

# MICROSCOPE



## NOW OPEN!

### WakeMed Mental Health & Well-Being Hospital – WakeBrook

WakeMed Mental Health & Well-Being Hospital – WakeBrook opened on May 13. The 28-bed facility is WakeMed’s first mental health and well-being hospital. WakeMed is planning to open a 150-bed mental health and well-being hospital next to a 45-bed acute care hospital on our planned Whole-Health Campus in Garner in 2027.

WakeMed Mental Health & Well-Being Hospital – WakeBrook serves adults ages 18+ by provider referral. The staff includes approximately 110 hospitalists, psychiatrists, nurses, counselors, mental health aides, Food & Nutrition and EVS team members, occupational therapists and more.

While walk-in care for emergent/crisis mental health issues is not available at our WakeBrook hospital, individuals who need immediate care for an emergent mental health crisis can call 988 or go to a local mental health crisis center. Several members of the WakeMed Behavioral Health Network and Network for Advancing Behavioral Health offer walk-in and mobile mental health crisis services for individuals experiencing an emergent mental health issue. WakeMed Emergency Departments are the right choice for care when a person is experiencing both mental health and medical emergencies.

#### WAKEBROOK BEHAVIORAL HEALTH CAMPUS RIBBON-CUTTING

Officials from WakeMed, Alliance Health, Wake County and Recovery Innovations (RI) celebrated the reopening of the WakeBrook Behavioral Health Campus with a ribbon-cutting event on April 29. More than 200 people attended the event. The campus consists of WakeMed Mental Health & Well-Being Hospital – WakeBrook and Wake Recovery Response Center, a crisis center operated by Recovery International (RI). The campus’ land and facilities are owned by Wake County.



## Introducing

### PERSPECTIVES

#### WakeMed’s New Patient, Employee & Provider Engagement Program

As the saying goes, “out with the old, in with the new” – and completely new is the name of the game as we make sweeping improvements to the way we listen to and respond to feedback from our patients, employees and providers.

Perspectives is the name of WakeMed’s new patient, employee and provider engagement program. It comes with the consolidation of all WakeMed surveys – employee and provider engagement, annual safety and patient experience surveys – with one new vendor: Qualtrics.

“WakeMed is a great place to work and to receive care, but the needs of our patients and the WakeMed family are dynamic – just like our organization,” says **Karen Chilton, MD**, WakeMed Senior Vice President & Chief Quality Officer. “We need survey technology that gives us a more comprehensive picture of what our patients and team are experiencing. Our survey technology must also help us capture patient concerns and respond to them in real time. The Qualtrics technology will help us do that.” Qualtrics’ clients include 1,200 hospitals and health systems as well as Fortune 500 companies like Amazon, Disney and BMW.

On the patient experience survey side, the biggest difference between Qualtrics and our previous vendor is the ability to “continuously listen” to our patients and their families. “We’re moving from a system of measurement after the care experience to a system of action during the care experience,” explains **Dianna Knight, DNP, RN**, executive director, Patient & Family Experience & Medical/Surgical Nursing. Knight also notes that all patient-focused surveys required by the Centers for Medicare & Medicaid Services are in progress under our new Perspectives program and process. The rest of our surveys will go live on the new Perspectives platform by December 2024.

As you can see in the article to the right, the employee engagement and patient safety surveys will be combined this year to reduce the number of surveys staff are asked to complete. The Perspectives external vendor also safeguards all survey data to protect employee confidentiality. Only aggregate scores are shared with WakeMed leadership.

Watch for more information about the Perspectives program in the coming weeks and months.



### Annual Employee Survey

The employee survey is your opportunity to share your opinions about what makes WakeMed a great place to work – and where we can improve. Your feedback will help us learn where we should focus our efforts as we work to support our exceptional team on our journey to becoming a top 10 health care organization.

**New This Year!** We have a new survey administrator this year, and with that comes some changes to the survey process:

- This year’s survey includes questions about employee engagement and satisfaction, as well as our patient safety culture.
- There will be ONE SURVEY for everyone – providers and staff.
- Employees accessing the survey from home or a mobile device will need to enter their employee ID number. This is used for validation and tracking purposes only; all responses are anonymous.

#### Accessing the Survey



You can access the survey by clicking the link in the email you received about the survey. Too busy to complete it at work? No problem! You can access the survey 24/7 from the comfort of your own home by scanning this QR code or clicking the link on [WakeMed.org/for-employees](http://WakeMed.org/for-employees).

**Questions?** For additional information or help accessing the survey, please contact Susan McFarland, director, Employee Relations, at [smcfarland@wakemed.org](mailto:smcfarland@wakemed.org) or ext. 06325.

# Exceptional People. Exceptional Care.

## APEX HEALTHPLEX CT DESIGNATED LUNG CANCER SCREENING CENTER

Congratulations to Apex Healthplex CT services, which was named a Lung Cancer Screening Center by the American College of Radiology (ACR). Apex Healthplex is the second facility in our system to receive this designation; Garner Healthplex is the other.

The ACR Lung Cancer Screening Center designation is a voluntary program that recognizes facilities for their commitment to practice safe, effective diagnostic care for individuals at the highest risk for lung cancer. This recognition signifies that a facility provides valuable screening services to the community at the highest standards.

In order to receive this elite distinction, facilities must be accredited by the ACR in CT in the chest module and undergo a rigorous assessment of its lung cancer screening protocol and infrastructure. Procedures must also be in place for follow-up patient care, such as counseling and smoking cessation programs. Kudos to our Apex CT team on this accomplishment!



### WHAT A GOOD CATCH!

We are proud to recognize several employees who recently received Good Catch Awards for their contributions to patient and visitor safety.

**Irwin Enad**, (Hemodialysis), pictured above, was recently recognized for his keen eye and assistance in ensuring patient safety. When Enad noticed that a patient he had transported back to their unit did not look well, he immediately notified a nurse. The nurse assessed the patient and called the Rapid Response Team. The patient received the immediate care they needed thanks to Enad's quick recognition and notification of a patient status change. What a great catch!

A family member came to the nurses' station and said, "Grandmother is choking in the room". Four nurses responded, finding the grandmother standing in the middle of the room, choking. **Laurie Sentz, RN**, and **Ashley Eisma, RN**, (both of Women's Pavilion & Birthplace – North Hospital) jumped into action and a Code Medic was called. Sentz and Eisma each performed the Heimlich maneuver, helping the woman stop choking. The grandmother was breathing normally and talking when the Code Medic team arrived.



### DID YOU KNOW?

Most preventable harm is preceded by near misses. That's why reporting your Good Catches and Near Misses in RL Solutions is so important!

- > A **GOOD CATCH** is a potentially negative event or circumstance that's caught or corrected before it ever reaches a patient or a person.
- > A **NEAR MISS** is a situation that has the potential to cause harm to person(s) or property but does not -- thanks to good timing or another fortunate happenstance.

To report a good catch or near miss, visit the RL Solutions reporting system and select the "Good Catch" icon.



## WAKEMED FIRST VNS Rehabilitation for Stroke



Nearly 60 percent of ischemic stroke survivors suffer from persistent arm and hand weakness and impairment. This can make everyday activities like cooking, cleaning and dressing more difficult and tiring.

WakeMed recently became the first Triangle-area hospital – and just the second in the state – to introduce vagus nerve stimulation (VNS) during physical therapy for stroke survivors. This safe and effective treatment involves placing a small device – a vagus nerve stimulator – under the skin of the chest and tunneling the device lead to the vagus nerve in the neck. Once the device is in place, the patient participates in an intense outpatient therapy regimen for six weeks.

In these sessions, an occupational therapist activates the neurostimulator while the patient completes a variety of rehabilitation tasks. Most patients do not feel the stimulation, but it boosts the brain's neural activity, building lasting connections that continue to work even when the implanted device is not in use. According to a recent study by the American Stroke Association, the treatment shows significant – and lasting – improvement in arm and hand function.

In March of 2024, Robert Dallapiazza, MD, (Raleigh Neurosurgical Clinic), performed the first VNS implantation procedure at WakeMed. The patient was Neha Zadoo, who had experienced a stroke in January 2018 and still experienced weakness in her left arm and fingers several years later.

The procedure was successful and several weeks later Zadoo began her therapy journey with occupational therapist **Amber Lewis** (Rehab Therapy). The goal of their sessions – which took place three days a week for six weeks – was to get at least 500 repetitions of a movement per session. "Being able to directly stimulate the brain is new territory. Now we can pair the vagus nerve, which gives input to the brain as we are doing therapy. This is blending technology and clinical elements to produce more functional outcomes," comments Lewis.

Since completing the initial outpatient rehab therapy program, Zadoo has seen great improvement in her arm and fingers. "Before the procedure, many things were hard and even impossible. Cooking and cleaning took a long time because I did everything with my right hand," she explained.

As Zadoo looks to the future, she feels tremendous gratitude for those who helped her get to where she is: "To my neurosurgeon and neurologist, resident physician, physician assistant, anesthesiologist, nurses, occupational therapist and staff – thank you for your dedication to care and excellence. Without you all, external supporters and most importantly – my family and God – this would not have been possible."



### CLINICAL RESEARCH UPDATE

LOSS-HF is an observational, single-site, pilot led by **Stuart Russell, MD**, (Heart & Vascular) with the support of the WakeMed Clinical Research Institute. The study will assess the use of a smart scale (Bodyport Cardiac Scale) to collect biomarker data to help manage hospitalized heart failure patients with a goal of reducing length of stay. Patients enrolled in the study will use the cardiac scale at least twice daily during their hospital stay. The scale collects biomarkers – such as body weight, pulse weight, peripheral impedance and more – from the soles of the feet; the data will help caregivers track the patient's condition.

## ANNUAL MANDATORY TRAINING

WakeMed's annual mandatory education package, WM-MAN, was assigned to all employees via WakeMedU on **Monday, June 1**, and must be completed by June 30. Once again this year, WM-MAN includes the required Corporate Compliance training in one curriculum package. Management staff (manager & above) are required to complete an additional conflict of interest (COI) training module that includes a review of what constitutes COI and how to disclose the arrangement and attestation to WakeMed's policy. Additional mandatory training may be required by your department. **As reminder, to be eligible for any potential WakeShare payout or merit increases, all required education must be completed by the original due date.** Questions? Email wakemedu@wakemed.org.

## COMING

*soon*

## 2025 WAKEMED QUALITY SHOWCASE – CALL FOR POSTERS

Thursday, January 16, 2025 – WakeMed Raleigh Campus

If you have participated in a quality project and would like to share your experience and outcomes by presenting a poster at the 2025 Quality Showcase, please complete the online submission form. Scan the QR code (login required) or visit MyWakeMed and search "Quality Showcase." Eligible project presentations must include:

- > A problem
- > Tested solutions
- > A measurable outcome or change

Please contact the Kaizen Promotion Office at KPO@wakemed.org, with any questions.

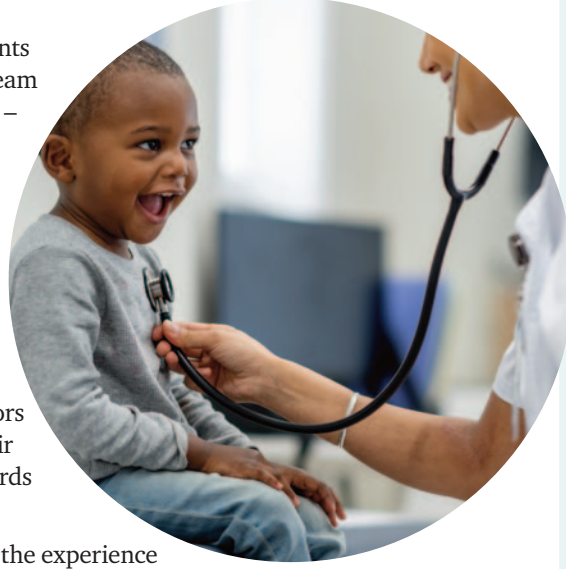


# More than Medicine

## Improving the Hospital Experience for Pediatric Patients

The WakeMed Children's Hospital provides outstanding medical care to children and adolescents who are experiencing acute illness or injury. The team also strives to nurture children – and their families – by providing Child Life Services, a playroom, the Ronald McDonald House and Family Room, visits from our pet hospitality team and much more.

In addition to onsite resources, WakeMed Children's works closely with organizations across our community who seek to make a difference in the lives of children and families we care for daily. This includes everyone from professional and college athletes to musicians, actors and professionals of all backgrounds who lend their time and hearts to offer a welcoming smile and words of encouragement.



Two new partnerships are also helping to enhance the experience of children and adolescents during their hospital stay while expanding access to educational and literary resources. By working with Wake County Public Libraries (WCPL) and Wake County Public School System (WCPSS), we've added several new programs for the benefit of those we serve.

"When kids are in the hospital, they are often missing school and other educational activities. We were looking for ways to integrate more educational experiences to help bridge those gaps and support a smoother transition when patients leave the hospital," said **Sally McMurry**, family & program support coordinator (Children's Hospital). "Our partnerships with WCPSS and WCPL have been very successful, in part, due to our shared purpose of improving the lives of young people in our community."

Earlier this year WakeMed Children's staff and volunteers participated in an all-day training session led by WCPL librarians, who shared their expertise in reading development, storytime best practices and presenting literacy programs for children and adolescents in a hospital setting. This knowledge helped set the stage to expand the 'books to bedside' program and make more reading-focused activities available, which will improve the overall quality of a child's stay while providing learning experiences. WakeMed and WCPL also collaborated on a parenting series titled "Parenting with the Pros," with sessions focused on teen mental health, tips for a safe summer and considerations for youth athletes.

As part of the partnership with WCPSS, eligible students (WCPSS students who receive special education services) who are in the hospital for five or more days can receive in-person instruction from a contracted Home Hospital teacher. Families also receive support and recommendations to support their students as they transition back to the school environment. In the first semester that this service was available, over 75 hours of in-person, one-on-one instruction was provided in the WakeMed Children's Hospital.

Thanks to these and other collaborative efforts, the dedicated staff of WakeMed Children's are improving not only the health, but also the well-being of the next generation of our community.



The WakeMed Atrial Fibrillation Center (AFib Center) opened in the Heart Center on May 24, 2023. In just one short year, the center has served over 300 new patients, with an average wait time from referral to provider appointment of just 1.1 days.

In alignment with the WakeMed pyramid, the AFib Center offers a state-of-the-art model to center care around the patient. "Caring for patients with AFib can be complex and often the different pieces of their ongoing care experience don't connect like they should," explains **Amanda Thompson**, executive director of Heart & Vascular Services. "The AFib Center provides a multidisciplinary approach to help patients understand their condition and steps to take to improve their overall health, experience better quality of life and reduce return visits to the hospital because of their AFib. The impact this center is having on our patients is remarkable."



Patients treated at the AFib Center have access to the latest treatments and interventions available and coordinated follow-up care with supporting WakeMed programs, such as Quit With WakeMed or the WakeMed Bariatric Surgery & Medical Weight Loss team. The AFib Center staff also works with a patient's cardiologist to support the patient's ongoing care. This commitment to patients helped earn the AFib Center a 5-Star PRC award.

### AFIB CENTER BY THE NUMBERS Patient data through May 2024



**378**

New Patient Visits



**80**

Hospitalizations Avoided



**28**

ED Visits Avoided



**362**

New Patient Referrals to WakeMed Heart & Vascular



**0**

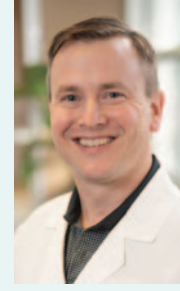
Readmissions for AFib within 3 months of AFib Center visit

## NEWS FROM WakeMed Physician Practices

### Welcome New Physicians



**Matthew Boulos, DO**  
Primary Care



**Daniel Kryder, MD**  
Primary Care



**Evan Plunkett, MD**  
Wake Orthopaedics

### Welcome New Advanced Practice Providers

**Maria Belaya, PA**  
Pulmonary & Critical Care Medicine

**Matthew Bonaventure, PA**  
Urgent Care

**Tabitha Cameron, PA**  
Wake Orthopaedics

**Abigail Coffin, NP**  
Mental Health & Well-Being

**Mariana Corpus, NP**  
MyCare 365

**Erin Gold, PA**  
Urgent Care

**Audrey Harper, PA**  
General Surgery

**Kendall Jukka, NP**  
Urgent Care

**Yuval Kimbell, PA**  
MyCare 365

**Dianne Lore, NP**  
MyCare 365

**Theodore Miller, NP**  
Heart & Vascular

**Matthew Norman, PA**  
MyCare 365

**Matthew Pace, PA**  
MyCare 365

**Julian Smith, PA**  
Orthopaedics

**Ashley Stout, PA**  
Gastroenterology

**Kimberly Waak, PA**  
MyCare 365

**Annie Westlund, NP**  
Neonatology

## NOW OPEN

### Pediatric Primary Care – Fuquay-Varina

Fuquay-Varina Medical Park  
2400 North Main Street, Suite 230  
Fuquay-Varina, NC 27526



## Congratulations

### 2024 Megan Champ Morgan Scholarship Recipients

The Megan Champ Morgan Scholarship Fund was established in January 2022 by former WakeMed President & CEO Ray Champ and his wife Meredyth. The fund honors their daughter, Megan Champ Morgan, who lived a life full of compassion, caring and respect for others. The fund provides scholarships of up to \$10,000 for dependents of WakeMed employees seeking to complete a higher education degree at an accredited not-for-profit institution in the areas of health sciences, elementary or secondary education, computer sciences or information technology.



We are pleased to share the 2024 recipients of this generous scholarship fund:

- John (Parent: **Kathleen Merz**, Information Services) has been accepted to Lees-McRae College.
- Ava (Parent: **Angela Windley**, Labor & Delivery – Raleigh Campus) will be attending UNC – Wilmington.
- Olivia (Parent: **Yvette Jacobs**, Patient Case Management) will be attending Wake Forest University.
- Abigail (Parent: **Bobbi-Jo Ramsey**, Mobile Critical Care Services) will be attending the University of Tennessee – Knoxville.
- Felicity (Parent: **Michelle Schweitzer**, APP Program) will be attending UNC – Wilmington.
- Vivek (Parent: **Suru Patel**, Imaging Services – Apex Healthplex) will be attending North Carolina State University.
- Jewelry (Parent: **Jan McClure-Warren**, NICU) will be attending East Carolina University.

Applications for the next award cycle are due May 1, 2025. Eligibility requirements were recently revised to make the scholarships available to a broader group of students. See the WakeMed Foundation page on MyWakeMed for details.

# LEADERSHIP NEWS

## Stephanie Sessoms Named EVP, Chief Financial Officer



**Stephanie Sessoms** has been named executive vice president & Chief Financial Officer. Sessoms joined WakeMed in 2007 as a manager of accounting and has held numerous leadership roles during her 17+ years with the organization. She was promoted to vice president of Finance in 2017 and has been serving as the interim CFO since January 2023. As she takes on this role, Sessoms assumes responsibility for WakeMed's overall financial operations, including financial planning, revenue cycle, managed care, revenue reimbursement and all accounting functions.

## Brian Lynde Named VP, Chief Legal Officer



**Brian Lynde** has been named vice president & Chief Legal Officer after filling the interim role since December 2023. Lynde has over 15 years of health care legal experience and joined WakeMed in 2016. During his tenure, he has played an instrumental role in helping our organization navigate an array of legal concerns, particularly focusing on transactions to help WakeMed grow and adapt as it positions itself as a top-10 health care provider. In his new role, he will serve as a strategic partner to support WakeMed's mission and Aspirational Goals while helping to ensure the organization meets legal and regulatory requirements.

## Marina Cecchini Joins WakeMed as SVP, Mental Health & Well-Being



**Marina Cecchini**, MPA, joined WakeMed as senior vice president, Mental Health & Well-Being. Cecchini has administrative oversight for WakeMed's outpatient and inpatient Mental Health & Well-Being services and facilities, including the WakeBrook hospital and the new hospital under development in Garner (slated to open in 2027). Reporting to **Tom Gough**, EVP & COO, she will work in dyad partnership with Mental Health & Well-Being Chief Medical Officer **Micah Krempasky**, MD, to support inpatient services and WakeMed-developed outpatient services. She will also collaborate with **Rick Shrum**, vice president & Chief Strategy Officer, as appropriate in the further development and expansion of outpatient services as part of the WakeMed Behavioral Health Network.

## Hank Woods, IV, Named Vice President, WakeMed Foundation



WakeMed recently welcomed **Walter Henry (Hank) Woods, IV** as vice president of the WakeMed Foundation. Woods brings to the Foundation 24 years of development and non-profit leadership experience, most recently with the HOW Institute for Society as Chief Partnerships and Development Officer. As vice president of the WakeMed Foundation, Woods will direct and manage the team responsible for all fundraising programs and activities in support of WakeMed's mission. He will oversee accounting, management and distribution of donor funds; donor recordkeeping and recognition; and all aspects of applying and obtaining grant funding.

## Joe Palumbo Named Executive Director, Patient Access – Revenue Cycle



**Joe Palumbo**, MBA, joined the WakeMed Revenue Cycle team as executive director of Patient Access. Palumbo has more than 25 years of health care revenue cycle experience and comes to WakeMed from the University of Maryland where he was senior director of Patient Access. In his new role, he will oversee many areas of operations across the health system, including pre-registration, authorization, financial clearance, financial counseling and acute registration. He will work closely with senior leaders and department leadership to build upon existing strategies and design new initiatives that leverage digital and analytic tools to improve access for those we serve.

## RAPIDCONNECT



### RapidConnect is now PHConnect

The RapidConnect platform has transitioned to a new app called PHConnect. If you use RapidConnect on your personal mobile device, you will need to download and begin using the new app by the following dates:

- > Android users by June 10
- > Apple users by July 10

Detailed instructions for transitioning from the RapidConnect App to the PHConnect App can be found on MyWakeMed. Note: Failure to log out of the existing app will cause issues with the new app. It is not enough to simply delete the app; you must sign out first. Email: [connectsupport@proficienthealth.com](mailto:connectsupport@proficienthealth.com).

## WOW, WHAT AN EMPLOYEE!

**Tom Cavender**, vice president (Facilities & Construction) received the Governor's Volunteer Service Key Volunteer of the Year award for his work with the Ronald McDonald House Charities of the Triangle.

**Matt Zerden**, MD, (OB-GYN) received the Campbell School of Osteopathic Medicine (CUSOM) Preceptor of the Year Award for the Raleigh Region from the fourth year CUSOM class. Dr. Zerden also presented "Vasectomy for the OB-GYN Provider: Opportunities, Logistics and Benefits" at the NC OBGYN Society Meeting in Charlotte.

**Kaytlin Atwood**, MSN, (Clinical Nursing Resource Services) and **Jamie Priolo**, BSN, RN, (5 West Surgery & Trauma – Cary Hospital) recently won Best EBP Poster at the Iowa National Evidence-Based Practice (EBP) Conference for their project, "Peer Audit Checklists to Reduce Falls: A Kamishibai Card Initiative."

**Scott Hultman**, MD, (Plastic & Reconstructive Surgery) and **Ursula Adams**, MD, (General Surgery) recently presented a project titled, "Autologous skin cell suspension (ASCS) for the closure of full thickness wounds," which showcases the work of the WakeMed Plastic & Reconstructive Surgery team, at several medical conferences.

**Savannah Horvick**, BSN, RN, (2 West Intermediate Care – Cary Hospital) recently had the article, "Palliative care providers' and administrators' perspectives on integrating community-based palliative care using the social determinants of health framework," accepted for publication in *Palliative Medicine Reports*.

**Catherine Leach**, PhD, RN, (Clinical Nursing Resource Services) recently published the article, "The use of the acute stroke management questionnaire to measure acute care nurses' stroke knowledge," in the *Journal of Neuroscience Nursing*.

**Sharee McCray**, DNP, (Rehab Nursing Administration) recently published "Early identification, intervention, and prevention of hospital-acquired pressure injuries using a nurse-driven pressure injury prevention program," in *Clinical Nurse Specialist: The Journal for Advanced Nursing Practice*.

**Allyson Mauzy**, NP, (Critical Care Medicine) and **Katrina Martin**, RN, (Nursing Education) earned doctorate in nursing practitioner degrees (DNP).

**Joanny Santiago-Hernandez** (3B CVIC) earned a bachelor's degree in nursing (BSN).

**Irene Mwaniki** (Home Health) earned a master's degree in business administration (MBA).

Health Information Management congratulates **Madison Rouse** for obtaining a master's in health informatics and information management (MHI) degree from East Carolina University, and **Terrie Kurney** for obtaining certification as a medical office professional from Wake Technical Community College.

Labor & Delivery – Raleigh Campus congratulates **McKenize Kiesle**, BSN, RN, and **Izabella Riopedre**, BSN, RN, for earning inpatient obstetric nursing certification; they also congratulate **Nicole Saia**, BSN, RN, for earning inpatient antepartum certification.

**Carla Mac Kenzie** (Center for Community Health) became certified as a first level commitment examiner.

**Dwayne Cureton** was named manager of Patient Transport with oversight for Raleigh Campus, Cary Hospital and North Hospital.

**Meghan Brooks** was promoted to supervisor of Child Life Services.

Wake Technical Community College awarded the WakeMed Neurodiagnostics Lab a certificate of excellence for training of EDT students in their 2024 clinical rotation.

3E CVIC celebrates seven of their CNAs who graduated nursing school and will be joining the WakeMed Nurse Resident program in the summer cohort: **Mary Anne Cunningham** (3E); **Nick Carpenter** (MICU); **Caleb Levinson** (3E); **Stephany Jimenez** (3E); **Kaylee Saunders** (Labor & Delivery – North Hospital); **Iris Radilla-Sotello** (3E) and **Jen Warta** (6A Oncology).

## COMINGS & GOINGS



Primary Care – Garner wishes a happy retirement to **Susan Rhodes**, BSN, pictured left, who is retiring after 42 years of service to WakeMed.

Hospital Coding congratulates **Eva Lowery** on her retirement from WakeMed after 23 years of service.

Managed Care Contracting welcomes **Masiel Poloche** as managed care operations lead.

Revenue Cycle Education team welcomes **Tiffanie Wills**, **Anna Garcia** and **Tyler Wall**.

3B CVIC welcomes **Lauren White**, RN; **Kayla Binder**, RN; **Danielle Hinton**, RN;

**Sasha Marquez**, RN; **Sierra Staley** and **Jazz Bryant**.

ED Registration at Raleigh Campus welcomes **Brittany Prince**.

Urgent Care – Oberlin welcomes **Elsi Romero**.

STICU welcomes **Daniel Tobin**, RN; **Christine Dequito**, RN; **Abby Samuel**, RN; **Kaleigh Smith**, RN; **Cooper Cromer**, RN; **Damien Dreher**, RN; and **Emilee Elston**, RN.

3C Rehab and 4E Pediatric Rehab welcomes **Destinee Tate**, MSN, RN, as the new evening supervisor.

2E CVICU welcomes **Precious Onyeabo**, RN; **Obomate Asimiea**, RN; **Coral Donaldson**, RN; **Tracy Quillen**, RN; **Princess Perry** and **Kesha Johnson**.

Quality Analytics welcomes **Gretchen Guy**, BSN, RN, as a Quality Documentation Specialist.

MyCare 365 – Lowes Grove welcomes **Laura Shields** as practice manager, as well as **Erica Caquias**, **Laniya Logan**, **Diamond Graves**, **Carmen Bobbitt** and **Hannah Beinke**.

Outpatient Rehab – Clayton welcomes **Emma Rossner**, **Dale Mangum** and **Jamila Martin**.

Patient Case Management – Cary welcomes **Haley Tomlinson**, **Vera Kam** and **Kizzy Muse**.

6C Surgery & Trauma welcomes **Jessica Alston**, RN; and **Kristie Richmond**, RN.

5 West Surgical & Trauma – Cary welcomes **Tina Joseph**, RN; **Dominique Mitchell**; **Ruby Berrios**; **Adam Smith**, RN; **Rich Hogan**, RN; **Pret Benolga**, RN; and **Mia Alvarez**.

## IN MEMORIAM



The WakeMed family mourns the loss of **Susie Campbell**, RN, who passed away on May 27. Susie joined WakeMed in August 2023, caring for patients on 1 East – Clinical Evaluation Area at Cary Hospital. Her colleagues share that, "Susie wasn't just a WakeMed nurse, she was an AMAZING WakeMed nurse!" Please join us in keeping her family, loved ones and colleagues in our thoughts during this time.

## ADDITIONS & ATTACHMENTS

**Angela Townsend** (Primary Care – Brier Creek) welcomed a child, Nalea, on February 2.

**Catina (Campbell) Steadman** (Primary Care – Garner) got married on May 2.



May is Employee Appreciation Month – a time to celebrate our WakeMed family and everything you do for our community. WakeMed is the unique and special organization it is because of YOU! Throughout the month, staff enjoyed a well-deserved break for ice cream, entertainment and fun with colleagues. In addition, dozens of employees received raffle prizes from Employee Relations, ranging from yard games to WakeMed-branded items and more!



**CELEBRATING DIVERSITY!**

Revenue Cycle staff (above) made Diversity Flowers during Diversity & Inclusion Awareness Month. The center of each flower was something all members of the group had in common; the petals shared something that made each group member unique. The 1C Clinical Evaluation Area Diversity, Equity & Inclusion Committee sponsored a diversity event for staff (above left). The committee, which is the first unit-based committee of its kind at Raleigh Campus, is committed to creating an environment of respect and cultural competency.

**MEMORIAL DAY RECOGNITION**

WakeMed staff, providers and volunteers paused on Friday, May 24, to recognize Memorial Day and honor those who have given the ultimate sacrifice in service and defense of our country. Recognition events were held at Raleigh Campus, Cary Hospital and North Hospital and involved members of hospital leadership, Spiritual Care and others.



**CELEBRATION OF INQUIRY**

The third annual Celebration of Inquiry was held in May to celebrate the many forms of research taking place at WakeMed. Congratulations to **Tommy Tuggle**, PGY2 Pharmacy Resident, for winning this year's People's Choice Award.



**EARTH DAY THE WAKE WAY**

WakeMed employees celebrated Earth Day on April 22 with an event focused on reducing our reliance on paper record-keeping. Employees had an opportunity to bring down unneeded and outdated documents to be securely shredded in the Raleigh Campus Courtyard. Corporate Compliance and Information System Security staff also shared information about secure record keeping, HIPAA and patient privacy.



**Have news to share?**

Send it to microscope@wakemed.org

# 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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WakeMed Health & Hospitals  
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Raleigh, NC 27610

Non profit  
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Permit No. 1307

ADDRESS SERVICE REQUESTED



The market takes place in the Raleigh Campus Courtyard on Tuesdays from 10 am to 2 pm through the end of September (excluding holiday weeks). Come by and support local craft, specialty food/beverage, beauty and produce vendors.

**Follow us** TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

## CALENDAR OF EVENTS



### EMPLOYEE WELL-BEING EVENTS

#### WakeMed Run Club Payday Runs

Payday Wednesdays throughout the summer

The group meets at Anderson Point Park (20 Anderson Point Drive, Raleigh, NC 27610) and will start and finish near the picnic shelters/water fountain/restroom area. The run will break up into various pace groups, which means no one will be left behind. All levels are encouraged to attend; participants must have a signed waiver on file. For details, email Bob Nelson at [wellness@wakemed.org](mailto:wellness@wakemed.org).

#### WakeMed Cycling Club Payday Rides

Payday Thursdays throughout the summer

The group meets at the Wake Orthopaedics location (3009 New Bern Ave.) at 5:30 pm and rides along the Raleigh Greenway to the Neuse River Trail and beyond. All rides are no drop rides, which means no one will be left behind. All participants must wear a helmet and have a signed waiver on file. For details, email Bob Nelson at [wellness@wakemed.org](mailto:wellness@wakemed.org).

#### Scoop on Nutrition: Eating the Mediterranean Way: Health and Flavor Combined

June 18

Join a Corporate and Community Health Registered Dietitian in a 30-minute detailed dive into a wide variety of nutrition topics: new trends, essentials to good health, or even topics you request. Come listen, learn, ask questions, and even share ideas with your coworkers. In June's class, we will discuss how the Mediterranean diet isn't just about food, it is a lifestyle that promotes well-being and longevity. Visit MyWakeMed or the WakeMed Weekly for details on how to join.

### CEO Employee Forums

Join the conversation! A lot is happening at WakeMed! Don't miss this opportunity to talk informally with Donald Gintzig to learn what we're doing and what's coming up for WakeMed.

#### In-Person Forums

- ▶ Raleigh Campus: June 20, 2:30 pm
- ▶ Cary Hospital: June 25, 3 pm
- ▶ North Hospital: June 18, 2:30 pm

#### Virtual Forums

- ▶ June 19, noon

See MyWakeMed for joining instructions.

### Juneteenth Recognition

June 19, 11 am

#### Raleigh Campus & Cary Hospital

Juneteenth is a federally recognized holiday commemorating the end to slavery in the United States. It is annually celebrated on June 19 and is also known as Jubilee Day, Freedom Day and African American Independence Day. This observance is a reminder of our history, our hopefulness and our bright future.

### Verbal De-escalation: Surviving Verbal Conflict

June 13 & July 11

Join Campus Police & Public Safety Officers and learn the skills to recognize, address and respond to escalating behaviors and verbal conflicts. Two NPDP leadership hours are awarded for attendance. See WakeMedU for details and deadlines.

### Pediatric Book Drive

June 25, 10 am to 2 pm

Drop off your new and gently used books for children and adolescents at the Farmers Market. Books will be given to our patients at Pediatric Primary Care practices. See MyWakeMed for details.

### Professional & Leadership Development

Organizational Development offers a variety of programs and classes throughout the year; details can be found in WakeMedU. These sessions support and advance WakeMed's mission, vision, and aspirational goals and Wake Way Every-Time Behaviors. For more information, email [orgdevelopment@wakemed.org](mailto:orgdevelopment@wakemed.org).