



Members of the NICU and Neonatology teams with the NIDCAP trophy (left to right): **Anthony Tackman, MD; Tara Bastek, MD, MPH; Melissa Johnson, PhD; Susan Gutierrez, BSN, RNC-NIC; Jim Helm, PhD; Stephen Parsons, MD, PhD; James Perciaccante, MD; Jodi DeJoseph, BSN, RNC-NIC; and Thomas Young, MD.**

## WakeMed NICU is Fourth in the World to Receive NIDCAP Nursery Certification

WakeMed's Neonatal Intensive Care Unit (NICU) is officially certified by the international Newborn Individualized Developmental Care and Assessment Program (NIDCAP). The NIDCAP Nursery Certification Program (NNCP), under the authority of the NIDCAP Federation International (NFI), recognizes the excellent level of care a NICU nursery is able to provide its infants and their families, as well as the exceptional level of care that is upheld for nursery staff.

"I am extremely proud of our NICU team for achieving this elite recognition and for the remarkable level of care our staff continues to provide to infants and families," commented **Jim Helm, PhD**, director of the WakeMed/Carolina NIDCAP Training Center.

Developmentally supportive and family-centered care has been shown to greatly benefit NICU babies and their families, both during the hospital stay and beyond. For 25 years, the WakeMed NICU has been a national leader in this approach, being one of 10 NIDCAP training centers in the country. Over the last two years, the NICU has implemented more

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## WakeMed Receives ASTD BEST Award for Commitment to Employee Learning

WakeMed was among 30 international organizations to receive the American Society for Training & Development's (ASTD's) 2012 BEST Award this October. Not only that, we ranked number five among the competition. The ASTD BEST Awards are the training industry's most rigorous and coveted recognition, highlighting organizations that demonstrate enterprise-wide success through employee learning and development.

"Our employees are our key asset, and we will continue to dedicate the time and resources necessary to offer them new and convenient options for advanced learning and education," commented **Jeanene Martin**, senior vice president of Human Resources. "I am very proud of the teams that made this impressive recognition possible and of what this award signifies for WakeMed as a whole."

At WakeMed, the Staff Development & Training, Nursing Education and Center for Innovative Learning departments are primarily responsible for offering our employees ongoing opportunities to advance their knowledge and skills. This marks the third time in five years that the ASTD has recognized WakeMed with a BEST award.

## WakeMed AWARDS & HONORS



Please help us keep track of all WakeMed accolades in one, central location. Visit the WakeMedWeb homepage for the link to a new section that allows employees to enter information about any work-related awards, honors or certifications received by the WakeMed system or our employees. We appreciate your assistance with this important process!



## WakeMed Receives Three Recognitions for Providing Quality Cardiac Care

WakeMed was recognized by the American Heart Association (AHA) for success in implementing a higher standard of care for heart attack, heart failure and STEMI (ST Elevated Myocardial Infarction) response. Specifically, WakeMed received the following three awards:

### Platinum Performance Achievement Award

Both the Raleigh Campus and Cary Hospital received the American College of Cardiology (ACC) Foundation's NCDR ACTION Registry – Get With The Guidelines® (GWTG) Platinum Performance Achievement Award for 2012, two of only 164 hospitals nationwide to do so. The award recognizes WakeMed's commitment to and success in implementing a higher standard of care for heart attack patients, and signifies that WakeMed has reached an aggressive goal of treating these patients to standard levels of care as outlined by the ACC and the AHA.

### Gold Quality Achievement Award

The Raleigh Campus received the AHA's Mission: Lifeline® Gold Receiving Quality Achievement Award STEMI Receiving Center. The award recognizes WakeMed's commitment to and success in implementing the highest standard of care for heart attack patients.

### Heart Failure Gold Quality Achievement Award

The Raleigh Campus and Cary Hospital each received the GWTG – Heart Failure Gold Quality Achievement Award from the AHA. The recognition signifies that WakeMed has reached an aggressive goal of treating heart failure patients according to the guidelines of care recommended by the AHA/ACC.

"We work diligently to coordinate care across our system and ensure cardiac patients are receiving the right treatments at the right time," commented **Betsy Gaskins-McClaine, RN**, vice president, Heart & Vascular Services. "For AMI (Acute Myocardial Infarction) and STEMI, it means quickly getting patients to the cath lab for intervention. For heart failure, it means a focus on educating patients about their condition, providing them with discharge instructions and encouraging them to make lifestyle changes."

## Year-End Balanced Scorecard Yields Great Results

Annually, WakeMed's Balanced Scorecard presents WakeMed's goals for the year, based on our five strategic organizational goals – Quality Outcomes, Service Excellence, Workforce Excellence, Fiscal Responsibility and Market Development. Each of the goals are tracked and reported monthly. Our FY12 year-end Balanced Scorecard revealed very positive results and improvements in several areas. Said executive vice president & COO **Tom Gettinger**, "We have a lot to be proud of. We have accomplished much over the year, and our goals were aggressive."

As a system, WakeMed met or exceeded almost all of our 16 goals for FY12. Some areas in which we did particularly well include:

- **Quality Outcomes** – Mortality rates, discharge instruction compliance and length of stay
- **Service Excellence** – In-patient service, outpatient service and physician office satisfaction
- **Workforce Excellence** – Leadership succession and overall retention rates
- **Fiscal Responsibility** – Employee controllable expenses and meeting the operating margin
- **Market Development** – Emergency department visit volume

"We really hit our stride in patient satisfaction, and our accuracy rate was remarkable for discharge instructions," added Gettinger. He also commended department leadership for an employee turnover rate that was less than 10 percent, far below the national average for health care organizations. While there are always opportunities for continued improvement, the scorecard reflects a successful year overall. To review the FY12 scorecard in its entirety, visit the homepage of the WakeMedWeb or speak with your manager. The FY13 Balanced Scorecard should be available in the next few weeks.



## WakeMed Foundation 2012 Skills Scholarship Recipients

### More Than \$47,500 Awarded in Scholarship Funds

This year, the WakeMed Foundation awarded more than \$47,500 in scholarship funds to employees who are interested in advancing their skills. For the September 1 application deadline, \$13,840 in scholarship funds were awarded to:

**Erin Aston, RN, BSN, CPEN**

Children's Emergency Department  
2013 ENA Leadership Conference

**Greg Bauer, EMT-P**

Disaster Planning/SMAT  
CapRAC 2012 National Healthcare Coalition Preparedness Conference

**Rosie Bowers, MA, RDCS, RVT**

Cardiovascular Testing  
Echo Innovations to Meet Today's Clinical Challenge

**Ceira Gowers, RN, BSN**

Cardiovascular Testing  
Echo Innovations to Meet Today's Clinical Challenge

**Michelle Howe, NNP-BC**

Neonatology  
The STABLE Program and Simulation workshop

**Tara Marshall, PT**

Acute Rehab Services  
Symposium on Advanced Wound Care

**Elizabeth Penny, LRT/CTRS, LVCYT**

REACH Programs  
Yoga Fit Training

**Julie VanVeldhuizen, BS, CCLS, ITFS**

Child Life Specialists - Surgical Services  
31st Annual Conference on Professional Issues

Additionally, the Perlette Scholarship went to **Julie Torson**, RN, CPNP, (WFP/WSP-Pediatric Surgery) so that she could attend the Pediatric Colorectal Problems Workshop.

For more information about the WakeMed Foundation's Skills Scholarship program, visit their page on the WakeMedWeb.

## WakeMed Raleigh Medical Park Earns ACR Mammography Accreditation



Congratulations to Imaging Services at the WakeMed Raleigh Medical Park for receiving their Mammography Accreditation from the American College of Radiology (ACR). Supervisor **Amanda Capps** thanks team members **Aida Hughes** and **Alicia Scicchitano** for their work on the accreditation, which included a review of mammography images, equipment, and certifications earned by the department's interpreting physicians, radiologic technologists and medical physicists. Because mammogram services are federally regulated by the Food & Drug Administration (FDA), this accreditation is invaluable to the medical park and its ability to perform mammograms. The accreditation is valid for the next three years.

## Raleigh Campus & Cary Hospital Recommended for Chest Pain Re-Accreditation

This October, Raleigh Campus and Cary Hospital each completed a survey by the Society of Cardiovascular Patient Care (SCPC) that reviewed our capabilities and the structure of our facilities to provide optimum patient care for chest pain and heart attack patients. Both facilities were recommended for re-accreditation.

Ruth Cantu, BSN, RN, surveyed both hospitals on behalf of the SCPC and was very complimentary of our processes, passionately engaged staff, and the relationships we have with our providers and partnering organizations.

"The Raleigh Campus, Cary Hospital and the entire WakeMed system should feel very proud of this achievement," said **Betsy Gaskins-McClaine**, RN, vice president of Heart & Vascular Services. "This survey demonstrates how well the physicians and team members from EMS, Mobile Critical Care Services, emergency departments, Invasive Cardiology, Non-Invasive Cardiology, clinical care departments and support services departments work together to provide exceptional Chest Pain/AMI care for our patients and families and their communities."

The official accreditation announcements must come from the SCPC and are expected within the next few weeks.

## Physicians Recognized for Excellent Care in Diabetes

The National Committee for Quality Assurance (NCQA) developed the Diabetes Recognition Program to provide clinicians with tools to support the delivery and recognition of consistent high-quality care. This voluntary program recognizes clinicians who use evidence-based measures and provide excellent care to their patients with diabetes. The following physicians were recognized by NCQA:

Wake Specialty Physicians -  
City Center Medical Group  
**Theresa Amerson, MD**

Wake Specialty Physicians -  
North Wake Internal Medicine  
**Behnaz Atree, MD**  
**Susheel Atree, MD**

Wake Specialty Physicians -  
Falls Pointe Medical Group  
**Michele Casey, MD**  
**Inam Rashid, MD**

Wake Specialty Physicians -  
Brier Creek Medical Group  
**Amy Erickson, DO**  
**John Holly, MD**  
**Sarah Rooker, MD**

Wake Specialty Physicians -  
Holly Springs Medical Center  
**T. Sivaraj, MD**

Wake Specialty Physicians -  
Apex Medical Group  
**Ragini Madan, MD**



## WakeMed NICU *continued from front page*

than 12 initiatives to enhance this work including a new emphasis on kangaroo care (parents holding babies skin-to-skin), cue-based feeding, four-handed care assist from volunteers, bedside developmental guidelines for families and more requests for families to be on unit committees. In late September, the WakeMed NICU was notified that it is officially the fourth hospital in the world to receive NIDCAP Nursery Certification.

"I congratulate the whole team on this impressive honor and especially thank all of the nursing staff who work hard to ensure the highest level of care for our tiniest patients," added **Cindy Boily**, RN, senior vice president and chief nursing officer. "We commend you for the invaluable work that you do."

## ▶ WOW, WHAT AN EMPLOYEE!

**Patsy Davis**, RN, (Surgical Services) presented at the 2012 APIC - NC Conference in Greensboro. Her presentation was titled *There's No Magic Wizard in the Journey to Zero Surgical Site Infections*.

**Veronica Morgan**, RN, (Patient Access) was profiled in the September/October 2012 issue of *Touched by Cancer* magazine. She is a gospel recording artist who battled breast cancer.

**Paul Keene** and **Brian Endicott** (both of Respiratory Care Services) passed the Adult Critical Care Specialist Exam.

**Frieda Brown**, RN, and **Rachel Foxworth**, RN, (both of 2 West CVIC - Cary Hospital) each completed their registered nurse fellowship.

**Joyce Hoppe**, RN, (Case Management - 6A CVIC) earned her certified case manager (CCM) credential.

**Annie Brito**, RN, (Adult Acute Care Nursing Services) completed the Hospice and Palliative Care Certification for nurses.

**Cathy Meacham**, RN, (Case Management) achieved national certification in Case Management as an accredited case manager (ACM).

**Sara Griffith**, RN, (3E CVIC) was re-elected vice chair of the North Carolina Board of Nursing.

Cary Hospital completed the two-year Just Culture collaborative, guided by the N.C. Quality Center. Led by **Janine Jones**, RN, (Quality & Patient Safety), they received an award for entering the Just Culture Community and are working on their continued journey toward developing a Just Culture.

**Kelley Johnson**, RN, was promoted to supervisor/educator for ICU/MSIC - Cary Hospital.

Infection Prevention and Environmental Services recognize the following staff who achieved a 100 percent cleaning score in the Dazo Gel Audit Program: **Johnathan Faison**, **Brenda Gregory**, **Mario Gonzalez**, **Thomas Guthrie**, **Kylie Lewis**, **Nannie Lucas**, **Blanca Mendoza**, **Lorena Salem** and **Ana Villanueva**. These are in addition to the Raleigh Campus staff who were recognized in the August 2012 *Microscope*.

**Donna Smith**, RN, (6B Orthopaedics & Oncology) was promoted to clinical educator/supervisor.

**Alden Casati**, PA-C, (WakeMed Faculty Physicians - General Surgery/Trauma) presented a poster entitled *Midlevel Providers Improve Patient Care at a Level 1 Trauma Center* at the 2012 Trauma Center Association of America Annual Conference on October 23.

The following members of the Diabetes Resource Team earned a diabetes resource pin through PRPN as of August 2012: **MaryAnn Allison**, RN, (5A MIC); **Janis Deitrick**, RN, (2 West CVIC - Cary Hospital); **Elizabeth Thompson**, RN, (6B Orthopaedics & Oncology); **Kris Stebbins**, RN, (Surgical Services); **Peng Cui**, RN, (5B NIC); **Melissa Wright**, RN, (Heart Center Observation Area); **Shirley Wagner**, RN, (3B CVSIC); **Sonja Bennett**, RN, (3A CVIC); **Gail Roumanis**, RN, (3 West Medical/Surgical - Cary Hospital); and **Delorise Jeffries**, RN (Observation Unit 3).

**Marilia Pereira**, RN, and **Mini Dominic**, RN, (both of CICU) each earned their BSN credential.

Neonatal dietitian **Shelley Wilkins**, RD, Food & Nutrition Services - Patient) presented a session entitled "Introduction to Neonatal Nutrition" at the NOMAS International Symposium this October.

**Diana Bond**, manager, (Wake AHEC) presented at the National League for Nursing (NLN) Education Summit in California. The summit annually attracts around 2,000 nursing faculty from across the country. Bond's presentation focused on the results of her research – the potential pipeline of undergraduate nursing students for a future faculty role.

**Darius Blue** (Food & Nutrition Services) was promoted to second cook in Café 3000.

**Amanda Ruffin** (Imaging Services - Brier Creek Healthplex) received her bachelor's degree in radiologic sciences.

**Lini Jojo**, RN, (CVICU) graduated from Grand Canyon University with her bachelor's degree in nursing.

**Diane Carbonell**, RN, (CVICU) received her Cardiac Medicine Certification (CMC).

Several promotions were given in WakeMed Physician Practices Business Office: **Janet Laurent** to financial specialist; **Tami Perrigo** to billing supervisor; **Christine Zomack** to senior coder; **Erynn Lesondak** to senior coder; and **Sarah Brieger** to coder.

**Tammy Baker**, RN, was promoted to manager for CICU A&B.

**Carla Cozart**, RN, (6B Orthopaedics & Oncology) received her medical/surgical nursing certification.

**New Director of Acute Rehab Services**

**Kathy Thompson** was promoted to director of Acute Rehab Services for both the Raleigh Campus and Cary Hospital. Thompson has been part of the WakeMed Rehab leadership team for nearly 20 years, most recently as outpatient rehab manager for the Raleigh Campus and the Rehab patient account reps. She has also served as a rehab manager in the Rehab Hospital, Raleigh Campus Acute Care OT & SLP and the Zebulon/Wendell Outpatient & Skilled Nursing Facility, as well as a therapy advisor to Home Health.



**New System-Wide Director of Clinical Administrators**

**Marcy van Schagen, RN**, was promoted to director of Clinical Administrators for the entire WakeMed system. In this new role, she will provide leadership for coordinated patient flow among locations, capacity challenges and enhanced communications among patient care environments. A nurse for over 20 years, van Schagen joined WakeMed in 1993 and worked in a supplemental role for various clinical areas. In 1997, she became a clinical administrator and was promoted to Raleigh Campus manager in 2006. She has been involved with the Patient Flow Team, the Family Care Line initiative and the Behavioral Response Team.



**Chief Casanave Honored**

**Betsy Casanave, RN, BSN, MHA**, chief of Mobile Critical Care Services, was named the 2012 National Program Director of the Year by the Association of Air Medical Services. This award recognizes an emergency medical program director who has demonstrated a superior level of knowledge, innovative leadership, customer service, safety consciousness, marketing ingenuity, community service and commitment. Chief Casanave has been with our program since 2003 when she began the journey of establishing a WakeMed air ambulance. Under her leadership, the program has seen significant achievements.



Physical therapist **Chris Billiar** (Outpatient Rehab - North Healthplex) chats with a participant after evaluating his gait on the treadmill.



**Michael Newman**, manager, (Imaging Services) performs a bone density assessment.



**WakeMed Community Event Promotes Men's Health**

In October, WakeMed hosted its annual community men's health event in the Andrews Center and welcomed approximately 250 participants. Stand By Your Man invites women to bypass the excuses and sign their favorite men up for free health screenings, assessments and seminars. Meanwhile, women can enjoy such pleasantries as free mini-manicures, tea tastings and gardening demonstrations. At this year's event, free health information was also plentiful, and everyone could get a flu shot; chat with WakeMed physicians and specialists; enjoy interactive health exhibits; and watch cooking demonstrations. Other vendors, such as

the WakeMed Gift Shop, set up tables for participants to peruse. Through this event, WakeMed encourages men to make their health a priority while helping them learn more about our physicians and physician practices as well as the innovative health care services we offer. Thanks to all the physicians, staff and volunteers who helped make this special affair a great success.



Left: **Emily Medlin** and **Okechukwu Nwoko, MD**, (both of Wake Orthopaedics) enjoy the event. Dr. Nwoko presented a seminar on upper extremity ailments such as carpal tunnel and arthritis.

**good catch!**

At WakeMed, we encourage a culture where employees recognize errors and bring them to the attention of their team and leadership to help prevent something similar from happening again.

Recently, **Mariely Crespo** (Imaging Services) realized that the wrong patient was brought into the Emergency Department X-ray room when she asked for the patient's birthday, and it did not match what was on his request form. Crespo apologized to the patient and ensured that he was taken to where he actually needed to be. An important lesson in patient safety can be learned from Mariely's experience, one that is also captured in our WakeMed Red Rule for Patient Identification – *Before any procedures or services are conducted on any patient, that patient must have on an ID band and identification must be confirmed immediately prior to delivery of services. Good catch, Mariely!*

**NEWS FROM WAKEMED PHYSICIAN PRACTICES**

**Welcome New Physicians**

A warm welcome to the following new physicians who have joined WakeMed Physician Practices:

**Raj Fofaria, MD**, left, Wake Specialty Physicians - Raleigh Cardiology in the Clayton Medical Park

**Walter Tan, MD**, right, Wake Specialty Physicians - Cardiovascular



For more information on either of these physicians or their practices, visit [www.wakemedphysicians.com](http://www.wakemedphysicians.com).



**COMINGS & GOINGS**

This October, the Rehab Hospital bid a fond farewell to **Skip Roy** (Physical Therapy) as he retired from WakeMed after 43 years of dedicated service. The team congratulates Roy on a successful career and thanks him for his many contributions to our system.

Women's Pavilion & Birthplace - Raleigh bids **Nelda Bostick, RN**, a fond farewell as she retires from WakeMed after 32 years of dedicated service. The team thanks her for her commitment and wishes her all the best.

Spiritual Care welcomed the following chaplain residents: **Rose Cornelious** (MICU, 5A, 5C, Observation Unit 1), **Amy Gallaher** (NICU, 4E, 4A-C, PICU), **Carolyn Remaklus** (NCCU, 5B, 2C/D, Observation Unit 2), **Laura Tardie** (2E, 3E, CPE, Observation Unit 3), **Shyrl Uzzell** (CICU A/B, CTICU, 3A-B), and **Kody Witt** (STICU, 6A-C). The department also welcomes 13 student interns: **Nola Boazeman, Jay Burke, Lauren Deer, Lois Cavanagh-Daley, Charles Fiore, Jimmy Gibbs, Allonia Holmes, Patrick Keely, Mark Palmer, Salah Muhammad, Scott Shaffer, Jeanette Fuccella** and **Latonya Wilkes**.

Guest Services welcomes **Shirley Barbee**.

Public Relations welcomes **Kristin Gruman**.

Pharmacy welcomes **Larry Toth, RPh**, and **Jessica Schultz, PharmD**.

2 West CVIC – Cary Hospital welcomes **Daniella Johnson** and **Anna Faber, RN**.

Outpatient Rehab on the Raleigh Campus welcomes a new physical therapist, **Katie Bigarel**.

The Outpatient Pharmacy welcomes **Meredith Massey, CPhT**.

Clayton Outpatient Rehab welcomes two speech therapists, **Erin McLamb, SLP**, and **Marcia Rodriguez, SLP**.

ICU/MSIC - Cary Hospital welcomes **Jack Stech, Sendi Bynum, Jessica Boe, Dianna Palacios, Ashley Hussell**, and **Sylvia Akonnor**.

ED - Apex Healthplex welcomes **Sheri Sutton, RN**.

Infection Prevention welcomes **Jessica O'Neal, RN**, who transitions from the PICU.

The Adult Emergency Department welcomes **Walter Shaw, RN; Rosalie Ellis, RN; Maria Belza, RN; Eleanor Halbeib, RN; Katherine Lolling, RN; Kimberly Kirk, RN; and Danielle Raneri, RN**.

The State Medical Assistance Team (SMAT) welcomes volunteers **Charnell Trembeczki, RN**, and **Tiffany Young, RN** (both of the Children's Emergency Department).

Outpatient Rehab at North Healthplex welcomes **Erin Shew, OTR/L**.

Surgical Services - Inpatient PACU welcomes **Jeff Johnson, RN; Candice Johnson, RN; and Ethel Manahan, RN**.

Food & Nutrition Services welcomes **Cyrus Takay**, dietary aide, to Café 3000 and announces the transition of **Harold Salanas**, first cook, to Patient Services.

Nursing Education welcomes education resource specialist **Lori Bristol, RN**, who transitioned from Apex Healthplex.

CVICU welcomes **Jennifer Smith, RN; Brooke Fogelman, RN; Denene Hamlett, RN; Anson Clark, RN; Michael King, RN; Kylie McDermott, RN; Elizabeth Ford, RN; Nikita Harrington, RN; Martin Cayer, RN; and Gloria Garrison, RN**.

6C Surgery & Trauma welcomes three nurse aides, **Cheryl Watkins, Jennise Dorsey** and **Patricia Richmond**.

CICU welcomes **Brian Bayaca, RN; Christine Ouelette, RN; and Joy Moss, RN**.

# IT'S A WRAP!

Thanks for Your Support during the 2012 WakeMed Gives Campaign



WakeMed  
GIVES



Three of the many campaign event organizers during the Cary Hospital dessert auction – **Mary Jo Gurule** (WakeMed Foundation), **Gina della Porta** (Grant Research & Development) and **Tina Schwebach** (Food & Nutrition Services - Cary Hospital).

Through generous employee and volunteer contributions, the 2012 WakeMed Gives employee campaign, themed A Call to Action, raised more than \$250,000 to benefit local charities and non-profit organizations, including WakeMed. Events such as a Zumba party; basket auctions; and dessert auctions inspired folks to get involved and donate their time and money. Volunteer projects with the White Plains Children's Center in Cary and Hilltop Home in Raleigh were also part of the annual charitable effort.

“Co-chairing this year's campaign gave me the opportunity to observe the commitment and spirit of the WakeMed family as we gave generously to our community,” commented **Janine Jones**, RN, (Quality & Patient Safety), campaign co-chair. “Thank you to the WakeMed Foundation and the employees and volunteers who enabled us to enjoy another successful campaign!”

Added co-chair **Michael Newman**, manager, (Imaging Services), “Being part of the WakeMed Gives campaign reminds me of how committed our staff are to helping others. This was my second year as co-chair, and the excitement generated by the campaign is unparalleled. I was honored to be a part of it.”



Employees showcased their creativity when it came to the WakeMed Gives dessert and basket auctions. Shown are several baskets that lined the hallway outside Café 3000 at the Raleigh Campus basket auction as well as black and white cupcakes, decorated by the daughter of **Lori Stevens** (Food & Nutrition Services - Cary Hospital), that were up for grabs at the Cary Hospital dessert auction.

Many employees paid a \$5 fee to enjoy a Zumba party in Healthworks. All proceeds went to the campaign.



## Introducing the New Mobile Simulation Ambulance

WakeMed's new mobile simulation ambulance is the region's first simulation ambulance that also functions as a real ambulance, allowing simulation training to happen while the vehicle is moving. Any health care provider who is interested in simulation training can benefit from this ambulance. And, for the first time, WakeMed can take highly accurate simulation on the road to other health care facilities that may not have the resources to run an in-house simulation lab.

“We have the opportunity with this vehicle to not only train our staff but to share its educational benefits with health care providers throughout the region,” said **Eric Christensen**, regional simulation coordinator for the WakeMed Center for Innovative Learning. “Plus, it can accommodate any type of patient simulator, from any manufacturer, which is a rare and unique quality.”

The simulation ambulance can be used to perform any type of adult or pediatric patient simulation, as well as task training such as airway basic and advanced, ultrasound, central line placement and chest tube placement. It has seating for up to seven people and can be used to transport two stretchers at a time. A generator supplies all power for the simulators and equipment. This simulation ambulance is yet another example of WakeMed's commitment to providing the highest possible level of training to health care providers throughout this region.

# safety first

Submitted by Quality & Patient Safety and the Falls Safety Committee

## Protecting our Falls Patients

Yellow armbands. Yellow stars. Non-slip footies. Side rails up. Call bells close. Frequent rounding. Daily reassessment of risk.

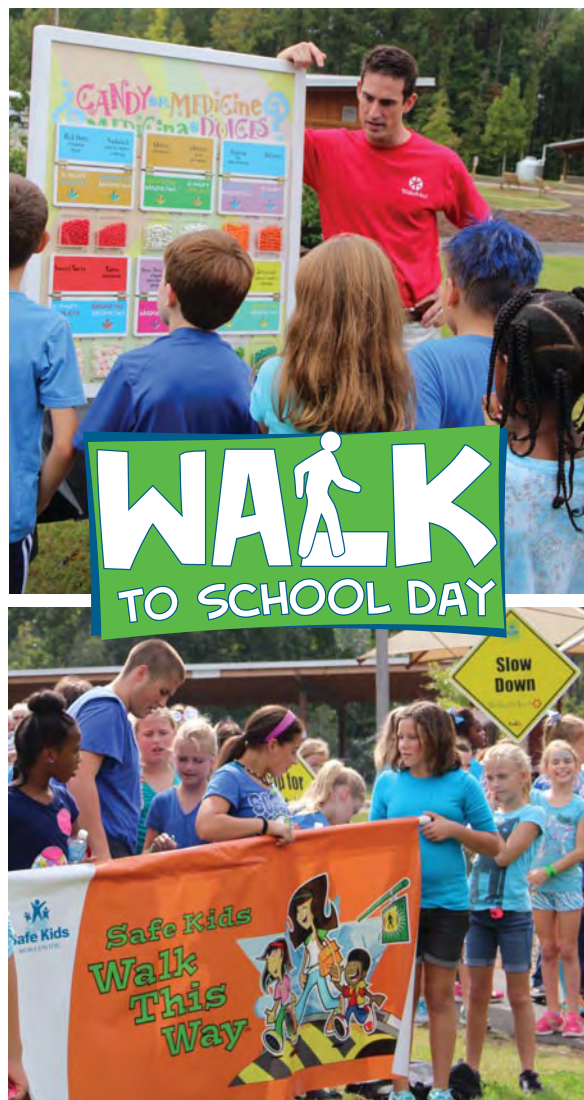
Whew! As the above list demonstrates, all of us do a lot to keep falls patients from harm. When spotting these alerts, we need to be attentive and ensure our patients are safe whether they are moving with or without assistance, in their rooms or in the halls. Nurses and rehabilitation professionals consistently assess patients' conditions to be sure falls precautions are necessary. When you see one of the falls preventions alerts, be extra vigilant to keep the patient safe. When in doubt...ask!



## New Office Supply Vendor Saves WakeMed Thousands

This December, WakeMed will make the switch from Staples® to OfficeMax® for all of our office supply products. This includes pens, pencils, paper, paper clips, rubber bands, staplers, printer toner cartridges, and any other office supply product that is typically ordered through Staples. WakeMed will save around \$180,000 per year by appointing OfficeMax as our new office supply vendor. The company is over 80 years old and is a leader in business-to-business office solutions and retail office products. They are a good fit with WakeMed due to their commitment to efficiency, cost savings and cost control.

Employees who are responsible for ordering office supplies for their departments or facilities should have already received communications about this transition, including a schedule for training sessions on how to order supplies through OfficeMax. With any questions or concerns, please contact Kevin Schmidt, director of Supply Chain Management, at [kschmidt@wakemed.org](mailto:kschmidt@wakemed.org).



## Join the WakeMed Institutional Review Board

The WakeMed Institutional Review Board (IRB) is a collection of health care providers and community members who are charged by federal mandate to review clinical and non-clinical research studies involving humans as research participants. Their sole purpose is to protect those participants. Research studies allow health care providers and others to explore innovative ideas related to treatments, medicines, medical devices and/or processes all aimed at enhancing patient care. Studies conducted at WakeMed primarily focus on cardiology innovation in medical devices and nursing practice, and all research is federally regulated by the Food & Drug Administration. It is important for WakeMed to promote the conduct of ethical research for many reasons, including:

- To promote care that is innovative and cutting edge
- To help ensure that our staff have the opportunity to enhance their practice
- To continue to receive funding through such sources as the federal government, non-profit organizations, private industry, medical institutions and foundations

This summer, WakeMed welcomed **Vanessa Bennett** from the University of Medicine & Dentistry of New Jersey as our new IRB administrator. Said Bennett, "I want WakeMed to be known not only for the exceptional care and customer service we provide to our patients but also recognized as a renowned research institutional facility."

The IRB is chaired by **Stephen Kicklighter**, MD, (WakeMed Faculty Physicians - Neonatology) and co-chaired by **Betty Woodard**, RN, PhD, (Nursing Research & Evidence-Based Practice). Bennett is actively recruiting for new board members, clinical and non-clinical. The ideal candidate should be interested in research, learning more about health care innovation, and/or conducting their own research. If you are interested or know of someone who may be interested, contact Bennett at [vbennett@wakemed.org](mailto:vbennett@wakemed.org) or ext. 08795.



## ADDITIONS & ATTACHMENTS

**Cara Herring** (Case Management - Rehab) celebrated the birth of daughter Addison Kate on June 30.

**Ashley Ryan** (Imaging Services - Brier Creek Healthplex) and husband Kevin welcomed daughter Bailey Lyn on July 5.

**LuAn White** (Outpatient Rehab - North Healthplex) married David Bartos on August 11.

Nurse practitioner **Ginny Hall** (Neonatology) and husband Chris welcomed son David Parker on September 12.

**Angelica Adkins**, RN, (6B Orthopaedics & Oncology) welcomed daughter Makayla Gabrielle Charles on September 28.

**Jeff Liner** (Pathology Labs - Cary Hospital) and his wife welcomed their first son on September 30.

**Angie Register**, RN, (Staffing Resources) and husband Daniel celebrated the birth of daughter Addison Dae on September 19.

**Valerie Barlow**, PharmD, (Pharmacy) and husband Tim welcomed daughter Shelby Ann on October 11.

**Jamie Bollinger** (Campus Police - Cary Hospital) married **Jennifer Arnold**, RN, (formerly of the Emergency Department - Cary Hospital) on October 11.

**Lacy Perdue**, RN, (CICU) welcomed daughter Presleigh on October 11.

**Donna Young**, RN, (6A CVIC) and husband Buddy welcomed Kendall Ethan on October 14.

**Aly Hardison**, RN, (2 West Medical/Surgical - Cary Hospital) recently welcomed a baby boy.

**Laura Robinson**, RN, (2 West Medical/Surgical - Cary Hospital) recently welcomed a baby girl.

**Anson Clark**, RN, (CVICU) and family recently welcomed a baby boy.

**Jennifer Falzarono**, RN, (CVICU) and family recently welcomed a baby boy.



### Help protect patient and employee information

#### Use a Unique Computer Password

Ensure that your password is different from any personal passwords that you use for your personal e-mail, home computer or social networking accounts. The best passwords are at least eight characters long and contain uppercase and lowercase letters, numbers and symbols.

#### Safe E-mail Habits

Only open e-mail attachments from people you know. If an attachment looks suspicious, contact the Help Desk or call the sender. And beware of phishing – an attempt to steal usernames, passwords, credit card information and other personal details. It usually happens through e-mail when a sender asks you to click on a link to confirm your username, password or other personal information. Remember – WakeMed will NEVER ask you to confirm your information via e-mail.

# 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 Public Relations department thanks all of the employees who contributed to this publication.

We welcome comments and suggestions on this publication and its content. Call (919) 350-8120, e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org), or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Moira Dutton, Editor

WakeMed Employees, Photos

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# WakeMed

WakeMed Health & Hospitals

3000 New Bern Avenue  
Raleigh, NC 27610

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## trim the tree WITH TWINKLE

### at the Cameron Village Holiday Open House

Thursday, November 15  
5 to 8 pm  
Cameron Village, Raleigh

You and your family are invited to join us for a special evening of festivities as we help to kick off the holiday season at the Cameron Village Holiday Open House. Be sure to stop by the WakeMed Families First area and join Twinkle, the WakeMed Children's mascot, as we make ornaments to decorate a tree to bring holiday cheer to WakeMed pediatric patients. Plus, you and your family can stroll the Village and enjoy:

- A visit with Santa
- Real snow sliding slope
- Gifts for the kids and lots more!

This event is free; no registration required.



## give a STAR ✨ give a LIGHT

Celebrate this holiday season by giving back to your community. WakeMed's Love Light Tree is a way to memorialize a loved one or to honor a special friend, neighbor, teacher, relative, child or colleague.

With the gift of a "Light" or "Star," you can help make a difference for patients served by WakeMed Children's. A gift acknowledgement card will be mailed to your recipient(s) as notification of your generosity.

For more information about Love Light Tree and how you can participate, contact the WakeMed Foundation at 919-350-7656 or visit [foundation.wakemed.org](http://foundation.wakemed.org).

Love  
LIGHT tree



### Braving the Elements and Bogeys

WakeMed's Tom Cavender, vice president, (Facilities & Construction), pictured second from left, and his teammates were the overall gross winners at the 14th annual Volunteers at WakeMed Cary Hospital Golf Outing, held on Monday, October 15. The field, 78 strong, braved several downpours during their round at MacGregor Downs Country Club in Cary. Proceeds from the tournament will be used to purchase two computer breast health and education kiosks for the Imaging Services department at Cary Hospital.

## 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 e-mail [microscope@wakemed.org](mailto:microscope@wakemed.org).

**Volunteer Accessory Sale** - The Volunteers at WakeMed Cary Hospital and representatives from Masquerade Jewelry will sponsor a \$5 accessory sale on Monday, December 3, from 7 am to 4 pm in the Cary Hospital Conference Center. Payroll deduction will be available with name badge. Cash or charge also accepted.

**Services & Prayers in the Raleigh Campus Chapel** - The Raleigh Campus Chapel is located on the third floor. Catholic Mass is celebrated daily at 11:30 am by Father Alipaty. An interfaith chapel service is also offered seven days a week at 11 am, and Muslim prayers are said in the chapel at the appointed times throughout the day and night.

#### Volunteer Orientation

**Raleigh Campus** - Monday, December 3, at 5:30 pm and Wednesday, December 12, at 9:30 am. Both sessions held in Conference Dining.

**Cary Hospital** - Tuesday, November 27, at 8:30 am; Thursday, December 6, at 5:30 pm; and Tuesday, December 18, at 8:30 am. All sessions held in the Conference Center.

#### Staff Development & Training

Enroll in any of the listed classes via Learning Link or ask your manager/supervisor to e-mail [SDRegistration@wakemed.org](mailto:SDRegistration@wakemed.org) with your name and employee number, and course name, date(s) and time(s). For information, visit the WakeMedWeb or call ext. 08306. Please note: Some classes have preliminary requirements.

#### MANAGEMENT DEVELOPMENT

**Employee Selection and Orientation** - Wednesday, November 14, 9 am to 4 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDSI)

**Coaching for Improved Performance** - Tuesday, December 18, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=MDCIP)

#### EMPLOYEE DEVELOPMENT

**Coping with Change** - Tuesday, November 13, 8:30 to 11:30 am, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDCC)

**Myers Briggs for Employees** - Wednesday, December 5, 8:30 am to 12:30 pm, Raleigh Campus, Medical Office Building, Ground Floor Classrooms (Code=SDME)

#### Wake AHEC

Educational credit available for all programs. For details/fees, call ext. 08547 or visit [www.wakeahec.org](http://www.wakeahec.org) and click Program Listings.

**Preceptors Workshop** - Wednesday, November 14, 8 am at Granville Health System, Oxford

**Catching the Latest** - Communicable Diseases and Other Pests: An Update for Wake County Healthcare Providers - Thursday, November 15, 8:15 am at the Wake County Commons Building, Raleigh

**Sure Bet One: What to Do About Problem Gambling** - Wednesday, November 28, 8:30 am, through Thursday, November 29, at Wesley Long Community Hospital, Greensboro

**Hot Topics in Pharmacy Continuing Education: Day 1** - Thursday, November 29, 8 am, at the McKimmon Center, NCSU, Raleigh

**Hot Topics in Pharmacy Continuing Education: Day 2** - Friday, November 30, 7:30 am, at the McKimmon Center, NCSU, Raleigh

**24th Annual Leo M. Croghan Conference on Early Intervention** - Monday, December 3, 8:30 am, at the Sheraton Imperial Hotel, Durham

**Sure Bet One: What to Do About Problem Gambling** - Wednesday, December 5, 8:30 am, through Thursday, December 6, at Southern Regional AHEC, Fayetteville

**Sure Bet One: What to Do About Problem Gambling** - Monday, December 10, 8:30 am, through Tuesday, December 11, at Mountain Area Health Education Center, Asheville

**OSHA and North Carolina Infection Control Methods: Annual Update** - Tuesday, December 11, 5:45 pm, in the Andrews Center, Raleigh Campus

**Faculty Development Institute II: Changing How We Educate in the 21st Century** - Wednesday, December 12, at 12:30 pm, through Friday, December 14, at the Holiday Inn Express and Suites, Raleigh

#### Nursing Education

**Compassion in Action (NE014-12009)** - Wednesday, November 28, 8:30 to 10:30 am, Cary Hospital Conference Center; and Thursday, December 13, 1 to 3 pm, NED A

**Medicine of Compassion (NE014-9073)** - Monday, December 3, 8:30 to 11:30 am, NED A

**Nursing Professional Development Book Series: The Spirit Catches You and You Fall Down** by Anne Fadiman (NE014-12124) - Wednesday, November 7, 8 to 9 am, NED B; Monday, November 12, noon to 1 pm, NED B

**Nursing Professional Development Book Series: Eat That Cookie! Making Workplace Productivity Pay Off** by Liz Jazwiec (NE014-12086) - Tuesday, December 11, 8 to 9 am, Cary Hospital Conference Center; and Monday, December 17, 1 to 2 pm, NED B