Environmental Services Delivers Spotless Customer Service

Over the past two years, Raleigh Campus Environmental Services (EVS) staff have worked closely with Infection Prevention to improve and standardize their cleaning routines. These efforts reduced hospital-associated infection rates, but didn’t impact patient survey scores. “Even though the rooms were thoroughly cleaned, ‘cleaner’ was a lost word,” said Bob Bos, director (Environmental Services). “We realized that this could have to do with perceptions – if patients didn’t see someone cleaning their room, they may not realize it had been done.” To make housekeeping visits more memorable and positive, EVS polished their processes, putting a stronger focus on meeting patient needs.

To start, EVS developed a new, more engaging and educational script for housekeepers to use with patients. After introducing themselves, they explain and post a laminated list outlining the plan for cleaning the room. They also swapped white cleaning cloths for colorful ones: yellow for the bathroom and blue for the rest of the room.

Explaining the difference between the two cloths – and their safety benefit – is another opportunity to connect with patients. After cleaning, housekeepers provide a card with contact information in case the patient needs anything else. If patients are not in their room, the housekeeper cleans the room according to standard protocol and leaves a tent card on the tray above the bed explaining how to contact EVS with questions, concerns or requests.

While it’s too early to tell if these changes have had an impact on survey scores, EVS has been conducting patient interviews to see if they are headed in the right direction. The response has been very positive, as these recent comments show:

- “This place is first rate. It is obvious that people take pride in working here.”
- “I’ve been a patient here for the past month, and housekeeping has had the room neat and clean every day.”
- “We have been treated like family.”

The interviews have also led to other improvements. “We found that patients were more likely to complain if their rooms were cleaned later in the day. Now we change the order in which rooms are cleaned from day to day,” said Bos. Thanks, EVS, for going the extra mile to ensure our patients and families feel satisfied with their rooms!

WakeMed Welcomes New CEO!

The WakeMed Board of Directors named Donald Gintzig WakeMed’s new president & CEO in May. Gintzig, who has been serving in an interim role since October 2013, was chosen following a comprehensive nationwide search. “In addition to having the right experience, Donald’s leadership style has proven to be a good fit with the culture of our organization. He has demonstrated the key qualities identified through stakeholder input including trust and the ability to foster relationships at all levels of the organization,” commented Wally McBride, chair, WakeMed Board of Directors.

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Five Star Award Winners

These units scored in the top 10 percent – above the 90th percentile for 2013:

- WakeMed Physician Practices – City Center Medical Group – Outpatient Clinic
- Brier Creek Healthplex – Outpatient Radiology Services
- North Healthplex – Outpatient Services
- Cary Hospital – Outpatient Laboratory Services

Four Star Award Winners

These units scored in the top 25 percent, with scores between the 75th and 90th percentile for 2013:

- Brier Creek Healthplex – Emergency Department
- Mobile Critical Care Services – Emergency Medical Services
- Apex Healthplex – Emergency Department
- Cary Hospital – Outpatient Services
- Clayton Medical Park – Outpatient Services

WakeMed Honored by PRC

Several WakeMed departments and units were honored by Professional Research Consultants (PRC) for creating excellent experiences for patients and making the organization a better place to work and practice medicine. The 2014 awards, which reflect data collected throughout 2013, are based upon the percentage of patients who rated their inpatient or outpatient hospital experience as “Excellent.”

“We are very pleased to receive these prestigious awards from PRC but, more than that, it is rewarding to know that our patients leave our facilities feeling so good about the care they receive. Our goal is to be a national leader in the patient and family experience, and it’s great to see so many of our departments achieve this recognition,” commented West Paul, MD, PhD, vice president, Quality & Patient Safety.

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- Brier Creek Healthplex – Emergency Department
- Mobile Critical Care Services – Emergency Medical Services

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WakeMed Physician Practices began using the Epic electronic health record system in June, and the go-live’s success exceeded all expectations. Nearly 4,000 patients were seen across the WPP network during the first week and many thousands more have been seen since. Thanks to the hard work of everyone involved in the implementation, there were no major interruptions in patient care or operations. Kudos to everyone involved for making this transition as seamless as possible!

“I want to thank our Epic implementation team and the WakeMed Physician Practices physicians and staff for their hard work,” commented Donald Gintzig, WakeMed president & CEO. “Epic is an important investment for us in support of our mission to improve the health and well-being of our community. Having a unified electronic health record will foster an environment where information is available to the right person at the right time, anywhere it is needed.”

Improving patient care
While getting to know a new system is challenging, staff and physicians are already seeing the difference Epic makes. “Epic allows us to have one record for one patient. Visits between different providers within WakeMed all show up, allowing better access, and in the process, better patient care,” said James O’Neil, MD (WPP – ENT- Head & Neck Surgery). With Epic’s CareEverywhere application, we can now easily share information with other Epic health systems. This is a huge benefit according to Carrie Dow-Smith, MD, (WPP - Pediatrics) who shared this success story: “We had a patient with hemophilia being followed at UNC. Without any prompting from me, the CareEverywhere button glowed yellow. When I clicked on it, it opened loads of great information from UNC and asked if I would like to import the medication list. This really saved time and improved patient care!” In another case, WakeMed providers were able to retrieve a patient’s records from a hospital in Alaska where the patient had previously received care. What a great example of sharing valuable clinical information in the best interest of our patients.

A true team effort
WakeMed has received lots of positive feedback from on-site Epic staff and others involved in the project, Jesse Lauchner, our Epic implementation coordinator, commented that WakeMed had more dress rehearsals and walk throughs than any other system he had seen. Throughout the go-live process, there was exceptional collaboration and camaraderie among the WPP, IS and Epic staff as they worked together to adjust to new workflows, identify issues and solve problems. “We had exceptional success with this phase of Epic implementation and I feel confident that we can repeat this success when the hospitals go live,” said Denton Axledge, vice president & chief information officer. “We are busy preparing for the inpatient go-live and, while there is much work to be done between now and February, I am very proud of how this process is proceeding.”

WakeMed MyChart by the Numbers
As of July 1:
• 3,659 people have signed up for WakeMed MyChart
• 8,604 active results have been released to WakeMed MyChart
• 6,612 results have been reviewed
• 33 people have used WakeMed MyChart to schedule appointments
• 81 prescription refills requests have been submitted
• 211 medical advice requests have been sent
• 78 appointment requests have been sent

Retirement Readiness Analysis: Plan Today, Enjoy Tomorrow

Whether retirement is just a few years away or far off in the future, establishing a financial goal will help you prepare. To help you develop a goal that fits your lifestyle, all benefits-eligible employees (as of June 30) will receive a personalized Retirement Readiness Analysis from VALIC this August.

The Retirement Readiness Analysis can help you determine if you are financially on track for the type of retirement you would like and provides actions you can take today to create better results tomorrow. It will give you a snapshot of your current retirement plan standing, including:

• A personalized retirement wealth target
• Analysis of your chances to meet that target
• Any shortfall you will likely have at retirement
• Specific changes you can make in your investments or savings contribution to reduce or eliminate any retirement shortfall

Your Retirement Readiness Analysis will be mailed to your home in August. Employees who participate in Guided Portfolio Services® (GPS) already receive similar information and therefore will not receive a Retirement Readiness Analysis. With questions, contact VALIC at ext. 07623, option 2.
John Piatkowski, MD, didn’t plan to become a doctor – much less a pediatrician. Dr. Piatkowski, whose parents are engineers, studied aeronautics at the Massachusetts Institute of Technology but became interested in medicine while conducting research on astronauts. He attended Albany Medical College and planned to become an orthopaedic surgeon until, while researching scoliosis, he discovered pediatric orthopaedics. “I loved working outside, seeing how they animated their lives and adapted to their situation – it drew me to primary care, which I had never really considered before.”

He completed his residency at the University of Minnesota and began working at HealthEast Care System, a nonprofit, safety net system in St. Paul. While maintaining an active practice, Dr. Piatkowski worked in various administrative roles for HealthEast from 2003 to 2011, earning an MBA from the University of Michigan along the way. “I was lucky to have phenomenal mentors early in my career who invested in me and allowed me to explore leadership roles. I loved seeing patients, but I saw that leadership had wonderful opportunities to positively impact patients as well.” After HealthEast, Dr. Piatkowski and his wife Maria, a veterinary anesthesiologist, moved to Virginia. There, he was the vice president and CEO of Carilion New River Valley Hospital in Christiansburg, Va. He spent about two years with Carilion before joining WakeMed and moving his family – which now includes their young son Owen – to Raleigh. “My previous positions really helped prepare me for this role at WakeMed. HealthEast is a nonprofit system with several hospitals and a network of physician practices. Then I had the opportunity to lead New River Valley Hospital, which like the ‘Cary Hospital’ of the Carillon system.”

Since joining WakeMed in October 2013, he has worked in a dyad leadership model with Carolyn Knaup, senior vice president, Ambulatory & Physician Operations, to implement a new leadership structure for the WakeMed Physician Practices. “The best thing a servant leader can do is delegate the authority and control needed to accomplish the organizations goals to talented front line people while creating accountability. While a leader’s role is to assess gaps and create the opportunity for great things happen, it is the front line staff and leaders who do the work and thus deserve the credit.” With those leaders now in place, he has shifted his focus to helping the practices deliver the best care to each patient, at every visit. “I’ve never been part of a team with so much talent and energy. But that doesn’t mean we can settle for being anything less than our best. Figuring out the structure, the ‘how to do this’ was our short-term goal, and it will give us the foundation to accomplish the long-term goals in our mission, vision and values.”

Dr. Piatkowski describes himself as a ‘walk around’ leader, but WakeMed’s widespread practices have made him a ‘drive around’ leader. He prefers casual conversations to scheduled meetings and is a responsive communicator. “I want to hear what is going on in your practice and what people are interested in. That’s not because I want to micromanage, but because it makes it easier for me to facilitate and support the clinicians, staff and patients.”

As he’s gotten used to a new role in a new health system, Dr. Piatkowski has also been adjusting to life in North Carolina. He’s no stranger to adapting, however – he lived in 10 different states while growing up and liked each one of them. He and his family have enjoyed getting to know the area, and he’s found opportunities to pursue several of his hobbies, including camping, canoeing and golfing. He and his wife are also enjoying their last few months of having Owen at home before he starts kindergarten next year.

## Pension Plan Update
The WakeMed pension plan has been amended to allow in-service withdrawals to active employees that have reached normal retirement age (65). Effective July 1, 2014, pension plan participants age 65 or older may receive their pension benefit without having to leave employment first. This amendment allows employees nearing retirement to better prepare for their future. Information sessions regarding this change will be held in July. For times and locations, please contact Mike Jackson (Human Resources) at ext. 06984. Please note: The WakeMed Pension Plan froze on December 31, 2010, and no new participants can enter the plan as of that date.

## ADDITIONS & ATTACHMENTS
Lauren Whitaker, RN, (Itb Orthopaedics & Oncology) and Husband Perry welcomed daughter Georgia June on May 23.
April Ward, RN, (Operative Services – Cary Hospital) married Anthony McCarthy on May 17.

## IN MEMORIAM
Elizabeth Brooks passed away at her home on June 24. Elizabeth, who worked in the NICU, joined WakeMed in 1990 and will be greatly missed by her coworkers. Our thoughts go out to her family and friends.

## Make a Good Catch!
- Recognize a good catch when it happens
- Report it using the “Good Catch” link on the WakeMedWeb homepage
- Review the processes and procedures currently in place to prevent further occurrences

## Email Etiquette
Email is a powerful communication tool, but when used ineffectively, it can cause inefficiency and wasted time. Unnecessary group emails burden our resources and fill inboxes, causing important emails to be overlooked. Please follow WakeMed’s email etiquette guidelines.

Reminder: Email Etiquette
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Emails to “All WakeMed Employees” or “all employees at a facility” must be kept to a minimum and require approval in advance from Public Relations or a manager/director. These emails must be business-related and appropriate for a wide audience. When possible, send this information to Kate Wilkes for the WakeMed Weekly instead.

- Before hitting ‘Reply All’, make sure your response is relevant to everyone on the list. Otherwise, reply only to the sender.
- Email signatures should include your name, title, contact information, and the correct name of the department/organization. Please do not include quotes, jokes or religious sentiments.

## Good Catch
**Good Catch** *(noun)*:
An event, situation or error that took place but was recognized before it reached the patient.

**Have you ever made a good catch?**
If you’ve worked in health care for very long, there’s a good chance that you have – but you probably took corrective action so quickly, you may not even realize it was a good catch. Here are some examples of good catches:

- **Penicillin** is prescribed for a patient with a documented allergy; a nurse recognizes this before giving the medication.
- **A nurse finds Rocephin 250 mg and 1 gram vials in the same bin in the Pyxis.**
- **A patient arrives with an injured right arm,** the X-ray technician recognizes that the order specifies left arm before performing the X-ray.
- **A medication dose is ordered that is incorrect for a patient’s weight; the pharmacist questions the order before dispensing the medication.

Good catches can occur anywhere and at any time – but they only happen if employees are alert and equipped to take corrective action. We encourage this behavior and to foster a culture of safety across the health system, WakeMed is rolling out a new system-wide Good Catch Program. The program was developed to encourage staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences.

“Reporting good catch events is essential to promoting a safety culture, as they help us identify ineffective processes, weak systems and improvement opportunities. Having an open dialogue about good catches will be an important part of accelerating best care at WakeMed,” said West Paul, MD, Ph.D., vice president, Quality and Patient Safety.

“This program will highlight the positive aspect of identifying an event before it reaches the patient and help us find opportunities for improvement.”

Employees are encouraged to submit their good catches using the “Good Catch” link on the WakeMedWeb homepage (it will take you to the online reporting site where you should complete a ‘potential event’). Submissions will be shared with management so they can recognize employees for taking initiative to correct a potential error. They will also be reviewed monthly and examples highlighted in Microscope. It is important to recognize and talk about good catches – so don’t worry, no one will ever get in trouble for reporting one.

If your department already has a good catch program, you are encouraged to continue it but also submit good catches using the online form so that we can track trends and work together to improve patient safety.
WakeMed Recognized for Exceptional Women’s Services

Raleigh Campus Rates Highly for Low C-Section Rates

When it comes to avoiding unnecessary C-sections, Raleigh Campus is one of the best hospitals in the nation, according to a recent Consumer Reports study. The magazine looked at C-section rates for mothers anticipating a low-risk delivery in over 1,500 hospitals across 22 states. Raleigh Campus ranked #10 nationally among hospitals that had at least 5,000 low-risk deliveries during the study period.

The ratings, which are based on births over a two-year period between 2009 and 2012, take into account C-section rates for all mothers (not only first-time mothers) anticipating a low-risk delivery. They do not account for factors that may increase the risk for a C-section, such as heart problems, pregnancy-related high blood pressure or chronic diseases. The report found that only 13.6 percent of low-risk deliveries at WakeMed were delivered via C-section.

Cary Hospital Stands Out for Superior Women’s Health Services

Cary Hospital was one of four North Carolina hospitals – and the only Triangle-area hospital – to receive a Healthgrades 2014 Women’s Health Excellence Award. The award recognizes top-performing hospitals that provide care to women over age 65 for common conditions and procedures treated in the hospital. The 15 conditions and procedures include heart attack, heart failure, joint replacement and stroke, among others.

Each year, Healthgrades evaluates and reports on the quality of hospital services provided to women across the country in three categories: gynecologic surgery, maternity care and women’s health. This year, 176 hospitals received recognition in the women’s health category, which is based on Medicare data from 2010 through 2012.

Great Benefits for growing families

Thinking about expanding your family! WakeMed offers great benefits for expectant mothers covered by our health plans.

One Copay for all Prenatal Care

If you see a provider in the BCBSNC network, you will only have to pay a primary care copay at your first prenatal visit. All other prenatal visits are provided with no additional copays. Remember – providers in the WakeMed Network have the lowest copays ($15 for Select Plan; $10 for Premier Plan).

Bundled Delivery & Hospital Charges

Once you have your baby, you’ll pay a bundled charge that includes everything associated with your delivery. This charge is based on the hospital facility where you choose to deliver, so your out-of-pocket costs will be much lower if you choose a WakeMed hospital. Physician fees are covered 100 percent by the plan, regardless of whether your doctor is in the WakeMed Network or the general BCBSNC network.

Free Care Advising

WakeMed also offers Care Advisors who can help you access services and answer questions throughout your pregnancy. These services are available at no cost to you.

To reach a Care Advisor, call 855-220-7955.

COMINGS & GOINGS


WFP – Garner Primary Care welcomes Glenda Weaver, Lisa Acton, Michelle Popa and Morgan Atkins.

Cissy Johnson, NAI, and Franklin Landers, NAI, who transitioned from the North Carolina Children’s Hospital to WakeMed in August.

COMINGS & GOINGS


WFP – Garner Primary Care welcomes Glenda Weaver, Lisa Acton, Michelle Popa and Morgan Atkins.

Inpatient PACU welcomes Tracy Jacobs, NAI; Tricia Underwood, RN; Melanie Alexander, RN; and Rachel Paul, RN.

WFP – Urology in Garner welcomes Molly Taylor, RN.

3A CVIC welcomes Jessica Higgins, NAI, and Ming Yang, NAI, who transitioned from 1A.

Case Management welcomes Ann N’Goran, RN, as a nurse case manager.

Spiritual Care Welcome summer clinical pastoral education interns: Jamil Britt, Sylvester Colvin, David Grinnell, Monica Long, JE Mizo, Jesse O’Neal, Allen Winters and Debbie Wall.

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Millie Swan, RN, (CTICU) was recognized by the American Association of Critical-Care Nurses for having more than 30 years as a certified critical care nurse (CCRN). Millie is one of only 524 nurses being honored this year for this achievement.

Kelly Thompson-Brazill, NP, (WPP – Midlevel Program) published an article titled “Certification Test Prep: Philosophy, Baseball, and Certification” in the June 2014 issue of Critical Care Nurse.

Stan Yancey (Spiritual Care) received associate CPE supervisor certification from the Association for Clinical Pastoral Education.

Sandra Stillman-Alvin (WPP – Administration) received her masters of divinity (M.Div.) from Campbell University Divinity School on May 9, graduating “with distinction.”

Raenne Johnson, RN, (Staffing Resources) received a masters in nursing (MSN) from UNC – Chapel Hill.

Kelly Stout, RN, and Laura Oatos, RN, (Staffing Resources) both received an MSN as pediatric nurse practitioners.

Lorraine Wilson, RN, (Women’s Pavilion & Birthplace) received an MSN from UNC – Charlotte.

Shannon DeBruhl, RN, (Staffing Resources) earned an MSN from East Carolina University.

Heather Stinnett (Human Resources) earned a master’s in business administration (MBA) from Liberty University.

Jessica O’Neal, RN, (4E Pediatrics) earned a master’s in health administration (MHA).

Tim Markjohn, director, (Facility Services – Cary Hospital) earned an MBA and MHA from Pfeiffer University.

Sandra Hurst, RN, (2W CVIC – Cary Hospital) received a bachelor’s of science in nursing (BSN).

Katt Jones, RN, (Staffing Resources) received a BSN from Mt. Olive University.

Alisha Davenport, RN, (MICU) earned a BSN.

April Turner, RN, (4B Orthopedics & Oncology) earned a BSN.

Sarah Plyler, RN, received a BSN from UNC – Greensboro.

Shari Labian (Pathology) earned a bachelor’s in psychology from William Peace University.

Christina Weaver, RN, (Emergency Department) is one of 21 nurses running for the “staff nurse” position for the NC Board of Nursing.

Karen Wilhelm, PhD, (Neuropsychology) was recently appointed president-elect of the American Board of Professional Neuropsychology, an organization that board-certifies neuropsychologists. Dr. Wilhelm has been a diplomate of the Board since 2007, and will serve a two-year term as president beginning in January 2016.

Rebecca Wilson, RN, and Monica Dale, RN, (eICU) earned critical care nursing (CCRN) certification.

Hollie AlDazdar, RN, (6A CVIC) completed the cardiovascular certification exam.

Laurie Parker, RD, (Food & Nutrition Services – Cary Hospital) became board certified as a specialist in gerontological nutrition.

Carla Stevens, director, (Occupational Health) became a certified occupational health nurse specialist.

The following Cary Hospital Emergency Department staff obtained certified emergency nurse (CEN) certification: Michelle Hewitt, RN; Kathy Gillespie, RN; Megan Minton, RN; and Denise Succetti, RN.

Tammie Morton (Women’s Pavilion & Birthplace) has been named interim manager, 4C, Mother/Baby.

SUSAN McFarland (Human Resources) was promoted to manager, employee relations & diversity.

Michelle Strickland, RN, and Crystal Kerr, RN, (both of 3A CVIC) passed the cardiovascular certification exam.

Rich Hogan, NAI, and Brian Kistner, NAI, (both of 3A CVIC) recently passed the NCLEX exam.

Jaime Penninger, RN, (3C Medicine) received medical-surgical nursing certification through the ANCC.

Jenna Huggins, PharmD, and Erin Allender, PharmD, (both of Pharmacy) added qualifications for cardiology, and Shannon Holt, PharmD, added qualifications for infectious disease.

Amy Bowen, RD, (Food & Nutrition Services – Cary Hospital) passed the certified nutrition support clinician (CNSC) exam.

Sharon Davis, RN, (3A CVIC) passed the cardiovascular certification exam.

Steve Stroey (Property Management) has been promoted to supervisor, facility maintenance.

Catherine Lewis (Pharmacy) served as the Leadership Seminar Chair for the Hugh O’Brian Youth Leadership Seminar for Eastern North Carolina. Over 140 high school sophomores participated in this national and international seminar.
More than 1,100 people participated in the third annual WakeMed Scrub Run, a 5K/10K event held in downtown Raleigh’s City Plaza on Saturday, June 21. The event also featured a 100-yard dash for kids and a community Fun Fest with activities, arts & crafts, face painting and live music. The event raised $115,000 to benefit WakeMed Children’s Hospital through the WakeMed Foundation. Thanks to all the participants, volunteers and sponsors for making this community-focused, action-packed day so successful!
Making Your Voice Heard!

82 percent of our direct care nurses completed the 2014 Nursing Engagement Survey. Congratulations to the following units, where more than 95 percent of nurses completed the survey:

- Apex Healthplex: Emergency Department
- Brier Creek Healthplex: Emergency Department
- North Healthplex: OR
- Cary Hospital: Emergency Department, OR, 1E Clinical Observation Area, 1E Chest Pain Center, PACU, Imaging Services, Endoscopy
- Raleigh Campus: 3A CVIC, 3B CVIC, NICU, 5A MIC, 5B NIC, 3C Medicine, Heart Center Pre-Apoint-Procedure Care, 6A CVIC, 6B Orthopedics & Oncology, Childhood’s Ed, 2D Rehab, 3C Rehab, CTICU, MICU, STICU, PACU, Chest Pain Unit, Imaging Services, 1D Clinical Evaluation Area, eCICU, Pre-Anesthesia Testing

WakeMed Physician Practices: Pediatric & Maternal/Fetal Medicine Clinic, Care Coordinator, Gastroenterology, and ENT – Head & Neck Surgery

Results are just in and being analyzed. Look for the unit-specific results in late July.

DAISY Award Co-founder Visits WakeMed

Tena Barnes Carraher, vice president and co-founder of the California-based DAISY Foundation paid a visit to WakeMed in May. The DAISY Foundation was formed to honor the memory of Barnes Carraher’s late husband, J. Patrick Barnes, who died at age 33 of complications related to an auto-immune disease.

Donald Gintzig, president & CEO, and dozens of WakeMed nurses heard first-hand from Barnes Carraher about how the DAISY Award has become a great morale booster and motivator for nurses and hospitals internationally. WakeMed’s DAISY Award program was established in May 2013 and provides an avenue to recognize outstanding nurses on a monthly basis.

Above: During the event, Tena Barnes Carraher presented Marilyn Pozullo, RN, (3A CVIC), with the WakeMed DAISY Award for May.
2014 Clinical Excellence Award Winners

Lujuana Anderson (Case Management)
Gloria Arrington (CV Testing – Cary Hospital)
Yasmin Ayala, NAI (2 West CVIC – Cary Hospital)
Rosie Bowers (CV Testing)
Joyceylin Bowling, MA, BSN, RN (Case Management)
Lennee Brown, NAI (2E CVIC)
Candi Brown, NAI (Children’s Emergency Department)
Jim Buonya (Food & Nutrition Services)
Karen Chilton, MD (WPP – Pediatric Intensivists)
Andrea Citero (Pre-admission Testing – Raleigh Medical Park)
Pamela Clarke (Environmental Services)
Coleman Colh (Property Management)
Lisa Collins, NAI (MC Surgery & Trauma)
Julie Cruz, NAI (1A Clinical Evaluation Area)
Laci Calberson, NAI (2D Rehab Nursing)
Laja Daramola, NAI (6A Orthopaedics & Oncology)
Samantha Davis, NAI (SHC MIC)
Mandy Eiseman, NAI (2A CVIC)
Sharon Fowler (Pathology Lab)
John Gall, NAI (2E CVICU)
Ana Galvez (Environmental Services)
Monica Gibbs, NAI (6A CVIC)

Jill Giles, NAI (Staffing Resources – Cary Hospital)
Natasha Henry, NAI (Women’s Pavilion & Birthplace – Cary Hospital)
Christopher Hewitt (Respiratory Care Services)
Mike Hughes, ST (Operative Services – Cary Hospital)
Ryan Hutchinson, NAI (Neuro ICU)
Amy Johnson (Respiratory Care Services – Apex Healthplex)
Portia Johnson, PharmD (Pharmacy – North Healthplex)
Kaitlin Kasulka, NAI (Women’s Pavilion & Birthplace – Cary Hospital)
Jonathan Koo (Physical Therapy)
Beverly Lamelin (2 East Medicine – Cary Hospital)
Launay Larson, PharmD (Pharmacy)
Jason Licht, PA-C (WPP – Raleigh Cardiology)
Meronica Marshall, NAI (Women’s Pavilion & Birthplace)
Felisha McDaniel, BSN, RN (Case Management)
Tikita McGow, NAI (CICU-B)
Cindy McLamb, NAI (Emergency Department – Garner Healthplex)
Melissa Mizelle (Case Management)
Tadesech Mutal, NAI (1 East Clinical Evaluation Area – Cary Hospital)
Jill Giles, NAI (Staffing Resources – Cary Hospital)
Natasha Henry, NAI (Women’s Pavilion & Birthplace – Cary Hospital)
Christopher Hewitt (Respiratory Care Services)
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PHOTOS ABOVE: Top row: Angie Blake, BSN, RN (Women’s Pavilion & Birthplace – Cary Hospital); Ryan Hutchinson, NAI (Neuro ICU); Jonathan Koo (Physical Therapy); Kaitlin Kasulka, NAI (Women’s Pavilion & Birthplace – Cary Hospital); Middle row: Donald Gintzig, president & CEO, addresses the attendees at the Raleigh Campus Nursing Award Ceremony on May 12; Yasmin Ayala, NAI (2 West CVIC – Cary Hospital); Karen Chilton, MD (WPP – Pediatric Intensivists); Suzette Overton, BSN, RN (1 East Clinical Evaluation Area – Cary Hospital); Bottom row: Monica Gibbs, NAI (6A CVIC); Cornelia Capell, RN (1D Clinical Evaluation Area); Brad Ellenberger, BSN, RN (Vascular Access Nursing – Cary Hospital); Suzette Maguyon, BSN, RN (3C Rehab Nursing)
Rehab Hospital patient Anthony Viola’s (center) treatment team organized a colorful Hawaiian shirt surprise send off for him! Pictured with Anthony and his wife are Carla Macali, Jennifer Hopper, Sandra Haun, Portia Walton, Nunzio Vulpis, Taylor Barbour, Amy McDowell, Debbie Bunn, RN; and Dorothy Shannon, RN.

Jessica Perry (Pharmacy – Cary Hospital) pulls a medication out of one of the new Pyxis E machines at Cary Hospital.

Jessica Marchand (left), director, and Jennifer Leamons (both of Food & Nutrition Services) represented WakeMed at the 2014 Association for Healthcare Foodservice Culinary Competition.

What’s Happening at WakeMed

Promoting Health & Having Fun

The WakeMed Farmers Market opened for the season on Tuesday, June 3 featuring local produce, fresh flowers, jams, live music and healthy cooking demonstrations.

June’s Celebrate Fuquay-Varina Festival volunteers Deepa Davis, RN, (left) and Jennifer Prow, RN, (both from Chest Pain Center – Cary Hospital).

For four weeks in a row, 6C Surgery & Trauma had the most discharges before noon of any nursing unit on Raleigh Campus. Keep up the great work!

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Vhondy Strickland and Mark Clese (Information Services) teamed up with Epic staff member Carson Maule to bring a little musical cheer to the Epic Command Center team shortly after go-live.

Kristi Reguin-Hartman, RN, (Clinical Nursing Resource Services), Sabrina Tyndall, MSN, RN, director (Nursing Operations) and Pauline Stillman, RN, manager (5A MIC) show how to “Scrub the Hub” of catheters to prevent CLABSIs.

At Cary’s Spring Daze Arts & Craft Festival, Jonathon Martin, RN, (3 West Medical/Surgical – Cary Hospital) and Katie Sannis (Wake Orthopaedics) talked with a visitor at the bone health tent.

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Helton Scholars Program Deadlines Approaching

The Helton Scholarship Endowment Fund was established through a grant from the Helton Family Foundation in appreciation of the contribution that nurses and allied health professionals make to the care and well-being of WakeMed patients. Fund earnings are used to support the advancement of knowledge and clinical skills by nurses and other certified health care workers at WakeMed. Visit www.wakemedfoundation.org for more information.

WakeMed Foundation Helton Awardee – Deadline August 15
The Helton Awardee Program is available to help offset the costs of educational materials or review courses. Department managers must complete the application on behalf of their staff or designate someone to do so. Individual applications will not be accepted. Funds must be used for education-related expenses and cannot be used toward the cost of certification exams.

WakeMed Foundation Helton Scholarship – Deadline September 15
The Helton Scholar Program is offered to offset the costs of continuing education. Any eligible WakeMed employee can submit an application for a Helton Scholarship between August 1 and September 15. Applicants must have worked at WakeMed for at least two years and be enrolled in an academic program conferring a health-care-related degree. Funds must be used to support education-related expenses.

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.