Welcome to the World,
WakeMed North Family Health & Women’s Hospital

WakeMed North Family Health & Women’s Hospital opened its doors on May 11, 2015, capping off more than five years of planning, development and construction. Measuring at 248,800-square-feet and 61 patient beds, WakeMed’s newest hospital was ‘delivered’ right on time, bringing exceptional care closer to home for the families of northern Wake County.

“Preparing for opening day was an exciting process and one that required a lot of hard work. We have a dedicated team of OB hospitalists and support staff that is committed to developing strong partnerships with the community. WakeMed North provides a patient and family experience that we believe is unmatched,” said Sheri DeShazo, RN, vice president & administrator (WakeMed North).

In addition to providing outstanding care for new moms and our youngest patients, the facility offers a variety of women’s services – from urogynecological care to day surgery to imaging services.

As the facility’s new name reflects, “Family Health” is still the driving force at WakeMed North, and we continue to deliver the highest level of care for the whole family. This includes 24-hour emergency services, day surgery, imaging and laboratory services, physical rehabilitation and numerous physician practices and more.

WakeMed North Through the Years

WakeMed North has always been a place of service to our community and boasts many firsts for WakeMed and Wake County:

• WakeMed North opened in 2002 as our first Healthplex facility, bringing comprehensive and convenient services to the community in an outpatient setting.
• In 2005, we opened North Carolina’s first stand-alone ED.
• Today, it is home to Wake County’s first women’s hospital.

While WakeMed North has been ‘first’ in many achievements, what matters most is our commitment to delivering high quality care.

Pictured right: The lobby sculpture Bouquet symbolizes the gift of flowers and new life. Designed by Thomas Sayre and Clearscapes, Bouquet was made possible by a generous gift from The Jandy Ammons Foundation.

Congratulations to Bryon Boulton, MD (WPP – Carolina Cardiovascular Surgical Associates); Islam Othman, MD (WPP – Raleigh Cardiology); and Blair Reynolds (WakeMed Foundation), who were selected as 40 Under 40 Leadership Award winners by the Triangle Business Journal (TBJ). The annual award program honors outstanding professionals under the age of 40 for their contributions to their organizations and to the community. This year, five judges from the TBJ and the local business community reviewed nearly 300 nominations to determine the 40 winners.

Board certified in both general surgery and cardiothoracic surgery, Dr. Boulton (far left) joined WakeMed in 2012. Today, he is surgical director of WakeMed’s Structural Heart Program and co-leads WakeMed’s transcatheter aortic valve replacement (TAVR) program. Dr. Boulton has also helped develop programs in minimally invasive heart valve surgery, mitral valve repair, off pump coronary artery bypass grafting, aortic surgery and thoracic endo-vascular aortic repair (TEVAR). Additionally, he is one of two principal investigators involved with an atrial fibrillation (AFib) study comparing two minimally invasive procedures for treating persistent AFib. Dr. Boulton gives back to the community as a youth soccer coach, participating in YMCA’s Y Guides program, church involvement and medical mission trips.

A member of the WakeMed family since 2011, Dr. Othman (left) serves as medical director of the Cardiac Intensive Care Unit and serves in leadership roles for several WakeMed committees. Dr. Othman leads an interventional cardiology team performing a complex and specialized, minimally invasive procedure to treat patients with completely blocked coronary arteries (Chronic Total Occlusion or CTO) that would otherwise be deemed too high risk for surgical intervention. In addition to caring for patients in a hospital environment, Dr. Othman volunteers at the Mariam Clinic and works with local pharmaceutical companies to ensure that patients have access to needed heart medications.

Reynolds (right) joined the WakeMed Foundation in 2010 and quickly rose through the ranks, becoming director of Annual Giving & Stewardship in 2013. In her current role, Reynolds works closely with the Foundation’s executive director and Board to set Annual Campaign goals and implement new annual giving approaches. She was instrumental in establishing the “Friends of WakeMed,” a volunteer group designed to create and sustain future leaders while supporting community projects and fundraisers.

Outside of work, Reynolds is involved in the Greater Raleigh Chamber of Commerce’s Young Professionals Network and their Total Resource Campaign as well as SAFEChild.
Established earlier this year under the medical direction of Jennifer McLucas (Clinical Resource Management) and supervision of Dr. Klausner and Sarah Hoffman (Clinical Resource Management) the team includes nurses, mid-level clinicians and patient advocates whose role is to help uninsured patients who frequently use high-cost health care services access appropriate community resources. “We have an incredible opportunity to use data to identify patients at risk for bad health outcomes and proactively engage them to overcome barriers to getting established in community-based medical homes,” said Dr. Klausner. “We are collaborating with excellent community partners focused on improving the overall health of the uninsured – each with individual clinical strengths. Part of our program is supporting each patient in getting established in an appropriate medical home.” In addition to health problems, many patients also face homelessness, mental illness or poverty, so the team strives to overcome obstacles and ensure they get what’s needed, whether it is blood pressure medication, counseling, housing or legal assistance.

WakeMed – under the supervision of Dr. Klausner and Sarah Hoffman (Clinical Resource Management) – and eight other community organizations are using a similar population health model to support insured patients who frequently use high-cost services, such as the emergency department. The group, called the Patient Transitions Partnership, meets monthly to review patient data and create individualized plans to help patients get – and stay – healthy. The organizations work together to connect patients with the most appropriate services for their situation, which often means transitioning them away from hospital services and toward primary care or care advising services.

Population health programs like those are designed to help individuals get healthy by accessing the right level of care at the right time – which ties closely to our mission. “We are focused on making our patients healthier and improving their lives. Of course, keeping patients out of the emergency department will reduce costs, but that isn’t the focus. Our goal is to help patients get the services and support they need to stay healthy,” said Becky Andrews, vice president (Health Information and Utilization Management), who is spearheading these programs along with Dr. Klausner. WakeMed is also involved in several other population health initiatives through WakeMed Key Community Care, our accountable care organization, all of which will help us achieve our mission.

WakeMed’s emergency department 20 times last year, a man who dealt with alcoholism, seizures and homelessness for decades is now taking medications regularly, seeing a counselor and has a roof overhead. Another patient with depression, bipolar disorder and chronic pain was recently approved for Social Security Disability Insurance, is receiving mental health and primary care services, and is living in a mental health group home instead of on the streets. These are just a couple of examples of how WakeMed’s Community Case Management Team is helping uninsured patients meet their health care and social support needs by connecting them with community resources.

Understanding Family and Personal Medical Leave
If you are going to miss four or more work days for personal or family health conditions (including illness or pregnancy), you must apply for family medical leave (FML) or personal medical leave (PML). All employees should understand this process in case you ever need to request FML/PML.

Requesting a Leave of Absence
All FML and PML requests are handled by the Reed Group, a subsidiary of Lincoln Financial Services. The Reed Group provides a quick and confidential way to request and report a leave of absence – just follow the steps below:

- Complete a FML/PML of Absence request form from the Human Resources WakeMedWeb site
- Discuss your request with your manager or supervisor
- Provide a reason for your absence without disclosing medical information (example: personal health, sick child, etc.)
- Call the Reed Group at 800-423-2765 and follow the prompts

What Happens Next?
The Reed Group staff will guide you through the entire process and coordinate any additional information that may be required. It is your responsibility to have your medical provider complete the appropriate forms and return them within 15 calendar days of receipt. Incomplete forms can result in your leave request being denied or delayed. Once the appropriate information is received and reviewed, you will be informed of how the FML/PML relates to your situation.

Returning To Work
The Reed Group will contact you about a work before you are scheduled to go back to work to confirm your plans. Employees on FML/PML must bring a completed return-to-work form and be cleared by Occupational Health before returning to work. You should also contact your manager to arrange your return-to-work date. If you are unable to return to work as scheduled, contact your manager and the Reed Group to request an extension.

For questions regarding Family Medical Leave or Personal Medical Leave, contact Occupational Health at ext. 07370 or LeaveofAbsence@wakemed.org.

WakeMed employees who participated in the WakeWell biometric screenings can now take the BCBSNC online health assessment at www.mybcbsnc.com. Instructions on how to take the online health assessment can be found on the WakeMedWeb. It must be completed by Tuesday, June 30, to receive the 2016 WakeWell Reward.

Don’t forget – if you fall short of 120 points, you can make up the difference by participating in an alternate standard. Check the WakeMedWeb for details. The BCBSNC technical helpline is 1-888-705-7050, or contact Bob Nelson (Human Resources) at ext. 06963 or boonelson@wakemed.org.
The Wake Way 2 Excellence is ramping up, with much work being done throughout the system as we define our unique culture and methodology that will enable us to achieve our 10 aspirational goals.

**WW2E Behaviors Identified**

The Wake Way 2 Excellence is the combination of behaviors and tenets that we will use as we work to achieve our Strategic Plan goals. Last month we shared the four tenets — or processes — of WW2E and this month we are excited to announce the four Wake Way 2 Excellence behaviors:

- Respect for people
- Teamwork
- Communication
- Commitment and accountability

These every-time behaviors are intentionally broad and staff members from across the organization were involved in discussions about how to demonstrate these behaviors in their daily work. Stay tuned for much more information about these behaviors and how you can help us on our Wake Way 2 Excellence journey by putting them into practice.

**How Can I Get Involved?**

All members of the WakeMed family play an important role in helping us implement the Wake Way 2 Excellence, so please stay involved by reading regular updates in Microscope, WakeMed Weekly, and your email. System-wide management trainings will be held in June to provide our leaders with the tools and resources they need to implement the Wake Way 2 Excellence in their areas. More opportunities to get involved and make improvements in your department or unit are coming soon. In the meantime, we encourage everyone to be on the lookout for opportunities to reduce waste and improve efficiency in your department or unit.

**How Can I Get Involved?**

**Things to remember:**

- **Completely Anonymous:** All responses are entered directly into the electronic survey and routed to an outside firm, Success Profiles, Inc., who tabulates the results. No one at WakeMed will see your responses.
- **Easy and Convenient:** Too busy to complete the survey at work? No problem! Access the survey 24/7 from the comfort of your own home at surveys.wakemed.org.
- **Prizes!** All employees in departments with 100 percent participation will be entered into a drawing to win great prizes.

Questions? Contact Susan McFarland (Human Resources) at smcfarland@wakemed.org or ext. 06325.

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**2015 Workplace Assessment and Engagement Survey**

**Tuesday, June 16, to Tuesday, June 30**

Want to improve your work environment? Want to make WakeMed an even better place to work? The annual Workplace Assessment and Engagement Survey is your opportunity to make your voice heard!

This year we will again be conducting two surveys: one for employed physicians and midlevel providers and one for all other staff. Your feedback on these annual surveys helps drive workplace improvements, benefits enhancements and overall change. Thank you in advance for your participation!

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**PATHOLOGY LABS**

Pathology Labs — WakeMed North welcomes Barbara Crout a happy retirement. Barbara retired in April after 13 years with WakeMed.

- Neuro ICU welcomes Jackie Navarro, RN, and Caitlin Scott, RN.

**COMPLAINTS & ATTACHMENTS**

- Staffing Resources) earned bachelor’s degrees in nursing (BSN) from Western Governors University.
- Ahmad Alhadahi, Shandalee Edwards, RN; Davie Ruftin, RN; Charlene Gicola, RN; and Christina Haralson, RN.
- Labor & Delivery welcomes Rachel Kaegi, RN; Naomi Lastreto, RN; Stephanie Benson, RN; Jennifer Holtz; Tiffany Miller; Elizabeth Soto-Valdes; and Claire Walker, RN.
- Corporate Compliance welcomes Gary Ernster, Julee Shirley and Eryn Lenosdak.
- The Clinical Administrators welcome Alexis Lewis, BSN, RN; Brittany Hair, MHA, BSN, RN; Lisa Hubbard, BSN, RN; Morgan Smith, BSN, RN; and Omar Alkadhi.
- Respiratory Care Services — The Wake AHEC welcomes Jessica Harmon and Carrie Sayre.

**COMINGS & GOINGS**

- **Compliments**

- Great job, Gisele! We appreciate your attention to detail and safety, which demonstrated a keen eye for patient safety when she saw that hydrocodone-acetaminophen (hycet) was calculating at double the approved dose for a patient in Labor & Delivery. Gisele Jurgenson, RN,

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Executive Medical Director – WakeMed North

For Seth Brody, MD, becoming a doctor was the fulfillment of a life-long dream. Growing up in Canton, Ohio, he was surrounded by people who had a passion for caring for others and giving back to the community. His father was a dentist and in addition to raising four children, his mother was very active as a community volunteer. In high school, he volunteered in the emergency department and continued pursuing an interest in medicine through college at Brandeis University and medical school at Tufts University, both in Boston, Mass. After completing his residency at Northwestern University in Chicago, Dr. Brody moved to Raleigh and joined the WakeMed team. Over the years, he has held many leadership roles and was recently named the executive medical director at WakeMed North, working as the dyad partner with Sherri DeShazo, RN, vice president and administrator of the enterprise. As dyad partners, DeShazo and Dr. Brody are responsible for the strategy, operational performance and growth of the WakeMed North Family Health & Women’s Hospital.

While becoming a doctor was something he always knew he would do, specializing in obstetrics and gynecology took Dr. Brody by surprise, and he credits the strong women in his life – including his mother, wife and two sisters – for preparing him to be comfortable in such a female-focused field. “I had an open mind about what I wanted to specialize in, but during my medical school rotations, there was nothing I enjoyed more than OB/Gyn,” he says. “It is a really valuable experience to be part of new beginnings for families and help ease a new mother’s mind throughout pregnancy and delivery. I also enjoy being able to help people throughout the different stages of life – from early adulthood to menopause.”

As a physician and as a leader, Dr. Brody takes a pragmatic approach and tries to find a common ground – something he acknowledges takes a lot of hard work. He makes listening to others a priority and tries to understand multiple perspectives when finding a solution that makes sense. “It’s important to always listen and learn from others. Not only does that help you make more thoughtful decisions, it builds trust and transparency, which is necessary if people are going to believe in what they are doing.”

After nearly 20 years as a physician, Dr. Brody sees adapting to the ever-changing world of health care as one of the most challenging parts of his job. “My focus is providing the best care possible for patients and there’s no room for error. While changes are often good for patients in the long run, it can make you anxious when you are learning a new process or procedure, because you need to get it right,” he says.

These days, Dr. Brody is spending the majority of his time at WakeMed North, but he plans to continue working at Raleigh Campus, where he has spent most of his career. “It’s very important for me to stay engaged with what’s happening throughout the health system, not just at North. I want to be involved and really understand what’s happening in different areas – not just hear about it second hand,” he says.

Dr. Brody is married to his high school sweetheart, Samantha Meltzer-Brody, who is a psychiatrist at UNC. (Her research interests include perinatal psychology and physician burnout – two topics that have interesting ties to her husband’s career.) The couple have two children, William (14) and Emma (13), and a black lab named Wrigley. To unwind outside of work, Dr. Brody enjoys running, playing basketball and photography, a hobby he wishes he could devote more time to – though he jokes, “my family might disagree with that!”

Terri Veneziale Named Executive Director, Patient & Family Experience

Terri Veneziale recently joined WakeMed as executive director of Patient & Family Experience. Veneziale comes to us from Mayo Clinic in Florida and brings over 35 years of leadership, coaching, operations and change management experience in the health care and hospitality industries. In her new role, Veneziale will develop system-wide service improvement initiatives in support of our strategic plan, keeping patients and families at the center of all we do.

Traci Tyndall Named Director of Network & Infrastructure Services

Traci Tyndall was promoted to director of Network & Infrastructure Services within Information Services. In this role, she is responsible for network services, data center servers and technical infrastructure, telecommunications, data security, Help Desk and PC technical support. Tyndall previously served as manager of the IS Infrastructure Team, a role she held for more than three years.

The WakeMed Farmers Market at Raleigh Campus opened for the season earlier this month, offering a wide selection of fresh, North Carolina-grown produce along with cooking demonstrations, health education events, music and more.

Established last year, WakeMed’s farmers market is one way we are working to build a healthy community, starting with our patients, their families and our employees. The market also serves southeast Raleigh, an area WakeMed has had deep roots in since 1961 and where there is a significant need for access to fresh and healthy foods. “In addition to offering convenient and affordable fruits and vegetables to our patients, visitors and the community, the farmers market is an excellent tool for our physicians, nurses, dietitians and educators to provide information about the importance of making healthy food and fitness choices,” said Debbie Laughter, vice president (Public Relations).

This year, we have partnered with the InterFaith Food Shuttle to help maintain the market, which will give us a greater variety of fresh produce and more opportunities for local farmers. The market accepts EBT, debit and credit cards as well as offering 2 for 1 Market Match vouchers for those who receive Supplemental Nutrition Assistance Program (SNAP) benefits.

Check the WakeMed Weekly and WakeMed email for details about available produce and special events each week.

Community Farmers Market

Raleigh Campus Courtyard

Every Tuesday in June, July and August 10 am to 2 pm

In addition to the community farmers market in Raleigh, Points West Café will also host a farmer selling fresh produce every other Wednesday beginning May 27 (EBT and SNAP are not accepted at this market).

Terri Veneziale

Brenda Gibson

Bobby Rice

New Officers, New Member for WakeMed Board of Directors

The WakeMed Board of Directors recently elected new officers and added one new member. The 14-member volunteer Board provides governance, leadership and oversight for WakeMed. Brenda Gibson, a commercial real-estate broker and former Board vice-chair, was elected to a two-year term as chair. Taking the role of vice chair is Larry Barbour, who is president of North State Bank.

Jerry Bernstein, MD, of Raleigh Pediatrics was elected for a third term as secretary. Both Mr. Barbour and Dr. Bernstein will serve one-year terms.

Additionally, Bobby Rice, president of Hendrick Companies LLC, was appointed to the Board by WakeMed. A retired certified public accountant, Mr. Rice brings a wealth of business and accounting experience to this position. “I am pleased to welcome Mr. Rice to the Board and to congratulate Ms. Gibson, Mr. Barbour and Dr. Bernstein. I am grateful for the steadfast support and dedication of our Board of Directors and look forward to working with them to achieve WakeMed’s aspirational goals,” said Donald Gintzig, president & CEO.
Elizabeth Tilson, MD, MPH, was recently awarded the 2015 J. Michael Weeks Award for Humanitarianism, which recognizes members of the WakeMed family who have distinguished themselves for service to others.

Dr. Tilson, who serves as a primary care pediatrician, the medical director of Community Care of Wake/Johnston County, and vice-chair of the WakeMed Pediatric Department has dedicated her career to the care of the underserved, vulnerable, and less fortunate. As her nomination form states, “If the J. Michael Weeks award is for persons who care, and who teach, and who demonstrate a commitment to the underserved, and who provide leadership in the state and community, I can’t see anyone more qualified and deserving than Dr. Tilson.” Her many contributions to the community include providing primary care to Medicaid and uninsured patients at Wake County Human Services, improving local systems of care and connections to community resources, mentoring and supporting fellow physicians, and being a strong advocate for adopting best practices. By partnering with community organizations and other physicians, she has helped improve the quality of care and outcomes for children and adults throughout our community and state.

Established in 1989, nominations for the Weeks award are submitted by members of the WakeMed Medical Staff and recipients are chosen by the Medical Executive Committee. The recipient receives a plaque and a $1,000 donation is made in their honor to their charity of choice.

Above left to right, Wendy Anderson, RN (Heart Failure Program); Marian Uy, RN, (Heart Failure and Structural Heart Program); Betsy Gaskins-McClaine, RN, vice president (Heart & Vascular Services); and Angela Hollis, RN, (Heart Failure and Stroke Program Coordinator – Cary Hospital) accept the award from Laura Shuey, vice president, Quality & Systems Improvement, American Heart Association.

Above: Kimberly Elks, RN, (Stroke Coordinator – Raleigh Campus) (pictured in green shirt), and several members of the Raleigh Campus Adult ED stroke team celebrate their Get With The Guidelines and Target: Stroke Elite Honor Roll recognition for top-quality care of stroke patients.

WakeMed Recognized for Outstanding Heart Failure Care

Raleigh Campus and Cary Hospital were both recognized by the American Heart Association/American Stroke Association for providing exceptional care for heart failure patients. Both hospitals were presented with the Get With The Guidelines—Heart Failure Gold-Plus Quality Achievement Award and Cary Hospital also received Target: Heart Failure Honor Roll recognition. These awards are for implementing specific quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation’s secondary prevention guidelines for patients with heart failure.

WakeMed is dedicated to improving the quality of care for our heart failure patients. Implementing the American Heart Association’s Get With The Guidelines—Heart Failure program helps us to accomplish this goal by tracking and measuring our success in meeting set guidelines,” said Betsy Gaskins-McClaine, RN, vice president (Heart & Vascular Services).

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Dr. Tilson Receives 2014 J. Michael Weeks Award for Humanitarianism

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A Stroke of Genius!

Congratulations and many thanks to the physicians, nurses, therapists, techs and support staff who make up the stroke teams at Cary Hospital and Raleigh Campus. Their work to provide safe, high-quality care to stroke patients and their families has earned both facilities the American Heart Association/American Stroke Association Get With The Guidelines® Gold Plus and Target: Stroke Elite Honor Roll recognition.

“Our stroke team represents the gold standard in stroke care, quality and expertise,” says Keith Hull, MD, medical director, WakeMed Stroke Center. “These awards demonstrate our continued commitment to our patients and our community at large.”

Get With The Guidelines quality measures are designed by the American Heart Association and the American Stroke Association to help hospital teams provide up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients. WakeMed offers a complete continuum of stroke services from emergency diagnosis and treatment in our Emergency Departments through our Rehab Hospital’s accredited Stroke Specialty program.

Educating Our Community

Have you heard of the acronym FAST as it relates to stroke? It’s an easy way to remember the common symptoms of a stroke and what to do if you or someone nearby displays these symptoms.

F = Face droops
A = Arm drifts down; tingling or numbness in one arm or leg
S = Speech is slurred or confused
T = Time—call 911 immediately for emergency medical attention

Our stroke teams’ commitment to educating the community about how to recognize a stroke is an important part of our overall stroke program. WakeMed has shared the FAST message with thousands of area families over the years to promote stroke awareness.

Above right: Priti Narvekar and Randy Agapito (both of Rehab Hospital) educated staff and residents about the signs of stroke at WakeMed’s first farmers market of the season.
Long-time Cary Hospital Volunteer “Retires”

“When I started, there were no computers and the daily patient bed census was about 18 to 20. On my last day [of volunteering], the census was 235,” says Blair Hatcher. Hatcher joined The Volunteers at WakeMed Cary Hospital in 1992, just a few months after the hospital opened.

Today, 23 years and three months later, she has decided that it is time to leave her post as one of the welcoming faces at the hospital’s main reception desk. “We were the first people that anyone saw when they came into the hospital,” says Hatcher, who always enjoyed her shifts with Ruth Taesco. Hatcher also knitted many baby caps for Cary Hospital newborns. Throughout Hatcher’s tenure, she had three different Volunteer Services supervisors and saw three different hospital administrators. “They were all great,” she remarks. Hatcher also watched Cary Hospital’s tremendous growth, including the addition of the Women’s Pavilion & Birthplace and the vertical expansion.

What kept Hatcher volunteering for so long? Her answer won’t surprise you. It’s likely the same one many of us give when asked why we enjoy WakeMed: “The people,” she says.