Recertified as Primary Stroke Center
Cary Hospital has received recertification as an Advanced Primary Stroke Center from The Joint Commission in conjunction with The American Heart Association/American Stroke Association. This recertification highlights the exceptional stroke care we provide for our patients, our ongoing dedication to fostering better outcomes and work to improve the overall care of our community.

“Cary Hospital is committed to providing our patients the highest quality stroke care centered on the latest scientific research,” commented Angela Hollis, Cary Hospital’s stroke program coordinator. “We have made a significant investment of time and resources to ensure patients with suspected stroke are identified early, their care is streamlined and coordinated across disciplines, and they have access to the most advanced treatments and technologies available.”

Cary Hospital was initially certified as a Primary Stroke Center in 2008 and has maintained this status ever since. Raleigh Campus, which became Wake County’s first certified stroke program in 2006, will be surveyed soon.

For more information on The Joint Commission and American Heart Association’s Advanced Certification for Primary Stroke Center, visit http://www.jointcommission.org or www.heart.org/myhospital.

Named Top Performer by The Joint Commission
Cary Hospital has been named among the top performing hospitals in the nation by The Joint Commission, the leading accreditor of health care organizations in the country. Cary Hospital is one of only 44 U.S. hospitals – and the only Triangle-area health system – to attain this level of distinction.

“This is a well-deserved honor and one that acknowledges the efforts of the entire Cary Hospital team. I am grateful for the dedication and hard work of our staff, physicians and volunteers, which enables us to carry out WakeMed’s commitment to serving our community,” commented David Coulter, senior vice president & administrator, Cary Hospital.

The program is based on data reported during the 2013 calendar year by more than 3,300 Joint Commission-accredited hospitals in 10 core measurement areas. Cary Hospital met the threshold in five key quality measures: heart attack, heart failure, pneumonia, stroke and surgical care. This program is based completely on objective data, making it unique from other recognition programs.

Each accountability measure represents an evidence-based practice, such as giving aspirin to heart attack patients as soon as they arrive in the emergency department or giving antibiotics one hour before surgery. “Using evidence-based clinical practices promotes improved quality and improved patient outcomes,” said West Paul, MD, PhD, vice president, Quality & Patient Safety. “We strive for continued improvement in both our processes and safe patient outcomes. This recognition is an extension of our commitment to exceptional care and quality standards that enhance the health and well-being of the community we serve.”

WakeMed Rehab Earns Three-Year CARF Reaccreditation
WakeMed’s Rehabilitation programs were recently reaccredited for three years by CARF International. For the second time, CARF surveyed all areas to be in conformance – an extraordinary accomplishment that only three percent of CARF-surveyed facilities worldwide achieve. WakeMed Rehab has now done this twice!

CARF accreditation demonstrates our commitment to programs and services that are measurable, accountable and of the highest quality. WakeMed’s accreditation includes the Rehabilitation Hospital for general rehabilitation and specialty programming in stroke, spinal cord injury care and brain injury rehabilitation, as well as the Rehab Day Treatment Program for specialty spinal cord and brain injury programs.

“We anticipated a great survey result because of the scope of services we offer and positive patient outcomes we deliver, but a second recommendation-free survey is beyond expectation. This outstanding result is a reflection of the hard work our amazing team does day after day,” commented Beth Rudisill, director, Rehabilitation Hospital. Surveyors recognized staff for their professionalism, the pride they take in their work and their commitment to care delivery.

CARF is an independent, non-profit accrediting body that promotes quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the people served. For more information, visit www.carf.org.

Have a happy, healthy holiday!
Share your holiday photos!
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!
NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Physicians
Ronald Alan Summers, MD
Wake Orthopaedics
Curt Jacobs, MD
WPP – Women’s Center

Welcome New Mid-levels
Jennifer Steele, PA
WPP – Orthopaedics
Ainslee Smith, PA
WPP – Orthopaedics

Wake Orthopaedics
New office location in Garner!
Garnet Healthplex
480 US Highway 70 East, Suite 202
Garner, NC 27529
Office: 919-232-5020
www.wakemedphysicians.com

Dr. Summers  Dr. Jacobs

PAs Provide Overnight Care
For hospitalists who work the night shift, trying to juggle the steady stream of patients coming into the Emergency Department (ED) with the needs of inpatients is an ongoing challenge. While their primary role is to admit patients from various EDs, hospitalists are also needed to provide care and consultation for inpatients. It’s a hard balance to strike which can result in fragmented care and a lot of waiting on the part of nurses and patients.

To address these issues, Raleigh Campus recently hired three physician assistants (PAs) who cover hospital inpatients overnight (7 pm to 7 am). A PA is available every night and spends the first two hours of their shift rounding on units and talking with nurses. The rest of the night, they respond to pages and help manage patient care concerns as they arise. Should urgent or life-threatening situations come up, they will call the night hospitalist for additional assistance.

“Working the night shift at Raleigh Campus is one of the hardest hospitalist roles in the county. It’s very challenging to meet everyone’s needs and provide excellent care. Having these PAs available is a win-win for nurses, physicians and, most of all, for patients,” said Ted Tsomides, MD, associate director (WPP – Hospitalists).

With PAs providing additional night-time coverage, hospitalists can focus on patient flow in the ED while inpatient units get the support they need. The program has improved patient care as well as satisfaction of both nurses and hospitalists. “We are very thankful to have the PAs available overnight. They provide excellent care, and nurses know they will receive responses quickly when they have a concern about a patient,” said Sabrina Tyndall, RN, director (Nursing Operations & Adult Medicine).

WakeMed recently expanded our specialized children’s services to include pediatric gastroenterology. Led by Sachin Kunde, MD, MPH, director, Pediatric GI the pediatric gastroenterology team provides diagnosis and treatment for a wide range of digestive issues including chronic belly aches, inflammatory bowel disease and many other complicated digestive issues.

In addition to Dr. Kunde, who is a board-certified pediatric gastroenterologist, the team includes a pediatric dietitian and specially trained nurses and clinicians. Their services are available for patients up to 18 years of age in the practice office, Children’s Hospital, pediatric intensive care unit and neonatal intensive care unit.

“What our focus is to help every parent or guardian understand their child’s condition and the treatment options available so they can make an informed choice about their loved one’s care. We are proud to offer this much-needed service to families here in Wake County,” said Dr. Kunde.

EBUS Comes to WakeMed
New procedure expands pulmonary oncology services
WakeMed has adopted a tool that will allow for faster and more accurate diagnosis of cancer and other diseases that impact the lungs. Called endobronchial ultrasound (EBUS), this new procedure enhances traditional flexible bronchoscopy to give a clearer picture of the lungs. As the name implies, EBUS uses ultrasound technology to locate masses, cancers and enlarged lymph nodes. Once these masses are identified, the physician draws a sample of fluid or tissue that can be used for diagnosis.

Though relatively new, EBUS is physician at WakeMed to use this tool.

“As this technology represents a much more aggressive approach to pulmonary oncology and will expand our ability to provide timely diagnosis for our patients. In the past, we were unable to actually see those masses and sometimes had to draw multiple samples before we found the right spot. Now we have a real-time view of what is inside the lungs and can be sure we are drawing samples appropriately,” commented Hiren Mehta, MD, (WPP – Pulmonology), pictured left who was the first physician at WakeMed to use this tool.

For most patients, EBUS is an outpatient procedure that is performed with pathology at the bedside. Once the samples are drawn, they are tested immediately, which means shorter procedures and faster results. The procedure is recommended for any patient with masses or enlarged lymph nodes in the lungs. Referrals can be made by calling ext. 65329.

“WakeMed thanks veterans for their service
WakeMed hosted Veterans Day recognition ceremonies on Tuesday, November 11, to honor all WakeMed employees, physicians and volunteers who are veterans or currently serving in the U.S. Armed Forces. The Raleigh Campus ceremony included a keynote address from Donald Gintzig, president & CEO, David Coulter, senior vice president and administrator – Cary Hospital, spoke at the Cary Hospital ceremony. Both ceremonies also included a song, an invocation and the reading of the President’s Proclamation. Left, the WakeMed Color Guard presented the flags of the United States of America and the State of North Carolina. Right, Gintzig made a special presentation at the Raleigh Campus to Albert Zupan, a World War II veteran and WakeMed Rehabilitation Hospital patient.

Exceptional People. Exceptional Care.

Frank Manole Recognized by AANP
Frank Manole, DNP, (WPP – Cardiovascular) received the 2015 Nurse Practitioner Advocate State Award for Excellence by the American Association of Nurse Practitioners (AANP). Manole was selected as a result of his contributions in advancing nurse-practitioner-directed patient care. Manole, who joined WakeMed in 2012, has played a significant role in establishing WakeMed’s Mid-Level Leadership Council.

David Kirk Named Director, WPP – Intensivists
David Kirk, MD, was recently named director of WakeMed Physician Practices – Intensivists. In this role he will oversee the intensivist programs at Raleigh Campus and Cary Hospital. Dr. Kirk joined WakeMed in 2006 and is board certified in internal medicine, critical care and pulmonary disease.

Hiren Gintzig, MD, senior vice president and administrator – Cary Hospital, spoke at the Cary Hospital ceremony. Both ceremonies also included a song, an invocation and the reading of the President’s Proclamation. Left, the WakeMed Color Guard presented the flags of the United States of America and the State of North Carolina. Right, Gintzig made a special presentation at the Raleigh Campus to Albert Zupan, a World War II veteran and WakeMed Rehabilitation Hospital patient.

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Though relatively new, EBUS is widely accepted as a safe and effective procedure. Nationwide, in approximately 98 percent of EBUS procedures, doctors draw samples that lead to diagnosis, which is nearly double the average of other procedures. EBUS also enhances safety by helping physicians avoid major vessels in the airways and lungs.

For most patients, EBUS is an outpatient procedure that is performed with pathology at the bedside. Once the samples are drawn, they are tested immediately, which means shorter procedures and faster results. The procedure is recommended for any patient with masses or enlarged lymph nodes in the lungs. Referrals can be made by calling ext. 65329.

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Denton Arledge, MBA
Vice President & Chief Information Officer

Denton Arledge, vice president and chief information officer (CIO), decided in high school that he wanted to work in hospital administration, but he'll be the first to say he didn't take the most direct path to get there. Arledge grew up near Winston-Salem, where his father worked for R.J. Reynolds and his mother was a homemaker. He studied healthcare management at Appalachian State University and two years later earned an MBA from Georgia State University. After Georgia State, Denton joined IBM where he worked in various marketing, management, professional services and consulting roles. Since leaving IBM 20 years ago, Denton has worked as a health care CIO, holding that position at WakeMed since 2004.

Having worked in a variety of information services roles, Arledge values the opportunity to work for a mission-driven organization and feels that is important to his department as well. “The people who work in Information Services could do it anywhere, but they choose to do it with people who are out there working miracles. They are excited about our mission and being part of it,” he says. Since joining WakeMed, he has worked to make IS a cohesive team that works for the good of the system. He encourages his staff to be people-oriented and his mantra on communication boils down to this: If you can’t solve a problem in a couple of emails, it’s time to step away from the keyboard and have a conversation.

Given how quickly technology changes – especially in health care – Arledge has seen a lot of things come and go throughout his career. “When I joined WakeMed, we had 130 primary systems. Some worked together well while others did not. However, none of our systems worked with the seamless degree of interconnection that our WakeMed users expected. By this time next year, we will have one system – Epic – that connects everyone. That’s very exciting,” he says. Of course, Epic is a big focus for IS these days, but Arledge stresses that Epic is not an IS project, but a health system project that began nearly three years ago. “It is not our role to decide on something and say ‘this is what we are going to do.’ It’s important to involve physicians, staff and administration because those are the people who will use these tools. Epic has had great support because everyone was part of the decision and knew why that choice was made,” he says. While he is confident that a successful go-live is in our future, Arledge sees that as just the first step – not the finish line. If used to its full potential, Epic will give us tremendous opportunities to improve patient care, quality and financial performance. “We have to be focused on using Epic as a tool to improve how we deliver the highest quality care while driving down costs.”

Keeping up with Epic is almost all-consuming these days, but when Arledge wants to take a break from work, he often turns to a good book or a trip to the mountains with his wife of 34 years, Alice. The couple have two grown daughters and three grandchildren, all of whom live in Alabama. Arledge also enjoys college football, particularly Appalachian State University (he and Alice go to as many games as they can) and Alabama.

This interest in football also comes through when he talks about his leadership style. Arledge compares his role as a leader to that of head coach, supported by a team of coordinators (the IS directors) and position coaches (the IS managers). “The job of a coach is to put players in a position to succeed – not to play the game for them. I am fortunate to have a fantastic team of people who play with passion, and it’s my responsibility to put them in the game, coach them to perform at a high level, then hopefully we celebrate their success and cheer them on,” he says. “The team succeeding is what matters; it’s not important to get the credit, it’s important to work together to reach success.”

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). This month’s good catch comes from Physical Therapy:

Susan Gates (Physical Therapy) was checking on a patient on 6th Acute Neuro Care when she made her good catch. The doctor had recently visited the patient and Susan wanted to review the orders, as they could impact physical therapy. Susan looked at the patient’s chart, but didn’t see any new orders. She then noticed another chart on the desk with an X-ray order flagged. Since Susan was working with both patients, she knew the doctor would not have seen the second patient and realized the X-ray was ordered on the wrong patient. She notified the nurse, who was able to correct the error and ensure that neither patient’s care was compromised.

Make a Good Catch!

• Recognize a good catch when it happens
• Report it using the “Good Catch” link on the WakeMedWeb homepage
• Review the processes and procedures currently in place to prevent further occurrences

NCSU football players dressed in Halloween costumes to visit patients at the Children’s Hospital. Thanks to Art Norman (Hulk), Jacoby Brissett (Buzz Lightyear), Marquez Valdes-Scantling (Captain America) and BraLon Cherry (Superman) for being superheroes to our patients!

Dawanda Davis, RN, (Surgical Services) demonstrated what not to do as part of the Patient Safety House of Horrors. The annual event, hosted by the Center for Innovative Learning in collaboration with other departments, is an opportunity for nurses and caregivers to tour a simulated environment where patient care situations are full of safety hazards.

Stuck at North Healthplex gathered for a Thanksgiving potluck on November 25 to celebrate the holiday with their WakeMed family.

What’s Happening at WakeMed

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“Scanning can help us achieve WakeShare.”

This is one of the Materials Processing & Distribution Centers’ (MPDC) top 10 reasons why employees and physicians need to use Optiflex scanners when accessing supplies for patients. “Scanning items is the most efficient and cost-effective way to ensure you have the supplies you need when you need them for patients,” says Kevin Schmidt, director, Supply Chain. “It helps us provide high-value, high-quality care.” Here are MPDC’s Top 10 Reasons to Scan:

1. When you scan an item, you tell MPD that you used it. MPD will then know how much stock your unit has and when it needs to be replenished.
2. WakeMed lost $3 million in charges last year due in large part to lack of scanning supplies.
4. It takes less time to scan than to call MPD for an emergency supply delivery.
5. Your patients will have the supplies they need when they need them.
6. Your coworkers will have the supplies they need when they need them.
7. You will have the supplies you need when you need them.
8. MPD staff will not need to make as many emergency supply delivery trips to units, ultimately reducing costs.
9. MPD staff will have more time to support caregivers with regular supply deliveries, true-up inventory counts and to check expiration dates.
10. It’s kind of fun to use the little scanner gun.

Energize!
Named Hospital Charitable Service Awards Finalist

ENERGIZE! was one of 208 hospital-sponsored community outreach programs to be chosen as a finalist in the 2014 Hospital Charitable Service Awards presented by Jackson Healthcare. Programs are honored for improving the health of their community. The winners will be chosen in February 2015.

Wakewell Points Chart

<table>
<thead>
<tr>
<th>Required Activities</th>
<th>Credit Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Take the Biometric Screening</td>
<td>40 points</td>
</tr>
<tr>
<td>Complete Health Assessment</td>
<td>40 points</td>
</tr>
<tr>
<td>Flu Shot (or Medical Exemption)</td>
<td>10 points</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Biometric Screening Results</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>LDL Cholesterol Below 130</td>
<td>10 points</td>
</tr>
<tr>
<td>BMI Below 28</td>
<td>10 points</td>
</tr>
<tr>
<td>Glucose Below 120</td>
<td>10 points</td>
</tr>
<tr>
<td>Non-tobacco User</td>
<td>10 points</td>
</tr>
<tr>
<td>Total Opportunity</td>
<td>130 points</td>
</tr>
<tr>
<td>PROGRAM GOAL</td>
<td>120 POINTS</td>
</tr>
</tbody>
</table>

Cary Hospital, Baby+Co. Conduct Emergency Drills

Cary Hospital and Baby-Co. recently conducted two emergency drills to ensure a seamless transition of care between the two facilities. WakeMed partnered with Baby-Co. to the development of Wake County’s first freestanding birthing center, which opened in October. The drills, which were held on two separate days, focused on emergency situations that could require a patient being transferred from Baby-Co. to the hospital.

In the first drill, a laboring patient whose baby’s heart rate was down was transferred to Cary Hospital for an emergency C-section delivery. Thanks to the quick work of staff, only 11 minutes elapsed from when the call came from Baby-Co. to getting the ‘patient’ in the operating room. The second drill included a baby who was in respiratory distress, required CPR in route and coded upon arrival.

The drills involved a multidisciplinary team of nurses, physicians and staff from labor & delivery, surgical services, special care nursery, anesthesia, respiratory therapy, EMS and Baby-Co.

“I am very pleased with our staff’s readiness to spring into action. No one knew about the drills and they performed absolutely exceptional work, carrying out the case as if they were real,” commented Andrea Garganese, manager (Women’s Pavilion & Birthplace - Cary Hospital).

Mickie Curlee, RN, who played the role of the mother needing an emergency C-section, said the drill was so life-like that she had to stop the exercise to make sure the anesthesia was not really putting her to sleep.

Left to right, Stacy Schieler, RN (Special Care Nursery); Courtney Braswell, RN (Women’s Pavilion & Birthplace), Karen Sorensen, RN (SCN) and Jo-Anne Cartwright, NNP (WPP – Neonatology), participated in the infant drill.

Wakewell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. We will again offer employees enrolled in WakeMed’s BCRS/NC health plan the opportunity to earn up to $100 in a Healthy Rewards Account. This money can be used toward your 2016 out-of-pocket medical costs. We’ll highlight many of the program details in the January issue of Microscope, but here’s what you should know now:

Same Criteria; Additional Alternate Standards

Wakewell Rewards criteria next year will look very familiar! You will still need to earn 120 points (see chart at left) and individuals who fall short can make up the difference by completing an alternate standard. To help everyone meet their health needs, we’re adding more alternate standard options – look for details in January.

Wakewell Rewards & WakeMed MyChart!

This year, employees will schedule biometric screening appointments – and access their results – using WakeMed MyChart. Scheduling will be available in early January, but it’s a good idea to establish your account today. If you don’t have a WakeMed MyChart account, visit MyChart.WakeMed.org and click Sign Up Now.

With questions about WakeWell Rewards, contact Bob Nelson (Wellness) at ext. 06903.
WOW, WHAT AN EMPLOYEE!

Marilyn Falk, RN, (Nursing Education) is the first nurse in the country to receive the new CCNR “K” certification. The certification is for nursing professionals who do not work primarily at the bedside but use their knowledge to have a positive impact on critically ill patients.

Angela Smith, manager, (Pharmacy – Cary Hospital) graduated from the ACCP Leadership Academy.

Lynnette Shoop, RN, (2E CVICU) completed the MSN/ACNP program at Duke University and is now a board-certified adult geriatric acute care nurse practitioner.

Joanna Burgess (Clinical Nursing Resource Services) wrote a chapter that will be published in a Lippincott nursing text book.

Pam Cross, BSN, RN, manager, (6C Surgery & Trauma) earned a bachelor’s degree in nursing (BSN) from Jacksonsville University.

Debbi Orr, BSN, RN, (Clinical Nursing Resource Services) was inducted into Sigma Theta Tau honor society for nurses at East Carolina University.

Alison Brenton (Medical Staff Services) passed the certified provider credentialing specialist exam administered by the Certification Commission of the National Association of Medical Staff Services.

MCU congratulates the winners of their annual peer awards: Joseph Burke, RN (Tosca Support); Sherry Byrkey, RN (Clinical Performance); Melissa Hocott, RN (Greatest Clinical Growth).

Amy Ziehart, RN; Linda Zazzeri, RN; Lynn Duren, RN; Lisa McNabb, RN; Angela Hodges, RN; and Tanya Groat, RN, (all of Women’s Pavilion & Birthplace – Cary Hospital) obtained maternal newborn certification.

Women’s Pavilion & Birthplace – Cary Hospital congratulates Andrea Garganese, BSN, RN, on being promoted to manager.

2 East Medicine – Cary Hospital congratulates Candice Alford, BSN, RN, on being promoted from interim manager to manager.

Environmental Services congratulates Sid Gordan on being promoted to manager of Laundry & Linen Services after serving in an interim role.

Stephanie Lewis (Pathology Labs) passed the NCLEX-PN.

Maria Maldonado, RN, (IA CVICU) obtained cardiac/vascular certification.

Amy McDowell (Case Management) became a licensed clinical social worker.

Rose Francis, RN, (6B Orthopaedics & Oncology) became a certified medical-surgical registered nurse (CMSRN).

Jennifer Elliott, RN, (MCU) became a board-certified adult health clinical nurse specialist (ACNS-BC).

Elizabeth Leach, RN, (Skilled Nursing) earned medical-surgical nursing certification (RN-BC).

Josh McCoulough, RN, (MCU) obtained critical care nursing (CCRN) certification.

Melissa Purchacki, RN, (2E CVICU) earned cardiac medicine (CMC) certification.

Scott Fulford, RN, (2E CVICU) obtained CCRN and CMC certification.

Angela Register, RN, (Staffing Resources) earned an emergency room nurse (CEN) certification.

Lindsey Pugh ( Imaging Services – Garner Healthplex) received U.S. abdomen certification from the American Registry for Diagnostic Medical Sonography.

Melanie Mangum (Mobile Critical Care) was awarded “Master Operator” designation for meeting established criteria in areas such as training, safety and department engagement. The program recognizes EMT ambulance operators for exceptional performance.

Kinyun Alberty has been named interim manager of Environmental Services – Cary Hospital.

ADDITIONS & ATTACHMENTS

Sharon (Murphy) Parro, director (Human Resources) married Roger Parro.

Becky (Wells) Ezell (Pediatric Minor Procedure Room) married Dale Ezell on July 26.

Lisa Collins (6C Surgery & Trauma) and husband Clay welcomed daughter Lochlyn on July 14.

Dawn McDonald (Emergency Communications) and Shad Enroughty (Mobile Critical Care) welcomed daughter Delaney Rae Enroughty on Oct 22.

COMINGS & GOINGS

OneCall wishes Don Frantz a happy retirement after 14 years with WakeMed.

WakeMed Physician Practices sends best wishes to Leslie McKinney, MD, executive medical director (Women’s & Children’s Services) who will be leaving WakeMed later this month.

Food & Nutrition Services welcomes Regina Crawford, Janette Martinez and Steve Moravick, Jr.

Women’s Pavilion & Birthplace – Cary Hospital welcomes Halie Brooks, NA; Devin Narron, NA; Heather Hargis, NA; Brooke Johnson, RN; Morenike Kiritzer, RN; Amy Lynch, RN; and Amanda Lewis, RN. They also thank Denise Davies, Arvetta Leach and Vicki Anderson for their help during their travel assignment.

CIUU welcomes Kenmy Richards, RN, and Carrie Nigro, RN, and wishes good luck to Beth Tojogn, RN; Sheena Leaven, RN; and Marcie Davis, RN, as they leave WakeMed.

WPP – Pediatric Gastroenterology welcomes Jelisa Massey, Shakundra Mitchell and Mariessa Davis, RN.

SIX MONTH CHECKUP

Epic and WakeMed Physician Practices

WakeMed Physician Practices (WPP) went live with Epic in June and, overall, the results have been outstanding. Teams from WPP, Epic and Information Services have been refining practices and procedures to ensure Epic meets WPP’s needs, while users have been learning how best to use this new system.

“As with any new technology, it took some time to get used to Epic and adjust to a new way of operating. Now that I’ve had the opportunity to customize the experience and put shortcuts in place, it has improved efficiency. If I can give one piece of advice to new users, it’s to remember that you’ll get out of Epic what you put into it – the more time you spend learning the system, the better off you will be,” said Bill Lagarde, MD, director, pediatric endocrinology.

Epic staff recently conducted a post-go-live survey, which assessed support, ease of use, training, efficiency, patient care and overall satisfaction related to Epic during the past few months. Our scores were well above the average compared to other Epic customers in all areas, which is a further testament to the transition’s success. These surveys are conducted for all new Epic customers and will take place after inpatient go-live as well.

Not only are staff responding well to Epic, we’ve seen many other positive outcomes since the Ambulatory go-live:

• Increased revenues: WPP had the highest revenue month in its history in July; which was surpassed in September, and again in October!

• Improved access: We’ve received many positive comments from physicians about improved access to patient information. This is in part thanks to Care Everywhere, which shares records between all Epic hospitals.

• Better communication: With WakeMed MyChart, physicians and nurses now have a simple, effective way to communicate with their patients. To date, over 18,000 patients have signed up for WakeMed MyChart.

“WakeMed has had an incredibly successful go live and has quickly stabilized in the months following. These accomplishments reflect the commitment of many individuals across the health system. While there’s still much to do to prepare for inpatient go-live, we are confident that we’ll have another successful go-live in February,” said Denton Arledge, vice president & chief information officer.

WAKEMED COMMUNITY HEALTH EVENTS

WakeMed’s Head to Toe community wellness series offers free health screenings, flu shots, seminars and information related to living a healthier life – from head to toe! WakeMed offered five events this fall, which were held at various WakeMed facilities and YMCAs. Thanks to the help of our Corporate & Community Health department as well as dozens of staff volunteers from throughout WakeMed, we provided 373 cholesterol screenings, 328 bone density screenings, 256 flu shots, 67 hearing exams and 62 vascular screenings. Hundreds of people also attended health seminars, many of which were led by WakeMed Physician Practices doctors.

“These important community outreach events allow us to reach many people in the communities where our hospitals and facilities are located,” commented Deb Laughery, vice president (Public Relations). “We want Wake County residents to know that we are conveniently located near their own neighborhoods, and we are eager to provide the quality care they need to live the healthiest lives possible.”

Case Management welcomes Sharon Culler, RN, and Theresa Stevens, RN.

Women’s Pavilion & Birthplace – Raleigh Campus welcomes Lindsay Eagle, RN.

Respiratory Care welcomes Lesley Gleave, Kristyn Unangst, Jennifer Eason, Terri Salas, Angela Berube and Caroline Pernell.

Property Management welcomes Karen Knipenberg as manager of property.

Cary Hospital welcomes Linda Mayo, MSN, RN, who will be working primarily with 2 East as part of the Hospital Elder Life Program (HELP).

6B Orthopaedics & Oncology welcomes Cathy Small, NAI.

2W CVICU – Cary Hospital welcomes Rachel Coates, NA; Lyndsey Thrasher, NA; Sarina Turner, NA; and Kelly Isley, RN.

Home Health welcomes Jackie Freking and Nancy Potter.

NICU welcomes Rachel Abbott, RN; Linda Wallace, RN; and Samantha Savage, RN.

Facilities – Cary Hospital wishes Tim Markjohn, director, good luck as he departs WakeMed.

Arvetta Leach, Debbi Orr, Jada Davis, Janette Martinez, Rachel Coates, Arletta Leach, Jennifer Eason, Kinyun Alberty, Angela Register, Kinyun Alberty, Robert Buckey, Sara Davis, Tammy Hagan, Samantha Savage, Sharon (Murphy) Parro, Arleta Leach, Sharon (Murphy) Parro, Melissa Purchacki, Sharon (Murphy) Parro, Linda Mayo, Sara Davis, Janette Martinez, Rachel Coates, People Management welcomes Karen Knipenberg as manager of property.

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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.

Kate Wilkes, Editor
WakeMed Employees, Photos

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ADDRESS SERVICE REQUESTED

CALCULATER 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.

Masquerade Sale
Thursday, Dec. 18, 7 am to 4 pm
Andrews Center

First Uniform Sale
Wednesday, Feb. 25, 7 am to 4 pm
Andrews Center

Wake AHEC
Coronal Polishing for the Dental Assistant II – Jan. 10, Wake Technical Community College Dental Lab

Intraoral Radiography for the Office Trained Dental Assistant – Tuesday, Jan. 13, through Saturday, March 7, clinical: Andrews Center; didactic: Wake Technical Community College Dental Lab

Nitrous Oxide Sedation – Friday, Jan. 30, Andrews Center

Advances in Orthopaedics: An Update for the Primary Care Provider – Saturday, Feb. 7, Andrews Center

Comprehensive Coding Using ICD-10-CM for the Physician’s Office – Tuesday, Feb. 17, Andrews Center

WakeMed Foundation Honors Donors at Annual Gala

The WakeMed Foundation celebrated 20 years of service to our community last month at the WakeMed Foundation Appreciation Gala. More than 800 guests attended the event, which is held to thank those donors who have made a financial contribution of $1,350 or more. The evening included a special performance by the Broadway show RAIN – A Tribute to the Beatles.

The Foundation is committed to providing philanthropic leadership and financial support for WakeMed. Thanks to the generous support of our donors and the community, the Foundation provides funds for much-needed expansion efforts, emerging technologies and additional projects that serve the needs of WakeMed’s staff, patients and families.

For more information about the WakeMed Foundation and how you can contribute, visit www.wakemedfoundation.org.

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