Protect the safety of our patients by receiving your flu shot during the WakeMed 2012 Employee Influenza Vaccine Campaign, running now through November 15. WakeMed’s goal is 100 percent compliance. If you have received the vaccine elsewhere or choose to decline, you must complete the Learning Link module FLU2012. All staff and volunteers can receive a flu shot in the Occupational Health office on the Raleigh Campus or at Cary Hospital during regular business hours.

Raleigh Campus M - F: 7 am to 4 pm
Cary Hospital M - F: 7 am to noon & 12:30 to 4 pm

In January 2013, Occupational Health is required to report influenza vaccine compliance to CMS for the first time. We encourage all staff to be vaccinated this year! More information is available on the WakeMedWeb.

MCCS Establishes Base Station at WakeMed North Healthplex

To better serve the north Raleigh area, Mobile Critical Care Services (MCCS) has established a new base station at WakeMed North Healthplex. The base station will serve as the check-in location for both the North Healthplex and Brier Creek Healthplex crews. Betsy Casanave, RN, director & chief of MCCS commented, “We are really excited about our new base of operations and feel this will provide much better coverage for the community and the patients we serve.” In the past, the crews who covered both North and Brier Creek Healthplexes reported to Garner to obtain their trucks and supplies before heading out to begin their shifts. This change in coverage is part of MCCS’s ongoing effort to reduce travel time, improve response time and lessen fuel costs.

Critically ill patients and the physicians, nurses and support staff who care for them in WakeMed’s adult critical care units are now benefitting from an innovative new offering – the WakeMed eICU Service. WakeMed is the first health system to introduce this type of lifesaving technology to the Triangle. The eICU Service involves the use of off-site monitoring technology and staff to enhance the care of patients in the 88 beds that comprise our adult critical care units at Raleigh Campus and Cary Hospital. The off-site staff, consisting of critical care nurses, intensivists and physicians, is located in the eICU Service Center within the Operations Center on Atlantic Avenue in Raleigh. Through the use of computers and carefully placed cameras in patient rooms, the off-site staff can monitor critically ill patients’ vital signs, medications and test results (such as blood and imaging) right along with nurses and physicians at the bedside.

The use of this new technology demonstrates WakeMed’s continued commitment to enhancing the quality of care for our patients.
At WakeMed, efforts are made across the system to deliver exceptional patient care each and every day. The Exceptional People, Exceptional Care campaign is intended to highlight all of the things – both large and small – that WakeMed is doing to enhance the level of care we provide. Here, we’ll highlight the people, processes and tools that are allowing us to take our patient care to the next level.

Patients & Families Say Thank You!

“Patient and Family Comments,” a new section under “For the Employee” on the WakeMedWeb, houses some of the special thank-yous we receive about employees, physicians and volunteers. This is a great place to check out some of the excellent things patients and their family members say about us. After comments are shared with staff members involved, WakeMed leaders are welcome to send compliments they receive to Becky Scolo (Public Relations) at bscolo@wakemednc.org for publication on the intranet.

Dr. Holly Burge Honored with Dascomb Award

Holly Burge, MD, (Wake Radiology) was honored with the prestigious Harry E. Dascomb Award this September. This award is presented annually to a physician who demonstrates excellence in teaching in a clinical care setting. The award was named in honor of the late Harry Dascomb, MD, who joined the UNC-Chapel Hill faculty in 1968 as a clinical professor of medicine after a distinguished 41-year career in infectious disease. Dr. Burge is pictured (left) with John Perry, MD, MS, executive director of Wake AHEC and director of WakeMed Faculty Physicians - Internal Medicine.

Congs. Grads!

Management Pathways is designed to prepare staff-level employees who wish to pursue management careers. The program has an annual application process and runs for 12 months. Congratulations to the following graduates of this year’s Management Pathways program:

- Scott Carrera, Inpatient Pharmacy
- Sandie Coleman, Wake AHEC
- Steven Comas, Clinical Engineering
- Susie Davis, Corporate & Community Health
- Jennifer Fraccaroli, RN, Inpatient PACU
- Jennifer Griswold, Pathology Laboratory – Cary Hospital
- Chantie Heyden, Observation Unit 1
- Megan Andrews Holler, Case Management – Rehab
- Janice Horner, Quality & Patient Safety
- Stacie Ilkhanizadeh, RN, Case Management
- Cindy Jackson, RN, Observation Unit 1
- Tammi Jones, Nursing Administration
- LuChandra McKnight, Food & Nutrition Services – Cary Hospital
- Kelly Washington, Food & Nutrition Services
- Julie Paul, Children’s Endocrinology & Diabetes
- Matthew Phillips, Pathology Laboratory
- Adrienne Pickard, Pathology Laboratory
- The following participants were promoted during their program year:
  - Aaron Byrd, Mobile Critical Care Services
  - Andrew Garganese, RN, Special Care Nursery – Cary Hospital
- Sandra Graham, Cardiac Cath Lab
- Kristie Leonard, Pathology Laboratory
- Bei Ye, RN, Observation Unit – Cary Hospital

Recent Management Pathways graduates (left to right): Matthew Phillips, Stacie Ilkhanizadeh, RN; Megan Andrews Holler, Jennifer Fraccaroli, RN; Steven Comas, Scott Carrera.

ADDITIONS & ATTACHMENTS

Amber Brown, RN, (Observation Unit 1) welcomed son Christopher Landon on June 1.

Kelly Strickland, RN, (MICU) and Per Crenshaw (Invasive Cardiology) were married on June 12.

Crystal Quinn, RN, (Women’s Pavilion & Birthplace – Raleigh) and husband Zach welcomed Arden Paul on June 22.

Crystal Maloy, RN, (Observation Unit 1) and husband William welcomed son Ayden William on July 12.

Amanda Cox (Pharmacy) and husband Chris welcomed daughter Haley Katherine on August 11.

Kanle Ebo (Pharmacy) welcomed son Emmanuel Esoowo Gbodji on August 30.

April Wilder, RN, (6C Surgery & Trauma) married Kenny Holly on September 1.

News From WakeMed Physician Practices

Primary Care Practice

WakeMed is pleased to welcome Amber Whitehead, DO, ( pictured top) and Ismaa A. Gatis Kessler, DO, FACOFP, to our growing Wake Specialty Physicians network. They are accepting new patients, newborns and up, for comprehensive family medicine services, chronic disease management, vaccinations, women’s health and physical exams. Same-day appointments are welcome and most major managed care plans are accepted.

Wake Specialty Physicians – Fuquay-Varina

231 North Judd Parkway
Fuquay-Varina, NC 27528

Appointments: (919) 235-6410

WakeMed Physician Practices Welcomed Cary Primary Care Practice October 1

At Wellness Family Practice, Kati Dessauer, MD; Davida Griffin, PA-C; and Courtney P. Fletchel, FNP-BC, are committed to helping patients make the best choices for health and well-being. Established in 2002, Wellness Family Practice joined Wake Specialty Physicians as of October 1, and we are very pleased to welcome them to our growing network of primary care providers.

Wake Specialty Physicians – Wellness Family Practice

100 Ridgeway Drive, Suite 105
Cary, NC 27511

Appointments: (919) 850-7044

Welcome New Physicians

A warm welcome goes to the following new physicians who have joined WakeMed Physician Practices, shown left to right above:

- Bryon Boulton, MD, Wake Specialty Physicians - Carolina Cardiovascular Surgical Associates
- Eric J. DeMaria, MD, FACS, FASMB, Wake Specialty Physicians - General & Bariatric Surgery
- Daryl Emery, MD, FACCF, WakeMed Faculty Physicians - Carolina Cardiology
- Siddhartha A. Rao, MD, WakeMed Faculty Physicians - Carolina Cardiology

Valerie Barlow, PharmD, (Pharmacy) was the keynote speaker at the Campbell University College of Pharmacy and Health Sciences’ White Coat Ceremony on August 24. She welcomed 110 first-year pharmacy students and 40 first-year physician assistants into the healthcare profession.

Johnathan Elliott, RN, and Jennifer Fraccaroli, RN, (both of Inpatient PACU) completed the CRN certification.

Derrek Dillahunty (Facility Services) was promoted to manager for Cary Hospital and the Fuquay-Varina Outpatient & Skilled Nursing Facility.

The following Adult Emergency Department nurses completed the follow-up orientation: Uche Okam, RN; Wendi Taylor, RN; Lauren Egan, RN; Courtney Kohout, RN; Candice Gulley-Taylor, RN; Ashley Day, RN and Mary Daniels, RN.

Brenda Brossan, RN, (2D Rehab Nursing) obtained her certification in Rehabilitation Nursing.

Karen Fried, RN, (Women’s Pavilion & Birthplace – Raleigh) received her certification for Inpatient Obstetrics.

Interpretation & Translation Services congratulates Aileen Sturm on her promotion to Interpretation Services specialist. Claudia Poncelet on her promotion to Translation Services specialist and Nubia Rosero on her promotion to interpreter III.

Imaging Services congratulates Robert Houston for passing his Vascular Interventional Registry.

Sara Griffith, RN, (HELVC) earned the national certification in progressive care nursing (PCCN).

Janine Jones, RN, (Quality & Patient Safety) and Michael Newman (Imaging Services – Administration) spoke at the Medical Imaging Management’s national meeting in Orlando, Fla., on the elements of a Good Catch Program and why this program is essential to patient safety.

Food & Nutrition Services – Cary Hospital announces the promotion of Walter Edwards to executive chef.

Sharon Lamm (Imaging Services – Angiography) passed the Vascular Interventional Registry.

Brenda Katliff (Pathology Laboratory – Cary Hospital) was promoted to medical lab technician team leader.

Ashley Fuller, RN, (3 West Medical-Surgical – Cary Hospital) was recognized as the August DAISY Award recipient.

Beth Griffith, RN, (Skilled Nursing) is now Case Management certified.

Leo Emata, RN, (6B Orthopaedics & Oncology) was recognized as the September DAISY Award recipient.

Tina Jordan (6B Orthopaedics & Oncology) was named employee of the month for her department.

Carol Cozart, RN, (8B Orthopaedics & Oncology) received an Excellence in Nursing scholarship from the University of Phoenix.

The American Diabetes Association selected the WakeMed Adult Diabetes Management Program as a Provider of the Year. Congratulations, team!

NEWS FROM WAKEMED PHYSICIAN PRACTICES
Raleigh Campus Surgical Services Executive Committee

Leadership
Co-Medical Director: Mike Ferguson, MD
Co-Medical Director: Reed VanMulle, MD

Anesthesia
Jessica Boe, RN; Sylvia McCauley, RN
Co-Medical Director: Wm. Charles Helton, MD, SVP & Administrator, Raleigh Campus

Nursing
Parrish Mills, RN, OR Manager
Corinne Simmons, RN
Sylvia McCauley, RN

Administration
Wm. Charles Helton, MD
Vicki Block, SVP & Administrator, Raleigh Campus

Patient Services
John Potter, Surgical Services

Business Manager

Surgeons
Jeff Abrams, MD, General Surgery/Trauma
Brian Bass, MD, Ob/Gynology
Russell Norris, MD, Orthopedic
Russ Margraf, MD, Neurosurgery
Merrill Hunter, MD, Cardiovascular
Carmin Kacolin, MD, Urology
Seth Brody, MD, Ob/Gynology
Duncan Phillips, MD, Pediatrics

Cary Hospital Operating Room Executive Committee

Leadership
Co-Medical Director - Guurvinder Deol, MD
Co-Medical Director - Russell Ford, MD

Anesthesia
Will Corkey, MD
Robert Alphin, MD (ex-officio)
Natasha Adams, CRNA

Nursing
Pam Biecher, RN
Jennifer Isaacs, RN
Tari Ieri, RN
Gail Sturtevant, RN

Administration
Wm. Charles Helton, MD
David Goulter, SVP & Administrator, Cary Hospital

Surgeons
Eric DeMaria, MD, General/Bariatric Surgery
ted Armour, MD, Orthopedic
Christopher Fleming, MD, Ophthalmology
Lisa Gurna, MD, Gynecology
Kevin Khoudary, MD, Urology
David Piliati, MD, General Surgery

COMINGS & GOINGS

Pharmacy welcomes Abby Grosser, PharmD, Allison Fonnville, PharmD, Kim Kellererman, RPh, Mary Walker, PharmD, and Molly Flynn, PharmD.

Wake Specialty Physicians – Brier Creek Medical Group welcomes Capree Brown.

Observation Unit 1 welcomes Tracy Trippiedi, Tisha Walker, Linda Gilbert, and Angella Carruth, RN.

Surgical Services – Endoscopy welcomes Christine Valentine, RN, and Lindsay Tomlin, RN.

Inpatient PACU welcomes Ethel Manahan, RN, and Michelle Ussery, RN, who transitioned from the Adult Emergency Department.

Raleigh Campus Clinical Administrators welcomes Melissa Gibson who transitioned from the CT/ECU.

6A welcomes Dean Anderson, Kristi Bidwell, Nicole Carter, Adam Hicks, RN, Shandolyn Brown, RN, Andrea Peris, RN, Kelsey Adams, RN, and Caroline Sawyer, RN.

Chest Pain Unit welcomes Markie Simmons and Ashley Miller.

Patient Safety welcomes Joan Vinson, RN. Vinson transitioned from the NICU.

Laundry & Linen Services welcomes Colen Athey as manager of the department.

Birth & Parent Education welcomes Sandy Arnold and Jackie Ross.

The Children’s Emergency Department welcomes Sidnie Garner, RN, Renee Zais, RN, Edythe Arisno, RN, and Laura Turner, RN.

ICU – Cary Hospital welcomes Jack Stech, RN, Dianna Palacios, RN, Sendi Bynum, RN, Suzanne Helless, RN, and Jessica Roe, RN.

6B Orthopedics & Oncology welcomes Erica Amedon, RN, and Alicia Cooley.

The Adult Emergency Department welcomes Angel Bumpass, RN, Chris Pendegrass, RN, Jeanette Geary, RN, Lisa Hubbard, RN, Melena Lewis, RN, Chenell Yow, RN, Chris Eaddy, and Lisa Ladd.

Home Health welcomes Sharon Harris, RN, and Connie Pope, RN.

Guest Services welcomes Joan Clemens, Mimi Cook, Susan Gorman, Sue Honeycutt, Glaucia Jumperfield and Joy Smith.

Invasive Cardiology welcomes Amanda Gramer, RN.

Women’s Pavilion and Birthplace – Raleigh welcomes Joy Turkal, RN, Lindsey Williams, RN, Kim Teague, RN, Nellie Cornejo, RN, and Amy Satterfield, RN.

Acute Rehab Services welcomes Arlie Dougherty, OT, Erin Brinson, OT, Nicole Phillips, PT, Joanna Arcari, RN, Anna LaFerriter, PT, Tracy Van Sten, PT, and Dawn Roy, PT.

Latahata Williams, RN, transitioned from 1 West – Cary Hospital to Wake Specialty Physicians – Urology at North Healthplex.

Food & Nutrition Services – Cary Hospital welcomes Arin Collins.

Emergency Department – North Healthplex welcomes Trina Perry, Heather Blackmond, Lindsay Carey, RN, and Kevin Watson.

WakeMed Faculty Physicians – ENT welcomes Teresa McKeithan.

Pathology Laboratory – Lab Information Management welcomes Ashley Stevens. Stevens transitioned from the Core Lab.

Neuro ICU wishes Michele McGuinness, RN, good luck with her transition to the eICU.

Neuro ICU welcomes Daniel Mott, RN, and Jessica White, RN.


Pharmacy – Cary Hospital welcomes Katie Ringley, Bhakti Patel and Jennifer Auman.

Emergency Department – Apex Healthplex welcomes Naomi Askew, RN; Elise Stanford, RN; Megan Lorincz, RN, and Kelly Nowrey. They also welcome back Mare Eichmann, RN.

Nursing Education welcomes Kevin Coleman, RN, and Heather Kindl, RN.

Food & Nutrition Services welcomes Cedwin Edwards and Ayobami Owolabi.

After 42 years of wonderful service to WakeMed and the Neonatal Intensive Care Unit, Beverly Bennett is leaving to pursue other endeavors. She will be greatly missed by all of her NICU family!

SEVIC welcomes Amanda Digs.

Pathology Laboratory – Cary Hospital welcomes Keith Dunn, Pam Hawley, Keisha Curtis, Michelle Hamilton and Jennifer Griswalt.

Clarification on New All-Time Favorites Menu for Patients

This menu is a great option for the majority of patients. Patients on very restricted diets such as dysphagia, mechanical soft, pureed, low fiber, strict renal, consistent carbohydrate, low-fat or liquid are not eligible to make selections from this menu. Please contact the Diet Office (ext. 08185) if you have any questions.

New CT Scanner at Cary Hospital

Cary Hospital’s new CT scanner went into service on October 16, bringing more options for patients. The 16-slice scanner features an open bore that is larger than standard scanners. It can accommodate patients weighing up to 650 pounds and can also be used in CT-guided invasive procedures.

For more information about the new scanner, contact Louanne Crockett, supervisor of CT and MRI Services at WakeMed Cary Hospital, at ext. 02568. To schedule a patient, please call OneCall Scheduling at ext. 07000.

Mobile Critical Care Services Welcomes Guests from Johns Hopkins

In late June, Scott Newton, RN, (acting assistant director of Nursing with Johns Hopkins Lifeline Critical Care Team), his operations manager and communications manager visited Mobile Critical Care Services (MCCS). Johns Hopkins Lifeline Critical Care Team is expanding their service line and wanted to learn about WakeMed’s transport program and best practices.

During their two-day stay, they visited the MCCS headquarters in Garnor, WakeMed OneCall and MedCom, the Raleigh Campus Adult Emergency Department, the WakeMed Heart Center and Cath Labs, and the Emergency Departments at Brier Creek Healthplex and North Healthplex. Additionally, the group had lunch with Dr. Bill Atkinson, president and CEO, and Cindy Boily, senior vice president and chief nursing officer.
Medical Rates Increase
WakeMed employees will see an increase in the 2013 medical premiums. Balancing rising health care costs and maintaining affordable health care choices remain a challenge for employers. WakeMed strives to offer a competitive benefits package. We continually work with our providers to deliver excellent coverage while managing costs and offering competitive copays and deductibles. By introducing the Wellness Matters initiative, we are encouraging employees to live healthier lives and help keep rising health care costs under control.

Plan Enhancements – We Listened!
Based on employee feedback and the Health Care Reform Act, several enhancements were made to the medical plans including coverage on hearing aids and nutrition visits; and a maximum on certain copays. WakeMed is also proud to offer expanded women’s preventive care to employees who participate in the BlueCross BlueShield of N.C. (BCBSNC) plan. BCBSNC will cover additional well visits in-network at 100 percent with no deductible, including contraceptive education, gestational diabetes screening, breast pumps and human papilloma virus (HPV) testing. For details, visit www.bcbsnc.com/preventive.

Wellness Matters Premium Credit
Employees who participated in the Wellness Matters biometric screenings and the BCBSNC Online Health Assessment in 2012 will see the premium credit reflected in their 2013 medical premium. Employees enrolled in WakeMed’s BCBSNC health insurance plan on or after February 2, 2013, must complete the BCBSNC Online Health Assessment within two months of the coverage effective date in order to maintain the 2013 premium credit.

Life Insurance
Expanded supplemental and dependent life insurance options will be offered in 2013! Employees can elect one, two, three and now four times base pay in supplemental life benefits (may require completion of a health statement). Additionally, basic and supplemental coverage amount maximums were increased to $1 million. Also new for 2013 is an added level of dependent life insurance with a maximum of $25,000. Increasing dependent-life to $25,000 per dependent will not require a health statement during this enrollment period only.

Orthodontia Coverage
Employees and qualified dependents are eligible for a lifetime maximum benefit of $1,000 per person for orthodontia claims. No longer will covered dependents be required to wait one year before orthodontia services can be covered. However, dental late entrant rules still apply. Employees can also elect to combine their orthodontia benefit with a health care Flexible Spending Account (FSA) to increase out-of-pocket savings. Special processing rules apply.

Flexible Spending Accounts (FSA)
FSAs provide tax-free savings on eligible expenses and give employees more ways to save money. WakeMed offers both a Health Care Spending Account (HCSA) and a Dependent Care Spending Account (DCSA). Employees must enroll in both the HCSA and DCSA each year they wish to participate. Effective January 1, 2013, the annual HCSA maximum is decreasing to $2,500.

Short Term Disability & Long Term Disability
In 2013, short term disability (STD) will change from pre-tax to post-tax deduction, resulting in the 60 percent benefit being non-taxable when received. Also, the maximum weekly STD payment will increase from $1,000 to $1,500. Long term disability will also increase the monthly maximum payout from $7,500 to $15,000. Elimination periods and evidence of insurability rules still apply.

PDO
Back by popular demand, the PDO Sell-Back & Donation programs will return in 2013 with a few changes. Certain restrictions will apply.

Questions?
Benefit representatives will be available during Open Enrollment to answer questions and assist with online enrollment. Contact the Benefits department (ext. 08143 or benefits@wakemed.org) or visit the WakeMedWeb homepage for a full schedule of dates, times and locations.
This chart is an at-a-glance guide to the tremendous variety of benefits WakeMed offers employees. For more in-depth information, please refer to your Employee Benefits Handbook, any of the Summary Plan descriptions, Plan Trust documents, the Benefits Summary and/or contact the Benefits department in Human Resources at ext. 08143 or benefits@wakemed.org.

Classification: FT – Full Time; 3/4 – Three-Quarter Time; PT – Part Time; and S – Supplemental

<table>
<thead>
<tr>
<th>BENEFIT</th>
<th>DESCRIPTION</th>
<th>ELIGIBILITY</th>
<th>CLASSIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paid Days Off (PDO)</td>
<td>Combined vacation, sick days, holidays and personal time; PDO Bank credited 26 times annually</td>
<td>Immediate accrual on a per-pay-period basis, increasing with years of service</td>
<td>• • •</td>
</tr>
<tr>
<td>Medical Insurance</td>
<td>Preferred Provider Organization (PPO) Select Plan</td>
<td>1st day of month following 30 days of employment</td>
<td>• • •</td>
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<tr>
<td>Voluntary Vision Plan</td>
<td>Regular eye exams as well as discounts on eyewear and contact lenses</td>
<td>1st day of month following 30 days of employment</td>
<td>• • •</td>
</tr>
<tr>
<td>Will &amp; Personal Planning Services</td>
<td>Legal document – planning assistance at discounted rates</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>Life Insurance</td>
<td>Various options available for employees and dependents</td>
<td>1st day of month following 30 days of employment*</td>
<td>• • • •</td>
</tr>
<tr>
<td>Dental Insurance</td>
<td>Employee and dependent coverage</td>
<td>1st day of month following 30 days of employment</td>
<td>• • •</td>
</tr>
<tr>
<td>Disability Insurance</td>
<td>Benefit equals 60% of base pay after 90 days of approved disability; Benefit equals 60% of base pay between 31st and 90th day of approved disability</td>
<td>1st day of month following 30 days of employment* 1st day of month following 30 days of employment*</td>
<td>• • • •</td>
</tr>
<tr>
<td>Little Pros Academy</td>
<td>Discounted rates at multiple childcare locations</td>
<td>As space permits</td>
<td>• • • •</td>
</tr>
<tr>
<td>Flexible Spending Accounts</td>
<td>Allows employees to pay health care and dependent care expenses on a pre-tax basis</td>
<td>1st day of month following 30 days of employment*</td>
<td>• • •</td>
</tr>
<tr>
<td>Healthworks</td>
<td>On-site fitness and wellness center</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>College Tuition &amp; Specialty Certification Reimbursement</td>
<td>Tuition reimbursement for approved college coursework in the attainment of a degree, upon approval, provides $2,000 (undergrad) and 2,500 (grad) for full-time, $1,500 (undergrad) and $1,750 (grad) for 3/4 time and $1,000 (undergrad) and $1,250 (grad) for part-time employees annually. One annual voluntary specialty certification is available for allied and nursing positions not to exceed $300 annually for the tuition reimbursement cap.</td>
<td>After 12 months of employment</td>
<td>• • • •</td>
</tr>
<tr>
<td>In-House Employee Education</td>
<td>Hospital-paid educational programs offered through Staff Development &amp; Training and Nursing Education</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>Area Merchant Discounts</td>
<td>Discounts on goods and services at a wide variety of local businesses</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>Freedom Credit Union</td>
<td>Offers full banking services to members</td>
<td>Immediate</td>
<td>• • • •</td>
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<tr>
<td>Employee Assistance Program</td>
<td>Referral service for employees and families who are dealing with personal problems</td>
<td>Immediate</td>
<td>• • • •</td>
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<tr>
<td>Parking</td>
<td>Free parking</td>
<td>Immediate</td>
<td>• • • •</td>
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<tr>
<td>Pre-Retirement Planning</td>
<td>Professionals available to help employees plan for successful retirement</td>
<td>Immediate</td>
<td>• • • •</td>
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<tr>
<td>Leavest of Absence:</td>
<td></td>
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<td></td>
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<tr>
<td>Medical</td>
<td>Up to 90 days</td>
<td>After 90 days of employment</td>
<td>• • • •</td>
</tr>
<tr>
<td>Personal</td>
<td>Up to 90 days</td>
<td>After 90 days of employment</td>
<td>• • • •</td>
</tr>
<tr>
<td>Bereavement</td>
<td>For immediate family only</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>Jury Duty</td>
<td>Salary and jury duty pay</td>
<td>Immediate</td>
<td>• • • •</td>
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<tr>
<td>Military Leave</td>
<td>Granted for up to four years; five years if government required</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
<tr>
<td>Education</td>
<td>Up to 12 months</td>
<td>Upon approval</td>
<td>• • • •</td>
</tr>
<tr>
<td>Family Medical Leave</td>
<td>Up to 12 weeks leave for certain family and medical events</td>
<td>After one year of employment and completion of 1,250 hours of service</td>
<td>• • • •</td>
</tr>
<tr>
<td>College Savings Plan</td>
<td>Savings plan for college tuition through College Foundation of N.C.</td>
<td></td>
<td>• • • •</td>
</tr>
<tr>
<td>Retirement Savings Plan (RSP) = 403(b)</td>
<td>WakeMed matches employee’s contribution 50% up to 6% of pay. WakeMed also contributes 3% of each employee’s annual salary to the RSP. Full vesting after 3 years of service (one year credited service = 1,000 hours)</td>
<td>Immediate</td>
<td>• • • •</td>
</tr>
</tbody>
</table>

* The eligibility requirements listed are for initial entry into the Plan. Additional eligibility requirements apply to these particular benefits. The cost of some of these benefits may be the sole responsibility of the employee.
As you have seen through Nurses in the Know, we have a lot going on! I hope you are enjoying these frequent updates as my goal is to keep you fully informed in a timely manner. We are constantly on the move with our Magnet Journey. Since our last issue of Focus on Nursing, we have moved at warp speed to position ourselves for this well-deserved organizational designation. Some specific activities include:

- The Magnet Steering Committee is busy getting oriented and enlisting partners from across the system to join us in our journey.
- The executive team received a quarterly update from Jill Whade, RN, (Nursing Administration), Betty Woodard, RN, PhD, (Nursing Research & Evidence-Based Practice) and me on our progress.
- We are engaging in ongoing conversations to orient our interdisciplinary partners about the work we do, and we are inviting their participation.
- Our Professional Practice Model is ready to launch – stay tuned to hear more!
- We continue to see an increase in professional certifications and pursuits of academic credentials.
- And YOU are making our care delivery system come alive with your emphasis on Patient & Family Centered Care.

As always, stay engaged, stay informed about new practice initiatives, continue to recognize your peers for their fine work, and keep Patients are the Reason We Are Here as your guiding principle. I am constantly receiving positive recognition for the excellent care our nursing team provides. Keep up the great work!

COMING SOON! WakeMed Nursing Professional Practice Model

CARES – Compassion, Advocacy, Relationships, Excellence and Safety – represents our model for the way we practice nursing at WakeMed. These concepts are integrated into every interaction we have with our patients, their families and our WakeMed colleagues. A team of nurses is currently working with Public Relations on the graphic representation of our Professional Practice Model, and we look forward to unveiling it soon.

Speaking of Nursing: A Note from Our CNO

As your guiding principle. I am constantly receiving positive recognition for the excellent care our nursing team provides. Keep up the great work!

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A Note from Your Staff Nurse Council Chair

Lorilyn Heing, RN

This August, the Staff Nurse Council (SNC) meeting was one of the best ever, if not THE best! All of the presentations aligned with our organizational goals. The day started with WakeMed’s new care delivery system: Patient & Family Centered Care. This will assist WakeMed in providing the highest quality service to our patients and their families while enhancing the WakeMed experience. The day continued with an informative session about the Nursing Dashboards and how all of our strategic goals and quality outcomes align with our Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores. Other topics covered were Nursing Shared Decision Making Structure and Hand Hygiene and Pressure Ulcer Incidence. Four SNC representatives (Daniel Corbin, RN; Donna Tyndall, RN; Vickie Garner, RN; and Eleni Schnurr, RN) made up our Best Practice panel for outstanding scores for pain management/reassessment, overall quality care, and staff responsiveness.

The highlight of the meeting was the afternoon session on Pain Management with Annie Brito, RN, (Adult Acute Care Nursing Services). Annie’s stellar presentation empowered nurses to be our patients’ advocates in managing their pain. She provided us with other modalities for pain control in addition to what we provide pharmacologically.

The SNC leadership team will continue to load the charge as we begin our journey to Magnet designation!

Everything looks amazing!

SCHOLARSHIP ENDOWMENT FUND

In 2010, the Helton Scholarship Endowment Fund was established by a grant from the Helton Family Foundation in appreciation for the contribution that nurses and allied health professionals make to the care and well being of patients at WakeMed. It is the intent of the fund to foster professional development for WakeMed employees by providing support to deserving individuals for continuing education. Daniel Corbin, RN, (5A MIC) a Med-Surg awardee commented, “Without Dr. Helton’s endowment, it may have not been possible for me to obtain my board certification. Dr. Helton’s commitment and passion for nursing education inspires me and many other nurses, and helps enable us to pursue our profession on higher levels.”

Dr. Win. Charles Helton is a cardiothoracic surgeon and partner with Wake Specialty Physicians - Carolina Cardiovascular Surgical Associates. He is pictured above with the scholarship awardees.
The Guide to Professional Success (GPS) Mentoring Program focuses on retention through enhanced socialization of new nurses to their units and to the entire WakeMed system. In many cases when nurses are new, there is a good chance they will not feel supported after their initial orientation and will decide to leave their position within the first year. This program is not only for new graduates but for experienced nurses who are new to WakeMed or new to a different area of practice within the system.

The GPS program provides these nurses with overall support, a post-orientation mentor, and an additional six to 12 months to further enhance learning opportunities and skill sets. In addition, professional growth and development is also fostered by offering organizational and professional resources.

One of the GPS mentors, Stephanie Mangum, RN, (NICU), commented, “It’s important to make new employees feel welcome. The GPS program has helped me in my own career to remember how important it is to feel like a part of the team and has encouraged me to make others feel the same way.”

If you have any questions about this program or would like to be a mentor, contact Cindy Rice, RN, (Nursing Education) at ext. 04416.

The WakeMed Professional Book Club’s Discussion of
THE OTHER END OF THE STETHOSCOPE
by Marcus Engel

Marcus Engel is an inspirational speaker and author. His extraordinary story of recovery after being blinded and catastrophically injured by a drunk driver challenges individuals to achieve success and make the right choices. Marcus’ unforgettable message of overcoming adversity will help us rediscover the magic and compassion between caregiver and patient. He will inspire us to view obstacles as opportunities, eliminate self-limiting behaviors and live life to the fullest.

Participants must obtain a copy of the book and read it completely prior to the class. Books are available from the Nursing Education and Staff Development & Training departments. Each session qualifies as PRPN Leadership content.

3.0 Contact Hours will be awarded after reading the book and completing the one-hour discussion. Register via Learning Link using code NE014-12128 and choose one of the following sessions:

Raleigh Campus Conference Dining
October 24 – 9:30 to 10:30 am
October 31 – 11 am to noon
November 8 – 8:30 to 9:30 am
November 14 – 5:30 to 6:30 pm
December 1 – 7:30 to 8:30 am
December 12 – 10 to 11 am

Cary Hospital Boardroom
October 17 – 1 to 2 pm
November 29 – 8 to 9 am

*The first 400 employees to register and attend a session will be able to keep their books.

ENHANCING BEHAVIORAL HEALTH SERVICES

Due to changes in our community’s mental health system and the economic downturn, more patients with behavioral health needs are seeking services at WakeMed. These patients are often in crisis and their psychiatric needs are acute and complex. Here are some ways that Elaine Youngman, MS, APRN-BC, (Clinical Nursing Resource Services) (pictured at right), a recent addition to the team of clinical nurse specialists, has been working with others to address the needs of these patients and the staff who care for them.

• Planning the WakeMed Patient Safety House of Hazards - An event to be held on October 31 in the Center for Innovative Learning (Andrews Center). Staff will gain awareness while touring patient rooms to locate behavioral health hazards.
• Providing behavioral health classes to review psychiatric disorders, nursing care issues and interventions for licensed staff on the Raleigh Campus and at Cary Hospital.
• Revising and updating the Behavioral Health Toolkit on the WakeMedWeb. This accessible toolkit houses behavioral health resources including procedures, policies, forms and educational tools. It can be found under Nursing Policy and Procedures at the top of the index page.
• Implementing a system-wide initiative to improve education of constant observers, assure competency and increase consistency and safety at the bedside.
• Offering patient-centered nursing consultations for patients who have emotional or behavioral issues that impact their care.

For more information about the psychiatric clinical nurse specialist role at WakeMed, contact Youngman at ext. 05824.

YOU MAY RECOGNIZE THIS CHART...

This chart showcases quality outcomes, workforce excellence, fiscal measurements, benchmarks and unsurpassed service. Up-to-date charts are posted on nursing units systemwide. Find yours today!

...IT MEASURES OUR QUALITY CARE

This September, inspirational speaker and author Marcus Engel visited both the Raleigh Campus and Cary Hospital to discuss his book, The Other End of the Stethoscope, and share his message about the importance of the relationship between caregiver and patient. See information at left about upcoming book club discussions for The Other End of the Stethoscope.
The Troops Say Thanks!
After sending 14 care packages to U.S. Military troops in Afghanistan, the Imaging Services team at Apex Healthplex received a special thank you plaque. The care packages went to the troops serving with the husband of Yolanda Lipscomb (Imaging Services) (pictured holding the plaque).

Second Annual WakeMed Scrub Run Draws Hundreds
Proceeds Benefit WakeMed Children’s
The second annual WakeMed Scrub Run, a 5K/10K event benefitting WakeMed Children’s, drew approximately 800 runners, including children and adults. Even through periods of rain and overcast skies, participants lined up to run through downtown Raleigh and show their support for the first and only children’s hospital in Wake County. The community event, held in Raleigh’s City Plaza on Fayetteville Street, also included a 100-yard Kids’ Dash, a live band, and games, activities, arts and crafts for the children. WakeMed extends a special thank you to all the employees, volunteers and sponsors who helped make the Scrub Run possible and to all of the runners, families and residents who helped make this annual fundraiser a success.