

MICROSCOPE

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

SPECIAL EDITION



2024 AWARDS

Nominated by their peers, the employees highlighted in this issue of Microscope represent the top one percent of WakeMed – those individuals whose outstanding performance goes above and beyond their work duties and contributes to our Aspirational Goals.

Preferred Partner ↔ **Innovation**
Extraordinary Team ↔ **Financial Health**
Value Leader ↔ **Culture of Safety**
Quality ↔ **Healthy Community**

The Wake Way and Highest Ethics and Standards are not included as award categories because staff are expected to demonstrate these behaviors at all times.

Please join us in congratulating these exceptional employees on receiving WakeMed's highest honor.



Healthy Community

The recipients in this category are giving their all to helping make Wake County the healthiest capital county in the United States.

DONNA AVERY

Center for Community Health



With 17 years of experience serving vulnerable patient populations, Donna is an expert at practice management. In recent years, she managed the opening of WakeMed's Center for Community Health as well as an

Internal Medicine practice at Raleigh Campus, both within a tight timeframe, to serve vulnerable patients in our community. She also developed patient-focused mental health, spiritual care and support services that cater to underserved community members. Donna's persistence, superior practice management skills and ability to work collaboratively with different teams make her a true asset to WakeMed.

KETURAH BECKHAM

Community Case Management



Keturah works with some of WakeMed's most vulnerable patients. While the need can be overwhelming, she remains determined and innovative, helping patients face illnesses, disabilities and social challenges. Keturah

not only helped create the new homeless respite unit in Angier, NC, but she also helped develop new trauma therapy innovations for patients. Named a prestigious Robert Wood Johnson Scholar for her work on a team project to create solutions for high-utilization patients, Keturah values social justice. Her coworkers say she makes medical systems more efficient and she inspires others with her compassion and empathy.

NICOLE CARY, RN

Mobile Wellness



Nicole is an incredible nurse who is committed to her team and WakeMed. She supports coworkers by picking up extra shifts, driving the Mobile Wellness vehicles or serving as Twinkle at community events. This

year, Nicole also helped enhance communication and created a standard workflow for one of WakeMed's corporate health clients. On top of her regular responsibilities, Nicole oversees WakeMed's relationship with Hostage US, a program that provides medical care for former hostages and wrongful detainees. WakeMed hosts two former hostages annually, and Nicole coordinates medical care, lodging, transportation and meals.

CHRISTINE FERNANDINI, RN

2C Rehab Nursing



As a nurse manager, Christine consistently conveys a sense of calm and professionalism while practicing honest, open team communication. Under Christine's leadership, her unit has a high staff retention rate

and is engaged in multiple safety initiatives. This significantly impacts patient outcomes, with 2C reporting a large decrease in falls, zero CAUTIs, and zero CLABSIs in 2023. Christine chairs the Rehab Hospital Patient & Family Experience Committee, which organizes activities for patient well-being and enjoyment. She also serves in leadership roles for professional community groups.

MICHELE FLORENCE, RN

Pediatric Primary Care



As a pediatric asthma nurse educator, Michele provides outstanding personalized care to asthma patients. Michele develops long-standing patient relationships, often becoming a liaison and advocate. She brings

enthusiasm to each visit, for instance, coaching toddlers to "blow out candles" during breathing tests. She treats everyone with dignity and respect and helps find alternatives and support programs for families with financial hardships. Her efforts have helped many children and families avoid emergency care and hospitalizations, while reducing medical costs and school absences.

ADRIENNE JACKSON

Imaging Services – North Hospital



Adrienne's positive impact on patient health always shines through. As a breast imaging patient navigator, Adrienne is passionate about providing women with access to education and services for the early detection of breast cancer.

She partners with other services so that breast cancer patients experience the best outcomes and highest quality care. Adrienne was instrumental to the success of WakeMed's free mammography event, in partnership with Siemens. The event provided 305 women with free screening mammograms. Adrienne worked tirelessly to ensure women received the follow-up care they needed.

DEB LAUGHERY

Marketing & Communications



Deb leads by example and is an incredible team player. She is tireless in ensuring the WakeMed brand and messaging is consistent to build trust in our organization and care provided. In 2023, Deb accepted additional

responsibility as the WakeMed Foundation interim director. In this role, she streamlined processes to track and report funding and supported the Foundation as they introduced their most ambitious capital campaign – to raise \$50 million for the Garner Mental Health & Well-Being Hospital, which will greatly impact the health of our community.

ROBBIE ROBERTS

Corporate Planning



Robbie's kind and gentle work style – along with his honesty, respect, reliability and attention to detail – represents the best of WakeMed. As a market planning manager, Robbie leads the regulatory and certificate of need (CON)

efforts to secure state approvals that allow WakeMed to acquire new equipment and build new hospitals. He also helped win 100 percent of the beds available in the 2023/2024 CON process. Through Robbie's work, WakeMed will continue to expand its positive impact on community health.

MEGAN WOODS

Outpatient Nutrition Services



Megan works tirelessly to ensure our community is a healthier place. She leads the ENERGIZE! program, a community-based, family-centered approach to help children and families make healthy lifestyle changes.

Megan trains and coordinates staff, and she updates the ENERGIZE! curriculum to keep it fresh, exciting and full of fun activities. Megan also works in cardiac rehab and has made impactful changes to ensure patients receive more individualized attention and time with their dietitian. She is passionate about educating patients on how to live a healthier lifestyle.

Extraordinary Team

WakeMed is dedicated to attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders. The recipients in this category go above and beyond to help us reach this goal.

LINDA ADKINS

Pathology Labs – Raleigh Campus



A leader within Transfusion Services, Linda also helps maintain policies and procedures across the system. Her expertise in patient testing and transfusion requirements make her a go-to resource, which contributes to high-

quality, standardized care for patients. Going above and beyond to help her team is natural for Linda – for example, she completely revamped the new hire training program, improved staff retention by creating a 10-hour shift option, and developed a new curriculum so her department could serve as a clinical site for a local university's medical laboratory science program.



Extraordinary Team *cont'd*

ANDREW ALLEN, PA
MyCare 365



Andrew is respectful to patients and treats them as he would his own family members. He is committed to building a strong MyCare team and providing exceptional primary and urgent care services.

Andrew's patients admire his humor, kindness and honesty, especially when he discusses potential health outcomes and strategies for a healthier lifestyle. Andrew also provides honest and constructive feedback to members of his medical team. He leverages his many years of experience when teaching and training colleagues, as well as orienting new providers.

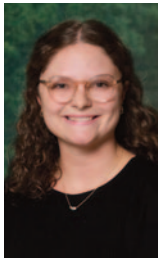
NICOLE AUNE, RN
NICU



Nicole always has a positive attitude and routinely works on projects to streamline unit workflows. In addition to caring for our tiniest patients, Nicole prioritizes bringing joy to her unit and contributes significantly to initiatives that increase staff

resiliency and retention. Nicole chairs the Nursing Professional Development Program (NPDP) Advisory Board and worked with Information Services to streamline NPDP processes and move them online. She was a fearless leader throughout this transition and continued to encourage others. Nicole is a knowledgeable resource for staff and receives countless kudos from families for the amazing work she does.

BRITTANY BALLARD
Mental Health & Well-Being



Brittany always goes above and beyond while managing very complex patient cases. She advocates for individuals who have been overlooked by others and find themselves in the hospital without another safe place to go. She

demonstrates poise and resiliency, while exhibiting honesty and ethical behavior every day. Despite challenging caseloads, Brittany always puts her best foot forward. Tireless and determined, Brittany coordinates with community stakeholders (i.e. social services, legal guardians, outpatient providers) to transition patients out of the hospital and to help find appropriate services and resources.



KAYLEIGH BENTHAM
Therapy Services Supplemental Pool



As a member of the occupational therapy float pool, Kayleigh demonstrates great skill and flexibility, seamlessly jumping between levels of care as needed. She quickly establishes rapport with patients, pacing her patient sessions

appropriately and keeping the mood engaging and fun. She also provides informative training for families to ensure readiness for the transition home. Kayleigh is a trusted resource among colleagues and fully understands the Rehab continuum. When Kayleigh recognized a need for a floater skilled in lymphedema care, she committed significant personal time to obtain that certification.

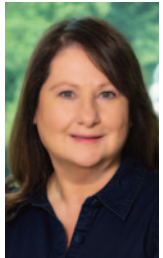
CONNIE BENTON
Physical Therapy – Raleigh Campus



Connie is a role model who constantly works to improve the patient & family experience and support coworkers. Connie has a broad range of knowledge in multiple areas, including wound care, inventory and supply management, and

optimizing resources. When her department needed more clinical aides, Connie volunteered to mentor and train new staff. Honest and trustworthy, Connie supports therapists by anticipating their needs during treatment sessions, and she excels at recognizing non-verbal cues to keep patients safe. Patients and families comment on Connie's wonderful and respectful manner.

LISA BLAUVELT
Administration – Ambulatory Services



Working closely with leadership, Lisa is trusted to help manage confidential information. She demonstrates flexibility and takes on time-consuming tasks – such as sharing patient satisfaction survey results and transporting

signage – so leaders can focus on supporting staff and patients. Lisa created a standardized process for posting quality improvement data in the Emergency Departments – she travels to each campus regularly to update the data. Lisa is never too busy to help a colleague or lost hospital visitor, and she approaches every interaction with kindness and respect.

ANDY BOEHME
PICU



Patients and families are comforted by Andy's caring demeanor and kindness, and they often provide feedback about how much they appreciate his bedside manner. You'll rarely see Andy sitting down – he consistently goes above to

help others, whenever and wherever he can. Andy remains calm during challenging situations, and he helps patients and family members do the same. He always seems to know the right thing to do and is known for bringing smiles to the faces of his coworkers, patients and everyone around him.



CRISTIE BOLAND
WakeMed Heart & Vascular – Cardiology



Cristie is a brilliant communicator with an incredible work ethic. If a patient has an issue, Cristie steps in to assist. She excels at comforting those in need. In the event of a security issue or medical emergency at the medical park, Cristie reacts quickly and efficiently. She is often first to respond, by assembling a team, calling emergency services, directing traffic, ensuring the area is locked down, or keeping visitors calm. Cristie collaborates well with others and helped form a safety committee to make the area safer and more secure.

ANDREW BOYER
Campus Police & Public Safety



Officer Boyer responds quickly and professionally to all calls for assistance. He works with local law enforcement to ensure the safe and secure resolution of any altercations that may take place. This spring, Officer Boyer played a key

role in the resolution of a disturbance at one of our facilities, ensuring appropriate steps were taken by all involved. Thanks to Officer Boyer's prompt action, the victim was safely treated in the Emergency Department and the suspect was taken to the Wake County Detention Center.

JIM BREWER
Medical Simulation Center



Jim stands out for his honesty, trustworthiness, transparency and ethical behavior. As a simulation educator, he incorporates real-world scenarios into simulations, equipping medical professionals with invaluable skills and

knowledge. This hands-on approach ensures professionals are prepared for many situations, ultimately leading to improved patient care. Jim's active listening and empathetic approach strengthen team collaboration and enhance the well-being of event participants. Jim also participates in campus-wide drills meant to test emergency responses and ensure policies are followed.

MARY BYRNE, LPN
ENT – Head & Neck Surgery



A WakeMed employee for 24 years, Mary provides outstanding nursing care to patients while demonstrating flexibility, commitment and superior knowledge. Everyone trusts her judgement and she makes patients feel cared for

and at ease while educating them on their health. Mary is also a committed team member who excels at fostering a positive work environment, whether she is surprising coworkers with treats or decorating for the holidays. During staffing challenges, Mary travels to all five ENT sites to fill in and support her colleagues and patients.

CARA CAMERON, CNM
OB-GYN



Coworkers say Cara is humble and easygoing, but also extremely knowledgeable and kindhearted. She is exceptionally industrious, attentive to detail and is great at making her patients feel seen and heard. As a

nurse midwife, Cara is seen by colleagues as both a provider and a mentor. She has a positive attitude and never makes teammates feel inadequate when they have questions. Cara is always willing to spend the time to teach, and new staff appreciate that she shares her knowledge and skills.

LEIGH CHANCEY, PsyD
Outpatient Behavioral Health



As a clinical psychologist, Dr. Chancey provides detailed treatment plans. She communicates closely with patients and caregivers while waiting on referrals and specialty programs – a process that can take weeks or months. Dr. Chancey

works with many adolescents who have restrictive eating disorders, and developed a large database of resources for them. She also helped create a multidisciplinary team for avoidant/restrictive food intake disorders so that patients are treated directly at WakeMed. This important work is helping some patients avoid inpatient or specialty hospitalizations.

KEEGAN CLARK
Campus Police & Public Safety



Sergeant Clark's quick thinking and excellent police skills are appreciated by staff, patients and visitors. He goes above and beyond to protect everyone at WakeMed, keeping them safe from harm. This spring, Sergeant Clark helped

respond to an altercation taking place – protecting the victim and arresting the suspect – while demonstrating exceptional interpersonal skills and bravery.

ANNE CULLEN
OB-GYN



As a loyal WakeMed employee for 20 years, Anne displays the highest level of respect in all interactions. Her integrity, gentle demeanor and positivity allow her to help make challenging situations better. Anne is known to

extend her hours to ensure all work is complete and steps in to help with any department issue. Dependable, flexible and a strong communicator and leader, Anne enjoys welcoming and teaching new hires. She is a resource for her team and is the first to volunteer for department and system-wide initiatives.

HALEY CURTIS

1A Clinical Evaluation Area



Haley exemplifies teamwork by doing everything she can to help and support her coworkers, without ever being asked. When her unit is short staffed, Haley will perform her duties as a certified nursing assistant (CNA) in addition to any other tasks that are needed, such as answering phones. She has even been known to wash clothes for patients in need. Haley leads by example, and she shares her time and talents as part of the system-wide CNA council and the 1A Unit Council.

PENNI DALEY

Benefits



Penni's tireless efforts to maintain the highest level of benefits for staff and families make her a true WakeMed asset. Her work impacts virtually every staff member, and she advocates to improve benefits, reduce costs, and keep rates low, while also working to introduce new offerings and expand coverage. Penni's dedication and attention to detail are invaluable. She was instrumental in bringing fertility care to the medical plan, enhancing short-term disability and protecting in-network benefits. She develops HR procedures, trains new hires, assigns duties and is a go-to resource for staff.

KELLY DAVIS, RN

Emergency Department – Brier Creek Healthplex



Whether assisting a patient or handling a team issue, Kelly is always calm and professional. As a leader, Kelly prioritizes honesty, accountability and ethical decision-making. She encourages staff to pursue additional degrees,

certifications and leadership roles, and she is skilled at recruiting employees to create a high functioning team. Kelly created a new process to improve patient flow through the Emergency Department, which has helped decrease the number of patients who leave without a physician evaluation. She built a positive working relationship with a local mental health facility to improve the ED experience for those patients who come for care.

TRACEY FISHER

Pediatric Cardiology



Tracey is a highly ethical leader and decision-maker who is well-respected by and has a knack for navigating challenging situations. Family members of patients are impressed by her empathetic, helpful and caring manner. Tracey is known for bringing positive change and valuable solutions to her practice. For example, when more staff sonographers were needed to keep up with patient volumes, Tracey helped solve the challenge in a way that worked for everyone and addressed the practice's needs.

KAREN HAMILTON, RN

Nurse Advice Line



Karen is a skilled communicator whose compassion for patients and caregivers is unmatched. She creates helpful resources for her team and has provided important suggestions that led to new policies that

allow us to better serve patients. As a pediatric triage nurse, Karen is gifted at calming anxious callers. She comforts them as she would a family member – providing reassurance and advice. Within the department, Karen is a wealth of knowledge and a resource for all.

RHONDA HEATH

5C Medical-Surgical Intermediate Care

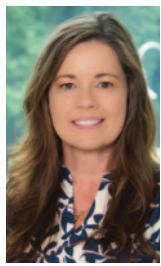


For more than 24 years, Rhonda has been exceeding expectations to help give patients the best care possible. She possesses natural charm and charisma, and her positivity and optimism are infectious. Rhonda is skilled at recruiting extra staff to create a more efficient work environment and will rearrange her own schedule to fill in gaps. Rhonda views problems as opportunities and rallies behind changes to ensure a successful transition. Over the years, Rhonda has oriented countless staff, spreading her knowledge and joy to others.



MISTY JACKSON, RN

Labor & Delivery – Raleigh Campus



Misty was part of a team that created a Labor & Delivery (L&D) nurse residency program to educate and develop clinically sound L&D nurses. Their approach to streamlining education brought all three L&D units

together to support each other with staffing and resources. The team has trained many new resident L&D nurses, preparing them to care for laboring mothers and newborns through classroom learning and hands-on simulations. Misty and her partners are recognized systemwide as superior educators who use their talents and experience to positively impact WakeMed.

NICOLE JEFFCOATE

Physical Therapy – Raleigh Campus



Kind, compassionate, positive and hard-working, Nicole goes the extra mile to support coworkers and provide the best patient care. As a steadfast steward of her department's operations, Nicole thoroughly

researches to find economical supplies and resources. Last year, Nicole became temporary manager of speech therapy for Acute Rehab Services while the permanent manager was on leave. Nicole worked tirelessly to adjust staffing levels, allocate resources, perform Human Resources tasks and manage daily operations. She communicated effectively with other leaders and fulfilled all departmental needs.

KELLY JOHNSON, RN

Clinical Informatics & Training



Kelly sets the bar high when it comes to being an extraordinary leader. By combining two teams, she developed a group of informaticists and Epic instructional designers/trainers to provide enhanced staff

training. Kelly is very involved in Epic documentation projects and always considers how Epic can adequately capture the patient care nurses provide. When there are requests for Epic changes or updates, Kelly explores the effect on nursing workflows. She also made many improvements to how the training team manages tickets, eliminating waste by automating the process.

GEOFFREY JONES

Heart & Vascular – Cardiology



Geoffrey is often referred to as “the glue that keeps things together” and can be relied upon to tackle any task, with a smile on his face. Patients frequently praise their interactions with Geoffrey. Coming to see a

cardiologist is often unsettling and stressful, but Geoffrey is masterful at making patients feel at ease. His kind demeanor and charisma impact dozens of patients and families daily. Geoffrey is a tremendous asset to others – always available to answer questions and volunteering to train new hires.

SAAD KHAN, MD

Pulmonary & Critical Care Medicine



A main rounding physician for Pulmonary & Critical Care – Cary Hospital, Dr. Khan is dedicated to making the critical care team the best it can be. He is an advocate for patients and staff, motivating others to excel. He arrives

early to prepare for the day and takes ownership of his patients' health, with a total commitment to their needs. Dr. Khan is never too busy to assist his patients – whether it is helping them eat or ensuring they have enough water. Families often praise Dr. Khan for his selflessness, kindness and compassion.

BRIAN KISTNER, RN

Emergency Department – Raleigh Campus



Brian's impact on the Emergency Department is invaluable. He regularly steps in during challenging situations and provides a calming presence. Brian thrives in emergencies and rapid response calls, and colleagues say he has a

way of making chaos run smoothly. He comforts and cares for patients who are fearful or upset, and he offers solutions when difficulties arise. He embraces multiple roles – charge nurse, trauma nurse, scribe, resource nurse, etc. – and pitches in like the true team player he is.

LISA KOCH

Spiritual Care – Cary Hospital



As a staff chaplain, Lisa offers compassionate support without imposing personal beliefs. She goes the extra mile for colleagues – mentoring chaplain interns, taking on-call and back-up shifts, and training chaplain residents

in grief care for pregnancy/infant loss. Lisa checks in on colleagues to ensure they have spiritual care support. She also works closely with families suffering infant loss to ensure they feel supported. Lisa also serves on the WakeMed Ethics Committee, Critical Incident Stress Management team and Perinatal Loss Committee.

RYAH KOPROWSKI

Patient Case Management – Raleigh Campus



Ryah provides psychosocial support to parents and families of infants in the NICU. As a case manager, she recognizes the emotional impact stressful birth experiences, uncertain outcomes, and prolonged

separation can have, and she acts as liaison between the family and care team to ensure all concerns are addressed. Ryah makes a positive impact on families by carefully listening, offering coping strategies and assisting with practical matters like transportation and lodging. Coworkers say her dedication contributes to a positive work environment and better outcomes for infants.

KAREN LONG

Health Information Management



Karen is a team player who works to high standards and goes out of her way to help others. She consistently puts patients first, especially while ensuring chart corrections are made appropriately and efficiently. Karen is

known as a subject matter expert in many areas and is described as a humble, softspoken leader. Karen is often praised because people enjoy working with her. Daily, she provides exceptional customer service and works hard to reach quick and effective resolutions.

Exceptional People. Exceptional Care.

Extraordinary Team *cont'd*

HELENE LYTCH

Employee Relations



Referred to as the “team backbone,” Helene excels at helping peers and managers navigate challenging situations with accuracy and efficiency. Even though she has the tough job of discussing disciplinary actions with employees,

Helene does so with empathy, exceptional delivery and decorum. Helene goes above and beyond to develop rapport with staff and give proactive advice on handling HR concerns – accompanying managers during staff coaching sessions and working late to ensure coworkers’ needs are met.

TERESA MOSS

Marketing & Communications



Teresa exceeds expectations to support her team, often working after hours and checking on coworkers while she’s on vacation. She keeps everyone organized and informed, always planning ahead to help reduce stress. Teresa

developed a secure and efficient process to handle the large volume of invoices that flow into the department. She has taken on large projects such as organizing WakeMed’s Farmers Market, managing system giveaways, overseeing system signage updates and responding to important messages from the community.

JENNIFER MYERS, RN

OB-GYN

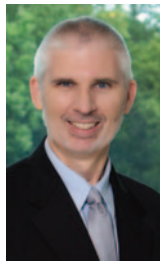


As lead nurse, Jennifer goes out of her way to ensure coworkers have what they need. Jennifer is passionate about patient care and makes a positive impact everywhere she goes. Her patients appreciate her calm demeanor and excellent

communication skills. Not only is she a good listener, but she provides honest, constructive feedback and advice. For one young patient who was experiencing an unplanned pregnancy without family support, Jennifer took extra time to explain her care plan, connect her with resources and follow up a few days later.

JOE NAASZ

Corporate Compliance



Approachable, relatable and reliable, Joe is a regulatory professional and committed team leader who uses his experience to make a positive impact. Joe serves on a professional organization board and brings learning and

advancement opportunities back to his coworkers. Guided by integrity and a strong moral code, Joe ensures medical coding conventions are applicable, current and up to regulatory standards, helping improve billable services and reduce billing errors. Joe also coordinates his department’s social committee with inclusivity of all backgrounds and interests.

PRAVEEN NAMIREDDY, MD

Hematology & Medical Oncology

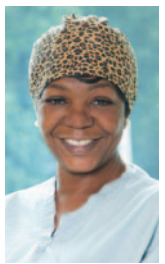


Dr. Namireddy works with a team of providers who handle inpatient hospital rounding and outpatient visits at two practices. Since joining WakeMed, he has helped countless patients navigate intense chemotherapy regimens and

hematology concerns. Dr. Namireddy will rearrange or add to his schedule to see a patient with urgent issues. Dr. Namireddy ensures patients’ needs are addressed expeditiously. He is always kind and respectful, never hesitating to help fellow providers in need.

ALISA NASH

Anesthesiology



Alisa is always friendly and pleasant, which helps ease patients’ anxieties and enhance their overall experience. As a patient care tech, Alisa anticipates the needs of patients and staff and is proactive about making things easier for the

team. She consistently gives extra effort, whether it be cleaning patient rooms/equipment, ensuring a patient’s comfort with pillows and blankets, or prioritizing a patient’s safety during surgery. Alisa is also extremely efficient during trauma situations. Alisa leads by example, always smiling and encouraging the team.

TUAN NGUYEN

Employee Pharmacy



Passionate about helping others, Tuan is a pharmacist who leads by example and always supports his team. He once drove to a shipping facility after hours to find lost refrigerated medication packages, saving thousands of dollars. Tuan actively

listens, demonstrating empathy and understanding. He works tirelessly to ensure patients receive prescriptions, like when he obtained overrides for a patient who needed medications on a weekend or wheeled boxes of medications to a patient’s car. Tuan is diligent about prescription verification and has made several good catches.

DIANNA PALACIOS, RN

Intensive Care Unit – Cary Hospital



As nurse manager, Dianna’s calming presence, transparency and team rounding practices help staff feel supported, appreciated and confident. Last year, Dianna led enhancements in the Intensive Care Unit that resulted in zero CAUTIs, a

decrease in falls and skin-related pressure injuries, and exceeding ICU transfer times to support patient flow. Dianna helped establish a rounding nurse program at North Hospital, and she worked with the Emergency Department and Cath Lab to initiate the STEMI training program for ICU nurses.

JACKIE PERRY

Posting & Review – Revenue



Jackie is reliable and trustworthy, which may be why staff find it easy to confide in her when working through challenges. Jackie helped initiate several enhancements that reduced workloads, including more efficient policies and

procedures, tweaks to the refund process, and the reorganization of several staff positions. Jackie also makes a positive impact by ensuring patients and families receive overpaid benefit amounts in a timely manner and that insurance companies are refunded overpayments expeditiously, eliminating extra fees and penalties.

SHELLEY PERRY

Home Health

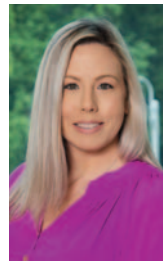


As a team representative and scheduler, Shelley ensures clinicians and field staff feel appreciated. She coordinates flowers and writes cards to coworkers experiencing a challenge. She also encourages peers to communicate openly with

leadership to obtain the resources they need. Many coworkers credit Shelley with helping reduce the department turnover rate and build a permanent, full-time team. Shelley makes clinicians’ jobs easier by actively participating in discussions regarding a patient’s path to going home, and she helps ensure patients receive care as soon as possible.

SHERI PHIFER, RN

Surgical Services – Administration – Cary Hospital



Sheri has built and developed a strong leadership team, created training programs, shifted the staffing model and helped maximize operating room efficiencies. Known for her professionalism and integrity, her work reaches

across enterprises to open communication channels, share best practices and enhance standardization. Under Sheri’s leadership, performance metrics improved and first case start times exceeded 90 percent. Sheri strives to meet the needs of patients with unique scheduling situations – collaborating closely with surgeons and staff.

KATHERINE PRESSON, RN

Labor & Delivery – Raleigh Campus



Katherine was part of a team that created a Labor & Delivery (L&D) nurse residency program to educate and develop clinically sound L&D nurses. Their approach to streamlining education brought all three L&D units

together to support each other with staffing and resources. The team has trained many new resident L&D nurses, preparing them to care for laboring mothers and newborns through classroom learning and hands-on simulations. Katherine and her partners are recognized systemwide as superior educators who use their talents and experience to positively impact WakeMed.

ANDREA PRIDDY-SMITH

Hospital Medicine – Raleigh Campus



Andrea is praised for her kind, calming and helpful attitude. Andrea’s clear and concise communications, accountability and proactive work ethic help patients navigate our complex health care system, and help her team get things done. She

possesses in-depth knowledge of Epic and is a “go-to” resource for eight departments and more than 100 staff and providers. Andrea manages anything that could impede a provider from focusing on high-quality, patient-centered care, and she excels at addressing patients’ needs after hospital discharge.

PATRICIA ROBINSON

Health Information Management – North Hospital



Most patients will never be aware of the person behind the computer, responding to requests for their information. But if they were, they would feel safe knowing it’s Patricia, a dependable, meticulous representative who truly

cares. Patricia’s work requires attention to detail, as any mishaps could result in claim denial. However, Patricia always exceeds expectations. She assists teammates by completing other release types, providing face-to-face walk-in coverage on short notice, answering customer calls and much more.

CINDY ROGAN

Outpatient Rehab – Medical Park of Cary



Cindy’s happiness is contagious and contributes to staff satisfaction in her department. She goes out of her way to remember details about coworkers’ lives and make everyone around her feel appreciated. Cindy is a cohesive force that brings

people together. Cindy strives to know all Outpatient Rehab patients by name and remember details about them, which has a positive impact on many. When Cindy was asked to handle registrations for an additional department she said “yes” immediately, creating a meaningful connection between the two teams.

MONICA ROMERO-PENA

OB-GYN



Monica plays a vital role in her team’s success. Whether she is performing basic rooming tasks or orienting new employees, Monica reaches to the highest standards, always with a smile. She regularly receives glowing feedback from

patients regarding her positive impact on their pregnancy journeys. As a medical assistant, Monica stays two steps ahead when anticipating provider needs. Additionally, Monica opens and closes the practice’s lab daily. Because she is diligent about checking and re-checking specimens for accuracy, she avoids errors.

CALEIGH SCHAEFFER, RN

Labor & Delivery – North Hospital



Caleigh was part of a team that created a Labor & Delivery (L&D) nurse residency program to educate and develop clinically sound L&D nurses. Their approach to streamlining education brought all three L&D units together to support each other with staffing and resources. The team has trained many new resident L&D nurses, preparing them to care for laboring mothers and newborns through classroom learning and hands-on simulations. Caleigh and her partners are recognized systemwide as superior educators who use their talents and experience to positively impact WakeMed.

MUSLIMAH SHAREEF

Surgery & Trauma – Cary Hospital



Known for being accountable, professional and sincere, Muslimah makes patient care her top priority. She is regularly recognized for her can-do attitude and compassion. Last year, she helped organize a wedding for a terminally ill patient whose last wish was to marry her fiancé. Muslimah and coworkers personally funded the event, with support from Cary Hospital and Oncology. Additionally, Muslimah advocates for wound care and patient positioning resources. She is also a top supply scanner and serves as chair of her unit committee.

MARY SMITH

Environmental Services – Raleigh Campus



No matter the task, Mary wants to help. She ensures patients are taken care of and that the hospital looks immaculate. If she finishes work in her area, Mary moves to other areas to provide support with a positive attitude. It's not uncommon to find Mary searching other units for beds or wheelchairs needed for patient transfers. Her "hustle" is impressive and she regularly signs up for overtime shifts. Mary also enjoys taking the time to train and welcome new employees.

KEELY STONE

Imaging Services Administration



As a senior applications analyst, Keely ensures the work she produces is understood and accurate. She demonstrates teamwork and is not afraid of leading initiatives. If a project involves Imaging Services, Keely researches every detail to make sure it meets highest standards. Keely led her department's role in adopting several new initiatives in 2023. When a colleague resigned last year, Kelly was instrumental in hiring and on-boarding a replacement, and she happily covered all after-hours call for several months.

DOROTHY SUTTON

Environmental Services – Raleigh Campus



Coworkers say Dorothy can instantly brighten a room and that she exudes kindness and positivity. Dorothy takes great pride in her work and cleans patient rooms to the highest standards, which helps enhance patient satisfaction. Her ability to quickly turn over patient rooms supports patient movement in the ICU. Dorothy is always on time, picks up extra shifts, assists on other units and trains new team members. By organizing her daily clean list around the schedules of patients and the rounding team, Dorothy helps create a seamless care environment.

CATHERINE TABER

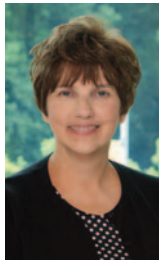
Pathology Labs – Raleigh Campus



Catherine demonstrates unparalleled dedication to patient care, her work and her team. As leader of her department's new employee orientation process and rotation coordinator for Wake Tech students, she effortlessly builds trustworthy relationships with new staff and students. Catherine is the primary schedule manager for her department and works tirelessly to ensure all shifts are covered during staffing shortages. As part of the team that established the new Oncology Laboratories, Catherine traveled to multiple locations to train staff and ensure their competence in new skills.

AMANDA THOMPSON, RN

Heart Center & Surgical Services Administration



A calming force during transitions, Amanda leads both Heart & Vascular Services and Surgical Services. Each job is significant alone, but Amanda thrives at both. Her positivity and supportive attitude have helped both teams grow. Amanda successfully reduced contract staff in the Heart Center, which strengthened the culture. In the OR, she helped manage the transition to a new anesthesia group, which involved many scheduling changes. Amanda works tirelessly to ensure patient care remains top of mind, at all times.

VICKI WHITLEY, RN

Ambulatory Services Administration



Vicki has a "can-do" attitude, whether she is supporting her team, opening a new Emergency Department or expanding existing services. Vicki oversees all freestanding EDs and, under her leadership, they are all at or above the 90th percentile for patient & family experience. Vicki also works hard to build relationships in the community. To introduce Wendell Healthplex, Vicki visited surrounding EMS stations and spoke at community events. Meanwhile, she fosters a positive working environment by coordinating team-building activities and events.

BRENDA WILCOX, RN

Hematology & Medical Oncology



As department manager, Brenda consistently advocates for patients and staff. She is a strong role model whom others admire. In helping grow the Cancer Care program, Brenda has given long hours and demonstrated patience and commitment with a positive attitude. She offers encouragement and maintains transparency with staff and leadership. Staff trust Brenda, as she is always open to discussing their concerns. No matter the task, Brenda steps in to help her team. She proactively rounds in the clinic, waiting room or infusion area to collect patient feedback.

STEPHANIE WILSON

Heart & Vascular – Cardiology



Stephanie uses her excellent customer service skills to schedule and manage the testing and catheterizations work queue for eight different offices. She is efficient, meticulous about details and ensures patient testing information is accurate. Stephanie trains new staff and covers other areas when needed. Stephanie is willing to perform whatever tasks are needed, including working after hours or on weekends. She goes above and beyond by visiting patients on the floor to provide support and reassurance.

Culture of Safety

These individuals are recognized for their work and dedication to fostering a culture of safety for our patients, families, community and health care team.

MATTHEW AVERY

Mobile Critical Care Services



As a vehicle operator for interfacility transport, Matthew demonstrates the utmost respect for patients and prioritizes the safety of those in his ambulance. Collaborating with the Transport team, Matthew ensures patients are moved between stretcher and bed without incident. Additionally, he pitches in to clean and prepare stretchers between patients, and he constantly monitors the traffic conditions on his routes. Matthew reads manuals and completes trainings to fully understand the equipment in his ambulance and further enhance patient safety.

JACKIE EVERIDGE

Pharmacy – Raleigh Campus



A medication safety champion, Jackie was integral to expanding inpatient chemotherapy orders and enhancing the Raleigh Campus inpatient Pharmacy workflow. He is a team player, always willing to change assignments based on the needs of the department. Jackie adds appropriate medications to Pyxis machines on the floors for ease of access and timely medication administration. He exhibits honesty, trustworthiness and ethical behavior daily. His prior experience as a pharmacy technician and clinical staff pharmacist allows for autonomy within his role.

KATHY KUMHYR HILL

Environmental Services – Raleigh Campus



Providing a safe, clean care environment for our tiniest patients is Kathy's mission. She takes great pride in her work and is always thorough. It is not uncommon to observe Kathy cleaning every surface in a room, or moving furniture and appliances to clean unseen areas. Coworkers appreciate Kathy's friendliness and positive attitude – she will drop whatever she's doing to help a coworker in need. If she has downtime, you'll likely find Kathy in the dirty utility room cleaning cribs and isolettes.

PEGGY REDMOND

Pharmacy – Raleigh Campus



A longtime Pharmacy employee, Peggy is responsible for managing controlled substances. She impacts patient care by ensuring controlled substances remain secure, allowing providers to administer treatments without worry. Peggy is highly dedicated and efficient, and used 5S methodology to organize the controlled substances room. During a nationwide shortage of a critical medication, Peggy worked diligently to conserve the remaining supply while leadership developed a plan. Peggy is able to solve issues independently but also knows when it is time to "ring the bell" and get others involved, which is critical with controlled substances.

Value Leader

The recipients in this category allow us to provide outstanding outcomes, experience, safety and affordability for the patients we serve.

MELANIE BOYETTE

Rehab Admissions



Patients remember Melanie because of the meaningful, personal care she provides. Melanie actively listens, treats colleagues with fairness, and makes staff feel supported, both professionally and personally. Her honest, open-minded approach helps create a wonderful rapport with patients, families and staff alike. Melanie looks for ways to enhance the Rehab Admissions processes and works to promote efficiency and transparency for all. She also takes an active role in creating new programs to support patients, such as WakeMed's Amputee StepForward Prosthesis Training Program.

TEENA CHAVIS, NP

Medical Weight Loss & Bariatric Surgery



Teena is known for going the extra mile in the name of providing excellent patient care. As a nurse practitioner, she ensures patients are educated about their care and discharge paperwork, and that they understand their pre- & post-operative follow-ups. To help patients thrive after any procedure, Teena communicates with them in a timely and effective manner, even on her days off. She is always willing to help her coworkers and does whatever she can to support each patient's journey toward optimal health.

Value Leader *cont'd*

KEVIN DAVIDSON, MD

Pulmonary & Critical Care Medicine



Dr. Davidson earns patients' trust with his comforting and compassionate manner. He provides clear information about treatment plans, especially for those facing serious medical diagnoses. Dr. Davidson is flexible and

goes out of his way to accommodate patient schedules. He has performed several procedures new to WakeMed, including Zephyr valve replacements for emphysema and Ion Robotic Bronchoscopies (IRBs) for lung cancer. When IRBs went live, Dr. Davidson devoted significant time to protocol training and supporting his colleagues to obtain needed credentialing.

TANESHA DAVIDSON

Outpatient Pharmacy – Medical Park of Cary



Tanesha's excellent patient care and service have immensely contributed to the growth and success of the Outpatient Pharmacy. Her positivity and upbeat attitude are contagious. As a pharmacy technician, she works hard to ensure

patients receive their medications and that they're affordable. When patients face financial constraints, Tanesha finds discount programs. For patients with extenuating circumstances, she finds a way to distribute medications, whether it's meeting patients at their cars, mailing medications to homes, making personal deliveries or going above and beyond for disabled patients.

RUBY FLOYD

Financial Clearance



Within Financial Clearance, Ruby has been a pillar of strength – managing modalities, helping coworkers, and safeguarding patient care, especially regarding underinsured and out-of-network patients. Ruby has

devoted countless hours to helping build important behind-the-scenes aspect of the WakeMed Cancer Care program. Under her leadership, the team has ensured patients aren't denied treatment. Before working on this program, Ruby had no oncology experience, and she researched different cancers, drug regimens, and guidelines to guarantee she could do her job effectively and be a resource for others.

RON GRAY

Property Management



Ron is honest, trustworthy, reliable and brightens everyone's day. He develops special relationships with the teams at each site in his extensive service area. As a maintenance technician, Ron contributes to patient

experience and quality of care by ensuring his territory is well maintained. He is always available for his team, even when not working or on call. As Property Management prepared to install new supply storage panels, Ron voluntarily attended Kaizen meetings to ensure plans were reasonable and efficient.

LARISSA HILL

Neurosciences



Larissa approaches every challenge with respect and a true vision of a better future for our community. She was instrumental in developing the Neurosciences service line, expanding the Neuro-Intermediate Care Unit. She also

transformed the WakeMed Stroke Program into a true market competitor – revolutionizing processes and enhancing coverage and protocols. Larissa spearheaded the new WakeMed Back & Spine Center and restructured the Neurodiagnostic Lab to offer 24/7 tech coverage and continuous monitoring & interpretation for children and adults.

DAVID HUMES

Patient Case Management – Raleigh Campus



Skilled in critical thinking and an advocate for those in need, David is a role model who inspires his staff to give their best. As a leader, he is personable and refreshingly honest, and he is also an exceptional listener who provides

thoughtful and humanistic perspectives. David works hard to ensure patients are connected with the resources and facilities that best meet their needs. He thinks outside the box and encourages staff to do the same, inspiring them to meet patient care needs that align with their treatment plan and discharge planning goals.

MARY WORTHY

Mental Health & Well-Being



Mary has been integral to her department's growth and advancement. Her dedication to accepting new challenges has helped earn her department a stellar reputation for positivity and productivity. Mary supported the

development of WakeMed Mental Health & Well-Being Hospital – WakeBrook, provided oversight for Virtual Behavioral Health, and spearheaded the creation of a call center. Mary commits to the well-being of patients and staff and, through honest communication, creates a safe and trustworthy environment for all.



Preferred Partner

These individuals are recognized for their efforts to make WakeMed a preferred partner for physicians and other providers seeking the best value for our patients and community.

JAMAL CUMBERBATCH

Outpatient Rehab Registration



Outpatient Rehab serves many medically complex patients who are facing the stress of transitioning to home. However, it is rare that a patient leaves Jamal's desk without a smile. Jamal represents the best of the best, always

greeting patients and family members by name and skillfully using humor to handle challenges. Jamal works diligently to offer alternative scheduling options, if necessary, to avoid a lapse in patient care. Patients and families trust Jamal to address their scheduling needs, and he is honest, helpful and reassuring when changes must be made.

CARNELLA POLNITZ

Pharmacy – Cary Hospital



Highly committed to her team and to excellent patient care, Carnella goes to great lengths to help others and provide the best value from the Pharmacy. Thanks to Carnella, Cary Hospital Pharmacy's drug procurement processes

remained stable while a coworker was out on leave. Carnella genuinely cares about her work and accuracy in her daily tasks. She has an eternally positive attitude and can be relied upon during challenges. Carnella often stays late to help ensure coworkers are caught up for the day.



Financial Health

WakeMed strives to achieve financial health in order to support all that we do and we are grateful to these individuals for their work to help us do so.

MARIAM AHMED

Emergency Department Administration



As business manager for Raleigh Campus Emergency Services, Mariam oversees each department manager as they control their finances. Financial stability directly impacts patients and patient care, so Mariam ensures new managers

understand financial responsibilities and works closely with follow-up nurses and charge auditors to ensure their work is accurate. Mariam's business acumen is impressive, and her ability to assist managers with understanding their department's finances is critical. Colleagues say she is an integral part of the Emergency Services team, contributing to the overall success of the division.

LIZ HOWARD

Posting & Review



WakeMed's financial health matters deeply to Liz. Decisive and strategic, Liz ensures that the system's cash posting methods and general ledger are accurate and current. She is gifted at detecting potential workflow issues and is

passionate about enhancing processes. For example, she transformed an outdated process in the Cashier's Office by eliminating the need to enter deposit data into multiple spreadsheets. Additionally, she helps implement new automated programs and will input large amounts of data to help her team. Staff say Liz is a dedicated leader who appreciates, respects and supports them.

MELANIE WHEELER

Pharmacy – Raleigh Campus



The Raleigh Campus Inpatient Pharmacy depends on Melanie, as she purchases medications and supplies daily to keep things running smoothly and within budget. Melanie also supports more than 80 physician practices, helping

coordinate requisitions and ensure correct medications are received. Melanie regularly evaluates products to reduce technician workloads and ensure cost effectiveness. Last year, Melanie helped implement purchasing changes that saved over \$2M. Melanie is also integral to WakeMed's federal compliance of the 340B program, which she helped expand – saving WakeMed approximately \$24M.

Quality

WakeMed is dedicated to becoming a top 10 health system in the country for quality and the recipients in this category are making a measurable impact on this goal.

KAYTLIN ATWOOD, CNS

Clinical Nursing Resource Services



Kaytlin's commitment to patient care is evident in her work on falls prevention, Cary Hospital's Education & Skills Day, electronic care-board enhancements, and evidence-based practice engagement. Kaytlin shares

and implements knowledge gained at national conferences, such as the KCard pilot program for nurse-sensitive outcomes. Kaytlin values employee recognition for exceptional work. She is integral to system-wide awards application processes and chairs the Recognition and Development Council, whose goal is to improve patient outcomes and nursing satisfaction by retaining and developing top talent.

CHRISTINA BULL, NP

Cardiovascular & Thoracic Surgery



Christina treats her patients as if they were family – spending hours with them to discuss medications and offer patient education. As a nurse practitioner for the Tele Heart Care program, she consistently works

beyond her scheduled hours to follow up with patients and make well-check phone calls. She ensures patients never feel forgotten by ensuring that they receive the best medical advice and post-operative care from the comforts of home. Thanks to Christina's dedication and superior medical decision-making, many patient readmissions have been prevented.

KIMBERLY CARR, NP

Neonatology



Kimberly was the first neonatal nurse practitioner hired by WakeMed, and has worked to the highest standards ever since. Kimberly demonstrates her dedication by serving on multiple hospital committees meant to

enhance the quality of patient care and by teaching, mentoring and orienting new staff. Gifted at making families feel calm and at ease, Kimberly is a caregiver who truly cares about her tiny patients. She was vital to the creation of Neonatology's custom Total Parenteral Nutrition build, working tirelessly to ensure related Epic workflows were seamless.

CANDY CRIBB

Imaging Services – Cary Hospital

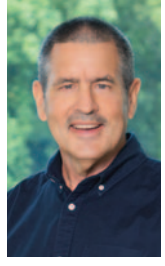


Last year, Patient Relations received at least 20 patient phone calls or emails praising Candy and her methods of care. As a mammography technician, Candy provides seamless, dignified high-quality care during a stressful process.

She collaborates beautifully with radiologists and ultrasound professionals. Candy is responsible for ensuring her department's safety and quality and leads all state inspection readiness efforts. She was praised by the state reviewer for her organized, accurate records.

MIKE FERNANDEZ

CV Testing – Raleigh Campus



Mike takes pride in managing and implementing quality assurance for CV Testing's high-level disinfection process, and he maintains this area with extreme diligence. Mike makes it his personal goal to ensure patients receive the highest quality of care and he regularly receives praise from coworkers and patients alike. For several years, he served as chair of the CV Testing Quality Committee and worked tirelessly to positively impact quality outcomes. He is described as a dependable, compassionate and hard-working team member who exemplifies kindness and compassion.

NAIMA HADER

Milk Bank



An invaluable asset to both staff and patients, Naima creates a safe, nurturing environment for breastfeeding mothers. She is first to ensure all pumped breastmilk has been collected, prepared and properly stored, treating breastmilk as the highly valued resource that it is. With her training in lactation support, Naima personally offers lactation services and a hospital-loaned breast pump. She provides compassionate, gentle instruction and addresses mothers' personal and emotional needs. Naima's colleagues appreciate her cheerful presence and extra efforts to keep the department clean and organized.

ELISSA HENDERSON, NP

Pulmonary & Critical Care Medicine



Elissa prioritizes patients' well-being through a comprehensive understanding of critical care principles. When Neuro Critical Care's physician leader stepped down, Elissa stepped right in, fostering open conversations about evidence-based patient care practices that created positive outcomes. Elissa also managed collaborative team efforts that contributed to positive outcomes for mortality in stroke patients. She was the liaison between the core and critical care teams to implement solutions. She also led the Stroke Clinical Excellence Bundle to score above 85 percent for physician order set compliance.

KELLY KUCIN

Occupational Therapy – Raleigh Campus



Kelly is committed to enhancing the skills of Occupational Therapy staff while bringing new and enhanced equipment and resources to the department. She helped improve visual screening for patients with neurological diagnoses and trained several peers to perform complex vision assessments. Kelly also led a staff in-service and created a resource document regarding use of a new model to discuss sexual health with patients. Thanks to a grant written by Kelly, OT received funding for new specialized equipment to better serve patients.

JOEL LITTLE

Conference Center



As the Conference Center's audio-visual technician, Joel ensures technology works properly and that meetings and events run smoothly. He consistently goes above and beyond, and is always available to help. Without being asked,

Joel exceeds expectations to accommodate colleagues. He has an uncanny ability to predict and address others' needs, whether it be bringing carts of supplies, setting up signage, or cleaning and setting up tables. Joel's "behind the scenes" efforts lead to seamless and efficient meetings and events.

ELAINE MARINELLO, RN

Nursing Education

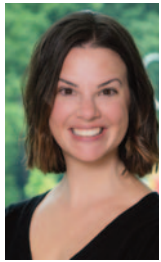
Elaine's smiling face welcomes hundreds of employees to classes each year. She takes great strides to ensure nursing leaders receive valuable training upon hire. Elaine collaborated with colleagues and leaders to re-develop an educational leadership course that aligns with national competencies – which received positive feedback. Additionally, Elaine supported a collaboration between Nursing Education and Clinical Nursing Research Services by facilitating meetings and enhancing communication between the two departments. This allowed staff needs to be met in a more timely, consistent manner.



SALLY McMURRY

Children's Hospital

As a family & program support coordinator, Sally helps patients and families navigate health system complexities with compassion. She seeks out those who could go unnoticed to ensure they are greeted warmly and offered a platform to share their experiences. She is particularly passionate about nonverbal patients and uses her special education experience to support them. Sally co-chaired the 4E/PICU Patient & Family Experience Committee, bringing it a renewed energy and purpose and engaging all pediatrics teams in their initiatives.



SCOTTA ORR

Clinical Process Improvement

Scotta spends considerable time demonstrating to providers how to use new clinical pathways. She works tirelessly to facilitate teams achieving standard work to put patients on pathways. She supported the Aspirational Goal metric to get 25 Clinical Excellence Bundles (CEBs) to 75 percent on pathway for one month. Scotta makes a measurable positive impact on patient care. For example, she led a Urology project to reduce opioids, resulting in 5,000 fewer opioid pills being distributed, year over year, by putting patients on a standard pathway.



DREW SLOCUM, PA

Hospital Medicine



Colleagues trust Drew because of his vast experience as a PA and ability to complete numerous tasks effectively and compassionately. Drew always steps up to the plate, especially when shift coverage is needed.

When precepting new hires, fellows and PA students, Drew is welcoming and ensures new employees feel confident. As the Hospitalist fellowship advisor, he goes beyond expectations to coordinate elective rotations for each fellow. As a clinician, he places the patient at the forefront, navigating difficult conversations with poise, honesty and respect.

CAROLYN STEINHAUSER, PA

OB-GYN



Patients consistently request Carolyn because of her compassion and ability to listen. As a member of the Patient Satisfaction Committee, Carolyn aims to make patients and families more comfortable and satisfied. She goes to great lengths when helping patients with extenuating circumstances. Once, when a high-risk patient was delayed in out-of-state travel, she modified her schedule to see the patient the next morning. The patient was so grateful, she decided to complete treatment and deliver at WakeMed.

Innovation

These individuals are recognized for their innovative efforts to achieve transformative improvements in health and healthcare.

DUSTIN ALLEN

Imaging Services – Raleigh Campus



Dustin goes above and beyond to advance imaging services for patients and provide the best care, at a high value. Last year he helped establish WakeMed's 3D Imaging Lab. He worked closely with radiologists and

leadership to determine exam rendering requirements and helped establish quality metrics, productivity standards, and a training program. Dustin helps identify staff who hope to expand their skill base – resulting in a strong team who are helping grow this new service line beyond expectations.

GIGI BRAY

Environmental Services – Raleigh Campus



For 40 years, Gigi has been cleaning and sanitizing patient rooms with the goal of keeping patients safe and healthy at all times. She does her work with a smile and brings a great deal of joy to her team, as well as to patients and

families. By giving 100 percent effort, Gigi impresses those around her with her work ethic and determination to keep moving forward. During the COVID-19 pandemic, Gigi never hesitated to suit up and enter patient rooms for cleaning, knowing the importance of her job to patients and families.

LAURA FAIRCLOTH

Respiratory Care Services – Cary Hospital



Laura does an exceptional job of leading her team, exhibiting professionalism and positivity, while offering guidance and open communication. Often sought after for advice, Laura is always willing to lend a hand or an honest

opinion. She collaborates with many hospital teams to make sure patient care is the top priority. Additionally, Laura works diligently to ensure staff and nurses have the necessary information and tools they need to perform respiratory treatment properly. Laura consistently exceeds patient care standards, especially for procedures in the Intensive Care Unit.

KAYLA HORTON

Corporate & Community Health



Kayla is skilled at recognizing and implementing process enhancements. She encouraged using MyChart to schedule appointments for the free mobile mammogram program, which streamlined data

collection and ensured results were sent to the correct provider. Kayla piloted a remote monitoring program for patients with high blood pressure. She created the program from scratch, secured funding for equipment, engaged patients and collaborated with Information Services on the Epic component. As a result, patients' blood pressure numbers decreased, and their feedback was extremely positive.

BRENDA LEWTER

Nursing Administration



Dedicated to Nursing's success, Brenda does whatever it takes to support her team. When she sees a need – she takes initiative and drives change. She recently led the refresh of the Nursing SharePoint site, a project that took

more than a year to complete. Brenda gathered a team to develop and execute an implementation plan, which led to a successful roll-out. Brenda trained numerous managers and supervisors on the site's new features, which provides a platform for clear communications about unit operations and shared nursing councils.

DIANA MARROQUIN-JIMENEZ

Community Case Management



As a bilingual employee, Diana is instrumental in providing care and service to Spanish-speaking patients and families. She also supports WakeMed's partnership with Hostage US, a non-profit that supports families of

Americans taken hostage or wrongfully detained. Diana is skilled in trauma work and leads Seeking Safety groups at various shelters and recovery centers, which contributes to a reduction in Emergency Department visits. Through all of her work, Diana shows respect and compassion and performs every task with the utmost integrity.

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 Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
Freeze Photography, Photos

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A special thanks to our 2024 Pyramid Society Award committee: Linda Barrett, Business Development; Lesley Bradley, Patient Case Management – Cary Hospital; Ari Conklin, Quality Analytics; Dee Darkes, Heart & Vascular; Rosana De La Rosa, Mental Health & Well-Being; Ellen Dillavou, MD, Vascular Surgery; Coleen Doerner, Environmental Services; Jeanne Hale, Spiritual Care – Raleigh Campus; Ana Harris, Patient Access; Sacheen Mallette, Information Services; Janis McLaughlin, Outpatient Rehab; Brigit Piercy, Acute Care Nursing Services – Cary Hospital; Vicki Reid, Campus Police & Public Safety; Andy Sieder, Information Services; Barry Swanner, Emergency Department – Apex Healthplex; Abbie Williamson, Pharmacy.

2024 AWARD RECEPTION DINNER

On October 3, WakeMed honored all of our 2024 Pyramid Society Award recipients with an awards reception at the Embassy Suites Raleigh Durham Research Triangle. Award recipients and their guests, along with their supervisors, members of our Board of Directors and our executive team, enjoyed dinner and an awards presentation led by WakeMed President & CEO **Donald Gintzig** and Executive Vice President and Chief Operating Officer **Tom Gough**. All award winners received a trophy, an extra day of PDO and a Pyramid Society Award pin – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!

Nominate for the 2025 Pyramid Society Award Today!

If these inspiring stories make you think of a coworker who goes above and beyond to help us achieve our Aspirational Goals, nominate them for the Pyramid Society Award! Nominations are now being accepted for the 2025 award cycle – follow the link on MyWakeMed!

