Four from WakeMed Honored by TBJ

Four WakeMed employees were among those recognized by the Triangle Business Journal’s (TBJ) recent Women in Business and Health Care Hero awards programs. Carolyn Knaup, RN, senior vice president, Ambulatory & Physician Operations, was one of two winners from the hospital/health care industry selected for this year’s Women in Business Awards. The TBJ also honored 23 local professionals with Health Care Hero Awards, including Jim Helm, PhD (Pediatric Development Team); Elizabeth Penny, LRT/CTRS (REACH Programs); and Marian Uy, RN (Structural Heart Program).

Carolyn Knaup, RN
Knaup joined WakeMed in 1999 as the Raleigh Campus operating room manager. In 2002, she became the executive director, Ambulatory Services, where one of her first responsibilities was opening North Healthplex. She has since helped open three more standalone Emergency Departments while helping guide the expansion of WakeMed’s outpatient services. Today, she is the lead administrator for our healthplexes, medical parks and WakeMed Physician Practices. “Our outpatient services and physician practices are making health care more accessible. I’m proud to be part of an organization that’s making a difference to our entire health care system!” Knaup says.

Elizabeth Penny, LRT/CTRS
As a recreational therapist, Penny works one-on-one with Rehab Hospital patients to speed recovery. For more than five years she has worked with Scully, a black lab/golden retriever mix trained through Canine Companions for Independence, in a Pet Assisted Therapy program. “I really enjoy bringing Scully into the picture and the way people are willing to do anything for that unconditional love that a dog provides,” says Penny, who is always looking for new ways to make an impact with her patients. She is a registered yoga teacher who also teaches yoga at chair level and is working on personal training certification.

Jim Helm, PhD
As a developmental and infant-family specialist, Helm helps guide and support the Neonatal Intensive Care Unit (NICU) in providing individualized, developmentally-supportive care. Helm, who holds a doctorate in special education from UNC-Chapel Hill, has worked at WakeMed since 1994. He is a certified Newborn Individualized Developmental Care & Assessment Program (NICCAP) trainer and was instrumental in leading WakeMed’s NICDAP Nursery Certification efforts. “What makes WakeMed’s NICU different from others is that individualized, developmentally-supportive, family-centered care is a priority. It’s a comprehensive program where developmental care is integrated into all aspects of the nursery,” he says.

Marian Uy, RN
Uy, a native of the Philippines, joined WakeMed in 1981 and has been an instrumental part of WakeMed’s Heart Failure Program since it began in 1999. The program helps Heart Center patients manage their condition by providing education and follow-up care. “I love taking care of my patients and knowing that I made a difference in their journey through their illness,” says Uy, who was named manager of the program in 2012. Her work with heart patients continues through WakeMed’s new American College of Cardiology’s Patient Navigator Program, for which she is the program coordinator.

Efforts Underway to Create a Quieter, More Restful Environment

A good night’s sleep is important for all of us, especially patients, who need plenty of rest to promote healing. Overhead pages — even those that are necessary for hospital operations — interrupt the peace and quiet our patients need and can also distract staff. This was concerning to Ted Tesmides, MD, and Mark Pfield, MD, who noted that frequent announcements negatively impacted their communication with patients and families, especially in sensitive situations. Thanks in part to their leadership, as well as the First Impressions Team, WakeMed is changing some paging practices system-wide to reduce overhead noise.

“One of our patient satisfaction metrics is related to the patient’s ability to get good rest,” said Laura Aiken, director (Patient & Family Experience). “These efforts will not only create a quieter, calmer environment for our patients, but also facilitate better communication between and among patients, physicians and staff.”

The changes include:

• Emergency alerts will be announced overhead in situations that:
  - Require all persons to be aware and take action (tornado warning or active shooter)
  - Require a response team immediately
  - Are time sensitive
  - Require a notification for fire alert, etc.
  - Have incapacitated cellphone and intranet notification capabilities

• Emergency pages will be preceded with the type of event (Facility Alert, Security Alert or Medical Alert) and will use plain text. This format aligns with standardized plans being developed for all North Carolina hospitals.

• Emergency alerts will be announced twice (rather than three times).

• When the Behavioral Health Response Team is requested for patients exhibiting threatening behaviors, the announcement will be “Medical Alert, BHRT.”

• In an effort to direct response teams, room numbers will be announced. For example, Code Blue and BHRT announcements will include the patient room number.

• To reduce interruptions, employee events and sales, charge nurse huddles, staff pages, etc., will not be announced.

• Messages regarding utility/application testing or outages are being communicated via email or text.

The Overhead Paging Task Force, which is part of the First Impressions Team, made these recommendations after analyzing our current practices. They found that during two weeks in December, 262 announcements were made at Raleigh Campus and Cary Hospital combined. Each announcement was repeated two or three times, bringing the grand total to 676 pages, or approximately two announcements per hour, every day! “We are addressing barriers to quiet and rest in a strategic, multi-faceted manner. Given the number of overhead pages that occur on any given day, this was an obvious first place to start,” said Oral Wise, director, (Ambulatory Services) and chair of the First Impressions Team. The task force will analyze another sample of announcements soon to measure effectiveness of these changes.

WakeMed is also implementing eNotify, a communication system that sends text and email notifications to designated groups and teams. eNotify will greatly enhance communication while significantly reducing overhead pages. The system will be administered by Environmental Health & Safety, which is working with OneCall on implementation.
We Are the WAKE WAY!

This month we continue our series on the Wake Way with the behavior: **Actively listen and respond with empathy.** Many of us likely grew up hearing the golden rule – treat others as you would like to be treated – and that’s what this Wake Way behavior is all about. In every interaction, we want our patients and their families to feel like they are part of our WakeMed family.

**Listen and Show Respect**

No two people are the same, and to effectively care for each patient, we have to understand their unique situation and know what is important to them. Listen closely to what your patients and their families tell you; acknowledge their concerns and find answers to their questions. No matter what your role or relationship to a patient or guest, always send a message that you care and that you want to help in whatever way you can.

Be aware that patients from different cultural or religious backgrounds may have different needs or preferences, and try to comply with their requests as much as possible. WakeMed has a variety of educational opportunities for employees to learn how to respond appropriately to cultural differences (see the article below about Diversity & Inclusion Month to see how you can learn more).

It’s also important to listen and respond appropriately to feedback and complaints – without getting defensive. This can be difficult as we take a great deal of pride in our work and are all very busy; however, we cannot become a stronger organization without continuously improving. Be proactive and correct issues before they escalate to ensure that all patients get the exceptional care that they deserve.

**April is Diversity & Inclusion Awareness Month**

With our diverse patient population, it’s important that our staff members recognize and exhibit sensitivity to cultural differences. Every April, WakeMed celebrates Diversity & Inclusion Awareness Month to encourage greater understanding, tolerance and respect for cultural differences. “We are lucky to live and work in an area that is so culturally diverse. This is an opportunity to celebrate that while strengthening our understanding and acceptance of backgrounds and beliefs that are different from our own,” said Susan McFarland, interim manager (Employee Relations).

Each department is encouraged to host a cultural diversity covered dish lunch this month and invite employees to bring a dish that represents a cultural heritage that’s important to them. These lunches are a fun – and delicious – way to engage in discussions of respect, tolerance and understanding of differences. Additionally, several events and classes focused on diversity will be offered in April:

- **Providing Culturally Responsive Care: Understanding the Culture of Poverty**
  - Guest speaker: Robert Weisstein, PhD, Area Clinical Director, DAYMARK Recovery Services
  - Register via Learning Link: DIP
    - Tuesday, April 22, 9 to 11 am
    - Cary Hospital Conference Center
    - Wednesday, April 23, 2 to 4 pm, Raleigh Campus, Medical Office Building #3

- **Diversity & Inclusion Lunch & Learn Video Chat**
  - Tuesday, April 22 noon to 1 pm, MOB #3
  - Register via Learning Link: SDIV

- **Patient Diversity: A Customer’s Perspective**
  - Wednesday, April 23 8:30 to 10:30 am, MOB #3
  - Register via Learning Link: SDPD

Employees Give Generously to ScrubCycle

Thanks to the many employees who donated scrubs and t-shirts to the WakeMed ScrubCycle. Employees who served as contacts and drop-off coordinators – Clinton Middleton, RN (Emergency Department); Skip Roy (Therapy Services Supplemental Pool); Jeanne Vodicka, RN (STICU); Keyla Ehron (Financial Planning); Chris Gage, director (Volunteer & Retail Services); Mattie Roadman, RN (GC Surgery & Trauma); Denise Howard-Hall, RN (Surgical Services); and Erin Moore, RN (Staffing Resources) – received more than 1,000 pieces of clothing!

Dress for Success, World Medical Mission, Ti Kay Haiti Inc., Project Health for Leon, Cooperative Orthopaedic Between Nicaraguan & America and Interact of Wake County are the organizations benefiting from WakeMed employees’ generosity. Thanks to all for a great effort!

**Empathy versus Sympathy**

**Empathy (noun):** The ability to understand and share the feelings of another

**Sympathy (noun):** Feelings of pity and sorrow for someone else’s misfortune

Empathy and sympathy may sound similar, but they are very different. While sympathy can cause feelings of shame and sadness, empathy actually conveys a sense of supportive concern. Everyone has empathy, but it can be hard to show. Here are some tips to improve your empathy IQ:

- Try to put yourself in the other person’s shoes, but don’t make assumptions about their needs.
- Ask questions and restate your understanding of what has been said, such as, “I want to make sure I fully understand what you are saying …”
- Be aware of your body language; avoid negative signals such as crossing your arms or frowning.

Feeling tongue tied? The questions below may help you start a conversation about sensitive subjects:

- “This must be difficult for you. Please, will you tell me more about that?”
- “What has this been like for you?”
- “How has this made you feel?”

**Love Letters**

Every day we receive numerous thank you notes from patients and their families. Below are a few of them highlighting how our respectful, compassionate and professional team makes such a difference to our patients. Thank you for all you do!

“I wanted to take a few moments to thank you and the staff of Observation Unit III for the excellent care you gave my mother. From the minute my mother arrived until she died, she received excellent care from doctors, technicians and nurses … We appreciated the way the nurses treated my mother with such warm compassion. They also went out of their way to ensure that her family members were comfortable … In short, your staff was amazing!”

“I almost died this year. It wasn’t cancer or vehicle accident. It was simply a case of the flu … However, two things were not factored into the predictions of my death: I’m a fighter; and the care of the doctors, respiratory therapists, physical and occupational therapists, and particularly the nurses at WakeMed Cary. I have had a fair number of hospitalizations in my life, NEVER have I had such amazing nursing care first place wins $10,000; second place wins $5,000; third place wins $3,000). The next competition will run from May 23 until early August and is managed by HealthyWage. Participation costs $23 per month for three months. For further information, visit www.healthywage.com/clients/wakemed or contact Bob Nelson at ext. 06903.

**THE WAKE WAY**

Welcome and acknowledge every customer.

*P*utciptate and clarify others’ needs.

Eep our patients and others safe.

Ampass, respect and maintain privacy and confidentiality.

York as a team. Take action and responsibility.

Aactively listen and respond with empathy.

Y show pride in how you look and work.

**Compliment salute**

**THE HEALTHYWAGE MATCHUP**

The HealthyWage Matchup is a team wellness event where teams of five compete against each other and other health systems in the region to lose weight and win prizes (first place wins $10,000; second place wins $5,000; third place wins $3,000). The next competition will run from May 23 until early August and is managed by HealthyWage. Participation costs $23 per month for three months. For further information, visit www.healthywage.com/clients/wakemed or contact Bob Nelson at ext. 06903.

**Way to Go, Team!**

Sam Faust and George Mendez-Mercado (both of Information Services) participated in the HealthyWage challenge that WakeMed promoted in October 2013. Their team, “Sam Faust’s No Excuses Team,” lost 13.91 percent of their starting weight and won third place in the challenge!

Faust (left) and Mendez-Mercado (right) credit their supportive families and the camaraderie among team members with helping them stay focused on meeting their weight loss goals. “HealthyWage has given us the ability to track our progress and the competition. By weighing in each week, we stay accountable to each other and our own weight loss goals,” said Faust. “WakeMed promoting the HealthyWage Challenge was the inspiration we needed to get active and lose this weight.”

**Employees Give Generously to ScrubCycle**

Employees who served as contacts and drop-off coordinators – Clinton Middleton, RN (Emergency Department); Skip Roy (Therapy Services Supplemental Pool); Jeanne Vodicka, RN (STICU); Keyla Ehron (Financial Planning); Chris Gage, director (Volunteer & Retail Services); Mattie Roadman, RN (GC Surgery & Trauma); Denise Howard-Hall, RN (Surgical Services); and Erin Moore, RN (Staffing Resources) – received more than 1,000 pieces of clothing!

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STRATEGIC PLANNING PROCESS IS UNDER WAY

During the next 10 to 12 months, WakeMed will be developing a new, longer strategic plan that will guide us for the next five-to-10 years. When completed, the plan will capture the vision and goals of the organization as well as strategic priorities and milestones we can use to evaluate our processes.

The strategic planning process is led by the Board of Directors Strategic Planning Committee chaired by Board member Dick Baker. The committee is comprised of Board members, medical staff members and administration. Administrative leaders are Donald Gintzig, president & CEO, Tom Gettinger, executive vice president & chief operating officer, and West Paul, MD, vice president, Quality & Patient Safety. To facilitate the planning process, leadership has been collecting feedback from diverse groups of stakeholders including physicians, staff, leadership and the Board. Over the next few months, the committee will work with WakeMed stakeholders to set the strategic direction for the organization. The first draft plan will be prepared this summer, with hopes of getting approval this fall under the leadership of WakeMed’s new CEO.

We Hear You!

Stan Taylor, vice president, Corporate Planning, and his team have supported this process and compiled over 50 pages of notes from discussions with employees, management staff WakeMed Physician Practices leadership, the Medical Executive Committees, WakeMed Key Community Care leaders, executive staff and others. We don’t have room to publish every comment, but a small selection follows.

What are our strengths?

• Our provision of high-quality care for all, regardless of their ability to pay
• WakeMed “has the culture of a small hospital with the services of a large hospital”
• WakeMed is the “backbone of health care” in Wake County
• Working here feels like a family, people take care of one another
• Trauma care, pediatrics, emergency care, neonatal intensive care, rehabilitation and cardiac care
• WakeMed Key Community Care (our Accountable Care Organization)

What are some of our challenges?

• The public perception of WakeMed as a county hospital or “safety net” hospital
• Intense competition in this market
• We are too humble — we are stronger and have a wider breadth of services than people realize
• Care for our patients lacks coordination outside of our four walls — we provide great care but don’t always collaborate with the other parts of the care continuum

How can we ensure success?

• Stay independent, but be willing to collaborate
• Develop a clear strategy and focus
• Set and communicate key priorities for the organization — staff need to know what key priorities are and be held accountable for them
• Be proactive rather than reactive
• Change our mindset from “we can’t do this” to “let’s figure out how to make this happen”
• Invest in value — reduce costs, improve quality and safety, make a profit
• Retain good employees through merit raises, education opportunities and a strong culture

SAVE THE DATE

7:30 am to 1:30 pm

Cary Hospital Conference Center
Thursday, May 15
30

Raleigh Campus
Conference Dining
Wednesday, May 21
9:30 am to 8 pm

WakeMed CEO Donald Gintzig chatted with volunteers, including Anna Ellerson.

The Volunteers at WakeMed Cary Hospital Board President Bunny Thompson offers special thanks to her colleagues.

STICU welcomes Numa McCray, WakeMed Physician Practices Garner Primary Care welcomes Rachel Stapleton, RN; and Corey Carr, RN, as well as Yalexxa Esteva, RN, (Imaging Services) and wife Kecton Yalexxa Esteva, RN, (Quality Reporting) and husband Douglas Yalexxa Esteva, RN, (Staffing Resources) received Progressive Care Certified Nursing (PCCN) certification.

COMINGS & GOINGS


WakeMed Physician Practices Garner Primary Care welcomes Michael Soboeiro, MD.

Pharmacy welcomes Jennifer Wiensold, PharmD.

CTICU welcomes Demetrius Hodge, NA I, and sends best wishes to Jazmin Williams, RN, as well as Melissa Dawson, RN, who is transitioning to the WakeMed Heart & Vascular Mid-level Program.

3W CVIC — Cary Hospital welcomes Yalenxa Esteva, NT; Joe Mauby, NT; and Rachel Stapleton, NT.

Women’s Pavilion & Birthplace — Raleigh welcomes Dawn Earp, RN; Samantha Groeschens, RN; Erica Amodeo, RN; Jessica Callom, RN; and Stacey MacDonald, RN, supervisor/educator.

3A CVIC welcomes Kim Mauldin, NT I; Jazmin Wooten, NT I; and Katie McInmoy, RN, Fellow.

The Pediatric Advice Line welcomes Victoria Luther, RN.

6B Orthopaedics & Oncology welcomes Ginger Tar, RN.

The NICU welcomes Annie McCollum Steele, RN, and Nikki Deese, RN.

Food & Nutrition Services welcomes Lisa Tonn, Randale Jennings, Shay Hunter, Corey Carr, Tasha Bumpers, Amy Numa, Markis Tillman and Jazmyne Pope.

STICU welcomes Collin Pobble, RN; Maggie Barton, RN; Peter Van Dalen, RN; and Tina Harrelson, RN.

Tina Harrelson, BSN, RN, (2 West ICU – Cary Hospital) was interim manager for the past year.

Lynn Hammer, PT, was recently named the rehabilitation supervisor for WakeMed Home Health.

ADDITIONS & ATTACHMENTS

Robert Griffin (Imaging Services) and wife Kecot welcomed son Declan Blake Griffin on Jan. 31.

Rebecca Jones (Quality Reporting) and husband Douglas welcomed son Ian Bailey Jones on Dec. 8, 2013.

Andrea Lee (3A CVIC) and Charles Lee (Claims & Billing) welcomed daughter Leci Carol Lee on Nov. 18, 2013.
getting to know
Stan Taylor, MBA
Vice President, Corporate Planning

Stan Taylor didn’t start his career intending to work in health care, but after 25 years at WakeMed, he wouldn’t have it any other way. In 1989, Taylor was living in Lumberton, N.C., doing market research for a bank, and he wanted to move to Raleigh. A job opening at WakeMed caught his interest. “I wasn’t looking for a health care job, but when I went there, I fell in love with the challenges and opportunities that come with health care,” he says. “It’s been changing constantly since I got here.”

Taylor joined WakeMed as a marketing research analyst and worked his way up the ladder, becoming a vice president in 2000. Today, he provides support for the Board’s Strategic Planning Committee, coordinates regulatory approval for new services and leads system-wide planning efforts. “A lot of what I do is look at the future and respond to it. Legislative challenges and health care reform make it hard to see far ahead, but it’s not impossible,” he says. For example, he explains, as Baby Boomers age, demand for low-cost, high-quality care will increase. How it will be financed is unknown, and a question we need to start answering now. One step in the right direction is eliminating health care waste. “There are a lot of wasted resources because people can’t access appropriate care. Coordinating care would prevent a patient from going to the emergency department when they really need to visit their primary care provider.”

Taylor also oversees Corporate & Community Health, which he believes will become more important as we adapt to the changing health care environment. “We need to work on keeping people healthy, not just treating disease. We’ll be here to do that too, of course, but the focus should be on health care improvement.” To reduce costs, he believes WakeMed needs to work closely with the community to resolve some of the root causes of illness. He points to our Congestive Heart Failure Program and Diabetes Program as successful examples of how WakeMed helps individuals manage chronic diseases and stay out of the hospital.

Corporate Planning is a small department that operates like an internal consulting firm, tasked to evaluate our competitive standing, understand our customer and referral base, and determine how WakeMed is perceived in the market. To make sure that all needs are met, Taylor recruits people who can do many kinds of planning work and gives them the freedom to do it. The department’s priority is to address WakeMed’s strategic priorities and goals, but Taylor always appreciates when employees suggest ideas.

“In my tenure at WakeMed, the thing that’s been most valuable is when employees get involved and suggest things. The best ideas come from our employees because they are interested in improving patient care, often have a wealth of experience about how other hospitals do things differently, and are closer to the needs of the patients.”

That desire to improve things is a characteristic of our employees that Taylor says sets WakeMed apart. “I recently participated in forums with over 400 WakeMed stakeholders, and one comment that kept coming up is that visitors don’t get lost at WakeMed because employees always help them. That’s just one example of our connectedness and how dedicated we are to sensing the needs of our visitors.”

Dedication is something that Taylor, a Smithfield native, can appreciate. “I learned the importance of a strong work ethic from my parents. My mom was a teacher and my dad owned his own business, so they were great examples of what it means to work hard,” he says. Taylor studied political science at UNC-Chapel Hill and earned a master’s in business administration from Appalachian State University. After graduating, he taught statistics at Appalachian for a year before focusing on market research, which eventually led him to WakeMed.

When he’s not working, Taylor, who lives in Raleigh with his partner, Eugene Tay, and their five dogs, enjoys woodworking (a hobby he picked up in junior high) and traveling. He also owns a couple of antique cars – a 1930 Model-A pickup and a 1923 Reo fire truck – which he plans to restore. Over the years, he has

Welcome new doctors!

Jill Pappalardi, MD
WPP Hospitalists – Raleigh Campus

Tanumi Waters, DO
WPP Fuquay Varina
Primary Care

Mike Soboniere, MD
WPP Garner
Primary Care

WakeMed Physician Practices

MANAGEMENT UPDATE

Sabrina Sims Named Director, Revenue Cycle

Sabrina Sims recently joined WakeMed as director of revenue cycle, responsible for providing leadership and management of Billing, Claims Processing, Customer Service, Collections and financial assistance programs for Patient Financial Services. In this role she will ensure that all activities are in compliance with regulatory requirements and will integrate corporate registration and business office systems to produce optimal cash flow and reach organizational goals. Sims comes to WakeMed from the Emrn Group in Atlanta and brings over 25 years of leadership experience in health care revenue cycle in a variety of different settings and roles.
Seventeen Receive WakeMed Foundation Scholarships

Congratulations to the following employees who were awarded scholarships from the WakeMed Foundation this spring. Applications for the next round of scholarships are due May 15. For more information, visit the WakeMed Foundation page on the WakeMedWeb (under Departments).

Skills Scholarships Recipients
Stephanie Baker, PT
Physical Therapy – Cary Hospital
Susan Demaree, PT
Physical Therapy
Beverly Fisher
Information Services
Elaine Haywood, RN
Children’s ED
Christie Malcolm, RN
Emergency Department
Deborah Parker, BSN
Home Health
Kelly Peterson, OTR/L
Outpatient Rehab
Michael Spine, PTA
Physical Therapy
Cynthia Taylor, RN
Staffing Resources
Wayne Worden
Rehab Services
Drs. Susan Pate and Stephen Boone Skills Scholarship Recipient
Amanda Boone, RN
5B Neuro Intermediate Care
Ruthie Hendren Scholarship Recipients
Emily Miller, CNP
WakeMed Physician Practices
Kareen Tsang, RN
4E Pediatrics
Patricia Williford, RN
4E Pediatrics
Jill Perlette Skills Scholarship Recipient
Elizabeth Griffin, MSN, RN
Children’s ED
Departmental Grants
Michael Thomas, PT
Physical Therapy
P.J. Hamilton-Gaertner, MD
WEPPA

CONNECTING THE HEALTH CARE CONTINUUM

Efforts Under Way to Improve Communication between the Hospital Care Team & Primary Care Providers

Having accurate information about a patient’s primary care provider is necessary for coordinating care across the health care continuum. Both providers can best help their patients make informed decisions about their care when facts are shared. And, patients get the care they need to get healthy and stay healthy. This concept of coordinated care is especially important for successful population health programs like the ones WakeMed is implementing as part of WakeMed Key Community Care (WKCC), our accountable Care Organization in collaboration with Key Physicians Network.

While no one will deny the importance of maintaining accurate records of patients’ physicians, keeping up with this information is a complex process that involves collaboration among many hospital departments, patients and community physicians. A multidisciplinary team that includes representatives from registration, medical staff office, physician relations, physician practices, hospitalists and WKCC has improved and streamlined this flow of information. “We identified several gaps that were preventing us from getting accurate data on primary care providers or for the providers to access their patient’s records at WakeMed. Thanks to this concerted effort, many improvements have been made,” said Becky Andrews, vice president, Health Information and Utilization Management.

The team’s work focused on three main goals:

- Updating physician practice records:
The team partnered with the medical staff office and physician relations liaisons to update physician practice contact information in our physician roster, Cactus, and provide remote access for more physicians. “Our goal is to grant remote access to as many physicians as possible so they can access their patients’ information and receive alerts about admissions and discharges,” said Alisha Benner, MD, (WakeMed Physician Practices Hospitalists) who has been leading the team along with Michael Craig, MD (WakeMed Physician Practices Hospitalists).

- Gathering accurate information from patients:
When a patient comes to WakeMed, Patient Registration asks the name of their primary care provider (or practice). The Patient Registration script and consent form were recently updated to help patients better understand how this benefits them. Process improvements were also made to ensure that the patient’s primary care provider information is shared with hospitalists in a timely manner.

- Sometimes, however, it is the hospitalists themselves who learn about a patient’s primary care provider. In these instances, hospitalist administrative staff are now updating this information in the patient record as it becomes available.

Communicating with primary care physicians:
Axial MD and Auto Fax make it easy for physicians to receive updates from WakeMed. Physicians with remote access can stay up-to-date on their patients at WakeMed via email alerts (Axial MD) about admissions, discharges and final discharge summaries. Physicians without remote access can receive history and physicals, consults and discharge reports via Auto Fax if their fax number is in our system. To do this, the hospitalist must state the physician’s full name in their dictation along with which reports to fax.

These combined efforts have improved communication, and it will only get better following system-wide Epic implementation. “These processes will be even smoother thanks to WakeMed EpicCare Link, a secure online portal that will connect our community physicians to the electronic health records of their referred and admitted patients. EpicCare Link will provide information about admissions and discharges as well as consultation notes and lab, imaging and test results,” said Debbie Fax, director (Physician Services). “EpicCare Link will also allow primary care physicians to send messages to the hospital care team so that relevant details of previous office visits are considered during the patient’s stay.”

In constantly improving our communication among physicians, WakeMed supports our primary care providers in their efforts to improve the health of the community. Our goal is to provide the best care for patients during an acute episode and return them to their primary care physician for follow-up and preventive care.

National Bike to Work Day

Celebrate National Bike to Work Day with Bob Nelson (Wellness) and your coworkers on Friday, May 16. Bob will lead a group of riders on a 10-mile ride from Crabtree Valley Mall in Raleigh to Raleigh Campus, almost entirely on the City of Raleigh greenway system. Contact Nelson at ext. 06903 or bonelson@wakemed.org for more details or to sign up.

A PACKED HOUSE!
The Andrews Center filled up in early February when WakeMed hosted a two-day Certified Emergency Nurse (CEN) review course. The participants included 95 WakeMed staff members – representing all of our emergency departments and Mobile Critical Care Services – as well as 18 participants from other organizations. Thanks to a generous grant from the Helson Endowment, the course was offered at no cost to WakeMed employees who agreed to take the certification exam within three months. Registration fees from outside participants were returned to the Endowment to put toward future grants. Many thanks to the team that planned and promoted this very successful event! To learn more about educational opportunities at WakeMed, visit the Nursing Education page on the WakeMedWeb.
CALL CATERING SERVICES
Food & Nutrition Services at Raleigh Campus is pleased to offer full-service catering tailored to meet your group’s needs. Their comprehensive menu includes hot and cold breakfast and lunch options as well as snacks and desserts. Ordering for a crowd on a budget? Boxed lunches start at just $5!

To learn more or to request a menu, contact WakeMed Catering Services at ext. 05143. For events in Conference Dining, order on the WakeMedWeb (under What’s Online, Conference Dining, Dining Catering Request).

Catering:
- Birth, Breast, Bassinet: In-Hospital Support for the Breastfeeding Couple
- Critical Thinking: Through Situational Awareness for Employees – May
- CPR Blitz – May
- The HIPAA Police Strike Again:
- Uniform Sale, May 8
- Staff Development & Training
- Employee Development

calendarofevents
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.