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MICROSCOPE



50 YEARS OF SPIRITUAL CARE AT WAKEMED

It is a very special role the spiritual caregiver holds in the health care setting, providing interfaith ministry with respectful care to people of all belief systems. During the past five decades, the WakeMed Spiritual Care team has impacted the lives of thousands of patients, family members and staff.

WakeMed Spiritual Care dates back to 1972, following a deadly sniper shooting at North Hills Mall. Although WakeMed could clinically treat patients, this incident was the catalyst for WakeMed to provide additional resources to help patients and families – as well as staff – who were hurting both physically and emotionally. That same year, WakeMed’s first chaplain was hired.

Thanks to the foresight of WakeMed executive leaders, our Spiritual Care department (then called Chaplaincy) was the first program of its kind in Wake County. Over the years, the program has grown and now includes four staff chaplains and two program coordinators who serve patients, loved ones and staff. Over time, WakeMed added other spiritual care providers, including a Roman Catholic priest and an Emergency Department staff chaplain. The department provides individual and family interfaith spiritual guidance, regular chapel services, grief support, clinical training and debriefings.

Since 1975, WakeMed has been home to a thriving Clinical Pastoral Care (CPE) program, educating more than 850 CPE students. WakeMed’s program, which is accredited by the Association for Clinical Pastoral Education (ACPE), brings a diverse group of theological students, clergy and qualified laity into supervised encounters with people in crisis. Each year, dozens of student interns and residents receive training at WakeMed from our three ACPE-certified educators. Here, students learn and experience the practice of ministry within the context of a major health care system.

The Arrival of COVID-19

When COVID-19 hit, requests for Spiritual Care support increased dramatically. WakeMed’s Spiritual Care team was on the frontlines of the pandemic, spending countless hours in WakeMed’s COVID-19 units with patients who were often isolated from everyone they love.

Under the leadership of director **Jeremy Gilmore**, the team worked diligently to expand services and meet the growing need. “Grief, fear and uncertainty don’t take nights and weekends off, so we needed to be available day and night, to provide support for our patients, families and staff,” explains

Gilmore. Spiritual Care trained and hired more contract chaplains and established a 24/7 on-call support program. Throughout the pandemic, and beyond, Spiritual Care has been a source of hope and strength for people here at WakeMed and throughout our community.

More growth is on the horizon for WakeMed Spiritual Care. With support from the WakeMed Foundation, the team is expanding their unique support services outside of the hospital walls by adding chaplains to serve our Healthplexes and the Center for Community Health (opening this fall) among many other initiatives. Watch for more information about these exciting developments to be shared soon!



This summer, WakeMed Cancer Care launched as WakeMed’s newest service line, providing comprehensive care and personalized treatments that build upon the existing imaging, pathology, surgical and procedural services we currently provide in a vast array of clinical specialties. The multidisciplinary WakeMed Cancer Care team is committed to enhancing access to and improving the availability of inpatient and outpatient oncology care and services in Wake County.

WakeMed Cancer Care

Life-Changing Care, Close to Home

WakeMed oncologists began providing inpatient consultation services at Raleigh Campus in mid-July and, in August, the outpatient Hematology & Medical Oncology practice opened in Raleigh Medical Park. The practice offers disease-focused care for all types of cancer and the full-spectrum of hematology disorders, as well as subspecialty services in thoracic, gastrointestinal, genitourinary and breast oncology. In addition to on-site infusion treatments, the practice offers chemotherapy, laboratory and pathology services, and full-service imaging capabilities.

These expanded oncology services are already making an impact – helping to address identified health care gaps in our community and allowing our patients to receive highly-coordinated care at WakeMed throughout their cancer journey. “Patients who know and trust WakeMed can now stay with us from diagnosis, to surgery, to medical oncology, and beyond – without having to transition to another health care organization,” said **Vijay Chaudhary, MD**, Chief of Oncology. “There is life with, without and beyond cancer. Our goal is to comfort, reassure and provide personalized, precision-based care and caring throughout the entire journey.”

Along with Dr. Chaudhary, the Hematology & Medical Oncology physician team includes **Praveen Namireddy, MD**, and **Bilal Khalid, MD**. The practice will welcome additional oncology specialists and oncology physician assistants this fall, adding to WakeMed’s depth and breadth of services. Patients also receive an array of support and recovery services provided by oncology nurse navigators, oncology certified nurses, dietitians, cancer genetics counselors, social workers, occupation/rehabilitation therapists, mental health therapists and financial navigators.

“WakeMed Cancer Care is an excellent example of how this organization comes together to meet the needs of those we serve. This has truly been a multidisciplinary effort, involving clinicians and support staff from across the entire system – with steadfast leadership from Carolyn Knaup, who has supported this work every step of the way. I am excited to see how this service continues to grow and positively impact our community,” comments **Becky Andrews**, senior vice president & Administrator, Raleigh Campus.



Fall is coming and that means it’s time to get your annual flu vaccine! The deadline for all employees to get their vaccines is October 31. Flu vaccines are available at no cost to all WakeMed staff, including providers and volunteers.

If you receive your vaccine at another location, be sure to submit documentation prior to the deadline. Send proof of vaccination or completed exemption form to ohinfluenza@wakemed.org by using the vaccine record upload site on MyWakeMed. Check MyWakeMed for more details.

Exceptional People. Exceptional Care.

WakeMed Recognized as Outstanding Employer

For the second year in a row, WakeMed was named the best hospital/health system to work for in North Carolina, according to a ranking published by *Forbes* magazine. The list includes over 1,300 companies nationwide and identifies the best employers in each state – as determined by employee ratings on an independent survey. WakeMed was the top-ranking hospital/health system in the state and ranked 7th overall among the 100 businesses included in the North Carolina list.

“WakeMed is a special organization – and that is because of our incredible people and unique culture. While we are honored and humbled to see WakeMed on this list, we know that no organization is perfect and there is always more we can do to improve. Our commitment to this community begins right here with our own WakeMed family and we are committed to helping our employees reach their goals, balance work and family and, importantly, find joy and fulfillment in the work they do,” commented **Donald Gintzig**, WakeMed president & CEO.

To create the ranking, *Forbes* partnered with Statista to survey 70,000 Americans working at businesses with more than 500 employees. The respondents rated their employers on a variety of factors, such as compensation, opportunities for advancement, safety in the workplace and more.



Home Health Receives Highsmith Award for Innovation

WakeMed Home Health was recently recognized by the North Carolina Hospital Association (NCHA) with the Highsmith Award for Innovation.

Named for Dr. John Highsmith, the first president of NCHA, this award is presented to a member institution or to an individual/team employed by an NCHA member institution in recognition of innovation that creates value for patients and health care consumers. For 2022, the award was given to CMS-waivered home hospital programs in recognition of their efforts to provide uninterrupted patient care during the COVID-19 pandemic.



Dr. Beckham Named Immunization Champion

Jenna Beckham, MD, (OB-GYN) has been named a 2022 Immunization Champion by the American College of Obstetricians and Gynecologists. Dr. Beckham was one of only six individuals nationwide to be honored with this award. Dr. Beckham has led numerous COVID-19 vaccine efforts in recent years and was a physician champion for inpatient COVID-19 vaccine administration. Under her leadership, Raleigh Campus Mother-Baby was recognized as the inpatient unit with the highest number of vaccine administrations in the system. She also served as the physician lead in establishing the Andrews Center OB-GYN office as a COVID-19 vaccine administration site and has led a department-wide initiative to ensure COVID-19 vaccine education and counseling are a part of all patients' obstetric and gynecologic care. Congratulations, Dr. Beckham!



WakeMed Honored as Leader in Diversity, Inclusion

For the fifth time, WakeMed was recognized as a Leader in Diversity by the *Triangle Business Journal*. The Leaders in Diversity Awards program is designed to recognize the accomplishments of Triangle businesses, individuals and nonprofits as they work to weave a diverse foundational fabric into the heart of the local community. We are one of 10 organizations and 10 individuals to be named to the list for 2022.



Inclusion, respect and equality have always been central to WakeMed's values and our mission of caring for all people, serving the underserved and advocating for those who have no advocate. Building on our 60-year legacy, this year we are establishing the WakeMed

Center for Community Health, bringing many of our collaborative, community-based population health programs together under one roof. Opening this fall, the facility will provide holistic care in collaboration with community partners to support a healthier community. In another effort to help improve the well-being of all we serve, with support from the WakeMed Foundation, this summer we launched Your Whole Health, a program that helps caregivers identify and address the environmental and social factors impacting our patients' well-being. The program leverages screening tools and analytics to connect patients with resources to improve health outcomes.

As a multicultural health system that values individual experience, WakeMed has numerous programs and initiatives in place to ensure a diverse and inclusive work culture where all voices are heard. Examples include our Diversity & Inclusion Council, honoring members of the armed forces, celebrating Diversity & Inclusion Awareness month, providing services for multiple faith traditions, participating in community events and ongoing educational opportunities.

“While we are proud of the culture of respect and dignity that we maintain, we also continue to listen, learn, heighten our level of social consciousness and celebrate our differences,” commented **Jeronica Goodwin**, senior vice president, Human Resources. To that end, in the coming year, WakeMed will provide Diversity & Inclusion training for 1,200+ WakeMed leaders and clinicians, in support of diversity, inclusion, social justice and health equity.

Want to get involved? For more information about Diversity & Inclusion at WakeMed, and opportunities to get involved, please see the Diversity & Inclusion page on MyWakeMed or email diversity@wakemed.org.

Pictured above: Sharing our pronouns is one way we can support an inclusive environment for all. When WakeMed offered pronoun pins for staff to display on their badges, many employees took advantage of the opportunity. In the first two months, over 450 pins were distributed to staff members.

WAKEMED GIVES – BECAUSE IT MATTERS.

An Opportunity to Support Our WakeMed Team

The 2022 WakeMed Gives Employee Giving Campaign runs from September 26 through October 31. We hope you will join us in this annual opportunity to make our mission not just what we say – but also what we do! “I know many of us are incredibly proud to be a part of an organization that allows us to help one another. As we kick off our employee giving campaign, I encourage you to support WakeMed Gives,” says **Jeronica Goodwin**, senior vice president, HR, and WakeMed Gives executive campaign chair. “Your donation, in any amount, will ensure that, through the Foundation, we can continue to fund programs and projects that benefit you, and not only you – your colleagues, our patients and our entire community as well.”

An Opportunity to Support Our WakeMed Team

Each year, the WakeMed Gives Employee Giving Campaign is an opportunity for WakeMed team members to support our community. 100 percent of funds raised during the campaign are reinvested in WakeMed through programs designed to support our staff, patients and community.

The impact of donations to the WakeMed Foundation was seen last year through:

- ▶ **Employee Assistance** supporting 254 employees in a time of personal tragedy or hardship during the past year – examples include help with childcare or unexpected emergencies impacting housing, utilities, transportation, medical and employee well-being initiatives.

- ▶ **Employee Education** offering financial assistance to WakeMed employees who want to advance their knowledge and skills, as well as employee dependents who plan to pursue post-secondary education in health sciences, education and technology.
- ▶ **Patient Program Assistance** supporting urgent needs for patients and families through meal or travel vouchers, prescription assistance, and connection to other necessary resources.
- ▶ **Project & Program Funding** for internal WakeMed programs, equipment and departmental needs.

Many Ways to Give

This year's WakeMed Gives campaign runs from September 26 – October 31. If you would like to contribute, there are many ways to give:

- ▶ **Online**
- ▶ **Cash, check or credit card**
- ▶ **PDO** – with the exception of physicians and executives, staff can donate between 4 and 120 hours of PDO
- ▶ **Payroll deduction** – one-time payment or spread over 26 pay periods

You may designate your gift to the WakeMed Gives Fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. Questions? Contact the WakeMed Foundation at 919-350-7656.

WOW, WHAT AN EMPLOYEE!

Duncan Phillips, MD, and David Hoover, MD, (both of Pediatric Surgery) published the article Chest Wall Deformities and Congenital Lung Lesions: What the General/Thoracic Surgeon Should Know in *Elsevier*.

Sira Duson, MD, (Vascular Surgery) was recognized by Poets and Quants, a business school ranking group, and the University of Maryland Smith School of Business as one of the best executive MBAs.

Sharee McCray, DNP, RN; Shanna Lehr, BSN, RN; Beth Soto; and Diane Gilewicz, MSN, RN, (all of WakeMed Rehabilitation) presented virtual podium sessions at the Association of Rehabilitation Nurses (ARN) 2022 Annual Rehabilitation Nursing Conference.

Melissa Mongeon, MSN, RN, (4C Mother-Baby) and **Cynthia Roy, MSN, RN**, (Nursing Education) earned master's degrees in nursing (MSN).

Taylor Bouldin, BSN, RN, (Labor & Delivery – Raleigh Campus) earned inpatient obstetrics certification.

Anjali Shelke (Outpatient Rehab) is now a board-certified clinical specialist in women's health physical therapy.

Lora Wright (Kaizen Promotion Office) earned certified professional in healthcare quality (CPHQ) certification.

Samantha Broadie (Coding & Revenue Integrity) is now a registered health information technician (RHIT).

Nicole Cary, MSN, RN, (Corporate & Community Health) received ambulatory care nursing (ANCC) board certification.

Kate Phillips, MSN, RN, (Nursing Education) obtained Sexual Assault Nurse Examiner-Adult/Adolescent (SANE-A) certification.

Laycee Boughton, RN, (4C Mother-Baby) earned national certification as a maternal newborn nurse.

Hope Turner, RN; and Alyssa Yates, RN, (both of 3B CVICU) received cardiovascular specialty certification.

Jackie Battles, BSN, RN, was selected as the new 6B Orthopaedics/Oncology nurse manager.

Erynn Wetmore was promoted to Team Leader Medical Assistant and will be transitioning to Primary Care – Kildaire.

Valerie Taylor (Coding & Revenue Integrity) was promoted to Outpatient Coder II.

COMINGS & GOINGS

Nursing Education wishes a happy retirement to **Joanne Barkhau, MSN, RN**, after 34 years of service to WakeMed.

Patient Placement sends their best wishes to **Martha Jones, RN**, as she retires from WakeMed after 31 years of service.

1A Clinical Evaluation Area welcomes the following new staff members: **Tamika Bunch, Sabrina Hinton, Isabella Schwager, Bintou Sosseh, Nya Mitchner, Tikisha Fulmore, RN; and Kierra Williams, RN**.

4C Mother-Baby welcomes **Star Hunstsman, Natalia Smith, RN; Jamie Fields, RN; Lakeisha Reason, RN; Cristina Dominguez, RN; Justine Billings, RN; and Erika Cobos-Landin, RN**.

Birth & Family Education welcomes **Lorraine Wilson Batts, DNP, RN**.

CICU welcomes **Ana Riddle, RN**, to their team.

H@YH welcomes **Jasmine Daniels**.

Home Health welcomes **Maggie Ayres and Dawn Roy**.

OneCall welcomes **Michelle Falk-Nixon, Sheena Sutton, Mary Chou and Monique Davis**.

Outpatient Rehab – Clayton welcomes **Hannah Sharpe and Jennifer Peralta**.

Patient Engagement welcomes **Michelle Watson and Jasmine Bryant**.

Quality Analytics welcomes **Rebecca Pelkey, MSN, RN**.

Urgent Care – Kildaire welcomes **Cindy Segrist**.

Coding & Revenue Integrity welcomes **Peggy McKimmy, Wendy Tringali, Melissa Fisher, Angie Payne, Valencia McLeod, Amanda Ritter, and Gina Strickland**. The team also wishes farewell to **Katie Boykin** after 17 years of service to WakeMed.



How Your Voice Helps Strengthen our Patient Safety Culture

This spring, all members of the WakeMed family were asked to participate in an anonymous survey and share their thoughts about our patient safety culture. The survey provides an opportunity not only to measure staff perceptions of our patient safety culture, but also to benchmark WakeMed against hospitals across the country.

“A strong and healthy patient safety culture is so important to our every-day patient care environment, and supports all quality-related activities – such as evidence-based bundles, hand hygiene tracking and incident reporting,” commented **Janice Neff, RN**, executive director, Quality & Patient Safety. “It takes every member of the WakeMed family to ensure a safe patient-care environment, so hearing directly from staff about how we can make improvements is critical.”

The Patient Safety Culture Survey was put on hold in recent years due to the pandemic, so this year provided us with an opportunity to set new benchmarks – in a post-COVID environment. Participation in this year's survey was much better than in years past – although there is always room for improvement. This year, about half of physician office staff and more than 40% of hospital staff completed the survey.

Research has shown that higher patient safety scores on these types of surveys are associated with lower rates of hospital complications and adverse events. WakeMed's three hospitals scored above the 50th percentile nationally for reporting safety events, which indicates that staff are engaged in reporting good catches, near misses and other incidents. These reports, in turn, help us make ongoing improvements to our processes in support of safe patient care.

Some of the takeaways and opportunities identified in this year's survey include:

- ▶ Staff expressed a desire for transparency on follow-up steps and actions taken after incidents are reported.
- ▶ Handoff between units (for example, a patient transitioning from an emergency department to an inpatient unit, or from inpatient unit to PACU) was identified as an opportunity for improvement.
- ▶ Adequate staffing is an area of concern among staff from a patient-safety perspective.

WHAT'S NEXT?

Now that the results have been analyzed on a system level, enterprise-specific data has been provided to the hospital enterprises and WakeMed Physician Practices. Each enterprise is developing an action plan that will be used to help address opportunities and, ultimately, help improve our patient safety culture. Action plans are being finalized, so look for some changes to be implemented in response to your feedback in the coming months!

eICU 10

CELEBRATING A DECADE OF ENHANCED CARE FOR CRITICALLY ILL PATIENTS

The WakeMed eICU recently celebrated 10 years of providing an enhanced level of care to our sickest patients. Based at the Operations Center on Atlantic Avenue, the eICU team of critical care nurses, physicians and support staff provides an extra set of eyes and ears for patients across the system, primarily in the ICU environment.

The eICU team – which has grown from 16 to 23 over the past decade – uses carefully placed cameras and numerous computer screens to monitor patient vital signs, medications and test results right along with the bedside team. The eICU utilizes Philips Healthcare monitoring technology and is regularly rated among the top tele-ICUs nationally and internationally (according to Philips-tracked metrics). “Over the past 10 years, our potential census has grown from 88 to a maximum potential of 138 patients. We have incredibly strong partnerships with our ICU staff and physicians, as well as our Information Services team, who play a critical role in our work,” commented **Shelly Deifer, RN**, eICU manager. “It is so rewarding to be able to support our entire system and the delivery of life-changing care.”

During the pandemic, the eICU team expanded their scope of services to help monitor COVID-19 patients. Twenty eICU carts were deployed across the system, bringing eICU capabilities to non-traditional ICU settings. The carts helped increase communication with the bedside team while limiting in-person exposure and PPE usage. Now that the COVID-19 surges have waned, some carts are being used in Emergency Departments to support the care of patients who are awaiting an ICU bed.

“The eICU is an incredible asset to our organization and our community,” commented **David Kirk, MD**, Associate Chief Medical Officer and medical director for the service. “This service has allowed us to provide safer care for our sickest patients and is a demonstration of our continued commitment to continually enhancing the care we provide.”

Pictured: **Sharon Parga, Katie King, Kathy Bauer, Monica Dale, Vicki Tyndall, and Beverly Alfman** have been part of the eICU team since it first went live on September 12, 2012. Today's eICU team of 17 nurses has a total of 372 combined years of Critical Care nursing experience!



WakeMed Launches Trauma Survivor Support Group

To support former and current trauma patients and their families, WakeMed has partnered with the national Trauma Survivors Network to create a support group. Support group participation is free and open to any current or former trauma patients and/or their family members, regardless of where they received care. Our goal is to create a safe space to foster shared experiences with others who can empathize and understand.

The support group meets on the fourth Friday of every month, in person and virtually. Interested patients and families may join the group at any time and attend as often as they would like. To learn more, visit WakeMed.org or email Mary Hamlin at mhamlin@wakemed.org.



BEYOND THE INJURY Support for Trauma Patients



Congratulations to the recent graduates of the Pediatric Respiratory Care New Graduate Program: **Karla Martinez, Alexis Mitchell, April Best, Mary Ramsey and Ashley Woodlief.** The 10-week program (now in its second year) provides new graduates with hands-on training and educational lectures and presentations from WakeMed providers and staff members. Participants come away better prepared to handle various scenarios they may experience in the pediatric areas and well-equipped to do their part in caring for some of our youngest patients!



For the first time in more than two years, Twinkle, the WakeMed Children's mascot, made a visit to the Children's Hospital. Our patients, families and staff were 'over the moon' to see one of our brightest stars in person!



Have news to share? Send it to microscope @wakemed.org



Above: The Apex Healthplex Emergency Department received the Humpty Dumpty award for the month of August for achieving exceptional outcomes in Falls and Falls with Injury in Fiscal Year 22. The department achieved Zero Falls with Injury for FY 21 and FY 22. Congratulations!



Staff across the system enjoyed taking a break for some FUN during FUN-tember! In addition to on-site events with yard games and snacks, hundreds of employees participated in virtual bingo and daily trivia – racking up some great prizes along the way!



NEWS FROM WakeMed  Physician Practices

Welcome New Physicians



Dina Ahmad, MD
Gastroenterology



Mohammad Esmadi, MD
Gastroenterology



Jonathan Forbes, DO
Pulmonary & Critical Care Medicine



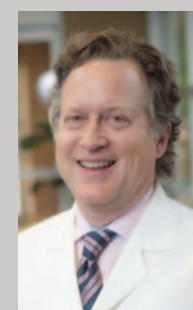
Venu Gangireddy, MD
Gastroenterology



Lauren Hodges, MD
Hospital Medicine



Ted Hodges, MD
Cardiology



C. Scott Hultman, MD
Plastic & Reconstructive Surgery



Bilal Khalid, MD
Hematology & Medical Oncology



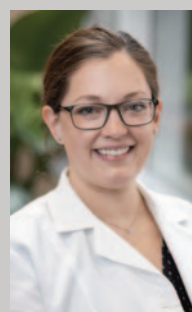
Janet Lucien, DO
Pediatric Endocrinology



Christopher McQuinn, MD
Vascular Surgery



Keri Metcalf, MD
Psychiatry



Allison Posta, MD
Hospital Medicine

Welcome New Advanced Practice Providers

Aaron Burman, PA
ENT – Head & Neck Surgery

Michele Devita, NP
Pulmonary & Critical Care Medicine

Michelle McMoon, PA
General Surgery

Joey Stevens, PA
General Surgery

Ashley Welch, PA
Primary Care

Kayleigh Williams, PA
Vascular Surgery

Now Open!

WakeMed Cancer Care – Hematology & Medical Oncology
Raleigh Medical Park
23 Sunnybrook Road, Suite 220
919-350-CURE (2873)

New at WakeMed: Plastic & Reconstructive Surgery

WakeMed Plastic & Reconstructive Surgery provides high quality surgical services to patients in need of plastic and reconstructive surgery, including acute care/trauma, peripheral nerve surgery, reconstructive care, elective hand surgery, body contouring, scar revision, skin cancer, top surgery for gender affirmation patients, and more. Services also include comprehensive treatment options of burn-related injuries that result from flames, chemicals, electricity and scalds – as well as complicated skin infections and wounds. WakeMed Plastic & Reconstructive Surgery is led by Scott Hultman, MD, MBA, FACS, a triple board-certified plastic and reconstructive surgeon.

With extensive experience and a reputation for excellence, Dr. Hultman offers a full range of highly specialized care at several convenient locations throughout Wake County.

Appointments: 919-350-7546

Locations

- ▶ **Raleigh Campus** – Andrews Center (3024 New Bern Avenue, Suite 102)
- ▶ **Raleigh** – Oberlin (505 Oberlin Road, Suite 250)
- ▶ **Cary** – Medical Park of Cary (210 Ashville Avenue, Suite 225)

Benefits Open Enrollment is your annual opportunity to make changes to your benefits for the coming calendar year. More in-depth information about benefits is included in the 2023 Benefits Handbook, which will be available online on MyWakeMed or WakeMed.org (under For Employees) in early October.

Although most benefit elections will carry over from 2022 to 2023, all employees are strongly encouraged to complete the Open Enrollment process in The HUB as this is an excellent time to review your benefits and retirement contributions, update beneficiaries and make any other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

2023

WakeMed

BENEFITS

OPEN ENROLLMENT

OCT 17 – NOV 4

Social Security Number Reminder

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plan. Be prepared to update this information in The HUB during the enrollment process.

Medical Plan

Administered by Contigo Health

Medical Plan Design & Rates: The medical plan design, which includes copays, deductibles and out of pocket maximums, is not changing. Premium contribution rates are increasing slightly for 2023.

Medical Plan Networks: The medical plan design includes four networks (tiers). You can verify the network your providers are in by going to www.contigohealth.com.

- ▶ The WakeMed Preferred Network features primarily WakeMed primary care and specialty care providers and offers reduced copays, deductibles and out-of-pocket expenses for services performed at WakeMed inpatient and outpatient locations as well as some joint venture facilities.
- ▶ The Partners Plus Network includes services provided by a select group of primary care and specialty care providers, including Duke Health and UNC, as well as gap services for specific covered services not available at WakeMed. Out-of-pocket costs are less when compared to Other In-Network providers.
- ▶ Other In-Network includes the MedCost and First Health provider networks.
- ▶ Out-of-Network services include providers not covered in the above networks.

NEW! Medical Plan Spousal Surcharge Eliminated: For 2023, there will not be a surcharge applied for covering a spouse under the WakeMed medical plan when the spouse is also eligible for coverage through their employer.

Prescription Drug Changes

Provided by OptumRx; Administered by RxBenefits

OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug plan, which includes copays and out of pocket maximums, is not changing for 2023. Maintenance drugs and specialty medication prescriptions must still be filled at the WakeMed Employee Pharmacy.

Dental Plan

Administered by United Concordia Dental

Dental plan design, which includes deductibles and out of pocket maximums, is not changing. The premium contribution rates are increasing slightly for 2023.

Vision Plan

Administered by EyeMed

Vision plan design, which includes copays, is not changing. The premium contribution rates are increasing slightly for 2023.

Life & Disability Insurance

Administered by Lincoln Financial Group

Life and Disability Insurances, which includes basic and supplemental life insurance or the long-term disability plans, are not changing and the premium contribution rates are not increasing for 2023.

If you are enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment, you may be required to complete Evidence of Insurability (EOI). EOI will not be required for any employee newly enrolling in Short Term Disability coverage during Open Enrollment; however, a pre-existing condition limitation will apply. Any condition for which you have been treated in the six months prior to January 1, 2023, will not be covered until you have been covered on the plan for 12 months.

WakeWell Rewards Healthy Rewards Account (HRA)

Administered by Optum Financial

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who met the requirements of WakeWell Rewards in 2022 and who are covered by the WakeMed medical plan as of January 1, 2023, will receive a deposit into their HRA account on or about



January 11, 2023. HRA funds roll over from year to year, but you will lose your HRA funds if your enrollment in the WakeMed medical plan stops for any reason.

Flexible Spending Account (FSA)

Administered by Optum Financial

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between \$5 and up to \$570 will be rolled over into your 2023 account. All unused funds under \$5 and over \$570 will be forfeited. For plan year 2023, the maximum contribution will be \$2,850.

Remember, the Dependent Care FSA is for child or adult day care-type expenses. Unused funds from this account do not roll over – any unused balance from your Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

Voluntary Benefits

NEW! ADDITIONAL BENEFITS AVAILABLE

WakeMed offers a number of voluntary benefit plans that employees and their families can take advantage of. For 2023, we are adding several new plans.

- ▶ **Accident Insurance:** Provides a lump sum benefit payment based upon injury and treatment received.
- ▶ **Critical Illness Insurance:** Provides a lump-sum benefit payment upon diagnosis of a specific disease.
- ▶ **NEW! Hospital Indemnity Insurance:** Provides a lump-sum benefit payment should a covered hospitalization occur.
- ▶ **NEW! LegalShield & ID Shield:** Provides legal consultation and support as well as credit monitoring, identity theft protection and more.
- ▶ **NEW! Pet Insurance:** Provides protection against unexpected vet expenses for covered accidents or illnesses.

You may only enroll or terminate the voluntary benefit plans during Open Enrollment. Mid-year changes cannot be made except in cases of death or legal divorce.

Additional Benefits NEW!

For 2023, we are introducing two new benefit options, both of which are available as part of our relationship with our retirement savings plan administrator:

- ▶ **ROTH Retirement Savings:** This individual retirement account allows employees to set aside after-tax income up to a specified amount each year. Earnings on the account and withdrawals after age 59 ½ are tax free.
- ▶ **SAVI:** This service helps eligible non-profit and public service employees apply for public service student loan forgiveness.

VIRTUAL BENEFITS FAIR

This year, you will be able to learn all about our benefit vendors from your office, your mobile device or the comfort of home through our Virtual Benefits Fair. To visit the Virtual Benefits Fair, go to www.wakemed.org/virtual-benefits-fair. Be sure to register your attendance to be entered into a raffle prize drawing!

OPEN ENROLLMENT HOTLINE – 919-350-8143

Monday through Friday, 8:30 am to 5 pm

The Benefits team is available to answer any questions and provide one-on-one assistance completing the Open Enrollment process in The HUB – just call the hotline to schedule a time to meet virtually.

Please note that during times of high call volumes, you may need to leave a voicemail, but all calls will be returned within one business day. You may also contact the Benefits team at benefits@wakemed.org.

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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WakeMed 
WakeMed Health & Hospitals
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WakeMed & WakeMed Children's



WakeMed App

Want to learn more about what's happening at WakeMed? Follow us on social media or download the WakeMed App!

CALENDAR OF EVENTS

Employee Forums

Staff are invited to join Donald Gintzig, president & CEO, in person or virtually for an informal conversation to learn how we're doing and what's ahead for WakeMed.

- > Cary Hospital: Tuesday, September 27
- > North Hospital: Thursday, October 13
- > Virtual: Thursday, October 13

Visit MyWakeMed for details on how to join.

AIG Financial Advisor Walk-In Hours at Raleigh Campus

September 27

All WakeMed employees are invited to stop by during walk-in hours to meet with an AIG Financial Advisor. Andrews Center, rooms 3 and 4, are available between 11 am and 3 pm on Tuesday, September 27.

Retail Concepts Online Event

October 7-16

Presented by the Volunteers at WakeMed

Shop the Retail Concepts Online Sale beginning October 7 through October 16. Read the WakeMed Weekly for shopping and payroll deduction details.

Virtual Meditation Class

October 12



Join Corporate & Community Health for a 30-minute guided meditation class including gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience. Scan the QR Code to reserve your spot.

Save the Date! Trunk or Treat

Friday, October 28, Cary Hospital

Presented by the Volunteers at WakeMed Cary Hospital

Bring the whole family and enjoy safe trick or treating, music, and more at Trunk or Treat, from 5:30 to 8 pm in the Cary Hospital parking lot.

Workplace Violence Prevention Courses

Trauma Informed Care: Participants will learn about the neuroscience of trauma and its treatment based on the three-part brain, polyvagal theory, and trauma responses of fight, flight and freeze. Participants will explore the levels of addressing trauma and negative memories through psychoeducation, emotional regulation, and body centered trauma treatment, learn how chronic stress and childhood trauma contribute to negative physical health and mental health outcomes. Register via WakeMedU for these upcoming classes:

- > September 29, 10:30 am to 2 pm
- > October 26, 10 am to 1:30 pm
- > October 20, 5:30 to 9:30 pm

Verbal De-escalation: Surviving Verbal Conflict:

Learn time-tested communication skills to help de-escalate volatile situations, safeguard colleagues' emotional and professional well-being, and enhance professional image. The course also provides opportunities to participate in practical skill building to become more effective communicators. Register via WakeMedU for these upcoming classes:

- > October 13, 9 am to 12:45 pm
- > October 13, 3:15 to 7 pm
- > November 1, 3:15 to 7 pm

Wake AHEC Events

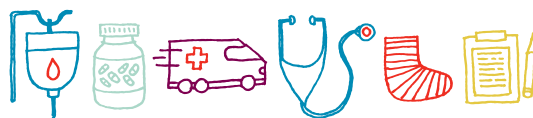
- > La Mesita Two Day Conference - 2022 El Futuro Conference, A Pesar De Todo, Seguimos: Supporting Latinx Families, Communities and Ourselves as Providers – September 29 & 30
- > Navigating the Journey of Pediatric Diabetes: New Directions for Complex Issues – September 29 & 30
- > Attachment and Maltreatment – October 4
- > Foundations of Disability Informed Practice – October 5
- > NC Surgery - Precision Medicine In Breast Disease: The Art and Science of Modern Breast Care – October 8
- > Congestive Heart Failure and Coronary Heart Disease – October 10
- > WM Breast Cancer Conference – October 11
- > Culturally Relevant Engagement Interviewing – October 13

KNOW WHERE TO GO

Sometimes, it's obvious when to head to the emergency room, but other times, it can be more difficult to tell. With cold and flu season rapidly approaching, now's a good time to review the options of where you can get care, based on your specific needs. Please share this information with your friends and family and remember, no matter what ails you, you have the whole WakeMed network for support.



WHERE TO SEEK CARE



Primary Care

- > Asthma attacks (minor), bronchitis
- > Colds, cough, flu, fevers
- > Dehydration
- > Ear infection
- > Migraines
- > Minor burns, cuts/lacerations
- > Nausea
- > Pink eye
- > Sore throat
- > Sprain or strain
- > Allergic reaction

Urgent Care

- > Sinus infections
- > Cold or flu symptoms
- > Minor cuts, burns or skin rashes
- > Animal/insect bites
- > Sprains and minor bone fractures
- > Ear and eye infections
- > Sore throat
- > Minor injuries

Emergency Room

- > Chest pain
- > Stroke
- > Severe allergic reaction
- > Serious trauma or injury
- > Deep cuts or bleeding that won't stop
- > Large bone fractures
- > Problems related to pregnancy
- > Severe burns
- > Difficulty breathing
- > Loss of consciousness
- > Seizures
- > Abdominal pain
- > Poisoning: Call the Carolinas Poison Control Center at 800-848-6946.

WakeMed 