Saying thank you for your hard work and dedication just isn’t enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during the month of May. Please be sure to join in on the fun and let us show you our appreciation for your commitment to WakeMed! Visit the WakeMedWeb for a full calendar of celebrations happening at facilities across the system!

SAFEchild Advocacy Center Medical Team

From left: Ben Alexander, MD; Elizabeth Witman, MD; Holly Warner, FNP; and David Adams, MD.

With Dr. Casey leading the way, WakeMed’s primary care philosophy focuses on a patient-centered experience. She is working market, and since Falls Pointe Medical Group opened in 2010, WakeMed has added 12 additional primary care practices.

Dr. Casey also dedicates part of her year to helping establish clinics in remote locations such as Belize and Guatemala.

Dr. Ben Alexander, MD, was named a 2013 Health Care Hero Finalist, an awards program sponsored by Triangle Business Journal. "Whether serving those in need or working on breakthrough innovations in health care, these winners are changing people’s lives. We thank each of our finalists for their years of hard work and passion to make a difference.”

Michele Casey, MD, FAWM

WakeMed Physician Practices

Michele Casey, MD, serves as a physician at Wake Specialty Physicians (WSP) - Falls Pointe Medical Group and director of Primary Care for WakeMed Physicians Practices. Three years ago, she was charged with overseeing WakeMed’s entry into the primary care market, and since Falls Pointe Medical Group opened in 2010, WakeMed has added 12 additional primary care practices.

With Dr. Casey leading the way, WakeMed’s primary care philosophy focuses on a patient-centered experience. She is working with all of the primary care practices to ensure they achieve Medical Home certification from the National Committee for Quality Assurance. The Medical Home philosophy is an all-encompassing approach to patient care that includes such elements as ready access in one location to a variety of specialists and targeted follow-up and tracking for patients with certain health conditions.

Dr. Casey also dedicates part of her year to helping establish clinics in remote locations such as Belize and Guatemala.

Dale Hill, EMT-P

Emergency Services Institute & Special Operations

Dale Hill serves as manager of WakeMed’s Emergency Services Institute (ESI), coordinating activities to improve trauma care and hospital disaster preparedness within a five-county region called the Capital RAC. Project MoVES (Modeling via Evacuation Scenarios) is one of the larger initiatives in which Hill has been involved. He and his team used a $1 million emergency preparedness grant to help others in this region train for moving patients during an emergency evacuation.

Hill also reviews and develops hospital disaster response plans for WakeMed and other medical facilities, and he participates in projects to enhance patient care. He led a collaboration of local hospitals in 2009 to obtain grant money that allowed them to help educate residents on protecting themselves against the H1N1 flu virus. Hill also participates in the Rural Trauma Team Scenarios) is one of the larger initiatives in which Hill has been involved. He and his team used a $1 million emergency preparedness grant to help others in this region train for moving patients during an emergency evacuation.

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continued next page

WakeMed Board of Directors Approves Implementation of Epic Electronic Health Record Software

The Board of Directors on March 5 officially approved the expenses associated with implementing Epic’s electronic health record (EHR) program. Once implemented, this system will integrate nearly all of WakeMed’s clinical care and revenue cycle information into a single, streamlined record.

Epic’s EHR, known as EpicCare EHR, is award-winning and is known for being easy to use, physician-friendly and very patient-focused. It encompasses hospital, ambulatory and physician practice clinical care as well as revenue cycle for the entire system. Ultimately, patients will enjoy access to their own records and the ability to schedule appointments, get results and print growth charts through the use of Epic’s patient portal product. Thank you to the nearly 250 physicians and employees who last year evaluated and researched this system to ensure the best decision was made in the interest of our patients and caregivers throughout our organization.

“Our winners this year represent another class of exceptional heroes,” said Bryan Hamilton, publisher of Triangle Business Journal. “Whether serving those in need or working on breakthrough innovations in health care, these winners are changing people’s lives. We thank each of our finalists for their years of hard work and passion to make a difference.”

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Cary Hospital's Central Line Task Force – Working Hard to Keep Patients Safe

The Central Line Task Force was formed at Cary Hospital in 2011 with the goal of reducing the number of central line-associated bloodstream infections (CLABSIs) occurring among patients in a non-intensive care unit (ICU) setting. Since its inception, the team has reduced the number of CLABSIs in one quarter from seven to one. The team has been focusing on educating staff to always “scrub the hub” when accessing the catheter as well as other important practices for proper maintenance of a central line. With help from the Cary Hospital Emergency Department and ICU, the team launched a pilot project to color code all femoral lines, a way of ensuring the femoral catheter was removed within 48 hours when possible. The teamwork continues as they prepare a “Tip Sheet” of best practices for central line care to be kept at the patient’s bedside. Way to go, team! Keep up the great work.

Pictured above is the Cary Hospital Central Line Task Force – (front row, l to r) Lisa Schneider, RN, Infection Prevention & Control; Jewel Owen, RN, (Vascular Access Nursing); Jennifer Donaldson, RN, (Vascular Access Nursing); Melissa Warwick, RN, (Vascular Access Nursing); Janely Quinn, RN, (3 West Medical-Surgical); (back row, l to r) Gail Roumanis, RN, (3 West Medical-Surgical); Carrie Moore, RN, (Emergency Services – PACU), Brad Ellenberger, RN, (Vascular Access Nursing); Debra Jordan, RN, (2 East Medicine); Kathryn Verburg, RN, (3 West Medical-Surgical); Margaret Risser, RN, (3 West Medical-Surgical).

National Certification Corporation as a maternal newborn nurse (MN). LuAnn Bartos, MS, MA, OTR/L, CHT, was promoted to manager of Outpatient Rehab. She transitions from her role as OT orthopaedic clinical specialist at North Healthplex Outpatient Rehab.

Amanda James, RN, (CICU) obtained her CCRN certification.

Monta Hunter, RN, (1A Clinical Evaluation Area) was accepted into the nursing master’s degree program at East Carolina University to become an adult gerontology nurse practitioner. She will begin her studies in fall 2013.

Reginald Peacock (Environmental Services) received the WakeMed Patient Safety Star Award in March.

Kathy Bauer, RN, (Contemporary Care) received her CCRN certification.

WOW, WHAT AN EMPLOYEE!

Lisa Lowe (Children’s Endocrinology & Diabetes) and WakeMed were together recognized by the Office of the Secretary of Defense, North Carolina Employer Support of the Guard and Reserve, with the Patriotic Employer certificate. Lowe and WakeMed were nominated by Loren Miller, medical assistant, (Children’s Endocrinology & Diabetes).

Laura Zink, BSN, RN, CWN, (Clinical Nursing Resource Services) earned her certification in wound care.

Tyler Knowles, BSN, (ICU/MSIC – Cary Hospital) earned his CCRN certification.

Donna Young, BSN, RN, (6A CVIC) earned her PCCN certification.

Juliana Galinte, BSN, (2E CVICU) earned her master’s degree in nursing from Walden University.

Renee Adams, RN, (Women’s Pavilion & Birthplace – Raleigh) received her national credential from The

SAFe child Advocacy Center Medical Team

Elizabeth Witman, MD, (WFP-Pediatrics);

David Adams, MD, (WFP-Pediatric Intensivists);

Ben Alexander, MD, (Information Services); and

Holly Warner, FNP (WFP-Pediatric Intensivists)

The SAFExchild Advocacy Center opened in November 2010 with the mission of providing critical, comprehensive services for sexually and physically abused children. This specialized medical care is provided by four North Carolina child abuse medical evaluators – Dr. Elizabeth Witman, Dr. David F. Adams, Dr. Ben Alexander and Holly Warner, FNP. This team gives our community’s most vulnerable children accessible, supreme intervention and treatment that promotes hope and healing. In just over two years, they have together provided exceptional medical care, sensitivity and compassion to more than 550 sexually and physically abused children. This team has tirelessly and empathetically listened to and supported these children’s non-offending family members in an effort to help alleviate the fear, pain and distress experienced when a child is hurt in this way. They are committed to bearing the burden so that these children can heal and believe in a hopeful future.

Health Care Hero Finalists, continued from cover

Development Course – he and his time of 21 staff partner with trauma surgeons to teach clinicians in smaller local hospitals how to recognize significant trauma and what to do in certain types of emergencies.

Angela Newman, RN, MSN, CMSRN

3 West Medical-Surgical & Medical Day Treatment Unit – Cary Hospital

Angela Newman, RN, is nurse manager for 3 West Medical-Surgical and the Medical Day Treatment Unit (MDTU) at Cary Hospital. She has been at Cary Hospital since 1998 and is known for her ability to proactively collaborate with others to meet the needs of patients, physicians and the community. In fact, Newman led the creation and implementation of Cary Hospital’s MDTU when she realized that patients who were coming to the hospital for blood transfusions and IV transfusions had to be admitted. She thought this was unnecessary and probably not preferred by the patients, so she worked with leadership to create a full-service outpatient unit that could treat patients without an overnight stay. Since opening the MDTU, Newman has also facilitated the move of outpatient spine services to the unit for those seeking back pain management, and more growth is expected.

Marcy Gaudet, RN, (1A Clinical Evaluation Area) and husband Rich celebrated the birth of son Mason James on January 31.

Jenna Alexander (Emergency Department - North Healthplex) and Zack Alexander (Emergency Communications) welcomed daughter Chloe Marie on January 23.

Meghan Rosenthal (Public Relations) and husband Brian welcomed son Blake Thomas on February 4.

Kelly Trumpatori (Acute Rehab) and husband Brian celebrated the birth of son Hudson Cole on February 16.

ADDITIONS & ATTACHMENTS

NICU Celebrates Extraordinary Accomplishment in Infection Prevention

No CLABSIs for One Year!

Congratulations to the Neonatal Intensive Care Unit (NICU) team (pictured above) for preventing all central-line associated blood stream infections (CLABSIs) from occurring within their unit for one year. The team marked this extraordinary achievement on Wednesday, March 6. Prior to this timeframe, the NICU was reporting one to two infections per month, a significant difference considering that NICU babies are our most fragile patients. Lou Carroll, RN, the unit’s outgoing infection control resource nurse, explained that many factors played into the impressive feat.

“It was a multi-prong approach. We have been vigilant about hand hygiene and always score 95 to 100 percent as a unit,” said Carroll. “Plus, we are always looking at how we can keep a baby from being exposed to germs.”

Other infection prevention methods used in the NICU include:

• Wearing gloves when providing direct patient care.

• Treating every central line with the strictest aseptic techniques.

• Prepping lines using Chlorascrub® with every entry and scrubbing vigilantly for 15 seconds before letting dry.

• Working hard to ensure umbilical catheters are removed by the eighth day.

• Discussing the continued need for each central line during daily rounds.

“Having no central line infections for one year is a huge collective achievement, one that requires continued efforts by every person, every day,” commented Tom Young, MD, Neonatology, and Susan Gutierrez, RN, manager of the NICU, in an e-mail to co-workers and hospital leadership. “[We encourage everyone to] please stay committed and vigilant. This is an ongoing and continuous effort, one that we dearly want to sustain.”
In their continuous quest to find products and strategies that can help make our patients even safer, the WakeMed Falls & Restraints Committee recently brought TABS® falls monitors to our system. Made by Stanley Healthcare, TABS falls monitors are designed for patients who are at risk for falls, have an unsteady gait, are forgetful or have unclear judgment.

Each monitor is a thin pad that can be placed on a chair. An electrical connection that runs through the pad senses the weight of a patient who is sitting on the chair. If the patient stands up, the pad triggers a verbal reminder to the patient to please sit down and call a nurse for assistance. The verbal reminder can be recorded and customized by a patient’s family member, friend or caregiver and can sound something like: “Hi, Grandma, please remember to sit down and call a nurse if you need some help getting to the bathroom or moving around your room.”

The hope is that a friendly, familiar voice will put the patient at ease and influence them to sit back down and either wait for or call for assistance.

“TABS is a wonderful patient safety initiative that will help provide even more protection for our patients who are at risk for falls,” explained Jill Whade, RN, (Nursing Administration), “Nurses and caregivers perform hourly rounds, but for the times in between, TABS monitors help us keep an even closer watch. We commend the Falls & Restraints Committee for bringing this tool to WakeMed and to our staff nurses who helped select the product.”

All WakeMed nursing units now have TABS monitors and are strongly encouraged to use them for their falls-risk patients who are mobile enough to get out of bed and sit in a chair. laughs thanks to TABS, keeping “tabs” on our patients just got a little easier!
This February, Mark Piehl, MD, medical director of WakeMed Children’s and director of WakeMed Faculty Physicians – Pediatrics, was honored with the distinguished J. Michael Weeks Humanitarian Award. Dr. Piehl started at WakeMed as a resident in 1995. He then joined the pediatric division as an intensivist and in 2009 became medical director of the Children’s Hospital. Known for his commitment to serving the needs of children and their families throughout this community, Dr. Piehl helped lead the creation of the WakeMed Children’s Hospital, including the expansion of pediatric specialty services available through WakeMed. He also led the development of ENERGIZE!, a program to help Wake County children who are overweight and at high risk for diabetes, and drove the creation of a special summer camp for children with diabetes. Outside WakeMed, Dr. Piehl formed a team that led to the development of Samaritan Health Center (SHC), a non-profit organization that provides medical and dental care to residents of the Durham Rescue Mission and others in Durham who lack access to affordable medical care. After serving as SHC’s medical director for three years, Dr. Piehl now serves as division as an intensivist and in 2009 became medical director of the Children's Hospital. Known for his commitment to serving the needs of children and their families throughout this community, Dr. Piehl helped lead the creation of the WakeMed Children’s Hospital, including the expansion of pediatric specialty services available through WakeMed. He also led the development of ENERGIZE!, a program to help Wake County children who are overweight and at high risk for diabetes, and drove the creation of a special summer camp for children with diabetes. Outside WakeMed, Dr. Piehl formed a team that led to the development of Samaritan Health Center (SHC), a non-profit organization that provides medical and dental care to residents of the Durham Rescue Mission and others in Durham who lack access to affordable medical care. After serving as SHC’s medical director for three years, Dr. Piehl now serves as chairman of the board and continues to volunteer at the center. Established in 1989 by the WakeMed Medical Executive Committee, the J. Michael Weeks Award annually honors a physician who has devoted an extraordinary amount of time to teaching or caring for those who are less fortunate; or demonstrated leadership and participation in a significant project that significantly in an event that visibly demonstrates a commitment to those less fortunate; or demonstrated leadership and participation in a significant project that directly contributes to the welfare of the citizenry. The award was named for a long-standing member of the WakeMed Board of Directors. Please join us in congratulating Dr. Mark Piehl! Dr. Mark Piehl (center) is presented with the Weeks Award plaque by Tom Oxlholm, chair of the WakeMed Board of Directors, and Dr. Bill Atkinson, president & CEO.

WakeMed Foundation Scholarships Awarded February 2013

Total Skills Scholarships Awarded: $20,166

Foundation Skills Scholarship Recipients
Tonya Dosher, RN Neuro ICU
Susan Gourley, RN Staffing Resources – Women’s Pavilion & Birthplace – Cary
Bridge Hall, RN ICA CVIC
Denise Montague, RN 5G Medicine
Patricia Joanne Ness, RN Emergency Department – North Healthplex
Kathleen Poorman, RN Surgical Services – Day Surgery
Kelly Radford, RN oICU
Pamela Smith, RN Pathology Labs – Lab Information Management
Jane Stewart, RN Nursing Education
Leatina Vernooij, RN Code STEMI Program & CICU
Portia Walton, RN Therapeutic Recreation
Tracey Weeks, RN Nursing Education
Kelly Youngblood Staff Development & Training
Jill Perlette Scholarship Recipients
Charnell Trembezcki, RN Children’s Emergency Department
Man-Yee Karen Tsang, RN 4E Pediatrics

Drs. Susan Pate and Stephen Boone Skills Scholarship Recipient
Carol Cecile, RN SB Neuros Intermediate Care

Can’t Remember How to Request a Wheelchair on the Raleigh Campus?

To request a wheelchair, call Advanced Home Care representatives at (919) 614-4111 or ext. 07906, Monday through Friday, 8 am to 5 pm. If you have a surplus of wheelchairs, call Advanced and request that they redistribute, or take the surplus to the E Tower (either main entrance) or Patient Registration. For visitor transport, call ext. 06189.

Dr. Samy Saad teaches the CED Educational Review course in January.

Attend the Next Children’s Emergency Department Educational Review with Dr. Samy Saad – July 11

Samy Saad, MD, FAAP, a children’s emergency physician with Wake Emergency Physicians, PA, will teach another Children’s Emergency Department (CED) Educational Review on Thursday, July 11, from 6 to 9 pm in the Andrews Center. Any staff member from any discipline who is involved in seeing and treating children is welcome to attend and will greatly benefit from the information presented.

During the course, Dr. Saad will discuss:
- The history and presenting signs and symptoms of patients seen within a CED
- The methods used to determine disease processes and other medical problems seen in children
- The treatments for multiple types of pediatric diseases, disorders and injuries

Dr. Saad has more than 20 years’ experience as a physician in the emergency department setting. In addition to teaching this course and presenting at the WakeMed Pediatric Conference, he has taught emergency medicine residents, pediatric residents and medical students throughout his long career. He is Board certified in pediatric emergency medicine and general pediatrics.

Rehab Earns Top Scores in Patient Satisfaction

When their staff soars to great heights for the service they provide to patients and families, WakeMed Rehabilitation Hospital leaders know how to say thank you! They ordered a chocolate fountain with all the fixings for staff from all areas of the Rehabilitation Hospital to enjoy. “We had a tremendous first quarter with WakeMed Rehabilitation setting the bar for all compare groups, earning scores at the 100th percentile in five areas,” said Beth Rudisill, director, Rehabilitation Hospital Services. Those five areas include:
- Nurses listen
- Response to call button
- Pain control
- Help with pain
- Written information about post-discharge symptom management

In December 2012, the Rehabilitation Hospital posted an overall hospital rating in the 95th percentile as a result of the exceptional way they serve their patients.
Tom Cavender makes it a point to laugh at least once a day at work. He never takes himself too seriously, and he finds great value in the fulfillment of the little things.

“It’s the simple things that show we are thoughtful, mindful and courteous,” he explained. “The follow-up, saying thanks — that’s how you build trust.” And he should know. He’s been working in his field for over 30 years, successfully leading numerous projects and teams of employees using collaboration and a gift for bringing people together while managing change.

After graduating from Purdue University, Cavender spent two years at the corporate level of a national consulting engineering company that specialized in installing off-shore drilling platforms and oil and gas equipment. There, he learned much about high-level business decision-making but found the weekly coast-to-coast travel exhausting, especially as a newlywed. So, he pursued a position with Methodist Hospitals in Indianapolis as a facilities planner. He spent five years at Methodist before he was recruited by the Indiana University School of Medicine/Wishard Memorial Hospital in Indianapolis to serve as their director of Engineering. Because it was a public hospital, Cavender spent a lot of time working with the state government and city council for project approvals.

“It was a great experience to work in the public sector. Everyone needs to do it at some point in their career,” he said. “It is a different business model and a great lesson in how different people think.”

In 1993, Cavender landed at the Memorial Health System in Springfield, Ill., as the vice president for Facilities Management, responsible for Facilities Planning & Construction, Engineering, Environmental Services, Food Services and Security. He called his tenure there “an interesting time of growth” that included competition with another local health system, the acquisition of many physician practices and physician-based joint ventures. In 2003, a great opportunity in Raleigh, N.C., influenced Cavender to move his family south. He was recruited to be the vice president of Facilities & Construction at WakeMed, and as soon as he got here, Cavender said he “hit the ground running.” He feels fortunate to have been involved in so much growth and development.

“Through new and renovated facilities, our team has been able to help affect the public perception of WakeMed,” said Cavender. “We’ve worked hard to help elevate the image of the past to that of the future.” From a construction and design standpoint, this includes updating front entrances and access points while shuffling “back of the house” activities.

Responsible for Construction & Design, Raleigh Campus Facility Services and WakeMed Property Services (including all physician practices and healthplexes), Cavender knows WakeMed depends on him and his team to provide services that have both a direct and indirect impact on patients. According to Cavender, it all boils down to the patient. From the patient’s eyes, what is the first and last impression?

“Our job is to ensure that we are creating and maintaining an environment that is conducive to patient care,” he explained. “We make sure the lights turn on and that the temperature is just right. I always tell my team that patients and their family members will remember what they can personally relate to — How does the food taste? How long does it take them to change a light bulb? Is my room clean? The work we do every day helps elevate the organization to the next level.

But above all of his professional responsibilities, Cavender places family first. Three of his four children, Ryan (30), Megan (27) and Shannon (25) are college graduates who have stayed local to the Triangle. “I am very proud of them. They are all in various stages of their career paths,” he said. Cavender is also step-dad to nine-year-old James who keeps him “young and active.”

Cavender has been married to his wife Laura, a designer with a local architectural firm, for three years. They live on a small urban farm in Chapel Hill where they raise chickens and grow vegetables, herbs and fruits. They love to cook, gourmet style, and enjoy the quiet life they have created “off the grid.” Weekends are spent enjoying the quiet, going fishing and exploring old barns with his wife in search of uncovered treasures.

During the work week, the commute to Raleigh from Chapel Hill doesn’t bother Cavender. He uses the time to mentally prepare for the day ahead, always with one meaningful mission in mind — “doing all we can to keep everyone in our facilities comfortable and safe.”

Mobile Iron Mandatory for All Employees Who Receive WakeMed E-mail via Smartphone

For the security of hospital information, all employees who receive WakeMed e-mail to their smartphones are required to download and install Mobile Iron, an app that will ensure data security and the separation of WakeMed data from personal data. The deadline to install Mobile Iron is Sunday, April 14. With the increased use of smartphones for transferring patient-related and confidential information, Mobile Iron will help maintain compliance guidelines. It will also help locate a lost phone and streamline the e-mail password reset process. If an employee leaves WakeMed, Mobile Iron will eliminate any stored data from that person’s phone without touching personal data. Mobile Iron will not impact your phone’s functionality or the privacy of your personal data. Instructions for downloading/installing the application onto the iPhone/iPad and the Android can be found in the March 8 issue of WakeMed Weekly (can be found on the WakeMedWeb). BlackBerry phones and Windows Mobile are excluded. On April 15, users who haven’t installed Mobile Iron will automatically lose access to WakeMed e-mail until the application is installed. Questions? Contact Tim Sullivan at tsullivan@wakemed.org.

The Garner community joined WakeMed in early March for a refreshing walk at White Deer Park led by Bradley Evans, MD, of Wake Specialty Physicians (WSP) — Garner Primary Care. Participants were also treated to valuable health information, activities for the kids and music. Twinkle, the WakeMed Children’s mascot, even made an appearance. The family-friendly event was designed to promote wellness and healthy lifestyles and will continue through the spring at Bond Park in Cary (Sunday, April 14) and South Park in Fuquay-Varina (Sunday, May 5). For more information visit, www.wakemed.org.

Pictured at the event are Jamie Landrum, practice administrator for WSP — Garner Primary Care; Betsy Williams, wife of the Garner mayor; Jim Kelly of MIX 101.5; Dr. Evans, Garner mayor Ronnie Williams; and Julia Glass, RN, practice supervisor for WSP — Garner Primary Care.

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Focus On Nursing

Setting a new standard of excellence in the art and science of nursing care and caring.

WakeMed Nursing Unveils Professional Practice Nursing Model

WakeMed Nursing recently unveiled their new Professional Practice Model (PPM), a diagram that illustrates what it means to be a WakeMed nurse. The WakeMed PPM grew out of Nursing’s already established mission, vision, and values. CARES, an acronym representing Nursing’s five core values – Compassion, Advocacy, Relationships, Excellence and Safety – was the foundation for the new model.

Made up of 11 staff nurses and nine supervisors/managers, the PPM Steering Committee started meeting in June 2012 to develop the PPM for WakeMed Nursing. Their initial research helped them learn more about best practices and the key components of other nursing PPMs.

“Our PPM is meant to clearly illustrate what it means to be a WakeMed nurse as well as what our culture represents,” explained Donica O’Leary, RN, manager of the Heart Center Observation Area and co-chair of the PPM Steering Committee. “Early on in our planning process, we decided that we wanted to use the WakeMed ‘peppermint’ logo on our diagram since it is an open circle representing our openness to the community. The CARES portion of our mission, vision and values represents what Magnet and nursing is all about.”

The committee worked with Public Relations to come up with the actual PPM diagram and then discussed the most impactful way to roll it out to all nurses. They decided on a video presentation that would include staff nurses and a special 3D presentation. During the December 2012 Staff Nurse Council (SNC) meeting, the PPM team unveiled the new model by showing the video and pinning SNC members, simultaneously expressing the pride they had in their nursing colleagues. They then encouraged SNC members to conduct pinning ceremonies on their individual units so that all staff nurses could share in the experience.

If you have not already seen it, please watch the PPM video on the homepage of the WakeMedWeb and learn more about what it means to be a WakeMed nurse. To all of our WakeMed nurses, thank you for all that you do to CARE for our patients. We are so proud of you and the exceptional and often challenging work that you do each and every day.

Pictured middle right: Karla Will, RN, (Chest Pain Unit) pins Cindy Boily, RN, (left) senior vice president of Operations & chief nursing officer. Pictured bottom right: Nancy Plante, RN, (Surgical Services) pins Gail Sturtevant, RN, (left) executive director of Nursing at Cary Hospital, with a CARES pin during the PPM unveiling ceremony.

February DAISY Recognition Ceremony Marks a Special “First”

Congratulations to Joy Bliven, RN, (2E CVCU) who received the February WakeMed DAISY Award. In a special turn of events, the family members who wrote Bliven’s nomination attended her recognition ceremony and read their nomination to the group. This marked the first time that a patient’s family members have attended a WakeMed DAISY recognition ceremony to help honor a recipient. Congratulations Joy!

A “Magnet-ic” Leadership Planning Retreat

On Friday, March 8, Nursing leadership hosted the Division of Nursing Strategic Planning Retreat at the State Club, located on the N.C. State University campus. Members of the Nurse Executive Council, all nurse managers, the Magnet Steering Committee and staff nurse leaders were invited to attend. After a welcome and introductions by Cindy Boily, MSN, RN, NEA-BC, senior vice president and chief nursing officer, and Betty Woodard, RN, the retreat kicked off with a discussion centered on opportunities that were identified to support the preparation for Magnet designation:

- Outcomes – How do we get quality/outcomes information to staff nurses so that they can understand and incorporate the data into their daily practice?
- Peer Review – How can we ensure that peer review is addressed for all levels of nursing, consistently for everyone and using a standardized tool with a defined process?
- Care Delivery System (CDS) – How can we incorporate our CDS, Patient- & Family-Centered Care (PFCC), into everything that we do? What elements of daily practice already incorporate PFCC? How do we measure it?
- Leadership Development/Accountability – All WakeMed nurses are leaders. How can we ensure accountability for leadership is consistent? How can we ensure goals and expectations are clear? What resources are available for their development?

“At our Magnet journey continues, retreats like this are essential and very beneficial. We can ensure that everyone is well informed and working toward the same goals that meet organizational expectations as well as the standard of excellence designated by Magnet,” commented Woodard. “We were extremely productive during this retreat! Our groups identified a timeline and a communication plan for each initiative, and we look forward to supporting our nurses as plans progress.”

Stay tuned for more details, and thank you for your continued support of our Magnet journey.
SNC Poster Presentations Focus on Patient- & Family-Centered Care

The fourth annual Staff Nurse Council (SNC) Poster Presentations held at Cary Hospital in December 2012 highlighted Patient- & Family-Centered Care (PFCC), WakeMed Nursing’s care delivery model that ensures patients and their families remain at the center of the care they receive. Specifically, the posters portrayed what PFCC looks like on different units or PFCC initiatives that different units have adopted. In all, 46 posters were displayed to and evaluated by members of the SNC. Evaluators had the opportunity to earn continuing education hours for their participation.

“At this December’s event, we experienced our largest turn-out to date, and we are so proud of our staff nurses for their extraordinary work,” said SNC chair Sandee Jene Hales, RN, (Emergency Department – Cary Hospital). “Every year, the posters look more and more professional, they are more applicable to our daily work as nurses and they are more outcomes-focused.”

Hales attributed the enhanced quality of the 2012 posters to knowledge gained from presentations of years past and dedicated group work facilitated by Nursing Education during the August 2012 SNC meeting. A special presentation given by Harriet Stephenson, RN, Nursing Education director, about creating an effective, meaningful poster presentation was also extremely helpful to presenters.

The SNC thanks all of the staff nurses who presented at December’s event and commends them for their commitment to ensuring patients and families remain active participants in the care that they receive while at WakeMed. All nurses will have a chance to view the posters this May on the Raleigh Campus and at Cary Hospital during National Nurses Week when Nursing Education hosts their annual system-wide poster presentations.

The next SNC Poster Presentations will be held in December 2013 with the theme being the Professional Practice Model. Nurses, start thinking now about what you can present! We want to learn from you, and we look forward to seeing you all there.

Photo 1: Sarah Hale, RN, (CTICU) presents “Communication in the Land of Oz: Following the Yellow Brick Road to Recovery in CTICU” on behalf of her unit.

Event participants felt this presentation really brought out the patient perspective.

Photo 2: Jeannine Vollos, RN, (Heart Center – Invasive Cardiology) and Cheryl Eriksen, RN, (Heart Center – Electrophysiology) present “Patient- & Family-Centered Care: Bedside Reporting” on behalf of their team.

Photo 3: On behalf of her unit, Nicole Weaver, RN, (MICU) presents “1-800-FLY-MICU.” The objective of this presentation was to describe a new safety checklist to aid in bedside reporting.

Photo 4: Presenting “Communication: Key to Patient Satisfaction” on behalf of her department is Dorothy McDadden, RN, (Emergency Department – Apex Healthplex).

Photo 5: Kathy Lancaster, RN, and Julie Gattis, RN, (both of the CICU) present “Patient- and Family-Centered Care – Including the Family during Resuscitation.” This presentation identified the benefits of having family members present during resuscitation and also dispelled myths on the topic.

Photo 6: Tonya Harrell, RN, (6C Surgery & Trauma) represents her unit with “A Positive Impact: Increasing Patient Satisfaction with the Use of an Admission/Discharge Nurse.” Event participants felt this concept was a good way to expedite care and were pleased to see that it helped improve HCAHPS scores.

Photo 7: Emily Temple, RN, (PICU) proudly represents the PICU by presenting “The Team Approach: Working Together to Improve Patient Care.” The presentation described strategies used in the PICU to promote patients and families collaborating in their own care, together as a team.

Photo 8: Cindy Jackson, RN, (Observation Unit 1) presents “60 Seconds to Successfully Partner with Your Patients and Family” on behalf of her unit.

Photo 9: On behalf of the NICU team, Mashal Kelly, RN, (NICU) presents a poster on the benefits of kangaroo care for premature or sick babies and their parents. Event participants felt it was a great use of evidence-based practice.

Photo 10: Representing her unit, Wendy Hanks, RN, (2 West Intensive Care Unit – Cary Hospital) displays a presentation on bedside reporting.

Pathway to Emergency Services Excellence

During six sessions in February, the Raleigh Campus Emergency Services leadership team hosted the Pathway to Emergency Services Excellence training program, mandatory for all staff of the Adult Emergency Department (ED), Children’s ED and all Clinical Evaluation Areas.

“This was an opportunity to talk with staff about several important nursing initiatives in a fun and dynamic way,” explained Janice Frohman, RN, director of Emergency Services. “We enhanced our PowerPoint presentations with videos, skits and music to introduce or re-emphasize the importance of Patient- & Family-Centered Care, first impressions, bedside reporting, the new Professional Practice Model and the Professional Scope of Practice. It has been one of our most meaningful education initiatives ever.”

Frohman also said she has been extremely pleased with the amount of positive feedback her team has received after the program and with staff’s better understanding of concepts like the bedside report. She has also presented the program to the Interpretation & Translation Services staff, and her team will be presenting the program to all of the healthplexes soon. Cary Hospital is also planning a similar training program for their Emergency Services staff.
Tuition reimbursement has been increased and Assessment and Engagement Survey led to many inspirations workplace and benefits enhancements as your feedback is incredibly valuable to us. It Resources, your supervisors and your co-workers – including the WakeMed leadership team, Human completely anonymous and will be analyzed by a can be taken at home or at work. Results are Engagement Survey. Available online, the survey All WakeMed employees are invited to participate With questions about the 2013 survey, commitment to WakeMed!

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2013 Workplace Assessment & Engagement Survey Tuesday, April 30 – Tuesday, May 14

All WakeMed employees are invited to participate in the upcoming Workplace Assessment & Engagement Survey. Available online, the survey can be taken at home or at work. Results are completely anonymous and will be analyzed by a third party organization. This means that no one – including the WakeMed leadership team, Human Resources, your supervisors and your co-workers – will see your responses. And please be honest as your feedback is incredibly valuable to us. It inspires workplace and benefits enhancements as well as overall positive change throughout our organization.

In 2012, feedback received from the Workplace Assessment and Engagement Survey led to many great enhancements. For example:

- Tuition reimbursement has been increased and two POD programs have been reinitiated – POD sell-back and POD donation.
- Vice presidents are rounding on units outside their areas of responsibility so staff can get to know them better.
- “Breakfast of Champions with Dr. Atkinson” is a monthly event allowing employees and leadership to share more time with our president and CEO.
- “Dine & Discuss Luncheons” allow exceptional staff members to engage on a more personal level with members of our executive team, including Tom Gettinger, executive vice president and chief operating officer; David Coulter, senior vice president and administrator of Cary Hospital; and Vicki Block, senior vice president and administrator of the Raleigh Campus.
- Dr. Bill Atkinson is now hosting CEO/employee forums at multiple WakeMed sites every month.

In January 2013, we began featuring profiles of our executive leaders in Microscope to help employees become more familiar with WakeMed’s leadership team.

“Hardwiring Workplace Accountability ‘Training’ will be required of all Management Staff beginning in May 2013.

WakeMed’s goal for 2013 survey participation is 100 percent. The departments/units that do achieve 100 percent will be entered into a drawing for incredible prizes, so please encourage each other to participate. Last year’s participation rate was 76.1 percent, so with your help, we hope that we can exceed it. Thank you for your continued commitment to WakeMed!

With questions about the 2013 survey, contact Susan McFarland at smcfarland@wakemed.org or call ext. 06325.