

MICROSCOPE

Exceptional People. Exceptional Care.

Way to Go, Rehab!

WakeMed Rehab is ranked as 19th in the country by US News & World Reports in their annual Best Hospitals for Rehabilitation latest ranking. The 2021 list included 1,000 hospitals across the country. Congratulations to our Rehab team members –we are so proud of the outstanding care you provide to our patients every day!



CV Testing Receives IAC Reaccreditation



WakeMed Cardiovascular Testing has received reaccreditation from the Intersocietal Accreditation Commission (IAC) in Echocardiography. Raleigh Campus (which includes North Hospital) received accreditation in the areas of Adult Transesophageal, Adult Stress, and Adult Transthoracic; while Cary Hospital received accreditation for Adult Transthoracic.

Echocardiography is used to assess different areas of the heart and can detect heart disease or signs of serious conditions. "This accreditation demonstrates our ongoing commitment to

providing quality patient care in echocardiography," commented **Amanda Thompson**, executive director, Heart & Vascular. "Congratulations to our CV teams at Raleigh Campus and Cary Hospital. We are proud of your dedication to continuous improvement and commitment to delivering quality care."

Accreditation by the IAC means that WakeMed's CV Testing areas have undergone an intensive application and review process and demonstrate a commitment to quality patient care.



Kudos for Cary Hospital



Cary Hospital recently received recertification from The Joint Commission as a Primary Stroke Center and reaccreditation in Breast Ultrasound by the American College of Radiology (ACR).

Primary Stroke Center certification means that Cary Hospital meets Joint Commission standards for quality, performance and outcome measures. The official certification was issued following a full-day virtual survey that took place in May.

The ACR gold seal of accreditation represents the highest level of image quality and patient safety and is awarded after a thorough assessment of image quality, personnel qualifications, facility equipment, quality control procedures and quality assurance programs. Cary Hospital is now accredited for Breast Ultrasound and Ultrasound Guided Breast Biopsies.

WakeMed Honored as Leader in Diversity, Inclusion

For the fourth time, WakeMed was recognized as a Leader in Diversity by the *Triangle Business Journal*. We are one of eight organizations and 12 individuals to be named to the list for 2021.

Inclusion, respect and equality have always been central to WakeMed's values and our mission of caring for all people, serving the underserved and advocating for those who have no advocate. In the face of a global pandemic, we have made health care equity and inclusion even more of a priority.



This past year, as we witnessed the disproportionate effect COVID-19 had on the underserved and within communities of color, WakeMed worked with community partners to improve access to testing, face coverings and more. In early 2021, our Health Equity Team led the charge to bring vaccines to

underserved communities. WakeMed partnered with local churches, community advocates and Wake County to help administer more than 18,000 vaccines to people in underserved communities.

WakeMed is also dedicated to providing an inclusive work and patient care environment that values each person's experience while respecting and celebrating our differences. These efforts include an active Diversity & Inclusion Council, honoring members of the armed forces, celebrating Diversity & Inclusion Awareness month, providing services for multiple faith traditions, participating in community events and ongoing educational opportunities, including the Courageous Conversations video series.

"WakeMed is a place of healing. Patients and families who come through our doors are from all walks of life and backgrounds, seeking and deserving compassionate, quality care – so it is critically important for us to stand together and stand for all," explains **Donald Gintzig**, president & CEO. "While we are proud of the culture of respect and dignity that we continue to maintain, WakeMed will also continue to listen, learn and heighten our level of social consciousness and celebrate our differences."

Want to get involved?

For more information about Diversity & Inclusion at WakeMed, and opportunities to get involved, please see the Diversity & Inclusion page on MyWakeMed or email diversity@wakemed.org.



Tops in Nation – Heart & Vascular Care



WakeMed Heart & Vascular has earned the distinguished three-star rating from the Society of Thoracic Surgeons (STS) for patient care outcomes in several areas, including isolated aortic valve replacement (AVR), isolated coronary artery bypass grafting (CABG), and mitral valve repair/replacement. This places our team at the top 9.5% nationally for valve repair/replacement and heart bypass surgeries in the United States and Canada.

Additionally, Raleigh Campus is tied for first in the nation for quality outcomes for open heart bypass surgery amongst Medicare patients. WakeMed and Cleveland Clinic have the lowest mortality rate for CABG surgeries in the country based on CMS (Centers for Medicare and Medicaid Services) data from 938

qualifying hospitals. "These recognitions reflect our commitment to cardiac best practices and the tireless dedication of our multidisciplinary team, each of whom play a critical role in supporting the very best heart surgery outcomes," commented **Judson Williams**, MD, executive medical director, Heart & Vascular. "Our patients benefit from our unique culture of quality improvement and teamwork, open-communication and commitment to excellence."

KICKOFF YOUR BENEFITS!

Open Enrollment for 2022 benefits is quickly approaching. Handbooks will be available in September. Please verify or update your address in The HUB Employee Space by Wednesday, September 1 to ensure you receive any mailed materials.



WHAT'S NEW IN 2022?

Not much! Plan designs and pricing for most benefit plans are staying the same for 2022.

HYBRID BENEFITS FAIRS

This year we will offer both in-person and virtual Benefit Fairs. Check out the online fair from the comfort of home or stop by one of these in person:

- Cary Hospital – Tuesday, September 28
- Raleigh Campus – Wednesday, September 29
- North Hospital – Thursday, September 30

Look for details to be shared next month!

BACK TO SCHOOL & MENTAL HEALTH

Going back to school after summer break is never easy, but this year the return to face-to-face instruction presents a whole new set of challenges for kids and parents alike. We sat down with **Leigh Chancey, PhD**, (Children's Behavioral Health) to hear some strategies for helping kids with the transition. Dr. Chancey is a licensed psychologist with clinical interests in pediatric integrated care and collaboration with school systems, specifically for kids with autism spectrum, behavioral, and anxiety disorders.



Q As a pediatric psychologist, are there any challenges you anticipate for kids as they return to school and face-to-face instruction?

A It's typical for kids to experience stress starting a new school year, even in the absence of a pandemic. This year, many have not attended face-to-face school since the start of COVID-19, which could lead to some increased feelings of social anxiety as well. Plus, many kids might be worried about their safety with the virus, which can also increase health anxiety.

Q What are specific signs of stress and anxiety in kids that parents can be aware of? Do these differ based on age?

A There are a few signs that can be indicators of stress and anxiety in kids. For younger kids who may not be as skilled at verbalizing their feelings, their behavioral cues are important. They might become overly irritable or uptight, start acting out, seek constant reassurance, or avoid certain activities or places that they used to enjoy. Some may develop physical complaints too, like belly aches, headaches, or just not "feeling well." While older kids might be more likely to verbalize how they're feeling, parents should still be aware of behavioral cues; for example, being withdrawn, avoiding social interactions and spending excessive time on screens.

Q Do you have any suggestions for how parents can help children manage stress and anxiety?

A Maintaining routine and healthy habits is just as important in managing stress for kids as it is adults. This includes keeping a consistent sleep schedule, being active and setting limits with screen time as much as possible. It's also important for parents to model healthy coping strategies for their child(ren). Having conversations about nervous feelings, encouraging positive self-talk with statements like 'I can be brave,' and encouraging relaxation techniques like belly breathing are useful.

Q When should parents seek professional help for their child's anxiety?

A If a child's distress level is so high that it's consistently impairing them from doing activities that are important to them - like attending school - that's when I would suggest reaching out to your child's doctor or another professional.



HUMPTY DUMPTY HAD A GREAT FALL - BUT OUR PATIENTS DIDN'T!

Fall prevention is a crucial aspect to patient safety – and something that 2E CVICU and 6B Orthopaedics & Oncology at Raleigh Campus have made a top priority this year. These teams celebrated zero falls with injuries to date this fiscal year and were the first units to receive the newly established Humpty Dumpty award. The Falls Prevention Committee, co-chaired by **Teresa Bowen, RN**, supervisor (Cardiac Rehab) and **Sheree McCray, MSN, RN**, Clinical Nurse Specialist (Rehab & Neuro) established this award in May 2021 to highlight units committed to fall prevention. The award recognizes those who have demonstrated exceptional outcomes, innovative ideas and highly engaged teams.

According to Bowen and McCray, there are many interventions teams can utilize to improve fall prevention. "Reducing falls and falls with injury supports our ongoing efforts to keep our patients free from harm and foster a culture of safety," they said. "While no single intervention can prevent falls, a combination of best practices – like purposeful hourly rounding, utilization of key equipment, and reviewing fall protocols can be incorporated into patient daily care to ensure maximum safety."

Both Bowen and McCray agreed that 2E CVICU and 6B Orthopaedics & Oncology went above and beyond in falls prevention and applauded their achievements. "It's been exciting to present this award to such highly-engaged and interdisciplinary teams. Each team member is necessary to keep our patients safe!" Congratulations again to 2E CVICU for zero falls and falls with injuries and 6B Orthopaedics & Oncology for zero falls with injuries. What an outstanding accomplishment!



WHAT'S HAPPENING AT WakeMed



Thank you to Buddy Klein from Before and After Barbershop for making a visit to the WakeMed Children's Hospital to give one of our patients a haircut he won't soon forget! Jaden had been a patient at WakeMed for nearly four months when he mentioned the name of his favorite barber to Spiritual Care Director **Jeremy Gilmore**. Gilmore quickly made a few phone calls and, the next day, Jaden's room was turned into a makeshift barbershop – with music, laughter and a great haircut! Thanks to everyone who helped coordinate this memorable day and ensure it was safe for all involved.



The annual WakeMed Brain Injury Rehabilitation Survivors panel discussion was held in August. The session provides patients and family members an opportunity to share about their experiences with the WakeMed programs in which they were involved. Their comments help the team recognize their successes and focus in on challenges to improve their continuum of care for future patients and families.

Danielle Hamer (Patient Case Management), 2nd from left, received the Palliative Care Champion award from Transitions LifeCare. Hamer was recognized for her ongoing commitment to patients and families and willingness to spend the time that is needed to ensure that discharge options and arrangements are understood by all. She epitomized a champion of palliative care in her day-to-day passion for her work.



Congratulations to the 2021 recent graduates of the Aspiring Leader program. The 12-month leadership development program is designed to identify and cultivate WakeMed's future leaders. Employees from various departments within the organization participated and several employees have been recently promoted into leadership roles. Please join us in congratulating the Aspiring Leader Program graduates!



The Pharmacy department recently welcomed new pharmacy residents for 2021-2022. The pharmacy residency programs started in 2010 and have grown from two residents to a current total of seven. The pharmacy residency program demonstrates WakeMed's continued commitment to train the next generation of health care leaders in today's complex health care environment. Welcome to WakeMed!



Have news to share?

Send it to microscope@wakemed.org

Something Amazing Happens Every Day at WakeMed.

Last year, WakeMed launched the Share Your Story campaign, a patient testimonial project that helps highlight just a fraction of the amazing things that happen every single day at WakeMed.

Since the launch of Share Your Story, we have received countless stories from patients and their loved ones on the special, quality care they received from WakeMed staff. We also receive stories from WakeMed employees on patients who have unique stories they'd like to share with others.

Throughout this past year we have enjoyed sharing these one-of-a-kind stories of compassion and testimonials. Follow WakeMed on social media, visit MyWakeMed or wakemed.org to read some of these incredible stories.



Do You Know of a Feel-Good Story to Share?

Do you know of a patient, family member or friend with a unique story to tell? If so, please encourage them to share their experience by completing the form at www.wakemed.org/share-your-story or send an email to share@wakemed.org.

If you have a patient story in mind, please send it to share@wakemed.org and include the individuals' contact information. We will follow proper privacy protocols to learn more about their story.



Putting Estimates in the Palm of Your Hands

WakeMed is making it easier for patients to find out how much they may need to pay for common treatments and services.

While WakeMed has long offered estimates by phone, patients can now also find this information within WakeMed MyChart or via a searchable online tool. The tool can provide a custom estimate based on most patient's insurance and historical data from other patients – though it is just an estimate and actual out-of-pocket costs will likely vary due to individual factors and other services provided (pathology, anesthesiology, etc.).

"We realize that the cost of health care is a concern for our patients and we want to make it easier for them to find the information they need, at their fingertips," commented **Heather Monackey**, executive director, Patient Access & Engagement.

Bringing this database online – and making sure it was robust enough to be valuable to patients – involved a multidisciplinary team including Information Services, Finance, Revenue Cycle, Surgery, Lab, Imaging, WakeMed Physician Practices, Heart & Vascular Services, Women's Services, Rehab, Neurodiagnostics, Pulmonary Function Testing and others. The team will continue adding to the tool to ensure accuracy and optimize value for patients.

In addition to MyChart and online, estimates are still available by phone at 919-350-7808.

CHECK IT OUT

In MyChart: Under Billing, click "Estimates" then "Start a New Estimate"
Online: Scan this code and click "Search Our Online Tool"



WOW, WHAT AN EMPLOYEE!

Janna Beavers (Pharmacy) was elected as a Fellow of the Heart Failure Society of America (HFSA).

Ananta Subedi, MD, (Rheumatology) earned a master's in public health (MPH).

Vanessa Kirik, RN (Surgical Services – North Hospital); **Christina Irby**, RN (NICU); **Melissa Daniel**, RN; and **Betsy Thompson**, RN (both of Emergency Department – Garner Healthplex); bachelor's degrees in nursing (BSN).

6A CVIC congratulates **Meagan Coffman**, BSN, RN, on becoming a board-certified cardiovascular nurse and **Melissa Dibenedetto**, MSN, RN, on completing a master's degree in nursing education.

Helen Michaels, **Meredith Gunter**, **Kelsey O'Brien**, **Crystal Sporman**, **Bethany Snow**, **Anna Zachariason** and **Christy Peters** (all of Maternal Fetal Medicine) received credentials as perinatal sonographers and board certification in fetal echocardiography imaging.

Maria Belza, RN, (Emergency Department – Brier Creek Healthplex) became a certified emergency nurse (CEN).

Ashley Railsback (Outpatient Rehab) received lymphedema therapist certification from the Lymphology Association of North America.

Ashley Ballman (Hospital Coding) passed the Certified Documentation Improvement Practitioner (CDIP) national certification.

Shameka Hooks was promoted to director of Hospital Coding.

Kelly Bunn was promoted to director of Health Information Management (HIM).

Carol Santos (Neurodiagnostic Services) passed the Neurophysiologic Intraoperative Monitoring exam and earned CNIM certification.

Tessa Egan, BSN, RN, (Diabetes Program) received Certified Diabetes Care and Education Specialist (CDCES) certification.

Hannah Brock (Human Resources) transitioned to the position of HR Analyst, Metrics/Reporting in Human Resources Information Systems (HRIS).

Erin Aston (Patient Safety) transitioned to the role of Senior Risk Analyst.

Congratulations Medical Education Award recipients:

- **Resident of the Year:** **Emilie Barnes**, MD (Surgery); **Bill Mosher**, MD (Emergency Medicine); **Matthew Givens**, MD (OB-GYN); **Diya Jost**, MD (Internal Medicine); **Joane Cadet**, MD (Pediatrics); **Kelly Dean**, MD (Orthopaedics); **Lincoln "Cody" Pratson**, MD (ENT- Head & Neck Surgery)
- **Attending of the Year:** **Amirreza Motameni**, MD (Surgery); **Ed Piqueras**, MD (Adult Emergency Medicine); **Lindsay Lavin**, MD (Children's Emergency Medicine); **Jenna Beckham**, MD (OB-GYN); **Shams Zia**, MD (Internal Medicine); **Rasheeda Monroe**, MD (Outpatient Pediatrics); **Cherissa Hanson**, MD (Inpatient Pediatrics)
- **Intern of the Year:** **Isabelle Dagher**, DO (Pediatrics)
- **Campbell University PA School Excellence in Precepting:** **Ashley Greer**, PA-C

ADDITIONS + ATTACHMENTS

Krista Ramey, NP, (Hospital Medicine) married Miguel Guerreiro on June 6.



Medical Plan Members Take Note Virtual Urgent Care Change

WakeMed is pleased to offer a new low-cost telemedicine benefit to employees and dependents on the medical plan. Simply use WakeMed MyChart to schedule an urgent care video visit to get expert care from WakeMed Urgent Care

providers you know and trust – for just \$15.

- Providers treat patients age four months and up.
- Appointments are generally available within 30 minutes.
- Providers are available 8 am to 8 pm, 7 days a week, excluding some holidays.

HOW TO GET STARTED

Log in to MyChart and select Schedule an Appointment > Urgent Care > Virtual Urgent Care Reserve Your Spot.

Scheduling an appointment for a child or other dependent? Be sure that the appointment is scheduled under their MyChart account – not yours!

PLEASE NOTE: Effective August 7, 2021, medical plan members are no longer eligible for the discounted rate through the WakeMed Virtual Urgent Care app/web portal (provided by RelyMD).

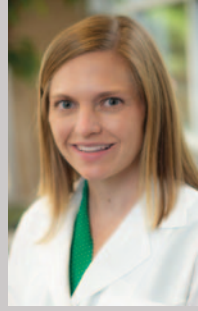
Welcome New Physicians



S. Oomer Aziem, MD
Cardiology



Ben-Hwa Hu, MD
MyCare 365



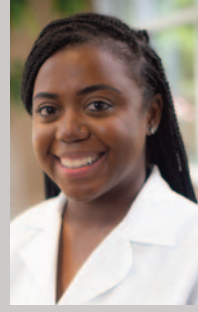
Melissa Moore, MD
Hospital Medicine



Shital Patel, MD
Primary Care



Matthew Sproul, MD
Urgent Care



Alisha Williams, MD
Hospital Medicine

NEWS FROM WakeMed Physician Practices

Welcome New Advanced Practice Provider

Kathryn Salisbury, NP
Cardiology

Now Open

MyCare 365 – Clayton
12701 US Highway 70W, Clayton 27520



COMINGS & GOINGS

Pathology Labs wishes a happy retirement to **Caroline Akinosho** after providing 14 years of service at WakeMed. Her experience and knowledge will be greatly missed as she moves into this exciting next phase with her family.

Patient Placement wishes a happy retirement to **Melody Mah, MSN, RN; Gayle Anderson, RN; and Donna Ladota, BSN, RN;** and welcomes new employees **Jan Holder, BSN, RN; and Mahogany Collins, BSN, RN.**

Cary Hospital welcomes **Erin Courtemanche, RN,** to the newly-created role of Behavioral Health Nurse Navigator.

1C Clinical Evaluation Area welcomes **Hawa Dukuray, RN; Madeleine Lary, RN; Geradine Granjean, RN; Leandros Fine, RN; Andrea Thorn, William Irving, Erin Courtemanche, and Prince Ogbonna.**

1B Clinical Evaluation Area welcomes **Adaora Nnadike, RN.**

1E Clinical Evaluation Area welcomes **Jose Cortez, RN; Tam Stephens, RN; and Erma James.**

4C Mother Baby welcomes **Christina Williams, BSN, RN; Zoey Weeks, and Faith Omoregie.**

5A MIC welcomes **Emma Sheldon, RN; Hadley Coleman, RN; Ana Riddle, RN; and Erika Cobos-Landin, RN.**

5C Medicine welcomes **Aureion Smith, RN; Courtney Trump, RN; and Regina Nzioki, RN.**

6A CVIC welcomes **Morgan Veller, RN; Jasmine Battle, RN; Kelsey Halvorsen, RN; Alexis Murray, RN; Brianna Foster, RN; Sydney Naufflett, RN; Chris Raymond, Jamie Petteway, Ally Mitchell, Angie Wachowicz and Franchesca Goss.**

6C Surgery & Trauma welcomes **Lakeisha Harris, RN; Dianna Gavin, RN; Cecilia Fricke, RN; Caroline Coble, RN; and Olivia Moss.**

Patient Case Management welcomes **Ashauntis McNair.**

Community Case Management welcomes **Susan Davis.**

CICU welcomes **Kristina Lucas, RN; Aastha Neupane, BSN, RN; Abigail Winterstein, BSN, RN; Cassie Knittel, BSN, RN; Nathaniel Pittman, RN; Tyler Benick, BSN, RN; and Keyonna McDougald.**

eICU welcomes **Ashley Forehand, BSN, RN,** who transitioned from Neuro ICU.

Emergency Department – Brier Creek Healthplex welcomes **Madison Clark, RN.**

Emergency Department – Apex Healthplex welcomes **Steph Waluk, RN,** who transitioned from Raleigh Campus.

Managed Care Contracting welcomes **Teresa Dawson,** who transitioned from Revenue Cycle.

MICU welcomes **Hayley Stephenson, RN; Haley Stancil, BSN, RN; and Amber Murray.**

NICU welcomes **Donna White, RN; Natalie Rabil, RN; Grayson Miller, RN; Kaylee Apel, RN; Angela Hall, RN; Jessica Haarer, RN; and Caroline Williams, RN.**

OneCall welcomes **Chris Roesner.**

Home Health and Hospital @ Your Home welcomes **Tracy Norman, RN; Anelisa Freeman, RN; Dolapo Opebiyi, RN; Rita Okunsokan and Jill Justus.**

Human Resources welcomes **Tiffany Jeffries** to the Benefits team.

Revenue Cycle welcomes **Sherry Joseph.** Risk Management welcomes **Jean Klingenberger.**

Telecommunications welcomes **Montie Wright.**

Honoring a Legacy AND CREATING A HEALTHIER TOMORROW

Two new WakeMed medical buildings at 505 and 601 Oberlin Road are officially open, providing convenient access to a variety of specialties and services in an urban setting. Built with a modern, welcoming design, these facilities are home to numerous physician practices, including general and specialty care, physical therapy and imaging services provided by Raleigh Radiology.

The buildings are located in Historic Oberlin Village, which grew out of a Free Black settlement during the Reconstruction era following the abolition of slavery. Oberlin Village has a deep-rooted history as an extraordinary community that prospered despite the suffering and struggles related to slavery, segregation, and discrimination.

Education was a top priority for the community, named in tribute to Ohio's Oberlin College which supported Black Education. Oberlin Village was once home to Oberlin School (est. 1873) and Latta University (est. 1892). Residents and founders included numerous medical pioneers as well as farmers, educators, lawyers, legislators, members of the military and many other professionals.

As an organization dedicated to ensuring equity, inclusion, and care for all, WakeMed honors the rich heritage of this community, which was rooted in freedom and dedicated to creating a better tomorrow. We aspire to these same goals through our long-standing mission to care for all and our commitment to learn, grow and build together – all for the better.

Learn more about the history and legacy of Oberlin Village at www.friendsofOberlinVillage.org.

Oberlin area map above by Clay Rodery, courtesy of theassemblync.com

Below: Community members including WakeMed Board members, staff and leaders, elected officials, members of the Friends of Oberlin Village, gathered for an official ribbon cutting at 505 Oberlin Road on July 15.

NOW OPEN!

505 OBERLIN ROAD

- ENT — Head & Neck Surgery
- Heart & Vascular — Cardiology
- Imaging Services (by Raleigh Radiology)
- Laboratory Services
- OB-GYN
- Physical & Occupational Therapy
- Surgery (opening Sept. 1)
- Urology & Pediatric Urology
- Wake Orthopaedics, Ortho Urgent Care & Ortho Physical Therapy

601 OBERLIN ROAD

- Primary Care
- Urgent Care



EXPAND YOUR HORIZONS WAKEMED CAN HELP!

Back to school season isn't just for kids, it's for WakeMed employees, too. And here, it's always a good time to pursue advanced clinical training, specialty certification or degree programs. Did you know that WakeMed has a variety of benefits programs and partner discounts available to help both clinical and non-clinical staff pay for education, training or degree programs that can help you advance your skills and further your career? If you have a love of learning, or simply want to see where your career can take you, here is a brief overview of some of WakeMed's many opportunities available to support you.

- **Tuition & Specialty Certification Reimbursement Programs:** After 12 months of employment, any employee can apply for tuition and specialty certification reimbursement. Reimbursement comes after successful completion of academic course work, certification or recertification. Funding is provided on a first come, first served basis up to annual budget limits according to the following amounts:

	Undergraduate	Graduate
Full-time	\$2,000	\$2,500
Part-time	\$1,000	\$1,250

SAVE THE DATE! Education Fair

Thursday, October 28
11 am to 3 pm
Raleigh Campus
Conference Dining

- **WakeMed Foundation Grants & Scholarships:** Providing financial assistance to WakeMed employees and departments interested in advancing their knowledge and clinical skills.

- > **Foundation Grants:** Any type of funding request from any department in any amount.
- > **Skills Scholarship:** Provides individuals with funds to attend classes, seminars, conferences and programs to gain new skills to help expand existing services.
- > **Helton Scholar:** Provides funding for individuals seeking to attend school to complete a higher education degree.

- **Reduced Tuition/Discount Programs:** WakeMed is pleased to partner with numerous higher education programs and universities to provide discounted tuition rates. Current organizations include: UNC-Wilmington online RN to BSN program; William Peace University for its accelerated RN to BSN program; Chamberlain University for BSN or MSN programs (40% discount); University of Mount Olive (tuition scholarships of 10-30%) and ECPI (10% tuition discount).

In addition to these partnerships, WakeMed has academic affiliations with many schools, which allows students to complete rotations at WakeMed. This makes it easy for employees to fulfill program requirements right here at home! If you are enrolled in a program that requires on-site rotations, please reach out to the appropriate individual to make sure an affiliation is in place and onboarding paperwork is completed:

- Nurses and NAs: **Marilyn Falk**, Nursing Education
- Physicians and APPs: **Lara Radford**, Graduate Medical Education
- All others: **Kendall Rush**, Workforce Development



CAPITAL MRC: ANSWERING THE CALL FOR SUPPORT



Most everyone knows that hospitals and emergency medical services teams support the health of our communities, but few of us are aware of the folks in the background who offer a helping hand to these heroic health care organizations when times get tough.

The Capital Medical Reserve Corps (MRC) is a team of medical and non-medical volunteers who are trained to assist the public during public health emergencies, large scale disasters and special events that draw a crowd. The Capital MRC can be deployed anywhere in the state that help is needed, and the team is managed by WakeMed thanks to grant funding that supports the group's leadership team.

As you can imagine, the events of the past 18 months have required a great deal of help here and across the state. And, the Capital MRC answered the call by deploying more than 1,600 volunteers, who graciously served nearly 3,000 hours, throughout North Carolina. From the early days of the pandemic, the Capital MRC saw an increase in community requests for assistance, so they made the decision to stay live on the state volunteer database and respond with support wherever and whenever it was needed, even amidst the most uncertain times.

By setting up 87 COVID-19 testing sites and vaccination clinics across the state, the Capital MRC supported many overtaxed hospitals and health departments, and helped keep our community safe from COVID-19. Other projects of note include supporting WakeMed's Strike Team efforts to vaccinate underserved members of our community and partnering with Avance Care to deliver 6,000+ vaccines through an event offered by the Hindu Society of NC.

"We are so very grateful for many Capital MRC volunteers who gave their time and talents to help us support our partners across the state during these challenging times," explains **Barb Bisset**, PhD, RN, executive director, Preparedness & Innovative Learning. "The work of this incredible team has helped us fight COVID-19 here in Wake County and across the state, and I am incredibly proud of their tireless efforts."

To learn more about Capital MRC, visit wakemed.org/CapRAC.



We are WakeMed!

Providing exceptional care takes an extraordinary team – and when that team is short-staffed, it makes every aspect of the work harder. WakeMed, like hospitals across the country, is experiencing staffing challenges, fueled in part by an aging workforce, an ongoing nursing shortage and COVID-19 burnout among health care workers.

To top it off, this summer we have seen record patient volumes systemwide. While it is impossible to know why we are so busy during what is usually a lower-volume season, we do know we are seeing sicker patients, rising numbers of COVID-positive patients and a greater demand for mental health services.

These factors combined are causing stress for our WakeMed family – and it is incredible to witness our team rise to the challenge to ensure patients still receive the high-quality, compassionate care they deserve.

Leadership across the system is working hard to address both capacity and staffing concerns. Some of these solutions will take time to implement, but here are a few of the initiatives that are showing results:

- Continual focus on discharges before noon is helping to expedite patient flow.
- Services like Hospital @ Your Home and enhanced Home Health make it possible to provide a higher level of care at home, freeing up beds in the hospital.
- Our behavioral health teams created a new process to review patients waiting for inpatient behavioral health care to determine if they can be transitioned to outpatient care instead.
- Continually shifting and realigning staff to fill in gaps where there is the greatest need.
- Expanded recruitment efforts including career fairs, targeted advertising and sign-on and referral bonuses.

This work is ongoing, and we appreciate your support and patience as we work through these challenges. "We know everyone is tired and we see you continue to go above and beyond to ensure our patients receive the care they need. That truly is the Wake Way in action," commented **Jeronica Goodwin**, senior vice president, Human Resources. "We appreciate your dedication and commitment to our patients and each other. We ask that you take care of yourself, too, as you are WakeMed."

You Can Help!

If you know someone who might be a great fit for WakeMed, encourage them to check out our open positions. Remember, referral bonuses are available for many positions, so encourage your friends and family members to put your name as a referral source when they apply!

Above left: Welcome to WakeMed! More than 300 individuals completed New Employee Orientation in July and officially became members of the WakeMed family!

Above right: In June, we welcomed more than 100 new Nurse Residents who are excited to start their careers at WakeMed! A special thanks to the amazing preceptors working with these Nurse Residents.

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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WakeMed Gives Employee Campaign

September 28 – October 31

WakeMed Gives, our annual employee giving campaign, is an opportunity for all employees, executives and physicians to support our Aspirational Goals through philanthropy. It's a way to make a difference in the lives of our patients, their families and our exceptional team.

During the campaign, all employees are invited to make a personal contribution via payroll, PDO, cash, check or credit card and take part in fun activities – look for details to be shared soon! If you would like to be an ambassador, contact Ashley Simpson from the WakeMed Foundation at asimpson@wakemed.org.

Know Where to Go

Primary care, urgent care and emergency care all have different abilities, specialties and purposes. Cut out this handy at-a-glance guide and post it somewhere visible for the next time you are trying to determine where you should seek care for yourself or a loved one.



WHERE TO SEEK CARE

Emergency Departments

- Abdominal pain
- Chest pain
- Deep cuts or bleeding that won't stop
- Difficulty breathing
- Large bone fractures
- Loss of consciousness
- Problems related to pregnancy
- Seizures
- Serious trauma or injury
- Severe allergic reaction
- Severe burns
- Stroke
- **POISONING**
In North Carolina, call the Carolinas Poison Control Center at 800-848-6946. Calling the National Poison Control Center at 800-222-1222 connects callers to the nearest poison control center.

Primary Care

- Allergic reaction
- Asthma attacks (minor), bronchitis
- Colds, cough, flu, fevers
- Dehydration
- Ear infection
- Migraines
- Minor burns, cuts/lacerations
- Nausea
- Pink eye
- Sore throat
- Sprain or strain
- Accepting new patients
- Same day sick visits available
- In-office and virtual visits available
- Schedule an appointment at WakeMed.org/primary-care or call 919-350-9100

Urgent Care

- Animal/insect bites
- Cold, flu symptoms
- Ear and eye infections
- Minor cuts, burns, rashes
- Minor injuries
- Sinus infections
- Sore throat
- Sprains and minor bone fractures
- Reserve Your Spot online
- In-office and virtual visits available
- Options for pediatric and orthopaedic patients
- Learn more at WakeMed.org/urgent-care

WakeMed 

CALENDAR OF EVENTS

Southern Comfort Linens Sale

September 10-19

Shop online at www.southerncomfortlinens.com/collections/wakemed
Credit cards or payroll deduction (linen only) payment options available. Free shipping for orders over \$99. Southern Comfort will contribute a portion of the proceeds to The Volunteers in support of the great patient and staff programs they make possible at WakeMed.

CapRAC Training Opportunities

- **CapRAC State Medical Assistance Team** – 800 Sustainment Training – September 9, 6 to 9 pm, email JaCreech@wakemed.org for information and to register.
- **MGT-439 Pediatric Disaster Response and Emergency Preparedness** – September 15, 8 am to 5 pm, email JanisBrown@WakeMed.org for more information and to register.

Wake AHEC Events

The Carolinas Anesthesiology 2021 Annual Conference – Sept. 17-19

31st Annual Art of Breastfeeding Conference: Keeping Current: Timely Issues for Breastfeeding Support – Oct. 5 & 6, virtual event

Live Webinars

- **Hot Topics in Perinatal Care: How Knowledge Can Make a Difference in Providing Care** – Sept. 3
- **Advanced Application of DBT Skills** – Sept. 3
- **Thinking About Ethics** – Sept. 7
- **Caring for Older Adults in a Post-COVID World: Challenges, Resources, and Solutions for Better Care** – Sept. 10
- **Suicide Prevention for People on the Autism Spectrum** – Sept. 10
- **Navigating the Journey of Pediatric Diabetes: Type I and Type II: The Impact of COVID-19** – Sept. 15-16
- **Pediatric Mental Health: Rising to the Challenge in 2021** – Sept. 23
- **16th Annual Time is Brain: Advances in Stroke Care** – Oct. 2
- **Ethics and Domestic Violence** – Oct. 5