

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.

JAMES CREECH

Disaster Planning/SMAT

James does the right thing, even when no one is looking – and he is willing to do whatever it takes to make others successful. By serving as the CapRAC Healthcare Preparedness Coalition Logistics specialist, he ensures the operational and deployment readiness of all regional disaster assets. As such, during the supply chain disruptions brought on by COVID-19, he worked tirelessly to fill hundreds of requests for PPE from hospitals, EMS agencies and nursing homes. He also provided logistical support to both drive-thru vaccine clinics and organized supplies for the vaccine Strike Teams.

CHRISTIE HATCH, RN

5B NIC



Bringing a wealth of nursing and leadership expertise to her role, Christie is a leader who 'walks the walk.' You may see her transporting patients from the ED, welcoming patients upon admission, or lending a hand wherever it's needed. She devotes time to patients, families and staff to hear the 'rocks in their shoes' and to collaborate for mutual understanding and goal achievement. To help keep neuro patients safe from falls, Christie worked with her nursing team to implement new standards of care to decrease falls and injury, which was no easy feat for such a large unit.

MICKEY HOLT

Facility Services – Raleigh Campus



Known for going 'above the call of duty,' Mickey's coworkers know he loves his job and that he has a truly authentic work ethic. He often addresses things that need repair without being asked, and when Mickey fixes something, you know it will be done right. His internal customers say Mickey is like a theater manager, working behind the curtain to make sure everyone and everything is taken care of. Once the show begins, he lets others shine and moves on to another job, never expecting recognition.

KELLI HOSFORD, RN

NICU



As NICU supervisor/educator, Kelli wears many hats – and is someone peers trust and respect. She pours her heart and soul into every patient, supporting both baby and family by connecting and

PYRAMID Society

2021 AWARDS

Nominated by their peers, the employees highlighted in this issue of Microscope represent the top one percent of 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.



collaborating every step of the way. Her brightness makes families feel safe and at peace during what is often a difficult time. She is a resource for her team and brings out the best in those around her. She developed a highly effective NICU standards and expectations model that guides how the team communicates with one another and families, which helps foster a trusting and empowering environment for all.

BENITA JOYNER

Environmental Services – Raleigh Campus



Consistent and reliable, Benita practices safe cleaning with the highest standards. Colleagues say that patients, family and staff alike adore her, and amidst the COVID-19 pandemic, they feel safe knowing she is the EVS

technician on their floor. Benita also takes the time to talk with patients and their families, allowing them to share their stresses and concerns. Her compassion, consistency and determination to do her job well has made the last year a little less stressful for those around her.

DAVID KIRK, MD

Pulmonary & Critical Care Medicine



Dr. Kirk leads our team of intensivists, who have heroically cared for COVID-19 patients and their families. He also chairs the Special Care Committee and is always supportive of managers and encourages them to support their staff.

Throughout COVID-19, Dr. Kirk has led the Critical Resources Team, which worked tirelessly to manage supply chain issues to

ensure staff safety and that we have the supplies needed to care for patients. Throughout the pandemic, Dr. Kirk has been transparent about our organization's successes and opportunities for improvement. He is data-driven and is constantly using that information to help us improve.

ERIN LEDFORD

Pharmacy – Raleigh Campus



As a pharmacist who specializes in cardiology critical care, Erin supports clinical services on CCU, 2E and CTICU. She is a trusted expert, representing WakeMed through her involvement in national pharmacy organizations

and publications. Always going above and beyond, Erin supported educating all ICU pharmacists on blood glucose monitoring, and also stepped in to cover the infectious disease pharmacist when approval came in for a new drug during the pandemic. Her focus on safety is demonstrated by the nearly 10,000 recommendations she has made this year to ensure medications are individualized to the patient.

TRISH LIENBY

Surgical Services – Raleigh Campus



Recognized as a tremendous member of the WakeMed family, Trish leads the team that seamlessly provides continuity of care for gastroenterology and pulmonary patients.

Working tirelessly to put patients first, she ensures cases are done safely and efficiently. Trish is professional and prompt, quickly identifying solutions to problems. When a life-threatening airway

emergency occurred, she identified the solution and helped ensure the airway obstruction was cleared within the hour – saving the patient's life.

DIANA RHYNE

WakeMed Research & Innovation



During the pandemic, Diana went above and beyond her role to keep WakeMed team members safe. Using 'outside-of-the-box' thinking, she leveraged her many relationships with UNC and others to obtain and test

PPE amidst supply chain disruptions. Her integrity and trustworthiness gave her the credibility to reach out and learn from others what may or may not be possible. Diana was on the phone, driving constantly, and seeking out solutions to address critically important issues we'd never encountered before. Her tireless efforts to drop off and pick up PPE at any and all hours of the night did not go unnoticed.

BECKY SCOLIO

Marketing & Communications



Becky is described as 'a consummate professional' who is skilled at capturing information from many sources and distilling it down for others to understand. She has taken on a leadership role in all things COVID – whether it

is communicating ever-changing guidelines to staff or messaging to the community and health care workers about vaccine availability. She is a valuable member of the Critical Resources Team, offering sound guidance and perspective. This past year she was also an important resource to Nursing for the Magnet appraisal. All of these duties are time-intensive and came in addition to other aspects of Becky's role, which she manages with grace and confidence.

BAILEY UNDERHILL, PA-C

Pulmonary & Critical Care Medicine



As a physician assistant, Bailey is 'adored by patients, families and all who work with her.' She led the effort to get WakeMed designated as a COPD Center of Excellence, a Triangle-area hospital first! She also serves as a

lead on multidisciplinary tracheostomy rounds each week, and has taken on additional roles of scheduling patients, coordinating schedules and ensuring necessary equipment was on hand to get procedures done on a timely basis. Bailey also helped build the 'Code Medic' program, ensuring the right teams were responding to the right types of emergencies to make the best use of our resources.

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.

CELESTE ABREU

MyCare 365

Prior to joining the MyCare 365 team, Celeste worked in Imaging Services, where she was known for making patients feel comfortable on their way to ultrasound. Celeste's attention to detail and level of compassion doesn't go unnoticed – she is appreciated by patients and coworkers alike. Patients frequently comment on how friendly and calming her demeanor is. She communicates well with others and is proactive – always watching the patient tracking board so she can stay ahead of schedule, which helps improve efficiency and get patients the care they need quickly.

LAUREN BEDARD

HR Operations



The Wake Way comes naturally to Lauren. She goes out of her way to assist others and is seen by her colleagues as a point-person for just about everything. She strives to support her internal customers by providing the information and tools they need to do their jobs, so they can focus on patient care. This year, Lauren supported The HUB upgrade project, working 12+ hour days and weekends to ensure everything went smoothly at every phase of the project. She is recognized as a fantastic coworker and teammate.

ALMA BEJARAN

Patient Case Management – Raleigh Campus



Alma has a positive, can-do attitude who not only completes her own work – she consistently offers to help her co-workers. As a case manager, she's described as a strong advocate for doing what is right for both patients and WakeMed as an organization. Coworkers say she is a great communicator who promotes teamwork and a positive work environment. Alma has been known to stay late to ensure patients receive their CMS required notices so they are aware of their Medicare rights.

NICOLE BENJAMIN

Behavioral Health Services



Nicole is described as 'always smiling and going above and beyond the call of duty,' and her coworkers say she helps them find ways to do the same. As an invaluable member of the team, colleagues say she has all the answers, or knows exactly where to find them. While she works weekends, she jumps in all week long working off the clock to help the team with suggestions, reviewing charts and emails to make sure every avenue a patient might need has been explored. She reminds colleagues to maintain a positive attitude and to document everything in Epic.

RON BENTLEY

Information Services



Ron is dedicated to his work and uses his development skills to help people from all over the organization solve technical problems. He partnered with the Reporting team to automate several

dashboards, increasing efficiency and eliminating manual processes. Recognized as being innovative and supportive, Ron is known for his commitment to service. This year he helped develop efficient solutions and processes for collecting vaccine data, including a website that eliminates the need for manual entry, and a simple way for staff to upload documentation. Coworkers say he has a 'can-do' attitude and is a valuable asset to WakeMed.

SETH BERNSTEIN, MD

Hospitalist Medicine – Raleigh Campus



Dr. Bernstein works tirelessly to provide excellent clinical care for patients and is always looking for ways to improve care, all while being transparent, compassionate and responsible. He worked as

a Co-Process Owner for a Kaizen project focused on streamlining the discharge process to improve capacity and throughput. Colleagues describe him as 'a rare combination of energy, knowledge, compassion and desire for improvement.' Amidst the COVID-19 surge, Dr. Bernstein works to improve patient care and rally those around him to work toward this common goal.

BRIDGET BOAZ

Outpatient Rehab



Focused on safety and excellent communication, Bridget is always on point and ready to serve. She single-handedly manages the outpatient aquatic therapy schedule, making changes as often as needed to accommodate patients.

She works with vendors to ensure the pool is operating at its best and schedules repairs on off days to minimize patient impact. Amidst the pandemic, Bridget was a clear leader in getting aquatic programs up and running again – making sure items are clean, and masks are worn properly so patients can feel safe continuing their therapy.

CASSANDRA BOLDOC

WakeMed Foundation



As the donor relations coordinator, Cassandra is often the first impression of the WakeMed Foundation. As such, she makes important connections with staff, donors, board members, volunteers and community members. Her

work over the past year has helped ensure accuracy in the gift entry process and donor records, and she's also focused on managing the back-end of our grants and education programs – keeping everything organized and error-free. Cassandra is known to 'keep the team on its toes' by asking the right questions at the right time, and stepped up this year to fully manage processing donors' annual tax receipts.

KAREN BROWN

Physical Therapy



Karen is recognized as a role model who always looks out for her patients and coworkers. She has strong communication skills that promote respect and teamwork, and holds herself to high levels of accountability. This year,

Karen stepped up to support the entire Cary Hospital PT team, whether that meant picking up extra weekend shifts or adjusting her schedule to accommodate others. Karen often stays late to see patients before they leave to ensure they get the education they need to maintain safety and avoid complications (and readmissions!).

JASON CAIN

Telecommunications



As a senior telecom engineer, Jason works with all departments, unit leaders and many vendors. He is viewed as a leader in his department and is a great listener and communicator who is always looking to improve

the services and technology at WakeMed. For years, Jason has worked countless hours, nights and weekends to keep an important project on track to assure that milestones were met. In addition, Jason worked to consolidate hundreds of phone trees throughout WakeMed Physician Practices into one – facilitating standard work and a consistent patient experience.

NEAL CHAWLA, MD

Information Services



As Chief Medical Information Officer, Dr. Chawla helps lead health care transformations at WakeMed using data and analytics. He works closely with a team of technical and functional experts who implemented Tableau, a

system that uses data to help drive informed operational decision-making. Throughout the pandemic, this tool has helped us monitor patient volumes, ventilator capacity, patient demographics, lab test summaries – and much more. From increasing opioid e-prescribing rates to improving on-call and consultation processes, he has led dozens of critical initiatives over the past year to improve patient care, standardize processes, eliminate waste, and ensure compliance with new regulatory guidelines.

JORDAN DAVIS, RN

3B CVSIC



Jordan is the ultimate role model, always communicating in a professional and caring manner to peers, patients and families. Willing to step in and help others when the workload gets demanding, she shows

grace under pressure. As the 3B Council Chair, Jordan worked tirelessly to help improve HCAHPS survey scores related to educating patients about new medications. She implemented an intervention and education program, shared the data, sent email reminders and progress reports – all of which led to a drastic improvement in scores from below the 50th percentile all the way up to the 90th percentile.

SAM EISDORFER

Physical Therapy



Sam builds great rapport with every patient, which aids in their rehabilitation and participation in therapy. He is an incredible teammate, making sure the gym stays clean, well-stocked and in working order. He goes above and

beyond and has initiated contacting our in-house equipment provider to stock items on 2D to make gathering material for patient discharges more efficient. Sam is a patient favorite and they're always looking for him the minute they enter the gym doors. He is their encourager, motivator, friend and cheerleader. Sam takes extra time to train and orient new staff members – taking care to adapt to their learning styles and needs.

BENITA ELLIN

1A Clinical Evaluation Area



Known as the unit cheerleader, Benita exemplifies the Wake Way in many ways. She loves her job and commits to her work every day. She not only takes care of her peers by bringing coffee and

livening up the night shift, Benita goes above and beyond for patients. She has washed and styled many patients' hair and will shave unruly beards of patients who need grooming assistance. Her care and compassion are evident, and she is frequently recognized by patients during leadership rounds. She was pivotal in creating a home-like environment for 1A SNF patients, bringing in food and treats and taking extra special care.

JENNIFER ELLIOTT

Critical Care Nursing



As a long-time WakeMed nurse and director of critical care nursing, Jennifer is an incredible and compassionate leader. She navigated the critical care team through COVID-19, creating and

operationalizing an entire negative pressure ICU on 3E. This required basically building an entire new staff for the unit, which took more hours than you can imagine. She did this while overseeing the Raleigh Campus ICUs and managing the COVID-19 isolation unit on 2E. Her team says she has supported the nurses and leaders tirelessly this year – working to get additional help as needed, keeping staff informed and helping reduce fear and stress throughout the pandemic.

DANIEL FOX, MD

Pulmonary & Critical Care Medicine



Dr. Fox leads by example, working countless ICU shifts alongside his colleagues. At the same time, he helped the Pulmonary & Critical Care Medicine team by implementing learning sessions designed to

improve patient care and evaluate current practices. He makes sure patients receive the most up-to-date, evidence-based care, which has been especially helpful during the pandemic as new journals and articles are published weekly. His commitment to the group is admirable, and he understands the value of all team members. Dr. Fox is a great sounding board for his colleagues seeking another clinical opinion and has worked to rapidly implement new COVID therapies and strategies to help save lives.

SANDRA GARZA

Neurodiagnostic Services



As a transcriptionist, Sandra provides the highest level of customer service to physicians and colleagues. Frequently supporting coworkers, the OneCall team and schedulers, Sandra routinely goes above and beyond her job role. She takes calls from neurologists after hours to assist them with Epic workflows and collaborated with our physician partners to streamline communication processes via RapidConnect. She makes herself available to resolve issues long after the workday has ended, and works with physicians to make sure documentation and reports are complete and accurate.

SUMMER GROFF, RN

3E CVIC



With every interaction, Summer is a skilled communicator. She led her team throughout the pandemic with grace and flexibility amidst times of low volumes to high surge volumes – fluctuating from telemetry to step-down, etc. Even with the isolation and challenges brought forth by COVID-19, the 3E team has grown even stronger thanks to Summer’s leadership. She steps up to provide interim management coverage during times of transition, and comes in during off-shift hours as needed during IT closet conversions, inclement weather, electrical work, etc. As captain of the 3E ship, she manages the incredible responsibility placed upon her with skillful navigation.

LUWANNAH HADDING

WPP Administration



According to coworkers, the world could use more people like Luwannah. She is described as ‘the type of employee everyone should have on their team.’ Others say she is ‘a helper and a doer’ who goes out of her way to support everyone she meets. In her role, Luwannah supports new WakeMed providers from credentialing to orientation, and her calm, patient and friendly demeanor reassures them they’ve made a great decision to join the WakeMed family. Going beyond her ‘regular’ job role, Luwannah volunteered to help with the COVID clinic and stepped up to coordinate the visitor/screening desk at the Andrews Center when visitation was restricted.

LORRAINE HAWKINS

Physical Therapy



Always going out of her way for others, Lorraine will advocate for her patients, making sure they are discharged safely with the equipment they need. She’ll stay late to provide family training, ensuring patients and loved ones are educated and ready for return to home. Patients are drawn to her, as she is an approachable, compassionate and skilled therapist who connects with others easily. She was the first therapist who volunteered to treat COVID positive patients, and her calm demeanor made it easier to recruit others to join her. Likewise, she was a COVID treatment trailblazer, seeking out articles, educational resources and providing staff education as needed.

LONNIE HOLLOWMAN

Environmental Services – Raleigh Campus



Lonnie helps his team stay positive when days are challenging, and lifts people up by thinking of how he can help them have a great day. Lonnie can be seen walking the sixth floor, taking care of detail cleaning and other concerns without anyone asking him to. Nurse managers frequently praise his work ethic and the positive spirit he brings to everyone he interacts with. Lonnie consistently gives feedback and encouragement to the leadership team, sharing concerns and solutions. Finally, Lonnie steps in to help coworkers before they can even ask for assistance.

BRIAN HOLT

Campus Police & Public Safety



Brian demonstrates compassion and empathy for not only patients, but for all of his coworkers. Everyone loves working with Brian, as they know he can be counted on. He never complains when assigned a task, and he knows being a WakeMed Public Safety Officer is more than a job. Brian leads by example and is quick to fill in or stay late to make sure the next shift officer is up-to-speed. He values people’s differences and treats everyone with respect, taking great pride in WakeMed and his job.

DAVID HUMES

Case Management



David is known as a respectful, approachable and collaborative manager who is open to new ideas and ways of doing things. He has shown outstanding initiative, working on multiple Kaizen projects and collaborating with Behavioral Health leaders and staff to improve communication and discharge planning. David works with external agencies and organizations across the region and state to develop partnerships that help achieve our goals. Always putting patients first, David has even gone out of his way to get patients repatriated to other countries or to get resources for those most in need. His efforts have helped improve outcomes, throughput, access and the patient experience.

DINAH HURST

Guest Services



As a receptionist, Dinah is friendly, easy to work with, considerate and respectful of all her coworkers. She’s also the first to help a patient who needs a wheelchair or a helping hand, and is often found delivering flowers or personal belongings to patients in the hospital. Proactive in her work, she gets the job done and never complains. Dinah shares her very positive personality with her coworkers and makes the work atmosphere pleasant for those around her.

SUZANNE JOHNSTON

Occupational Therapy



Known as the ‘ultimate team player,’ coworkers say Suzanne is an essential member of the therapy team. As an occupational therapist in the pediatric and NICU areas, Suzanne helps our smallest patients and their parents by brainstorming ways to improve their care and ultimately help their development and quality of life. As such, Suzanne played a vital role in our neonatal massage program in the NICU. She helped implement the program and teaches families how to perform massage and bond with their child, allowing babies to experience positive touch while being medically fragile.

FRANK KEARNEY

Campus Police & Public Safety



As a lieutenant, Frank leads by example by assuring patients and families are safe during their stay or visit. Always willing to assist visitors in finding their way, Frank will often take the time to walk elderly patients or visitors directly to their destination. He is honest and trustworthy, and assists other officers whenever help is needed. Frank makes each staff member feel they are part of the overall team effort.

KRISTIN KELLY

Marketing & Communications



As the primary media relations contact for the WakeMed system, reporters and local media outlets look to Kristin to make connections, coordinate interviews and provide relevant updates related to WakeMed and the health of our community. Kristin is always available and responsive while respecting the privacy and dignity of our patients and the WakeMed family. In the past year, she worked countless hours fielding more than 1,000 COVID-19-related media requests, which she handled with grace and compassion. She thrives on sharing the WakeMed story locally, regionally and nationally, and has gained the trust and confidence of our senior leadership team.

MARY KRIZAY

Quality Analytics



Mary’s team can’t say enough good things about her as a leader. Some shared that Mary is the best leader they’ve ever had, others commended her open communication skills, care and compassion, as well as her unwavering focus on our patients. Over the years, Mary has grown and shaped her department dramatically, and she stays connected to each person’s work to show she understands everyone’s respective roles. Mary’s staff say she’s a ‘do as I do’ leader who’s always willing to go above and beyond to get the job done. In a broad system role, Mary works well with both the Information Services and Quality teams.

NICOLLE LANG

Therapy Services Supplemental Pool



As a supplemental physical therapist, Nicolle works with patients across the rehab continuum. She enthusiastically shares her knowledge of spinal cord injuries and demonstrates compassion and empathy to all patients. Instrumental in the success of our EKSO (robotic walking equipment) program, Nicolle trains many staff members on its use. She volunteers to present at conferences, sharing her EKSO knowledge with others. Her ability to jump in and treat this specialty population is extraordinary. Nicolle has touched so many lives at WakeMed – and is a positive presence in every department she serves.

ROBIN LOUGHLIN, RN

Nursing Education



As the lead coordinator for systemwide clinical orientation, Robin helps provide the best first impression of WakeMed to our new clinical staff. Her flexibility and positivity have been inspiring over the past several years managing challenges related to COVID-19 – and allowed WakeMed to not miss a single week of in-person clinical orientation. While clinical orientation could previously be managed with 50-60 people in one location, social distancing requirements often meant spreading this to four locations per week. Coworkers say Robin didn’t blink an eye as she worked her magic to make everything come together seamlessly.

DEBBIE MACEWEN, RN

Hospital Medicine



As care coordinator for the Raleigh Campus hospitalist team, Debbie maintains a professional relationship with more than 75 providers. Described as an amazing ‘air traffic controller,’ Debbie managed the COVID-19 chaos and related schedule changes and volume fluctuations with her highly effective teamwork and communication skills. She is more than committed to her role and responsibilities, as evidenced by her immense contributions during the most uncertain and scariest portions of the pandemic. Her attention to detail and customer service help improve both efficiency and the quality of care our hospitalist team delivers.

SACHEEN MALLETT

Information Services



Described by her team as a ‘leader that jumps in the trenches with you,’ Sacheen works behind the scenes to improve workflows that impact the patient experience. When a new solution needs to be created, Sacheen will often help with the build and testing herself. She was instrumental in helping implement a ‘touchless’ experience when the pandemic first hit, and since then, has implemented a vaccine workflow, among countless other critical projects. You’ll often see Sacheen driving from site to site to test or train providers and staff on new MyChart functionalities. She leads by example, volunteering to staff the vaccine clinic and encouraging others to do the same.

Extraordinary Team *continued*

SHERRY MALLORY

WakeMed Heart & Vascular



As manager of our largest cardiology practice, coworkers describe Sherry as someone people like working for and with. As a leader, she's aware of her strengths and opportunities, and is willing to admit to

mistakes. If she isn't sure about something, she's comfortable asking for time to think about it, but will always come back with a very well-thought-out plan that considers everyone involved. She's built constructive relationships with her staff and physicians alike, and her practice consistently receives the 5-star PRC award. Sherry genuinely cares about her team and our patients, and has empowered her staff to keep the patient at the top of the pyramid.

SARAH MCINTYRE

Trauma Services



Sarah is recognized as a great leader who consistently looks out for her team and their well-being. When the pandemic led her team to work remotely, she worked hard to help them stay connected – going as far as

bringing employee appreciation gifts to staff members' homes. Sarah brings together trauma physicians, residents and advanced practice providers to support improved care for trauma patients. Always respectful in her outreach, she inspires and supports their efforts and communicates openly about performance improvement opportunities. Focused on ensuring WakeMed trauma care is the best it can be, Sarah reviews patient charts, attends trauma rounds and is constantly looking for ways to improve.

KIMBERLY MILLS

Patient Case Management – Raleigh Campus



Known for consistently going the extra mile for patients, families and staff, Kim is instrumental in maintaining two-way communication between staff and our patients. Always anticipating patients' needs, she works

creatively to resolve issues and avoid patient care delays. Kim works on behalf of many of our most vulnerable patients that are difficult to transition to the next level of care due to financial or social barriers. Drawing on her skills and knowledge, Kim addresses these barriers at every turn in the best interest of her patients.

DEBBIE MORALES

Home Health

As a home health nurse, Debbie has a passion for taking care of our community. Amidst the pandemic, she was one of the first nurses to step up to care for patients during uncertain times. At every turn, Debbie overcame obstacles on behalf of her patients, whether it was coordinating the 'language line' or performing infection control practices in a non-hospital environment. She is often seen as a 'sounding board' for staff who need help, and has recently helped the team navigate staffing shortages by recruiting several full-time nurses. Respected as a mentor among her team, coworkers say Debbie's 'influence in the department cannot be understated.'

SHANNON NORRIS, RN

WakeMed OneCall



As a nurse working for WakeMed's Pediatric Nurse Advice line, Shannon provides unsurpassed customer service. Shannon is often the first interaction parents have with WakeMed and it's generally during a desperate time

when they're worried about the health of their child. On one occasion during the pandemic, a parent called with some serious health concerns, but was reluctant to head to the ED due to COVID-19 safety concerns. Thankfully, Shannon was able to reassure the parent that WakeMed would keep the parent and her child safe, and the child was promptly admitted to the ICU. She promotes a positive work environment and is a true team player.

JESSE O'NEAL

ED Administration



As a chaplain, Jesse is a trusted, well-respected and integral part of the Emergency Services team – working hard to provide hospitality and support to patients and their families. This year, Jesse has supported the team

through leadership changes and the continued challenges brought on by COVID-19, all while continuing his 'regular' work to include interfaith huddles, rounding on staff, patients and families, as well as teaching and conducting burnout interviews. He serves as a crucial liaison between patients and staff, and is a quiet advocate for patients and families in need.

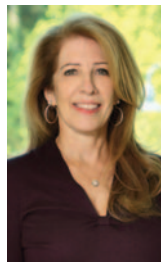
KARSEN PARKER KIMBALL, RN

5C Medicine

As a charge nurse, Karsen is a role model for her peers. She created a more efficient charge nurse note process (known as 'Love notes') that makes handoff process more consistent. On a unit that cares for COVID-19 patients, Karsen understands how hard it can be on the team and she comes up with amazing ways to increase engagement and support a healthy and positive work environment. Described as 'a positive ray of sunshine on the unit,' Karsen's upbeat personality is contagious. Her drive to maintain a healthy work environment directly affects the care the 5C team provides to our patients.

LISA PETCAVICH

Occupational Therapy



Lisa's coworkers say that patients love her and that she's great at establishing a trusting relationship with families. Offering occupational therapy assessments and treatments with specialized skills, Lisa is proactive and

works tirelessly to ensure patients get the equipment they need to be successful in therapy and after discharge. Lisa has been one of the leaders in developing and implementing WakeMed's program for patients with visual deficits, offering in-services and mentorship to other therapists. She supports her team members, organizing celebrations for birthdays, weddings and babies – and often picks up extra shifts, late appointments and holiday shifts so others don't have to.

SUE PETERS-CHRISLER, RN

Home Health



Sue is deeply committed to making sure every new Home Health team member has a great experience, ensuring they have someone to go to with questions and that they feel welcome. Since she was hired, the department

turnover rate has decreased significantly and is now well below the national average for Home Health. This is due to Sue's leadership and dedication to her role as preceptor. Sue holds staff accountable to the highest standards – offering tough feedback when it's needed, while also encouraging and building up the team. Her work with new clinicians has helped improve both clinical outcomes and customer service rankings from CMS.

LEIGH PISANO

Strategic Sourcing



As a contract specialist supporting Pathology Labs, Leigh is a go-to resource who goes above and beyond to help the team obtain the items they need to perform the highest quality Pathology Laboratory testing. She

helps others navigate the intricacies of procurement – from Lawson, Capital Requests, Agiloft, Docusign and authorization and approval workflows. Leigh has earned a reputation for being consistently honest, trustworthy and ethical, and her extraordinary teamwork impacts the entire team and supports excellent patient care.

WILLIAM PITTMAN, MD

Hospital Medicine



Dr. Pittman's colleagues say he leads by example – whether it's stepping in to work uncovered shifts or implementing a major multidisciplinary program amidst a pandemic. His leadership during the Hospital @ Your Home

launch was a shining example of his dedication to our patients and their families. His coworkers turn to him for advice, mentorship, and career guidance, and his open-door policy supports open and honest communication. Aside from his roles at WakeMed, Dr. Pittman serves as a faculty member for UNC and Campbell trainees, a member of WakeMed's Medical Executive Committee (MEC), and board member for Transitions LifeCare and WakeMed Key Community Care.

ROBIN PRITCHETT, RN

1A Clinical Evaluation Area



Described as a 'natural teacher,' Robin motivates others by role modeling respectful behaviors. Serving as a charge nurse and nurse preceptor to newly hired nurses, nurse residents and students, she develops well-prepared

nurses who appreciate her expertise. Robin serves on the Nursing Staff Quality Improvement and Peer Review committees, helping our organization streamline workflows and processes to improve patient and staff safety. Her energy was pivotal in preparing for and ensuring a successful unit visit with the Magnet appraisers. She is always focused on enhancing the patient experience, and even collected donations from staff to purchase holiday stockings for patients over the Christmas season.

LAURA RIACH

Volunteer Services – Cary Hospital



Laura's colleagues say she has a 'can-do attitude,' high standards and strong support for the Wake Way. Described as 'the glue that holds the WakeMed Cary Hospital Volunteer program together,' Laura makes volunteering both

rewarding and fun. She listens carefully to potential volunteers and places adult and junior volunteers in roles that support the department and the volunteer. During the suspension of on-site volunteer placements due to COVID-19, Laura stepped up to help coordinate all the outside business and personal donations that came in to take care of our staff while they cared for our community.

HAILEE RICH

Healthworks Fitness & Wellness



Maintaining high standards for herself and her team, Hailee can be trusted to do anything that is asked of her – and to do it well. She gets to the root cause of any issue that impedes efficiency or success. When COVID-19

caused Hailee's department to close for months, she worked to ensure her staff could find work and encouraged them to cover every possible job available – from PPE runner, to screening table worker, MPD support, etc. As soon as it was safe for patrons, Hailee developed a clear plan to bring employees and supervised fitness programs back – all while maintaining patient and staff safety in the Health Park.

ELAINE ROHLIK

Rehab Administration



Known as an extraordinary and visionary leader, Elaine does an exceptional job of making all staff feel their individual importance to the organization. During the early stages of the pandemic, Elaine's

exceptional leadership and creativity were much needed as leaders helped employees navigate anxiety and concern about reporting to work. Elaine also helped create a skilled nursing facility and a post-COVID-19 rehab program in Outpatient Rehab – all to support systemwide bed availability and ensure patients were receiving the right level of care. Staff say 'she respects and celebrates diversity in our teams and is core to motivating our service line.'

JEANNE ROSAS

ED Registration – Raleigh Campus



As a team leader, Jeanne has proven herself to be irreplaceable. She has helped create efficient workflow processes and sits on numerous committees and task forces. Without missing a beat, she took over registration for the

COVID-19 testing site, picking up additional shifts for COVID-19 testing, vaccination and infusion sites – even amidst a staffing shortage. She created a new recognition program to spotlight staff members and encourage the team. Lastly, Jeanne works collaboratively with other departments to enhance the patient and family experience, and regularly receives PETALS awards nominations because of the positive impact she makes.

AMBER SHARPE, RN

MICU



Amber is recognized as a visible and transparent leader who is highly respected by colleagues. She is consistent, equitable and has built trusting relationships with her team. She has been seen buying items for new graduates, bringing in food for staff, using her own funds to order lunch on a busy shift, offering to get patients outside for fresh air, etc. During COVID, Amber created a COVID resource book and was the first to jump in to treat COVID patients – leading by example and helping ease staff fears. Amber truly cares about her patients and families, and follows their progress once they leave the ICU.

HOPE SHELL

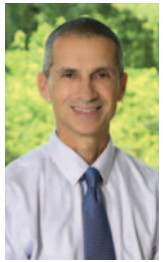
Medical Simulation Center



Hope is the friendly face that greets you when you walk into the Medical Simulation Center. In addition to her regular job, Hope has worked tirelessly over the past year to support WakeMed's COVID-19 vaccine team by single-handedly managing the COVID-19 vaccine email inbox. Her colleagues jokingly refer to Hope as their #doseofhope throughout the pandemic. She has replied to well over 5,000 emails to make sure people with vaccine questions or scheduling concerns received a response – whether it was an evening, weekend, or during her vacation time. Her commendable dedication is evidenced by her willingness to step up to this incredible challenge, which she navigated with ease.

TED TSOMIDES, MD

Hospital Medicine



As Hospital Medicine Medical Director for Raleigh Campus, Dr. Tsomides is a 'boots on the ground' leader who helped organize our response to COVID-19. He has educated and supported the 100+

providers caring for many of the hospital's COVID-19 patients, revised ordersets, and did whatever was needed. He is an astute communicator who shows tremendous accountability, making many adjustments to provider schedules to meet fluctuating demand. Dr. Tsomides works with compassion, empathy and fairness to all team members. Supporting providers with sound leadership and advice, he has helped us navigate many ethical challenges. His commitment to WakeMed and his team has a tremendous impact on patient care.

OSI UDEKWU, MD

General Surgery & Trauma



As medical director of WakeMed's Trauma Services program, Dr. Udekwu takes his work very seriously. He encourages open dialogue during case reviews, and doesn't hesitate to ask the difficult questions to ensure the best patient care. Dr. Udekwu regularly reviews data and publishes research on the improved care of the trauma patient. He sits on the state board for the Office of Emergency Medical Services (OEMS) and

represents WakeMed well internally, across the state and nation when it comes to trauma care. Dr. Udekwu is a strong voice for our resident training program to assure they are learning the leading evidence-based patient care practices.

GABRIEL WINBERRY, MD

Pediatric Gastroenterology



Dr. Winberry has a unique ability to relate to patients and their families, and as a physician he's incredibly thorough and leaves nothing to question. Once a family is established under his care, they tend to seek him out and value his

feedback like a member of their own family. Known as a dedicated physician, colleague and member of the WakeMed family, Dr. Winberry is calm and professional at all times. He attends conferences, follows message boards and stays up to date on the latest medical research and trends. Dr. Winberry is also very active in the WakeMed community, serving on committees and delivering resident lectures.

KRISTYN YATES

Therapeutic Recreation



Kristyn's job takes her all over the Rehab Hospital, where her warmth and eagerness are unmistakable. As a therapeutic recreation therapist, she often takes patients out in the community to help them

transition to a new lifestyle. Kristyn customizes games, outings, technology assistance, community navigation and healing touch therapies for each patient to give them a sense of confidence many believe is no longer a possibility. When a patient wanted to visit their favorite antique store as part of therapy, Kristyn didn't let COVID get in the way. She worked closely with the antique store and made this request a reality while following appropriate safety protocols.

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.

JOANNE SOLARI

Information Services



Joanne is an IS project manager who has built trust with teams throughout WakeMed with her exceptional project support, can-do attitude, and willingness to help. Amidst the pandemic, Joanne helped WakeMed

adapt to the new reality of virtual meetings and worked with individuals across the system to ensure they were comfortable with Webex. She served as the go-to person for critical Webex meetings such as those used for WakeMed's CEO Magnet interview and leadership COVID-19 meetings. For The HUB project, Joanne took on the role of both project and program manager, saving WakeMed hundreds of thousands of dollars.

Healthy Community

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

MICHELE BENOIT-WILSON, MD

OB-GYN



As an OB-GYN, Dr. Benoit-Wilson cares deeply for her patients and is committed to advancing women's health and improving health equity. This past year she has been integrally involved in community vaccination efforts as a

member of the 'Sister Circle' – bringing thousands of doses of vaccine to historically marginalized populations and the underserved. She also helped ease vaccine hesitancy and promote awareness by participating in numerous town halls and forums throughout the county.

AMANDA EDWARDS

Advanced Practice Provider Program



While Amanda specializes in critical care medicine, behind the scenes she has been working tirelessly to support every element of WakeMed's COVID-19 response – from patient care and PPE to vaccination efforts and everything in

between. Colleagues say 'there is nothing Amanda can't do and hasn't done to make sure we are doing all we can to help vaccinate our community.' Others say she is a huge asset to WakeMed and that her knowledge and expertise throughout the pandemic have been a gift. Her efforts have helped keep WakeMed employees, patients, families and our community at large safe. Her 'can-do attitude' is contagious, and her positivity motivates others to do more.

JACQUELINE HICKS, MD

Primary Care



Dr. Hicks is a primary care provider whose dedication to the community extends far beyond her office walls. She is committed to enhancing her patient's quality of life through comprehensive continuity of care and patient

education. In the midst of the pandemic, Dr. Hicks joined in the effort to help bring the vaccine to underserved community members. As a member of the 'Sister Circle,' she helped vaccinate thousands of community members in historically marginalized populations in Wake County.

CAROLYN KNAUP

Administration



The ultimate role model of the Wake Way, Carolyn always displays courtesy, compassion and professionalism. She's been seen walking lost patients to their destination, and is quick to volunteer her time and energy to support

WakeMed's mission. For example, during COVID-19, her team led the process to establish pre-procedural COVID testing for patients and quickly opened three testing sites. When vaccines came in, she led the Corporate & Community Health team to offer COVID-19 shots in the Andrews Center. Carolyn also volunteered to help set up the first community drive-thru vaccination site on a cold Sunday morning at Raleigh Medical Park.

ERIN KOONTZ

Pharmacy



Erin was integral in developing a drug shortage communication tool that keeps staff updated on current and resolved drug shortages. This has been an invaluable tool to help frontline staff stay informed about drug

shortages caused by increased patient volume and acuity. As a manager, Erin holds staff accountable but has also worked hard to provide flexibility during the pandemic. To build trust and transparency, she conducts frequent huddles to give updates related to COVID and other important matters. Erin also helped implement the monoclonal antibody infusion clinic, and has been instrumental in getting vaccines distributed to thousands of community members.

TIFFANY LOWE-PAYNE, DO

General Surgery



Dr. Lowe-Payne is dedicated to providing exceptional patient care and advocating for good health. After years of working with patients and their families as a primary care physician, and recognizing the impact that

an unhealthy weight has on a patient's health, Dr. Lowe-Payne received specialized training in the management of obesity to be able to address those needs. This year, as a member of the 'Sister Circle,' Dr. Lowe-Payne joined a team of physicians, health care workers, community advocates and volunteers determined to bridge the gap of health disparities and bring the COVID vaccine to those at greatest risk.

NETASHA McLAWHORN, MD

OB-GYN



As an obstetrician, Dr. McLawhorn partners with women of all ages to promote health, wellness and highest quality of life. During the pandemic, Dr. McLawhorn saw an opportunity to help promote those same goals

to a much broader population. She and other members of the 'Sister Circle' led efforts to ease hesitancy and break access barriers to the vaccine and health care in general. As a result of their work, more than 18,000 shots in arms have been given to historically marginalized populations in Wake County.

LAUREN NAUGLE

Corporate & Community Health



Lauren goes above and beyond for WakeMed's corporate clients by helping manually schedule hundreds of appointments for those not comfortable using a computer. Her commitment to teamwork means she frequently sets

aside time to sit with staff rather than just explaining how to do something. Focused on process improvement, Lauren developed standard work to track flu vaccine clients, events and contacts, and ensure that patient paperwork comes back to the office to ensure compliance standards are met. Whether it's showing up at 4 am to register patients for a mobile screening event, staying for an evening vaccine clinic, or working late to reschedule patients due to weather cancellations, Lauren is a team player through and through.

Healthy Community *continued*

NERISSA PRICE, MD

WPP Well-Being Initiatives



Dr. Price is committed to the health and well-being of our community in countless ways. She cares for the most vulnerable of our community – helping improve access to care and other community services. This year, as a member of the ‘Sister Circle’, Dr. Price joined a team of physicians, health care workers, community advocates and volunteers who worked to vaccinate thousands of individuals. Additionally, as medical director of WPP Well-Being Initiatives, she works tirelessly to support her colleagues across the health system.

ARLENE SMITH

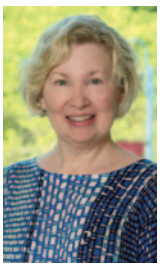
Community Case Management



As the leader of the Homeless Engagement, Assistance & Resource Team (HEART), Arlene is responsive to the needs of her patients, putting their best interest at the heart of everything she does. From medication to disability benefits to housing, Arlene goes above and beyond her job duties to get her patients what they need. Whether she’s walking through the woods, along train tracks or under bridges, she brings food, clothing, medicine and hygiene items to people without access to resources. Arlene also works after hours to staff and clean the local homeless shelter and ensure vulnerable community members get their COVID-19 vaccine.

WANDA WELLS

Pathology Labs - Raleigh Campus



When it came to implementing COVID-19 testing, Wanda was the front-line medical technologist who made it happen. She designed and ran all-new complicated studies – accelerating a process that would

ordinarily take weeks or months. Wanda took care of all the validation and trained her colleagues on how to perform tests to ensure quality results. Following a supply shortage, Wanda worked around the clock to ensure we could continue to perform in-lab testing. Thanks to Wanda’s foundational work, WakeMed has run more than 100,000 COVID tests in our lab.

ELIZABETH WITMAN, MD

Pediatric Primary Care



Dr. Witman is an outstanding pediatrician, teacher and advocate for patients. She also serves as Medical Director and Founder of the SAFEChild Advocacy Center, which supports the medical care for children physically abused in Wake County. Her work helps keep children and families safe from abuse, and she always keeps children’s best interests at heart. Dr. Witman is kind, patient, honest, diligent and collaborative. She regularly cares for some of our community’s most vulnerable members and advocates fiercely on their behalf. Colleagues say ‘the community owes Dr. Witman a debt of gratitude!’

Innovation

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

CHRIS BAILEY

Mobile Critical Care Services



Chris is a critical care paramedic who is always respectful and treats patients like family. During the pandemic, Chris’ unit was assigned CAPRs (controlled air purifying respirators) for protection. Since the CAPRs were

stored on the truck (not in CAPR storage carts) they were breaking often. Chris crafted a protective “nest” for the CAPRs using a 5-gallon bucket, some plastic foam and creative engineering. He submitted the design to Environmental Health & Safety for approval and it’s been in use ever since – significantly reducing the number of broken CAPRs. His creative design allowed our staff to be protected more consistently throughout the pandemic.

JANEY HAWKINS

Environmental Services – Raleigh Campus



Janey spent most of the last year as a floor tech on 6B, where leadership received consistent feedback about her strong work ethic and great attention to detail. She stepped up to help coworkers clean patient rooms, and her great spirit and positive attitude are contagious. Her leaders trust her to make great decisions and to work hard. Janey recently took over the role of Lobby Floor Tech, which required her to learn how to use a new state-of-the-art autonomous robotic scrubber (nicknamed Optimus Shine). Our lobbies and other first impression areas look amazing since Janey has taken over, and her impact is felt by both patients and employees.

JENNIFER McLUCAS-INGOLD

Home Health

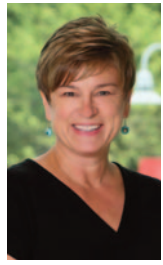


For years, Jen has been a leader in developing unique programs to support patients outside of the hospital. From Community Case Management to Hospital @ Your Home, Jen has given our patients new

options for treatment outside the hospital walls. Our Hospital @ Your Home program allowed us to send COVID patients home a few days early, freeing up hospital beds and allowing patients to have visitors and loved ones involved in their care from the comfort of home. She also helped initiate an Enhanced Home Health program for patients that wanted to go home instead of to a skilled nursing facility.

ELIZABETH PENNY

Therapeutic Recreation



Elizabeth’s teammates say she plays a vital role in patients’ lives, and that she always comes at the right moment to lend a hand – often accompanied by Pistachio, her four-legged teammate – without being asked. She goes above and

beyond for patients, stepping in to assist nursing and support staff with patients as

needed. Working with many individuals suffering from spinal cord injuries, Elizabeth helps patients use electronic devices such as Alexa, Amazon Fire Stick, Google Duo, etc. so they can use voice commands to call family or watch TV and feel more independent and in control.

CINDY TAYLOR, RN

Nursing Education



Cindy demonstrates teamwork, commitment to WakeMed and dedication to her colleagues at all times. Over the past 18 months, Cindy has worked hard to ensure Nursing Education could continue to offer essential training to

our organization so our frontline workers could provide exceptional care amidst the pandemic. Classes have had to undergo many adjustments to limit the number of people gathered in a classroom and allow for social distancing. She has helped successfully transition certain essential classes to Webex, and has dedicated her time to assist others with teaching the material, facilitating groups, addressing questions and keeping classes seamless and enjoyable.

AUDREY WHITACRE

Home Health



As the director of WakeMed Home Health, Audrey consistently puts patient care and nursing support first in all her decision-making. She led the Hospital @ Your Home program initiative by managing daily of visits,

telehealth services and coordination of care – a job that required her to work 12-hour days, 7 days a week. She did this to ensure our new population of acute COVID-19 patients received the care they needed at home. Since its launch, 100’s of patients have been able to return to their home days earlier than they could have otherwise. During this uncertain time, returning to home has never meant more to our patients and families.

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.

KAREN BASH, MD

North Hospital Administration



As the chief medical officer for WakeMed North Hospital, Dr. Bash is always available to help and advise clinicians, leaders and staff. She listens and offers support, helps guide decision-making, and works tirelessly to keep her

teams informed – whether it involves early mornings, nights, weekends, or whatever is needed. She served on the COVID-19 task force, committing endless hours to research and support for WakeMed. Dr. Bash rounds regularly on all units, and is a generous, incredible physician partner to the clinical teams at North Hospital.

HILLARY LOCKEMER, MD

Pediatric Endocrinology



Dr. Lockemer has a fun and positive personality that allows her to connect with her patients in a very special way. She has recently taken on several leadership roles and has become one of the most sought-after pediatric

endocrinologists in the area. Dr. Lockemer constantly finds ways to improve workflows and processes and is known as an ‘Epic guru’ who often serves as her team’s personal IT expert. Dr. Lockemer’s colleagues recognize her as someone they can go to for anything – including work advice, celebrations or sharing personal stories.

RASHEEDA MONROE, MD

Pediatric Primary Care



A true advocate and leader for WakeMed and the surrounding community, Dr. Monroe goes above and beyond to ensure every patient (including those who are often under-represented or overlooked) get the exceptional care

they need and deserve. Described as one of the ‘most selfless people you’ll ever meet,’ Dr. Monroe rolls up her sleeves to get the task done, no matter what it is. She wears many hats – medical director, physician, campus director (just to name a few) – and she does it all with grace. This year, Dr. Monroe spearheaded our Strike Team and ‘Sister Circle’ efforts, bringing vaccines directly to some of our community’s most vulnerable populations.

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.

MATT BURCHETT

Clinical Engineering



When Matt responds to an equipment issue or downtime, his communication is always thorough, polite and respectful. He is prompt and keeps colleagues informed every step of the way. When Matt outlines a

plan of action on a repair, you can trust that it will be done in the manner and timeframe communicated. He will come in early or stay late and always strives to minimize the impact on patients and providers. He displays the Wake Way in all he does and is well-respected by staff, providers and our vendors.

PAM CROSS, RN

6C Surgery & Trauma



Pam led the 6C team from a department focused on trauma and surgical care to caring for COVID-19 patients. She collaborated with leaders and staff to get the needed training, PPE, support and details to provide patient care to our

COVID-19 patients. At the same time, she continued to follow and monitor the traditional trauma and surgical patients who were shifted to other departments. She supported and recognized her staff through this massive transition and adjusted to meet the needs of the system time and again.

BLAIR HOBBLE

Physical Therapy



Blair has a commitment to excellence that promotes a positive work environment. Described as ‘an exceptional teammate who is always willing to help others grow,’ Blair is quick to recognize when her coworkers are having difficulties and the first to offer her assistance. Blair is flexible, accommodating and committed to helping her patients achieve optimal outcomes. She regularly collaborates with OT and SLP to facilitate better communication and teamwork, and is always willing to put in extra time for her patients and coworkers.

CLARENCE KIU

Information Services



Clarence’s colleagues say he is a ‘hidden rockstar’ who works behind the scenes to support the servers that run some of WakeMed’s most critical applications. An excellent listener, Clarence takes time to understand what people are asking of him so he can formulate a strong solution. When issues arise, he not only solves them, but then works with his team and stakeholders to improve the process so we’re better prepared in the future. The trust Clarence has built with his team and customers is very evident, and he has helped drive significant improvements in the IS team.

NITAYA MACKAY

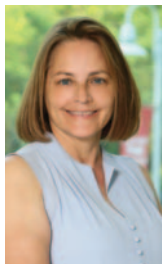
Lactation Services – Raleigh Campus



Nitaya is a lactation consultant who has brought forth many great ideas to help WakeMed improve breastfeeding rates, which is part of our Wake Way 2 Excellence journey. To accomplish this, Nitaya identified barriers such as initiating hand expression/pumping within six hours of birth for mothers who were separated from their babies. She created supply kits and educational handouts to help make it easier for patients. She also created a new recognition program to get staff excited about breastfeeding, and recently started providing hands-on education for OB nurses to help them support new mothers with breastfeeding.

DAWN ROY

Physical Therapy



Highly committed to the success of total joint replacement patients, Dawn is always working to achieve the best outcome. She follows up when something isn’t right, including a recent “Good Catch” where she helped identify and address a post-operative complication that occurred well after her shift ended. Dawn has typed up each orthopaedic surgeon’s post-operative education protocols to go over with patients and families. She ensures patients and families understand the risk of falling after surgery and spends extra time answering questions on home environment and barriers to safely getting around in the first 48 hours after discharge to mitigate risk.

VIVIAN SIMPSON

Environmental Services – Raleigh Campus



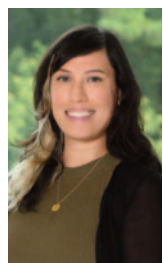
Vivian is a self-starter who completes her work with integrity and without prompting. Her work ethic is described as ‘second to none’ and she is consistently recognized by her leadership as well as those in the departments she serves. In addition to taking ownership of the cleanliness of any area she works in (and beyond!), Vivian also reports when things aren’t correct or up to standard protocols. She was one of the first EVS techs to complete the CHEST certification class and has continued to build on her professional development. Vivian also practices her AIDET patient communication skills, and her work supports WakeMed’s commitment to quality.

Value Leader

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

MELANIE BAYANI

Acute Rehab Services



Melanie is a speech language pathologist who supported the team tremendously during the challenging pandemic period. She cared for COVID-19 patients without hesitation and stepped up to work every weekend. She goes above and beyond for her patients – whether it’s making their favorite food softer or their favorite drink thicker. She engages patients in their diet plan, which helps improve swallowing recovery and outcomes. As a team player, Melanie routinely volunteers to help her colleagues complete their studies when a clinical aide isn’t available. She builds rapport with patients and their families, taking time to explain swallowing study results and what they mean.

ANGIE BAILEY

HR Operations



Angie is known as a transparent and ethical leader with a positive attitude. Her efforts as WakeMed’s compensation manager help ensure WakeMed staff are valued and compensated fairly and accurately – a job that has become more important than ever over the past several years amidst the COVID-19 pandemic and related staffing shortages. During this time, Angie has not only helped implement numerous special pay policies, she also assisted with The HUB implementation, which is making the team’s processes and procedures more efficient.

EMILY BECK, RN

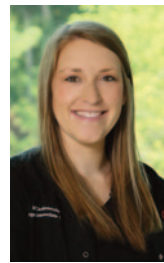
Children’s Emergency Department



Emily serves as manager of the Children’s ED team, and under her leadership the unit received its first 5-Star PRC award for having patient and family satisfaction scores in the top 10 percent of all EDs. Emily is known for her integrity and professionalism, as well as her commitment to patients. She has worked hard to enhance care and protection for pediatric patients by providing education for staff around sexual abuse, child abuse and neglect. From there, Emily worked with IS to develop a program to securely store sensitive images – a program that has been recognized as a best practice in North Carolina.

GABBY JONES, RN

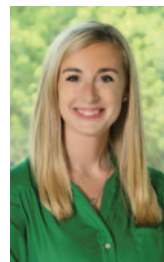
3B CVSIC



On every shift, Gabby is an extraordinary nurse and valued leader. She is always available to help, and advocates for her patients and coworkers. One of the greatest compliments a nurse can get from a fellow nurse is to say, ‘I’d want her to take care of me if I were a patient,’ and many have said that about Gabby. She has received numerous DAISY Award nominations, and her coworkers are comforted to work alongside her. As a charge nurse, Gabby handles situations with grace and compassion – and is always looking to see what she can do to help those around her.

NICOLE POST, RN

Labor & Delivery - Raleigh Campus



As a nurse, Nicole goes out of her way to provide individualized care to all patients and families. She has recently taken on the role of lead facilitator for the Perinatal Loss Committee. She embraced this opportunity and expanded the group from a Raleigh Campus-based team of five members to a systemwide, multidisciplinary group of 30 people who have established standard work that allows WakeMed to better support grieving families. Nicole has been known to personally come in on her day off to support a miscarrying mom with her own sweet spirit. She is a genuinely caring woman who exemplifies the Wake Way.

NICHOLAS THORPE

Disaster Planning/SMAT II



Nicholas is committed to developing continuity of health care for our community, whether he is assisting agencies with disaster plans or recruiting medical volunteers to support our health care infrastructure. His communication is clear, thorough and thoughtful. During the height of the pandemic, WakeMed’s Incident Management Team relied upon the local, state and national information Nicholas provided every day to help them make important operational decisions. As the race to vaccinate ramped up, Nicholas recognized the important role volunteers could play and implemented virtual training to accommodate COVID precautions and an increased demand for classes. He does everything possible to support an exceptional volunteer experience.

SHARON TURNER, RN

3B CVSIC



Sharon is a team player and brings positive energy to work every day. Serving on several committees and the 3B unit council, Sharon strives to make improvements to better both patient care and the unit. Sharon not only demonstrates the Wake Way behaviors at work, but throughout the community. She volunteers for the March of Dimes, organizes donations for organizations such as the Harbor House (agency for domestic violence victims), Operation Christmas Child, Backpack Buddies and more. Sharon is an excellent preceptor for new grads and a resource for her peers. Coworkers say if you ask Sharon to do something, it will not only get done, but will be done right.

ROBERT WAY

Emergency Communications



As a police dispatcher, Robert provides exceptional customer service with each interaction, and has a calm demeanor that is contagious. Bringing his background in first responder communications, he goes above and beyond to help patients and families when they call the communications center. Robert steps up to train new hires when they arrive, fix minor issues within the Communications Center, and make sure each and every employee is taken care of whether at work or outside of work. Coworkers say he ‘has a heart of gold’ and is a true advocate for WakeMed.

Thank you!

A special thanks to our 2021 Pyramid Society Award committee members:

Abbie Williamson, Pharmacy; Janis McLaughlin, Outpatient Rehab; Brigit Piercy, Acute Care Nursing Services – Cary Hospital; Pam Baden, Mobile Critical Care Services; Kimberly Willis, Heart Center Administration; Jennifer Lee, WakeMed Physician Practices Administration; Sabrina Jones, 1C Clinical Evaluation Area; Derrick Ward, Information Services; Muaadth Haqq, NICU; Dee Darkes, WakeMed Physician Practices Administration; Maria Tolano Duran, Environmental Services; Bela Naik, Pathology Labs; Ana Harris, Patient Access; Benita Smith, Emergency Department – Brier Creek; David Humes, Case Management.

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

Kate Wilkes, Editor
Freeze Photography, Photos

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PYRAMID Society

2021 AWARD RECEPTION DINNER

On October 20, WakeMed honored all of our 2021 Pyramid Society Award recipients with an awards reception at the Raleigh Marriott Crabtree Valley. Award recipients and their guests, along with their supervisors and members of our Board of Directors and our executive team, enjoyed dinner and an awards presentation led by WakeMed President & CEO **Donald Gintzig** and Executive Vice President and Chief Operating Officer **Tom Gough**.

All award winners received trophies, an extra day of PDO and Pyramid Society Award pins – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!

Nominate for the 2022 Pyramid Society Award Today!

If these inspiring stories make you think of a coworker who goes above and beyond to help us achieve our Aspirational Goals, nominate them for the Pyramid Society Award! Nominations are now being accepted for the 2022 award cycle – follow the link on MyWakeMed!

