NEW UNIT FOR PATIENTS WITH SPINAL CORD INJURIES

Patients who have spinal cord injuries (SCIs) and their families now have their own inpatient rehabilitation unit on 3C of our Raleigh Campus.

With the unit now in place, WakeMed offers patients with SCI a level of comprehensive care that is unmatched by other facilities.

The SCI Rehabilitation Gym is home to the first Vector Gait & Safety System in the U.S. It allows patients to work on walking without the fear of falling.

Ylenia Sharif Honored by Wake County Public School System

Ylenia Sharif (Workforce Development) received the “Outstanding Volunteer Award” for 2012-2013 from the School-to-Career Council of the Wake County Public School System. Sharif was recognized for her work with the Wake Early College of Health and Sciences, a magnet high school that gives students the opportunity to graduate in five years with a degree, diploma or certificate from Wake Technical Community College. She was also recognized for leadership and service to the Wake County Public School System.

She currently serves as a liaison between WakeMed and the school to provide students and teachers with work-based learning opportunities such as tours, speakers, job shadowing, internships and employment opportunities.

eICU Celebrates a Year of Success, Plans for the Future

It’s been just over a year since WakeMed launched the eICU, which uses sophisticated monitoring technology to enhance the care of patients in WakeMed’s adult critical care units. Off-site eICU staff, consisting of critical care nurses and intensivists, monitor critically ill patients’ vital signs, medications and test results along with nurses and physicians at the bedside.

The only facility of its kind in the Triangle, the eICU was created with several goals in mind:

- Leverage clinical surveillance and support resources
- Continuously advance the established plan of care and assist with clinical initiatives
- Identify trends and prevent problems while promoting the practice of evidence-based medicine
- “We have made great strides in meeting many of our benchmark goals throughout the year and we are now implementing new programs to help improve patient care and outcomes even further,” said Chris Smith, BSN, RN, manager (eICU). eICU staff have made several ‘Great Catches’ including patient safety interventions, early recognition of instability, and recognizing errors in the electronic medical record. The team is also working to decrease the average ICU length of stay and patient complications, thereby making a positive financial impact on the system.

eICU and hospital staff. The program will provide opportunities to exchange information and best practices,” Smith continued.

With the year under their belt, eICU staff are looking at future implications of the program and have begun exploring outreach opportunities at other facilities. “The administration and providers at WakeMed have invested significantly in this endeavor. Nurses, physicians, administrators and information specialists have worked together to address technical and operational issues,” Lane commented. “The organization is now better prepared to adapt the technologies of remote patient monitoring as we face the challenges of future health care.”
**Management News**

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

**Wakenyed Physician Practicews** - **Employee Health**

**Welcome New Physicians**

- **Andrea Crane, MD**
  - Wake Specialty Physicians – Women's Center

- **Shahzad Ali, MD**
  - Psychiatrist
  - Raleigh Campus

- **Jay Patel, MD**
  - Psychiatrist
  - Raleigh Campus

- **Sumeet Subherwal, MD**
  - WakeMed Faculty Physicians – Cary Cardiology

- **Olakunle Folarin, MD**
  - Hospitalist
  - Harnett Health System

**Patient Care Management Welcome**

**COMINGS & GOINGS**

**Patient Care Management Welcome**

- **Michele D’Aguilar, Mabel Cahilllos, Tasha Ferguson**, who transitioned from Zebulon/Wendell Outpatient & Skilled Nursing Facility; and **Andrea Johnson**, who transitioned from Fuquay-Varina Outpatient & Skilled Nursing Facility.

- **Occupational Health Welcome**
  - **Melissa Ingram**, BSN, RN, who transitioned from Women’s Pavilion & Birthplace.

- **The Gift Shop Welcome**
  - **Merri Kay Fredeman** as a retail services assistant.

- **Clinical Administrators Welcome**
  - **Angie Weiser**, RN.
  - **Clinical Administrators – Cary Hospital** welcomes **Nicole Perry**, RN.

- **Guest Services Welcome**
  - **Beverly Parker**.

**6B Orthopaedics & Oncology Welcome**

**Terresa Arlotta, RA; Binde Antonio, RN; Amber Brown, RN; Craft Burke, RN; Nicole Coats, RN; Barbara Gaither, RA; Jenn Gauvain, RN; Elizabeth Krygansynka, RN; Sara Killen, PA; Tish Lory, RN; Lori Metzner, RN; Damila Onosoro, RN; Jasmine Palka, RN; Julia Strickland, RN; John Theroux, NA; and Kara Wells, RN.**

- **Spiritual Care Welcome**

**6B Orthopaedics & Oncology**

- **Angelica Adkins**, RN, and **Sara Killen**, PA.

**WakeMed’s Fall Head to Toe events were a great success!**

The community health series included **free screenings for cholesterol, bone density, blood pressure and body mass index as well as peripheral vascular disease, head & neck/thyroid cancer, and prostate problems.** WakeMed nurses, physicians and specialists talked to hundreds of community members about healthy living, while free seminars offered education on everything from preventing falls to CPR for women’s health.

Here’s a look at the events by the numbers:

- **4** Events took place at Garner Healthplex, Apex Healthplex, Alexander Family YMCA and A & E. Finley YMCA
- **120** Employees pitched in to make sure that everything went smoothly
- **372** Cholesterol screenings performed
- **321** Bone density screenings performed
- **6** Health education seminars, led by Orlando County, MD (WSP – Apex Medical Group); **Ryan Murray, MD (WSP – Garner Primary Care); Elizabeth Kim, MD, MD (WSP – Women’s Center); Brian Klausner, MD, WSP – City Center Medical Group; **James O’Neill, MD (WSP – ENT – Head & Neck Surgery); and Ismail Othman, MD (WSP – Raleigh Cardiology**

**WOW, WHAT AN EMPLOYEE!!**

- **Molly Flynn** (Patient Case Management) passed the Commission for Case Management exam (CCM) exam.

- **Deborah Chase-Smith** (Patient Case Management) received licensed clinical social worker (LCSW) certification.

- **Courtney Alston** (Patient Case Management) earned accredited case manager (ACM) certification.

- **Tammy Duke, RN; Eleanor Erejer, RN; Angelica Adkins, RN; Lauren Whitaker, RN; and Lori Kleeberg, RN, (all of 6B Orthopaedics & Oncology) obtained oncology certification for nurses (ONNs).**

- **Tanisha Tutchstone, RN, (6B Orthopaedics & Oncology) was promoted to supervisor/educator.**

**ADDITIONS & ATTACHMENTS**

- **Kathryn Lockamy, RN, (ICTCICU) welcomed daughter Charlotte on July 5.**

- **Sara Gray, RN** (Staffing Resources) welcomed son Koen on Sept. 10.

- **Leslie Howard** (RN, 3B CVICU) married Chuck Falls on Sept. 8.

- **Lisa Howard**, BSN, RN, (1A Clinical Evaluation Area) married Brandon Gregory on Oct. 5.

- **Brian Askew, RN, and Naomi Askew**, RN, (both of Emergency Department – Apex Healthplex) welcomed son Carter on Oct. 7.
SURGICAL SERVICES MAKES GREAT STRIDES

Process Changes Improve Safety, Efficiency & Patient Satisfaction

Last July, WakeMed began rolling out several performance improvement initiatives within Surgical Services at Raleigh Campus and Operative Services at Cary Hospital to provide safer, more efficient and fiscally-responsible care. The initiatives — led by task forces comprised of physicians, surgical staff and support staff — focused on improving scheduling processes, streamlining pre-admission testing, improving patient safety, increasing efficiency and strengthening education and communication.

After 18 months, the results have been very good. On-time first case starts at both hospitals have surpassed the 75th percentile, compared to nationwide Advisory Board benchmarks. Day-of-surgery cancellation rates have gone down, lowering operating expenses and improving patient, family and surgeon satisfaction.

“I am very pleased with the progress that we have made over the past year and a half,” commented Reed VanMatre, MD, (American Anesthesiology of NC) co-medical director of the Raleigh Campus Surgical Services Executive Committee. “These initiatives have improved the patient and family experience while strengthening surgeon and anesthesiologist engagement.”

Additional improvements include:

• Implemented a multidisciplinary preoperative huddle to discuss the next day’s surgical patients, address unresolved issues that might cause delay or cancellation, finalize the elective surgical schedule, and coordinate patient flow.

• Developed a reliable scheduling and pre-anesthesia testing process, which ensures that patients have appropriate and cost-effective preoperative preparation.

• Improved physician involvement in operational decision-making; defined the role of physicians in surgical services leadership via the Raleigh Campus Surgical Services Executive Committee. “These initiatives have improved the patient and family experience while strengthening surgeon and anesthesiologist engagement.”

• Enhanced surgeon access to the scheduling process via the online Order Facilitator application.

Congratulations to Surgical Services and Operative Services on these excellent results! As we continue to build on these successes, the focus will be on improving patient satisfaction with the preoperative and day-of-surgery experience; optimizing operating room access, turnover times, and resource map accuracy for surgeons; and maximizing operational efficiency.

First Uniform Inc. Offers Online Ordering

Payroll Deduction Available; Proceeds Benefit Volunteers

WakeMed employees can now order uniforms and shoes online through First Uniform Inc.’s website. First Uniform welcomes credit cards and payroll deduction for full- and part-time employees. For orders over $100, payroll deduction payments can be spread out over two pay periods.

As with the on-site First Uniform sales held at WakeMed, a portion of the proceeds from purchases are used by WakeMed Volunteers to fund various hospital projects.

Here’s how to get started:

• Visit www.firstuniform.com

• Click on “Payroll Partner Program” at the top of the page.

• Our Hospital Username is “wakemed”

• Follow directions on the screen to proceed.

Remember, WakeMed’s revised uniform policy goes into effect February 14, 2014. Questions? Contact UniformQuestions@wakemed.org.

With the holidays just around the corner, Outpatient Nutrition offers some tips to help you navigate the season without letting parties and potlucks take a toll on your waistline:

• Plan time to exercise, which can also help relieve holiday stress.

• Eat until you are satisfied, not stuffed.

• Select small portions.

• Avoid skipping meals, which may cause you to overeat later in the day.

• Socialize more and eat less — stand away from the food to avoid nibbling.

If you drink alcohol, choose light beers or wine and limit yourself to 1-2 drinks.

Better than Cream Cheese Lime Pie

1 prepared graham cracker pie crust

1 package Mori-Nu Vanilla Mate Pudding mix

Juice from 1-2 limes

1 package Mori-Nu extra firm tofu

4 tablespoons cane sugar

Better than Cream Cheese

Vegan Key Lime Pie

1 package Mori-Nu extra firm tofu

1 8 oz. container plain Tofutti

Bigger than Cream Cheese

Vegetarian nutrition

Celiac disease & food allergies

Diabetes

Bariatric surgery

Adult & pediatric weight management

Gastric & gastric banding

Vegetarian nutrition

Based at Cary Hospital, Outpatient Nutrition sees patients from throughout the region, but also welcomes our own employees. In fact, employees who participate in our BCBSNC health plan can receive free visits with a WakeMed nutritionist. One-on-one nutritional counseling is available for:

• Adult & pediatric weight management

• Bariatric surgery

• Diabetes

• Colic disease & food allergies

• Heart health

• Vegetarian nutrition

For more information, or to schedule an appointment, call 919-350-7700 (option 2) or have your physician fax a referral to 919-350-8939.

A Prescription for Good Nutrition

WakeMed’s Outpatient Nutrition team is making a difference for people who want to eat better, address dietary concerns or cope with food allergies. Whether the goal is to lose weight, manage cholesterol, improve heart health or encourage healthy eating habits in a child, WakeMed’s team of licensed registered dietitians provides evidence-based, scientific nutritional advice tailored to individual needs.

“Our dietitians specialize in developing customized plans that incorporate each patient’s preferences, eating habits, lifestyle, medical history and even medications,” said Lise Zublena, RD, director (Food & Nutrition Services — Cary Hospital). “We build on patients’ existing level of nutrition knowledge and identify potential problem areas and opportunities to help them be successful.”

Vegetarian Therapy?

WakeMed Rehab Hospital patient Janice Greenidge recently gave her therapy team a “taste of their own medicine.” At 67 years old, Greenidge, a case manager at Womack Army Medical Center, leads a very healthy lifestyle. “I try to walk three miles and go to the gym every day,” she says. In addition to her exercise routine, Greenidge has been a committed vegan for about eight years. She chose to go vegan and exercise regularly because of an aggressive family history of heart disease. Greenidge has perfected many vegan delicacies and shares them with members of her church and other groups via classes and demonstrations.

Even a massive automobile accident on October 3 hasn’t kept Greenidge from imparting her heart-healthy culinary wisdom. In fact, she recently made a tofu key lime pie with wild blueberry sauce and smoked tofu chicken salad for her yoga therapy team on 3C. Recreation therapist Elizabeth Penny (REACH) took her on a shopping trip to buy some of the ingredients; Greenidge’s husband brought in the rest.

The result? A healthy and delicious meal that even the most skeptical staff members enjoyed. “Food can be healthy and still taste good,” explains Greenidge. “It’s knowing how to substitute healthy ingredients for the not-so-healthy ones to keep your arteries clear.”

Vegan Key Lime Pie

1 package Mori-Nu extra firm tofu

1 8 oz. container plain Tofutti

Better than Cream Cheese

Juice from 1-2 limes

1 package Mori-Nu Vanilla Mate Pudding mix

4 tablespoons cane sugar

1 prepared graham cracker pie crust

Pour the water from the tofu package and rinse the tofu under running water. Wrap the tofu in double layers of paper towels and squeeze the water out. Repeat three times with dry paper towels.

Place the tofu and lime juice in a food processor; blend until the mixture is smooth. Add each ingredient (through sugar) one at a time to the mixture and blend until smooth. Pour the mixture into the pie crust and chill overnight. Garnish with your favorite fruit.
WakeMed Prepares for ICD-10 Implementation

ICD codes are used to indicate diagnoses and procedures for many reasons including billing, audits, teaching, Joint Commission compliance and publicly reported data, among others. The system that is currently in use, ICD-9, is almost 30 years old, and the 18,000 codes that it contains are not detailed enough to meet the needs of today’s health care providers. ICD-10, on the other hand, contains 150,000 codes.

“ICD-10 is more than an upgrade of the ICD-9 coding classification system,” said Brian Hoth, WakeMed’s ICD-10 program manager. “This is the first new diagnosis coding system to be adopted since the widespread use of computers in health care. It represents a significant structural change that will impact providers, staff, processes and most of the systems and technology that we use.”

Behavioral Health Expands Holding Unit, Adds Telepsychiatry Services

WakeMed’s Behavioral Health Services provides initial diagnostic assessment and medication management to patients of all ages. The program also provides triage to psychiatric treatment facilities to ensure that mentally ill patients have access to the care they need. In an effort to reduce wait times and improve the transition from emergency department to treatment, Behavioral Health recently expanded several patient services.

The 1D Clinical Evaluation Area opened on November 4, expanding the Behavioral Health Holding Area from five to 11 beds. The unit is a special area for patients who are awaiting placement out of our Emergency Department into a psychiatric facility. Sharyn Comeau, MD, medical director (Behavioral Health), is managing the unit with support from WakeMed psychiatrists Jay Patel, MD; Shahzad Ali, MD; and Dena Armstrong, MD (all of Behavioral Health).

Also this month, Behavioral Health introduced telepsychiatry services, which expands the reach of the team while decreasing patient wait time. Through the telepsychiatry service, patients at Cary Hospital and all healthplexes can have a live videoconference consult with a psychiatrist or behavioral health counselor based at Raleigh Campus. “We are dedicated to providing excellent service and care for the mentally ill population,” commented Dr. Comeau. “These enhancements will help us meet growing patient demands and direct our patients to the best treatment available.”

What is the difference between ICD-9 codes and ICD-10 codes?

ICD codes include changes in:

• Terminology
• Expanded concepts for injuries
• Laterality
• Etiology
• Anatomic site
• Severity of illness
• Codes assigned to operations and procedures are more specific and clinically accurate

What are the benefits of ICD-10?

Under ICD-9, significantly different diagnoses and procedures are assigned to a single code, which limits payment and patient safety data collection. ICD-10 is much more detailed and will help payers better understand their claims information and make it easier to evaluate the outcomes of new procedures and emerging health care conditions. ICD-10 also works better with electronic medical records and computer-assisted coding, offers more flexibility in adding new codes, provides better data for evaluating and improving quality, and standardizes disease outbreak reporting.

What does ICD-10 mean to me?

The transition to ICD-10 is a complex undertaking and will impact the entire system. Many departments are highly dependent on ICD-9 codes – including Scheduling, Admissions, Physician Clinical Care, Case Management, Labs, Radiology, Performance Management, Accounting/Billing and Health Information Management – but those aren’t the only departments that will be impacted.

“Between system updates, testing and training, there is already a lot of work being done to prepare for the 2014 deadline,” said Hoth. “We will be ready to meet this federally mandated deadline, but it will take many individuals from across the health system working together to ensure a smooth roll out of ICD-10.”

Stay tuned to Microscope and WakeMed Weekly for training and educational opportunities as we prepare for ICD-10 implementation.

Another Great Golf Outing

It was a beautiful day for the 15th Annual Volunteers at WakeMed Cary Hospital Golf Outing. Winning team members included Jay Hager, Ronald Albritton, David Dodd and Trip Frizandine. Many thanks to the top tournament sponsor Riley Contracting Group as well as Jani-King of Raleigh/Durham. The Volunteers at WakeMed Cary Hospital Hospital Board (Eagle sponsors); Sterling Capital Management (19th Hole on Wheels sponsor); Overstreet Sign Contractors, RR Donelley, VALIC and Wake Emergency Physicians, PA (Birdie sponsors); Canteen Vending and Owens & Minor Distribution, Inc. ( Tee Box sponsors); Cary Dermatology Center, PA; Cary Gastroenterology; Diamond Springs; Global Recruiters of Raleigh; John McGrath, SBS Management Co., Wayne M. Beavers, DDS, PA; Susan Hester and Whole Foods (Pin Flag sponsors); and Timothy S. Barlow, DDS, PA (Putting Green sponsor).

CHILDREN’S ED ROOMS GET A REFRESH

Several volunteers from the Junior League of Raleigh helped bring two rooms in the Children’s Emergency Department to life. The volunteers reupholstered furniture in one room and painted it a cheery yellow, while another room got a fresh coat of blue paint and will soon have a new TV, donated by the Junior League. Shown: Volunteers Lisa Vanderberry, Kelly Miller and Caroline Russell (far right), along with Laurie Cook, RN, manager (Children’s ED) and Janice Frohman, BSN RN, director (Emergency Services), show off the new look at the Children’s ED.

WakeMed ENERGIZE is a family-based healthy lifestyle program available to children ages 6-18 struggling with healthy eating and exercise. The program was recently named a finalist to receive a national Jackson Healthcare Hospital Charitable Services Award for serving as a model for community health improvement. Of the 178 programs that were nominated, only 40 were selected as finalists. See the ENERGIZE website for program and registration information.
In his first weeks at WakeMed, President & CEO Donald Gintzig (who introduces himself as Donald) had no shortage of meetings. As he navigated this sea of introductions and learning about WakeMed, he made sure to block off time to walk the hospitals and talk to employees – an ongoing practice that has given him a good feel for the organization, but serves another purpose as well. “We all play an integral role, and it’s important to know the people who drive the organization. I’ve been very impressed with the spirit and friendliness of WakeMed,” he says.

“It’s essential that our organization is focused on building relationships with each other – with our medical staff, with our patients and their families, and with our community – keeps us connected to why we exist, and we can’t lose that. Our goal is to create an exceptional experience for everyone, every time!”

In fact, our strong connection to the community is one reason Gintzig was drawn to WakeMed. “I enjoy being part of an organization that strongly reflects the community – keeps us connected to and their families, and with our community,” he says. “That keeps us connected to why we exist, and we can’t lose that.”

Gintzig grew up in the Washington, D.C., area. His mother, a nurse, and his father, an early pioneer in health care administration, were both first-generation Americans who placed a high importance on serving others. They passed this drive on to their three children, all of whom went on to work in health care in one way or another. Gintzig attended George Washington University, earning both a bachelor’s and master’s degree in business administration. He was drawn to health care administration because of how it united his interest in business and leadership with a desire to help others. After completing a hospital administration fellowship at South Miami Hospital, Gintzig went on to serve as CEO for large not-for-profit, faith-based, and for-profit health systems in Texas, Pennsylvania, Tennessee and Minnesota.

Gintzig’s career in the Navy began in 1983 when he joined the Navy Reserves. Over the years, Gintzig has seen the role of leadership as helping set goals and providing support along the journey – whether by removing barriers or mentoring and encouraging the team. Gintzig is realistic about the difficulties facing WakeMed and hospitals across the country. “It’s a critical time in health care. As a nation, we’ve experienced challenging times before. We’ve always survived them, and we will get through this one,” he says. “I feel so fortunate to be a part of this organization at such an important time and to help build upon WakeMed’s strong legacy as we look forward to a successful future.”

Between his wide ranging civilian and military experiences, Gintzig is no stranger to moving. He and his wife of 31 years, Lindy (a nurse), are looking forward to getting to know the Raleigh area. They relocated this month from near Nashville, Tenn., where their three daughters (aged 19, 20 and 22) still live. On the weekend, he enjoys reading, exercising, playing golf and other outdoor activities. He also enjoys cooking, though he’s more likely to whip up a meal from what he can find in the cabinets than follow a recipe. “Of course, that means I can never recreate the good ones,” he says.

As he settles in at WakeMed, Gintzig hopes to apply some of the experiences he’s had throughout his career. After leading hospitals of many shapes and sizes, he has found that one common theme ties them together. “For all of our technology and innovation, it all boils down to relationships based on trust,” he explains. “Our patients dignify us by seeking our help when they are most vulnerable. We have to come together to improve the health of our patients, and that starts with building strong relationships between members of the care team, between the care team and the patient, and between the hospital and the community. The mission drives us, but it’s those relationships that allow us to work toward fulfilling it.”

WAKEMED CONTINUES TO GROW HOSPITALIST PROGRAM

This fall, the WakeMed Hospitalist Program expanded to include Betsy Johnson Hospital in Dunn, N.C. and Central Harnett Hospital in Lillington, N.C. In addition to caring for adult inpatients at both hospitals, the team of board-certified physicians will provide on-site and telephone consultations with community health care providers and coordinate patient care with any physician who refers a patient to be admitted.

“WakeMed is honored to lead an outstanding team of hospitalists to work alongside both the Betsy Johnson Hospital and Central Harnett Hospital teams to care for adults from Harnett County and surrounding communities,” said William Pittman, MD, medical director, WakeMed’s Hospitalist Program. “This partnership helps ensure local residents can stay close to home and receive high-quality care anytime they need it.”

The hospitalists will work primarily at Betsy Johnson Hospital and Central Harnett Hospital but will also rotate at the Raleigh Campus and Cary Hospital. These new programs complement the growth of our Pediatric Hospitalist service, which expanded to Central Carolina Hospital in Sanford, N.C., in September.

WakeMed Honors Veterans

WakeMed hosted Veterans Day recognition ceremonies on Monday, November 11, on the Raleigh Campus and Cary Hospital to honor all WakeMed employees, physicians and volunteers who are veterans or currently serving in the U.S. Armed Forces. Held in the Andrews Center, the Raleigh Campus ceremony included special remarks from Donald Gintzig, president & CEO, as well as a keynote presentation by Lieutenant Colonel Michael Marciniak. David Coultier, senior vice president and administrator – Cary Hospital, spoke at the Cary Hospital ceremony, which took place at the flagship. Both ceremonies also included a song, an invocation and the reading of the President’s Proclamation.

Picture, left, Teo Eclarinal (Telecommunications) presented a special award on behalf of WakeMed’s Veterans Committee to Colonel Angela Jones, manager (3C Rehah Nursing), to recognize her promotion to O-6 Colonel.
Attending the Nursing Council Rush Day events at Raleigh Campus and Cary Hospital, I was reminded of how hard our nurses work to improve our outcomes. WakeMed’s Shared Decision-Making Structure strengthens the clinical nurse’s voice and has enabled us to improve policies, practices, our work environment and — most importantly — patient outcomes. It was wonderful to see this hard work highlighted at the Rush Days, which drew nurses, leaders and executives from across the system. Many thanks to the Work Life Council for creating this fantastic event.

Please join me in thanking all of our dedicated council members for their pursuit of outcomes excellence and for being the kind of leaders that empower us to do our best!

SPEAKING OF NURSING: A NOTE FROM OUR CNO

Cindy Boily
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer

Practice Council
Jessica Dixon, RN, and Chris Roddy, BSN, RN, shared information about the Practice Council, which has made decisions on several clinical topics this year including vaccine site selection, transdermal patch scanning and bedside report.

Patient Education Committee

Education Council
In FY2013, we surpassed our goal: 45 percent of WakeMed nurses have their bachelor’s degree in nursing and 34 percent are specialty certified.

Work Life Council
The Council’s work influences our nurse turnover rate, which is currently 9.67 percent (the national average is 13.1 percent). Lauren Smith, RN, greets attendees at the Raleigh Rush Day.

Falls & Restraints Committee
Vicki Block, senior vice president and administrator, Raleigh Campus, (left) and Lisa Tassos, RN, are smiling about the great outcomes championed by the Falls & Restraints Committee.

PRPN Committee

Policy & Procedure Committee

Informatics Committee

Pediatric Committee

Nurse Manager Council
Our nurse managers guide patient care including nurse and patient satisfaction and quality outcomes. They are transformational leaders who enable and empower us to do our best.

Image: Cindy Boily, MSN, RN, NEA-BC, Senior Vice President & Chief Nursing Officer

Image: Falls & Restraints Committee

Image: Practice Council

Image: Patient Education Committee

Image: Education Council

Image: Work Life Council
First-ever Council Rush Days
Create Awareness, Spark Enthusiasm

Leave it to the Work Life Council’s Lauren Smith, RN, and Sara Cobb, RN, with special efforts by Cary Hospital’s Teresa Harvey, RN, to create a unique event that effectively acquaints nurses with the workings of our nursing councils and encourages their participation in future council activities. The event was based on the fraternity/sorority rush concept. Rooms were set up like our Shared Decision-Making Structure.

Staff Nurse Council
The Staff Nurse Council leadership team of Helen Voss, RN; Cindy Boily, RN; Eleanor Little, RN; Sandee Jane Hales, RN; and Lorilyn Heining, RN, ensures that all nurses have a voice in decisions that impact patients and their families.

Research & Innovation Council
The Research & Innovation Council equips nurses to seek answers to their relevant practice questions. In October, eight WakeMed nurses presented their research at a statewide conference.

Nurse Executive Council

Evidence-Based Practice Committee
Got EBP? Members of the EBP Committee, Millie Swan, RN; Patti Ness, RN; Betty Woodard, RN; Marie Nagel, RN; Rhonda Vincent, RN; and Trisha Jones, RN, ask this all-important question that impacts nursing practice.

Cary NSQI Committee
Raleigh NSQI Committee

Quality Council
With Council mentor Janice Neff, RN; Heather Ferguson, RN; and Amy Dorn, RN, oversee nursing quality by supervising the nursing dashboards.

Supervisor/Educator Council
Council members continue to increase staff education and knowledge by making sessions easily accessible through venues such as unit-based inservices.
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 SDRegistration@wakemed.org.

Jewelry & Accessory Sale

The Volunteers at WakeMed Cary Hospital along with representatives from Masquerade will sponsor a jewelry & accessory sale Friday, December 6, from 7 am to 4 pm in the Cary Hospital Conference Center. Cash, credit card and payroll deduction (name badges required) will be available.

STAFF DEVELOPMENT

Enroll in any of the listed classes via Learning Link or have your manager/supervisor send an email to SDRegistration@wakemed.org that includes your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 08306. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

MANAGEMENT DEVELOPMENT

Effective Supervision at WakeMed – Tuesday, December 3, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code = MDEFSS)

STAFF DEVELOPMENT

EAP: Releasing Negativity: Altering thinking for stress reduction – Friday, November 22, 9 to 11:30 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code = MDEFSS)

EAP: CHANGR: Strategies for resilience and adaptability – Wednesday, December 18, 9 to 11 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDEAP-CE)

Nursing Education

Nursing Professional Development Book Series: Lions and Tigers and Nurses by Amy Glenn Vega (NE014-11001) – Monday, November 25, 8:30 to 9:30 am, NED C

Nursing Professional Development Book Series: The Fluence Prescription: From Accountability to Ownership by Joe Tye (NE014-13093) – Tuesday, November 26, 11 am to noon, Cary Hospital, Conference Center; Monday, December 2, 7:30 to 8:30 am, NED B

Medicine of Compassion (NE014-9073) – Monday, December 9, 8:30 to 11:30 am, NED A

Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Positivity Pay Off by Liz Jazwiec (NE014-12086) – Wednesday, December 11, 8:30 to 9:30 am, Cary Hospital, Conference Center; Monday, December 16, 11 am to noon, NED B

Wake AHEC

Beyond Apps & Immunizations – Wednesday, December 4, 8 am to 4:30 pm, Jane S McKimmon Center, N.C. State University

Nitrous Oxide Sedation – Friday, December 6, 8:30 am to 4:45 pm, Andrews Center

Pro Bono Counseling Network Education Series: The Gender Spectrum: Being an Inclusive and Effective Provider – Friday, December 6, 2 to 4 pm, The Herald Sun, Durham

Using Nutrition to Improve the Biochemistry of Development, Learning and Mood – Saturday, December 7, 8:45 am to 4:15 pm, Jane S McKimmon Center, N.C. State University

25th Annual Leo M. Croghan Conference on Early Intervention – Monday, December 9, 8:30 am to 4:30 pm, Sheraton Imperial Hotel, Durham

OSHA and North Carolina Infection Control Methods – Tuesday, December 10, 5:45 to 9 pm, Jane S McKimmon Center, N.C. State University

AHEC VETERANS MENTAL HEALTH PROJECT

Free webinars sponsored by N.C. AHEC and CSSP. Go to www.ahecconnect.com/citizensoldier for more information.

Mental Health Series (nursing and psychology credits available)

• Treating the Invisible Wounds of War
• Issues of Women Returning from Combat
• Understanding Military Family Issues
• For Physicians (AMA credit available)
• A Primary Care Approach

For Employee Assistance & Human Resource Professionals (EACC, PDH and HRCI credits available)

• Employee Assistance in the Civilian Workforce
• For Optometrists & Ophthalmologists (COPE credit available)
• Recognizing the Signs of Mild Traumatic Brain Injury during Routine Eye Examinations

WakeMed Foundation's Light Tree

Donations accepted throughout December.

The Love Light Tree tradition began in 1985 with the generosity of Dr. Bill and Coleen Lee, who donated the first Love Light Tree to the WakeMed Raleigh Campus in memory of their son, Matthew William Lee (March 5, 1979 – November 26, 1984). Today, the tradition continues throughout the year as Love Light Tree donations are made in honor or memory of someone special. With a gift of a Light or Star, you can help make a difference for the patients served at WakeMed Children’s.

Make a $20 donation to Memories for Marcus or bring in a new unwrapped toy and receive a delicious buffet meal courtesy of The Daily Planet (drinks not included). Proceeds benefit WakeMed Children’s through the WakeMed Foundation.

Toys will be given to children hospitalized during the holiday season. For more information, email memoriesformarcus@gmail.com or call Margie at 919-908-0156.

Trim the Tree with Twinkle

Wednesday, December 4
6 to 9 pm
Daily Planet Café
121 West Jones Street
Raleigh 27603

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TRIM THE TREE WITH TWINKLE