WakeMed Celebrates National Walking Day!

On April 6, WakeMed took to the sidewalks, greenways and hallways as part of the American Heart Association’s National Walking Day. Group walks were held at several facilities and many employees gathered with colleagues for a bit of fresh air and a brisk walk. Nearly 80 people participated in the Raleigh Campus walk, pictured above.

Wake Way Behavior: Teamwork

In April, our Wake Way Every Time Behavior focus is on Teamwork! Here at WakeMed, we are fortunate to have an amazing team made up of passionate and dedicated people who share a common mission and vision. Depending on your role – and even what hour or what day it is – you may find that you are a member of many different types of teams. Some examples include:

- The patient care team, which consists of everyone a patient or visitor interacts with – whether they are clinical staff, a physician, support staff or a volunteer, just to name a few.
- Your department or unit team that you work with on a day-to-day basis.
- Multidisciplinary teams that come together from multiple areas and facilities to accomplish a particular goal or project.

This month we have the opportunity to think carefully about what it takes to be a good teammate, what we as individuals bring to the team and how personal and professional growth will improve what the team can accomplish. As part of our every-time behavior expectations, WakeMed employees should:

- Be a team player
- Support a positive work environment
- Be a team player
- Support a positive work environment

The Wake Way Beyond Our Walls

Pediatric Nursing, PALS Certification

Helped Nurse Save Toddler’s Life

On a typical Monday, Bei Ye, RN, supervisor (1 East Clinical Evaluation Area – Cary Hospital) attends yoga at Life Time Fitness and then heads home. One Monday in February, however, she decided to stay after yoga for swim training. A mother and child were playing in the shallow end of the pool and, within minutes, the area was being evacuated in response to a medical emergency.

“I don’t know why I decided to join Monday’s swimming group after yoga. God brought me there; it is all I can think about,” Ye said. She remembers passing a staff member holding a toddler – and she knew immediately that the child was in critical condition. Offering her help as a nurse, she quickly did an initial assessment: the child had no pulse, and no breath sounds. “I put the child on the floor and started CPR right away,” commented Ye. “Pool water came out of the child’s mouth.” The Life Time staff member brought an AED and attached pads to the toddler’s chest, but Ye was advised to continue resuscitation. She added, “I lost count of how many rounds of CPR; it felt like at least 5 or 8 minutes.”

The toddler started to cry just before EMS came, and was taken to the hospital.

Ye’s 18 years of nursing experience, including pediatric nursing for several years, taught her how to manage an emergency situation. She also attributes WakeMed’s PALS certification to contributing to her heroism. “When you are a nurse, you know that every day you will touch a life, or a life will touch yours. Save one life, you’re a hero; save 100 lives, you’re a nurse.”
Welcome New Physicians & New Advanced Practice Provider

Anita Corradetti, MD
WPP – Hospitalist

Katherine Fisher, NP
WPP – Psychiatry

Mitushi Mishra, MD
WPP – Psychiatry

Employee Copays Due at Time of Service

Yep, it counts for us, too! WakeMed employees and dependents who are covered by a WakeMed health care plan are expected to pay their copay (with cash, credit card or ConnectYourCare FSA/HRA Visa card) at the time of service at all WakeMed Physician Practices (WPP) offices – primary care, specialty care and employee health. In addition, employee ID badges cannot be used to pay copays at WPP practices.

Primary and specialty care copays for practices in the WakeMed Network are:

- Select Plan Office Visit Copays
  - Primary Care Visits (including Employee Health & Wellness): $20
  - Specialty Care Visits: $50

- Premiere Plan Office Visit Copays
  - Primary Care Visits (including Employee Health & Wellness): $10
  - Specialty Care Visits: $30

Thanks to everyone who participated in the WakeWell biometric screenings this year! Participating employees, please look for upcoming information about completing the Blue Cross Blue Shield of North Carolina (BCBSNC) online health assessment between May 16 and June 30. Remember, if you fall short of 120 points, you can make up the difference by participating in an alternate standard this year. There are four options:

- **Dietitian Consultation (40 points):** WakeMed health plan participants can visit a registered dietitian in the BCBSNC network with no co-pay and no physician order. See www.bcbsnc.com for a list, or to schedule with a WakeMed registered dietitian, call ext. 07900.

- **Signed Physician Form (10 points per category, up to 40 points):** Visit your physician and have them complete a BCBSNC form. They simply indicate which items they are working with you on and fax the form to BCBSNC. You receive 10 points for each area they check off.

- **Care Advising (40 points):** 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 better control of your health and well-being. Care Advising is available to WakeMed health plan members at no cost as part of WakeMed Key Community Care, our Accountable Care Organization.

- **Maternity Care Advising (40 points):** Maternity Care Advisors connect regularly throughout the pregnancy and postpartum period to discuss health, habits and more. The program is available at no cost to members of the WakeMed health plan as part of WakeMed Key Community Care. You or your obstetrician can make a referral by calling 1-855-220-7955.

Alternate standards must be completed by August 31, but it’s a good idea to start thinking about them now. Questions? Contact Bob Nelson (Wellness) at ext. 06903 or bonelson@wakemed.org.
Staff at Garner Healthplex (pictured) and throughout WakeMed celebrated Doctors Day on March 30 by recognizing and thanking the exceptional team of physicians who care for our patients. Thank you for all you do!

WakeMed President & CEO Donald Gintzig spoke to a crowd at the Raleigh Campus employee forum. The forums, which continue throughout June, are a great opportunity to ask questions and hear directly from Donald about what’s happening at WakeMed. Check the WakeMedWeb for the full schedule!

WakeMed Rehab patients and staff recently celebrated a milestone birthday for a special employee – Scully the Facility Dog. Scully and his handler Elizabeth Penny (pictured), a certified recreational therapist, have been providing pet-assisted therapy to patients for many years. At his birthday celebration, Scully enjoyed gifts and specially-baked dog treats while patients and staff enjoyed a huge cake and snacks. Happy birthday, Scully!

WakeMed recognized employees who celebrated 35 and 40 years of service in 2015 at the March Management Staff Meeting. Recipients posed with Donald Gintzig, president & CEO, and Henry Darnell, WakeMed Board member.

The Cary Hospital StrokeAware: Stroke Education Fair, held in March, educated staff, patients and community members on stroke signs, symptoms and treatment in a fun, interactive way – including a fortune teller station, hosted by our own Maria Fry (Risk Management).

That’s how many people we know have been involved in a Wake Way 2 Excellence project as of March 31 – and the number continues to grow! As part of our aspirational goal metrics, we are trying to track all the people who are involved in WW2E and the projects they are doing to improve efficiency and drive out waste in their areas. While it may seem like Waste Walks, PDSA’s and 5S projects have little impact outside of your own work area, these changes add up to big results for us as a system. If you have a Waste Walk, PDSA and 5S project you work on, instead of reactionary research after an incident has happened.

Checking Out 5S in Clinical Engineering
Using SS, Clinical Engineering tackled their department library, which stores loaner equipment, training manuals, parts and tools – and was in a state of disarray. The team consolidated several areas, making it easier to find needed items and reduce the number of steps it takes to access equipment. They also threw away several bookcases worth of outdated manuals, opting to use digital versions instead. Kudos to the team: Bhavesh Patel, Armando Contreras, Aaron Kopping, Adam Charles and Jared Zimmel.

Walking Out Waste in Pharmacy
The Pharmacy receiving area at Raleigh Campus was the focus of efficiency improvement efforts that started with a Waste Walk. The team – which included Elizabeth Faust, Blake King and other procurement staff – recognized a lot of wasted time and energy in their old processes, which essentially required them to do the same work twice. In addition to moving some furniture and supplies to improve access and workflow, they reworked their process for unpacking, scanning and sorting supplies. The end result significantly reduced the amount of literal heavy lifting required by staff and freed up 45 minutes each day – time that is now spent on other tasks such as checking medication expiration dates, which will improve patient safety.

Streamlining the 68 Supply Room
68 Orthopedics & Oncology staff realized that items were being removed from their supply room without being scanned, which meant supplies weren’t tracked correctly and that charges weren’t accurate. April Turner, RN, gathered staff input and worked with MPDC to SS the supply room. Some rarely used items were removed and replaced with needed items that had not previously been stocked, improving staff satisfaction. As a further reminder, price tags were placed on items so staff could see how much was being lost when items were not scanned properly.

Patient Case Management Manages Waste
Patient Case Management conducted a Waste Walk to evaluate the Day Treatment Program Case Manager workflow. After the walk, Jeanne Dibbert, Bethanne Downhower and Tonya Gable decided to first tackle the processes surrounding the patient/family conference, including both scheduling and report readiness. After identifying several types of waste in the process (waiting, defects and non-value added processing), the team started working through several suggestions to streamline the process for patients and staff.

Boosting Efficiency in Risk Management
Risk Management used SS to evaluate and improve the Notice of Loss Process, which is used when there are actual or potential claims against WakeMed. The team eliminated paper files by scanning everything from 2015 into SharePoint and transitioned to electronic recordkeeping for all new reports. As a result, 19 banker boxes were sent to storage, eliminating months spent on other tasks such as checking medication expiration dates, which will improve patient safety.

UPDATE: 305 and Counting!
**REACH YOUR GOALS!**

WakeMed Foundation Scholarship Opportunities

The WakeMed Foundation offers several scholarship and award opportunities throughout the year to help WakeMed employees advance their knowledge and clinical skills to improve the care and well-being of our patients. The first Skills Scholarship cycle of applications for 2016 runs through May 15.

The intent of Skills Scholarships is to provide individuals with funds to attend classes, seminars, conferences and programs. Scholarships are designed to help employees go above and beyond, and gain new skills that will help expand existing services. The new skills learned must be shared with teammates. For more information and to apply, visit the WakeMed Foundation WakeMedWeb site.

**Diversity & Inclusion Awareness Month at WakeMed**

This month WakeMed celebrated our diverse workplace with a number of events and special activities. Café 3000, Points West Café and Falls Café featured cuisines from around the world and employees were asked to contribute to our cultural heritage recipe collection, which will be posted for the whole WakeMed family to enjoy. It’s not too late to contribute! Send a recipe that represents your family’s cultural heritage – along with a sentence or two about the significance of the dish – to diversity@wakemed.org.

Many units and departments celebrated with departmental potlucks and by taking time out to recognize and embrace what makes each of us unique, yet different. For example, the 3C Rehab unit council created a bulletin board with a large map and encouraged staff to indicate their birthplace with a red pin. The end result, pictured above, was a fun and interactive way to show that while their team was born all over the world, they are united as family on 3C Rehab!

To learn more about our diversity and inclusion initiatives, email diversity@wakemed.org.

**ETHICS, COMPLIANCE and YOU!**

 Required Online Compliance & Integrity Training Available Soon!

In keeping with WakeMed’s aspirational goal of operating with the highest ethics & standards, it’s time again to complete our annual compliance training. Education modules will be available via Learning Link soon, but there are some important changes to how the program will work this year:

- The training window has been expanded from six weeks to six months to provide more flexibility and time to complete the modules. Employees will have until October to complete the training. Failure to meet that deadline will result in a level 3 disciplinary action and/or a three-day suspension without pay or other disciplinary actions.
- Employees who attend an in-person training seminar with John Finley, vice president and chief compliance & privacy officer, will be given credit for the annual required 1 hour general compliance training and do not have to complete that particular Learning Link module. Training sessions are ongoing and more are being added. See May dates at right or search Learning Link for “Comp.Land.”

Thank you in advance for doing your part to help us reach this aspirational goal.

**A Whistle for Safety**

In an effort to ensure safety and security for our patients, visitors and staff members, WakeMed issues personal safety alarms to all patient observers that work in one of our facilities. Recently, the old battery-operated alarms were swapped out for simple, straightforward whistles. “All constant observers have been issued their own whistle as a personal safety device and primary source of notification should they need assistance at any time,” commented Sandy Wheaton, interim director of Staffing Resources. The whistles, pictured right, are cheaper to purchase and don’t require batteries or technical upkeep, making them a more reliable alarm system. Of course, an alarm is only as effective as the response that it receives, so if you hear a whistle, be prepared to respond and assist in any way that you can.

**Change to FML/PML Administration Coming in May**

WakeMed is changing our vendor for Family Medical Leave (FML) and Personal Medical Leaves (PML) of absence beginning May 1, 2016. We will be transitioning from Reed Group to Lincoln Financial Group, our current disability insurance administrator. Here are the highlights you need to know:

- Employees will continue to call 1-800-423-2765 to report time or request a leave.
- All employees with open leave claims will transition seamlessly and employees with active leaves will receive an introduction letter from Lincoln by the end of April.
- This change is being made to eliminate a third party and allow for each employee to have an assigned claims administrator that can assist with leave of absence and disability benefits questions.

More information will be shared in the coming weeks – stay tuned to the WakeMedWeb and WakeMed Weekly for details.

**DRESS FOR SUCCESS THIS SUMMER!**

It’s tempting to let hemlines creep up and necklines creep down to beat the heat during the summer. But even as the mercury rises, remember that the WakeMed dress code does not take a summer vacation. For better or worse, your appearance sometimes says more about your professionalism than your words and actions do. That’s why it’s essential that we all represent WakeMed well in the way we dress for work.

The Wake Way policy sets standards for all employees to follow and allows for flexibility to allow you to dress in a way that’s appropriate for your role – whether that’s clinical, administrative or support. Before you relax your attire for the summer, take a look at the highlights below:

- T-shirts, even WakeMed t-shirts, are not allowed unless they are for an approved WakeMed event
- Shorts, skirts and blue denim are not permitted
- Scrubs (other than surgical scrubs) must adhere to the WakeMed scrub uniform policy colors
- No hats or head coverings unless they are a required part of the uniform or for religious reasons
- Uniforms and dresses must be an appropriate length
- Undergarments should not be visible
- If sandals are worn, feet must be clean and well-manicured. Open-toe shoes or shoes with holes should not be worn in clinical areas
- Clean athletic shoes are permitted if job appropriate, but they cannot be worn with business attire
- Management should always wear business attire. It may be appropriate for managers in clinical departments to wear lab coats or scrub uniforms.

“It’s important to dress in a way that’s not distracting and does not detract from the great work we do on behalf of our patients,” said Susan McFarland, manager (Employee Relations). “We want to present ourselves in a way that emphasizes our professionalism, pride and excellent patient care.”

**May In-Person Training Dates**

APEX HEALTHPLEX
Tuesday, May 10
1 to 2 pm
Second Floor Conference Room

RALEIGH CAMPUS
Thursday, May 17
10 to 11 am
Andrews Center

OPERATIONS CENTER
Tuesday, May 24
1 to 2 pm
First Floor Conference Room
WATCHMAN Comes to WakeMed

Patients with atrial fibrillation who want an alternative to long-term warfarin therapy have a new option, thanks to the WATCHMAN™. This new device, which resembles a tiny mesh umbrella, is inserted into the heart via catheter and opened so that it covers the left atrial appendage (a sack-like protrusion where clots can form). Once in place, WATCHMAN helps prevent blood clots from traveling to the brain, thereby reducing stroke risk.

Patrick Hranitzky, MD, above left, and Frances Wood, MD, above right, (both of WakeMed Heart & Vascular Physicians) are two of the few cardiac specialists in the country who have been trained on WATCHMAN. They performed the first procedure at WakeMed in March and have several others scheduled in the coming weeks. “This procedure offers an alternative to long-term medication therapy for patients who are at high risk of stroke. With WATCHMAN, patients can enjoy a higher quality of life with the same stroke prevention benefits as warfarin,” commented Dr. Hranitzky.

WakeMed Participates in Groundbreaking Clinical Trial

WakeMed recently became the second hospital in the country to treat heart attack patients with Supersaturated Oxygen Therapy (SSO2) as part of a national clinical trial. Dr. Wood administered the SSO2 Therapy to a severe heart attack patient in February after the patient underwent a successful angioplasty by Pratik Desai, MD (Cardiology). “A lack of oxygen and heart muscle damage following a severe heart attack can lead to poorer outcomes for patients,” said Dr. Wood. “This important study may provide physicians with an additional intervention to repair the heart muscle, improve outcomes and help restore quality of life for our heart attack patients.”

Participating in the SSO2 therapy clinical trial is an example of WakeMed’s commitment to developing new treatment methods to provide the very best health care and lifesaving therapies to people in our community and beyond.

Building a Healthier Planet

One Patient at a Time

A new tool within Epic is making it easier for WakeMed to make a meaningful impact on patients’ lives and support our mission. The module, called Healthy Planet, helps identify, track and monitor patients involved in population health initiatives. Since launching Healthy Planet in February, it has been used to focus on uninsured patients with at least four visits to a WakeMed facility in the past 90 days. “If patients match the criteria, Healthy Planet sends an alert to our Community Case Management team so they can reach out to them,” said Sarah Hoffman (Clinical Resource Management), Healthy Planet project manager. “We can then use the features within Epic to track services that are provided, set individual goals and ensure that their needs are met.”

While the work our Community Case Management team doesn’t have a new, Healthy Planet has made it easier to reach patients in a timely manner. “We used to rely on quarterly reports to identify eligible patients, and then we had to work out our way to find us them. With Healthy Planet, we can identify and visit patients before they are discharged and start connecting them with the assistance they need to get and stay healthy,” said Jennifer McLucas-Ingold (Clinical Resource Management). Since February, Healthy Planet has helped the Community Case Management team identify approximately 250 patients with outstanding results.

In just one example, a Healthy Planet picked up on frequent ED visits from a homeless patient with HIV. Upon talking to the patient, the case manager learned that social situations had prevented the patient from taking his medications regularly. The patient’s HIV had advanced and he was often confused, which led to him often wandering the streets and getting arrested. The case manager helped the patient get and stay healthy,” said Jennifer McLucas-Ingold (Clinical Resource Management). Since February, Healthy Planet has helped the Community Case Management team identify approximately 250 patients with outstanding results.

Raleigh Campus Earns High Marks for Low C-Section Rates

Raleigh Campus once again has one of the lowest rates of unnecessary C-sections, according to a recent study conducted by Consumer Reports. The magazine looked at C-section rates for first-time mothers anticipating a low-risk delivery in over 1,200 hospitals across the country. Raleigh Campus was one of only 19 hospitals in the nation with a high volume (over 5,000) of deliveries whose C-section rate was less than 18.4 percent. The report found that during the study period, only 18 of low-risk births to first-time mothers at Raleigh Campus were delivered via C-section. The study did not account for factors that may increase the risk of a C-section, such as heart problems, pregnancy-related high blood pressure or chronic diseases. Raleigh Campus was recognized in a similar study conducted by Consumer Reports in 2014.

Making Connecting Easier, with RapidConnect

In February, WakeMed became the pilot site for RapidConnect, a new cloud-based mobile and web application that allows clinicians to communicate quickly, easily and securely, improving patient care and efficiency while reducing costs. WakeMed’s Children’s Hospital, the Children’s Emergency Department, and our community practices have served as the pilot service areas for this new technology.

“RapidConnect has the potential to make communications seamless and more efficient, which is really what we needed to do to be a good partner for our patients and their families,” said Dr. Ingrid Leinenweber, MD, executive medical director (WPP – Children’s Services). “For example, if a pediatrician has a patient that needs to come in WakeMed, the doctor can contact me directly through RapidConnect. The system is secure and HIPAA compliant so I can quickly and safely process the admission. This improves the patient experience, and eases frustration for the doctors we work with in the community.”

The many internal benefits to RapidConnect include secure provider-to-provider communication, read receipts for messages and integration with call schedules – all available on a smartphone. Doctors are currently the most frequent users of the technology, but it is intended for all clinical staff.

Following the pilot program with Children’s Services, it is likely that RapidConnect will be expanded to other service lines. “Once we get widespread use of RapidConnect across all of Children’s Services, I think we will understand if the product really meets our future needs and can assess how we want to move forward,” said Dr. Ingrid Leinenweber.

WakeMed’s Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the “Report a Good Catch” link on the WakeMedWeb (it will take you to the online reporting site).
We’ve got a lot to celebrate!

WAKEMED NORTH BIRTHDAY CELEBRATION
Saturday, May 14
11 am to 2 pm
10000 Falls of Neuse Road, Raleigh

Community members and past patients are invited to help us celebrate the first birthday of WakeMed North Women’s Hospital. Join us for cake and ice cream, free family portraits, Gift Shop discounts and other special activities.

CALENDAR OF EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
<th>Details</th>
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<tbody>
<tr>
<td>Nursing Education: How Does Feedback Impact Me?</td>
<td>(LL Code: NE014-16049)</td>
<td>Multiple offerings at Raleigh Campus and Cary Hospital</td>
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<tr>
<td>Geriatric Core (LL Code: NE014-15066)</td>
<td>May 17, 8:30 am to 4:30 pm, NED-C</td>
<td>Enroll in any of the listed classes via Learning Link system or have your manager/supervisor send an email to <a href="mailto:ODRegistration@wakemed.org">ODRegistration@wakemed.org</a> that includes your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 08306.</td>
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<tr>
<td>Optimizing Traumatic Brain Injury outcomes through Innovative Partnerships</td>
<td>Thursday, May 19 8 am to 3 pm</td>
<td>(()=&gt; B) The 2-Day Medicare Boot Camp Utilization Review for 2016 – May 19, 10 am to 2 pm, Cary Hospital Conference Center</td>
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<tr>
<td>Optimizing Traumatic Brain Injury outcomes through Innovative Partnerships</td>
<td>Thursday, May 19 8 am to 3 pm</td>
<td>CPM Blitz (LL Code: NEAHA-23) Thursday, May 5, 7:30 to 11:30 am; 8:30 am to 12:30 pm; 1:30 to 5:30 pm; 2 to 6 pm; and 6:30 to 10:30 pm. Please note, check-off-only has been suspended until November 2017.</td>
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<tr>
<td>Organizational Development: Transitioning into Leadership (LL Code: PDTILT)</td>
<td>Wednesday, April 27, 9:30 am to 3 pm, MOB, Ground Floor Classrooms</td>
<td>Impacting Others through Your Behavior (LL Code: PDDISC) Thursday, May 12, 8:30 am to 12:30 pm, MOB, Ground Floor Classrooms</td>
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<td>SAHA: For more information, fees and to register, visit <a href="http://www.saahalliance.org">www.saahalliance.org</a>. Introduction to Lean – Friday, April 29, 10 am to 1 pm, Cary Conference Center Regulated Medical Waste and Hazardous Waste in Healthcare: What You Need to Know – May 11, 10 am to 2 pm, Cary Hospital Conference Center Keeping Skills Alive – Neuroscience of Leadership, Thursday, May 19, 10 am to 2 pm, Cary Hospital Conference Center 2-Day Medicare Boot Camp Utilization Review for 2016 – Tuesday, May 31, and Wednesday, June 1, 8:30 am to 5 pm, Cary Hospital Conference Center</td>
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Wake AHEC 14th Annual Triangle Breastfeeding Alliance Conference: Celebrating Breastfeeding Empowerment – May 5, Andrews Center

Breastfeeding Support Group

Apex Healthplex Mondays, 2 to 3:30 pm, Conference Room Raleigh Campus Thursdays, 10 to 11:30 am, Andrews Center WakeMed North Mondays, 10 to 11:30 am, Conference Room Designed for breastfeeding moms and their babies, this support group is led by our certified lactation consultants and offers an open forum to talk about the most common challenges for breastfeeding as well as weekly weight checks for the babies. This group is for moms and breastfeeding babies only. No registration required. For more information, please call 919-350-8235.