Welcome to Our New Chief Nursing Officer
Cindy Alness Boily

On June 13, WakeMed will welcome Cindy Alness Boily, RN, MSN, to the position of senior vice president and chief nursing officer (CNO). Boily has significant experience as a CNO and hospital administrator at health care systems both large and small, for-profit and not-for-profit. She was versed in system operations and has exceptional clinical experience. Most recently, Boily served as CNO for Broward General Medical Center, a Tier-I Port Lauderdale, Fla., hospital owned by one of the nation’s largest public health care systems. Broward General Medical Center is very similar to WakeMed in that it serves as the safety net hospital for its region and offers similar services.

In her role as CNO and administrator at Broward General, Boily had administrative responsibility for nursing as well as the hospital’s cancer program, primary stroke center, joint replacement center, epidemiology, respiratory services, Level I trauma services, the Lillian Wells Women’s Resource Center and the Chris Evert Children’s Hospital. As WakeMed CNO, Boily will oversee nursing for the entire system.

Bill Atkinson, president & CEO, commented, “WakeMed has benefited from very strong nursing leadership since establishing the CNO position in 2007 with Mary Ann Wilcox, MS, RN. Mary Ann had a tremendously positive impact on the system and accomplishments a great deal with our structure, collaborative approach, and vision for advancement of the profession of nursing. We are also very appreciative of the strong interim leadership provided by acting-CNO Gail Sturtvant, RN, MSN.”

Atkinson continued, “Our open CNO position attracted a wide range of well-qualified candidates from around the country. Given the significance of nursing in health care, especially at WakeMed, decisions about nursing leadership are extremely important. After an extensive interview process with staff nurses, managers, directors, senior leaders and physicans, Cindy was our first choice. She has vast clinical and administrative experience in all areas of nursing, including significant work in complex settings such as open heart, intensive care, step-down, telemetry and medical/surgical, Level I trauma, emergency services, women’s and children’s services, ambulatory and surgical services, as well as behavioral health and much more.”

(continued on page 3)

Raleigh Campus Recognized for Heart Attack Care
The Raleigh Campus recently qualified for the American Heart Association’s (AHA) Mission: Lifeline® Silver Quality Achievement Award. This award recognizes the Raleigh Campus’ commitment to and success in implementing a higher standard of care for heart attack patients that effectively improves the survival and care of STEMI (ST Elevation Myocardial Infarction) patients. The AHA Mission: Lifeline program helps hospitals and emergency medical services develop systems of care that follow proven standards and procedures for STEMI patients.

Every year, more than 188,000 people experience a STEMI, the deadliest type of heart attack. Unfortunately, a significant number don’t receive prompt reperfusion therapy, which is critical to restore blood flow. Mission: Lifeline seeks to save lives by closing the gaps to appropriate care for STEMI patients from timely access to appropriate treatments. The program focuses on improving the system of care for these patients and improving care for all heart attack patients. Hospitals involved in Mission: Lifeline strive to

(continued on page 5)
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“Because both adult and pediatric crash carts are red, it can be difficult to differentiate between the carts during an emergency,” said Rhonda Zilmmer, PharmD, supervisor, (Pharmacy). “To help ensure patient safety, we needed to make it easier for staff to quickly identify a pediatric cart versus an adult cart.”

Team Enhances Pediatric Crash Carts on Raleigh Campus

With Atlantic hurricane season upon us, it is important to think about emergency preparedness and how to respond should inclement weather hit our region once again. Readycare is a website designed by the Department of Homeland Security to educate the public about how to prepare in case of a national emergency. On this site, you’ll learn how to:

- Build an emergency preparedness kit, including basic items such as food, water, a battery-powered radio or NOAA Weather Radio, a flashlight with extra batteries, a first aid kit, a can opener and much more.
- Make a family emergency plan so that you can stay in contact with one another or reunite after being separated.
- Stay informed about potential emergencies and how to respond to them.

In light of the tornadoes that recently hit our region, WakeMed's Emergency Services Institute provides you with online resources that offer advice about tornado preparedness, teaching your kids about disaster preparedness, emergency evacuations, and what to do before and after a tornado or other disaster:

- Centers for Disease Control and Prevention: www.cdc.gov/disasters/tornadoes/
- Answers.U.S. gov: Search “Tornadoes” or “Disasters and Emergencies”
- FEMA: www.fema.gov/ready/hurricanes (in English) or www.ready.gov (in Spanish)

Follow the reports from the National Weather Service at www.aviweather.gov to track storms in your area.

Cary Hospital MRI Magnet Receives Reaccreditation

The Cary Hospital MRI magnet was reaccredited by the American College of Radiology (ACR) this April. The magnet was first accredited in 2008, and each reaccreditation lasts three years.

According to the ACR, accreditation for MRI requires the submission of both clinical and phantom data from each magnet submitted for accreditation. Accreditation programs set quality standards for practices and help them continuously improve the quality of patient care they provide. To achieve ACR accreditation, Cary Hospital’s MRI team completed an objective, peer-reviewed assessment that included an evaluation of personnel qualifications, equipment requirements, quality assurance and quality control procedures, and an evaluation of clinical and phantom image quality. For details, visit www.acr.org.

Erie Aston, RN, (Children’s Emergency Department) presented an abstract about the Good Catch Program at the First Annual National Patient Safety Awards in Washington, D.C., this April. The awards are sponsored by the Division of Nursing at Georgetown University Hospital.

Elizabeth Griffin, RN, (Children’s Emergency Department) was chosen to be a regular contributor to Connection, a monthly publication of the Emergency Nurses Association.

Denise Biggartstaff (Imaging Services) won the second annual Biggest Loser competition organized by Andrea Petersen, RN, (ICU-EU) (both of PICU) and second floors of the Raleigh Campus. Biggartstaff lost 19 percent body fat in three months and won a cash prize. For those contestants who weighed in at the competition’s end, there was a cumulative weight loss of more than 500 pounds.

Jennifell Sellani, RN, (Emergency Department - Cary Hospital) was promoted to supervisor/educator.

Diane Gilowicz, RN, was promoted to manager of the Rehabilitation Department. She has been with WakeMed for more than 20 years, serving in staff nurse, charge nurse and supervisor positions.

Liz Triiani, RN, (East Medicine - Cary Hospital) earned her Medical/Surgical Certification.

Jole Henderson was promoted to compliance specialist for WakeMed Physician Practices (WPPP). She was formerly a physician coding specialist in the WPPP Coding & Billing Office.

Crystal Drake, RN, BC, (SA MCI) passed the Medical/Surgical Certification exam.

This April, Sarah Hale, RN, (IB CVSIC) and Michelle Banks (Staffing Resources) were running a half marathon in the Outer Banks, N.C., when a fellow runner had a seizure. Immediately, Hale and Pimts stopped running to help, informed family and medical officials, and remained with the runner until the medical staff arrived.

Renee Putnam, RN, (IB NHSIC) earned her national certification as a Certified Neuroscience Registered Nurse (CNRN).

Pauline Stillman, RN, Andrea Penny, RN, and Lisa Kneeshaw, RN, (all of SA MCI) each graduated from Winston-Salem State University with a bachelor’s degree in Nursing (BSN).

Kristen Gradison (SA MCI) graduated with her associate’s degree in Nursing (ADN) from Wake Technical Community College and María Pochuda (SA MCI) was accepted to the University of North Carolina at Chapel Hill. Her concentration was in Adult Mental Health.

Deborah Hage (Zehulon/Wendell Outpatient & Skilled Nursing Facility) recently traveled to Saint Louis-du-Nord, Haiti, with the Northwest Haiti Christian Mission to help treat patients for different conditions including joint pain, muscle pain and developmental delays, and to provide gait training for post-surgery patients.

Several members of the Cath Lab team passed and maintained their Registered Cardiovascular Invasive Specialist (RCIS) Registry, including: Missy Afford, Linda Adams, Jackie Hancock, David Sutherland, Stephanie Dworzacek, Theresa Tani, Shaheed Af-Cham, Colvin Roche, Sarah Petty, Sherry Hunter, Seth Boehm, Cory Lafocette, Joanne Lafocette, Jesse Marsh, Hollie Boswell, Joanna Zick, Delfie Rod-Bolling, Gwen Anderson, Mark Barberi, Mike Turner, and Kim Wooten.

Robin Loughlin, RN (Nursing Education - Cary Hospital) was inducted into the Alpha Alpha, Chapter of the Sigma Theta Tau International Honor Society of Nursing this April.

Kathy Clark, RN, (Career & Research Services at Wake AHEC) was awarded the Outstanding Nurse of the Year Award by the North Carolina Nurses Association - Triangle Region.

Raleigh Campus and Cary Hospital received The Golden Bow Award from the North Carolina Baseball Coaching Association “in recognition of outstanding efforts to support baseball coaching.”

Elaine Lee, RNC, (Women’s Pavilion & Birthplace) received her Medical/Surgical Certification.

Dawn Craft, RN, (ICTU) obtained her CCRN certification.

Susan Harrod (Medical Library) was featured in an address given by the president of the Medical Library Association for her work as a librarian supporting emergency preparedness initiatives.

Karen Carter, RN, (6E Pediatrics) was honored this May with the Rainbow Award, a new award given on 6E Pediatrics in remembrance of Jill Perlette, RN, a former nurse on the unit who died of Cystic Fibrosis. Rainbow Award winners should be dedicated to providing the best care to patients, show loyalty to their position, support teamwork and assist others with-out being asked.

Sandra Cross (Pathology Labs - Cary Hospital) earned her master’s degree in Social Work from UNC-Chapel Hill. Her concentration was in Adult Mental Health.

Kerri Carter, RN, (Emergency Department) was chosen to Nurse of the Year Award by the North Carolina Nurses Association - Triangle Region.

The Education Connection organized by Denise Biggerstaff (Imaging Services) won the 2011 “Most Outstanding Event” award at the 2011 issue of the AHEC Connection from the AHEC System.

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WakeMed Hosts Eighth Annual Pediatric Conference

Over two days in April, participants of the Stepping Into the Future: 2011 Pediatric Conference had the opportunity to listen to presenters by clinicians, pediatricians, neonatologists, surgeons, physicians and other experts on a wide variety of health care topics related to infants, babies and children.

Each year, this conference is designed for health care providers (nurses, nurse practitioners and therapists) who care for pediatric patients. This year, the conference objectives were to help participants recognize signs and symptoms of abuse; recall unusual pediatric surgery cases; discuss current “hot topics” in pediatrics; discuss facts related to pediatric trauma patients; review the risks and benefits of various treatment techniques for gastroesophageal reflux; discuss neonatal surgical emergencies and other “hot topics” in a neonatal intensive care unit; recognize signs and symptoms of infant congenital heart disease; and discuss ethics related to critical care medicine.

Above left: Registered dietitian and certified diabetes educator Julie Paul (Children’s Diabetes & Endocrinology) spoke to Pediatric Conference participants about WakeMed’s ENERGYIZE! program, which helps prevent childhood obesity.

Above right: WakeMed child life specialist Erin Stanley spoke to Pediatric Conference participants about the Child Life Program at WakeMed.

Posters and vendor displays available between each presentation gave participants additional information about caring for pediatric patients, equipment and resources. Among others, the WakeMed Center for Innovative Learning brought a pediatric patient simulator, members of the WakeMed Children’s Diabetes & Endocrinology and Children’s Asthma teams were available to answer questions, a WakeMed child life specialist was on-site for participants who wanted to learn more and a representative from ENERGYIZE! at WakeMed’s childhood obesity prevention program, also had a display.

WakeMed Leadership Academy
Management Pathways

Deadline: Friday, June 3 at 5 pm

Designed for the non-management level employee, the Management Pathways program is a 12-month program designed to broaden participants’ knowledge of the health care system while helping employees adapt to organizational change, sharpen critical thinking skills and manage work performance.

Employees enrolled in the Management Pathways program will participate in a combination of coursework, developmental assignments, community service and interaction with current WakeMed leadership.

Applicants must have been employed with WakeMed for at least 12 months, have a documented performance score of four-plus, have no disciplinary actions and have completed the “You Are the Difference” program. Employees interested in the program must first obtain permission from their current manager/supervisor, and are then required to submit an application to Staff Development & Training (SD&T). The applicant’s manager is also required to fill out an assessment form, which will be submitted to SD&T. The application deadline for this year is Friday, June 3, at 5 pm.

The final selection process includes an interview with a selection committee comprised of WakeMed leaders. Applications are accepted annually, and the program must be completed in 12 months. For more information, contact Pamela Young, director (SD&T) at ext. 05661. To access application forms, go to the WakeMedWeb and click “Departments,” then “Staff Development & Training.”

Raleigh Campus Implements Behavior Response Team

The new Behavior Response Team can be summoned by calling ext. 02222 to initiate behavior interventions for any patient whose behavior is escalating and de-escalation techniques have been unsuccessful, or if there is an immediate threat.

The team consists of behavioral health counselors, substance abuse counselors, psychiatric liaison nurse, clinical administrators and Campus Police. The policy for the Behavior Response Team is located on the WakeMedWeb under Administrative Policies, then Patient Care Policies.

New Chief Nursing Officer
Cindy Ahness Boily
(continued from page 1)

Atkinson concluded, “Cindy is clearly energized about nursing and the future of patient care. She is committed to continuing our focus on shared governance, nursing education and research using technology and simulation, electronic medical records, Magnet status and beyond.”

Boily holds a bachelor’s degree in Nursing from Minnesota State University, a master’s degree in Nursing from Barry University, Miami Shores, Fla., and more than 28 years experience in the nursing field. She is also involved in numerous professional organizations, including the American College of Healthcare Executives and American Organization of Nurse Executives. Please join us in welcoming our new CNO, Cindy Boily, to WakeMed and our community.

WakeMed Board of Directors (continued from page 1)

Also active with other community organizations, McBride devotes his time to the Triangle Chapter of the American Red Cross (13 years on the Board), the Eastern North Carolina Princeton University Alumni Schools Committee and the North Carolina Museum of Natural Sciences. McBride is a past president of the National Association of Bond Lawyers, a published author and an accomplished speaker within his field.

Jerry Bernstein, MD, FAAP
Secretary

Elected to serve as the Board’s new secretary, Jerry Bernstein, MD, FAAP, has been a pediatrician with Raleigh Pediatric Associates for more than 36 years and has played a vital role in shaping pediatric health care careers at WakeMed and throughout Wake County. Among his contributions is the development of the WakeMed Children’s Emergency Department, which opened in 1997 as the first of its kind in our state. He also spearheaded the proposal to build the WakeMed Children’s Hospital, the first dedicated children’s hospital in Wake County. The Pediatric Intensive Care Unit (PICU) within the Children’s Hospital is named after Dr. Bernstein thanks to a $1 million pledge to the WakeMed Foundation’s Just For Kids Kampaign (JFKK) from good friends Wes and Janet Chesson. The JFKK is an ongoing campaign to raise funds for the expansion of WakeMed Children’s.

Dr. Bernstein has been a member of the WakeMed Board of Directors for several years. He also served as the first chair of the WakeMed Foundation’s Board of Directors and chairman of the Foundation’s Physicians’ Council. He continues to lend his time and talents to the JFKK.

New Board Members Appointed

Effective May 25, Wake County appointed two new Board members: Les Merritt, executive director of the Foundation for Ethics in Public Service, and Christina Alvarado Shanaan, a registered nurse and captain in the U.S. Navy Reserves who also served as president & CEO of Be Active North Carolina. WakeMed also appointed Bill McNeal as a new Board member. He is the former superintendent of the Wake County Public School System and now serves as executive director of the North Carolina Association of School Administrators.

New Additions and Attachments

Welcome to the WakeMed family, all new brides, grooms and babies!

Megan Lattimore, RN, (Invasive Cardiology) welcomed son Camden Wall on December 10.

Allison Brennert (Medical Staff Services) and husband Brett welcomed Sierra Judith on January 21.

Jennifer Murphy, RN, (Invasive Cardiology) celebrated the birth of daughter Ely Jane on February 7.

Amanda Bell, RN, (Heart Center Observation Unit) and husband Brian welcomed son Lane Michael on February 8.

Angela Capone, RN, (Invasive Cardiology) celebrated the birth of son Braiden Gray on February 19.

Allie Lindahl, RN, (PICU) and husband Carl welcomed daughter Avery Elaine on March 11.

Erie Grindard (ICU Surgery & Trauma) and husband Bobby celebrated the birth of Averie Lynn on March 20.

Deborah Jones, RN, (Invasive Cardiology) welcomed daughter Nyia Simons on March 23.

Karyn Kalinski, RN, (MICU) and husband Bob celebrated the birth of son Brayden James on April 13.

Anthony Okade, RN, (BA CVICU) and wife Ify celebrated the birth of daughter Mary on April 14.

Jennifer Hunter, RN, (Children’s Diabetes & Endocrinology) celebrated the birth of daughter Brianna on April 15.

Eric Sloan, RN, (CTICU) and his wife welcomed daughter Hannah on April 20.

Nicole Weaver, RN, (MICU) and husband John celebrated the birth of son Jonathan Benjamin on April 21.

Stacey Lawrence, RN, (BA CVICU) welcomed daughter Asha Marie on April 23.

Tomas Brown (Invasive Cardiology) welcomed daughter Angela Mariah on April 26.

Tameka Trice (Patient Transport) married Marcus on April 30.

Augusta, RN, (4E Pediatrics) was recently married.

Allie Lindahl, RN, (PICU) recently welcomed a baby girl.

Jaleanne Edwards, RN, (STICU) recently married Smith Andrews.

(Cont.)
INFUSION PUMPS TO BE REPLACED

A multi-disciplinary task force including Nursing, Pharmacy, Clinical Engineering, Information Services and Supply Chain announces that the current Hospira brand infusion pumps, which are up to 14 years old, will be replaced by Baxter brand infusion pumps across the entire system. The new pumps, also known as “smart pumps,” will promote enhanced patient safety due to their greatly increased functionality as compared to our current infusion pumps.

According to Bhavesh Patel, director, (Clinical Engineering), the new pumps will give caregivers the ability to select medications to infuse at a specific, selected dose (i.e. mcg/kg/min). If the dose goes beyond hospital standards, the pump will alert the caregiver via an additional check for patient safety. This will help reduce medication delivery errors. Each new pump will also have a medication library, managed by Pharmacy, that can be updated wirelessly with new medications or changes in current medications. Additionally, Clinical Engineering will gain the ability to track online the location of every pump at all times, at a specific, selected dose (i.e. mcg/kg/min). If the dose goes beyond hospital standards, the pump will alert the caregiver via an additional check for patient safety.

The infusion pump replacement project will impact staff throughout the WakeMed system, including nurses, Information Services, Clinical Engineering and MPDC. Please monitor future issues of WakeMed Weekly and Microscope for further details and implementation dates.

TOWN OF CARY

Art Arts & Crafts Festival

The Town of Cary’s Spring Daze arts and crafts festival, a family event that also includes food, music and activities for kids, presented the perfect opportunity this April for WakeMed staff to meet Cary residents. As an event sponsor, WakeMed offered health education to event participants as well as information on the care and services offered by WakeMed Cary Hospital and the WakeMed Children’s Hospital. And, of course, we did not forget about the kids! Several WakeMed staff members volunteered to help run children’s games and activities during the event, for example a bean bag toss game, temporary Twinkle (the WakeMed Children’s mascot) tattoos and making clay spoons.

Photo: Shown (l to r) are Sam Trogdon, supervisor of the Town of Cary’s Bond Park Community Center, Laura Alken (Community Outreach) and David Coulter, senior vice president and administrator of Cary Hospital, as they judge food items for the Spring Daze Fit Concessionaire Contest, a contest to find the best tasting healthy food option at the event.

Bottom photo: Laura Keck, (PACU - Cary Hospital) applies a temporary Twinkle “tattoo” to a young Spring Daze participant.

COMINGS & GOINGS

4C Surgery & Trauma welcomes Heidie Hinnant, RN; Brittany Yeager, RN; Thera Jones, RN, and Shane Collins, RN.

The Women’s Pavilion & Birthplace - Raleigh welcomes Amy Clark, RN, and clinical secretaries Irima Gomez and Beatrice Panas to the Labor & Delivery team.

6A ICU welcomes Keasha Sims, RN.

3B CVICU welcomes nurse technicians A’Tina Johnson, Megan Hall, Misty Baker, Emily Temple and Kelly Dicaprio. The department also welcomes Cathlyn Pease, RN; Casey Barbour, RN; Disha Minamy, RN; and William Daughtry, RN.

The Telemetry Surveillance Center welcomes Felissa Woodard, Erika Stevey and Earl Scott.

5B NIC welcomes Karen Laviere, RN, and Amanda Boone, RN. The department also wishes a fond farewell to Patricia Boone, RN, as she transitions to a new position within WakeMed.

Home Health welcomes Crystal Jones, RN; Mary Jane Ellis, RN; Mary Jane Preston, PT; and Mohammad Phillips, equipment technician.

4E Pediatrics welcomes Susan Osborn, Anita May, RN; Tonya Thomas, RN; and Tasia Kelley as unit secretaries and nurse technicians. The department also welcomes Melissa White, RN; Tera Tow, RN; Christina Burch, RN; and Vanessa Smith, RN.

PICU welcomes Amy Brennanman, RN; Theresa Robinson, RN; and Jenn Nall, nurse technician.

The Raleigh Campus Pharmacy welcomes Arielle Moore a fon fellow as she transitions to North Healthplex as their new Pharmacy/Anesthesia technician. The department also welcomes Megan Rupert as a Pharmacy Selective System medication pharmacist, Sarina Barham as a Patient Assistance Program specialist, Mailan Le as a pharmacy technician and Joyce Qin as a pharmacy technician.

The Children’s Emergency Department welcomes Sophia Morris, RN, as she transitions from the Intensive Care Nursery - Cary Hospital.

Observation Unit 1 welcomes Chelsea Raymond, RN; Les dialogue Rauth, RN, and patient observation assistants William Daughton, Barrett Burks, Orbelina Gonzalez, Peggy Haas and Jill Severson.

Invasive Cardiology welcomes Woody Boyette, RN; Kristina Mangels, RN, who transitions from the Emergency Department; and Tina Ham, RN, who transitions from Staffing Resources.

The Adult Emergency Department welcomes Beth Brown, RN; Eric Lowery, RN; Sylvia Nowak, RN; Sylvia Akumon, RN; Arthur Hooper, RN; and Doss Thompson, CNA.

Reimbursement welcomes Linda Saraffi as lead for Managed Care Contracting.

The North Healthplex Emergency Department welcomes nurse technicians Kelly Bedette and Janna Woodard as well as Toni Kuhm, RN, and Stephanie Beausaure, RN.

Wake AHEC welcomes Amy Sabatino as a project coordinator.

North Healthplex Emergency Department Registration welcomes patient account representatives Ricardo Garde, Bobby Clark and Amy Thomas. The department also welcomes Stephanie Bell, Andrew Williams and Maria Munilla to POS Collections.

WakeMed Home Health welcomes physical therapist Darlene Lee. STICU welcomes John Thomas as a nurse technician.

GIRL SCOUT GOLD AWARD PROJECT BENEFITS WAKEMED REHAB

Erin Clark, 18, a senior at Broughton High School and member of Girl Scout Troop #2625 in Wendell, N.C., completed her Girl Scout Gold Award project this spring by creating a music library for the WakeMed Rehab Hospital. She worked with local churches, schools, neighborhoods and a Girl Scout camp, calling for donations of new or gently used CDs. After collecting 420 CDs and six CD players, Clark designed a catalog system for the music using Microsoft Excel and color-coded the CDs by genre. The music library and CD players are now located in the Rehab Hospital’s second floor dining room for all patients to check out and enjoy in their convenience.

Erin Clark and Portia Walton (Rehab Hospital) display the new music library Clark created for the music library at her Girl Scout Gold Award project. Walton was Clark’s on-site advisor for the project.

Clark’s inspiration for this project was her dad’s own experience in the WakeMed Rehab Hospital. He was a patient for 18 months and found music to be a great comfort. “Music helped him cope with his pain and manage being in the hospital,” said Clark. Clark was so interested in her father’s connection to music that Maria Fry, RN, a WakeMed clinical administrator and Clark’s Girl Scout Troop leader, shared research articles on CDs that detailed how music helps patients heal. Clark then decided to devote her Gold Award project to helping as many patients as possible benefit from the healing effects of music.

“The Gold Award is equivalent to the Eagle Scout Award for young men. It is the highest honor a Girl Scout can achieve and involves a minimum of 90 hours of work,” explained Fry. “Each project must be a sustainable benefit to the community and requires in-depth research, planning, approvals and coordination. Nationally, only 5.4 percent of eligible Girl Scouts achieve this award each year.”

Portia Walton, a recreational therapist in the Rehab Hospital, served as Clark’s on-site advisor for her Gold Award project. She helped Clark survey patients and gave her information on actual Rehab Hospital patients who responded positively to music. Clark said she was “moved to tears” when Walton told her about two patients who found comfort in music when they felt depressed or were unable to sleep.

“I am so thankful to WakeMed for letting me do this project, and I am so glad I could help,” said Clark, who devoted a total of 350 hours to making sure the music library was a success. “Erin was dedicated and committed to providing the patients of WakeMed with the same benefits that her dad received from music as a patient,” said Walton. “The music library is a gift of love, and this gift can easily be seen by the patients who benefit from the power of music on a daily basis.”

Clark officially received her Gold Award on Saturday, April 23, during a ceremony held at First Presbyterian Church in Raleigh. She will attend Salem College in the fall.

Concluded Fry, “It really is impressive, what Erin has done for the patients of our Rehab Hospital. She is a worthy, self-motivated, independent minded young woman capable of changing the world for the better.”
In honor of National Women’s Health Month, WakeMed Imaging Services is waiving co-pays for all employees and dependents who schedule a screening mammogram, free of charge, at any WakeMed facility from May 9 through 31. Remember, early screening, detection and treatment is your best defense against breast cancer.

Choose from a location below and call ext. 07000 to schedule your screening:

- Cary Hospital – Recognized as a "Best Chest Pain Credit Program Excellence"
- North Healthplex
- Clayton Medical Park
- Brier Creek Medical Park
- Raleigh Campus
- Apex Healthplex

Simple. Fast. And for the month of May, it’s co-pay free!

A special offer from WakeMed Imaging Services
Through May 31, 2011

Screening Requirements

- Please note: All participants must be symptom-free, meaning they cannot feel a mass or lump, have no breast discharge and no breast pain. This is strictly a screening mammogram. Participants should be at least 35 years of age. When scheduling your mammogram, make sure your appointment is within the proper screening time frame (i.e. not sooner than the one-year required time lapse between screenings).
- No physician order is required. You must, however, have a primary care physician to receive the screening results.
- No co-pay will be charged for screening exams. Participant or participant’s insurance will be responsible for exam fees.

A Persistent Patient Safety Challenge

When several hospitals were asked by The Joint Commission for what was your number one patient safety challenge?, hand hygiene ranked first. The Joint Commission Center for Transforming Healthcare then selected hand hygiene as its first process improvement project, studying eight leading hospitals that were already well-known for safety practices and had well-established LEAN-Six Sigma methodologies. Participating hospitals included Johns Hopkins and Cedars-Sinai Medical Center.

In 2008, these hospitals began using DMAIC (Define, Measure, Analyze, Improve and Control) to tackle hand hygiene as we do it at WakeMed for improvement projects. The baseline results surprised them. Using a standard secret shopper observer method, each hospital was assessed on compliance with hand hygiene, defined as cleaning hands with alcohol-based gel or foam, or soaped and wiped, upon entry and exit of the patient care area. Most hospitals had previously thought their compliance rate was between 70 and 90 percent, but they discovered they were less than 50 percent! Some challenges they addressed included ineffective placement of alcohol gel dispensers or sinks, distractions, forgetting, lack of frequent monitoring and a perception that wearing gloves precluded the need for hand hygiene. By the end of the 2010 study, the eight hospitals reported an overall rate of 82 percent – certainly much better, but not what any of us would consider good enough.

At WakeMed, we are trying to address the challenges identified in this project. However, we do have one thing that these eight hospitals did not have – hand hygiene had been added as a WakeMed measure, contributing one-sixth of our total possible end-of-year bonus. This has created great attention, but also some confusion and controversy, and much discussion! Please read this month’s Safety First column, as it will most likely address some of your questions pertaining to this topic.

We Hear You!

Through May 31, 2011

Your opinions matters! From Tuesday, June 14, through Tuesday, June 28, WakeMed will conduct the 2011 Workplace Assessment Survey, and we are hoping for 100 percent participation this year.

Survey Feedback is Anonymous

The survey will be administered online through Success Profiles, an independent survey administrator, and departments with less than six responses will be combined with other relevant departments to protect anonymity.

During a Patient Access Week celebration on North Healthplex on April 6, Chris Horton, supervisor (Emergency Department Registration) presents Vicki Whitley, RN, director of Emergency Services at North Healthplex, with a plaque displaying the names of the North Healthplex Emergency Department (ED) Patient Access associates who have become nationally certified by the National Association of Healthcare Access Management. The plaque will be displayed in the North Healthplex ED.

Mission: Lifeline Recognition

We have been recognized for our efforts in improving care for acute myocardial infarction (STEMI) patients by the American Heart Association and the American Stroke Association. Each year, the American Heart Association recognizes achievements and success in the measurement and improvement of the care provided to STEMI patients. The following hospitals are recipients of the 2011 American Heart Association’s GWTG-Heart Failure Gold Performance Achievement Award:

- Cary Hospital
- Brier Creek Medical Park
- North Healthplex
- Apex Healthplex

We are proud to be one of the hospitals that has achieved this recognition.

WakeMed Raleigh Campus will be included in the July 2011 issue of U.S. News & World Report for earning this prestigious recognition.

Workplace Assessment Survey
COMING JUNE 14 - 28, 2011

Thank you in advance for taking this important survey. After the results have been analyzed, management should partner with other relevant departments to protect anonymity.

If the policy says hand hygiene is required before and after patient contact, why do I need to get on duty if I don’t plan to touch the patient? Why is the WakeMed Share measure defined as hand hygiene upon entry and exit? 1 Many times we don’t plan to touch the patient, but a need arises later.

2 We are trying to create a culture where hand hygiene is a habit. The best way to make it a habit is by using visual cues; not having to stop and think about it (just do it!), and being observable so that others can remind us. This is HOW we will most consistently meet the requirement.

3 If I get on duty and exit, are these the only times I need to perform hand hygiene?

4. In the course of patient care, there are other key times, such as after changing a wound dressing and before moving on to accessing an intravenous catheter. Ask your infection preventionist or infection control resource nurse for more information.

Cary Hospital Heart Failure Program Award

Costs by helping hospitals follow evidence-based guidelines and recommendations, GWTG-Heart Failure Gold Performance Achievement Award is an optional awards program that a hospital may choose to pursue if they are collecting Quality Measures and wish to be recognized for their efforts. The American Stroke Association (ASA) also has a GWTG awards program to recognize healthcare facilities that care for stroke patients.

Featured in the April 2011 issue of Microscope were WakeMed’s other 2011 GWTG award recipients, including the Raleigh Campus Heart Failure Program (GWTG-Heart Failure Gold Performance Achievement Award), the Raleigh Campus Stroke Program (GWTG-Stroke Gold Performance Achievement Award) and the Cary Hospital Stroke Program (GWTG-Stroke Silver Performance Achievement Award).

To receive the Silver award, the Cary Hospital Heart Failure Program demonstrated at least 85 percent compliance in each of the five GWTG-Heart Failure Gold Performance Achievement Measures for 12 consecutive months. These measures include heart failure discharge instructions, measurement of left ventricular function, ACE inhibitor and/or ARB at discharge, beta blocker at discharge and smoking cessation counseling at discharge to all eligible patients. All of these measures are aimed at reducing death and disability and improving the lives of heart failure patients. For more information about GWTG, visit www.heart.org or www.strokeassociation.org.
Management News

Lil Galphin Named Director of Raleigh Campus Spiritual Care

Effective April 24, Lil Galphin was named director of Spiritual Care on the Raleigh Campus after being named the department’s interim director in November 2010. A WakeMed employee since 1978, Galphin has also served as the supervisor for Spiritual Care. As director, Galphin will be responsible for managing the administrative, educational and pastoral care functions of the department.

Chosen as a 2011 Health Care Hero award recipient by the Triangle Business Journal, Galphin began her time at WakeMed working with families of premature and critically ill babies. Since 1978, she has been facilitator of Parentcare, Inc., a support group for parents who have lost an infant, and she also created the runners for the Soul, a program for WakeMed employees that offers a chance to find balance and feel appreciated. Galphin received her master’s degrees in Divinity and Religious Education from area institutions.

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

DECORATING WITH PEELE & STICK DECOR

Tuesday, May 24, from 11 a.m. to 2 p.m. in the Raleigh Campus Gift Shop - Create a creative look for your kids’ rooms, college dorm rooms, etc., with RoomMates Peel & Stick wall décor.

FUNDAMENTALS IN CRITICAL CARE SUPPORT

Critical Care for the Non-Intensivist – Monday, August 26, through Tuesday, August 30. Both days run from 8:30 a.m. to 5 p.m. in the Andrews Center. This two-day comprehensive course addresses fundamental management principles for the first 24 hours of critical care. There is a $900 registration fee before July 25 (,$950 after July 25). Pre-registration by July 28 is preferred. Breakfast, lunch and course materials are included in the fee. To reserve your space, visit http://fcc.eventbright.com.

VOluNTEER ORIENTaTION

9th annual Triangle Breastfeeding alliance Conference: Finding Tools to Provide Excellent Care – Tuesday, June 2, 8:30 am, through Wednesday, June 3, 4:30 pm, at Cary Hospital

Critical Care for the Non-Intensivist – Tuesday, June 28, from 8:30 am to noon; and Thursday, July 7, from 8:30 to 9 pm. All classes held in the Conference Center.

STAFF DEVELOPMENT & TRAINING

Enroll in any of the listed classes via Learning Link or ask your manager/supervisor to e-mail SDRegistration@wakemed.org with your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 8380. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

Employee Development

Dealing with Conflict: Staff Workshop – Tuesday, June 6, from 3 to 8:30 pm; Wednesday, June 15, from 9 am to 12:30 pm, and Monday, July 11, from 9:30 to 8:30 pm. All classes held in Conference Dining, Cary Hospital - Thursday, June 2, from 5:30 to 9 pm; Tuesday, June 28, from 8:30 am to noon; and Thursday, July 7, from 8:30 to 9 pm. All classes held in the Conference Center.

Management Development

Substance Use and Fitness for Duty – Thursday, June 9, from 9 to 11 am, Raleigh Campus, Medical Office Building, SD&T Classroom #1 (Code=MD0544)

Peer Today, Boss Tomorrow: Your Role – Tuesday, June 14, from 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, SD&T Classroom #3 (Code=SDVT08)

Management Development

MOTIVATIONAL INTERVIEWING – Tuesday, June 28, from 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, SD&T Classroom #3 (Code=MDPTB1Y)

WAKE AHEC

Educational credit available for all programs.

For details/fees, call ext. 58947 or visit www.wakeahec.org and click Program Listings.

Clinics, Clinics, and Consolizations: Hot Topics from Area Pharmacy Residents – Wednesday, May 25, 9:45 am, at the Andrews Center

-making Shift Happen: An Introduction to Motivational Interviewing – Tuesday, June 2, 8:30 am, through Wednesday, June 3, 4:30 pm, at the Andrews Center

9th Annual Triangle Breastfeeding alliance Conference: Finding Tools to Provide Excellent Care – Tuesday, June 2, 8:30 am, at the Andrews Center

Signing with Babies and Young Children – Saturday, June 4, 8:30 am, at the Andrews Center

OSHA and North Carolina Infection Control Training Methods Annual Update – Tuesday, June 7, 5:45 pm, at the Andrews Center

DSM-V: Using the New Guidelines – Friday, June 10, 9 am, at Hope Community Church, Raleigh

Training for Interpreters in Health and Human Service Settings Level 1 – Tuesday, June 14, 9 am, through Wednesday, June 15, 10 pm, at Cary Hospital

Summer Institute II 2011 Reaching and Teaching Today’s Health Science Students – Thursday, June 16, 8 am, through Friday, June 17, 4:15 pm, at Cary Hospital

Responsibilities of Leadership - Friday, June 24, 9:30 am, at Cary Hospital

ICD-10-CD Training & Implementation Issues for the Provider Office – Thursday, June 30, 9 am, at the Andrews Center

NURSING EDUCATION

NA I + 4 Program – Sterile Technique (Learning Link code NE011-9073) – Monday, June 13 - Noon to 1 pm; Tuesday, June 14 - Noon to 1 pm, in Parking Lot

Fuquay-Varina SNF

Tuesday, June 7 - 11 am to 12:30 pm
Outdoor Patio

Raleigh Campus, Medical Office Building, SD&T Classroom #1 (Code=MD0544)

Peer Today, Boss Tomorrow: Your Role – Tuesday, June 14, from 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, SD&T Classroom #3 (Code=SDVT08)

Management Development

Making Shift Happen: An Introduction to Motivational Interviewing – Tuesday, June 2, 8:30 am, through Wednesday, June 3, 4:30 pm, at the Andrews Center

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NURSING EDUCATION

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Nursing Grand Rounds – Safety Concerns When Caring for the Bariatric Patient presented by Linda Kelly, RN, on Friday, May 27, from 11 am to noon (Learning Link code NE014-11034); Hospice & End of Life Care presented by guests from Hospice of Wake County on Friday, June 24, from 11 am to noon (Learning Link code NE014-11030)

Nursing Professional Development Book Series – Inspired Nurses, Tuesday, June 21, from 1 to 2 pm at the Cary Hospital Conference Center and Thursday, June 23, from 7:30 to 9:30 am in Raleigh Campus Conference Dining (Learning Link code NE014-11034)

The Medicine of Compassion – See Learning Link for dates, times and locations (Learning Link code NE014-9073)