North Hospital Coming Mother’s Day 2015!

We’re just nine months away from the grand opening of WakeMed North Hospital, Wake County’s fifth acute care hospital. When it opens next year, the 248,800-square-foot, 61-bed hospital will focus on inpatient women’s specialty services including general surgery, urology, gynecology, obstetrical care and outpatient diagnostic mammography.

In preparation for the hospital’s opening, WakeMed welcomed Sheri De Shazo as vice president and administrator, WakeMed North, last month. “We have an amazing opportunity to make a difference in the north Raleigh community, and I’m excited to be part of this process. I’m very impressed with the planning that has gone into this facility thus far and the support I’ve received from the WakeMed team,” Do Shazo said. Hiring for the new facility is underway with some management positions already posted and staff positions going up in October. De Shazo is excited to get her team in place and will be looking for ‘pioneers’ to help get the hospital off the ground. “Opening a new facility takes hard work, flexibility and a willingness to adapt to change. I love what I do, and it’s important that my team shares that enthusiasm,” she says.

The county’s only hospital to specialize in women’s health, the facility will combine state-of-the-art technology with a hotel-like environment. These OB hospitalists will be fully dedicated to providing inpatient care while maintaining close communication with a patient’s primary OB/Gyn. “WakeMed is committed to providing the safest and highest quality of care for our patients. We will continue this tradition at our new hospital, providing an outstanding health care environment for the women of Wake County and their families to receive highly coordinated, exceptional care,” said Seth Brody, MD, medical director, obstetrics. OB hospitalists are being recruited in time for the opening and outreach is underway to develop relationships with community doctors in the area.

As construction continues on schedule, the hospital planning committee, which includes both community and employed physicians, is working to finalize a strategic vision for the facility. They have formed a task force to determine the scope of physician services that will be available when the hospital opens and develop a broader vision for the future. The multidisciplinary team includes representatives from OB/GYN, surgery, pediatrics, urology, urogynecology, anesthesia, emergency services, pathology, corporate planning and several members of our executive team. “The task force is looking at everything from coverage and availability to how we will handle referrals and consults on day one to be sure we have a sustainable plan in place when the doors open,” Do Shazo said. “It is important to understand that WakeMed North will be an evolving component of our service continuum. We will continually assess the needs and demands of our patients, along with the physicians serving the north Raleigh community.”

WakeMed’s annual flu vaccine program will run from Monday, September 29, through Friday, October 31. Any employee who fails to receive a flu vaccine or obtain an exemption from Occupational Health & Safety by October 31 will be deemed ineligible to work at any WakeMed facility. Medical Staff members who do not comply will have privileges suspended.

Influenza vaccine will be available free of charge to all WakeMed employees at all locations. This year we will offer quadrivalent, egg-free and nasal spray vaccines. Details on the dates/times of vaccinations will be shared soon. If you receive the vaccine somewhere else (private physician office, pharmacy, public clinic, etc.), you must provide proof of immunization to Occupational Health by October 31. Limited exemptions will be considered for medical contraindication and religious reasons. Exemption Request forms (available on the Occupational Health page of the WakeMedWeb) along with required documentation must be submitted to Occupational Health no later than October 15, 2014. Employees granted exemptions are required to wear a surgical or procedure mask at all times while at work during flu season (as determined by the WakeMed Medical Director of Infection Prevention). For more information, visit the flu resources page on the WakeMedWeb (under For the Employee) or contact Occupational Health.

South Carolina Magnet® Recognition

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Benefits and Wellness
Healthy employees allow WakeMed to better care for our patients and to be ready to serve our community. WakeMed offers a number of wellness and prevention programs to help our employees manage conditions, quit tobacco, eat healthy, lose weight and get active.

WakeWell Rewards
WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. The WakeWell Program is designed to build a culture of health throughout our organization by providing an annual ‘snapshot’ of your health status and connecting you with resources that are available to improve it.

In 2014, employees enrolled in WakeMed’s BCBSNC health plan had the opportunity to earn up to $500 toward their 2015 out-of-pocket medical expenses. Employees who join the health plan after October 1, 2014, are not eligible for the 2014 HRA contribution; however, in 2015 they can qualify for WakeWell Rewards in 2016.

Care Advising
Care Advising supports the relationship between patients and physicians, giving you access to resources to make healthy choices. If you have a chronic health condition, a recent hospital visit or a complex medical case, you may be contacted by a Care Advisor, who can help you take greater control of your health and well-being. This service is available to members of the WakeMed health plan at no cost.

Maternity Care Advising
A healthy pregnancy is important for both mom and baby. Maternity Care Advising provides expectant moms with information and guidance throughout the pregnancy and postpartum period. Maternity Care Advisors connect regularly with moms-to-be to discuss health, habits and more. You or your obstetrician can make referrals by calling 1-855-220-7955.

Medical Plan Changes
As previously announced, we’ve made some changes to our health plans for 2015. While the plan names have not changed (Select and Premiere), the premiums and coverage levels have been altered to provide a greater choice between the two plans.

• The Select Plan. With the Select plan, you will have lower premiums, however, you will pay more when you use the plan. In order to reduce the premiums, we increased the deductibles, co-insurance and copays on this plan. In addition, a new co-insurance schedule has been introduced for the prescription coverage.

• The Premiere Plan. With the Premiere plan, you can expect to pay higher premiums and have lower out-of-pocket expenses. Although we have increased the premiums slightly, we minimized the increase by adjusting the deductibles and co-insurance. Copays remain the same.

While the deductibles have increased under both plans, many services are covered under the plan without a deductible. In addition, employees can save money by using WakeMed Network providers. Go to www.wakemedphysicians.com to find a WakeMed provider near you; to see all providers in the WakeMed Network, check the list on the WakeMedWeb. You can save money on your prescriptions by using generics whenever possible, signing up for mail order (which provides a 90-day supply of drugs that you take on a routine basis at a reduced rate), and by using the Prime Therapeutics lower cost drug locator online tool that is on the BCBSNC website.

Flexible Spending Accounts (FSA)
In 2015, our FSA programs will be administered by ConnectYourCare, a third party vendor who is also administering our Healthy Rewards Account (see below). FSAs provide tax-free savings on eligible expenses to help you manage medical costs. WakeMed offers both a Health Care Spending Account (HCISA) and a Dependent Care Spending Account (DCSIA). Employees must re-enroll in both the HCISA and DCSA each year they wish to participate. For more information and a list of eligible expenses, please visit www.ConnectYourCare.com.

Healthy Rewards Account (HRA)
Employees who met the requirements for WakeWell Rewards in 2014, and who are covered by the health plan as of January 1, 2015, will receive either $500 (full-time) or $250 (part-time) in a Healthy Rewards Account (HRA). The HRA is new in 2015 and replaces the premium credit from prior years. The account functions similarly to a Health Care FSA and funds can be used to help offset out-of-pocket expenses including deductibles and copays. You may use your HRA for yourself or your family members, even if they aren’t covered by the WakeMed Health Plan. HRA funds are tax-free, 100 percent contributed by WakeMed and can be carried over year to year if they go unused. Note: You will lose your HRA funds if your enrollment in the WakeMed Health Plan stops for any reason.

Dental Plan
Dental premiums and benefits will not change for 2015. WakeMed continues to offer an extensive dental plan including orthodontia coverage for employees and dependents and a dental rewards program that allows employees to increase their annual dental maximum.

Life and Disability Insurance
As of January 1, 2015, our life, disability and leave management programs will be insured by Lincoln Financial. For most employees, there is nothing you need to do to keep your current level of coverage and your benefits and rates will not change. Claims filed before December 31, 2014, will be made with our current carrier, Reliance Standard and Matrix Leave Management. Occupational Health and Benefits staff will offer presentations at various locations in November regarding leave and disability programs, including FMLA.

PDO
PDO sell-back and donation programs will continue in 2015. During open enrollment, eligible employees with at least three years of service and 160 accrued hours may sell up to 160 hours of PDO. Certain restrictions apply.
You Spoke, We Listened

An Overview of the 2014 Employee Survey Results

WakeMed’s annual employee survey, conducted earlier this summer, invited employees to evaluate WakeMed’s patient focus, work culture, employee engagement, management and leadership. As in past years, the survey was conducted by Success Profiles, an external survey administrator, to guarantee anonymity. “Gathering feedback from our employees is incredibly important. These surveys allow us to determine our organizational strengths and identify opportunities for improvement so that WakeMed continues to provide a satisfying and rewarding work environment,” commented Carmen Beamon, MD, WPP – Maternal Fetal Medicine and vice president, Human Resources.

This year we conducted two separate surveys – one for employed physicians and midlevels and one for all other employees. We’ll focus here on the general employee survey; other results will be shared with the appropriate audiences.

Employee Survey

With 78 percent of employees responding, WakeMed scored 73.5 overall, which is down from last year’s 75.2, but still well above the industry average of 67.99. Our survey results were compared to 382 other health care organizations to show our performance compared to similar organizations. Our total score placed us in the 87th percentile, meaning only 13 percent of health care employers scored higher.

The chart below shows how we performed in the five index areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentile</th>
</tr>
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<tbody>
<tr>
<td>Patient Focus</td>
<td>96th percentile</td>
</tr>
<tr>
<td>Work Culture</td>
<td>90th percentile</td>
</tr>
<tr>
<td>Engagement</td>
<td>74th percentile</td>
</tr>
<tr>
<td>Leadership</td>
<td>91st percentile</td>
</tr>
<tr>
<td>Management</td>
<td>70th percentile</td>
</tr>
</tbody>
</table>

Strengths & Opportunities

The survey showed that employees feel that WakeMed’s strengths include:

- Staff receive sufficient feedback about performance (96th percentile)
- There are opportunities for personal and professional development (90th percentile)
- WakeMed emphasizes delivering the best care (89th percentile)
- Employees receive fair treatment (86th percentile)
- Promotions are seen in a positive light (85th percentile)
- Staff can make decisions to solve problems for customers (85th percentile)

Additionally, employee comments showed we have great commitment to our mission, a strong belief in the Wake Way and pride in our WakeMed environment. The following comments were highlighted as strengths:

- “I feel that WakeMed takes the guesswork out of getting things done. They also took a close look at what it means for a patient to be ‘ready’ for surgery and found that the phrase meant different things to different people. By creating a single definition, everyone knows what needs to happen to get a patient ‘ready’ and staff can work more efficiently toward that goal.”
- “Tightening turnovers is a huge factor in physician and patient satisfaction. One way to keep things running smoothly is to reduce the time it takes to get to an OR ready for the next patient. To improve turnover times, Surgical Services Cluster Four looked at every task that happens between patients and added up how long it should take. The result: 20 minutes. By analyzing each step, they found specific ways to save a few seconds here or a minute there. This past winter, Cluster Four turnover times averaged above 35 minutes, but by May the team met their goal of 25 minutes, a trend that has continued since.

While these are all great improvements, the work is not yet done. The team is currently looking for ways to reorganize surgical supply carts to streamline the stocking process and minimize waste. They are also looking for ways to reduce the time that surgeons need between surgical cases and empowering patients and their families to communicate with the care team before, during and after surgeries.

Surgical Services Leans their Processes

With nearly 20,000 surgeries taking place at Raleigh Campus each year, the Surgical Services department works hard each and every day. With waste reduction and process improvement a system-wide priority, the team is looking for ways to work smarter – not harder – while reducing delays and errors, decreasing costs, and improving patient and physician satisfaction. “Providing safe and quality patient care is our top priority, but we knew that there had to be ways to do that while lowering costs and reducing waste,” said Sheldrick Streete, director (Surgical Services).

The team collaborated with Performance Improvement and drew on Lean strategies to streamline processes. “This is not just about organizing materials; it’s about changing the workflow to maximize efficiency and implementing well-designed processes. It doesn’t happen overnight; it takes time to create sustainable change,” commented Kenneth Murray, director (Performance Improvement).

Consistency Is Key

It takes a lot of people to keep an OR running, and consistent routines mean fewer errors and less time wasted. Surgical Services created standardized workflows for each staff role on the unit. Now, everyone with a given job does the same tasks in the same order, which takes the guesswork out of getting things done. They also took a close look at what it means for a patient to be ‘ready’ for surgery and found that the phrase meant different things to different people. By creating a single definition, everyone knows what needs to happen to get a patient ‘ready’ and staff can work more efficiently toward that goal.

Next Steps

Surveys are only useful if they help inform future decisions and affect positive change. Departments are using individual results to develop action plans addressing three to five areas of improvement. Nearly all departments will be required to include staff retention efforts and improving access to information necessary for job functions. Additionally, an employee communications audit will be conducted this fall to strengthen our formal and informal communication channels and ensure that employees are well informed.

“Surveys help bring new energy to the organizational strategy and re-energize staff and managers,” commented Susan McFarland, manager (Employee Relations). “We look forward to helping managers re-engage their teams and explore new ways we can enhance our processes.”

Congratulations

WAKEMED FOUNDATION SCHOLARSHIP RECIPIENTS

Congratulations to the following employees who were awarded scholarships from the WakeMed Foundation this summer.

Skills Scholarships Recipients
- Angela Capone (Heart Center – Electrophysiology)
- Deonna Harris, RN (Imaging)
- Dina Hood, RN (Emergency Department – North Healthplex)
- Susan Jackson (Oncology Services)
- Judith Jones, RN (SAI MC)
- Jenny Konrad (Oncology Services)
- Laura McCarthy (Occupational Therapy)
- Marty Moore (Clinical Nursing Resource Services)
- Thomas Morris, RN (Imaging Services)
- Jill Perkinsin (Outpatient Rehab)
- Jennifer Sollami, RN (Emergency Department – Cary Hospital)
- LeAnne Steinbeck (Outpatient Rehab)
- Blanca Vasquez (Home Health)
- Rebecca Wilkins (Food & Nutrition Services)

Departmental Grant Recipients
- Lisa Koch and Lil Gulpin (Spiritual Care)

WakeMed Foundation Scholarship Recipients

WELCOME NEW DOCTORS WHO JOINED WAKEMED IN AUGUST

Carmen Beamon, MD WPP – Maternal Fetal Medicine
Elizabeth Cleland-Roberts, MD WPP – Pediatrics
Lauren Ekka, MD WPP – Garner Primary Care
Katie Fitzgerald, MD WPP – Pediatrics
Jacqueline Muhammad, MD WPP – Maternal Fetal Medicine
Crystal Pressley, MD WPP – General Surgery
Matthew White, MD WPP – Raleigh Cardiology

NEWS FROM WAKEMED PHYSICIAN PRACTICES
Christina Weaver, MSN, RN, (Emergency Department) was elected to a staff nurse position on the North Carolina Board of Nursing, which regulates nursing practices for the state.

Angela Smith, PharmD, BCPPS, manager, (Pharmacy – Cary Hospital) was voted chair-elect of the ACCP Clinical Admin PRN. Smith will serve a two-year term with the second year being chair. Smith also recently earned an MHA from Pfeiffer University.

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

Taylor Smith, RN, (CICU-A) received critical care nursing (CCRN) certification.

Brittney Cook, RN, (3A CVIC) passed the cardiovascular nursing certification exam.

Liliane Mulindia (Food & Nutrition Services – Cary Hospital) earned a master’s degree in health care administration.

Irene Singleton (Clinical Administrators – Cary Hospital) and Sherrom Ghee, RN, (1A Clinical Evaluation Area) became certified medical-surgical nurses (CMSRN).

Donna Smith, RN, and Robin Neal, RN, (both of 6B Orthopaedics & Oncology) obtained certification in pain management.

Corrina Simms, RN, manager (Surgical Services – Inpatient PACU) earned a baccalaureate’s in nursing (BSN).

Laura McCarthy (Home Health) became a certified lymphedema therapist.

Rahma Azzan, RN, (6B Orthopaedics & Oncology) earned a BSN from Grand Canyon University.

A recipe for shrimp & grits by chef Antonio Alano (Food & Nutrition Services) was featured in FoodService Director magazine. To see the recipe, visit the WakeMed Voices blog.

Paul DiMondi, PharmD, BCPPS, (Pharmacy) published an article titled “Antifungal Catheter Lock Therapy for the Management of a Persistent Candida albicans Bloodstream Infection in an Adult Receiving Hemodialysis” in the journal Pharmacotherapy.

Ginger Bryan, RN, (3A CVIC) earned a master’s degree in nursing (MSN) in clinical leadership from Grand Canyon University.

Kelly Askins, RN (Staffing Resources): Maxine Williams, RN (1D Clinical Evaluation Area); Inedla Hinnant, RN, and Theria Andrews, RN (both of 6G Surgery & Trauma); Lynda Callahan, RN (1A Clinical Evaluation Area); and Elvia Schroeder, BSN, RN, (Home Health) earned medical-surgical certification.

Clint Dean, RN, (Nursing Education) and Anaís Joines, RN, (Staffing Resources – Cary Hospital) earned CCRN certification.

Jenny Konrad and Susan Jackson (both of Oncology Services) became certified tumor registrars.

Rose Hardee, RN; Brittney Cook, RN; Britney Buffaloe, BSN, RN; and Jess Simpson, BSN, RN, (all of 3A CVIC) were promoted to the position of Staff Nurse II.

**COMINGS & GOINGS**

Neuro ICU congratulates Sharon Eddy, RN, on her retirement after 37 years with WakeMed. Best wishes for a happy retirement!

Clinical Administrators – Raleigh Campus bids a fond farewell to LaKea Crowe, RN, as she retires this month after 32 years of service.

Nursing Education sends best wishes to Jane Stewart, RN, who is retiring in October after 17 years at WakeMed.

After more than 18 years of dedicated service to Cary Hospital, Chris Cooper, director of the Emergency Department, 1 East Clinical Evaluation Area, Chest Pain Center and Rapid Assessment Unit, is retiring this month.

6G Surgery & Trauma welcomes Robbie Mustian, NAI; Peggy Hayes, RN, Nurse Fellow; Kate Scanlan, RN; Brittany Hicks, NAI; Chelsey Law, NAI; Donna Young, RN; Erik McCray, NAI; and Jessica Banks, RN.

Food & Nutrition Services – Cary Hospital welcomes Andrew Zambrano, John Robinson, Antonio Surles and Vidya Kumar.

NICU welcomes Carrie Gartner, RN; Muaadth Haqq, RN; Linda Pare, RN; Paula Lang, NAI; Noel Hammond, RN; Brittany Frock, RN; and Erin Thomas, RN.

Surgical Services – Inpatient PACU welcomes Amanda Phillips, BSN, RN.

CICU welcomes Caroline Charbonnet, RN, and Jo Ta, RN.

Information Services welcomes Becky Berbert.

2W CVIC – Cary Hospital welcomes Nichole Cardenas, RN; Chris Ellis, NAI; Brittany Price, NAI; and Kelly Ryman, NAI.

WakeMed OneCall welcomes Michelle Young, Lisa Cooper, Maureen Mickiewicz, RN, and Kerri Ramos, RN.

Neuro ICU welcomes Paige Boyce, RN, good luck with her new position at Raleigh Neurology.

6B Orthopaedics & Oncology welcomes Elizabeth Hammond, RN.

Clinical Administrators welcome Beverly Bush, MHA, BSN, RN.

1A – Clinical Evaluation Area welcomes Janice Clark, BSN, RN.

Food & Nutrition Services welcomes Matthew Kanode.

Case Management welcomes Ann N’Goran, RN, Sharon Davis, RN, Gwen McIver, RN; Laura Coak, RN; Wonder Dixon, RN; Jay Lautis; and Dianne Higgins.

Women’s Pavilion & Birthplace welcomes Michelle Riggsan, RN, as supervisor of the mother/baby unit.

Spiritual Care welcomes resident chaplains Bryan Chapman, Sakinah Nicholson-Carter, Mark Holland, Paulette Kearney, Stephanie Shaffer and Wanda Woods. The department also welcomes Clinical Pastoral Education program interns Lourdaraj Alapaty, Lavenia Bowie, John Hill, Sonya Laws, Wendy Major, Jesse O’Neal, Andrea Richardson and Alex Sorrentino.

**ADDITIONS & ATTACHMENTS**

Reem Alkathri, MD, (WPP – Falls Pointe Medical Group) married John Schweichler on August 15.

Kelly Crenshaw, BSN, RN, (2E CVICU) and Per Crenshaw (Heart Center – Invasive Cardiology) welcomed daughter Charlotte Grace on April 28.

**IN MEMORIAM**

Tony Minori (Information Services) passed away on August 21 following a brave battle with Moyamoya, a rare brain disease. He will be missed by many friends and colleagues at WakeMed.
Betsy Gaskins-McClaine 
vice president, Heart & Vascular Services

When Betsy Gaskins-McClaine, RN, began her career as a staff nurse, preceptor and clinical instructor in Cardiac Intensive Care, joining WakeMed in 1983, she planned to pursue an academic career in cardiovascular education and research. Her plans changed, though, and she transitioned to nurse manager, Heart Center executive director and, in 2006, to vice president of Heart & Vascular Services.

Gaskins-McClaine, who grew up in Ayden, N.C., became a nurse because she loved science, people and had a passion to give back to others. She earned a bachelor’s and master’s in nursing from UNC – Chapel Hill and took graduate statistics courses at N.C. State University. A desire to help, the joy of working with others to achieve common goals, a belief that all things are possible, and a constant drive to “do your best better” are traits that Gaskins-McClaine carries with her for the entirety of her career. “For all six of them, all six of their children are in healthcare. ‘We were raised to live a faithful life with purpose and to always strive to do your best. I’m not ever satisfied with what the ‘best’ is, because we can always improve. One thing that I love about health care is that for all we learn, there is more to discover,’” she says.

Today, Gaskins-McClaine is responsible for all cardiology-related services at WakeMed, including medical cardiology, cardiovascular testing, cardiac surgery, respiratory care and neurology. She also manages intrahospital emergency response services, including the Rapid Response Team, Code Blue, Code STEMI and Code Stroke. During her career, Gaskins-McClaine has seen many changes, not only in cardiovascular care, but in health care overall. “To navigate this uncertainty, she stays focused on patients and their families and working together as a team to uphold the WakeMed mission.” “Health care is a partnership between us as providers and those who need care. We have to stay centered on our mission and who we are here to serve,” she says. “We need to help people improve their physical health, but we also need to develop a personal connection so we can help achieve emotional and spiritual health, too.”

Developing strong personal relationships is vital to Gaskins-McClaine’s leadership style and she works hard to be engaged with patients, families and team members. She values listening and working as a team with her colleagues and experts in the field, rather than leading from a distance. While recognizing the important role that technology plays in our everyday interactions, she makes face-to-face interactions a priority. “We are in the business of taking care of people, and having personal relationships makes it easier to tackle challenges when they arise. Leaders have to demonstrate and show mutual respect every day. If people don’t feel respected and valued, they won’t stay,” she says. WakeMed’s extraordinary people, Gaskins-McClaine says, are one thing that sets our organization apart. She is grateful to work with people who not only share a love of our mission, but who are also able to work together to meet challenges head on for the good of patients.

While it’s not unusual for Gaskins-McClaine to work late hours, she also loves to spend time with her husband, Russell, and her 24 nieces and nephews. She has many hobbies including reading, playing the piano, jet skiing and traveling – particularly to historic places. She’s also a bit of an aviation enthusiast, keeping a logbook and referring to it when she’s flying. “It has to do with the joy of working with others to achieve common goals, a belief that all things are possible, a constant drive to do your best better,” she says.}

WVH Performance Excellence Awards

- Cary Hospital received the Supply Chain Performance Improvement – Supply Chain Metric Performance Award for improving in total supply cost per case mix adjusted discharge percentage in 2013 compared to 2012.
- In an increasingly demanding environment, WakeMed continues to further process improvements that manage costs while upholding – and improving – clinical quality, outcomes and patient safety,” said Tom Gettinger, executive vice president and chief operating officer. “These improvements are committed to improving purchasing processes. WakeMed will be further improving this process in the next several weeks to have greater physician involvement and leadership, which will help us expedite decisions that benefit patients, physicians, staff and the organization.”

Screening Mammography is Covered by WakeMed Health Plan

This October, WakeMed will begin offering 3D mammography at Cary Hospital. While traditional 2D screening mammography is a valuable tool in the early detection and diagnosis of breast cancer, 3D mammography has been shown to improve breast cancer detection by providing a more detailed, complete view of the breast tissue. 3D mammography (also called breast tomosynthesis) is performed in conjunction with a traditional 2D digital mammogram. The 3D technology creates a more complete picture that allows radiologists to “see inside” the breast layer-by-layer. “In the past, if the radiologist saw an area that was questionable, the patient would have to return for additional imaging. With 3D mammography, the breast tissue can be seen in smaller, thinner sections, often making the ‘second look’ unnecessary,” said Libby Dore, director (Imaging Services – Cary Hospital).

Currently, the WakeMed Health Plan (BCBSNC) covers screening mammography; other insurance coverage may vary. 3D mammography is recommended for all breast types but is especially beneficial for patients who have dense or very dense breast. Screening mammography does not require a physician order. To learn more, stop by the 3D mammography open house at Cary Hospital on October 17 from 1 to 3 pm. Imaging will also have a table at the Benefits Fairs on October 22 & 23.

WakeMed Partners with Baby+Co. for New Stand-Alone Maternity Centers

WakeMed is partnering with Baby+Co. in the development of a stand-alone maternity center scheduled to open in late fall in Cary. Staffed by certified nurse midwives, the Cary Baby+Co. will be Wake County’s only freestanding birthing center. Medical direction will be provided by Lisa Grana, MD, of Triangle Physicians for Women, and birthing mothers will have the added security of being near Cary General Hospital should a higher level of care be required.

“Recognizing that women and their families want access to a wide range of quality birthing options, WakeMed looks forward to working with Baby+Co.,” commented Donald Gintzig, president and CEO. “Building partnerships is a key element in our strategic plan and as Wake County’s leader in women’s health, this partnership provides a great opportunity for us to ensure that mothers-to-be who are interested in a birthing experience at a freestanding center receive high quality care.”

Providing women with low-risk pregnancies access to this out-of-hospital alternative complements the extensive birthing options currently offered by Raleigh Campus, Cary Hospital and soon North Hospital. “Delivery in a hospital with access to neonatal services is always the safest option for mother and baby; however, women with select low-risk pregnancies deserve a safe alternative to traditional in-hospital delivery,” comments James Persicciarelli, MD, director (WPP – Neonatology).

Once fully operational, the Cary center is expected to accommodate approximately 380 deliveries annually.

WakeMed has been recognized for excellence in clinical quality and supply chain performance by VHA Inc., a national network of not-for-profit health systems. WakeMed received three performance awards for improved outcomes in 2013.

- Raleigh Campus was honored with a Supply Networks Performance Award for collaboration and commitment to excellence in supply networks and for participation in the Central Atlantic Health Network (CAHN), a multi-hospital partnership aimed at reducing operational and supply costs.
- Raleigh Campus was also recognized with a Pharmacy Solutions Performance Award as a member of the VHA Central Atlantic Pharmacy Program (CAPP), a network of not-for-profit hospitals working to create sourcing and drug utilization savings.

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 Imaging Services:

When an ultrasound chest soft tissue exam was ordered on an emergency department patient, Arika Riffel (D’Loughy Imaging Services – Cary Ultrasound) looked at the patient’s history in HMED and realized that it didn’t match the exam that was ordered. Arika called to clarify the order and was told that the patient had a lump on her chest that needed to be scanned. When the patient arrived, she could point to an area of pain on her chest, but the history still didn’t match up. Arika called again to triple check and discovered that the exam was ordered on the wrong patient. Thank you, Arika, for making this good catch and for involving the patient in her care, which helped prevent the exam from being performed on the wrong patient.

COMING SOON TO CARY HOSPITAL

1 3D MAMMOGRAPHY

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VHA Performance Excellence Awards

- Cary Hospital received the Supply Chain Performance Improvement – Supply Chain Metric Performance Award for improving in total supply cost per case mix adjusted discharge percentage in 2013 compared to 2012.
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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.