WakeMed Named a 2010 Best Place to Work

The Triangle Business Journal (TBJ) has named WakeMed one of the 35 Best Places to Work in the Triangle for 2010. Winning companies like WakeMed registered for the Best Places program by submitting information to the TBJ. To qualify for the Best Places list, a certain percentage of the employees at each business (based on total number of employees) had to complete a confidential online survey about their workplace.

“These awards are a testimony to the good work done by businesses in the Triangle that recognize employees are a company’s most valuable asset,” said TBJ publisher Char Grunwaldt. “The emphasis on keeping workers happy and productive is clearly evident among these 35 winners.”

The 35 winning companies were divided into four categories: small businesses (10 to 50 workers), midsize businesses (51 to 150 workers), large businesses (151 to 999 workers) and giant businesses (1,000 plus workers). As a giant business winner, WakeMed was listed in the print version of the TBJ and on the TBJ website. Thank you to all employees who participated in the survey, and for making WakeMed one of the best places to work in the Triangle!

Happy to be here! Employees Hazel McClamb, Scott Rexer and Troy Best all work in Conference Dining on the Raleigh Campus.

WakeMed Hosts Regional Simulation Conference

Attendees of the Mid-Atlantic HPSN Regional Conference participate in a live disaster drill held outside of the Andrews Center. Above left, attendees treat a patient simulator in WakeMed’s field hospital that was set up for the drill. Above right, attendees transport a patient simulator past WakeMed’s Mobile Communications and Coordination Center (MC3) vehicle.

This September, the WakeMed Center for Innovative Learning and Medical Education Technologies, Inc. (METI) hosted the Mid-Atlantic Human Patient Simulation Network (HPSN) Regional Conference in the Andrews Center on the Raleigh Campus. Approximately 100 participants, including but not limited to nurses, doctors, EMS providers and firefighters, from across the United States took part in this exciting event. The conference was free to anyone interested in medical simulation and education. It included workshops, plenary sessions and networking opportunities with medical education simulation experts.

“The conference was an opportunity for us to showcase WakeMed’s Center for Innovative Learning as well as the practice of medical simulation,” said Amar Patel, manager, (WakeMed Center for Innovative Learning). “We also provided training on how to organize and implement a disaster drill. Then we conducted a live drill for conference attendees.”

The conference’s live disaster drill gave participants hands-on experience in dealing with an emergency situation. For the drill, participants were told that a suspicious object was left near the picnic tables located behind the Andrews Center and that Campus Police had received a bomb threat. The building was being evacuated, and as police approached the suspicious object, it exploded. The participants were then faced with a report of fatalities, severe injuries and minor injuries. Six patient simulators were used for the drill in addition to WakeMed’s field hospital, the Mobile Communications and Coordination Center (MC3) vehicle, an ambulance and specialty care transport vehicle from Mobile Critical Care Services (MCCS), a power generator and a mechanics truck.

(continued on page 5)

2010 Best Place to Work

2010 Best Place to Work

Are you ready for some FOOTBALL?

November 1 is kick-off day for the 2010 WakeMed Employee Campaign - Go the Distance. Here are a few facts about this year’s campaign:

100 PERCENT
That’s how much of your contribution will go to the qualifying 501(c)(3) charity you choose to contribute to during Go the Distance.

The JK Group Inc., a third-party organization focused on making sure you have direct control of your donation, will handle the gift processing side of our campaign, which removes the administrative percentage the United Way formerly took from your donations.

THREE
That’s how many ways you can make a contribution to your favorite charity through Go the Distance. You will be able to:
> Make a contribution online via a work or home computer
> Request a paper donation form from any campaign committee member
> Download and print a paper form from the WakeMedWeb.

FIVE
That’s how many payment options you have. If you decide to make a charitable contribution, you can do so by:
> Cash
> Check
> Credit card (single payment or monthly installments)
> One-time payroll deduction
> 26-time payroll deduction (paying your gift in installments via payroll deduction throughout the entire year)

The WakeMed Employee Campaign is an annual community fundraising initiative. This year’s campaign – Go the Distance – will run from November 1 through November 14. As always, your participation is completely voluntary. Our hard-earned dollars are important to each of us as well as the organizations throughout the community that serve those in desperate need of our assistance. Donations large and small will be greatly appreciated. Watch for more details via e-mail, U.S. Mail and postings in your department.

Let’s Go the Distance for our community!

Open Enrollment

Monday, October 18 through Friday, November 5

Role of Physician Assistants Increases with Health Care Reform

With national health care reform upon us, an increased demand for physicians will most certainly lead to more opportunity for mid-level providers such as physician assistants (PAs). The president of the American Academy of Physician Assistants (AAPA), Stephen Ilanion, recently expressed pleasure that the new health care bill specifies PAs as primary health care providers and states that PAs may lead the primary care team in the new chronic care management model. Even prior to health care reform, PAs were annually seeing millions of patients (over 257 million in 2008) and writing millions of prescriptions (approx. 332 million in 2008) (www.aapa.org). WakeMed is a good example of the positive impact these mid-level providers can have on a health care organization. We have over 200 PAs credentialed to work at WakeMed, many of whom are WakeMed employees.

“Back in the 60s, medical advocacy groups such as the AMA recognized the vast need for access to health care in many rural and lower income areas,” said Jeff Lamphere, PA-C, (Heart Center - Cardiovascular Surgery). “PAs were an important part of filling that gap. Since then, we have worked very hard to prove ourselves. PAs are highly reliable and clinically competent medical professionals who have earned a high degree of patient and physician satisfaction.”

At WakeMed, PAs can be found in virtually every area of the organization, such as cardiology, cardiac surgery, orthopedics, urology, neuro-surgery, neurology, trauma, rehabilitation, pulmonology, primary care/ internal medicine and most surgical specialties. In fact, all open heart surgeries at WakeMed are performed by a surgeon and a PA, which holds true for most heart centers across the country as well.

“We are trained under the medical model of a physician, giving us a similar base of knowledge,” said Mike Modrow, PA-C, (Heart Center - Cardiovascular Surgery). “PAs manage many daily details of patient care for physicians. In this way, time is given back to physicians so they can better manage growing workloads and concentrate more on complex patient management issues – essential during this era of health care reform.”

Under the supervision of licensed physicians, PAs conduct patient exams, perform daily rounds, diagnose and treat illnesses, perform invasive procedures and testing, prescribe and order and interpret tests, and educate patients on preventive health care. After earning a bachelor’s degree, PA complete a master’s degree program, and many then receive advanced training through residency programs. They must pass national boards and re-certify every six years.

Lamphere added that PAs pride themselves on staying on the cutting edge of health care. For example, Modrow was part of a group of WakeMed PAs who helped pioneer the practice of endoscopic vein harvesting for heart bypass surgery. Done endoscopically, the procedure is less invasive, creating many patient benefits (i.e. smaller incision, less pain, earlier ambulation and shorter length of stay). Both Lamphere and Modrow agreed that WakeMed is home to some of the best PAs in the country who are proud of their profession and their contributions to patient care.

Above: Physician assistants Mike Modrow (left) and Jeff Lamphere work under the leadership of Mary Virhe, PA-C, (Heart Center Administration).

Award-Winning N.C. State Students Extend a Special Thanks to WakeMed

Students from the North Carolina State University Biomedical Engineering (BME) Senior Design course recently won first place in the national 2010 EM3Start biomedical design competition, and they extended a special thank-you to WakeMed for helping make this accomplishment possible. Calling themselves Team HydrEYE, the students worked with WakeMed clinicians to complete their project, the HydrEYE CorneOasis Contact Lens, as part of a partnership between WakeMed and the university.

Since 2006, students of the N.C. State BME Senior Design course have been coming to WakeMed each year to share their work, and during this period, the students have completed more than 30 projects with WakeMed involvement. While the course helps prepare college seniors for the workplace or graduate studies by allowing them to work on real-world design challenges, WakeMed benefits from their research and prototypes.

“For us, the most important part of this partnership is the opportunity WakeMed provides our students to shadow clinicians and interview them as they progress from needs assessment through design concepts, prototyping and qualification,” said Andrew DiMeo, PhD, the students’ professor and faculty mentor. A competition of the National Collegiate Inventors and Innovators Alliance (NCIIA), EM3Start received more than 60 entries from over 30 universities across the United States. The N.C. State team was honored at EM3Start 2010 in Austin, Texas, this October. They were awarded a trophy recognizing their team and the BME department. The award also included a $10,000 cash prize.
The CapitalCare Collaborative (CCC) will receive a $55,000 grant from The Duke Endowment for 2010 to 2012. This is the second installment of a three-year pledge of funding to the CCC. The CCC is a program made up of Wake County hospitals, including WakeMed, and other charity care providers working to improve health care for our region’s lower-income and uninsured residents.

Valerie Barlow, Pharm.D., (Pharmacy) graduated from the UNC Kran-inger-Fagley MPA program.

Gloria Tahan, RN, (Clinical Nursing Resource Services) earned her certification in wound care.

Jennifer Neighbors (Corporate & Community Health) performs a cholesterol screening at WakeMed Cary Hospital Health Day at the SAS Championship.

Wakemed Recognizes Ten Years at the SAS Championship

For the tenth year in a row, WakeMed Cary Hospital has provided first-aid at the SAS Championship golf tournament presented by Bloomberg Businessweek. Held annually at Prestonwood Country Club in Cary, the championship features notable PGA professionals on the Champions Tour. During the tournament, WakeMed Cary Hospital hosted WakeMed Health Day, giving tournament ticket holders access to free health screenings, including blood pressure, peripheral vascular and cholesterol, and helpful health information. Wake OrthoCare and Cary Dermatology also participated in Health Day.

A special thanks to staff from the Emergency Department - Cary Hospital, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as other staff and employee volunteers, for making it another successful year at SAS!

Mammograms for WakeMed Employees

Have You Had Your Mammogram This Year? Act Now - Act Early!

WakeMed Employee Breast Cancer Awareness Campaign Sponsored by WakeMed Imaging Services

During the employee breast cancer awareness campaign, October 25 to 29, WakeMed’s Imaging Services department will set aside mammogram appointments just for employees to make it easier to participate (see screening requirements below). These sites offer a flexible scheduling environment, easy parking and state-of-the-art digital mammography.

Please note: Employees do not pay a co-pay when having a mammogram at a WakeMed location.

Call Radiology scheduling at ext. 0605/1 to schedule at any of these locations (no walk-ins please):

<table>
<thead>
<tr>
<th>Location</th>
<th>Schedule Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raleigh Campus</td>
<td>Thursday, October 28 7:45 to 11:45 am</td>
</tr>
<tr>
<td></td>
<td>Friday, October 29 7:45 to 11:45 am</td>
</tr>
<tr>
<td></td>
<td>Apex Healthplex: Monday, October 25 7:45 to 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, October 27 7:45 to 11:45 am</td>
</tr>
<tr>
<td></td>
<td>Cary Hospital: Wednesday, October 27 8:45 to 11:45 am</td>
</tr>
<tr>
<td></td>
<td>Thursday, October 28 12:45 to 2:45 pm</td>
</tr>
<tr>
<td></td>
<td>North Healthplex: Thursday, October 27 7:45 to 11:15 am</td>
</tr>
</tbody>
</table>

Screening Requirements

Please note: All participants must be symptom-free, meaning they cannot feel a mass or lump, have no breast discharge and no breast pain. This is a screening mammogram.

If you are a WakeMed employee who has never had a screening mammogram and are at least 35 years of age, you are welcome to participate. You may call and schedule the screening yourself, as no physician order is required. You must have a primary care physician to receive the screening results.

If you are a WakeMed employee who has had a mammogram before, we encourage you to come for your annual screening, and bring a coworker who has never had one. If your previous mammogram was not done at WakeMed, you must bring your last screening films with you. When scheduling your mammogram, make sure your appointment is within the proper screening time frame (i.e. no sooner than the one-year required time lapse between screenings).

The mammography technology staff will perform a mammogram on a patient.

Call Radiology scheduling at ext. 0605/1 to schedule at any of these locations (no walk-ins please):

<table>
<thead>
<tr>
<th>Location</th>
<th>Schedule Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Raleigh Campus</td>
<td>Thursday, October 28 Noon to 3:30 pm</td>
</tr>
<tr>
<td></td>
<td>Friday, October 29 7:45 to 11:45 am</td>
</tr>
<tr>
<td>Apex Healthplex</td>
<td>Monday, October 25 7:45 to 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>Tuesday, October 26 7:45 to 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>Wednesday, October 27 7:45 to 4:30 pm</td>
</tr>
<tr>
<td>Cary Hospital</td>
<td>Thursday, October 28 7:45 to 4:30 pm</td>
</tr>
<tr>
<td></td>
<td>Friday, October 29 7:45 to 4:30 pm</td>
</tr>
<tr>
<td>Brier Creek Medical Park</td>
<td>Monday, October 25 8:30 to 11 am</td>
</tr>
<tr>
<td></td>
<td>Tuesday, October 26 8:30 to 11 am</td>
</tr>
<tr>
<td>North Healthplex</td>
<td>Wednesday, October 27 Noon to 4 pm</td>
</tr>
</tbody>
</table>

In February 2006, I went in for my routine physical. I was very concerned that my primary care physician didn’t seem to see the need to order a mammogram, even though I was over 40. I knew I should order my own baseline mammogram, and I did. After the report came back, I was diagnosed with DCIS non-invasive cancer.

After several lumpectomies, a mastectomy and reconstructive surgery, Watson is now cancer-free. She continues to get mammograms regularly and has periodic follow-ups with her surgeon.

“I am living proof that early detection can save lives. Ladies, you are your own best advocates; so trust your instincts and take care of yourselves.”

Tina Schwebach, RD, (Food & Nutrition Services) met the eligibility requirements for the National Board of Nutrition Support Certification and passed the exam to earn her Certified Nutrition Support Clinician (CNSC) credential.

An article written by Erin Allender, PharmD, cardiology critical care clinical specialist, (Pharmacy) was selected for publication in the June 2011 issue of Cardiology Today.

Tyrene Brown (Neuradiologic Services) passed the Certification in Neuroradiologic Intraoperative Monitoring (CNIM) exam.

Jennifer Neighbors (Corporate & Community Health) as well as other staff and employee volunteers, for making it another successful year at SAS!

Microscope

What an Employee!

WakeMed employees are passionate about improving the lives of our patients, with a particular focus on our community’s needs. The WakeMed Diabetes Resource Team is dedicated to promoting a healthy lifestyle and helping people live well.

Jennifer Neighbors (Corporate & Community Health) performs a cholesterol screening at WakeMed Cary Hospital Health Day at the SAS Championship.

Diabetes Resource Team Honored

This September, 18 members of the WakeMed Diabetes Resource Team were recognized at a pinning ceremony for meeting the team’s PBPN requirements. PBPN requirements included unit projects, community service, patient education, staff education and continuing education classes related to the care of patients with diabetes. Diabetes Resource Team members included a wide variety of staff such as nurses, dietitians, pharmacists, occupational and physical therapists, physician assistants and nurse practitioners, among others. The pinning ceremony is an annual event to honor those employees who go the extra mile to help support our patients with diabetes.

WakeMed Recognizes Ten Years at the SAS Championship

For the tenth year in a row, WakeMed Cary Hospital has provided first-aid at the SAS Championship golf tournament presented by Bloomberg Businessweek. Held annually at Prestonwood Country Club in Cary, the championship features notable PGA professionals on the Champions Tour. During the tournament, WakeMed Cary Hospital hosted WakeMed Health Day, giving tournament ticket holders access to free health screenings, including blood pressure, peripheral vascular and cholesterol, and helpful health information. Wake OrthoCare and Cary Dermatology also participated in Health Day. A special thanks to staff from the Emergency Department - Cary Hospital, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as other staff and employee volunteers, for making it another successful year at SAS!

Jennifer Neighbors (Corporate & Community Health) performs a cholesterol screening at WakeMed Cary Hospital Health Day at the SAS Championship.

WakeMed Recognizes Ten Years at the SAS Championship

For the tenth year in a row, WakeMed Cary Hospital has provided first-aid at the SAS Championship golf tournament presented by Bloomberg Businessweek. Held annually at Prestonwood Country Club in Cary, the championship features notable PGA professionals on the Champions Tour. During the tournament, WakeMed Cary Hospital hosted WakeMed Health Day, giving tournament ticket holders access to free health screenings, including blood pressure, peripheral vascular and cholesterol, and helpful health information. Wake OrthoCare and Cary Dermatology also participated in Health Day.

A special thanks to staff from the Emergency Department - Cary Hospital, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as other staff and employee volunteers, for making it another successful year at SAS!

Jennifer Neighbors (Corporate & Community Health) performs a cholesterol screening at WakeMed Cary Hospital Health Day at the SAS Championship.

WakeMed Recognizes Ten Years at the SAS Championship

For the tenth year in a row, WakeMed Cary Hospital has provided first-aid at the SAS Championship golf tournament presented by Bloomberg Businessweek. Held annually at Prestonwood Country Club in Cary, the championship features notable PGA professionals on the Champions Tour. During the tournament, WakeMed Cary Hospital hosted WakeMed Health Day, giving tournament ticket holders access to free health screenings, including blood pressure, peripheral vascular and cholesterol, and helpful health information. Wake OrthoCare and Cary Dermatology also participated in Health Day. A special thanks to staff from the Emergency Department - Cary Hospital, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as other staff and employee volunteers, for making it another successful year at SAS!

Jennifer Neighbors (Corporate & Community Health) performs a cholesterol screening at WakeMed Cary Hospital Health Day at the SAS Championship.

WakeMed Recognizes Ten Years at the SAS Championship

For the tenth year in a row, WakeMed Cary Hospital has provided first-aid at the SAS Championship golf tournament presented by Bloomberg Businessweek. Held annually at Prestonwood Country Club in Cary, the championship features notable PGA professionals on the Champions Tour. During the tournament, WakeMed Cary Hospital hosted WakeMed Health Day, giving tournament ticket holders access to free health screenings, including blood pressure, peripheral vascular and cholesterol, and helpful health information. Wake OrthoCare and Cary Dermatology also participated in Health Day. A special thanks to staff from the Emergency Department - Cary Hospital, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as other staff and employee volunteers, for making it another successful year at SAS!
On the Road to Excellence: Medical Records Adds to Team

Clinical documentation specialists (l to r) Yvonne Ricks, RN; Wyndee Langdon, RN; and Cheryl Burgess, RN, welcome one of their new team members Laurel Davis, RN.

With process improvement and the Road to Excellence in mind, Medical Records recently worked with Wellspring-Stockamp consultants to enhance their Clinical Documentation Improvement (CDI) program. Clinical documentation was one of the revenue-improvement opportunities identified in the Wellspring-Stockamp assessment. The CDI program began in 2004 on the Raleigh Campus and at Cary Hospital when clinical documentation specialists joined the department to review records of Medicare patients while they were in the hospital. From nurses’ notes to labs to X-rays to physical exam results, these specialists carefully examine patients’ medical records to ensure the physicians’ notes accurately and completely represent every aspect of the patients’ health.

The department is now adding six more full-time clinical documentation specialists who will review Medicare severity diagnosis-related groups (MS-DRGs) as well. MS-DRGs are used to determine how much Medicare pays a hospital. Other enhancements to the CDI program include new tools to collect added elements of patient data, the ability to run more specific reports and the ability to track specialists and specific physicians individually. These improvements will allow the entire care team to have a better idea for length-of-stay and reimbursement up front.

“The CDI program helps us ensure everything on the patient’s medical record is accurate and that all conditions and their severity are correctly noted. If we are able to do this, everything else falls into place,” said Peggy Haggerty, manager, (Medical Records). “We are thrilled to add to our capabilities in this area and feel confident this will lead to great benefits for WakeMed.”

Clinical documentation specialists work closely with physicians, consulting with them if it appears a condition or illness needs to be added to a patient’s medical record, such as a note that the patient had a urinary tract infection while in the hospital or that the patient had diabetes. Adding any conditions or details that might be missing allows coders to code the patient’s medical record appropriately. This leads to more accurate financial reimbursements, and positively affects publicly reported data and quality improvement programs.

“Physician support of the CDI program and our partnership with them are essential to the program’s success,” added Kelly Guthrie, director, (Medical Records). “We can only go so far in our efforts to code each medical record accurately. It is our hope that the physicians’ willingness to document using as much detail as possible along with the program enhancements will take us to the next level.”

Working side-by-side with Medical Records coders, clinical documentation specialists are all registered nurses who have significant experience in reviewing charts to meet specific criteria, diverse communication skills, a full understanding of the role of the medical coder and complete clinical knowledge of disease processes and how they fit with coding. Currently, Guthrie, Haggerty and their team are working to fill all of the new CDI positions. Once the positions are filled, the new and current CDIs will be trained on the new elements of the program, and in-services will be provided for physicians as well. The department’s goal is to initiate the next phase of the program by the end of October. It is predicted that the enhancements will lead to an additional 86 million in reimbursements for WakeMed within the next year.

Physicians Council Raises $850,000 for JFKK

In 2007, 10 current and former physicians from WakeMed’s two Medical Staffs came together for the first meeting of the WakeMed Foundation Physicians Council. The council was established to motivate members of our Medical Staffs, employees and community friends to promote and support Campaign 2011, and the members have done just that. The council most recently embarked on an ambitious campaign to raise $1 million for the Just For Kids Campaign (JFKK) from the physician community. This campaign, known as Pediatricians or Physicians Aligned with Children Today (PACT), served as a platform to not only raise financial support, but to increase awareness of WakeMed’s many services and benefits to our area and region. The physician community enthusiastically responded. To date, the Physicians Council has raised more than $850,000.

The Foundation thanks the members of the Physicians Council – past and present – for bringing the Campaign, Campaign 2011 and the JFKK into the hearts and minds of their colleagues and patients. Current council members include: Jerry C. Bernstein, MD, Chair Robert S. Alphin, MD Wallace F. Andrew Jr., MD Michael L. Anthony, MD Scott C. Bilbro, MD Holly J. Burge, MD Michael O. Ferguson, MD R. Merrill Hunter, MD H. West Lawson, MD Keith R. Mankin, MD Thad L. McDonald, MD James F. Palombardo, MD Priyavadan M. Shah, MD Susan T. Weaver, MD

Pediatric Intensive Care Unit Dedication Ceremony

This September, a special reception was held at the WakeMed Children’s Hospital to dedicate the Jerry C. Bernstein, MD, Pediatric Intensive Care Unit. The reception was hosted by Wes and Janet Chesson, who recently donated $1 million to the WakeMed Foundation’s Just For Kids Campaign in honor of Dr. Bernstein and his service to and advocacy for Wake County children. The Chessons are longtime friends of the Bernsteins.

Dr. Bernstein is a pediatrician with Raleigh Pediatric Associates, current chair of the WakeMed Physicians Council and vital contributor to the proposal to build the WakeMed Children’s Hospital. He served as the first chairman of the WakeMed Foundation Board of Directors and continues to be an active member.

Above: At the dedication, Dr. Jerry Bernstein and his wife Peg display a portrait of Dr. Bernstein with Janet and Wes Chesson. The portrait will hang in the new Pediatric Intensive Care Unit.
Fire Prevention

The National Fire Prevention Association designated the week of October 3 - 9 as National Fire Prevention Week. However, throughout the entire month of October, we encourage you to take time to create your personal preparedness plans for your home and talk about fire prevention in your departments. In 2009, 14 fires occurred at WakeMed, and this year there have been eight. They were caused by cooking (kitchen grills and microwaves), the malfunction of electrical equipment and the careless disposal of tobacco products. These hazardous situations could be avoided if we all take the proper safety precautions. Please read this month’s Safety First to learn more about how you can help prevent fire in your home and workplace.

In seconds, fire can cause loss of life and property. The response has to be immediate, and your knowledge edge to help prevent disaster. If you are interested in receiving additional fire training after reading Safety First, contact Environmental Health & Safety at ext. 0860.

Fire Prevention at WakeMed

High Oxygen-Enriched Environments

Many departments use oxygen for patient care, creating a greatly increased risk of fire. Take care when working around oxygen valves, transporting patients with portable tanks, using electrical equipment or using flammable solutions in these environments.

Compliance with the Tobacco-Free Campus Policy

Before becoming a tobacco-free campus, WakeMed experienced 19 fires within one quarter; many of which were related to the careless disposal of smoking products. While this number has been dramatically reduced, there was a tobacco-related fire on the Raleigh Campus last quarter. Take personal responsibility to help enforce and abide by our Tobacco-Free Campus Policy.

Electrical Appliances

Electrical appliances must meet safety requirements. Prohibited devices include non-commercial grade or hot plate coffee pots, crock pots, cup/candle/tart warmers, non-commercial toasters, toaster ovens, electric griddles, electric frying pans, deep fryers, electric indoor grills, hot plates, electric popcorn poppers, electric blankets, curling irons, heated curlers, electric hair dryers and curling irons.

Environmental Health & Safety

WakeMed experienced 19 fires within one quarter; many of which were related to the careless disposal of smoking products. While this number has been dramatically reduced, there was a tobacco-related fire on the Raleigh Campus last quarter. Take personal responsibility to help enforce and abide by our Tobacco-Free Campus Policy.

Evacuation Routes

Take this October to walk every possible evacuation route from your department.

Personal Preparedness Plans for Home

Fire departments respond to a home fire every 62 seconds. Cooking is the number one reason for home fires and injuries, and smoking is the leading cause of fire deaths.

Smoke Alarms, Fire Extinguishers & Escape Routes

Smoke alarms cut in half the risk of dying in a home fire. However, in more than 90% of reported home fires, smoke alarms did not operate properly due to missing or disconnected batteries. This October, be sure to purchase a smoke alarm and a fire extinguisher for your home. Teach everyone in the house how to use the fire extinguisher, and change your replacement batteries twice a year. Additionally, if you have flammable chemicals in the house, store them correctly. In case of a fire, have an established escape route and meeting place with your family or housemates.
Finding a Better Way
(continued from page 4)

Patient's physician (in an emergency, this can occur after the blood has been given to the patient) and instructions on how to order blood transfusion testing and blood products in Soranian (in an emergency, this step can also be completed after the patient has received the blood). The Emergent Blood Order Form is a duplicate form allowing one copy to go to Transfusion Services, and the other copy to stay on the floor and act as a reminder to enter the orders into Soranian post blood delivery. This form does not go into the patient's medical record.

"Often, an emergency blood transfusion can mean the difference between life and death," added Cothren. "By expediting this process, we are greatly enhancing our ability to ensure the highest level of safety for our patients."

The new emergency transfusion process can be used when requesting both type-specific and non-type-specific blood. Before the new process officially went live in August, staff received three weeks of education and successfully completed two surprise drills. Because the process is so versatile, Operative Services at Cary Hospital is now educating their staff to adopt it, and there is a plan to introduce the process to the Emergency Department in the near future.

CALENDAR OF EVENTS
To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For complete details and fee information, visit the WakeMedWeb. Please send calendar submissions to the Public Relations department or e-mail microscope@wakemed.org.

Saturday, October 23
10 am to 1 pm
WakeMed Raleigh Campus
P2 (Heart Center) Parking Lot

Providing a valuable service to the community, WakeMed child safety seat technicians will inspect your child's safety seat while it is in your car to ensure proper installation.

Assessment and Treatment of Children and Adolescents with Co-Morbid Substance Abuse and Psychiatric Disorders — Friday, November 12, 8 am at the McKimmon Center, Raleigh

CNDR Certification Preparation Course: A Process for Perioperative Nursing Achievement — Saturday, November 13, 8 am at the Andrews Center, Raleigh

STAFF DEVELOPMENT & TRAINING
Enroll in any of the listed classes via Learning Link or ask your manager/supervisor to e-mail SDRegistration@wakemed.org with your name and employee number and course name, date(s), time(s) and fee(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.

Computer Training
PowerPoint 2007 Fundamentals (Code=CTPP) — Wednesday, November 10
Thursday, November 11, 8:30 am to 12:30 pm, Raleigh Campus, MIB, SD&T Ground Floor
Classroom #4

Employee Development
Coping with Change (Code=SDCC) — Monday, November 1, 8:30 to 11:30 am, Raleigh Campus, MIB, SD&T Classroom #3

Management Development
Employee Selection and Orientation (Code=MSDII) — Wednesday, November 3 & 10, 8:30 to 3:30 pm, Raleigh Campus, MIB, SD&T Classroom #3

WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27610

ADDRESS SERVICE REQUESTED

CONSTRUCTION UPDATE

AMBULATORY SURGERY CENTER AND MEDICAL MALL
Plans to construct a new outpatient facility on Sunnybrook Road are well underway. The facility will approximate 90,000 square feet and will be the site of a joint venture 11-room Ambulatory Surgery Center (ASC), WakeMed-based Dauphin Center and private physician offices. The ASC, which will be majority-owned by physician partners, is expected to open in late 2011. The Dauphin Center, including imaging, laboratory and pre-admission testing services, is slated to open in early 2012.

BRIER CREEK HEALTHPLEX
Plans are underway for Brier Creek Healthplex, a 26,000 square-foot facility located at the intersection of TW Alexander Drive and ACC Boulevard. Featuring a stand-alone emergency department, imaging, laboratory and a 11-room Ambulatory Surgery Center, including imaging, laboratory and pre-admission testing services, is slated to open in early 2012.

RALEIGH CAMPUS — 4C
Renovation of the former pediatrics unit on 4C is on schedule to start in mid-October and be complete by June 2012. The plans are to transition it into a 42-bed post-partum unit to support 4A and 4B.

CAY Hospital — Tuesday, October 19, from 8:30 am to noon, and Thursday, November 4, from 8:30 to 9 pm. Both sessions held in the Conference Center.

NURSING EDUCATION

CPR Blitz — Thursday, November 11. "Check-it-off" is any time between 8:30 am and 8 pm. Classes held from 8:30 to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link (NEHA02 & NEHA34).

Nursing Professional Development Book Series: Lions and Tigers and Nurses by Amy Glenn Vega — Thursday, October 28, from 1 to 2 pm, or Friday, October 29, from 8:30 to 9:30 am. Discussion will focus on lateral violence in the health care setting. Participants must read the entire book before the session. Books are available for check-out in the Nursing Education department. Register on Learning Link using course code NE1101—1102 nursing contact hours will be awarded.

WAKE AREC CONTINUING EDUCATION

Educational credit available for all programs. For details/fees call ext. 08574 or visit www.wakeavc.org and click Program Listings.

WAKEMED FOUNDTION'S 2010
SOCIETY OF 1871 GALA
Monday, November 29 — North Ridge Country Club, Raleigh. An annual event hosted by the WakeMed Foundation, and benefiting Cary Hospital’s programs and services as well as the WakeMed Children’s Hospital. For more details, visit www.childrenscharity.org.

SPINE CAMP
Saturday, October 30 — 9 am to noon in the Health Park, Raleigh Campus — FREE. A special one-day event for those who have been diagnosed with scoliosis or another spinal condition. Hosted by WakeMed Rehab and Raleigh Orthopedics. Register online at events.wakemed.org or by calling 919-350-4179.

Finding a Better Way (continued from page 4)

patient’s physician (in an emergency, this can occur after the blood has been given to the patient) and instructions on how to order blood transfusion testing and blood products in Soranian (in an emergency, this step can also be completed after the patient has received the blood). The Emergent Blood Order Form is a duplicate form allowing one copy to go to Transfusion Services, and the other copy to stay on the floor and act as a reminder to enter the orders into Soranian post blood delivery. This form does not go into the patient’s medical record.

“Often, an emergency blood transfusion can mean the difference between life and death,” added Cothren. “By expediting this process, we are greatly enhancing our ability to ensure the highest level of safety for our patients.”

The new emergency transfusion process can be used when requesting both type-specific and non-type-specific blood. Before the new process officially went live in August, staff received three weeks of education and successfully completed two surprise drills. Because the process is so versatile, Operative Services at Cary Hospital is now educating their staff to adopt it, and there is a plan to introduce the process to the Emergency Department in the near future.
WakeMed Open Enrollment
Monday, October 18 through Friday, November 5

Employee Benefits – What’s New for 2011?

As benefits Open Enrollment begins, please be aware of several important changes to both our retirement programs and traditional benefits programs for the 2011 calendar year. Outlined below, these changes will be explained in more detail during the month of October and Open Enrollment. All employees will receive the 2011 Employee Benefits Handbook and other Open Enrollment materials by mid-October.

Reinstatement of 403(b) Matching
As of January 1, 2011, WakeMed will reinstate the 403(b) matching program. WakeMed will match 50 percent of each employee’s 403(b) contributions of up to six percent of their salary subject to governmental limitations.

Pension Plan Changes and Future Plans
Effective December 31, 2010, WakeMed will freeze the existing Pension Plan and look to establish a more modern, versatile retirement program for employees while also protecting WakeMed’s financial future. An official notice about these changes has been mailed to your home. In recent years, changing federal regulations for pension plans have made it financially challenging for WakeMed to maintain the current program. While we are evaluating numerous options, we are considering adding a new automatic contribution from WakeMed into employees’ 403(b) plans starting in 2012. Unlike a pension plan, the 403(b) program allows employees to manage and move their own funds, and/or borrow from their plans for major life events. More details to come.

Medical Benefit Plan
BlueCross BlueShield of North Carolina (BCBSNC) will remain WakeMed’s medical plan provider for 2011. However, WakeMed is introducing a new medical plan design. We will continue to offer two medical plan options, but they will now be the PPO Select Plan and the PPO Premiere Plan. These changes give employees more control over their coverage. Refer to the 2011 Employee Benefits Handbook for details.

Dependent Eligibility
Effective January 1, 2011, dependent children up to the age of 26 will be eligible for coverage under the WakeMed medical plan. You will have a chance to enroll them during Open Enrollment or a special enrollment period (December 1-31); their benefits will begin January 1, 2011.

Medical Plan Pharmacy Benefit – Transition from BCBSNC
For the 2011 plan year, our pharmacy benefit will be administered by Express Scripts (ESI). ESI will process all pharmacy claims. As a result, mail order copays will decrease significantly. The cost for this plan is included in your PPO Select or PPO Premiere membership. No separate enrollment is required, but you MUST be enrolled in one of our BCBSNC medical plans to be eligible. Refer to the 2011 Employee Benefits Handbook for details. NOTE: A new ESI pharmacy benefit ID card will be mailed to your home around the first of the year.

New Voluntary Vision Benefit
WakeMed introduces a voluntary vision benefit provided by EyeMed for benefit-eligible employees and their dependents. (WakeMed’s medical plan will continue to offer coverage for an annual eye exam.) This benefit offers coverage for contact lenses or prescription lenses and frames, a complete eye exam and discounts on laser vision services. Visit www.eyemedvisioncare.com to find a provider, and refer to the 2011 Employee Benefits Handbook for further details.

Flexible Spending Account (FSA)
Due to requirements imposed by the Health Care Reform Act, effective January 1, 2013, drugs purchased over-the-counter without a prescription are no longer reimbursable under the Health Care Flexible Spending account. For more details on the FSA accounts (HCSA and DCSA), refer to the 2011 Employee Benefits Handbook or the WakeMedWeb. You MUST re-enroll in the HCSA and/or DCSA for 2011 as your current 2010 benefits DO NOT rollover to the new plan year.

Benefits vendors will share new information, answer questions and provide giveaways. Raffle prizes! Raleigh Campus – Andrews Center Wednesday, October 27 8 am to 4 pm Cary Hospital – Conference Center Friday, October 29 8 am to 4 pm

Employee Benefits Forums in October
Held at most WakeMed facilities, these informal sessions will provide employees with details on benefits changes for 2011 and the opportunity to ask questions. Visit the WakeMedWeb for a full schedule.

Online Enrollment Assistance
Computer kiosk stations will be available on the Raleigh Campus and at Cary Hospital for employees who do not have access to a computer, and benefits specialists will be available during several dates and times to answer questions and assist with online enrollment. Visit the WakeMedWeb or speak with your manager for a full schedule.
This chart is an at-a-glance guide to the tremendous variety of benefits WakeMed offers employees. For more in-depth information, please refer to your Employee Benefits Handbook, any of the Summary Plan descriptions, Plan Trust documents, the Benefits Summary and/or contact the Benefits department in Human Resources at ext. 08143.

### Your Benefits AT A GLANCE

#### BENEFIT DESCRIPTION

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>DESCRIPTION</th>
<th>ELIGIBILITY</th>
<th>CLASSIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Days Off (PDO)</td>
<td>Combined vacation, sick days, holidays and personal time; PDO Bank credited 26 times annually</td>
<td>Immediate accrual on a per-pay-period basis, increasing with years of service</td>
<td>FT 3/4 PT S</td>
</tr>
<tr>
<td>Medical Insurance</td>
<td>Preferred Provider Organization (PPO) Select Plan</td>
<td>1st day of month following 30 days of employment</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Voluntary Vision Plan</td>
<td>Regular eye exams as well as discounts on eyewear and contact lenses</td>
<td>1st day of month following 30 days of employment</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Will &amp; Personal Planning Services</td>
<td>Legal document – planning assistance at discounted rates</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>Various options available for employees and dependents</td>
<td>1st day of month following 30 days of employment*</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>Employee and dependent coverage</td>
<td>1st day of month following 30 days of employment</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Disability Insurance</td>
<td>Benefit equals 60% of base pay after 90 days of approved disability; Benefit equals 60% of base pay between 31st and 90th day of approved disability</td>
<td>1st day of month following 30 days of employment*</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Kidworks at Little Pros Academy</td>
<td>Near-site developmental child care center; Discounted rates</td>
<td>As space permits</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Flexible Spending Account</td>
<td>Allows employees to pay health care and dependent care expenses on a pre-tax basis</td>
<td>1st day of month following 30 days of employment*</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Healthworks</td>
<td>On-site fitness and wellness center</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>College Tuition &amp; Specialty Certification Reimbursement</td>
<td>Tuition reimbursement for approved college coursework in the attainment of a degree, upon approval, provides $1,500 for full-time, $1,125 for 3/4 time and $750 for part-time employees annually. One annual voluntary specialty certification is available for allied and nursing positions not to exceed $200 annually for the tuition reimbursement cap.</td>
<td>After 12 months of employment</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>In-House Employee Education</td>
<td>Hospital-paid educational programs offered through Staff Development &amp; Training and Nursing Education</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Area Merchant Discounts</td>
<td>Discounts on goods and services at a wide variety of local businesses</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Freedom Federal Credit Union</td>
<td>Offers full banking services to members; Members may also purchase cancer, accident, heart/stroke insurance and other services</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Employee Assistance Program</td>
<td>Referral service for employees and families who are dealing with personal problems</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Parking</td>
<td>Free parking</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Direct Deposit</td>
<td>Paycheck automatically deposited to bank or financial institution of your choice</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
<tr>
<td>Pre-Retirement Planning</td>
<td>Professionals available to help employees plan for successful retirement</td>
<td>Immediate</td>
<td>⚫ ⚫ ⚫</td>
</tr>
</tbody>
</table>

#### Leaves of Absence:

<table>
<thead>
<tr>
<th></th>
<th>FT 90 days employment</th>
<th>3/4 90 days employment</th>
<th>PT 90 days employment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bereavement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jury Duty</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Military Leave</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family Medical Leave</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Classification</th>
<th>FT 3/4 PT S</th>
</tr>
</thead>
<tbody>
<tr>
<td>College Savings Plan</td>
<td>FT 3/4 PT S</td>
</tr>
<tr>
<td>Retirement Savings Plan – 403(b)</td>
<td>FT 3/4 PT S</td>
</tr>
</tbody>
</table>

*The eligibility requirements listed are for initial entry into the Plan. Additional eligibility requirements apply to these particular benefits. The cost of some of these benefits may be the sole responsibility of the employee.