Congratulations on a Great Joint Commission Survey!

Joint Commission surveyors visited WakeMed in October for our three-year accreditation review. Both the Raleigh Campus and Cary Hospital surveys included numerous tracers of clinical areas, thorough reviews of patient and employee records, and evaluations of emergency preparedness, environment of care and life safety standards.

The Joint Commission teams were extremely complimentary of our staff, physicians, leadership and facilities. At the conclusion of her time at WakeMed, surveyor Nina Smith, RN, who was the lead surveyor for both of our surveys, commented “This is the end of two very long weeks at both WakeMed Raleigh and Cary and, all along, you have been super to our survey teams. You did very, very well with this survey.”

As to be expected in every Joint Commission survey, we received some recommendations for improvement (RFIs) that will help us continue to improve the safety and quality of care we provide our patients. Action plans are being developed and we look forward to further improving our practices.

“It is a humbling experience to hear surveyors who visit hospitals all across the country compliment the work we do and validate what I’ve seen and felt since the moment I arrived at WakeMed,” commented Donald Gintzig, president & CEO. “I am incredibly proud of each and every member of the WakeMed family, and look forward to continuing to pursue excellence as we strive to improve the health and well-being of the communities we serve.”

Thank you to everyone for your help maintaining 24/7 readiness and for demonstrating the Wake Way during these visits. Keep up the great work and remember that we must work to exceed our patients’ expectations and put safety first at all times – not just when surveyors are on site.

Words to Live By

One of our Joint Commission surveyors left us with these words of wisdom as we strive for excellence in all we do.

PERFECTION VS. EXCELLENCE

Perfection is needing to be right
Perfection is taking
Perfection is fear
Perfection is doubt
Perfection is control
Perfection is judgement
Excellence is willing to be wrong
Excellence is giving
Excellence is risk
Excellence is confidence
Excellence is pressure
Excellence is a journey
Excellence is trust
Excellence is flowing
Excellence is acceptance

PERFECTION VS. EXCELLENCE

Farewell, After 51 Years!

When Nathaniel Lett joined WakeMed at just 19, he was one of the youngest people working in what is now Surgical Services. This month, after 53 years and nine months, Lett retired from WakeMed with the distinction of being our second-longest tenured employee, having spent nearly his whole career as a surgical technician.

Over the course of 50 years, Lett says one thing that made him excited to come to work day after day, year after year, is being part of the team that helps make sick patients feel better. Having a front-row seat to the recovery process – from seeing a patient in the Operating Room to waving at them in the hallway days later – is what he will miss the most in retirement.

Over the years, Lett has assisted with thousands of surgeries (including a memorable 16-hour heart procedure) and worked with countless physicians, nurses, surgical techs and others. He credits his coworkers for helping him become the person he is today. “It’s the people that energize you and teach you. My strength comes from people pouring into me every day, and that’s what makes it hard to retire,” he said.

In five decades, Lett has seen many changes at WakeMed but says the most meaningful has been in WakeMed’s role in the community. “As the beginning, for the most part we were a place where people came to die because we didn’t have the tools and technology to save them. Now, saving lives is what we do – it’s what we are all about. I look around at the lives we save and the people that survive and it makes you feel good.”

As he hangs up his scrubs for the last time, Lett hopes to leave a legacy of kindness at WakeMed. “When I was younger, I didn’t know enough to thank people for what they’ve taught me. Now I work hard to make everyone feel that they are of value – because they are.” When asked to offer some advice for new employees, Lett was quick to offer up three suggestions:

• Be quick to forgive
• Don’t hold a grudge
• Don’t take things personally

With a long, successful career behind him, Lett plans to enjoy his retirement by spending time with his wife and family and by traveling the world.

Way to Go Heart Center Pre & Post Procedure Care: 100% Nationally Certified Nurses

All of WakeMed Heart Center’s Pre & Post Procedure Care unit nurses have achieved national certifications in Cardiac-Vascular Certification (CV-BC) or Progressive Care Certification (PCCN). This notable accomplishment supports the goal of excellence in Nursing by excelling in clinical practice using evidence and innovation to constantly improve the patient’s care experience. Congratulations to the whole team!

PUPPY LOVE

Sam Chawla, MD, (WPP – Urology), used his surgical skills to help an unlikely patient in September when he assisted with a laparoscopic adrenalectomy on an Alaskan malamute. The 100-pound dog, a patient of veterinarian George Ghoseim at CareFirst Animal Hospital, had an unusually large mass under his kidney (in the adrenal gland), which made open surgery difficult and would require a lengthy recovery period. Les Meadowcroft, a mutual connection at vetOvation, asked Dr. Chawla to help with the procedure and he quickly agreed. The surgery was a success and the patient went home in just 24 hours, benefitted from reduced blood loss and a substantially quicker return to normal activity.

Have a happy, healthy holiday!

If you have photos of your department or unit celebrating the holidays, send them to microscope@wakemed.org to be considered for the January issue!
Time is Running Out to Spend Flexible Spending Account Funds

The end of the year is just around the corner, which means time is running out to use your Flexible Spending Account (FSA) funds for 2015. Unused money in your health care FSA up to $500 will roll over to 2016, but any unused funds over $500 will be forfeited. If you have an FSA, please take a few minutes to check your account balance online. If you have over $500 remaining, here are some things to keep in mind:

- The deadline for eligible services is December 31, 2015
- Provide any requested substantiation documentation so it will be resolved promptly
- File any outstanding reimbursement requests you may have

In addition to copays, coinsurance and deductibles, you can use your FSA for a number of out-of-pocket costs for yourself or any immediate family members (even if they are not covered by our health plan). You can also use your FSA to pay for select over-the-counter medical supplies and equipment, such as crutches, bandages, blood sugar test kits and more. A detailed list is available on the Human Resources page of the WakeMedWeb. If you have any questions, call ConnectYourCare at 1-877-559-1143.

Keep an Eye Out for Mail from OptumRx

All employees on the WakeMed health plan for 2016 will receive welcome kits and new ID cards from OptumRx, our new pharmacy benefit provider, in mid-December. This information will be sent to the home addresses listed in Lawson and will have the OptumRx logo on the envelope. Employees who use specialty drugs or who will be impacted by a change in the formulary next year will receive additional communications from OptumRx or Briova – the specialty pharmacy that contracts with OptumRx.

Mr. and Ms. Wuf and members of the Wolfpack visited WakeMed this fall, bringing smiles to N.C. State University fans of all ages!

Thirty-eight bears were donated through the Bears for Humanity buy one, give one event held at the Raleigh Campus Gift Shop. The bears, pictured with Wanda Bowman, manager, (all Pediatrics) will bring big smiles to kids at WakeMed Children’s Hospital.
WakeMed Receives ATD BEST Award for Commitment to Employee Learning

WakeMed was among 30 international organizations to receive the Association for Talent Development (ATD) 2016 BEST Award this October. The annual program is the training industry’s most rigorous and coveted recognition. This fifth year WakeMed has received this honor, which highlights enterprise-wide success through employee learning and development. This year, WakeMed ranked number 23 among the competition and second among health care organizations recognized. “Our employees are our most valuable asset, and we continue to provide opportunities to collaborate with community organizations and other hospitals to find ways to improve patient conditions even before they reach our hospital.”

How You Can Help

- Keep reporting: Patient safety is a shared responsibility. Report anything that doesn’t go as planned – no report is too small!
- Talk to your manager: All incident reports are shared with managers, so if you have a question about something that you experienced, be sure to ask your manager about it.

With questions or to learn more about the new procedure, refer to the Incident/Occurrence Reports policy or the Sentinel Event policy.

New Name for Medication Errors in 3M

The Online Incident Reporting has previously used two terms for medication errors: Adverse Drug Reactions and Medication Variances. To streamline reporting, all medication errors should be reported as “Adverse Drug Events, which includes:

- Patient reactions to a medication
- Late medication doses
- Missed doses
- Wrong medication/dose administered

Remember to report all adverse drug events – even those that do not reach the patient – so they can be reviewed and improvements can be made.

WakeMed’s New Patient Safety Scale

As part of our efforts to promote a culture of safety for our patients, families, community and health care team, WakeMed has recently changed how patient safety events are evaluated, tracked and monitored.

Any time a process or procedure doesn’t go as planned – whether an error reaches the patient or a staff member makes a Good Catch – employees are asked to submit an incident report online. These reports are vital for us to identify trends, modify processes and, of course, improve the safety of our patients. This August, Risk Management launched a new scale to assign each report into an appropriate category. The three-level scale helps the Quality team appropriately track events and determines how follow up is handled.

- Serious Safety Event
  - Reviewed weekly by the multidisciplinary Safety Event Review Committee
  - Monitored to prevent escalation to a serious safety event
  - Used to track trends and identify opportunities for process improvements, staff education, etc.

- Precursor Safety Event
  - Reported to the Good Catch Committee

- Near Miss Safety Event
  - Recognized by unit/department management

“We know there’s always more we can do – and we are working hard to further expand our offerings and programs,” said Maggie Sullivan, senior vice president, Human Resources. “This award is a tribute to these efforts and I’m proud of everyone who made this recognition possible.”

COMINGS & GOINGS

Brenda Clatworthy, BSN, RN, manager, (STICU) will be retiring on November 26 after more than 25 years at WakeMed. The team wishes her nothing but the best in retirement!

Emergency Department – Cary Hospital sends best wishes to Pat Groves, RN, as she retires from WakeMed. The eICU welcomes Penny Morrison and Ellen Werner, BSN, RN, who transitioned from 2E CVICU.

Property Management welcomes David Reader.

Surgical Services – PACCU welcomes Kelly Mentges, RN; Ashley Pravlik, RN; Lisa Wilcox, RN; and Julie Cam, RN, who transitioned from the PACCU – Cary Hospital.

Heart Center Pre- & Post-Procedural Care welcomes Manya Livingston, RN; Tish Lory, RN; and Heather Stancil, BSN, RN.

Emergency Department – Cary Hospital welcomes Kim Brown, Iva Farlow, Melanie Grimes, Jenna Mellin, RN, and Kelli O’Reilly. The team also sends best wishes to Jennifer Sollami as she leaves WakeMed.

WPP – General and Bariatric Surgery welcomes Melanie Shetton.

The Center for Innovative Learning welcomes Karyn Aberts.

Health Information Management welcomes Kim Velton, who rejoins WakeMed as manager of Coding and CDI.

Occupational Therapy – Cary Hospital welcomes Kathleen Boyle.

Physical Therapy – Cary Hospital welcomes Priti Narvekar, who transitioned from WakeMed Rehab.

5C Medicine welcomes Mary Anne Tan, BSN, RN; and Ivette Griffin, Jr.

Labor & Delivery welcomes Deborah Parker, RN; Mallory Halsey, RN; Lisa Hudson, RN; Ellen Coates, Nicole Nisbet, RN; Kimberly Sansone, Denise Britt, RN; Jessica Roy, RN; Kim Pyne, RN; Courtney Bonner and Cassidy Foltz.

Speech Therapy welcomes Jesa Carter.

Occupational Therapy welcomes Michele Fields and Maggie Sullivan.

6C Surgery & Trauma welcomes Carrie Johnson, RN; Meredith Sharp, RN; Andrew Frost, NAII; and Tiffany Petrick, NAII.

NICU welcomes Lorrie Keene, NAII; Bethany Krinsky, RN; Kelsey McCabe, RN; Daniellie Basler, RN; and Mary Miles, NAII.

The Newborn Nursery welcomes Maureen Battaglia, RN.

The Clinical Administrators welcome Kelly Bails, BSN, RN, and Kimberly Jean-Lois, BSN, RN.

3C Clinical Evaluation Area welcomes Keyonda Williams.

5A MIC welcomes Sude Abdulahi, RN; Kayla Bonilla, RN; fellow; Corey Bredderman, RN; fellow; Ticara Dancy, NAII; Richard Hogan, RN; and Bianca Louis Marrow, RN.

2E CVICU welcomes Tracey Beasley, RN; Leann Lehman, RN; Meredith Webster, RN; Amanda Holmes, RN; Trish Odom, RN; Christina Sturgis, NA; Liz Beazut, RN; Rachel Wells, RN; David Goeckner, RN; Danielle Saldano, RN; Jacqueline Henry, NA; and Whitney Howell, RN.

Robert Griffin (Imaging Services) welcomed daughter Charlotte Caroline Griffin.

Deidre Schwietering (Staffing Resources – Cary Hospital) welcomed daughter Alana Joann on September 7.

Eleanor Gailey, RN, (Heart Center Pre- & Post-Procedural Care) and Justin Gailey (Invasive Cardiology) welcomed daughter Ava Kate Gailey on August 20.

Cassie Bradshaw, RN, (5A MIC) and husband Nick welcomed Camden Ryan Bradshaw on August 27.

Anais Joines (Staffing Resources – Cary Hospital) welcomed daughter Alana Joann on September 7.

Melissa West (Staffing Resources – Cary Hospital) got married on September 11 and has changed her name to Melissa West Watts.

Brenna Bouchard (WakeMed Foundation) married Chris McCormley on October 1.

Holly (Clayton) Boyd (Labor & Delivery) married Justin Boyd on October 17.

Valerie Pickett (Case Management) married Bobby DelVecchio on October 17.

ADDITIONS & ATTACHMENTS

For the second year in a row, WakeMed was recognized as part of the Triangle Business Journal’s annual Healthiest Employers of the Triangle awards. The awards recognize companies that commit to making wellness a priority while working to proactively improve the health of their employees. This year WakeMed was one of 25 area businesses recognized, and the only hospital to be named to the list. Recipients were chosen based on an online assessment that compares each employer’s wellness programs to regional and national employers.

“The health and well-being of our employees is incredibly important to us at WakeMed. We are continually refining and adding to our wellness programs to make it easier for employees to make healthy choices while at work,” said Bob Nelson, (Wellness). “We know there’s always more we can do – and we are working hard to further expand our offerings and programs.”

WakeMed’s wellness programs include:

- Reduced membership fees at Healthworks
- WakeWell Rewards, WakeMed’s employee wellness incentive program
- Annual biometric screenings & health risk assessments
- Free meals in the cafeterias
- Opportunity to earn up to $500 for out-of-pocket medical costs
- Easy-to-identify healthy options in vending machines
- Wellness features within our benefits plan
- Free registered dietitian counseling
- No co-pays on tobacco cessation medications

Les left to right, Amar Patel, director (Center for Innovative Learning); Harriet Stephenson, RN, director (Nursing Education), Jeannene Martin, senior vice president (Human Resources) and Jennifer Jones, manager (Organizational Development).
Welcome New Advance Practice Providers

Laura Gleason, PA
- WPP – Physicians

Robert Wheeler, PA
- Wake Orthopaedics

Kyle Atkins, NP
- WPP – City Center Medical Group

Karyn Earle, PA
- WPP – Gastroenterology

Caitlin Moyer, PA
- WPP – Pulmonary and Critical Care Medicine

Brooke Rosenberg, PA
- WPP – Physicians

Welcome New Physicians

Stuart Ginn, MD
- WPP ENT – Head & Neck Surgery

Nahla Osman, MD
- WPP – Hospitalists

Sarah Bowen-Pasfield, MD
- WPP – OB/GYN Montville

A.J. Koehler, MD
- WPP – OB/GYN Morrisville

Michael Armstrong, MD
- WPP – OB/GYN

Mark Macpherson, MD
- WPP – Apex Medical Group

WPP – OB/GYN Comes to Morrisville

WPP – OB/GYN opened a new practice in Morrisville on November 16. In addition to delivering babies at Cary Hospital, the practice offers a full spectrum of services including obstetrical care and prenatal counseling, general gynecological care, urogynecology, minimally invasive surgery and much more.

WPP – Obstetrics & Gynecology – Morrisville
6102 Grace Park Drive
Morrisville, NC 27560
919-350-9821

Introducing WakeMed’s Accountability Wall

Wake Way 2 Excellence Update: 2015 Progress toward Our Aspirational Goals

An important part of WakeMed’s strategic plan is the 10 aspirational goals that we are working toward as we put our mission, vision and values into action. To track our progress toward these goals, WakeMed has defined metrics with annual benchmark goals. The metrics were shared in-depth earlier this year (the article is still posted on the WakeMedWeb in the Strategic Plan Toolkit under For the Employee). After our first full year of implementing strategies and initiatives to help us reach these goals, we are pleased to provide an update (see chart below) about where we are now, and where we hope to be at this time next year.

This information – and much more – is also available on the Accountability Wall that has been installed at Raleigh Campus. The wall (pictured right) is located in the hallway that connects the Heart Center to the E-Tower and provides a visual overview of much of our WW2E work including progress toward our aspirational goals and the work of our WW2E Value Streams.

If you haven’t seen the Accountability Wall yet, take a walk and check it out. Learn more about our aspirational goals, the metrics we are using to track our progress and our value stream work. If you have questions about the information you see posted, contact the Kaizen Promotion Office at kpo@wakemed.org.

Break the Glass for Your Privacy

WakeMed is introducing a new “Break the Glass” functionality within Epic in December 2015. The process will require all employees and physicians not documented as a member of the patient’s care team to ‘Break the Glass’ in order to access any WakeMed employee’s medical record in Epic. “This new procedure will help ensure we’re protecting all private medical information and also-upholding the policies we’ve established. ‘Break the Glass’ is intended to protect Epic users by reminding them that they need a health care treatment, payment or operations reason for entering a patient’s record,” commented John Finley, vice president & chief compliance & privacy officer.

The “Break the Glass” functionality will apply to all employees that have a medical record in the WakeMed Epic application. When attempting to access the record, a “Break the Glass” screen and documentation drop-down menu will appear. Employees or physicians attempting to view a record, for whom they are not assigned to the care team, will be required to document why they are accessing the record and enter their unique password. Once access is opened and documented as appropriate, they will not have to repeat this step for seven days. WakeMed’s internal audit and compliance processes will ensure the accesses are appropriate and warranted to maintain the privacy of our employees who receive treatment at WakeMed.

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Mike Browning, Chief Financial Officer

Mike Browning, CPA, MBA, executive vice president & chief financial officer (CFO), is fairly new to the WakeMed family (he joined us in August), but he’s already an expert in what sets WakeMed apart from other organizations. “It’s the people. You could walk down the halls at WakeMed and you see that people really care and are willing to help. There are caring people everywhere in health care, but the culture of WakeMed is truly something unique,” he says. Browning, who grew up in Owensboro, Ky., studied accounting at Kentucky Wesleyan College and earned a master’s degree in business administration from the University of Louisville. Early in his career as a certified public accountant, he worked in several industries. He was drawn to health care because it was an opportunity to apply his financial knowledge and make a real difference for individuals, not just a business. Throughout his career, Browning has worked for multi-facility health systems in Indiana, South Carolina, Georgia, Kentucky, Indiana and, now, North Carolina. “I feel very fortunate that I have had the opportunity to work in several different places and to learn from many people during my career,” he says. “Every organization is unique, and learning to adapt to different cultures and ways of operating has been very rewarding.”

Along the way, Browning worked his way up the organizational chart to the role of CFO, a title he’s held for over 20 years. In his first four months at WakeMed, Browning has made it a priority to meet people and learn the dynamics of the organization. He makes a point of connecting with employees and tries to get out of the office as much as possible to meet face-to-face with people from across the organization. “Coming into a new organization, it’s so important to get to know people and ask them to share their knowledge with you. I’m still learning about WakeMed’s history and culture, so hearing from those who have a long history here is so valuable.” As he’s learning, Browning is also keeping an eye out for opportunities to help WakeMed improve and build the strongest future possible.

As a leader, Browning believes that people want to contribute and be successful in their jobs, so he works hard to give employees opportunities to be challenged and excel. “In order for me to help my team succeed, I need to understand what they do and their role in the organization. Only then can I work to find opportunities for them to grow and be successful.” In the long term, his goal as CFO is to ensure WakeMed has the tools and resources needed to be a successful organization well into the future and to make sure that staff have everything they need to do their jobs. “As a nonprofit, the money we make is invested back in the community we serve. That means that the better job we do, the more our community benefits.”

The role of CFO isn’t without its share of stress so while Browning usually works on the weekends, he also makes it a priority to set aside time to unwind. He enjoys exercising to clear his mind and says the place where he feels the most relaxed and calm is at the beach with his family. On fall weekends, he enjoys watching college football. Browning and his wife, Karen, have been married for 25 years and have three sons – Zach, Alex and Matt. His family is still in Indiana but will be joining him in Raleigh in December. Browning is looking forward to introducing them to a city that he’s already come to feel very much at home in. “Raleigh is such a vibrant community with so much to offer. Having the opportunity to work in an organization like WakeMed is amazing, and to put this incredible organization in Raleigh is a double win.”

WakeMed & Cambridge Village Retirement Living Partner for Wellness

WakeMed has partnered with Cambridge Village Retirement Living in Apex in a collaborative effort to promote healthy aging and ‘aging in place’ – the ability to comfortably and safely live at home as you age. The partnership will help active residents and the area’s growing senior population continue to focus on health, quality of life and independence by placing several WakeMed services and health experts directly onsite in Cambridge Village. These services include WakeMed Healthworks, WPP – Physical Therapy and WakeMed Home Health and supportive health care services.

“The Apex area and Cambridge Village in particular, are vibrant communities and home to many adults and seniors seeking to improve their wellness in order to stay healthy and active for years to come,” says Kathy Smith, director, WakeMed Outpatient Rehabilitation Services. “Cambridge Village shares our mission to improve our community’s well-being, and we couldn’t be more pleased to partner with them in this endeavor.”

Occupational Health & Safety Services Introduces New On-Call Process

Occupational Health & Safety Services recently introduced a new, streamlined on-call process that reduced the on-call contact numbers from three to one. All injuries and exposures should be reported by calling 919-350-8442. The line will be answered by an Occupational Health nurse (during office hours) or OnCall triage nurse (when Occupational Health is closed), who will evaluate concerns and provide instructions on where to seek care.

“The new call system will make it easier for employees to contact quickly with a nurse who can provide guidance on next steps, rather than having to leave a message or page,” commented Carla Stevens, RN, director, Occupational Health & Safety Services. “In addition to improving ease of access and customer service for our employees, we hope this will help reduce our lost & restricted work days, which are closely tied to our Culture of Safety aspirational goal.”

Additionally, Occupational Health is introducing a new pharmacy voucher program for employees who need to have prescriptions filled for workplace-related illnesses or injuries. Vouchers will be given to employees after they are seen in Occupational Health or any WakeMed emergency department and can be used at any retail pharmacy.

WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences.

If you have made a good catch, share it by clicking the “Report a Good Catch” link on the WakeMedWeb (it will take you to the online reporting site).

Mary Ella Teeter (Pharmacy – Cary Hospital) was preparing chemotherapy medication for a patient when she noticed that their weight was documented as 255 kilograms (496 pounds). Because many chemotherapy patients are overweight, Mary Ella paged the physician to verify the weight before administering the medication. She learned the weight was actually 255 pounds, not kilograms, so she corrected the dosage to ensure the patient received the appropriate amount. Thanks, Mary Ella, for embracing a culture of safety and making this significant good catch.
Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system’s activities. The Public Relations department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610. KateWilkes, Editor

WakeMed Employees, Photos ©WakeMed Public Relations, November/December 2015

CALENDAR OF EVENTS

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

CARDIOVASCULAR CARE SYMPOSIUM:
Mastering Innovations and Building on Strong Foundations in Cardiovascular Patient Care
January 30, 2016
Andrews Center
Learn the latest advancements and innovations available in the treatment of coronary artery disease, electrophysiology conditions, structural heart defects and peripheral vascular disease. Visit www.wakeahec.org for details.

WINIFEST SALE
Get in the holiday spirit as you shop for handmade crafts, foods, jewelry and more.
Tuesday, December 1
WakeMed North, Conference Center 10 am to 2 pm
Thursday, December 10
Raleigh Campus, Andrews Center 8 am to 4 pm
Friday, December 11
Cary Hospital, Conference Center 9 am to 2 pm

Masquerade $5 Jewelry Sale
Tuesday, December 15
Andrews Center 7 am to 4:30 pm

Southern Atlantic Healthcare Alliance
For all sessions, register at www.sahalliance.org.
Strategies for Working with a Multi-Generational Workforce – Dec. 1, 10 am to 2 pm, presented by Joan Evans, PT, MBA, CMC, Cone Health & Lisa Withers, Proactive Consulting
The Big Picture of Healthcare Violence – ED & Beyond – Dec. 2, 10 am to 2 pm, presented by Lisa Pryse Terry, CHPA, CPP, UNC Healthcare.

Nursing Education
Nursing Professional Development Book Series
• A Charge Nurse’s Guide (LL Code: NE014-11086) Nov. 23, 7:30 to 8:30 am, NEC A
• I’m Here (LL Code: NE014-14021) Dec. 3, 8 to 9 am, Cary Conference Center; Dec. 17, 10 to 11 am, NEC C
• Hey Cupcake! We Are All Leaders (LL Code: NE014-15110) Dec. 18, 12:30 to 1:30 pm, NED C & Cary Conference Center

Compassion in Action (LL Code: NE014-12009)
Dec. 8, 1 to 3 pm, Cary Conference Center

WakeAHEC
New Drugs and Disease Management Strategies – Nov. 20, Cary Hospital Conference Center
When Survivors Give Birth: A Trauma-Informed Training for Nurses – Nov. 20, Methodist Home for Children, Raleigh, NC
Pharmacy Leadership – Dec. 3, Cary Hospital Conference Center
15th Annual Mast Symposium: Caring for the Mind Body and Spirit of Seniors – One Eleven Place, Cary, NC
Nitrous Oxide Sedation – Dec. 4, Cary Hospital

OSHA and North Carolina Infection Control Methods – Dec. 9, Jane S. McKimmon Center at NC State University, Raleigh, NC

Love Light tree
Wednesday, December 9
6 pm
Raleigh Courtyard
We invite you to join us for the 30th anniversary of the annual Love Light Tree—our special tree-lighting ceremony. With a gift of a light or star, you can help make a difference for the patients served at WakeMed Children’s. Visit wakemedfoundation.org for more information or call the WakeMed Foundation at 919-350-7656.

Trim the Tree with Twinkle
Wednesday, December 9, 2015
6 to 8:30 pm
E-tower Lobby
Bring your friends and family and get in the holiday spirit at Trim the Tree with Twinkle! Following our annual Love Light tree-lighting ceremony (see details, left), join Twinkle, WakeMed Children’s mascot, for a festive evening of singing, holiday goodies, ornament making and a special visit from Santa and Mrs. Claus! Plus, you can help bring holiday cheer to pediatric patients by decorating a tree that will be on display in the WakeMed Children’s Hospital.

We invite you to join us for the 30th anniversary of the annual Love Light Tree – our special tree-lighting ceremony. With a gift of a light or star, you can help make a difference for the patients served at WakeMed Children’s. Visit wakemedfoundation.org for more information or call the WakeMed Foundation at 919-350-7656.

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