

# MICROSCOPE



## Culture of Safety

These individuals are recognized for their work and dedication to fostering a culture of safety for our patients, families, community and health care team.

### NATE CREECH

#### Emergency Management



Even amidst emergency scenarios (which are his area of expertise), Nate approaches every situation with a calm, respectful demeanor. He is always committed to doing the right thing to ensure the safety of patients and staff,

and is often a go-to resource for policy and regulation interpretation. The endless hours Nate has dedicated to ensuring our staff and working environment remain safe throughout the ever-changing COVID-19 situation is outstanding. When specialized equipment or PPE are needed, Nate leaves no stone unturned through his tireless work to source hard-to-find items. Lastly, Nate instills confidence with his science-driven decision-making – ensuring safety for all during these difficult times.

### JESSICA DIXON, RN

#### Infection Prevention



Jessica is known across the system for her expertise in all things infection prevention and is quick to respond to last-minute requests for assistance. Working with professionals from all disciplines, Jessica is described as honest,

trustworthy and passionate about keeping our patients and staff safe. Her support of Chasing Zero has inspired many positive improvements in quality. Amidst this year's COVID-19 pandemic, Jessica played a key role in collaborating with the state and county health departments, which helped our leadership teams make many critical decisions early on. She also serves as a frequent spokesperson for WakeMed and local reporters frequently compliment her professionalism and expertise.

### ABBY GROESSER

#### Pharmacy – Raleigh Campus



As a pediatric clinical pharmacist, Abby is frequently called upon to make recommendations for treating complex patients, such as those with drug-resistant infections. She has a keen eye that helps her find discrepancies during

medication reconciliation and catch medication errors that could have a negative impact on WakeMed's tiniest pediatric patients. When interacting with providers and fellow clinicians, Abby is an exceptional communicator. Abby goes above and beyond to participate in Kaizen events, serve as an Epic point person, and fill in when others need a back-up.

## PYRAMID Society

### 2020 AWARDS

Nominated by their peers, the employees highlighted in this issue of Microscope represent the best of the best at WakeMed – those men and women whose outstanding performance goes above and beyond their work duties and contributes to our Aspirational Goals.

**Preferred Partner** ‹› **Innovation**  
**Extraordinary Team** ‹› **Financial Health**  
**Value Leader** ‹› **Culture of Safety**  
**Quality** ‹› **Healthy Community**

The Wake Way and Highest Ethics and Standards are not included as award categories because staff are expected to demonstrate these behaviors at all times.

Please join us in congratulating these exceptional employees on receiving WakeMed's highest honor.

WakeMed 

### LISA HART\*

#### Pharmacy – Raleigh Campus



As a medication reconciliation pharmacy technician, Lisa plays a key role in ensuring our patients and their families have accurate information about their medications as they are either discharged or transferred to their next

level of care. She goes above and beyond to get an accurate medication history, which often involves calling pharmacies, nursing homes or family members to get the information needed. Lisa frequently works with local EMS providers to promote the importance of having patients bring medications and/or medication lists from home. Finally, Lisa works to improve Epic workflows and ensure her coworkers have access to the systems they need. *Lisa is also a winner in the Value Leader category.*

### MINNIE LOVE, RN

#### 1C Clinical Evaluation Area



As a behavioral health rounding nurse, Minnie is seen by her peers as an expert who is trustworthy and approachable. Always focusing on what's best for the patient, she uses her best judgment to help improve care for those with

complicated behavioral or medical problems. Minnie is compassionate and calming – and great at helping de-escalate situations with agitated patients. Proud to be a WakeMed nurse, Minnie is proactive and engages all stakeholders in decision-making for the best outcomes.

### LISA MANRO

#### Information Services



Lisa's coworkers say she values teamwork, open dialogue and putting patients above all else. She makes sure deadlines and milestones are met in a timely manner – and her documentation in ServiceNow is impeccable.

When unexpected issues arise, Lisa answers the call by working extra hours to make sure every go-live goes off without a hitch. Partnering regularly with the Clinical Engineering team, Lisa's device integration work helps solve medical device communication issues with Epic faster – which has an impact on our patient care. It's clear that Lisa understands working together is more effective than working as an individual.

### ROBERT PIERCE

#### Information Services

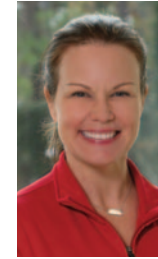


As head of WakeMed's information security efforts and protector of our patients' confidential health information, Robert takes his job very seriously. Frequently interacting with executives and the legal team, Robert is responsive,

timely and effective. While his job is incredibly demanding, he's always quick to step in and help when needed and he works collaboratively to find solutions. Robert and his team work to protect WakeMed from cyberterrorism attacks. He is committed to keeping our information systems – including Epic and those that support patient care – safe and secure at all costs.

### TRACY VAN STEEN

#### Physical Therapy



Tracy's co-workers describe her as dependable, approachable and passionate about safety. She works closely with leadership, nursing and Case Management and goes out of her way to keep everyone informed of her

patients' progress. She has stayed overnight to ensure appropriate coverage during inclement weather events, and always takes the time to do things right for her patients. During a recent pilot project within the department, Tracy worked tirelessly to educate nurses and CNAs from all shifts on how to use new equipment to keep patients safe from falls. She's also known for taking extra time to help her patients get up and moving – bringing them outside or to the gift shop to keep them motivated.

### LIBBY GUERRERO, RN\*

#### Healthworks – Cardiac Rehab



Libby is an excellent communicator and is especially skilled at facilitating groups and creating unity. She is a team player and is considered an expert in Ventricular Assist Device (VAD) patients. To ensure these high-risk

patients get the highest quality care, Libby has worked with numerous departments to develop policies and educate staff – including the coordination of an unannounced mock drill to identify educational or procedural gaps. Libby serves as the nurse representative on the ERAS Prehab Committee and advocated for continuous telemetry monitoring for high-risk Cardiac Rehab patients. Her extensive work and commitment to quality nursing care is extraordinary. *Libby is also a winner in the Quality category.*

## Financial Health

*WakeMed strives to achieve financial health in order to support all that we do and we are grateful to these individuals for their work to help us do so.*

### JEWEL FREEMAN

#### Pharmacy – Raleigh Campus



As a pharmacy technician working the third shift, communication is Jewel's superpower. She stays in constant contact with management as needed to let them know about non-urgent overnight issues.

Jewel is efficient and often asks for additional work or projects, and this year worked to unload hundreds of medications from Pyxis machines that were no longer being used. Her tireless efforts prevent medications from expiring and saves the organization money. Jewel takes complete ownership of her job and can be counted on always to go above and beyond. She covers additional shifts as needed and is proactive in her efforts.

\* denotes winner in multiple categories

**Extraordinary Team**

WakeMed is dedicated to attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders. The recipients in this category go above and beyond to help us reach this goal.

**AMY ADAMS, RN**

1A Clinical Evaluation Area

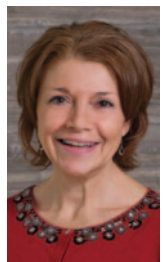


As a frequent charge nurse, Amy is recognized as a unit leader who strengthens and unifies the team. She promotes a positive work environment that facilitates collaboration and problem solving. Colleagues say Amy's gracious attitude is

contagious, and that she brings out the energy and talents of her peers to achieve the best outcomes for patients. Her creative thinking helps identify innovative ways to move patients through the system while providing the highest quality care. Always focused on her patients, Amy builds healing relationships that foster trust.

**JUDY ADKINS**

Nursing Administration



As an administrative assistant, Judy wears many hats and coworkers say her talents contribute to many areas within Nursing Administration. From ensuring meetings run smoothly to planning events, the team says Judy

is always one step ahead. Her support of several committees and decision-making councils is flawless, and her organizational skills are lauded by the team. Judy takes pride in her work, and her colleagues trust her to follow through with every project she's working on. Judy's seamless coordination of the DAISY and PETALS recognition programs impacts many employees across the system.

**PABLO AMESTICA**

Interpretation Services



As a Spanish interpreter, Pablo is committed to ensuring our Spanish-speaking patients have the accurate information they need to understand complex medical situations. He often helps communicate scary and

complicated information to patients and families – and always verifies that the information is fully understood to ensure patients can be successful at home. He spends long hours training those who are going home with IV antibiotic therapies or home ventilators to ensure patients and families can confidently use the equipment before discharge. Coworkers say Pablo is a pleasure to work with and call him a 'true WakeMed gem.'

**KELLIE BABSON, RN**

Medical/Surgical – North Hospital



A long-time WakeMed nurse, Kellie joined the North team after 20+ years working at the Raleigh Campus in the surgical trauma ICU (STICU). In less than a year, she has gained the respect and trust of the

WakeMed North nursing teams. Kellie

keeps a positive attitude and good sense of humor that keep the team upbeat on challenging days. She is described as kind and genuine – and is regularly seen going the extra mile for patients. In one instance, she went out of her way to buy a fan for a patient who needed it – and even sent the fan home with them.

**KATHY BENEDYK**

Pathology Labs – Garner Healthplex



As a medical lab scientist, Kathy is known for putting the needs of patients before anything else. She goes out of her way to make testing happen without compromising service or quality. Kathy is committed to quality – and

isn't afraid to speak up when she sees an error or an opportunity to improve – even when it's her own. During a recent major instrument implementation, Kathy identified unexpected obstacles and worked tirelessly with the vendor and our IS team to correct them. She then created training documents, standard operating procedures and helped other sites get the instruments up and running in a timely manner.

**MIKE BITZENHOFFER, RN**

Children's Rehab



Mike's colleagues describe him as calm, cool and collected – and always professional. As a rehab nurse, he instills hope in his patients and gains their trust right away. You can find him sitting alongside his patients during therapy

– which is above and beyond his job duties. He receives regular compliments from patients, some of whom even come back to visit to thank Mike for his contributions to their recovery. Coworkers say Mike puts everyone at ease and sets a positive tone for the rest of the team. He thinks through the eyes of the patients and their families – and helps colleagues remember to do the same.

**DAVID BROCK**

Campus Police & Public Safety



As the administrative captain, and now chief, of the WakeMed Police Department, David strives to lead by example. He provides a listening ear to staff and patients and shows compassion and respect in every encounter.

As a police officer, David sometimes sees the worst side of people, but always works to treat each person with compassion – recognizing that we all have a story we carry around. Captain Brock goes above and beyond to help visitors – and even once took the time to walk a struggling blind visitor through the cafeteria to help him get lunch, paid for his meal, and stayed nearby to make sure the visitor could find his way back to his wife's room.

**ANNE BOLLMAN**

Respiratory Care Services – North Hospital



Anne is an informal leader who bends over backward to care for both her patients and her fellow coworkers. To ensure adequate coverage, she may fill in on night shifts, cover for coworkers, or take call during a hurricane. Her

colleagues see her as trustworthy, caring and ethical. She often goes above and beyond to make sure patient needs are met – whether it's bringing a warm blanket or getting a drink. Anne makes it a point to acknowledge the team's accomplishments, birthdays and even hardships. She checks on coworkers at home and makes everyone feel valued.

**MESHEA BRISCOE**

Outpatient Rehab Registration



As a patient accounts representative, Meshea does an exceptional job with scheduling by paying attention to detail, quickly addressing schedule conflicts, meeting the needs of patients and staff, and communicating to all

parties involved. Her organization and efficiency in scheduling help make it easier for patients to attend their appointments more consistently and therefore meet their therapy goals. Coworkers say Meshea "has taken a very complex system and turned it into a well-oiled machine." As the first person many patients interact with, Meshea always makes a great first impression.

**ANNA CARTER**

Home Health



As an administrative assistant for numerous busy teams, Anna is known as 'the glue that keeps the department together.' Thanks to Anna, every patient who calls is connected to the right person and gets a response

– and she treats every patient with the utmost respect. Anna is professional and puts systems and spreadsheets into place to keep things organized, running smoothly and compliant with policies and procedures. She trained the whole department on OneDrive, which helped reduce duplication of efforts and facilitated better information sharing.

**DIANE CHRISTIAN**

Patient Case Management – Rehab Hospital



Diane is a case manager and social worker who spends countless hours helping patients navigate treatment and financial needs. She is the first to arrive and the last to leave on most days – and she lets nothing fall through the

cracks. Diane advocates tirelessly for her patients and communicates well with others on the team to ensure a smooth discharge. She works hard to provide patients and families with the resources they need to transition to the next level of care. Coworkers say that when Diane is in charge, there are no last-minute surprises for patients or their families.

**SHANI CLARK-GAFFNEY, RN**

1C Clinical Evaluation Area



As both a formal and informal nursing leader, Shani is an asset to the 1C team. She supports the unit in every way – from serving as a charge nurse, behavioral health rounding nurse, unit competency validator, preceptor for

new nurses and as an instructor for Nursing Education. Shani helped develop a mid-shift huddle communication tool that ensures all staff working are apprised of unit needs and safety issues. She is a competent and proud nurse who helps patients feel safe and secure during times of vulnerability.

**TONYA CORL, RN**

Labor & Delivery – Raleigh Campus



Tonya treats every staff member, patient and family member with care and respect. She is regularly seen escorting patients and family members to designated waiting areas, exits or the cafeteria while they're

waiting for their loved one to deliver. Known as one of the department's most trusted leaders, team members know they can trust Tonya to help resolve any problem or conflict in a timely manner. Supporting and developing strong, independent nurses is her pride and joy and it shows. Called an 'OR genius,' Tonya was a point person who helped integrate Enhanced Recovery After Surgery (ERAS) protocols for C-section patients to make sure patients get the highest quality of care.

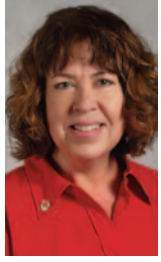
*Thank you!*

**A special thanks to our 2020 Pyramid Society Award committee members:**

**Abbie Williamson**, Pharmacy; **Jill Whade**, Nursing Administration; **Erin Koontz**, Pharmacy; **Jaime Karp**, Emergency Communications; **Derrick Ward**, Information Services; **Pam Baden**, Mobile Critical Care Services; **Brigit Piercy**, Med/Surg Nursing – Cary Hospital; **Andrea Jarrell**, Pathology; **Kim Willis**, Heart Center Administration; **Sabrina Jones**, 1A Clinical Evaluation Area; **Janis McLaughlin**, Outpatient Rehab; **Jennifer Lee**, WakeMed Physician Practices Administration; **Chris Smith**, MICU; **Kristy Dennis**, Pediatric Endocrinology; **Prince Yabani**, Pharmacy.

## PATTY ENGLAND

Administration – Cary Hospital

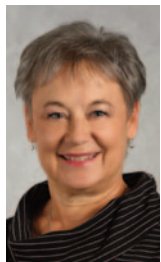


Patty is known for exceptional customer service and attention to detail when it comes to overseeing the Conference Center schedule. She replies to requests in a timely manner and helps identify creative solutions

to meet the needs of the organization. She handles change with grace and positivity and remains calm under pressure. Patty has managed recent upgrades to the Webex and AV equipment with expertise and strives to learn more to provide the highest service to her customers. People from all over the system enjoy working with Patty, and they know they can count on her for an exceptional experience.

## MARY LOU FAUCETTE

Patient Case Management



Mary Lou consistently demonstrates the Wake Way and is the 'go-to person' for problem-solving. Known by her team as a "working manager," they see Mary Lou filling in for every position on her team to

cover for illness and vacation. Her impartial leadership, active listening and open-door policy help her team thrive – and her team members appreciate that she sets clear expectations and holds her team accountable to the highest standards. Mary Lou goes above and beyond when working with patients, helping empower and advocate for them, addressing questions and concerns, and helping them navigate challenging diagnoses and transitions of care.

## PATRICIA FINERGHTY

Pediatric Endocrinology



Patricia is passionate about her job and loves working for WakeMed. Her tireless efforts help children who need to see a pediatric specialist get an appointment as soon as possible. Patients regularly compliment Patricia, and

she works hard to support multiple practices without complaint. Her exceptional communication skills keep providers and staff informed throughout the referral process. Patricia's colleagues appreciate that she brings a smile to everyone's face, and they can trust her to complete difficult tasks with determination and persistence.

## KRISTEN FULFORD

Reimbursement



Known as a team player, Kristen helps with cross-training and special projects and always shows pride in her work. Eager to learn and understand, her efforts in recent years as it relates to Epic work queues and Medicare Cost

reporting have been significant. She works diligently to ensure compliance with physician time studies, and her communication with directors and physicians ensures we meet our 100 percent compliance targets each month. Kristen is recognized by coworkers for her positive nature and willingness to help others when help is needed.

## KEVIN GARRISON

1C Clinical Evaluation Area



Kevin is known for being a kind, respectful and empathetic caregiver. As a mental health technician, he engages with patients to learn about them and what helps them cope with challenges during their period of personal crisis.

Kevin advocates for his patients, who often share that he makes them feel valued. He sits on numerous committees, serves as a mentor for new staff, a peer competency validator, and teaches a Nursing Education class on behavioral health. Kevin can be depended on to identify and address unit needs that require EVS or Facilities, and he always demonstrates respect for others in his interactions.

## LAUREN GLOSSON, RN

Emergency Department – Apex Healthplex



Praised by coworkers for her hardworking spirit, Lauren demonstrates the Wake Way in interactions with both patients and colleagues alike. She inspires others by her example and brings forth great ideas for

improvement. Specifically, on a particularly busy day, Lauren suggested modifying a surge plan to ensure patients could be seen quicker – and made the necessary adjustments to promptly get the plan into place. As a charge nurse, Lauren is a growing leader who is trustworthy, efficient and demonstrates outstanding work ethic.

## OSCAR GONZALEZ

Pathology Labs – Raleigh Campus

Oscar is a go-to person in the lab for any type of question that may arise – both within the department and when other areas need help with a requisition or guidance on what type of test should be ordered. Always willing to come in early or stay late to get the job done, Oscar is an integral part of the lab team "family."

Recently, Oscar has been instrumental in selecting and validating multiple new pieces of equipment – working diligently to ensure everything is working properly before shift change so there are no issues.

## KRYSTLE GREEN

Information Services



Krystle is helpful, responsive and goes out of her way to help customers. Always honest and open, if Krystle doesn't know the answer to a question, she will find it. Her customers can count on her for assistance and those who

work with her can tell that she enjoys her work – especially when it involves helping others. On one occasion, she helped a new department transition by building new Epic templates and teaching her customers everything they needed to know to be successful. She handles her busy workload with grace and is respected by her many customers throughout the system.

## CRISTINA GURGANIOUS

Pharmacy – Raleigh Campus



Cristina is a pharmacist supporting critical care patients. She has documented more than 1,000 interventions in the past year alone and has filled in to support other clinical areas on numerous occasions. She is heavily

involved in the ICU rounding program as well as the pharmacy residency program. Cristina is a past "Good Catch" award winner for working with clinical specialists to investigate and recommend an alternative therapy for a patient that prevented the need for a surgical procedure that could have impaired daily function. Her diligence helps prevent medication errors and Cristina devotes a great deal of attention to making sure patients' home medications are properly resumed when clinically appropriate.

## CAROL KING, RN

ICU – Cary Hospital

Known for finding the positive in every situation, Carol is the cheerleader for her department. She is the first to step up and help her co-workers and patients alike by going the extra mile to show how much she cares. Whether it's delivering meals for an ill colleague, getting coffee for a family member, or working to get a patient to the courtyard for some fresh air, Carol is always compassionate, kind and confident. She is known as the "mother" of the unit and she consistently receives glowing reports from patients and their families during leader rounding.

## AMANDA LAFFERTY

Information Services



Amanda is hailed as a role model for her demonstration of the Wake Way. She has extraordinary communication skills that have allowed her to create a team that conducts succinct, impactful meetings. Amanda worked

with Pathology to implement a new connectivity solution that will eliminate the need for phlebotomists to toggle between three different computer systems – reducing both patient wait times and errors. Her efforts will also allow financial departments to receive the correct billing information with fewer manual processes. Amanda's leadership on this critical project will help improve patient safety, patient satisfaction and financial performance.

## MONICA LINEBERRY

5C Medicine



As the unit secretary, Monica is the face and smile that greets everyone entering 5C Medicine. Monica will always stop to help someone in need and is a role model for other unit secretaries, helping to orient them and serving as

an example of how to greet patients and families. Monica has been known to coach peers and providers alike on the Wake Way – feedback that is well-received thanks to the respect and rapport she has among the team. She is organized, which helps keep the unit well-stocked and running smoothly. Monica has a way with patients and families, and her ability to connect with patients in meaningful ways has helped deescalate difficult situations.

## MICHELE MACHADO-GONZALEZ

Financial Counseling



Michele is positive and hard-working – and works to ensure patients and families get the care and services they need. She creates the best possible experience for her patients, and has even been known to buy prizes and materials

with her own money to keep pediatric patients calm and happy. Her coworkers say she advocates for and empathizes with her patients – often using her bilingual skills to schedule appointments and answer complex medical questions. The walls of the Pediatric Outpatient Minor Procedure Suite are decorated with thank you notes and "love letters" from patients and their families. She is kind, loyal and the ultimate team player.

## MALLORY MAGELLI McKEOWN

Family Navigation



As a family navigator, Mallory helps make the health care system more accessible for families and makes sure their needs are being taken care of. Mallory uses her

background in Spiritual Care to support patients and families on a different level when it's needed most. She sets high goals and aims to involve former patients and family members in decision-making through the development of a family advisory council. Family members are thankful for her unwavering support. Whether it's coming in the middle of the night to support grieving families, or planning events and activities to promote family involvement – Mallory's impact is felt every day.

## MICHAEL MOSER

MPDC – Apex Healthplex



Supporting the Apex Healthplex team, Michael has been instrumental in creating a well-organized department. He sees his job as more than ordering and filling shelves – it's clear that he truly loves what he does. Whatever you ask of

Michael, it will be done with the highest quality and utmost efficiency. On one occasion, Michael helped support the clinical care team when they were having a difficult time removing staples from a pediatric patient. He helped secure the tools needed and even comforted the family and child with a toy.

## MICHELLE MYERS

Pathology Labs – Cary Hospital



As a leader, Michelle is respected for helping others, sharing information and bringing new technologies and processes to the lab. She has embraced the principles of the Wake Way to Excellence and has brought

them into the department. She monitors turnaround times and quality data to ensure the delivery of exceptional patient care. During an important systemwide implementation this year, Michelle developed validation plans and training documents and shared them across the system. She also represented the lab during Cary's Level III Trauma Center designation application and survey process.

## Extraordinary Team

continued

### TOVIA NOWAK, RN

Emergency Department –  
Raleigh Campus



Recognized for putting patients and families above all else, Tovia respects her staff and advocates for them fiercely. She is a true servant leader and wouldn't ask anyone to do anything she wouldn't do herself. Tovia takes the

time to understand her employees and commits to bringing out the best in them. She helped transform 1A from a clinical evaluation area to a short stay unit. Recently, she collaborated with 1A and the Adult ED to create a joint Clinical Nurse Council project aimed at improving communication and reducing length of stay (LOS). Under her leadership, patient LOS has decreased while volumes have gone up, and patient satisfaction has increased in all five measured areas.

### CHRISTINA PRIEBE, RN

Children's Emergency Department



Christina is known by her colleagues as a positive, hardworking team member. In her role as charge nurse and team member, Christina has taken on a mentoring role and is sought out for advice in difficult situations. She

embraces change and supports growth in the department. Frequently seen advocating for patients and their families, she will sit and listen to every concern a patient or family member might have. From there, she follows through to resolve concerns and always seems to know what to say to put patients and family members at ease.

### CHRIS REED

Facility Services



As a maintenance technician, Chris takes pride in his work and always explains what he is doing and why. Whether he's making sure isolation rooms are working properly, fixing a call bell, or ensuring the sink is draining, Chris does

what it takes to keep the facility running smoothly. Colleagues say he never lets them down and scopes out projects ahead of time to ensure he is prepared with everything needed to complete the job. During a recent equipment installation for Pathology, Chris came to the rescue at a moment's notice, dropping what he was doing to ensure there was no interruption or delays in patient care.

### BERTHA SMITH-BLUE

Pathology Labs – Raleigh Campus



Always focused on safety, Bertha takes her position very seriously and makes sure all lab employees have the information they need to ensure a safe work environment. Bertha serves as a leader and prime operator for two of the lab's

systems that allow processing of thousands of specimens daily. She goes above and beyond to learn as much about the system as possible so she can fix any problems that may arise. Always willing to work an extra shift to ensure the lab is fully staffed, Bertha is recognized for being giving, helpful and honest.

### PATRICIA STEPHENS

Human Resources – Benefits



Trisha goes above and beyond to serve employees, demonstrating outstanding response time and researching employee questions until they get the answers they need. In her role, Trisha is trusted because she handles

sensitive information with the utmost care and thoughtfulness. Always courteous and friendly, Trisha has helped build and train the benefits team – serving as the “go-to” person for many people with questions throughout the system. Trisha is a team player with a strong work ethic, which has earned her the respect and admiration of her co-workers.

### MARIA TOLANO DURAN

Environmental Services –  
Raleigh Campus



Maria is an uplifting team player who always has a smile on her face. She follows protocols and procedures to the letter and is always committed to doing her best work. She takes on extra duties such as assuming the charge

tech role or serving as the department's WakeMed Gives ambassador – all with a great attitude. Her leadership for WakeMed Gives led to a 100% departmental participation rate for the first time ever. Maria's dedication to doing her job well and her sparkling personality have an impact on both our patients and her coworkers.

### MELISSA WAGNER

Occupational Therapy –  
Raleigh Campus



A Wake Way to Excellence champion, Melissa is constantly looking for ways to be more efficient. Coworkers appreciate Melissa and say she brings ‘calmness in a world of chaos.’ She is respected for her unrivaled work ethic,

and coworkers say it's apparent that she loves what she does. An excellent listener, Melissa is in tune with her patients' needs and helps them achieve their therapy goals. For patients with visual/perception deficits, Melissa is an expert who works to mentor and educate other professionals, her patients and their families to help them make the most of their functional visual abilities.

### DIONNE WHITAKER

Administration – Cary Hospital



Known for being a team player, Dionne collaborates with departments all over Cary Hospital and throughout the system. She keeps her cool under pressure and always maintains a “can-do” attitude. She works to help

coordinate events at Cary Hospital – from major PR events to overseeing the heavily booked conference center to volunteer events, committee and board meetings and much more. She demonstrates respect for people, communication, collaboration and a commitment to efficiency and fiscal responsibility in everything she does. Finally, Dionne is the face of WakeMed when patients come into Administration.

She takes the time to sit with them, listen, log their concerns, and then works with other departments to ensure timely resolution.

### MARG YOUNG

Emergency Department – Cary Hospital



Marg is known as the ‘backbone of the department,’ and goes far above and beyond her job as an administrative assistant. She handles a myriad of roles with grace – scheduling meetings, organizing calendars,

maintaining Kronos and much more. When it gets busy, she offers to clean patient rooms, stock supplies and transport patients. Known for being kind and generous, Marg volunteers to support WakeMed events such as the SAS Golf Tournament, WakeMed Gives campaign, American Heart Association functions and Trunk or Treat. Marg holds herself to the highest standard and can be trusted to handle the most sensitive information with integrity.



## Healthy Community

*The recipients in this category are giving their all to helping make Wake County the healthiest capital county in the United States.*

### BETSY LAUGHTER

Birth & Family Education



Betsy works in a dual role as a case manager for Mother/Baby and as an education specialist with the Birth & Family Education team. In both roles, she supports new mothers and families – helping equip them with

the resources they need to be successful parents. As case manager, she has difficult conversations with mothers around drug use and trauma that patients have experienced. She makes her patients comfortable and talks to them without judgment to ensure there are safety plans in place for new babies leaving the hospital. As an education specialist, she helped launch the Postpartum Support group to ensure the mental health needs of new mothers are being addressed.

### CHRIS ROLLINS, RN

Nursing Education



Chris goes the extra mile to ensure educational programs run smoothly for attendees and facilitators. While her primary role is to maintain the American Heart Association activity and database, she goes above and beyond to serve

as the primary planner for our community SportFit program. This program offers CPR training for Wake County high school coaches and trainers – which can help save lives and support the health of our community. Her colleagues know this program couldn't happen without her commitment and dedication. Chris' take charge attitude is appreciated and respected by all those she works with.

# PYRAMID Society



## Innovation

*These individuals are recognized for their innovative efforts to achieve transformative improvements in health and healthcare.*

### DEBRA BEASLEY\*

Trauma Services



Described as the ultimate team player, Debra's colleagues say she has a positive attitude, is kind to others, and, as the lead trauma registrar, takes the time to thoroughly train new employees. Her work

to ensure the trauma registry is well managed helps clinical teams find opportunities to improve patient care in real-time, as well as retrospectively through larger performance improvement projects. Debra recently agreed to take on a major initiative to help automate the trauma registry. The project, which was expected to take 90 days, took well over a year and Debra's exceptional leadership will help improve accuracy and decrease the transcription burden for her colleagues. *Debra is also a winner in the Exceptional Team category.*

### STEPHANIE O'NEAL, RN

1C Clinical Evaluation Area



Stephanie is respectful, kind and passionate about working with behavioral health patients. She has been known to spend hours with patients – learning their needs and taking the time to figure out the best way to

address them. Stephanie is a leader on and off the unit, working as both a charge nurse and a behavioral health rounding nurse, as well as serving as the 1C representative on the Clinical Nurse Council. She is compassionate and innovative and goes to great lengths to keep patients comfortable. In some cases, this could mean taking a patient on an off-unit adventure or creating sensory/communications tools to support their individual needs.

### CHAD SICKLE, RN

Information Services



The embodiment of the Wake Way, Chad is professional and respectful at all times. He is an excellent communicator and looks for opportunities to improve the use of Epic through the development of products

that keep patients engaged and involved in their care. When tackling a project, Chad engages Compliance, Legal Affairs and others as needed – and works to develop creative solutions. He recently took on the challenge of creating an electronic care board, which is a technology Epic didn't have a solution for. Chad worked diligently to develop a custom solution, leveraging various Epic tools to create a system not in use by any other Epic customer.

## Innovation

continued

### HOLLY TRULL

#### Information Services



Holly goes the extra mile to support her teammates – this is evident in the work she does to support web development related to MyChart incident tickets and enhancements. While not part of her job role, she works to ensure

patients have access to a bilingual portal for patient information. She is respected by her co-workers and has been instrumental in the design, build and support process to automate the IS system access request process. This automation will free up time for hiring managers who won't have to submit and track access requests – improving efficiency and new employee productivity and satisfaction.

### CYNTHIA WULFFHAVER

#### Wound Care



Cindy is well-respected for her open and honest communication style. She stays up to date on the indicators for hyperbaric medicine and educates colleagues on who might benefit from this treatment based on evidence-based

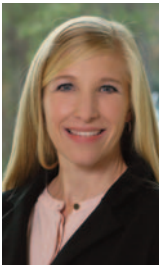
research. Always willing to assist a physician or team member, Cindy is a role model who is often seen staying late or helping other therapists throughout the system. She recently introduced an innovative new treatment called Debrisoft that helped decrease pain and improve outcomes for patients. Cindy also led the department in adopting a new wound image capture system that allows us to store images within the electronic medical record.

## Preferred Partner

*These individuals are recognized for their efforts to make WakeMed a preferred partner for physicians and other providers seeking the best value for our patients and community.*

### ANDI CURTIS

#### Government Affairs



Working hard to promote a positive image of WakeMed throughout the region, Andi shares the great work WakeMed does with community leaders. She took the initiative to develop and distribute a

quarterly newsletter to more than 100 elected officials and local leaders to promote WakeMed's value to the community. She also coordinates WakeMed's official speakers' bureau to provide community health education and focus on developing partnerships between our clinical teams and community partners. In one year, she secured more than 35 speakers to provide education to more than 2,000 community members on topics such as vaping, diabetes, innovation and more.

## Quality

*WakeMed is dedicated to becoming a top 10 health system in the country for quality and the recipients in this category are making a measurable impact on this goal.*

### ARANZAZU CONKLIN, RN

#### Patient & Family Experience



Before becoming the manager of Patient & Family Experience, Ari worked in Quality Analytics, where she created standard work for the department and is always looked for ways to improve. She served as a

trusted source for quality data and was known as a subject matter expert for sepsis and other patient safety initiatives. Ari brings data and information to bedside care providers to help improve care and outcomes. Her exceptional data analysis, education and feedback helped WakeMed improve its compliance and mortality rates as it relates to sepsis best practices. Ari recently completed the WakeMed Aspiring Leaders program and earned a master's in nursing degree.

### MELISSA GARNER, RN

#### 4C Mother/Baby – Raleigh Campus

Colleagues say Melissa lives and breathes the Wake Way every day – and that she handles some of the most difficult situations with poise and ease. As a supervisor/educator, Melissa's work reaches far beyond the unit. She has been instrumental in reducing postpartum hemorrhage rates and complications – taking the initiative to develop a committee, review data and provide education to nursing staff. Melissa is also helping with the systemwide implementation of Joint Commission's new Perinatal Maternal Safety standards. Her passion for patient safety is making a difference in our patients' lives.

### SHANNON HOLT

#### Pharmacy – Raleigh Campus



As the only infectious disease pharmacist for the system, Shannon has a wealth of specialized and highly technical knowledge. She has been instrumental in educating clinicians on the overuse of antibiotics and in reducing

both C. difficile (CDI) testing and infection rates. Her commitment to antibiotic stewardship requires honesty, finesse and the ability to engage in difficult conversations – which Shannon does regularly. She trains pharmacy residents and students on how to optimize antibiotics and reduce health care associated infection risk. Her work has had a quantifiable positive impact on our patients, and has reduced the cost of care, as well as complications and length of stay.

### DAVID MANYURA, RN

#### Emergency Department – Raleigh Campus



David's colleagues describe numerous occasions where he steps in to support his team when things get busy. As a preceptor for new graduate residents in his department, David is an exceptional role model

and mentor. His work to improve efficiency and flow in the ED has helped streamline admissions – saving time, enhancing throughput and improving outcomes and satisfaction. As a previous Chair of the Clinical Nurse Council (CNC), David encouraged fellow CNC members to communicate openly and share information. He is an expert in placing and teaching others to place ultrasound-guided peripheral IV access lines.

### MIKE ROSS

#### Pharmacy – Cary Hospital

As a 16-year employee, Mike is one of the Pharmacy's longest-serving team members – which means he has helped train and mentor many team members and new graduate pharmacists. He communicates well with leadership and nursing staff alike and has a skill for calling attention to issues that could have an impact on patient care. Over the years, he has won multiple "Good Catch" awards, demonstrating his commitment to patient safety. Mike has also served on numerous committees and worked to help implement many new initiatives. He also supports Cary Hospital's men's health event, providing valuable information to the community about medication and drug safety. Mike steps up to help fill in when there are staffing needs and is always eager to assist.

### JOHN SINDEN, MD

#### WakeMed Heart & Vascular



For decades, "What would John do?" has been a commonly uttered phrase from Dr. Sinden's physician colleagues – and he's always willing to stop what he is doing to come to the cath lab to give his professional opinion on

what's best for any patient. Always putting his patients first, Dr. Sinden truly cares and takes extra time to listen to their concerns and questions. He is a role model for younger physicians both clinically and professionally and personifies his 'patients come first' philosophy. Serving as a mentor, Dr. Sinden helps younger providers learn exceptional clinical decision-making that improves outcomes. His high-quality care is second to none, and for this, he is respected and admired by his peers and adored by his patients.

### SHEILA STANLEY, RN

#### Heart Center Pre- & Post-Procedure Care

Sheila has excellent clinical nursing skills, and is always willing to stay late, pick up weekend shifts or do whatever is needed to ensure high-quality care. She is a guiding force among her colleagues and her positivity inspires others. Sheila is an expert in ultrasound-guided peripheral IV placement and has helped train other nurses on this modality to save time, enhance care and improve patient care. She has the skills and personality to care for the most complex patients, and her efforts help prevent delays and keep the cath lab, EP lab and nursing unit running smoothly.

### BRENT TROTH

#### WakeMed Foundation



As a donor systems specialist, Brent is the ultimate professional when working with his colleagues, Foundation volunteers, board members and donors. His focus on data accuracy combined with his

excellent communication and problem-solving skills has helped move the WakeMed Foundation forward. Brent is known to bring forward new ideas and detailed reports that help support strategic decision-making. Brent is a true team player, supporting community events that fall outside his job role and is recognized in the industry as a fundraising database expert.

### LOIS UGWUOKE, RN

#### 4C Mother/Baby – Raleigh Campus



Lois advocates for both her patients and coworkers, and is an amazing and thoughtful listener. As an invaluable resource on the unit, Lois has a vast wealth of knowledge and leads humbly. She has run the Fetal Loss committee for

years and is passionate about helping give hope and comfort to grieving families. Lois routinely adjusts her schedule to help both her coworkers and the unit. She has dedicated her life to moms, babies and new families – and countless families report how helpful she is to them as they navigate new parenthood.

### MARCY VAN SCHAGEN, RN

#### Clinical Administrators



Marcy is an exceptional leader who is always committed to doing the right thing for our patients, WakeMed and the community. She is a systemwide role model and is always available for support in the event of a

problem or crisis. She has been instrumental in the creation and implementation of multiple policies and initiatives throughout the system, and sits on many committees. During hurricanes (and every crisis or disaster that comes our way), Marcy plays a role in our response efforts and she was deployed to the State Incident Command Team during Hurricane Matthew. She also assisted in the oversight and development of the Decedent Care department to help grieving families.

### JILL WHADE, RN

#### Nursing Administration



Jill is always seen smiling and she is a champion for WakeMed through her role as manager of the Magnet Program. She represents WakeMed at the national level through her participation in the National Magnet Conference and

helps educate and prepare other organizations on their Magnet journeys. Jill participates in numerous committees, including the Night Shift Council which meets at midnight. She is an active, dedicated and unfailingly positive leader who advocates for our nurses and strives to take WakeMed to new heights every day.

# 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 Department, 3000 New Bern Avenue, Raleigh, NC 27610.

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## PYRAMID Society

### Value Leader

*The recipients in this category allow us to provide outstanding outcomes, experience, safety and affordability for the patients we serve.*

#### PATRICIA JONES, RN 3B CVSIC



As a supervisor/educator, Patricia is a team player who's always willing to help her own unit while also serving as a resource to neighboring units. No matter how busy she is, Patricia is pleasant and happy to lend a helping

hand – whether it's sharing her knowledge to improve patient outcomes or running over to 3A to troubleshoot a chest tube issue. The Wake Way Everytime Behaviors come naturally to Patricia and, as such, she routinely mentors new supervisor/educators, sharing her expertise and interpersonal skills. Patricia also helps support the American Heart Association annual fundraiser and walk by helping to organize the event and run bank day.

#### BRITTANY KOMANSKY, RN

Emergency Services – Raleigh Campus



Brittany values others and is very intentional in connecting with people in a way that makes them feel comfortable. As a leader, she supports those around her to work at their highest level. Brittany recognizes staff regularly and fosters

teamwork by sponsoring team-building activities and outings. She strongly believes

in collaboration and demonstrates accountability and integrity in everything she does. Brittany promotes a fair and just culture and helps her leaders through difficult decisions. She is focused on improving patient flow and the patient experience and has worked tirelessly to implement standard work processes to reduce wait times, shorten length of stay and keep her patients happy.

#### PRITI NARVEKAR

Physical Therapy



As a physical therapist, Priti is great at communicating with case management and clinical teams about the progress and status of her patients. She is known as 'the ultimate professional,' and 'the glue that holds our

team together.' Priti doesn't hesitate to advocate for her patients if she believes they need an extended stay or additional therapy. She challenges her patients to achieve their fullest rehab potential – and encourages them every step of the way. Priti is knowledgeable, compassionate and serves as a bright force for patients going through a traumatic time in their lives.

#### LORI PIATT

Human Resources – Talent Acquisition



Lori is the ideal example of a leader who knows how to run a team. She is thoughtful, considerate and serves as a great mentor to her staff. She goes above the call of duty and never settles for 'adequate.' Always seeking

to improve, Lori works to eliminate waste, make processes more efficient and save the organization valuable time and resources. As a director, Lori has gained the trust and respect of fellow leaders who often seek her counsel on a wide range of topics. Thanks to Lori's recruitment leadership efforts, WakeMed hires extraordinary people who make an incredible impact on our community.

#### SANDRA VAN SCOY, RN

3B CVSIC



As a nurse manager, Sandra takes the time to listen to patients' concerns – putting herself in their shoes and taking their feedback to help improve the unit. She is an excellent communicator and staff say she has a gift for

leading. With relentless focus, Sandra strives daily to improve the patient experience – looking at HCAHPS scores and being transparent with staff about any potential issues. Sandra is also a champion of performance improvement, empowering staff to get involved in process changes to help enhance the care that is delivered to patients. She rounds on patients daily and steps in to help – whether it's answering a call bell, helping bathe a patient, or just spending time at the bedside to show she cares.

#### CASEY WALKER

Primary Care Administration



As a practice administrator for WakeMed's busy urgent care practice, Casey is known for her 'unbelievable work ethic' and is appreciated for being supportive of her staff. She works hard to pursue the

Wake Way to Excellence to improve the efficiency, quality and safety of care delivered. Earning the trust of all she leads, Casey not only manages but also gets involved and helps with patient care as needed. Always encouraging her team, Casey is a great listener and is open to feedback and new ideas. She puts patient care and the patient experience first and inspires her team to do the same.

#### FELECIA WILLIAMS, PHD, RN

Heart Center Administration



Felecia leads by example and is a great team motivator. She cares for her coworkers and staff – and encourages them in both their personal and professional lives. Felecia is a great educator and is known to frequently go

into the community to teach about cardiovascular topics and encourages others to do so. Her love for her career and the community is evidenced by her willingness to speak at local events, churches and meetings, even on nights and weekends. To ensure patients and families are equipped with heart healthy nutrition information at discharge, she started teaching a weekly class for 3B patients and their families.