F O C U S  O N
Service Excellence
Patient Satisfaction Survey Changes
to HCAHPS Format

As we begin FY2012, WakeMed’s continued focus on Service Excellence will remain a top priority, with an even stronger emphasis on creating an excellent experience for every patient, physician, family member and visitor throughout our system, upon every encounter.

“It’s about the total experience, from the time the patient calls to schedule a procedure to the time they leave the facility and pay their bill,” commented Tom Gettinger, executive vice president and chief operating officer. “And the potential to create a great experience exists with each and every process we have, including the cleanliness of the hallways and rooms, the food, parking and clinical care. Every person throughout our organization makes a difference – everyone plays a role.”

As our entire organization moves forward with this renewed focus on Service Excellence, one immediate change has been made to the method by which we measure and track patient satisfaction. Instead of continuing to use the customized patient satisfaction survey created for WakeMed by Professional Research Consultants (PRC), we are now using a survey that is formatted to fit the nationally accredited HCAHPS (Hospital Consumer Assessment of Healthcare Providers Survey) structure used for surveying inpatients. PRC will continue to administer this survey. The new survey questions were presented to inpatients on October 14.

“By changing our survey in this way, we are ahead of the curve. WakeMed is an early adopter of this trend – matching our own internal measurement of satisfaction to that which is a requirement of Medicare’s CMS Quality Initiative,” added Gettinger. “We are focusing on the inpatient, with one survey tool for all nursing units. Outpatients and Emergency Department patients will also be surveyed using a tool similar to what they have been using because no national standard has been adopted. HCAHPS surveying began in 2008 and is now publicly reported via several online tools, including hospitalcompare.hhs.gov and www.schooldispacility.org.

Critical to the entire process is that the results will be used to drive reimbursement in the future.”

WakeMed’s new patient satisfaction survey is shorter – about 27 questions – and allows patients to give feedback on a four-point scale using the action-oriented descriptors Always, Usually, Sometimes and Never, rather than rating their experience on a five-point scale with words like Excellent or Very Good. The new survey looks at eight areas: Nursing, Doctors, Staff Resources, Environment of Care, Pain Management,Critical to the entire process is that the results will be used to drive reimbursement in the future.

WakeMed’s First Annual Scrub Run and Fun Fest a Tremendous Success!

More than 1,200 runners participated in the first annual WakeMed Scrub Run, a 5K/10K event held in Moore Square in downtown Raleigh on Saturday, October 1, as a celebration for WakeMed’s 50th anniversary. It was a way to say thank you to the entire community for supporting WakeMed over the past 50 years as the area’s health care system of choice. Proceeds from the races benefited WakeMed Children’s through the WakeMed Foundation. The event also featured a 100-yard dash for kids. Alongside the races, WakeMed hosted a community Fun Fest in Moore Square. This action-packed day for people of all ages featured games and activities, live music and entertainment, face painting, arts and crafts, and mascot appearances, including Trouble of WakeMed Children’s. Many of WakeMed’s community partners were also present to help WakeMed celebrate, share information about their services and host additional activities.

WakeMed Employees Made Sure That the Big Five-Oh Was A BIRTHDAY TO REMEMBER

Through contributions, basket and cake auctions, a Zumba event (shown above), a talent competition and, of course, the annual Piggy Bank Palooza, employees and volunteers raised more than $300,000 for their favorite charities and helped organize, beauty and support several area non-profit agencies.

“We doubled what we raised last year, which is outstanding,” said Michael Newman, manager, Imaging Services, and co-chair of the 2011 WakeMed Gives Employee Campaign. Newman also noted that more members of the WakeMed family participated in the 2011 campaign and gave more than they did last year.

“Our numbers also show that employees made good use of the PDD donation option, and we hope to continue to offer this option during future campaigns,” said Jonnie Jones, RN, (Quality & Patient Safety), also a co-chair of the campaign.

Campaign events drew crowds and more than $20,000 in contributions. “This campaign set the bar high for next year,” added Jones.

Check out pictures from the events on page 7.

WakeMed Breaks Ground On New North Hospital

Dr. Bill Atkinson, WakeMed president & CEO, speaks to WakeMed leaders and community members at the groundbreaking ceremony for the 61-bed WakeMed North Hospital on October 6. With an emphasis on women’s care, the hospital will be located on the site of North Healthplex on Falls of Neuse Road in north Raleigh. Construction is slated to begin in January 2012, with an expected completion date of early 2014.
Dudley Harrington
J o i n s W a k e M e d a s V P of Revenue Cycle

Dudley Harrington is WakeMed’s new vice president of Revenue Cycle, managing the system’s $4 billion in net revenues. Harrington officially joined the system on October 17. In his new role, he will lead Patient Financial Services, Revenue Management/Managed Care and the administrative arm of Patient Access, supporting an already strong team of directors, managers and staff.

Clinical/Patient Access will continue to report to Becky Andrews, vice president of Finance. Harrington will report to Mike DeVaughn, executive vice president of Finance and chief financial officer.

Harrington will be responsible for all aspects of the revenue cycle and will continue the significant process improvements WakeMed has undertaken over the past two years. Additionally, he will manage health care reform implementation related to revenue cycle and adjust processes to accommodate growth.

Dr. Bill Atkinson, president and CEO, explained, “Dudley was selected from a wide range of well-qualified candidates for his health care experience. His broad financial and revenue cycle expertise will help us negotiate highly competitive managed care contracts and prepare for changes with health care reform.”

Pandora Holloway
N a m e d C h i e f Compliance Officer

WakeMed also announces that Pandora Holloway was named chief compliance officer. Holloway has been a WakeMed employee since 1982, serving the system for the majority of this time as director of Compliance & Audit Services. In this role, Holloway managed the financial and operational audit functions for the system and was the key contact on DHHS and confidentiality-related matters.

Last year, Holloway was named the interim executive director of Corporate Compliance and chief compliance officer, and was responsible for all compliance-related activities for WakeMed. Her duties include ensuring compliance with the requirements in contractual agreements with the Centers for Medicare and Medicaid Services (CMS) and the Department of Health and Human Services (DHHS) Office of the Inspector General. Holloway is also responsible for helping the organization stay abreast of laws and regulations, communicating changes and educating related to compliance matters. She will identify challenges and work to strengthen our corporate compliance across the system. Holloway will report directly to Dr. Atkinson and the Board of Directors’ Compliance Committee.

“Pandora was offered this permanent position because of her perpetual professionalism, integrity, trustworthiness and exceptional performance during her long tenure at WakeMed,” commented Dr. Atkinson. “She has significant audit experience and will work closely with WakeMed’s full leadership team to adhere to and strengthen our corporate compliance policies.”

Two WakeMed Nurses
N a m e d S u p e r 1 7 N u r s e s

Betsy Casanave, RN, BSN, MHA, CMTE, EMT, director and chief (Mobile Critical Care Services) and Angela Jones, RN, BSN, BS, MHA, NE-BC, manager, (Rehab Nursing) were named Super 17 Nurses by NCDH-17 this September. Both Casanave and Jones were nominated by their peers, and profiles about them aired on NCD-17 last month. They will also be featured in Durham-Chapel Hill Magazine for this great accomplishment.

“We are extremely proud of Betsy and Angela for this recognition from NCD-17, and we thank them for their continued dedication and commitment to nursing at WakeMed,” commented Cindy Bodily, RN, MSN, NE-BC, senior vice president and chief nursing officer. “In addition to providing the highest level of patient care, both have inspired countless other nurses to work harder, pursue advanced education and earn advanced certifications. Their impact across our organization is invaluable, and we celebrate their exemplary leadership and achievements.”

BETSY CASANAVE, RN

Casanave leads a team of nurses, paramedics, EMTs, physicians and other personnel who staff the Air Mobile air ambulance as well as a 20-vehicle mobile critical care transport fleet that serves approximately 1,500 adult, pediatric and neonatal patients per month, making it the busiest inter-facility transport team in the state. She is also involved with the Patient First Air Ambulance Alliance, a grassroots effort that joins hospitals together to promote safety and quality assurance for patients and nurses during transport. Meanwhile, Casanave’s volunteer work helped lead to the creation of the Capital area’s State Medical Assistance Team, a five-county team that includes six hospitals and five EMT systems.

On her award nomination form, a coworker said, “In the five years she has held her current position, she has brought a new dynamism to the department. She works long hours and weekends focusing on new initiatives and holding employee forums, in an effort to improve service for patients and internal customers. … She is committed to the safe transport of patients, families and their care providers through best practices and lobbying state and national legislators for strict regulations of air and ground ambulances. She is a mentor to her staff for career growth and education.”

ANGELA JONES, RN

As manager of one of WakeMed’s largest nursing units, Jones has also been an active member of the U.S. Army National Guard since 1982. She is the first African-American woman in North Carolina to hold the title of lieutenant colonel and to command a battalion. Currently, Jones is deployed, and she plans to pursue a master’s degree in business administration (MBA/MHA) from WakeMed’s on-site program offered by Pfeiffer University a few years ago.

On her nomination form, a coworker wrote, “She has a passion not only for patients but also for staff. She pours her heart into making anything she is a part of the best it can be. I am amazed at her energy and ability to have so many responsibilities, yet still find time to let staff members know she believes in them.”

WakeMed continues to expand its access to care in Wake County with the acquisition and establishment of new primary care practices throughout the Triangle. WakeMed is proud to announce the acquisition of North Wake Internal Medicine, a well-established primary care practice in north Raleigh. On December 1, WakeMed will welcome Susheel Atree, MD, Behnaz Atree, MD, and Rosal Messer, MD, to the growing WakeMed Physician Practices network.

North Wake Internal Medicine is located in WakeMed North Healthplex (10,000 Falls of Neuse Road, Suite 201, Raleigh), but will relocate to the adjacent Physicians Office Pavilion once construction begins on the new North Hospital. The practice is accepting new patients and welcomes all members of the WakeMed family. Call (919) 848-6946 for an appointment.
This September, renovations to 4C Mother/Baby were completed, allowing 4A and 4B, once two separate locations for postpartum patients on the Raleigh Campus, to combine into one unit. The two separate locations caused operational inefficiencies and a separation of staff. Additionally, since the nursery was located on 4B, mothers on 4A were too distant from their babies in the nursery. Both 4A and 4B postpartum patients were able to move onto 4C by October 13.

“When 4C, the former pediatric care unit, was vacated last year due to the opening of the WakeMed Children’s Hospital on the Raleigh Campus, it was a natural progression to expand obstetrics into that vacant space,” commented Elizabeth Rice, RN, director of nursing for Women’s & Children’s Services.

The renovation of 4C was part of the goal to bring all women’s and children’s services together onto the fourth floor of the Raleigh Campus. The newly renovated 4C has 48 postpartum beds, an increase from the 45 postpartum beds that were available before. Each room has its own vital-sign machine and thermometer as well as a pull-out bed for family members and a spa shower.

“We collected feedback from patients and staff when designing the new rooms and wanted to make them as comfortable as possible for our new moms and their families,” added Rice.

Working toward the family-centered care model, the new rooms on 4C were designed to include a baby zone, a mommy zone, a family zone and a caregiver zone. 4C also houses an observation nursery, although, said Rice, the goal is for babies to stay in the room with their mothers for as much time as possible during their hospital stay.

Now that 4A is vacant, work will soon begin to expand the Neonatal Intensive Care Unit (NICU) into that space. The expansion and renovation of WakeMed’s Level IV NICU is the second phase of the WakeMed Foundation’s Just For Kids Campaign. 4B will become solely its own vital-sign machine and thermometer as well as a pull-out bed for family members and a spa shower.

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With these changes on the fourth floor, it is important for all staff to remember that patients and visitors will not be able to reach 4B from 4C, and vice versa, without staff assistance. Please remind customers of this when directing them on the floor.

WakeMed Health Day at SAS Golf Tournament

This September, WakeMed marked its 11th year providing first aid at the SAS Championship golf tournament at Prestonwood Country Club in Cary. The tournament featured notable PGA professionals on the Champions Tour. Cary Hospital also hosted WakeMed Health Day, giving event ticketholders access to free health screenings (i.e. cholesterol and blood pressure), and health and wellness information. Wake Orthopaedics and Cary Dermatology also provided screenings and health information.

Thank you to staff from Cary Hospital’s Emergency Department, WakeMed Rehab, the Cary Hospital Cardiopulmonary team, Mobile Critical Care Services, the Emergency Services Institute and Corporate & Community Health, as well as nurse and employee volunteers, for their efforts on behalf of WakeMed at this year’s tournament.

WakeMed Executives Receive their Flu Shots

Dr. Bill Atkinson, president & CEO, and Carolyn Knaup, RN, vice president of Ambulatory Services, were among the many members of WakeMed’s executive staff to receive the flu shot this September. Please be sure to do your part to protect the safety of our patients by receiving your flu shot during the WakeMed 2011 Employee Influenza Vaccine Campaign, running now through December 19. All staff can receive their flu shots in the Occupational Health office on the Raleigh Campus or at Cary Hospital during regular business hours:

• Occupational Health – Raleigh Campus
  Monday – Friday: 7 am to 4 pm
• Occupational Health – Cary Hospital
  Monday – Friday: 7 am to noon & 12:30 to 4 pm

It's that time of year again...

That's right. Flu season is upon us, and WakeMed's flu immunization campaign is well underway. More and more hospitals are making the vaccine mandatory for employees. Have you gotten yours yet? If you are still “on the fence,” here are some of the top 10 things to think about.

1. You cannot get the flu from a flu shot. You may get another type of virus or a cold after you get the shot, but it wasn’t because of the shot.
2. It’s not too early to get your flu vaccine and still be protected throughout the flu season.
3. The vaccine provided at WakeMed is preservative-free, and the “ouch” factor is much less than with most shots.
4. You can receive candy from Infection Prevention when they see that you have a star on your badge. You will receive this star once you receive your flu shot.
5. Prevent illness with the flu shot. Why use your vacation time for sick time? Being on vacation is much more fun!
6. There is no need to take the Learning Link module if you get the flu shot.
7. Protect yourself ... and if you haven’t had the flu in a while, it is much, much worse than a cold. Your body aches, you have fever and chills, and you feel like you can’t move.
8. Protect your colleagues who will not be happy with you if you give them the flu.
9. The flu can be very serious and even life-threatening in the very young, elderly, people with chronic health conditions, and especially, otherwise healthy pregnant women.
10. The reason we are all here: our patients. If you do not get the flu vaccine, you could give the flu to our patients and be contagious even before you start to feel sick.

I encourage you to get your shot now, and encourage those around you to do the same! Let’s see stars on all of our badges by the end of the campaign.
In 2012 there are some exciting new enhancements to the benefit plans! Changes to health, wellness and the Retirement Savings Plan offer more opportunities to save money throughout the year. While some changes were announced, more details are coming throughout the month of October and during the Open Enrollment period.

Look for your 2012 Employee Benefits Handbook and other Open Enrollment materials in mid-October.

**403(b) Retirement Savings Plan**

More money is coming your way! Beginning with the first pay date in January 2012, WakeMed will automatically contribute three percent of your salary each pay period to our WakeMed 403(b) Retirement Savings Plan (RSP), subject to government limitations. Normal vesting rules apply. The plan is administered by VALIC, and additional information will be available during Open Enrollment.

The automatic three percent contribution is in addition to our 403(b) match program and replaces the pension plan that was in place in prior years. In addition, we are also establishing a new education and investment advice program called Retirement Planning Insights, which will be offered through VALIC. The Insights program will provide each employee with a personalized Annual Portfolio Review that will offer detailed information and analysis related to their retirement goals. If you are participating in the Guided Portfolio Review program, Insights will not apply to you.

**Expanded Wellness Program**

Our WakeMed Wellness Program is expanding. In 2012, it will include health screenings and a Health Risk Assessment tool, with rewards for employees who participate. Further information will be provided in early 2012.

**Medical Benefit Plan**

More good news! No increase in employee premiums and changes to the plan design that encourage the use of WakeMed’s facilities and providers. BlueCross BlueShield of North Carolina (BCBSNC) will remain WakeMed’s medical plan provider. Please refer to the 2012 Employee Benefits Handbook for details.

**Dental Insurance & Voluntary Vision**

No increase in employee premiums! Our current level of benefits with Ameritas Dental and EyeMed Vision for 2012 will continue without changes.

**Dependent Eligibility**

In 2011, due to national health care reform, we expanded the definition of dependent under our medical plan to include dependents to age 26, regardless of student status. While not required by national health care reform, we have decided to expand this definition of dependent to our Dental, Dependent Life & Vision Plans effective January 1, 2012. You will have a chance to enroll qualified dependents during Open Enrollment, and coverage will be effective January 1, 2012.

**Flexible Spending Account**

Providing tax-free savings on eligible expenses gives you one more way to save money. Health Care Flexible Spending Accounts (HCSA) and Dependent Care Flexible Spending Accounts (DCSA) are available. Please note: The DCSA account does not reimburse health care expenses for your dependents. It only allows you to cover dependent day care expenses that you incur while you and your spouse work.

For more details on the Flexible Spending Accounts (DCSA and HCSA), refer to the 2012 Employee Benefits Handbook. You must re-enroll in the DCSA and/or HCSA for 2012 as your current 2011 elections DO NOT rollover to the new plan year.

**Online Enrollment Assistance**

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.

**Great Benefit for Employees!**

The WakeMed Pharmacy Grand Reopening October 25 on the Raleigh Campus

Get your prescriptions filled conveniently on site! Most medical plans are accepted. The Pharmacy will be located in a newly renovated space on the first floor of the Raleigh Campus, next to the Gift Shop.
This chart is an at-a-glance guide to the large variety of benefits WakeMed offers employees. For more in-depth information, please refer to your Employee Benefits Handbook, any of the Summary Plan Descriptions and/or contact the Benefits department in Human Resources at ext. 08143.

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>DESCRIPTION</th>
<th>ELIGIBILITY</th>
<th>CLASSIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paid Days Off (PDO)</strong></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>
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<tr>
<td><strong>Medical Insurance</strong></td>
<td>Preferred Provider Organization (PPO) Select Plan</td>
<td>1st day of month following 30 days of employment</td>
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<tr>
<td></td>
<td>Preferred Provider Organization (PPO) Premiere Plan</td>
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<tr>
<td><strong>Voluntary Vision Plan</strong></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>
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<tr>
<td><strong>Will &amp; Personal Planning Services</strong></td>
<td>Legal document – planning assistance at discounted rates</td>
<td>Immediate</td>
<td></td>
</tr>
<tr>
<td><strong>Life Insurance</strong></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><strong>Dental Insurance</strong></td>
<td>Employee and dependent coverage</td>
<td>1st day of month following 30 days of employment</td>
<td></td>
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<tr>
<td><strong>Disability Insurance</strong></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>
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<tr>
<td><strong>Little Pros Academy</strong></td>
<td>Near-site developmental child care center; Discounted rates</td>
<td>As space permits</td>
<td></td>
</tr>
<tr>
<td><strong>Flexible Spending Account</strong></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>
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<tr>
<td><strong>Healthworks</strong></td>
<td>On-site fitness and wellness center</td>
<td>Immediate</td>
<td></td>
</tr>
<tr>
<td><strong>College Tuition &amp; Specialty Certification Reimbursement</strong></td>
<td>Tuition reimbursement for approved college coursework in the attainment of a degree, upon approval, provides $1,300 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>
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<tr>
<td><strong>In-House Employee Education</strong></td>
<td>Hospital-paid educational programs offered through Staff Development &amp; Training and Nursing Education</td>
<td>Immediate</td>
<td></td>
</tr>
<tr>
<td><strong>Area Merchant Discounts</strong></td>
<td>Discounts on goods and services at a wide variety of local businesses</td>
<td>Immediate</td>
<td></td>
</tr>
<tr>
<td><strong>Freedom Federal Credit Union</strong></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>
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<tr>
<td><strong>Employee Assistance Program</strong></td>
<td>Referral service for employees and families who are dealing with personal problems</td>
<td>Immediate</td>
<td></td>
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<tr>
<td><strong>Parking</strong></td>
<td>Free parking</td>
<td>Immediate</td>
<td></td>
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<tr>
<td><strong>Direct Deposit</strong></td>
<td>Paycheck automatically deposited to bank or financial institution of your choice</td>
<td>Immediate</td>
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<tr>
<td><strong>Pre-Retirement Planning</strong></td>
<td>Professionals available to help employees plan for successful retirement</td>
<td>Immediate</td>
<td></td>
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<tr>
<td><strong>Leaves of Absence:</strong></td>
<td>Medical/Personal Bereavement Up to 90 days For immediate family only Salary and jury duty pay Granted for up to four years; five years if government required Up to 12 months Up to 12 weeks leave for certain family and medical events Up to a combined total of 26 weeks to include military caregiver leave during a single 12-month period</td>
<td>After 90 days employment Immediate Immediate Immediate Upon approval After one year of employment and completion of 1,250 hours of service</td>
<td>FT 3/4 PT S</td>
</tr>
<tr>
<td><strong>College Savings Plan</strong></td>
<td>Savings plan for college tuition through NC National College Savings Program</td>
<td>Immediate</td>
<td></td>
</tr>
<tr>
<td><strong>Retirement Savings Plan – 403(b)</strong></td>
<td>WakeMed matches employee’s contribution 50% up to 6% of pay. Full vesting after 3 years of service (one year credited service = 1,000 hours) Additionally, WakeMed will automatically contribute 3% of each employee's annual salary, subject to governmental limitations, to an employee retirement plan administered by VALIC.</td>
<td>Immediate</td>
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</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.
WakeMed Offers Culinary and Nutritional Advice at Raleigh Event

On September 13, WakeMed participated in Taste of Home magazine’s Cooking School event in downtown Raleigh, sponsored by WRAL-FM. WakeMed sponsored the event’s outdoor Fresh Produce Pavilion, which gave several local farmers the opportunity to sell their fresh fruits and vegetables on site.

Additionally, members of the WakeMed Food & Nutrition Services team, including chefs Jennifer LeGrande and Chris Zebney, shared tips for preparing fresh, healthful recipes as they offered samples of some of their most delicious dishes – apple cake, eggplant hummus, and watermelon and cucumber gazpacho. Meanwhile, Susie Davis (Corporate & Community Health) and clinical nutritionist Stacy Kropp (Food & Nutrition Services) shared advice on nutrition and wellness. Kropp, Zebney, LeGrande and Davis are shown above at WakeMed’s colorful display table.

WEPPA Doctor Goes Above & Beyond

Craig Mangum, MD, an emergency department (ED) doctor with Wake Emergency Physicians, PA, was on his way to work at the Johnston Medical Center ED in Clayton on the evening of September 30 when he witnessed a severe car accident. The car had flipped over and pinned the driver. Dr. Mangum got out of his vehicle and, with the help of other bystanders, pulled the car off the driver. He then assisted EMS with a 10-minute walk to the Clayton Fire Department before riding with the patient and EMS to the WakeMed Raleigh Campus ED. Later, he went on to his shift in Clayton.

WakeMed Honored for Excellence in Supply Standardization

WakeMed once again received Novation’s Participant Leader Award and Executive Savings Award for outstanding participation in Novation’s Standardization Programs. Novation is the leading health care supply contracting company for more than 25,000 members of VHA Inc. and the University HealthSystem Consortium (UHC), two national health care alliances and nearly 15,000 members of Provista, LLC.

The Novation Participant Leader Award was presented to 79 VHA members who successfully implemented all 11 of Novation’s Standardization Programs. These programs detail the supply-purchasing plans for most functional areas within a hospital/health system – including anesthesia, food, medical, orthopedic, pharmacy, respiratory and surgical. The Novation Executive Savings Award was presented to 94 VHA member systems that have cumulatively saved over $250,000 in rebates by participating in Novation’s Standardization Programs. WakeMed received $671,121 in Standardization Rebates for 2010.

Special recognition goes to Strategic Sourcing, Supply Chain Management, Pharmacy, Food & Nutrition Services and Surgical Services, as well as clinical staff and the internal Value Analysis Committees, who led WakeMed’s successful participation in Novation’s Standardization Programs.

WakeMed Foundation Employee Skills Scholarships

The WakeMed Foundation recently awarded several employees scholarshipships for their participation in various educational activities, conferences and training programs. These employees met the September 1, 2011, deadline. In all, $16,000 in scholarships was awarded. For more information on the Foundation’s Employee Skills Scholarship Program, visit the WakeMedWeb and click “Departments.”

Business Leader Magazine Recognizes Two WakeMed Leaders

Michele Casey, MD, (left) and Carolyn Knaup, RN, were each chosen to receive the 2011 “Movers & Shakers” award from Business Leader magazine. This award recognizes up-and-coming leaders who have demonstrated impact on their organization and who have made an impact on the community. Dr. Casey serves as the director of Primary Care at WakeMed and is the medical director at Wake Specialty Physicians - Falls Pointe Medical Group. Knaup is the vice president of Ambulatory Services at WakeMed.

Hand Hygiene Update: September Rate Exceeds 90 Percent

The Performance Improvement team reports that the September hand hygiene compliance rate reached 91.6 percent, which was the highest percentage since October 2010, when compliance was at 93.6 percent, and helped us meet our goal of at least 90 percent in the month of September.

Great job to all staff who worked to ensure this rate continued to rise throughout the year! Departments showed teamwork and creativity as they made hand hygiene a priority. Some departments came up with fun jingles about hand hygiene, 6A CIVC displayed a photo of American Idol winner Scotty McCreery on their unit on which McCreery wrote, “Washing hands saves lives.” A nurse tech on the unit obtained the photo for her team.

Even though the September goal was met, all employees are strongly encouraged to continue to help each other remember to wash or gel:
- Every time you enter a patient room.
- Every time you test a patient room.
- Every time you touch a patient.

Thank you for doing everything you can to keep our patients, employees, physicians and volunteers safe and healthy.

Thank you, Brownies!

Above left: This September, Brownie Troop 3112 from Cary donated over $500 worth of new toys to the WakeMed Children’s Hospital. The money for the toys came from Girl Scout cookie sales. The girls’ troop leader, Jessi Schmitt, RN, (Surgeons - OR), worked with Susan Davis, a WakeMed child life specialist (photography), to coordinate the toy drive.

Above right: Mary Jo Gurule (WakeMed Foundation) stands with members of Brownie Troop 790 to accept an $800 donation to the Just For Kids Kampaio. The troop won a contest at the Fuquay-Varina Downtown Bounty event, where local kids were challenged to decorate lemonade stands and raise money for their favorite kids’ charity.
Service Excellence (continued from page 1)

Communication about Medications, Discharge Instructions and the Overall Hospital Rating. We also added questions about the overall quality of nursing care, necessary for Magnet status, as well as questions about stroke care, which are required for accreditation.

“While WakeMed’s current patient satisfaction scores are good, and we are doing a good job, we want our scores to be great. We want to be doing an excellent job. Our goal is to be the leader in our market and, eventually, in the top ten percent in the country for patient satisfaction,” added Gettner. “Over the next year, this will be our system’s major priority. Our efforts will be coordinated among all hospitals and facilities, and we will work to bring all unit-level and facility-specific efforts together, under one umbrella, for an even broader effort and stronger results.”

Surgical Services Changes

Cary Hospital Surgical Services Staff Now WakeMed Employees

After nearly 16 months as staff members of Surgical Care Affiliates (SCA), the Surgical Services staff at Cary Hospital once again became WakeMed employees as of Sunday, September 25. This comes as the result of changes to WakeMed’s relationship with SCA.

SCA took over management responsibilities of both inpatient and outpatient surgical operations at Cary Hospital in May 2010 as part of a formal agreement that included management responsibilities at NorthHealthCare’s outpatient surgery center as well as WakeMed purchasing controlling interest in Blue Ridge Surgery Center.

“We are excited to have these talented team members join the WakeMed family, some as new employees and others returning,” said David Coulter, senior vice president and administrator of Cary Hospital. “We are confident that our surgery program will continue to grow and thrive.”

While a national search for a permanent director of Cary Hospital Surgical Services is underway, Pam Belcher, BSN, joined the team in August as interim perioperative surgical director.

New Additions and Attachments

Welcome to the WakeMed family, all new brides, grooms and babies!

Natalie Wurgula, RN, (STICU) and husband Dan celebrated the birth of daughter Kira on September 3.

Kelly Stovin (Therapy Services - Supplemental Pool) celebrated the birth of Alexander Matthew on September 14.

Carolyne Hayes (Acute Rehab Services) welcomed her son, Derek Smith, on June 30.

Deidre Schwietering (3A CVIC) welcomed son Easton Samuel on April 5.

Sophia Grace on April 5.

Sharon Turner, RN, (3B CVSIC) welcomed son Jackson on July 27.

Nikki Jeffcoate (Acute Rehab Services) celebrated the birth of daughter Kirsi on September 3.

Carolyn Hayes (Acute Rehab Services) welcomed son Easton James on June 30.

Kathleen Loes, RN, (3A CVIC) and husband Joe welcomed daughter Sophia Grace on April 5.

Jamie Landrum, RN, (WakeMed Faculty Physicians) and husband Rob welcomed daughter Brooke Elizabeth on July 22.

Doire Schwierwien (Surgical Resources - Cary Hospital) and husband Michael welcomed daughter Sofia Arnette on July 24.

Sheena Punginon, RN, (3 West Medical/Surgical - Cary Hospital) and husband Joseph Anthony welcomed son Easton Joseph on June 30.

Nicole Talbott, RN, (Staffing Resources) and husband Brian welcomed daughter Sophia Grace on April 5.

Other building blocks in WakeMed’s renewed Service Excellence effort include the re-establishment of the WakeMed Service Excellence committee, which now includes members from a variety of departments, backgrounds and experiences. We’re hourly unit rounding that began in July; bedside reporting on all units that will begin by January 4, 2012; and leadership rounding for directors and vice presidents on all units that will begin within the next month.

Stay tuned for details as this effort continues. Keep up the good work, and remember, we’re all in this together. Every employee, physician and volunteer has the ability to positively impact a patient’s experience at WakeMed.
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27610

ADDRESS SERVICE REQUESTED

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

WakeHealthCare - WakeMed News
3rd Floor, South Tower
City of Raleigh Medical Office Building
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27602

WAKE AHEC
Educational credit available for all programs. For details/fees, call ext. 85547 or visit www.wakeahec.org and click Program Listings.

 Fundamental Critical Care Support Course – Friday, October 21, starting at 7:30 am, through Saturday, October 22, at the Renaissance Raleigh North Hills Hotel

Online Course: Institute for Educators in Healthcare – Evaluation of Students and Faculty in Healthcare Education

 Traumatic Brain Injury 2011 - After the Big Bang: Managing Your New Universe – Thursday, October 27, starting at 1 pm, through Friday, October 28, at One Eleven Place, Cary

Sixth annual Time is Brain: Transitions across Healthcare – Friday, November 4, 8 am, in the Andrews Center

How Safe is that Supplement? Herbal Supplements and Their Interactions with Commonly Used Drugs – Thursday, November 10, 9:45 am, in the Andrews Center

Coronal Polishing for the Dental Assistant II – Friday, November 11, 8:30 am, in the Andrews Center

COMINGS  GOINGS

WakEMED Employee & Volunteer orientations

Voice Your Opinion about WakEMED, through your suggestions or comments. Call (919) 350-8120, or e-mail microscopec@wakemed.org, or write WakEMED, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27602.

Healthworks Fitness & Wellness Center Celebrates 25th Anniversary

Healthworks Fitness & Wellness Center, WakeMed’s medically-based fitness center located on the Raleigh Campus, is celebrating its 25th anniversary this October. As a service of WakeMed Rehab, Healthworks provides a broad range of exercise and educational programs, as well as community-based activities designed for people with varying needs. The facility includes a fitness center, walking track, gym, indoor park and locker rooms.

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When Healthworks first opened its doors in October 1986, the facility was located on the ground floor of the Raleigh Campus Medical Office Building. It moved to the Health Park in the Rehab Hospital in 2001. As part of this move, Corporate & Community Health, once held under the Healthworks umbrella, became its own department.

Healthworks was originally opened for the purpose of developing a cardiac rehab program. It extended its mission to include provision of a place for employees and physicians to exercise. Since then, Healthworks expanded its reach to include more programs and services, such as ENERGIZE, Zumba, and WakeMed’s childhood obesity prevention program; programs for special populations such as post-rehab patients and post-cardiac rehab patients; and personal training.

Any WakeMed employee can join Healthworks, and new members are always welcome. In addition to the facility’s fitness center and other offerings, members can take advantage of daily group fitness classes. Healthworks recently welcomed a new fitness specialist who is Zumba certified, and the facility is now offering Zumba classes once a week.

Healthworks is open Monday through Friday from 6 am to 7 pm. Memberships are $25 per month, with no annual commitment. For more information, call ext. 096602.

JDRF Walk to Cure Diabetes
Saturday, October 29, from 8 am to noon, in the Time Warner Cable Music Pavilion. Walk begins at 10:30 am; registration starts at 8 am. Proceeds from this event go to the Juvenile Diabetes Research Foundation (JDRF) in their search for ways to prevent, better treat and ultimately cure type 1 diabetes. Sign up online at www.jdrf.org.

WakEMED Employee & Volunteer Portraits’ Days
Employees and volunteers receive a special discount and the convenience of having their family or individual photo taken on the Raleigh Campus. Sittings will be October 21, 22 and 23. Visit the WakeMedWeb homepage for more information and a price list.

Volunteer Orientation
Raleigh Campus – Monday, November 7, from 5:30 to 8:30 pm; Wednesday, November 9, from 1 to 4 pm; and Monday, December 12, from 9:30 to 8:30 pm. All classes held in Conference Dining.

Cary Hospital – Thursday, November 10, from 5:30 to 9:30 pm; Tuesday, November 15, from 8:30 am to noon; and Thursday, December 8, from 5:30 to 9:30 pm. All classes held in the Conference Center.

Staff Development & Training – Enroll in any of the listed classes via Learning Link or ask your manager/supervisor to e-mail registrations@wakemed.org with your name and employee number, and course name, details and times. For information, visit the WakeMedWeb or call ext. 020660. Please note: Some classes require an introductory course or satisfactory completion of an assessment test.

Management Development

Coaching for Development – Thursday, November 10, 8:30 am to 1:30 pm, Raleigh Campus, Medical Office Building, SD&T Classroom #3 (Code=MDC01)

Employee Selection and Orientation – Tuesday, November 8 & 15, 8:30 am to 3:30 pm, Raleigh Campus, Medical Office Building, SD&T Classroom #3 (Code=MDS01)

Goal Setting: Focus, Prioritize and be S.M.A.R.T. – Thursday, November 10, 5:45 pm, through Thursday, November 3, at Cary Hospital

Pharmacotherapy Update: Hypertension, Cyclosporine, Ateno & COPD – Friday, November 4, 8 am, in the Andrews Center

How Safe is that Supplement? Herbal Supplements and Their Interactions with Commonly Used Drugs – Thursday, November 10, 9:45 am, in the Andrews Center

Coronal Polishing for the Dental Assistant II – Friday, November 11, 8:30 am, in the Andrews Center

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Raleigh, North Carolina 27610

Dr. Science 2011 Clinical Microbiology Update: Beyond Enterobactericeae – Wednesday, November 16, 1 pm, in the Andrews Center

Adult Physical Assessment for Nurses: The Basics – Thursday, November 17, 1 am, in the Andrews Center

Implant-Retained Overdentures: A Practical Approach for General Dentists – Thursday, November 17, 5:45 pm, in the Andrews Center

Nursing Education
Nurse Preceptor Workshop – Wednesday, November 9, from 8:30 am to 4 pm, in the Andrews Center (LL code: NE914-7088)

CPR Blitz – Thursday, November 10, 2011 – Check-off only” is any time between 8:30 am and 8 pm. Classes held from 8:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link for details (NE42624 and NE42642)

Nursing Professional Development Book Series – Getting Your Best Health Care by Ken Farbstein (NE914-11087), Monday, November 14, from 1 to 2 pm, in the Cary Hospital Conference Center; and Friday, November 18, from 8:30 to 9:30 am, in Nursing Education Classroom A. When Chicken Soup isn’t Enough by Suzanne Gordon (NE914-11088), Monday, December 5, from 11 am to noon, in Nursing Education Classroom A (Raleigh Campus), and Monday, December 19, from 7:30 to 8:30 am, in Raleigh Campus Conference Dining. And, back by popular demand, Lions and Tigers and Nurses by Amy Vega (NE914-11089), Wednesday, December 7, from 9 to 10 am, in the Andrews Center

Neuro ICU wishes a fond farewell and the best of luck to Pam Gower, RN, as she retires from WakeMed after 45 years of service. The department also wishes a fond farewell and best of luck to clinical secretary Portinia Thorpe as she retires from WakeMed after 30 years of service. Lastly, the department welcomes James Russell, RN, and extends best wishes to Paige Koeckenerbocher, RN, and Aurora Niebla, RN, upon their departures.

Respiratory Care Services welcomes Christopher Gardner, Tim Guilbault, Tamaria Muns, Wendy Patrik, Susan Thomas, Brandy Nelson, Kaylin Warren, Colleen Webster and Rebecca Shreve.

Surgical Services - Inpatient PACU welcomes Pam Giese, RN.

Kate Wilson, PhD, pediatric neurophysiologist, joined the Neurophysiology department this September.

Wake AHEC welcomes Loree Houston as project coordinator in the Program Services division.

Occupational Health welcomes Jill Raw, RN, to the Raleigh Campus Office. Acute Rehab Services welcomes Sarah Wel, PT. MCMU bids a fond farewell to John Elliott, RN, as he transitions to Surgical Services - Inpatient PACU.

Surgical Services - Endoscopy welcomes Ruth Ann Myers, RN.

3A CVIC welcomes Brittany Bissett, RN; Amanda Kopanski, RN; and nurse technicians Shanaz Carpenter, Kay Strohmeier, Jane Obaru, Julie Crandall and Jessica Pittard.

3B Neuro Intermural Care welcomes Amanda Beauchamp as she transitions from Mobile Critical Care Services, as well as Erica Johnson, RN; Uma-Aisha Thomas, RN; and Nata Sinclairagh, RN.

The Adult Emergency Department welcomes Gerald Guanga, RN; Tisa Leggett, RN; Diana Maynard, RN; Ruth Love, RN; and nurse techn Torrance Woolsey.

Heathworks employees: Sharon Fitzgerald and Terry Davis in Healthworks’ fully equipped fitness center.

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