

# MICROSCOPE

## INTRODUCING THE CARY HOSPITAL MEDICAL DISTRICT



There is much to celebrate in Cary as our footprint and scope of services continues to expand. This month, the fifth floor of Cary Hospital officially opened to patients, capping off years of planning, design and construction. Additionally, numerous practices have opened in the Medical Park of Cary (210 Ashville Avenue) and more will open in the HealthPark at Kildaire (110 Kildaire Park Drive) in the coming weeks and months (visit wakemed.org for a full list). To reflect the scope of services available in this area, these three buildings are now collectively called the **Cary Hospital Medical District**.

“This is an exciting time for Cary Hospital and for the community we serve. The scope and breadth of services available at our enterprise has grown tremendously over the past few years, and this expansion allows us to better serve patients and support our staff,” commented **Tom Hughes**, senior vice president & Administrator, Cary Hospital. “I want to thank the Cary Hospital team for their patience as we worked through the ‘growing pains’ that come with such a large construction project – made even more challenging by a global pandemic. I also want to thank Tom Gough, whose vision and work as Cary Hospital Administrator allowed this project to come to fruition.”

### A Closer Look at 5 West

The completed fifth floor is home to 5 West Surgery, which features 40 large patient rooms, rehab services, case management office and a conference room. Planning is still underway for the fourth floor, which will be used for future patient care spaces. With 5 West Surgery open, 3 West (previously Med/Surg) has been renamed 3 West Medical Intermediate Care and will soon undergo a “cosmetic” face lift.

5 West Surgery was designed to provide an optimal healing environment for post-surgical patients, with generous spaces for visitors, abundant natural light and furnishings that feel more like a hotel than a hospital. The 40 private rooms feature:

- A designated family/visitor area with a sleeper sofa, additional TV and workspace
- Walk-in showers with tile surrounds
- Overhead ceiling lifts to protect staff and patients

The floor is divided into two neighborhoods, with new, dedicated public elevators in the middle. This layout aids with wayfinding and allows for like-patients to be grouped, promoting staff and physician efficiency. Each

neighborhood has two quiet rooms that can be used for staff respite, private one-on-one conversations or reflection with Spiritual Care. The layout supports the concept of having dedicated ‘on-stage’ and ‘off-stage’ areas.

### Planning Pays Off

Construction on the vertical expansion project began in the summer of 2019. The new floors were built to high levels of energy and design efficiency and flexibility, always placing patients first and considering the needs of staff. “The design for 5 West was a collaborative effort involving many frontline staff, management, physicians and Cary Hospital Administration with input from Construction & Design and third-party experts,” commented **Tom Cavender**, vice president, Facilities & Construction. “The thoughtful design process took much longer than it did to actually build the expansion.”

Topping off the vertical expansion is a rooftop helipad that offers direct elevator access to the Emergency Department, Imaging, Surgical Services and outbound transport if needed.



### National Health Care Volunteer Week

During National Health Care Volunteer Week (April 18-24), we recognize all WakeMed Volunteers for their countless hours of service and endless smiles they have provided to WakeMed. Thank you, Volunteers, for your contributions to the WakeMed mission and our community.

We know that this past year has looked very different for our Volunteers, as many aspects of the program were suspended due to the pandemic. This did not stop them from reaching out to help our staff and the community we serve. We are so fortunate to have over 1,300 dedicated volunteers as members of the WakeMed family.

Here’s a look at some of the contributions of our Volunteers over the past year:

- 145,814 hours of service to patients, families & staff, benefiting 137 departments.
- 18 Hospitality Pet teams spread smiles during their 3,639 patient visits.
- The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital raised \$54,516.
- Sewing volunteers contributed over 2,000 handmade masks, 700 extenders/headbands and over 16,000 baby caps and blankets, and other items.
- The annual Toy Drive coordinated by Volunteer Services received over 4,000 donations from 127 donors.

Thank you to all our Volunteers for everything you do and for sharing your time and talents with us! Your hard work and commitment do not go unnoticed by our staff, patients, family members and the community. You are very important to this health system and community. We simply could not do what we do without you!



This spring, WakeMed will introduce The HUB, which will transition a number of existing systems and processes into the latest, cloud-based version of Infor Lawson. As we get ready for The HUB, we will be sharing five key things we want all employees to know in each issue of *Microscope*. Here are The HUB Top Five for April:



- Phase I Go-Live:** Phase I of The HUB will go live over Memorial Day weekend. Starting on May 31, employees will begin using The HUB to access items now found in Employee Self Service and Manager Self Service – now called Employee Space and Manager Space.
- Fewer Paper Processes:** Transitioning to Employee Space will eliminate many paper processes, replacing them with easy, online versions! Some examples include updating direct deposit information, enrolling in benefits due to life events and enrolling in the College Savings plan.
- Enhanced Information:** Employee Space also includes access to information not currently available in Lawson, such as eligible shift differentials, second position pay rates and veteran status.
- Point in Time Viewing:** Employee Space and Manager Space includes a “Set As Of Date” function that allows users to roll the calendar forward or backward and view the data as of that date.
- Training:** WakeMedU self-study training modules and easy-to-follow user guides will be available for both Employee Space and Manager Space. Look for more details about training to be shared soon!

## MAY IS EMPLOYEE APPRECIATION MONTH!



This year, more than ever, we are grateful for each and every one of our amazing, dedicated and talented employees. We are proud of the impact you are making on our community every day. Saying thank you just isn't enough, so WakeMed is treating employees, volunteers and providers to COVID-19-friendly **ice cream socials!** Stop by for a sweet treat and let us show you our appreciation for your commitment to WakeMed!

- **Raleigh Campus** – Wednesday, May 5
- **North Hospital** – Thursday, May 6
- **Cary Hospital** – Tuesday, May 18
- **Other Facilities** – Check MyWakeMed!

# CARING IS MY SUPERPOWER



### NATIONAL NURSES WEEK

**May 6 – 12**

Celebrate our WakeMed nurses and show your appreciation for all that they do for our patients as well as our entire health care system!

### NATIONAL HOSPITAL WEEK

**May 9 – 15**

A time to celebrate all staff, providers and volunteers throughout our system and the important roles they play for our patients and for our community.

## WHAT'S HAPPENING AT WakeMed



On March 18, the first cohort graduated from the Navy Hospital Corpsman Trauma Training program at WakeMed. The group of 15 Navy Corpsmen spent seven weeks working alongside our emergency medicine and ICU teams. **Donald Gintzig**, president & CEO; **Charles Harr**, MD, Chief Medical Officer – Raleigh Campus; WakeMed Board member **Tina Shanahan**; **Jesse O'Neal** (ED Administration); and the WakeMed Color Guard all participated in this event.

WakeMed recently celebrated a major milestone: in just five years, the WakeMed Kidney Stone Center has taken more than 10,000 phone calls from patients experiencing painful kidney stones. During this time, the WakeMed Urology team has removed thousands of kidney stones using advanced techniques such as shock wave lithotripsy, ureteroscopic surgery and percutaneous nephrolithotomy. Congratulations to the WakeMed Kidney Stone Center on this impressive milestone! Keep on ROCK-in'!



The Raleigh Campus Environmental Services team wanted to give back to patients this spring, so the department Activity Committee coordinated an Easter Basket Drive. Enough donations were collected to create and provide baskets for all pediatric inpatient rooms. Thank you for your generosity and for making this holiday so special for our young patients!



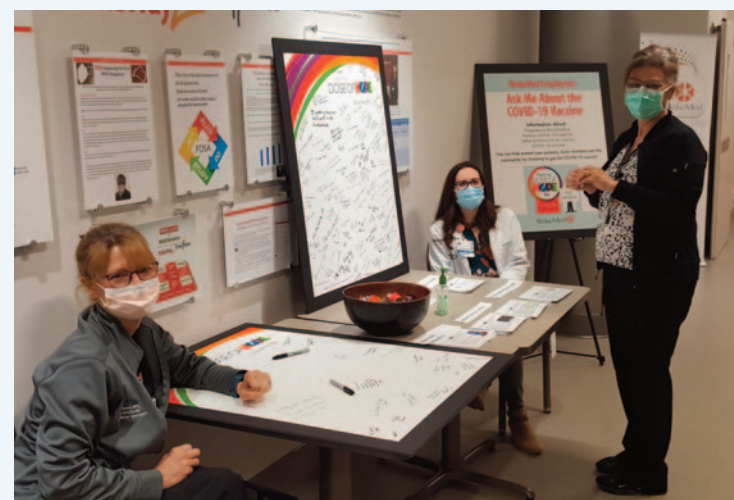
On Wednesday, April 7, WakeMed leaders, providers and staff as well as members of the Carolina Donor Services team gathered for the raising of the Donate Life flag near the main entrance of Raleigh Campus. The flag was raised at 10:08 am, which symbolizes that one organ/tissue donor can save eight lives. The flag raising was followed by 30 seconds of silence to recognize the more than 3,000 patients waiting for a life-saving transplant in North Carolina. If you would like to register to be an organ donor, please visit [www.carolinadonorservices.org](http://www.carolinadonorservices.org) or register when updating your driver's license.



**Andy Camel**, supervisor, (WakeMed OneCall) snapped this beautiful photo of the sun rising over Raleigh Campus on his way to work in March. Thank you for capturing this lovely moment!



In celebration of Doctors' Day, WakeMed Foundation's community physicians and partners enjoyed a virtual cooking class led by Rocky Top Catering. Sponsored by TowneBank, attendees “doctored” up Spanish Paella with special guest Chef Dean Ogan and sous chefs **Karen Chilton**, MD, Associate Chief Quality Officer, and **Satish Mathan**, MD, of Raleigh Radiology.



A group of Clinical Nurse Specialists (CNS) led an effort to educate staff on the COVID-19 vaccine. The team answered questions and provided an opportunity for employees who share who their “Dose of Hope” is for. Thank you to **Dina Hood**, CNS, **Erica Cook**, CNS, and **Dee Lockridge-Brown**, CNS.





Ensuring a positive experience for patients and families is a priority for everyone at WakeMed. Several initiatives spearheaded by our Patient & Family Experience Oversight Committee are making a positive impact for patients – with many more to come in the next few months. Thank you to everyone for your ongoing commitment to this work!

### Medication Communication: Strength in the System

Improving communication about medication has been a focus area for the last year, and we are pleased to share some great outcomes as a result. Recent HCAHPS survey scores show that most WakeMed patients understand what their medications are for and what potential side effects are.

**Dianna Knight, RN**, executive director (Patient & Family Experience) credits these improvements to a great team effort and consistency in practice: “Staff have embraced using key words at key times, the ‘m-in-the-box’ and other tools – and it’s really making an impact. We know that when patients hear the same information, presented in the same way, it sticks with them. There’s strength in the system and when we all participate, it makes a difference!”

To celebrate these recent successes, the Patient & Family Experience team delivered cakes to all nursing departments as well as Case Management, Hospital Medicine, Respiratory Care Services, Pharmacy and Administration. Let’s keep the momentum going – remember to always discuss new medications with patients!

### What’s Next? Safety & Responsiveness

As we continue this good work, pilots focused on safety and responsiveness are getting underway on 5B Neuro Intermediate Care, 3E CVIC, and 2 East Medicine – Cary Hospital. These units will implement Purposeful Hourly Rounding with a goal of reducing falls and improving overall safety and responsiveness.

This work is a collaborative effort between the Patient & Family Experience Oversight Committee and the system-wide Falls Committee. Key aspects include:

- Staff will round on patients every hour (while they are awake) and ask about the “Five P’s”: pain, potty, position, personal care and proximity of belongings.
- By using key words and establishing routine visits, patients know when to expect a caregiver. This should make patients less likely to try to get up without help and decrease call bell usage.
- For efficiency and to minimize interruptions, staff are encouraged to incorporate other tasks (such as medication administration) rather than making an additional visit to the patient.



### Much More to Come!

As we continue to evaluate and explore opportunities to improve the experience of our patients and family members, here are some focus areas on the horizon:

- **Re-timing of Medications** – A team is evaluating the timing of medications that are distributed three times a day. Currently, the last dose is given at midnight, so work is underway to shift that earlier in the night.
- **Cleanliness Assessment** – In March, we interviewed patients and family members to learn more about what ‘cleanliness’ means to them. The data is now being reviewed and will be used to drive improvements systemwide.

Look for updates on this work to be shared soon!



## STRIKE TEAMS

Bringing Vaccine to the Most Vulnerable



Since the first COVID-19 vaccines were authorized for use in December, WakeMed has been dedicated to vaccinating as many people as we can, as quickly as possible, in accordance with state guidelines. This goal, coupled with our legacy of caring for the underserved in our community has led to incredible, creative outreach efforts and brought vaccine to many historically marginalized populations – including communities of color, the elderly and homeless individuals.

Central to this effort are our Strike Teams, led by **Rasheeda Monroe, MD**, (Pediatric Primary Care) which have used a grassroots approach to rally community partners and volunteers to promote health equity and bring vaccine clinics to churches and community centers.

Collaboration is critical to the Strike Teams: community organizations provide the space and bring recipients, volunteers give the shots, and WakeMed provides supplies. The efforts involve over 150 vaccinators and volunteers – many from community providers, WKCC partners, UNC and

Duke, among others – who selflessly give their time to helping stop the spread of COVID-19. And the work doesn’t end there: hours of coordination and data entry before and after each event are needed to ensure success.

“The Strike Teams are truly the Wake Way in action,” commented **Amanda Edwards, PA-C**, (APP Administration) who leads WakeMed’s Vaccine Planning Committee. “These groups have done an incredible job creating relationships and are working tirelessly to reach the populations hardest hit by the pandemic.”

A driving force behind these efforts are a team of Black WakeMed doctors – the ‘Sister Circle’ – who have turned their passion into action. The group was recently featured on CBS Evening News and been involved in numerous community forums and town hall events.

The Strike Teams first focused on Southeast Raleigh and have since expanded to other areas, focusing on Black, Hispanic and Latinx individuals as well as the elderly and low-income populations. In just four months, 12 Strike Team events have brought a ‘Dose of Hope’ to more than 14,000 people!

“Black and brown communities have suffered tremendously during COVID and the goal of this team is to do whatever we can to decrease that disparate impact,” explains **Nerissa Price, MD** (HEART Team). “We take into account the barriers that marginalized communities face and focus on equity to help overcome challenges such as transportation, computer and internet access, and the lack of health care resources.”

Thanks in part to the hard work of our Strike Teams, the Sister Circle and community partners, WakeMed has consistently been a leader in helping vaccinate our community, administering over 100,000 doses since January. We appreciate the tireless hard work of everyone involved in our vaccine efforts and all you are doing to help end the COVID-19 pandemic!

## LEADERSHIP NEWS

### WakeMed Welcomes Sharon Lanzetta as Director, Surgical Services



**Sharon Lanzetta, MSN, RN, BC**, recently joined WakeMed as director of Surgical Services for Cary Hospital and North Hospital. Lanzetta brings over 25 years of nursing and progressive leadership experience and comes to WakeMed from UNC Healthcare where she served as director of Perioperative Services for the past four years. In her new role,

Lanzetta is responsible for planning, facilitating, coordinating and evaluating patient care services, personnel and budgeting process within Surgical Services at Cary Hospital and North Hospital. Lanzetta obtained her master’s and bachelor’s degrees in nursing from Madonna University in Livonia, Mich.

### WOW, WHAT AN EMPLOYEE!

**Judson Williams, MD**, (Heart & Vascular) and **Gina McConnell, BSN, RN**, (ERAS Coordinator) spoke at the ERAS Cardiac Surgery Society meeting in Houston, Texas.

**Joseph Salfity, MD**, (Heart & Vascular) published an article titled “Starting a TCAR Program: Navigating Through the Credentialing and Value” in the publication *TCAR Technique*.

**Brittany Sanders, RN**; **Jennifer Honeycutt, RN**; and **Jeanette Ruiz, RN**, (all of Emergency Department – Garner Healthplex); and **Shannon Doyle, BSN, RN**, (4C Mother-Baby) received bachelor’s degrees in nursing.

**Ashley Railsback** (Outpatient Rehab) passed the Lymphatic Association of North America (LANA) certification exam.

**Ryan Mason, RN**, (CTICU) and **Jordan Mangum, RN**, (MICU) achieved critical care nursing certification.

**Emily Medlin** (Corporate & Community Health) received her National Certificate in Tobacco Treatment Practice from the American Lung Association.

**Michelle Naehring** (Corporate & Community Health) received certification in Health & Wellness Coaching.

**Alyse Jackson, BSN, RN**, was promoted to manager of the Emergency Department at Cary Hospital.

### COMINGS & GOINGS

Pathology Labs wishes **Barbara Holloway** a joyful retirement after serving 36 years at WakeMed.

Rehab would like to wish a happy retirement to **Jill Cooper** after 16 years of service at WakeMed.

NICU welcomes **Kendall Shaffer, RN**; **Katie Wilkerson, RN**; and **Niyah Simmons, RN**.

Patient Relations welcomes **Susan Harris, RN**.

6A CVIC welcomes **Savannah Beasley** and **Logan McPhatter**.

Home Health welcomes **Michele Sanders, RN**; **Anna Johnson, RN**; **Shannon Gallagher, RN**; **Tricia Carr**, **Connie Green** and **Cynthia Kyle**.

CTICU welcomes **Jenny Weidman** and **Michael Credendino**.

Clinical Research welcomes **Justin Nalley** (who transitioned from Mobile Critical Care) and **Michael Shauberg**.

eICU welcomes **Carol Chislett-Swygart, RN**, who transitioned from MICU.

6C Surgery & Trauma welcomes **Paige Tatum**.

1E Clinical Evaluation Area – Cary Hospital welcomes **Kerri Barrett, RN**; **Brettany Dickerson, RN**; **Mollie Smith, RN**; **Caroline Bos, RN**; **Leslie Bullock**, **Janie Coleman**, **Aaron Hicks**, **Rebecca Low**, **Grace Maina**, **Sydney Newman**, **Amie Sallah** and **Anthony Abbate**.

1A Clinical Evaluation Area – Raleigh Campus welcomes **Cee Thomas**.

MICU welcomes **Natrina Isler** to their team.

CICU welcomes **Christy Jones, BSN, RN**, and **Sarah Thomas, BSN, RN**.

Emergency Department – Brier Creek welcomes **Amy Bass, RN**.

5A MIC welcomes **Jazmine Baldwin** and **Erica Barlea**.

4C Mother-Baby welcomes **Dana Braxton, RN**; **Lib Floyd, RN**; **Angie Gould, RN**; **Samantha Schertzinger, RN**; **Lindsay Weger, RN**; and **Linay Zegzdryn, RN**.

Health Information Management welcomes **Sherri Lynch** to their team.



# Exceptional People. Exceptional Care.

## Chasing Zero Heroes!

Congratulations to Transfusion Services and the Children's Rehab team for recently being recognized as Zero Heroes!

Transfusion Services achieved double Chasing Zero successes, including two years with no patient identification errors and one year with no blood product errors! "Failures in patient identification in transfusion services can lead to the transfusion of an incompatible blood product which can be fatal. Ultimately, we strive for correct patient identification 100% of the time," explained **Rebecca Coward**, supervisor (Pathology Labs). This team effort extended beyond the walls of their laboratory – involving providers, nurses, phlebotomists, and even patients.



Congratulations to the Transfusion Services department on your wonderful achievements and thank you for continuing to put your patients first!

The Children's Rehabilitation unit was also recognized for having zero adverse events for more than one year! Since it opened last year, the unit has had no fall with injury, no CAUTI and no CLABSI! This is a remarkable achievement, particularly considering the wide range of patient ages and injury/illness that is cared for on this unit. "The team is committed to ensuring patient safety at all times, and that means doing everything we can to minimize falls and infections. I'm so proud of this team for their hard work," commented **Renee Patton**, RN, manager (3C Rehab and Children's Rehabilitation).

## Rasheeda Monroe, MD, Honored by Triangle Business Journal



**Rasheeda Monroe, MD**, (Pediatric Primary Care) was recently honored with the *Triangle Business Journal's* 2021 Women in Business award. Dr. Monroe, a board-certified pediatrician and medical director of WakeMed Primary Care – Pediatrics, was recognized for her tireless efforts to serve the underserved and help bring the COVID-19 vaccine to some of our most historically marginalized populations.

Soon after the vaccine was made available to community members, Dr. Monroe brought together a group of Black WakeMed doctors – a group affectionately known as the 'Sister Circle' – to come up with a plan to get communities of color vaccinated. Dr. Monroe was instrumental in organizing 'strike teams' across Southeast Raleigh, working with local churches, community advocates and Wake County to distribute and administer the COVID vaccine.

Dr. Monroe's work is encouraging more people in communities of color to seek health care in general, not just because of the pandemic. Those efforts will have a lasting impact – far beyond COVID – and will improve the health and well-being of generations to come. Thank you, Dr. Monroe, for all you have done for our community!

## Congratulations, Graduates!

Congratulations to the 2021 graduates of the WakeMed Physician Leadership Academy. These 23 providers spent many hours over the past year working together to expand their knowledge and develop key leadership competencies associated with business management skills, interpersonal effectiveness and leadership impact. We applaud your efforts and commitment!



- Michael Armstrong, MD
- Jonathan Brandon, MD
- Tim Bukowski, MD
- Claudia Cadet, MD
- Meagan Casey, PNP-C
- Stephen DeMeo, DO
- Bridget Donell, MD
- Benedict Dorsam, PA-C
- Amanda Edwards, PA-C
- Samareh Hill, MD
- Andrew Jakubowicz, MD
- Grant Jenkins, MD
- Tiffany Lowe-Payne, DO
- Wissam Mansour, MD
- Robert Matthews, MD
- Carrie McGroarty, PA-C
- Karina Meza, PA-C
- Koreen Morgan, PA-C
- Alden Parsons, MD
- Laura Politte, MD
- Eric Raasch, MD
- Karen Todd, MD
- Ian Villanueva, MD

## 2021 WakeMed Foundation Clinical Research Award Recipients Named

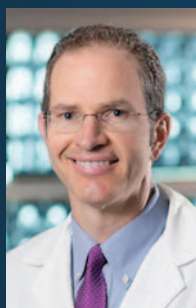
The WakeMed Clinical Research Institute (CRI) and the WakeMed Foundation are pleased to announce the recipients of the 2021 WakeMed Foundation Clinical Research Award. The Award supports investigator-initiated research at WakeMed by providing up to \$10,000 to be used for scientifically-sound research projects that align with the mission of the CRI.



**Laura Dosier, MD**, (Pediatric Pulmonology), will lead a project focused on long-term pulmonary outcomes in children after COVID-19 infection. Currently there are no studies describing pulmonary function abnormalities in pediatric survivors of COVID-19 infection. Documenting the long-term effect of COVID-19 infection will help inform future recommendations for evaluation and treatment of this population.



**Carrie Dow-Smith, MD**, (Pediatric Primary Care), will take a longitudinal approach to understand the relationship between early adversity and accelerated biological aging by correlating adverse childhood experiences (ACEs) with several biological stress markers. Early adversity has been linked to a range of negative social, cognitive, physical and mental health outcomes across an individual's life span. The larger project aim will not only be to identify this link but to impact it using evidence-based parenting interventions to mediate this stress in the parent and child.



**Tim Harris, MD**, (Wake Orthopaedics) will conduct a pilot study to assess patient compliance with brief mindfulness training as a method to improve surgical outcomes. The impact of psychological distress on patient outcomes has been well studied and interventions to reduce distress have been shown to improve patient outcomes and overall sense of well-being. Dr. Harris' project will utilize video-based mindfulness instruction for patients undergoing total hip and knee replacement.

## WakeMed Receives Three Stars from the Society for Vascular Surgery

Raleigh Campus and Cary Hospital recently received top recognition from the Society for Vascular Surgery Vascular Quality Initiative. Both hospitals received three-star Participation Awards, which is the highest recognition available. The awards recognize the importance of active participation in the Vascular Quality Initiative as a critical component of quality improvement efforts. Stars are awarded based on a hospital's participation in quality improvement activities, physician and staff participation in regional quality group meetings and participation in quality registries. This is the first time WakeMed has received this level of recognition from this group – congratulations to the interdisciplinary team involved in this accomplishment!





## IMPROVING PATIENT FLOW WITH BEFORE-NOON DISCHARGE PROGRAM

Hospital mornings can be pretty hectic. Between patients waking up, shift change and provider rounding – finalizing morning discharges in a timely manner isn't easy. There are many moving parts that need to align to ensure patients have the education, follow-up care instructions, medications, and necessary supplies and/or equipment to safely be sent home. Yet, we know patients who are medically ready for discharge prefer to get home early – and helping them do so is a priority.

That's why the Inpatient Flow Committee engaged the Kaizen Promotion Office (KPO) to help improve discharge efficiency. The initial goal was for each system-wide adult inpatient unit to have two patients discharged before noon (from the daily unit total), with a stretch goal of getting 20 percent of patients per unit on their way home by noon.

The KPO engaged nursing leaders, hospitalists, case managers and social workers to evaluate the current process. The team included Process Owners **David Humes**, manager, (Patient Case Management) and **Seth Bernstein**, MD (Hospital Medicine), along with **Kristen Hansen**, RN (5A MIC); **Jordan Davis**, RN (3B CVSIC); **Karen Skowronski**, **Katie Caton**, and **Denise Goodwin**, RN (all of Patient Case Management).

At the initial Kaizen Breakout Session, the rounding process was identified as an area of opportunity. Many felt the current process was long and ineffective, so they developed a new Twice-Daily Touchpoint (TDT) process that takes place at 9:15 am and 2:15 pm and lasts 15 minutes or less. In the mornings, they finalize who is ready for discharge before

noon that day, and what's needed to close any loops. Afternoon sessions focus on who's likely to be ready for discharge the following morning, to get that process started.

"This initiative has been such an incredible team effort between all the disciplines involved," explains Dr. Bernstein. "We're breaking down communication barriers, fostering a more collaborative culture and enhancing clinical efficiency."

The new process was piloted in late October on 5A MIC, and has since expanded to 5B, 5C, 3A and 3B. At Cary Hospital, similar efforts are underway on 2 East Medicine where a patient flow specialist helps coordinate the process with the primary nursing team. Several months in, the data has shown consistent improvement in the number of patients discharged before noon. All five Raleigh units started with a baseline much less than one patient discharged before noon, and all are now above baseline, with some nearly double their baseline.

"Most patients don't want to be in the hospital any longer than they have to," explains **Pauline Stillman**, RN, manager (5A MIC). "This program has been so helpful in getting nurses, physicians, case managers and social workers to streamline the discharge process for patients who are medically ready to continue their recovery from the comfort of home. At the same time, it's helping create capacity and better flow for patients who are waiting for a hospital bed – therefore allowing us to enhance and streamline patient care throughout the system."



## Connecting Families with NicView

Families of our youngest patients have a new way to be engaged and involved in the first days and weeks of their babies' lives. WakeMed recently implemented NicView™, an innovative, streaming camera system that allows parents, family and friends to view NICU patients in real-time, 24/7 through a secure online portal. Family members and friends can securely access NicView from anywhere there is an internet connection.

"This service helps families bond with their preemie or hospitalized infant even when they can't be in the NICU with them. We understand this can be a difficult time for families and hope NicView can add peace of mind and provide reassurance when they can't be at the bedside," explains **Mallory Magelli McKeown**, manager (Family Navigation).

The NicView cameras are placed at designated bed spaces in the NICU and Special Care Nurseries and show a continuous live feed except when the baby is receiving medical care. Especially given the limited visitation allowed due to COVID-19, the service has been warmly received by families. "Being able to log in whenever we want and get a peek at their sweet little faces is immediate relief as a mom," shared **Ashley Crabtree**, whose twins are NICU patients, in an interview with ABC 11. "We are super, super grateful for that."

*Implementation of the NicView cameras was made possible by the WakeMed Foundation.*

### Welcome New Physicians

## NEWS FROM WakeMed Physician Practices



**Aidevo Igbe, MD**  
Primary Care

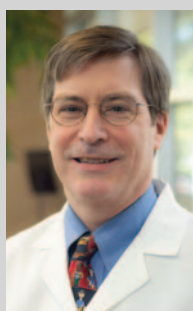


**Hassan Kahi, MD**  
Hospital Medicine



**Lucia Reyes, MD**  
Primary Care

### WakeMed Welcomes Pediatric Urologist



As WakeMed continues to expand the specialty services available to families across our region, we are pleased to welcome **Timothy Bukowski, MD**, pictured left, to the WakeMed Children's team. Dr. Bukowski is a board-certified pediatric urologist who specializes in treating children with congenital genito-urologic problems, such as hypospadias, ureteral obstruction, ureteral reflux, undescended testicles and other issues such as urinary tract infections and urinary incontinence.

Dr. Bukowski brings over 25 years of experience and currently sees patients at the Urology location in the Andrews Center and the Pediatric Specialty Practice in the Apex Healthplex.

**Now Open! MyCare 365 – Zebulon**  
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Zebulon, North Carolina 27610

Open daily for same-day appointments and walk-in urgent and primary care.

**MyCare 365**  
**WakeMed**  
Primary & Urgent Care

### Welcome New Advanced Practice Providers

**Carolyn Ross, PA**  
Surgery

**Micaela Hofer, PA**  
Cardiology

**Lyndsie Leinen, PA**  
Surgery

**Heather Hillebrenner, NP**  
Hospital Medicine

**Laura Kobilan, NP**  
Hospital Medicine



## Building A STRONG BOND

Cuddling a new baby is one of the most enjoyable parts of infant care – and this simple act is critical to establishing a strong bond between babies and caregivers.

To support an early bond after childbirth and delivery, Cary Hospital recently launched a three-month pilot Family Bonding Time initiative. The Mother/Baby unit has designated quiet time daily from 2 to 4 pm to allow new mothers to rest and recover from delivery and let caregivers spend uninterrupted time with their newborns.

During this time, staff dim lights and decrease interruptions unless new mothers request help or assistance. Visitors, as allowed, are asked to remain in the waiting room unless the new mother is expecting them. "Families need time together and to rest and recover quietly," explains **Leslie Canale**, MSN, RN, BCLC, (Lactation Services) who helped lead the initiative. "Uninterrupted family bonding time provides time for parents to get to know their baby and learn their cues and signals. We hope that this time allows families to gain confidence in caring for and meeting the needs of their newborn before they leave the hospital."

Following the pilot, Family Bonding Time will likely be introduced in all Mother/Baby areas across WakeMed.



# MICROSCOPE

Microscope is a monthly newsletter written by and for the employees of WakeMed. Our goal is to provide employees and friends of WakeMed with the most up-to-date news on all of the hospital system's activities. The Marketing & Communications department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications, 3000 New Bern Avenue, Raleigh, NC 27610.

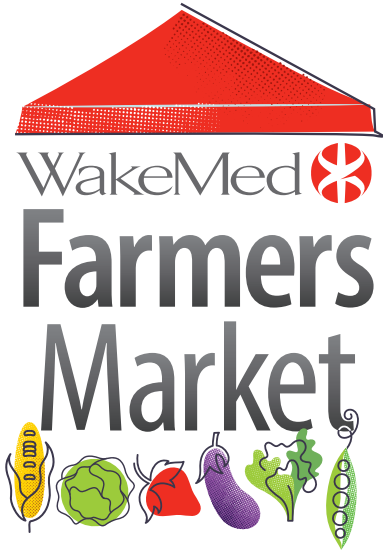
Kate Wilkes Editor  
WakeMed Employees, Photos

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Permit No. 1307



## WakeMed Farmers Market Is Returning!

The WakeMed Farmers Market will return to Raleigh Campus on May 18. Once again this year, due to COVID-19, the market will be open exclusively to WakeMed employees, medical staff members and screened visitors who are on campus to be with a patient. The market will occur in the Raleigh Campus Courtyard every Tuesday from 10 am to 2 pm. Come by and support local craft, specialty food/beverage, beauty and produce vendors. All vendors have been screened and follow safety protocols. As a reminder, when coming to the market, please wear your mask and practice social distancing.



CELEBRATING 60 YEARS OF CARING FOR OUR COMMUNITY 1961-2021

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WakeMed & WakeMed Children's



WakeMed App

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## CALENDAR OF EVENTS

### 2021 WakeMed Pediatric & Neonatal Conference (Virtual)

May 17 through 21

#### Dillard's Pre-Shop Sale

The Dillard's Pre-Shop Sale is brought to you by the Volunteers at WakeMed. Choose your hospital pre-shop date below and visit the Dillard's at Triangle Town Center (5959 Triangle Town Center); items will be available for pick up at each hospital. Pre-shop items will need to be taken to customer service on the second floor. Set up payroll deduction at pick-up.

Pre-shop/pick-up dates for each location:

- **Raleigh Campus: Pre-shop:** May 27-June 2, Pick-up: June 4, Andrews Center, 7 am to 4 pm
- **Cary Hospital: Pre-shop:** May 25-31, Pick-up: June 2, Conference Center, 7 am to 4 pm
- **North Hospital: Pre-shop:** June 2-8, Pick-up: June 10, Conference Center 7 am to 4 pm

### Wake AHEC Events

#### Live Webinars

- **Effective Workplace Strategies: Diversity in the Workplace** – April 28
- **Leadership - The Manager's Role in Fostering Team Excellence** – April 29 & 30
- **Compassionate Truth-Telling in a COVID World: Lessons from Palliative Care** – April 30
- **The Ethics of Evidence-Based Practice in Child and Adolescent** – May 13
- **Exploring the Addictionary of Stigma Reduction and Recovery Messaging: A Panel Discussion** – May 13
- **Building Provider Resilience** – May 20
- **One Team, One Dream: Collaborating to Improve Perinatal Oral Health** – June 10 & 11

### Hip Hop Virtual Live Webinars

- **Racism, Resistance and Rap: Using Hip Hop to Explore and Properly Handle Your Client's Rage Against Racism** – May 21
- **The Cypher: How Community Violence, Mental Health and Hip Hop Collide** – June 11

10th Annual Faith Connections on Mental Illness Conference – Hope and Healing: Faithfully Practicing Community Inclusion – May 6

Virtual Event: 18th Annual Triangle Breastfeeding Alliance Conference: Ebb and Flow: Milk Production Issues – May 13

STABLE: Post-Resuscitation Care of the Compromised Neonate – May 21

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

