American College of Cardiology Award for Cardiac Care

Raleigh Campus and Cary Hospital have both received the American College of Cardiology’s NCDR ACTION Registry–Get with the Guidelines Platinum Performance Achievement Award for 2014. Only 236 hospitals nationwide received this honor, which recognizes WakeMed’s commitment and success in implementing high-quality care for heart attack patients. To receive the award, both Raleigh Campus and Cary Hospital consistently followed the ACTION Registry–GWGT Premier treatment guidelines for eight consecutive quarters and met a performance standard of 90 percent for specific measures. “I am proud that both of our hospitals achieved this level of recognition. It reflects the hard work and dedication of the staff who care for some of our most seriously ill patients and their families,” said Betsy Gaskins-McClaine, MSN, BSN, RN, vice president (Risart & Vascular Services). “Implementing these guidelines requires coordinating between the cardiovascular team and emergency personnel to take critical steps in saving lives and improving outcomes.” ACTION Registry–GWGT is a partnership between the American College of Cardiology Foundation and the American Heart Association with support from the American College of Emergency Physicians and the Society of Cardiovascular Patient Care.

BEST Award for Commitment to Employee Learning

WakeMed is among 46 international organizations to receive the Association for Talent Development 2014 BEST Award this October. The awards are the training industry’s most rigorous and coveted recognition, highlighting organizations that demonstrate enterprise-wide success through employee learning and development. This year’s winners were chosen from a pool of nearly 100 applicants from 14 countries. “Our employees are our key asset, and we will continue to dedicate time and resources to offer them new and convenient options that demonstrate enterprise-wide success through employee learning and development.” commented Jeanene Martin, senior vice president, Human Resources. “I am very proud of the teams that made this impressive recognition possible and of what this award signifies for WakeMed.” At WakeMed, Organizational Development, Nursing Education and the Center for Innovative Learning are primarily responsible for offering ongoing opportunities to advance employee knowledge and skills. This is the fourth time that WakeMed has won a BEST award – making us one of only nine organizations to have won four or more times.

Gold Star from Prevention Partners for Tobacco-Free Excellence

WakeMed earned Gold Star recognition from Prevention Partners for achieving the highest standard of tobacco-free excellence by creating a tobacco-free workplace and providing high-quality tobacco cessation programs for employees. “We have worked hard over the years to build a tobacco-free workplace and promote cessation to employees as part of our overall wellness culture. Our tobacco-free policies and programs not only benefit our employees, but also our patients and their families who spend time at our facilities,” commented Bob Nelson (Wellness). The nonprofit Prevention Partners is dedicated to building healthier communities and lives by working with schools, workplaces, hospitals and clinics to address the leading causes of preventable disease. WakeMed has been 100 percent tobacco-free since 2007, but we continue working to ensure a smoke-free environment and encourage employees to quit using tobacco.

Cary Hospital Receives Heart Failure Accreditation

Cary Hospital recently received Heart Failure Accreditation from the Society of Cardiovascular Patient Care (SCPC). To receive accreditation, the hospital had to meet or exceed a set of criteria and undergo an on-site review by a team of SCPC’s accreditation review specialists. “Heart failure is a leading cause of morbidity and mortality in the United States and continues to increase in both incidence and prevalence. This accreditation reflects our ongoing commitment to improving the lives of heart failure patients while providing an affordable service to our community,” commented David Coulter, senior vice president & administrator, Cary Hospital. SCPC is an international not-for-profit organization whose goal is to help facilities manage heart failure patients more efficiently and improve patient outcomes. Hospitals that receive accreditation must integrate successful practices and follow risk stratification protocols to ensure appropriate placement of patients based on clinical presentation and response to treatment. Raleigh Campus has also applied for SCPC Heart Failure Accreditation and will have their site review before the end of the year.

Top Honors from N.C. Biomedical Association

Clinical Engineering was honored with the Kevin Scoggins Shop of the Year award from the N.C. Biomedical Association (NCBA). Now in its third year, the award recognizes biomedical engineering teams that demonstrate and promote the value of the profession within their organization. WakeMed received three nominations and was chosen, in part, for the team’s outstanding quality and service as well as exceptional staff engagement and satisfaction. “It’s such an honor to work with a team that has the talent and skill needed to do the work, but also the exceptional attitude and ability to provide excellent customer service,” said Bhavesh Patel, director (Clinical Engineering). With over 1,200 members, the NCBA is the largest statewide biomedical association in the country. The organization was formed in 1978 and held its first meetings in the Wake AHEC facility at what was then known as Wake County Medical Center (now Raleigh Campus).

Left: The Clinical Engineering team, pictured with Georgia Harrington, vice president, Operations, was named Shop of the Year by the N.C. Biomedical Association.

Please help us keep track of all WakeMed accolades in one central location. Visit the WakeMedWeb homepage and click the Awards & Honors graphic to enter information about any work-related awards, honors or certifications received by the WakeMed system or our employees. We appreciate your assistance with this important process!
Robert Skwerer Named Medical Director, Behavioral Health Services

WakeMed recently welcomed Robert Skwerer, MD, as medical director of Behavioral Health Services. In this role, Dr. Skwerer will oversee the provision of behavioral health services throughout the WakeMed system. By working with behavioral health counselors and the WakeMed Physician Practices Psychiatry team, Dr. Skwerer will lead the development of effective plans that improve the quality of care for patients with psychiatric and behavioral health needs. Dr. Skwerer has more than 25 years of experience in inpatient, outpatient and consultative psychiatry, and joins us most recently from Central Regional Hospital in Butner where he served as a staff psychiatrist. He earned his medical degree from SUNY Downstate Medical College and is fellowship-trained in clinical psychology.

WakeMed Physician Practices Names Two Mid-level Directors

As we work to implement a senior leadership structure for our mid-level providers, WakeMed Physician Practices is pleased to announce two mid-level directors. Three additional directors, representing the other three WPP service lines, will be appointed in the coming months. All five mid-level directors will report to Jeff Lamphere, PA, executive director, WakeMed Mid-level Providers.

Stacy Thiedeman, PA-C, has been chosen as director for adult medicine mid-level providers, which includes cardiology, pulmonary and gastroenterology. Thiedeman has worked in a variety of roles at WakeMed, including with Raleigh Cardiology, WPP Pulmonary and Critical Care Medicine and the Heart & Vascular Mid-level Program. She is a graduate of the physician assistant program at Wake Forest University School of Medicine in Winston-Salem and earned a bachelor’s degree from Davidson College in Davidson, N.C.

Edward Boss, PA-C, has been named director of mid-levels for the surgical services line. Boss has worked with Wake Orthopaedics since 2007 and has been the orthopaedic PA supervisor for the past six years. Boss, who has been a practicing PA for 13 years, earned a master’s degree in physician assistant studies from the University of Medicine and Dentistry of New Jersey/Rutgers University in Piscataway and a bachelor’s degree from Neumann College in Aston, Penn.

Welcome New Physician

Sachin Kunde, MD (left) WPP – Pediatric Surgery Director, Pediatric GI

Welcome New Mid-levels

Denise Chernoff, PA WPP – Midlevel program
Albert Hedgepeth, PA WPP – Psychiatry
Amy Jnah, PA WPP – Neonatology
Chileatha Wynn, PA Hospitalist – Raleigh Campus

High-Risk Maternal-Fetal Care Close to Home

WPP – Maternal-Fetal Medicine Expands Services, Locations

WakeMed Physician Practices – Maternal-Fetal Medicine recently expanded, adding new specialists, advanced services and a new office in North Raleigh. The practice now offers genetic counseling and highly specialized services, furthering WakeMed’s ability to provide comprehensive care for high-risk mothers from conception through delivery.

“We are proud to offer comprehensive care close to home for women who need specialized maternal-fetal medicine services,” explains Avick Mitra, MD, director (WPP – MFM). “With locations in the Andrews Center and WakeMed North, we are now even more accessible to the patients and families who need our care.”

WPP – MFM offers comprehensive prenatal diagnosis, treatment & procedures including:
- Chorionic Villus Sampling
- Amniocentesis (2nd and 3rd trimester) including amnioreduction and amniinfusion
- First trimester aneuploidy (Nuchal

Tanduncency screening and cell free fetal RDNA aneuploidy screening
- Transabdominal and transvaginal cerclages including emergency (exam-indicated) cerclage
- Management and evaluation of multiple gestations including twin-to-twin transfusion
- Cordocentesis (PUBS) including intrauterine fetal transfusion
- Second trimester dilation and evacuation
- Genetic counseling

The team, pictured above, includes four physicians, a genetic counselor and RDMS-certified sonographers who are trained in high-risk obstetric ultrasonography. The team collaborates with private practice obstetricians and WPP OB/Gyns at Raleigh Campus and North to provide diagnostic and consultative services to help achieve the best outcome for both mother and baby.
Deborah Chase-Smith (Case Management) co-authored an article titled “North Carolina’s Pregnancy Medical Home Program: A Model for Collaboration and Comprehensive Care” that will appear in the fall 2014 NASW Specialty Journal.

Zachary Donahue, CPA, chief audit officer, was named chairman of the North Carolina Association of Certified Public Accountants’ (NCACPAs) Healthcare Industry Conference Committee.

Sallie Bissette, MHA, MBA, manager, (Physician Compliance) was named to the advisory board for the health informatics and information management master’s program at East Carolina University.

Sharon Fowler (Home Health) was appointed to the professional development committee for the Association for Home and Hospice Care of North Carolina.

Elizabeth Soto Valdez (Women’s Pavilion & Birthplace) earned a bachelor’s degree in nursing (BSN).

Mary French, RN, (WPP – Pediatric Surgery) graduated from East Carolina University with a BSN.

Kim Miller (Mobile Critical Care) earned a bachelor’s degree in emergency and disaster management from Western Carolina University.

Rene Mason (Telemetry Surveillance Center) earned a bachelor’s degree in health science and professional development.

Charnell Trembeczki, RN, (Children’s ED) was inducted as a member of the Sigma Theta Tau national honor society for nursing.

Joni Mackenzie, RN; Andrew Kream, RN (both of the Emergency Department); Mark Dunn, RN, and Elaina Cain, RN, (both of Mobile Critical Care) earned certification in emergency nursing (CEN).

Amanda Monty, RN; Anna Faber, RN; and Barbara Poltorak, RN, (all of 2 West CVIC – Cary Hospital) obtained cardiac vascular nursing (CVN) certification.

Jennie McInnis, RN, and Amy Griffith, RN, (both of Case Management – Cary Hospital) passed the American Case Management Association certification exam.

Jennifer Brandt, RN, (1D Clinical Evaluation Area) and Nicole Creech, RN, (6C Surgery & Trauma) earned medical-surgical certification.

June Adamio, RN, (Operative Services – Cary Hospital) received metabolic and bariatric surgical clinical review (MBSCR) certification.

Angie Hechanova, BSN, RN, (3A CVIC) became a certified progressive care nurse (PCCN).

Marilyn Falk, RN, (Nursing Education) and Kevin Coats, RN, (STICU) earned critical care nursing (CCRN) certification.

Betsy Seymour, BSN, RN, (Patient Safety/Risk Management) was promoted to the position of senior RN risk management analyst.

Ernest Williams, RN, and Sissy Winstead, RN, successfully completed the Operative Services PeriOp 101 Program.

ADDITIONS & ATTACHMENTS

Jessica Latham, RN, (3A CVIC) welcomed daughter Leia Grace on June 8.

Gabriel Beecher, BSN, RN, and Melissa Beecher, RN, (both of 3A CVIC) welcomed daughter Alexa Rose on September 18.

IN MEMORIAM

Harry Kulp (Pathology Labs – Cary Hospital) passed away on September 2. Kulp joined WakeMed in 2013 as a medical technologist and will be missed by his friends and colleagues at WakeMed.

Carol V. White, RN, (Diabetes Program) passed away on October 5. Carol joined WakeMed in 2002 and had worked as a patient educator in the Diabetes Program for the last four years. She will be missed by many friends and colleagues.

COMINGS & GOINGS

Jack Radford, executive director, (WakeMed Foundation) retired this month after 18 years at WakeMed. The Foundation thanks him for his contributions and sends best wishes for a happy retirement!

Deb Fisher, RN, (Operative Services – Cary Hospital) recently retired after 24 years with WakeMed. Her colleagues in Day Surgery wish her all the best and a happy retirement.

Cardiovascular Testing welcomes Arti Patel, Shona Martin, Lisa Franks, RN, and Kathy Miller, RN.

Case Management welcomes Katie Morton.

WPP – Pediatric Surgery welcomes Angela Casey and Silvia Vasquez.

Pharmacy welcomes Danielle Hartley, PharmD.

2 West MSIC – Cary Hospital welcomes Anna Blen-Jones, RN; Kristina Palmer, RN; who transitioned from the Clinical Evaluation Area; and Danielle Logan, RN, who transitioned from the Heart Failure Program.

Neuro ICU welcomes Jamie Sills, RN; Shawnette Smith, RN; and Margaret Hinnant, RN. The department also wishes Derrick Brown, RN, good luck with his new position at the VA.

Thank you to everyone who contributed to 2014 WakeMed Gives Employee Campaign! This year we raised over $210,000 through monetary gifts and PDO donations (over 2,500 hours were contributed). These funds will go to support nearly 100 charitable organizations throughout our community.

Over $75,000 was raised for the WakeMed Foundation’s Labor of Love campaign to renovate the Labor & Delivery unit on Raleigh Campus. Another $16,000 will support WakeMed Foundation scholarship programs. Employees also contributed over $25,000 to the WakeMed Emergency Fund, which will provide financial assistance to WakeMed employees that are facing a personal tragedy or hardship. The fund will be available in 2015, and criteria and application procedures will be announced soon.

“Through WakeMed Gives, our contributions – no matter how large or small – add up to a huge difference for those in need. Thank you again for making such a positive impact on so many important charities and community organizations,” commented Georgia Harrington, vice president, Operations, and executive sponsor, 2014 WakeMed Gives Campaign.

WakeMed Foundation Holiday Drive for WakeMed Children’s

The WakeMed Foundation is happy to accept new toys, books or stuffed animals for a child who is in the hospital. Items donated to WakeMed Children’s are provided to patients who are in the hospital over the holidays as well as throughout the year.

In an effort to prevent the spread of infection, this year we are encouraging all groups and individuals to stop by the Raleigh Campus on one of the following days to make donations:

Thursday, Nov. 6
5 to 7:30 pm
Main Visitor Lobby

Wednesday, Dec. 3
10 to 11 am and
6 to 8:30 pm
Main Visitor Lobby

Court Yard

For a complete list of preferred donation items, please visit www.wakemedfoundation.org/wish-list.

THANK YOU!

WOW, WHAT AN EMPLOYEE!

Love Light & Trim the Tree with Twinkle

Two great events combined for a fantastic evening! Join us for the annual Love Light tree-lighting ceremony in the main courtyard. Following the lighting of the tree, Twinkle, WakeMed Children’s mascot, invites families to Café 3000 for singing, holiday goodies and ornament-making at our annual Trim the Tree with Twinkle event. Help bring holiday cheer to pediatric patients by decorating a tree that will be given to the WakeMed Children’s Hospital. No registration required. FREE.

TWO GREAT EVENTS. ONE SPECIAL NIGHT

WakeMed Children’s

Wednesday, December 3
6 to 8:30 pm
WakeMed Raleigh Campus
3000 New Bern Avenue
6 pm – Outdoor Love Light Tree Ceremony
6:30 pm – Trim the Tree with Twinkle, Café 3000

Inpatient PACU welcomes Phoebe Mendoza, BSN, RN; Laura Peak, BSN, RN; and Sonja Aal-Abubia, BSN, RN.

6B Orthopaedics & Oncology welcomes Kathy Small, NAI, and Elizabeth Hammond, RN, BSN, RN, (2 West CVIC – Cary Hospital) welcomed daughters Leia Grace and Alexa Rose on September 18.

Operative Services – Cary Hospital welcomes Joel Little, Cynthia Hunter, Golem Wilkinson, RN; Michele Ebersole, RN; Steph Hurley, RN; and Tamika Hines-Legreij.

STICU welcomes Steven Barksdale, RN; Hannah Fortner, RN; Grae Harris, RN; Mackenzie Johnson, RN; David Kagouchia, RN; John Russell, RN; and Jennifer Snell, RN.

Birth & Parent Education welcomes Thomasina Williams, Pattie Atwell and Rachel Dow, NAI.

Patient Safety/Risk Management welcomes Amy Feasel, MSN, RN, and Maria Fry, BSN, RN, who transitioned from the Clinical Administrators.

WakeMed OneCall welcomes Beverly Craven and April Pedro.

Pathology Labs – Cary Hospital welcomes Barb Glesby and Lucy Phung.

6C Surgery & Trauma welcomes Jeny Proctor, NAI.
Effective January 1, 2015.

Don’t Forget – Open Enrollment Ends October 31!

Several important changes have been made to our benefits plans this year. All employees should review the 2015 Benefits Handbook and log on to Lawson Employee Self Service to complete the Open Enrollment process. Any changes you make to your benefits during Open Enrollment will be effective January 1, 2015.

Kim Keane, PharmD. (Pharmacy) made a good catch that helped a patient have a safer discharge. On 3A CVIC and 6A CVIC, pharmacists regularly review discharge medication lists with patients before they leave the hospital and offer the patient assistance with any questions they may have about their discharge orders, which included two new antihypertensive medications. Kim checked the patient’s vital signs in Soarian. She noticed that the patient’s last blood pressure was 84/48, so she paged the cardiology provider to make them aware and the medications were adjusted accordingly prior to discharging the patient. Thanks, Kim, for your initiative and attention to medication safety prevented a potential error from reaching the patient!

Dr. Lawson grew up in Hampton, Va., and attended Duke University where he double majored in zoology and religion. Though he enjoyed studying religion (reading theology remains a hobby), he decided to pursue medicine after a summer job as a nurse aide at Riverside Regional Medical Center in Newport News, Va., “the hospital where he was born and where his father worked as a surgeon.” He attended the Medical College of Virginia and returned to Riverside Regional for his internship and residency. After a few years as a family physician in Virginia, he and his wife Mary K. moved to the Triangle, where he began working at Apex Family Medicine.

As a community health center physician with a busy inpatient and office practice, Dr. Lawson became active in Medical Staff leadership at the then Western Wake Medical Center. “I loved taking care of a fragile population especially when they were at their sickest and most vulnerable. I was honored when asked to serve in leadership roles.” In 1998, he also became medical director of the WakeMed Fuquay-Varina Skilled Nursing Facility. Though the facility closed last October, the 15 years he spent as medical director hold great meaning for him. “That was a truly special place, and I’m grateful to have been a part of it.”

The role of chief medical officer varies from one organization to another. At WakeMed, Dr. Lawson focuses on supporting the medical staff organizations and leaders as well as being a liaison between the health system and physicians – both employed and community-based. For employees, he is the point of contact for concerns or improvement opportunities related to physicians. Given his background in community health care, it is not surprising that he emphasizes the need to better integrate the care of our patients. “We too often slice patient care into ever thinner sections. Not only is that disenfranchising for the person we call ‘patient’, it is not the way to provide best care.” He points out that integrating the patient’s care should be every caregiver’s goal and is key to success in population health management, like WakeMed Key Community Care (our ACO in partnership with Key ICP).

As a leader, Dr. Lawson works hard to be a good teammate and wants to be a resource for all employees – regardless of their concerns or questions are physician-related concerns or not. He isn’t afraid to ask questions and thinks that meetings are most productive when everyone is open to learning and possibly even changing their opinions. Most of all, he believes that putting patients first must be a priority. “We are a community and it’s our responsibility to take care of each other. While we can’t ignore the business side of that responsibility, we have to provide evidence-based and compassionate caring and make responsible choices, both as individual caregivers and as our communities’ largest health care system.”

Though he is not currently seeing patients, Dr. Lawson is involved in community organizations and serves on several boards, including Transitions Life Care (formerly Hospice of Wake County), a group he feels brings great value to our community. He and Mary K. live in Cary and have two children: Jack, who is a freshman at the University of South Carolina, and Amory, a junior in high school. Dr. Lawson enjoys reading theology and playing tennis, but his favorite hobby is photography. He purchased a ‘broken’ camera on eBay and has learned over time how to capitalize on its oddities and take unusual, beautiful photos. “There’s definitely something wrong with it, but I’ve learned to make that an advantage. It reminds me that there can be great joy in discovery and there’s always the possibility of learning new things about the world.”

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

Good catches can occur anywhere and at any time – but they only happen if employees are alert and equipped to take corrective action. WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. This month’s Good Catch comes from Pharmacy:

Make a Good Catch!

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

Rounding Up Great Results with SIBR

It’s been a year since WakeMed introduced Structured Interdisciplinary Bedside Rounding (SIBR), a team-based, patient-centered care model, and the results have been outstanding. SIBRs are brief, structured rounds that involve the physician, nurses, case management and pharmacists as well as the patient and their support people. SIBRs take place at the same time every day and offer the unique opportunity for improved communication between patients and those providing care. The highly focused rounding process includes an overview of each patient’s condition, clinical and discharge updates, and discussion of the care plan moving forward. At the end of rounds, orders are entered in real time in Cerner.

In FY 2014, WakeMed’s six SIBR units saw a reduction in average length of stay; 30-day readmission rates and mortality. Other positive impacts include:

• Fewer errors
• Reduced catheter and central line infection rates
• Improved patient flow
• Expedited discharge planning
• Increased collaboration and satisfaction among all members of the care team
• The importance of these rounds is care coordination, real-time review of patient status, goal clarification, quality outcomes, comprehensive plan of care and consistent process improvement,” said Amit Purohit, MD, a hospitalist who was instrumental in getting the program off the ground.

The program has also had a tremendous impact on patient satisfaction. Because patients know when rounds will take place, they are actively involved and empowered to participate in their care plan. A recent survey, conducted for our Magnet documentation, found that patients had overwhelmingly positive things to say about this method of rounding:

• “It really appears everyone is on the same team.”
• “My concerns were eased by having real time pharmacy input during rounds about my mother’s medications.”
• “I feel more educated about taking aspirin from discussing this with the whole team during rounds.”

SIBR was introduced in tandem with the geographic-based hospitalist program, which assigned hospitalists to particular units, rather than to patients throughout the hospital. Both programs have helped strengthen relationships and encourage collaboration between physicians and nurses, as well as other members of the care team. “Because there is one hospitalist assigned, nurses automatically know to call if a patient is in distress, and hospitalists are able to respond more quickly because they aren’t seeing patients in any other units,” said Brigit Piercy, RN, manager (5G Medicine). Given this successful first year, the team is now exploring opportunities to expand the program to other units in the system.
Meaningful Understanding

standards.

with our patients electronically to deliver

coming months, including ways to engage

You’ll hear more about Meaningful Use in the

Having patients use WakeMed MyChart to

Document, document, document – that is

short in just one area, we will lose out on all of

receive any financial incentives – so if we fall

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expectations get higher. Participants must

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stage 2, year 1, on October 1, 2014. The

Raleigh Campus and Cary Hospital entered

each stage takes several years to complete.

There are three stages of Meaningful Use and

How is Success Measured?

Meaningful Use is part of a

Medicare/Medicaid financial incentive

program that encourages health care

organizations and providers to implement

electronic medical records to:

• Improve quality, safety and efficiency of

health care

• Engage patients and family members

• Improve care coordination

• Maintain privacy and security of patient

health information

In addition to the incentive compensation for

achieving the required measures, the program

allows health care organizations to avoid

financial penalties for not having met specific

criteria. The goal is to streamline medical

information and make it easier for patients to

access their records. To participate, hospitals and

providers must use an approved

electronic health record system (both Epic and

Soarian are approved).

Meaningful Use is different from other

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meet all the assigned criteria for the year to

receive any financial incentives – so if we fall

short in just one area, we will lose out on all of

the incentives for that year.

What Can I Do?

• Document, document, document – that is

the most important thing individuals can do to

help us meet Meaningful Use standards.

Data entered in Epic will eventually be used to

track clinical quality measures, which has an

impact on our compensation rates.

Complete, accurate documentation is key.

• Having patients use WakeMed MyChart to

interact with physicians and staff is a

standard for Meaningful Use. As we move

toward inpatient go-live, all WakeMed employees

are encouraged to establish a

WakeMed MyChart account. This will allow you

to more effectively talk to our patients

about MyChart and manage your own health

care.

You’ll hear more about Meaningful Use in the

coming months, including ways to engage

with our patients electronically to deliver

more efficient and patient-centered care.

Thank you for helping us achieve these

standards.

Pharmacy Program Expands Access, Reaps Savings

The WakeMed Pharmacy Patient Assistance Program helps qualified patients obtain critical medications from

pharmaceutical manufacturers, free of charge. In FY2014, the program saved WakeMed over $209,000, and it

achieved over $50,000 in cost savings in September alone!

Doris Hockaday, pharmacy technician, (Pharmacy) manages the day-to-day operations and works closely with

patients, case managers, nurses and physicians to help patients enroll in the program and ensure that they

receive their medications. Eligibility is based on household size and income and the program is open to patients who

are discharged from the hospital and emergency departments as well as WakeMed Physician Practices patients.

Once qualified, a patient is eligible for a year’s worth of prescription refills, which can be picked up at the Outpatient

Pharmacy. To ensure patients do not experience a lapse in treatment prior to the free drug coming in from the

manufacturer, The Pharmacy will provide a supply free of charge if needed.

“This program is critical for many of our

patients. It helps prevent hospital readmissions

and it also lets us continue caring for our

community by enabling patients to obtain these

medications free of charge,” said Alex Jenkins,

manager, (Pharmacy). “Without this program,

WakeMed would be providing many of these

medications through charity care in order to

prevent hospital admissions and readmissions.”

For more information about the Pharmacy

Patient Assistance Program, contact Hockaday

at ext. 06431.

Epic Training Coming Soon!

SuperUser training going on now; training for

all staff will begin in November. For more

information, read the latest Epic Newsletter!

CARY HOSPITAL WELCOMES NEW
DIETITIAN INTERNSHIP PROGRAM

Food and Nutrition Services – Cary Hospital is home to a new, innovative internship program for

Meredith dietetic students. The students – who have completed undergraduate or graduate programs

prior to the internship – will do 16-week rotations led by Meredith College preceptor Tara Wind, RD; (Food & Nutrition Services – Cary Hospital).

“The Site Preceptor Pathway program is a hybrid that allows interns

flexibility during their internship, but guarantees the hard-to-find clinical and food service management rotation” said Wind, who previously worked as a dietitian at Raleigh Campus. Having an on-site preceptor creates a seamless learning environment for students while Cary Hospital benefits from their contributions and fresh perspective.

Throughout the year, groups of four to five students will do 16-week rotations that include 4 weeks of food service management and 12 weeks of clinical work. The interns will also work on community outreach opportunities. “The students will gain experience working with a variety of staff and patients in many different settings. We welcome their contribution to the department and appreciate their devoted work ethic,” said Leo Jolly, director (Food & Nutrition Services – Cary Hospital).

Above: the first group of Meredith College dietetic interns are (left to right) Doretta Gaudreau, Sanaa Bhatti, Kate Rudisill, Jennifer Oskurt.

WakeMed Disability & Leave Programs: What you should know

As previously announced, effective January 1, 2015, our life, disability, and leave management programs will be insured by Lincoln Financial. Their partner, Reed Group, will approve family medical leave (FML) and personal medical leave (PML). Non-medical leaves of absence will continue to be approved by managers, based on WakeMed policy. The WakeMed Absence Management: Family Medical, Personal Medical, and Disability Leave policy is being updated to reflect changes in our plans and procedures.

Here are some important points to note as we transition to our new administrator:

• Employees on FML with Matrix as of the last day of December 2014 will convert to Lincoln/The Reed Group on January 1, 2015, and may be asked to re-certify FML.

• Employees must report intermittent FML to The Reed Group effective January 1, 2015.

• Disability claims that occur on or before December 31, 2014 will remain with our current administrator, Reliance Standard.

• Occupational Health will ensure that employees on medical leave of any kind are fit for duty before they may return to work.

• FML is the only leave option that protects job and benefit status. Managers may post and fill positions of employees who do not have approved FML regardless of medical status.

• Personal non-medical leaves of absence are granted at the discretion of the department and may be denied.

With questions about FML, contact Occupational Health at ext. 08083. With questions about disability or personal leaves, contact the Benefits department at ext. 08143.
The components of the Magnet Model provide a framework that defines nursing excellence. We’ve highlighted a couple of our sources of evidence for each of the five components of Magnet.

**EVIDENCE OF EXCELLENCE**

**Transformational Leadership**

**Empowering Successful Nurses**

Guide to Professional Success (GPS) is WakeMed’s mentoring program for clinical nurses who are new to the organization or who have transferred to a new practice area. Since it began in 2010, over 480 nurses have completed the program. During the mentorship period, mentees and mentors regularly discuss individualized goals and nursing practice. Providing continual encouragement, the mentor fosters confidence and promotes success, ensuring that WakeMed nurses are the best minds and biggest hearts in the business.

Far left: Members of WakeMed’s nursing practice council posed for a photo.

**EVIDENCE OF EXCELLENCE**

**Structural Empowerment**

**Streamlining Discharges; Reducing Readmissions**

The Pharmacy Discharge Service was introduced in 2013 to expedite the discharge process, improve patient satisfaction and reduce readmission rates by ensuring patients leave the hospital with filled prescriptions in hand. The service was developed by a multidisciplinary task force that brought discharge coordinators, pharmacists and nurses together to improve patient care. When a patient is ready for discharge, the charge nurse notifies the discharge coordinator who explains the service, delivers the prescriptions to the patient’s bedside and collects payment. Patients can also refill prescriptions at WakeMed’s Outpatient Pharmacy or a pharmacy near their home. A clinical pharmacist provides prescription counseling at the bedside or over the phone.

**EVIDENCE OF EXCELLENCE**

**Structural Empowerment**

**Skyrocketing Certification Rates**

Over the last few years, the Heart Center Pre- and Post-Procedure Care unit made helping staff become specialty certified a priority. The team rallied around this goal with the following initiatives:

- Purchasing study materials for the Cardiac-Vascular exam and review course
- Forming study groups
- Tammy Fryett, RN, CV-BC, compiled a notebook with information about the application process, testing tips and tuition reimbursement
- All certified nurses are listed on a plaque that is prominently displayed in the unit.
- Because of their conviction that certification improves patient care, all unit council members are certified nurses.
- 27 nurses attended Cardiac-Vascular certification review courses at WakeMed – and 25 of them passed the exam.

The work has paid off – in 2009, the unit had no certified nurses. Today, 42 of them are – that’s 87 percent!

Above: The Heart Center Pre- and Post-Procedure Care unit held a celebration to honor nurses who became certified this year.

**Learning Along the Way...Recently heard from our**

The Magnet journey calls us to become purposefully aware of who we are, what we do, and consider what could be. It gives us an opportunity to take pride in who we are, what we do, and births enthusiasm for what could be better. – Nancy Plante, RN (Surgical Services)

Our Magnet journey is synergy in action...producing a combined effect greater than the sum of our individual efforts. We can ensure exceptional care and create a healthy work environment with everyone involved...together we can create much more than any one person or small group can do alone. All Aboard! – Sandra S. Wheaton, MSN, RN (Staffing Resources)

I’ve always known the WakeMed Nursing team is outstanding, but being involved in the Magnet process really brought it home. As a “non-nurse” I was able to witness an amazing amount of team work and hear about numerous acts of compassion, caring and success our nurses display every day. – Lori Piatt, manager (Compensation)
n Tuesday, September 30, we submitted our Magnet document to the American Nurses Credentialing Center (ANCC) and subsequently to the four Magnet appraisers who have been assigned to WakeMed. Our appraisers, all practicing nurse executives, come to us from Ohio, Virginia, Arizona and Florida. They will spend the next few months reviewing our document, and if all goes according to plan, we will look forward to a site visit by spring or summer 2015.

Our Magnet document includes 350 pages of examples of excellence. In this issue of Focus on Nursing we share some of the initiatives that we highlighted in our document. You will get a glimpse of the innovations in care, the professionalism of our staff, and the overall excellence of which we are so proud. I applaud everyone—nurses, physicians, Magnet Champions, support staff and leaders—who worked tirelessly to compile these examples of evidence and the many more that we don’t have space to share here.

Like you, I am always proud to be a WakeMed nurse.

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

SPEAKING OF NURSING:
A NOTE FROM OUR CNO

Chief Nursing Officer

EVIDENCE OF EXCELLENCE
Structural Empowerment

Anesthesia-free Infant MRIs
In 2013, 50 percent of infants younger than 3 months who received anesthesia before an MRI experienced respiratory complications or needed admission. Today, thanks to the MRI Feed-and-Sleep Program, none of them do. The program was championed by Cassandra Moore, BSN, RN and Dawn Nelligan, BSN, RN, (both of Vascular Access Nursing) who researched the idea of feeding and swaddling infants before MRIs to alleviate the need for anesthesia. They brought together nursing, Imaging Services, Information Services and the Call Center to launch the program in 2012. Parents bring their infant in hungry and feed them in a quiet, dimly lit room with a crib, rocking chair and soothing music. The infant then falls asleep and is wrapped in his or her own blanket and an MRI-safe swaddle. As a result, the babies often sleep through MRIs with parents present and no anesthesia.

Above: Cassandra Moore, BSN, RN, and Dawn Nelligan, BSN, RN, (both of Vascular Access Nursing) prepare an infant for an anesthesi-free MRI.

EVIDENCE OF EXCELLENCE
Exemplary Professional Practice
Hunting Down Device-related HAPUs
In 2013, WakeMed’s Wound Ostomy Continence Nurse team led the Raleigh Campus initiative to reduce device-related, hospital-acquired pressure ulcers (HAPUs). The team used evidence-based criteria to evaluate each HAPU at Raleigh Campus. Thanks to their three-pronged approach, which included implementing skin care huddles, education and management reports and forms, clinical nurses successfully met the goal of one or zero device-related HAPUs after the four-month intervention period. STICU nurses Kim Denning, RN, and Carrie Fraser, RN, collaborated closely with respiratory therapists to build upon this success in 2014. They evaluated C-collar and ET tube holders to ensure the use of best practices, develop new policies and further lower device-related HAPUs on their unit.

Above: Kimberly Denning, RN, Carrie Fraser, RN; (both of STICU) and Carol Wharton, (Respiratory Care Services) were instrumental in reducing device-related HAPUs on STICU.

EVIDENCE OF EXCELLENCE
New Knowledge, Innovations and Improvements
Expanding Innovative Procedures
Patients with anatomically difficult peripheral intravenous (IV) access often endure multiple unsuccessful attempts before complicated and expensive alternatives are attempted. Another alternative is ultrasound-guided peripheral IV placement (UGPIV), an innovative technique that can be used by clinical nurses with specialized training. Ken Fraleigh, BSN, RN, (Staffing Resources) and Amanda Talmdge, BSN, RN, (Emergency Department) brought this technique to WakeMed in 2012. Following a pilot, they realized that creating a team of UGPIV-trained nurses could increase patient outcomes and satisfaction while reducing costs. They recruited UGPIV “champions” and offered training in this specialized skill. Today, we have certified 96 nurses who have performed over 2,200 successful UGPIV insertions. Patients experience less discomfort, fewer delays in treatment and greater satisfaction.

EVIDENCE OF EXCELLENCE
New Knowledge, Innovations and Improvements
Saving Lives: There’s an App for That
Always on the lookout for opportunities to improve patient care, Ed Keating, BSN, RN, manager (Children’s Emergency Department) partnered with a software developer to create the iPhone Acute Stroke Timer app. The app helps nurses and physicians ensure that tissue plasminogen activator (tPA) is administered within the 60 minutes considered a standard of care for stroke. The Raleigh Campus ED served as the testing site for the app, which gave nurses, physicians and support staff the chance to help refine the tool. Since the Acute Stroke Timer app’s implementation, ED staff have successfully treated candidates for tPA within the American Heart Association/American Stroke Association guidelines. The app is available in the Apple App Store.

EVIDENCE OF EXCELLENCE
New Knowledge, Innovations and Improvements
Expanding Innovative Procedures
There's an App

There’s an App to improve patient care, the professionalism of our staff, and the overall excellence of which we are so proud.

Being involved in the Magnet process was very rewarding… it was awesome to hear and read about all of the great things happening at WakeMed! We sometimes see the results but never know how much detail and planning went into them! I was proud to contribute in a small way, and to see the ‘stories’ and hard work all come together in a book format is pretty awesome! – Tammi Jones (Nursing Administration)

This was a fascinating and eye-opening experience for me. I was able to learn about so many wonderful things that WakeMed does for its patients, employees and community. I’ve always been a proud WakeMed nurse but my amazement and appreciation for this organization has grown exponentially! – Sabrina Wells, RN, manager (1D Clinical Evaluation Area)

I have always known WakeMed was a great hospital and provided excellent care. After working with the Magnet Steering Committee, I am even more proud to be part of WakeMed. You may think we are good, but when you see the evidence all together, we are truly awesome. – Pam Cross, RN, manager (ICU–Surgery & Trauma)

Being a part of the Magnet Steering Committee was an incredible honor. I learned so much about the amazing work that other nursing units at WakeMed are doing to improve patient outcomes. In the course of helping to prepare the Magnet application, I met many new faces that continue to inspire and challenge me to reach higher goals. – Susan Gutierrez, BSN, manager (NICU)

Magnet Steering Committee.
Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system’s activities. The Public Relations department thanks all of the employees who contributed to this publication. We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail microscope@wakemed.org, or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

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Kate Wilkes, Editor
WakeMed Employees, Photos

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CALENDAR OF EVENTS

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

Nursing Education

CPR Blitz – Thursday, Nov. 6. “Check-off only” is any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30 to 4:30 pm; and 7:30 to 10:30 pm. See Learning Link (NEAHA20 & NEAHA24).

Nurse Preceptor Workshop – Wednesday, Nov. 12, 8:30 am to 4 pm, Andrews Center (Learning Link: NE014-12047)

Case Studies in ABG Interpretation – Monday, Nov. 24, 1 to 2:30 pm (Learning Link: NE014-12080)

Wake AHEC

Brain Development and the Effects of Maltreatment in Early Childhood: Thursday, Oct. 23, 9 am to 4:30 pm, Cary Hospital

Ninth Annual Time is Brain: Advances in Stroke Care: Saturday, Oct. 25, 8 am to 2:30 pm, Andrews Center

Advanced PT Interventions for Breast Cancer Patients: Monday, Oct. 27, 9 am to 3:15 pm, Andrews Center

Digital Radiology Update: Tuesday, Oct. 28, 4:30 to 7:45 pm, Andrews Center

Sleeping with Babies and Young Children: Saturday, Nov. 1, 8:30 am to 3:30 pm, Andrews Center

Front Desk Boot Camp: Thursday, Nov. 6, 5:45 to 9 pm, Andrews Center

Holly Hill Hospital Education Series: Conflict Resolution and Professional Behavior in the Workplace: Friday, Nov. 7, 9 am to 4 pm, Holly Hill Hospital

Cardiovascular Care Symposium: Applying Practical Tips for Patient Care: Saturday, Nov. 8, 7:15 am to 2:45 pm, Andrews Center

Oral Health Literacy for Older Adults: Tuesday, Nov. 11, 5:45 to 8 pm, Andrews Center

Providing Optimal Care: Questions and Answers in Hypertension and Kidney Disease: Wednesday, Nov. 19, 5 to 9 pm, Andrews Center

14th Annual Mast Symposium: Dementia Care Beyond the Patient: Thursday, Nov. 20, 8:25 am to 4:30 pm, McKimmon Center – NC State University

Southern Atlantic Healthcare Alliance (SAHA)

Visit www.sahalliance.org for registration, objectives and session details.

- 2015 Medicare Updates: Nov. 5
- Enhancing Team Communication with True Colors: Nov. 13, guest speaker Elaine Owens, director Wake AHEC

- Joint Commission Updates: Dec. 2 & 3, guest speaker Marlene Strader, independent consultant and former Joint Commission Surveyor

WakeMed Foundation

Appreciation Gala

Saturday, November 15, 2014
Raleigh Convention Center

This year marks WakeMed Foundation’s 20th anniversary and The Beatles 50th anniversary. Come celebrate with us!

(919) 350-7676 | wakemedfoundation.org

DON’T MISS THIS SPECIAL EVENT! DETAILS INSIDE....

Love Light & Trim the Tree with Twinkle