WakeMed NICU is Fourth in the World to Receive NIDCAP Nursery Certification

WakeMed’s Neonatal Intensive Care Unit (NICU) is officially certified by the international Newborn Individualized Developmental Care and Assessment Program (NIDCAP). The NIDCAP Nursery Certification Program (NNCP), under the authority of the NIDCAP Federation International (NFI), recognizes the excellent level of care a NICU nursery is able to provide its infants and their families, as well as the exceptional level of care that is upheld for nursery staff.

“I am extremely proud of our NICU team for achieving this elite recognition and for the remarkable level of care our staff continues to provide to infants and families,” commented Jim Helm, PhD, director of the WakeMed/Carolina NIDCAP Training Center.

Developmentally supportive and family-centered care has been shown to greatly benefit NICU babies and their families, both during the hospital stay and beyond. For 25 years, the NIDCAP Program has emphasized the importance of the teams that make this possible and the value of care that is provided.

“Remarkable level of care our staff continues to provide to infants and families,” commented Dr. James Perciaccante, MD; Jodi DelJoseph, BSN, RNC-NIC; and Thomas Young, MD.

WakeMed Receives ASTD BEST Award for Commitment to Employee Learning

WakeMed was among 30 international organizations to receive the American Society for Training & Development’s (ASTD’s) 2012 BEST Award this October. Not only that, we ranked number five among the competition. The ASTD BEST Awards are the training industry’s most rigorous and coveted recognition, highlighting organizations that demonstrate enterprise-wide success through employee learning and development.

“Our employees are our key asset, and we will continue to dedicate the time and resources necessary to offer them new and convenient options for advanced learning and education,” commented Jeannene Martin, senior vice president of Human Resources. “I am very proud of the teams that made this impressive recognition possible and of what this award signifies for WakeMed as a whole.”

At WakeMed, the Staff Development & Training, Nursing Education and Center for Innovative Learning departments are primarily responsible for offering our employees ongoing opportunities to advance their knowledge and skills. This marks the third time in five years that the ASTD has recognized WakeMed with a BEST award.
WakeMed Raleigh Medical Park Earns ACR Mammography Accreditation

Congratulations to Imaging Services at the WakeMed Raleigh Medical Park for receiving their Mammography Accreditation from the American College of Radiology (ACR). Supervisor Amanda Capps thanks team members Aida Hughes and Alicia Scischitano for their work on the accreditation, which included a review of mammography images, equipment, and certifications earned by the department’s interpreting physicians, radiologic technologists and medical physicists. Because mammogram services are federally regulated by the Food & Drug Administration (FDA), this accreditation is invaluable to the medical park and its ability to perform mammograms. The accreditation is valid for the next three years.

Raleigh Campus & Cary Hospital Recommended for Chest Pain Re-Accreditation

This October, Raleigh Campus and Cary Hospital each completed a survey by the Society of Cardiovascular Patient Care (SCPC) that reviewed our capabilities and the structure of our facilities to provide optimum patient care for chest pain and heart attack patients. Both facilities were recommended for re-accreditation.

Ruth Cantu, RN, BSN, RN, surveyed both hospitals on behalf of the SCPC and was very complimentary of our processes, passionately engaged staff and the relationships we have with our providers and partnering organizations.

“The Raleigh Campus, Cary Hospital and the entire WakeMed system should feel very proud of this achievement,” said Betsy Gaskins-McClane, RN, vice president of Heart & Vascular Services. “This survey demonstrates how well the physicians and team members from EMS, Mobile Critical Care Services, emergency departments, Invasive Cardiology, Non-Invasive Cardiology, clinical cardiology departments and support services departments work together to provide exceptional Chest Pain/AMI care for our patients and families and their communities.”

The official accreditation announcements must come from the SCPC and are expected within the next few weeks.

Physicians Recognized for Excellent Care in Diabetes

The National Committee for Quality Assurance (NCQA) developed the Diabetes Recognition Program to provide clinicians with tools to support the delivery and recognition of consistent high-quality care. This voluntary program recognizes clinicians who use evidence-based measures and provide excellent care to their patients with diabetes. The following physicians were recognized by NCQA:

- Wake Specialty Physicians - City Center Medical Group
  - Theresa Amerson, MD
  - Wake Specialty Physicians - Falls Pointe Medical Group
  - Michelle Casey, MD
  - Inam Rashid, MD
  - Wake Specialty Physicians - Brier Creek Medical Group
  - Amy Erickson, DO
  - John Holly, MD
  - Sarah Rooker, MD

WakeMed NICU continued from front page

to 12 initiatives to enhance this work including a new emphasis on kangaroo care (parents holding babies skin-to-skin), cue-based feeding, four-handed care assist from volunteers, bedside developmental guidelines for families and more requests for families to be on unit committees. In late September, the WakeMed NICU was notified that it is officially the fourth hospital in the world to receive NICCAP Nursery Certification.

“I congratulate the whole team on this impressive honor and especially thank all of the nursing staff who work hard to ensure the highest level of care for our tiniest patients,” added Cindy Boily, RN, senior vice president and chief nursing officer. “We commend you for the invaluable work that you do.”

Neonatal dietitian Shelley Wilkins, RD, Food & Nutrition Services - Patient presented a session entitled “Introduction to Neonatal Nutrition” at the NOMAS International Symposium this October.

Diana Bond, manager, (Wake AHEC) presented at the National League for Nursing (NLN) Education Summit in California. The summit annually attracts around 2,000 nursing faculty from across the country. Bond’s presentation focused on the results of her research – the potential pipeline of undergraduate nursing students for a future faculty role.

Darius Blue (Food & Nutrition Services) was promoted to second cook in Café 3080.

Amanda Raffin (Imaging Services - Brier Creek Healthplex) received her bachelor’s degree in radiologic sciences.

Lini Joen, RN, (CVICU) graduated from Grand Canyon University with her bachelor’s degree in nursing.

Diane Caronell, RN, (CVICU) received her Cardiac Medicine Certification (EMC).

Several promotions were given in WakeMed Physician Practices Business Office: Janet Laurent to financial specialist; Tami Perrigo to billing supervisor; Christine Zomack to senior coder; Eyrnn Lesondak to senior coder; and Shal Shearer to coder.

Tammy Baker, RN, was promoted to manager for CVICU A&B.

Carla Cozart, RN, (6B Orthopaedics & Otolaryngology) received her medical/surgical nursing certification.
New Director of Acute Rehab Services

Kathy Thompson was promoted to director of Acute Rehab Services for both the Raleigh Campus and Cary Hospital. Thompson has been part of the WakeMed leadership team for nearly 20 years, most recently as an outpatient rehab administrator for the Raleigh Campus and the Rehab patient account reps. She has also served as a rehab manager in the Rehab Hospital, Raleigh Campus Acute Care OT & SLP and the Zebruhlen/Wendell Outpatient & Skilled Nursing Facility, as well as a therapy advisor to Home Health.

New System-Wide Director of Clinical Administrators

Marcy van Schagen, RN, was promoted to director of Clinical Administrators for the entire WakeMed system. In this new role, she will provide leadership for coordinated patient flow among locations, capacity challenges and enhanced communications among patient care environments. A nurse for over 20 years, van Schagen joined WakeMed in 1993 and worked in a supplemental role for various clinical areas. In 1997, she became a clinical administrator and was promoted to Raleigh Campus manager in 2006. She has been involved with the Patient Flow Team, the Family Care Line initiative and the Behavioral Response Team.

Chief Casanova Honored

Betsy Casanova, RN, BSN, MHA, chief of Mobile Critical Care Services, was named the 2012 National Program Director of the Year by the Association of Air Medical Services. This award recognizes an emergency medical program director who has demonstrated a superior level of knowledge, innovative leadership, customer service, safety consciousness, marketing ingenuity, community service and commitment. Chief Casanova has been with our program since 2003, when she began the journey of establishing a WakeMed air ambulance. Under her leadership, the program has seen significant achievements.

This October, the Rehab Hospital bid a fond farewell to Skip Key (Physical Therapy) as he retired from WakeMed after 43 years of dedicated service. The team congratulates him after 43 years of dedicated service. The team congratulates him for his commitment and wishes him all the best.

Goings & Comings

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Management News

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Protecting our Falls Patients


Whew! As the above list demonstrates, all of us do a lot to keep falls patients from harm. When spotting these alerts, we need to be attentive and ensure our patients are safe whether they are moving with or without assistance, in their rooms or in the halls. Nurses and rehabilitation professionals consistently assess patients’ conditions to be sure falls precautions are necessary. When you see one of the falls prevention alerts, be extra vigilant to keep the patient safe. When in doubt...ask!

Submitted by Quality & Patient Safety and the Falls Safety Committee

Introducing the New Mobile Simulation Ambulance

WakeMed’s new mobile simulation ambulance is the region’s first simulation ambulance that also functions as a real ambulance, allowing simulation training to happen while the vehicle is moving. Any health care provider who is interested in simulation training can benefit from this ambulance. And, for the first time, WakeMed can take highly accurate simulation on the road to other health care facilities that may not have the resources to run an in-house simulation lab.

“We have the opportunity with this vehicle to not only train our staff but to share its educational benefits with health care providers throughout the region,” said Eric Christensen, regional simulation coordinator for the WakeMed Center for Innovative Learning. “Plus, it can accommodate any type of patient simulator, from any manufacturer, which is a rare and unique quality.”

The simulation ambulance can be used to perform any type of adult or pediatric patient simulation, as well as task training such as airway basic and advanced, ultrasound, central line placement and chest tube placement. It has seating for up to seven people and can be used to transport two stretchers at a time. A generator supplies all power for the simulators and equipment. This simulation ambulance is yet another example of WakeMed’s commitment to providing the highest possible level of training to health care providers throughout this region.

IT’S A WRAP!

Thanks for Your Support during the 2012 WakeMed Gives Campaign

Through generous employee and volunteer contributions, the 2012 WakeMed Gives employee campaign, themed A Call to Action, raised more than $250,000 to benefit local charities and non-profit organizations, including WakeMed. Events such as a Zumba party; basket auctions; and dessert auctions inspired folks to get involved and donate their time and money. Volunteer projects with the White Plains Children’s Center in Cary and Hilltop Home in Raleigh were also part of the annual charitable effort.

“Co-chairing this year’s campaign gave me the opportunity to observe the commitment and spirit of the WakeMed family as we gave generously to our community,” commented Janine Jones, RN, (Quality & Patient Safety), campaign co-chair. “Thank you to the WakeMed Foundation and the employees and volunteers who enabled us to enjoy another successful campaign!”

Added co-chair Michael Newman, manager, (Imaging Services), “Being part of the WakeMed Gives campaign reminds me of how committed our staff are to helping others. This was my second year as co-chair, and the excitement generated by the campaign is unparalleled. I was honored to be a part of it.”

Many employees paid a $5 fee to enjoy a Zumba party in Healthworks. All proceeds went to the campaign.

Employees showcased their creativity when it came to the WakeMed Gives dessert and basket auctions. Shown are several baskets that lined the hallway outside Café 3000 at the Raleigh Campus basket auction as well as black and white cupcakes, decorated by the daughter of Lori Stevens (Food & Nutrition Services - Cary Hospital), that were up for grabs at the Cary Hospital dessert auction.

Three of the many campaign event organizers during the Cary Hospital dessert auction -- Mary Jo Gurule (WakeMed Foundation), Gina della Porta (Grant Research & Development) and Tina Schwebach (Food & Nutrition Services - Cary Hospital).
New Office Supply Vendor Saves WakeMed Thousands

This December, WakeMed will make the switch from Staples® to OfficeMax® for all of our office supply products. This includes pens, pencils, paper, paper clips, rubber bands, staples, printer toner cartridges; and any other office supply product that is typically ordered through Staples. WakeMed will save around $180,000 per year by appointing OfficeMax as our new office supply vendor. The company is over 80 years old and is a leader in business-to-business office solutions and retail office products. They are a good fit with WakeMed due to their commitment to efficiency, cost savings and cost control.

Employees who are responsible for ordering office supplies for their departments or facilities should have already received communications about this transition, including a schedule for training sessions on how to order supplies through OfficeMax. With any questions or concerns, please contact Kevin Schmidt, director of Supply Chain Management, at kkschmidt@wakemed.org.

Join the WakeMed Institutional Review Board

The WakeMed Institutional Review Board (IRB) is a collection of health care providers and community members who are charged by federal mandate to review clinical and non-clinical research studies involving humans as research participants. Their sole purpose is to protect those participants. Research studies allow health care providers and others to explore innovative ideas related to treatments, medicines, medical devices and/or processes all aimed at enhancing patient care. Studies conducted at WakeMed primarily focus on cardiology innovation in medical devices and nursing practice, and all research is federally regulated by the Food & Drug Administration. It is important for WakeMed to promote the conduct of ethical research for many reasons, including:

• To promote care that is innovative and cutting edge
• To help ensure that our staff have the opportunity to enhance their practice
• To continue to receive funding through such sources as the federal government, non-profit organizations, private industry, medical institutions and foundations

This summer, WakeMed welcomed Vanessa Bennett from the University of Medicine & Dentistry of New Jersey as our new IRB administrator. Said Bennett, “I want WakeMed to be known not only for the exceptional care and customer service we provide to our patients but also recognized as a renowned research institutional facility.”

The IRB is chaired by Stephen Kicklighter, MD, (WakeMed Faculty Physicians - Neontology) and co-chaired by Betty Woodard, RN, PhD, (Nursing Research & Evidence-Based Practices). Bennett is actively recruiting for new board members, clinical and non-clinical. The ideal candidate should be interested in research, learning more about health care innovation, and/or conducting their own research. If you are interested or know of someone who may be interested, contact Bennett at vbennett@wakemed.org or ext. 08795.

ADDITIONS & ATTACHMENTS

Cara Herring (Case Management - Rehab) celebrated the birth of daughter Addison Kate on June 30.
Ashley Ryan (Imaging Services - Brier Creek Healthplex) and husband David welcomed daughter Bailey Lyn on July 5.
LuAn White (Outpatient Rehab - North Healthplex) married David Bartos on August 11.
Nurse practitioner Ginny Hall (Neonatology) and husband Chris welcomed son David Ryan Murray on September 19.
Angelica Adkins, RN, (6B Orthopaedics & Oncology) welcomed daughter Makayla Gabrielle Charles on September 28.
Jeff Liner (Pathology Labs - Cary Hospital) and his wife welcomed their first son on September 30.
Angie Register, RN, (Staffing Resources) and husband Daniel celebrated the birth of daughter Addison Dae on September 19.
Valerie Barlow, PharmD, (Pharmacy) and husband Tim welcomed daughter Shelby Ann on October 11.
Jamie Bollinger (Campus Police - Cary Hospital) married Jennifer Arnold, RN, (formerly of the Emergency Department - Cary Hospital) on October 11.
Lacy Perdue, RN, (CICU) welcomed daughter Presleigh on October 11.
Donna Young, RN, (6A CVICU) and husband Buddy welcomed Kendall Ethan on October 14.
Aly Hardison, RN, (2 West Medical/Surgical - Cary Hospital) recently welcomed a baby boy.
Laura Robinson, RN, (2 West Medical/Surgical - Cary Hospital) recently welcomed a baby girl.
Anson Clark, RN, (CVICU) and family recently welcomed a baby boy.
Jennifer Falzarano, RN, (CVICU) and family recently welcomed a baby boy.
Volunteer Accessory Sale - The Volunteers at WakeMed Cary Hospital and representatives from Masquerade Jewelry will sponsor a $5 accessory sale on Monday, December 3, from 7 am to 4 pm in the Cary Hospital Conference Center. Payroll deduction will be available with name badge. Cash or charge also accepted.

Services & Prayers in the Raleigh Campus Chapel - The Raleigh Campus Chapel is located on the third floor. Catholic Mass is celebrated daily at 11:30 am by Father Alipatya. An interfaith chapel service is also offered seven days a week at 11 am; and, Muslim prayers are said in the chapel at the appointed times throughout the day and night.

Volunteer Orientation Raleigh Campus – Monday, December 3, at 5:30 pm and Wednesday, December 12, at 9:30 am. Both sessions held in Conference Dining.

Cary Hospital – Tuesday, November 27, at 8:30 am; Thursday, December 6, at 5:30 pm; and Tuesday, December 18, at 8:30 am. All sessions held in the Conference Center.

Staff Development & Training Enroll in any of the listed classes via Learning Link or ask your manager/supervisor to e-mail SDRегистration@wakemed.org with your name and employee number, and course name, date(a) and time(s). For information, visit the WakeMedWeb or call ext. 08306. Please note: Some classes have preliminary requirements.

Management Development Employee Selection and Orientation – Wednesday, November 14, 9 am to 4 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDSI)

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

Employee Development Coping with Change – Tuesday, November 13, 8:30 to 11:30 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDCC)

Myers Briggs for Employees – Wednesday, December 5, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDME)

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

Preceptors Workshop – Wednesday, November 14, 8 am at Granville Health System, Oxford

Catching the Latest - Communicable Diseases and Other Pests: An Update for Wake County Healthcare Providers – Tuesday, November 13, 8:15 am at the Raleigh Campus Commons Building, Raleigh

Sure Bet One: What to Do About Problem Gambling – Wednesday, November 28, 8:30 am, through Thursday, November 29, at Wesley Long Community Hospital, Greensboro

Hot Topics in Pharmacy Continuing Education: Day 1 – Thursday, November 29, 8 am, at the McKinnon Center, NCSU, Raleigh

Hot Topics in Pharmacy Continuing Education: Day 2 – Friday, November 30, 7:30 am, at the McKinnon Center, NCSU, Raleigh

24th Annual Leo M. Croghan Conference on Early Intervention – Monday, December 3, 8:30 am, at the Sheraton Imperial Hotel, Durham

Sure Bet One: What to Do About Problem Gambling – Wednesday, December 5, 8:30 am, through Thursday, December 6, at Southern Regional AHEC, Fayetteville

Sure Bet One: What to Do About Problem Gambling – Monday, December 10, 8:30 am, through Tuesday, December 11, at Mountaire Farm Inc., Charlotte

OSHA and North Carolina Infection Control Methods: Annual Update – Tuesday, December 11, 1:00 pm, at the Sleep Inn Express, Durham

Sure Bet One: What to Do About Problem Gambling – Thursday, December 6, 8:30 am, through Thursday, December 6, at Southern Regional AHEC, Fayetteville

Opioid Education – Saturday, December 15, 9 to 1:30 pm, at the Wake County Commons Building, Raleigh

Sure Bet One: What to Do About Problem Gambling – Saturday, December 15, 9 to 1:30 pm, at the Wake County Commons Building, Raleigh

Nursing Education

Compassion in Action (NE014-12009) – Wednesday, November 28, 8:30 to 10:30 am, Cary Hospital Conference Center; and Thursday, November 29, 8 to 9 am, NED A

Medicine of Compassion (NE014-9073) – Monday, December 3, 8:30 to 11:30 am, NED A

Nursing Professional Development Book Series: The Spirit Catches You and You Fall Down by Anne Fadiman (NE014-12124) – Wednesday, November 7, 8 to 9 am, NED B; Monday, November 12, noon to 1 pm, NED B

Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Productivity Pay Off by Liz Jastrzebski (NE014-12006) – Tuesday, December 13, 8 to 9 am, Cary Hospital Conference Center; and Monday, December 17, 1 to 2 pm, NED B