Wake Way Behavior: Commitment & Accountability

WakeMed is excited to roll-out the final training for the Wake Way Every-time Behaviors. In an effort to fully integrate these every-time behaviors into our organization’s culture, training resources have been provided to leaders to lead discussions with their teams. The organization will focus on the Wake Way Every-time Behavior – Commitment and Accountability throughout the month of July.

In addition, if you have photos, stories or examples of the “Wake Way in Action” that you would like to share, please send the information to bscolio@wakemed.org. Real-life examples help individuals to better understand the Wake Way Every-time Behaviors and give WakeMed the opportunity to recognize great work!

Employees and their family members – approximately 120 in all – wore their cleaning clothes for the first-ever Days of Service at Raleigh Campus, North and Cary Hospital on June 4 and 11. The team at North built a beautiful herb garden while Raleigh Campus and Cary Hospital teams spruced up public areas and did some gardening as well.

Why did you participate in WakeMed’s Days of Service?
• “I think our buildings need tender loving care like our patients.”
  Jeanne Dibbert, manager, (Rehabilitation)
• “Because it’s the right thing to do. We need to keep our grounds beautiful and it’s our responsibility to do that.”
  Kimberly Gurkin, manager (Education & Compliance)
• “Because we love WakeMed.”
  Sylvetta Bryant, RN, (Day Surgery-Raleigh Campus)
• “It was a nice experience to be able to give back!”
  Charmita White, MA, (WPP-Urology)

Solving Surge

The Cary Hospital Emergency Department (ED) and nursing units are innovating to effectively deal with surge. Surge happens when the demand for hospital beds exceeds capacity – a common occurrence in U.S. hospitals. “Emergency Department volumes have some predictability, but there is always a chance for a surge in volumes,” explains Vicki Whitley, RN, executive director (Nursing-Cary Hospital).

“We developed a plan using an existing formula to help us know when we are nearing capacity and/or need additional resources,” says Amy Short, RN, director (Cary Hospital ED). “The plan is meant to provide objective, real-time information about ED capacity and seek assistance for ED patient flow. We can be less reactive and more proactive and avoid ED diversion.”

Diversion means an ED must divert ambulances to other area hospitals when it becomes overloaded with patients.

The team launched the plan on March 1. Since then, diversion hours have decreased significantly and the Cary ED has been on diversion for only 20 minutes. In addition, the number of patients who have left without being seen has been less than 2 percent in two of the past three months.

### WakeMed 2016 Workplace Assessment and Engagement Survey

**EXTENDED UNTIL TUESDAY, JULY 19!**

You still have time to complete your survey!
• Employees go to successprofiles.com/st/wakemed/
• Employed physicians and advanced practice providers, please go to successprofiles.com/st/phyeng/wakemed/

You can complete the survey at work or at home. Success Profiles Inc. receives the survey responses and tabulates the results to ensure confidentiality. Employees in departments with 100 percent participation will be entered into a drawing to win great prizes.

Questions? Contact Susan McFarland, manager (Human Resources) at smcfarland@wakemed.org or ext. 06325.

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**Lenora Britton, a member of the Cary Hospital team, helped clean hospital walls.**

**Bhavesh Patel, director (Biomedical Engineering) and Vicki Block, senior vice president & administrator (Raleigh Campus) plant flowers in pots outside Café 3000.**

**The North team got an early start to complete their garden project before the hottest part of the day.**

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  Kimberly Gurkin, manager (Education & Compliance)
• “Because we love WakeMed.”
  Sybretta Bryant, RN, (Day Surgery-Raleigh Campus)
• “It was a nice experience to be able to give back!”
  Charmita White, MA, (WPP-Urology)
Welcome New Physicians & New Advance Practice Provider

Melissa Carlucci, MD
WPP-Pediatric Endocrinology

Sachin Shah, DO
WPP-Hospital Medicine (Raleigh Campus)

Karina Jordan, MSIS, PA-C
WPP-Urology

Traceyynn Blackwell, PA-C
WakeMed Heart & Vascular Physicians

Monica Richard, MPA, PA-C
WPP-Urology

Kenneth Wolpert, PA-C
WPP-Hospital Medicine (Raleigh Campus)

Kris Proioschel, PA-C
WPP-Hospital Medicine (Raleigh Campus)

Kate Fryman, MPAS, PA-C
WPP-Employee Health & Wellness

Julie Roeser, PA-C
WakeMed Heart & Vascular Physicians

Kathleen Ferrell, MPAS, PA-C
WPP-Urology

Josh Balsly, PA-C
WakeMed Heart & Vascular Physicians

Margaret Marsden, CNM
WPP-Obstetrics & Gynecology (Cary)

Wake Ortho’s New Garner Practice
Wake Orthopaedics now has a full-service practice at WakeMed Garner Healthplex, 400 US Highway 70 East in Garner. The suite number is 100 and the phone number is 919-882-7833.

Bad Cold at the Beach? Try a Video Visit!
Whether you are at the beach, the mountains or anywhere in North Carolina, you can do a video visit with a WPP-Employee Health & Wellness health care provider if you have a minor medical issue (cough/cold, rash, sinus infection, stomach virus, etc.). Simply visit wakemed.org, click on “For Our Employees” and click “Schedule a Visit”. Having a MyChart account is a must. If you do not have one yet, go to mychart.wakemed.org to sign up.

www.wakemedphysicians.com

Dr. Colvin Receives Dascomb Award
Dr. Gregg Colvin (WPP–Hospital Medicine) is the 2016 recipient of the Harry E. Dascomb, MD, Award for Excellence in Clinical Teaching and Care. Dr. Colvin received the award on May 18 at the WakeMed Medical Education Celebration at the Andrews Conference Center.

Dr. Colvin’s many contributions in medical education extend beyond internal medicine to all departments. Dr. Colvin was described in a nomination letter as “going the distance for his patients when they need that extra something – an elusive diagnosis or a complex need – and he always goes the distance for his students so that they can flourish and learn what Internal Medicine is really about. I would have loved to have him as my attending when I trained.”

This annual award is named after Dr. Harry Dascomb, an infectious disease physician at WakeMed who epitomized excellence in teaching and clinical medicine as well as compassionate patient care during a 35-year career at Louisiana State University, University of North Carolina at Chapel Hill, and WakeMed. The Dascomb Award Committee has representation across departments and receives nominations from the WakeMed medical staff.

Get With the Guidelines Resuscitation – Raleigh Campus Receives Bronze
Congratulations to the staff and physicians who provide care to heart failure and stroke patients! Their adherence to national treatment guidelines in certain key measures earned them an American Heart Association/American Stroke Association Get With the Guidelines-Resuscitation Bronze Achievement Award. Great work!

Reinvigorating Trauma Research
With a new team in place, Trauma Research builds on the foundation established by the Trauma Clinical Research Unit (CRU). It now has a broader focus for WakeMed providers who are or want to be involved in original and non-original research related to Trauma.

The CRU was created to facilitate current clinical research activities while encouraging new collaborations in emergency services and trauma research. “The CRU’s work was and continues to be vital to our Level I Trauma status,” says Elaine Rohlik, PhD, executive director (Rehab & Trauma Services). “Trauma Research continues to support emergency services and trauma research primarily through offering research project design, data gathering and analysis. The unit is designed to provide expert assistance in moving research projects from concept to publication. It’s a broader scope.”

Dr. Rohlik and physician champion Osei Udekwu, MD, oversee the department; research projects are facilitated by Meagan Farrell, PhD, who serves as a research associate. For additional information about Trauma Research, please contact Dr. Rohlik at erohlik@wakemed.org or ext. 08852. Please contact Dr. Farrell at mfarrell@wakemed.org or ext. 08701 to discuss research projects.

Wow! What a spread! Employees enjoy the make-your-own-sundae bar in Points West Café during Employee Appreciation Month in May.

Chuck Harr, MD, executive medical director, Raleigh Campus, led the Memorial Day ceremony at Raleigh Campus. Cary Hospital and North also held remembrance ceremonies.

In recognition of Nursing Assistants Week, Heart Center Pre- & Post-Procedure Care served a formal lunch to their nurse aides. Pictured left to right are: Sylvia Kerson, Judy Hinton, and Kim Ward.

WakeMed North ED’s team “Superheros Wear Scrubs” won second place in the corporate team category in the MADD Walk. Pictured from left to right are: Taryn Ferrell, Christina Weaver, Jessica Robinson, Becky Crampton, Erica Miller, and Darrick Woods.

NICU’s Kathy Connolly, NNP, and Ann Gooch, RN, got more than they ever imagined when they organized a special Mother’s Day quilt donation for NICU babies and their moms. They had enough donated quilts for moms and babies at Cary Hospital and North, too! Thanks to all of the employees and members of the community who donated quilts and afghans.

Thanks to the employees who participated in the video patient education vendor presentations. We hope to upgrade or replace our current video-based patient education system soon.

The first class of Campbell University doctor of osteopathy (DO) medical students got together to celebrate the completion of their first year at WakeMed. We look forward to seeing them next year along with Campbell’s second class of DO students.

The Volunteers at WakeMed Cary Hospital funded the majority of the project to reconstruct the curbless area at the hospital’s main entrance. Front row, L to R: Denise Galloway, Lois Dziedzic, Sue ReCorr (Secretary). Back row, L to R: R. Robert Rafferty, Timothy Shoriai, Pam Ayars, Beth Turner (Treasurer), and Joe Esmond (President).

Heart Center Pre- & Post-Procedure Care and Chest Pain staff members donned their WakeMed colors for the Susan G. Komen Race for the Cure in honor of their own breast cancer survivor, Kim Mays, RN.

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Mended Hearts Conference

More than 125 patients, family members and care providers attended the Mended Hearts and Mended Little Hearts Education and Training Conference in June in Raleigh. WakeMed had an outstanding presence, with representation by several current and former patients. In addition, several members of the Heart & Vascular Services care team donated their time and expertise as speakers. Thanks to Eleanor “El” Rawls, RN, (Chest Pain Program), Kelly Thompson-Brazil, DNP, ACNP-BC, (WakeMed Heart & Vascular Physicians), Felicia Williams, PhD, RN, clinical educator/supervisor (Heart Center), and Marian Uy, RN, manager (Structural Heart and Heart Failure Program). Mended Hearts is a national organization with a local WakeMed chapter. The chapter meets monthly and offers support, education and activities for heart disease survivors, their family members and medical professionals in the cardiology field. Upcoming meetings are as follows:

Monday, July 18
11:30 – 1 pm
Cary Hospital Conference Center
Guest speaker: Aaron Byrd from WakeMed Mobile Critical Care

Monday, August 15
11:30 – 1 pm
WakeMed Heart Center Conference Center
Guest speaker: Jeff Hammerstein from Wake County EMS

If you or someone you know would like more information about Mended Hearts, please call Hazel Covington, RN, (Heart Center) at 919-350-8440.

Helton Scholar, Grant & Scholarship Deadlines

The WakeMed Foundation offers funding opportunities for WakeMed employees who are pursuing education and certification. Application deadlines are listed below:

• Helton Award applications deadline: August 15, 2016
• Skills Scholarship applications deadline: September 15, 2016
• Grants applications deadline: September 15, 2016
• Helton Scholar applications deadline: September 15, 2016

All applications can be completed on the WakeMed Web Department WakeMed Foundation and select the appropriate application you wish to apply for.

Benefits Open Enrollment Is Coming!

The employee benefit open enrollment period begins Monday, October 10, 2016 and ends Monday, October 31, 2016. Mark your calendar to attend a Benefit Fair and learn all you can about the benefits that are available to you as a member of the WakeMed family. Specific times and locations will be shared at a later date.

Benefit Fairs
Raleigh Campus: Monday, October 17
Cary Campus: Tuesday, October 18
North Campus: Wednesday, October 19

Deadline for Summer Medical/Surgical Scholarships

Skills Scholarship applications deadline: September 15, 2016

Grant applications deadline: September 15, 2016

Applications can be completed on the WakeMed Web Department WakeMed Foundation and select the appropriate application you wish to apply for.

Lifesaving on the Bank of the Mississippi

Glen Edwards, RN, a critical care nurse with Staffing Resources and avid cyclist, was on a five-day bike trip along the Mississippi River. One morning, before the ride began, Glen saw a fellow cyclist collapse. He and a nurse from Missouri rushed to his side. The 55-year-old man had no pulse and was seizing violently. He then stopped breathing and turned blue. Glen continued to try and force breath into the man’s airways while the other nurse did chest compressions. Amazingly, they revived him! The man later was flown by helicopter and had quadruple bypass surgery in Memphis. He is now home in Wisconsin and doing great.

ALTERNATE STANDARDS

If you fall short of 120 points, you can make up the difference by participating in an alternate standard.

One-on-One Consult with Registered Dietitian 40 points
Physician Signed Alternate Standard Form
LDL Cholesterol 10 points
BMI 10 points
Non-tobacco User 10 points
Glucose 10 points

Maternity Care Advising
40 points
Call 855-220-7955 to register.

Care Advising
40 points
Referral Required

Check Your Points!

You’ve had your biometric screenings and you’ve completed the online health assessment – now it’s time to track your points! You must accumulate 120 points to receive the WakeWell Reward in 2016. To check your points, visit www.mybewell.com and log in. click on “Wellness” on the top of the page, then click “Visit Wellness” from the Wellness page. Your points will appear in the center of the page. If you have less than 120 points, you can make up the difference by participating in an alternate standard by August 31, 2016. See the chart to the left for details.

For more information, see the WakeWell Rewards FAQs located on the Benefits page of the WakeMedWeb or contact Bob Nelson (Wellness) at ext. 06903.

WakeWell REWARDS

Update!

POUNDS CHART

Required Activities
Take the Biometric Screening 40 points
Complete Health Assessment 40 points
Flu Shot (or Medical Exemption) 10 points

Biometric Screening Results
LDL Cholesterol Below 130 10 points
BMI Below 30 10 points
Glucose Below 120 10 points
Non-tobacco User 10 points

Program Goal
120 points
Jessica Morris, RN, (SA) earned her BSN from UNC-Wilmington.
Janet Rondon, RN, (SA) earned her BSN from Winston-Salem State University.

5A’s Judith Jones, BSN, RN-BC, and Jessica Thomas, ADN, RN-BC, obtained their Medical-Surgical Nursing certifications.

Maria Peralta, CNA, completed her ADN at Wake Tech and is a new RN Fellow on 6A.

Kathy Gillespie, BSN, RN, CEN, is Cary Hospital’s new stroke and heart failure coordinator.

Henry Bennett, RN, and Jayne Baker, RN, (Emergency Department) earned their Emergency Nursing certifications.

Shari Ann Isler Best, MSN, RN, CDE, (Diabetes Management) recently earned her MSN.

Julia Russell, RN-BC, Teilissa Avila, RN-BC, Rachel Mayour, RN-BC, and Peggy Hayes, RN-BC, (all of 6C) earned their Medical-Surgical Nursing certifications.

6C’s Denise Blake, RN-BC, recently earned her BSN from the University of Mount Olive.

Congratulations to 6C’s Peggy Hayes, RN-BC, for winning the May Daisy award.

Rachael Belcher (Sterile Processing-Cary Hospital) has been promoted to supervisor.

Susan DiNuzio, RRT, (Apex & Brier Creek Healthplex Emergency Departments) has been promoted to Respiratory Therapy team leader.

6B’s Ginger Tara, RN, earned her Medical-Surgical Nursing certification, and

Brittany Bryan, BSN, RN, earned her BSN.

Anomis Dula, AuD, CCC-A, (WPP-ENT) is one of just 61 audiologists in North Carolina to earn board certification in audiology.

Lorraine Wilson, DNP, RN, (4C) recently obtained her doctor’s degree in Nursing Practice from UNC-Charlotte.

Wendy Hillman, BSN, RN, (2E/CVICU) recently earned her BSN from UNC-Wilmington.

Amy Short, MSN, RN, NE-BC, (director, ED, 1E, CEA, & Chest Pain) recently obtained her MSN from the University of Texas.

Congratulations to Erica Miller, MSN, RN, (North-Emergency Department) for becoming a charge nurse and Christina Weaver, RN, on her promotion to clinical educator/supervisor.

Katherine Godwin, MLS (ASCP) (Pathology), was recently promoted to senior technologist.

Congratulations to WPP Neonatology’s Amy Jnah, NNP, DNP, and Desi Newberry, NNP, DNP, for having three articles published in national publications.

Neonatology’s Melinda Williams, PNP, DNP, and Sara Krogh, PNP, DNP, recently earned their doctor of Nursing Practice degrees at East Carolina University.

Congratulations to Debra Williams (Patient Financial Services) on her promotion.

Louise Brewer, RN-BC, (Staffing Resources) recently obtained her Medical-Surgical Nursing certification.

Allison Moore, (Children’s Emergency Department) earned her BSN.

WPP-Endoscopy’s Nina Casserly, LPN, earned her nursing degree from Durham Tech.

Spiritual Care welcomes six chaplain interns who serve patients and families in the hospital and urban ministry settings in Wake County. They are Kayla Edmonds (SA), Cameron Hunt (3B), Andrew McCullagh (6B, Heart Center), Silvia Mejia (3A, Women’s Shelter), Jim Riggsbee (3B) and Gloria Williams (Interact).

Tonya DiSorbo, BSN, RN, CNRN, (NCCLU) earned her second Stroke Resource Nurse certification.

Amy Grooters, BSN, RN, (ICI-Cary Hospital) earned her BSN.

Erica Kearney, BSN, RN, (Emergency Department) earned her BSN from Barton College.

Tammy Caudill (Neurodiagnostics) earned her bachelor’s degree in Health Informatics from Western Governor’s University and her RHIA certification.

Kristen Buczkoski, MSN, RN, is a new supervisor/educator in NICU and the Nursery.

Megan Coffey (Imaging-Brier Creek Healthplex) earned her bachelor’s degree in Medical Imaging with a minor in Health Care Administration from Mercy College.

Amy Ray, RN, (Nursing Education) and Kimberly Ellis, RN, (Heart & Vascular) presented a poster at the Annual Educational Meeting of the AANN in New Orleans.

Pete Grady, RN, (2E-Cary Hospital) achieved his Medical-Surgical Nursing certification.

Ryan Virgil, RN, (1E-CEA-Cary Hospital) achieved his ANCC Cardiovascular certification.

Congratulations to Brian Kistner, RN, (Adult Emergency Department) for earning his Emergency Nursing certification.

Congratulations to Kelly Thompson-Brazil, DNP, ACNP-BC, RN, (WakeMed Heart & Vascular Physicians), who earned her doctor’s degree in Nursing Practice from Duke University.

Newberry earned his Emergency Nursing certification.

Edmonds WPP-Urology’s Surgical Nursing certification.

Barton College.

“The technology offers benefits in addition to labor cost savings.

• Forecasting productivity with system view
• Saving time “one-click, one place” reports
• Improved flexibility in responding to patient care needs
• Improved staff satisfaction with web-based access anywhere, anytime

That Special Touch

Trish Lienhby, RN, supervisor (Endoscopy-Raleigh Campus) brought a special touch to Endoscopy’s pediatric patients – personalized pillow! “I saw it at Carolina’s Medical Center and thought it would be great to do in Endoscopy,” says Trish. Before a pediatric patient comes for a procedure, the Child Life specialist personalizes and decorates the patient’s pillow with washable magic markers. When the children and parents arrive, they are pleased to see the cherry pillow waiting for them. Washable markers are used to decorate bed linens in other WakeMed departments that serve children, such as Pediatric Surgery and the Adult Medicine, Campbell. Right: Child Life Specialist Leah Wilson displays a sample of a pillow design used for pediatric patients in Endoscopy.

ShiftWizard

Employee Feedback Leads to $2.1 Million Savings

Nurses saw a valid issue and voiced it to leadership: “Nurses were concerned about not being able to work their assigned number of shifts, while others were working extra shifts in overtime,” explains Sabrina Syndall, RN, System director, (Nursing Operations & Adult Medicine, Campbell). This staff feedback led to a corresponding study and implementation of ShiftWizard technology. The result? A $2.1 million savings in overtime costs over two years for the health system.

“We are always looking for ways to improve patient care, and the ShiftWizard interface provides us that ability”, shared Cindy Boily, RN, senior vice president and chief nursing officer.

Back in 2013, ShiftWizard scheduling and productivity technology was deployed into inpatient Nursing departments, Surgical Services and the Emergency Departments. Today, it is meeting workforce management needs in many different areas of the health system, including:
SAVE THE DATE & GET INVOLVED!
The WakeMed Gives annual employee community giving campaign will be October 3 through 14. If you would like to be a part of this year’s committee, contact Brea McCormley at bmccormley@wakemed.org or ext. 07682.

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.

CPR Blitz – Thursday, August 4, 2016 – “CHECK OFF ONLY HAS BEEN SUSPENDED UNTIL 11/2017” Additional classes have been added: 7:30 to 11:30am; 8:30am to 12:30pm; 1:30 to 5:30 pm; 2 to 6 pm; and 6 pm to 10:30 pm. See Learning Link NEAHA-23 for details and to register.

SAHA
SAHA College is offering the following events at the WakeMed Cary Hospital Conference Center.
Register at www.sahalliance.org or contact Marilee Johnson at mjohnson@sahalliance.org
You Are The CEO of Your Own Life:…… Effective tools and strategies to take your life/career to the next level! July 28, 10 am to 3pm, $45/ person, presented by Marla Goonan, Professional Coach and Speaker.

Organizational Development
Enroll in any of the listed classes via Learning Link system or have your manager/supervisor send an e-mail to ODRegistration@wakemed.org that includes your name and employee number, and course name, date(s) and time(s). For information, visit http://wakemedweb.org or call ext. 08306.

Professional Development
EAP: Giving and Receiving Feedback – Friday, July 15, 9 am to noon, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDEAP-FB)
Communicating Effectively – Thursday, August 18, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=PDCOM)

Discount Tickets to “Cinderella”
Tickets are on sale now for the production of “Cinderella” at the Durham Performing Arts Center December 30 through January 1. Employees receive a discount for the evening performances (matinee performances are not discounted). To purchase tickets, visit https://oss.ticketmaster.com/apw/4pac/EN/link/promotion/home/a94bbbe65594bea0c0f56f9d74 43ed5e150f08a and use the password “WakeMed”.

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