Patient Advocates Promote Positive Experiences

As we work to improve the patient & family experience at WakeMed, we are pleased to introduce a new resource for patients and staff throughout the health system. WakeMed’s Patient Advocate department is available to offer a listening ear and supportive services to patients, their families and staff. “The goal of the patient advocates is to provide an impartial, non-clinical resource that patients and families feel comfortable speaking to in any circumstance. They will also be available for staff to effectively address any concerns and complaints that may arise,” said Jennifer Lee, manager, (Imaging) who is leading the department.

Patient advocates will fulfill several roles:

- Proactively reach out to patients to welcome them to the hospital and be available for any concerns
- Talk with patients and their families during difficult or sensitive situations
- Evaluate and identify complaint and grievance trends
- Support and educate staff and management throughout the complaint and grievance process
- Assist in fairly and efficiently resolving complaints, engaging additional departments as needed
- Offer support as departments work to adjust practices

Patient advocates will be available Monday – Friday from 7:30 am to 11 pm. They are based at Raleigh Campus and Cary Hospital but will travel to any facility and from 7:30 am to 11 pm. They are based at Raleigh Campus and Cary Hospital but will travel to any facility and provide compassionate support to patients and their families and staff. They ensure that patients and their families are treated with dignity, respect, and compassion. They are a unique place to work and make our community a better place to live, work and raise a family. Want a sneak peek? Follow the link on the WakeMedWeb.

In the coming months, I Am WakeMed will also celebrate our patients and families, who are the reason we exist, and the culture of WakeMed. Along the way, there will be many ways to contribute – and we hope that you will share what makes you proud to say “I am WakeMed.”
Epic Poetry Contest

Show us your creative side by writing an original haiku or limerick about Epic!

Your poem can be funny or serious, but please be sure it’s work appropriate (no foul language, etc.). Selected poems will be published in Microscope and the authors will receive a small prize.

See the WakeMedWeb for details; send submissions to Your poem can be funny or serious, but please be sure it’s work

Epic times have come
Communication begins
New miles to grow in!

Go in with a positive attitude! We are implementing Epic for the good of our patients. While there will be challenges and adjustments, in the long run, Epic will help us improve patient safety and the quality of care we provide, which is what we are all striving for.

Go-Live Specials from Food & Nutrition Services

Café 3000 and Points West Café will feature a number of special offerings to help everyone stay in tip-top condition during go-live:

• Game-day menus & specials (Jan. 31 – Feb. 6)
• $1 drip coffee (Jan. 31 – Feb. 8)
• Drawing for a platter of your choice (Feb. 3 & Feb. 5)
• Special catering options (Raleigh Campus only)

WakeMed’s Orthopaedic Service Line collaborative and its Total Joint Replacement (TJR) team continue to boost the value, quality and cost of orthopaedic services at Raleigh Campus. In the not-so-distant past, our reported metrics for total knee replacement (TKR) patients at Raleigh Campus were not where they needed to be. A year-long process of analyzing processes and making improvements has made a world of difference:

<table>
<thead>
<tr>
<th>Quality Measure</th>
<th>Metric</th>
<th>Baseline</th>
<th>Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process</td>
<td>Antibiotic given to patient 1 hour prior to incision</td>
<td>98.28%</td>
<td>100%</td>
</tr>
<tr>
<td>Clinical Outcomes</td>
<td>Surgical site infection rate</td>
<td>2.99%</td>
<td>0%</td>
</tr>
<tr>
<td>Length of stay (knees &amp; hips)</td>
<td>3.90%/3.55%</td>
<td>3.40%/2.2%</td>
<td></td>
</tr>
<tr>
<td>Discharge to skilled nursing facility post-op day 3</td>
<td>24%</td>
<td>68%</td>
<td></td>
</tr>
<tr>
<td>Patient Experience</td>
<td>Primary knee/hip 30-day unplanned readmission</td>
<td>6.20%</td>
<td>3.61%</td>
</tr>
<tr>
<td>Service Line Profitability</td>
<td>Reduction in average total direct cost per case</td>
<td>$13,014</td>
<td>$12,074 (7.8%)</td>
</tr>
</tbody>
</table>

How did they do it? Collaborative chair Mark Wood, MD, (Wake Orthopaedics) executive medical director, WakeMed Physician Surgical Services, got the ball rolling by asking physicians, managers and employees to come out of their silos and discuss all of the touch points in our care of TKR patients. “We got the key players together in one room to look at each metric and understand the barriers to efficiency and success at every level,” explains Dr. Wood. “WakeMed had the right strengths – the most compassionate and caring staff and talented surgeons. Our goal was to align everyone’s efforts in a patient- and family-centered approach through a consensus-approved, consistent pathway.”

The team worked together to create a best-practice pathway that would improve quality outcomes, reduce cost and, most importantly, improve the patient experience. A year later, the team continues to monitor their progress and is moving forward with additional “silo-free” efforts to further enhance the service and care we provide to orthopaedic patients.

An All-for-One Approach

“This is the kind of open, interdisciplinary effort that leads to better quality of care and service,” says Donald Gintzig, president & CEO. “Trying to fix a process from inside a silo is ineffective; health care delivery processes have too many moving parts and providers that need to be a part of the change. It takes time to plan, communicate and implement process changes, but those efforts translate into quality success for our patients.”

Many thanks to pathway team members for a highly successful initiative to break down silos and make positive changes for our patients, their coworkers and the health system: Mark Wood, MD; Tim Harris, MD; Curt Hanson, MD; Dan Albritton, MD; Lyman Smith, MD; Scott Tyrey, MD; Christy Henry, MD; Pat O’Brien, MD; Vicki Block, Becky Andrews; West Paul, MD; Kathy Thompson; Lori Klebsberg, RN; Patti Lee, RN; Leslie Terbert, RN; Donna Smith, RN; Kim Cutom; Sheldrick Streete; Sylvia McCauley, RN; Erinn Moore, RN; Myra Crowley, RN; Dianna Knight, RN; Tanisha Touchstone, RN; and Michelle Strickland, RN. 
Meet the Metrics

How we will track progress toward our 10 aspirational goals

WakeMed’s new strategic plan includes 10 aspirational goals, which will support our new mission, vision and values and guide the system in the coming years. The Board of Directors recently approved a number of metrics that will help us measure our progress toward these goals. These metrics were chosen because they are specific and measurable over time; however, they may be adjusted as we move forward.

It’s important for all staff to be familiar with these metrics as they will provide a framework for specific, department-level tactics and policies. Departments will be asked to identify ways to impact the goals that are within their scope of services, understanding that not every department will have a direct impact on every goal. As a system, we will be tracking the key projects that are put into place to support these metrics and share the results regularly.

**VALUE LEADER**

We will be the value leader in the region by providing outstanding outcomes, experience, safety and affordability.

- **Metric #1:** Reach 50th percentile on our value based purchasing composite score by 2019; 90th percentile by 2023.
- **Where are we now?** Most recent scores were in the 40th percentile (Raleigh Campus) and 52nd percentile (Cary Hospital).

The value based purchasing composite score is compiled by CMS and reflects the average cost for Medicare patients. It allows us to compare our performance to other hospitals.

- **Metric #2:** Drive our Medicare spending per beneficiary index down to 0.92 by 2020.
- **Where are we now?** In FY2014, Cary Hospital spent 0.96 and Raleigh Campus spent 1.01.

**QUALITY**

We will be a top 10 health system in the country for quality.

- **Metric #1:** Earn A ratings from the Leapfrog Group by 2018; receive the Leapfrog Top Hospital Award by 2022.
- **Where are we now?** In 2014, Cary had a B; Raleigh had an A. WakeMed was a Top Hospital once (2008).

- **Metric #2:** Raise our PRC overall rating of care to PRC 5-star level (75th percentile by 2018; 90th percentile by 2020).
- **Where are we now?** Our FY2013 scores were around the 56th percentile.

**CULTURE OF SAFETY**

We will foster a culture of safety for our patients, families, community and healthcare team.

- **Metric #1:** Improve our Culture of Safety Survey scores to the 75th percentile by 2018; 90th percentile by 2020.
- **Where are we now?** Most recent scores were in the 50th percentile.

- **Metric #2:** Drive down lost work days and restricted work days to 0.5 and 0.7 respectively (per 100 FTEs) by 2018.
- **Where are we now?** In FY2014, we had 1.0 lost work days and 0.6 restricted work days per 100 FTEs.

Lost and restricted workdays are days when staff cannot work because they got sick or injured on the job.

**EXTRAORDINARY TEAM**

We will be the healthcare employer of choice by attracting and retaining the most passionate and talented physicians and workforce while developing world-class leaders.

- **Metric #1:** By 2018, reach the 90th percentile in the ‘employer of choice’ ranking based on the annual employee engagement survey.
- **Where are we now?** In 2014, we scored in the 87th percentile.

**FINANCIAL HEALTH**

We will achieve financial health in order to support all that we do.

- **Metric #1:** Attain profitability at Medicare reimbursement rates by reaching breakeven (100 percent) in 2021 and profitable (96 percent) by 2025.
- **Where are we now?** In FY2013, we were at 124 percent of reimbursement.

- **Metric #2:** Achieve a 4 percent operating margin by 2020.
- **Where are we now?** Our FY2014 operating margin was 0.4 percent.

**HEALTHY COMMUNITY**

We will be a leader in making Wake County the healthiest capital county in the U.S.

- **Metric #1:** Reduce Wake County’s infant mortality rate to 5.0 deaths per 1,000 live births by 2019 and have the lowest rate of any capital county by 2025.
- **Where are we now?** In 2012, Wake County had 7.1 deaths per 1,000 live births and ranked 18th among capital counties.

While there are many ways to measure the health of our community, infant mortality was chosen as a metric because it represents an area where WakeMed’s strength in women’s & children’s services has an opportunity to make a serious impact.

- **Metric #2:** By 2025, achieve “Best Overall Capital County Ranking” using Robert Wood Johnson methodology.
- **Where are we now?** Wake County is fourth in Health Outcomes and seventh in Health Factors.

**WAKE WAY**

We will demonstrate the Wake Way in everything we do.

- **Metric #1:** Improve patient satisfaction scores on “Willingness to Recommend” question in PRC survey to 80th percentile by 2018; 90th percentile by 2022.
- **Where are we now?** Our FY2013 scores were around the 79th percentile.

**INNOVATION**

We will be a leader in innovation to achieve transformative improvements in health and healthcare.

- **Metric #1:** Implement chartered quality initiatives in 20 percent of WakeMed departments by 2016, 90 percent by 2019.
- **Where are we now?** One department has a chartered quality initiative underway.

- **Metric #2:** Increase our HIMSS analytics rating to stage 7 by 2020.
- **Where are we now?** In 2012 we were at stage 5.

**PREFERRED PARTNER**

We will be the preferred partner for physicians and other providers seeking the best value for our patients and community.

- **Metric #1:** Increase the proportion of Wake County region physicians’ total revenue referred to WakeMed by 1 percentage point annually for the next 10 years.
- **Where are we now?** In December 2013, 28 percent was referred to WakeMed.

**ETHICS & STANDARDS**

We will demonstrate the highest ethical standards of integrity and corporate conduct.

- **Metric #1:** Improve our ethical employer score on the employee engagement survey by 1 percent annually for the next five years.
- **Where are we now?** In 2014, we had an average rating of 77.07.
WakeWell Rewards encourages and provides incentives for WakeMed employees who take steps toward a healthier life. WakeWell Rewards is designed to build a culture of health by providing an annual ‘snapshot’ of your health status and connecting you with resources that are available to improve it.

WakeWell Rewards criteria for 2015 will look very familiar! Participants who earn 120 points (see chart below) have the opportunity to earn up to $500 toward out-of-pocket medical costs in 2016. Individuals who fall short of 120 points can make up the difference by completing an alternate standard.

With questions, contact Bob Nelson (Wellness) at 919-350-6903 or bonelson@wakemed.org.
WakeMed Physician Practices Names Two Mid-level Directors

As we work to implement a senior leadership structure for our mid-level providers, we are pleased to announce two additional mid-level directors.

Ally Maury, ANP-C, (far left), has been named director of mid-levels for the hospital service line. Maury has worked with the WPP – Intensivists team since 2013 and previously worked with Triangle Medical Professionals. Maury earned a master’s degree in nursing from East Carolina University and a bachelor’s degree in biology from UNC – Chapel Hill.

Nancy White, FNP, (above right), will be the director of mid-levels for the women’s and children’s service line. White, who has more than 30 years of experience and joined WakeMed in 1999, currently works with WPP – Neonatology. She holds a bachelor’s degree in nursing from Winston-Salem State University and is a graduate of the East Carolina University Nursing Practitioner Program.

Welcome New Physicians

Scott Lisskin, MD
WPP – Urology
(Cary Office)

Ian Villanueva, MD
WPP – General Surgery
(Cary Office)

Welcome New Mid-levels

Scott Edelstein, PA
WPP – Cardiothoracic Surgery

Mathew Kurian, PA
WPP – Internal Medicine (Holy Hill)

Reggie Madden, NP
WPP – Mid-level Program (Cardiology)

Joseph Madlhus, PA
WPP – Mid-level Program (Cardiology)

WPP – Urology
New office location in Cary!

218 Asheville Avenue
Suite 10
Cary, NC 27518
Office: 919-576-2330

WakeMed Welcomes New Employee Health Provider

WakeMed recently welcomed Page High, RN, MSN, FNP-C, back to the WPP – Employee Health team as the full-time provider at the clinic located on Raleigh Campus. High was the Employee Health provider from 2009 to 2012 and returns to this role after spending several years in the WPP – Midlevel Program. WPP – Employee Health provides primary care and urgent care services to WakeMed employees and their immediate family members. The clinic is located in the Andrews Center and is open daily from 7 am to 3 pm; walk-ins welcome, appointments preferred.

Karen Bash Named Medical Director, OB Hospitals – North Hospital

Karen Bash, MD, has been named medical director of OB Hospitalists for WakeMed North Women’s Hospital. In this role, Dr. Bash will oversee the OB Hospitalist team as they work closely with community physicians to provide a seamless continuum of care for patients. Dr. Bash has more than 30 years of experience in obstetrics and gynecology practice and teaching. She is the immediate past-president of the Raleigh Campus Medical Staff and serves on several WakeMed committees.

COMINGS & GOINGS

Pharmacy – Cary Hospital sends best wishes to Amy Northup as she retires after 36 years at WakeMed. OneCall wishes Margie Wargo all the best in retirement as she leaves WakeMed after 23 years. Clinical Administrators bid a fond farewell to Angela Weiner, who is relocating to Miami, Fl., with her family. The department also welcomes Tammy Collie, RN; Erica Harkey, RN; and Lauren Smith, RN.

6A LVIC welcomes Jennifer Sweeney, RN; Melissa Christian, RN; Jessica Kessler, RN; Harold Hadlock, NAI; and Kendyll Williams, NAI.

6C Medicine welcomes Rachel Rafferty, RN; Hanna Reid, RN; Samantha Arzberger, RN; Alicia Fettes, RN; Alysha Smith, NAI; Abril Maya, NAI; Mona Davis, NAI; and Charleem Blount, NA.

Case Management welcomes Diane Christian, MSW; Nick Conde-Dudding, MSW; Will Oakes, MSW; Lois McAlpine, MSW; Sherry Henderson, MSW; Jasmin Galloway and Lisa Flowers.

WPP – ENT – Head & Neck Surgery welcomes Anomis Dula to the Garner office and Robin Jones to the North Healthplex.

OneCall welcomes Gwen Bishop, RN, and Bethany Fox, RN, and wishes Nikki Johnson well as she transitions to Human Resources.

Pharmacy – Raleigh Campus welcomes Christina Musheno.

2 West ICU – Cary Hospital welcomes Kelly Moore, RN. Administration welcomes Nancy Romero. WPP – Garner Primary Care welcomes Shameen Allen to the team.

Case Management welcomes Dianne Higgins, RN; Theresa Stevens, RN; Debra Tyson, RN; and Rachel Wells, RN.

CTICU welcomes Jewelli Wetherell, RN, and Paulette Sweet, RN.

GIU thanks Julie Gattis, RN, and Lisa Tuck, RN, for their service and wishes them luck in their new endeavors. The department also welcomes Anne Valentine, RN.

Brier Creek Healthplex welcomes Jessica Carter; Amy Gira, NAI; Andrea Charkow, RN; Christina Kholohayev, RN; and Cheryl Hanzer, NAI.

Pathology – Cary Hospital welcomes Isaac Anas-Antoh, Sandra Sheppard, Dell Pettiford, Samantha Wells and Sabrina Rogers.

Welcome New Medical Staff Officers

Congratulations to our newly-elected Medical Staff Officers.

Raleigh Campus
President: J. Duncan Phillips, MD
President-Elect: Michael Weinstein, MD
Immediate Past President: Karen Bash, MD
Raleigh Medical Staff Quality Improvement Committee:
- Chair: Osi Udohwu, MD
- Vice Chair: PJ Hamilton, MD

Members-at-Large:
- John Wetten, MD
- Brian Go, MD
- Lisa Roberts, MD

Cary Hospital
President: Paul Haugan, MD
President-Elect: Gay Gooden, MD
Immediate Past President: Christopher Fleming, MD
Cary Medical Staff Quality Improvement Committee Chair: Gay Gooden, MD
Members-at-Large:
- Richard Daw, MD
- Susan Crittenfeld, MD

ADDITIONS & ATTACHMENTS

Joyce Pemberton, RN, (MICU) welcomed daughter Kamilah Mialis on Sept. 24.

Rebecca Craft (Emergency Department) welcomed daughter Matthew Craft welcomed daughter, Katiloye Craft on Dec. 1.

Jennifer Vargas, RN, (Emergency Department – Apex Healthplex) and Chris Dye (Mobile Critical Care Services) welcomed a daughter on Dec. 10.

Corby Dominguez (ED Registration – North Healthplex) and wife Lillian Nopal welcomed a son Fernando Dominguez-Nopal on Dec. 20.

Odile Gould (Heart Center Inn) and husband Rodrick welcomed son Gabriel on Dec. 29.

Amy Ziebart, RN, (Women’s Pavilion & Birthplace – Cary Hospital) welcomed son Oliver on Dec. 6.

Corby Dominguez (ED Registration – North Healthplex) and wife Lillian Nopal welcomed a son Fernando Dominguez-Nopal on Dec. 20.

Odile Gould (Heart Center Inn) and husband Rodrick welcomed son Gabriel on Dec. 29.

Amy Ziebart, RN, (Women’s Pavilion & Birthplace – Cary Hospital) welcomed son Oliver.

In Memoriam
Thelma Parsons, who retired from WakeMed in 1983, passed away on Jan. 11. Parsons was the supervisor of the obstetric nursing when Wake Memorial Hospital opened and made many contributions to WakeMed.
WakeMed honored the 2014 holiday season with participation in community events and parades, our annual Love Light and Trim the Tree with Twinkle events and, above all, opportunities to assist those who are less fortunate. Many departments came together to collect toys and food for community families in need, and, as a system, WakeMed supported Backpack Buddies, a program of the Inter-Faith Food Shuttle designed to help children have regular access to nutritious food on the weekends.

Above: For the second year, staff on 3B CVSIC volunteered to cook breakfast for women and children at the Salvation Army Center of Hope in Raleigh this holiday season. The team also filled Christmas stockings for children in need.

Below: Staff from Accounts Payable, Corporate Accounting, Payroll, Financial Planning, and AHEC joined together to improve community health by donating blanket bundles of food to the Raleigh Rescue Mission. The group collected 12 blankets filled with over 240 food items!

Carolina Cardiology staff celebrated the holidays and December birthdays with a special lunch.

Staff at North Healthplex Emergency Department got in the holiday spirit thanks to some festive headwear and scrub shirts.

Left: The WakeMed Foundation Holiday Toy Drive collected over 53 separate donations of toys for Children’s Hospital patients. Thank you to everyone who donated!

Right: Human Resources celebrated the season with a special lunch and white elephant gift exchange.

Melody Wallace and Lisa Sullivan (both of Construction & Design) visited with Mrs. Claus at Trim the Tree with Twinkle.
West Paul, MD, PhD, wasn’t sure that he wanted to be a physician until quite some time after he’d completed his medical degree. As a zoology student at Duke University, he worked as a lab technician, washing dishes at a research facility for two years. He enjoyed the environment and went on to earn a doctorate in pharmacology and a medical degree from the Brody School of Medicine at East Carolina University. After graduation, he began an academic research career in earnest, moving to New Jersey and conducting research in Alzheimer’s disease. However, it wasn’t long before he changed gears and began practicing as a physician. “I enjoyed the research, but I was really drawn to patient care. I love having the ability to work with people, and even now, that’s one of the best parts of my job,” he says. He completed his residency at the Mayo Clinic in Jacksonville, Fla., and continued there for the next 20 years, eventually becoming medical director of quality. In 2013, he joined WakeMed as vice president and chief quality officer.

“As chief quality officer, the main thing I want everyone to understand is this: quality is everyone’s job. No matter what department you work in or what job you do, it’s up to all of us to take the best care of patients every day and continually strive to improve how we do that,” he says. As part of this goal, he is always looking for ways WakeMed can improve the quality of the care we provide, which he says will come through risk management, service excellence and performance improvement initiatives. He will be closely involved in the Wake Way to Excellence, the new process improvement initiative WakeMed is embarking on as part of our new strategic plan.

In addition to his work in quality and patient safety system-wide, Dr. Paul spends about 20 percent of his time at WakeMed providing patient care and teaching with the hospitalist team. Having that time with patients is very important to Dr. Paul, both as a physician and as an executive. “As a working physician, I’m able to be more engaged and clued in to what’s happening in clinical areas. That time also provides me with opportunities to interact with staff regularly. As a faculty, I’m still working hard to get to know people across the system,” he says.

Coming to WakeMed after two decades at another organization, the culture of WakeMed immediately stood out to Dr. Paul. “The culture here is extremely collegial, with a deeply engrained culture of doing what is best for patients, and that’s something to be proud of,” he says. As a leader, Dr. Paul values open communication and individuals who speak up when they see things that are not right and take the initiative to make improvements. He has always found working in health care to be rewarding, but also challenging, especially when it comes to time. “Building meaningful relationships with patients is incredibly important, but finding the time to do that can be difficult,” he says.

For Dr. Paul, coming back to Raleigh was something like coming home, though he admits a lot has changed since he lived in the Triangle during college. He grew up in Ayden, N.C., and met his wife Sheri down the road in Greenville while in high school. The two have been married for 30 years and have two sons; one is a junior in Ayden, N.C., and met his wife Sheri down the road in Greenville while in high school. The two have been married for 30 years and have two sons; one is a junior at East Carolina University and the other is a senior in high school. Dr. Paul enjoys visiting the beach and was an avid sailor when he lived closer to the water. Now that he’s settled back in the Triangle, however, he’s looking forward to picking back up with a hobby he learned as a child: target archery.
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, or write Microscope, WakeMed Public Relations Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor
WakeMed Employees, Photos

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FEB. IS HEART MONTH!

Wear Your Red on February 6!
Wear your best reds on Friday, February 6, because it’s National Wear Red Day in support of the many women in our community who are fighting heart disease. By wearing red and reminding others to wear red, you can show your support for the men and women at WakeMed who provide compassionate care and service to our heart patients and their families.

Go Red Day at Crabtree Valley Mall
Saturday, February 7, 1 to 3 pm
Come out to Crabtree Valley Mall on Saturday, February 7, from 1 to 3 pm as WakeMed celebrates Go Red in the community with the American Heart Association. Free health screenings and fun activities will be featured.

Love Your Heart
February 1 – 14
Cameron Village and WakeMed Heart Center are partnering to increase awareness among women about heart disease. Bring your same-day receipts totaling $250 or more to participating Bailey’s Fine Jewelry, Haylen’s Boutique, or Parlor Blow Dry Bar to receive a heartfelt gift and a certificate for a free total & HDL cholesterol test and blood pressure check from WakeMed. Pick up a heart healthy information card from participating stores or visit www.wakemed.org.

Flu Update: Visitation Restrictions in Effect

To protect our patients, visitors and staff from illness, the following visitation rules are currently in effect at all WakeMed facilities:

- No children under the age of 12 are allowed to visit patient care areas.
- Visitors with fever, vomiting, diarrhea, cold or flu-like symptoms will not be permitted.
- Each patient should only have one to two visitors at a time.

Please do your part to help enforce the new visitation rules by respectfully explaining that the restrictions have been created to help protect our patients, visitors and staff from illness. We base visitation restriction decisions on Centers for Disease Control and Prevention guidelines and will continue to monitor and make decisions on a week-to-week basis.

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.

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**CALENDAR OF EVENTS**

First Uniform Sale
Wednesday, Feb. 25, 7 am to 4 pm
Andrews Center

Healing Touch
Weekly Community Clinic: First Monday of every month from 6:30 to 8 pm; Cary Hospital Conference Center, Room A
Healing Touch for Babies: Feb. 21 & 22; cost: $350 ($25 discount for WakeMed employees) Cary Hospital Conference Center Register online at www.HealingTouchforBabies.com. For more information contact Diane Cox at DCox@wakemed.org.

Nursing Education
CPR Blitz – Thursday, Feb. 26
“Check-off only” any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30pm to 4:30 pm; and 7:30pm to 10:30 pm. See Learning Link (NEAHA23 & NEAHA24).

Wake AHEC
Advances in Orthopaedics: An Update for the Primary Care Provider – Feb. 7, Andrews Center
Sure Bet Two: What To Do About Problem Gambling – Feb. 10-11, Anna L. AHEC, Rocky Mount, NC
Comprehensive Coding Using ICD-10-CM for the Physician’s Office – Feb. 17, Andrews Center
Intraoral Radiography for the Office Trained Dental Assistant – March 3 – May 2, Tuesdays & Saturdays, Andrews Center
Save the date! Perinatal Symposium: Strengthening the Patchwork of Perinatal Care – March 6, Johnston Medical Mall, Smithfield, NC
Understanding and Treating Individuals with Autism Spectrum Disorder and Co-Morbid Anxiety – March 6, Jane S. McKimmon Center, Raleigh, NC

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- Visitors with fever, vomiting, diarrhea, cold or flu-like symptoms will not be permitted.
- Each patient should only have one to two visitors at a time.

Please do your part to help enforce the new visitation rules by respectfully explaining that the restrictions have been created to help protect our patients, visitors and staff from illness. We base visitation restriction decisions on Centers for Disease Control and Prevention guidelines and will continue to monitor and make decisions on a week-to-week basis.

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.

**CALENDAR OF EVENTS**

First Uniform Sale
Wednesday, Feb. 25, 7 am to 4 pm
Andrews Center

Healing Touch
Weekly Community Clinic: First Monday of every month from 6:30 to 8 pm; Cary Hospital Conference Center, Room A
Healing Touch for Babies: Feb. 21 & 22; cost: $350 ($25 discount for WakeMed employees) Cary Hospital Conference Center Register online at www.HealingTouchforBabies.com. For more information contact Diane Cox at DCox@wakemed.org.

Nursing Education
CPR Blitz – Thursday, Feb. 26
“Check-off only” any time between 8:30 am and 8 pm. Classes held from 9:30 am to 12:30 pm; 1:30pm to 4:30 pm; and 7:30pm to 10:30 pm. See Learning Link (NEAHA23 & NEAHA24).

Wake AHEC
Advances in Orthopaedics: An Update for the Primary Care Provider – Feb. 7, Andrews Center
Sure Bet Two: What To Do About Problem Gambling – Feb. 10-11, Anna L. AHEC, Rocky Mount, NC
Comprehensive Coding Using ICD-10-CM for the Physician’s Office – Feb. 17, Andrews Center
Intraoral Radiography for the Office Trained Dental Assistant – March 3 – May 2, Tuesdays & Saturdays, Andrews Center
Save the date! Perinatal Symposium: Strengthening the Patchwork of Perinatal Care – March 6, Johnston Medical Mall, Smithfield, NC
Understanding and Treating Individuals with Autism Spectrum Disorder and Co-Morbid Anxiety – March 6, Jane S. McKimmon Center, Raleigh, NC

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