Get ready to show your WakeMed pride! After years of preparation, WakeMed will host four Magnet apPRAISErs for a much-anticipated system-wide visit July 7 - 10. “This is the final step before we learn if we have met all of the Magnet Standards of Excellence, so we are rolling out the red carpet for the apPRAISErs,” says Cindy Boily, senior vice president & chief nursing officer.

By now, everyone has heard the term ‘Magnet’ but may not realize its importance to the organization or what to expect during the apPRAISE visit. Here are a few good things to know.

The ANCC Magnet Recognition Program
The American Nurses Credentialing Center (ANCC) developed the Magnet Recognition Program® to identify and honor health care organizations that provide quality patient care, nursing excellence and innovations in professional nursing practice. Magnet recognition is the ultimate credential for high quality nursing worldwide. Fewer than 420 hospitals in the world have achieved the coveted Magnet designation.

“Magnet site visits are very different from Joint Commission surveys,” explains Jill Whade (Magnet coordinator). While Joint Commission surveyors evaluate our compliance with their safety and quality standards, Magnet apPRAISErs focus primarily on nursing practice and nurse-facilitated innovations in care – called sources of excellence (SOE) – that have led to better patient outcomes and improved the organization. Magnet encourages innovation and the integration of best practices to achieve measurable patient outcomes and overall care excellence. Once the initial Magnet designation is awarded, the measure of excellence continues with bi-annual reports and a full review, including a site visit, every four years. Whade states, “Because this is our first site visit, which we hope will culminate in our first designation as a Magnet organization, it’s tremendously exciting. We’ve worked for years to get here, and we can’t wait to meet our apPRAISErs and show them why WakeMed is Magnet.”

Why is Magnet important?
Constantly seeking new ways to provide high-quality, high-value care to patients and families is the right thing to do for our community. Magnet designation sends a strong message to all that we care at WakeMed is efficient, effective, based on the best available evidence, and is grounded in compassion and respect.

Where will the apPRAISErs visit?
All hospitals (Raleigh Campus, Cary Hospital, WakeMed North), hospital-based practices (WPP – Gastroenterology, WPP – Obstetrics/Gynecology & WPP – Pediatrics), healthplexes and Mobile Critical Care will be visited by apPRAISErs.

What can I do to help us achieve the Magnet designation?
Magnet apPRAISErs will be everywhere, meeting with staff from all departments as well as patients, families, volunteers, Board members, physicians and members of the community. While Nursing has specific readiness plans, some things non-nursing employees, volunteers and physicians can do to support this effort include:

• Wear your “I am proud” pin throughout the appraisal period (July 7 - 10) and, if asked, be prepared with a reason why you are proud! It could be something simple like “I am proud to be a part of an organization that values patient and family centered care,” or “I am proud of our new North hospital.” Or, even better, personalize your answer by talking about how your department supports patients and families. If you need an “I am proud” pin, please email to hscollo@wakemed.org.
• Know who your department’s Magnet Champion is and ask what you can do to prepare for and participate in the visit.
• Review the parts of the Magnet document (located on the WakeMedWeb) that pertain to you if you work in a nursing unit, but are not a nurse.
• Come welcome the apPRAISErs! Put on your WakeMed colors and your “I Am Proud” pin and come to the E Tower main lobby at 7:15 am Tuesday, July 7, and welcome the Magnet apPRAISErs to WakeMed!
• Share Your Story – Employees, physicians and volunteers (dogs, too!) are invited to share why they are committed to WakeMed’s mission and why they are proud to be a member of the WakeMed family during an open forum on July 10 from 8:30 to 9:30 am in the Health Park.

WakeMed Receives Top International Rating for Cardiothoracic Surgery
WakeMed is among the just 12 to 15 percent of the 1,100 international hospitals involved in the Society of Thoracic Surgeons (STS) National Database® to receive a “3 star” rating for quality of coronary artery bypass graft (CABG) surgery. A 3-star rating is the highest rating a hospital can achieve. In addition, WakeMed exceeded the STS mean participant score in four of the five categories (overall rating, absence of mortality, absence of morbidity and medications) for the 2014 rating period.

The STS developed a comprehensive rating system – the STS National Database® – in 1989. Its focus is quality improvement and patient safety among cardiothoracic surgeons. WakeMed joined the initiative in 2001. The STS National Database® is now international and is considered the gold standard for clinical registries.

Cary Hospital Expands Inpatient Stroke Care Capabilities
For patients who experience an acute ischemic stroke, quickly restoring blood flow using thrombolytic therapy, such as tPA, is the most effective way to preserve undamaged brain tissue. Patients who receive tPA within three hours are shown to have improved clinical outcomes, reduced post-stroke disabilities and shorter hospital stays. WakeMed has long used this medication for eligible patients, but now patients who receive tPA in the emergency department at Cary Hospital or Apex Healthplex can stay at Cary Hospital for inpatient care.

“Previously, patients who were candidates for tPA were transferred to Raleigh Campus for inpatient care. We realized that with the support of our physicians and some additional training, our team could provide the same treatment and monitoring closer to home,” said Julie Hatch, RN, RN, manager (2 West ICU – Cary Hospital). Making inpatient treatment available at Cary Hospital will help improve patient satisfaction and reduce the burden on patient’s families, who had to travel to visit their loved ones.

The initiative was spearheaded by Hatch along with Angela Hollis, BSN, RN, (Stroke Program Coordinator – Cary Hospital), Amy Short, BSN, RN, interim director, (Emergency Department – Cary Hospital) and Vicki Whitley, MHA, BSN, RN, interim executive director (Nursing – Cary Hospital). Before welcoming their first patient earlier this month, they worked closely with hospitalists and intensivists to develop a new process and evidence-based care plan. Training was provided for physicians, nurses and other members of the care team and they even observed their Raleigh Campus peers to learn from their experiences. “WakeMed’s Stroke Program is always looking for innovative ways to improve outcomes and patient and family satisfaction. This is a great example of the team working together to advance the care and services we provide the community,” said Hollis.
WW2E Work Begins with WakeMed Physician Practices

On June 16, nearly 25 leaders and physicians from WakeMed Physician Practices (WPP) spent eight hours kicking off their Wake Way 2 Excellence work with a Visioning & Kaizen Planning Session. This interactive meeting, led by Virginia Mason Institute (VMI) and the Kaizen Promotion Office (KPO, formerly Performance Improvement) gave WPP leaders and physicians the opportunity to evaluate current processes from the patient’s perspective, and to determine how they’d ideally like to evolve over the next year and into the future to enhance the patient experience. After a long day of discussion, strategizing and big picture thinking, the team ended the day with a clear understanding of where they’d like to focus their efforts over the next year to make measurable improvements.

“It took eight hours and literally hundreds of Post-it notes, but we were pleased to arrive at a strategic, well-thought-out and measurable plan of attack for our Wake Way 2 Excellence journey,” explains Sam Chawla, MD, (WPP – Urology) a member of the WPP Value Stream Sponsor Team. “Our next steps will be to select team members who we feel can best help us achieve these goals, and to begin planning for our first Rapid Process Improvement Workshop – tentatively slated for September.”

An RPfW is a week-long “event” where five to eight staff members will spend a full week with VMI and members of the KPO, evaluating current processes and developing a plan for making changes that are all ultimately aimed at enhancing the patient experience. For WPP, the first RPfW will be focused on the flow of a patient visit, which includes scheduling check-in, registration and rooming processes.

“WakeMed Physician Practices is thrilled to kick-off WakeMed’s WW2E journey,” commented John Piatkowski, MD, senior vice president, Physician Services & Medical Affairs. “WPP reaches more than 2,000 patients per day throughout the WakeMed system, providing us an incredible opportunity to shape and influence and shape the patient experience from the start. We expect to learn a great deal along the way, and look forward to sharing our journey, lessons learned and opportunities for improvement as this work continues.”

Stay tuned for details on this work and much more as we continue our Wake Way 2 Excellence journey.

Emergency Services hosted an ‘ED Blitz’ event in June to provide education and skills practice for WakeMed employees – all with a Hawaiian theme!

Employees at Raleigh Campus (pictured) and Cary Hospital gathered to honor Memorial Day and recognize and remember those who have given their lives for our country.

Molly Flynn Recognized by SAFEchild Advocacy Center

Molly Flynn (Case Management) was one of three recipients of the 2015 Essential Piece Multidisciplinary Team Member Award from SAFEchild Advocacy Center. The annual award recognizes individuals of the Wake County Multidisciplinary Team (MDT) for their support of the multidisciplinary process, commitment to the protection of children, and dedication to collaborating to achieve MDT goals.

Flynn, who works in the WakeMed Children’s Hospital and PICU, received several nominations and was recognized for her team spirit, exemplary work ethic and ability to consistently go above and beyond for the welfare of children. As one nomination stated, “Molly has a tender heart for those in ‘untraditional’ situations and has spent her life helping those less fortunate … She has a vibrant energetic personality and she channels that energy into serving the people of Wake County, most notably children and their families, on a daily basis.”

The SAFEchild Advocacy Center provides critical, comprehensive services for sexually and physically abused children in Wake County. WakeMed has a long-standing partnership with SAFEchild in an effort to provide our community’s most vulnerable children accessible intervention and treatment.

Above, left: SAFEchild award recipient and WakeMed case manager Molly Flynn, center, stands with her manager Connie Witham, (Case Management) and Mark Piel, MD, medical director (WakeMed Children’s).
Stay tuned for details on this work and much more as we continue our Wake Way 2 Excellence journey. We look forward to sharing our journey, lessons learned and opportunities for improvement as this work continues.

Influencing and shaping the patient experience from the start. We expect to learn a great deal along the way, and look forward to our first Rapid Process Improvement Workshop – tentatively slated for September.

An RPIW is a week-long “event” where five to eight staff members will spend a full week with VMI and members of the KPO, evaluating current processes and developing a plan for making changes that are all ultimately aimed at enhancing the patient experience. For WPP, the first RPIW will be focused on the flow of a patient visit, which includes scheduling, check-in, registration, and rooming processes.

“WakeMed Physician Practices is thrilled to kick-off WakeMed’s WW2E journey,” commented John Piatkowski, MD, senior vice president, Physician Services & Medical Affairs. “WPP reaches more than 2,000 patients per day throughout the WakeMed system, providing us an incredible opportunity to influence and shape the patient experience from the patient’s perspective, and to determine how they’d ideally like to evolve over the next year and into the future to enhance the patient experience. After a long day of discussion, strategizing and big picture thinking, the team ended the day with a clear understanding of where they’d like to focus their efforts over the next year to make measurable improvements.

“It took eight hours and literally hundreds of Post-it notes, but we were pleased to arrive at a strategic, well-thought-out and measurable plan of attack for our Wake Way 2 Excellence journey,” explains Sam Chawla, MD, (WPP – Urology) a member of the WPP Value Stream Sponsor Team. “Our next steps will be to select team members who we feel can best help us achieve these goals, and to begin planning for our first Rapid Process Improvement Workshop – tentatively slated for September.

Stay tuned for details on this work and much more as we continue our Wake Way 2 Excellence journey.

Emergency Services hosted an ‘ED Blitz’ event in June to provide education and skills practice for WakeMed employees – all with a Hawaiian theme!

Employees at Raleigh Campus (pictured) and Cary Hospital gathered to honor Memorial Day and the protection of children, and dedication to collaborating to achieve MDI goals.

What’s happening at WakeMed

Stephanie Bell (ED Registration – WakeMed North) registered patients during a mass-casualty exercise, held on June 22 as part of ongoing preparedness efforts.

The Carolina RailHawks visited WakeMed Children’s Hospital in May, offering patients a welcome distraction from being in the hospital.

Molly Flynn recognized by SAFEchild Advocacy Center

Molly Flynn (Case Management) was one of three recipients of the 2015 Essential Piece Multidisciplinary Team Member Award from SAFEchild Advocacy Center. The annual award recognizes individuals of the Wake County Multidisciplinary Team (MFT) for their support of the multidisciplinary process, commitment to the protection of children, and dedication to collaborating to achieve MDI goals.

Flynn, who works in the WakeMed Children’s Hospital and PICU, received several nominations and was recognized for her team spirit, exemplary work ethic and ability to consistently go above and beyond for the welfare of children. As one nomination stated, “Molly has a tender heart for those in ‘untraditional’ situations and has spent her life helping those less fortunate … She has a vibrant energetic personality and she channels that energy into serving the people of Wake County, most notably children and their families, on a daily basis.”

The SAFEchild Advocacy Center provides critical, comprehensive services for sexually and physically abused children in Wake County. WakeMed has a long-standing partnership with SAFEchild in an effort to provide our community’s most vulnerable children accessible intervention and treatment.

Above, left: SAFEchild award recipient and WakeMed case manager Molly Flynn, center, stands with her manager Connie Witham, (Case Management) and Mark Pielb, MD, medical director (WakeMed Children’s).

Above middle: David Crosby and Amar Patel (both of the Center for Innovative Learning) demonstrated WakeMed’s state-of-the-art simulation equipment to the N.C. General Assembly. Above: Mike Ferguson, MD, (WPP – ENT – Head & Neck Surgery) was one of several WakeMed doctors took the plunge for a good cause at Dunk-A-Doc, a fundraiser for WakeMed Children’s!
<table>
<thead>
<tr>
<th>Required Activities</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take the Biometric Screening</td>
<td>40</td>
</tr>
<tr>
<td>Complete Health Assessment</td>
<td>40</td>
</tr>
<tr>
<td>Flu Shot (or Medical Exemption)</td>
<td>10</td>
</tr>
</tbody>
</table>

**Biometric Screening Results**

<table>
<thead>
<tr>
<th>Biometric Screening</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>LDL Cholesterol Below 130</td>
<td>10</td>
</tr>
<tr>
<td>BMI Below 30</td>
<td>10</td>
</tr>
<tr>
<td>Glucose Below 120</td>
<td>10</td>
</tr>
<tr>
<td>Non-tobacco User</td>
<td>10</td>
</tr>
</tbody>
</table>

**Program Goal**

120 points

---

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

**Welcome New Mid-levels**

<table>
<thead>
<tr>
<th>Name</th>
<th>Practice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jolena Allred, NP</td>
<td>WPP – Acute Urgent Care</td>
</tr>
<tr>
<td>Elizabeth Carmac, NP</td>
<td>WPP – Neonatology</td>
</tr>
<tr>
<td>Elizabeth Carmac, NP</td>
<td>WPP – Knightdale Family Practice</td>
</tr>
<tr>
<td>Jolena Allred, NP</td>
<td>WPP – OB-GYN</td>
</tr>
<tr>
<td>Elizabeth Carmac, NP</td>
<td>WPP – OB-GYN</td>
</tr>
<tr>
<td>Sarah Garro, NP</td>
<td>WPP – Neonatology</td>
</tr>
<tr>
<td>Bailey Underhill, PA</td>
<td>WPP – Intensivist</td>
</tr>
<tr>
<td>Linda Walls, PA</td>
<td>WPP – Carolina Cardiology</td>
</tr>
<tr>
<td>Elaine Del Castillo</td>
<td>WPP – Gastroenterology</td>
</tr>
<tr>
<td>Melissa Ricker, PA</td>
<td>WPP – Intensivist</td>
</tr>
</tbody>
</table>

---

**ALTERNATE STANDARDS**

If you fall short of 120 points, you can make up the difference by participating in an alternate standard:

- One-on-One Consult with Registered Dietitian: 40 points

**Physician Signed Alternate Standard Form**

- LDL Cholesterol: 10 points
- BMI: 10 points
- Non-tobacco: 10 points
- Glucose: 10 points

**Maternity Care Advising**

New: 40 points

Call 855-220-7955 to register.

---

**Get Your Points!**

You’ve had your biometric screenings and you’ve completed the online health assessment – now it’s time to track your points! You must accumulate 120 points to receive the WakeWell Reward in 2016. To check your points, visit www.mybcbsnc.com and log in. When you’ve completed the mission, you will receive your points at http://wellness.wakemed.org.

For more information, see the WakeWell Rewards FAQs located on the Benefits page of the WakeMedWeb or contact Bob Nelson

---

Each year, more than 7,500 babies are born at WakeMed – and more than two thirds of those are born at Raleigh Campus. To keep up with this baby boom, the labor and delivery unit on Raleigh Campus was recently renovated and expanded, offering new moms an exceptional experience in a beautiful, spacious environment. “We now have a facility that aesthetically matches the other women’s facilities across the WakeMed system. Our antenatal unit is unique in the Triangle and our hope is that no woman would ever have to leave Wake County for care in the event of a pregnancy complication,” said Thad McDonald, MD, director (WPP – OB-GYN).

**All New Labor and Delivery Suites**

Phase one of the labor and delivery renovation was recently completed and includes 15 new suites that ensure comfort in a family-centered environment. The renovated unit features private rooms with state-of-the-art technology and modern, stylish furnishings.

“Raleigh Campus has a decades-long reputation in the community for compassion and competency in obstetrical care, regardless of the mother’s age or diagnosis. We are well into the second generation of patients who have delivered babies at Raleigh Campus and it is exciting to use the newly-remodeled and enlarged unit,” commented Michael Smith, MD, Kamm-McKenzie OB/GYN. “Sometimes complications can be anticipated, and sometimes they can’t, but it is always reassuring to know that our mothers are delivering in a hospital that is prepared for whatever might come our way.”

**More to Come**

The second phase of the renovations will be completed this fall and include:

- A new, 8-bed Antenatal Unit, specifically designed for high-risk pregnancies and patients requiring extended hospital care during their pregnancy
- Three new surgical suites for C-section and special needs deliveries
- Expanded support and family areas

“This is such a special time in a woman’s life, and this renovation creates a wonderful environment for us to deliver outstanding care to our patients,” says Seth Brody, MD, executive medical director (WPP – Women’s Services). “The Antenatal Unit will provide expectant mothers experiencing a high-risk pregnancy or delivery with the safest environment and the most specialized care available in Wake County.”

**A BIGGER, BEAUTIFUL PLACE TO BE BORN**

Nearly 900 people braved the heat on June 20 to participate in the fourth annual WakeMed Scrub Run, which raised over $85,000 to benefit WakeMed Children’s Hospital through the WakeMed Foundation. In addition to the 5K and 10K races, the event also featured a 100-yard dash for kids and a community Fun Fest with activities, arts & crafts, face painting and live music. Many thanks to all of our participants, sponsors and fabulous volunteers for putting our mission into action and helping make this community event so successful!
Dudley Harrington
Vice President of Revenue Cycle

Dudley Harrington got his start in health care in an unusual way. As a high school student in Kingstown, South Carolina, he worked as a cashier at a local grocery store where the director of nursing for Williamsburg County Memorial Hospital was a frequent customer. She told Harrington that his customer service skills would be a great benefit to the hospital and suggested he consider joining their team. He eventually did and worked part time in the emergency department and pharmacy throughout college.

After graduating from Francis Marion University, where he studied accounting, he transitioned out of clinical care, becoming the business officer for the same hospital.

More than four decades later, Harrington still has a passion for the clinical side of health care, though that is no longer his focus. He also hasn’t forgotten the unusual way his career began. “Finding people who can provide exceptional customer service can be a challenge, so I am always looking for people who can be an asset to our team. If I have a positive experience at a store or business, I’ll ask people to look at our open positions, even if they may not have health care experience.”

Harrington spent the first 20 years of his career working in hospitals in Columbia and Florence, S.C., including Baptist Medical Center, Carolinas Hospital System and McLeod Health, Inc. Along the way, he earned a master’s in business administration from Francis Marion University and a College of Health Professions Health Management Certificate from the Medical University of South Carolina. In 2007, he became vice president of Managed Care & Revenue Cycle for MCG Health, Inc. in Augusta, Ga, a role he held for four years before moving north to join WakeMed.

“Today, Harrington is responsible for patient registration at Raleigh Campus and Raleigh Medical Park along with system-wide patient access, managed care contracting, and patient financial services, which includes billing and processing claims. His team also manages reimbursement, which entails working with departments throughout WakeMed to set and report pricing structures and ensure appropriate reimbursement levels. Given his close involvement in health care finance, Harrington is sometimes frustrated by how health care is portrayed outside of our industry. “When you consider the training, regulations and compliance aspects that we face on a daily basis, health care is an extremely undervalued business.”

When he arrived at WakeMed four years ago, Harrington was struck by the passion and commitment of everyone in the organization. He works hard to stay connected to WakeMed employees, though that can be difficult at times. He and most of his team are located in the Business Center, but he often tries to visit other facilities and interact with employees in different departments. “We are all in the business of saving lives — regardless of what your job is. Within the revenue cycle, everything we do helps our clinical teams take care of patients. If we don’t do a good job keeping resources coming in, that puts strain on the health system, which will then impact our patients,” he says.

For his first three years at WakeMed, Harrington traveled back to Augusta every weekend to spend time with his wife and son, who was finishing high school in Georgia. Now that both

Dr. Leinenweber Receives Dascomb Award

WakeMed’s annual teaching award ceremony was held on May 29 to honor attending and resident physicians who exhibit outstanding performance. Stephen Leinenweber, MD, (WPP - Administration) was awarded the prestigious Harry E. Dascomb, MD, Award, which is WakeMed’s highest teaching honor.

John Perry, MD, (right) presents the Dascomb Award to Stephen Leinenweber, MD.

Dr. Leinenweber is a board-certified pediatrician who specializes in pediatric critical care with emphasis on traumatic brain injury, bioethics and teaching. Dr. Leinenweber serves in multiple leadership roles, including as executive medical director of the WPP Childlife’s specialty line and medical director of the PICU. “Dr. Leinenweber’s passion for medical education is an inspiration for many of us throughout WakeMed and across the medical staff. We are pleased to honor someone who has bad such a continuous and positive influence on the education of medical students and residents as well as on patient care,” said John Perry, MD, vice president, Medical Education.

This annual award is named after Dr. Harry Dascomb, former infectious disease physician at WakeMed who epitomized excellence in teaching and clinical medicine as well as compassionate patient care. Recipients are nominated by their peers and must have three or more years of clinical experience and exhibit leadership in establishing, maintaining and supporting clinical teaching programs at WakeMed.

Leadership Rounding Begins in July

WakeMed’s executive team will be walking the halls more than ever starting in July, as a new Leadership Rounding program begins. As part of this program, WakeMed’s vice presidents will be spending at least one hour a week rounding on the different departments that report to them. While most of our executives already round regularly throughout the health system, this new formalized program includes processes to follow up on issues and quickly elevate staff concerns and suggestions. Be on the lookout for vice presidents visiting your department and take advantage of this opportunity to talk about your role, share what’s going well and any ideas you have for improvement.

Welcome John Finley, Vice President & Chief Compliance and Privacy Officer

WakeMed is pleased to welcome John Finley, JD, MPH, as vice president & chief compliance and privacy officer. In this role, Finley is responsible for all privacy (HIPAA), compliance and contractual agreements for the health system. Reporting directly to the CEO and Board of Directors, he will work to ensure WakeMed’s commitment to honesty and integrity is upheld at all times. Finley joined us from Christus Health in Irving, Texas, where he was the vice president, Global Chief Compliance and Privacy Officer. Finley holds a bachelor’s degree from the University of Tulsa and earned a dual law degree and masters of public health from the University of Oklahoma College of Law and Public Health.

Holly Carpenter Named Executive Director of Imaging Services

Holly Carpenter, MHA, CRA, RT(R) (M), has been promoted to executive director of Imaging Services. During her 18-year tenure at WakeMed, Carpenter has held several leadership roles including, most recently, director of Radiology for Raleigh Campus. In her new role, she will oversee the operations of inpatient and outpatient imaging services at all WakeMed facilities. In addition to operational duties, she will be responsible for ensuring that service offerings align with WakeMed’s strategic vision and growth.

Valerie Barlow Promoted to Executive Director of Pharmacy

Valerie Barlow, PharmD, MBA, has been named to the newly-established position of executive director of Pharmacy for WakeMed. Barlow joined WakeMed in 2000 and most recently served as the director of Pharmacy for Raleigh Campus. In her new role, she will be responsible for enhancing Pharmacy departments throughout the system and ensuring consistent and efficient operating practices. Barlow will provide oversight for Pharmacy offerings at all WakeMed locations and develop a system-wide approach to medication safety.
2015 Nursing Excellence Awards

WakeMed honored over 125 employees at the 2015 Nursing Excellence Award ceremonies during National Nurses Week, May 6-12. Recipients were nominated by their peers and represent many different roles that make up the care team at WakeMed, including nurses, physicians, nurse technicians, secretaries, respiratory therapists, volunteers, pharmacists, case managers, Environmental Services staff, and Food & Nutrition Services staff. Congratulations to this year’s winners and thank you for all you do for our patients.

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 Information Services department was honored for their tremendous support and consistently outstanding service at all times, but especially during our Epic roll out earlier this year. Thank you from your colleagues in the Division of Nursing!!

2015 Professional Nursing Excellence Award Winners

Beverly Alfman, RN (PICU)
Becca Arvin, RN (CICU)
Anna Baldiga, RN (3 West Medical/Surgical – Cary Hospital)
Susan Bohlert, RN (Heart Center Pre- & Post-Procedure Care)
Joanne Boone, BS, BC-RN (2 East Medicine – Cary Hospital)

Lisa Franks, RN (CV Testing)
Natalie Gillespie, BSN, RN (Case Management)
Elizabeth Griffin, RN (Home Health)
Amanda Harris, BSN, RN (2D Rehab Nursing)
Deanna Harris, BSN, RN (Imaging Nursing)

April Knish, RN (Heart Center – Invasive Cardiology)
Tiffany Lam, BSN, RN (Case Management – Cary Hospital)
Maggie LeBlanc, RN (Operative Services – PACU – Cary Hospital)

Holly Moore, RN (Special Care Nursery – Cary Hospital)
Jennifer Myers, RN (Women’s Pavilion & Birthplace)
Kristi Nyland, BSN, RN (Emergency Department – Cary Hospital)
Ivey Parker, BSN, RN (Emergency Department)
Cathy Pendergraft, RN (Surgical Services – Day Surgery)
Amanda Phillips, BSN, RN (Surgical Services – PACU)
Robin Pritchett, RN (Chest Pain Unit)
Annalou Puertollano, RN (2 West ICU – Cary Hospital)
Christina Quemuel, RN (2 West CVIC – Cary Hospital)
Cicely Reynolds Hairston, BSN, RN (Neuro ICU)

SPEAKING OF NURSING: A NOTE FROM OUR CNO

Each May during National Nurses Week we take the opportunity to celebrate outstanding nurses and other colleagues at our annual Nursing Excellence Award ceremonies. These events are one of the highlights of the year for me because I love celebrating your compassion and dedication to our patients and their families. Our Nursing Excellence Award winners are an inspiration to me every day!

We are also working hard in final preparations for our Magnet applRAISts, who will be visiting us July 7 – 10, the final stop on our journey toward Magnet designation. Like all of you, I am eagerly awaiting their arrival and look forward to sharing our stories of excellence and compassionate care. Thank you to everyone who has dedicated their time, intellect, energy and creativity to helping us reach this stage of the journey. You make me proud to be a WakeMed nurse!

Rita Bryant, RN (4E Pediatrics)
Jamie Bunn, BSN, RN (Emergency Department – Garner Healthplex)
Kelly Callahan, RN (3B Neuro Intermediate Care)
Ellen Christopher, BSN, RN (3C Rehab Nursing)
Brandon Clevenger, BSN, RN (Mobile Critical Care Services)
Ginger Cowan, BSN, RN (PICU)
Teresa Cramer, RN (Staffing Resources)
Alisha Davenport, BSN, RN (MICU)
Pal Davenport, BSN, RN (3E CVIC)
Sandra Denmark, RN (1D Clinical Evaluation Area)
Jennifer Donaldson, RN (Imaging Nursing – Cary Hospital)
Leslie Duren, RN (Children’s Emergency Department)
Lynn Duren, RN (Women’s Pavilion & Birthplace – Cary Hospital)

Sue Hutter, BSN, RN (6B Acute Neuro Care)
Theresa Innocent, RN (3B CVICU)
Joan Kaufman, RN (1 East Clinical Evaluation Area – Cary Hospital)
Crystal Kerr, RN (3A CVIC)
Meena Khullar, RN (Operative Services – Day Surgery – Cary Hospital)
Carol King, RN (2 West ICU – Cary Hospital)

Sandra Leinfelder, RN (Surgical Services – Day Surgery – WakeMed North)
Anne Lewis, RN (6B Ortho/Neuros & Oncology)
Allie Lindahl, RN (PICU)
Ryan Mason, RN (6A CVIC)
April McCarthy, BSN, RN (Operative Services – OR – Cary Hospital)
David Moes, RN (Staffing Resources – Cary Hospital)

Kelly Richardson, RN, BSN (Surgical Services – OR)
Pam Riley, RN (CICU)
Anne Roberts, RN (Women’s Pavilion & Birthplace – Cary Hospital)
Tara Roberts, RN (NICU)
Megan Ross, BSN (Women’s Pavilion & Birthplace)
Julia Russell, RN (6C Surgery & Trauma)

Evelyn Wilbanks Cohen, BSN, RN (Women’s Pavilion & Birthplace – Cary Hospital)

SPEAKING OF NURSING:
A NOTE FROM OUR CNO

Each May during National Nurses Week we take the opportunity to celebrate outstanding nurses and other colleagues at our annual Nursing Excellence Award ceremonies. These events are one of the highlights of the year for me because I love celebrating your compassion and dedication to our patients and their families. Our Nursing Excellence Award winners are an inspiration to me every day!

We are also working hard in final preparations for our Magnet applRAISts, who will be visiting us July 7 – 10, the final stop on our journey toward Magnet designation. Like all of you, I am eagerly awaiting their arrival and look forward to sharing our stories of excellence and compassionate care. Thank you to everyone who has dedicated their time, intellect, energy and creativity to helping us reach this stage of the journey. You make me proud to be a WakeMed nurse!

Rita Bryant, RN (4E Pediatrics)
Jamie Bunn, BSN, RN (Emergency Department – Garner Healthplex)
Kelly Callahan, RN (3B Neuro Intermediate Care)
Ellen Christopher, BSN, RN (3C Rehab Nursing)
Brandon Clevenger, BSN, RN (Mobile Critical Care Services)
Ginger Cowan, BSN, RN (PICU)
Teresa Cramer, RN (Staffing Resources)
Alisha Davenport, BSN, RN (MICU)
Pal Davenport, BSN, RN (3E CVIC)
Sandra Denmark, RN (1D Clinical Evaluation Area)
Jennifer Donaldson, RN (Imaging Nursing – Cary Hospital)
Leslie Duren, RN (Children’s Emergency Department)
Lynn Duren, RN (Women’s Pavilion & Birthplace – Cary Hospital)

Sue Hutter, BSN, RN (6B Acute Neuro Care)
Theresa Innocent, RN (3B CVICU)
Joan Kaufman, RN (1 East Clinical Evaluation Area – Cary Hospital)
Crystal Kerr, RN (3A CVIC)
Meena Khullar, RN (Operative Services – Day Surgery – Cary Hospital)
Carol King, RN (2 West ICU – Cary Hospital)

Sandra Leinfelder, RN (Surgical Services – Day Surgery – WakeMed North)
Anne Lewis, RN (6B Ortho/Neuros & Oncology)
Allie Lindahl, RN (PICU)
Ryan Mason, RN (6A CVIC)
April McCarthy, BSN, RN (Operative Services – OR – Cary Hospital)
David Moes, RN (Staffing Resources – Cary Hospital)

Kelly Richardson, RN, BSN (Surgical Services – OR)
Pam Riley, RN (CICU)
Anne Roberts, RN (Women’s Pavilion & Birthplace – Cary Hospital)
Tara Roberts, RN (NICU)
Megan Ross, BSN (Women’s Pavilion & Birthplace)
Julia Russell, RN (6C Surgery & Trauma)

SPEAKING OF NURSING:
A NOTE FROM OUR CNO

Each May during National Nurses Week we take the opportunity to celebrate outstanding nurses and other colleagues at our annual Nursing Excellence Award ceremonies. These events are one of the highlights of the year for me because I love celebrating your compassion and dedication to our patients and their families. Our Nursing Excellence Award winners are an inspiration to me every day!

We are also working hard in final preparations for our Magnet aplRAISts, who will be visiting us July 7 – 10, the final stop on our journey toward Magnet designation. Like all of you, I am eagerly awaiting their arrival and look forward to sharing our stories of excellence and compassionate care. Thank you to everyone who has dedicated their time, intellect, energy and creativity to helping us reach this stage of the journey. You make me proud to be a WakeMed nurse!

Rita Bryant, RN (4E Pediatrics)
Jamie Bunn, BSN, RN (Emergency Department – Garner Healthplex)
Kelly Callahan, RN (3B Neuro Intermediate Care)
Ellen Christopher, BSN, RN (3C Rehab Nursing)
Brandon Clevenger, BSN, RN (Mobile Critical Care Services)
Ginger Cowan, BSN, RN (PICU)
Teresa Cramer, RN (Staffing Resources)
Alisha Davenport, BSN, RN (MICU)
Pal Davenport, BSN, RN (3E CVIC)
Sandra Denmark, RN (1D Clinical Evaluation Area)
Jennifer Donaldson, RN (Imaging Nursing – Cary Hospital)
Leslie Duren, RN (Children’s Emergency Department)
Lynn Duren, RN (Women’s Pavilion & Birthplace – Cary Hospital)

Sue Hutter, BSN, RN (6B Acute Neuro Care)
Theresa Innocent, RN (3B CVICU)
Joan Kaufman, RN (1 East Clinical Evaluation Area – Cary Hospital)
Crystal Kerr, RN (3A CVIC)
Meena Khullar, RN (Operative Services – Day Surgery – Cary Hospital)
Carol King, RN (2 West ICU – Cary Hospital)

Sandra Leinfelder, RN (Surgical Services – Day Surgery – WakeMed North)
Anne Lewis, RN (6B Ortho/Neuros & Oncology)
Allie Lindahl, RN (PICU)
Ryan Mason, RN (6A CVIC)
April McCarthy, BSN, RN (Operative Services – OR – Cary Hospital)
David Moes, RN (Staffing Resources – Cary Hospital)

Kelly Richardson, RN, BSN (Surgical Services – OR)
Pam Riley, RN (CICU)
Anne Roberts, RN (Women’s Pavilion & Birthplace – Cary Hospital)
Tara Roberts, RN (NICU)
Megan Ross, BSN (Women’s Pavilion & Birthplace)
Julia Russell, RN (6C Surgery & Trauma)
Penny Schofield, RN (2C Rehab Nursing)
Anna Schuermann, RN (2A CVICU)
Jamie Scott, RN (Emergency Department – Brier Creek Healthplex)
Jovon Smothers, BSN, RN (1A Clinical Evaluation Area)

Petra Brown (Environmental Services)
Sarah Butler (Heart Center – Invasive Cardiology)
Meagan Callahan (Patient Transport)
Kristin Cox (Information Services)

Angela Gill (Surgical Services – WakeMed North)
Jimmy Green, NAI (3A CVICU)
Joshua Hardesty (Mobile Critical Care Services)
Danielle Haynes, NAI (Emergency Department – Garner Healthplex)
Chenelle Headley (Nursing Education)
Rhonda Heath, NAI (5C Medicine)
Josh Henderson, PA (WPP – Hospitalists)
Elizabeth Hoppe (Patient Constant Observer Services – Cary Hospital)
Dayna Jewell, NAI (2 West MSIC – Cary Hospital)
George Jones (MPDC)

Shay Tawato, RN, BC (5C Medicine)
Tara Wasilewicz, BSN, RN (1STCU)
Terry Wallace, BSN, RN (Surgical Services – OR – WakeMed North)
Tracey Weeks, BSN, RN (Nursing Education)
Melissa West, RN (Staffing Resources – Cary Hospital)
Jenni Wheeler, BSN, RN (Emergency Department – WakeMed North)

2015 Clinical Excellence Award Winners

Steve Aldridge (Facility Services)
Leaster Allen (Environmental Services)
Mary Anderson (Surgical Services)
Melissa Anderson, BSN, RN (Women’s Pavilion & Birthplace)
Sandy Arnold (Women’s Pavilion & Birthplace)

Nichole Deane, NAI (2 West CVIC – Cary Hospital)
Diane Desern, NAI (2C Rehab Nursing)
Lisa Dillahunt, NAI (Emergency Department)
Dayna Dunn, NAI (5B NICH)
Michelle Evans (1D Clinical Evaluation Area)
Barbara Faircloth (Home Health)
Mike Fernandez (CV Testing)

Eula Murphy (MPDC – Cary Hospital)
Lauren Naugle, NAI (1A Clinical Evaluation Area)
Lydia Newberry, NAI (3A CVICU)
Toni Olds, NAI (4E Pediatrics)
Catherine Palmieri (Case Management)
Linda Paradowski, MD (WPP – Intensivists)
Roche Parus (Operative Services – Cary Hospital)

Michelle Will (Children’s Emergency Department)
Kendyl Williams, NAI (6A CVICU)
Shantel Williams, NAI (1 East Critical Evaluation Area – Cary Hospital)
Jamie Wilson, NAI (Emergency Department – Cary Hospital)
Sharon Young (Surgical Services)

Gracias! Arigatou! Thank You!

WakeMed Nurses felt the love from our patients, their families and the community during National Nurses Week in May. Many units received thank you cards, treats and even meals as a token of appreciation and thanks for all the care and caring that our nursing staff provide. Thank you for all you do on behalf of our patients and their families!

To share their excitement, 3C Medicine put together a photo booth and invited colleagues to come, pose and have some fun!

In honor of National Nurses Week, students at St. Timothy’s School sent thank you cards to the staff on 2D Rehab Nursing. The cards were posted for patients, families and staff to read and enjoy.

The family of a patient on 3C Rehab Nursing hired a chef for the day to provide made-to-order crepes as a gesture of appreciation for the exceptional care their family member received at WakeMed.

Menu

Entree Crepe Selection

- Raspberry Crepe – Grilled chicken breast, spinach, almonds and toasted balsamic
- Spinach Ricotta – Steamed spinach, a little ricotta and a gentle spice in a crepe with a dash of maple syrup

Cordon Bleu – Deli-sliced ham and Swiss roasted in a grilled crepe with grey jarlsberg cheese

To view the complete menu, click here.

This family of a patient on 3C Rehab Nursing hired a chef for the day to provide made-to-order crepes as a gesture of appreciation for the exceptional care their family member received at WakeMed.
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

ADDRESS SERVICE REQUESTED

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

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

Kate Wilkes, Editor
WakeMed Employees, Photos

Microscope, June/July 2015

CALENDAR OF EVENTS

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

WakeMed Vendor Fair
Check out discounts and incentives exclusively for WakeMed employees:

Cary Hospital
Conference Center
Tuesday, July 28, 9 am to 3 pm

Raleigh Campus
Andrews Center
Wednesday, July 29, 9 am to 3 pm

First Uniform Sale
Raleigh Campus
Andrews Center
Monday, August 8, 7 am to 4 pm

Beyond Surgery Training Seminar
July 24 – 26
Cary Hospital
Continuing education program provides an in-depth understanding and practice of healing work related to pre- and post-surgical interventions as integrative adjuncts to medical care. Contact Diane Cox at DCox@wakemed.org for details.

Wake AHEC
Understanding and Managing Challenging and Aggressive Behaviors in Young Children – July 7, Andrews Center
NC Victim Service Practitioner Certification Academy – July 20-24, Campbell University - Norman A. Wiggins School of Law, Raleigh

Nursing Education
Nursing Professional Development Book Series
The Other End of the Stethoscope (LL Code: NE014-12128)
• Monday, July 6, 8:30 to 9:30 am, Cary Hospital Conference Center
• Thursday, July 23, 10 to 11 am, NED C
Charge Nurse’s Guide (LL Code: NE014-11086)
• Friday, July 10, 8:30 to 9:30 am, NED C
• Friday, July 31, 2 to 3 pm, Cary Hospital Conference Center

CPR Blitz – Thursday, August 6th – “Check-off only” any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 pm to 10:30 pm. NED Ground floor Classrooms (LL Codes: NEAHA20 & NEAHA24).

NAMI: In Our Own Voice – Wednesday, July 15, 5:30 to 7 pm, Andrews Center (LL Code: NE014-15079)

Facilitating Family Presence – Friday, July 31, 10 am to noon, NED C (LL Code: NE014-15084)

GPS Mentor – Friday, July 17, 8 am, Andrews Center (LL Code: NE014-1036)

Medicine of Compassion – Friday, July 24, 8:30 to 11:30 am, NED C (LL Code: NE014-9073)

Minds On Fire: Answering Burning Clinical Questions – Tuesday, August 4, 9 am to 1 pm, MOB (LL Code: NE014-15085)

Stroke Core – Wednesday, August 5, 8:30 to 10:30 am, Andrews Center (LL Code: NE014-15041)

Buy One Get One Free
2015 Koka Booth Amphitheatre Movie Night Admission
Cary, NC
This coupon must be presented at time of purchase. Limit 1 coupon per person, per purchase. Cannot be combined with any other discount or promotion.
Coupon expires 10-31-15
Gates open at 7 pm; movies start at dusk; picnics welcome. For a list of movie titles, dates and ratings, visit boothamphitheatre.com.
A portion of movie night proceeds will benefit the WakeMed Children’s Hospital.