### TBJ Health Care Heroes

The Triangle Business Journal (TBJ) honored 25 local professionals this year with Health Care Hero Awards, including four from WakeMed. All four WakeMed finalists – Susan Evans, Rosemary Kenny, Dr. Duncan Phillips and Tiffany Young – won in their respective categories.

Winners were nominated by their peers and selected by a TBJ-appointed committee. All winners have made significant contributions to health care in this community.

#### Sue Evans, IBCLC, RN

Evans is the director of the WakeMed Milk Bank, a non-profit organization that screens donors and collects, processes and distributes human donor milk since its beginning in 1992. WakeMed’s Milk Bank is one of only 10 milk banks in the United States. Most of the milk that passes through our bank goes to premature babies who need it to thrive.

Evans oversees the entire milk donation and distribution process at the WakeMed Milk Bank. She and her staff of four send out more than 200,000 ounces of human donor milk each year.

#### Rosemary Kenny, BSN

After retiring in 1999, Kenny began volunteering at WakeMed, combining her love of children and nursing. She provides a tender, reassuring presence to infants and families in crisis in the Neonatal Intensive Care Unit (NICU) as she conducts hearing tests for premature babies.

During her more than 1,500 hours of service to WakeMed, Kenny has served on the board of directors of The Volunteers at WakeMed Raleigh Campus. She works on special projects such as fundraising, blood drives and contributing knitted items for patients, and serves as a tour guide for active and on-boarding volunteers.

#### Duncan Phillips, MD

As a pediatric surgeon, Dr. Phillips helps children get back their lives by providing important access to his specialty to area families. He is the surgeon-in-chief of the WakeMed Children’s Hospital and the director of pediatric surgery for WakeMed’s physician practices. Phillips, who performed 951 operations in 2011, says the constant challenges of pediatric surgery blended with the opportunity to truly help children drew him to the specialty.

For three years, he has been named to the “Best Doctors in America” list, which includes the top three to five percent of physicians in the United States. He was an inaugural member of the UNC School of Medicine Academy of Educators and recipient of a teaching excellence award at the UNC School of Medicine.

#### Cooking up Cultural Diversity

WakeMed Cary Hospital Food & Nutrition Services employees represent these 14 different cultures. They are celebrating their diversity by offering foods from their heritages in Points West Café on Culturally Diverse Mondays throughout April. The Café 3000 staff is also tempting staff and visitor palates with goodies from around the globe.

#### TeleICU Coming to WakeMed

Critically ill patients and the physicians, nurses and support staff who care for them in WakeMed’s adult critical care units will soon benefit from an innovative new service – TeleICU. WakeMed is the first health system to introduce this type of lifesaving technology to the Triangle.

TeleICU involves the use of off-site monitoring technology and staff to enhance the care of patients in the 88 adult critical care beds at Raleigh Campus and Cary Hospital. The off-site staff, consisting of critical care nurses and physicians, will be located in the TeleICU Center in the WakeMed Operations Center on Atlantic Avenue in Raleigh.

Through the use of computers and carefully placed cameras in patient rooms, the off-site staff can monitor critically ill patients’ vital signs, medications and test (such as blood and imaging) results right along with nurses and physicians who will remain at the bedside.

“We Excel in the critical care field because of our steadfast focus on ensuring our practices are safe and enhancing the quality of care our patients receive,” said Dr. Bill Atkinson, WakeMed president & CEO. “WakeMed’s introduction of the new TeleICU capabilities to the Triangle demonstrates our commitment to continuous quality and safety improvement through innovative technology, practices and people.”

The Philips technology is in use in many hospital intensive care programs throughout the United States. Here at WakeMed, work to install the TeleICU infrastructure began in the Cary Hospital Intensive Care Unit on April 9.
Employee Recognition Ramps Up

Every day, employees, physicians and volunteers contribute to our mission by supporting our patients and one another. This year, we are focused on enhancing our employee recognition programs and have developed numerous new initiatives to reward staff and provide the opportunity to interact with our senior leadership team.

Breakfast of Champions – Each month, HR and department managers select representatives from various departments who represent The Wake Way to participate in this infor-mal breakfast with Dr. Bill Atkinson. Participants will hear about health system happenings and have the opportunity to ask questions.

Dine & Discuss – Our senior leadership teams at Raleigh Campus and Cary Hospital share in hosting informal lunches with employees, who will have the opportunity to participate via a random selection process.

Stay tuned for additional recognition programs to be added throughout the year!

Endoscopy welcomes Carmen Ghimray, RN, and Kym Klockenhorn, RN. The Rehabilitation Hospital team welcomes Nicole Phillips.

PACU welcomes Audrey Kieney, RN, and Joseph Fauro to the team. Cary Hospital Cardiopulmonary Services welcomes April Fortunes, RN.

BB Orthopaedics welcomes Stephanie Wheeler, RN, and CJ Warden, RN.

CTICU welcomes Tawana Fletcher-Harrison, RN, to the team.

ICG Surgery & Trauma welcomes Amanda Brown, Barbara Johnston, RN, Rachel Mayour, RN, and Katie Goodman, RN.

The Adult Emergency Department welcomes Angie Weiser, RN, Nicole Hicks, RN, Christie Hatch, RN, Jill Lancaster, RN, Brittany Hair, RN, Mark Weiser, Santa Bullock, RN, and Sarah Huffman, RN.

The staff and physicians of WPP - Carolin Cardiology extend best wishes to Dr. David Millward upon his retirement after 40 years in practice.

For one, they do not let us know ahead of time when they are coming. They show up, usually on a Monday morning, so that they can get a better picture of our care and our environment as it is day to day. They are also very focused on what we really do, rather than what a policy may say, so they like to speak with frontline staff and follow a patient’s course of care. Finally they no longer look at our organi-zation as a whole system, but rather by what is known as CMS “provider numbers,” so WakeMed Cary Hospital, Raleigh Campus and their related sites will have separate surveys and separate reports. However, the surveys will occur at one point in time, likely for about a five-day period, with several nurses, physicians and other surveyors walking around and engaging with us in what we do.

Sometimes we take for granted the best practices we follow and great process of care we support. Survey time is our opportunity to clearly showcase these for outside experts. During the next several months, we will take opportunities to highlight for you the many important things we do to provide great care and keep patients and families safe. The JCAT through WakeMedWeb is just one important way. Stay tuned for more!

Health Care Heroes (continued from page 1)

UNC School of Medicine. He has served on a variety of professional committees including the American Pediatric Surgical Association Practice Committee and the International Pediatric Endo-surgery Group Standards/Ethics Committee.

Tiffany Young, RN

A nurse in the WakeMed Children’s Emer-gency Department, Young can be seen juggling a shy 2-year-old who may have a broken foot, a feverish 4-year-old suffering the effects of a tonsillectomy, and a cheerful 5-year-old recovering from pneumonia. Young has worked in our Children’s ED on and off for 11 years. During that “off-time” she has attended to victims of the 2010 earthquake in Haiti, administered end-of-life care to patients with HIV in Zimbabwe, and assisted in Kenya with an influx of famine victims from neighboring Somalia. Between tours of duty, WakeMed Children’s Emergency Department always welcomes her back with open arms.

We extend our sympathies to the families, friends and coworkers of:

Pharmacy welcomes Kevin Rogowski, PharmD, who will be a clinical staff pharmacist.

Food & Nutrition welcomes Karen Holladay, Andrea Williams and Jessica Devan.

The NUR ICU team welcomes Stacy Richardson, RN, and Meredith Decker, RN, fond farewells.

The Heart & Vascular Services Midlevel Program welcomes Greg Anderson, ACNP-C, and Loni Daniel, ANP-C.

Spiritual Care welcomes Jan Rush to their team.

Strategic Sourcing welcomes Kenny Matthews a happy retirement.

The Gift Shop Raleigh Campus welcomes Ashley Pulley and Jan Sweat to the team.

Observation 1 welcomes Rachel Paul, RN, Sherron Mcgee, RN, and Catherine Gial, RN, to the team.

Inpatient Pharmacy welcomes pharmacy tech Tiffany Bunn and Sarah Murray.

Clinical Nursing Resource Services welcomes Laura Zink, RN, to the inpatient wound care specialist role.

CICU welcomes Amanda James, RN, Marissa Singsley, RN, Laura Lloyd, RN, Katrina Driskill, RN, and Rebecca Prickett, RN.

Patient Safety/Risk Management welcomes Maureen Pitts, RN, and Danise Hicklin.

Join Wakemed’s Growing or Team!

Interested in OR Nursing? www.wakemed.org

Check out www.wakemed.org to apply for the WakeMed Perioperative Experienced Nurse Program, which will run for nine months beginning July 15. To qualify, you need to have at least one year of RN experience in an acute care hospital setting.

Every U.S. hospital and health care system that provides care for patients who are Medicare beneficiaries must demonstrate that they provide safe, reliable care in a safe environment. The way that most hospitals do this is through an on-site survey process, most commonly performed by The Joint Commission (TJC) every three years. We are due for our survey around October.

During the past several years, we have seen a few changes in how TJC conducts onsite sur-veys. For one, they do not let us know ahead of time when they are coming. They show up, usually on a Monday morning, so that they can get a better picture of our care and our environment as it is day to day. They are also very focused on what we really do, rather than what a policy may say, so they like to speak with frontline staff and follow a patient’s course of care. Finally they no longer look at our organi-zation as a whole system, but rather by what is known as CMS “provider numbers,” so WakeMed Cary Hospital, Raleigh Campus and their related sites will have separate surveys and separate reports. However, the surveys will occur at one point in time, likely for about a five-day period, with several nurses, physicians and other surveyors walking around and engaging with us in what we do.

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Wellness Matters – Employee Health Fair

It’s for all employees, whether you are enrolled in the WakeMed BCBSNC health plan or not! Meet with health vendors, visit the health education theatre and participate in fitness classes. Employees who are enrolled in the Wellness Matters program to improve their health and save money on their 2013 WakeMed BCBSNC health plan costs will also have access to computers and staff to help them complete Step 3 – the BCBSNC Health Assessment.

The Health Assessment will be available to take online on June 4. Instructions and the Health Assessment. To improve your health and save money on your 2013 WakeMed BCBSNC health plan costs are available to part-time employees (about nine miles). Care to join him and your coworkers? Bike to Work Day on May 18, Raleigh Campus North Healthplex Raleigh Campus Andrews Center Monday, June 4 7 am to 4 pm Cary Hospital Points West Cafe Tuesday, June 5 7 am-4 pm North Healthplex Mini Fair in the Conference Room Wednesday, June 6 Noon to 4 pm

The Health Assessment is where you can follow their progress – and are pleased to showcase them here. Meet Our Faces of Wellness Matters – Matthew Cumbee, Fran Powell and Takisha Word – and are pleased to share with you here.

We now have photos of our Faces of Wellness Matters participants – Matthew Cumbee, Fran Powell and Takisha Word – and are pleased to share with you here. We featured their background information in WakeMed Weekly, which is where you can follow their progress as they work to reach their healthy lifestyle goals and navigate the WakeMed BCBSNC Wellness Matters program. WakeMed Weekly issues are posted on the WakeMedWeb if you would like to refer to them. We share their Wellness Matters goals with you here:

Matthew Cumbee (Histology): “I hope to keep up with my routine to improve my times and participate in longer runs. My other goal is to better understand what is achievable to employees through the Wellness Matters program via WakeMed and BCBS.”

Fran Powell (Center for Innovative Learning): “To be the best I can be – better food choices, healthy living, a 20+ pound weight loss and building my stamina.”

Takisha Word (Physician Billing): “I would like to lose weight and be healthy and active.”

CERTIFIED NURSES CONTINUE TO SUCCEED

More and more WakeMed RNs are earning certification in their respective nursing specialties. They celebrated the extra expertise and confidence certification brings them during WakeMed Nursing’s fourth annual Certified Nurses Day celebration in March. Nursing certification is a mark of excellence that requires an ongoing commitment to continuing education and professional development.

To date, 27 percent (650) WakeMed RNs have been certified by their specialty professional organizations. If 22 more RNs earn their certification by September, Nurses will meet their 2012 certification goal. Those seeking certification should keep in mind that financial reimbursement is available. Speak with your manager about this benefit.

Above (1 to 2): Eleanor Little, RN; Deidre Cardillo, RN; Nikita Harrington, RN; Nancy Reyes, RN; (all of HCOA); and Harriet Stephenson, RN, director, (Nursing Education).

Bike to Work with Bob

In celebration of National Bike to Work Day on May 18, WakeMed Wellness’s Bob Nelson invites employees to join him in riding their bicycles from Crabtree Valley Mall to the Raleigh Campus (about nine miles). Care to join him and your coworkers? Contact Bob at ext. 60933 or bonelson@wakeemd.org for details.

Wow, What an Employee!

Congratulations and welcome to Donna Young, RN, (4A/CPN) in her new role as a supervisor/educator. Amanda Cone (Rehabilitation Hospital) was promoted to occupational therapy supervisor. Osi Udofwuo, MD, medical director (Trauma Services) has been re-appointed as Chair of the North Carolina Trauma Registry/Research committee by the NC State Trauma Advisory Committee.

Congratulations to Tina Lynn, RN, (4C Mother/Baby) who completed her BSN at East Carolina University.

Congratulations to Barbara Howard, RN, who is now a cardiovascular patient educator on 6A.

Katie Will, RN, has transitioned from 6A to the supervisor/educator role in the Chest Pain Unit.

Congratulations to Health Information Management’s Tanya Geiger, RN, and Joyce Vaughn, RN, who are now certified in Clinical Documentation Improvement by the American Health Information Management Association.

Susan Hunter, director, (Community Services) received her fifth recertification in Healthcare Volunteer Management from the North Carolina Society of Volunteer Services and was installed as Treasurer.

WakeMed employees throughout the health system continue to meet and exceed the Joint Commission standard related to annual mandatory training with compliance rates as high as 99 percent.

North Carolina Board of Nursing recently elected Sarah Griffin, RN (3E) as the organization’s 2012 vice-chair. Nursing colleagues: Jill Whade, RN; (Nursing Administration) on her promotion to Magnet Coordinator for WakeMed.

THEME OF THE LENS

The photograph “A Mystery in Cary,” taken by Dr. West Lawson, chief medical officer (Medical Staff Services), was selected by jury from more than 450 works to be included in the North Carolina Museum of Art’s Art of the Auction fundraiser. Just 160 pieces made the cut for the silent auction.
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27610

ADDRESS SERVICE REQUESTED

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.

NOTARY PUBLIC CLASS
Friday, April 27, 8 am to 1 pm – Nursing Education Ground Floor, Classroom A, contact drebelsse@wakemed.org for information and to register.

NURSING EDUCATION
Contact Nursing Education at ext. 30924 for more information about these classes.

CPR Blitz – Thursday, May 3 – “Check-out only” is any time between 8:30 am and 8 pm, and BLS Healthcare Provider classes: 9:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link (NEAHA20 & NEAHA42) for more details.

Compassion in Action – Wednesday, May 23, 8:30 to 10:30 am, NED B. See Learning Link (NE14-12009).

STAFF DEVELOPMENT AND TRAINING
Enroll in any of the listed classes via Learning Link or have your manager/supervisor send an e-mail to SDRegistration@wakemed.org that includes your name and employee number, and course name, dates, and time(s). For information, visit http://wakemedweb or call ext. 03066. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

Management Development
Employee Selection and Orientation – Thursday, May 2, 10 am to 1:30 pm, Raleigh Campus, Medical Office Building, SDAT Classroom #3 (Code=MDS9).

Leading Change – Tuesday, May 15, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, SDAT Classroom #3 (Code=MOLC).

HCAP101 for Leaders – Thursday, June 7, 8:30 am to 10:30 am, Raleigh Campus, Medical Office Building, SDAT Classroom #3 (Code=MHDCAP101).

Employee Development
Patient Diversity: A Customer’s Perspective – Tuesday, May 8, 8:30 to 10:30 am, Raleigh Campus, Medical Office Building, SDAT Classroom #3 (Code=SDP0).

To Change or Not To Change: using Motivational Interviewing to Overcome Patient Ambivalence – Wednesday, May 8, 12 to 1 pm, NED B. See Learning Link (NE14-12004).

Getting Your Best Health Care
BY KEN FARBSTEIN
Monday, May 14 - 10 to 11 am, NED A. See Learning Link (NE14-11007).

WakeMed Earns Honors for Disaster Preparedness
On Wednesday, March 7, the North Carolina Office of Emergency Medical Services (OEMS) presented WakeMed with a certificate in recognition of our support of the Hospital Disaster Preparedness program. WakeMed was recognized for our efforts in working with our CapRAC partners, sponsoring the State Medical Assistance Team II and providing staff and equipment for deployments.

Above: Presenting the certificate to Dr. Bill Atkinson, WakeMed President & CEO is Regina Codette-Crawford, Chief of OEMS and Roy Alson, MD, Hospital Preparedness Program Medical Advisor.

A Happy Doctors’ Day
Dr. Richard Daw (WFP), Raleigh Cardiology) shares a smile with the camera during festivities at WakeMed Doctors’ Day which happened to fall on his birthday.

WakeMed employees received certificates of appreciation for their dedication to work.

Vickie Brown Named Director of Infection Prevention
WakeMed welcomes Vickie Brown as the new director of Infection Prevention. She is responsible for directing and overseeing the infection control program and staff as well as ensuring that standards of care pertaining to infection prevention are developed and maintained per legal and regulatory requirements. Welcome, Vickie!

New Additions & Attachments
Welcome to the WakeMed family, all new brides, grooms and babies! 6A congratulates Tamara Wright, NT, on her recent marriage to Terrence Tappel, (Behavioral Health).

Congratulations to Jasmine Folk, RN, (Observation) and her husband Keith on the birth of their son Griffin.

Heather Smith, RN (Staffing Resource) and her husband are proud to announce the birth of their baby boy Travis J. Smith Jr.

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Leslie Keefe, Design
WakeMed Employees, Photos

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