Congratulations to Our Heart Failure & Stroke Teams

May 1, 2016 – WakeMed Raleigh Campus and WakeMed Cary Hospital have once again received top honors from the American Heart Association and the American Stroke Association for providing high-quality, effective care for heart failure and stroke patients. “The WakeMed Heart & Vascular teams working in partnership with our patients, families and providers continue to demonstrate that implementation of evidence-based practices by expert caring providers in a timely manner can create exceptional outcomes for patients,” says Betty Gaskins-McClaine, MSN-C, RN, vice president, WakeMed Heart & Vascular Services. “Our teams of cardiologists, neurologists, nurses, therapists, nutritionists and support team members exemplify dedication to excellence. We are extremely fortunate to have these exceptional professionals on the WakeMed team.

The awards for each hospital include:

WakeMed Raleigh Campus
• Get With The Guidelines-Heart Failure® program Gold Plus Achievement
• Target: Heart Failure Honor Roll

WakeMed Cary Hospital
• Get With The Guidelines-Heart Failure® program Gold Plus Achievement
• Target: Heart Failure Honor Roll

• Get With The Guidelines-Stroke® program Gold Plus Achievement
• Target: Stroke Elite Honor Roll

See wakemed.org for more information about the awards.

Leapfrog Safety Scores

Cary Hospital earned an ‘A’ – the top grade – and Raleigh Campus earned a ‘B’ according to The Leapfrog Group’s Spring 2016 Hospital Safety Score update. The Leapfrog Group assigns letter grades to more than 2,500 participating U.S. hospitals, assessing medical errors, accidents, injuries and infections. Here’s how U.S. hospitals performed:

- 798 A
- 639 B
- 957 C
- 162 D
- 15 F

Mother/Baby Teams Receive Awards for High-quality Care

Congratulations to the Raleigh Campus labor and delivery staff and providers! Raleigh Campus is among the list of U.S. hospitals to earn Consumer Reports’ top score for low C-section rates. According to a recent Consumer Reports article, there are 165 U.S. hospitals with C-section rates for low-risk deliveries of 18.4 percent or lower. Nineteen hospitals that have high-volume deliveries – including Raleigh Campus – had rates lower than 18.4 percent. Raleigh Campus is listed at 18 percent.

In addition, staff and providers who care for babies in the Raleigh Campus, Cary Hospital and North Hospital Mother/Baby units and nurseries, the NICU, and the Children’s Hospital recently received the Infant Safe-Sleep Hospital Model of Excellence designation by the North Carolina Healthy Start Foundation. The award recognizes hospitals that are proven leaders in infant safe sleep policy, practice and education. Karen Chilton, MD, medical director of pediatric critical care and hospital medicine for WakeMed Children’s Hospital, shares her appreciation for WakeMed teamwork. “This accomplishment is a culmination of system-wide efforts, and it is rewarding to know that our tiniest patients and their families leave our facilities with the education and resources that help keep babies safe in their cribs at home.”

Children’s ED RN Receives Special Nursing Honor

The North Carolina Nurses Association (NCNA) selected Jennifer Farmer, RN (Children’s ED) as one of 10 nurses in the Triangle to receive special Celebrate Nursing recognition during National Nurses Week. Jennifer led the initiative to photograph pediatric injuries that raise concern about child abuse and/or neglect in the Children’s ED. Photo evidence provided by the team has resulted in successful prosecutions of the individuals responsible for those injuries. Jennifer is also a member of the Wake County Multidisciplinary Team to coordinate follow-up care for pediatric victims of violence, and a member of the Wake County Child Fatality Prevention/Community Child Protection Team.

Introducing Provider Video Visits!

WPP – Employee Health & Wellness now offers employees and their dependents video visits with their health care providers. Do you have a minor health problem and want to skip the trip to Employee Health and see a provider via your phone? Here are a few things to know about Video Visits:

- You can have a video visit with a WPP – Employee Health & Wellness provider from anywhere in North Carolina.
- You need a device that has a camera (cell phone or tablet are the best).
- Having a MyChart account is a must! If you do not have one yet, go to mychart.wakemed.org to sign up.
- Some of the health issues that qualify for video visits include sinus infection, rash, pink eye, cold/cough, stomach virus.

Want to Try a Video Visit?

- Detailed instructions are available under “What’s New” on the WakeMed Web.
- Log into your MyChart account.
- If you have had an appointment with WPP- Employee Health & Wellness or a WPP-Primary Care practice within the past three years:
  > Click the Visits tab at the top to access the drop-down menu
  > Click Schedule an Appointment
  > Click Employee Health & Wellness Video Visit
- If you have not had an appointment with WPP- Employee Health & Wellness or a WPP-Primary Care practice within the past three years:
  > Call WPP- Employee Health & Wellness at 919-350-8284 and make an appointment.
  > You can then make the rest of the arrangements for your video visit using the steps above.

Private Locations

Several locations at WakeMed facilities have been designated for employees who need privacy for a video visit. They are:

- North – Ground floor, beside Environmental Services
- Cary Hospital – Just inside the Women’s Birthplace & Pavilion entrance, left of the reception desk
- Operations Center-First Floor, Side A.

Special Nursing Honor

Several WakeMed departments and units were honored by Professional Research Consultants (PRC) for creating excellent experiences for patients and making the organization a better place to work and practice medicine. The 2016 awards, which reflect data collected throughout 2015, are based upon the percentage of patients who rated their inpatient or outpatient hospital experience as “Excellent.”

“Consistently providing an excellent experience for patients and families is not an easy thing to do,” says Terri Veneziale, executive director (Patient & Family Experience). “I applaud the hard work of our award-winning teams and all the members of the WakeMed family for their commitment to demonstrating Wake Way behaviors in their interactions with patients, families and one another.”

Five Star Award Winners

These units scored in the top 10 percent – above the 90th percentile for 2015:

- WakeMed Heart & Vascular Physicians-Cary
- Brier Creek Healthplex – Emergency Department
- Brier Creek Healthplex – Imaging Services
- Cardiac Rehab-Raleigh Campus
- Cardiac Rehab-Kraft Y
- Mobile Critical Care Services
- North – Women’s Hospital
- North – Outpatient Surgery
- SA Medical Intermediate Care
Learn before Go-live

There are several ways to learn about how the Epic upgrade will impact you.

- Walk-in sessions for ClinDoc, Stork, Radiant, Willow, ASAP, Cupid, and Ambulatory Orders will be held at various locations. See the WakeMedWeb and WakeMed Weekly for session details.
- Ask your super user or Epic instructional designer. You can call your instructional designer directly or through the Help Desk.
- WakeMed Epic users can log into Playground (PLY) to experience the new version of Epic in a test setting. Users will receive emails that include directions to access the test setting on June 6.
- IS will provide additional Help Desk support and updated tip sheets to ensure a smooth workflow post upgrade.

Find Notes Fast in Doc Review

Coders can now sort and click through notes in a new list format, which maximizes efficiency and navigability, without leaving Doc Review.

Procedure Pass

New! Workflow enhancement to ensure all prep is complete prior to a patient’s procedure, i.e., H&P, labs, other orders.

ED Tracking Board Improvement

Physicians will now have a side-by-side view to show more information about their patients in a single click.

Low Dose CT Lung Screening

New tools will be available to identify patients who are eligible for lung cancer screening.

Fresh Financials

New features like Auto Pay Signup and upfront payment and estimates will expand payment options and help patients know exactly what they owe and who to pay.

CPR saves lives. That’s why WakeMed nurses take CPR hands-only education to the community at events like Cary’s Spring Daze Festival. It was all smiles around for Hannah Erickson, RN, of CCU, and Brielle Reyes, RN, Tonia Fehr, RN, Kelley Reep, RN, and Sandy Hurst, RN, of Cary Hospital, despite the cool, drizzly day in Bond Park.

The WakeMed Raleigh Campus Farmers Market kicked off May 17 with local produce, homemade goods and education on stroke awareness and prevention. Amber Lewis, OT, supervisor (Rehab) and Amy McDowell, LCSW (Case Management) were among the staff members who provided the educational component. The Farmers Market continues from 10 am to 2 pm every Tuesday through August 23 in the Courtyard (E Tower Lobby in the event of rain). Farm stand dates at Cary Hospital are June 8 and July 13. You can learn about the local farmers featured at the WakeMed Farmers Market by visiting wakemedvoices.org.

The annual statewide Brain Injury Association of NC’s Walk & Roll-athon was held April 30. The WakeMed team turned out in their ‘WakeMed red’ and Hawaiian garb to raise funds and fun during the event.

Members of the WakeMed family, like Nikki Joyner, RN, 3E CVIC, conducted blood pressure and bone density screenings, taught hands-only CPR, measured grip strength and more at the annual State Employees Wellness Fair.

Happy Birthday, North! Providers and staff including team members from WPP - ENT, Robin Jones, Karen Short, RN, practice manager, Carla Forestieri, and Lorraine Galloway, RN, celebrated the first year of the women’s hospital with a community event on May 14. Staff members, providers and the facility itself continue to receive praise for exceptional care and service from the public. To date, approximately 800 babies have been welcomed into the world at North.
Improving Phone Access for WPP Patients

The Falls Pointe Medical Group and Women’s Center WakeMed Physician Practices locations are serving as the pilot sites to improve the efficiency and standardization of answering inbound calls. In the week of the RPIW event, the team reduced the abandoned call rate at Falls Pointe Medical Group from 15% to 8% and at Women’s Center at WakeMed North from 15% to 10% even while down one staff member who was on the improvement team. “The phone is still one of the main ways that new patient appointments are made. New patients are the lifeblood of our practices,” explains Sam Chawla, MD, a urologist with WPP-Urology and the project sponsor. “It is critical that we get this right. Our team is doing an excellent job of staying focused on improvement.”

Sponsor: Sam Chawla, MD
Process Owner: Dana Johnson
Team Members: Susheel Atree, MD, Anne Cullen, Christina Hayes, Amanda Becton, Curt Jacobs, MD, Scott McMahon, Danette Charles and Laura Bentz, RN
Above Front Row, l to r: Anne Cullen, Laura Bentz, RN, Christina Hayes, Amanda Becton
Back Row, l to r: Kenneth Murray (workshop leader), Scott McMahon, Susheel Atree, MD, Dana Johnson (process owner), Danette Charles, Curt Jacobs, MD, Dave Zotter (team leader); not pictured: Sam Chawla, MD (sponsor)

Fast-tracking the Decontamination Process

The overall lead time from case end through decontamination dropped from 3 hours and 5 minutes to 2 hours and 18 minutes in the week immediately after the Cary Hospital Surgical Services RPIW event. Additional innovations implemented by the team are significantly increasing the quality and efficiency of the process used to decontaminate surgical instruments. “It takes a huge investment in time and focus to create change,” says Michelle Van Vliet, RN, Cary Hospital Surgical Services supervisor and process owner. “The effort produces positive improvement and enthusiasm for continuous change."

Sponsor: Nell Panten
Process Owner: Michelle Van Vliet, RN
Team Members: Teresa Wright, Ian Lillanueva, MD, Emma Johnson, Steve Comas, Dearia Pender, Mike Hughes, Sissy Winstead, RN, and Natasha Adams, CRNA
Above 1 to r: Bill Bass (team leader), Steve Comas, Sissy Winstead, RN, Deana Pender, Natasha Adams, CRNA, Emma Johnson, Teresa Wright, Michelle Van Vliet, RN (process owner), Jan Villanueva, MD, Mike Hughes, Dave Zotter (workshop leader); not pictured: Nell Panten (sponsor)

Sustaining New Processes = Long-term Success

At 90 days post-RPIW event, the WakeMed Physician Practices team continued to see improvements in the amount of time it takes to schedule an internal referral. The time to schedule a referral dropped from 273 hours to 41 hours; the initially defective referrals plummeted from 10.8% to 0%. “A process improvement has to be sustainable to be successful. Our team has made the commitment to sustain our new processes,” says Amy Burney, a WPP practice manager and process owner. “That is why they are working.”

Sponsor: Lindy Williams
Process Owner: Amy Burney
Team Members: Sahar Amery, MD, Maria Denning, John Holly, MD, Sandy Nichols, Tiffany Bruce-Bartley, Kristin Floyd, Mary Kathryn Kinray and Amber Owens
Above Front Row, l to r: Mary Kathryn Kinray, Tiffany Bruce-Bartley, Amy Burney (process owner); Back Row, l to r: Bill Bass (workshop leader), John Holly, MD, Amber Owens, Kristin Floyd, Sandy Nichols, Sahar Amery, MD, Maria Denning, Dave Zotter (team leader); not pictured: Lindy Williams (sponsor)

Wake Way Behavior: Keep the Conversation Going

Respect for People. Teamwork. Communication. Learning about these behaviors – three of our Wake Way every-time behaviors – has been a major focus for the WakeMed family for the past several months. Before training for the fourth and final Wake Way behavior – Commitment & Accountability – begins in June, keep the conversation going about how you and your coworkers demonstrate Respect for People, Teamwork and Communication. When you see a coworker inside or outside your area demonstrating one of these behaviors, point it out; bring it to the forefront so it becomes top-of-mind. Consciously demonstrating these behaviors at all times strengthens our culture, our coworker-to-coworker support system and the way we care for patients and families. The best is getting even better with the Wake Way.

Respect for People
I will ...
• Demonstrate compassion and empathy.
• Value differences.
• Respect privacy and maintain dignity.

Teamwork
I will ...
• Show pride in WakeMed and the work that I do.
• Be at team player.
• Support a positive work environment.

Communication
I will ...
• Be welcoming, helpful and polite.
• Be an active and attentive listener.
• Help others learn and understand.
Welcome New Physicians

Elizabeth Lee, MD
WPP-City Center Medical Group

Rebecca Kuhns, MD
WPP-Psychiatry

The Kidney Stone Center
919-350-ROCK
Anytime. Day or Night.

WPP-Urology introduces the Kidney Stone Center, for quick 24-hour access to urology providers if you suspect you have a kidney stone. Learn more at wakemedphysicians.com/urology.

www.wakemedphysicians.com

COMINGS & GOINGS

Pharmacy welcomes Delorice Robb. The NICU welcomes Melissa Van Oppepen, RN; Sumana Gaddam, RN; and Patricia Mendoza, RN. Construction & Design welcomes Steve Lebria. WakeMed Heart & Vascular Physicians – Clayton welcomes Teresa Ellis. Guest Services welcomes Matica Frederick. 3A CVIC welcomes Hannah Brandl, RN; Sandra Brown-Scott, RN; Adamu Djibo, BSN, RN; Charlene Ortega, BSN, RN. WPP – Garner Primary Care welcomes Anna Alexander. Strategic Sourcing welcomes Kim Felts and Satrinya Pompey. 6B Orthopaedics & Oncology welcomes Brittany Bryan, RN. Respiratory Care welcomes Brooks Hilyard, RRT, RCP.

ADDITIONS & ATTACHMENTS

Missy Hurteau Jernigan, BSN, RN, (Diabetes Program) married Don Jernigan on March 17. Monic Lecator (Health Information Management) was married April 16. Kayla Stovall (Performance Improvement) is now a senior physician at WakeMed Health & Hospital Systems. Rebecca Kuhns, MD, was selected to participate in the 2016 N.C. Pharmacy Leadership Program. Jacque Seago (Respiratory Care – Cary Hospital) earned a bachelor’s degree in Respiratory Therapy.

NEWS FROM WAKEMED PHYSICIAN PRACTICES

Creating an even more helpful Help Desk

With more than 63,000 contacts made in the past six months, the Help Desk has no shortage of work. To meet that demand, the department has undergone several changes in the past two years, becoming a more efficient and robust team in the process.

In preparation for Epic and the need to provide just-in-time support for staff, the Help Desk:
• Added technical analysts and Epic-credentialed staff, three of whom are nurses.
• Introduced an Epic Clinical Concierge service: Epic analysts who rotate among our three hospitals and WakeMed Physician Practices.

The Help Desk is now focusing on resolving as many support requests as possible without referring them to other IS teams. The goal is to improve satisfaction among WakeMed employees by reducing wait times for follow-up calls. It also allows Help Desk and IS staff to move more quickly from one issue to the next, improving efficiency for the team. “This past six months, Help Desk staff closed 27 percent of the tickets we received and our goal for this year is to reach 40 percent,” said Bryan White, manager, Help Desk. “This new approach is a work in progress as we set a foundation to continue our transformation. We are taking the Wake Way to heart and want to support the front-line staff to make sure they have what they need to get their work done.”

To improve access on nights, weekends and holidays, the Help Desk now partners with a third-party organization that provides technical and Epic support for health care organizations. The change has been well received and has resulted in a higher level of support during non-traditional business hours.
In FY 2015, 1,410 teens and adults with The Volunteers at WakeMed Cary Hospital and The Volunteers of WakeMed Raleigh Campus contributed 117,456 hours of their time to WakeMed patients, families and staff. Their roles are as diverse as those of employees. Here is just a sample of the great people doing great things for WakeMed and our mission.

**Ruth Cornwall – Information Desk**
Ruth Cornwall has been a dedicated member of the WakeMed Cary Hospital Information Desk team since 1993. She is often the first point of contact for patients and guests entering the hospital. She greets patients, answers questions, coordinates the delivery of gifts, and works closely with the Guest Ambassadors to provide exemplary customer service. Ruth is a shining example of what it means to consistently exhibit the Wake Way…every time.

**Kaylie Griffin – Food Services (Bistro)**
Kaylie joined the WakeMed Cary Hospital Junior Volunteer team in 2015. In her role as a Food Services (Bistro) volunteer she greets customers, operates the cash register, and assists with cleaning and ensuring the Bistro is properly stocked. Kaylie also visits the Women’s Pavilion & Birthplace to congratulate mothers and families with an offering of cookies and lemonade. She consistently exhibits the Wake Way by engaging patients, guests, and staff with her positive energy and bright smile.

**Janelle Brown – Junior Volunteer- Guest Ambassador**
Janelle joined the WakeMed Cary Hospital Junior Volunteer team in 2015. In her role as a Guest Ambassador, Janelle is ready to walk with them or provide wheelchair transport. She is often the first point of contact for patients and guests, and so much more! Janelle provides a high level of customer service to all guests. To ensure our visitors successfully locate their patient or destination, Janelle is always ready to help them.

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).

**Gerry Brunner**
Gerry Brunner (Pathology Labs – Cary Hospital) was doing a check of blood products and identified her in group O, red blood cell units that had about 200 mls of plasma in them. The presence of plasma in these units could have caused a transfusion reaction and had a negative impact on any patient who received them that did not have type O blood. Gerry’s thoroughness helped him catch the error and he then quarantined the units, contacted the Red Cross and arranged for credit. Thank you, Gerry, for this good catch!

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).

WakeMed employees who participated in the WakeWell Rewards biometric screenings can now take the BCBSNC online health assessment at www.mybcbsnc.com. Instructions on how to take the online assessment can be found on the WakeMedWeb. If you haven’t already, please complete it by June 30 to receive the 2017 WakeWell Reward. Having trouble logging in? Call the BCBSNC helpline at 1-888-703-7050.

Don’t forget! If you fall short of 120 points, you can make up the difference by participating in an alternate standard. Employees who fall short will be contacted directly through WakeMed email and a letter sent to their home. Check the WakeMedWeb for more details. Contact Bob Nelson (Human Resources) at 06903 or bnelson@wakemed.org with questions.

WakeMed Physician Practices thoracic surgeon Charles Harr, MD, who is also Raleigh Campus Executive Medical Director, and interventional pulmonologist Vikas Pathak, MD, recently brought new procedures and technology to WakeMed patients.

The da Vinci® robotic system has been used for other types of procedures at WakeMed but never a thoracic procedure until recently. Dr. Harr employed robotic technology to resect blebs (blisters) in the lung of a patient with emphysema. He performed the procedure through four small incisions instead of opening the chest, which means less blood loss, less pain and a shorter hospital stay for patients. “I wouldn’t have even attempted to bring this procedure to WakeMed if I didn’t have faith in the surgical staff,” says Dr. Harr. “These procedures require a highly dedicated team focused on learning new skills. We have that at WakeMed.”

Dr. Pathak, an interventional pulmonologist, is the first physician at WakeMed to place an endobronchial valve in the lung of a patient. Dr. Pathak used minimally invasive technique to place the valve, which is used to close air leaks around the lungs. Air leaks are a somewhat common complication of lung surgery, particularly in people with conditions such as emphysema. After the air leaks close in about six weeks, Dr. Pathak removes the valve. Dr. Pathak and his team look forward to FDA approval for the use of endobronchial valves for life-enhancing purposes in patients with emphysema. Stay tuned!
Focus On Nursing
Excellence in the art and science of nursing care and caring
www.wakemed.org

SPEAKING OF NURSING: A NOTE FROM OUR CNO

This year, the American Nurses Association chose “Culture of Safety-It Starts with YOU” as the theme for National Nurses Week. I firmly believe that we have a strong culture of safety at WakeMed. Our strength comes from your ongoing innovations, your meticulous care and your professional accountability. Our patients are often very complex, which can make patient safety challenging. Your attitude, compassion, advocacy and skill combine to keep them from harm.

Your safety and well-being are also extremely important. Nurses are the most vulnerable to ‘compassion fatigue’ – the exhaustion that results when we continuously care for the needs of others. Should you or a colleague feel so afflicted, WakeMed has resources available to you.

You may not realize it as you go about your day-to-day practice, but your work, your passion and your expertise impact our entire community. Just as you are keeping our community safe, WakeMed has committed to taking care of you.

2016 Nursing Excellence Awards

Nurses and the interprofessional colleagues who support them received special recognition during National Nurses Week – May 6-12. Award winners are nominated by their peers, which make the awards extra special. Congratulations to this year’s winners and thank you for all you do to support your colleagues in Nursing, our patients and the community.

2016 Professional Nursing Excellence Award Winners

Angela Warren, BSN, RN, CCRN (CICU)
Christine Ouellette, BSN, RN (CICU)
Elizabeth Ford, BSN, RN (2E CVICU)
Maxine Williams, BSN, RN, CMSRN (11D CEA)
Shani Clark-Gaffney, RN (1C CEA)
Pervenche Dubert, BSN, RN (3B CVSC)
Shelly Houseknecht, RN-BC (6A CVICU)
Judith Jones, BSN, RN (5A MI)
Brandy Thompson, BSN, RN (Labor & Delivery)
Jill Lancaster, BSN, RN, CEN (ED-North Hospital)
Laronda Smith, BSN, RN (Imaging Services)
Monica Dale, BSN, RN (2C Rehab)
Nancy Reyes, BSN, RN, CV-BC (Heart Center Pre/Post-Procedure Care)
Kimberly Hinton, RN (Chest Pain)
Nicolette Creech, BSN, RN (6C Surgery & Trauma)
Kimberly Thiessen, BSN, RN, CPEN (Children’s ED)
Teresa Pratt, RN (2C Rehab)
Colleen Callaway-Strauss, BSN, RN (6B Neuro Care)
Elizabeth Hammond, BSN, RN (6B Ortho)
Myra Crowley, RN (3C Rehab)

Amy Pithers, BSN, RN, CAPA (Surgical Services-North Hospital)
Terry Wallace, RN, FA (Surgical Services-North Hospital)
Missy Jermigan, BSN, RN, CDE (Diabetes Program)
Megan Lattimore, RN, RCIS (Gath Lab)
Angela Capone, BSN, RN, RGES (EP Lab)
Julia Salas, BSN, RN, POCCN (CV Testing)
Nicole Aune, BSN, RN (NICU)
Margaret Myers, BSN, RN (2D Rehab)
Amanda Franklin, RN (Surgical Services-Raleigh Campus)
Lea Ann Miller, BSN, RN (4E Children’s)
Linda Ellington, BSN, RN, CPTN (PICU)
Pam Page, BSN, RN (PACU)
Lois Upweoke, RN (Women’s Pavilion & Birthplace)
Chelsea Griffin, RN (3A CVIC)
Deanna Beasley, RN (5B Neuro Intermediate Care)
Danielle Battle, RN (ED-Raleigh Campus)
Lynda Callahan, RN-BC (1A CEA)
Leah Lopez, BSN, RN (5C Medicine)
Kristi Reguin-Hartman, MSN, APRN, ACNS-BC (Clinical Nursing Resources)
Jenny Moretz, BSN, CCSRN (CTICU)
Leslie Polzien, BSN, RN, CCM (Case Management)

Stephanie Mazzella, BSN, RN (MICU)
Laura Harrison, RN (Mobile Critical Care)
Susan Summers, RN (3E CVIC)
Jennifer Roper, RN (Labor & Delivery-North Hospital)
Amanda Miller, BSN, RN (Mother/Baby-North Hospital)
Sara Doering, BSN, RN (Nursery-North Hospital)
Shawnette Smith, RN (Neuro ICU)
Kinya Anthony, BSN, RN (SICU)
Betty Mc Gee, RN (Surgical Services-Raleigh Campus)
Tali Mizrahi, RN (Home Health)
Glen Edwards, BS (PH), RN (Staffing Resources)
Dor McFadden, BSN, RN (ED-Apex Healthplex)
Becky Poulnott, BSN, RN (ED-Brier Creek)
Annamma Sebastian, BSN, RN (3 West-Cary Hospital)
Lindsey Seawell, BSN, RN (1East/OPU/CEA-Cary Hospital)
Jason DeFrites, BSN, RN (2West/CVSC-Cary Hospital)
Bridgette Redd (2West/Tele surveill ance)
Amanda Fuller, RNC (Mother Baby-Cary Hospital)

Melissa Warwick, BSN, RN, VA-B (Imaging Services-Cary Hospital)
Jennifer Sousa, CNMT, Supervisor (Imaging Services-Cary Hospital)
Amanda Heitzman, BSN, RN, CNOR (Surgical Services-Cary Hospital)
Carrie Moore, BSN, RN (RRT/Code Blue Team-Cary Hospital)
Anna Bien-Jones, RN (2West/MSIC-Cary Hospital)
Kristina Palmer, BSN, RN (2West/ICU-Cary Hospital)
Donna Hermann, RN, CEN, CPEN (2East Medicine-Cary Hospital)
Nicolette Talley, RN (2East Medicine-Cary Hospital)
Beth Fitzsimmons, BSN, RN (Case Management)
Lori Bristol, BSN, RN, CEN, SANE, EMT-P (Nursing Education-Cary Hospital)
Ashley Hayes, BSN, RN (ED-Garner Healthplex)
Betsy Moore, BSN, RN (PACU-Cary Hospital)
Kathy Kayser, BSN, RN (Pre-Op-Cary Hospital)
Catherine Orji, BSN, RN (Staffing Resources-Cary Hospital)
2016 Partners with Nursing Award

Shirley Morgan, NAI (2E CVICU)
Remonia Rogers, (EVS-Raleigh Campus)
Keyonna Williams, MHT (Behavioral Health)
John Sanderford (MPD)
Cynthia White, NA II (6A CVICU)
Danielle Bach, MS, RD, CSD, LDN (Food & Nutrition)
Jennifer Johnson (Labor & Delivery)
Petrina Perry, NA I (ED-North Hospital)
Scott Munsig (Transport)
Vicki Tyndall (eICU)
Samatha King, NA I (Heart Center Pre/Post/Procedure Care)
Amanda Rentfrow, NA I (Neonatal Care)
Melissa O’Neal, CSW (Case Management)
Erin Phillips, BS, CCLS (Children’s)
Laja Daramola, NA I (CICU)
Linda Bell, LGSW (Case Management)
Coretta Lockley, NA I (6B Ortho)
Stacey Wells, NA I (CICU)
Angela Gill (Day Surgery-North Hospital)

2016 Clinical Excellence Award Winners

Erika Grenier (Cath Lab)
Jana Pittman, CRNA (EP Lab)
Shelly Schaaf, CRNA (EP Lab)
Vicki Widner, CXT (CV Testing-EGK)
Kathy Connelly, NNP-BC (NICU)
Tonya Hunter, CNA (2D Rehab)
Carrie Watson (Surgical Services)
Amber Austin, NA I (4E Children’s)
Mary Coleman, PharmD, BCP (Pharmacy)
Shannon Wheeler, NA I & NA II (PACU)
Selena Flores, NA I (4C Women’s Pavilion & Birthplace)
Shea Whittaker, NA I (SB Neuropath Care)
Nakeya Outerbridge, NA I & NA II (ED)
Benita Ellin, NA I (1A CEA)
Monica Shehan, NA I (5C Medicine)
Janice Pan, PharmD, BCCCP (Pharmacy)
Mabel Cubillos (Case Management)
Rattandep Sidhu, RT (Respiratory)
Sandy Vendittelli (Mobile Critical Care)
Andrea DeLong, NA II (3E CVICU)
Jamie Lehn Bronson (Labor & Delivery-North Hospital)
Brenda Woster (Mother/Baby-North Hospital)
Jesse O’Neal (Spiritual Care)
Lloyd Phillips (Respiratory)
Pamela Howell (Home Health)
Stewart Fitzgerald, NA I (Constant Observer Services)
Ashley Leeman, NA II (ED-Apex Healthplex)
Ricardo Chique (ED-Brier Creek Healthplex)
Mercedes Harrig, NA II (3West-Cary Hospital)
Denise Guerrero, NA II (1East/CPC/CEA-Cary Hospital)
Yasmin Ayala, NA II (2West/CVIC-Cary Hospital)
Jessica Mitchell, BSN, RN (Labor & Delivery-Cary Hospital)
Alice Hobbs, NA I (Labor & Delivery)

Kristin Holmes, BSN, RN (SCN-Cary Hospital)
George Bock, PCT (Surgical Services-Cary Hospital)
Thomas Barbour (Facilities-Cary Hospital)
Isaac Adu-Antoh (Laboratory-Cary Hospital)
Courtney Boulware, NA II (2West/ICU)
Mariel Mallari (Laboratory-Cary Hospital)
Sherra McDougald, NA II (2East Medicine-Cary Hospital)
Kelly Stevens, MSW, LCSW (Case Management)
Cathy Palazzolo (Administration)
Mike Talbert, RT (Respiratory-Garner Healthplex)
Tracy Buss, NA II (PACU-Cary Hospital)
Angie Freshwater, NA I (Pre-Op-Cary Hospital)
Derrick Hammon, NA I (Constant Observer Services-Cary Hospital)

2016 Partners with Nursing Award

Congratulations to the Behavioral Health Rapid Response Team members from Raleigh Campus and Cary Hospital for being exceptional partners to their Nursing colleagues!


You Have a Voice! Share It!
The Nurse Engagement Survey

WakeMed Nursing encourages all direct care nurses, including RNs and LPNs, to complete the 2016 WakeMed Nurse Engagement Survey at www.advisorysurveys.com/beacon-PROD/arvy/?surveyId=813250%7C911af0ff. You can complete it at work or at home. It is facilitated by the Nursing Executive Center in Washington, DC to keep it completely confidential. Units with 90 percent participation will receive goodie baskets. Units with more than 95 participation will receive pizza parties. The deadline to complete the survey is June 7, so share your voice today!
KICK IT 4 KIDS KICKBALL TOURNAMENT
Saturday, July 9
9 am to 1:15 pm
Fred G. Bond Metro Park
Cary, NC
Join the Friends of the WakeMed Foundation for a friendly competition to support the WakeMed Children’s 2016 Love Light Campaign. Eight co-ed teams will go head-to-head in fundraising and on the field to be named the “Champions for the Kids.” Teams can have eight to 15 players and must raise a minimum of $400 per team to participate. All proceeds raised will be donated to the WakeMed Children’s 2016 Love Light Campaign. To learn more, visit: http://www.friendsofwakemed.org/kick4kids

Shoe Sale
Wednesday, June 22
7 am to 4 pm
Raleigh Campus- Andrews Conference Center
Thursday, June 23
7 am to 4 pm
Cary Hospital Conference Center

Name badges are required. Cash and credit cards are accepted. Proceeds support Cary Hospital, Knight YMACA, Apex Healthplex, Cardiac Rehab Scholarships, Tea for the Soul, supplies for Huggables and handmade gifts, the Rainbow Fun and more. Proceeds support the good works of WakeMed Volunteers.

Nursing Education
How Does Feedback Impact Me? (LL Code: NE014-16049)
May 16, 10 to 11 am, Cary Hospital Conference Center; June 9, 2 to 3 pm, Andrews Center; and June 27, 10 to 11 am, Cary Hospital Conference Center
The Virtual Dementia Tour® (NED 106) June 6, various times between 10 am and 4 pm Cary Hospital Conference Center; June 27, various times between 10 am and 4 pm, Andrews Center
NAMI: In Our Own Voice (LL Code: NE014-15079) June 28, 5:30 to 7 pm, Cary Hospital Conference Center
AWHONN Module 2: Physiologic and psychosocial adaptation to pregnancy (NED 93) June 17, 1 to 3 pm, NED – B

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 or call ext. 08306.

PROFESSIONAL DEVELOPMENT
Embracing Positivity: Roadmap for a Successful Future (Code=SDFAP-EP) Friday, June 17, 9:00 to 11:30 am, Medical Office Building, Ground Floor Classrooms
Speed of Trust (Code=PSDOT) Tuesday, June 14, 8:30 am to 12:30 pm, Medical Office Building, Ground Floor Classrooms

Wake AHEC
Wake AHEC’s 2016 Exploration Station Destination: Health Careers summer camp
June 20-24, 2016
Andrews Center. For rising 5th-8th graders. Contact Heather Schafer hschafere@wakelahc.org or 919-350-0468; $200.

Webinar (Live): Making Shift Happen: An Overview of Best Practice in Clinical Strategies for Behavior Management in Youth
June 21, MDC Center, Durham
Best Practice in Clinical Strategies for Behavior Management in Youth, June 21, MDC Center, Durham

Wake AHEC’s 2016 Mini-Medical School Summer Camp – Louisburg
July 11-15, 2016
Vance-Granville Community College, Franklin Campus in Louisburg, NC. For rising 10-12th graders and the recently graduated high school class of 2016. Heather Schafer hschafere@wakelahc.org or 919-350-0468; $150.

Webinar (Recorded): You are the Key to HPV Cancer Prevention, June 1, 2016 to June 30, 2017

OSHA and North Carolina Infection Control Methods: Annual Update, June 8, 2016, Andrews Center

Best Practice in Clinical Strategies for Behavior Management in Youth, June 21, MDC Center, Durham

WEBINAR (Live): Making Shift Happen: An Overview of Motivational Interviewing, June 22

2016 Updates in Lung Cancer from the ASCO Meeting
• Charlotte, June 28, Ruth’s Chris Steakhouse - SouthPark
• Durham, June 29, Ruth’s Chris Steakhouse – Southpoint
• Winston-Salem, Ryan’s Restaurant, Winston-Salem

Buy One Get One Free
2016 Koka Booth Amphitheatre Movie Night Admission – Cary, NC
This coupon must be presented at time of purchase. Limit 1 coupon per person, per purchase. Cannot be combined with any other discount or promotion.
Coupon expires 09-30-16
Gates open at 7 pm; movies start at dusk; picnics welcome. For a list of movie titles, dates and ratings, visit boothamphitheatre.com.
A portion of movie night proceeds will benefit the WakeMed Children’s Hospital!

Coming Soon!
Thursday, June 9 - Kung Fu Panda 3
Thursday, June 23 - Labyrinth
Friday, July 15 - Pitch Perfect 2
Thursday, July 21 - Star Wars: The Force Awakens
Friday, July 29 – The Hunger Games: Mocking Jay Part 2

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