New On-Site Health & Dental Care Options for Employees

This February, Wake Specialty Physicians (WSP) and WakeMed Faculty Physicians (WFP) will begin offering WakeMed employees exciting new health management options conveniently located on the Raleigh Campus.

New Health Care Services Begin February 10

WSP - Employee Health will expand its services to offer wellness exams and the ability to care for stable chronic diseases such as hypertension and asthma.

New Dental Care Services Begin February 4

The WFP - Dental Services practice will begin offering employees routine checkups and dental cleanings as well as emergency treatment and a number of dental restorative and surgical services.

See chart on page 2 detailing the specifics of these exciting new medical services for WakeMed employees!

H1N1 GRANT FUNDING

In December 2009, the WakeMed Emergency Services Institute (ESI) was notified that the Raleigh Campus and Cary Hospital together were awarded $169,950 in H1N1 grant funding from the Hospital Preparedness Program administered through the U.S. Department of Health & Human Services Office of the Assistant Secretary for Preparedness and Response. Out of 122 hospitals in North Carolina, 51 applied for the funding, which will ultimately be dispersed by the North Carolina Office of Emergency Medical Services. The funds were offered to help hospitals prepare for the H1N1 virus, apart from the H1N1 vaccine and staffing.

WakeMed will use the funds to expand the resources and equipment needed to manage higher volumes of care that could result from another wave of the H1N1 virus. The Raleigh Campus will receive $100,000 for supplemental personal protective equipment (PPE) (including alternatives to the N95 mask), a portable TeleMed system and cribs for pediatric patients. Cary Hospital will receive $60,950 for a surge cart as well as PPE and cribs. All funds must be used by May 2010.

Central Regional Advisory Committee (CapRAC) team members, including Barb Bisset, PhD., ESI executive director; Dale Hill, EMT-P, manager; Jeremy Beal, regional disaster preparedness coordinator; Steve Harrison, training specialist; and Janis Brown, regional disaster preparedness representative, worked with each of the CapRAC hospitals on their grant applications. As a result, 100 percent of the CapRAC hospitals received funding as follows:

- The Raleigh Campus and Cary Hospital together were awarded $169,950 in H1N1 grant funding, which will ultimately be dispersed by the North Carolina Office of Emergency Medical Services. The funds were offered to help hospitals prepare for the H1N1 virus, apart from the H1N1 vaccine and staffing.

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New Health & Dental Options
(continued from front)

WSP - Employee Health
On Wednesday, February 10, Christy Henry, MD, WFP - Hospitalist, will join the WSP Employee Health team and begin seeing patients at the practice located in the Andrews Center, alongside mid-level providers Page High, MSN, FNP-C, and Katie Noland, PA-C. Dr. Henry has been a medical hospitalist and WFP - Hospitalist practice since 2001 and is also physician advisor to the Case Management department.

WFP - Dental Services Practice
On Thursday, February 4, Robert Hollowell Jr., DDS, will begin seeing employees at the WFP - Dental Services practice, also located in the Andrews Center, for routine cleanings, certain dental surgery services and emergency care. Dr. Hollowell is board-certified in Special Care Dentistry and has been practicing at WakeMed for more than 18 years.

New Mobility Program for Patients on 3A
The 3A Cardiac Intermediate Care Unit recently launched a new program designed to help patients go home earlier and to prevent patients from becoming weaker during their hospital stay—using safe, early and progressive mobility. "Let's Get Vertical!," the program also aims to improve a patient’s comfort level through daily mobility goals while encouraging staff to provide physical therapy interventions instead of waiting instead of waiting to work with a physical therapist, commented Kathy Wray, RN, manager (3A Cardiac Intermediate Care Unit). "Mobility is a great way to decrease a patient’s length of stay and possibly avoid having to undergo physical therapy after discharge. It can also help patients avoid admission to a skilled nursing facility after discharge.”

Kelli McLamb, RN; Julia Salas, RN (dressed up as a patient); and Marilyn Pezzulli, RN, (all of 3A) demonstrate how they help patients walk down the hall using a gait belt and a walker.

"With the help of the Acute Physical Therapy team, we realized that our patients needed to get off of bed earlier—walking around in their rooms or in a chair instead of waiting to work with a physical therapist," commented Kathy Wray, RN, manager (3A Cardiac Intermediate Care Unit). "Mobility is a great way to decrease a patient’s length of stay and possibly avoid having to undergo physical therapy after discharge. It can also help patients avoid admission to a skilled nursing facility after discharge.”

Let's Get Vertical! involves early mobilization, or movement out of bed with a change from the horizontal to the vertical position for at least 20 minutes during the first 24 hours of a patient’s hospital stay. Plus, patients are exposed to progressive levels of movement daily. Not only does this help decrease length of stay, but it also helps improve health outcomes for patients who have experienced a heart attack or heart failure. Blood flow is improved, the risk of aspiration and blood clots is reduced, and bowel function is increased.

To implement Let's Get Vertical! on 3A, Wray and Karen Skowronski, RN, supervisor, (Case Management) developed a unit task force that included Kelli McLamb, RN, Julia Salas, RN, clinical educator, telemetry; and Anna Wood, RN (all of 3A). Additionally, Tracy Fox, supervisor, and Skip Smith, manager (both of Acute Rehab - Physical Therapy) collaborated with the task force to make the project an interdepartmental effort. Fox had already helped create a system-wide Mobility Task Force to assist other units with the same issue.

Members of the 3A Mobility Task Force: (l to r) Julia Salas, RN, (3A); Kelli McLamb, RN, (3A); Karen Skowronski, RN (Case Management); Kathy Wray, RN, (3A); and Tracy Fox (Acute Physical Therapy). Not pictured: Lisa Wood, RN, (3A) and Melissa Wilson (Organizational Process Improvement)

"The key was to train the nurses and nurse technicians on the equipment and processes used to help patients get out of bed and get to "tree," said Fox. "Nursing staff have the ability to promote a patient’s recovery by encouraging them to walk around or sit up and eat during their hospital stay. Together, we can all be active participants in our patients’ recovery."

Melissa Wilson (Organizational Process Improvement) also joined the 3A task force, and after a series of brainstorming and planning meetings where other nursing staff, case managers and physical therapists offered advice and insight, the team was ready to launch the program. They had created a series of materials including a patient education sheet; a sign for each patient room to describe the goals, plan and desired outcome of the program; educational materials for staff; and a chart for each patient room used to track the patient’s personal daily activity goals (i.e. how many times he or she walked down the hall or sat up in bed on what day). Staff were trained this past December, and the program officially kicked off on December 14, 2009.

"I think this program is helping everyone realize that mobility is just as important to a patient’s recovery as rest or medication,” added Skowronski. "The bed can actually make things worse, so let’s all help our patients realize and experience the benefits of progressive, daily activity."

The task force is continuing to evaluate the program’s progress, and the unit nursing staff have already seen a difference. Daily shift “huddles” for nursing staff and case managers are also helping everyone stay updated on the mobility progress of each patient while promoting enthusiasm and program development.

WELLNESS/PRIvATE CARE Services
APPOINTMENTS ONLY
Provided by Dr. Christy Henry
Hours: Wednesdays: 8:30 am to 4 pm
Thursdays: 1 to 4:30 pm
Phone: Ext. 02800
Dr. Henry can answer calls from 8 am to 5 pm Monday through Friday, but she will not be available beyond these hours or on weekends.
Services Offered:
• Care for stable, chronic medical problems (i.e. hypertension, hyperlipidemia, chronic obstructive pulmonary disease, asthma)
• Preventive health and wellness screenings (i.e. physicals and screenings for hyper tension and cholesterol)
• Annual gynecological exams
• Diabetic screening and management
• Treatment for issues such as depression and obesity
• Smoking cessation
Please note: For extreme illnesses and disorders, patients will be referred to a specialist.
Payment: The practice accepts most major health insurance plans. Employees without health insurance will pay an exam fee (TBD) plus fees for any additional services (i.e. x-rays, lab work).
### WakeMed Center for Patient Safety

#### Learning from the Mistakes of Others

A 49-year-old man went to a Rhode Island hospital complaining of a sore throat and vomiting. The emergency department physician ordered an electrocardiogram (EKG), which came back “abnormal,” so the physician then ordered the patient be put on a cardiac monitor. However, the patient was never placed on the monitor. He died instead left on a gurney in the hallway where he died of a heart attack.

This patient was Michael J. Woods. His brother, actor James Woods, filed a lawsuit that became increasingly bitter over the last three years until last month, when during-court hearings, it was suddenly settled. According to the December 3, 2009, issue of Provider/Practitioner:

When Kent Hospital President Sandi L. Coletta had dinner with actor James Woods Monday night and apologized for her hospital’s role in his brother’s death, Coletta said she was just following her gut, treating a grieving brother the way she’d want to be treated herself.

Less than 24 hours after the dinner, Coletta, Woods and Woods’ mother were standing next to each other, announcing the withdrawal of the suit and the erection of the Michael J. Woods Institute to help reorganize the hospital to better serve its patients.

At moments during trial testimony, Woods’ anger was evident. He once leaned back to friends sitting in the front row during the hospital’s case and said, quietly, “swingers,” and often exchanged dismissive looks with his lawyers and nephew Peyton Woods.

But after meeting with Coletta, he became almost protective of her during the courthouse news conference, at one point warning reporters off when they pressed her for details of what went wrong with his brother’s care.

“I’m the first person to be gracious when someone says, ‘Let’s make it better, what can we do,’” Woods said. “I have no doubt that Kent Hospital will become better as a result of this case. They have learned the importance of the human touch, a simple apology. They have committed $1.25 million to a center for improving patient care and safety. They will be more responsive, attentive and mindful.

This hospital is not the first to improve as a result of a highly public tragedy. Dana-Farber Cancer Institute in Boston doubled its safety efforts in 1994 after the high-profile chemotherapy overdose of news reporter Betsy Lehman. Virginia Mason Medical Center in Seattle increased its focus on safety after a fatal error in 2004—an antiseptic cleaner in an unlabeled syringe was injected into Mary McClintock instead of the intended contrast dye.

At WakeMed, our patients benefit from our knowledge of cases like this. Let us strive every day to be mindful of what we are doing, each step of the way as we provide care. Let us keep Michael J. Woods, Betsy Lehman and Mary McClintock in our hearts as we work to provide the best and safest care for all our patients, every time.

### WakeMed Celebrated the 2009 Holiday Season by Helping Those less fortunate.

While attending system-wide holiday socials organized by Human Resources and Food & Nutrition Services, employees donated items for charitable organizations like Interact, the Food Bank of Central & Eastern N.C., and WRAL’s Coats for the Children.

The Raleigh Campus Pharmacy presented Ameda Greenwood to the Medical Center in Seattle and became a certified NRA basic pistol instructor.

The Raleigh Campus Volunteer Matthew Merritt recently provided internal assistance to a team of staff nurses when a patient coded in the parking deck.

The SIDU held its annual recognition dinner on December 13. Greg Utz, RN, received the Disaster/Extrication & Potential/award, and James Holshouser, RN, received awards for Team Support and Clinical Excellence.

First Sergeant Eric Wumper (Cancer Public & Public Safety) earned his N euroscientist degree from Duke University and became a certified NPA basic pistol instructor.


Kelly Mutch (Food & Nutrition Services) recently earned her master’s degree in nutrition from East Carolina University.

Martha Bower, Stephanie Baker, and Janeh Hauser, RN, (Case Management). review the holiday spirit.

### WakeMED Employees Show a Generous Holiday Spirit

#### Raleigh Campus Holiday Social

1. The WakeMed Chorus sings holiday carols in Cafe 300.
2. Jackie McNeil and Pam Norman (both of SC Medcine) prepare to sample some treats and punch
3. Chassie Cole (Pathology Labs) serves up holiday punch for employees in Cafe 300.
4. Zara Cheval, Lisa Parker and Alexander Cheval from Food & Nutrion Services enjoy the social.
5. Donica O’Leary, RN, (Heart Center Observation Area) (far right) serves holiday punch to patients, every time.

#### Corporate Center Holiday Social

At the Corporate Center holiday social, Venus Williams, Taneeia Yes, Rebecca Schmitt and Patricia Stevens (all of Human Resources) enjoy the spirit of the season.

#### Inpatient Care Socials

- **Caroline Madison**, RN, (Case Management) celebrated the season with a potluck lunch and a family gathering with the facility’s residents, amid other fun events.
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, North Carolina 27610

ADDRESS SERVICE REQUESTED

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide awareness and trends at 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 to this publication and its content. Call (919) 828-0890; e-mail microscopewakemed.org; or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Colleen Smith, Maria Dutton, Editors
Leslie Knue, Design
WakeMed Employees, Photos

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You asked for it... but we already have it!

> Forever postage stamps
> Discounted Realg Cinema® movie tickets ($6.50 per ticket)
> Angel Mints® > Gatorade®
> Pistachios and almonds > Dried fruit
> Sugar-free snacks > Children’s books

Retail Services regrets that several requested items cannot be offered through the Gift Shops, including lottery tickets and microwave popcorn (microwave popcorn creates a fire hazard per WakeMed’s Environment of Care policy; however both shops offer pre-popped, bagged popcorn).

Microscope

Welcome to the WakeMed family, all new, nurses, and hospital staff.

Bill Ewans (Clinical Engineering) and wife Hope adopted their third child, two-year-old Avenida.

LeCasey Edmundson, RN, (Women’s Pavilion & Birthplace – Raleigh) married Brandon on August 14.

Michelle Olson, RN, (Women’s Pavilion Birthplace – Raleigh) welcomed son Christian Evan on August 18.

Jennifer Masroor (Imaging Services) and husband Josh celebrated the birth of daughter Jasia Ann on September 8.

Sarah Lieber, FRT, (Children’s Asthma) and husband Greg welcomed son Cameron Ryan on September 21.

Lisa Braglin (RV Testing – EKU) and husband Brent welcomed twins Brooklyn Claire and Connor Keith on October 20.

Nicole Chapin (CV Testing – EKU) and husband Joshua welcomed twin girls, Dakota and Jordyn, on November 6.

Peter Muchula, RN, (Chest Pain Unit) welcomed daughter Nelly on November 22.

Elizabeth Noah, RN, (MSc Medicine) and husband Brett Floyd welcomed son Wesley Brentley on November 27.

Kristi Snow (Imaging Services – MRI) celebrated the birth of son Tyler Austin on December 3.

Carol Parrett, RN, (Women’s Pavilion & Birthplace – Raleigh) and husband Brian celebrated the birth of daughter Ellis Morgan on December 7.

Melissa Brown Memorial Nursing Education Loans

Congratulations to the 2009 recipients of the Melissa Brown Memorial Nursing Education Loans administered by The Volunteers at WakeMed Raleigh Campus. Sheri Drawdy, Nurse Aide/Clinical Secretary, Neuro Intensive Care Unit, Johnston Community College; Gail Roumain, RN, Staff Nurse – 3 West – Cary Hospital; East Carolina University (graduate school); Angie Koch, Volunteer, Volunteer Services – Cary Hospital; Wake Technical Community College Since December 1992, 63 loans have been issued to 38 individuals for a total of $69,600. Committee members include Susan Hester and Marie Johnson (both of Community Services); Barbara Pappas, Rosemary Kenny, Charlotte Luke, Ann Wyker, and Dee Hailzip (all past presidents of The Volunteers at WakeMed Raleigh Campus), and Mary Richardson and Shontera Gillespie-Coleman (both of Human Resources). The committee welcomes new members, also former recipients of the loans: Terri McDowell, RN, (CIA Cardiac Intermediate Care Unit); Tammy Scarborough, RN, Nurse Practitioner, (Neurology); and Patricia Oliver, RN, (Staffing Resources).

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Brandey Bachmann, RN, (CCU) welcomed daughter Sophia Grace on December 18.

Maria Benza, RN, (Chest Pain Unit) celebrated the birth of son Rayen Adon on December 17.

Ivette Clemente-Antondey (Interpretation & Translations Services) and husband Santos Clemente-Antondey (Food & Nutrition Services) welcomed daughter An Michelle on December 25.

Nancy Reyes, RN, (Heart Center Observation Area) and husband Will Fuller celebrated the birth of daughter Luisa on January 3.

Bridge Hall, RN, (ICA Cardiac Intermediate Care Unit) and husband Greg welcomed son Kaleb on January 4.

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