

MICROSCOPE

WAKEMED, SIEMENS HEALTHINEERS ANNOUNCE INNOVATIVE COLLABORATION

In September, WakeMed and Siemens Healthineers announced a new collaboration to create a patient-focused **Value Partnership**. The agreement will allow us to innovate care delivery over the next 10 years through the use of robotics, advanced 3D imaging technology, artificial intelligence and workforce training within WakeMed's existing cardiovascular intervention and imaging programs.



This relationship builds on the long-standing relationship between WakeMed and Siemens and will help improve patient outcomes. It will primarily impact the imaging and diagnostic tools across the system as well as those used by our cardiovascular intervention teams. As part of the agreement, WakeMed will become the first health system in the state to serve as a Siemens Healthineers **Value Partnership** hub site.



"WakeMed has been on the forefront of technology and innovation for nearly 60 years, and this collaboration with a worldwide leader in imaging, AI, education and research will help us build on that legacy. This relationship will contribute not only to our mission but also our Aspirational Goals related to healthy community, innovation, strong partnerships and, above all, providing safe, high-quality care," explains **Donald Gintzig**, WakeMed president & CEO. "In health care, it is the people who make the difference – and when we pair our incredible people with the most advanced technology and training, provided by Siemens Healthineers, the result is truly exceptional care."

As part of this effort, WakeMed will introduce new cardiovascular robotic and diagnostic capabilities as well as state-of-the-art imaging equipment, enhancing our ability to provide outstanding care to Wake County and surrounding areas. Examples of this work already underway include the new ARTIS Icono biplane at Raleigh Campus (pictured above), which will be available in early November, and a new PET CT scanner, which will be installed at the new Medical Park of Cary later this year.

Key aspects of this agreement include:

- Implementation of a world-class hybrid operating room, leveraging our Corindus CorePath GRX robot already in use and the addition of ARTIS Icono.
- Creation of a Corindus Training Academy, a workforce development program and training site for imaging and robotic intervention innovations.
- Combining advanced imaging technology with

top-of-the-line equipment and precise robotic assistance to ensure the best possible outcomes for patients and providers.

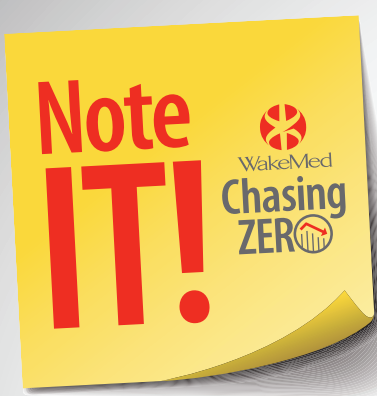
- Integration of artificial intelligence applications, enhancing our ability to identify disease earlier, reduce variance and participate in the development of new clinical approaches.

WakeMed's work with Siemens will continue to expand over time and will include additional innovations such as the use of remote technologies and other transformational initiatives and clinical capabilities.

Above: Leaders from WakeMed and Siemens Healthineers gathered to sign the contract for this remarkable 10-year agreement and officially launch the collaboration with providers and staff.

Chasing Zero: Incident Tracking

THE MORE WE REPORT, THE MORE WE LEARN!



As our Chasing Zero journey continues, we are shifting our focus to Incident Tracking (IT). Sometimes called incident reporting or event reporting, incident tracking refers to the process of submitting patient safety events, errors, Good Catches and near misses for review and follow up. Incident Tracking is critical to our patient safety efforts because it helps us identify process issues that need to be fixed and opportunities to improve the care we provide.

At WakeMed, IT is:

- Critical to help us identify and correct potential risks
- Not intended to place blame or lead to discipline, except in cases of intentional or egregious conduct
- Required, per policy, within 24 hours of the incident or event taking place
- The responsibility of each employee, as part of our commitment to patient care!

After events are submitted, the appropriate leaders will review the situation to see if further evaluation and process changes are needed. Patient Safety and/or Risk Management will support department actions and identify trends for further investigation and improvement.

Making IT Easier

As part of this initiative, two changes were recently made to RL Solutions to help improve the user experience:

- **Simplified Harm Score:** Each RL Solutions form asks users to identify the "Event Severity at the Time of Submission." Previously, this drop down included nine different options and relied on a subjective assessment that may be inaccurate. The drop down was recently condensed to just three options.
- **Automated Email Response:** All submissions now receive an automated email to confirm the report was received. Additional emails are sent every time the file is updated or closed, so you can stay informed about any follow up that occurs after your submission.

New for this Year: Good Catch Goal!

As part of the Fiscal Year 2021 Strategic Plan Metrics, we are tracking the number of Good Catches that are submitted each month. The goal is to increase the percentages of Good Catch reporting.

Reporting Good Catches is important because they help us identify process improvement opportunities and implement changes to improve patient safety. WakeMed is committed to fostering a culture of safety where all members of the care team are encouraged to speak up to improve the care our patients receive. Submitting a Good Catch is one way you can do this!

Key Terms to Know

- **RL Solutions** is a confidential event reporting system that allows employees and physicians to submit incidents and events for review and follow up.
- A **Good Catch** is a potentially negative event or circumstance that's caught or corrected *before* it ever reaches a patient or a person.
- A **Near Miss** is a situation that has the potential to cause harm to person(s) or property – but does not, thanks to good timing or other fortunate happenstance.
- A **Sentinel Event** is a patient safety event that reaches a patient and results in death, permanent harm, or severe temporary harm. These events are called "sentinel" events because they signal the need for prompt investigation and response.

#WeAreChasingZERO



A Successful Magnet® Visit



WakeMed nurses are celebrating a successful, four-day, rigorous visit with ANCC Magnet appraisers October 12-15. Appraisers virtually visited all hospital-based units, practices and services. This was a re-designation visit. WakeMed first achieved ANCC Magnet Recognition in 2015. There are currently 540 Magnet-designated health care organizations in the world.

Expanded DVT Testing Now Available

WakeMed recently began offering three new imaging exams that provide faster turnaround times for suspected lower extremity DVT patients. These exams are available at all WakeMed Emergency Departments and hospitals, 24/7, and return results within one hour of the exam being performed. The new exams are:

- US Venous Doppler Left Lower STAT
- US Venous Doppler Right Lower STAT
- US Venous Doppler Bilateral Lower STAT

This new process will help ensure patients receive timely care, closer to home, and reduce the need for unnecessary transports or return visits. Hospital inpatients will also receive faster results when there is a suspected clot, leading to more efficient and effective interventions and expedited discharges.



Communicating for Comfort

Our Environmental Services team plays an important role in making sure that our patients and families have a positive experience at WakeMed. Not only do they have the important job of helping ensure a clean environment for patients and visitors, cleanliness is a topic on the HCAHPS survey that we use to evaluate the overall patient experience. To help support this goal, nearly 300 EVS staff members recently participated in training that supports our Wake Way Every-Time behaviors of Communication and Respect for People.

The training equipped our EVS teams with useful tools to ensure that our patients and families have clear understanding of what is happening around them, and why. Staff learned about the “AIDET Plus the Promise” communication framework as well as the concept of “Managing Up” to instill trust and confidence.

“This was a great opportunity for our team to learn about AIDET and how it can help reduce patient anxiety. Staff really embraced the framework as a way to engage with patients, share a bit about themselves and put our patients at ease,” commented **Coleen Athey**, director (EVS – Raleigh Campus).

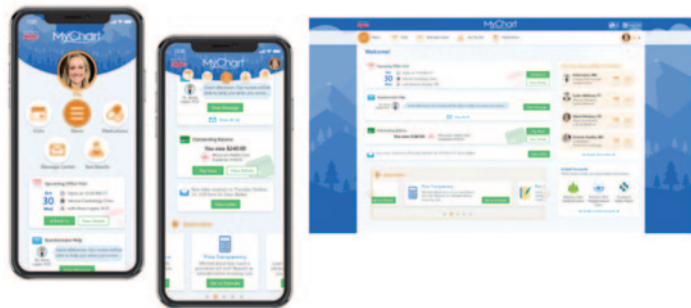
“Clear communication enhances quality and safety. It’s so important to help patients understand the ‘why’ behind the actions we are taking. A good example is explaining that we close curtains for privacy and not because we don’t want to see you,” added **Dianna Knight**, RN, executive director, Patient & Family Experience.

To ensure the new tools become part of standard work, EVS will be conducting AIDET observation coaching sessions with staff and incorporate AIDET reminder moments into huddles and staff meetings. **Maria Tolano**, supervisor, (EVS) and **Rhonda Long**, manager (Guest Services – North Hospital) will also team up to offer the training to new employees and anyone who was unable to attend the initial sessions.

Remember AIDET for Good Communication

When the Wake Way Every-Time Behaviors were introduced in 2016, we implemented AIDET to help foster good communication. It’s a powerful tool that can be used in any situation and gives you a context to work from when talking with anyone who is nervous, anxious or feeling vulnerable. It can also be used as we communicate with our colleagues, especially when we are providing an internal service.

- **Acknowledge** others with a smile or greeting
- **Introduce** yourself using your name, role and background
- Provide an estimate of the **duration** of time might be needed for the given experience
- Give an **explanation** of what you are doing, how it works and how it will impact the person
- Conclude every interaction with a sincere “**Thank You**”



WHAT'S NEW & NEXT WITH MYCHART

WakeMed MyChart has always been a useful tool for our patients – and this year has shown just how invaluable this portal really is! We have made a number of important changes to MyChart this year – including expanding access to virtual visits and eCheck-in and making it easier for patients to access emergency care. Here are a few recent and upcoming updates related to MyChart – all of which add additional value to patients by keeping them engaged in their care:

Open Notes Now Live

In September, WakeMed went live with Open Notes, which automatically releases clinical notes into MyChart once they are signed. Open Notes offers many benefits for patients and we are legally required to provide full patient access to this information under the Cures Act. Our ambulatory sites implemented Open Notes for physician documentation this spring, and now we are live across the system for all clinical notes (including nursing, therapy and more).

With Open Notes, patients are able to access medical documentation for inpatient and outpatient visits in MyChart as soon as notes are completed and signed (with very limited exceptions). Of course, patients have always had the right to access virtually everything in their medical record upon request – Open Notes just makes it available in MyChart or on the Bedside tablet automatically.

MyChart Upgrade Coming Soon

WakeMed MyChart will be getting a whole new look and feel as part of an Epic upgrade in December. The images above show a sneak peek. The goal of this update is to make it easier for patients to find what they are looking for and access the most relevant information for their health needs. Some features to look for include:

- Easy access shortcuts to common activities, such as appointments, medications and test results.
- A redesigned menu with consistent navigation across mobile and web.
- A health feed that guides patients to actions that are important to their care, like eCheck-in for an upcoming appointment or reading a new message. The health feed will also include information for all patients that the user has proxy access for.

Additionally, this upgrade will improve consistency between the MyChart website and mobile app – all features will be available on both platforms.

Reaching New Heights with MyChart!

This year we had a very ambitious goal of achieving a 40 percent MyChart activation rate across the WakeMed system. We are pleased to share that we beat that goal, ending the fiscal year with an overall activation rate of 41.7 percent! And, the overall MyChart activation rate for September was an incredible 45.1 percent – which means that nearly half of all patients seen at WakeMed in September were active MyChart users. Kudos to everyone who is working to make MyChart more useful for our patients and to everyone who encourages them to sign up and take advantage of this tool!

TELESTROKE & TELENEUROLOGY COMING SOON

Faster, More Comprehensive Care for Stroke & General Neurology Patients

WakeMed is pleased to announce the introduction of two new neurological services aimed at helping our patients get access to the stroke and general neurology care they need as quickly as possible – while staying close to home. These services are part of strategic collaborative efforts involving our neurology partners to enhance our current range of neuroscience capabilities as part of our Brain & Spine Health program.

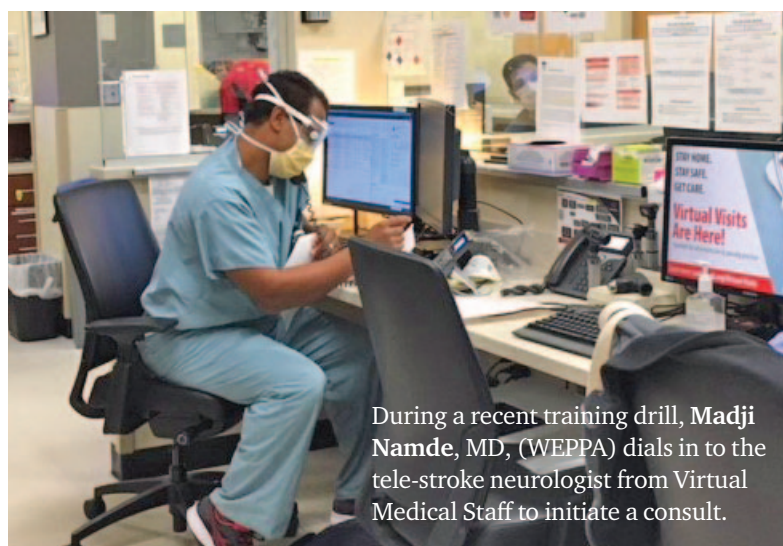
First, a new telestroke program will provide patients at any of our Emergency Departments with 24/7 access to neurological evaluation and consultation within 10 minutes of their arrival. Stroke patients will undergo a virtual neurological evaluation that offers essentially the same assessment capabilities as a face-to-face evaluation. Implementing this service system-wide will help with the clinical decision-making needed to get stroke patients the interventions they need as quickly as possible.

Additionally, a new teleneurology program allows three fellowship-trained vascular neurologists to virtually consult and round daily on North Hospital patients with any general neurological problems – ranging from headaches to dementia to meningitis. This allows our hospitalist and eICU physicians to partner with highly trained experts in neurology for real-time evaluation and consultation. With the addition of these programs,

patients across the system will now have access to electro-encephalogram (EEG) testing. An EEG is one of several tests used to monitor the brain activity following any changes in neurological status. When it comes to stroke, time is brain, so this ability to speed up evaluation and diagnosis means stroke patients will inevitably have better outcomes.

“A key strategy of our Brain & Spine Health program is to enhance our non-traditional partnerships through the institution of a system-wide, comprehensive care delivery framework. Adding these comprehensive neurology services across our continuum of care is just one way we are growing to meet the needs of our community,” commented **Larissa Hill**, executive director (Neurosciences).

We will share additional updates in the coming months about service and program enhancements related to our Brain & Spine Health Center of Excellence.



During a recent training drill, **Madji Namde**, MD, (WEPPA) dials in to the tele-stroke neurologist from Virtual Medical Staff to initiate a consult.

Medical Parks in Cary Near Completion

Two new medical office buildings near Cary Hospital are nearing completion. WakeMed will be the primary tenant of both facilities, with numerous practices and services opening in the coming months. Here's a quick guide to which practices and services will be in each building, along with a timeline for opening. Stay tuned to WakeMed Weekly for additional details.



Medical Park of Cary (next to Cary Hospital)
210 Ashville Avenue, Cary, NC 27518

All practices and services opening from mid-October through mid-December unless otherwise noted.

- Bariatrics & Medical Weight Loss
- Heart & Vascular – Cardiology
- Maternal Fetal Medicine
- OB-GYN
- Pelvic Therapy
- Surgery (Breast, Colorectal, General, Hernia & Trauma)
- Urogynecology
- Urology
- Vascular & Thoracic Surgery
- Outpatient Imaging
- Outpatient Lab
- Daily Dose Café (opening early 2021)
- Pharmacy (opening spring 2021)

Healthpark of Kildaire

115 Kildaire Park Drive, Cary, NC 27518

All practices and services opening in February and March 2021

- Cardiac Rehab
- Neuro Psych
- Sleep Lab
- Ortho Urgent Care
- Outpatient Rehab
- Primary Care
- Pulmonology
- Urgent Care
- Wake Orthopaedics
- Lab

New Practices on Oberlin Road

WakeMed Primary and Urgent Care is expanding with two new practices opening at 601 Oberlin Road in November. In early 2021, six specialty care practices will be opening across the street at 505 Oberlin Road.

- Opening November 16: Primary Care
- Opening November 19: Urgent Care

With the opening of the urgent care location on Oberlin Road, the Blue Ridge Road location will be closing. This practice will close on November 16.

Reopening Soon!

Fuquay Varina Urgent Care

7 am to 7 pm, daily

After being closed for several months due to COVID-19, this location will reopen on November 2.

New Online Education for Weight Loss Patients

The WakeMed Bariatric Surgery & Medical Weight Loss team is excited to launch a new online information session for prospective patients. The session introduces each of the providers at the practice, goes into great detail about obesity and the long-term effects it can have on your overall health, discusses how weight loss surgery can help get you on a road to better health, covers different procedures available to patients, highlights the benefits of WakeMed personalized approach, and so much more.

View the new online information session by visiting www.wakemed.org/bariatric-surgery-information-sessions.

Welcome New Physicians



Ashley Fields, MD
Urgent Care



Geetha Samuel, MD
Hospital Medicine –
Raleigh Campus



Cindy Vu, MD
OB-GYN

Welcome New Advanced Practice Providers

Paige Fuller, PA, MyCare 365
Reza Hatefi, PA, MyCare 365
Sue Horlick, PA, MyCare 365



NOW OPEN!
MyCare 365 – Wake Forest
2001 S. Main Street, Suite
200, Wake Forest 27587
Appointments:
919-350-0365
Weekdays: 8 am to 8 pm
Weekends: 8 am to 4 pm

Introducing WakeMed MyCare 365

WakeMed is proud to announce a new care delivery experience for our community. WakeMed MyCare 365 delivers everything patients expect from primary care, with the expanded capacity of urgent care on a walk-in basis, every day of the year.

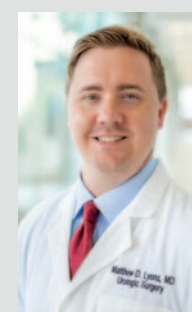
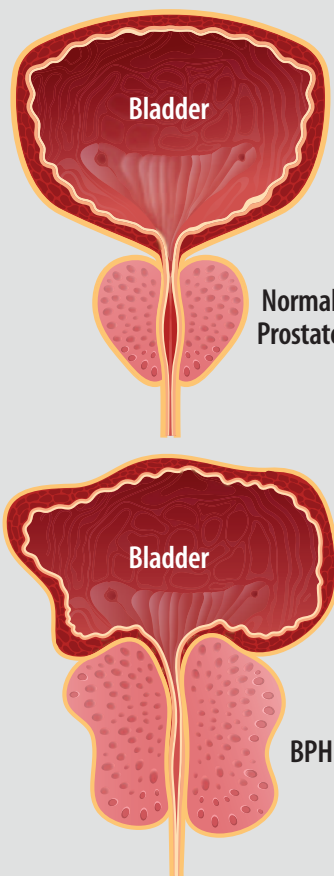
At MyCare 365 locations, our physician-led team of clinicians offer convenient access for routine and non-life-threatening illness in person, from home or while patients are on the road. Appointments are available on a walk-in basis, on weekends and from home or in person, meaning patients can access the care they need when they need it. And, they'll pay a primary care co-pay for both primary and urgent care services.

MyCare 365 Offers:

- Access to care 7 days a week, 365 days a year
- Same-day and walk-in appointments for primary and urgent care
- Video visits
- Online wait times, appointment scheduling and reserve your spot
- Walk-in DOT physicals and pre-employment physicals
- Prescription refills
- Onsite lab and imaging
- Travel medicine – access to your family doctor while traveling
- Primary care co-pay for urgent care services



UroLift Now Available



Patients with benign prostatic hypertrophy (BPH) have a new treatment option available at WakeMed Urology. **Matthew Lyons, MD**, (Urology) is one of a few providers in the Triangle area to offer UroLift® (Prostatic Urethral Lift), a quick, minimally invasive procedure for addressing lower urinary tract symptoms due to BPH.

BPH occurs when the prostate gland that surrounds the male urethra becomes enlarged and begins to obstruct the flow of urine. Symptoms of BPH, which often include interrupted sleep and urinary problems, can significantly impact quality of life. Previously, patients were limited to just two treatment options: medical therapy or more invasive surgical options.

The UroLift® system offers a minimally invasive solution without the typical side effects associated with medications and surgery. Permanent, small tacks are placed in the prostate to hold tissue out of the way to allow improved urinary flow. There is no cutting, heating or removing any prostate tissue.

“I am thrilled to offer my patients UroLift® as a treatment option for BPH. It's a minimally invasive procedure with a short recovery time,” says Dr. Lyons. “Furthermore, UroLift® can eliminate the need for medication therapy and does not negatively impact sexual function, which is an important concern for many men.”

Clinical data shows patients treated with the UroLift® system experience symptom relief as well as marked improvement in their quality of life up to five years following the procedure.

WAKEMED HAPPENINGS

THE WAKE WAY TO EXCELLENCE

WakeMed



While COVID-19 related PPE donations have slowed down, corporations continue to support our team with care packages and goodies. Olive Tree Blessing Bags, a local not-for-profit organization, donated care packages to the nurses working in the ED and COVID units at all three WakeMed hospitals. The packages include personal care items to help relax after a long day of work. Thank you, Olive Tree Blessing Bags, for the thoughtful donation.

In honor of Falls Prevention Awareness Day in September, WakeMed's falls prevention task force rounded on nursing units throughout our system to spread awareness about this important patient safety issue. Thank you to everyone who participated and to all of those who are committed to keeping our patients safe!



In September, North Hospital staff surprised one of their dedicated volunteers with a birthday lunch in honor of his 90th birthday! **Paul Smith** has volunteered over 600 hours since he started in January of 2019. This retired school principal is a valuable part of the WakeMed family who greets everyone he meets with kindness and a warm smile – currently hidden behind his mask. Happy 90th birthday, Paul - and thank for your ongoing commitment to serving our patients, family members and staff!

Bright and early three days a week, approximately a dozen motivated Safeway to Fitness participants log onto Zoom to get their exercise – thanks to fitness instructor **Susie Davis** (Outpatient Nutrition Services). Less than two weeks after in-person classes were cancelled due to COVID-19, Susie took to her driveway or porch to keep these committed heart patients healthy, connected and active!



Last year, WakeMed was named one of the nation's 50 Top Cardiovascular Hospitals by IBM Watson Health. **Donald Gintzig**, president & CEO, recently presented the award plaque to WakeMed Heart & Vascular providers and leaders **Jason Haag, MD;** **Judson Williams, MD;** and **Charles Harr, MD.**



LEADERSHIP NEWS



Gene Lawson Joins WakeMed as VP, Revenue Cycle

WakeMed recently welcomed **Gene Lawson, Jr.**, MBA, as vice president, Revenue Cycle, with responsibility for revenue cycle governance and alignment, including processes surrounding pricing and billing, coding, collections and associated financial services. Lawson also has oversight for the Health Information Management, Billing, Collections and Cash Posting departments as well as the registration areas of Patient Access. Lawson comes to WakeMed from Lahey Clinic and Hospital System in Burlington, Mass., where he has served as senior vice president and chief revenue officer for five years. He holds a master's degree in public administration from Tennessee State University in Nashville, and a bachelor's degree in history/biology from the University of Tennessee in Knoxville.



Mike Duffey Named Executive Director, WPP Finance

Mike Duffey, CPA, recently joined WakeMed as the Executive Director of Finance for WakeMed Physician Practices. In this role, Duffey is responsible for planning, facilitating and evaluating financial performance to ensure the growth and ongoing success of the WakeMed Physician Practices enterprise. He also leads the Finance, Business Analytics, Professional Billing / Revenue Integrity, Coding and Education teams within WakeMed Physician Practices. Duffey has over 30 years of experience in finance and accounting. He is a graduate of Marquette University in Milwaukee, Wisc., and a Certified Public Accountant (CPA).



Brigit Piercy Named Director, Med/Surg, Cary Hospital

Brigit Piercy, MHA, BSN, RN, has been named Medical/Surgical director at Cary Hospital after serving in the interim role for several months. Piercy has worked at WakeMed since 1997 and served as the manager of 5C Medicine for 13 years. She holds a bachelor's degree in nursing from East Carolina University and a master's degree in health administration from Pfeiffer University. She holds two nursing board certifications (Med Surg and Nurse Executive) from the American Nurses Credentialing Center (ANCC).



Mary Lynn Bullard Named an Administrative Director, Pathology Lab

Mary Lynn Bullard has been promoted to administrative director of the Pathology Lab adding responsibilities for Cary Hospital, following the retirement of Newton Holden in September. Bullard, who currently serves as the manager of Pathology for North Hospital, the Healthplexes and Raleigh Medical Park, will take on her expanded role in November. Bullard joined WakeMed in 1989 and has held several roles throughout her tenure, including helping to open Cary Hospital's lab in 1991. She has a bachelor's degree in medical technology from East Carolina University and is certified by the ASCP Board of Certification.

Pyramid Society Award Recipients

Meet the recipients of the 2020 Pyramid Society Awards and learn about their outstanding accomplishments in an upcoming issue of *Microscope!*



IT'S OPEN ENROLLMENT SEASON

HELP OUR PATIENTS THINK WAKEMED

Fall is Open Enrollment season for our patients too! Changes are coming in 2021 as more plans will offer WakeMed as an in-network choice on the federal health care exchange (the Marketplace). Last year, WakeMed was in-network for only one plan (Ambetter) on the Marketplace. For 2021, WakeMed will be in-network with three plans: Ambetter, Bright Health and Cigna Connect.

The addition of these new plans is great news for Johnston County residents, who will now be able to get access to WakeMed at in-network rates with any of these plans. As our footprint continues to expand in Clayton and the surrounding communities, this will be an important key to growing our practices in the area.

Ensuring our patients select a plan for 2021 with in-network benefits for WakeMed will allow them to continue paying lower out-of-pocket costs such as co-pays, deductibles, coinsurance, etc. while receiving care at WakeMed. WakeMed is committed to ensuring our patients can receive quality care at a great value right here, close to home. For a complete list of commercial plans that offer WakeMed as an in-network partner, visit www.wakemed.org/think-wakemed.

Randy Hamm, NP, RN, (Emergency Department – Garner Healthplex); **Brittany Komansky**, BSN, RN, director (Emergency Services); and **Emily Beck**, BSN, RN, manager (Children's Emergency Department) published "Development of the Emergency Services Swab Resource Team During COVID-19" in the September edition of the *Journal for Nurses in Professional Development*.

Keturah Beckham (Community Case Management) has been selected for Clinical Scholars, a leadership program supported by the Robert Wood Johnson Foundation.

Kevin Ragin (Organizational Development) served as a panelist for the Triangle Healthcare Executives' Forum of North Carolina (THEF) on the topic 'Diversity & Inclusion Virtual Meetup: Dismantling Racism in Healthcare – A Path Forward'.

Yolanda Sommerville, RN, (NICU) and **Jennifer Dye**, RN, (Labor & Delivery – Raleigh Campus) completed their bachelor's degrees in nursing (BSN).

Carlene Perry, RN, (6B Orthopaedics & Oncology); **Sarah Eurto**, RN; and **Ashley Marsland**, RN, (both of 6C Surgery & Trauma) received Medical-Surgical certification.

Regine Lange, BSN, RN, (Patient Case Management – Raleigh Campus) became a certified case manager (CCM).

Agatha Giron, BSN, RN; **Stephennie Smith**, RN, (both of 3A CVIC); and **Holly Griffin**, RN, (CICU – B) passed the CV certification exam.

Brittany Johnson, BSN, RN; **Angela Windley**, BSN, RN; **Cindy Ramirez**, BSN, RN; **Naomi Lastreto**, BSN, RN; **Casey Isiklioglu**, RN; **Diamond Grimes**, BSN, RN; **Kaylan Galloway**, BSN, RN; **Courtney Fuchs**, BSN, RN; **Allie Apperson**, BSN, RN; **Geneva Melvin**, BSN, RN; and **Cassidy Gryshayev**, BSN, RN, (all of Labor & Delivery – Raleigh Campus); **Rita Lucas**, RN; **Kizzy Shoaf**, BSN, RN; **Joy Wagoner**, BSN, RN, (all of Labor & Delivery – North Hospital); and **Miriam Robinson**, BSN, RN, (Mother-Baby – Raleigh Campus) received Inpatient OB certification.

Victoria Wood, BSN, RN; **Jamie Fields**, BSN, RN; **Beth Breeding**, BSN, RN; **Christi Harrison**, RN; **Erin Murchison**, BSN, RN; **Nova Riggs**, BSN, RN; **Tammy Proctor**, BSN, RN; and **Allyson Franklin-Rose**, BSN, RN, (all of Mother-Baby – Raleigh Campus) earned certification as Maternal Newborn Nurses.

Julie Lama (Labor & Delivery – Raleigh Campus) became a certified surgical tech (CST).

Siobhan Davis (Trauma Services) became a Certified Specialist in Trauma Registries.

Emily Kelley, RN, (CICU) received cardiac medicine certification (CMC).

Inna Zboichyk, RN, (1E Clinical Evaluation Area – Cary Hospital) became a stroke certified registered nurse (SCRN).

Natasha DePalma (WakeMed Physician Practices Recruitment) received Certified Physician/Provider Recruitment Professional (CPRP) certification.

Karen Barry (Health Information Management) was promoted to Coding Educator.

Medical Staff Services congratulates **Digna Hogans** on being named supervisor, and **Lisa Lisk** on her promotion to Credentialing Specialist.

Christina Choy, BSN, RN, (2 West Intermediate Care– Cary Hospital) was promoted to supervisor/educator.

Susan Dudley, BSN, RN, (3 West Medical/Surgical – Cary Hospital) was promoted to manager.

Jamie Penniger, RN, (5C Medicine) was promoted to manager.

Marjorie "Peggy" Hayes, BSN, RN, (6C Surgery & Trauma) was promoted to supervisor/educator.



INTRODUCING: COURAGEOUS CONVERSATIONS

The Diversity & Inclusion Council, in partnership with WakeMed President & CEO **Donald Gintzig**, is excited to announce a new education series focused on equity and inclusion at WakeMed. Courageous Conversations will focus on intentional dialogue with a diverse group of individuals within our WakeMed family. Courageous Conversations is designed to provide an opportunity for our team members to share their thoughts and perspectives on the topic and impact of racism. The series will launch in November and feature a monthly video of a conversation between Senior Organizational Development & Diversity Specialist, **Kevin Ragin**, and a different WakeMed team member. We hope you will join us on this journey and have Courageous Conversations of your own in support ongoing efforts to diagnose and treat the root cause of racism.

Exceptional People. Exceptional Care.



Children's ED Recognized

The North Carolina Nurses Association has selected the Children's Emergency Department for the Best Practice Award in the category of Caring For Others. The department was chosen based on their work to implement a process for storing and securing sensitive images for pediatric victims of assault and sexual abuse.

The department was also once again named the best place for emergency care by *Wake Living!* This award is voted on by readers of the publication. Congratulations, Children's ED team – we are proud to recognize you for these honors!

Cary Hospital Named Business of the Year



Cary Hospital recently received the Cary Chamber of Commerce Business of the Year Award. The Chamber's Annual Excellence Awards recognizes local companies who make an impact on the local business community and the people that they work with. The award was announced at the October meeting of the Chamber of Commerce.

WakeMed Residency Program Receives Accreditation



In September, WakeMed received official accreditation for our Internal Medicine Residency Program from the Accreditation Council of Graduate Medical Education (ACGME). While WakeMed has been involved in medical education for over 40 years and residents from other programs regularly rotate at WakeMed, we have never had a residency program of our own.

This is an exciting accomplishment for our medical education program and supports our Aspirational Goals of developing an exceptional team, creating a healthy community and being a preferred partner.

"It is incredibly exciting to have residents at WakeMed for the full three years. Not only will they be learning clinical medicine, but they will be immersed into the clinical community in a number of different ways," commented **John Perry**, MD, vice president (Medical Education) and director of the Internal Medicine Residency Program. "We have been working to build this program for several years and our clinical faculty are excited to welcome our first class of residents next summer."

The program will accept up to five residents a year, for a total of 15 residents at full complement. Residents will participate in a structured core curriculum as well as elective rotations, exposing them to a broad range of clinical experiences in primary care and subspecialty medicine. As a community-hospital based program, our residents will have the opportunity to practice medicine in a variety of settings, including working with underserved, urban and rural communities. Recruitment is now underway for our first class, which will start in July 2021.

COMINGS & GOINGS



Case Management wishes a happy retirement to **Mary Lou Faucette**, who retired from WakeMed after 40 years of service.

Spiritual Care welcomes resident chaplains **Towanda Garner**, **Deborah Davis**, **Todd Campbell**, **Katherine Kussmaul**, **Debra Robinson**, **Andy Ross** and **Sara Robb-Scott**.

6A CVIC welcomes **Jasmine Santos**, **Sean Sullivan**, **Teresa Gaddy**, **Roni Francis**, RN; **Shelby Watts-Stewart**, RN; **Pragati Patel**, RN; and **Rosheena Corprew**, RN.

6C Surgery & Trauma welcomes **Eron Kuhlers**.

OneCall welcomes **Fabiola Martinez**, **Raquel Hunter**, **Debra Vick**, **Tyesha Smith**, **Toya Murphy** and **Gwen Kemp**.

Health Information Management welcomes **Patricia Atkinson**.

Labor & Delivery – Raleigh Campus welcomes **Bridget Sisson**, BSN, RN; **Nicole Nguyen**, BSN, RN; **Kelly Suggs**, RN; **Nikki Sexton**, BSN, RN; and **Jamie Upchurch-Wilson**, BSN, RN.

Labor & Delivery – North Hospital welcomes **Jennifer Euwer**, **Allison Lewis**, BSN, RN; **Mary Anderson**, BSN, RN; **Caleigh Jordan**, BSN, RN; and **Becky Crampton**, BSN, RN.

Home Health welcomes **Tara Ohagan**, RN; **Chelsea Estrella**, RN; **Kelly Nichols**; **Misty Washington**, RN; and **Sarah Lovegreen**.

Medical Staff Services welcomes **Pat Owens** and **Ashley Lewis**.

1E Clinical Evaluation Area – Cary Hospital welcomes **Brittany Clark**, RN; **George Ngarachu**, RN; **Kacy Catalan**, RN; and **Tonita Webster**, RN.

Revenue Integrity welcomes **Shavonne Williams**, BSN, RN.

WakeMed Heart and Vascular – Clayton welcomes **Geoffrey Jones**.

2 West Intermediate Care – Cary Hospital welcomes new nurse manager **Sheri Phifer**, NP, RN.

3A CVIC welcomes **Carly Carbone**, **Kelly Slone** and **Lytina Coward**.

Emergency Department – Apex Healthplex welcomes **Miguel Nacional**, BSN, RN; and **Kathi Povlow**.

Mother-Baby – Raleigh Campus welcomes **Danielle Eddie**, BSN, RN; and **Tom Veasey**.

Carolyn Martin, RN; and **Manya Kline**, RN, transitioned to Patient Case Management at Raleigh Campus.

ADDITIONS + ATTACHMENTS

Willette Featherstone (ED Registration – Raleigh Campus) married Victor Tart on August 22, 2020.

Deidre Schwietering, RN, (ICU – Cary Hospital) welcomed baby boy, Nash Tyler, into the world on April 21, 2020.

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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ADDRESS SERVICE REQUESTED



WakeMed recently received several heartfelt donations from local organizations and individuals – thank you for your continued support!

Watered Gardens Florist brought smiles to the faces of employees, volunteers and visitors with beautiful floral arrangements at all three hospitals.

Lennar donated \$6,000 to the WakeMed Employee Emergency Financial Assistance Fund in appreciation of all that our front-line workers do for this community.

Colin Murasko donated numerous mini pumpkins to Children's Hospital patients, which has become a family tradition each October since his son Micah was a patient on Halloween night several years ago.

Follow us!



WakeMedHospitals



@WakeMed



WakeMed & WakeMed Children's



WakeMed App

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

CALENDAR OF EVENTS

Donor Sabbath Week

November 9 – 15

Visit the Raleigh Campus Chapel on the 3rd floor to learn more.

WinterFest

Get in the holiday spirit at this fabulous, socially-distanced event!

Cary Hospital

Monday, November 30
9 am to 1 pm
Conference Center

North Hospital

Tuesday, December 1
10 am to 2 pm
Conference Center

Raleigh Campus

Thursday, December 3
8 am to 4 pm
Andrews Center



ORGANIZATIONAL DEVELOPMENT

LiveClicks Webinars

WakeMed Organizational Development is proud to introduce a new learning opportunity. Virtual LiveClicks classrooms go beyond the typical webinar or online course by providing high-quality, in-person training accessed through convenient virtual work sessions. All WakeMed LiveClicks courses are led by a certified facilitator from our Organizational Development team.

- **6 Critical Practices for Leading a Team** – October 28 (supervisors and above)
- **7 Habits of Highly Effective People** – November 9
- **Unconscious Bias** – November 12

E-Learning in WakeMedU

You are a critical piece of WakeMed's success and Organizational Development is pleased to announce a new way for you to pursue professional development – at your own pace, from wherever you work. Organizational Development's new

e-learning courses offer self-paced, interactive learning that is easily accessible via WakeMedU. Whether you have two hours or 30 minutes, these courses can be completed at your own pace – simply pause when you need to and come back later. For a list of offerings, see WakeMedU.

WAKE AHEC EVENTS

Live Webinars

- **The Hidden Psychiatric Illness in Your Practice: Recognition of and Initial Management of Eating Disorders** – October 27
- **NCCARE360 Getting Where You Need to Be: Transportation or Telehealth** – October 28
- **Managing Risk through Ethical Practice** – November 4
- **Early Intervention Strategies for Treating Autism Spectrum Disorder - Teaching New Skills in Everyday Activities** – November 5
- **15th Annual Time is Brain: Advances in Stroke Care** – November 7

- **Make Sure You Are in Compliance: DANB's New Infection Control Two Hour Credit Requirement** – November 11
- **Perinatal Depression: Recognizing and Treating Depression During Pregnancy and Postpartum** – November 12
- **Gender Responsive Substance Use Disorder Treatment: A Focus on Evidence Based Practices** – November 13
- **Integrating the Family: Child and Adolescent Health** – November 18
- **Depression and Suicide in Children and Teens** – November 19

2nd Annual PAC Conference: Living Under the Umbrella of Dementia – November 16, Virtual Event

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

