WakeMed has received several prestigious awards for excellence in patient care and community service, and we wish to thank all employees who helped make these accolades possible.

WakeMed Honored with 2013 PRC Awards

Several WakeMed departments/units were honored by Professional Research Consultants (PRC) for creating excellent experiences for patients and making this organization a better place to work and practice medicine. Annually, PRC gives out their 4- and 5-Star Awards based on client data for patient, employee and medical staff studies as well as patient experience initiatives applications. The 2013 awards were the result of data collected throughout 2012. They are based on patient ratings of their hospital experience as they leave our services lives through the hands of our dedicated employees. We are very pleased to receive these prestigious awards from PRC but, more than that, it is rewarding to know that our patients leave our facilities feeling so good about the care they have received. After all, our goal is to be a national leader in the patient and family experience, and it’s great to see so many of our programs achieve this status.”

Crystal Award Winner

Neonatal Intensive Care Unit - Raleigh Campus

This unit had the highest patient satisfaction score of any NICU in the country that PRC surveys for 2012. The Crystal Award is given to a department that maintains scores in the 100th percentile or has the highest score of any NICU. Our NICU maintains scores in the 90th percentile all year.

5-Star Award Winners

Cath Lab – Raleigh Campus
NICU – Raleigh Campus
Day Surgery – North Healthplex
ENT – North Healthplex

WakeMed Receives Prestigious Recognition from AHA/ASA

Get With The Guidelines

Being honored for excellent patient care is the best recognition a hospital can receive, and this April, WakeMed once again received that recognition from the American Heart Association [AHA] and the American Stroke Association [ASA] as we accepted several of their coveted Get With The Guidelines® (GWTG) awards. These awards recognize hospitals nationwide for their success in using GWTG to improve quality of care for heart disease and stroke patients. WakeMed earned the following GWTG awards:

Raleigh Campus
Gold Performance Achievement – Heart Failure
Silver Plus Performance Achievement – Stroke
Target: Stroke Honor Roll

Cary Hospital
Gold Performance Achievement – Heart Failure
Gold Plus Performance Achievement – Stroke
Target: Stroke Honor Roll

GWTG is a hospital-based quality improvement program created by the AHA/ASA that empowers healthcare teams to save lives and reduce costs by helping hospitals follow evidence-based guidelines and recommendations. Participation in GWTG is voluntary, and hospitals self-report that they have met the criteria to achieve the levels outlined by the program.

According to the AHA/ASA, Gold Performance Award hospitals follow treatment guidelines in certain key measures at least 85 percent of the time and have maintained this performance level for consecutive 12-month intervals. Silver Performance Award hospitals have maintained this performance level for at least 12 months. The Plus awards represent a current gold or silver award and additional 75 percent compliance with module-specific quality measures for at least 12 consecutive months.

Target: Stroke Honor Roll recognition relates to administration of tPA within the first three hours after the onset of stroke symptoms, which has been shown to significantly reverse the effects of stroke and reduce permanent disability. During the third and fourth quarters of 2012, at least 50 percent of tPA-eligible stroke patients on the Raleigh Campus received tPA within 60 minutes of emergency department arrival, significantly exceeding national best practices for tPA stroke treatment.

continued next page

WakeMed Raleigh Campus & Cary Hospital Receive ‘A’ Hospital Safety Score from The Leapfrog Group

WakeMed Raleigh Campus and WakeMed Cary Hospital each received a Hospital Safety Score of ‘A’ from The Leapfrog Group, a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. Leapfrog’s Hospital Safety Score system uses public data that is available through the federal government (and where available from the Leapfrog Hospital Survey) to grade hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. Annually, exports analyze the publicly available data using 26 evidence-based, national measures of hospital safety and then score U.S. hospitals appropriately.

continued next page

WakeMed Recognized for Support of Wake Early College of Health and Sciences

WakeMed recently received the Business and Industry Award in Science, Mathematics and Technology Education for its support of Wake County Public Schools’ Wake Early College of Health and Sciences. The annual award is given by the North Carolina Science, Mathematics, and Technology Education Center (SMT) to an organization that has made an impact on science, technology, engineering and math (STEM) education and development.

WakeMed helped develop the vision for the Wake Early College of Health and Sciences and continues to support the school. The Wake Early College of Health and Sciences allows students to earn a high school diploma and associate’s degree in a STEM discipline in only five years. Students are introduced to more than 700 STEM job titles at WakeMed through career fairs and mentorships. The program benefits students who are interested in health sciences while promoting STEM-related career paths.

Above: Jeanene Martin, senior vice president of Human Resources, accepts WakeMed’s award for support of the Wake Early College of Health and Sciences from David B. Simpson, Jr., P.E., president & CEO of Simpson Engineers & Associates, P.C., a director for the North Carolina Science, Mathematics and Technology Education Center.
AHA/ASA Recognition continued from front page

Mission: Lifeline Gold Award

The Raleigh Campus was also awarded a Mission: Lifeline Gold Award for a Receiving Center by the American Heart Association for their extraordinary efforts to ensure quality care for STEMI patients. The segment evaluation myocardial infarction—a type of heart attack—and cardiac resuscitation patients. To earn a Mission: Lifeline Gold Award, a hospital must participate in the Mission: Lifeline national registry program, meet certain patient volume requirements and meet all benchmarks for specified timeframes. A Gold Award requires two calendar years of meeting Mission: Lifeline criteria.

“Our heart attack/heart failure and stroke teams dedicate themselves to providing our patients with the best care possible. Our work in applying the guidelines and recommendations set forth by the AHA and ASA are invaluable to the services we provide here at WakeMed,” said Betsy Gaskins-McClaine, RN, vice president of Health & Vascular Services. “We have been honored with several GWTG awards and a Mission: Lifeline award, and I am immensely proud of our physicians, clinicians and support staff for achieving this recognition and for the outstanding care that they continue to provide, working collaboratively with our patients and families, daily.”

Leapfrog Hospital Safety Scores continued from front page

WakeMed’s participation in the 2012 Leapfrog Hospital Survey contributed to our ‘A’ scoring at both hospitals. Many of the quality and safety efforts we have implemented over the past several years help improved our score, including:

• The existence of Computerized Physician Order Entry (CPOE) almost entirely throughout the system
• The establishment of our eCPR service
• Our integrated patient safety program
• The system-wide patient safety culture survey that was conducted last year
• The Just Culture Collaborative at Cary Hospital
• Our risk management program
• Staffing and leadership as related to our nursing program
• Our medication reconciliation efforts for discharged patients
• Our hand hygiene efforts
• Our work to prevent ventilator-associated pneumonia (VAP) for our patients

“Our work to prevent ventilator-associated pneumonia (VAP) for our patients ‘At WakeMed, we consistently remain committed to keeping our patients as safe as possible, from the time they enter our facilities until the time they leave, and to ensuring they receive the highest quality of care while they are here,” commented West Paul (MD), vice president of Quality & Patient Safety. “It is rewarding to receive this high score from the nationally respected Leapfrog Group, and we are incredibly proud of our employees for taking the necessary measures to benefit our patients. We will continue to do everything we can to uphold this mission.”

Through the Hospital Safety Score system, patients, family members and anyone who chooses can go online to www.hospitalsafetyscore.org to search for any local hospital and determine its level of safety. For more information about The Leapfrog Group, visit http://www.leapfroggroup.org/.

Dick Wardrop, MD, PhD, (WakeMed Faculty Physicians – Hospitals) received the Eugene S. Mayer Traveling Fellowship from North Carolina AHEC. Dr. Wardrop plans to study patient- and family-centered care as well as the curriculum for cost-effective medicine while in the United Kingdom for the fellowship.

Lynn Eschenbacher, PharmD, MBA, [Pharmacy] was given the title “Fellow” by the American Society of Health-System Pharmacists (ASHP) in recognition of the excellence she has achieved in pharmacy practice.

Amanda Salisbury, RN, [2 West ICU] – Cary Hospital received the March DASHY award for nursing excellence.

Patricia Doovers, RN, [3B CVICU] received the April DASHY award for nursing excellence.

The following Environmental Services staff were inducted into the Saving Lives: Ono Room A Time Club for achieving a 100 percent room cleaning score by Infection Prevention: 4th Quarter 2012 - Milagro Amaya, Sharlain Barnes, Gigi Bray, Barbara Carr, Elena Gerna, Ruth Durham, Lucille Jenkins, Cynthia D. Jones, Gloria McGuire, and Manuela Toro. 1st Quarter 2013 - Amma Ayegamem, Jose Arrendondo, Ana Galvez, Ana Lopez, Gloria Massenburg, Clara Nieto, Tim Riley and Cherrilene Ross

Tomicsa Fuller, RNCM, [6C Surgery/STICU] earned her Certified Case Management (CCM) certification.

Angela Cummings [Patient Care Management] earned her Accredited Case Manager (ACM) certification.

Reggie Peacock (Environmental Services) received the WakeMed Patient Safety Star Award.

Susan Hardee, MLS, (Wake AHEC Library Services) received the Association of N.C. Health and Science Libraries (ANACHSL) Service Award this April at the ANACHSL Spring Meeting and Continuing Education Course.

Sarah Brieger and Jennifer Latva (both of Claims & Billing – WakeMed Physician Practices) each passed the Certified Professional Coder exam.

Jessica Spicer, [Operative Services – Cary Hospital] passed her CCRN test to earn the CCRN certification.

Jason Strother, RN, [1A Clinical Evaluation Area] obtained his CMSRN certification.

After being selected as a finalist in the 2013 Triangle Business Journal Health Care Hero awards, Dale Hill, EMT-P, was named overall winner in the awards Medical Professionals category. The Medical Professionals category honors professionals who show exemplary performance in their respective fields, go above and beyond normal job responsibilities or obligations, and impact the growth and development of their profession and the community.

Erin Smyski, RN, [Staffing Resources] graduated from UNC-Chapel Hill’s adult nurse practitioner program and received her master’s degree in nursing.

Joy Mitchell, RN, [Operative Services – Cary Hospital] graduated from East Carolina University with her bachelor’s degree in nursing (BSN).

Jenna McKeel, BSN, RN, and Lauren Smith, BSN, RN (both of 6A CVICU) graduated from Winston-Salem State University.

Dina Hood, RN, [Emergency Department – North Healthplace] earned her Certified Emergency Nurse (CEN) credential.

Anthony Newkirk (Healthcare Professionals and Diversity & Inclusion Council) was the featured speaker at the Earth Day Celebration that was held on April 21 at the Fo Guang Shan Temple in Raleigh.

Kevin Coleman, RN, [Nursing Education] completed his master’s degree in education at N.C. State University.

Nefidi Aziikiwe, MD, FACS, (WakeMed Faculty Physicians – General Surgery/Trauma) became the first female general surgeon in the state of North Carolina to perform a single site robotic cholecystectomy.

Jessica Pittard, RN, [DA CVICU] received her BSN degree from UNC-Wilmington.

Jessica Shore, RN, [3A CVICU] received her PCGN certification.

Daniel Hanley, RN, [Adult Emergency Department] earned his CEN credential.

Marie Green, RN, [3B CVSICU] received her PCGN certification.

Reggie Peacock (Patient Case Management) earned her Health Care Hero awards, Journal of Nursing Administration.

WOW, what an employee! John Elliott, RN, (Surgical Services - Inpatient PACU) welcomed son David Cole on March 23. Odile Elsevyf, RN, (Café 3000) was named “Employee of the Month” by the Cafeteria staff. Jessica Ezkia, RN, (Adult Emergency Department) earned her Certified Emergency Nurse (CEN) credential.

The Pharmacy welcomes Anna Massenburg, [Pharmacy] earned her CMSRN certification.

The following Clinical Support Services staff were inducted into the Patient Safety Star Award program this April at the ANCHASL Spring Meeting and Continuing Education Course:

• Dr. Wardrop plans to study patient- and family-centered care as well as the curriculum for cost-effective medicine while in the United Kingdom for the fellowship.

Lynn Eschenbacher, PharmD, MBA, [Pharmacy] was given the title “Fellow” by the American Society of Health-System Pharmacists (ASHP) in recognition of the excellence she has achieved in pharmacy practice.

Amanda Salisbury, RN, [2 West ICU] – Cary Hospital received the March DASHY award for nursing excellence.

Patricia Doovers, RN, [3B CVICU] received the April DASHY award for nursing excellence.

The following Environmental Services staff were inducted into the Saving Lives: Ono Room A Time Club for achieving a 100 percent room cleaning score by Infection Prevention: 4th Quarter 2012 - Milagro Amaya, Sharlain Barnes, Gigi Bray, Barbara Carr, Elena Gerna, Ruth Durham, Lucille Jenkins, Cynthia D. Jones, Gloria McGuire, and Manuela Toro. 1st Quarter 2013 - Amma Ayegamem, Jose Arrendondo, Ana Galvez, Ana Lopez, Gloria Massenburg, Clara Nieto, Tim Riley and Cherrilene Ross

Tomicsa Fuller, RNCM, [6C Surgery/STICU] earned her Certified Case Management (CCM) certification.

Angela Cummings [Patient Care Management] earned her Accredited Case Manager (ACM) certification.

Reggie Peacock (Environmental Services) received the WakeMed Patient Safety Star Award.

Susan Hardee, MLS, (Wake AHEC Library Services) received the Association of N.C. Health and Science Libraries (ANACHSL) Service Award this April at the ANACHSL Spring Meeting and Continuing Education Course.

Sarah Brieger and Jennifer Latva (both of Claims & Billing – WakeMed Physician Practices) each passed the Certified Professional Coder exam.

Jessica Spicer, [Operative Services – Cary Hospital] passed her CCRN test to earn the CCRN certification.

Jason Strother, RN, [1A Clinical Evaluation Area] obtained his CMSRN certification.

After being selected as a finalist in the 2013 Triangle Business Journal Health Care Hero awards, Dale Hill, EMT-P, was named overall winner in the awards Medical Professionals category. The Medical Professionals category honors professionals who show exemplary performance in their respective fields, go above and beyond normal job responsibilities or obligations, and impact the growth and development of their profession and the community.

Erin Smyski, RN, [Staffing Resources] graduated from UNC-Chapel Hill’s adult nurse practitioner program and received her master’s degree in nursing.

Joy Mitchell, RN, [Operative Services – Cary Hospital] graduated from East Carolina University with her bachelor’s degree in nursing (BSN).

Jenna McKeel, BSN, RN, and Lauren Smith, BSN, RN (both of 6A CVICU) graduated from Winston-Salem State University.

Dina Hood, RN, [Emergency Department – North Healthplace] earned her Certified Emergency Nurse (CEN) credential.

Anthony Newkirk (Healthcare Professionals and Diversity & Inclusion Council) was the featured speaker at the Earth Day Celebration that was held on April 21 at the Fo Guang Shan Temple in Raleigh.

Kevin Coleman, RN, [Nursing Education] completed his master’s degree in education at N.C. State University.

Nefidi Aziikiwe, MD, FACS, (WakeMed Faculty Physicians – General Surgery/Trauma) became the first female general surgeon in the state of North Carolina to perform a single site robotic cholecystectomy.

Jessica Pittard, RN, [DA CVICU] received her BSN degree from UNC-Wilmington.

Jessica Shore, RN, [3A CVICU] received her PCGN certification.

Daniel Hanley, RN, [Adult Emergency Department] earned his CEN credential.

Marie Green, RN, [3B CVSICU] received her PCGN certification.

Reggie Peacock (Patient Case Management) earned her Health Care Hero awards, Journal of Nursing Administration.

WOW, what an employee! John Elliott, RN, (Surgical Services - Inpatient PACU) welcomed son David Cole on March 23. Odile Elsevyf, RN, (Café 3000) was named “Employee of the Month” by the Cafeteria staff. Jessica Ezkia, RN, (Adult Emergency Department) earned her Certified Emergency Nurse (CEN) credential.
The WakeMed Children’s Hospital was filled with delight on April 23 when Batman, Ironman and Spider-Man suspended themselves from the windows outside to give young patients a show they would not soon forget. The superheroes, also window washers for the hospital employed by Scottie’s Building Services, donated their time to offer the children some unexpected excitement and a fun distraction from being in the hospital. Many patients, parents, staff and physicians gathered at the windows to see their favorite legendary characters hang from the rooftop. Inside, Wonder Woman, Super Woman and American Dream helped gather the crowd. A young spectator summed the visit up in just one word—"Awesome!"

Left: Mark Piehl, MD, medical director of WakeMed Children’s and director of WakeMed Faculty Physicians – Pediatrics, enjoys time with a patient during the superhero visit.

Great Job, PICU Team! Efforts to Prevent Hospital-Acquired Infections Pay Off

Staff from the Pediatric Intensive Care Unit (PICU) recently celebrated several impressive accomplishments in Infection Prevention:

- Zero Central Line-Associated Bloodstream Infections (CLABSI}s) for over five years
- Zero cases of Ventilator-Associated Pneumonia (VAP) for over two years
- Zero Catheter-Associated Urinary Tract Infections (CAUTI)s) for over one year

4E Pediatrics manager Wanda Bowman, RN, is extremely proud of her team and said that several key factors played into these impressive results. With regard to CLABSI}s, she said that going to an antibiotic-coated catheter four years ago has had the greatest impact. The team is also committed to removing lines as soon as possible and using bundles, masks and sterile techniques. (Bundles are a series of interventions that, when implemented together, lead to much better outcomes than when implemented separately.) Additionally, a smaller group of physicians is responsible for inserting the lines while a smaller group of staff take care of the lines.

With regard to VAP, the unit intubates fewer patients than the adult units, and they have been using the ventilator bundle since it was introduced. Additionally, they always aim to remove the endotracheal tube as soon as they can.

Finally, with CAUTI, Bowman explained that the unit obtained a closed Foley catheter system last year which has helped tremendously. The doctors and nurses on the unit also perform patient endotracheal tube as soon as they can.

Spring is Here...

And WakeMed is Celebrating Throughout the Community

The sunshine and warmer weather brought to us courtesy of springtime couldn’t get here fast enough. And as soon as winter started to fade, WakeMed was ready to hit the road with a variety of community outreach events and activities. We hosted Head to Toe, our annual community health screening and education series, coordinated community walks with physicians from WakeMed Physician Practices and participated in local events such as Cary’s Spring Daze Arts & Crafts Festival, Wake Forest’s Meet in the Street festival and the Apex Peakfest. We also offered free electrocardiography (ECG) screenings through our SportFit Heart Program, allowing us to screen 127 young athletes for potential heart problems.

After a busy few weeks, we are excited to report that our efforts truly paid off. We administered free health screenings for cholesterol, bone density, blood pressure and/or body mass index to hundreds of local residents, introduced countless community members to our physicians and specialists so they could provide education on living a healthier lifestyle and talked with hundreds of event participants about the extraordinary care and services offered here at WakeMed. A special thanks to all of the physicians, employees and volunteers who contributed to this successful spring event season that benefitted so many of our area friends and neighbors!

Spring Daze

Megan Carmona, RN, (58 Neuro Intermediate Care) draws a crowd at the WakeMed Spring Daze tent as she explains the importance of hydration and which beverages contain the least amount of sugar. WakeMed Cary Hospital was a sponsor of the Wellness Challenge offered at Spring Daze held in Cary on Saturday, April 26. By partnering with the Town of Cary’s Parks, Recreation and Cultural Resources department, WakeMed staff and volunteers educated festival participants on health and fitness in a fun way.

Head to Toe

Each year, WakeMed’s Head to Toe screening and seminar series is held at several community locations so that local residents have the opportunity to benefit from free health screenings, health and wellness education, and seminars with physicians from WakeMed Physician Practices. This series also gives us a chance to promote WakeMed’s programs and services. This year, 256 residents were screened for cholesterol, 224 for bone density, 75 for BMI and 39 for vascular.

Above: Karen Weaver, RN, (Emergency Department) and Debra Smith (Emergency Department Registration) prepare to help with bone density screenings at Brier Creek Healthplex’s Head to Toe event.

Walk with WakeMed

In April and May, WakeMed, in partnership with MIX 101.5, coordinated several family-friendly community walks in Triangle parks along the Extreme Greenway. Led by WakeMed primary care physicians, the walks were designed to be fun and interactive while encouraging healthy lifestyles for adults and children alike. Additionally, they presented an opportunity for local residents to become better acquainted with the WakeMed physicians who practice in their neighborhood.

Left: Before leading a walk through Cary’s Bond Park, Kathryn Cziraky, MD, of Wake Specialty Physicians – Parkway Primary Care in Cary, (far right) enjoys a moment with Twinkle, the WakeMed Children’s mascot; Lynda Loveland of MIX 101.5, the event emcee; and Loveland’s daughter.
WakeMed Pediatric Conference Celebrates 10-Year Anniversary

It has been 10 years since WakeMed started hosting Stepping into the Future, an annual pediatric conference meant to help all providers who care for pediatric patients learn more about the current research in the field as well as the recommended care-delivery methods and processes pertinent to babies and children. This year’s two-day event drew more than 120 participants. Topics presented by leading physicians and pediatric health care professionals included resources, equipment, and methods available for the care of pediatric patients. Congratulations to the Pediatric Conference Committee, led by Cindy Rice, RN, (Nursing Education), for another successful conference and 10 years of continued excellence in pediatrics health care education!

Above: Members of the Pediatric Conference Committee show off their celebratory 10-year anniversary cake before it is enjoyed by conference participants. From left to right are Heather Kindl, RN, (Nursing Education); Becky Wells, RN, (Pediatrics/PICU); Josee De Santos-Chow, RN, (NICU); Patti Curtin, RN, (Children’s Emergency Department); Cindy Rice, RN, (Nursing Education) and Maria Friday, RN, (NICU).
When we spoke to Georgia Sumiel, vice president of Operations, she was days away from picking up her daughter Denise, 19, from the University of North Carolina at Greensboro for summer break. “My shopping buddy!” she laughed, reflecting on the close relationship they share. Among all of her professional responsibilities and a health care career that has spanned nearly 24 years, Sumiel said has always been her top priority, their time together precious to her.

Next year, Denise will be a sophomore, and Sumiel said her daughter hoped to become a professional photographer but was still working to declare her major. She remembered changing her own college major several times until she finally discovered health care management at Virginia Commonwealth University (VCU). After graduation, she spent ten years working with physician practices, then at Blue Cross Blue Shield of Virginia as a claims manager and provider consultant, and later in the state government’s Certificate of Need (CON) office. Meanwhile, she began pursuing her master’s degree in health care administration at VCU.

“I wanted to work in a hospital,” she explained. “Where else can you find many different professions and things to manage to run smoothly most of the time? Regardless, we’re all here to take care of people.”

Sumiel then spent time as a physician relations manager at HCA, a for-profit health care group in Richmond, Va., that managed several hospitals. After she completed her master’s degree in health care administration, she moved to Maryland, where she worked at a hospital managing physician relations, community relations, physician practices, marketing and business development.

“We liked Maryland but there were three reasons I wanted to leave,” said Sumiel. “It was too fast-paced for my daughter, the cost of living was high, and I missed exercise three days a week. She loves music, outdoor concerts and watching professional and college basketball. She is a very spiritual person and is heavily involved in her church. The middle daughter in a family of five girls, Sumiel also enjoys visiting her extended family, all of whom live in her home state of Virginia. As a daughter, sister, aunt, friend and mother, Sumiel wears many hats, but as a hospital executive leader, she wants to help people grow in their careers and do really good things.” She also knows it is her job to look at the big picture and make sure her team members have the resources they need to do their jobs efficiently.

Outside of work, Sumiel likes to read, and she makes it a priority to exercise three days a week. She loves music, outdoor concerts and watching professional and college basketball. She is a very spiritual person and is heavily involved in her church. The middle daughter in a family of five girls, Sumiel also enjoys visiting her extended family, all of whom live in her home state of Virginia. As a daughter, sister, aunt, friend and mother, Sumiel wears many hats, but as a hospital executive leader, she wants to help people grow in their careers and do really good things.” She also knows it is her job to look at the big picture and make sure her team members have the resources they need to do their jobs efficiently.

“Health care is changing so much – we are all entering our areas of typical responsibility. After HCA, Sumiel served as vice president of operations for health systems in Richmond and Tennessee before she and her daughter moved to Maryland, where she worked at a hospital managing physician relations, community relations, physician practices, marketing and business development.

“Like our leadership team recognizes the challenge of staying current with all areas of this busy and constantly evolving health system. That’s why Wake in Touch is such an important program for our leaders and our employees,” commented Jeanne Martin, senior vice president of Human Resources. “We also learned from last year’s employee focus groups that employees want to become better acquainted with who we are and our roles here at WakeMed.”

WakeWell – Next Step
BCBSNC Online Health Assessments
WakeMed employees who participated in the WakeWell biometric screenings can now take the BCBSNC online health assessment at www.bcbsnc.com. It must be completed by Friday, June 7, to receive the 2014 WakeWell premium credit.

• Employees who participated in WakeMed’s biometric screenings will see their results as they are already uploaded into the BCBSNC online health assessment.

• Instructions on how to take the online health assessment can be found on the WakeMedWeb homepage.

• Employees may need their BCBSNC subscriber card or BCBSNC ID number if they have forgotten their username/password.

• The BCBSNC technical helpline is 1-888-705-7050, or questions can be directed to Bob Nelson (Human Resources) at ext. 06903 or bonelson@wakemed.org.

BCBSNC representatives will be on site to assist employees:
Raleigh Campus:
Ground Floor IS Training Room
• May 22 (9:30 am to 9:30 am, 11 am to 2 pm and 4 to 7 pm)
Cary Hospital: IS Training Room
• May 21 – 11 am to 2 pm and 4 to 7 pm
North Healthplex:
3rd Floor Conference Room
• June 6 – 11 am to 2 pm

INFLUENZA VACCINE
Mandatory for All WakeMed Employees
WakeMed is adding the annual influenza vaccination to the list of required vaccinations for all employees and volunteers, effective September 1, 2013.

“By making the flu vaccine mandatory, we can decrease our employee influenza infection rate and most importantly help protect our patients from becoming infected as well,” explained Chris Ingram, MD, medical director of the WakeMed Infection Prevention and Occupational Health, who has 22 years of experience working with infectious diseases. “The flu vaccine is very safe with very few contraindications. Also, if you receive your flu vaccine annually, you will accumulate immunities that will help you through your lifetime.”

• Starting this September 1, receiving the influenza vaccine will be recognized as a condition of employment at WakeMed. Not receiving the vaccine within the specified 60-day timeframe will result in loss of employment.

• Employees who are unable to receive the vaccine due to medical contraindications must obtain a medical exemption. The medical exemption form will be available starting July 1, 2013, on the Occupational Health internet page.

• Once the 2013 vaccines are available, all WakeMed employees and volunteers will have 60 days to comply with the new requirement by providing proof of vaccine or receiving an approved medical exemption. For questions, contact Occupational Health at ext. 06904 (Raleigh Campus) or ext. 062631 (Cary Hospital).

Wake in Touch Program Reinstated to Keep Executives, Employees Connected
Originally introduced in the 1980s, Wake in Touch was designed to give executive leaders the opportunity to visit different units and interact one-on-one with staff. Employees have the chance to explain their daily activities and also ask questions of their executive leaders. Meanwhile, executives can become better acquainted with the work processes that often take place behind the scenes and provide employees with updates on any current WakeMed news. Executives will be assigned to different departments every month, and they will attend department/unit staff meetings so these interactions can take place. If an executive visits your area, please take advantage of the opportunity to get to know them better and discuss any questions you may have about our health care system. And if you would like to invite an executive to visit your department or unit, please contact Martin at jmartin@wakemed.org.

Left: Tom Gettinger, executive vice president and chief operating officer, makes rounds with Osi Udokwu, MD, of WakeMed Faculty Physicians – General Surgery/Trauma.
WakeMed Employees, No Enrollment Fee to Join the YMCA in June

The YMCA of the Triangle is waiving their one-time enrollment fee for WakeMed employees during the month of June! For information or to enroll, visit one of the YMCA of the Triangle’s 11 convenient locations. Questions? Contact Bob Nelson (Human Resources) at ext. 08903 or bnelson@wakemed.org.

Uniform Sale – The Volunteers at WakeMed Raleigh Campus and representatives from First Uniform will sponsor a uniform sale on Wednesday, June 12, in the Andrews Center, from 7 am to 4 pm. Payroll deduction will be available with name badge. Cash and credit cards will also be accepted.

Linen & Home Goods Sale – The Volunteers at WakeMed Cary Hospital and representatives from Linen Master will sponsor a linen and home goods sale on Monday, June 17, from 9 am to 4 pm in the Cary Hospital Conference Center. Payroll deduction will be available with name badge. Cash and credit cards will also be accepted. Proceeds will be allocated to support programs and services at Cary Hospital, Apex Healthplex, Fuquay-Varina Outpatient & Skilled Nursing Facility and Kraft YMCA.

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. 08306. Please note: Some classes have preliminary requirements.

Management Development
Skill Builder Series – Teambuilding Activities: Facilitating Meaningful Teambuilding Sessions – Tuesday, June 25, 8:30 to 10 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDSBS)

Coaching for Improved Performance – Tuesday, June 18, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDCIP)

Skill Builder Series: Reward and Recognition – Thursday, June 13, 1 to 2:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDSBS)

Employee Development
Coping with Change – Wednesday, June 5, 8:30 to 11:30 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDCJ)

Wake AHEC
Educational credit available for all programs. For details/fees, call ext. 08547 or visit www.wakeahec.org and click Program Listings.

When Gambling Becomes More than a Game: What Clinicians Should Know About Problem Gamblers (Charlotte) – Wednesday, June 19, 9 am to 4:30 pm, Charlotte AHEC

Webinar: Pregnancy and Sexually Transmitted Diseases: What You Need to Know – Wednesday, June 19, noon to 1:30 pm – Online Learning

The 11th Annual Landes Symposium: Advances in Urology – Friday, June 21, 7:30 am 12:30 pm, UNC Kenan Flagler Business School – Rizzo Center, Chapel Hill

ICSI Night Out – Raleigh (Cary) – Friday, June 21, 7:30 am to 12:30 pm

[More events listed...]

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