MAY 2014

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED MAY 2014

www.wakemed.org

The third annual WakeMed Scrub Run has something for everyone:

- 5K
- 10K
- 100-Yard Kids Dash

Bring the whole family – walkers, runners and wheelchair participants welcome!

“As we are committed to improving the health of our community, we need to lead by example and also encourage our neighbors to get active and exercise, and that’s what the Scrub Run is all about. This event is the perfect opportunity to develop a healthy lifestyle, and I hope our employees will come participate,” said Donald Gintzig, WakeMed president & CEO.

Proceeds from the Scrub Run will benefit the WakeMed Children’s Hospital through the WakeMed Foundation. “Participating in the WakeMed Scrub Run is a great way for the community to show its support for the WakeMed Children’s Hospital,” said Mark Piehl, MD, MPH, medical director of WakeMed Children’s and director of WakeMed Physician Practices – Pediatrics. “The funds raised through this event help support important developments and growth of pediatric services for our community, such as the recent expansion of our neonatal intensive care unit.”

Form a Team & Have Some Fun!

Fitness is more fun with friends! WakeMed departments are encouraged to show off their team spirit and participate in the Scrub Run together. “Our department is excited to put a team together again this year. It’s a great opportunity to have fun with co-workers and their families, while doing something that benefits WakeMed and our community,” said Harriet Stephenson, RN, director (Nursing Education). So whether you plan to walk or run, gather your co-workers and let your creativity go wild – we hope to see your WakeMed spirit on display!

Come for the Race, Stay for the Fun Fest!

Along with the races, WakeMed will host a free family Fun Fest from 8:30 am to noon. Runners, walkers, family and friends of all ages are welcome to enjoy a variety of activities including:

- Live music
- Face painting
- Games & activities
- Arts & crafts
- Twinkle, the WakeMed Children’s mascot

Volunteers Needed!

Not a runner but still want to get involved? There are many volunteer opportunities available, including:

- Registration volunteers
- Course volunteers
- Water station volunteers
- Fun Fest volunteers
- Food and refreshment volunteers

PRPN credit is available for all volunteer positions. Follow the link on the WakeMedWeb to sign up.

WakeMed Recognized for Heart Failure, Stroke Care

WakeMed has once again received recognition from the American Heart Association/American Stroke Association through their prestigious 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. Both Raleigh Campus and Cary Hospital achieved top honors – the Gold Plus award – for success in implementing a higher standard of care for heart failure and stroke patients.

Hospitals receiving GWTG Gold Plus Achievement Award have reached an aggressive goal of treating heart failure and stroke patients with 85 percent or higher compliance to core standard levels of care as outlined by AHA/ASA for 12 consecutive months. In addition, those hospitals have demonstrated 75 percent compliance to four out of nine heart failure quality measures or seven out of 10 stroke quality measures during the 12-month period.

Additionally, Cary Hospital received the American Heart Association’s Mission: Lifeline® Referring Center – SILVER Level Recognition. The award recognizes WakeMed’s commitment and success in implementing the highest standard of care for heart attack patients. Hospitals involved in Mission: Lifeline are part of a system that makes sure STEMI patients get the right care they need, as quickly as possible. Mission: Lifeline focuses on improving the system of care for these patients and, at the same time, improving care for all heart attack patients.

Celebrate summer with farmers markets at WakeMed! We are excited to bring a community farmers market to the courtyard of Raleigh Campus starting in June. The market will take place from 10 am to 2 pm every Tuesday and is open to staff, visitors and the community. Additionally, Café 3000 and Points West Cafe will have fresh produce available to purchase regularly throughout the summer. Stay tuned for details.

The 2014 Workplace Assessment & Engagement Survey is coming soon! See inside for details!
WakeMed itself! that is nearly as old as replacement of some equipment upgrade that includes the electrical infrastructure. They are part of a large new chiller generator plant were installed in the 45,000-pound generators Two 2.5-megawatt, Police & Public Safety coworkers. his 80th birthday along with several Campus Radames Colon, recently celebrated (center), recently celebrated his 80th birthday along with several Campus Police & Public Safety coworkers. 

WakeMed’s oldest full-time employee, Radames Colon (center), recently celebrated his 80th birthday along with several Campus Police & Public Safety coworkers. 

Band of Patient Care Consultants (pictured below) – chosen for exemplifying the Wake Way – who visit departments and provide feedback on how staff can work together to improve the patient experience. Departments can request a consultation for any reason, but often it is because PRC or HCAHPS scores are lower than they should be. “We really try to customize our work with each department to meet their needs. Some request a nurse do the consultation, others may want the consultant to observe anonymously and report back on what they see and hear. The goal isn’t to catch people doing things wrong, but to find ways to improve as a team,” said Libby Dore, director (Imaging Services – Cary Hospital), committee chair. Once the consultant is in the department, they take notes using a checklist that focuses on seven areas related to service excellence. After the visit, the consultant compiles their feedback – identifying positive examples and opportunities for improvement – and shares it with the manager or supervisor/educator. “We’ve had really positive feedback since this program started a year ago. Thus far, 14 visits have been made, which shows we really are meeting a need,” said Laura Aiken, director (Patient & Family Experience). Now that they’ve collected information from many different units, the committee is looking for trends across the hospital to determine if any larger-scale initiatives should be put in place. The committee is also looking at ways to share and disseminate the successful strategies they have seen. For more information, or to request a consultation, please contact Libby Dore at ldore@wakemed.org or Tonia Fehr at tfehr@wakemed.org.

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Cooling down the heat at WakeMed. Two 2.5-megawatt, 45,000-pound generators were installed in the new chiller generator plant at Raleigh Campus in April. They are part of a large electrical infrastructure upgrade that includes the replacement of some equipment that is nearly as old as WakeMed itself!

ABOVE: Over 750 people attended the first annual Safe Kids Day, a family-friendly event offering fun, educational activities related to injury prevention. Twinkle joined the WakeMed Children’s Mobile Critical Care Team and 15 WakeMed employees who volunteered their time for this great cause.

ABOVE: In April, WakeMed celebrated a milestone in the construction of North Hospital when the last iron beam was put in place. North Hospital is one step closer to its “delivery” date of Mother’s Day 2015!

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

Midlevels, Office Staff Join WakeMed Physician Practices Effective June 1, all WakeMed Physician Practices (WPP) support staff, office staff and midlevel providers will officially be considered part of the WakeMed Physician Practices division. This impacts nurse practitioners, physician assistants, lab techs, radiology techs and office staff at all WPP locations. Town hall forums were held over the past two months to inform employees of this change and to gather feedback on how to ensure a smooth transition. This change is part of our shift to having all WPP locations operating under one umbrella; however, it will have no impact on salary, vacation time or other benefits for impacted employees.

WPP Names Executive Medical Directors Last fall, WakeMed Physician Practices (WPP) announced a new leadership structure and adopted a service line model to ensure consistency, efficiency and strategic operations that align with the WakeMed system. As part of this new structure, we are pleased to announce that executive medical directors have been chosen for each of the service lines. They are:

- Adult Medicine: Tres Pittman, MD (WPP – Hospitalists)
- Women’s & Children’s: Leslie McKinney, MD (WPP – Accent Urgent Care)
- Surgery: Mark Wood, MD (Wake Orthopaedics)
- Cardiovascular: Charles Helton, MD (WPP – Cardiovascular & Orthopaedic Surgery)
- Primary Care: Michele Casey, MD (WPP – Falls Pointe Medical Group)

The executive medical directors will work closely with WPP service line leaders – Karen Perry (Women’s & Children’s), Jamie Landrum (Primary Care), David Pontz (Surgery), Dee Darkes (Cardiovascular) and Thomas Haugh (Adult Medicine) – to make leadership decisions for WakeMed’s network of physician practices. The governance committee will elect a chair in August; Mike Ferguson, MD, is serving as interim chair until then. Additionally, as our midlevel providers prepare to join the WPP division (see article, above), a new governance structure is being implemented to ensure these providers have an active role in decision-making. Interviews are currently underway to identify midlevel directors for each of the service lines. Those leaders will report to the executive medical directors and service line directors.

Below right: All good superhero movies have a sequel, and patients at WakeMed Children’s Hospital got to witness one in real life in April when Batman, Iron Man and Spiderman “dropped in” to pay a visit. Thank you to our superheroes (who actually work for Scottie’s Building Services) for donating your time to create such a special experience!
For the second year in a row, WakeMed has received the Gold Healthy Hospital Award for smart resource management presented by Stryker Sustainability Solutions. The award recognizes WakeMed’s commitment to reducing waste and investing in environmentally-sound health care practices.

WakeMed has partnered with Stryker’s medical device remanufacturing and reprocessing program since 2011 to reduce costs and waste. Stryker collects used devices from WakeMed facilities and remanufactures many of them for re-use following strict FDA guidelines. The devices are then repackaged and sold to WakeMed at a discounted price. As a result, WakeMed reduced supply costs by over $1.1 million in 2013 and helped keep 12,800 pounds of medical waste from landfills.

Our collaboration with Stryker is just one of the cost-reduction initiatives championed by the Non-Labor Steering Committee. “This award recognizes the dedication of teams across our system who have worked hard to increase the awareness and engagement of this initiative. This program sets a positive example and demonstrates our exceptional commitment to health care sustainability and quality,” said Vicki Block, senior vice president & administrator, Raleigh Campus.

Boston Mutual Permanent Life Insurance Available

Special Enrollment Period
Ends June 30

WakeMed is pleased to offer our benefits-eligible employees the opportunity to enroll in Boston Mutual’s Whole Life Insurance during a special enrollment period that ends June 30. This plan is different from our supplemental group life insurance plan because it is “guaranteed issue” – meaning employees can get coverage regardless of previous or current medical history. Additionally, you can keep this coverage (at the same cost) if you retire or change jobs, regardless of your age or health status at that time. Coverage is available for eligible employees, dependent children and grandchildren subject to plan limits. Spouses may apply subject to a qualifying health question.

Representatives from Boston Mutual will be visiting different WakeMed locations during the enrollment period to meet with employees and answer questions. The sign up process takes approximately 30 minutes and requires some personal identifying information (social security number and date of birth), home address, salary, date of hire, etc. Once enrolled, premiums will be payroll-deducted beginning with the first pay period in August. For more birth), home address, salary, date of hire, etc. Once enrolled, premiums will be payroll-deducted beginning with the first pay period in August. For more

WOW, WHAT AN EMPLOYEE!

Donald Gintzig, president & CEO, received the Distinguished Alumnus Award from the George Washington Health Sciences Management and Leadership Alumni Association for his contributions to the field of health administration.

Jennifer Leamons (Food & Nutrition Services) is participating in the Association of Healthcare Foodservice 2014 Culinary Competition. Her recipe for gluten-free “rice and beans” rivaled with shrimp & cilantro pesto cream was chosen as one of five finalists to be part of the June competition.

The following employees became the first WakeMed Epic Credentialed Trainers: Takisha Word, Bethany Landrum, Mandy Seagroves, Jenn Wilder, Nikki Kinner, Tanya Helt, and Amber Owens (all of WPP – Administration); Constance Alston (WPP – Internal Medicine); Lucy Marshall, RN (1A Clinical Evaluation Area); Ellen Surine, RN (WPP – General Surgery); Judy Elliott and Stephen Cowes (Claims & Billing); and Ellen Sadovy (Information Services).

Kim Warlick, BSN, RN, (Adult Diabetes Management Program) received a master’s degree in nursing (MSN) from East Carolina University.

Katrina Sents, RN, (Neuro ICU) became a certified neuroscience registered nurse (CRNN).

Kim Keane, PharmD, (Pharmacy) was named Preceptor of the Year by the UNC Eshelman School of Pharmacy Wake region students.

 Judy Orser (Corporate Planning) has been named co-chair of the Health Council for the United Way of the Greater Triangle.

Betty McGee, RN, (Day Surgery) was recently selected as AORN North Carolina council’s peri-operative nurse of the year.

Felisha McDaniel and Demetria Allmond-Graham (Patient Care Management) became certified case managers (CCM).

Natalie Gillespie (Patient Care Management) earned accredited case manager (ACM).

BJ Blakenship, RN, (Emergency Department) obtained certification in emergency nursing (CEN).

Jenna Huggins, PharmD, (Pharmacy) was inducted into the UNC Kenan-Flagler Business School’s Beta Gamma Sigma business honor society.

Dianah Kimani, RN, (3A CVIC) earned a bachelor’s degree in science in nursing (BSN) from Winston-Salem State University and Brian Kistner, NT II, also (of 3A CVIC) earned a BSN from UNC – Chapel Hill.

Rich Hogan, NT II, (3A CVIC) completed nursing school at Wake Technical Community College.

Pathology Labs – Cary Hospital congratulates the following employees on receiving promotions: Cecily Flynn, Tiffany Sinodis, Dawn Settle and Jose dos Santos.

Jeff Liner (Pathology Labs – Cary Hospital) passed the board of certification for medical laboratory science.

COMINGS & GOINGS

Margaret Matheson (WPP – Pediatric Specialty Clinic) is retiring from WakeMed this month after over 39 years of service. Best wishes for a happy retirement.

Wake AHEC bids farewell to Diana Bond, PhD, RN, manager (Wake AHEC) after 18 years of service.

2H CVIC welcomes Amanda Bell, NT.

Emergency Department – North Healthplex welcomes Kimberly McKeight, RN, who transitioned from Mobile Critical Care Services; Paloma Pfeifer, NT, who transitioned from 4C; Rita Udjoh, NT; Amanda Wells, RN; Loretta Pearce, RN; Scott Mason, RN; Renota McKay, RT, who transitioned from the stuffing pool; and Gene Parker, RN. They also wish Matt Churchill, RN, great success as he transitions to Mobile Critical Care Services.

Guest Services welcomes Sylvia Poole.

Infection Prevention welcomes Stephanie Beach, RN, who transitioned from the NICU, and Marc Coulombe, RN, who transitioned from STICU.

Neuro ICU welcomes Amanda Rhodes, RN, and wishes Elizabeth Piegler, RN, good luck as she begins travel nursing.

Pathology Labs – Phlebotomy welcomes Carol Colby, Jacqueline Collins and Julie Smith.

CTICU welcomes Elizabeth Johnson, RN.

2C Rehab welcomes Lillian Williams, RN, and Latoya Ricks, NA I.

Respiratory Care Services welcomes Justin Slater and Victoria Osborne.

WPP – ENT – Head & Neck Surgery welcomes Karla Aquilera and Iris Afanadora and sends best wishes to Bethsaida Drophin, transitioning toAccent Urgent Care – Cary, Holly King, transitioning to Accent Urgent Care – Raleigh, and Theresa Cass, transitioning to Claims & Billing.

Pathology Labs – Transfusion Services welcomes Sabrina Rogers.

Food & Nutrition Services welcomes Ngsue Kidane and Tomika Houze.

6C Surgery & Trauma welcomes Kathryn Walsh, RN; Jackie Battles, RN; Wendy Griffin, NA; Whitley Bailey, RN; and Sarah McGregor, RN.

Surgical Services welcomes Crystal Maloy, RN; Ashley Dobbs, RN; Ginny Newsome, RN; and Sharacka Dudley, NT.

Food & Nutrition Services – Cary Hospital welcomes Clarissa Clark and Terrance Austin.

Pathology – Cary Hospital welcomes Woody Woodall and Pam Stahl.

We Want to Hear from You!

2014 Workplace Assessment and Engagement Survey
Tuesday, June 17, to Tuesday, July 1

Measuring and tracking employee satisfaction is extremely important for maintaining and improving our workplace. As an employee, you are the cornerstone of WakeMed and your feedback helps drive workplace improvements, benefits enhancements and overall change.

New This Year!
For the first time, we will be conducting two surveys: one for employed physicians and midlevel providers and one for all other staff. We hope these two separate surveys will provide more accurate results and lead to better workplace enhancements. Thank you in advance for your participation!

Things to remember:
• Completely Anonymous: No one at WakeMed will see your responses. They are entered directly into the electronic survey and routed to an outside firm, Success Profiles, Inc., who tabulates the results
• Easy and Convenient: Access the survey 24/7 via the WakeMedWeb, via emails regarding the survey and from the comfort of your own home at http://surveys.wakemed.org.
• Prizes! Encourage your colleagues to complete the survey. All employees in a department with 100 percent participation will be entered into a drawing to win great prizes!

Questions? For more information, please contact Susan McFarland (Human Resources) at smcfarland@wakemed.org or ext. 06325.
getting to know
John Perry, MD
Vice President of Medical Education

In the small town of Gatesville, N.C., where John Perry, MD, grew up, there weren’t many health care providers. Though this didn’t mean much to him as a child, once he decided to practice medicine, Perry realized that other small towns had similar situations and that’s what he was passionate about. "It’s about putting patients and their concerns first, and I’ve always been passionate about providing care to those who need it the most," said Perry.

Perry earned a bachelor’s degree in zoology from UNC-Chapel Hill and continued there for medical school before completing a residency and chief residency in internal & primary care medicine at the University of Rochester in Rochester, N.Y. He then moved to Charlottesville, Va., for a fellowship in internal medicine and a master’s degree in epidemiology at the University of Virginia. When he searched out a job that would let him make the most of his training, “I’m not a researcher – while I support research initiatives, that’s not my passion. I knew clinical education was what I wanted to do and WakeMed had an open teaching role. Twenty years later, I still feel very fortunate to have found a place where my skills, training and passion match the position.”

Over the years, Perry has seen a lot of changes but his role has remained fairly constant – and very busy. He splits his time between seeing patients, teaching residents and medical students, leading Wake AHEC activities and managing medical education programs. As a result, he also holds the titles of clinical associate professor of medicine at UNC and executive director of Wake AHEC. Having a hand in clinical, academic and administrative aspects is one thing Perry likes best about his job. “I feel like I’ve spent much of my life preparing to care for patients and I get great satisfaction providing care. That also gives me the opportunity to see things from a physician’s angle, which makes me feel more effective in my other roles.”

Perry has been instrumental in WakeMed’s thriving medical education program and enjoys teaching and forming bonds with students and residents. “I’ve seen medical students and residents come through and stay with us to become faculty. You form great relationships and watch them grow and train the next generation of physicians, which is really rewarding.” Perry is proud of WakeMed’s 46-year relationship with the UNC School of Medicine, which has been beneficial for both organizations, and hopes to find ways that we can be an even better resource for those students. WakeMed has also been building ties with Campbell University’s physician’s assistant school and is exploring future partnerships with their School of Osteopathic Medicine.

In addition to providing excellent opportunities for students, Perry believes our medical education program gives WakeMed a competitive edge in recruiting physicians. “There are doctors out there – like me – who want to teach and support education as well as provide patient care, and that’s an opportunity we can provide where many community hospitals cannot.” Of course, teaching also comes with its share of challenges, especially when the classroom is a real-world hospital. “As a teacher, we have to remember that the goal is still to improve the health of patients. Some people worry about their teaching strategies and fear they won’t present when the classroom is a real-world hospital. “I’ve seen medical students and residents come through and stay with us to become faculty. You form great relationships and watch them grow and train the next generation of physicians, which is really rewarding.” Perry is proud of WakeMed’s 46-year relationship with the UNC School of Medicine, which has been beneficial for both organizations, and hopes to find ways that we can be an even better resource for those students. WakeMed has also been building ties with Campbell University’s physician’s assistant school and is exploring future partnerships with their School of Osteopathic Medicine.

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With his time at work split between so many areas, you might think that Perry likes a quiet home life, but that is not the case. He and his wife of 26 years, Elaine, have four children – Olivia, John, Isabel and Hugh – who still go to a hospital. Perry enjoyed his time at WakeMed and is excited to see what the future holds for the hospital.

Food & Nutrition Services will begin ‘rolling out’ a new service at Raleigh Campus this summer. A traveling food cart, featuring healthy grub & go items will begin rotating through the hospital to make it easier for staff and visitors to get a nutritional lunch, no matter how hectic their schedule.

Featuring sandwiches, wraps, salads and snacks, the cart will take to the halls on Monday, June 2, in three locations:
- Heart Center (ground floor)
- E Tower lobby
- A/B waiting room (fourth floor)

The cart will be active from 11 am to 2 pm, Monday through Friday (except WakeMed-recognized holidays) and will be cashless; credit card or payroll deduction (badge-swipe) will be accepted. All items sold will be in line with the healthy food criteria established by the Healthy Food Environment task force and will include a selection of gluten-free items. “We know everyone is very busy, and sometimes it’s hard to make time to get a healthy lunch. With this cart, we hope to make it easier for people to get a nutritious meal or snack,” said Jessica Marchand, director (Food & Nutrition Services – Raleigh Campus). Cary Hospital will introduce their own food cart later this summer – stay tuned for details!
WakeMed MyChart is our free, secure online patient portal that connects patients to WakeMed’s comprehensive, system-wide electronic patient record system. Anyone who receives care in a WakeMed facility or physician practice can access portions of their health records online via WakeMed MyChart.

While WakeMed MyChart won’t be available for our patients until June 1, employees can sign up today! WakeMed MyChart lets you:
- Request prescription refills
- Request appointments
- Access test results
- Communicate with your doctor’s office
- Manage your family’s health care needs
- Pay your bills

Sign Up Today!

- **Step 1 – Get an Activation Code** – Go to MyChart.WakeMed.org and click “Sign Up Now” to request an activation code. An activation code will be sent within 48 hours and is valid for two weeks.

- **Step 2 – Sign Up** – Once you have your code, return to MyChart.WakeMed.org and click “Sign Up Now.”

- **Step 3 – Enjoy the Benefits** – Log in and take advantage of all that WakeMed MyChart has to offer. Note – certain functions (appointment requests, messaging doctors, etc.) will not be available until June.

If you have trouble, please call ext. 02288 or email mychart@wakeomed.org.

**PA STUDENTS GIVE KAWEMED GLOWING REVIEWS**

As one of the primary clinical training sites for Campbell University’s Physician Assistant (PA) Program, WakeMed hosts several PA students each month as they complete five-week clinical rotations. We recently received very positive feedback from the program’s charter class, whose rotations took place between August 2012 and December 2013. “We have so far seen an extraordinary group of PA students, all of whom have been very interactive and enthusiastic learners,” commented John Perry, MD, vice president, Medical Education. “I’m pleased to see that they’re having the positive experiences they need during their rotations at our facilities.”

Our preceptors, residents and attending physicians were praised for their responsiveness and eagerness to teach. Several students remarked that having preceptors who were so invested in their education made them work harder and helped them reach their potential. “My team worked very hard to include me in almost all daily tasks. They consistently gave detailed explanations of the choices made in development of patient plans, differentials, lab values and their respective thoughts/concerns,” commented one student. The students were also very complimentary of the diverse learning experiences available at WakeMed and appreciated having frequent opportunities to work directly with patients. Thank you to everyone who provided such excellent learning experiences for these students!

**New Care Advising Services Available**

WakeMed is excited to offer new, expanded Care Advising services for employees on the WakeMed Health Plan. Care Advising will replace the Disease Management and Case Management services previously offered through Blue Cross Blue Shield of NC. The new services are available as part of WakeMed Key Community Care (WKCC), our Accountable Care Organization (ACO).

**What is Care Advising?**

Care Advisors are nurses who support the relationship between patients and physicians, providing access to resources that help you make healthier choices. Our Care Advisors are employed by WKCT and work side-by-side with physicians, nurses, case managers and others to help improve the health of our employees and our patients. The goal of these services is to keep you healthy while reducing costs and enhancing the quality of care you receive.

**What types of Care Advising services are available?**

People need different levels of support, so there are several types of Care Advising. If you have a chronic condition or are at risk for one, a Care Advisor can provide one-on-one support to help you accomplish your health goals. Care Advisors also connect with patients following a hospitalization or in cases of frequent emergency department use to help decrease readmissions and connect patients with a primary care provider. For mothers-to-be, the maternity care program offers frequent support, information and guidance throughout the pregnancy and postpartum period.

**How much does it cost?**

Care Advising is part of WakeMed’s WakeWell program and comes at no additional cost to employees and their dependents on our health plan. If you participate in Care Advising, you will still have to pay regular costs for doctor’s visits and health services (copayments, deductibles, etc.).

**How do I sign up?**

Employees who are identified as candidates for Care Advising (based on physician referral or claims information) will be contacted by a Care Advisor. To self-referral, call the BCBSNC Customer Service line (877-275-9787) and ask to be referred for Care Advising services.

For more information, or with questions, contact the Benefits department at ext. 08143 or benefits@wakeomed.org.

**Engineering a Streamlined Workflow**

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**Going Green for Patient Safety**

This month WakeMed will begin using a printed gown to help identify patients who pose a safety risk due to behavioral health reasons. The gown and solid green bottoms will be given to patients who are at risk for suicide, elopement or are on involuntary commitment status awaiting transfer to a psychiatric facility. The Mental Health Internal Workgroup determined that this was not ideal. These gowns will help our patients feel more comfortable while also helping ensure their safety,” said Elaine Youngman, RN.

**What types of Care Advising services are available?**

Keeping patients safe is the responsibility of all WakeMed staff, whatever their role. If you see anyone in a green printed garment unaccompanied outside of a patient care area, please contact Campus Police & Public Safety immediately at ext. 03333 and report the location and a description of the patient. For your safety and the safety of our patients, do not attempt to intervene alone. Instead, please follow the patient at a safe distance while relaying updated locations to Campus Police. Thank you for doing your part to help protect our patients.

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**PA STUDENTS GIVE KAWEMED GLOWING REVIEWS**

As one of the primary clinical training sites for Campbell University’s Physician Assistant (PA) Program, WakeMed hosts several PA students each month as they complete five-week clinical rotations. We recently received very positive feedback from the program’s charter class, whose rotations took place between August 2012 and December 2013. “We have so far seen an extraordinary group of PA students, all of whom have been very interactive and enthusiastic learners,” commented John Perry, MD, vice president, Medical Education. “I’m pleased to see that they’re having the positive experiences they need during their rotations at our facilities.”

Our preceptors, residents and attending physicians were praised for their responsiveness and eagerness to teach. Several students remarked that having preceptors who were so invested in their education made them work harder and helped them reach their potential. “My team worked very hard to include me in almost all daily tasks. They consistently gave detailed explanations of the choices made in development of patient plans, differentials, lab values and their respective thoughts/concerns,” commented one student. The students were also very complimentary of the diverse learning experiences available at WakeMed and appreciated having frequent opportunities to work directly with patients. Thank you to everyone who provided such excellent learning experiences for these students!

**New Care Advising Services Available**

WakeMed is excited to offer new, expanded Care Advising services for employees on the WakeMed Health Plan. Care Advising will replace the Disease Management and Case Management services previously offered through Blue Cross Blue Shield of NC. The new services are available as part of WakeMed Key Community Care (WKCC), our Accountable Care Organization (ACO).

**What is Care Advising?**

Care Advisors are nurses who support the relationship between patients and physicians, providing access to resources that help you make healthier choices. Our Care Advisors are employed by WKCT and work side-by-side with physicians, nurses, case managers and others to help improve the health of our employees and our patients. The goal of these services is to keep you healthy while reducing costs and enhancing the quality of care you receive.

**What types of Care Advising services are available?**

People need different levels of support, so there are several types of Care Advising. If you have a chronic condition or are at risk for one, a Care Advisor can provide one-on-one support to help you accomplish your health goals. Care Advisors also connect with patients following a hospitalization or in cases of frequent emergency department use to help decrease readmissions and connect patients with a primary care provider. For mothers-to-be, the maternity care program offers frequent support, information and guidance throughout the pregnancy and postpartum period.

**How much does it cost?**

Care Advising is part of WakeMed’s WakeWell program and comes at no additional cost to employees and their dependents on our health plan. If you participate in Care Advising, you will still have to pay regular costs for doctor’s visits and health services (copayments, deductibles, etc.).

**How do I sign up?**

Employees who are identified as candidates for Care Advising (based on physician referral or claims information) will be contacted by a Care Advisor. To self-referral, call the BCBSNC Customer Service line (877-275-9787) and ask to be referred for Care Advising services.

For more information, or with questions, contact the Benefits department at ext. 08143 or benefits@wakeomed.org.
Thursday, June 5, 1 to 4 pm, Cary IS Training Room, and post-operative patients and their families are invited to attend these meetings.

Cary Hospital hosts a support group for bariatric patients and their families.

Enroll via learning Link (Code=HRPF).

Tuesday, June 3, 8:30 to 11:30 am, Medical Office Building, Training Room 44

Thursday, June 5, 1 to 4 pm, Cary IS Training Room, Points West 4/5

Cary Hospital Shoe Sale
Friday, June 13
7 am to 4 pm
Cary Hospital Conference Center
Cash, credit cards and payroll deduction (name badge required) will be available.

Cary Hospital Bariatric Surgery Support Group
Cary Hospital hosts a support group for bariatric patients on the second Wednesday of each month from 6:30 to 7:30 pm in the Conference Center. All potential and post-operative patients and their families are invited to attend these meetings.

PeopleFluent User Training
Human Resources will offer PeopleFluent user training sessions in June for newly-hired or newly-promoted managers and supervisors. All leaders with direct reports should enroll to learn the process of posting requisitions and effectively managing the hiring process. This class is designed to provide introduction to the applicant tracking system as well as refresh tips and tricks for quick navigation.

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Nursing Education
Medicine of Compassion – Wednesday, June 4, 8 to 11 am, NED C (Code=NE014-9073)

Chest X-ray Assessment: Code – Tuesday, June 10, 8 to 9:50 am, NED-A (Code=NE014-7020)

Education Essentials - Part I – Wednesday, June 11, 8:30 am to 1:30 pm, Andrews Center (Code=NE014-11022)

Nursing Professional Development Book Series

• I'm Here by Marcus Engel – Tuesday, June 17, 8:30 to 9:30 am, Cary Hospital (Code=NE014-14024)

• Through Other Eyes by Amy Vega – Monday, June 2, 11 am to noon, NED B; Tuesday, June 24, 8:30 to 9:30 am, NED C (Code=NE014-14054)

• Eat That Cookie! Making Workplace Positivity Pay Off by Liz Jazwiec – Tuesday, May 27, 8 to 9 am, NED B; Friday, May 30, 11 am to noon, Cary Hospital (Code=NE014-12086)

Wake AHEC

The Fourth Annual Resident Spring Symposium: Enhancing Patient Care Through Clinical Research – Tuesday, May 27, 8 to 8:35 pm, Andrews Center

Webinar (Live): ADHD in Children: The Clinical Challenges and Cost Effective Treatment – Online Learning – Wednesday, May 28, noon to 1:30 pm

Brief Child Forensic Evaluation: Cases of Alleged Abuse – Thursday, May 29, at 9 am through Friday, May 30, at 4:30 pm, Andrews Center

BreathEasy NC: Tobacco-Free Living in the Behavioral Health Community – Monday, June 2, at 10 am through Tuesday, June 3, at 4:15 pm, Raleigh Marriott Crabtree Valley

Pro Bono Counseling Network Education Series – The Monster Under the Couch: How Shame Impacts the Client and Therapist in the Therapy Room – Friday, June 6, 9 to 11 am, Orange County Department on Aging, Chapel Hill

Phlebotomy Skills and Standards: CLSIH3-A6 – Friday, June 6, 3 to 3:30 pm, Andrews Center

OSHA and North Carolina Infection Control Methods – Tuesday, June 10, 5:45 to 8 pm, Jane S McKimmon Center, NC State University

Asthma Made Easy: Improving Asthma Outcomes – Monday, June 13, 8:30 to 11 am, CMC Health Community

Breathe Easy NC: Tobacco-Free Living in the Behavioral Health Community – Tuesday, June 17, 8 to 9 am

Phlebotomy Skills and Standards: CLSIH3-A6 – Friday, June 20, at 9 am through Monday, June 22, at 4:30 pm, Andrews Center

Webinar (Live): Antenatal Testing Update – Wednesday, June 11, noon to 1:30 pm (Online Learning)

Webinar (Live): New Drug Update – Wednesday, June 18, 2:30 to 3:30 pm (Online Learning)

The 12th Annual Advances in Urology – Friday, June 20, at 8:15 am through Saturday, June 21 at 1 pm, Paul J Rizzo Conference Center, Chapel Hill

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