

MICROSCOPE



WAY TO GO WAKEMED!



WakeMed has received several awards and accolades related to our commitment to quality and safety, exceptional care and leading outcomes. These types of recognition are a testament to our exceptional providers, nurses and staff who work tirelessly day in and day out in the name of patient safety and quality care.

“Our dedication to providing safe, quality, compassionate care is reflected in everything we do,” said **Tom Gough**, WakeMed executive vice president and chief operating officer. “WakeMed offers the highest level of care available in Wake County and beyond, including critical, neonatal, pediatric, neuroscience, cardiology and trauma care, among many others. We are very proud to be nationally recognized and ranked among the best for our efforts.”



Exceptional People. Exceptional Care.

U.S. News & World Report Recognition

WakeMed Rehabilitation was named one of the top rehabilitation hospitals in the nation by *U.S. News & World Report*. The facility ranked #21 out of 50 hospitals on the 2022-2023 Best Hospitals for Rehabilitation list. The publication evaluated over 1,083 adult rehabilitation hospitals to determine the top 50 hospitals that excel in providing care to patients recovering from stroke, traumatic brain injuries, severe burns and more.

In addition to ranking the top hospitals for numerous specialty areas, the publication rates hospitals as “high performing,” “average,” or “below average” relative to other rated hospitals. For the 2022-2023 rankings and ratings, U.S. News evaluated more than 4,500 hospitals across 15 specialties and 20 procedures and conditions. We are proud to share that Raleigh Campus and Cary Hospital were ranked as ‘High Performing’ in a number of areas:

- **Raleigh Campus:** Abdominal aortic aneurysm repair; Aortic valve surgery; COPD; Diabetes; Heart attack; Heart bypass surgery; Heart failure; Hip fracture; Stroke; Transcatheter aortic valve replacement
- **Cary Hospital:** COPD; Heart failure; Kidney failure; Stroke



Cary Hospital Named a Top Hospital

Cary Hospital recently made The Leapfrog Group’s inaugural list of Best Hospitals in America, in partnership with Money.com. More than 6,000 U.S. hospitals went through a rigorous vetting process, and the 148 hospitals selected for the list consistently deliver the safest, highest-value care for patients along with an excellent hospital experience. Cary Hospital is one of only 45 U.S. hospitals to take home the honor for the “General” top hospital category.

Raleigh Campus Recognized for Social Responsibility

Raleigh Campus was one of 66 hospitals named to the Lown Institute’s 2022 list of the nation’s most socially responsible hospitals. The facility achieved “A” grades across metrics of health equity, value of care and patient outcomes. The Hospitals Index for Social Responsibility is a signature project of the Lown Institute that measures how well hospitals serve their patients and communities through unique benchmark data and analytics – from racial inclusivity and avoidance of overuse to pay equity, among other metrics.

Kudos for Outstanding Heart Failure & Stroke Care

Raleigh Campus and Cary Hospital received American Heart Association Get With The Guidelines achievement awards for demonstrating commitment to following up-to-date, research-based guidelines for the treatment of heart disease and stroke, ultimately leading to more lives saved, shorter recovery times and fewer readmissions to the hospital. This year, both facilities received these achievement awards:

- **Get with the Guidelines – Heart Failure Gold Plus** with Target: Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll
- **Get with the Guidelines – Stroke Gold Plus** with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll



The incredible impact of WakeMed’s COVID-19 vaccination efforts are a demonstration of the Wake Way in action. Providers, nurses and staff from across dozens of departments and facilities selflessly gave their time and energy to help bring vaccines to our community members. Pictured are just some of the many, many people who made this effort so successful.



Pharmacy staff at the opening day of the Andrews Center clinic on December 18, 2020. The first shipment of vaccine had arrived only the day before and within 24 hours, members of the WakeMed family received their first dose of hope!

WakeMed Vaccine Team: **144,406**

DOSES OF HOPE

It was December 2020 when the WakeMed COVID-19 Vaccine Team began providing COVID-19 vaccine – *Doses of Hope* – to health care providers and members of the community who qualified under the first phase of the state’s vaccination plan. WakeMed’s vaccine clinic officially closed June 24 – 20 months later.

Throughout those 20 months, physicians, APPs, nurses, pharmacists, volunteer vaccinators and support staff endured 10- to 12-hour work days in the Andrews Center clinic, icy cold rain and wind at the drive-through clinics, lugging supplies from church to church and neighborhood to neighborhood in the name of #GoodTrouble, and hours of preparation behind the scenes advocating for vaccine for our community, procuring cold storage and supplies, drawing up shots, setting up MyChart appointments, registering people for MyChart, fielding phone calls, and much more.

The Corporate & Community Health and Pharmacy teams played a major role in coordinating vaccination efforts for the entire 20 months. Corporate & Community Health staff hours alone total **37,870** – that’s commitment to community and caregiver health. They report that the most vaccine – **36,269** doses – was administered in March 2020.

The list of individuals and departments that contributed to vaccine efforts is so long that it would take up an entire issue of *Microscope*. Many thanks to everyone who went above and beyond for the health and well-being of our community.



Perfusion Cardiothoracic Surgery Infection Prevention Anesthesia Pharmacy Surgical Services Nursing Leadership

I HATE INFECTIONS TEAM MAKES AN IMPACT

The I Hate Infections Team (IHIT) was formed in December 2019 with an ambitious goal of eliminating deep sternal wound infections after open heart surgery. A sternal wound infection is a serious complication with devastating consequences that can occur after cardiothoracic surgery. Patients who experience these infections face an intensive inpatient treatment plan with higher morbidity, mortality rates and tremendous added costs – all in addition to recovering from open heart surgery.

We are pleased to report that, thanks to the team's dedication, teamwork and creative problem-solving, they recently reached their goal of ZERO Deep Sternal Wound infections for a full year! This is a first for the cardiovascular (CV) surgery team at WakeMed and has many positive implications for our patients! "This is an incredibly difficult goal to accomplish and is a credit to an amazing team effort aided by data acquisition and analysis," commented **Charles Harr**, MD, Raleigh Campus Chief Medical Officer and cardiothoracic surgeon.

IHIT is led by CV surgery team members **Mike Modrow**, PA-C; **Allison Broderick**, PA-C; and **Judson Williams**, MD, with support and engagement from staff and clinicians across many disciplines.

"We are incredibly proud of this accomplishment and continue to find opportunities to improve outcomes," commented Modrow. "Key to this work is collaboration with all disciplines who touch CV surgery patients directly or indirectly, including environmental services staff, pre-op nursing staff, surgical services personnel, hospital leadership, pharmacists and many others. Every WakeMed colleague matters to the success of a program with such lofty goals."

While the group's initial focus was on CV surgery, over the years they have made impacts in several surgical areas by helping evaluate OR practices, standardize order sets and establish best practices. The team invites further collaboration, as Modrow explains: "IHIT is ready to investigate any plausible reason for an infection in your specific area of practice so that we together can make a difference!"



CELEBRATING IHIT HEROES!

The program also recognizes IHIT Chasing Zero Heroes who go above and beyond to eliminate hospital acquired infections, including, most recently, **Dana Earle**, RN, (CTICU). Earle recognized that patients were coming into CTICU following surgery with lower-than-ideal temperatures, which can increase infection risk – not to mention impact other patient outcome factors. She shared her concerns and IHIT sprang into action. Thanks to multidisciplinary collaboration, CTICU patient arrival temperatures improved almost overnight.

NOW LIVE

YOUR WHOLE HEALTH

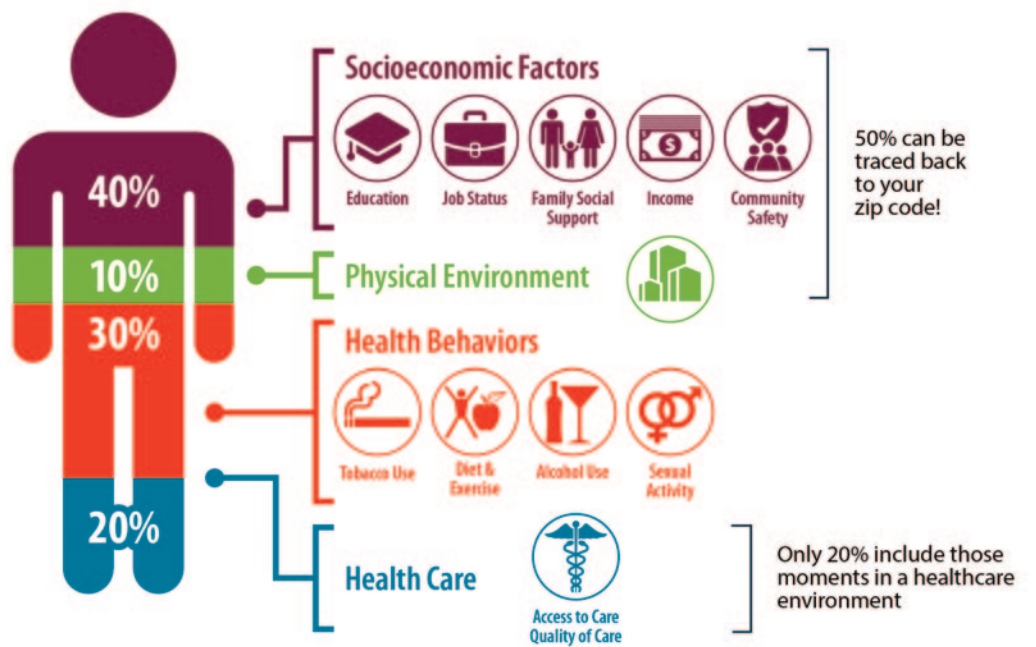


WakeMed Population Health is excited to announce the launch of Your Whole Health, which is now live as a pilot throughout various service lines at WakeMed.

It is estimated that only 20 percent of a patient's health is influenced by moments spent in a health care environment. Your Whole Health focuses on understanding the social factors, outside of medical care, that strongly influence health outcomes in our patients. These factors – often called social drivers of health – play an important, but sometimes overlooked, role in health and well-being.

To further our mission of improving the health and well-being of our community, Your Whole Health leverages screening tools to understand how things like access to food, reliable transportation, and a safe place to live impact our patients' lives. The answers to these questions help inform patient evaluations and care plans and enable us to connect patients with trusted community resources to improve their overall health and well-being. Data and analytics are key to this initiative and will allow us to measure how many individuals we are reaching and connecting to appropriate resources.

SOCIAL DRIVERS OF HEALTH



Source: Institute for Clinical Systems Improvement, *Going Beyond Clinical Walls: Solving Complex Problems* (October 2014)

"Your Whole Health is about looking not only at the care we provide from a medical perspective, but what is contributing to a patient's overall health picture. Are there other areas of a patient's life that are impacting their health – and can we connect them to the right resources. In some cases that may be transportation to doctors' visits or the pharmacy, or maybe it is access to healthy foods," explains **Theresa Amerson**, MD, Chief Medical Officer, Population Health. "We want the health and well-being of our community to be first and foremost, and we recognize that what we do medically – the tests, the diagnoses, the medications – are just the tip of the iceberg."

Your Whole Health implementation is one of the metrics for the Healthy Community Aspirational Goal for Fiscal Year 2022. For this year, the goal is to screen 10% of patients in areas that implement the screening. In the first few weeks of a pilot conducted in July, all areas were screening more than 20% of patients – indicating quick adoption of this new process.

Your Whole Health will continue to expand over the next two years as we systematically deploy screening and referral resources throughout the health system. Stay tuned for further information as we get farther along in this effort. If you have any questions, or would like to learn more, please contact Dr. Amerson at tamerson@wakemed.org.

This project is supported by funding from the WakeMed Foundation.

WAKEMED SPIRIT DAYS!



WakeMed Spirit Days are designated days of the month to celebrate, recognize and showcase WakeMed pride by wearing a WakeMed-branded or department-sponsored t-shirt or polo style shirt. Spirit Days will occur on the first (1st) and fifteenth (15th) of every month. For more details about Spirit Days, review the Wake Way Behavioral Expectations, Appearance & Business Etiquette policy or see the Spirit Day FAQ on MyWakeMed.

Pictured: Raleigh Campus Emergency Department Registration night shift staff showed off their WakeMed pride on the first WakeMed Spirit Day on August 1! Please note: Masks were briefly removed for the photo.



SUPPORTING HEALTH IN OUR COMMUNITY



For more than 25 years, the WakeMed Foundation has supported the work and mission of WakeMed. As the system's philanthropic arm, the Foundation plays an important role in engaging our community and providing opportunities for donors to help build healing environments, support innovative programs and grow skilled caregivers.

For Fiscal Year 2023, the WakeMed Foundation has committed over \$5 million to support programs, services and other initiatives across the WakeMed system. All the projects funded were proposed by leaders and staff directly involved in the respective service areas. In other words, every dollar is going to support initiatives developed by and for our WakeMed family, with our patients and families at the center of it all.

All funding requests are reviewed by WakeMed Foundation leadership as well as **Tom Gough**, WakeMed Chief Operating Officer. Key to that decision-making is ensuring projects are aligned with system goals, potential patient impact and ongoing sustainability within the organization.

"While the past several years have brought unique challenges, the pandemic has also brought about great opportunity and interest from our community," commented **Brad Davis**, executive director, WakeMed Foundation. "We are so excited about the innovative programs that we have the chance to fund this year. Many of them are focused on prevention, wellness, community health, promoting health equity and bringing services and treatments out into the community."

Here are just a few of the exciting projects that will be funded in the coming year:

Growing Skilled Caregivers

- **Employee Well-being Initiatives** – To better serve our WakeMed family, these funds will support staff-led initiatives to improve employee mental, physical and emotional health.
- **Diversity Equity & Inclusion Training** – By providing training for 1,200+ WakeMed leaders and clinicians, we will support diversity, inclusion, social justice and health equity.
- **Expanding Educational Opportunities** – Continued funding to support staff pursuing degrees, specialty certification and professional development. Funding is also available for employee dependents in specific areas.

Fostering Innovative Programs

- **Social Drivers of Health** – The Your Whole Health program will help us better understand the environmental and social factors impacting our patients' wellness and connect them with resources to improve their overall health (for more detail, see story on page 2).
- **Narcan Take-home Kit** – Through this program, WakeMed Emergency Departments provide naloxone to patients who were seen for an opioid overdose. In the past three years, 500+ kits have been provided, saving an average of 22 lives per month.
- **Expanding Our Digital Front Door & Delivering Patient Convenience** – The ability to connect with patients 24/7 is more important than ever. Funding will support the implementation of an innovative communications platform that allows convenient, two-way conversations between providers and patients across multiple channels.

Building Healing Environments

- **Mobile Mammography Program** – The WakeMed Mobile Mammography program is being established to provide our community with greater access to potentially life-saving screenings. This state-of-the-art mobile wellness vehicle is expected to serve nearly 7,000 patients in the first year.
- **Heart & Vascular Nuclear Imaging Vehicle** – Coronary artery disease is the leading cause of death for both men and women in the United States. This new mobile diagnostics vehicle will improve access to critical nuclear imaging studies throughout our community.
- **Expanding Emotional & Spiritual Care Services** – WakeMed Spiritual Care supports the emotional and spiritual needs of patients and staff. Funding will allow the department to expand chaplaincy services, support staff resiliency, establish a Pediatric Bereavement Fund and more.

If you have an idea for a project that the WakeMed Foundation could fund, please reach out to Martha Midgett at mmidgett@wakemed.org. The large award planning process will begin in October with initial proposals due in January 2023.

LEADERSHIP NEWS

Christie Hatch Named Director, Emergency Services, Raleigh Campus



Christie Hatch, MSN, RN, has been named director of Emergency Services at Raleigh Campus after serving in the interim role for several months. Hatch

will provide administrative leadership for all emergency services at Raleigh Campus, including the Adult Emergency Department, Children's Emergency Department and 1A – Clinical Evaluation Area. Hatch joined WakeMed in 2009 and has progressed through several nursing leadership positions, most recently serving as the manager of 5B Neuro Intermediate Care.

Sheri Phifer Named Director, Surgical Services, Cary Hospital



Sheri Phifer, DNP, RN, will assume the role of director of Surgical Services at Cary Hospital, effective August 22. She will have responsibility for leading the

department's Advanced Gastrointestinal Center, Anesthesia Services, Operating Room, PACU, Pre-Anesthesia Testing, Sterile Processing and Surgical Services Administration. Phifer joined WakeMed in 2020 as the manager of 2 West Intermediate Care and added oversight for 2 East Medicine in early 2021. Prior to WakeMed, she held nurse leadership roles at several organizations including UNC Rex Healthcare and Duke University Hospital's Eye Center.

Byron Davis Joins WakeMed as Director, Managed Care Contracting



Byron Davis recently joined WakeMed as the director of Managed Care Contracting, with responsibility for payor contract modeling, negotiation and general managed care contract

strategy. Working with leaders across our finance areas, he plays an important role in payor contract discussions including new contracts, renegotiations, payor contract compliance and operations. Davis came to WakeMed from Unified Women's Healthcare where he served as director of Contracting. He has over a decade of experience working in managed care contracting for health systems and large professional group/IPA providers and payors.

WOW, WHAT AN EMPLOYEE!

Alden Casati, PA, (General Surgery) received the 2022 Campbell University Physician Assistant Program Excellence in Precepting Award.

Ashley Gordon, MSN, (Clinical Nurse Specialist) presented a lecture called "The Ups and Downs of Coronary Artery Disease" at the Sun and Sea Conference, provided by Northwest AHEC and Wake Forest University School of Medicine.

Veronica Baricevic, executive director, Total Rewards & HRIS, spoke about contemporary total rewards strategies at a health care summit in August.

Deb Laughery, vice president, Marketing & Communications, presented about digital strategies and the WakeMed All Access App as part of a panel presentation at the American Hospital Association Leadership Summit in San Diego, Calif., in July.

Ashley Zuniga (Patient Access) has been recognized and accredited by Epic for Patient Access Curriculum.

Sarah Dodge, BSN, RN, (Invasive Cardiology) earned a bachelor's degree in nursing (BSN).

Kelsey Dorsett, RN, (6A CVIC) earned an associate degree in nursing.

Kelly Guzouskis, RN, (Children's Emergency Department) received certification for pediatric nursing (PED-BC).

Jessica Bailey, BSN, RN, (Risk Management) became a certified professional health care risk manager (CPHRM).

Harvey Samuels, BSN, RN, (Wound Ostomy Nursing) received certification in ostomy nursing (CON).

eICU congratulates **Kaitlin Lemaster**, RN, for obtaining critical care nursing certification (CCRN-E).

Stacy Kropp, PA; **Teena Chavis**, NP; **Jeanne Hutson**, NP; and **Jaime Lee Bull**, PA, attended the American Society of Metabolic and Bariatric Surgery (ASMBS) annual meeting in June. Hutson spoke on medical weight loss during a conference breakout session.

Shannon Oliver, BSN, RN, was promoted to nurse manager of 2 East Medical Surgical and 2 West Intermediate Care at Cary Hospital.

Paula Tavares was promoted to practice administrator, providing administrative leadership for the OB-GYN, Special Infant Care, and Pediatrics HOPD clinics.

Brittini Fontenot was promoted to supervisor of Collections in Revenue Cycle.

COMINGS & GOINGS

Nursing Education wishes a happy retirement to **Joanne Barkhau**, MSN, RN, who will be retiring in September after 34 years of service at WakeMed.

6A CVIC welcomes **Edna Chinbuah**, RN; **Cassie Martin**, RN; **Marco Solana Luna**, RN; and **Blake Armendariz**.

Case Management – Cary Hospital welcomes **Sam Roberts**, RN; **Yasmin Sultan**, RN; and **Jacquelyn Mestre**.

Case Management – Raleigh Campus welcomes **Gretchen Guy**, RN, and **Cecely Tucker**, RN, who both transitioned from other units. They also send a warm welcome to new employees **Akia Brown**, RN; **Nancy Blackman**, RN; **Keshia Neal**, RN; and **Shelly Carrington**, RN.

The Clinical Administrators welcome **Christina Choy** and **Lisa Conley-Fox**.

CICU welcomes **Dianna Gavin**, RN, and **Bill Boone**, RN.

eICU welcomes **Tukessa West**.

H@YH welcomes **Darlene Burns**, RN; **Karissa Warner** and **Sheredia Hansley**.

Home Health welcomes **Dale Fitzgerald** and **Amanda Porter**, RN.

Infection Prevention welcomes **Kayla Royster**, MSN, RN.

Labor & Delivery – Raleigh Campus welcomes **Bailey Moore**, RN; **Lateefa Best**, RN; **Renee Warren**, RN; **Emily Kuntz**, RN; **Amanda Thornton**, RN; **Alyssa Moore**, RN; **Mckenzie Kiesle**, RN; **Michelle Perez-Peralta**, RN; **Katelynn Carson**, RN; **Brianna Spradlin**, RN; and **Sarah Whitley**.

NICU welcomes **Mackie Bammer**, BSN, RN; **Morgan Veller**, BSN, RN; **Ashley Vervan**, BSN, RN; **Sudona Andrews** and **Patrice Stanback**.

Pathology welcomes **Bernadette Christian** to their team.

Rehab Administration welcomes **Yvette Lanier**, who transitioned from 2D Rehab Nursing.



Left: Here we grow again! WakeMed North Hospital is growing to better serve our community. Several North Hospital nurses got in on the fun when work began on the endoscopy suite, which is just one small piece of the Surgical Services renovations that are underway. A fully renovated endoscopy suite will open this fall, allowing us to offer more advanced, minimally-invasive procedures to our patients. Also in the works is an expansion of med/surg beds, a larger ICU and an ambulatory surgery center in the Physicians Office Pavilion.



Middle left: A group of WakeMed employees attended the Diversity, Equity, & Inclusivity Conference held by Triangle DEI Alliance/ Raleigh Chamber. If you are interested in learning about diversity efforts at WakeMed or want to get involved in the Diversity Council, email diversity@wakemed.org.

Above: The Pharmacy Department is excited to welcome their new class of residents for 2022-2023! Pictured left to right: **Ava Yeazel** (PGY1), **Katie Bosko** (PGY2 Critical Care), **Abby Kremer** (PGY1), **Christian Caveness** (PGY2 Infectious Diseases), **Emily Hall** (PGY1), **Hannah Dykes** (PGY2 Cardiology), and **Hannah Lunsford** (PGY1).



A large group of WakeMed providers and staff took part in the Enhanced Recovery After Surgery (ERAS) Cardiac Training Course in Raleigh this month. Approximately 75 clinicians, representing 11 institutions, attended the conference, which was put on by Edwards Lifesciences. **Judson Williams, MD**; **Dan Fox, MD**; and **Gina McConnell, RN**, were among the presenters, sharing experiences, best practices and lessons learned in establishing WakeMed's Cardiac ERAS program.



CUSOM SUMMER SCHOLARS

This summer, WakeMed welcomed four medical students as part of the Campbell University School of Medicine (CUSOM) Summer Scholars program. This is the fourth year that WakeMed has served as a host site for the program, which is for rising second-year medical students. The students spent six weeks at WakeMed working full-time on research studies in the following areas:

- **Victoria Chan** – Outcomes of the Pediatric Weight Management Program at WakeMed Health and Hospitals, led by **Samareh Hill, MD** (Pediatric Weight Management)
- **Samuel Kolb** – Trauma Informed Care and Development of a Trauma Recovery Program, led by **Jaclyn Portelli Tremont, MD** (WPP Clinical Research)
- **Alex Caudill** – Radiographic Evaluation of Delayed Solid Organ Complications (REDSOC), led by **Osi Udekwu, MD** (General Surgery)
- **Alexis Pullizzi** – REBOA in a Pediatric Patient: A Case Study, led by **Scott Moore, MD** (General Surgery)



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



As a pediatric intensive care physician, helping critically ill children and saving lives is what **Mark Piehl, MD**, (Pediatric Intensivists) has done for over 20 years. For many of those years, Dr. Piehl felt that care could be improved for patients with life-threatening problems who needed rapid interventions.

Too often it seemed that providers lost the race against time when patients with severe bleeding or sepsis needed life-saving transfusions of blood or fluids. The problem was that traditional methods for infusing fluids were too complex, inefficient and slow to treat these patients adequately.

Armed with an idea, but unsure of how to make it a reality, Dr. Piehl partnered with a group of North Carolina State University engineering students who were eager to improve patient care. The team designed a prototype for what would become LifeFlow: a handheld device that would allow clinicians to rapidly deliver blood and fluids to critically ill patients. Some months later, Dr. Piehl established a company and – in less than 18 months – had developed LifeFlow from concept to an FDA-cleared device.

However, it was not an easy road and those early days included many unanticipated obstacles. “Creating a medical device is not for the faint of heart – it’s complex, exhausting and risky. We faced challenge after challenge, but when the LifeFlow was first used to save the life of a two-year old with sepsis in our Children’s Emergency Department, we realized that every bit of effort had been worth it,” explains Dr. Piehl.

Along the way, the WakeMed Innovations has helped Dr. Piehl and the LifeFlow team navigate the process in a thoughtful way. “I knew nothing about the complex legal and compliance issues we would face, or how to go about conducting clinical research or raising venture capital. Probably the hardest lesson was discovering how difficult it is to convince clinicians that there might be a better way to care for critically-ill patients,” continues Dr. Piehl. “I am grateful for the WakeMed Innovations team for helping us every step of the way, including by making a direct investment and, more importantly, serving as a valuable support system to help navigate the complex world of medical device development.”

NEWS FROM WakeMed Physician Practices

Welcome New Physicians



Puneet Agarwal, MD
Pulmonology & Critical Care



Sira Duson, MD
Vascular Surgery



Theresa Flynn, MD
Pediatric Primary Care



Deepa Kabirdas, MD
Cardiology



Praveen Namireddy, MD
Hematology & Medical Oncology



Jennifer Peterson, MD
Neonatology



Neil Vining, MD
Orthopaedics

Welcome New Advanced Practice Providers

Angela Bekampis, PA
Wake Orthopaedics

Abby North, PA
Neonatology

Jamie Bull, PA
Bariatric Surgery & Medical Weight Loss

Erin Riley, PA
Cardiology

Sara De Lima, NP
Hematology & Medical Oncology

Natalia Vestal, PA
Urology

Kristin Kirby, PA
Urgent Care

Erin Walz, PA
Wake Orthopaedics

We've Moved!

As construction continues on the Ambulatory Surgery Center in the North Hospital Physicians Office Pavilion, several more practices are moving to new locations. Please note these recent moves and new practice addresses:

- ▶ **Urogynecology** – North Raleigh, 10880 Durant Road, Suite 300
- ▶ **Maternal Fetal Medicine** – North Raleigh, 10880 Durant Road, Suite 300

Now Open!

WakeMed Gastroenterology – Cary
HealthPark at Kildaire, 110 Kildaire Park Drive, Suite 314, 919-350-5318

Congratulations

EXCELLENCE IN HEALTHCARE AWARD RECIPIENTS!

Each year, Professional Research Consultants (PRC) identifies health care organizations that have gone above and beyond to achieve excellence with the patient experience. The PRC Excellence in Healthcare Awards are based on the percentage of patients who rate the Overall Quality of Care/Overall Quality of Doctor Care (for providers) as "excellent." In 2022, we are proud to recognize numerous Top Performer Awards, which recognizes service lines and physicians scoring at the 100th percentile within the PRC national client database, and 5-Star Awards, which recognize those at or above the 90th percentile. Congratulations to our award winners!

Departments and individuals were recognized at breakfast receptions in June.

Top Performers

- Women's Pavilion & Birthplace – North Hospital
- Emergency Department – Apex Healthplex
- Endoscopy – North Hospital
- Pediatric Cardiology – North
- Pediatric Pulmonology – Raleigh Medical Park
- Pediatric Surgery – Clayton
- Surgery – Clayton
- Christiana Bernal, MD** – Pediatric Gastroenterology
- Kevin Davidson, MD** – Pulmonology
- Alesia Gilmore, LCMHC** – Pediatric Mental Health & Well-being
- Anna McCormick, CPNP** – Pediatric Gastroenterology
- Trevor Taylor, MD** – Pulmonology

5-Star Awards

Departments

- 1 East Clinical Evaluation Area – Cary Hospital
- 3C Rehab Nursing – Raleigh Campus
- Emergency Department – Brier Creek Healthplex
- Emergency Department – Garner Healthplex
- Mobile Critical Care
- Outpatient Imaging – North Hospital
- Outpatient Laboratory – North Hospital
- Outpatient Rehab – Clayton
- Invasive Cardiology – Raleigh Campus
- CV & Thoracic Surgery – Cary
- CV & Thoracic Surgery – Raleigh Campus
- ENT – Head & Neck Surgery – North Raleigh
- Advanced Heart Failure
- Cardiology – Brier Creek
- Cardiology – Clayton
- Cardiology – Oberlin
- Cardiology – Raleigh Campus
- Complex Arrhythmia
- Structural Heart
- MyCare 365 Primary & Urgent Care – Clayton
- MyCare 365 Primary & Urgent Care – Zebulon
- Pediatric Cardiology – Apex
- Pediatric Cardiology – Clayton
- Pediatric Cardiology – Raleigh Campus
- Pediatric Endocrinology – North Raleigh
- Pediatric Endocrinology – Raleigh Medical Park
- Pediatric Gastroenterology – Apex
- Pediatric Gastroenterology – Clayton
- Pediatric Pulmonology – Apex
- Pediatric Surgery – Apex
- Pediatric Weight Management – Raleigh Medical Park
- Primary Care – Brier Creek
- Primary Care – Cary Parkway
- Primary Care – Holly Springs
- Pulmonology & Sleep Medicine – Brier Creek
- Special Infant Care
- Surgery – North Raleigh
- Urgent Care – Forestville Crossing
- Urgent Care – Fuquay-Varina
- Urgent Care – Garner
- Urgent Care – Kildaire
- Urogynecology – North Raleigh
- Vascular Surgery – Midtown
- Vascular Surgery – Raleigh Campus

5-Star Awards

Providers

- Mark Englehardt, MD** – Cardiology
- Tanaya Foster, PA-C** – Cardiology
- Brian Go, MD** – Cardiology
- Tapan Godiwala, MD** – Cardiology
- Jason Haag, MD** – Cardiology
- George Hamrick, MD** – Cardiology
- John Kelley, MD** – Cardiology
- Jimmy Locklear, MD** – Cardiology
- Mary McNeely, PA-C** – Cardiology
- Chelsea Ngongang, MD** – Cardiology
- Melissa Oliver, PA-C** – Cardiology
- Ashish Patel, MD** – Cardiology
- Jessica Revels, FNP** – Cardiology
- Stuart Russell, MD** – Cardiology
- Kathryn Salisbury, NP** – Cardiology
- Marc Silver, MD** – Cardiology
- Joshua Vega, MD** – Cardiology
- Matt White, MD** – Cardiology
- Frances Wood, MD** – Cardiology
- Alden Maier, MD** – Cardiovascular & Thoracic Surgery
- Trevor Upham, MD** – Cardiovascular & Thoracic Surgery
- Judson Williams, MD** – Cardiovascular & Thoracic Surgery
- Ndidi Azikiwe, MD** – General Surgery
- Lori Lilley, MD** – General Surgery
- Robert Nunoo, MD** – General Surgery
- David Pilati, MD** – General Surgery
- Michael Williford, MD** – General Surgery
- Michael Ruffolo, MD** – Wake Orthopaedics
- Mark Wood, MD** – Wake Orthopaedics
- Blair Robinson, MD** – Pediatric Cardiology
- Jennifer Whitham, MD** – Pediatric Cardiology
- Melissa Carlucci, MD** – Pediatric Endocrinology
- Bill Lagarde, MD** – Pediatric Endocrinology
- Hillary Lockemer, MD** – Pediatric Endocrinology
- Matthew Bruehl, MD** – Pediatric Pulmonology
- Laura Dosier, MD** – Pediatric Pulmonology
- J Duncan Phillips, MD** – Pediatric Surgery
- Shereen Alavian, MD** – Pediatric Primary Care
- Erin McGloin Shanahan, MD** – Pediatric Primary Care
- Lori Stiegemeier, DO** – Pediatric Primary Care
- Kelly Squires, NP** – Pediatric Weight Management
- Tehmina Adnan, MD** – Primary Care
- Susheel Atree, MD** – Primary Care
- Rhoda Chang, MD** – Primary Care
- Kathryn Cziraky, MD** – Primary Care
- Crews Edens, PA-C** – Primary Care
- Amy Erickson, DO** – Primary Care
- Bradley Evans, MD** – Primary Care
- Vickie Fowler, MD** – Primary Care
- John Holly, MD** – Primary Care
- Brian Klausner, MD** – Primary Care
- Johnathan Lin, MD** – Primary Care
- Anita Makowski, PA-C** – Primary Care
- Rosa Messer, MD** – Primary Care
- Joanna Murray, PA-C** – Primary Care
- Ryan Murray, MD** – Primary Care
- Monica Oei, MD** – Primary Care
- Brooke Owen, PA-C** – Primary Care
- Amrita Parikh-Desai, MD** – Primary Care
- Matthew Payne, MD** – Primary Care
- Sara Rooker, MD** – Primary Care
- Danielle Sawrey-Kubicek, PA-C** – Primary Care
- Laura Politte, MD** – Psychiatry
- Judit Kuhn, MD** – Pulmonology
- Leanne Avery, PA-C** – Urgent Care
- Katherine Bogart, PA** – Urgent Care
- Edgar Caro, MD** – Urgent Care
- Christopher Chao, MD** – Urgent Care
- Anna Ciccolini, PA-C** – Urgent Care



Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



CINDY BOILY
MSN, RN, NEA-BC
Senior Vice President &
Chief Nursing Officer



Cindy Boily

A NOTE FROM OUR CNO

Our nursing preceptors, educators and experienced nurses in the units deserve a special thank-you for your nurturing guidance and support of our new cohort of Nurse Residents and those who have just completed the program. At WakeMed, we are committed to building great nurses – nurses who are not only clinical experts but are also critical thinkers and compassionate caregivers – just like YOU.

We consider it a privilege and an honor to support new resident transitions into the profession of nursing. We have prepared our work environments to ensure practice-rich experiences and empowering, supportive conversations.

Thank you for your continued support and mentorship – both formal and informal. You are truly guiding lights for the next generation of nurses!

40 Years of CCRN Excellence!

The American Association of Critical-Care Nurses (AACN) is celebrating WakeMed's **Yvonne Ricks, RN, CCRN**, and her 40-year anniversary of achieving certification in adult critical care nursing. She was among the first nurses in the nation to achieve the certification. The AACN introduced the multi-year program to obtain the certification in 1976.

Ricks began her nursing career in 1977 and joined WakeMed Nursing in 1979. She has worked in the WakeMed Raleigh Campus Medical ICU for the vast majority of her career. "I came to WakeMed as a single nurse, and now I am married with three grown children and six grandchildren," she says. What has sustained her throughout the years? "As a critical care nurse, I am an important part of the patient's and their family's story," she explains. "That's what is so special about being a nurse. You aren't clicking away on a computer – you're touching a life."



3B Helps Kids in Need

The 3B CVSIC team collected and donated 334 jars of peanut butter for the Women's Junior League of Smithfield's Peanut Butter Buddies Program. The program is part of the larger Backpack Buddies initiative in Johnston County, which provides children in low-income households with nutritious, kid-friendly groceries for the weekend when free school lunches and breakfasts are not available.



Stars Shine Bright at Night!

The ability to work a long shift at night while often raising a family that is active in the daytime may seem inconceivable to some. It takes true grit to be a nightshift nurse! They are made of something special!

That's why Nightshift Council Advisory Board (NSCAB) members – equipped with the essentials for nightshift – snacks and coffee – make special visits to staff in units at Cary Hospital, North Hospital and Raleigh Campus once a month. **Karen York, RN**, (Heart Center Pre- & Post-procedure Care) is an NSCAB member and great advocate for the valiant work nightshift staff members do.

"We have been doing the visits throughout the pandemic because we couldn't hold in-person meetings," explains York. Most recently, **Candice Alford, RN**, rounded at Cary Hospital, **Raven Thatcher, RN**, and **Ursula Robinson, RN**, along with Nursing Executive Director **Beth Fifield, RN**, rounded at North Hospital, and York, **Sharon Turner, RN**, and Magnet Director **Jill Whade, RN**, rounded at Raleigh Campus.

"It's important to make a connection between dayshift and nightshift," says York. "The Nightshift Council is part of our shared decision-making process and we report to the Clinical Nurse Council. The Nightshift Council is a systemwide committee. Its goal is to ensure the voices and concerns of nightshift nurses are heard. We hope that our visits to them help our nightshift team know that they are important members of the Nursing team and WakeMed family."



Nurses **Erica Cook** (Clinical Nurse Specialists) and **Hayes McCaffrey** (Nursing Administration) helped educate members of the WakeMed Board of Directors about just culture.



Supporting Our Sup/Eds

Did you know that 75 percent of Nursing’s supervisor/educators have been in their role for two years or less? Members of the Supervisor/Educator Council realized it when they looked at a recent group photo of our entire sup/ed team.

Trisha Jones, RN, a sup/ed for more than seven years, understands the challenges of the sup/ed role in “normal” times and difficult times such as the pandemic. “With so many sup/eds being new and taking on different responsibilities, we thought they could use a little emotional support,” says Jones.

With this in mind, the council revived the Happy Box initiative. Boxes are filled with a special note from a sup/ed’s manager, inspirational quotes, snacks and other simple things a sup/ed can look at and enjoy when they take a quiet moment for themselves.



Jones reports this simple token of support has been well received by sup/eds throughout the health system.

If you are a Nursing supervisor/educator and you did not receive your Happy Box, please contact Jill Whade at jwhade@wakemed.org.



Van Schagen & Britton Receive State Honors



Marcy van Schagen, RN, (top) director, System Capacity & Patient Placement, and **Lenora Britton**, RN, (bottom) manager, Patient Placement/Transfer Center, are among the Statewide Patient Movement Capacity team members who received the North Carolina Healthcare Association’s annual Healthier Communities Award at a ceremony on July 22. The award recognizes collaborative work by a North Carolina Healthcare Association member or members to promote health and well-being by



addressing an identified community need.

The Statewide Patient Movement Capacity team formed during the pandemic to increase efficiency of placement for critically ill patients due to extremely high census. Team members assist in the coordination of inpatient transfers to hospitals within North Carolina where a higher level of care or service is available when needed. There are 34 small, rural hospitals in North Carolina that call on the team for assistance with transfers and consults. The team’s work helped save the lives of patients in small North Carolina communities where intensive care units and services such as hemodialysis are not available.

The team met daily, including some weekends, in the early days of the pandemic and during surges. They currently meet once a month but know they can ramp up at any time to respond to state crises. As members of the statewide team, van Schagen and Britton reviewed hundreds of cases for transfer and selected patients based on their clinical needs and bed availability. Once the team determined their acceptance, the appropriate transfer center facilitated the provider-to-provider call for acceptance and bed assignment. Hundreds of patients in our state benefited from this behind-the-scenes effort. WakeMed was able to accept 20 patients throughout the pandemic. Congratulations, Marcy and Lenora!

Nurse Techs & Falls Gemba Rounds Make a Difference

3C Rehab (top) and **3A Cardiac Intermediate Care** (bottom) have highly committed teams, including nurse techs, and compliance with Falls Gemba Rounds to thank for their recent Humpty Dumpty award honors.

3C Rehab received the award in March for having Zero falls for three consecutive months and Zero falls with injury for five consecutive months.

3A CIC was honored in May for having Zero falls for five consecutive months. Nurse tech engagement in gemba rounds in both units significantly enhanced patient safety.

Preventing falls is definitely a group effort!



Leaders Recognized for Safety Practices

Matt Hafen, RN, manager, Heart Center Pre- & Post-procedure Care; **Tonia Fehr**, RN, manager, 1 East Heart & Vascular – Cary; **Megan Swink**, RN, manager, Invasive Cardiology; and **Karen Reavis**, RN, manager, Invasive Cardiology – Cary; were recently awarded Nursing’s Leader of Excellence Awards. Their work to prioritize and improve patient safety within their departments was among the many attributes for which they received this recognition. Presenters pointed out daily safety huddles, falls prevention efforts and improved time-out compliance as just a few of the things their teams are doing and achieving to help keep our patients safe.



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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FOUNDATION FUNDING OPPORTUNITIES

The WakeMed Foundation provides funding for our employees to expand their professional horizons and learn new skills to improve patient care. Funding applications are now being accepted for several programs. Before you apply, please make sure to review the eligibility requirements for each scholarship to determine if you qualify. If you have questions, please contact foundation@wakemed.org.

HELTON SCHOLAR

Application Deadline: Sept. 15

The intent of Helton Scholar is to provide funding for individuals seeking to complete a higher education degree. Preference is given to candidates who demonstrate impact to patient care and financial need. **New this year:** Support has increased to \$10,000 per recipient!

SMALL AWARD REQUESTS

Application Deadline: Oct. 15

The Foundation accepts any type of funding request from any department at any amount up to \$100,000. Please note: Applicants should confirm (with manager, VP, etc.) if a proposal through the hospital's purchasing authorization process is needed prior to Foundation submission. If so, contingent approval is required before proceeding with the Foundation's application process.

SKILLS SCHOLARSHIP

Application Deadline: Oct. 15

The intent of Skills Scholarships is to provide individuals with funds to attend classes, seminars, conferences and programs. Scholarships are designed to help employees go above and beyond, and gain new skills that will help expand existing services. Preference is given to candidates who demonstrate impact to patient care.

WakeMed

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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

WakeMed
Farmers Market



Tools4Schools Supply Drive at the Farmers Market

Tuesday, August 30

WakeEd Partnership's Tools4Schools provides classroom supplies for Wake County Public School System teachers and students. Please

consider donating school supplies such as crayons, colored pencils, pens, markers, pocket folders, notebooks, construction paper, index cards, glue sticks and tissues.

Onsite First Uniform Sales

Stock up on scrubs, socks, shoes and more at the Uniform and Shoe Sale. First Uniform will contribute a portion of the sale proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

- **Cary Hospital**
August 30, Conference Center, 7 am to 4 pm
- **North Hospital**
August 31, Conference Center, 7 am to 4 pm

18th Annual Trauma Conference

Thursday, September 1, Andrews Center

Topics include ED thoracotomy, "Rethinking the ABCs of Pediatric Trauma," behavioral health and first responders, trauma survivor stories and more. For more information, please contact Tracey Weeks at tweeks@wakemed.org or Cynthia Roy at cyroy@wakemed.org.

Advanced Practice Provider (APP) Panel

Wednesday, September 7, Andrews Center

Learn more about the roles of APPs in this live panel discussion from 5 to 7 pm. The panel of professionals includes nurse practitioners, physician assistants, nurse anesthetists, midwives, and clinical nurse specialists. Stop by if you'd like to learn more about what APPs do and how to even become an APP.

September 14: Virtual Meditation Class

Join Corporate & Community Health for a 30-minute guided meditation class that will leave you feeling relaxed and refreshed. The instructor will lead you through gentle chair stretches, a deep breathing technique, and a calming meditation that is suitable for all levels of experience.

Take Care of You in 2022

You give your all to care for our community – now's the time to care for you! Come by to discover the many wellness resources available to you at WakeMed. Additional sessions will be planned at other facilities in the coming months.

- **505 Oberlin Road** – Friday, September 9, 9 am to noon, Health Lives Here Mobile Wellness Vehicle
- **Operations Center** – Friday, September 16, 9 am to noon, First Floor Conference Room 2
- **Business Center** – Wednesday, September 21, 9 am to noon, Health Lives Here Mobile Wellness Vehicle

Wake AHEC Events

Shall We...Pray? Exploring the Ethical and Clinical Implications of Spirituality and Religion in Social Work Practice – September 7

Keeping Current: Complex Clinical Issues in Perinatal Care – September 8

For a complete list of events, please visit:
<https://www.wakeahec.org/courses-and-events>