

www.wakemed.org

Microscope

MEET MAGELLAN!



WakeMed welcomed a special visitor this spring – Magellan, the mapping robot! Magellan has spent the past few weeks taking a rolling tour of every hallway, conference room and elevator at Raleigh Campus, Cary Hospital and North Hospital to gather information that will be used to create interactive maps of our hospitals in the new WakeMed app.

Launching early this summer, the app will help patients and visitors navigate from their home, to a convenient parking location, then – using turn-by-turn navigation inside the facility – guide them to their destination and, when they are ready, back to their exact parking spot! Staff will also find the app useful as all hospital conference rooms and other points of interest will be included as well.

The WakeMed app will do much more than provide directions. The numerous features – all available at your fingertips – will help our patients and community members better access our services and improve their health and well-being. Some of the app features include:

- Find the closest WakeMed physician office, Urgent Care or Emergency Department
- Make an appointment
- Check Emergency Department and Urgent Care wait times
- Reserve your spot in Urgent Care
- Access your WakeMed MyChart account
- Pay your bill, and much more

We are excited to be first-to-market (in our area) with this new app – look for more updates and information as we get closer to launch! *The WakeMed app is made possible by the WakeMed Foundation.*



THREE WAYS YOU CAN STOP THE SPREAD! C. How You Can make a DIFFERENCE

C. diff is highly contagious, so one of the most important things you can do to help eliminate *C. diff* is to help stop the spread of the spores that cause this illness.

All patients who test positive for *C. diff* are put under Special Enteric Precautions and will have a pink sign on their door or bedspace curtain.

Be sure to follow these steps any time you enter or leave the room of a patient with *C. diff* – even if you are just stopping by for a delivery or short visit:

- **Wash your hands!** – Hand gel does not kill *C. diff* spores so always wash with soap and water when you leave a Special Enteric Precautions room.
- **Wear your PPE** – Gloves and a gown must be worn when entering a Special Enteric Precautions room or bedspace. Be sure to follow proper donning/doffing procedures to limit contamination of other surfaces.
- **Clean your gear** – It's best to use disposable items and equipment in Special Enteric Precautions rooms. But when disposable isn't an option, you must clean every item you bring out of the room with bleach wipes – thoroughly! This includes everything you touched while in the room: stethoscope, pen, etc.

WW2E Update: Leader Rounding Begins

Last fall, WakeMed launched a new Leader Standard Work initiative as part of our ongoing Wake Way 2 Excellence (WW2E) efforts. A critical component of Leader Standard Work is regular and routine leader rounding – on both patients and staff.

As part of this initiative, nurse managers and clinical leaders began rounding on inpatients last fall – and many areas are already seeing a positive impact on their patient satisfaction scores! These rounds are an opportunity for our clinical leaders to spend one-on-one time with patients to ensure their comfort, safety and satisfaction. They also use the rounding time to stay informed, 'manage up' their team members and celebrate staff.

Senior Leader Rounding with employees began this month. Moving forward, WakeMed's senior leadership team will be making regular, scheduled visits in clinical areas and other departments throughout the system. These visits are an opportunity for senior leaders to learn more about what is happening throughout the system, share information about organizational changes and recognize staff for the work they are doing. We hope you will take advantage of this opportunity to engage with WakeMed's leadership team!



Exceptional People. Exceptional Care.

Alden Parsons, MD, Receives Women in Business Award



Alden Parsons, MD, (WakeMed Heart & Vascular) is a recipient of the *Triangle Business Journal's* annual Women in Business Award, which celebrates the business or community service accomplishments of Triangle women. Dr. Parsons was honored in the Leaders in STEM category, which recognizes accomplishments in the fields of science, technology, engineering and math.

A thoracic surgeon who specializes in minimally invasive surgical procedures of the lungs, esophagus and chest, Dr. Parsons joined WakeMed in 2017. Since then, Dr. Parsons has demonstrated her dedication to innovation, improving outcomes and expanding patient knowledge. Last year she participated in WakeMed's first fully robotic esophagectomy surgery alongside Ian Villanueva, MD, (General Surgery) and David White, MD, of Duke Thoracic Surgery. Combining the expertise of physicians from WakeMed and Duke Health demonstrated the Power of Heart Care Plus+, providing a patient with a minimally invasive treatment that offers better outcomes and reduces recovery time. In 2015, she co-founded BeeWell, a patient engagement platform that allows physicians to give their patients actionable care plans. Last year she was one of two U.S. surgeons awarded the 2018 Women in Thoracic Surgery (WTS) Intuitive Robotic Fellowship and was named to the American College of Surgeons' Division of Education, Patient Education Committee. She also served as a physician champion for the 2018 WakeMed Gives Campaign.

THANK You

Between cold and flu season and increasing numbers of deliveries, surgeries and other scheduled procedures, it's been a very busy winter at WakeMed! All three of our hospitals and all seven of our emergency departments have had high volumes over the past few months. We appreciate the dedication of each and every member of the WakeMed family who help us meet the needs of our patients when they need us most. We could not do what we do without you!



PATIENT EDUCATION RESOURCES & ACCESS

We currently use several patient education resources across the WakeMed system. Ensuring our caregivers know how to access this information is key to the patient-caregiver communication process. Below are the tools currently available. An interprofessional team is working to streamline access to patient education. Please know this is a work in progress and stay tuned for more information.

Healthwise: Your First Stop

Healthwise is the first resource to look to for patient education fact sheets, discharge instructions and videos. The Healthwise content is evidence-based, plain language content and we pay a fee to use it. If a topic is not available, we can submit a request to the Healthwise team to create resources for it. Healthwise patient education is available in English and Spanish and is integrated with Epic, MyChart and on the new Bedside tablets (currently being rolled out throughout the health system). Healthwise is currently a tool to use at discharge and content cannot be printed for use while teaching earlier in the patients hospitalization. However, this will be addressed as we work with Healthwise to better meet our needs.

For Staff: Accessing Healthwise in Epic

- Log into Epic and find your patient, then navigate to their Dispo page.
- On the Dispo screen, look on the left of the screen for the words “References”, “Clinical References”, or “Clinical Attachments” – it may appear in one of these ways depending on your Epic view. You may need to scroll down to find it in the list.
- Click the list and choose from the topics on the left side of the screen. They relate to your patient’s diagnosis.
- If these resources do not meet your needs, look on the right side of the screen and click on “Master Index”. You can then search the index for the videos and fact sheets that are available.
- When you find the resource that is right for your patient, click “Attach It”.
- You can edit the information to customize it (include a practice/department phone number, additional instructions, etc.). Your edits will ONLY be for your patient. They will be wiped out once you attach the information for your patient’s use.
- Click “Attach” when you are ready. It will then print with the Discharge Instructions (AVS) and will be in MyChart for your patient to view in his/her account.

For Patients: Accessing Healthwise in MyChart

- Patients log into their MyChart account and click on “Appointments & Visits”.
- Click on “Past Appointments” to see the Discharge Instructions (AVS) from the visit/hospital stay.
- A code for more information will appear at the bottom of the Discharge Instructions.
- Click the “My Health” tab.
- Scroll down to “Search Medical Library” and click on it.
- Enter the code in the area provided on the screen and additional information about the patient’s condition, injury, etc. will appear.

If you just want to search topics in Healthwise, click on “My Health” then scroll down and select “Search Medical Library”. Type words related to the topic you would like to learn more about.

If you have questions about Healthwise or would like to submit a request for a resource to be created about certain topic, please contact Sacheen Mallette (IS, Applications Support) at smallette@wakemed.org.

Lexicomp: Drug Information

Lexicomp is a great resource for medication information for both caregiver and patient use. It is easy to access.

- Go to MyWakeMed, and enter “Lexicomp” in the search box.
- Click on “Lexicomp Online and Formulary”.
- Enter the medication name you are searching for in the area provided.

Lexicomp is also accessible right from the patient’s medication administration record in Epic by clicking on the administration instructions. This puts the information right at the clinicians’ fingertips when administering medications.

Customized Patient Education

This service is available to you if you cannot locate health content that is relevant to the specific needs of your patient in Healthwise or the edits you need to make to a Healthwise document are too extensive. First, see if an appropriate resource has already been created.

- Visit MyWakeMed.
- Click on “Resources and Applications”
- Click on “Patient and Community Health Education”
- Click on “Patient Education Fliers” and either scroll through the topics or enter words that relate to your topic in the search box. Feel free to look at the “Community Health Education” side too.

Marketing & Communications is currently transitioning patient education fact sheets to MyWakeMed. There are approximately 700, so the transition will take some time. To see if a current resource is available or to look into having a new one created, please contact Becky Scolio at bscolio@wakemed.org. Patient education books and booklets for certain service lines and health conditions will continue to be produced through Marketing & Communications.

Do You Need an Alternate Standard?

With biometric screenings wrapping up, it’s time to start thinking about whether you’ll need an Alternate Standard to qualify for *WakeWell Rewards*. If you fall short of 120 points, you can use an Alternate Standard (worth 40 points) to make up the difference. Alternate Standards must be completed before September 30, 2019.

Dietitian Visit

WakeMed medical plan members can see any registered dietitian in the BCBSNC Network with no copay and no referral. To schedule a visit with a WakeMed dietitian, call ext. 07000. This alternate standard is quite popular, so it is strongly encouraged to make your appointment early!

Care Advising

Care Advising services are designed to help individuals who need additional support managing their health. A referral is required. If you qualify, you will be contacted by your primary care doctor or a care advisor.

Diabetes Education

Participants with a diagnosis of diabetes may complete a diabetic education program to meet their Alternate Standard. There is no copay for diabetes education; however, a physician referral is needed. For information about WakeMed’s Diabetes Education Program, call ext. 07292.

Stress Management Education

WakeWell Rewards participants can earn 40 points by completing a one-on-one Stress Management Education program with our employee assistance program (EAP). To qualify, the employee must complete an initial counseling session, at least one follow-up session and upload the signed Alternate Standard Verification form to SimplyWell by September 30.

LiveWell

This popular 12-week group fitness and healthy lifestyle education program is offered by Healthworks. Sessions will be offered this spring at Raleigh Campus (April 9 – June 27) and Cary Hospital (April 8 – June 27). Consults are required for participation and must be completed by March 29. To set up a consult, call Hailee Wingfield at ext. 07043.

Tobacco Users

Tobacco and e-cigarette users have two options available:

- **WakeMed Tobacco Cessation Coaching:** Complete four telephone sessions with a certified tobacco cessation coach and take a positive step towards being tobacco free. To register, call ext. 06737 or email wellness@wakemed.org.
- **SimplyWell Online Tobacco Module:** Watch four, five-minute online videos and complete a short quiz at the end of each. To get started, visit wellness.wakemed.org.

Pregnant Employees

Employees who are pregnant have three alternate standard options this year:

- **Maternity Care Advising:** Call 855-220-7955 to get started and receive support from a nurse throughout your pregnancy. To receive credit, care advising must begin by September 30.
- **SimplyWell Education Module:** Watch four, five-minute online videos and complete a short quiz at the end of each.
- **Pregnancy Physician Statement:** Have your doctor complete the form and return it to SimplyWell by September 30. Maternity Physician Statements are available at Occupational Health and on the Human Resources intranet page.

Additional information about alternate standards and the process for appealing your results can be found in the *WakeWell* FAQ document, located on MyWakeMed. Questions? Contact Bob Nelson at ext. 06903.

Coming Soon: Online Member Health Assessment

WakeMed employees participating in *WakeWell Rewards* can take the online Member Health Assessment through the SimplyWell (formerly Viverae Health) wellness portal starting May 1. The assessment must be completed by September 30.

Commerce Bank to Provide Health Care Financing for WakeMed Patients

Medical bills are often unexpected, and many people worry about how they will pay for the health care that they need. As part of our mission to serve our community, WakeMed has always offered payment plans for patients who are unable to pay their out-of-pocket costs, such as deductibles and co-insurance expenses, right away. WakeMed has now engaged Commerce Bank to help individuals pay medical bills over time through monthly payments. There is zero interest, no credit check and multiple accounts can be combined into one payment.

Later this spring, all outstanding patient balances with payment plans will be transitioned to Commerce Bank. Patients with existing payment plans will be notified of this change and their monthly payments will not change. Moving forward, patients who wish to enroll in the Commerce Bank Health Services Financing program can do so by phone, online or by contacting WakeMed’s Patient Financial Services team.



WHAT'S HAPPENING AT WAKEMED



Members of WakeMed's hospitality pet team shared their love of WakeMed patients and staff on Valentine's Day! The pets, and their human companions, visited several areas across the system, warming hearts along the way!

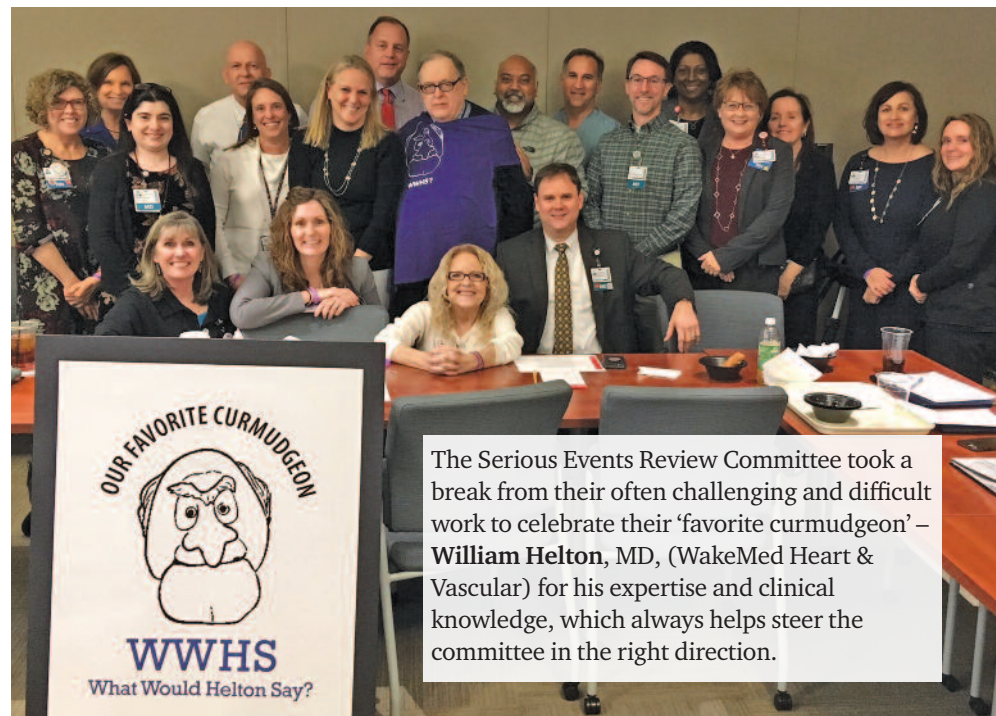


In honor of Brain Injury Awareness Month, an Unmasking Brain Injury Display was put on view in the Health Park at Raleigh Campus. The project promotes awareness of the prevalence of brain injury and gives survivors an opportunity to educate others about what it's like to live with a brain injury. For the display, a person with a brain injury is asked to identify feelings associated with brain injury and translate their feelings into shapes, colors, or images to be placed on a papier-mâché mask. The masks at WakeMed were provided by the Brain Injury Association of North Carolina.



Students from the Apparel II and Foods and Consumer Science classes at Athens Drive High School donated 85 handmade blankets to the NICU this winter. WakeMed has a long-standing partnership with the school's Health Science Academy. Thank you for providing this wonderful gift to our tiniest patients!

WakeMed Innovations hosted a luncheon for Innovation champions and everyone, who has submitted an idea to the Innovations team. The lunch was an opportunity to recognize the contributors and highlight the continued importance of innovation within WakeMed.



The Serious Events Review Committee took a break from their often challenging and difficult work to celebrate their 'favorite curmudgeon' – **William Helton, MD**, (WakeMed Heart & Vascular) for his expertise and clinical knowledge, which always helps steer the committee in the right direction.



Beat Lymphedema in Your Bare Feet

WakeMed is the first health system in North Carolina to introduce SOZO® technology to help measure, monitor and manage lymphedema. WakeMed Outpatient Rehab hosted two events on March 6 – World Lymphedema Day – to educate individuals about lymphedema treatment and SOZO screening technology. Seventy people attended the events, and many learned for the first time that they don't have to just live with the condition.

Lymphedema is a collection of fluid that causes swelling in the arms and legs. It occurs when the lymphatic system is damaged, or lymph nodes are removed as they are during breast cancer surgery. People who have had other types of surgeries, conditions or injuries (severe trauma, infection, venous insufficiency, congestive heart failure) may also develop lymphedema. One out of three survivors of breast cancer, pelvic cancer or melanoma will have it.

The SOZO technology is available at WakeMed Outpatient Rehab – North Hospital and WakeMed Outpatient Specialty Rehab in Cary Hospital. It can provide early detection of lymphedema, so treatment can begin before symptoms occur. It can also be used to monitor how well treatment is working and if any changes need to be made.



NEWS FROM WAKEMED PHYSICIAN PRACTICES

Coming Soon! Pediatric Urgent Care

WakeMed is proud to partner with PM Pediatrics to bring a dedicated pediatric urgent care to the Morrisville community this spring – all backed by the special care and expertise of WakeMed Children's. Serving children from newborn to young adult, WakeMed Children's PM Pediatrics Urgent Care will offer:

- Board-certified pediatricians and pediatric emergency physicians
- On-site x-rays and lab
- Convenient hours: noon to midnight, 365 days a year
- Full spectrum of acute care for newborns through young adults (age 0 – 26)

WakeMed Children's PM Pediatrics Urgent Care
6402 McCrimmon Parkway, Suite 300, Morrisville, NC 27560

Welcome New
Physician



Kitty O'Hare, MD
Pediatric Primary Care

Welcome New Advanced
Practice Provider

Kendra Lisec, PA
Urgent Care



WakeMed recognizes Diversity & Inclusion Awareness Month every April to encourage respect and appreciation for the many aspects of culture, belief and heritage that make us each unique.

WakeMed Diversity & Inclusion

April Is Diversity & Inclusion Month

This year we will offer diverse meals in the cafeterias and educational opportunities focusing on generational differences in the workplace. Plus, mark your calendars for the third annual food truck fair at Raleigh Campus on Thursday, April 25. The event will feature several food trucks with food available for purchase.

Stay tuned to the WakeMed Weekly and MyWakeMed for details about these and other activities taking place in April.



COMPLETE YOUR ANNUAL TRAINING!

WakeMed's annual mandatory training package, WM-MAN, as well as required Integrity & Compliance training will be assigned to all employees via WakeMedU on Monday, April 1. Both trainings must be completed by June 30. As a reminder, to be eligible for any potential WakeShare Payout this year, all required education must be completed by the original due date. Questions? Email wakemedu@wakemed.org.

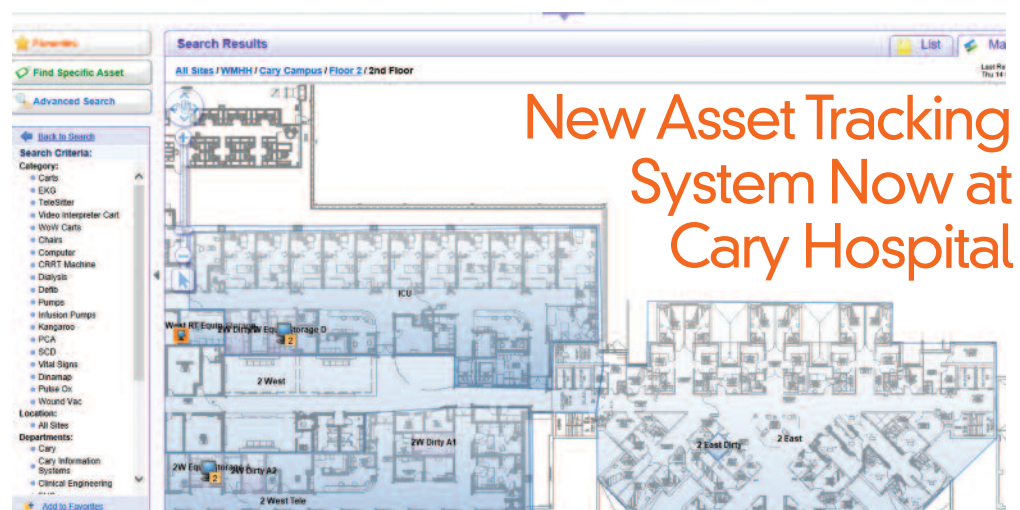


WAKEMED TRANSITIONING TO NEW COURIER IN APRIL

WakeMed will transition to a new courier partner, Direct Express Logistics, on Monday, April 1. This new partner was selected for their enhanced package scanning capabilities, which will allow us to better track patient care supply deliveries. Direct Express Logistics staff will provide service 24/7/365 for all WakeMed courier needs and the transition should be seamless for WakeMed employees. A few items to note:

- Existing courier routes will be continued, and Direct Express Logistics is working with key WakeMed stakeholders to improve efficiencies.
- Stat runs can be requested electronically using the MyWakeMed Courier page.
- The Direct Express Logistics staff will be physically located on the Raleigh Campus and can be reached at ext. 08204.

WakeMed has approximately 500 active stat run requestors, all of whom will be requested to complete a brief tutorial via WakeMedU explaining how to request a stat courier trip using Direct Express Logistics' software. Questions or concerns? Contact either Kevin Schmidt, director, Supply Chain, or Bobby Holloway, manager, MPD.



New Asset Tracking System Now at Cary Hospital

Over the past few months, a new Asset Management System has been implemented at Cary Hospital. This system is a tool to help staff locate important shared medical equipment such as beds, stretchers, pumps, EKG equipment, dinamaps, vents, warmers and WOW computer carts. The system not only helps staff locate equipment easily and quickly, it also tracks how equipment is used. This data is useful in ensuring equipment and materials are ordered on time and in the appropriate quantities.

Accessing the System Cary Hospital staff can log into the system using their WakeMed network credentials. To access the system, visit MyWakeMed and search the Applications Directory for Asset Management. (Tip! If this is a tool you use frequently, be sure to click the star on the application listing so that it will appear on your personalized My Apps & Resources list on the homepage.)

Once in the system, you can search for a specific piece of equipment and view where it is on a map in real time – regardless of what floor it is on. To provide the most accurate location services, more than 30 new wireless access points have been added to the Cary network.

Questions Contact Clinical Engineering or MPD.



As a reminder, the deadline for annual Occupational Health screenings has changed from department-wide deadlines (assigned by month) to individual deadlines based on birthdate. Starting January 1, 2019, regardless of when you had required annual health screenings in 2018, the deadline for all required screenings is midnight on your date of birth.

A few reminders about this change:

- Employees are notified by email 45 days before their birthdate that they need to complete their required screenings by the deadline.
- Staff can complete annual health screenings starting 30 days prior to their birthdate and the deadline is midnight on the employee's date of birth. All screenings must be completed by this time (including having TB test read).
- The 30-day grace period has been eliminated. Employees who do not complete health screenings by midnight on their birthdate will be ineligible to work until screenings have been completed and will be ineligible for any potential WakeShare payout for that fiscal year (per policy), even after screenings are completed.

This change applies to required health screenings such as TB tests, fit testing, vision and hearing screenings etc.; it does not impact the annual influenza vaccine program. With questions, email OccupationalHealth@wakemed.org.



WakeMed's Good Catch Program encourages staff to positively impact patient safety by speaking up, reporting good catches and sharing their experiences. If you have made a good catch, share it by clicking the "Report a Good Catch" link on the WakeMedWeb.



Teresa Boyd and Jen Hansen (both of WakeMed Heart & Vascular) were preparing a patient for a stress echo when they noticed the EKG on the treadmill monitor showed changes that were concerning for an acute STEMI. They quickly notified the physician and the patient was taken to the Cath Lab. The patient had multivessel coronary artery disease and received appropriate treatment.

Teresa and Jen's observation and quick action helped the patient receive timely, and potentially life-saving, care!

COMINGS & GOINGS

Home Health welcomes **Monique Robinson**, LPN, and **Shaquanda Blackman**, LPN.

The Wound Ostomy Nurse department wishes all the best to **Meredith Sharp**, BSN, RN, as she moves to Oklahoma.

NICU welcomes **Katarina Lo**, RN; **Hannah Deckelbaum**, RN; **Hollis Brown**, RN; **Alexandria Jones**, RN; **Ashley Evans**, RN; **Mary Bonner Winslow**, **Takia Fulford** and **Nichole Tucker**.

Guest Services welcomes **Tammy Hollowell**.

1C Clinical Evaluation Area welcomes **Ivan Sharpe**.

Emergency Department – Brier Creek Healthplex welcomes **Tiffany Dean**, RN, and **Kimberly Brown**, who transitioned from the Cary Hospital Emergency Department.

6A CVIC welcomes **Rebecca Kostandin**, **Miriam Cortes-Martinez**, RN; and **Taylor Kinnmann**, RN.

Emergency Department – Raleigh Campus welcomes new nurse fellows: **Alaina Custer**, RN; **Chelsey Gazak**, RN; **Christi Innocent**, RN; **Jamie Upchurch**, RN; **Nicole McBride**, RN; **Phuc Nguyen**, RN; **Scottie Goodwin**, RN; and **Steven Ward**, RN.

6C Surgery & Trauma welcomes new nurse fellows **Peyton Pollard**, RN, and **Allison Vola**, RN.

1 East Clinical Evaluation Area – Cary Hospital welcomes **Tamika Johnson**, **Tsghereda Zerai**, **Christi Skinner**, **Ashley Lynch**, **Sarah Cramer**, **Pamela Okoroiwu**, RN, and nurse fellows **Lily Walker**, RN, and **Kim Mayer**, RN.

3A CVIC welcomes **Dana Alqudwah**, **Kathryn Sain**, BSN, RN; **Carrie Shenberger**, BSN, RN; and **Samah Al Nuaimi** along with new nurse fellows **Keyona Rice**, BSN, RN; **Brianda Martin**, BSN, RN; **Keaton Bradley**, BSN, RN; and **Caitlin Davis**, BSN, RN.

Urgent Care – Fuquay-Varina welcomes **Keturah Brown**, **Iris Rivera**, **Courtney Gibson** and **Lori Collins**.

Property Services welcomes **Mack Cooper**.

Emergency Department – Apex Healthplex welcomes **Nikita Peoples**, RN; **Kari Spencer**, RN, who transitioned from the Children's ED; **Tony Plumley**, who transitioned from CV Testing; and **Michelle Mangold**, who transitioned from Respiratory Care – Raleigh Campus.

Urgent Care – Garner welcomes **Kerry Colonna**, RN, and **Viola Speller**.

eICU welcomes **Georgette Becerra**, who transitioned from CICU.

CICU welcomes **DaQuara Dudley**, RN, and new contract staff **Elizabeth Soyars**, RN, and **Shawanda Jacobs**, RN.

Imaging Services – North Hospital welcomes **Jessica McReynolds** and **Madison Brown**.

WOW, WHAT AN EMPLOYEE!

Raleigh Campus Surgical Services has received designation as 'CNOR Strong' from the Competency & Credentialing Institute. The designation recognizes organizations where at least 50 percent of eligible perioperative nursing staff are CNOR certified and nurses are recognized and rewarded for becoming CNOR certified.

Perry Ann Reed, MBA, executive director, (Children's Hospital) was one of three panelists in the "2019 Conversations in Bioethics: Care and the Close of Life" at the Kennedy Institute of Ethics in Washington, DC.

Kiawana Fulford, RN, (Surgical Services – North Hospital) was promoted to clinical coordinator of Endoscopy.

Vimy Dang (Invasive Cardiology) passed the registered cardiovascular invasive specialists (RCIS) exam.

Brenda Daugherty, RN, and **LaShaunta Tatum**, RN, (both of Labor & Delivery – Raleigh Campus); as well as **Suzanne Butler**, RN, (1C Clinical Evaluation Area) earned bachelor's degrees in nursing (BSN).

Ashley Dickens (Imaging Services – North Hospital) was named the clinical instructor for Wake Tech imaging students at North Hospital.

Jenny Pollard (Imaging Services – Brier Creek Healthplex) earned a master's degree in health studies from the University of Alabama.

Andrea Buczynski, RN, (CICU) earned critical care nursing certification (CCRN).

Cheryl Desrochers (Imaging Services – North Hospital) earned breast ultrasound certification.

Vanessa Hocutt (Imaging Services – Raleigh Campus) passed the Vascular Interventional Registry.

ATTACHMENTS AND ADDITIONS

Rechetta Yates (Staffing Resources – Raleigh Campus) welcomed Taylor Tyanna Yates on December 19, 2018.

Yvonne Wheelless, BSN, RN, (Emergency Department – Garner Healthplex) married Fred DeMuth on December 15, 2018.

PFEOC Promoting an Exceptional Patient Experience



Ensuring a positive care experience for each of our patients is a primary goal for all members of the WakeMed family. WakeMed staff use numerous tools – from Take 5 to Communication in Healthcare to Leader Rounding – to help achieve this goal. Of course, what works for one patient in one setting isn't necessarily going to work for all patients at all facilities. And that's where the Patient & Family Experience Oversight Committee (PFEOC) comes in.

Under the leadership of champions **Dianna Knight**, RN, director (Acute Care Nursing Services) and **Shams Zia**, MD, (Hospital Medicine – Raleigh Campus), both pictured at left, PFEOC is tasked with bringing together initiatives and efforts across the system with a goal of sharing what works so that other areas can learn from those experiences. The committee includes representatives from each enterprise as well as additional stakeholders.

Specifically, the committee is working to:

- Enhance communication
- Improve coordination of care
- Strengthen patient and family involvement
- Reduce errors
- Increase patient engagement

One metric the committee uses to track progress is the HCAHPS Loyalty survey administered by PRC, which asks patients about many aspects of their care experience. One of these questions is overall quality of care – which includes everything that isn't specifically included in other questions. "Patients interpret this question in different ways. If a patient feels like staff and providers aren't responsive, or if the room or food didn't meet their expectations, that can have a negative impact on their overall quality of care," explained Dr. Zia. "This is an excellent initial focus area because every person who interacts with a patient can help improve their care experience." In the future, the committee will also focus on improving communication about medication side effects and care transitions, including hand-offs, care preferences and helping patients understand how to manage their health when they go home.

The committee meets monthly and subgroups have a chance to share what they have been working on. Each enterprise has autonomy to form committees and choose what areas to focus on. "Even though we carefully track data, our focus is on building relationships and having quality communication with every patient, every day," commented Knight. "As health care providers, our goal is to engage and empower our patients to take an active role in their health. If we do that well, our scores will go up in turn."

To get an idea how different teams are working toward this goal, we spoke with a few departments whose scores are trending up – here's what they shared:



"The Children's Emergency Department staff has taken ownership of ensuring each family has the best experience possible. We've worked diligently to hire and retain clinical staff with a passion for our pediatric population. Each applicant shadows on the unit during their interview process and staff feedback on the applicant's disposition. With the right people in place, we set our team up for success by following best practices and re-working our patient flow, from front door to dispo. We use scripting around safety and privacy so patients and families understand we have their best interests in mind. Our staff has been engaged and provide honest feedback as we work to provide the resources they need to do their jobs to the best of their abilities." – **Jennifer Farmer**, RN, manager, Children's Emergency Department

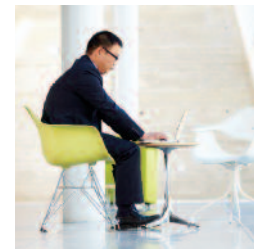
"On the Rehab Nursing units, we are seeing a positive impact as a result of Nurse Leader Rounding, which began this fall. Spending a few minutes with each patient, every day, has opened new lines of communication – not just with patients and families, but with staff as well. Patients are more open and honest about their experiences when you see them every day. Additionally, those repeat visits allow time to provide follow up and resolution on opportunities patients identify. Each unit sets a theme for the week and leaders send regular updates to staff sharing the results as well as compliments from patients. Staff are excited to see where we are improving and read what their patients say – it's an opportunity to hear what is making a positive impression on their patients in real time." – **Diane Gilewicz**, RN, manager (2D Rehab Nursing)



"If staff feel supported and valued, they will take exceptional care of our patients. We laid that foundation by setting ground rules around the Wake Way behaviors – that we are a team and it's critical that we treat each other with respect. Our staff have great ideas to improve the patient experience. I borrowed an idea from **Anne Bruce** (Pathology) and put a suggestion board in our break room. Staff write ideas on sticky notes and leaders evaluate and follow up on each one – whether we can do it or not. This led to several impactful changes that improved the experience of patients and staff. For example, staff shared that pillows were hard to find. This was easily addressed by introducing disposable pillows – staff no longer spend time searching for pillows and patients have them without having to ask. Small changes like this can make a big impact." – **Stormy Penland**, RN, manager (Emergency Department – Cary Hospital)



Nearly six years to the day since their discharge from NICU stay, Roman and Sophia Sebastianelli returned, along with their big sister Stella and parents, Jeff and Heather, to thank the WakeMed NICU team for taking such wonderful care of them. Roman (11lb, 14oz) and Sophia (11lb, 9oz) were born at 24 weeks gestational age in the summer of 2012 and called the NICU home for six months of that roller-coaster year. Their family and community credit the rock-star staff in the WakeMed NICU for their positive outcomes – which are truly remarkable considering the challenges they faced due to their early arrival. Their parents remain active in the fight against prematurity and childhood illnesses. Jeff chairs the local March of Dimes Board while Heather has shared her experience with other NICU moms over the years. The family hopes that Roman and Sophia's outcome can act as a beacon of hope for families facing a similar ordeal.



WakeMed
MyChart
TOOLKIT NOW AVAILABLE

Since WakeMed went live with Epic in 2015, we have been working to engage with our patients through WakeMed MyChart, our online patient portal. This year, we have a system-wide goal of having 35 percent of our patients create a MyChart account – and you can help us get there. This goal is tied to our Aspirational Goal of Healthy Community and will help improve access and efficiency across the system. Last year our goal was 30 percent – and right now we are at 33 percent activation.

To make it easier for staff across the system to access resources related to MyChart, a toolkit has recently been created on MyWakeMed. The toolkit includes facts, forms and talking points all about WakeMed MyChart. Check out the toolkit to access everything you need to help us reach our goal and help our patients take advantage of all WakeMed MyChart has to offer, including requesting prescription refills from providers, accessing test results, messaging providers, paying bills, scheduling appointments and so much more. To access the toolkit, just search "MyChart Toolkit" in the search bar of MyWakeMed. Thank you for helping us promote this valuable tool to our patients!

Patient & Family Experience Oversight Committee



More than 220 physicians, advanced practice providers, nurses and allied health professionals attended this year's Cardiovascular Care Symposium on Saturday, March 9, at the Raleigh Convention Center. The program was presented by WakeMed Heart & Vascular and Wake AHEC along with support from the WakeMed Foundation. WakeMed Heart & Vascular Physicians, Duke Health and guest faculty presented on a variety of heart and vascular topics to advance cardiovascular care through new technology, techniques and collaboration. Pictured are **Stewart Russell**, MD, (WakeMed Heart & Vascular) leading a panel through how they would care for advanced heart failure patients. Panelists included Geoffrey Te Jao, MD, from Wake Forest School of Medicine; Hassan Alhosaini, MD, from East Carolina University – Vidant Health; Elizabeth Volz, MD, UNC Health Care; and Dan Bensimhon, MD, from Cone Health Medical Group.

Focus On Nursing

EXCELLENCE IN THE ART AND SCIENCE OF NURSING CARE AND CARING



Developing Gratitude through Compassionate Self-Care

Did you know...

- Three out of four health care providers report concern over their level of stress.
- 49% of health care providers feel tired all the time.
- 70% report feeling burned out at work.

Those are just a few statistics that resonated with **Brigit Piercy**, RN, manager, and **Jaime Penninger**, RN, supervisor/educator (both of 5C Medicine) when they attended the 2018 Magnet Nursing Conference. After hearing a presentation about how one health system worked to promote personal happiness for their staff by encouraging a pattern of gratitude, the pair realized an opportunity to do the same.



“Health care is a high stress environment, and it can take a toll on your own health. Nurses are naturally caretakers, but we don’t always take the best care of ourselves,” explains Piercy. “We wanted to encourage our team to focus on their own happiness and gratitude in small ways, which we hope will reduce stress. When you care for yourself, you are better able to care for others.”

To help get there, Piercy and Penninger gave journals to staff and initiated a 31-Day Journaling Challenge, encouraging

everyone to write a brief entry each day about a topic related to gratitude and happiness. They also encouraged staff to build creative breaks into their day (see the list below for some ideas!) and implemented brief ‘stretch and flex’ sessions into shift huddles. Finally, they designated several ‘Happiness Ambassadors’ within their unit. “Everyone has hard days and sometimes you just need a little pick-me-up to brighten your day. That’s where our happiness ambassadors step in and help bring smiles to other team members,” explains Penninger.

Piercy and Penninger are also taking their message of happiness and gratitude to others throughout the system. They have shared information at Nursing Grand Rounds, with WakeMed’s Magnet Champions as well as the Clinical Nurse Manager Council.

50 Ways to Take a Break

Take a tip from 5C the next time you need a few minutes to yourself – try one of these ways to take a break:

LISTEN TO MUSIC ▪ WATCH THE CLOUDS ▪ TAKE A BATH ▪ ☞ TAKE A NAP ▪ GO TO A BODY OF WATER ▪ ☾ WATCH THE STARS ▪ LET OUT A SIGH ▪ REST YOUR LEGS UP ON A WALL ▪ 📖 LEARN SOMETHING NEW ▪ 🕯️ LIGHT A CANDLE ▪ MOVE TWICE AS SLOWLY ▪ CLIMB A TREE ▪ LISTEN TO A GUIDED RELAXATION ▪ 📖 READ A BOOK ▪ MEANDER AROUND TOWN ▪ 🧘 MEDITATE ▪ CALL A FRIEND ▪ TAKE DEEP BELLY BREATHS ▪ 📝 WRITE IN A JOURNAL ▪ NOTICE YOUR BODY ▪ BUY SOME FLOWERS ▪ FIND A RELAXING SCENT ▪ VIEW SOME ART ▪ ☕ CREATE YOUR OWN COFFEE BREAK ▪ 🐾 PET A FURRY CREATURE ▪ GO FOR A RUN ▪ WALK OUTSIDE ▪ SHHH...EAT A MEAL IN SILENCE ▪ 🚲 TAKE A BIKE RIDE ▪ TURN OFF ALL ELECTRONICS ▪ 🌳 GO TO A PARK ▪ EXAMINE AN EVERYDAY OBJECT WITH FRESH EYES ▪ DRIVE SOMEWHERE NEW ▪ 🪁 FLY A KITE ▪ GO TO A FARMER’S MARKET ▪ WRITE A LETTER ▪ FORGIVE SOMEONE ▪ READ OR WATCH SOMETHING FUNNY ▪ 🎸 MAKE SOME MUSIC ▪ ENGAGE IN SMALL ACTS OF KINDNESS ▪ COLOR WITH CRAYONS ▪ 🌲 SIT IN NATURE ▪ LET GO OF SOMETHING ▪ READ POETRY ▪ 🎨 PAINT ON A SURFACE OTHER THAN PAPER ▪ WRITE A QUICK POEM ▪ DO SOME GENTLE STRETCHES ▪ 🎵 PUT ON SOME MUSIC AND DANCE

and give thanks!



A Note from our CNO



It has been an incredibly busy winter here at WakeMed. I am so grateful for the care that our nurses and clinical staff provide to our patients, especially when flu season is at its peak and our facilities are at full capacity.

I am excited that this spring, as Senior Leader Rounding gets underway, our leadership team will have more opportunities to hear about the exceptional work you do every day. Senior

leaders will be visiting different units monthly – stopping in at staff meetings and huddles to hear about what is important to you. Before each visit, your nurse managers and clinical nurse council representative will share information with the senior leaders, so they have a better understanding about what’s important to YOU as well as unit priorities and progress being made. These visits are also a chance for you to learn more about what’s going on in the system – questions are welcome!

As these visits become part of the regular routine, I encourage you to take the opportunity to advocate for yourself and your fellow nurses. Speak with your manager or CNC representative if you have observations or identify opportunities to improve the care we provide our patients or your work environment. Sharing your voice and perspective matters!

Cindy Bailey, RN

Speeding Recovery for C-Section Patients

Enhanced Recovery After Surgery – or ERAS – is an established care pathway that has been used in surgical specialties such as general surgery and orthopaedics for many years. WakeMed recently became the first health system in the country to



implement an ERAS program for heart surgery patients and soon patients in another clinical area will have the opportunity to benefit from ERAS as well. The Women’s Pavilion & Birthplace at Cary Hospital plans to implement ERAS for patients with scheduled C-sections later this spring.

The idea was brought to the table by **Lisa Grana**, MD, of Triangle Physicians for Women, who had read literature highlighting the positive impact ERAS could have on patients who deliver by C-section. Dr. Grana shared the information with **Amanda Crow**,

MD, of American Anesthesiology, and the pair teamed up to bring this pathway to Cary Hospital. After developing the protocols, Dr. Grana met with **Angela Newman**, RN, director (Women’s Services – Cary Hospital) and the team then began implementing ERAS for C-section patients at Cary Hospital.

“ERAS takes numerous simple steps that we know can benefit patients and puts them together in a standard way. The goal is to get C-section moms up and moving faster – which speeds up their recovery and allows them to focus more on their babies,” commented Newman.

Dr. Grana developed many of the tools that would be needed to implement the program and Newman assisted with fine-tuning the pieces that would impact the nursing staff. Along the way, she collaborated with **Gina McConnell**, RN, who had been instrumental in developing Cardiac ERAS in the Heart Center. “Establishing this program has been a great example of teamwork between physicians, nurses from different clinical areas and our care team. It has been a very rewarding process and I am excited to see how our patients will benefit from it,” continued Newman.



“How Do I Care for Myself at Home?”

Raleigh Campus Surgical Services’ **Ryan Vick**, RN, CPAN, pictured below with **Janice Jones**, RN, clinical educator/supervisor (Pre-Anesthesia Assessment & Testing), led a successful interprofessional quality improvement initiative to boost patient experience scores for the PRC question: “How would you rate the explanations provided about how to care for (yourself/your family member) at home?”



In April 2018, the percentage of patients who gave the department an “Excellent” score was 48 percent. Vick, along with clinical nurses and leaders in Surgical Services, Pre-anesthesia Assessment &

Testing and the Post-anesthesia Care Unit (PACU) wanted to address patients’ frustrations surrounding the instructions related to at-home pain management, prescriptions, diet, activity and wound care as well as follow-up appointments and who to call with questions.

The team, known as the Surgical Services Patient Experience Team, used an interprofessional approach to develop a consistent, standardized “Teach Three” method of providing discharge education to patients. They worked with specialists from physician practices, Pain Management, Anesthesia and Marketing & Communications to ensure all details were covered.

Since the implementation of their new approach to providing discharge information to patients and families, the team has seen an increase of as much as 25 percent in their “Excellent” score for the question: “How would you rate the explanations provided about how to care for yourself at home?”

Supporting Sup/Eds

The Clinical Educator/Supervisor Council is a forum to identify the educational and professional development needs of WakeMed’s 140+ supervisor/educators as well as unit-based staff.

This Council is all about providing Sup/Eds and staff with the tools they need to facilitate their work and to be successful. In the past, they helped to ensure all nurses



were trained in the new blood culture and central line dressing protocols and created several tip sheets to help nurses remember necessary steps in processes such as central line dressing changes and bedside report.

Some of the Council’s 2019 goals include:

- Improving the patient/family education process for room isolation
- Creating a more thorough and comprehensive onboarding process
- Designing helpful resources for new sup/eds to help them be successful
- Educating clinical nurses about the importance of bedside reporting and helping them overcome any barriers
- Increasing SCD compliance

Thank you to everyone involved in leading this council and the good work you are doing for our supervisor/educators!



Meet the New CNC Chair

The Clinical Nurse Council (CNC) welcomes **David Manyura**, BSN, RN, a clinical nurse in the Raleigh Campus Emergency Department, as the new CNC chair. David served as chair-elect last year and is excited about his new role with the CNC. Here’s a little bit about David.



David, who came to the United States from Kenya 11 years ago, didn’t take a job in the Raleigh Campus ED on a whim. His grandmother passed away from a stroke, which he felt could have been prevented had the right education about stroke warning signs and the right care been

available in his home town. That personal situation led him to actively seek a nursing career in a Joint Commission-certified Primary Stroke Center Emergency Department. He wanted to make a difference in the lives of stroke patients and he does with his passion for patients and exemplary door-to-treatment times.

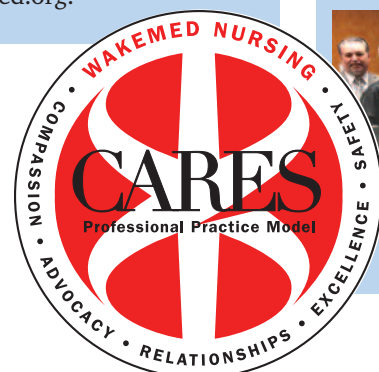
David credits his leaders and coworkers with challenging him to constantly improve his skills and to get involved in unit-based CNC initiatives such as Shared Decision Making. When he was asked to become part of the leadership of CNC, his response was, “Who am I to say no?” He thanks former CNC co-chairs **Jason Wilson**, RN, and **Heather Hopkins**, BSN, RN, (both of Mobile Critical Care) for being great mentors for him as he steps into his new role as CNC chair. He hopes to build on the work that Jason and Heather did to increase and diversify CNC membership and to help more clinical nurses share their innovations in care at local and national conferences. In addition, David is focused on WakeMed’s Aspirational Goals and constantly Chasing Zero to be among the 10 top US hospitals for quality.

What’s New with NPDP?



The Nursing Professional Development Program (NPDP) seeks to incentivize, recognize and reward clinical nurses for

their capacity to impact leadership, nursing practice, improvement and innovation in keeping with a Magnet organization. This year the NPDP advisory board wants to ensure that clinical nurses have the support they need to successfully complete the program’s three levels. Advisory board members recently held NPDP forums at Raleigh Campus and Cary Hospital. During the forums, clinical nurses currently involved in the NPDP and those interested in starting the program had the opportunity to speak directly to advisory board members about challenges they are facing and understanding what they need to do next. Advisory board members plan to increase NPDP board support awareness through presentations to nursing leaders and Clinical Nurse Council, providing formal education through Nursing Education and developing an NPDP resource role on each nursing unit. If you have questions, please contact the NPDP Council chair, Lauren Goins, RN, at NPDPAdvisoryBoard@wakemed.org.



C. how you can make a DIFFerence

The focus area for the next phase of our Chasing Zero journey is *C. diff*. Nursing staff plays a critical role in preventing the spread of this illness and in educating patients and family members about *C. diff*. To make your work in this area more efficient, Nursing Administration and Infection Prevention are teaming up to create a *C. diff* packet for nursing. The packet will include several tools and resources that you may need when you encounter a patient with suspected *C. diff* – all in one handy location:



- Updated visitor education piece related to Special Enteric Precautions
- Patient education related to *C. diff*
- “Stop” sign to put on hand gel dispensers in Special Enteric Precautions rooms to remind everyone to use soap and water to kill *C. diff* spores
- Talking points to use with patients/visitors about the importance of handwashing and PPE
- And more!

Stay tuned for more information and special thanks to **Ed Keating**, RN, (Nursing Administration) and **Maureen Titus-Hinston**, director, (Infection Prevention) for their work on this new tool!

Kudos to Nursing Quality Award Recipients

Congratulations to the Nursing Quality Award recipients for the third quarter of FY2018! CTICU was one of six Raleigh enterprise units this quarter to outperform the NDNQI benchmarks for all nurse-sensitive indicators, but it was the only unit to achieve zero falls, falls with injury, HAPU, HAPU 2+, restraints, CLABSI, and CAUTI.



At Cary Hospital, the ICU and 2West MSIC tied for the honor by being the only units at Cary Hospital to outperform the NDNQI benchmarks for all nurse-sensitive indicators and the only Cary units to achieve zero falls, falls with injury, HAPU, HAPU 2+, restraints, CLABSI, and CAUTI.

All three of these units were able to eliminate falls, CLABSI and CAUTI for two quarters in a row!

Congratulations on your dedication and hard work in keeping our patients safe from harm.



Shown top to bottom: CTICU, 2 West MSIC and ICU.

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.

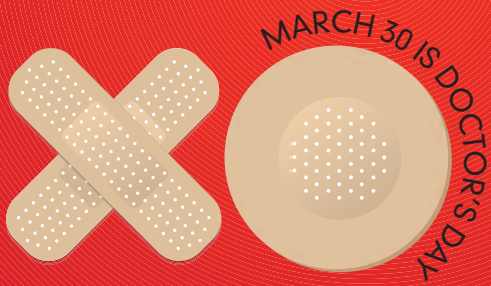
Kate Wilkes, Editor
WakeMed Employees, Photos

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In honor of our doctors on
Doctors' Day – and every day...

THANK YOU

We couldn't do what we do
without you. Thank you for
partnering with us to serve the health
care needs of our community.

relyMD is FREE in April!

WakeMed has partnered with RelyMD, a telemedicine provider, to offer telemedicine services for just \$15 for everyone on the WakeMed medical plan. As a special feature, in April, this service will be free for medical plan members and their dependents. Visit www.relymd.com/wakemed and enter Group ID "WakeMed" to register.

CALENDAR OF EVENTS

To help you plan ahead, this calendar lists upcoming system-wide events, training classes and community events. For details and fee information, visit the WakeMedWeb. Send calendar submissions to Public Relations or email microscope@wakemed.org.

CEO Employee Forums

Don't miss this opportunity to talk informally with Donald Gintzig and hear what's in the forecast for WakeMed in the months ahead.

NORTH HOSPITAL – Conference Center – Thursday, April 18 – 2:30 pm

APEX HEALTHPLEX – Conference Room – Thursday, April 25 – 2:30 pm

CORPORATE CENTER – Multipurpose Room – Tuesday, May 14 – 10 am

GARNER HEALTHPLEX – Conference Room – Tuesday, May 14 – 2:30 pm

BRIER CREEK HEALTHPLEX – Conference Room – Thursday, May 16 – 2:30 pm

CARY HOSPITAL – Conference Center – Tuesday, May 21 – 2:30 pm

Volunteer Sales

Dillard's Sales

Dillard's representatives are bringing home goods, fragrances, handbags, jewelry, watches, shoes, makeup, clothing and more to Raleigh Campus and Cary Hospital. Cash, credit and payroll deduction (ID required) will be accepted. In addition, employees can pre-shop at assigned Dillard's location (see details below) and have their merchandise selections held and brought to the sales so they can use payroll deduction for their purchases.

- **Cary Hospital Sale** – Wednesday, April 3, 7 am to 4 pm, Conference Center; Pre-shop available at the Cary Towne Center location between March 25 and April 1.

- **Raleigh Campus Sale** – Wednesday, April 17, 7 am to 4 pm, Andrews Center; Pre-shop available at the Triangle Town Center Dillard's location between April 9 and 15.

Nursing Education

Stepping into the Future

2019 WakeMed Pediatric & Neonatal Conference
April 10 & 11

Andrews Center

Presented by WakeMed Children's and Nursing Education, this annual conference offers evidence-based information for health care providers caring for children, from neonates to adolescents. Dynamic speakers will present current topics applicable to health care providers working in a variety of acute care settings, including NICU, Pediatrics, PICU and the ED. Registration and further details are available at www.wakemed.org/pediatric-neonatal-conference

Professional Development Council Education Series: Mastering the Right Program – Which Master's Degree is Right for You? – April 30, 11:30 am to 12:30 pm (WakeMedU code: NE014-19002)

CapRAC Training Opportunities

CapRAC Deployment Readiness and Operational/Personal Readiness – Wednesday, April 3, 6 to 9 pm, email Sharrison@wakemed.org for more information.

Capital Medical Reserve Corps Orientation – Thursday, April 11, 6 to 9 pm, email NiThorpe@wakemed.org for more information.

Capital Medical Reserve Corps "Until Help Arrives" – Tuesday, May 14, 6 to 9 pm, email NiThorpe@wakemed.org for more information.

Wake County HHS Radiological Reception Center Drill – Wednesday, April 17, 7:30 am to 4 pm, email NiThorpe@wakemed.org for more information.

WAKE AHEC

A Comprehensive Guide to (the Other) Retirement Planning: Exploring Identity, Meaning and Creativity in the Third Age – April 1, Andrews Center

Clinical Supervision: Using the 12 Core Functions in Clinical Supervision – April 4, Cary Hospital

9th Annual Faith Connections on Mental Illness Conference – Hope and Healing: Faith Communities and the Suicide Crisis – April 5, The Catholic Community of St. Thomas More

Trauma Informed Care: An Introduction for Health Department Staff – April 10, live webinar

The Other Addictions: Problem Gambling and Video Gaming – April 15, Andrews Center

Guiding Adjunct Faculty and Clinical Preceptors toward High Impact Teaching – April 18, Andrews Center

Accelerating the Pace: Advancing the Science in Alzheimer's & Dementia – April 26, One Eleven Place

Unveiling the Mask: Cognitive Processing Therapy – April 26, Andrews Center

Hand Therapy Treatment Concepts including Taping, IASTM, and MWM – April 27, Andrews Center

No Wimpy Parenting: A Toolkit for Professionals Helping Parents with Discipline and Behavior Problems – April 29, Andrews Center