

# MICROSCOPE



## honoring PEG & DR. JERRY BERNSTEIN

On July 21, the WakeMed Children's Hospital was officially dedicated in honor of Peg and Dr. **Jerry Bernstein**. Dr. Bernstein served as a pediatrician and founding member of Raleigh Pediatric Associates while also caring for thousands of children at WakeMed.

Throughout the course of his career, Dr. Bernstein and his late wife, Peg, went above and beyond to ensure that every child in our community had the opportunity to realize their potential. As Dr. Bernstein transitions into retirement, WakeMed celebrates the many contributions he has made to our organization over the years, including helping to establish the WakeMed Foundation and serving as its Board chair for 10 years, as well as serving two terms on the WakeMed Hospital Board of Directors.

This special recognition was made possible thanks to the generous support of the Szulik Family Foundation. When speaking of this honor and the dedication gift to WakeMed, Matthew Szulik said, "Dr. Bernstein has led by example in extraordinary care of North

Carolina's children for 50 years. His vision for WakeMed Children's has become a model for pediatric care nationwide. He is a true leader. The Szulik Family Foundation is honored to recognize the Bernsteins by supporting the dedication of the Children's Hospital in their honor."

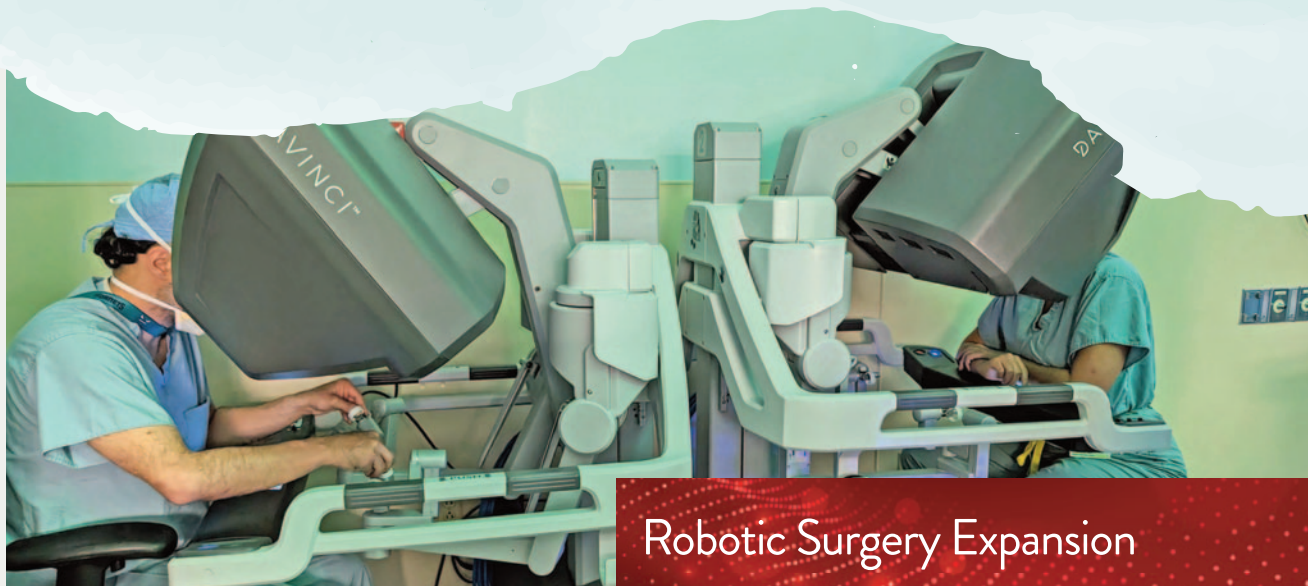
**Donald Gintzig**, president & CEO, added, "It is fair to say, we owe a debt of gratitude to both Peg and Jerry for their selfless service to improve the health and well-being of children and families across our community. Not only did Jerry honorably care for patients, he also helped shape what both the WakeMed Foundation and WakeMed Children's are today – including his vision to have the first dedicated Children's Emergency Department in North Carolina, which opened in 1997, and the building of WakeMed Children's Hospital. His compassion and commitment will continue to serve our community for generations to come. We are humbled and honored to formally dedicate the WakeMed Children's Hospital in honor of Peg and Dr. Jerry Bernstein."

## 210 Theranostics Now Open

### New, Advanced Treatment Option for Cancer Patients

Theranostics is an innovative, highly targeted, field of cancer treatment that combines diagnostics with therapy. For eligible patients, the diagnostic results identified on a PET/CT scan are combined with a therapeutic treatment, which is administered by injection or infusion. PET scans can be used throughout the course of treatment to visually track effectiveness.

WakeMed and Raleigh Radiology are proud to make these services available to our community at 210 Theranostics, located in the Medical Park of Cary. 210 Theranostics is an extension of 210 PET Imaging, which is a joint venture between the two organizations, with support from Siemens Healthineers through



### Robotic Surgery Expansion

As surgical care continues to expand the use of minimally invasive approaches, robotic-assisted surgeries have become the standard of care for many procedures. Robotic-assisted surgery offers many benefits to patients, including smaller incisions, shorter recovery times and improved overall outcomes.

WakeMed recently added three Da Vinci surgical robots – bringing our total to seven – as well as another type of robot for pulmonary biopsies. The new Da Vinci robots (two are located at Raleigh Campus and the other at Cary Hospital) were obtained through the AMP program, which allows WakeMed to lease the state-of-the-art equipment on a per-use basis, rather than purchasing it directly. This arrangement allows us to enhance our robotic surgery program without a significant financial investment.

Many of WakeMed's surgeons are specially trained in robotics, and they have appreciated the improved access to robots, which in turn is helping elevate the standard of care we provide patients. In the first two months of availability at Raleigh Campus, robotic-assisted surgeries increased by ~20% over the average for the previous 18 months. The new robots are helping decrease waiting times for robotic surgery while increasing patient and surgeon satisfaction. "From a provider perspective, it makes a significant difference being able to offer surgery to a patient, in the preferred method, in a timely fashion. As a surgeon, the additional robots have improved my ability to optimally care for my patients, which is helping to keep them at the top of the Pyramid," commented **Michael Williford**, MD, General Surgery.

Overseeing these expansion efforts is the WakeMed Robotics Committee. Formed in 2021, the committee works to improve and optimize robotic utilization system-wide. The committee includes Surgical Services leadership, executive leadership, research support and surgeons from diverse specialties.

The growing robotic surgery program also offers new opportunities for Surgical Services staff. Staff who support robotic-assisted surgeries must undergo specific training, which provides opportunities to advance their knowledge and skills. "We are very excited about the momentum and trajectory of our robotics program and appreciate partnership with all of our colleagues at WakeMed – both inside and outside of the operating room," commented **Amanda Thompson**, executive director of Surgical Services for Raleigh Campus and North Hospital.



our **Value Partnership**. It is one of the only community-based theranostic programs in the region and one of only four programs to receive Radiopharmaceutical Therapy Accreditation by the Intersocietal Accreditation Commission (IAC).

"We are making state-of-the-art, full-service imaging and targeted therapeutic medicine available to our patients. Theranostics is an exciting field that offers new options for patients whose cancer is no longer responding to other treatment methods," commented **Tom Hughes**, senior vice president & administrator, Cary Hospital, who also has system oversight for Imaging Services.

Currently, two therapeutics are available for advanced prostate cancer. Xofigo and Pluvicto are targeted therapies that deliver radiation treatment directly to cancer cells. These treatments are for specific types of advanced prostate cancer that no longer respond to hormonal or surgical treatment.

This fall, 210 Theranostics will begin offering Lutathera, which is used for adults with a type of cancer known as gastroenteropancreatic neuroendocrine tumors (GEP-NETs) that are positive for the hormone receptor somatostatin. Additional services will be added as more therapeutics are developed.



### A WIN FOR PATIENT CARE!

**Jenna Beckham, MD, (OB-GYN)** recently published an article in the *American Journal of Obstetric Gynecology* about a novel case performed at WakeMed that involved using a surgical robot to remove retained placental remnants. This is just one example of how our care teams are able to quickly and efficiently care for patients using robotic-assisted approaches, thanks to the expansion of WakeMed's robotic surgery program.

# WAY TO GO WAKEMED!

Exceptional  
People.  
Exceptional  
Care.

WakeMed  
Recognized  
by U.S.  
News &  
World  
Report



Congratulations to WakeMed Rehabilitation Hospital for being named a **2024-2025 Best Hospital for Rehabilitation**, coming in at #21 in the nation. This is the third year that the Rehab Hospital has been named among the best hospitals for those recovering from traumatic injury, stroke, heart attack and other conditions. *U.S. News & World Report* evaluated 1,049 adult rehabilitation hospitals to determine the top 50 hospitals.

In addition to ranking hospitals for numerous specialty areas, the publication rates hospitals as “high performing,” “average,” or “below average” relative to other rated hospitals. High performing ratings recognize care that is significantly better than the national average, as measured by factors such as patient outcomes. We are pleased to share WakeMed achieved this designation in several areas:

### Raleigh Campus (including North Hospital):

- > Aortic valve surgery
- > Back surgery (spinal fusion)
- > Chronic obstructive pulmonary disease
- > Heart attack
- > Heart bypass surgery
- > Heart failure
- > Pneumonia
- > Transcatheter aortic valve replacement

### Cary Hospital:

- > Chronic obstructive pulmonary disease
- > Heart failure
- > Pneumonia
- > Stroke

“Our dedication to providing safe, quality, compassionate care is reflected in everything we do,” said **Tom Gough**, WakeMed executive vice president and chief operating officer. “WakeMed offers the highest level of care available in Wake County and beyond, including critical, neonatal, pediatric, neuroscience, cardiology and trauma care, among many others. We are very proud to be nationally recognized and ranked among the best for our efforts.”



### Cary Hospital: CMS Five Stars

Each year the Centers for Medicare and Medicaid (CMS) publishes star ratings for over 4,000 Medicare-certified hospitals in the country. The ratings reflect the quality of care and patient experience and are intended to help consumers make informed choices about where to obtain health care.

We are pleased to share that this year Cary Hospital received an overall rating of five stars – the highest number available! Raleigh Campus (which includes North Hospital) once again received four stars. The overall star rating is based on how well a hospital performs across different areas of quality, such as treating heart attacks and pneumonia, readmission rates and safety of care.

CMS also gives stars based on patient survey ratings, and both WakeMed facilities received four stars this year, an improvement over last year’s three-star rating. The patient survey rating measures patients’ experiences of their hospital care, including how well nurses and doctors communicated, how responsive hospital staff were to their needs, and the cleanliness and quietness of the hospital environment.

### Center For Community Health: Healthier Communities Award

WakeMed’s Center for Community Health was awarded the North Carolina Healthcare Association’s (NCHA) Healthier Communities Award. This award recognizes collaborative work by an NCHA member institution to promote health and well-being by addressing an identified need.



The Center for Community Health opened in October 2022 as an integrated care approach to improve access and health outcomes for underserved and vulnerable populations. The Center brings many collaborative, community-based population health programs together under one roof to meet the diverse and complex needs of patients suffering from homelessness, mental illness, and/or advanced chronic medical issues. “A lot of the things driving poor outcomes have nothing to do with the things we are doing inside our hospitals or clinics. It is the struggles that our patients are facing on a daily basis, the social determinants of health, the poverty, the lack of access to insurance and mental health care,” said **Brian Klausner**, MD, executive medical director of the Center for Community Health, pictured above accepting the award at NCHA’s Summer Membership Meeting.

### CT Services: ACR Designation

Raleigh Medical Park and Cary Hospital CT Services are now both designated as Lung Cancer Screening Centers by the American College of Radiology (ACR). 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. Garner Healthplex and Apex Healthplex CT Services also hold this designation.



### Cary Hospital: Bariatric Surgery Excellence

Cary Hospital was named to *Money Magazine’s* 2024 list of Best Hospitals for Bariatric Surgery. Cary Hospital was ranked sixth out of the 75 hospitals named to the list.

The 2024 list reflects hospitals that excel in offering safe, effective weight-loss procedures led by skilled bariatric surgeons and specialists. The publication also graded facilities on price transparency by comparing its publicly listed prices with the revenue it receives from patients.

Money partnered with Denniston Data and Definitive Healthcare in creating a methodology that favors facilities that have received strong quality care and patient ratings from the Centers of Medicare & Medicaid Services (CMS) as well as accreditation in metabolic and bariatric care from the American College of Surgeons.

For a full list of awards and accolades, visit [wakemed.org](http://wakemed.org)



### WakeMed Welcomes New Board Member

Christina Alvarado Shanahan, Rear Admiral, U.S. Navy, SHCE, Reserve (retired), was appointed by the hospital to serve a five-year term on the Board of Directors beginning July 6. Mrs. Alvarado Shanahan, who previously served two terms on the Board, takes the place of Henry Darnell, who recently completed his term.

### Get with the Guidelines

WakeMed physicians and staff were recognized once again for delivering the highest level of care for patients experiencing heart failure and stroke. The Get With The Guidelines quality achievement awards are earned by hospitals that demonstrate a commitment to treating patients



according to the most up-to-date guidelines as outlined by the American Heart Association/American Stroke Association.

Raleigh Campus and Cary Hospital teams both meet or exceed national guidelines for ensuring stroke and heart failure patients receive the most appropriate treatment and education according to nationally recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability. Both hospitals received the following recognition this year:

- > **Get With The Guidelines – Heart Failure GOLD PLUS with Target:** Heart Failure Honor Roll and Target: Type 2 Diabetes Honor Roll
- > **Get With The Guidelines – Stroke GOLD PLUS with Target:** Stroke Honor Roll Elite, Advanced Therapy and Target: Type 2 Diabetes Honor Roll

Congratulations to our incredible care teams and thank you for all you do on behalf of our patients!

### Raleigh Campus: Stroke Certification

Raleigh Campus has been re-certified as a Thrombectomy-Capable Stroke Center from The Joint Commission. The certification follows a two-day survey that took place in April and involved WakeMed staff sharing protocols, processes and capabilities in providing care to patients presenting with stroke symptoms, including advanced interventional procedures and post-procedural care. Hospitals achieving Thrombectomy-Capable Stroke Center Certification must meet rigorous standards for performing endovascular thrombectomy and providing post-procedural care.



## NEW Malignant Hyperthermia Response Boxes Now Available

WakeMed recently made a change to help us more efficiently respond to patients with malignant hyperthermia. Malignant hyperthermia is a rare genetic disorder that causes a severe reaction when the patient is exposed to certain anesthesia medications. Malignant hyperthermia is a medical emergency and treatment must be initiated quickly.

To help clinicians respond to suspected malignant hyperthermia quickly, the Pharmacy team has transitioned to a new formulation of dantrolene (brand name Ryanodex) that is faster to prepare and administer. The medication and needed supplies are stored in a new response box (pictured) located in the Emergency Departments, Operating Rooms and Inpatient Pharmacy. (The previous Malignant Hyperthermia carts are no longer in use.)

Staff who work in areas that administer or may receive a patient who has been administered succinylcholine and/or volatile anesthetics (for example, Surgical Services, ED, ICUs, cath lab or other procedural areas) should complete the updated WakeMedU Malignant Hyperthermia module and review the Malignant Hyperthermia policy.

### Malignant Hyperthermia Signs & Symptoms

- > Hypercarbia
- > Tachycardia
- > Muscle rigidity
- > Temperature greater than 110
- > Hyperkalemia
- > Acidosis

If malignant hyperthermia is suspected, follow these steps:

- > Bedside hospital staff: Call ext. 02222 to activate the Malignant Hyperthermia Response Team
- > OR Staff: Notify the OR circulating nurse
- > Emergency Department staff: Notify the ED provider and the Clinical Administrator



## NAVY CORPSMEN PROGRAM GRADUATES 20TH CLASS AT WAKEMED

In February 2021, WakeMed welcomed the first Hospital Corpsman Trauma Training (HMTT) program cohort, kicking off a partnership with the U.S. Navy's Bureau of Medicine and Surgery (BUMED). August 1, 2024, marked a milestone in this successful program, as the 20th cohort graduated from the seven-week training session.

The HMTT is centered around practice and preparation for military medical staff – Corpsmen – to ensure future combat readiness in high-trauma locations by providing specialized training and experience in evidence-based clinical practices and civilian care not often available in Navy Medical installations. As a Level I Trauma Center with one of the busiest Emergency Departments in the country, WakeMed is well-positioned to provide a breadth of experience to the Corpsmen trainees to prepare them for a wide range of patient care needs they will address in the field.

Each cohort trains in Raleigh Campus' Emergency Department, Operating Rooms, Intensive Care Units and Wound Care during their rotation. Here's a quick look at the HMTT program at WakeMed:

- > 235 students have trained at WakeMed to date
- > 14 permanent Navy staff instructors are based at Raleigh Campus (33 temporary instructors have also rotated through)
- > WakeMed is one of only four HMTT sites in the country
- > Countless numbers of WakeMed staff contribute their talent and expertise to support the Corpsmen during their time at WakeMed.

"It is truly an incredible honor to help support and train these brave men and women who sacrifice so much for our country daily," said **Donald Gintzig**, WakeMed president & CEO.



"This partnership speaks to our expertise and leadership as a Level 1 Trauma Center and the experience of our doctors, nurses and staff. We look forward to welcoming more Hospital Corpsmen and helping them train for future trauma situations during deployment."

Special guests at the event included Rear Admiral Pamela Miller, The Medical Officer of the Marine Corps; Secretary Grier Martin of the North Carolina Department of Military & Veterans Affairs; and N.C. Representative James Roberson.

### Welcome New Physician



**Divyesh Mehta, MD**  
Hospital Medicine



WakeMed  
Physician Practices  
NEWS

### Welcome New Advanced Practice Providers

**Hannah Goodrum, PA**  
General Surgery

**Alexandra Dieffenderfer, PA**  
Urology



The Raleigh Campus Hospital Medicine Advanced Practice Provider (APP) team celebrates 10 years this August. Cary Hospital has had a Hospital Medicine APP team since 2006, and North Hospital has had one since 2021.

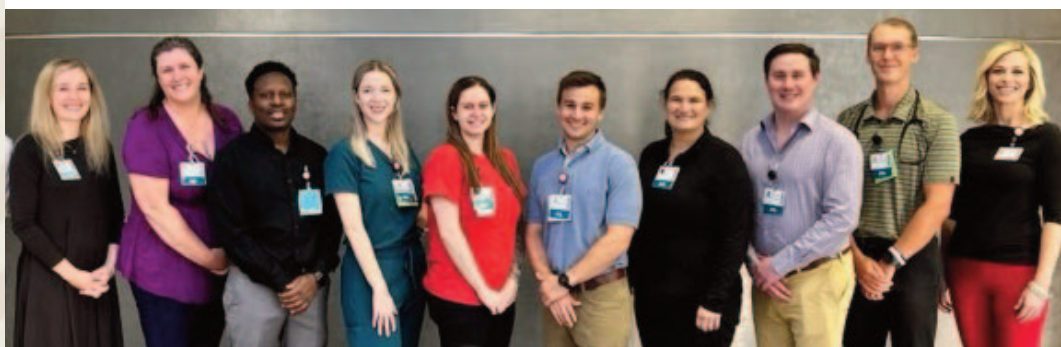
At Raleigh Campus, the Hospital Medicine team provides care for over 300 patients daily in units across the facility. The 26 Hospital Medicine APPs participate in all aspects of patient care, including admitting, consulting, rounding and providing after hours cross-coverage. In such a busy department, with patients spread across the hospital, teamwork is key to success!

"Every day, our group functions as a team to ensure patients are receiving the best possible care – we often brainstorm on best-possible solutions for a complex situation. It brings me great joy to work with different specialties – all approaching the patient from their specific angle of expertise and seeing great patient outcomes as a result," commented **Doug Bitzer, PA**, who has been part of the team for the past four years. **Sarah Dusel, PA**, manager of the Raleigh Campus Hospital APP team, echoes this sentiment, sharing, "When I joined the team in 2017, APPs were a relatively new phenomenon for hospitalists. Our physician colleagues quickly embraced us as an essential part of the patient care team. Continuous learning, collaboration, and providing the best care to every patient and family is what makes this team so remarkable."

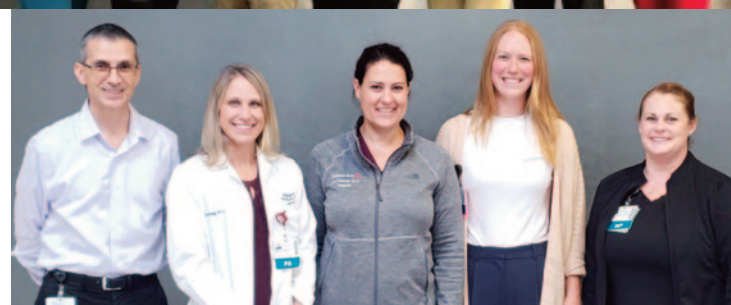
**Josh Henderson, PA**, was one of the original three APPs hired to the team in 2014. He now works in Critical Care medicine but has many memories of his first few months at WakeMed: "We provided overnight coverage for 150-200 patients and helped with admissions when we could. On average, you could expect to get paged every four minutes throughout your 12-hour shift. Many pages were about benign things, but some were critical – and figuring out which was which was something I had to learn quickly."

No matter where they are providing care – in any hospital and any unit – our Hospital Medicine APP team makes a tremendous difference to the patients and families we serve. "Our APPs are fully empowered Hospitalist team members who contribute immeasurably to the organization and our mission. Hospitalist APPs and physicians collaborate closely on patient care issues and take great pride in a culture of mutual respect and synergy," said **Ted Tsomides, MD, PhD**, director, Hospital Medicine – Raleigh Campus.

Congratulations to our Hospital Medicine APP team on reaching this milestone – and keep up the great work!



The Raleigh Campus Hospitalist APP night shift (above) and day shift (right) teams are celebrating 10 years of service to our community.





WakeMed anticipates welcoming surveyors from The Joint Commission later this year or early next year for our triennial accreditation survey. Here's one way you can get in on the action and help us prepare for a gold medal survey!

Answer the questions below and send a copy of your completed puzzle to [microscope@wakemed.org](mailto:microscope@wakemed.org) or via interoffice mail to Kate Wilkes (Marketing & Communications).

All correct puzzles received will be entered into a prize drawing. Be sure to write your name and department where indicated – please write legibly.

## ACROSS

5. Steps to follow when using a fire extinguisher
6. This law applies to all patients with potential medical emergencies or who are in active labor.
8. These documents provide preparedness information before an emergency.
12. How many inches are required for clearance around an electrical panel?
13. In addition to name, what is WakeMed's other patient identifier?
15. Unused medications fall into this waste classification.
16. What is the name of the process that requires all care givers in procedure to stop and have a verbal confirmation by each participant that elements are correct.
18. These are to be worn above the waist and be visible with the person's name.
19. Having visitors, respect, complaint resolution and participating in the plan of care are examples of \_\_\_\_\_.
20. What color top Super SaniCloths need to be 'wet' for four minutes to be effective?

## DOWN

1. Gloves, gowns and CAPRs are examples of \_\_\_\_\_.
2. Who do patients contact to share concerns about their care?
3. Situation, \_\_\_\_\_, Assessment, Recommendation
4. This acronym is key in managing a fire in an oxygen enriched environment.
7. A Tornado Safe Area of Refuge is located away from \_\_\_\_\_.
9. What is it called when you gather a list of a patient's medication names, doses and frequency?
10. What color top Super SaniCloths need to be 'wet' for two minutes to be effective?
11. You must flush your eyes for fifteen minutes if you get a \_\_\_\_\_ splash in your eyes.
14. This system is used to report a "Good Catch" or "Near Miss"
17. This is the single most important means of preventing health care acquired infections

Name \_\_\_\_\_  
 Department \_\_\_\_\_

## LEADERSHIP NEWS

### Cathy Smith Named Executive Director, Rehab Services



We are pleased to share that **Cathy Smith** has been promoted to executive director of Rehab Services. Smith has been a member of the WakeMed family since 1994, when she joined the organization as a physical therapist. She was promoted to

manager in 1997 and named to her most recent role of director of Rehab Services, Cardiac Rehab and Healthworks Fitness/Wellness in 2004. In her new role, she will have responsibility for the administrative management and coordination of WakeMed Rehab Services, which includes Acute Rehab Services at all hospitals, the WakeMed Rehabilitation Hospital, the Outpatient Rehab program, Cardiac Rehab, and Raleigh Campus Wound Care. She will work collaboratively with staff, providers, external stakeholders, administration, patients and their families to align available services with our mission and Aspirational Goals while achieving departmental goals and objectives.

Please join us in congratulating Smith on her new role.

## WOW, WHAT AN EMPLOYEE!

**Hannah Scruggs** and **Stephanie Brewer** (both of Neurodiagnostics) recently presented "Prognostication Following Cardiac Arrest: How to Introduce and Establish the Use of SSEPs" at the 65th Annual National Neurodiagnostic Conference.

**Sarah O'Neal** (Stroke Program) gave a presentation titled "Stepping Outside the Comfort Zone: Community Models and Telestroke" at the 10th Annual Comprehensive Stroke Business Summit.

**Hope Hubbard**, MSN, RN, (Nursing Education) published the article, "Supporting Healthy Nurse-to-Nurse Relationships as Experienced Nurses Transition to New Clinical Specialties", in the *Online Journal of Issues in Nursing*.

**Cecely Tucker**, RN, (Patient Case Management – Raleigh Campus) earned a master's degree in nursing (MSN).

**Jen Reiner**, RN, (Lactation Services) earned a bachelor's degree in nursing (BSN).

**Ashauntis McNair** (Patient Case Management – North Hospital) obtained certification as a licensed clinical social worker (LCSW).

**Mary Sue Niles**, MSN, RN, (Clinical Research) obtained certification as a clinical research coordinator (CCRC).

**Amber Jernigan**, BSN, RN, (Mother/Baby – Raleigh Campus) became board certified as an international lactation consultant.

**Kristin Baker**, BSN, RN; **Monica Shehan**, RN; and **Kelsey Webb**, RN (all of 5C Medical-Surgical Intermediate Care) passed the medical-surgical certification exam.

**Ashley Forehand**, RN, (eICU) earned critical care nursing certification.

**Zach Brinkman**, RN, (3B CVIC) obtained cardiac-vascular nursing certification.

Medical-Surgical Care at North Hospital welcomes **Michelle Harris-Evans** BSN, RN, as supervisor/clinical educator.

**Scot Jones** was promoted to nightshift supervisor of Respiratory Care Services at Raleigh Campus.

## COMINGS & GOINGS

6C Surgery & Trauma welcomes new nurse residents **Katherine Kearns**, **Ann Kamau** and **Sophia Talarico**.

Pathology Transfusion Services welcomes **Lauren Epstein**.

Home Health welcomes **Lisa Johnson**, RN, and **LaToya White**, LPN.

Patient Case Management – Cary Hospital welcomes **Amy Sears**, RN; **Ally Phillips**; **Mykeia Smith**; and **Taquicia Carr**.

Clinical Research welcomes **Caroline Canova**.

2E CVICU welcomes nurse residents **Katie Heffner**, **Bekah Arensman** and **Kyelar Lemons**.

Mother/Baby – Raleigh Campus welcomes **Jane Arbilo**, RN; **Beki Adkins**, RN; **LaPorsha Williams**, RN; **Caitlin Bryant**, RN Resident; and **Nayelli Penaloza**, RN Resident.

5C Medical-Surgical Intermediate Care welcomes **Claire Sigmon**, RN; **Tina Mincey**; **Maimouna Bajan**; and **Elvis Mofor**, BSN, RN.

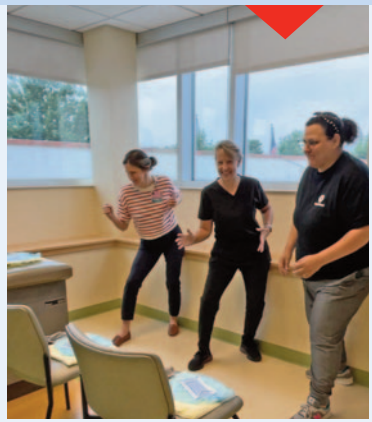
1A Clinical Evaluation Area welcomes **Nicole Holmes**, RN; **Nija Perry**; and **Lacrystal Crumpty**.

3B CVIC welcomes **Jecoliah Newton**; **Rachel Hedges**; and **Cassidy Sellnar**, RN Resident.

5 West Surgical & Trauma- Cary Hospital welcomes **Kelsey Ortiz**, RN; **Erin Stuckey**; and **Caroline Bowman**.

6C Surgery & Trauma welcomes **Mandee Glover**, RN, as the new supervisor/clinical educator.

# WHAT'S HAPPENING AT WakeMed



Team WakeMed always goes for the gold! Staff across the system had fun participating in a collection of Olympics-themed social media posts in July and August. Thanks to everyone who helps WakeMed do our very best, each and every day!



Pharmacy welcomes their new classes of Pharmacy Residents: PGY1: **McKenna Fowler**, PharmD; **Mary-Carty Pittman**, PharmD; **Taylor Raiger**, PharmD; and **Lauren Trummel**, PharmD. PGY2: **Bre Boyette**, PharmD; **Rachel Eccles**, PharmD; **Bethany Volkmar**, PharmD.



Pulmonary Function Testing – Cary has recently moved to the Medical Park of Cary, located at 200 Ashville Avenue. Since relocating, the service has seen a dramatic increase in patient volumes and staff – including **Jenny Baker** and **Dhruva Ganesan**, pictured – are thrilled to be caring for more members of our community!



Wendell Healthplex partnered with the Wendell Chamber of Commerce to teach a drop-in CPR Anytime class for chamber members and the community. Attendees had an opportunity to practice the skills of hands-only CPR and talk to Emergency Department leadership and cardiology staff to learn more about CPR skills and the prevention of heart disease.



WakeMed Children's got a special visit from UNC basketball player RJ Davis and our friends at Me Fine Foundation. RJ and Me Fine Foundation delivered some generous donations for the Children's Hospital, but most importantly, they delivered smiles to some of our strongest, bravest patients and the team that cares for them.



This summer WakeMed welcomed 60 Junior Volunteers who are serving as Guest Ambassadors at Raleigh Campus and Cary Hospital. Junior Volunteers also serve at Cary Hospital as Friendly Face volunteers, support various clinical units, the Gift Shop and the Bistro. Welcome to WakeMed!



Have news to share?

Send it to [microscope@wakemed.org](mailto:microscope@wakemed.org)

WakeMed  
GIVES

## WAKEMED GIVES 2024

### AN OPPORTUNITY TO SUPPORT YOUR WAKEMED TEAM

WakeMed's annual employee giving campaign, WakeMed Gives, kicks off in September. The campaign is an opportunity for employees to reinvest in WakeMed and their fellow WakeMed team members through programs designed to support the well-being and education of our staff. 100 percent of funds raised during the campaign go directly where the donor chooses.

Want to be a part of the excitement? Join the campaign as a WakeMed Gives Ambassador! For details email Ashley Simpson ([ashsimpson@wakemed.org](mailto:ashsimpson@wakemed.org)).

\* Nurses who participate as an ambassador will receive NPDP credit.

SPINAL CORD HEAD INJURY NEURO EXTRAVAGANZA

## SHINE CALL FOR ABSTRACTS

2025 WakeMed SHINE Conference  
Thursday, March 20  
WakeMed Raleigh Campus

The conference represents more than 20 years of igniting health care providers to improve their practice and inspire excellence while focusing on the newest innovations, research and evidence-based practices in neuroscience. Attending the SHINE Conference are more than 150 health care providers with levels of experience ranging from one to more than 30 years. Attendees include emergency, acute and rehab nurses; physical, occupational and speech therapists; advanced practice providers; and case managers.

Categories for Consideration:

- > Neurotrauma
- > Stroke
- > Other neurological and neurosurgical conditions



Use the QR code to submit your abstract before September 30.

[wakemed.org/about-us/education-research-and-innovation/clinical-research-institute-cri/shine-conference-abstract-submissions](http://wakemed.org/about-us/education-research-and-innovation/clinical-research-institute-cri/shine-conference-abstract-submissions)

## WAKEMED INNOVATIONS: TURNING DREAMS TO REALITY

Health care providers are naturally wired to be problem-solvers and innovators. The WakeMed Innovations program was established to give our employees and internal inventors a platform and support in developing new ideas that transform the delivery of health care.

WakeMed Innovations provides an opportunity for employees to take an idea from paper to reality. 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 to improve the care we provide than our very own WakeMed employees.

WakeMed Innovations has three main objectives:

- > Be a resource for internal innovators by encouraging and enabling WakeMed employees to solve problems.
- > Find or source external innovation that will enable WakeMed to be more efficient and improve patient care.

- > Look for innovative opportunities that would benefit from investment.

"By creating a culture of innovation throughout our system and investing time and resources, we work to enable our staff to execute forward-facing solutions to solve very real problems," commented **Diana Rhyne**, executive director, Research & Innovation. "No idea is too big or too small. If it impacts our patients and families, it's important."

Great ideas have been submitted to WakeMed Innovations from all over the organization, from employees in a wide range of roles. Past Innovations projects have ranged from 3D printed cord holders to life-saving medical devices – and everything in between. If you have an idea, you can submit it via Service Now. For more information or to talk through the process, contact Casey Granack at [cgranack@wakemed.org](mailto:cgranack@wakemed.org).



# Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



**CINDY BOILY**  
MSN, RN, NEA-BC  
Senior Vice President & Chief Nursing Officer



## A NOTE FROM OUR CNO

Dear Colleagues,

It is validating to know that sustaining outstanding nursing care and outstanding nurses like you are among the state's top priorities. In fact, the North Carolina Institute of Medicine (NCIOM) convened a special nursing task force to develop an action plan that supports our nurses now and in the future.

It is also validating to see that the task force's solutions mirror much of what we do here at WakeMed – fostering a culture that values nurses' physical and psychological safety, enhancing career and educational opportunities, and improving work environments while ensuring your participation in decisions involving our practice.

And we cannot forget the edge our Magnet® designation gives us. Being Magnet means we have the research-based structures and processes in place that help define our path toward nurse sustainability. Magnet is our blueprint for retaining and recruiting nurses, improving patient care, fostering a collaborative culture, implementing evidence-based practice, and innovating the future of health care.

I truly believe WakeMed attracts nurses who possess innovative spirits and the adaptability to 'shape shift' the care environment and care delivery to meet the needs of our patients and units at a moment's notice. You are truly a special group of men and women and I am so proud to be a WakeMed nurse!



## Congratulations, Clinical Informatics & Training Team!

A well-deserved round of applause for the members of the Clinical Informatics & Training team, who recently received the Nursing Excellence Award.

Many nice words were shared about the team, including: "Each member of this team brings their passion and expertise to EVERY encounter with clinical nurses. They truly listen to the issues and suggestions from frontline nurses and turn the feedback into solutions and processes, which, in turn, result in nurses remaining at the bedside to provide high-quality care and improving patient outcomes!"

Pictured below: Several members of the team **Jason Wilson, RN**; **Noel Hammond, RN**; **Katy Southerland, RN**; and **Melissa Chapin, RN**. Missing from the photo: **Kelly Johnson, RN**, (manager) and **Paula Carter-Scott, RN**.



## MORRISON'S TEAM HOSTS NURSE LEADER SUMMIT

Morrison's, the food service provider for WakeMed, recently hosted a patient experience summit for our Nursing leadership. Approximately 50 Nursing leaders attended the summit, which focused on our Perspectives patient survey process and ways we can all work together to ensure we are providing the right food options for patients.



## Helping RN Residents Master Their Passion

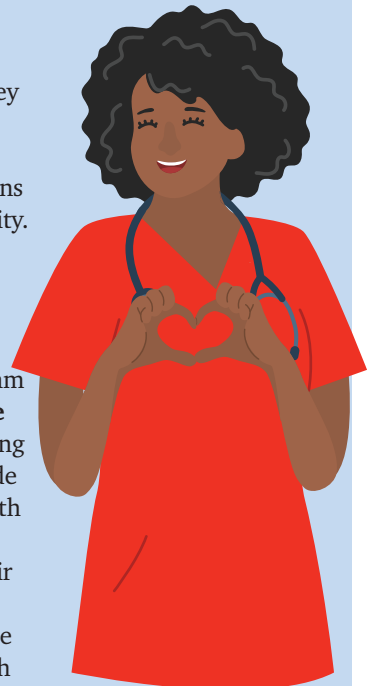
Our Nurse Residency Program offers new nurses an outstanding experience to prepare them for a career in bedside nursing and our nurse resident retention rate demonstrates just that. Approximately 89 percent of WakeMed nurses who complete the nurse residency program stay with us for one year or more. This is well above the national average of 76 percent.

Still, new nurses need support and guidance when they transition from residency to permanent positions – residency to reality. Clinical nurse specialists **Kaytlin Atwood, RN**, and **Susan Boyd, RN**, and clinical program specialist **Michelle Davis, RN**, are doing their best to provide that. They start with a list of residency graduates and their home units. They then round to these units, meeting with new nurses to ensure supports are in place and they are engaged in what really excites them about being a nurse.

"I ask nurses 'What's your passion? What sparks your curiosity?' and I encourage them to pursue their passions – whether that is determining how soon they can sit for a certification exam in their specialty or something else," says Davis. "We also encourage them to use their critical thinking skills, asking them to talk through the challenges they may encounter with a particular patient."

"I try to get to many of the codes so I can provide in-the-moment support to new clinical nurses," says Atwood. "I often include insights on documentation during rounds to help nurses gain confidence," adds Boyd.

Together, Davis, Atwood and Boyd also encourage new nurses to connect with people they feel comfortable with to ensure they have a supportive person they can go to when they need guidance or just someone to vent to during difficult times. They also prompt new nurses to get involved on teams and committees to get to know their colleagues throughout the system and add their energy to our quality improvement initiatives.



# R RELATIONSHIPS

## When Big Hearts Meet Big Volumes

Wake County is the place to live, work and play, which means it attracts more new residents each day. A growing population means more adults and kids need our services. Combine this growth with increased acuity due in part to the pandemic and boom! We have skyrocketing patient volumes systemwide.

Much of the story begins in our eight emergency departments – referred to by some as “WakeMed’s front doors.” We spoke with our ED managers about their volumes and acuity, how they manage the variable influxes of patients that are common to EDs, and how the teams stay resilient through it all.

### Volumes & Acuity

It’s clear when speaking with our ED managers that increasing patient volumes are now the norm. The soaring population growth in our area alone drives more patients to our facilities.

The big change is in the acuity of our patients. “Our acuity is through the roof,” says **Alyse Arnold**, RN, manager, Cary Hospital ED. “We recently had 12 Code Strokes in one day.” “We have had a 54% increase in the amount of patients we have admitted to the ICU since last year,” adds **Kelly Davis**, RN, manager, Brier Creek Healthplex ED.

Wendell Healthplex, which opened just seven months ago, is already seeing this same spike in acuity. “We expected the high volumes because this area is underserved in terms of emergency care,” says **Benita Smith**, RN, manager, Wendell Healthplex ED. “Patients from Nash, Wake, Franklin and Johnston counties converge here. What we didn’t expect was the acuity.”

Volumes, acuity and other factors mean our EDs are boarding more patients and holding more hospital admissions now more than ever. It’s busy times!

### Creative Space Management

The Raleigh Campus Adult ED is the eighth busiest ED in the United States, according to Becker’s Hospital Review.

“We have 99 beds; 60 to 70 of them are typically filled with boarding patients,” says **Robin Tate**, RN, manager, Raleigh Campus Adult ED. How do they provide patients with privacy when space is at a premium? “We use curtains a lot to create temporary private spaces,” she says.

**Kristi Kohlhofer**, RN, manager, North Hospital ED, reported that they are also big proponents of creative use of curtains. “We joke about being a med/surg unit rather than an ED sometimes,” she says. The morning we spoke with Kohlhofer, North Hospital ED was holding 36 hospital admissions.

ED teams are incredibly creative – able to make important changes in the moment to ensure all those who seek our services receive the care they need. They also understand that adding space and beds in our EDs and inpatient units takes a lot of time and money and they have the adaptability to work their current space. “I’ve had those conversations with administrators and I know change is coming, but we must make do with what we have now and we are doing it,” says **Patti Curtin**, RN, manager, Children’s ED. “It’s hard, but we know it’s the right thing to do for our patients.”

Our EDs have Express Care or Rapid Care processes set up for patients who can be treated and released. This type of care is provided in ED lobbies by a nurse and provider. The Garner Healthplex ED – known for the quickest bed turnover times among our EDs – has 12 beds and 24 care spaces. “We have chairs for our vertical patients,” explains **Karen Weaver**, RN, manager, Garner Healthplex ED. “We have space on columns and a vertical room. We make it work – at all our EDs.”

### Teamwork & Positive Relationships

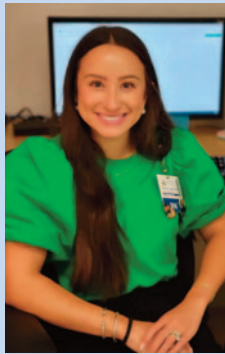
ED managers and supervisor/educators are also hands-on helpers. “When things are super busy or the acuity is really high, Lauren and I are on the floor helping staff,” says **Barry Swanner**, RN, manager, Apex Healthplex ED. He is referring to **Lauren Glossen**, RN, supervisor/education, Apex Healthplex ED.

Back at the Brier Creek Healthplex ED, Davis considers the happiness of her team to be a measure of her success as a manager. “I think we have a really positive vibe here,” she says. “Our ED is clean and bright and we work really well together.”

All the ED managers are focused on teamwork and being present and available to staff. Some have Volunteer Services’ Hospitality Pets visit with staff and patients, while others enjoy Spiritual Care’s Tea for the Soul cart and visits. Managers do their best to fulfill staff vacation requests and some have outings to help staff and leadership get to know one another away from the ED. And of course – snacks are key!

# E EXCELLENCE

## Study Probes Why Nurses Stay



Clinical Nurses’ Intent to Stay: A Qualitative Study is the title of **Catherine Leach**, PhD, RN’s, study, which drills down on the reasons why our clinical nurses choose to stay at WakeMed. This is original research. “Most staffing-related studies focus on the reasons why nurses leave their roles or

organizations – not why they stay,” explains Leach, a nurse scientist with WakeMed.

Leach performed extensive, confidential interviews with 20 WakeMed clinical nurses of diverse ages, specialties, races, genders and years on the job who work at Raleigh Campus, Cary Hospital and North Hospital. Four major themes emerged from her hundreds of pages of transcripts.

- Organizational Culture** – People are friendly and kind and there is a sense of teamwork systemwide. Nurses feel protected because their management focuses on safe patient-to-nurse ratios.
- Sense of Belonging** – Leaders get to know clinical nurses on both personal and professional levels, which builds trust and kinship.
- Leadership in Action** – Unit-based managers and supervisor/educators “don’t let clinical nurses drown.” They are present in the units, pitching in when extra hands are needed, or someone needs a break.
- Sustainability of Bedside Nursing** – Nurses do not believe they can manage the physical rigors of bedside nursing throughout their entire career. However, WakeMed continues to provide and improve equipment and processes that help clinical nurses stay at the bedside longer than they may anticipate.

Leach had the opportunity to present her findings to the WakeMed Board of Directors and plans to pursue having a related article published in nursing journals.

“This study uncovered actual solutions – tools leaders can use to help them retain staff,” says **Jill Whade**, DNP, RN, director, Magnet Program. “The future of the nursing workforce in our growing state is a top initiative for the North Carolina Institute of Medicine and I’m sure they will also be interested in Catherine’s findings. Her results validate what is truly going on.”

# S SAFETY

## Nurturing Trust: Opportunities to Learn & Grow

Many, many thanks to all clinical nurses for openly sharing clinical errors and Good Catches through timely reporting and great discussions during event debriefs. The Nursing Services Quality Improvement (NSQI) Council, working in conjunction with Risk Management and Nursing leadership, are using the Institute for Healthcare Improvement’s established framework to guide event follow up after these important discussions occur. The feedback you provide is making a difference for our patients.

A great example of our just culture at work and the standardization of event follow-up is the HAPI Never Event debrief. “The standardization of our debrief process has helped us ask the right

questions to spur robust and fruitful discussions around pressure injuries,” explains **Trisha Jones**, RN, Nursing Administration, and chair, NSQI Council. “These ongoing discussions have led us to include more interdisciplinary team members in debriefs and improve the overall process for investigating pressure injury incidence. It’s the honest, detailed feedback from nurses involved in the event that makes all the difference.”

Transparency about clinical errors, what we learn from them and what we are doing about them are the main themes of the quarterly Nursing Quality newsletter, which Jones writes and edits. “The newsletter is our vehicle to let all nurses know that our quality councils, committees and task forces hear them and clinical processes do improve because of their insights,” says Jones. “It also gives us a platform to celebrate our success, and we have a lot of that!”

## Chief Brock Earns Red Shoe Award

**David Brock** (aka Chief Brock), below, director, Campus Police & Public Safety, received Clinical Nurse Council’s Red Shoe Award for his commitment to protecting the safety of nurses, patients and the care environment. Clinical Nurse Council surprised him with the award at a ceremony in Andrews Center. They even invited his wife to celebrate this much deserved honor. Congratulations, Chief!



# 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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Once again this September, we are making time to have a little FUN and celebrate our incredible WakeMed family! Take a break and join your colleagues throughout the month of FUN-tember! In-person events with lawn games, bingo and snacks will be held across the system, as well as daily online trivia and weekly virtual bingo – with great prizes available for the winners! Look for details on MyWakeMed and in the WakeMed Weekly.

**FOLLOW US** TO WELLNESS!



WakeMed & WakeMed Children's



@WakeMedHospitals



@WakeMed

## CALENDAR OF EVENTS



## LAURIE BERKNER LIVE CONCERT @ KOKA BOOTH

Sunday, September 15, 3 pm  
Koka Booth Amphitheatre, 8003 Regency Parkway, Cary

Pack your picnics and get ready to sing and dance with the “queen of kids music” at Laurie’s Greatest Hits solo show, presented by WakeMed. Kids should plan to bring their dancing shoes and a stuffed animal (for their heads). Show runs 60 – 75 minutes. Discounted tickets are available for employees. See MyWakeMed for details.



### EMPLOYEE WELL-BEING EVENTS

#### WakeMed Run Club Payday Runs

Payday Wednesdays throughout the summer, 5:30 pm

The group meets at Anderson Point Park (20 Anderson Point Drive, Raleigh, NC 27610) and will start and finish near the picnic shelters. 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, 5:30 pm

The group meets at the Wake Orthopaedics location (3009 New Bern Ave.) 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).

#### Live Well in Raleigh and Cary!

Beginning September 24

Tuesdays & Thursdays, 5 to 6 pm

Healthworks Fitness & Wellness is now taking registrations for Live Well, a 12-week group fitness and healthy lifestyle education program. Live Well is FREE and available to qualifying employees who are on WakeMed's medical plan. Participants must be able to commit to both days per week. The program includes a free membership to Healthworks. All

participants must have a body composition completed by September 24. If you are interested in our Raleigh location, please call Cheryl Kidd at ext. 08472; if you are interested in the Cary location, please call Natalie McBryde at ext. 08613. Don't delay – let us help you improve your health and make lasting lifestyle changes!

#### The Scoop on Nutrition: Healthy Meal Planning for Fall 2024

September 3, 18 & 19

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. Topics change monthly and are announced one month in advance of class. The topic for September is Meal Planning. With Summer behind us and schedules getting busier, it's a great time to get into a routine of planning healthy meals to fuel your week. See MyWakeMed for the WakeMed Weekly for details on how to join.

#### Quick & Easy Cholesterol Checks

Corporate and Community Health will be providing annual cholesterol checks for WakeMed employees from 11 am to 1 pm on the following dates:

- > **Monday, September 9** – Corporate Center, First Floor Breakroom
- > **Wednesday, September 11** – North Hospital, Falls Café
- > **Friday, September 13** – Raleigh Campus, Café 3000
- > **Tuesday, September 17** – Cary Hospital, Points West Café

### PROFESSIONAL & LEADERSHIP DEVELOPMENT OPPORTUNITIES

#### Read the Wake Way

##### Blind Spot: Hidden Biases of Good People

Explore the hidden biases we all carry from a lifetime of exposure to cultural attitudes about age, gender, race, ethnicity, religion, social class, sexuality, disability status, and nationality. To register, search “Blind Spot: Hidden Biases of Good People” in WakeMedU.

- > **Raleigh Campus:** Wednesday, September 18, 11 am to 12:30 pm
- > **Cary Hospital:** Thursday, October 24, 11:30 am to 1 pm
- > **Virtual:** Monday, November 4, 5 pm to 6:30 pm

#### EMT Certification Program

Ready to take the next step in your health care career? Become an Emergency Medical Technician (EMT) with Mobile Critical Care Services! This hybrid program combines online learning with in-person skills training and testing. By the end of the course, you'll be prepared to take the North Carolina State or National Registry EMT certification exam.

- > **Start Date:** September 16, at 6 pm (attendance required)
- > **End Date:** December 16, 2024
- > **Cost:** Free for WakeMed Employees

This course is open to WakeMed employees with a current certification or license in a health care field (CNA, RN, etc.) and a basic understanding of anatomy and physiology. If you are unsure if you qualify, contact Dana Woodard ([Dwoodard@wakemed.org](mailto:Dwoodard@wakemed.org)) or Laura Harrison ([Lharrison@wakemed.org](mailto:Lharrison@wakemed.org)).

#### Wake AHEC Events

- > **Care at the Edges: Holistic Support for Older Adults and Caregivers** – August 29
- > **Aging in Place, Aging in Community** – September 12
- > **The Carolinas and Tennessee 2024 Anesthesiology Conference** – September 13-15
- > **19th Annual Time is Brain: Advances in Stroke Care** – September 14