

www.wakemed.org

MICROSCOPE

Exceptional People. Exceptional Care.

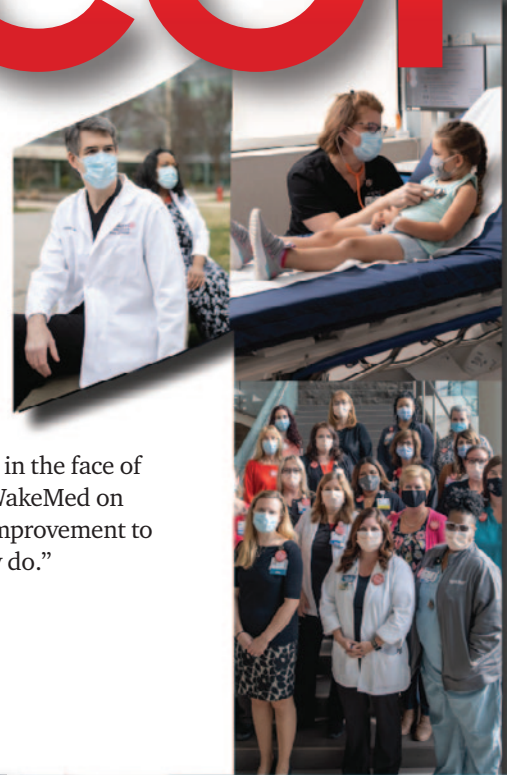
WakeMed Named Top Hospital to Work for in NC

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

“WakeMed is an exceptional organization – but what truly sets us apart are our people and our culture. Our community is blessed to have an incredible team of dedicated employees who have come together to respond to countless challenges in the face of this global pandemic,” commented **Donald Gintzig**, WakeMed president & CEO. “We are honored and humbled to see WakeMed on this list of great places to work. While no organization is perfect, we are a special place and are committed to continual improvement to help our employees reach their goals, balance work and family and, importantly, find joy and fulfillment in the work they do.”

To create the ranking, *Forbes* partnered with Statista to survey 80,000 Americans working at businesses with more than 500 employees. The respondents rated their employers on a variety of factors, such as compensation, opportunities for advancement, safety in the workplace and more.

KUDOS TO EVERYONE WHO HELPS MAKE WAKEMED SUCH AN EXCEPTIONAL PLACE TO WORK AND CARE FOR OTHERS.



WakeMed Recognized for Heart Failure, Stroke Care

WakeMed has once again received national recognition from the American Heart Association/American Stroke Association for outstanding care of patients experiencing Heart Failure and Stroke. The awards recognize our commitment to ensuring cardiovascular patients receive the most appropriate treatment according to nationally recognized, research-based guidelines founded in the latest scientific evidence.

Both Raleigh Campus and Cary Hospital received the following honors for 2021:

- **Stroke:** Get With the Guidelines Stroke GOLD PLUS with Honor Roll, Target: Type II Diabetes Honor Roll
- **Heart Failure:** Get With the Guidelines Heart Failure GOLD PLUS with Honor Roll and Target: Type II Diabetes Honor Roll

To earn recognition in the Get With the Guidelines program, hospitals must meet specific quality achievement measures for the diagnosis and treatment of heart failure or stroke patients for a designated period.



Raleigh Trauma Center Re-verified Level I

The Raleigh Campus Trauma Center has been re-verified as a Level I Trauma Center by the Committee on Trauma of the American College of Surgeons (ACS). This achievement recognizes the center's dedication to providing optimal care for injured patients.



Since its inception in 1987, the WakeMed Trauma Program has grown steadily every year and today is one of the busiest in the state. WakeMed first earned the designation as Wake County's only Level I Trauma Center in 2006, and in 2017 the program pursued national verification from the ACS.

This voluntary verification represents the highest national trauma center recognition and provides WakeMed the ability to benchmark patient care and processes against other quality programs in the United States. Verified trauma centers must meet the essential criteria that ensure trauma care capability and institutional performance, as outlined by the ACS.

Dr. Monroe Receives NCPeds Award



The North Carolina Pediatric Society (NCPeds) has awarded **Rasheeda Monroe, MD**, (Pediatric Primary Care) the David T. Tayloe Sr. Award for Outstanding Community Service for her efforts to promote equity in COVID-19 vaccine distribution. The award is given to a pediatrician who has made exceptional contributions in her/his local community or

statewide, and that may include efforts beyond the practice setting. Through her efforts to reach underserved communities with COVID-19 vaccines, Dr. Monroe recruited nearly 300 volunteers, coordinated multiple vaccination events, and, ultimately, administered 14,000 doses of the COVID-19 vaccines.

Dr. Monroe is the Medical Director of Primary Care Pediatrics at WakeMed Physician Practices and the Campus Director of the UNC School of Medicine for the Raleigh area.

Let's do this TOGETHER



An Opportunity to Support Our WakeMed Team

The past 18 months have been very difficult for our care team and our community – and that means supporting our patients, families and fellow employees is even more important.

“The mission of WakeMed is to improve the health and well-being of our community – and that starts with the community we have right here,” explains **Brad Davis**, executive director, WakeMed Foundation. “Through employee and community donor support, the WakeMed Foundation can continue to support the WakeMed family through employee assistance, education and funding for projects and programs that directly impact our team. With the challenges we’ve faced, these resources for employees have never been more important.”

An Opportunity to Support Our WakeMed Team

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

This past year, significant funding went toward staff support and our COVID-19 response, including Tea for the Soul, TruUV Light disinfection system, eICU carts and COVID-19 staff education. We hope to do even more to support our team this year.

Other programs our donors help fund include:

- **Employee Assistance** – providing financial assistance to WakeMed employees who are facing personal tragedy or hardship. Last year, over \$600,000 was made available to employees who needed support.

- **Employee Education** – offering financial assistance to WakeMed employees who want to advance their knowledge and skills.
- **Patient Program Assistance** – supporting urgent needs for patients and families such as meal or travel vouchers, prescription assistance and connection to other needed resources.
- **Projects & Programs** – funding for internal WakeMed programs, equipment and departmental needs.

Many Ways to Give

This year's WakeMed Gives campaign runs from October 1-31. If you would like to contribute, there are many ways to give:

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

You may designate your gift to the WakeMed Gives Fund, another area of the hospital, or any qualifying 501(c)3 nonprofit of your choice. As always, 100 percent of your donation will go directly to the organization you choose.

Questions? Contact the WakeMed Foundation at 919-350-7656.

AWARENESS CAN SAVE LIVES

SPOTLIGHT ON SUICIDE PREVENTION

September is Suicide Prevention Month and a good time to raise awareness about suicide risk factors, prevention and resources. The pandemic has taken a tremendous toll on individual mental health and wellness, and knowing suicide signs and support resources is more important than ever. “It can be scary and overwhelming if someone you love talks about suicide or shares suicidal thoughts – and it may be hard to know what to do,” explains **Nerissa Price, MD**, medical director, WPP Wellbeing Initiatives. “Suicide is not a normal response to stress. Suicidal thoughts or actions are a sign of extreme distress and should not be ignored.” We asked Dr. Price to help explain three myths related to suicide.

Myth: Asking someone about suicide makes them more likely to commit suicide.

Fact: Research suggests that validating difficult emotions may help to reduce suicide as opposed to increasing the risk. Most people who attempt suicide make some type of health care visit in the weeks or months before the attempt – this shows they want an alternative to suicide but need someone to reach out to help them. There is no perfect way to support someone in emotional pain, but being present and showing that you care can speak volumes. Start with straightforward, non-judgmental questions, such as: “Have you been thinking of killing yourself?” or “Have you been feeling like life isn’t worth living?”

Myth: Suicide is usually triggered by a specific event or occurrence.

Fact: Suicide generally is caused by multiple risk factors — the most common being untreated or inadequately managed mental health conditions. Knowing the risk factors may help to alert you to when an individual needs help. Some risk factors include:

- Hopelessness, sense of isolation and lack of social support
- Impulsive and/or aggressive tendencies
- History of trauma or abuse
- Major physical illnesses
- Previous suicide attempt(s) or family history of suicide
- Loss of relationship(s), job or finances
- Easy access to lethal means
- Local clusters of suicide or exposure to others who have died by suicide (in real life or via the media and Internet)

Myth: There’s no way to know if someone is feeling suicidal.

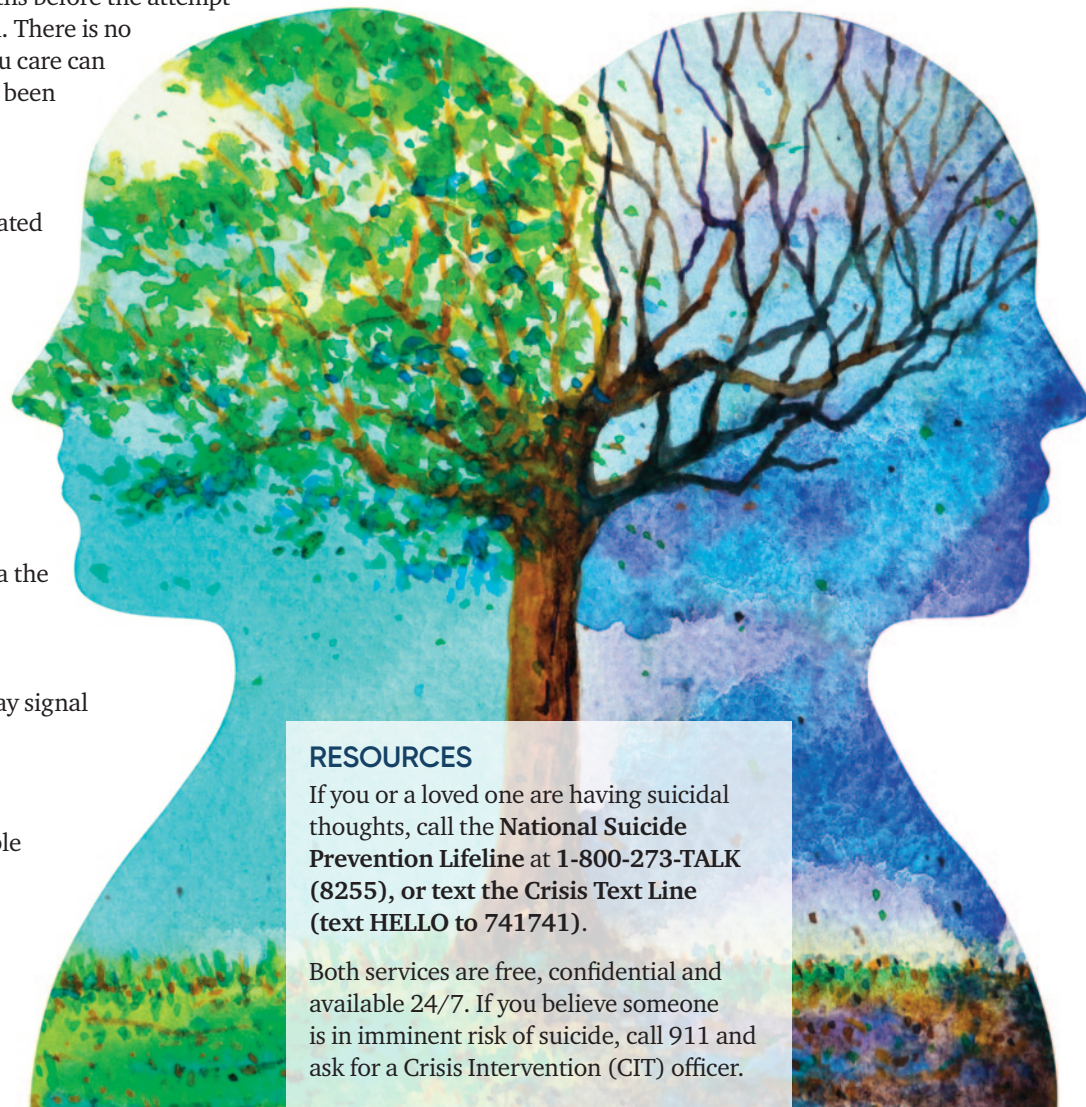
Fact: Even though it is impossible to predict human behavior, there are some signs that may signal suicidal thinking, including:

- Talking about wanting to die or kill themselves
- Looking for a way to kill themselves (searching online or purchasing firearms)
- Talking about hopelessness, having no reason to live, feeling trapped, being in unbearable pain or being a burden to others
- Increasing the use of alcohol or drugs
- Sleeping too little or too much
- Becoming withdrawn or isolated
- Having sudden, extreme mood swings or behaving recklessly
- Putting affairs in order, such as making a will or giving away possessions

Using AI to Identify Suicide Risk

With mental health concerns at an all-time high, many adults and teens are struggling. WakeMed is partnering with Clarigent Health, a digital mental health company, to introduce an innovative app to identify patients at risk for suicide.

The Clairity app uses artificial intelligence (AI) technology to analyze speech and collect data that may help a mental health professional detect what the human ear misses. The data helps identify people at risk of suicide and other mental health risks, allowing us to provide individualized treatment and better medical management before the problems escalate. WakeMed piloted Clairity in February and work is underway to expand its use among targeted populations.



RESOURCES

If you or a loved one are having suicidal thoughts, call the **National Suicide Prevention Lifeline at 1-800-273-TALK (8255)**, or text the **Crisis Text Line (text HELLO to 741741)**.

Both services are free, confidential and available 24/7. If you believe someone is in imminent risk of suicide, call 911 and ask for a Crisis Intervention (CIT) officer.

WHAT'S HAPPENING AT WakeMed



Members of the Sister Circle were recently awarded the 2021 Legacy Award by the White Oak Foundation. Congratulations to **Tiffany Lowe-Payne, MD**; **Netasha McLawhorn, MD**; **Michelle Benoit-Wilson, MD**; **Nerissa Price, MD**; **Jacqueline Hicks, MD**; and **Rasheeda Monroe, MD**; for being recognized in leading efforts to ease hesitancy and break access barriers to the vaccine and health care in general.



This summer, WakeMed’s Clinical Pastoral Education program expanded their internship program to Cary Hospital – and the inaugural group of interns graduated in August. WakeMed has been privileged to be an integral part of the educational journey of area clergy, seminarians, and lay persons through our accredited Clinical Pastoral Education (CPE) program. Expanding the intern program to Cary Hospital allowed the department to reach twice as many patients and staff compared to last year!



Reporters and staff from ABC11 stopped by to drop off hot pizza and hand-written cards from local elementary school students. The station is one of many area organizations to send donations as a way to say thank you to the WakeMed team for your unending commitment to our community.



WakeMed Rehab staff pitched in to support Remember Encouragement Always Changes Hearts (REACH), a mentoring ministry that supports children in foster care and those transitioning out of care. The team collected clothes, backpacks, school supplies, hygiene products, cleaning supplies, stuffed animals, snacks and handwritten words of encouragement as a way to give back to the community.



This month, our Nursing Education team joined nursing professional development (NPD) practitioners around the world in celebrating Nursing Professional Development Week. NPD practitioners at WakeMed provide staff with quality education throughout all stages of their careers, including orientation, competency assessments, continuing education and student affiliation coordination. Thanks for all you do!



Have news to share?

Send it to microscope@wakemed.org



WakeMed
INNOVATIONS
IDEAS THAT HEAL

"IF AT FIRST, THE
IDEA IS NOT
ABSURD, THEN
THERE IS NO
HOPE FOR IT."
ALBERT EINSTEIN

As a health care organization, we're wired to be problem-solvers and innovators. Here at WakeMed, our WakeMed Innovations program gives our employees and internal inventors a platform for developing new ideas that transform the delivery of health care. Whether it's a new device, gadget, app or product that can enhance patient care, we know there's no one better suited to come up with great ideas than our very own WakeMed employees. That's why clinical and non-clinical staff are encouraged to innovate, think outside the box and to help develop potential solutions to real-world problems that can help us do what we do best - even better.

Meet these innovative employees and see how their great ideas are making a difference right here in our community.

Karen Tsang, RN, (Children's Hospital) has spent 35 years caring for infants admitted to the hospital for dehydration caused by RSV. She invented a portable nasal suction device that combines the power of the hospital's nasal suction catheter with the convenience of the handheld bulb suction. The device helps parents keep their infants' nasal passages clear, which prevents dehydration and respiratory distress. Her journey to invention began in 2011, and with the help of a village of experts and the WakeMed Innovations team, Karen had a prototype developed and a patent approved. She is currently seeking funding for manufacturing to complete official registration with the Food & Drug Administration (FDA). Her company, MyKare, Inc., is the result of an idea and years of hard work. Congratulations, Karen!



Jared Zimmel (Clinical Engineering) is a biomedical engineering specialist whose outside-of-the-box thinking is making a difference. When WakeMed's new NICVIEW cameras were installed to help parents of critically-ill babies keep an eye on their infants from their mobile devices, parents, families and staff were thrilled - until the power adapter cables kept breaking as the devices were moved around the unit. Jared took matters into his own hands and engineered a cost-effective solution using design software and WakeMed's 3D printer. His simple plastic frames are protecting our camera adaptors - saving money, reducing downtime and eliminating frustration for families and staff. Way to go, Jared!



How WakeMed Innovations Can Support You & Your Idea

Whether you have a new idea, a fully-produced prototype or a patent, the WakeMed Innovations team is here to support our internal inventors by investing time and resources, offering guidance, support and funding to develop your ideas. We do this by connecting partners, employees and providers with the tools and resources needed to move creative ideas from conception to reality. WakeMed Innovations can help with product development, testing, funding and much more.

Have an idea, or just want to learn more about WakeMed Innovations? Visit us on MyWakeMed or at wakemed.org/innovations.

PEACE OF MIND for Heart Surgery Patients

Having open heart surgery is a major undertaking for both patients and caregivers - leaving many anxious about recovery and potential complications as they prepare for discharge. At WakeMed, a new pilot program aims to reduce this anxiety, prevent complications and readmissions, and offer an easy way for patients to stay in touch with their care teams for the 90 days following their surgery.

The program is called Perfect Care by Carium, and supports recent heart surgery patients for the 90 days after their procedure by using a wearable health tracker device (FitBit Inspire) to track their resting heart rate, steps, sleep, blood pressure and weight, and by facilitating weekly video visits to check in. The goal is to help our care team keep a close watch on surgery patients' physical, mental, and social health throughout recovery. It also allows patients to message their WakeMed Heart & Vascular care team through the app.

As simple as wearing a watch and downloading an app, this program offers peace of mind for recent surgery patients following this major life event. Patients also weigh themselves daily, upload photos of their surgical incision, and complete routine assessment surveys using the app.

"When the team told me I needed to wear a FitBit after surgery, I was reluctant," explains triple bypass surgery patient Quentin Kenney. A month after surgery, Quentin and his wife, Ann, are very thankful for the technology. "Perfect Care saved us at least one trip to urgent care, and maybe more. By messaging our care team, we were able to get Quentin put on Lasix to reduce swelling after surgery, and to get antibiotics to help prevent infection of his incision - all without leaving the comfort of home," Ann relates.

Perfect Care has been very well received by patients and families. Since it launched this spring, it has helped patients avoid dozens of office visits, as well as numerous infections and emergency department visits.



WOW, WHAT AN EMPLOYEE!

Nina Casserly, RN, and **Kristen Legrand, RN**, (both of Staffing Resources) received master's degrees in executive leadership.

Nathaniel Pittman, RN, (CICU-A) obtained a bachelor's degree in nursing (BSN).

Michael Padrick (Pathology Labs) earned a bachelor's degree in medical laboratory science and received MLS(ASCP)CM certification.

Jennifer Shaw, BSN, RN, (6A CVIC) earned cardiovascular nursing board certification.

Brittany Scarboro, RN, (Emergency Department - Brier Creek Healthplex) became a certified emergency nurse (CEN).

Terry Wiley (Neurodiagnostic Services) passed the Neurophysiologic Intraoperative Monitoring exam and earned CNIM certification.

Angela Cook (Neurodiagnostic Services) passed the NeuroAnalyst CLTM exam and earned NA-CLTM certification.

Home Health congratulates **Kathleen Schuenemann, RN**, on completing OASIS certification and **Anne Debnam** on earning home health coding certification.

Brenna Martin (Case Management) earned a Licensed Clinical Social Worker (LCSW) credential.

Lenora Britton, BSN, RN, was named manager of Patient Placement/Transfer Center and has transitioned from Clinical Administrators.

Brooke Strickland (Hospital Coding) was promoted to manager of Coding/CDI.

Amanda Holmberg (ED Registration) was promoted to Educator/Quality Specialist.

Lauri Christian (Claims and Billing) formally accepted the management position of Claims and Billing.

Amanda Shambeau, RN, (Emergency Department - North Hospital) and **Dustin Byrd** (Mobile Critical Care Services) were promoted to the Supervisor/Educator roles for their departments.

Julie Paul, supervisor, (Outpatient Nutrition) has published a book titled *I Eat with My Mind*, which is aimed at educating elementary school students about good nutrition and health.

Anna Dickson, RN (General Surgery) became a certified breast care nurse (CBCN).

ADDITIONS + ATTACHMENTS

Mariah Murphy (2 East Medicine - Cary Hospital) married **Christopher Reed** (Facilities) on August 6, 2021.

COMINGS & GOINGS

Patient Access wishes a happy retirement and fond farewell to **Karen Forte** after 27 years of service at WakeMed.

5C Medicine welcomes **Lindsey Shifflett, RN**, and **Anne Marie Stonehouse, RN**.

Case Management - Cary Hospital welcomes **Kristin Mangels, BSN, RN**.

CICU-A welcomes **Caroline Corrigan, BSN, RN**.

6A CVIC welcomes **Janelle Barnes, Tasha Jacobs, Lisette Cruz**, and **Kimberly Wicks, RN**.

Emergency Department - Brier Creek Healthplex welcomes **Michele Schlossberg, RN**, and **MaryJane Bessell, RN**.

Guest Services - Raleigh Campus welcomes **Anthony Conner, Erica Williams** and **Kim Redd**.

Home Health welcomes **Karen Seftner, Rose Eiker, Jon Cooper, Aaron Tucker, Kelly Nichols, Amy Foster, RN**, and **Matt Jennings, RN**.

Human Resources welcomes **Erin Sheehan** and **Veronica Baricevic**, executive director.

Labor & Delivery - Raleigh Campus welcomes **Jamie Lynch, RN; Whitney Smith, RN; Deanna Fleming, RN; Caroline Slone, RN; Madison Price, RN; Kristin Hayes, RN**; and **Vann Huot**.

Labor & Delivery - North Hospital welcomes **Jazmine Ransome, RN; Anna Rusavuk, RN; Tonya Wilkins, RN**; and **Stevee Anderson**.

Mobile Critical Care Services welcomes **Milton Lewis, Sierra Chandley, Allison Long, Caroline Livingston, Brett Parker, Jessica Gardner**, and **Jeannine Parker, RN**.

NICU welcomes **Toni Filippou, RN; Jess Weaver, RN; Kari Brangle, RN; Natalie Glosson, RN; Mary Price, RN; Shaunaci Cage, RN; Nadia Kelley, RN; Shannon Doyle, RN; Jennifer Friedler, RN**; and **Muaadth Haqq, RN**.

WakeMed OneCall welcomes **Terrika Outing** to the team.

IN MEMORIAM

The WakeMed family is mourning the recent passing of two members of our team. We send our condolences to their families, loved ones and friends during this difficult time.

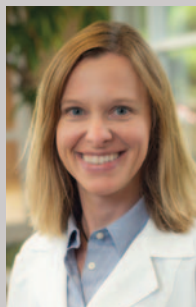


Tammie Zaccari (Imaging Services) passed away on September 7. Tammie was a proud member of the WakeMed family for 23 years and worked in Imaging Services at Raleigh Campus, Clayton and, most recently, Garner Healthplex.

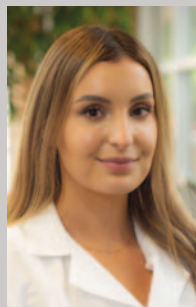


Angelique Shoffner (WakeMed ENT - Head & Neck Surgery) passed away on September 13. Angelique joined WakeMed in 2018, working first for Primary Care - Fuquay-Varina and then moving to Apex ENT in April 2021.

Welcome New Physicians



Suzanne Benton, MD
Psychiatry



Carol Bounajim, MD
Hospital Medicine



Samantha Breen, MD
MyCare 365



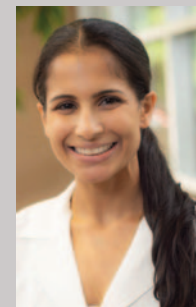
Tara Brenner, MD
OB-GYN



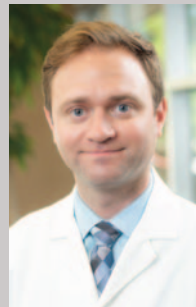
DeAundre Dyer, DO
Primary Care



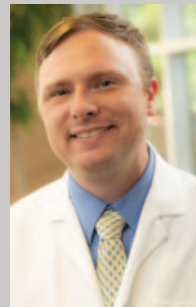
Anna Fleischman, MD
OB-GYN



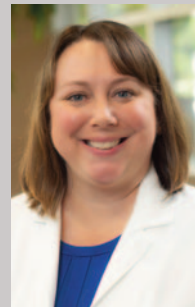
Amarpreet Kaur, MD
Pulmonology & Critical Care



Chad McCain, MD
Primary Care



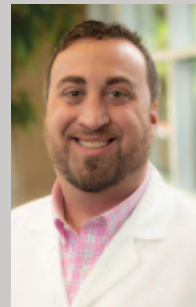
Colin Muncie, MD
Pediatric Surgery



Lori Stiegemeier, DO
Pediatric Primary Care



Srikar Sudini, MD
Hospital Medicine



Jonathan Wons, MD
Primary Care

Welcome New Advanced Practice Provider

Tracy Bowman, PA
Pulmonology & Critical Care

Matthew McEntire, PA
Heart & Vascular

Now Open & Accepting New Patients

WakeMed Children's Primary Care – Cary
Healthpark of Kildaire
110 Kildaire Park Road
Suite 314
919-235-6505

COVID-19

at WakeMed 



Care in a Crisis

A year and a half into the ongoing pandemic, WakeMed is facing new challenges – namely, record numbers of patients, particularly in our Emergency Departments and COVID care areas. Our care teams have stepped up in incredible ways to respond to this influx – taking on new roles, changing staffing models and volunteering to help departments in need.

As the number of patients needing hospital care has increased, we have also had to find innovative ways to increase care spaces and improve throughput to ensure patients receive the appropriate level of care at the appropriate time.

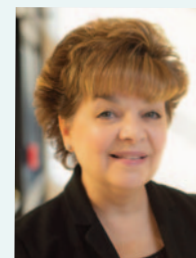
At Raleigh Campus, a surge space was established in the 1E ground floor lobby area, adding 12 beds and vertical care spaces, bringing our total care spaces to 134 (between the adult and children's EDs). At Cary Hospital, a section of the main lobby was outfitted for patient care, adding 12 beds for a total of 47 ED care spaces. Meanwhile, at North Hospital, the meditation chapel has been converted into an ED holding area.

After a brief respite this summer, our ICUs are once again caring for numerous patients battling COVID-19 – along with others facing serious illness and injury. As a result, the ICUs at Raleigh Campus and Cary Hospital have expanded into surge spaces and adjusted staffing models to allow us to care for more critically ill patients at these facilities. With creative thinking and planning, our teams can provide the highest level of care in spaces not typically used for intensive care.

Thanks to incredible teamwork among clinical and support staff, these care spaces – sometimes in non-traditional locations – are functioning well and helping us care for our community. While we celebrate the hard work and ingenuity that got us here, we also hope the need for them is short-lived. Thank you to all of our dedicated staff for all you do!

LEADERSHIP NEWS

Human Resources Leadership Welcomes Veronica Baricevic



In August, **Veronica Baricevic** joined WakeMed as executive director, Total Rewards and HRIS. In this role, Baricevic is responsible for many essential Human Resources functions, including Compensation, Benefits, Wellness and HRIS. She will work in partnership with system and department leadership, as well as the HR teams, to understand and support the needs of employees while fostering our unique

culture. Baricevic brings over 25 years of HR leadership experience in the health care industry and joined WakeMed from Vidant Health, where she was vice president of Total Rewards for five years.

Jeffrey Langdon Joins WakeMed

Jeffrey Langdon, MHA, has joined WakeMed as executive director, Women's and Children's. In this role, Langdon has responsibility for the strategic vision, operating and financial outcomes for these service areas. He will partner with and work alongside executive leadership, physician administrators and nurse leaders across the system and the community to ensure that women's and children's care is integrated and of the highest quality. Langdon comes to WakeMed from Duke University Hospital, where he served as vice president of Women's and Children's Services for the past eight years.



AKI Study Celebrates Enrollment Milestone!

Cardiac surgery-associated acute kidney injury (CSA-AKI) is the second most common cause of hospital-acquired AKI. WakeMed's Cardiovascular Surgery team is involved in a national trial aimed at developing a diagnostic indicator for predicting AKI risk among cardiac surgery patients.

The biomarker test would assist clinicians in optimizing surgical strategy and post-operative care to prevent CSA-AKI occurrence and improve patient outcomes. WakeMed recently enrolled our 100th patient into an ongoing Acute Kidney Injury trial – a milestone made more impressive given the impact of COVID-19 over the past year.

The research team is still enrolling participants, which include patients over age 40 undergoing coronary artery bypass surgery who meet eligibility requirements.

Pictured above: AKI trial team members **Judson Williams**, MD, (WakeMed Heart & Vascular); **Taylor Wall** (Clinical Research Institute); **Rhonda Norton** (Clinical Research Institute); **Trevor Upham**, MD (WakeMed Heart & Vascular).



WakeMed 
MyChart

**ACCESS CHANGES
ENHANCE TEEN PRIVACY**

Personal health information is a private matter, and WakeMed recently made changes to our MyChart policies to give teens (13+) greater control over their health information and respect their privacy rights granted under state and federal law.

Previously, patients age 13-17 as well as their parents/guardians were able to access the teen's health information using WakeMed MyChart in one of two ways:

- Through a proxy (or shared) access workflow set up by the parent or guardian
- Through a separate account set up with the parent's permission by the teen themselves

Moving forward, teens are responsible for setting up their own MyChart account and can grant shared or full proxy access themselves. This way, the patient gets to decide who can see their personal health information.

By default, parents/guardians will continue to have limited access to a teen's account, which allows them to pay bills, schedule appointments, access immunization records and e-sign consent forms. Teens can then choose to grant full proxy access if desired. Exceptions will be made in situations where the teen is deemed by a physician to be unable to manage their own account due to illness, disability or impairment.

This new policy was designed to reflect the requirements of North Carolina law and HIPAA and is consistent with how other systems in the state are handling teens' access to their health information through MyChart.

2022 OPEN ENROLLMENT

Monday, October 4 –
Monday, October 25, 2021



Accessing the 2022 Benefits Handbook

In-depth information about benefits is included in the 2022 Benefits Handbook. **This year we are not mailing copies of the handbook; it is available online at WakeMed.org (under For the Employee) or on MyWakeMed.**

All employees are strongly encouraged to complete the Open Enrollment process in The HUB as this is an excellent time to review your benefits and retirement contributions, update beneficiaries and make any other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment. **Employees wanting to continue participation in the Health Care FSA, Dependent Care FSA and PDO Sellback (5+ years of service required) must re-enroll each year.**

WHAT DO I NEED TO KNOW?



Medical Plan | Administered by Contigo Health

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

Medical Plan Design & Rates: SAME PLAN, SAME RATES! The medical plan design, which includes copays, deductibles and out of pocket maximums, is not changing and the premium contribution rates are not increasing for 2022.

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

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

Medical Plan Spousal Surcharge: When the spouse is eligible for coverage through their employer, a surcharge will apply for employees who choose to cover their spouses as dependents under the WakeMed medical plan. The surcharge will not apply for a spouse who is also a WakeMed employee, does not work or does not have coverage available through their employer. The surcharge is \$50, twice-per-month in addition to the employee premium contributions.

New ID Cards: Contigo Health ID cards will be issued for all 2022 medical plan participants in late December.



Prescription Drug Coverage

Provided by OptumRx; Administered by RxBenefits

OptumRx will remain as the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug plan, which includes copays and out of pocket maximums, is not changing for 2022. Maintenance drugs and specialty medication prescriptions must still be filled at the WakeMed Employee Pharmacy.



Dental Plan

Administered by United Concordia Dental

Dental plan design, which includes deductibles and out of pocket maximums, is not changing and the premium contribution rates are not increasing for 2022.



Vision Plan | Administered by EyeMed

Vision plan design, which includes copays, is not changing and the premium contribution rates are not increasing for 2022.



Life & Disability Insurances

Administered by Lincoln Financial Group

Life and Disability Insurances, which includes basic and supplemental life insurance or the long-term disability plans, are not changing and the premium contribution rates are not increasing for 2022.

If you are enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment, you may be required to complete Evidence of Insurability (EOI). EOI will not be required for any employee newly enrolling in Short Term Disability coverage during Open Enrollment; however, a pre-existing condition limitation will apply. Any condition for which you have been treated in the six months prior to January 1, 2022, will not be covered until you have been covered on the plan for 12 months.



WakeWell Healthy Rewards Account (HRA)

Administered by Optum Financial

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the *WakeWell* Rewards program. Employees who met the requirements of *WakeWell* Rewards in 2021 and who are covered by the WakeMed medical plan as of January 1, 2022, will receive a deposit into their HRA account on or about January 15, 2022. HRA funds roll over from year to year, but you will lose your HRA funds if your enrollment in the WakeMed medical plan stops for any reason.



Flexible Spending Account (FSA)

Administered by Optum Financial

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused Health Care FSA funds between \$5 and up to \$570 will be rolled over into your 2022 account. All unused funds under \$5 and over \$570 will be forfeited. For plan year 2022, the maximum contribution will be \$2,850.

Remember, the Dependent Care FSA is for child or adult day care-type expenses. Unused funds from this account do not roll over – any unused balance from your 2021 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.



Voluntary Benefits | Administered by Voya

WakeMed offers two voluntary benefit plans through Voya, which are not changing, and the premium contribution rates are not increasing for 2022.

- Accident Insurance: Provides a lump sum benefit payment based upon injury and treatment received.
- Critical Illness Insurance: Provides a lump-sum benefit payment upon diagnosis of a specific disease.

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



VIRTUAL BENEFITS FAIR

Learn all about our benefit vendors from your office, your mobile device or the comfort of your home through our Virtual Benefit Fair. To visit the Virtual Benefits Fair, go to <https://www.wakemed.org/virtual-benefits-fair>.

Be sure to register your attendance to be entered into a raffle prize drawing!



NEED ASSISTANCE COMPLETING OPEN ENROLLMENT?

Call the Open Enrollment Hotline
Monday through Friday, 8:30 am to 4 pm

The Benefits team is available to answer any questions and provide one-on-one assistance completing the Open Enrollment process in The HUB – just call the hotline to schedule a time to meet virtually. Please note that during times of high call volumes, you may need to leave a voicemail, but all calls will be returned within one business day. You may also contact the Benefits team at benefits@wakemed.org.



919-350-8111

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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STAY WELL THIS WINTER!

Important Vaccine Deadlines Coming Up

There are two vaccination programs underway for WakeMed employees. To comply with WakeMed policy, all employees need to receive both vaccines or submit exemption request(s) by the appropriate deadlines.

COVID-19 Vaccine

Deadline: November 12, 2021



Already received your dose of hope? Submit documentation to Occupational Health & Safety Services – even if you received your vaccine at WakeMed. Need to get the vaccine? Visit the COVID-19 resources page on wakemed.org for upcoming clinics.

Influenza Vaccine

Deadline: October 29, 2021

Flu vaccines are available at no cost to all WakeMed staff, including physicians and volunteers. The following types of vaccine are available:

- Preservative-free
- Latex-free
- Egg-free (for individuals with a documented anaphylactic reaction to eggs)
- High dose (for individuals 65 and over)

Flu-mist is not accepted as part of this year's program. If you receive your vaccine at another location, be sure to submit documentation prior to the deadline.

Submit Your Vaccine Information

If you have not already done so, send proof of vaccination or completed exemption form(s) to Occupational Health via email to OccupationalHealth@wakemed.org or by using the vaccine record upload site on MyWakeMed.

WakeMed 
WakeMed Health & Hospitals
3000 New Bern Avenue
Raleigh, NC 27610

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WakeMed App

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

CALENDAR OF EVENTS

Volunteer Services Events

Macy's One-Day Shopping Event

October 17, 7 am to 4 pm

Macy's at Crabtree Valley Mall

Hosted by the Volunteers at Raleigh Campus and Cary Hospital, a percentage of sales will be donated to the Volunteers to support their programs and services that benefit WakeMed patients and staff. This fundraiser is open to WakeMed employees. WakeMed ID badge must be shown at check out at the specified WakeMed checkout stations. Payroll deduction and credit cards will be accepted.

Cary Hospital Trunk or Treat

October 29, 5:30 to 8 pm

Cary Hospital

CapRAC Training

Math of Ham – Preparing to take Ham Test – Thursday, Sept. 30, 6 to 9 pm; email NiThorpe@WakeMed.org for more information and how to register.

Wake AHEC Events

Virtual Event: 31st Annual Art of Breastfeeding Conference: Keeping Current: Timely Issues for Breastfeeding Support – Oct. 5-6

Patient Empowerment: Attempting to Limit the Impact of SDOH/Trauma on Medical Outcomes – Oct. 11

Untying the Strings of Racism and Oppression: Raising Awareness and Honoring Socio-Cultural Threads throughout Group Therapy – Oct. 16-17

Pharmacist and Pharmacy Technician Symposium

- Sterile Compounding: An Overview – Oct. 7
- Medication Safety: Practical Approaches to Preventing Medication Errors – Oct. 14
- COVID-19 and the Opioid Crisis – Oct. 21

Live Webinars

- Pediatric Obesity Conference: From Prevention to Treatment in Your Busy Practice – Sept. 30
- 16th Annual Time is Brain: Advances in Stroke Care – Oct. 2
- Ethics and Intimate Partner Violence – Oct. 5
- Breast Cancer – Oct. 19
- Understanding Trauma and Substance Abuse: Implications for Practice – Oct. 21
- Women's Health Conference - Across the Lifespan – Oct. 23
- Healing Developmental Trauma – Oct. 29

For a complete list of Wake AHEC continuing education events, please visit:

<https://www.wakeahec.org/courses-and-events>