

Microscope

APRIL 2019 NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

www.wakemed.org



While most WakeMed caregivers can't imagine delivering care without real-time access to electronic medical records and the internet – that's exactly what our Mobile Critical Care Services team has done for decades. When care is delivered on the go, as it is every day on our fleet of Mobile vehicles, having access to a patient's medical record can have a significant impact on patient safety, efficiency and quality of care. That's why we began adding Wi-Fi to our mobile trucks this winter through a new service agreement with FirstNet – a leading provider of broadband wireless service dedicated to public safety and interoperability for first responders.

Before Wi-Fi, Mobile crews would receive orders for a patient transport via radio dispatch – at which point they would show up at the facility with only a patient's last name, which could obviously lead to confusion and potential problems. With this new service, we're using computer-aided dispatch (CAD), which allows our Mobile teams to view patient demographics including WakeMed's standard patient identifiers to ensure the correct patient is transported. In addition, Mobile Critical Care staff can now access Epic on the road to view the patient's medical record, prepare for transport and even begin documenting on the patient's chart – saving time and improving the quality of care our transport patients receive on the road.

Thank you to the entire Mobile Critical Care Services team and Tom Miller (Network Services), for getting this technology up and running in the best interest of our patients!

Elective PCI COMES TO CARY HOSPITAL

This month, Cary Hospital continued to build on its growing Heart & Vascular program with the introduction of elective percutaneous coronary intervention (PCI) services. The program officially started on April 1 and the first elective PCI was performed on April 4, by Jimmy Locklear, MD (WakeMed Heart & Vascular).

This new offering engages WakeMed, Cary Cardiology and Duke physicians and builds on Cary Hospital's diagnostic catheterization, peripheral vascular interventions and device implant services that have been in place for many years. "This exciting development is just another way we are working to improve access to much-needed services, right here in Cary – providing patients who live in western and southwestern Wake County with highly specialized services close to home," explains Tom Gough, senior vice president & administrator, Cary Hospital.

This new offering builds on our Heart Care Plus+ collaboration with Duke Health and took many months of work and collaboration between clinical and support staff at Cary Hospital and the Heart Center at Raleigh

Campus. Teams from both facilities, as well as providers from WakeMed, Cary Cardiology and Duke worked together to develop protocols and order sets, educate staff and create emergency response plans should they be needed. "Many months of planning have gone into this effort," said Amanda Thompson, executive director, Heart & Vascular Services. "The PCI services offered at Cary Hospital will serve as a valuable extension of the Heart Center's decades of expertise and leadership."



MAY IS EMPLOYEE APPRECIATION MONTH

WakeMed employees are out of this world!

See inside for celebration details.

CHASING ZERO HEROES!

This month we are proud to recognize and celebrate several Chasing Zero Heroes! Three units were recently recognized for going a considerable length of time without a central-line associated blood stream infection (CLABSI). A CLABSI is a serious infection that causes thousands of deaths every year in the United States.

Preventing CLABSIs is one of the focus areas of WakeMed's Chasing Zero effort to eliminate preventable harm at WakeMed. Congratulations to these teams on reaching these critical milestones – we are proud of you and your dedication to patient safety!



6B Orthopaedics/Oncology

On March 27, our 6B Orthopaedics/Oncology unit achieved an outstanding milestone: marking 1,000 days without a CLABSI. To reach this incredible goal, 6B has focused on daily assessment of central lines and open dialogue with providers to ensure lines are removed as soon as possible. In addition, the nursing team follows the central line care bundle and management audits compliance. Results are publicly posted on the Quality Board for all to see. This accomplishment is particularly important to nurse manager Julia Russell, RN, whose own mother suffered two separate CLABSI infections while receiving care at a different hospital. Thank you to the team for your hard work – and we look forward to celebrating your 2,000 day CLABSI-free anniversary!



3A CVIC

3A CVIC was recently recognized for going one year without a single CLABSI. And while this is impressive, it's equally impressive that the unit has had only one CLABSI in the last three and a half years! This is an exceptional accomplishment for the team and most importantly, for their patients. Nurse manager Ginger Bryan, RN, gives all the credit to her dedicated team and traces their success back to a quality improvement project initiated by the unit Practice Council about four years ago. The team consulted best practices and made some changes to processes – including giving all patients with central lines a bath with chlorhexidine (CHG) wipes. Their hard work paid off and they have been able to sustain the results for years!



NICU

Our Neonatal Intensive Care Unit (NICU) recently celebrated going a full a year (and counting) without a CLABSI. This is an outstanding achievement – particularly given how fragile and vulnerable this patient population is. In collaboration with all providers and clinical staff, the NICU Infection Prevention Committee has spent the last few years working on reducing CLABSIs. They have created new processes and procedures that engage the entire care team as well as family members. By implementing visual cues, a specially-trained PICC change team, creating "Central Line Carts" and more, they have created standard work and avenues to address any potential issues. Keep up the great work, team!

Congratulations Falls-Free Units

The following units achieved ZERO falls during the second quarter of fiscal year 2019 (January – March). We are proud of your dedication to patient safety and efforts to Chase Zero!

- CTICU • MICU • STICU • NCCU • NICU • PICU
- Heart & Vascular Unit – Cary Hospital
- Emergency Department – Brier Creek Healthplex
- Special Care Nursery – Cary Hospital
- Mother/Baby – North Hospital
- Special Care Nursery – North Hospital
- Imaging – North Hospital

PARTNERING WITH PERAHEALTH

Predicting Patient Decline & Mortality with Artificial Intelligence (AI)

Move over, Alexa and Siri – you’ve got nothing on the Rothman Index! The Rothman Index is an algorithm designed to capture subtle changes in a patient’s condition over time. It creates a simple score from the numerous data points collected in an electronic medical record to help caregivers get a better picture of a patient’s condition – often predicting a serious decline in condition before it occurs.

That’s why WakeMed signed an agreement with PeraHealth, the software company that developed the Rothman Index and now uses it to transform the clinical and financial efficiency of health care. WakeMed will implement this potentially life-saving technology first at Cary Hospital this spring/summer and then throughout the system later this year.

PeraHealth will be used in addition to the teleICU predictive analytics software being developed through our partnership with CLEW Medical. These artificial intelligence algorithms will help providers predict and prevent clinical deteriorations in WakeMed’s 100-plus critical care patients per day, better enabling us to provide the right level of care, at the right time, in the right place.

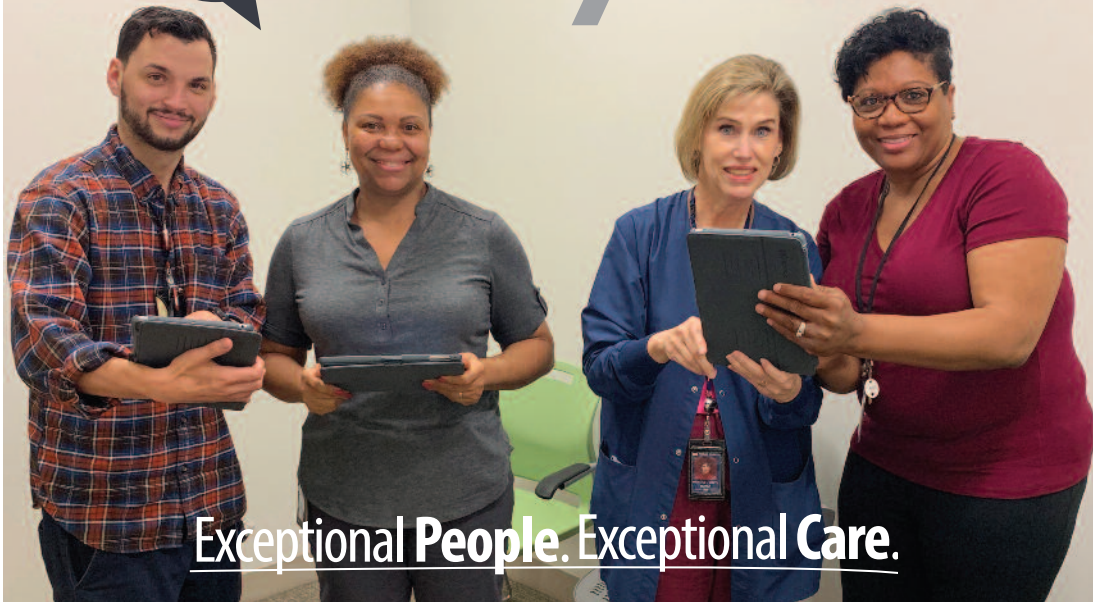
Not only can our use of these tools help save lives, they can also prevent readmissions, reduce length of stay, help clinicians make decisions about transfer and discharge, and predict the risk of severe infections such as sepsis and other conditions.

Reliance on the Nursing Assessment

Unlike similar technologies, PeraHealth and the Rothman Index rely heavily on the judgment and clinical documentation of nurses. While most predictive analytical solutions focus almost exclusively on vital signs data (which are lagging indicators), the Rothman Index incorporates the data recorded in nursing assessments, which are documented every shift. These assessments may detect subtle changes related to cardiac, respiratory, GI, neurological, skin, psychosocial and/or musculoskeletal function – changes that may quietly indicate a serious decline is on the way but could go unrecognized by even the most skilled nurses and physicians.

“Cary Hospital is thrilled to introduce this technology for the benefit of our patients, their families, and this community,” explains **Tom Gough**, senior vice president & administrator, Cary Hospital. “When our Medical Staff saw this software in action, they could hardly wait to start using it. Our implementation of this technology demonstrates our commitment to innovation, patient safety and quality. The use of predictive analytics and artificial intelligence in health care is just beginning to gain momentum, and WakeMed Cary Hospital is proud to be among the first in the region to adopt this type of software. We are excited to take the lead in seeing how it can continue to enhance the exceptional quality of care we deliver here at Cary Hospital.”

Helping Our Community's Homeless Patients with



Exceptional People. Exceptional Care.

Thanks to a generous grant from the WakeMed Foundation and our partnership with RelyMD, WakeMed will soon collaborate with community health partners including Healing Transitions and Oak City Cares to offer telemedicine services (via iPad) to homeless patients with non-emergent medical needs.

Healing Transitions is a local non-profit organization that serves our community’s homeless, uninsured and underserved individuals who struggle with alcoholism and drug addiction through residential services and peer-based recovery services. Similarly, Oak City Cares serves the homeless by coordinating resources and services offered by human service professionals, medical providers, and other specialists, thus improving the stability and self-sufficiency of individuals and families served.

Both organizations have agreed to partner with WakeMed to extend RelyMD telemedicine services to patients who need access to medical care. This will help avoid unnecessary emergency department visits by offering prompt telemedicine care from Wake Emergency Physicians, PA (WEPPA), the same exceptional team that staffs our seven emergency departments. RelyMD has generously offered to donate the iPads and training required to get this program up and running.

“We look forward to partnering with WakeMed to implement this innovative care delivery model to support our community’s most vulnerable and highest risk patients,” explains Jim Palombaro, MD, president of WEPPA and RelyMD. “After several years of providing more than 10,000 telemedicine consults, we’ve proven that 90% of our patients can be treated with one telemedicine visit – helping avoid unnecessary emergency department visits and associated expenses. This program will help us improve access to WakeMed’s busy emergency departments by delivering the appropriate level of care at the right time to all patients who need our services – regardless of their ability to pay.”

The program should launch this summer and is expected to serve approximately 500 patients over 30 months. Throughout this time, WakeMed and its collaborating partners will monitor and track patient outcomes, ED utilization and other key metrics to determine the impact this program is making on our community. Thank you to the WakeMed Foundation and our WEPPA partners for their generous contributions to make this initiative possible.



Coming Soon: Online Member Health Assessment

Thank you to the 4,300 employees who participated in this year’s biometric screenings as part of WakeWell Rewards. Please visit MyChart to see your results. Results will be uploaded into the SimplyWell (formerly Viverae) portal in mid-May. Participants please look for communications about the Member Health Assessment and Alternate Standards in your WakeMed email soon.

Questions? Contact Bob Nelson at ext. 06903 or wakewell@wakemed.org.

International Employee Wellness Month Walks

To celebrate International Employee Wellness Month in May, WakeMed will offer three walks, one at each hospital site. All walks will be about 15 minutes and will be led by WakeMed leaders. We hope you come out to join us and jump into warm weather fitness!

- **North Hospital:** Thursday, April 25, at noon, join walk leader Karen Bash, MD, outside Falls Café.
- **Cary Hospital:** Monday, April 29, at noon, join walk leaders Tom Gough and Seth Brody, MD, by Main Entrance Flagpole.
- **Raleigh Campus:** Tuesday, May 7, at 12:30 pm, join walk leaders Becky Andrews and Chuck Harr, MD, in the Courtyard.

YOUR HEALTH IN YOUR HANDS.

It's All About Activation & Access 2019 MyChart Highlights



Recent MyChart upgrades are making it easier than ever to get our patients connected to WakeMed and their health information with the click of a button. That’s great news since we have some aggressive systemwide goals for our MyChart use – all of which are tied to our Strategic Plan.

Currently, **32%** of our WakeMed patients have an active MyChart account – our system goal for the year is **35%** – help us achieve our goals!



What's New? Instant Activation – No Waiting for a MyChart Account

Great news! Patients with an email address on file are now automatically sent a link to establish a WakeMed MyChart account when they schedule an appointment or get discharged from the hospital. For patients who don’t provide an email address, you can manually send them an activation email by opening the patient’s

MyChart status in their Epic header and select “Send Email.” Most patients will have a device with them so they can check their email and continue with their activation process. If not, your unit or area may have an iPad, tablet or mobile phone to help them get started.

All Employees Can Help Us Achieve Our MyChart Goals

Auto-generated activation emails are just the start of MyChart engagement. To really encourage our patients to sign up, they need to understand the value of MyChart and why it’s important. Please talk with every patient about MyChart. The MyChart toolkit on MyWakeMed has information, tools and talking points that can help you start the conversation and help patients get signed up. To access it, simply type “MyChart Toolkit” into the search bar.

Did You Know? Recent MyChart Enhancements

- MyChart allows practices to send patients a “FastPass” offer via MyChart if an appointment becomes available sooner than their originally scheduled appointment. This is particularly helpful for patients waiting to see a specialist who may be scheduling patients weeks or months out. Many WakeMed Physician Practices specialties – including Pulmonology, Urology, General Surgery and our pediatric specialty offices – are using this feature.
- eCheck-in allows patients to upload their insurance card in addition to completing other demographic and health history questions, electronically sign documents and much more – all before their scheduled appointment.
- MyChart is making it easier for patients to pay their bills online by providing “Guest” access without having to log in.
- The new “Hello, Patient” feature allows patients to skip the front desk when they arrive for their appointment by welcoming them via their mobile device and checking them in. This feature is being introduced soon at WakeMed Physician Practices – Obstetrics & Gynecology in the Andrews Center.
- “Open Notes” allows providers to share their clinical notes with patients. WakeMed Physician Practices – Pediatric Endocrinology uses this feature for all patient appointments.
- Coming soon! MyChart will offer an “estimate” tool that will help patients estimate their out-of-pocket costs for certain visits and procedures.

WHAT'S HAPPENING AT WAKEMED



▶ The WakeMed Children's Pediatric Cardiology team has expanded its scope of services to now offer pediatric electrophysiology procedures. Congratulations to **Jason Ho, MD**, and the entire EP team in the WakeMed Heart Center on this exciting accomplishment.



▶ WakeMed President & CEO **Donald Gintzig** spent some time with a special WakeMed patient in March. John Romano is a WWII veteran who has received two Purple Hearts. Donald gave Mr. Romano one of his personal challenge coins. Thank you to **Monica Sleboda, RN**, (3C Rehab Nursing) for helping coordinate this visit.



▶ Staff from the Business Center, Corporate Center and Operations Center (not pictured) gathered for a group walk on National Walking Day on April 3. Thanks to everyone who participated in and led the walks!



BUILDING A CONNECTED COMMUNITY. FIRST, THE BASICS.

If you had to decide between paying the rent or purchasing your anti-depression medication, which would you choose?

Many people in our community lack the basics, such as food, safe shelter and transportation. Those with behavioral health issues will typically prioritize these basic necessities of life over staying on their medications and/or going to scheduled appointments with a mental health professional.

Connected Community is a new initiative aimed at connecting WakeMed patients who have behavioral health and/or substance use issues with organizations and resources to help them obtain:

- **stable housing** • **a consistent food source** • **utilities (electricity, water, etc.)** • **a safe environment, free of domestic violence**

Behavioral health professionals at WakeMed can also connect patients with the right outpatient behavioral health care through the already-established Network for Advancing Behavioral Health.



The first meeting of the Connected Community Board of Managers was held on March 25 at the Longview House – the home of the WakeMed Foundation, which consistently supports WakeMed's efforts to improve the lives of patients and families facing behavioral health problems. Members of the Board of Managers include **Tom Klatt**, executive director, Behavioral Health Network for WakeMed; **Brian Klausner, MD**, medical director, Community Population Health; **Brad Davis**, executive director, WakeMed Foundation; Vickie Yelverton, executive program director, Yelverton Enrichment Services, Inc.; Elaine Whitford, executive director, The Center for Volunteer Caregiving; and Chris Budnick, executive director, Healing Transitions.

Watch for more information about how WakeMed is helping to bring together the right inpatient, outpatient and community organizations throughout our region to support individuals and families facing behavioral health and substance use issues.



DON'T FORGET! WM-MAN AND ANNUAL COMPLIANCE TRAINING ARE DUE JUNE 30!



NEWS FROM WAKEMED PHYSICIAN PRACTICES

Welcome New Physicians



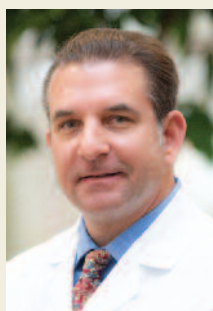
Corenthian Booker, MD
Maternal Fetal Medicine



Nerissa Price, MD
Psychiatry



John Tanner, MD
Primary Care –
Knightdale



Ronald Krull, MD
WakeMed Urgent Care

Welcome New Advanced Practice Provider

Alison O'Quinn, NP
OB/GYN

WakeMed Urgent Care is Growing

We are pleased to announce that our network of Urgent Care locations is growing – enabling us to better serve the entire Wake County community.

Now Open

WakeMed Children's PM Pediatrics Urgent Care
6402 McCrimmon Parkway, Suite 300, Morrisville

We're Moving

Urgent Care – Cary – Moving May 3
222 Ashville Avenue

Coming Soon

Urgent Care – Fuquay Varina – Opening May 18
231 N. Judd Parkway

Urgent Care – Garner – Opening June 3

811 US 70 West

To see a full list of our Urgent Care locations, including pediatric urgent care and orthopaedic urgent care locations, visit www.wakemed.org/urgent-care.

Welcome, Triangle Sinus Center

On April 1, Triangle Sinus Center opened as an affiliated practice of WakeMed, operating under a Physician Services Agreement. The practice, located in the Physicians Office Pavilion at WakeMed North, provides comprehensive care for patients with disorders of the nose and sinuses, nasal allergies, snoring and sleep apnea.

Triangle Sinus Center

10010 Falls of Neuse Road, Ste. 12
919-350-7257

- **Magda Pugh, MD**
- **Kashif Mazhar, MD**
- **Pinal Patel, Au.D.**

Comprehensive Concussion Treatment for Kids and Adults

The new WakeMed Concussion Program is an interdisciplinary program designed to help children and adults recover safely from concussion. Bringing together neuropsychology, general surgery & trauma, and vestibular therapy specialists enables the team to effectively evaluate, manage, and treat concussions.

Together, the team uses the latest, evidence-based techniques (no more sitting in a dark room!) to help patients heal so they can safely return to school, work, sports and other activities. Each patient receives a comprehensive evaluation – including a detailed clinical interview, neurocognitive testing, and vestibular/ocular motor screening – to help develop an individualized treatment plan for recovery. Vestibular therapy to help correct balance and dizziness issues often associated with concussion and brain injury is also available.

For information, referrals and appointments, please call 919-350-7331. Referrals can also be made through Epic by searching the term "Concussion" and choosing the WakeMed Physician Practices General Surgery option.

Above: **Paul Cohen, Psy.D.** and **Marissa Marsolek, PA**, part of WakeMed's Concussion Program team, promoted services at a recent community event focused on raising awareness of brain health.



HISTORY TAKES FLIGHT AT WAKEMED

History was made at WakeMed in late March as leaders from numerous organizations and the media witnessed the first FAA-approved, revenue-generating, regular drone flight in the United States. The drone at the center of the excitement had traveled from Raleigh Medical Park to Raleigh Campus, carrying phlebotomy supplies.



In addition to being a U.S. first, the flight marked the beginning of the next phase of the FAA's UAS (drones) Integration Pilot Program project that launched last fall in collaboration with WakeMed Innovations. As we enter this new phase of the project, we are pleased to announce that UPS has partnered with Matternet and the collective team including WakeMed, the FAA and the NC DOT Division of Aviation.

Since that first flight in March – which garnered national attention – UPS and Matternet have been conducting multiple drone flights between Raleigh Medical Park and Raleigh Campus daily, frequently carrying actual blood samples that need to be tested at the labs at Raleigh Campus. They hope to extend the reach of the flight path to other WakeMed facilities, such as the Garner Healthplex.

The goal of the project is to evaluate how drones can be used to speed the transportation of medical samples, specimens and supplies. "We believe drone technology has the potential to achieve transformative improvements in health and health care delivery. Our WakeMed Innovations team has been working on UAS medical package delivery solutions for more than two years. The ability to work directly with regulators and technology leaders has allowed us to make tremendous progress," commented **Stuart Ginn, MD**, medical director of WakeMed Innovations. The potential to add drone transport provides an option for on-demand and same-day delivery, the ability to avoid roadway delays, increase medical delivery efficiency, lower costs and improve the patient experience with potentially life-saving benefits.



VALIC Is Now AIG Retirement Services

VALIC, WakeMed's retirement savings plan administrator, has changed their name to AIG Retirement Services. AIG is the parent company of VALIC and, with this change, the company is leveraging the strength and brand of AIG, a Fortune Global 500 leader with experience in retirement and financial services.

AIG Retirement Services is committed to helping WakeMed employees meet your long-term financial needs and will continue to serve you on your retirement journey through the same family of companies, including VALIC and its subsidiaries.

While the name of the company is changing, everything else that is currently in place with your WakeMed account(s) remains the same. If you have any questions, contact one of our dedicated financial advisors by calling 919-350-7623 or by visiting www.valic.com/wakemed.

WAKEMED EMPLOYEES: YOU MEAN THE WORLD TO US



Every May, WakeMed celebrates our most valuable asset – our amazing, dedicated and talented employees! We are so grateful to each and every one of you and proud of the impact you are making on our community every day.

Ice Cream Socials

Saying thank you just isn't enough, so WakeMed is treating employees, volunteers and physicians across the system to ice cream socials during May. Join the fun and let us show you our appreciation for your commitment to WakeMed!

Raleigh Campus – Wednesday, May 8
Cary Hospital – Wednesday, May 29
North Hospital – Thursday, May 23
Other Facilities – Check MyWakeMed!

National Nurses Week May 6 – 12

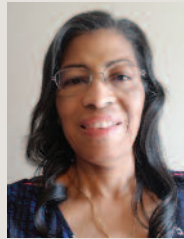
Celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!

National Hospital Week May 12 – 18

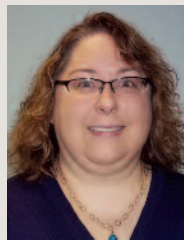
A time to celebrate all staff, physicians and volunteers throughout our system and the important roles they play for our patients and for our community.



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 MyWakeMed.



Janice Clark, RN, (1A Clinical Evaluation Area) made her Good Catch while she was caring for a patient who was waiting to be discharged. The patient had received discharge orders but had low oxygenation levels (high 80s/low 90s). Janice was concerned about sending the patient home given the current condition. She spoke to the doctors involved in the patient's care, who decided to run some additional tests. The tests determined that the patient had a pulmonary embolism. Thank you, Janice, for advocating for your patient, which ensured they got the care they needed while still in the hospital.



Amanda Rebbert, RN, (Children's Hospital) was caring for a four-year-old patient who was recovering from abdominal surgery. The patient was having gradual improvement and then suddenly began having attacks of severe abdominal pain. While pain after surgery is not uncommon, Amanda recognized that something was not right. She contacted **Duncan Phillips, MD**, immediately and, at her suggestion, X-rays were ordered. After seeing the patient and reviewing the X-rays, Dr. Phillips decided an additional surgery was necessary, which revealed the patient had a very rare complication (postoperative small bowel to small bowel intussusception) that can result in serious long-term complications and even death. Thank you, Amanda! Your quick thinking and recognition that something was just not right helped create a better outcome for this patient.

LEADERSHIP UPDATES

Michelle Schweitzer Joins WakeMed as Executive Director, APPs



Michelle Schweitzer, DNP, NP, joined WakeMed this month as executive director for Advanced Practice Providers (APPs). Schweitzer came to WakeMed from Duke University Medical Center where she served as Advanced Practice Director. In her new role, Schweitzer is responsible for leading employed APPs system-wide, including all hospital and outpatient facilities, and representing APPs on all system-wide quality, safety and medical staff leadership committees. She will work with clinical and organizational leadership to design and implement a workforce strategy that supports APPs in the optimization of clinical care and aligns with the overall organizational strategy. Schweitzer holds a doctor of nursing practice, master's of nursing and a nurse practitioner degree from Duke University as well as a bachelor's degree in nursing from the University of North Carolina – Greensboro.

Daniel Fox, MD, Named Medical Director for Critical Care Medicine & Pulmonary



Daniel Fox, MD, has been named medical director for WakeMed's Critical Care Medicine & Pulmonary division. Dr. Fox fills a position previously held by David Kirk, MD, who recently stepped into a system-wide executive director role for critical care services. Dr. Fox is responsible for operations and provider management for the WakeMed practice locations of pulmonary & sleep medicine as well as collaborating with the system's critical care units as part of hospital medicine services. Dr. Fox joined WakeMed in July 2016 holds a medical degree from the University of North Carolina at Chapel Hill School of Medicine.



united in service

A Warm Thank You to Our Volunteers!

In April, WakeMed recognized and honored our many outstanding volunteers during National Health Care Volunteer Week, April 7 through 13. The annual Volunteer Appreciation Luncheon, held on Tuesday, April 9, was an opportunity to celebrate our volunteers and the many ways they are united in service to make a difference in the lives of our patients, their families and the community.



Left: Junior Volunteer **Karen Nolan** (pictured with Wake Early College principal, Lisa Cummings) shared how volunteering at WakeMed gave her greater confidence and showed her the importance of quality patient care – and inspired her to pursue nursing; right: Junior Volunteer **Joshua John** (pictured with his mom) shared how volunteering at WakeMed has strengthened his decision to pursue a career in medicine.



From our Junior Volunteers to our longest serving community volunteers, each one is an important piece of the puzzle and helps us fulfill our mission to improve the health and well-being of our community. Here's a look at some of the contributions of our volunteers during the past year.

- 1,376 volunteers donated 134,492 hours of service to patients, families & staff, benefiting 151 departments. This time and energy is the equivalent of the work of 64 full time employees.
- The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital raised \$92,684.
- 32 Hospitality Pet teams spread smiles and good cheer during their 4,516 patient visits.
- Sewing volunteers contributed 69,642 hours of love and care creating baby caps and blankets, plush toys and many other handmade items for patients.
- The Volunteers support our Aspirational Goals by supporting numerous initiatives, including Baby Packet supplies for new moms/babies in need, Tea for the Soul for staff, the Rainbow Fund to help cover prescription medicine costs, scholarships to Cardiac Rehab, and Reach Out and Read, among many others.

Growing Skilled Caregivers LUNCHEON



In March, the WakeMed Foundation celebrated and recognized the 2018 scholarship recipients with a luncheon in their honor. In 2018, 66 WakeMed employees received funding through the WakeMed Foundation to assist in advancing their knowledge and skills to better serve our patients and families:

- 12 students received \$50,532 through the Helton Scholars (School) Program. The fund helps cover educational costs related to securing basic or advanced degrees in health care-related fields. To date, this fund has supported 101 scholars and distributed nearly \$300,000.
- Two departments received \$8,875 in funding from the Helton Awardee (Prep) Program, which provides support for a group to prepare for a certification. Since 2012, this fund has distributed over \$85,000 to support 581 participants.
- 37 employees received Skills Scholarships to attend conferences, seminars and trainings. Since 2001, this program has impacted 417 participants and distributed nearly \$550,000 in funding.

Funds distributed through the Helton & Education Fund are primarily donated by WakeMed employees through the annual WakeMed Gives campaign. Last year, \$154,706 was donated by 282 employees to the WakeMed Foundation's Education Restricted fund. Thank you to everyone who donated to this fund – you are supporting your colleagues and helping us grow skilled caregivers!

COMINGS & GOINGS



Neuro ICU would like to wish a fond farewell to **Donna Sparks, RN**, left, who is retiring after 40 years of devoted service. Her expertise will be missed. Neuro ICU also welcomes **Elizabeth Cooke, Justine Fink, RN, Lindsey Bruening, RN, Halle Zockoll, RN, and Laura Pearce, RN.**

Quality Analytics sends best wishes to **Gil Decker, RN**, who retired on March 29. The team also welcomes **Amy Horger**, who transitioned from Patient & Family Experience.

Home Health welcomes **Monique Robinson, LPN, and Olivia Blackman, LPN.**

Pathology welcomes **Linda Adkins and Isabel Ceballos.**

Corporate Planning welcomes **Daina DiMarco.**

Patient & Family Experience welcomes **Janet Huffman, RN, and Michelle Bridges.**

1C Clinical Evaluation Area welcomes **Renee Hill, RN, Chris Salter, RN, Ivan Sharpe, and Megan Ford, RN.**

3A CVIC welcomes **Anne Lominy, BSN, RN**, who transitioned from 2D Rehab Nursing; **Sheila Graham**, who transitioned from 5B MIC; **Danielle Kizer**, who transitioned from Linen Services; **Barb O'Neill, Penny Garris, and Kristy Thomas.**

Corporate Integrity & Compliance welcomes **Carolina Jarquin.**

OneCall welcomes **Monica Thompson, Debra Wlach, RN, and Angie Joyner, RN.**

The Clinical Research Institute welcomes **Shamarra Gilbert and Kendra Marr.**

Nursing Education welcomes **Kelli Brecht**, who transitioned from Pharmacy.

CICU welcomes **Nicola Thomas.**

Environmental Health & Safety welcomes **Steve Harrison** as a Safety Officer.

5C Medicine welcomes **Jacqueline Minella, BSN, RN; Sarah Hamlin, BSN, RN; Sophia Wilson and Nicky Phillips.**

eICU welcomes **Tammy Baker BSN, RN.**

WakeMed Physician Practices – General Surgery welcomes **Kate Lawrence, RN, Kat Green, RN, Larry Turner, Samantha Adams, RN, and Cynthia Bennett**

Primary Care – North Raleigh welcomes **Natise Tate.**

Financial Clearance welcomes **Mary Anderson and Cheyanne Smith.**

CVIC welcomes **Ashlin Holman, BSN, RN, and Ashley Cooper, RN.**

WOW, WHAT AN EMPLOYEE!

Marc Silver, MD, (WakeMed Heart & Vascular) participated in a clinical trial whose results were presented at the American College of Cardiology's 68th Annual Scientific Sessions (ACC.19) and was a contributing author for the study's results published in the March 17, 2019, *New England Journal of Medicine*.

David Kirk, MD, executive director (Critical Care Services), and WakeMed's eICU were featured in an article titled "Working for a Remote Intensive Care Unit: How Does it Differ?" published in MedScape in March.

Yvonne DeMuth, RN, (Emergency Department – Garner Healthplex) was appointed to the advisory board for the EMS program at Wake Technical Institute.

Home Health congratulates **Irene Mwaniki** on receiving her associate's degree and **Melissa Fisher** on completing her bachelor's degree in nursing (BSN).

Debbi Hillman, MSEd, RHed, LBC (Wake AHEC) earned the Lean Bronze Certification for tactical continuous quality improvement.

Jim Farouq, RN, (2 West ICU – Cary Hospital) earned cardiac surgery (CSC) subspecialty certification.

Rob Rozar (Imaging Services – Raleigh Campus) passed the vascular interventional radiology registry exam.

WakeMed Foundation congratulates **Cassandra Bolduc** on earning Blackbaud Certification in Raiser's Edge – bCRE.

Pam Riley, RN, manager (2 West ICU) earned critical care nursing certification (CCRN).

Sandy Vendittelli (Corporate Compliance and Integrity) earned certification in healthcare compliance.

Yvette Lanier (2D Rehab Nursing) earned a bachelor's degree in organizational management from St. Augustine's University.

ATTACHMENTS AND ADDITIONS

Hailee (Wingfield) Rich (Healthworks) married Benjamin Rich on March 16.

CORRECTION

The recent Service Award issue incorrectly identified **Roxanne Carter, RN**, as working in Labor & Delivery – Cary Hospital. Roxanne has worked in Labor & Delivery at Raleigh Campus for 20 years. Please accept our apologies, Roxanne, and thank you for your many years of service!

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, or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

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Register to Donate Life

There are 113,978 Americans (3,165 in North Carolina) waiting for a lifesaving organ transplant. By registering to be an organ and tissue donor, you could potentially save a life. A team at WakeMed and Carolina Donor Services work together to ensure that the wishes of registered donors who pass away while in our care are fulfilled. So far this year, the team has made 45 organ, eye and tissue donations possible. If you would like to register to be an organ donor, please visit www.carolinadonorservices.org or register when updating your driver's license.

WE NEED YOU!

WakeMed will be out and about at many community events in the coming months and we need volunteers to help make these events a success. Clinical expertise is usually not required – but a friendly smile always is! To see available opportunities and registration information, check the Volunteer Opportunities page on MyWakeMed.

Many opportunities provide NPDP credit.

CALENDAR OF EVENTS

Spring Blood Drives

- **Raleigh Campus** – Friday, May 24
- **Cary Hospital** – Thursday, May 23
- **North Hospital** – Tuesday, May 21
- **Operations Center** – Thursday, May 16
- **Raleigh Medical Park** – Thursday, May 16

Blood drive donations can directly benefit WakeMed's patients. For details and to sign up for a time that fits your schedule, visit MyWakeMed or wakemed.org.

March for Babies

April 27, Perimeter Park

NPDP credit (1 point) is available for walkers.

To learn more and join Team WakeMed, contact Donna Lane at dlane@wakemed.org.

Susan G. Komen Race for the Cure

May 4, The Frontier, RTP

Go to <http://nctc.info-komen.org> and donate or register today. Search "WakeMed" and look for team captain Rebecca Wilson.

Nursing Education

Generalist Nurses Caring for Patients with Mental Illness in a Non-Psychiatric Setting – April 24, 9 am to 3:30 pm, Andrews Center; May 16, 9 am to 3:30 pm, Andrews Center (WakeMedU code: NE014-18004)

WakeMed 
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

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Raleigh Campus Farmers Market Returns May 7!

Tuesdays – May 7 through August 27 (except May 28 & July 7)
10 am to 2 pm

Shop a great selection of local, affordable produce and much more in the Raleigh Campus Courtyard or 1E lobby. Plus, each market will feature a health education table to share information that will help all shoppers live healthier lives!

Kick off Farmers Market Season with a Walk!

Join us on May 7 as we kick off another great season of the WakeMed Farmers Market. Raleigh Campus Administrators **Becky Andrews** and **Chuck Harr**, MD, will lead a group walk at 12:30 on May 7. We hope you will join us for some sunshine and exercise – and of course a great selection of produce and much more!

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the MyWakeMed. Send calendar submissions to Public Relations or email microscope@wakemed.org.

Wake AHEC

No Wimpy Parenting: A Toolkit for Professionals Helping Parents with Discipline and Behavior Problems – April 29, Andrews Center

17th Annual Triangle Breastfeeding Alliance Conference: Timely Topics in Breastfeeding Support – May 2, Andrews Center

Clinical Supervision: Frames – May 3, Andrews Center

The Ninth Annual NC Community Psychiatrists' Leadership Network Symposium: Transitioning to NC's Medicaid Managed Care: What's Next? – May 4, The William & Ida Friday Center

HIPAA and NC Local Health Departments: 2019 Critical Updates – May 9, McKimmon Conference & Training Center

Evidence-Based Tobacco Use: Cessation and the Truth about E-Cigarettes – May 15, Smithfield, NC

Self-Care for the Public Health Professional – May 15, Live Webinar

4th Annual Hearing Loss and Accessibility Workshops – Cary, May 21, One Eleven Place

Facilitating and Supervising Group Work: An Experiential Approach – May 24, Andrews Center

The Manager's Role in Fostering Team Excellence – May 29, Andrews Center

CGEC Enhancing Acute Care Delivery for Older Adults: A Multidisciplinary Approach – May 30, Andrews Center

Behavioral Health Review for Nurses – May 14, noon to 4 pm, Andrews Center (WakeMedU code: NE014-14040)

Professional Boundaries – May 16, 8:30 to 10:15 am, Nursing Ed Room B (WakeMedU code: NE014-14053)

12 Lead EKG Interpretation – May 29, 8:30 am to noon (WakeMedU code: NE014-19069)

CapRAC Training Opportunities

Capital MRC Until Help Arrives – Tuesday, May 14, 6 to 9 pm

Email NiThorpe@WakeMed.org for information on how to register.

Organizational Development

People See Things Differently – April 25, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDMBTI)

First Impressions – Behavior Training – May 7, 8:30 am to 3:30 pm, MOB (WakeMedU code: PDFI)

Effective Communication – May 8, 8:30 am to 12:30 pm, MOB (WakeMedU code: PDCOM)

Coaching for Success and Improvement – May 14, 8:30 am to 3:30 pm, MOB (WakeMedU code: LDCSI)