather than to multiple units.

The program aims to improve patient satisfaction and outcomes, streamline hospitalist workflow, and foster care team communication. “Bringing the whole care team closer together physically increases collaboration and improves care coordination,” said Amit Purohit, MD, (WakeMed Faculty Physicians – Hostpitalists) who helped implement the program.

“Being assigned to one unit means you can devote more time to being at your patients’ bedside when they need you the most.”

The success of the program hinges on a technique called Structured Interdisciplinary Bedside Rounds (SIBR). The rounds take place at the same time every day and involve the complete core team: physician, nurse, pharmacist, case manager and nurse manager or charge nurse. SIBRs last less than five minutes for each patient but provide a unique opportunity for improved communication. "This is an excellent way to expand our focus on Patient- & Family-Centered Care because patients are face-to-face with the entire care team every single day," Dr. Purohit explained. "With SIBRs, patients and their families know when rounds will take place and if they have questions, they can consult the entire care team."

SIBRs start with an overview of each patient’s condition followed by clinical and discharge updates, and discussion of the care plan moving forward. Physician orders are entered before the team leaves the room so there’s no delay in processing orders. The structured format means the same routine is followed every day, no matter who is assigned to the unit.

The program also has the potential to improve communication among doctors, nurses and other care team members. With one hospitalist assigned to the unit, nurses automatically know who to call if a patient is in distress, and hospitalists can respond more quickly because they aren’t seeing patients in other units. Once the program is established in 5A and 5C, the Geographic Care Team is scheduled to expand to all medical teaching teams at WakeMed.

CONSTRUCTION UPDATE:
WakeMed North Hospital

Work to convert the North Healthplex into a 61-bed women’s hospital has made excellent progress since it began earlier this year. Construction of the patient tower is scheduled to begin this fall with overall completion on track for the hospital to open in May 2015.

Modifications to the road and parking lot began in mid-May. These changes required the emergency department (ED) lobby to move temporarily to the main lobby of the building. While it is closed, the ED lobby will undergo renovations. On the back side of the property, central energy plant and ED lobby will undergo renovations. On the back side of the property, central energy plant and

WakeMed and Key Physicians to Form Medicare ACO

WakeMed and Key Physicians, an organization of more than 220 independent physicians located in Wake, Durham, Orange and Johnston Counties, have signed a letter of intent to form WakeMed Key Community Care, a Medicare Shared Savings Accountable Care Organization (ACO). ACOs are an organized approach to manage a defined population’s health by focusing on reducing healthcare costs and improving quality in both the traditional Medicare program and in private insurance programs.

WakeMed Key Community Care will leverage Key Physicians’ primary care network and WakeMed’s inpatient and outpatient services, clinical resources and physician practices to facilitate patient access to a coordinated healthcare team. “The ACO is important to our efforts to improve access, reduce costs and improve quality in our area and across the state,” said Dr. Bill Atkinson, WakeMed president & CEO. “This_model will benefit patients by bringing together the valuable health resources of the community in a more coordinated way to provide the right care, at the right time, in the right setting, and at the right price.”

ACOs shift the reimbursement of care from a fee-for-service model to a value-based approach where providers work together and are held accountable for the cost and quality of care delivered. ACOs are unique because they give doctors and hospitals a financial incentive for reducing costs, improving quality, and ensuring care is coordinated.

New Officers, New Member for WakeMed Board of Directors

The WakeMed Board of Directors recently elected new officers and added one new member. The 14-member Board includes volunteers who represent the communities that WakeMed serves.

Wally McBride, a longtime member of the WakeMed Board, was elected as chair. McBride served as vice chair from 2011 to 2013 and will serve a two-year term as chair. Additionally, Brenda Gibson was elected vice chair and Jerry Bernstein, MD, was elected for a second term as secretary. Both Gibson and Dr. Bernstein will serve one-year terms.

“The Board of Directors plays a key role in WakeMed’s success and I am grateful for their continued support. I know the newly elected officers will provide excellent leadership as we work together to meet the healthcare needs of our community,” said Dr. Bill Atkinson, WakeMed president & CEO.

Don Munford, a partner at Smith Anderson, a Raleigh-based law firm, was appointed by Wake County in January to replace Lloyd Yates. He will serve a two-year term as board member. A former member of the N.C. House of Representatives, Munford has more than 30 years of experience working with public charities, corporations and individuals on business-related legal matters. Munford has a long history of involvement in corporate boards, including the board of the State Capital Foundation, Inc., and past membership on the Peace College Board of Trustees.

“Don Munford’s expertise in business law and nonprofit organizations makes him a natural fit for our Board of Directors,” Dr. Atkinson said. “We look forward to working with him as we collectively move forward to accomplish WakeMed’s long-term goals.”

Breastfeeding-Friendly Review Committee Gives WakeMed Two Stars

WakeMed’s Raleigh Campus received two stars from the North Carolina Maternity Center Breastfeeding-Friendly Designation Review Committee, which recognizes maternity centers that demonstrate a commitment to promoting, protecting and supporting breastfeeding within their organization. Raleigh Campus was awarded five of the Ten Steps of Successful Breastfeeding, as defined by the World Health Organization and Baby-Friendly USA.

Research shows that babies who receive only breast milk for the first six months of life are less likely to develop ear infections, diarrhea, respiratory illnesses and, possibly, childhood obesity. So far in 2013, WakeMed’s overall breastfeeding rate is 82 percent and exclusive breastfeeding rate is 53 percent. This is an improvement over 2012, when those rates were 81 percent and 48 percent, respectively.
When Leila Baldwin checked out of WakeMed with her new baby in tow, it felt like leaving more than a hospital—it felt like leaving part of her family. During her pregnancy, Baldwin experienced a condition that caused her to faint when she stood or sat up. As a result, she spent three months of her pregnancy in the Women’s Pavilion & Birthplace - Raleigh. “We will never be able to express in words how truly amazing the staff at WakeMed was during our 11-week stay,” Baldwin said. “Specifically, the staff of 4C became more like family and friends than typical caregivers.”

Even though doing everyday things was difficult for Baldwin, the staff on 4C tried to make her feel at ease. Whether it was eating lunch with Baldwin, finding creative ways to wash her hair, or dropping by to chat, the unit’s nurses and nurse technicians tried to become a circle of friends, not just caregivers. “Being in the hospital for three months is less than ideal, but the staff really went the extra mile to make her more comfortable,” said Kelly Smith, BSN, MHA, nurse manager on 4C.

When Baldwin mentioned to Linda Powell, NT, and Kelly Guzouskis, NT, that she wished she could have had maternity pictures taken, they made it happen. The night before Baldwin’s scheduled caesarean section, several nurse techs set up a photo session for Baldwin and her husband. The staff fixed Baldwin’s hair and makeup and created a makeshift photo studio. “Our goal was to help her feel at ease during this difficult time,” Powell said. “We wanted her to look back at these pictures and not think it looked like a hospital room.” Armed with juice in plastic wine glasses, the Baldwins toasted to their new life as parents.

With her delivery around the corner, Baldwin told her nurses that she wanted to be the first person in her family to see the baby. Since she was going to be under general anesthesia for the birth, the nurses on 4B and 4C made a plan that would let her fulfill that dream. “Even though her condition stopped her from having control over a lot, it was great to be part of a team that worked together to put her in control of things when we could,” Powell said.

Despite Baldwin’s complications throughout her pregnancy, her condition improved after the birth and she was discharged home in good health. “Each employee that helped us went above and beyond the call of duty while consistently showing a genuine sense of empathy, patience and kindness,” Baldwin said. “We could not have asked for a better staff to make such a challenging time so absolutely wonderful.”

Left to right, Kelly Guzouskis, NT; (front) Anne Matthews, RN; Lib West, RN; Melissa Bass, RN; Melissa Anderson, RN; and Lauren Phelps, NT, (front) gathered with Leila Baldwin and her son shortly before Baldwin was discharged from the hospital.

On May 31, the NICU hosted a Kangaroo-A-Thon reception to spread the word about Kangaroo Care, which encourages as much skin-to-skin holding time as possible between parents and their babies, especially babies who were born prematurely. The reception included a ‘chair fair’ where parents and family members (and several chairs designed to facilitate Kangaroo Care) were on hand to meet potential ‘Kangaroo Care’ parents.

What might be considered for use in the single family NICU rooms currently under construction.

Above: NICU employees (left to right) Mary Parker, MSN, RN; Maria Friday, MSN, RN; Jodi DelJoseph, BSN, RN; RGN-NC; Emily Neill, RN; (holding her NICU graduate twin); Ann Gooch, RN; Linda Crowder, RN; Cheryl Lynn, RN; and Donna Newbern, RN, gathered with some NICU patients.
As WakeMed celebrates 10 years of Dr. Atkinson's leadership, we learn a bit more about our president & CEO and look back at some recent accomplishments.

Getting to Know Dr. Bill Atkinson, President and CEO

In his younger days, Dr. Bill Atkinson, PhD, MPH, MPA, president & CEO of WakeMed, enjoyed skydiving. Though he hasn’t jumped out of a plane in a while, he finds similarities between skydiving and the day-to-day operations of WakeMed.

“The free fall of a dive is gripping, but it’s a very controlled process and there’s a lot of work involved. You spend hours practicing so you know how to be proactive and land safely,” he said. “At WakeMed, we spend a lot of time preparing for things that other people would run away from. Whether it’s a natural disaster, multiple traumas coming in at once or a public policy change, we are constantly preparing so we can appropriately handle what’s coming next.”

During his time at WakeMed, it’s the strength and knowledge of the team – and their ability to accomplish in a day always amazes me. I see how each person impacts patient care, the health system and community as a whole, and we couldn’t do it without each individual.”

Dr. Atkinson fostered that interest by working as a paramedic while he attended UNC-Greensboro and as a graduate student at the University of South Carolina School of Public Health. After graduating, he began working with Hussman Healthcare, a company that placed him in leadership roles in hospitals throughout the southeast and eventually landed him as president and CEO of Columbia Aurora Regional Medical Center in Aurora, Colo. He then spent two years as president and CEO of Columbus Presbyterian/St. Luke’s Medical Center in Denver before heading back to North Carolina where he led New Hanover Health Network in Wilmington. In July 2003, Dr. Atkinson and his family (his wife, Allison, and three sons) moved to Raleigh after his recruitment to WakeMed.

Throughout his career, Dr. Atkinson has never stopped learning. Before he joined WakeMed, he earned a master’s in public health from the University of South Carolina as well as a master’s in public administration and a doctorate in administration and policy from the University of Colorado at Denver. He has also completed the Executive Management Program at Yale University and, most recently, received an honorary doctorate of science degree from Campbell University.

A Decade of Growth

The organization Dr. Atkinson joined in 2003 looks quite different from the WakeMed of today. In the past 10 years, WakeMed has added many employees (from 5,678 in 2003 to 8,418 today) and seen an increase of more than 500 volunteers. WakeMed also expanded both its physical footprint and available services, adding 60 acute care beds at Raleigh Campus, an 80-bed care center at Cary Hospital, and opening facilities in Apex, Brier Creek, Raleigh Medical Park and, soon, Garner. Today, WakeMed cares for more patients than ever before at every step along the care continuum – from primary care to critical care, rehab and more. Strengthening WakeMed’s role in the community is also an ongoing priority. In 2006, WakeMed established a partnership with the VCMC of the Triangle and, along with the Wake County Public School System and Wake Technical Community College, helped found the Wake Early College of Health and Sciences. These and many other partnerships have reinforced WakeMed’s longstanding commitment to the community and improved our reputation throughout the region and beyond.

“Every CEO has an obligation to make WakeMed stronger than they found it.”

Importantly, WakeMed also took responsibility for management of Harnett Health System, including the expansion of the hospital in Dunn and the 2013 opening of a new hospital in Lillington, N.C., Central Carolina Hospital – perhaps no surprise – is located less than two miles from the Campbell University School of Osteopathic Medicine. While the list of WakeMed’s recent accomplishments is lengthy, some that stand out to Dr. Atkinson include: becoming North Carolina’s seventh Level I Trauma Center opening WakeMed Children’s Hospital and building ongoing relationships with physicians. And though Dr. Atkinson may have been the one sitting in the CEO’s chair while these changes were underway, he’s quick to praise the strong legacy he inherited from past CEOs, the Board and leadership team. The expansion of stand-alone emergency departments and the construction of North Hospital are ideas that were planted before his time and grew into reality under his watch. “Every CEO has an obligation to make WakeMed stronger than they found it,” he explained. “We’ve been fortunate to continue in the line of Bill Andrews and Ray Champ to focus on serving our patients and families as we grow and expand.”

Planning for a Strong Future

Looking ahead, Dr. Atkinson sees challenges in healthcare on a wide scale. With resources concentrated in urban areas, he worries about ready access to high-quality, affordable healthcare for people living in rural areas. And, while research is becoming more specialized, he sees a need for renewed focus on primary and preventive care.

“Research that’s happening now could very well change the way we treat patients in the future, but at the same time, we need to go back to the basics and improve health,” he said.

Ensuring that WakeMed provides the services our community needs is a goal of Dr. Atkinson’s, and he wants the health system to be an advocate for patients as healthcare reform is implemented over the next several years. “WakeMed is embracing where healthcare has been and where we are going. I’m excited to have an opportunity to help form what new healthcare systems look like,” he explained. Dr. Atkinson is proud of the strides WakeMed has made in measuring enhanced quality and safety while promoting cost-efficiency, and he continues to make these areas a priority.

“I feel fortunate to be around the people here. What our team can accomplish in a day always amazes me.”

With everything that goes into running WakeMed, it’s no surprise that Dr. Atkinson doesn’t get a lot of sleep – but he doesn’t mind. Given the choice, he would rather spend his “extra time” on community service, support of public education, and serving military history. Dr. Atkinson served as the chairman of the Raleigh Chamber of Commerce, the North Carolina Institute of Medicine, the Research Triangle Regional Partnership and the North Carolina Hospital Association. He – along with SAS’s Ann Goodnight – served as a chair of the Wake County Public School System’s successful bond campaign, which allowed for construction of several new schools. Dr. Atkinson also cherishes time with his wife and three sons, the youngest of whom will be a senior in high school next year. The Atkinson family has traveled the world together, and some of Dr. Atkinson’s favorite memories involve watching his sons learn to appreciate other communities and cultures.

Back at the office, he finds similar satisfaction in knowing that WakeMed employees and volunteers are dedicated to the same primary goal that he is: “Our employees, physicians, volunteers, Foundation and Board understand our promise to this community to be here for them when they need us and, most importantly, we love the difference that we are making in people’s lives,” he said.

July 2003
William K. Atkinson II, PhD, MPH, MPA, becomes the third president & CEO of WakeMed.

2004
WakeMed launches the Center for Patient Safety and hires a vice president of quality to oversee the organization’s quality and safety efforts.

2005
WakeMed opens North Carolina’s first 24-hour, full-service, stand-alone emergency department at North Healthplex. The healthplex became a model for similar facilities across the country.

2006
The WakeMed Trauma Center becomes the only Level I Trauma Center in Wake County. The center includes adult intensive care units, a pediatric intensive care unit, and a comprehensive physical rehabilitation program.

2007
Mobile Critical Care Services adds an air ambulance program, significantly expanding their reach and services. WakeMed also has North Carolina’s largest fleet of emergency services ground transportation, serving heart, stroke and critical care patients.

2008
WakeMed OneCall goes live as the area’s first centralized communications and response center. The center is connected to all WakeMed campuses as well as every major public responder agency.

2009
With patient safety and quality outcomes in mind, WakeMed opens the region’s first medical simulation center, the Center for Innovative Learning, which features high-tech equipment, clinical spaces and 19 full-time “patients” designed to train healthcare providers.

2010
WakeMed expands the Raleigh Campus with the 168,000-square-foot E Wing, which includes a new main lobby, intensive and intermediate cardiovascular care units, and the WakeMed Children’s Hospital.

2012
WakeMed breaks ground on North Hospital, which will focus on inpatient women’s specialty services. eCU goes live, expanding WakeMed’s services for critical care units with off-site monitoring technology and staff. WakeMed was the first health system in the Triangle to implement this lifesaving technology.

2013
In an effort to improve patient safety, clinical outcomes and hospital efficiency, WakeMed begins implementing the Epic electronic health record system.
Dr. Harris Receives 2013 Dascomb Award

On May 30, Tim Harris, MD, (Woke Orthopaedics), was awarded the prestigious Harry E. Dascomb, MD, Award. WakeMed’s highest teaching honor, the Dascomb Award is presented annually to a physician who demonstrates excellence in teaching and patient care. Recipients must have three or more years of clinical experience and exhibit leadership in establishing, maintaining and supporting clinical teaching programs at WakeMed.

Dr. Harris was nominated by his peers and selected by the Dascomb Award committee, which includes doctors from WakeMed Faculty Physicians and community physicians.

Dr. Harris was recognized as a leader in orthopaedics as a clinician, an educator and an administrator. He has served in several leadership roles at WakeMed, including formerly as medical director of Wake Orthopaedics and the chair of the department of orthopaedic surgery. Among his colleagues, Dr. Harris is known for setting high standards, both for himself and for the residents with whom he works.

Dr. Harris is known for his bedside clinical and teaching skills and for his ability to provide compassionate patient care. The Harry E. Dascomb, MD, Award for Excellence in Clinical Teaching and Care was established in his honor.

WVOW, WHAT AN EMPLOYEE!

The Neuro ICU staff congratulates Catrice Asycue, BSN, RN, CNRN, on her promotion to the Neuro ICU and wishes her all the best.

Kelley Reep, RN, (2E CVICU) earned her certification for adult, pediatric and neonatal critical care nurses (CCRN) and cardiac medicine certification (CMC).

Melissa Purchacki, RN, (2E CVICU) earned her CCRN certification.

Elizabeth Weinstein, MSN, RN, (Staffing Resources) graduated from East Carolina University with a master’s degree in nursing, concentration in nursing education.

Daniel Corbin, RN-BG, (PICU) obtained a bachelor’s degree in nursing from the University of South Carolina with a concentration in nursing.

Clint Dean, BSN, RN, (MICU) received his RN-BSN degree.

The following nurse case managers recently obtained accredited case manager (ACM) certification: Kristie Kott, BSN, RN; Kristen Rhoade, BSN, RN; Cora Fontanilla, BSN, RN; Denise Goodwin, BSN, RN; Bonnie Parson; RN, Amy Rosenzweig, BSN, RN; Jim Dioribo, BSN, RN; Kathy Reis, BSN, RN; Angela Cummings, BSN, RN; Tangue Tumolo, BSN, RN; Susan Kaus, BSN, RN; Betsy Cotham, BSN, RN, and Maryellen Mangels, BSN, RN.

Tonica Fuller, BSN, RN, (Patient Case Management) became a certified case manager.

Parul Kharod, MS, RD, LDN, (Food & Nutrition Services - Cary Hospital) was awarded a Certificate of Training in Food Allergies from the Academy of Nutrition and Dietetics.

Thomas Morris (Clinical Administrators) completed a BSN at Winston-Salem State University.

Sarah Dunn (Emergency Department - North Healthplex) obtained an associate’s degree from Johnston Community College.

Sara Dowd, RN, and Heather Flowers, RN, (both of Women’s Pavilion & Birthplace - Cary) each obtained a BSN from Winston-Salem State University.

Melissa Gibson, BSN, RN, (Clinical Administrators) achieved certification as a Healthcare Accreditation Certified Professional.

Brittany Hair, BSN, RN, CEN, (Adult Emergency Department) graduated from Pfeiffer University with a master’s degree in health administration.

Mike Kilburn, RN, (Emergency Department) obtained his certification in emergency nursing (CEN).

Kelly Stancil, RN, (STICU) obtained her CCRN certification.

Marsha Lewis, LPN, and Akia Brown, LPN, (both of WakeMed Faculty Physicians - Pediatrics), each received their RN.

Kelly Hunter, RN, (WakeMed Faculty Physicians - Pediatrics) earned a BSN from Winston-Salem State University.

Jami Day, RN, CCRN, (CICU) received a BSN from Winston-Salem State University.

Deborah Washington, BSN, RN, (CCRN, (CICU) received a master’s degree in health administration from Pfeiffer University.

Jeannie Moore, BSN, RN, CCRN, NE-BC, (CICU) received a master’s degree in leadership from Pfeiffer University.

Deborah Eggleston, RN, (CICU) earned her CCRN certification.

Celebrate Long-Term Service with a Retirement Plaque

Know someone who is retiring? To help recognize their years of service, managers may request a retirement plaque from WakeMed.

To be eligible for a plaque, employees must be in a benefits-eligible status (full-time or part-time regular or part-time regular status) and be either age 55 with at least 20 years of service, or be any age with at least 30 years of service. In most cases, retirement plaques are automatically ordered for eligible employees who have terminated employment. However, if you are planning a retirement party and want to ensure the plaque arrives in time, managers may request the plaque ahead of time (allow three weeks for processing). With questions, or to request a plaque, contact Nancy Fairey in Human Resources at ext. 07250.

In Memoriam

Tony Christman passed away on June 3 at the Joan and Howard Woltz Hospice Home in Dobson, NC. Since 2007, Christman was a dedicated employee of WakeMed and most recently served as manager of facilities for WakeMed Property Services. He will be greatly missed by his coworkers at WakeMed.
What does nursing excellence look like to you? What does it look like to our patients, their families and our community? At WakeMed we are fortunate to be surrounded by nursing excellence every day. I see excellence in the clinical nurse who is quick to identify when a patient’s needs reassurance. I see it in the surgical suites where staff are hyper vigilant about their patients’ safety. And it is excellence when a nurse manager creates an environment where staff and patients are engaged.

During Nurses Week each year, WakeMed recognizes such excellence via our annual Nursing Excellence Awards with celebrations at the Raleigh Campus and Cary Hospital. On May 6 and May 9, we honored 138 RNs and support staff for their outstanding service, professionalism, teamwork, quality outcomes and compassionate care. We know, however, that every day WakeMed nurses are reddefining the standard of nursing excellence. While making my rounds throughout the WakeMed system, I am struck by your dedication, professionalism, compassion and advocacy for our patients. Eleanor Little, BSN, RN, Raleigh Campus Staff Nurse Council liaison, moved all of us when she made the following remarks during our celebration:

“You are the reason WakeMed is such a wonderful place. You are the reason our patients come here and the reason their outcomes are so great. You are the reason their pain and suffering has eased. You are the reason they keep trying and pushing themselves. You may be the only reason they smile today. You are making a difference!”

You and I are surrounded by excellence every day; I encourage you to look for it, recognize it, honor it and celebrate it!

Nursing Leaders Look to the Future

On March 8, members of the Nurse Executive Council, nurse managers, chairs of the Shared Decision Making Councils, and clinical nurse leaders attended the Division of Nursing Strategic Planning Retreat. The retreat, held at the State Club on the N.C. State University campus, opened with a keynote by Deb Zimmerman, DNP, RN, NEA-BC, the chief nursing officer of Virginia Commonwealth University Health System and the chair-elect of the Magnet Commission. Participants were actively engaged in identifying strategies for aligning the Division of Nursing goals with those of WakeMed. Many thanks to the Corporate Planning department who assisted with the retreat. Action plans will be shared soon.

Magnet Champions Propel WakeMed Forward

WakeMed’s Magnet Champions are spreading Magnet energy throughout the hospital system. Magnet Champions – employee volunteers from every department – will play a key role throughout the designation process. Champions help keep their coworkers updated about our Magnet Journey and collect Magnet-related stories. More than 95 employees attended the March 19 Magnet Champions kickoff event. The meeting was organized by a core group from the Division of Nursing. The high-energy gathering educated and inspired the Champions to serve as the Magnet Journey’s eyes and ears. “It takes the whole health system – nurses and non-nurses, alike – to earn Magnet designation, and we couldn’t do it without our Champions,” said Jill Whade, BSN, RN, CPN, WakeMed Magnet coordinator. “In addition to excellent leadership and communication skills, they bring departmental expertise that is vital to successful designation.”

The Magnet Champions met again on May 21 and shared stories from their departments of the outstanding professionalism and quality care that is a hallmark of Magnet-designated hospitals. Champions received a diploma from Cindy Boily, MSN, RN, NEA-BC, senior vice president of Operations and chief nursing officer, as encouragement toward ‘graduation’ and attaining Magnet designation.

If you are interested in becoming a Magnet Champion or want to know more about WakeMed’s Magnet Journey, contact Whade at ext. 05181.
WakeMed honored 138 employees at the 2013 Nursing Excellence Award ceremonies during National Nurses Week, May 6-12. Nurses, physicians, nurse techs, secretaries, respiratory therapists, volunteers, pharmacists, case managers, Environmental Services staff, Food & Nutrition Services staff, and more were nominated by their peers and recognized for setting a new standard of excellence.

Each year during the celebration, the Division of Nursing honors an individual or department who excels as a partner to the work of Nursing. This year, the Imaging Services Transport Team was honored for their tremendous support and consistently outstanding service. Their assistance in getting patients to procedural areas, or to the curb for discharge home translates into more time – 650 hours in fact – that nurses can spend at the bedside with their patients. Thank you to the Imaging Services Transport Team for your commitment to providing patient care in a professional and compassionate manner.

### 2013 Professional Nursing Excellence Award Winners

- Omar Alkaedhi, BSN, RN, (Staffing Resources)
- Debbie Apollonia, BSN, RN, (6B Neuro Care)
- Roseann Atty, RN, (Day Surgery – North Healthplex)
- Amy Baker, BSN, RN, (4E Pediatrics)
- Timothy Barnett, BSN, RN, (North Medical/Surgical – Cary Hospital)
- Michael Bitzenhofer, BSN, RN, (Children’s Emergency Department)
- David Bowen, BSN, RN, CEN, (Adult Emergency Department)
- Anthony Bray, BSN, RN, (Operating Room)
- Keri Byrd, RN, (Mobile Critical Care Services)
- Charlene Carbone, BSN, RN, (Emergency Department – Apex Healthplex)
- Kim Dickerson, RN, (IC Clinical Evaluation Area)
- Linda Elliotting, BSN, RN, (PICU)
- Jenny Farmer, BSN, RN, (Women’s Pavilion & Birthplace – Cary)
- Beth Fitzsimmons, BSN, RN, (1, East Chest Pain Center – Cary Hospital)
- Tammy Fraulini-Mosie, RN, (2W ICU/MSIC – Cary Hospital)
- Carol Freeman, RN, BSN, (3A CVIC)
- Karen Fried, RNC-OB, (Women’s Pavilion & Birthplace – Raleigh)
- Lorraine Galloway, LPN, (Wade Specialty Physicians – Ear, Nose & Throat)
- Ann Gooch, RN, (Neonatal ICU)
- Trisha Granger, BSN, RN, (Women’s Pavilion & Birthplace – Cary)
- Nequilla Greene, BSN, RN, (2C Rehab)
- Vickie Gurley, RN, (Day Surgery-Preop)
- Sharon Harris, BSN, RN, (Home Health)
- Rebecca Hastings, RN, (Day Surgery – Cary Hospital)
- Emily Haupt, BSN, RN, (CICU)
- Linda Hudson, RN, CNRN, (3B Neuro Intermediate Care)
- Shirley Jefferys, RN, MHA, (Emergency Department – North Healthplex)
- Tina Johnson, RN, CEN, (Emergency Department – Cary Hospital)
- Ava Kaiser, BSN, RN, BC, (Nursing Education)
- Elizabeth Leach, ADN, RN, (Zubolon/Wendell Outpatient & Skilled Nursing Facility)
- Kelly Lee, RN, (Figueroa-Varina Outpatient & Skilled Nursing Facility)
- Karin Leonard, RN, (PACC – Cary Hospital)
- Landon Loflin, BSN, RN, (STICU)
- Tish Lory, RN, (1A Clinical Evaluation Area)
- Lynnette Lux, ADN, RN, (MICU)
- Ebiel Manahan, RN, (Surgical Services)
- Stephanie Mangum, RN, RGN, (Invasive Cardiology)
- Amanda Matthews, BSN, RN, (Staffing Resources – Cary Hospital)
- Karen McFarlane, RN, (6B Rehab)
- Dee Montague, ADN, RN-B, RN, (SC Medicine)
- Amanda Monty, BSN, RN, (2 West CVIC – Cary Hospital)
- Amy Mosesley, RN, (3B CVIC)
- Scott Mullican, RN, (6A CVIC)
- Becky Myrick, RN, (Operating Room – North Hospital)
- Marie Nagel, BSN, RN, CCRN, (Operative Services – Cary Hospital)
- Marina O’Connor, RN, (ICU Testing)
- Rosamond O’Hara, BSN, RN, CN, (Diabetes Program)
- Debra Orr, BSN, RN, CWON, (Clinical Nursing Resource Services)
- Jewel Owen, RN, (Imaging Services – Cary Hospital)
- Monica Parrott, RN, (Neuro ICU)
- Melanie Pellow, BSN, RN, (2E CVIC)
- LaTasha Powell, BSN, RN, (CIC, (Infection Prevention)
- Rachel Qualls, RN, (Operating Room – Cary Hospital)
- Susan Reynolds, RN, (Women’s Pavilion & Birthplace – Raleigh)
- Amy Roesner, RN, RN, (Case Management)
- Tiffany Rogala, BSN, RN, CCRN, (STICU)
- Chris Rowe, ADN, RN, (3E CVIC)
- Julie Ryba, BSN, RN, RGE, (Invasive Cardiology)
- Lisa Schneider, BSN, RN, CIC, (Infection Prevention – Cary Hospital)
- Chad Sickle, RN, CV-BC, (Heart Center Pre- & Post-Procedure Care)
- Erin Simmons, RN, (6C Surgery & Trauma)
- Annie Smith, ADN, RN, (Women’s Pavilion & Birthplace – Cary)
- Jovan Smothers, BSN, RN, (1B Clinical Evaluation Area)
- Amy Sullivan, BSN, RN, (Chest Pain Unit)
- Brittney Surles, BSN, RN, CICU-B)
- Lisa Tassos, BSN, CNRN, (ICU)
- Jessica Thomas, RN, (5A Medical Intermediate Care)
- Liz Trianni, BSN, RN, BSN, (1 East Medicine – Cary Hospital)
- Natalie Turgeon, RN, (Imaging Services)
- Sarah Katelyn Warren, RN, (6B Orthopedics & Rehabilitation)
- Leonna Washington, BSN, RN, (Patient Care Management – Cary Hospital)
- Mirrisha Watson, RN, (2D Rehab)
- Suzanne Whittaker, RNC, (Women’s Pavilion & Birthplace – Raleigh)
- Betsy Wiedenheft, RN, (Emergency Department – Brier Creek Healthplex)

### 2013 Nursing Excellence Awards

WakeMed honored 138 employees at the 2013 Nursing Excellence Award ceremonies during National Nurses Week, May 6-12. Nurses, physicians, nurse techs, secretaries, respiratory therapists, volunteers, pharmacists, case managers, Environmental Services staff, Food & Nutrition Services staff, and more were nominated by their peers and recognized for setting a new standard of excellence.

Each year during the celebration, the Division of Nursing honors an individual or department who excels as a partner to the work of Nursing. This year, the Imaging Services Transport Team was honored for their tremendous support and consistently outstanding service. Their assistance in getting patients to procedural areas, or to the curb for discharge home translates into more time – 650 hours in fact – that nurses can spend at the bedside with their patients. Thank you to the Imaging Services Transport Team for your commitment to providing patient care in a professional and compassionate manner.

### Award winners posed with Gail Sturtevant, RN, executive director of Nursing at Cary Hospital. Left: Clinical Excellence Award winner Vangie Delacruz, NA L (SC Medicine); right: Clinical Excellence Award winner Timothy Garrec, MD, (Capital Neurosurgery). Below: Jennifer Lee, manager, Imaging Services (center) stands with Wanda Massey, Tony Beasley, and Lucas Sanchez (all of Patient Transport).
Award winners posed for photos with Gail Sturtevant, RN, executive director of Nursing at Cary Hospital, left; Nursing Excellence Award winner Leona Washington, BSN, RN, (Patient Case Management – Cary Hospital); middle: Nursing Excellence Award winner Brittany Barker, BSN, RN, (3 West Medical/Surgical – Cary Hospital); right: Clinical Excellence Award winner Brandon Oakley (Emergency Department – Brier Creek Healthplex).

2013 Clinical Excellence Award Winners

Joanna Baitinger (Volunteer Services)
Robert Baker (Volunteer Services)
Lynae Baker, NA I, (2 West CVIC – Cary Hospital)
Sufanna Bernarducci, MSW, (Patient Case Management – Cary Hospital)
Richard Bolza (Emergency Department – North Healthplex)
Shelaca Boone (Pharmacy)
Brian Broush (Nursing Education)
Tara Bruce, NA II, (Day Surgery – Cary Hospital)
Amanda Burgin, PharmD, BCPS, (Pharmacy)
Jordan Coates, NA II, (Women’s Pavilion & Birthplace – Cary)
Jennifer Collins (Home Health)
Ryan Craig (Information Services)
Gloria Daniel (Staffing Resources – Cary Hospital)
Vangie Delacruz, NA I, (ICU/MSIC – Cary Hospital)
Crystal Dimit, CST, (Operating Room – North Healthplex)
Elissa Doty, PA-C, (Wakemed Faculty Physicians – Surgery & Trauma)
Polly Eisenman, NA I, (3A CVIC)
Jenny Ekins, NA I, (4E Pediatrics)
David Evans, RDGS, (CN Testing)
Marilyn Falk, BSN, RN-BC, (2 West ICU/MSIC – Cary Hospital)
Arvin Feliciano, ST, (Surgical Services)
Kim Franklin, BPT, (Zebulon/Wendell Outpatient & Skilled Nursing Facility)
Angela Freshwater, NA II, (2 East Medicine – Cary Hospital)
Timothy Garner, MD, (Capital Neurosurgery)
Dominique Godfrey-Johnson, BS, MH, CPH, (Infection Prevention)
Andi Groves Williams (Emergency Department – Cary Hospital)
Tonya Gulley, NA II, (2E CVICU)
Christy Gunnet, PA-C, (Wake Heart & Vascular)
Donald Harrington, RT-R-MR, (Imaging Services)
Danielle Haynes, NA, (Adult Emergency Department)
Sharón Hewitt, NA II, (6B Rehab)
Lisa Holmes (CICU)
Bernice Irving, NA I, (3 West Medical/Surgical – Cary Hospital)
Lucille Jenkins (Environmental Services)
Iris Johnson (Dietetics Program)
A’Tina Johnson, NA I, (3B CVICU)
Coretta Lockley, NA II, (6B Orthopedics & Oncology)
Dorothy Lucas (STICU)
Max Mattia, NA I, (2C Rehab)
Lindsey Mayo, NA I, (5B Neuro Intermediate Care)
Veronica McAllister (Guest Services)
Barbara McPherson (2D Rehab)
Jacqueline Mihm (Women’s Pavilion & Birthplace – Raleigh)
Danielle Miles, NA II, (PACU – Cary Hospital)
Ashley Miller, NA I, (Chest Pain Unit)
Brandon Oakley (Emergency Department – Brier Creek Healthplex)
Ryan Owenby, PharmD, (Pharmacy)
Kevin Parrish, RRT, (Mobile Critical Care Services)
Christine Pate, NA, (6B Neuro Care)
Laurie Paulk, NA I, (Operative Services – Cary Hospital)
Beulah Perry, PCT, (Day Surgery – North Healthplex)
Juan Pove, NA II, (3E CVIC)
Gloribel Rivas, CHAA, (Emergency Department – Apex Healthplex)
Jane Simpson, NA, (1 East Chest Pain Center)
Joanne Solari (Information Services)
Charlene Steward, CNA, (Surgical Services)
Wendy Sullivan (Imaging Services – Cary Hospital)
Natacha Victor, NA I, (5A Medical Intermediate Care)
Rick Ward (Patient Constant Observer Services)
Amar Wasti, AT, (Anesthesiology – Cary Hospital)
Cynthia White, NA, (6A CVIC)
Anthony White (Environmental Services)
Sebrina Wiggins, NA, (Fuquay-Varina Outpatient & Skilled Nursing Facility)
Vicky Williams, NA I, (CTICU)

employee appreciation month

Throughout the month of May, Wakemed facilities hosted ice cream socials to give our employees a well-deserved break and a sweet treat to say thank you for your hard work. Employees got into the celebratory spirit by dancing, playing corn hole and participating in hula hooping competitions.
Memorial Day ceremony at Cary Hospital

Diane Cox, president & administrator, offered remarks and similar ceremonies where (Spiritual Care) said a prayer. Cary Hospital held an opening and closing ceremony at the flag by the WakeMed Color Guard. Individual ceremonies included the Pledge of Allegiance, the songs of the men and women who serve, and have served, in the military. Both admiration and respect for the men and women who serve, and have served, in the military were expressed.

24 at Cary Hospital (pictured). The events are an annual occurrence and were held on May 28 on the Raleigh Campus and on May 24 at Cary Hospital (pictured). The events are an opportunity for WakeMed employees to show their appreciation and respect for the men and women who serve, and have served, in the military. Both ceremonies included the Pledge of Allegiance, the singing of God Bless America, and the lowering of the flag by the WakeMed Color Guard. Individual introductions were also made of those in attendance who have served our country. On the Raleigh Campus, Dr. Bill Atkinson, president and CEO, made opening and closing remarks and Kody Witt (Spiritual Care) said a prayer. Cary Hospital held a similar ceremony where David Coulter, senior vice president and administrator, offered remarks and Diane Cox (Spiritual Care) said a prayer.

Memorial Day Honored

WakeMed’s annual Memorial Day services were held on May 28 on the Raleigh Campus and on May 24 at Cary Hospital (pictured). The events are an opportunity for WakeMed employees to show their appreciation and respect for the men and women who serve, and have served, in the military. Both ceremonies included the Pledge of Allegiance, the singing of God Bless America, and the lowering of the flag by the WakeMed Color Guard. Individual introductions were also made of those in attendance who have served our country. On the Raleigh Campus, Dr. Bill Atkinson, president and CEO, made opening and closing remarks and Kody Witt (Spiritual Care) said a prayer. Cary Hospital held a similar ceremony where David Coulter, senior vice president and administrator, offered remarks and Diane Cox (Spiritual Care) said a prayer.

Linens Sale – The Volunteers at WakeMed Raleigh Campus along with representatives from Luxury Linens will sponsor a linens sale on Thursday, Aug. 8, from 7 am to 4 pm in the Andrews Center. Payroll deduction will be available with name badge. Cash and credit cards will also be accepted.

PeopleCounter User Training – PeopleCounter user training sessions will be offered in July 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. This class is designed to provide introduction to the applicant tracking system as well as refresher tips and tricks for quick navigation.

Class sessions will be held on July 16, 8:30 to 11:30 am, Raleigh Campus, Medical Office Building, training room #4 and July 18, 1 to 4 pm, Cary Hospital IS Training Room, Points West Cafe Rooms 4/5

Staff Development & Training

Enroll in any of the listed classes via Learning Link or have your manager/supervisor send an email to SDRегистration@wakemed.org that includes your name and employee number, course name, and date(s) and time(s). For information, visit WakeMedWeb or call ext. 08308. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

MANAGEMENT DEVELOPMENT

Skill Builder Series – Hardwiring Workplace Accountability – Wednesday, Aug. 7, 2 to 3:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDSSS HWA)

EMPLOYEE DEVELOPMENT

Patient Diversity: A Customer’s Perspective – Wednesday, July 10, 8:30 to 10:30 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDPDP)

Wake AHEC

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


Improving Patient Care – One Project at a Time – Wednesday, July 17, 9 am to 4 pm, Cary Hospital


Webcast: Type 2 Diabetes: When Nursing Knowledge Makes a Difference – Available online until June 30, 2014 – Online Learning

Webcast: Numbers Count: Preventing and Treating Hypertension – Available online until June 30, 2014 – Online Learning

Webcast: Completing the MOST Form – Available online until June 30, 2014 – Online Learning

Webcast: What Every Primary Care Provider Should Know About Lung Cancer: New Screening Guidelines – Available online until June 30, 2014 – Online Learning

Webcast: Building and Effective Quality Improvement Team – Available online until June 30, 2014 – Online Learning

Webcast: Professional Boundaries in Healthcare: Challenges and Safeguards – Available online until June 30, 2014 – Online Learning

Webcast: Violence in the Home: Indicators, Effects, and Responses – Available online until June 30, 2014 – Online Learning

Nursing Education

Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Positivity Pay Off by Liz Jazwic (NE014-12096) – Tuesday, July 9, 11 am to noon, NED C; Monday, July 22, 11 am to noon, Cary Hospital Conference Center; Friday, July 26, 8:30 to 9:30 am, NED C

Education Essentials-Part II (NE014-12042) – Friday, July 12, 8:30 to 12:30 pm, Raleigh Campus Andrews Center

Compassion in Action (NE014-12099) – Tuesday, July 23, 8:30 to 10:30 am, Cary Hospital Conference Center

Book Club: The Other End of the Stethoscope by Marcus Engel (NE014-12128) – Wednesday, July 24, 5:30 to 8:30 pm, Raleigh Campus, Conference Dining; Wednesday, Aug. 14, 8:30 to 9:30 am, Raleigh Campus, NED C

Nursing Professional Development Book Series: The Florence Prescription: From Accountability to Ownership by Joe Tye (NE014-13080) – Monday, Aug. 5, 7:30 to 8:30 am, NED C; Thursday, Aug. 29, 8:30 to 9:30 am, NED C; Thursday, August 22, 1 to 2 pm, Cary Hospital Conference Center

CPR Blitz – Thursday, Aug. 8, “Check-off only” is any time between 8:30 am and 8 pm. Classes held from 8:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link (NEAHA23 & NEAHA24).

WakeMed Discount Program Launches Mobile App

Start saving with the WakeMed Discount Program mobile web app! To download the app, visit www.WakeMedEmployeeDiscounts.com. If your favorite vendor is not in the WakeMed Discount Program, ask them to call (919) 834-1616 to learn about joining.

Going to the Dogs

Tails were wagging at the annual Hospitality Pet Social, hosted by WakeMed Volunteer Services. The gathering is a special thank you for the more than 7,000 visits WakeMed hospitality pets and their handlers pay to Raleigh Campus and Cary Hospital patients each year.

Above: The WakeMed hospitality pets volunteers and their canine companions took a break to pose with their guests, Marie Johnson, manager, Volunteer/Community Services – Raleigh Campus, and Jackie Kennedy, manager, Volunteer/ Community Services – Cary Hospital.