

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

SEPTEMBER 2024

MICROSCOPE



It's gonna be a rootin' tootin' good time! **Saddle Up** and show your support for the annual WakeMed Gives employee giving campaign!

WakeMed Gives is going on now through October 31 – so there is still plenty of time to get in the arena and support our mission and fellow employees! From boot stompin' line dancing to system-wide celebrations, there are lots of ways to get involved in this year's WakeMed Gives campaign.

Thank you to this year's campaign chairs!

- ▶ **Executive Chairs:** **Valerie Barlow**, senior vice president, Administrator – North Hospital, and **Waqiah Ellis**, vice president, Nursing – Raleigh Campus
- ▶ **Physician Chair:** **Hillary Lockemer**, MD, Pediatric Endocrinology

Keep an eye out for Deputy Ambassadors as they travel across the WakeMed prairie to share information about all the great projects the WakeMed Foundation helps make possible!

Support Our WakeMed Team

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% of donations go directly to the area designated by the donor.

Every year, the generosity of our employees and providers has a positive impact on our WakeMed team in many areas, including:

- ▶ **Employee Assistance** supporting employees who experience personal tragedy or hardship, such as unexpected emergencies impacting housing, utilities, transportation or medical expenses.
- ▶ **Employee Well-Being Initiatives** to ensure our WakeMed family is supported and equipped to provide the best care to those we serve.
- ▶ **Employee Education** offering financial assistance to WakeMed employees in all areas who want to advance their knowledge for the benefit of our patients, as well as employee dependents who plan to pursue post-secondary education in health sciences, education and technology.
- ▶ **Courage to Confront Crisis Campaign** supporting our new mental health & well-being hospital in Garner and its programmatic needs and service offerings.

Many Ways to Give

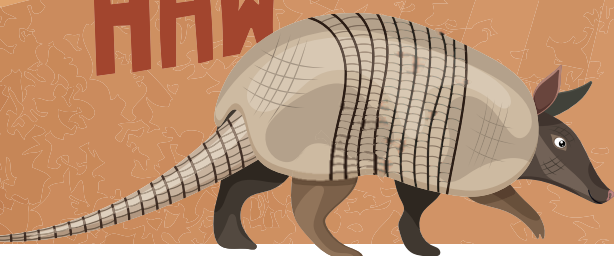
This year's WakeMed Gives campaign runs until October 31. If you would like to contribute, there are several convenient ways to give:

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

You may designate your gift to the WakeMed Gives Fund, another area of the hospital, or the areas of greatest need. Donors whose gifts exceed \$2,500 will be eligible for membership in the WakeMed Foundation *Society of 1961*.

With questions, contact the WakeMed Foundation at 919-350-7656.

YEE!
HAW!



WAKEMED CANCER CARE TREATS 10,000 PATIENTS

Just two years after opening, WakeMed Cancer Care has reached a significant milestone in their efforts to improve the health and well-being of the community. As of August 28, WakeMed Cancer Care has now supported and served 10,000 unique patients with high-quality cancer services – from diagnosis and treatment to recovery and survivorship.

WakeMed Cancer Care was established in 2022 to help address an unmet need for comprehensive hematology and medical oncology services in Wake County, and its impact and growth has been truly remarkable. From day one, the multidisciplinary team has been committed to enhancing access to coordinated inpatient and outpatient oncology care and services in our community.

"WakeMed Cancer Care continues its steadfast resolve towards improving access to high-quality, evidence-based cancer care to patients and families," said **Vijay Chaudhary**, MD, MPH, MBA, Chief of Oncology for

WakeMed Cancer Care. "It is humbling to see scores of patients who have trusted us for management of their complex cancer and blood disorders. WakeMed Cancer Care remains committed in its mission to bridge inequities and disparities in cancer care for ALL patients we serve."

Backed by expert oncologists, hematologists, surgical specialists and caring support staff, WakeMed Cancer Care specializes in thoracic, gastrointestinal, genitourinary and breast oncology. The team also provides care for other types of cancer and the full spectrum of hematology disorders.

Dr. Chaudhary adds that WakeMed's multidisciplinary care team has been at the forefront in the provision of emerging treatment options and advancements in cancer care – from intravesical immunotherapy for bladder cancer and radiotheranostics for prostate/GI cancers alongside other newly approved treatment paradigms.



In just two years' time, the WakeMed Cancer Care team has:

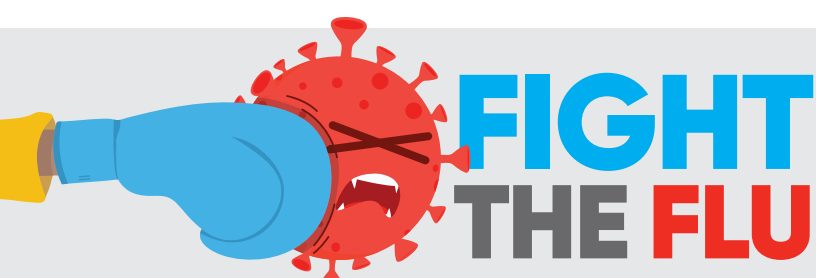
Supported **10,000** unique patients

Managed **54,800+** patient visits to date

Completed **1,000+** cancer genetic appointments

Grown to **80+** staff and providers

Expanded to **two** locations with a third set to open in 2025



Fall is coming and that means it's time to get your annual flu vaccine! The deadline for all employees to get their vaccines is October 27. Flu vaccines are available at no cost to all WakeMed staff, including providers and volunteers. If you receive your vaccine at another location, be sure to submit documentation prior to the deadline. Please note that Occupational Health no longer accepts flu vaccine documentation by fax or hand delivery. In addition, the Occupational Health team cannot access your documentation via your MyChart account or Epic. Submit proof of vaccination or completed exemption form by using the vaccine record upload site on MyWakeMed. Check MyWakeMed for more details.

2025 BENEFITS OPEN ENROLLMENT

OCTOBER 14 – NOVEMBER 1

Social Security Number Reminder

Social security numbers are required for all spouses and dependents covered under the WakeMed medical plan. Be prepared to include or review this information in The HUB during the enrollment process.

Benefit Deduction Reminder

All benefit deductions and contributions are based on a 26-pay-period deduction schedule.

Medical Plan

Administered by Contigo Health

Medical Plan Design & Rates: The medical plan design, which includes copays, deductibles and out-of-pocket maximums, will show increases in copays. Premium contribution rates are increasing for 2025.

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

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

NEW ID CARDS! Contigo Health ID cards will be issued to all plan participants.

Prescription Drug Changes

Provided by OptumRx; Administered by RxBenefits

OptumRx will remain the pharmacy provider with RxBenefits as the day-to-day customer service contact. The prescription drug plan, which includes copays and out of pocket maximums, will show increases in out-of-pocket maximums for 2025. Maintenance drugs and specialty medication prescriptions must still be filled at the WakeMed Employee Pharmacy.

Dental Plan

Administered by United Concordia Dental

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

VIRTUAL BENEFITS FAIR

You can learn about our benefit vendors from your office, your mobile device or the comfort of home through the Virtual Benefit Fair. Look for the link on the For Employees page of WakeMed.org.

Benefits Open Enrollment is your annual opportunity to take time to review, ask questions and make decisions that give you the best coverage to fit you and your family's needs. More in-depth information about benefits is included in the 2025 Benefits Handbook, which will be available online on MyWakeMed or WakeMed.org (under "For the Employee") in early October.

Although most benefit elections will carry over from 2024 to 2025, all employees are strongly encouraged to complete the Open Enrollment process in The HUB as this is an excellent time to review your benefit coverages, update beneficiaries and make other necessary changes. Remember, there are limited opportunities to make changes to your benefits outside of Open Enrollment.

There are several ways to learn about your benefits and find answers to questions you may have!



Health & Wellness

Financial Well-being

Work / Life Balance

Growth & Development

Vision Plan Administered by EyeMed

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

Life & Disability Insurance Administered by Lincoln Financial

Group Life and Disability Insurances, which include basic and supplemental life insurance and short-term disability plans, have no plan changes resulting in rate increases. Life insurance premiums are age-based, so employees may see an increase in cost if they have moved to a new age band.

Evidence of Insurability and Pre-Existing Condition: If you are enrolling in these plans for the first time or increasing supplemental life coverage during Open Enrollment, you may be required to complete Evidence of Insurability (EOI). EOI will not be required for an employee newly enrolling in short term disability coverage during Open Enrollment; however, a pre-existing condition limitation will apply. Any condition for which you have been treated in the six months prior to January 1, 2025, will not be covered until you have been covered on the plan for 12 months.

WakeWell Rewards Healthy Rewards Account Administered by Optum Financial

The Healthy Rewards Account (HRA) is an incentive tied to participation outcomes in the WakeWell Rewards program. Employees who met the requirements of WakeWell Rewards in 2024 and who are covered by the WakeMed medical plan as of January 1, 2025, will receive a deposit into their HRA in the month of January 2025. HRA funds roll over from year to year, but you will lose your HRA funds if you are no longer enrolled in the WakeMed medical plan.

Flexible Spending Account (FSA) Administered by Optum Financial

Employees must re-enroll in both the Health Care FSA and Dependent Care FSA each year. Unused health care FSA funds between \$5 and up to \$610 will be rolled over into your 2025 account. All unused funds under \$5 and over \$610 will be forfeited. For plan year 2025, the maximum contribution will be \$3,200. Remember, the Dependent Care FSA is for child or adult day care expenses. Unused funds from this account do not roll over – any unused balance from your 2024 Dependent Care FSA will be forfeited at the end of the year. Please make sure you review the purpose of these accounts before you enroll.

Voluntary Benefits

WakeMed offers voluntary benefit plans, which are not changing, and the premium contribution rates are not increasing for 2025. You may only enroll or cancel the voluntary benefit plans during Open Enrollment. Mid-year changes cannot be made except in cases of death or legal divorce.

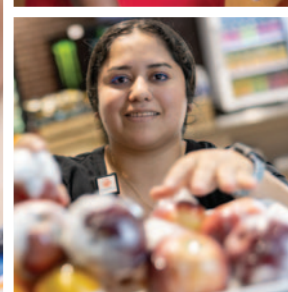
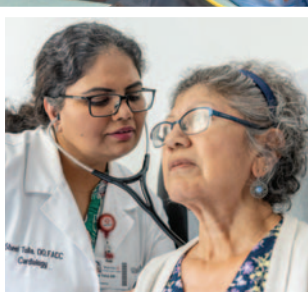
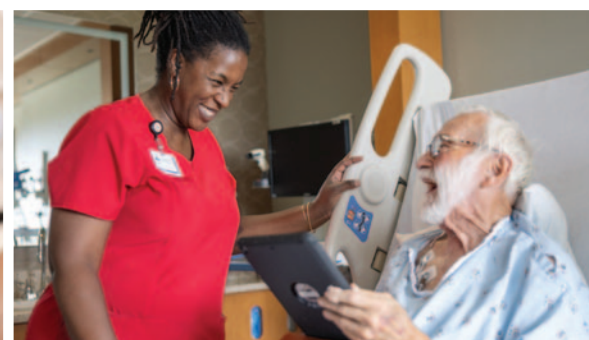
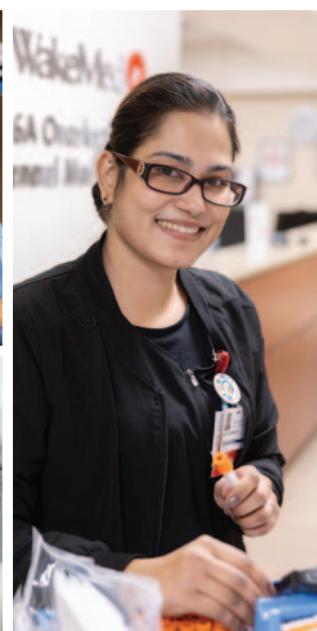
- ▶ **Voya Accident Insurance:** Provides a lump-sum benefit payment based upon injury and treatment received.
- ▶ **Voya Critical Illness Insurance:** Provides a lump-sum benefit payment upon diagnosis of a specific disease.
- ▶ **Voya Hospital Indemnity:** Provides a lump-sum benefit payment should a covered hospitalization occur.
- ▶ **MetLife Pet Insurance:** Provides protection against unexpected vet expenses for covered accidents or illness.
- ▶ **LegalShield & ID Shield:** Provides legal consultation and support as well as credit monitoring, identity theft protection and more.

QUESTIONS & ASSISTANCE

919-350-8143

The Benefits team is available to answer questions and provide one-on-one assistance completing the Open Enrollment process in The HUB – just call 919-350-8143. Please note that during times of high call volumes you may need to leave a voicemail. Calls will be returned within one business day.

You may also email your questions to the Benefits team at benefits@wakemed.org.



Exceptional People. Exceptional Care.

CELEBRATING WAKEMED SUCCESS!

Dr. Motameni Receives Dascomb Award



WakeMed is pleased to honor **Amirreza Motameni, MD**, with the prestigious Harry E. Dascomb, MD, Award. WakeMed's highest teaching honor, the Dascomb Award is presented annually to a physician who demonstrates excellence in patient care as well as through teaching medical students and residents.

Dr. Motameni is board-certified in general surgery and surgical critical care and has been a clinician-educator at WakeMed since 2019. In addition to the Dascomb Award, Dr. Motameni has received the WakeMed General Surgery Teaching Award as voted on by the UNC residents.

Dr. Motameni was nominated by his peers and selected by the Dascomb Award committee, which includes doctors from WakeMed Physician Practices and community-based physicians. An excerpt from one nomination summarized his commitment to teaching: "I have not met anyone who has as much patience and dedication as he does when it comes to teaching medical students, residents, APPs, and even fellow attendings. He can constantly be found holding informal didactic sessions with the students and APPs.... I cannot think of anybody more deserving of this award. He is truly an inspiring educator, and his commitment to enrich the lives of our learners is unmatched."

The Harry E. Dascomb, MD, Award for Excellence in Clinical Teaching and Care was established in honor of Dr. Dascomb, who served as an infectious disease physician at WakeMed. He was known and appreciated for his bedside, clinical and teaching skills as well as his ability to provide compassionate patient care. Recipients must demonstrate support of clinical teaching programs at WakeMed over at least three years.



WakeMed Recognized as Leader in Diversity

WakeMed was one of nine organizations and 26 individuals recognized as a 2024 Leader in Diversity by the *Triangle Business Journal*. This is the seventh time WakeMed received this award, which recognizes the accomplishments of Triangle businesses, individuals and nonprofits as they work to weave a diverse foundational fabric into the heart of the local community.

Diversity, inclusion and access have all been core to WakeMed's values for more than 60 years. Some of the programs and initiatives currently in place to ensure a diverse and inclusive culture where all voices are heard include:

- > An active **Diversity & Inclusion Awareness Council** that empowers WakeMed staff to champion the practices of respect, tolerance and understanding. The Council and subcommittees, with support of staff ambassadors, plan and promote educational opportunities, events and activities throughout the year.
- > **Varied and ongoing education** to help staff build cultural competency and meet the diverse needs of patients, families and colleagues. This includes in-person and online training opportunities, diversity-themed book club selections and the ongoing Courageous Conversations series.
- > A robust **health equity curriculum** – Beyond Our Walls – that shines a light on the health inequities that impact our community while providing real-life opportunities for participants to work together to identify strategies to address them.
- > WakeMed's Spiritual Care department offers **interfaith ministry** to people of all belief systems. Spiritual Care also hosts the "Voices Of" series to celebrate the diverse religious voices of the WakeMed community.
- > **Community partnerships** include representation on Raleigh Chamber/Triangle Diversity & Inclusion task force, support of the "52 Shades of Success" series, and participation in local events that celebrate our diverse community.

While we are proud of the culture of respect and inclusion fostered at WakeMed, we also continue to listen, learn, heighten our level of social consciousness and celebrate our differences. For more information, and opportunities to get involved, see the Diversity & Inclusion page on MyWakeMed.

Kudos for WakeMed Heart & Vascular



The American College of Cardiology (ACC) recently recognized Raleigh Campus and Cary Hospital as being among the nation's top performing hospitals for the treatment of heart attack patients. Raleigh Campus and Cary Hospital were among the 259 hospitals nationwide to receive the ACC's NCDR Chest Pain – MI Registry Platinum Performance Achievement Award for 2024.

These awards recognize WakeMed's commitment and success in implementing a higher standard of care for heart attack patients and signifies that we follow standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

Hospitals recognized with this honor have demonstrated sustained achievement in the Chest Pain – MI Registry for two consecutive years (2022 and 2023) and performed at the highest level for specific performance measures.

The Centers for Disease Control estimates that over 800,000 Americans suffer a heart attack each year. Chest Pain – MI Registry empowers health care teams to consistently treat heart attack patients according to the most current, science-based guidelines and establishes a national standard for understanding and improving the quality, safety and outcomes of care provided for patients with coronary artery disease, specifically high-risk heart attack patients.

Newsweek Ranks WakeMed Rehabilitation Hospital #1 in North Carolina

WakeMed Rehabilitation Hospital was ranked among the leading 300 inpatient physical rehabilitation hospitals in the nation – and the top facility in North Carolina – by Newsweek, in partnership with Statista. The annual America's Best Physical Rehabilitation Centers rankings aim to help individuals find top-rated physical rehabilitation centers for a variety of needs. The facilities named to the list represent the best of the best for patients.

Newsweek evaluated 1,100 physical rehabilitation facilities on four pillars including quality metrics data, nationwide survey results, accreditation and Google reviews.

WakeMed Foundation Clinical Investigator Award Recipients

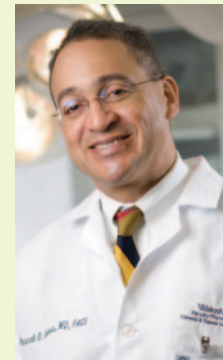


The WakeMed Clinical Research Institute (CRI) and the WakeMed Foundation are pleased to announce the 2024 recipients of the WakeMed Foundation Clinical Investigator Award. The two projects that were chosen are led by **Jeanne Hutson, NP**, (Bariatrics) and **Osi Udekwu, MBBS, MBA/MHA** (General Surgery/Trauma).

Hutson's project will explore skeletal muscle mass loss as it relates to fat mass loss in a post-surgery bariatric population.

Dr. Udekwu's project will focus on statewide discharge data to determine injury patterns identifiable on admission to predict benefit from trauma center transfer based on subgroup outcomes.

The goal of this grant award is to support investigator-initiated research at WakeMed by providing up to



\$10,000 to be used for scientifically-sound research projects that align with the mission of the CRI. "The Clinical Research Institute has significant infrastructure to support industry-sponsored research, but we also wish to support and encourage original research at WakeMed – led by our own WakeMed team. Thanks to the generosity of the WakeMed Foundation, we are able to fill a gap and offer new ways to fund this work," commented **Bill Lagarde, MD**, medical director (Clinical Research Institute).



CONNECTION GROUPS COMING SOON!

This fall, WakeMed will launch Connection Groups to provide a dedicated safe space of support, community, and learning for people from similar identities, interests and backgrounds (including allies). As a result of a staff survey conducted this spring, the WakeMed Connection Groups journey will begin with the following groups:

- > Adult Caregivers Connection Group
- > Women in Healthcare Professionals Group
- > LGBTQ+ Connection Group
- > Veterans Connection Group

Look for more information to be shared soon!

DIVERSITY & INCLUSION SPOTLIGHT

National HISPANIC HERITAGE MONTH



Hispanic Heritage Month is observed September 15 to October 15 to recognize and celebrate the history, heritage and contributions of Americans whose ancestors come from Mexico, Spain, the Caribbean, South America and Central America.

Hispanic Heritage Month does not cover one single month but instead begins in the middle of September and ends in the middle of October. The timeframe of this month is significant because many Central American countries celebrate their independence days within these dates, beginning on September 15 with Costa Rica, El Salvador, Guatemala, Honduras and Nicaragua. By aligning with these independence dates, Hispanic Heritage Month honors the resilience and determination of the Hispanic community.

Did you know that almost 7% of WakeMed employees identify as Hispanic or Latino? Consider how you might take some time this month to learn more about Hispanic Heritage. For more information of upcoming events and resources related to Hispanic Heritage Month, visit the Diversity & Inclusion page on MyWakeMed.



PERSPECTIVES

2024 Employee Survey Results

PARTICIPATION

52%

OVERALL SCORE

82%

Industry Average: 71%



Do you like WakeMed and the work that you do to help fulfill the organization's mission, vision and values? What can WakeMed do to improve your work life?

WakeMed conducts an annual employee engagement survey as part of our overall Perspectives program. All employee and provider engagement, safety and patient surveys are part of our Perspectives program. Both employees and providers completed the same survey, which is different from years past. Our employee survey was conducted by our new vendor Qualtrics. Survey administration by a third party ensures employee anonymity and allows us to see how we compare to other organizations like us.

Here are some key findings from the aggregate survey results. Thanks for sharing your perspectives!

Who Qualtrics compared us to:

- > **469** Multi-hospital systems
- > **180** Facilities with greater than 500 beds
- > **558** Facilities with acute care beds
- > **42** Facilities with inpatient rehab beds
- > **62** Facilities with inpatient mental health units
- > **166** Medical practices
- > **1,147** Teaching hospitals
- > **447** Magnet designated facilities

WakeMed vs. the Qualtrics Database

As noted above, Qualtrics compared us to hundreds of other health care facilities. We scored better than almost all other facilities surveyed.

SURVEY AREAS OF FOCUS

2024 WAKEMED
OVERALL SCORE

OTHER FACILITIES
SURVEYED

AREAS WE EXCELLED

Living the Values	93%	77%
Safety	90%	78%
Ethics	88%	76%
Corporate Social Responsibility	87%	61%
Respect	87%	80%

AREAS FOR IMPROVEMENT

Communication	73%	60%
Managing Change	71%	53%
Recognition	71%	64%
Trust in Leadership	69%	59%
Innovation	59%	50%



What's next?

"Yes, we scored well, but that doesn't deter our ambition to be an even better employer than we are today," says **Jeronica Goodwin**, DHA, senior vice president, Human Resources & Chief People Officer. "We will continue to focus on important factors like workplace safety and overall employee well-being. Employee retention will also

be a major focus in Fiscal Year 2025. We have substantially decreased turnover during the past several years and we will continue our focus in this area. In addition, we have started to do a lot of work in creating talent pathways or 'growing our own' in hard-to-fill areas. Ensuring our employees have the opportunity for professional development is also critical to recruiting, retaining and engaging our staff."

Individual department results have been shared with leaders across the system so they can begin planning ways to address areas of opportunity in the coming year. As always, individual comments and responses are kept confidential and anonymous. To learn more about what to expect in your department, speak with your manager.

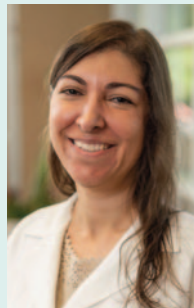
Welcome New Physicians



Michael Cowherd, MD
Heart & Vascular



Neelam James, DO
Primary Care



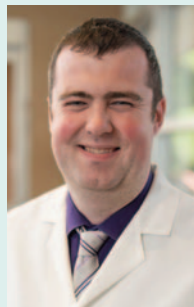
Yasmeen Mansour, MD
Primary Care



Rodrigo Munoz-Rogers, MD
OB-GYN



Neel Patel, DO
Heart & Vascular



Benjamin Topper, DO
Primary Care

Welcome New Advanced Practice Providers

Suelhem Grochowski, NP
Primary Care

Allison Jones, NP
Primary Care

Melissa Loyd, NP
Neonatology

Cali Pacheco, PA
Heart & Vascular

Olivia Pate, PA
Gastroenterology

Rachel Schaus, NP
Neonatology

Madison Sheafe, NNP
Neonatology

NEWS FROM WakeMed Physician Practices

COMING

soon

WakeMed Heart & Vascular – Cary Cardiology

We are pleased to welcome the providers and staff of Cary Cardiology, P.A., to the WakeMed Physician Practices network this fall. On October 1, the practice's four offices – located in Cary, Fuquay-Varina, Dunn and Benson – will begin operating as WakeMed Heart & Vascular locations. Look for more information about this exciting transition in the October issue.

Now Open: Wake Forest Medical Park

1030 Siena Drive, Wake Forest NC 27587

WakeMed's newest medical office building opened in September in Wake Forest. The building will be home to numerous practices and services to serve northern Wake County. Practices will open on a rolling schedule this fall. Additional details are available at wakemed.org.

> **First Floor:** Outpatient Lab, Primary Care, Wake Orthopaedics, Wake Orthopaedics Physical Therapy

> **Second Floor:** General Surgery, Heart & Vascular – Cardiology, Obstetrics & Gynecology, Pediatric Primary Care, Pediatric Urology, Urology





Members of the Town of Cary Fire Department and Police Department joined staff at Cary Hospital on September 11 to honor and remember all of those whose lives were affected by the tragic events of 9/11.

Several members of the WakeMed Heart & Vascular team participated in the 2024 ERAS Cardiac Surgery Training Conference, held in Raleigh in August. During the conference, the WakeMed team assisted hospital representatives from across the country in developing their ERAS programs.



Staff from Patient Case Management – Cary Hospital showed off their WakeMed pride on a recent Friday. Spirit Days have expanded to include every Friday, as well as the first and 15th of each month.



The WakeMed Children's Hospital recently welcomed some visitors who are truly out of this world! Special thanks to 501st Carolina Garrison for having an inter-stellar good time with some of our patients and staff!



Left: Several WakeMed patients and loved ones gathered recently to share their stories at the Brain Injury Survivor's Panel, held at the WakeMed Rehab Hospital. Special thanks to our participants for sharing their journey of healing.

Right: Who needs Denim Fridays when you can have Red Pants Fridays? Acute Rehab Services staff members **Ashley Skibba, Emma Roe, Veta Hamm, Krista Nunn** and **Ben Adams** showed off their WakeMed spirit on a recent Friday.



WakeMed Children's Pediatric Surgeon, **Duncan Phillips, MD**, was recently presented with a Twinkle pillow from pediatric nurses, **Andrea Fairburn, RN**, and **Emily MacArthur, RN**. With their previous experience working in cardiac care, Fairburn and MacArthur brought forward the idea to provide Twinkle pillows to pediatric chest wall patients to use throughout their recovery. The pillows not only bring smiles to our pediatric patients, but serve as a reminder not to use their arms to lift themselves up during recovery.



WakeBrook Hits the 250-Patient Mark

WakeMed Mental Health & Well-Being Hospital – WakeBrook opened on May 13. Three months after opening – all 28 beds are operational, and the team has served 250+ patients. A few stats from the first months:

- > **Average length of stay** – 5.5 days
- > **Restrictive interventions (holds, seclusions or restraints)** – 0
- > **30-day readmissions** – 5
- > **Principle diagnoses** – schizoaffective disorder, schizophrenia and major depressive disorder

Patients have access to and are engaged in many positive activities, including group, recreational, pet, occupational and art therapies. Services at this inpatient mental health hospital are available by provider referral through Epic. Recovery Innovations operates the 24-hour mental health urgent care facility – Wake Recovery Response Center – across the parking lot from WakeMed WakeBrook. Walk-ins are welcome at Wake Recovery Response Center.



COURIER SERVICES TRANSITION UPDATE

WakeMed transitioned to a new courier services provider – MedSpeed – in September. This new partner was chosen because of their local presence, high commitment to technology and their excellent customer service reputation. MedSpeed offers custom-built technology applications and will provide metrics to allow WakeMed to streamline and unify daily operations across the system. Beginning on September 30, MedSpeed staff will provide service 24/7/365 for all WakeMed courier needs. The transition should be fairly seamless for WakeMed employees. A few items to note:

- > Existing courier routes will continue, and MedSpeed has met with WakeMed stakeholders to learn about needs and improve efficiencies.
- > Stat runs can be requested electronically using the MyMedSpeed portal. A MyMedSpeed user guide and training materials can be found on WakeMedU.
- > MedSpeed staff will be physically located on the Raleigh Campus and can be reached at 1-888-839-8411 or wakemed@medspeed.com 24 hours a day, 7 days a week. (The internal extension 08204 will automatically transfer to 1-888-839-8411 on September 30.)

Please contact Kenneth Murray, executive director, Performance Improvement, with any questions or concerns.

WOW, WHAT AN EMPLOYEE!

Lorraine Wilson Batts, DNP, RN, (Birth & Family Services) was awarded the *Triangle Business Journal* 40 under 40 Leadership Award.

Steven Smith, director, (Home Health) recently became an Association for Home & Hospice Care (AHHC) board member, the first WakeMed representation the AHHC Board has had since 1995.

Beatrice Siao, RN, (3C Rehab Nursing) obtained her bachelor's degree in nursing (BSN).

Lisa Blauvelt (Ambulatory Services Administration) passed the professional administrative certification of excellence exam (PACE).

Nikki Stacker, BSN, RN, (Clinical Documentation Integrity) passed her certified coding specialist exam (CCS).

Marinus Rodrigues and Chris Carr (Information Services) were both promoted to Systems Analyst II.

COMINGS & GOINGS

Information Services wishes a happy retirement to **Greg Wilson** who is retiring after nearly 29 years of service to WakeMed.

Managed Care Contracting welcomes **Shannon Duke** as the newest Sr. Financial Advisor.

Primary Care – Oberlin welcomes **Shirley Abbott, LPN**.

Rehab Administration welcomes **Andrea Alonso** as the new administrative assistant.

2E CVICU welcomes **Aiza Cabuhat, RN**.

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

eICU welcomes **Melissa Hocutt, RN**, and **Donna Williams, RN**, who transitioned from MICU.

Outpatient Rehab – Clayton welcomes **Sophia Andretta**.

Home Health welcomes **Bryan De La Silva**.

6C welcomes new nurse aides **Aaliyah McDaniel, Nirsha Gonzalez Hernandez** and **Elizabeth Canales-Islas**.

Clinical Administrators welcome **Carolyn Martin, MSN, RN**.

MICROSCOPE

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

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

Kate Wilkes Editor
WakeMed Employees, Photos

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Raleigh, NC 27610

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10 October World Mental Health Day

WakeMed is committed to mental health education, awareness and advocacy against social stigma. On World Mental Health Day, we encourage our team to take a moment to set aside some time for your own mental health care.

Take a walk. Meditate. Call a friend. And watch for information about a WakeMed Courageous Conversations panel discussion on mental health.

For additional information about resources available to WakeMed family members, visit the Employee Well-being page on MyWakeMed.



Construction will begin this fall on the two-story Imaging Services expansion to house a fixed MRI at North Hospital. This is a major project that will take approximately one year to complete. The work will impact access to the parking deck and require changes to vehicle and pedestrian traffic patterns. No employee or provider parking will be permitted in the surface lots during this project. Look for much more information in the WakeMed Weekly and on MyWakeMed.

FOLLOW US TO WELLNESS!  WakeMed & WakeMed Children's  @WakeMedHospitals   @WakeMed

CALENDAR OF EVENTS

Monday Morning Virtual Meditations Mondays at 8:45 am on Microsoft Teams

Join Andy from Spiritual Care each week for a brief virtual meditation. It's a great way to start the week! See MyWakeMed for details.

The Scoop on Nutrition: The Supplement Debate – Enhancing Health or Overdoing It? October 15, 16 & 22

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 October, we will explore the most popular supplements that everyone is buzzing about and learn how to make the healthiest choices for you. See MyWakeMed or the WakeMed Weekly for details on how to join.

Employee Forums with Donald Gintzig President & CEO

Join Donald Gintzig – in person or virtually – for an informal conversation to learn how we're doing and what's ahead for WakeMed. Visit MyWakeMed for details.

In-Person Forums

- > Raleigh Campus – Thursday, October 3, 2:30 pm
- > Cary Hospital – Wednesday, October 9, 2:30 pm
- > North Hospital – Tuesday, November 12, 2:30 pm

Virtual Forums

- > Wednesday, October 2, noon
- > Tuesday, November 19, 3 pm

Making Strides Walk

Saturday, October 26
Join Team WakeMed Cancer Care at the American Cancer Society's Making Strides Walk at the Durham Bulls Athletic Park in Durham. Let's come together to celebrate and support breast cancer survivors, thrivers and caregivers through every step of their journey. For more details, check the WakeMed Weekly.

Blood Drives

Give the gift of life this fall! See MyWakeMed for details on registration.

- > Tuesday, October 22 – Raleigh Campus, Cary Hospital, Operations Center & Garner Healthplex
- > Wednesday, October 23 – Raleigh Campus, North Hospital & Apex Healthplex

Professional Development

The Wake Way

October 9, 8 am to noon

Immerse yourself in WakeMed's culture by delving into Respect for People, Communication, Teamwork, and Commitment & Accountability. Register in WakeMedU.

Leadership Development

These courses are for supervisors and above; register in WakeMedU.

- > **Creating a Strengths-Based Culture** – October 15, 8:30 am to 12:30 pm – Learn how having a strengths-based culture is a powerful differentiator that brings out the best performance in every employee and creates connection and meaning at work.
- > **Team Development Tips & Tricks** – October 28, 9 am to 11 am – Learn how to strengthen belonging and connection at work. A "how-to" guide will be provided with activities, instructions and additional resources.
- > **Multipliers** – October 30, 9 am to 3 pm – Discover intelligence and leverage energy to unlock key capabilities in yourself and the team.

Wake AHEC Events

- > **72nd Annual Tuberculosis/Respiratory Disease Institute** – October 1-2
- > **New Perspectives in Pain Management: Kicking the 30-year Opioid Habit** – October 5
- > **Rock Steady: Cultivating Mindfulness as a Resource to Foster Resilience and Thriving** – October 10

For a complete list of events, please visit www.wakeahec.org/courses-and-events

