

# MICROSCOPE

## Introducing 210PET Imaging

### WakeMed & Raleigh Radiology Bring State-of-the-Art PET/CT Scanner to Cary

In February, Raleigh Radiology and WakeMed came together to welcome the first PET/CT scanner of its kind in the Triangle, the Siemens Healthineers Biograph Vision. Located at the new Medical Park of Cary just behind Cary Hospital, this scanner leverages advanced imaging technology and artificial intelligence (AI) to detect even the smallest lesions with less exposure to radiation.

The new Biograph Vision was obtained as part of WakeMed's ongoing relationship with Siemens Healthineer. The service is available as part of a new collaboration between WakeMed and Raleigh Radiology called 210 PET Imaging.

PET/CT technology provides a higher degree of sensitivity and specificity for disease than any other imaging modality. Generally speaking, CT technology is an excellent imaging tool to help radiologists see detailed images of tissues and organs – showing exactly where a mass or lesion may be within the body. PET technology uses radioactive imaging agents to detect metabolic activity that could indicate the presence of cancer. This allows radiologists to discern between cancerous and noncancerous lesions in the body.

PET/CT is used in a wide range of medical specialties, from oncology and neurology to cardiology and pulmonary applications. The fusion of these technologies in a PET/CT scanner offers many benefits, including:

- Eliminating the need for some invasive procedures or surgeries.
- Providing early diagnosis since PET/CT can show changes earlier than a CT or MRI alone.
- Providing accurate disease staging and location for biopsy, surgery or treatment planning.
- Assessing response to and effectiveness of treatments, which can help oncologists make informed therapy decisions.

"This technology allows us to see and detect activity we can't find on CT or MRI, and using Siemens' latest, state-of-the-art equipment will allow us to provide a higher level of support for our local oncology and specialist communities," explains WakeMed Chair of Radiology **Kirk Peterson, MD** (Raleigh Radiology).

210 PET Imaging is already helping expand services available in Wake County. Shortly after opening, it became the first facility in the Southeast to do a scan using Cerianna, a targeted imaging agent recently approved by the FDA for use in patients with metastatic or recurrent breast cancer. This is just one example of how 210 PET Imaging can help physicians detect disease faster and better understand disease progression for accurate and early treatment decisions.

## Kudos for WakeMed Women's Services

### Raleigh Campus Named to Best-Of List

Raleigh Campus once again received top recognition as one of the best maternity care hospitals in the U.S., according to a national ranking by *Newsweek* based on data from The Leapfrog Group. *Newsweek*'s 2021 list of Best Maternity Care Hospitals spotlights facilities that have excelled in providing care to mothers, newborns and their families and have fully met The Leapfrog Group's standards for maternity care on evidence-based, nationally standardized metrics.

### Breastfeeding-Friendly Efforts Receive Four Stars

All three of WakeMed's hospitals have received 4-stars from the North Carolina Maternity Center Breastfeeding-Friendly Designation Committee of the North Carolina Division of Public Health. This designation is provided to maternity care centers that meet state criteria and recognizes WakeMed's efforts in implementing policies and practices that support a breastfeeding-friendly patient environment.

"We are committed to improving the lives of the families we serve by implementing evidence-based best practices for breastfeeding-friendly health care," commented **Cheryl Kilbourne, RN**, executive director, Nursing (North Hospital). "Receiving four stars at each of our facilities is truly remarkable and reflects our ongoing commitment to providing an exceptional experience for mothers and babies across our health system."



## WakeMed Welcomes Navy Corpsmen

In February, WakeMed welcomed 25 Navy Corpsmen and staff as part of a new training partnership with the U.S. Navy's Bureau of Medicine and Surgery (BUMED). For the next three years, groups of Navy Corpsmen will work alongside WakeMed's emergency medicine and ICU teams, trauma surgeons and other clinical staff as part of the Hospital Corpsman Trauma Training program.



The program is centered around practice and preparation for military medical staff to ensure future combat readiness in high-trauma locations by providing specialized training and experience in evidence-based clinical practices and civilian care not often available in Navy Medical installations.

WakeMed is one of four hospitals nationwide

serving as a U.S. Navy BUMED training site. Raleigh Campus was chosen for its role as a well-respected, high-volume Level 1 Trauma Center and its robust emergency preparedness and simulation training capabilities.

"It's an incredible honor to be able to help train these men and women who sacrifice so much for our country daily," said **Donald Gintzig**, president & CEO, and a retired Rear Admiral in the U.S. Navy. "This partnership speaks to our expertise and leadership as a Level 1 Trauma Center and the experience of our doctors, nurses and staff. We're humbled to aid in preparing the Hospital Corpsmen for future trauma situations during deployment."

Over the next three years, groups of 16 Corpsmen will train at Raleigh Campus for seven-week rotations, including two weeks of didactic and simulation training followed by five weeks of clinical rotations in the Raleigh Campus Emergency Department, Surgical Trauma Intensive Care Unit and Wound Care.





## Share the Love!

Over the course of the pandemic, our community has stepped up time and time again to offer their support to our WakeMed team. We are so grateful to every community member and organization that has made a donation, provided a meal or sent a thank-you card! Here are a few heartwarming stories and examples of how community members have helped Share the Love recently!



In February, WRAL launched a community-wide campaign to send encouragement and thanks to health care workers and show appreciation for your ongoing efforts throughout the pandemic. To see the photos, stories and messages of appreciation, visit [wral.com/sharethelove](http://wral.com/sharethelove).

The Chick-fil-A cow made a visit to Raleigh Campus, bringing 400 sandwiches and a card for the staff of the Capital Crossings and Falls Village locations. We appreciate these

restaurants and Wake County Commissioner Sig Hutchinson for his help coordinating this generous gift!

With help from Watered Garden Florist, an anonymous bride and groom gifted a stunning floral arrangement to WakeMed.

## Sewn with Love

Over the past few months, many WakeMed family members have been gifted handmade, colorful scrub caps to say thank you and bring some joy to a very challenging time. The



woman behind those caps is June Olson, whose son Eric Olson, MD, is a member of WakeMed's Pulmonary & Critical Care Medicine team.

Olson is a full-time caregiver for her husband and has been sewing since she was nine years old. She began making masks for family and friends when the pandemic first hit and switched to scrub caps after Dr. Olson brought her a sample. She has now made over 100, in a range of colors and patterns. "Making the caps has been my small contribution to the nurses and doctors. Sewing takes my mind off of COVID and my husband's health. It makes my heart feel good to know the caps are appreciated and enjoyed," she says.

Olson estimates that each cap takes her about an hour – from laying out the pattern to completing the last stitch. As a special touch, she adds buttons for securing mask loops, saving caregivers from sore ears. It's no surprise that these special scrub caps have been well-received and are worn with pride by our WakeMed family members.



## "An Amazing Response!"

Community member Christine Warloz spearheaded an incredible effort to provide food, goody bags and thank you notes to thank and encourage our WakeMed teams working on the front lines. Warloz was inspired by a friend who is an ICU nurse in Boston who shared on Facebook that as the COVID-19 cases climbed this winter, hospital morale plummeted. This news saddened Warloz and in early January she decided to do something about it.



She posted a message on Facebook stating that she was planning a thank you day for a local hospital. "Who knew I would get such an amazing response," she says. "I received tons of feedback and stayed up until 2 am replying! The next day, donations started rolling in." Within a few weeks, Warloz had received thousands of dollars' worth of donations, which helped her purchase hundreds of meals, goody bags, and treats for staff at WakeMed and Duke Raleigh. She also received hundreds of handmade thank you cards from community members, which were handed out to staff.

## WHAT'S HAPPENING AT WakeMed



On Friday, February 7, employees from across WakeMed dressed in their best reds for Go Red for Women Day! This annual event is part of American Heart Month and is intended to help raise awareness of cardiovascular disease. It's also a great way to recognize everyone at WakeMed who provides compassionate care and service to our heart patients and their families!



With all frontline essential workers now eligible to receive the COVID-19 vaccine, North Carolina Governor Roy Cooper (above) visited Raleigh Campus on March 3 to receive his first dose. Governor Cooper was one of hundreds of individuals who are considered part of Group 3 who were able to quickly make appointments to get a vaccine at our Andrews Center clinic.

WakeMed Pharmacy (below right) hosted its second annual "Phebruary Pharmacy Phishing" to raise awareness of phishing emails and how to avoid them. Thank you, Pharmacy team, for finding fun and creative ways to reinforce this important concept!



**Andy Ross** (Spiritual Care) recently received the Transitions LifeCare's "Champion of Palliative Care" award (right). The award recognizes outstanding WakeMed staff who demonstrate the values of palliative medicine for their patients and families each day. Ross was recognized for his work providing spiritual care assessments, prayer, comfort and guidance to patients and families, particularly those impacted by the pandemic. Transitions LifeCare cares for individuals and families with compassion, support, and expertise as they navigate the end of life or life-changing illness.



Employees enjoyed some treats from our Morrison's Food & Nutrition Services partners in February! Valentine Socials were held at many facilities to show some love to our incredible team.







## MEET THE CHEST TEAM

A collaborative effort between WakeMed thoracic surgeons, pulmonologists, pathologists and Raleigh Radiology is helping to improve care for patients with suspected or diagnosed chest and lung cancers. The WakeMed Chest Team is part of our *Cancer Care Plus+* collaborative and, through our nurse navigators, is a “one stop shop” for patients who need a comprehensive diagnostic approach, treatment planning or intervention – all provided at WakeMed. The team is focused on expediting care for patients with malignant disease but also collaborates to triage other chest disease such as advanced COPD, pulmonary fibrosis and other lung diseases and chest-area abnormalities.

With our nimble Chest Team working together, patients get:

- Expedited access to assessment, diagnosis, testing and interventions all offered at WakeMed
- Interventional pulmonary experts in minimally invasive diagnostic and therapeutic bronchoscopy
- Surgical experts in minimally invasive procedures and robotic-assisted surgeries
- Radiology imaging, including PET scans, interpreted by expert radiologists
- Interventional Radiology to assist in minimally invasive diagnostic procedures and advanced therapies
- Pathologists expert in diagnosing chest malignancies working to enhance accuracy and timeliness
- Collaborative treatment plans to get patients on the road to recovery
- Nurse navigators to guide patients and referring physicians every step of the way

“Our Chest Team leverages the combined expertise available at WakeMed to offer patients personalized, comprehensive care that facilitates best outcomes. We work closely with local oncologists and the Cancer Care Plus+ team to provide a single pathway for patients, ensuring that their individual needs are met throughout their care journey,” commented Charles Harr, MD, Chief Medical Officer – Raleigh Campus, and thoracic surgeon.

Our Chest Team is available 24 hours a day, 7 days a week. Referrals can be sent via Epic or RapidConnect (under thoracic surgery or pulmonary medicine) or by calling 919-350-LUNG (5864).

## WOW, WHAT AN EMPLOYEE!

**Erin Ledford, Gina McConnell, RN, and Judson Williams, MD**, co-authored the article “How to Start an Enhanced Recovery After Surgery Cardiac Program” published in the journal *Critical Care Clinics*.

**Michele Benoit-Wilson, MD**, was recognized by the Town of Wake Forest as a Black History Month Honoree for being a racial justice advocate committed to make a difference in her community.

**Jonathan Seigel, MD**, (Neonatology) received clinical informatics board certification and has been named chair of the Epic National Neonatology Steering Committee.

**Tali Mizrahi, RN**, (Home Health) earned a master’s degree in nursing.

**Penny Faircloth** (Health Information Management) obtained a bachelor’s degree in health information management.

**Shana White-Walston** (Health Information Management) became a Notary Public.

**Lorrie Roth, RN**, (Home Health) received OASIS certification.

**Kelly Pflaum, NP**, (Mobile Wellness) passed the American College of Lifestyle Medicine board certification exam.

**Karen Lewis, Samantha Ellis** (both of Labor & Delivery – Raleigh Campus), **Tracey White**, and **Debbie Quinones** (Labor & Delivery – North Hospital) passed the certification in surgical technology exam.

**Rose Jackson, RN**, (Medical ICU) obtained critical care registered nurse (CCRN) certification.

**Nicole Brewer, RN; Jennifer Walton, RN; Sharon Miglarese, RN; and Shauna Sprankle, RN** (all of NICU); received neonatal intensive care nursing certifications (NIC).

**Diane Christian** (Patient Case Management) earned commission for case manager (CCM) credentials.

**Shauna Sprankle, RN**, (NICU) received low-risk neonatal nursing certification.

**Kimberly Hinton, RN, and Jennifer Dye, RN**, (both of 1A Clinical Evaluation Area) were promoted to clinical educator/supervisors.

Emergency Department - Cary Hospital congratulates **Alyse Jackson, BSN, RN**, who was named interim manager and **Kristin Clemens, BSN, RN**, who is the interim supervisor/educator.

## LEADERSHIP NEWS

### WakeMed Welcomes Micah Krempasky CMO, Behavioral Health



**Micah Krempasky, MD**, recently joined WakeMed as Chief Medical Officer for Behavioral Health. In this role, Dr. Krempasky partners with clinical and administrative stakeholders across the health system and within the community to develop and promote processes

that provide superior care, lower costs and improve behavioral health services and access. Dr. Krempasky came to WakeMed from Mission Health in Asheville, NC, where she served as a psychiatrist for 11 years as well as the senior patient safety officer for four years.

### Theresa Amerson, MD, Named CMO, Population Health



**Theresa Amerson, MD**, has accepted the position of Chief Medical Officer for Population Health. In this role, she will provide system-wide oversight for all population health initiatives – including care management, care coordination and community outreach – with a goal of improving health outcomes, reducing total cost of care and alleviating health

inequities. Dr. Amerson has been a member of the WakeMed Physician Practices leadership team since 2012 and has served as executive medical director of the Primary & Urgent Care service line since 2015. Dr. Amerson will continue to serve as the medical director for Employee Health and will provide clinical care at the office.

## COMINGS & GOINGS

Spiritual Care wishes a happy retirement to **Mary Ann Booth**, supervisor, after 20 years of service and **Diane Cox**, staff chaplain, after 24 years.

OneCall wishes a happy retirement to **Jenny Aldridge, RN**, and welcomes **Cindy Thornton, RN**.

Volunteer Services at Cary Hospital welcomes **Pennie Graham**.

Mother-Baby and Special Care Nursery at Cary Hospital welcome new manager, **Amanda Dupuis, RN**.

Information Delivery welcomes **Glenn Wolfe** and **Sadhana Alla**.

CICU welcomes **Nicole Gooch, BSN, RN; Tiffany Holohan, BSN, RN; Gabe Waddle, BSN, RN; Olivia Owens, BSN, RN; and Nikki Roebuck**.

Home Health welcomes **Susan Cartledge, RN; Regina Harris, RN; Gloria Conwell, RN; Lisa Foster, RN; Emily Whitaker, RN; Marty Cooke, Gwendolyn Hardee, Pam Doane, Alex Tena and Anita May**.

5C Medicine welcomes **Elizabeth Revell, RN; Nikita Shkadakov, RN; Amy Vollmer, RN; Cara Geiger, RN; Allyson Green, Chinyere Igweomah and Michelle Jones**.

Pathology Labs welcome **Jennifer Diaz Ruiz, Selena Manilla and Lizzie Urani**.

Medical ICU welcomes **Connor Evans, RN**.

Imaging Services – North Hospital welcomes **Holly Kitchings and Katy Prichard**.

NICU welcomes **Jill Howard, RN, Hannah Faison and Justin McDuffie**.

1A Clinical Evaluation Area welcomes **Charis Barnard, RN; Pamela Dehici, RN; Cheryl Gaddy, RN; Maria Rayetsky, RN; Casey Melina, RN; and Kita Little**.

Occupational Therapy – Raleigh Campus welcomes **Emma Stradling**.

6C welcomes **Grace Whitley, RN; Aaron Moffitt, RN; Taylor Riggsbee, Maura Grace Mangum and Hannah Glasheen**.

6A CVIC welcomes **Celeste Rosario, RN; Anna Duke, RN; Jackie Onsando; Vicky Rowe; Mackenzie Wahl and Grace Gilmore**.

eICU welcomes **Tory Grubbs**.

Emergency Department — Apex Healthplex welcomes **Joe Avery, RN; Ginny Mullis, RN; Pam Snead and Tyrone Guerra**.

## NEWS FROM WakeMed Physician Practices

### Welcome New Physicians



**Vickie Fowler, MD**  
Primary Care



**Joshua Vega, MD**  
Cardiology

### Welcome New Advanced Practice Providers

**Jessica Focht, PA**  
Surgery

**Sara Kitts, NP**  
Hospital Medicine

**Krista Ramey, NP**  
Hospital Medicine

**Amanda Spiritos, PA**  
Surgery

**Sean Thompson, PA**  
Primary & Urgent Care

### SpaceOAR Now Available

Patients undergoing treatment for prostate cancer with radiation often face potential side effects because of the proximity of the rectum and the prostate. These unintended damages can include fecal incontinence issues or other longer lasting side effects.

**Robert Matthews, MD**, (Urology) now offers a new minimally invasive procedure for men undergoing radiation therapy for prostate cancer. The procedure inserts a temporary spacer between the rectum and prostate to protect the rectum from damage during radiation therapy. This can help maintain the function of the rectum for the patient. For more information about the SpaceOAR procedure and other services provided by our urological specialists, visit [WakeMed.org](http://WakeMed.org).

## IN MEMORIAM

**Jai Casson**, a nursing assistant in Staffing Resources, passed away unexpectedly on February 3. Jai joined WakeMed in 2017 and will be missed by many within the WakeMed family. Our thoughts are with her family and friends during this difficult time.

**Ezmin George, MD**, passed away on February 25, after a two-year battle with cancer. Dr. George was a valued and cherished member of our Pulmonology & Critical Care Medicine team and a trusted physician and caregiver. Please join us in remembering her family and loved ones in your thoughts and prayers.

**Susan Alvey**, a long-time volunteer and a former president of the Cary Hospital Volunteer Board, passed away on February 22. Alvey started as a volunteer in 2004 and contributed over 3,300 hours over the course of 15 years, including roles in the Emergency Department, Ronald McDonald Room and as a Guest Ambassador.





## EARN YOUR WAKEWELL REWARD!

WakeWell Rewards is an annual wellness program that encourages and provides incentives for employees who take steps toward a healthier life.

For 2021, employees enrolled in WakeMed's Contigo Health medical plan will only need to complete the Asset Health online Health Assessment by September 30, 2021 to qualify for the WakeWell Rewards HRA contribution, \$500 for full-time employees and \$250 for part-time employees, in 2022. For more information, check out the WakeWell page on MyWakeMed.

The online Health Assessment will be available until September 30 and takes about 15 minutes. Access the Asset Health wellness portal from the MyWakeMed homepage under "For Your Health" then click on "Health Measures" on the red menu bar to get started.

At the start of the online Health Assessment, you will see a Clinical page that asks for some biometric data (heart rate, height, weight, etc.). Answering these questions is voluntary. Information provided will be used to create a more accurate Personal Health Assessment Report and will not be shared with your employer. If you choose to skip this section, just click 'Next Section' to continue with the online Health Assessment

Please note: For your security, Asset Health has added a two-step authentication process. When you log in for the first time, you will be prompted to request an authorization code. You may be asked to repeat this process if you log in on another computer or do not click "Remember this device" when requesting the code.

Questions? Contact Bob Nelson at [bonelson@wakemed.org](mailto:bonelson@wakemed.org) or 919-350-6903.



The Diversity & Inclusion Council, in partnership with WakeMed President & CEO **Donald Gintzig**, continues to roll out the Courageous Conversations education series focused on improving equity and inclusion at WakeMed. The series includes video conversations with WakeMed employees and are designed to provide an opportunity for our team members to share their thoughts and perspectives on the topic and impact of racism.

In coming weeks, conversations with **Sharlin Powe** (Environmental Services), **Sam Foster** (Campus Police), **Benita Smith**, RN (Emergency Department) and **Dana Knapp** (Imaging Services) will focus on their personal experiences around racism and how they continue to overcome biases. To learn more about the series and see the full list of participants, please visit the Diversity & Inclusion page on MyWakeMed.

# Congratulations

## Health Care Heroes!

The *Triangle Business Journal* recently announced its 2021 class of Health Care Heroes and two members of the WakeMed family and two close partners are among this year's list of 24 honorees. The annual program recognizes leaders in their field who have made significant contributions to health care.

A board-certified physician and member of the WakeMed OB-GYN team since 2017, **Michele Benoit-Wilson**, MD, has a passion for serving women and is a fierce advocate for communities of color. Dr. Benoit-Wilson lectures frequently at WakeMed seminars and community events, and has recently been part of a group of Black and Latino physicians who are working with other local safety net providers, community partners, churches and other organizations to provide virtual education to communities of color and answer questions about COVID-19 and the vaccine. She also played a key role in scaling up WakeMed's outreach programs aimed at increasing access to the COVID vaccine for communities of color and vulnerable populations.

As executive director of Performance Improvement, **Kenneth Murray** leads multidisciplinary teams through improvement projects and efforts aimed at enhancing the patient experience, improving the value and quality of care and reducing costs systemwide. This year, as supply chain disruptions forced hospitals across the country to get creative with critical resources, Murray helped invent a breakthrough mask frame – now known as the WakeMed Fit-Frame – that could be molded to an individual's face and worn over a KN95 respirators, making it similar to a traditional N95 mask. He

This spring, WakeMed will introduce The HUB, which will transition a number of existing systems and processes into the latest, cloud-based version of Infor Lawson.

As we get ready for The HUB, we will be sharing five key things we want all employees to know in each issue of Microscope. Here are The HUB Top Five for March:

### 1 Timeline

Because it will impact so many different processes and systems, The HUB will be rolled out in several phases.

- Phase I – go-live this spring; impact: Employee & Manager Self Service
- Phase II – go-live this summer; impact: Finance & Supply Chain functions (Optiflex, orders & requisitions, invoices, revenue & expense reports, purchasing, check requests, capital short form, travel/reimbursement requests and more)

A second wave of the project will occur next year and will include several other HR, Finance and Supply Chain functions – see The HUB page on MyWakeMed for a full list.

### 2 Employee Space

The current Employee Self Service functions will be replaced by Employee Space, which is more intuitive and easier to navigate. Employee Space will let you do many tasks electronically that currently require paper forms, including:

- Add a life event (marriage, birth of a child, etc.)
- Submit name change requests
- Maintain some beneficiaries

Employee Space will also have links to other frequently used systems (Halogen, Kronos, etc.) and let staff seamlessly transition between them with Single Sign On.

### 3 Manager Space

Similarly, Manager Space is replacing Manager Self Service and will offer an improved intuitive design. Manager Space has several enhancements that will improve leader workflows, such as:

- Managers can update education and nursing national certifications for both direct and indirect reports (our current system only permits this for direct reports).
- Enhanced visibility into Transition Management Tasks for onboarding and departing employees.
- Ability to see pending actions submitted in the system.

### 4 Training

Training will be available for all staff and leaders via WakeMedU. Details will be shared soon!

### 5 What's Ahead: Phase II Update

Details about the changes and enhancements included in phase II will be shared this summer, but key things to note include:

- OptiFlex will be replaced with a similar product, but don't worry – the process and look will be very similar.
- The ordering system will be enhanced with improved item descriptions and streamlined shopping cart and check out process.
- Several finance processes are being streamlined and paper processes replaced with online workflows.



## Exceptional People. Exceptional Care.



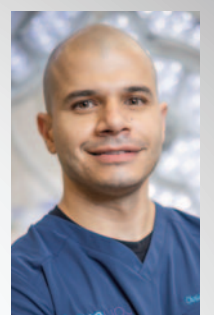
Dr. Benoit-Wilson



Kenneth Murray



Dr. Namde



Dr. McGowan

collaborated with the WakeMed Innovations team and NC State's College of Engineering, to perfect and manufacture 3D-printed mask frames that could maximize WakeMed's existing supply of respirators and create a template that could be shared with other hospitals as a public service.

**Madji Namde**, (WEPPA) was also recognized as a Health Care Hero this year. Dr. Namde joined Wake Emergency Physicians (WEPPA) in 2013 and provides care for patients at all of WakeMed's emergency departments. Dr. Namde has been very involved with many WakeMed Medical Staff committees over the years, including previously serving as chair of the Systemwide Credentialing Committee and currently as the medical director/chair for the Department of Emergency Medicine at Cary Hospital. He has also been instrumental in the collaborations between the ED and Behavioral Health services to better meet the needs of our patients.

In 2018, **Chris McGowan**, MD, (True You Weight Loss) helped bring a new, innovative procedure to Cary Hospital. Endoscopic sleeve gastropasty (ESG) is a non-invasive alternative to traditional bariatric surgery that involves suturing the stomach to reduce its size – but because it is done endoscopically, there are no external incisions.

Dr. McGowan recently performed his 500th ESG at the Advanced Gastrointestinal Center at Cary Hospital, making him the first and only physician in the country to reach this milestone.





# GROWING SKILLED CAREGIVERS

The WakeMed Foundation is committed to supporting WakeMed's mission by investing in the people of WakeMed. Each year, the Foundation provides thousands of dollars of support to employees in the form of scholarships, grants and special funding. In FY 2020, the Foundation distributed over \$117,000 funds to support WakeMed employees who wish to learn new skills that directly benefit their departments and the patients they serve.

"WakeMed's employees are our greatest asset and thanks to the outstanding support of the WakeMed Foundation, our staff continue to learn new skills, expand their knowledge and pursue advanced degrees and certifications. We are grateful to all the donors who make this support possible – and proud of all of the employees who take the initiative to learn and grow for the benefit of our patients," commented, **Donald Gintzig**, president & CEO.

## Helton Scholar Program

The intent of Helton Scholar Program is to provide funding for individuals seeking to complete a higher education degree. In FY 2020, 10 recipients received nearly \$50,000.

## Helton Awardee Program

The intent of Helton Awardee Program is to provide funding for a group (department or collaborative group) defined as three or more, seeking education or training to prepare for a certification exam. To date, 46 applications have been supported – impacting over 950 individuals!

## Skills Scholarship Program

Skills Scholarships provide individuals with funds to attend classes, seminars, conferences and programs to gain new skills that will help expand existing services. To date, 485 individuals have received Skills Scholarships, and more than 70 of those have received promotions.

All employees are encouraged to consider applying for funding from the WakeMed Foundation. Please carefully review the eligibility requirements for each scholarship to determine if you qualify. For more information about any of these programs, visit the WakeMed Foundation page on MyWakeMed.

## Congratulations 2021 Scholarship Recipients

### 2021 Helton Scholars

**Tenisha Ayers** (Emergency Department – Raleigh Campus); **Shelly Deifer**, RN (eICU); **Carter Gitlin**, RN (Mother/Baby – Raleigh Campus); **Elaine Hagwood**, RN (Children's Emergency Department); **Dana Johnson** (WPP Administration); **Eda Jones**, RN (Emergency Department – Apex Healthplex); **Cliff Menafrá**, NP (Urology); **Hannah Miller**, RN (2 East Medicine – Cary Hospital); **Matt Wrench**, RN (Invasive Cardiology)

### 2021 Helton Awardee Recipients

**Nicole Cook**: Trauma Certified Registered Nurse Certification Prep, impacting 24 departments across all hospitals and healthplexes.

### 2021 Skills Scholarships

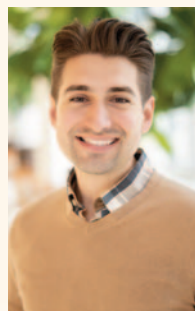
**Stephanie Baker** (Outpatient Rehab – Raleigh Campus); **Alison Brancato**, NP (Pulmonary & Critical Care Medicine); **Courtney Brown** (Neuropsychology); **Devin Congelli**, RN (Children's Emergency Department); **Kat Czesznecki** (Mother/Baby – Raleigh Campus); **LaMonica Daniel** (WPP Clinical Research); **Traci Fox** (Physical Therapy – Raleigh Campus); **Christina Gray** (Health Information Management); **Carolyn Gregg** (Occupational Therapy – Raleigh Campus); **Elisha Gulleddge** (Physical Therapy – North Hospital); **Jeanne Hale** (Spiritual Care); **Tiffany Holohan**, RN (CICU); **Matt Majka** (Home Health); **Laura Murray** (Physical Therapy – Raleigh Campus); **Beth Sawrey** (Pharmacy – Raleigh Campus); **Deepamol Sebastian**, RN (1 East Clinical Evaluation Area – Cary Hospital); **Daina Shreve**, RN (MICU); **Brooke Stuffel** (WPP Central Billing Office); **Heather Taylor** (Outpatient Rehab – Clayton); **Kathy Tigner** (Respiratory Care Services – Cary Hospital); **Sheila Veeder**, RN (Nursing Education); **Montana Wagner-Gillespie** (Milk Bank); **Emily Ward**, RN (MICU); **Kari Welt**, RN (3A CVIC); **Shannon Williams**, RN (Emergency Department – Raleigh Campus); **Kris Wolfe** (Physical Therapy – North Hospital); **Cynthia Wulffhaver** (Wound Care); **Christina Young** (Wound Care); **Joanne Zick** (Respiratory Care Services – Raleigh Campus)

## What Employees are Saying



"Thanks to the WakeMed Foundation, I was able to complete a master's degree, which gave me the opportunity to serve in my current role where I am witness to some of the most innovative approaches to health care happening today. Without the Foundation's investment, I would not have the opportunity to support these incredible programs. There is nothing I would rather be doing!" – **Jennifer McLucas Ingold**, Executive Director, Home Health & Community Case Management

"Since being a Helton Scholar, I was promoted to supervisor/educator of Non-Invasive Cardiology – Raleigh Campus. It was a role I loved and held for five years before another opportunity to transition to our business side presented itself. The Helton program opened the door to tremendous growth, both professionally and personally. I am a better health care professional because of the WakeMed Foundation Helton support!" – **Jonathan DeFoto**, Business Development Specialist, Business Development



"Receiving support helped me start my education journey. Soon after, I was promoted to a practice manager role, which gave me many opportunities to grow personally and professionally. I've learned a lot about myself and I know the sky is the limit within WakeMed. If you're considering financial support from the Foundation, ask yourself "Why not?" – it may give you the jumpstart you've been waiting for." – **Lindsay Marrow**, Practice Manager, Pediatric Specialties



"I put going back to school off for a long time. This generous financial support made all the difference in the world. It allowed me to focus on continuing my education, progress in my career and bring more knowledge to my position. It is rewarding to be with an organization that allows me to create new ideas and implement them. I feel that my voice matters." – **Dana Johnson**, Manager, WPP Performance Improvement



# WakeMed GIVES

# THANK YOU FOR GIVING!



Thank you to everyone who participated in the 2020 WakeMed Gives Employee Giving Campaign! The campaign raised \$704,932 from over 1,500 employee donors benefiting the following areas:

- **WakeMed Gives Projects & Programs (area of greatest need):** \$238,390.62
- **WakeMed Patient Assistance Programs (area of greatest need):** \$54,907.67
- **WakeMed Employee Emergency Assistance:** \$304,882.07
- **WakeMed Education Program:** \$55,995.50
- **Outside Community Charities:** \$50,756.36

## Congratulations to the 2020 Executive Piggy Parade Winners!



**Best Representation of Funding/ Aspirational Goals Winner:**  
"Working off the Bacon Piggy" by Marketing & Communications

**Best Representation of Department or Services Winner:**  
"COVID News Network Presents Remdesivir Debate" by Pharmacy



**2020 Wildcard Winner:**  
"Piggy TP Apocalypse 2020" by Raleigh Campus Adult Acute Care Nursing (5A, 5B, 5C, 6B, 6C)

WakeMed Gives Ambassadors were also recognized with Spirit Awards for their dedication and wonderful work during the campaign for the following:

- **Raleigh Campus:** Ellen Stevens, 2C Rehab Nursing
- **North Hospital:** Miranda McPhatter, Imaging Services
- **Cary Hospital:** Lauren Bryan, Labor & Delivery
- **Healthplexes:** Amy Johnson, Respiratory Care Services
- **Business, Corporate & Operations Centers:** Elise Cournoyer, Marketing & Communications
- **WakeMed Physician Practices:** Mary Kathryn Kimray, WPP Children's Administration
- **WakeMed Gives Board Spirit Award:** Lisa Manro, IT - Applications
- **Most Donor Participation:** Judee Castranio, Occupational Therapy



# Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



**Cindy Boily MSN, RN, NEA-BC**  
Senior Vice President &  
Chief Nursing Officer

*Cindy Boily*

## A NOTE FROM OUR CNO

Compassion and expertise have always been trademarks of the WakeMed nurse. This past year proved we can add another word to our list of descriptors – resiliency. Each day you bring renewed energy and spirit to your patients and colleagues, both of whom need your support and keen understanding of the challenges nurses face in the COVID-19 setting.

Resiliency grows from a true love of and respect for all mankind. That commitment and drive to make people well again runs very deep among WakeMed nurses! It never ceases to amaze me. And as we move out of the dark days of winter to the fresh newness of spring, so too will we beat this pandemic.

I am SO PROUD to call myself a WakeMed nurse. Thank you for all you do!



## Building Resiliency for Night Shift

Rehab's **Lynn Mangretta, RN**, reminds us that, as we are busy advocating for our patients and families, we need to remember to advocate for ourselves.

Many times as nurses, when we hear the word advocacy it makes us think of what we do every day at WakeMed for our patients and their families. However, it is just as important to advocate for ourselves and our coworkers.

Mangretta explains: "For my MSN capstone project, I chose to advocate for night shift staff and increase their awareness of the need for self-care practices to ensure that we are at our best for our patients. Lack of adequate nutrition, hydration, rest and exercise were among the feedback received from night shift during interviews with the Magnet Appraisers. A nurse who is fatigued exhibits decreased cognitive and physical abilities, thus putting themselves and their patients at risk (Cochran, 2021). Build some time into your busy routine to take care of YOU!"

Thanks to Lynn for putting together self-care packs for night-shift nurses. They were distributed to night-shift nurses at our hospitals.

Cochran, K. (2021), An examination of work characteristics, fatigue, and recovery among acute care nurses. *The Journal of Nursing Administration*, 51(2), 89-94.



## Congratulations, Judy!

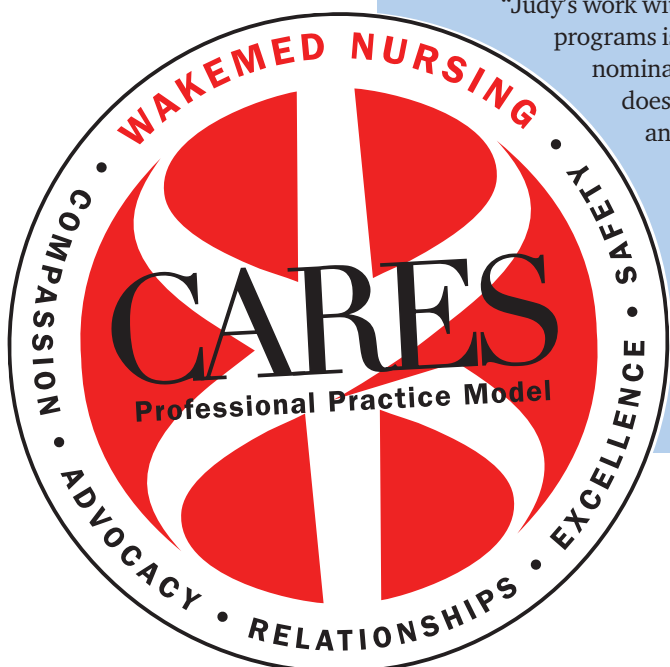
The DAISY Foundation bestowed the DAISY Champion Award upon Nursing Administration's own **Judy Adkins** for her outstanding work coordinating the DAISY and PETALS nominations and awards.

"I have to say that Judy is one of the best I've worked with. She is SO engaged and passionate about nurse recognition. It comes through in all of our communication. She is always responsive when I reach out with questions and makes sure that every DAISY honoree is registered right after the celebration," wrote Janet Silvestri, regional program director, The DAISY Foundation.

Comments from her WakeMed colleagues include:

"Judy's work with our DAISY and PETALS recognition programs is beyond amazing! We receive over 400 nominations per month and the work that Judy does to coordinate these programs is seamless and never ceases to amaze me."

"The work that Judy does behind the scenes to keep the DAISY and PETALS recognition programs thriving is impacting so many of our employees throughout our organization. Thank you, Judy, for your outstanding commitment and dedication to our Extraordinary Team at WakeMed!"





# R RELATIONSHIPS

## WakeMed's Relationship with Travelers

Now more than ever, traveling health professionals are in high demand at U.S. hospitals. At WakeMed, we currently have about 170 traveling nurses, respiratory therapists and surgical techs on our team. "COVID has increased our need for travelers, but we are always working with local and national traveler agencies to supplement Staffing Resources," says **Sandra Wheaton**, RN, director, Staffing Resources. We typically meet our needs through local agencies, but COVID-19 has made the use of national agencies a necessity. Wheaton reports that WakeMed works with more than 30 traveler and local agencies.

WakeMed's welcoming culture makes our health system a preferred destination for traveling health care professionals, who typically work on 13-week contracts. "We onboard and orient

travelers in many of the same ways we do for permanent staff to help them feel welcome and well prepared to work at WakeMed," says Wheaton. Travelers have active social networks where they share opinions about the best hospitals to take assignments. WakeMed is recommended by many because of our culture, our availability of resources (ex. PPE) and the vibrancy of the Raleigh area. "Because we invest in them while they are here, they feel invested in us and that makes them great members of our team," Wheaton adds.

**Maggie Nelson**, RN, became a permanent member of the Cary Hospital Labor & Delivery team after traveling for more than a year. "This is the fifth hospital I've worked at since becoming a nurse and by far my favorite. I enjoyed the traveler orientation and felt it gave a good explanation of how the hospital runs and what the core values are. Once I got on the unit, I was welcomed by all staff. I did my first contract on day shift, my second on night shift, and I felt there was a teamwork environment on both shifts. I had started thinking about taking a permanent job with WakeMed about three months into my first contract!"

**Susan Gleich**, RN, accepted a permanent position with the 2E CVICU team late last year. Her experience with other hospitals helped her decide to call WakeMed home. After working as a traveler a bit and then in a permanent position, Gleich decided to return to traveling and jumped at the chance to come to WakeMed. "I loved my assignment here so much that I was happy to have the opportunity to stay on permanently. Everyone on 2E has been wonderful and were very receptive and kind to traveling nurses. I also loved the strength of nursing leadership in this facility and the Magnet designation. I was accustomed to strong nursing leadership at my hospital at home in Virginia, so WakeMed was an easy choice!"



# E EXCELLENCE

## Medication Communication Scores Soar!

Improvements in all four Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) medication communication domains -- Nurse Communication, Doctor Communication, Medication Communication and Care Transitions -- prove that our hard work to improve patient safety and the patient experience in these areas is paying off!

Cary Hospital and Raleigh Campus's scores for Communication about Side Effects are the highest on record at 65.09 and 61.07 respectively. Cary Hospital and North Hospital are meeting or exceeding the 75th percentile for the Medicines domain.

Concerted efforts to improve scores in the four communication-related HCAHPS domains began more than a year ago with the addition of the Medication Purpose & Side Effects sheets in English and Spanish, M-in-a-Box on care boards, manager-to-nurse feedback/reminders, updated discharge instructions and interprofessional work with physicians and pharmacists to join nurses in using medication-related key words at key times.

"Our tools for successful and meaningful medication communication are now ingrained in our bedside practice," says **Dianna Knight**, RN, executive director, Patient and Family Experience & Medical/Surgical Nursing. "Let's bring that same focused energy to our next initiative -- Responsiveness. Watch for more information!"

|                       | FFY 2022 VBP Thresholds |       |       | WakeMed Health and Hospitals |        |        |
|-----------------------|-------------------------|-------|-------|------------------------------|--------|--------|
|                       | A                       | 75th  | B     | FY2019                       | FY2020 | FY2021 |
| <b>Nurses</b>         | 79.18                   | 83.82 | 87.53 | 80.18                        | 80.36  | 80.11  |
| Nurse Respect         |                         |       |       | 90.76                        | 89.87  | 89.96  |
| Nurse Listen          |                         |       |       | 84.18                        | 83.39  | 84.96  |
| Nurse Explain         |                         |       |       | 82.10                        | 82.52  | 82.52  |
| <b>Doctors</b>        | 79.72                   | 84.24 | 87.85 | 80.09                        | 79.94  | 80.62  |
| Doctor Respect        |                         |       |       | 90.32                        | 89.83  | 90.16  |
| Doctor Listen         |                         |       |       | 83.89                        | 84.38  | 84.01  |
| Doctor Explain        |                         |       |       | 81.05                        | 83.00  | 82.68  |
| <b>Responsiveness</b> | 65.95                   | 74.47 | 81.29 | 70.70                        | 69.54  | 66.40  |
| Call Button           |                         |       |       | 71.05                        | 69.22  | 66.49  |
| Bathroom Help         |                         |       |       | 76.94                        | 76.26  | 73.21  |
| <b>Medicines</b>      | 63.59                   | 69.55 | 74.31 | 64.56                        | 62.27  | 68.93  |
| Med Explanation       |                         |       |       | 83.72                        | 80.94  | 85.82  |
| Med Side Effects      |                         |       |       | 56.21                        | 55.31  | 61.55  |

# S SAFETY

## COVID Care Specialists for Our Safety & a Second Set of Hands



COVID-19 changed the way we do MANY things at WakeMed! It's virulence quickly put our staff's safety in the spotlight. The COVID Care Specialist role has had a dramatic impact on staff safety. COVID Care Specialists attend training, so they know how to help our caregivers safely don and doff PPE, particularly in our COVID-19 units. Now, caregivers are well versed in proper PPE donning and doffing techniques and better understand the intricacies of caring for COVID-19 patients. Our COVID Care Specialists have expanded their role to further support these caregivers and their work with fragile patients.

**Chrisy Templin**, RN, a pediatric float nurse with Staffing Resources, serves as a COVID Care Specialist in 5C and 2E when she isn't working in Children's. "I always feel very appreciated when I work as a COVID Care Specialist," says Templin, who has seen her role change throughout the pandemic. "As a nurse, I can also get medications from the Pyxis or hand nurses things in a safe way so they don't have to doff their

PPE to grab something they need." Templin has also developed a new admiration for her colleagues who have been working in the COVID-19 units for so many months. "I think they are absolutely amazing. I am so in awe of their resilience, particularly because they see so many difficult things."

**Morgan Lee**, RN, began her nursing career with WakeMed in 5C, a COVID-19 unit, a little more than a year and a half ago. She has served as both a nurse and a COVID Care Specialist in the unit and shares her perspectives from both sides of the patient room. "I was a COVID Care Specialist from March until August, when surgeries were cancelled," she recalls. "A couple of us went to the class and learned about CAPRs, PAPRs, N95s and what needs to be worn with patients in different settings." Lee also served as a second set of hands for nurses caring for COVID-19 patients and as a resource when nurses had questions about PPE.

As a nurse working with COVID Care Specialists, Lee notes that they are missed when one isn't in the unit. "It takes 10 to 15 minutes to put on and take off our PPE," she explains. "When a COVID Care Specialist isn't there to call for a respiratory therapist or grab a medication or supply, we miss that extra set of hands!"

# MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes Editor  
WakeMed Employees, Photos

© WakeMed Marketing & Communications, March 2021



## New & Expanded Retail Pharmacy Services

The WakeMed Outpatient Pharmacy is pleased to offer a new, free mail delivery service for all WakeMed patients. Meds to Home offers several benefits, including:

- Pharmacists are available to review medications with patients
- Convenient home delivery for 90-day prescriptions – patients save money, time and effort refilling their prescriptions
- Many generic and competitively priced prescriptions; most major insurance plans accepted

Enrolling is easy and patients can do so by calling 919-350-6013.

*A few restrictions apply – controlled substances are not eligible; Meds to Home is only available to residents in the state of North Carolina; a 90-day supply for each prescription is required.*

## Now Open: Cary Outpatient Pharmacy – Medical Park of Cary

The WakeMed Outpatient Pharmacy has grown to include a new location at the Medical Park of Cary. Like the Outpatient Pharmacy at Raleigh Campus, this new location offers many \$4, \$10 and competitively priced prescriptions, as well as a variety of over-the-counter products. All major insurance plans are accepted.

**Cary Outpatient Pharmacy – Medical Park of Cary**  
210 Ashville Ave, First Floor, Cary 27518  
919-350-6013  
Monday – Friday, 7am to 6pm

WakeMed   
WakeMed Health & Hospitals  
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Raleigh, NC 27610

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WakeMed App

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## The BH Line

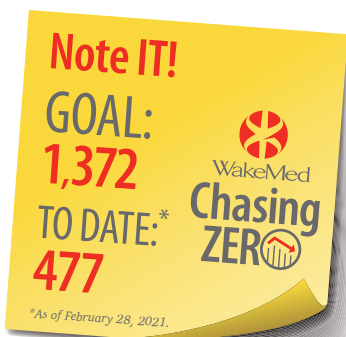
Now, a Single Phone Extension for **ALL** Behavioral Health (BH) and Substance Use Needs

- ED and inpatient mental health and substance use assessments – ED and Inpatient
- Discharge planning (mental health/substance use as primary diagnosis)
- Mental health and substance use questions



## TEST YOUR NOTE IT KNOWLEDGE!

How much do you know about Incident Tracking (IT)? All employees are encouraged to take the Note IT quiz available on MyWakeMed and in the WakeMed Weekly. Submit the quiz to [chasingzero@wakemed.org](mailto:chasingzero@wakemed.org) or send via interoffice mail to Kate Wilkes (Marketing & Communications) to be entered into a prize drawing!



## CALENDAR OF EVENTS

### Retail Concepts Online Shopping Event

The Volunteers at WakeMed will host an online shopping event April 12 through 18. Check out a preview of items available at: [www.volunteersale.com](http://www.volunteersale.com)

### Wake AHEC Events

#### Live Webinars

- **Motivational Interviewing I – Introduction** – March 18 – April 9
- **Talking to Kids about Empathy** – March 19
- **COVID-19 One Year Later: Management of Post COVID Patients in Primary Care** – March 20
- **Perinatal Symposium 2021: Maternal Morbidity and Mortality: Critical Issues and Practical Solutions** – March 31 & April 1

- **Compulsory Identity, Rape Culture, and Violence Against LGBTQ+ People: What the Evidence Tells Us and Where It's Lacking** – April 8
- **Oral Health for the Pediatric Patient: Managing Caries to Communication** – April 14
- **Unconventional Grief as It Relates to Parents of Children with Mental Illness** – April 21
- **Multidisciplinary Approach to Complex Restorative Dentistry** – April 22
- **Talking to Kids about Positive Self Talk** – April 23
- **Effective Workplace Strategies: Diversity in the Workplace** – April 28
- **Leadership - The Manager's Role in Fostering Team Excellence** – April 29 & 30

For a complete list of Wake AHEC continuing education events, visit: [www.wakeahec.org/courses-and-events](http://www.wakeahec.org/courses-and-events)