

# MICROSCOPE

NEWS FOR EMPLOYEES AND FRIENDS OF WAKEMED

SPECIAL EDITION



## PYRAMID Society

2019 AWARDS

WakeMed 

### Culture of Safety

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

#### CANDICE ALFORD, RN

2 East Medicine – Cary Hospital



As a leader, Candice's team trusts and respects her. She facilitates a culture of respect and never asks her team to do anything she's not willing to do herself. Rounding every day on her unit's patients, she's committed to ensuring the

physical and emotional needs of the patients are always met. Focused on patient safety, she developed a falls reduction plan around purposeful toileting that has led to significant reductions in patient falls. Candice also serves as a facilitator for the Communication in Healthcare course.

#### MOLLY FLYNN

Pharmacy – Raleigh Campus

Molly is a dependable member of the pharmacy team who consistently values her patients' needs above her own. She has taken it upon herself to serve as an educator for her nursing and provider colleagues on 6A. She provides information about new clinical and logistical initiatives as well as regular Pharmacy Facts. This provides a fun and collaborative way to share information about everything from the influenza vaccine to the proper procedure for handling the extravasation of intravenous medications. Her efforts have helped improve understanding among clinicians regarding these medication-related situations and help prepare them to handle similar situations in the future. Molly also takes time to thoroughly review patient medication lists and provide education before discharge, ensuring patients receive clear instructions and all the resources they need with regards to medications.

#### TINA JOHNSON, RN

Emergency Department – Cary Hospital



Tina is a patient safety and performance improvement champion in so many areas. From her efforts to reduce falls in the ED to her tireless work on the systemwide sepsis committee, or focus on clinical results

documentation, she is always looking to improve performance on the unit. Her falls prevention initiative helped reduce falls from 2-4 per month to just four in six months! Similarly, her attention to sepsis bundle compliance led to significantly less sepsis fallouts. As a supervisor/educator, she has an open door policy, promotes transparency, admits mistakes and uses any errors as a learning opportunity to improve.

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

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

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

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

#### OMAR SAIDYKHAN

3C Rehab Nursing



Patients who have the benefit of being assigned to Omar never have to use their call bells because he is proactive and attentive to their needs. Omar helps prevent UTIs and pressure ulcers by adhering to protocols and going above and beyond. He is known for making lists of improvement ideas and sharing those suggestions with leadership. In one instance, he developed an innovative way to transfer a patient using the Hoyer lift – taking that patient's unique injuries into consideration. He created a handout with photos for other care team members to ensure the patient was transported safely each and every time.

#### STEPHANIE SCHLAKE, RN

3B CVSIC



Stephanie has a passion for teamwork and her positive energy encourages others. She serves on both the Nursing Staff Quality Improvement (NSQI) Committee and Peer Review team and is always striving to learn something

new. Her work with Peer Review has helped her teammates understand that it's not a punitive process, but a way for staff to be the best they can be for our patients. Stephanie demonstrates the importance of delving into a patient's chart to determine what could have been done differently to get a better outcome. She is known for going the extra mile for her patients.



### Preferred Partner

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

#### NIK DELLARocca

Women's Pavilion &amp; Birthplace – North Hospital

Nik never passes a room with a call light on because she knows every WakeMed patient is her responsibility. Patients remember Nik for her gentle, soft-spoken and serving nature. She never rushes and takes extra good care of her patients – whether it's offering a shampoo or a listening ear. Leadership rounds and safety rounding reiterate her exceptional performance and adherence to policies – protocols are always in place on Nik's patients. She frequently precepts new employees and has been referred to as a "true angel on earth."



### Extraordinary Team

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

#### TORRIAN ADAMS

Heart &amp; Vascular - Cardiology



As a medical assistant working in a very busy cardiology practice, Torrian regularly steps up to take on additional responsibilities, while managing her core job functions, too. She gets patients scheduled for

cardiac testing, and keeps them informed and educated every step of the way. When the team needed extra support to handle scheduling for advanced rhythm procedures, she volunteered to take that on – which required learning all new terminology. She kept things moving without missing a beat. Her positive, willing attitude makes her office a great place to work – and her attention to patient communication contributes to great patient satisfaction scores.

#### THERESA AMERSON, MD

Primary Care



Dr. Amerson is known first and foremost as an exceptional primary care doctor whose patients adore her. She encourages and challenges her patients to set small, achievable goals that can lead to lifelong better health.

When a patient gets off track or doesn't follow her plan of care, she doesn't lecture but instead, encourages them to keep going. Her patients never feel rushed – and in just a 10-minute visit, she listens carefully and helps patients make significant strides toward better health. In addition to her primary care leadership responsibilities, Dr. Amerson teaches WakeMed's Communication in Healthcare course – which helps impact and enhance patient care throughout the system.

#### NDIDI AZIKIWE, MD

Surgery &amp; Trauma



Dr. Azikiwe is known for her calming personality even during emergencies – a true asset for a trauma surgeon. She is respected by peers, nurses and her patients alike. Dr. Azikiwe's friendly, cheerful attitude makes her a great partner

in care and her compassion truly sets her apart. In one instance, she learned it was an elderly patient's birthday. She took the time to draw the patient a card, rally the staff to sign it and sing happy birthday. The patient cried tears of joy for being treated so well. Always a role model, Dr. Azikiwe also serves as a facilitator for Communication in Healthcare course.



# PYRAMID Society

## Extraordinary Team

continued

### FELICIA BELL

#### Occupational Therapy



After 26 years as a clinical aide, Felicia Bell is a wealth of knowledge, wisdom and grace. With training in numerous advanced therapy areas, Felicia assists therapy teams in the 1D gym and also helps train new aides. Staff know

they will have all the supplies and equipment needed to deliver therapy because Felicia makes sure of it. With a smile on her face every day, patients ask for her by name. She can constantly be seen going above and beyond to keep patients calm and comfortable during therapy – and even was the first to respond to a Code Blue while on her lunch break.

### HOLLIE BOSWELL

#### Invasive Cardiology



Known as the voice of reason during times of high stress, Hollie wears many hats in the Heart Center. While she leads invasive cardiology, she's also been supporting the non-invasive cardiology team on an interim basis – in

addition to her role as the Epic Cupid Champion and a Communication in Healthcare training facilitator. Even with a heavy workload, Hollie supports those around her. Focused on performance improvement and best practice standards, Hollie works closely with cardiology providers to explain changes reflecting evidence-based guidelines. Her keen insight on what makes the cath lab function well and her selfless attitude set her apart.

### JOSEPH BURKE, RN

#### Medical ICU



Joseph is the ultimate team player. He is often seen encouraging his coworkers or asking how he can help. Joseph frequently covers patient care duties while his colleagues are eating lunch or taking a break. He is revered on the unit as a source of honest feedback and knowledge and always represents WakeMed in the highest regard. Patients appreciate that he is an active listener and providers value the strong relationships he builds.

### ASHLEY COX

#### Surgery & Trauma



A dynamic team player, Ashley supports the Surgery team and her patients alike – treating patients, families and coworkers with dignity and respect. She's the “go-to” resource for clinical issues and she works tirelessly to

support multiple office locations. In one instance, she went above and beyond to support a patient with a very complex health history who wanted a second opinion. After working diligently to collect all medical records, she facilitated a difficult referral process to ensure the patient got the care they needed.

### PEGGY DUNSTON

#### Environmental Services – Raleigh Campus



Peggy is a warm, welcoming face on 4C – Mother/Baby – always ensuring the unit and patient rooms are clean and tidy. She spends time with patients to make their stay more enjoyable – and is frequently recognized

during nurse leader rounding. Her keen ability to recognize patient's needs led her to connect personally with a patient who had experience fetal loss. Peggy not only provided a listening ear, she took the time to bring flowers. This is just one example of the many lasting impressions Peggy leaves on the patients of 4C – Mother/Baby.

### TRACI FOX

#### Physical Therapy



As manager of Acute Rehab, Traci is an advocate for both her patients and her staff. She leads with her heart and is well-respected by her team. Traci understands that engaged and happy staff members lead to better

care and patient outcomes. She always makes time for her staff and strives to represent fairness and equity at all times. Staff members receive handwritten notes and cards – she makes her team feel important every day. When her team is short-staffed, Traci steps in to provide direct patient care to help keep things moving – all while balancing her many leadership responsibilities.

### MARIA GARCIA

#### Physical Therapy



Maria is a physical therapist who works tirelessly for her patients – both during therapy and after they've left. She petitions insurance companies to be sure patients have the equipment they need after

discharge. Patients often return to thank her after they've finished therapy – or to request her for future therapies. She is described as honest, kind and empathetic – someone who's always willing to assist her co-workers. Maria can often be found teaching an in-service to help staff understand the unique nature of spinal cord injuries, or presenting at a nursing education series to share her knowledge.

### LORI GUPTON

#### Occupational Therapy



Lori is well-known around the Raleigh Campus – she has a big, welcoming smile that some say makes WakeMed a brighter place. The unwavering respect of her team is apparent through their many comments. “This is the best

job I've ever had because of Lori.” Another says “She's the best supervisor I've ever had.” She's revered for being open and honest, a great communicator and a constant encourager. Dedicated to WakeMed, her patients and her team, she goes above and beyond to care for those around her. One shared a heartwarming example of an employee's personal tragedy where Lori ensured the coworker was well-cared for and supported through a very difficult time.

### CHRISTINA GUZMAN, RN

#### Children's Emergency Department



Christina is committed to the Wake Way 2 Excellence and is commonly working on numerous performance improvement projects at a time. Whether it's her work on systemwide committees, her interdepartmental collaboration to improve

flow between the Children's ED and the Children's Hospital, or her work on poster presentations for regional and national nursing conferences, her efforts make a difference in the lives of patients. Her contributions have helped decrease admitted patient wait times and improve overall lab turnaround times in the Children's ED. She's a role model for her peers and precepts new staff. Christina's professionalism and enthusiasm encourages others to get engaged and involved.

### KIM HALES, RN

#### Children's Emergency Department



Kim is recognized by coworkers as an outstanding team member who can make their day, every day. Her positive attitude and enthusiasm makes her the perfect preceptor for new staff – a role where she takes the time to provide

constructive feedback while also being a cheerleader to help new nurses grow their skills. As a certified sexual assault nurse examiner, she has collaborated with SafeChild to follow up on high-risk patients and ensure best practices are always followed. Patients and families mention Kim by name and appreciate her diligence. She serves as chair of the department's social committee and works as charge nurse.

### SHARON HEWETT

#### 3C Rehab Nursing



Referred to as the “guiding light at the front desk” of 3C Rehab, Sharon exemplifies the Wake Way. As the clinical secretary and nurse aide for the unit, she greets visitors with a smile and walks them to their destination. If a call

light goes on, Sharon responds. She may be seen handing out meal trays or cleaning rooms to help the team. Committed to excellence, Sharon has identified ways to reduce linen waste and stepped up to help with the unit's Optiflex scanning compliance. She compiles patient feedback from discharge interviews to make 3C a positive environment for all patients.

### DALE HILL

#### Regional Trauma Program



Dale is the ultimate professional who never wavers in his honesty, ethics or commitment to doing the right thing for WakeMed and the community. His role as regional trauma coordinator is of critical

importance and he is well-respected throughout WakeMed, the region and the state through his work with hospital staff, EMS first responders and the North Carolina Office of Emergency Management. In addition to these critical roles, Dale oversees the Medical Simulation Center where he led his team through the transition from LearningLink to WakeMedU. He supports not only those teammates who report to him but serves as a sounding board for his leadership team.

### RENEE HOYLE-THAKER

#### Pathology Labs



As manager of Pathology Labs, Renee is known as the cheerleader of the department – organizing events such as Lab Week recognition and the Heart Walk. She is committed to performance improvement and has made significant

strides in improving lab safety and reducing turnaround times. During months of being understaffed, Renee maintained high employee morale all while avoiding the use of overtime whenever possible. She's known for her out-of-the-box thinking – which led to a redesign of lab space for greater efficiency. Renee is known as an excellent communicator who maintains high standards for herself and her team.

### SUE HUTTER, RN

#### 6B Acute Neuro Care



Sue takes pride in her work and colleagues say it's an honor to have her on the team. She is tenacious in getting her patients the services they need. Whether it's a follow-up appointment or consult, Sue doesn't stop until her

patients are well taken of. As a strong patient advocate, she spends time poring through medical records to get her facts straight and always questions if something doesn't look quite right. Neurocare is an intense field – Sue is careful, cautious and observant – which is just what our fragile patients need in a nurse.

# Thank you!

**A special thanks to our 2019 Pyramid Society Award committee members:**

**Abbie Williamson**, Pharmacy; **Jill Whade**, Nursing Administration; **Erin Koontz**, Pharmacy; **Oral Wise**, Ambulatory & Support Services; **Brigit Piercy**, 5C Medicine; **Janis McLaughlin**, Outpatient Rehab; **Andrea Jarrell**, Pathology; **Pam Baden**, Mobile Critical Care Services; **Jaime Karp**, Emergency Communications; **Kim Willis**, Heart Center Administration; **Jennifer Lee**, WakeMed Physician Practices Administration; **Sabrina Jones**, 1C Clinical Evaluation Area.



# Exceptional People. Exceptional Care.

## DANA JOHNSON

### Pediatric Endocrinology



Dana is well-known throughout the system for her commitment to the WW2E and Kaizen work. She commits to performance improvement while balancing her practice management role – and is always there when

her team needs her. Dana is a role model and serves as a go-to resource throughout WakeMed Physician Practices – because she loves her job and it shows. Her staff describes her as approachable, honest and hard-working. In addition, when she was recently tapped to help get a new clinic set up in another service line, she stepped up to take on the challenge with a smile.

## MATHILDE KUBIC, CNS

### Clinical Nursing Resource Services



Mathilde is a Clinical Nurse Specialist who is focused on supporting pulmonary and geriatric patients throughout the system. Known for her expert clinical knowledge, Mathilde mentors new nurse leaders, encouraging

them to take on new roles and leadership responsibilities. Mathilde builds trust and takes time to get to know those around her. Among the many, many initiatives she has led or supported include the 5C mobility project, reduction in CLABSIs and sacral skin pressure ulcers, minimizing improper blood culture collection techniques and more. She leads the Geriatric Care and Tracheostomy Committees and is known for her exceptional communication skills.

## KIM LEACH

### Pharmacy – Cary Hospital



Kim is patient and kind and spends a great deal of time training new staff and students, providing extra support whenever and wherever needed. She treats coworkers with respect and is eager to assist by stepping in when

short-staffed, assisting with buyer duties on the weekends to ensure orders are placed with distributors. She ensures medications don't get wasted by letting leadership know when and if par levels need to be adjusted to avoid drugs expiring before use. An effective communicator, Kim asks relevant questions, thinks outside the box and relates problems or opportunities to management.

## CAROLYN MARTIN, RN

### 1A Clinical Evaluation Area



As a night-shift charge nurse, Carolyn upholds best practices, advocates for her patient's needs and is always accountable. She promotes and embraces change and serves as a positive role model among her team. Carolyn makes

her patients feel at home and treats them like family. She's often found decorating the unit as seasons change to keep things feeling festive for patients and staff. To promote teamwork and a sense of community, Carolyn worked with Case Management to coordinate a fundraiser for a family in the community who had lost everything. Her empathetic, kind heart promotes positivity and teamwork.

## ALBERTO MARTINEZ CRUZ

### Environmental Services – Raleigh Campus



As a former EVS technician who was promoted to the department's administrative assistant, Alberto supports the team in so many ways. Whether he's assisting with the transition to a new chemical cleaning process,

helping with training and auditing or stepping in to support the team by monitoring the discharge board to ensure patient's needs are met, Alberto can be counted on to lend a hand. His attention to detail and smiling, friendly demeanor make him a memorable part of the team. He's open and honest and always willing to admit if he makes a mistake – working quickly to address it head on.

## INDIA MASON, RN

### 3C Rehab Nursing



India knows her patients are individuals and treats each one as if they're her only patient. She is an excellent time manager and her efficiency allows her to support the rest of the team when they need help. Praised by numerous

nurse techs as their favorite nurse, she always pitches in with whatever is needed. Case managers have noted how prepared she is in interdisciplinary team conferences. India defines excellence in nursing care, is focused on positive outcomes and works diligently to keep her patients safe. Her humble commitment to doing the right thing contributes to the overall spirit of teamwork on the unit.

## CAITLIN MASTERS

### Speech Therapy



Recognized as “unfailingly delightful,” Caitlin is an exceptional teammate and co-worker. She is focused on her patients, spending extra time to get to know them and embracing them as part of the care team. Her positive energy,

infectious laughter and drive to help others is a gift to her colleagues. Caitlin goes above and beyond to connect with patients – creating visuals in their rooms of personal photos and other items of value to motivate them. When patients make progress, they know Caitlin is genuinely celebrating with them.

## MARTHA MIDGETTE

### WakeMed Foundation



Martha's work to promote education, certification and skills development through her work with The WakeMed Foundation makes a significant impact on patients, families, employees and the

community. She helps ensure employees are aware of funding opportunities and generates awareness for the philanthropic support provided by the Foundation. She went above and beyond to restructure the entire process for the Foundation's skills scholarships and grant application, review and funding process – and even presented to the senior executive team to help establish policies and procedures for funding requests. She is recognized for being professional, energetic and a pleasure to work with.

## JANET MURDOCH

### Human Resources



As a business analyst in Human Resources, much of Janet's job is technical, but that doesn't keep her from connecting with people and ensuring the work she does translates into information that is understandable for

employees at all levels. While Janet has the answer to most questions, if she doesn't – she'll point you in the right direction so you get the information you need. Last year, she worked tirelessly to build the entire HR and Employee Benefits sections of the new WakeMed intranet, MyWakeMed – making it easier than ever for employees to stay informed and aware of critical benefits programs, policies and information related to HR.

## NICKI NEWSOME, RN

### Labor & Delivery – Raleigh Campus



Nicki is the kind of nurse you want on your team – she sets the tone on the unit by pitching in where needed without being asked. She is co-chair of her unit council and a member of the Perinatal Loss Committee where

she's inspired a group of nurses to go above and beyond to support parents who have lost a baby. She serves on the Antenatal Committee and Work/Life Committee – with each role, Nicki is professional and credits any success to the team rather than herself. Her passion for nursing is evident – Nicki even traveled to Guatemala to provide care to women and infants in poverty.

## MERRITT O'BRIEN

### Pharmacy – Raleigh Campus



With a passion for teamwork, Merritt never leaves a coworker in a tough situation just because her shift has ended. She is self-directed and gets the work done without being asked. She's been the unofficial

chemotherapy coordinator for the department for years due to her expertise and leadership. Merritt trains staff, maintains detailed monthly reports and monitors inventory. Her work on the Scheduling Committee allows her to serve as a liaison between staff and leadership – sharing valuable feedback and maintaining two-way communication. Merritt goes above and beyond to anticipate needs and resolve issues to avoid patient care delays.

## LAUREN OLIVER –

### Food & Nutrition Services – Cary Hospital

As a clinical nutrition technician, Lauren is the perfect balance of compassion and talent. She goes the extra mile to be sure patients get the meals they need for healing – all presented in an appealing manner. Special requests are no problem for Lauren – she either handles them herself or makes sure it gets done. When Lauren doesn't know something, she seeks out the answer and shares the information with the entire diet office. A born leader and team player, front-line staff often ask Lauren for advice, and leadership trusts her to provide safe meals for patients.

## STEPHANIE PARNELL

### Information Services



Stephanie continually exemplifies the Wake Way in every single way. If she sees someone without a smile, she works hard to give them hers. She is a team player who is always willing to lend a helping hand and happily helps

educate new employees. Stephanie is unfailingly patient as she helps customers through different experiences. You can trust that Stephanie will do everything she can to resolve issues. On the rare occasion when she is unable to resolve an issue, she connects customers with someone who can – and follows up to make sure their needs were met in a timely manner.

## PAM PARRISH, RN

### Information Services



Representing the Wake Way through and through, Pam is honest and trustworthy in word and deed. In addition to her demanding job, Pam is an active participant on the Human Resources

Management Advisory Council, the Foundation's Skills Scholarship Committee and the North Carolina Epic User Group Steering Board. As a former nurse and natural leader, Pam knows patients and families come first and recognizes the positive impact that technology can have on our patients' health. She has been instrumental in many initiatives including the Duke Collaborative, the Clinical & Business Systems Governance Committee, Epic Home Health Integration, Bedside, MyChart activation and much more.

## NICOLE PHILLIPS

### Physical Therapy



Trusted by her patients and co-workers alike, NiCole is an inspiring team player and patient advocate. Serving on the Quality Assurance and Performance Improvement (QAPI) Committee, NiCole strives to increase

productivity and effectiveness of the department. NiCole doesn't have the solution, she volunteers to find one. Her work with developing a process for communicating with Neurosurgery using RapidConnect is helping improve patient care. Her patients trust her and comply with therapy because NiCole listens to their concerns and encourages goal-setting together.

## BRIGIT PIERCY, RN

### 5C Medicine



As manager of 5C, Brigit is a strong and flexible leader who is adored by her team. Many team members who hadn't planned to work in Medical/Surgical nursing for more than a year remain by her side due to the strong team of

empowered, engaged nurses she has built. Recognized for her excellent communication, and gentle and compassionate manner, Brigit can be found sitting with a patient who is crying and overwhelmed or helping a coworker through a difficult day. She leads by example and facilitates teamwork and open communication without being punitive.



# PYRAMID Society

## KELLY RADFORD, RN

Acute Care Nursing Services – Cary Hospital



Kelly is an exceptional listener – always making people feel like there is nothing more important than being present. She has worked in numerous areas throughout the system and is often sought out for opinions and expert advice.

Staff know they can approach Kelly for anything as she strives to always be a fair and equitable leader. A consummate team player, Kelly can be seen responding to call bells, cleaning/turning patients, emptying the garbage, cleaning a patient room – whatever it takes to keep things running smoothly.

## MEGAN RUPERT

Pharmacy – Raleigh Campus



Megan supports her department and takes on additional duties with grace when the need arises. When her team needed an interim business manager, she stepped up. In addition to her many duties, Megan manages

Kronos for 200+ team members and serves as her department's WakeMed Foundation ambassador. As a senior financial specialist, Megan supports patients by ensuring bills are accurate and free of errors. She's known for her Epic Willow expertise and has requested expanded access so she can support the IS team and free up their time to support other clinical areas.

## DAN SANFORD

Marketing & Communications

Dan is a man of many responsibilities – for



years he served in a dual role as team leader for the Raleigh Campus Conference Center team and as an audiovisual expert for Marketing & Communications. Dan's team members respect him, and often turn to him

for sound leadership and advice through complex situations. An increased demand for in-house photography, videography and video editing keeps him busy balancing numerous high-profile projects and deadlines, which he always does with a smile and calm demeanor. He is frequently complimented on his high-quality work and professionalism and thanked for his willingness to step in and help – even when it requires additional hours and training.

## DANIEL SCHMIDT

Invasive Cardiology

Daniel is team leader for the cath lab – a



demanding role that requires top-notch skills, confidence and teamwork. He understands the expectations of the job and ensures the team fulfills their roles. Known as an expert go-to resource,

Daniel often precepts new staff and treats patients with compassion and respect. During a time of department growth, Daniel embraced new technologies and challenges, such as new procedures and robotic devices that will keep WakeMed at the forefront of cardiovascular innovation. Staff and physicians enjoy working with him and appreciate his expert knowledge of all things cath lab.

## AMY SHORT, RN

Emergency Services – Cary Hospital



Amy leads by example – setting high expectations for her team and herself. Her exceptional leadership has made a very positive impact on the department. She mentors team members, coaching and working one-on-one to

give support and share strategies. If the hospital is at capacity, Amy can be found in scrubs helping with patient care, transporting patients, moving beds – doing whatever is needed. Outside of work, Amy completed a nurse leadership fellowship program this year, in addition to serving the Cary Chamber of Commerce. She rounds on patients to ensure patient satisfaction and always makes sure her team is well-equipped with the staff and resources needed to provide the best patient care.

## CHRIS SMITH, RN

Medical ICU



As leader of two busy departments – MICU and eICU – Chris's reputation as an exceptional leader is well known throughout the system. Staff know he won't ask them to do anything he wouldn't do himself, which is why new

staff members often say they've joined his team because they've heard about the great teamwork and leadership Chris demonstrates. You're likely to see him rounding with the charge nurses every day so he can stay informed about his patients, recognize his teammates and ensure patient and family needs are always met. He attends conferences, presents at local and regional critical care nursing events and is involved in Wake Way 2 Excellence training.

## BRAD STEVENS

Facility Services



Brad takes ownership for many facilities throughout the WakeMed system and is 100% accountable to the senior leadership team, nursing, regulatory compliance and every patient who comes through our doors. As an expert in

his field, he holds himself and his team to the highest standards. If Brad says he's taking care of something, it will be handled. Whether it's a flood in the middle of the night or a Friday night power outage, Brad is there. In addition to his Raleigh Campus responsibilities, he has worked tirelessly to support Cary Hospital and North Hospital during times of transition. Colleagues and leaders from across the system appreciate his genuine concern, professionalism and respect for complying with regulatory guidelines.

## SHELDRIK STREETE, RN

Vice President, Nursing, Raleigh Campus



As leader of Surgical Services for many years, Sheldrick was routinely faced with difficult situations and patients with life-threatening injuries, but when a Raleigh Police Department officer was shot in the line

of duty and taken to WakeMed for treatment, Sheldrick stepped up like never before. Demonstrating the Wake Way to everyone involved, Sheldrick rearranged schedules for weeks to ensure the officer's family, friends and colleagues could be close to their fallen brethren by using space throughout the Surgical Services suite. The positive impact he made through his selfless leadership and willingness to support the community will not be forgotten.

## CHAD STRICKLAND

Emergency Communications



Always a helpful, friendly voice on the phone, Chad is often assisting those who are in distress or have emergent needs when calling into WakeMed's Emergency Communications call center. His calm and caring

demeanor is perfect for his role as team leader and Chad is known for leading by example. He demonstrates teamwork by training staff, making sure needed equipment is always in place, or covering shifts when there's a last-minute staffing emergency. Whether he's showing up with meals for staff during holidays or reminding the team to focus on our Aspirational Goals and the WakeMed pyramid, Chad is often the glue that keeps the team running smoothly.

## MELISSA TANT, RN

6A CVIC



Melissa is a charge nurse who wears many hats. She chairs the 6A Practice & Work Life Committee, participates in the 6A Unit Council and WakeMed Night Shift Council, and inspires others to get involved. She clearly and

professionally communicates patient care, flow and staffing issues with the clinical leadership. Melissa helps precept new staff, participates in Wake Way 2 Excellence initiatives and played an integral role in selecting unit competencies for the year. Frequently receiving kudos from patients, families and coworkers alike, Melissa is known for being committed and accountable – and stepping in to help fellow nurses with a heavy caseload.

## ROBIN TATE, RN

Emergency Department – Raleigh Campus



Robin can often be found leading the department during very busy and overwhelming times with grace. Colleagues say she has a huge and honest heart. Supporting distraught family members and children, Robin has

been seen spending extra time distracting young children whose parents are ill by giving them blankets, toys and crayons from the Children's ED to help them through a difficult time. Known as an expert in many areas, Robin is approachable by staff members who have needs or concerns. She serves as a role model, encouraging others to be compassionate and professional in every interaction.

## PRINCE YABANI, PharmD

Pharmacy – North Hospital



Prince is a familiar face across North Hospital and known as someone who is always friendly, kind and truly cares about others. He is an advocate for his team and seeks to always provide the best care for patients. Prince goes above

and beyond his work duties and willingly took on additional responsibilities during a manager transition. He took initiative to ensure that controlled substance transactions and inventory processes are documented and helped ensure safety needs and documentation of regulatory requirements were met. Always a team player, he has represented Pharmacy in daily safety huddles and other system-wide initiatives.

## Financial Health

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

## KRISTY DENNIS

Pediatric Endocrinology

As a social worker helping families navigate fears and problems associated with their child's health, Kristy demonstrates empathy and compassion at all times. She takes ownership of her work with the highest integrity and keeps the lines of communication open within the pediatric specialty clinic. Whether it's calling IS to help with a technical issue, supporting the nursing staff or office staff, Kristy is known for lending a helping hand to the team. Focused on performance improvement, Kristy has supported numerous initiatives to reduce waste – including a referral process that streamlined the process and reduced the need for printing.



# Exceptional People. Exceptional Care.

## Healthy Community

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

### NAOMI BAUER Cardiac Rehab



Naomi has helped build WakeMed's Pulmonary Rehab program from the ground up with a limited budget. She cares deeply about her patients and the program, which is evidenced by her dedication and long hours.

Her patients are smitten with her because they know she cares, and the program's outcomes are overwhelmingly positive – achieving statistically significant improvements in endurance, quality of life and shortness of breath. From Epic building to ordering equipment, to being the program's subject matter expert on clinical, insurance and regulatory concerns, Naomi takes ownership of this program.

### JANIS MCLAUGHLIN Outpatient Rehab



Janis is a servant leader – always demonstrating the Wake Way to her teams and everyone she encounters. She is approachable and honest, and her staff appreciate her open door policy and exceptional

communication skills. To support her team, Janis pitches in to provide treatment on land or in the pool – all while managing multiple departments. She holds her staff accountable and has a great ability to hire the right people and encourages each employee's desire to grow their skills to improve patient care. Janis' departments have seen immense growth due to her exceptional leadership.

## Innovation

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

### HAYLEY HARRIS, RN Children's Emergency Department



Hayley is a role model and mentor – known for her friendly and effective communication with peers, patients, families and interdisciplinary teams. As a preceptor, she takes the time to teach newer nurses on the unit.

Hayley serves as a charge nurse and promotes a safe space and approachable work environment – staff know they can go to her with any issues without fear of judgment. She supports performance improvement projects, serves as co-chair of the Clinical Operations Committee, and presents at conferences. Outside of work, Hayley and her sister co-founded Layers of Dignity, a non-profit organization that provides new clothing, resources and support to survivors of sexual assault in local emergency departments and women's advocacy centers.

### LESLIE HUMPHRIES Outpatient Rehab



Leslie is a physical therapist who goes the extra mile for patients and visitors – and is known as a great team player and collaborator. Committed to WakeMed's most clinically complex patients, Leslie has experience or has

sought out training in numerous advanced modalities including EKSO, Bioness, aquatic, vestibular, brain and spinal cord injury, concussion, aquatic and amputee therapies, and was instrumental in the development of a new aquatics program for patients with complex neurological dysfunctions. Leslie advocates for her patients, including appealing insurance companies, and some of her patients drive for an hour or more to receive therapy from her. Leslie spent hours optimizing Epic documentation for all therapists and takes time to mentor new staff.

### MARY LEWIS JAMES Occupational Therapy



Mary is an occupational therapist who is honest, genuine, humble and hard-working. Her flexible, outside-the-box thinking supports innovative training programs that help instill confidence among her colleagues. This

past year, Mary jumped right in to help meet the team's need for education on hand wound care interventions by developing interactive educational sessions that taught therapists real treatment skills in a fun and positive way. She also led an in-service to help the team use the Haiku app to access Epic from their smartphones to improve documentation efficiency. Mary never hesitates or makes excuses and is always ready to accept new challenges.

### LORI MASON Information Services



Lori exemplifies what it means to be a team player – always willing to assist any IS or operational team member with a challenge. She has an uncanny ability to translate technical speak into understandable language and always

considers the impact to patients and customers in her work. When opportunities are presented to Lori, she looks into the best way to modify the build to meet customer's needs while ensuring legal and compliance standards are followed. Lori works non-stop to find a solution and serves as the inpatient team lead with primary oversight of the Orders and OpTime applications.

### TOM MICHAEL, RN 3 West Med/Surg – Cary Hospital



Tom develops a special bond with his patients by truly listening, so they put their trust in him. He helps promote team spirit by rounding on the staff to offer assistance when he can. Tom thinks outside the box and identifies

creative ways to make tasks more efficient and productive. He spent hours developing a resource list to help nurses figure out how to reach providers after hours and a similar education sheet to help staff become familiar with the tests and procedures commonly encountered. Tom is also known to organize and label cabinets to save time and make it easier to find supplies so staff can focus on patient care.

### HEATHER MONACKY Marketing & Communications



Heather is a true leader with a can-do attitude. Providing oversight for WakeMed's digital properties, including our web site and social media assets, she led the development and launch of this year's new

WakeMed All Access App. Heather has made great progress in pushing other departments to think outside the box and get engaged in our digital engagement efforts. Always innovating and pushing to stay ahead of the curve, she has helped improve our online reputation through a focus on patient reviews. Her leadership in developing WakeMed's digital "front door" has had a profound effect on our patients and she is driving the organization's strategy to set WakeMed apart from our competitors in a thoughtful way.

### AL SMITH Pharmacy – Cary Hospital



Al Smith is the only IT pharmacist supporting the systemwide pharmacy, and it's a BIG job. Committed to responding to all requests within 24 hours, Al travels to work on Pyxis machines at various facilities at the drop of a

hat. He is polite, attentive and helps train new staff, working overnight on many projects to minimize staff disruptions during the busy workday. He pushes our pharmacy technology vendors to make improvements and he solves problems before they become too big. This past year, Al has supported upgrades to 40+ Pyxis machines, 32 anesthesia Pyxis machines, the relocation of major equipment and the installation of three new medication carousels.

### DERRICK WARD Information Services



Derrick is well-known throughout the system for helping departments gain efficiencies through the use of technology. Known as the PolicyTech expert for several years, he is knowledgeable and supports his coworkers in a

highly professional manner. He also helped WakeMed adopt a new technology called Smartsheet and he taught, supported and encouraged users across the system. Through this initiative, he supported converting a highly manual process to a completely digital process – saving time and money while ensuring accountability, legibility and accuracy. During his years working in Environmental Health & Safety, he implemented software systems that allowed the team to track and coordinate hundreds of tours and drills throughout the system.

### KATE WILKES Marketing & Communications



Kate is the engine behind WakeMed's internal communications efforts, and is committed to keeping staff informed, engaged and in the know – through hurricanes, ice storms, Chasing Zero journeys and everything in

between. If an issue is brought to Kate's attention, she responds positively no matter the nature, magnitude or source of the issue – and treats the smallest requests as equally important as the largest ones. She is a role model through her professional interactions with peers, senior leaders and customers. This past year, Kate worked tirelessly with hundreds of staff on innovative efforts to build and enhance WakeMed's new intranet, MyWakeMed – and has taken on additional responsibilities for leading the initiative with a smile.

### ABBIE WILLIAMSON Pharmacy



Abbie is a team player who works with staff from across the organization to improve patient care – whether through early detection of malignant hyperthermia or supporting best practices for providing pain

management. Over the past year, Abbie played an integral role in implementing WakeMed's new Infectious Pharmacy Residency program. Getting approval and the budget to pay for new positions can be challenging, so Abbie got creative, working with team mates to apply for a grant from the WakeMed Foundation to fund the first year of the program. Creating this program helped provide an additional 1,500 hours each year for antibiotic stewardship programs, which will help reduce hospital-acquired infections, like *C. difficile*.



# PYRAMID Society



## ASHLEY ZINGER, RN

Heart Center Pre- & Post-Procedure Care



Ashley was a leader in developing ultrasound-guided IV training for nursing staff across the system. Similarly, she helped develop protocols and training programs with support from the Children's ED and OR to help get WakeMed's pediatric heart surgery program up and running. Ashley's efforts really helped increase staff's comfort level working with children – taking the team from anxious about working with kids to excited about the opportunity. She's thorough in her work and is the first to volunteer for new initiatives. Ashley is known throughout the Heart Center as a go-to person for complicated or urgent items.



## Quality

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

## DONALD COTTEN

Environmental Services – Cary Hospital



Supporting 2 East in Cary, Donald never takes shortcuts to save time. He knows he is a valued member of the health care team and as such, he takes his role very seriously. Donald doesn't just clean the room and leave – he takes the time to ask patients how they are and interact with them. If they need assistance, Donald doesn't stop until he finds the help they need. The staff on 2 East appreciate Donald's thorough efforts – he cleans under the desks at the nursing station and does the little things to go above and beyond.

## DEE DARKES\*

WakeMed Physician Practices Administration



As the service line director for our adult medicine practices, Dee's passion for service radiates – she will do anything and everything to serve her patients and families. This is evidenced by the fact that 13 of her physician

offices earned the PRC 5-star excellence award. Dee recently worked with our cardiovascular providers to streamline the process to get new patients seen within 48 hours of referral – which is unprecedented in cardiology. During the recent Joint Commission survey, her GI practice had ZERO findings – another rare feat. Outside of work, Dee is committed to community service – whether it's teaching elementary kids about healthy lifestyles to supporting the food bank. Dee is also a winner in the Value Leader category.

## ROBIN STOKA

Pharmacy – Raleigh Campus



Robin is the subject matter expert for neonatology pharmacy services to the point that her coworkers have coined the phrase "What Would Robin Do?" when evaluating a clinical scenario. She has taken the lead with digging deeper into Epic functionality and sharing her knowledge. Always serving as an expert resource, Robin developed a reference system for the Pediatric Satellite Pharmacy that's updated with current research – and also developed a NICU Clinical Pharmacy checklist to help staff double check for seasonal and infrequent diagnoses. Her ability to connect with providers, nurses and fellow pharmacists is second to none.

## SARAH STUCKEY\*

Physical Therapy



Sarah is a trusted and respected member of the team – and truly enjoys collaborating with her coworkers to determine the best treatment plan for her patients. She recognizes that each patient has different

values, which can impact their treatment goals accordingly. Sarah is always growing and learning – and raises questions that others may not with her patients' safety top of mind. Through her leadership, our Ekso and vestibular therapy programs are thriving. She has led countless brainstorming sessions with peers and led numerous in-service training sessions and has a commitment to skills development that inspire others. Sarah is also a winner in the Extraordinary Team category.

## DEBRA THOMPSON

Outpatient Rehab

As a physical therapist, Debra sees patients on land and in the pool and offers unique services such as kinesiotaping and dry needling. She even pursued certification in nutrition so she could take better care of her patients. Debra is a team player who stands out by providing the highest quality service to all. Developing a personal bond with each patient, she goes above and beyond to communicate carefully with therapists with whom she shares patients. Eager to take on clinically complex patients, Debra counsels each person on the nature of their pain or injury to improve communication and outcomes.

## TRISH VULPIS

Clinical Dietitians – Cary Hospital



As a registered dietitian, Trish puts patients first. Trish works with bariatric patients and helps those struggling with eating issues that often go far beyond the food on their plate. Compassionate and empathetic in her

counseling, patients drive hours to see her instead of their local dietitian because they trust her. When Trish attended an Obesity Week conference, she learned about how bariatric patients are showing vitamin and mineral deficiencies that can cause serious health concerns. She took it upon herself to educate our bariatric surgery offices on the supplements needed to help their patients.



## Value Leader

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

## ABBY BOEHLERT

2 West ICU - Cary Hospital

A dedicated nurse and clinical supervisor, Abby loves her job and will always help support and teach her team. She is very attentive and listens to the needs of her employees and responds accordingly. Staff know her door is always open for concerns or support – and that she will always lend a listening ear and respect their privacy. Last year, she set a goal for all her nurses to get nationally certified (herself included) and provided the entire team with the resources needed to study and get the test paid for. She encourages participation in the Nursing Professional Development Program and recognizes the value of growing her nursing staff.

## REGINA RAGLAND

Primary Care



As a leader, Regina works hard to put together an exceptional team of those with a common goal of taking excellent care of our patients, providers and fellow staff members. She's a firm believer that everything rises and falls

on leadership – and puts the team ahead of herself. Regina knows confusion can breed frustration, so she's developed a daily "State of the Office" email within primary care that includes everything the team needs to know related to office operations on any given day. Always fair, Regina never plays favorites and is there to support her team by listening and demonstrating how much she appreciates those around her.

## ALLISON STEWART, RN

Cardiac ICU



Allison is a transformational leader and wants each member of the team to be the best they can be. Kind, considerate and fair, Allison always listens to her team. She has worked to grow the unit and is

diligent in making sure her staff seek opportunities to increase census while providing exceptional care to all patients. She is well-respected by physicians, staff and other departments and is known for her attention to detail. Committed to patient satisfaction, she has been instrumental in developing a management rounding program that has helped improve PRC scores.

## ELLEN WHEATON, RN

CTICU



Ellen received nearly a dozen nominations from colleagues all over the system – demonstrating her exceptional leadership and willingness to go above and beyond for patients and staff alike.

Over the past year, she's taken on interim leadership for 2E CVIC and has worked countless hours to support both units and teams. On any given day, you may see Ellen feeding families with no food, sitting with patients who have no one else or spending hours finding care for a patient's abandoned animal. A forward thinker, Ellen has helped improve CTICU extubation rates, reduced central line delays, reduced CLABSI and CAUTI rates and supported WakeMed's nationally-recognized ERAS Cardiac program for surgical patients.

## JUDSON WILLIAMS, MD

Heart & Vascular – Cardio - Thoracic Surgery



As a nationally-renowned cardiovascular surgeon, Dr. Williams greets everyone with a smile. He's described as dependable and gentle – with an exceptional bedside manner when talking to patients about their

complex procedures. His patients trust and adore him – and he is willing to tell them that surgery isn't always the best answer. Committed to innovation, Dr. Williams helped establish the first cardiac surgery recovery program of its kind in the nation, known as ERAS Cardiac. This initiative has gained significant national and international attention – and has been published in multiple national and/or peer-reviewed publications for its contribution to exceptional patient outcomes.

## CAROLINE WILSON-WALKER

Food & Nutrition Services – Cary Hospital



Caroline is always smiling, spreading positivity wherever she goes. Known as the "face of the Cary Hospital Grill Station," she is lively, energetic, caring and engaging with both customers and coworkers. Patients and families who

are preoccupied, concerned or stressed forget their troubles when they visit her in Points West Café. The Food & Nutrition Services leadership team trusts her to complete her work and go above and beyond to help her fellow teammates when they need assistance. When she helps on the breakfast tray line, she makes sure everything is perfect for our patients, every time.

\* denotes winner in multiple categories





# PYRAMID Society

## 2019 AWARD RECEPTION DINNER

On October 21, WakeMed honored all of our 2019 Pyramid Society Award recipients with an awards reception at the Raleigh Marriott Crabtree Valley. Award recipients and their guests, along with their supervisors and members of our Board of Directors and our executive team, enjoyed dinner and an awards presentation led by WakeMed President & CEO **Donald Gintzig** and Executive Vice President and Chief Operating Officer **Denise Warren**.

All award winners received trophies, an extra day of PDO and Pyramid Society Award pins – so if you notice one of these pins on a coworker, be sure to congratulate them on their accomplishments!

### Nominate for the 2020 Pyramid Society Award Today!

If these inspiring stories make you think of a coworker who goes above and beyond to help us achieve our Aspirational Goals, nominate them for the Pyramid Society Award! Nominations are now being accepted for the 2020 award cycle – follow the link on MyWakeMed!



### Special Recognition: Shawn Hamlet Award

At the Pyramid Society Award Dinner and Reception, Donald Gintzig announced that WakeMed has established a new award in honor of Shawn Hamlet, who passed away earlier this year. The Shawn Hamlet Award: Inspiring Others Through Service will be given annually to a WakeMed employee who has overcome personal adversity and made an outstanding impact on our organization.

In this inaugural year, the award was given in honor and memory of **Shawn Hamlet** himself. Shawn was a beloved and dedicated member of the WakeMed family, working in Food & Nutrition Services for 28 years. Shawn was well known across Raleigh Campus and recognized for his welcoming smile and ability to remember the names of everyone he met. He went out of his way to greet every person he passed and had an incredible ability to make personal connections with his colleagues and the patients and families we serve. Each day he was at work, Shawn went above and beyond to bring warmth and joy to all he saw – always performing his role to the best of his ability. Shawn will be greatly missed, but his legacy will live on through all those who knew him.

Above: **Will Florence**, supervisor, (Food and Nutrition Services) accepted the award on behalf of Shawn Hamlet.





# 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](mailto:microscope@wakemed.org), or write Microscope, WakeMed Marketing & Communications Department, 3000 New Bern Avenue, Raleigh, NC 27610.

Kate Wilkes, Editor  
Freeze Photography, Photos

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WakeMed &  
WakeMed Children's



## CALENDAR OF EVENTS

### WinterFest

Join in the holiday spirit as you shop for handmade crafts, foods, jewelry and all sorts of gift items.

#### Cary Hospital

Thursday, November 14, 9 am to 1 pm

#### North Hospital

Tuesday, November 19, 10 am to 2 pm

#### Raleigh Campus

Thursday, November 21, 8 am to 4 pm

### Love Light & Trim the Tree with Twinkle

Monday, December 9  
6 to 8:30 pm  
Raleigh Campus



Join us for our annual Love Light Tree Ceremony – a special candlelight ceremony where our tree will be lit by one of our former pediatric patients. Following the ceremony, join us for Trim the Tree with Twinkle for holiday crafts, ornament making and pictures with Santa. Plus, help decorate a tree for the Children's Hospital.

### On-site Belk Sales

Belk representatives are bringing Belk gift cards, home goods, fragrances, handbags, jewelry, watches, shoes, makeup, clothing and more to WakeMed for your shopping convenience. Cash, credit and payroll deduction accepted. In addition to the on-site, pop-up store, employees can pre-shop at the Belk Crabtree Valley Mall location the week before and have their selections held and brought to the sale and use payroll deduction for their purchases.

#### Pop-Up Store at Cary Hospital

Wednesday, December 11, 7am – 4pm  
Conference Center  
Pre-shop – December 2 – 8.

#### Pre-Shop Event at North Hospital – No Pop-Up Event

Tuesday, December 10, 7 am to 4 pm  
Conference Room

Pre-shop – December 2 – 8. Have your selections held and brought to the December 10 sale and use payroll deduction for purchases.

#### Pop-Up Store at Raleigh Campus

Tuesday, December 17, 7am – 4pm  
Andrews Center  
Pre-shop – December 9 – 15.

### NURSING EDUCATION

**The Role of the Competency Validator: A Key Piece in the Competency Process** – Wednesday, Nov. 13, 1 to 3:15 pm, NED B (WakeMedU code: NE014-17108)

**Social Media: Protecting Our Patients, Organization, and You** – Tuesday, Nov. 19, 11:45 am to 1 pm, Conference Dining, Raleigh Campus (WakeMedU code: NE014-19033) Lunch provided

**How Does Feedback Impact Me?** – Thursday, Nov. 21, NED A (WakeMedU code: NE014-16049)

#### Wake AHEC

**A Practical Guide to Culturally Responsive Latinx Mental Health Practices** – Dec. 5, Andrews Center

**OSHA and North Carolina Infection Control Methods** – Dec. 5, The McKimmon Conference & Training Center

**Spirituality and Recovery** – Dec. 6, Andrews Center

**Resilient and Ready for 2020: Strategies for Enhancing Individual and Collective Resilient Practices** – Dec. 9, Andrews Center

**Adult Physical Assessment for Nurses: The Basics** – Dec. 12-13, Hyatt Place Raleigh-Durham Airport