

FACT BOOK 2017



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A Message from John D. McConnell, M.D.



I am pleased to once again report that Wake Forest Baptist Medical Center is moving forward on many fronts.

There is, to be sure, a great deal of uncertainty these days about the future of health care in this country. But that has not deterred us from actively striving to fulfill our dual mission – to care and to cure – both today and in the years to come.

Let me first call your attention to two new inpatient facilities. On the main campus we opened a new Neurosciences Intensive Care Unit, a 24-bed center that serves patients who have experienced stroke, head trauma or brain injury and those who require acute post-surgical care. At Wake Forest Baptist Health – Davie Medical Center we completed the second phase of development by opening a three-story, 50-bed inpatient wing. Both facilities feature state-of-the-art equipment, amenities that incorporate input from former patients and their family members,

enhanced workspaces for caregivers and design elements that create safe, nurturing and healing environments.

But we aren't neglecting outpatient services: Construction has begun on a 12,500-square-foot standalone surgery center, our first, at our Health Plaza – Clemmons.

There also have been institutional developments. We expanded our geographical reach by acquiring Cornerstone Health Care, a network of approximately 50 practices in 12 counties with more than 275 physicians and other providers. On July 1, 2017, we entered into a 30-year lease agreement with Wilkes Regional Medical Center in and the Town of North Wilkesboro to manage and operate the town-owned hospital and integrate it into our clinical system.

Our research initiatives and clinical practices continued to garner well-deserved recognition. Wake Forest Baptist was included in *U.S. News & World Report's* "Best Hospitals" rankings for the 25th consecutive year, with six specialties receiving top-50 honors. We were named a Pancreatic Cancer Center by the National Pancreas Foundation, the only institution in the state and one of just 28 in the country to be so designated. We were selected by the National Institutes of Health to be the coordinating center for a 19-site research project designed to map of the molecular changes that occur in response to physical activity. And an NIH grant allowed to us to establish a new center to examine the roles vascular and metabolic disorders play in the occurrence of Alzheimer's disease.

I invite you to find out more about these and other accomplishments on the pages that follow. If you do, I trust that you will share my admiration for the work being done by our physicians, researchers, clinicians and other staff members in discovering, developing and implementing models of care that advance the health of the community, the nation and the world.

I would also like to take this opportunity to recognize and thank our faculty and staff for their daily dedication and passion to provide the highest quality care for our patients and their families, the desire and determination of our researchers to discover cures for disease and the energy and enthusiasm our students bring to medicine. The future of health care relies on all of them.

Thank you for your interest in Wake Forest Baptist Medical Center.

A handwritten signature in black ink that reads "John D. McConnell". The signature is fluid and cursive.

John D. McConnell, M.D.
Chief Executive Officer Emeritus
Wake Forest Baptist Medical Center

John D. McConnell, M.D., was named Wake Forest Baptist's first CEO in 2008 and served in that capacity until April 2017, when he became CEO Emeritus and transitioned to a new position as executive director of a new Medical Center company, Wake Forest Healthcare Ventures. McConnell's successor as CEO is Julie Ann Freischlag, M.D., formerly vice chancellor for Human Health Sciences and dean of the School of Medicine at the University of California, Davis.

Vision, Mission and Values

Our Vision

Wake Forest Baptist Medical Center is a preeminent, internationally recognized academic medical center of the highest quality, with balanced excellence in patient- and family-centered care, research and education.

Our Mission

Wake Forest Baptist Medical Center's mission is to improve the health of our region, state and nation by:

- Generating and translating knowledge to prevent, diagnose and treat disease.
- Training leaders in health care and biomedical science.
- Serving as the premier health system in the region, with specific centers of excellence recognized as national and international care destinations.

Our Values

- Excellence—Demonstrate the highest standards of patient-centered care, education, research and operational effectiveness.
- Compassion—Responsive to the physical, emotional, spiritual and intellectual needs of all.
- Service—Cultivate selfless contribution for the greater good.
- Integrity—Demonstrate fairness, honesty, sincerity and accountability.
- Diversity—Honor individuality and protect the dignity of all.
- Collegiality—Foster mutual respect, facilitate professional growth and mentorship, and reward teamwork and collaboration.
- Innovation—Promote creativity to enhance discovery and the application of knowledge.

Our Patient and Family Promise

Wake Forest Baptist offers its patient promise to patients and their families no matter the situation or circumstance.

We will...

- Keep you safe.
- Care for you.
- Involve you and your family.
- Respect you and your time.

Recognized Excellence

Wake Forest Baptist Medical Center was ranked in 2017 by *U.S. News & World Report* among the nation's "Best Hospitals" in six adult medicine areas: Cancer (27th), Nephrology (27th), Geriatrics (33rd), Gynecology (33rd), Ear, Nose & Throat (34th) and Neurology & Neurosurgery (37th). The Medical Center also was named as "High Performing" in four additional specialties: Diabetes & Endocrinology, Orthopaedics, Pulmonology and Urology.

The rankings recognized Wake Forest Baptist as the No. 1 hospital in the Piedmont Triad region and No. 2 in North Carolina. This marks the 25th consecutive year that Wake Forest Baptist has been ranked among the nation's top hospitals by *U.S. News & World Report*.

Wake Forest Baptist Medical Center has received the Consumer Choice Award as the top-rated hospital in the Winston-Salem area every year since 1999. These awards are determined through surveys by NRC Health, formerly the National Research Corp., on the basis of hospitals' scores in multiple categories.

Wake Forest School of Medicine was recognized in *U.S. News & World Report's* "2017 Best Medical Schools" list, placing 53rd in the nation among research programs and 74th in primary care. The Medical School's Physician Assistant program was ranked No. 9 in the country and its Nurse Anesthesia program, the first established in the United States, was ranked No. 10 in the nation.

The most recent "Best Doctors in America" database includes 325 Wake Forest Baptist physicians in 37 specialties, 59 of whom are pediatric specialists at Brenner Children's Hospital.

Wake Forest Baptist's Comprehensive Cancer Center is one of only three in North Carolina and 47 in the country to be designated as "comprehensive" by the National Cancer Institute. The Wake Forest Baptist center has continuously held the designation since it was introduced in 1990.

Wake Forest Baptist is one of 103 medical centers nationwide to be certified as a Comprehensive Stroke Center by The Joint Commission and the American Heart Association/American Stroke Association.

Medical Center nurses have been recognized since 1999 for quality patient- and family-centered care, nursing excellence and innovations in practice through the American Nurses Credentialing Center's Magnet Recognition Program. The program provides patients with the ultimate benchmark to measure the quality of nursing care that they can expect to receive.

The Medical Center is fully accredited by The Joint Commission, which surveys, accredits and certifies nearly 21,000 health care organizations and programs in the United States and is recognized nationally as a symbol of quality that reflects an organization's commitment to meeting performance standards.



About Wake Forest Baptist Medical Center

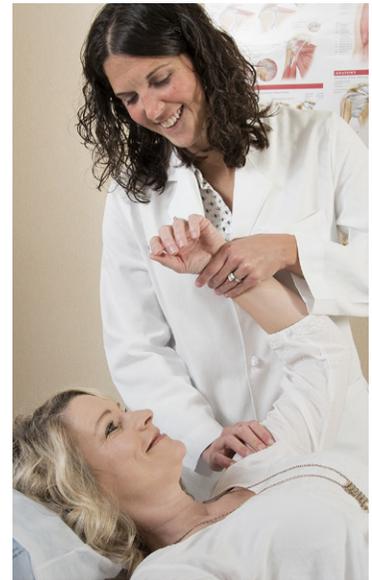
Since the founding of the medical school in 1902 and North Carolina Baptist Hospital in 1923, Wake Forest Baptist Medical Center has grown into a nationally recognized academic medical center and health care system, operating as an integrated enterprise of educational and research facilities, hospitals, outpatient clinics, emergency and urgent care centers, diagnostic units, physician practices and a commercialization division to bring innovative technologies to the bedside.

With more than 14,000 employees, the Medical Center is the largest employer in Winston-Salem and Forsyth County and one of the largest in the Piedmont Triad region. Wake Forest Baptist provides adult and pediatric health care services to the residents of 24 counties in central and northwest North Carolina and southwest Virginia.

The Winston campus and additional locations in downtown Winston-Salem at Wake Forest Innovation Quarter encompass 314 buildings on 568 acres.

Wake Forest Baptist combines the delivery of superb patient- and family-centered care with a proven record of outstanding achievement in education and research endeavors. Its divisions are:

- **Wake Forest Baptist Health**, a regional health care system anchored by the 885-bed tertiary care hospital on its campus in Winston-Salem that is the adult and pediatric Level I Trauma Center and Burn Center for the region. The system's network encompasses the 144-bed Brenner Children's Hospital and 167-bed Comprehensive Cancer Center on the main campus and three community hospitals, the 94-bed Wake Forest Baptist Health – Lexington Medical Center in Davidson County, the 50-bed Wake Forest Baptist Health – Davie Medical Center in Davie County and the 130-bed Wake Forest Baptist Health – Wilkes Medical Center in Wilkes County. Wake Forest Baptist also operates three urgent care centers; the emergency departments at more than a dozen community hospitals; maternal-fetal and neonatal units; freestanding dialysis, imaging and endoscopy facilities; and, with Cornerstone Health Care and the Wilkes Physician Network, more than 232 primary and specialty clinics. Wake Forest Baptist's clinical staff includes approximately 1,325 physicians, 3,000 registered nurses, 275 nurse practitioners and physician assistants, 750 licensed practical nurses and nursing assistants, 500 residents and 125 fellows.
- **Wake Forest School of Medicine**, one of the nation's best and most selective medical schools, which offers M.D., physician assistant, nurse anesthesiologist, residency, fellowship and graduate degree programs. It also is a leading research center in the fields of regenerative medicine, cancer, neuroscience, aging and cognition, diabetes, obesity and metabolism, addiction and public health sciences. The School of Medicine ranks in the top half among its national peers in funding from the National Institutes of Health.
- **Wake Forest Innovations**, which supports and promotes the development and commercialization of faculty research discoveries and operates Wake Forest Innovation Quarter, an urban district for research, business and education specializing in biotechnology, materials science and information technology.



Quick Facts

Total Licensed Beds **885**

Inpatient Admissions **40,810**

Observation Patients **8,883**

Emergency Department Visits **110,602**

Other Outpatient Visits **1,171,619**

Downtown Health Plaza Visits **68,279**

Annual Budget **\$2.624 billion**

Total Research Awards **\$177.3 million from 722 awards**

School of Medicine Faculty **1,246**

Registered Nurses **3,075**

Licenses Practical Nurses and Nursing Assistants **728**

House Officers (Residents) and Fellows **692**

Medical Students **479**

Graduate Students **292**

Physician Assistant Students **176**

Nurse Anesthesia (CRNA) Students **48**

Allied Health Students **130**

Pastoral Care Chaplain Residents and Interns **33**

Total Wake Forest Baptist Medical Center Workforce **14,271**

Beds and admissions data cover only the main campus of Wake Forest Baptist Medical Center for the fiscal year ending June 30, 2016.



Wake Forest Baptist Medical Center Board of Directors

Stephen L. Robertson
Winston-Salem, N.C.

Nathan O. Hatch, PhD
Winston-Salem, N.C.

George D. Renfro
Biltmore Forest, N.C.

Donald E. Flow
Chair, Winston-Salem, N.C.

A. Lee Herring
North Wilkesboro, N.C.

Andrew J. Schindler
Winston-Salem, N.C.

Donna A. Boswell, PhD
Winston-Salem, N.C.

James J. Marino
Johns Island, S.C.

William C. Warden
Vice Chair, Wilkesboro, N.C.

Gregory L. Burke, MD
Winston-Salem, N.C.

Julie Ann Freischlag, MD
Winston-Salem, N.C.

Sheree B. Watson
Hickory, N.C.

Arthur A. Gibel
Winston-Salem, N.C.

J. Wayne Meredith, MD
Winston-Salem, N.C.

Adelaide A. Sink
Thonotosassa, Fla.

Administration

Julie A. Freischlag, MD
Chief Executive Officer, Wake Forest Baptist Medical Center and Interim Dean, Wake Forest School of Medicine

John D. McConnell, MD
Chief Executive Officer Emeritus, Wake Forest Baptist Medical Center

Kevin P. High, MD, MS
Executive Vice President, Health System Affairs, Wake Forest Baptist Health

Anthony Alston, MBA, PMP
Vice President, Program Management and Performance Improvement, Wake Forest Baptist Medical Center

Lynn Anthony, MD
Associate Dean of Faculty Affairs, Wake Forest School of Medicine

Lilicia Bailey, MBA, MA
Senior Vice President, Chief People Officer, Wake Forest Baptist Medical Center

Jeffrey P. Brennan
Vice President, Center for Technology Innovation & Commercialization, Wake Forest Innovations

Chad J. Brown, MBA, MHA
President, Wake Forest Baptist Health – Davie Medical Center

Denise Chamberlain, CPA, MAEd
Vice President and Vice Chief Financial Officer, Wake Forest Baptist Medical Center

Bradley A. Clark, MBA, CTP
Interim Chief Financial Officer and Vice President, Treasury, Wake Forest Baptist Medical Center

Conrad Emmerich, MBA
Senior Vice President, Hospital Business Services, Clinical Operations, Wake Forest Baptist Medical Center

William D. Showalter, MPA
Vice President and Chief Information Officer, Wake Forest Baptist Medical Center

J. Eugene Faile
President, Wake Forest Baptist Health – Wilkes Medical Center

Kathy Bumgarner
Vice President, Total Rewards, Wake Forest Baptist Medical Center

Robert J. "Bob" Gfeller Jr., MBA
Executive Vice President, External Relations and Chief Marketing Officer, Wake Forest Baptist Medical Center

Gary R. Gunderson, DMin, MDiv
Vice President, Faith and Health, Wake Forest Baptist Medical Center

Mary Claire O'Brien, MD

Senior Associate Dean for Healthcare Education

Gregory L. Burke

Senior Associate Dean for Research

Terry L. Hales Jr., MBA

Senior Vice President, Academic Administration and Operations, and Executive Vice Dean, Wake Forest School of Medicine

James W. Hoekstra, MD

Vice President, Network Clinical Affairs, Wake Forest Baptist Medical Center

Russell M. Howerton, MD, FACS

Senior Vice President, Network Physicians, Chief Medical Officer, Wake Forest Baptist Health

Karen H. Huey

Vice President, Facilities, Wake Forest Baptist Medical Center

William B. James, MHA, FACHE

President, Wake Forest Baptist Health–Lexington Medical Center

Yates D. Lackey

Vice President, Chief Audit and Compliance Officer, Wake Forest Baptist Medical Center

Richard W. Lord, MD, MA

Vice President, Clinical Operations – Population Health, Wake Forest Baptist Health

Lisa Marshall

Vice President, Chief Philanthropy Officer, Wake Forest Baptist Medical Center

Raghava Nagaraj, MBBS, MPH

Chief Medical Officer, Wake Forest Baptist Health–Lexington Medical Center

Christopher P. O'Byrne, MS

Vice President & Associate Dean of Research Administration and Operations, Wake Forest School of Medicine

Bret Nicks, MD, MHA

Chief Medical Officer, Wake Forest Baptist Health–Davie Medical Center

Joanne C. Ruhland, MBA

Vice President, Government Relations, Wake Forest Baptist Medical Center

William Satterwhite, JD, MD

Chief Health and Wellness Officer, Wake Forest Baptist Medical Center

Alisa L. Starbuck, DNP, MSN, NNP, BSN

Vice President, Women's and Children's Health Services, Wake Forest Baptist Health

Eric Tomlinson, DSc, PhD

President, Wake Forest Innovation Quarter, and Chief Innovation Officer, Wake Forest Baptist Medical Center

Charles R. Vignos, CPA

Vice President of Corporate Revenue Cycle and Managed Care, Wake Forest Baptist Medical Center

Michael T. Waid, MBA, BS

Senior Vice President, Health System Operations and Integration, Wake Forest Baptist Health

J. McLain Wallace Jr., JD

Senior Vice President, General Counsel, Wake Forest Baptist Medical Center

Cathleen Wheatley, MS, RN, CENP

Chief Nurse Executive and Senior Vice President, Wake Forest Baptist Health

Terry G. Williams, MBA

Executive Vice President, Chief Strategy Officer, Wake Forest Baptist Medical Center

Medical Center History

1902

Wake Forest College Medical School is founded as a two-year program on the campus of Wake Forest College in Wake Forest, N.C.

1923

North Carolina Baptist Hospital opens in Winston-Salem as an 88-bed facility with a School of Nursing.

1939

A trust fund of \$750,000 established in the will of Bowman Gray Sr. is pledged to relocate the Wake Forest Medical School to Winston-Salem and expand its program to four years.

1941

Bowman Gray School of Medicine opens in Winston-Salem with 75 students.

1942–44

North Carolina Baptist Hospital adds programs to train dietitians, nurse anesthetologists, X-ray technicians and medical technologists.

1943

Members of first graduating class of Bowman Gray School of Medicine receive M.D. degrees.

1947

The School of Pastoral Care opens.

1956

Wake Forest College relocates to Winston-Salem.

1957

The Medical Center becomes the first hospital in the state to use cobalt to treat cancer patients.

1964

The Medical Center adopts desegregation policies related to patient care, education and employment.

The first hand reimplantation in the United States is performed at the Medical Center.

1967

Wake Forest College becomes Wake Forest University.

1968

The Division of Allied Health Sciences and the Physician Assistant Studies program are established.

1969

The Medical Center is the first in the nation to use ultrasound to detect prostate cancer.

1974

The Northwest Area Health Education Center is established at the School of Medicine to improve the quality and accessibility of health care in a 17-county area through education.

The School of Nursing is closed.

1975

Reynolds Health Center, a Forsyth County facility staffed by Medical Center physicians, opens in downtown Winston-Salem.

1977

Obstetrical services in Forsyth County are consolidated at Forsyth Memorial Hospital (now Novant Health Forsyth Medical Center).

1981

The Brenner Center for Adolescent Medicine opens. It is the first facility in the state to provide an adolescent medicine clinic and a teaching program in adolescent medicine for medical students and pediatrics residents.

1982

The Medical Center is designated a Level I Trauma Center.

1983

A magnetic resonance imaging (MRI) system is installed, the first in the state at an academic medical center.

The Medical Center is first in the nation to use transcranial Doppler ultrasound, measuring atherosclerotic buildup on the walls of the carotid artery and imaging the arterial circulation in the brain.

1986

Brenner Children's Hospital is established through a gift from the Brenner Foundation, incorporating and expanding upon the Brenner Center for Adolescent Medicine.

The Medical Center launches AirCare, a critical care helicopter transportation service.

The Medical Center is the first in the nation to use lithotripsy to break up common duct gallstones.

1989

A bone marrow transplantation program is created.

Medical Center surgeons perform the state's first single-lung transplant.

1990

The National Cancer Institute designates the Medical Center a Comprehensive Cancer Center.

The state's first molecular cell genetics laboratory is established at the Medical Center.

The Medical Center is the first in the state to use stereotactic radiosurgery to treat tumors and blood vessel abnormalities deep within the brain.

Medical Center cardiologists are the first in the state to open a blocked artery with a laser.

The Department of Physiology and Pharmacology moves into a converted R.J. Reynolds Tobacco Co. facility in downtown Winston-Salem, the start of what would become Piedmont Triad Research Park (now Wake Forest Innovation Quarter).

1991

The Medical Center is named a Claude D. Pepper Older Americans Independence Center.

1997

North Carolina Baptist Hospital and the Bowman Gray School of Medicine become Wake Forest University Baptist Medical Center. The medical school is renamed Wake Forest University School of Medicine and its site is renamed the Bowman Gray Campus.

The J. Paul Sticht Center on Aging and Rehabilitation opens. It is the first center in the world to incorporate geriatric acute care, transitional care, psychiatry and rehabilitation under one roof.

1998

The state's first Gamma Knife is installed at the Medical Center.

1999

The Medical Center is the first in the world to report the successful use of MRI to diagnose significant blockages in blood vessels leading to the heart.

The Medical Center is the first in the state to achieve Magnet Award status from the American Nurses Credentialing Center, recognition that the nation's highest standards for nursing excellence are met.

2000

The School of Medicine establishes a Center for Human Genomics to facilitate the identification of high-risk genes linked to common diseases.

The Downtown Health Plaza opens, replacing Reynolds Health Center.

2002

The Medical Center announces plans for a long-term expansion of the Piedmont Triad Research Park with the goal of creating a 200-acre, mixed-use park focusing on biotechnology and life sciences.

The School of Medicine establishes the Maya Angelou Research Center on Minority Health (now the Maya Angelou Center for Health Equity).

Ardmore Tower West is opened. The 400,000-square-foot tower has 11 floors, six of which house Brenner Children's Hospital.

The world's first live internet broadcast of a surgical procedure – the implantation of a deep brain stimulator for Parkinson's disease – and the state's first live webcast of any kind takes place at the Medical Center.

The Medical Center signs an agreement to manage Davie County Hospital (now Wake Forest Baptist Health – Davie Medical Center).

2003

The Virginia Tech-Wake Forest University School of Biomedical Engineering and Sciences opens. Classes are conducted at both institutions and remotely.

2004

An internationally recognized tissue engineering program moves to the Medical Center to become the Wake Forest Institute for Regenerative Medicine.

The Comprehensive Cancer Center opens a 250,000-square-foot outpatient facility.

2005

The Medical Center is the first in the state to install magnetoencephalography (MEG), a diagnostic tool that noninvasively measures minute brain activity.

2006

The first human recipients of organs grown in a laboratory from their own cells are reported by researchers at the Wake Forest Institute for Regenerative Medicine.

The 180,000-square-foot Biotechnology Research Facility 1 (now the Richard H. Dean Biomedical Building) opens in Piedmont Triad Research Park (now Wake Forest Innovation Quarter).

2007

A major restructuring creates a “single CEO” organization for Wake Forest University Baptist Medical Center, with clinical, education and research leaders reporting to a chief executive officer.

The Medical Center’s Board of Trustees assumes control of Davie County Hospital (now Wake Forest Baptist Health – Davie Medical Center).

2008

John D. McConnell, M.D., is named the first chief executive officer of the integrated Medical Center.

Scientists from Wake Forest Baptist’s Center for Human Genomics report that a simple blood test can help determine which men are likely to develop prostate cancer.

The Medical Center announces an affiliation agreement with Lexington Memorial Hospital (now Wake Forest Baptist Health – Lexington Medical Center).

2009

The Wake Forest Baptist Telestroke Network is established.

2011

Wake Forest University Baptist Medical Center is renamed Wake Forest Baptist Medical Center. A new clinical enterprise, Wake Forest Baptist Health, is announced and the medical school is renamed Wake Forest School of Medicine.

Brenner Children’s Hospital opens a 20,665-square-foot Emergency Department and is designated a Level I Pediatric Trauma Center, the first in the state.

Researchers at the Wake Forest Institute for Regenerative Medicine engineer the first functional anal sphincters from human cells.

2012

The 242,000-square-foot Wake Forest Biotech Place opens in two converted R.J. Reynolds Tobacco Co. buildings in Piedmont Triad Research Park (now Wake Forest Innovation Quarter).

The Virginia Tech-Wake Forest University School of Biomedical Engineering and Sciences launches the first-ever study of head impacts in youth football players.

2013

Piedmont Triad Research Park is renamed Wake Forest Innovation Quarter. A new division, Wake Forest Innovations, is created to drive the commercialization of products and services developed at Wake Forest Baptist and to manage the development of Wake Forest Innovation Quarter.

The Wake Forest Baptist Health – Davie Medical Center campus in Bermuda Run opens. The complex includes a 60,000-square-foot building with medical offices, clinics and other facilities and a 101,000-square-foot building housing a 24-hour emergency department and outpatient surgery, diagnostic imaging and other services.

A six-floor, 282,800-square-foot addition to the Comprehensive Cancer Center opens, consolidating inpatient and outpatient cancer services under one roof.

2014

The Medical Center announces plans to develop a new medical education building for the School of Medicine in a former R.J. Reynolds Tobacco facility in Wake Forest Innovation Quarter.

The Medical Center becomes the first health care system in the state and just the fourth in the country to post patient satisfaction data and comments – both positive and negative – about staff physicians on its website.

The Medical Center, Vidant Health in Greenville and WakeMed Health & Hospitals in Raleigh form a shared services operating company, Socius Health Solutions.

2015

Wake Forest Baptist receives a \$20 million donation – the largest individual gift in its history – from an anonymous donor to study the effects of muscadine grape extract on prostate and breast cancers.

The abdominal organ transplant program at Wake Forest Baptist performs its 3,000th kidney transplant.

2016

The five-floor, 168,000-square-foot Bowman Gray Center for Medical Education opens in Wake Forest Innovation Quarter.

The Medical Center purchases Cornerstone Health Care, a practice group with more than 275 providers in approximately 50 locations.

The Medical Center enters into an agreement to manage Wilkes Regional Medical Center and gradually integrate it into the Wake Forest Baptist Health clinical system.

2017

A 50-bed, 78,000-square-foot inpatient wing opens at Wake Forest Baptist Health – Davie Medical Center, consolidating all of the hospital's services at the Bermuda Run campus.

Julie A. Freischlag, M.D., becomes chief executive officer of the Medical Center, succeeding John D. McConnell, M.D.

On July 1, 2017, the 130-bed Wilkes Regional Medical Center becomes Wake Forest Baptist Health – Wilkes Medical Center. The 30-year lease agreement with the Wilkes Regional officials and the Town of North Wilkesboro includes expansion of specialty care with improved patient access close to home in the Wilkes County community.



Clinical Care and Research

Wake Forest Baptist Medical Center offers expertise in more than 100 areas of medicine, encompassing highly specialized patient- and family-centered care for all people of all ages and conducts leading-edge research in numerous medical fields.

The ability to offer patients the latest technologies, evidence-based treatments and clinical trials makes Wake Forest Baptist a national leader among academic medical centers.

Behavioral Health

The Department of Psychiatry and Behavioral Medicine offers inpatient services for adults and children that emphasize crisis stabilization for the evaluation and treatment of depression, schizophrenia and a range of other conditions. The department also has outpatient programs for all ages, including evaluation and treatment for problems ranging from anxiety disorders to substance use.

The Kate Mills Snider Geriatric Psychiatry Outreach Program supports consultations for older individuals who cannot easily visit to a doctor's office. A grant from the Kate B. Reynolds Charitable Trust supports the Homeless Opportunities and Treatment Project, which serves homeless individuals with behavioral health issues.

Cancer

The Comprehensive Cancer Center continues to earn recognition as one of the top institutions of its kind in the country. In 2017 *U.S. News & World Report* ranked it No. 27 in the nation. The center's designation by the National Cancer Institute (NCI) as a comprehensive cancer center was renewed for five years, making it one of three such centers in the state, one of 47 in the country and one of the very few to hold the designation continuously since 1990. The center also has been named a Pancreatic Cancer Center – the only one in North Carolina – by the National Pancreas Foundation in recognition of its multidisciplinary, patient-centered treatment of the disease.

Nearly 4,500 patients were seen in the Comprehensive Cancer Center during the 2016 fiscal year.

The Comprehensive Cancer Center has a team of 120 clinicians representing all aspects of cancer care who are committed to offering inpatients and outpatients the latest treatments, technologies and clinical trials, including precision medicine and cancer genomics. The center also provides a range of support programs to help patients and their family members successfully address the various non-medical issues they face while dealing with cancer.

The center's robust research efforts are devoted to developing the knowledge necessary to prevent and cure cancer. Research is divided into four programs – tumor progression and recurrence, cancer biology and biochemistry, clinical research and cancer prevention and control – that facilitate member interactions and collaborations. In addition, there are 12 disease-oriented teams, which foster translational research by bridging basic and population sciences with clinical research, and specialized centers working to identify new treatments for breast cancer, prostate cancer and brain tumors.

Dermatology

The Department of Dermatology draws patients from throughout the Southeast, provides top-notch training for future dermatology practitioners and offers a productive setting for clinical and epidemiologic research.

In addition to diagnosing and treating disorders of the skin, hair, nails and mucous membranes, Wake Forest Baptist dermatologists are active in special areas of clinical care and research targeting psoriasis, rheumatologic skin disease, Mohs surgery, complex medical dermatology, diseases of the hair and scalp, pediatric dermatology, dermatopathology and cosmetic dermatology.

The Center for Dermatology Research includes practicing dermatologists along with specialists in epidemiology, health economics and biostatistics who use nationally representative data to characterize and to track changes in the delivery of dermatological care.

Diabetes and Endocrinology

Wake Forest Baptist's Diabetes and Endocrinology Center, ranked "High Performing" by *U.S. News & World Report* in 2017, is at the forefront of adult and pediatric clinical care and research.

Its team of experts is devoted to helping patients manage their diabetes and to preventing the complications that often occur as a result of the disease. Their approach embraces the broad spectrum of issues, including insulin and oral medication, nutrition, exercise, weight loss, behavioral counseling, glucose monitoring, insulin pumps and care of the eyes, kidneys and cardiovascular system.

Much of Wake Forest Baptist's research is focused on clinical investigations addressing type 2 diabetes, which is increasing among all populations and coincides with a rise in obesity in the United States. The studies cover the full spectrum, from investigating the genetic underpinnings of diabetes and the basic cellular mechanisms leading to diabetes and obesity to prevention and treatment initiatives. Wake Forest Baptist physicians and researchers continue to pilot new therapies for type 2 diabetes and are increasing their involvement in thyroid cancer and pituitary disease, both clinically and in clinical trials.

Digestive Health

The Digestive Health Center at Wake Forest Baptist offers authoritative consultations by faculty gastroenterologists, the most advanced procedures to diagnose and treat gastrointestinal diseases, a highly trained nursing staff, a full-service anesthesia team and an environment that is sensitive to comfort and privacy.

Wake Forest Baptist gastroenterologists perform more than 20,000 procedures a year, serving patients with digestive problems that range from the common to the very unusual and complex. Areas of focus include gastroesophageal reflux disease, endoscopic ultrasound and gastrointestinal neuromuscular disorders.

Areas of current research include gastroparesis, inflammatory bowel disease and hepatology.

Emergency Services

Wake Forest Baptist's Emergency Department encompasses multiple areas to rapidly assess and care for patients of all ages who require immediate medical attention for all levels of illness acuity. Wake Forest Baptist's Emergency Department is a designated Level I trauma center for both adults and children. The Level I designation is the highest awarded certification and indicates the 24-hour availability of a full range of trauma experts and physician specialists.

The department employs a team-based care approach in its rapid-care and observation areas. The emergency facility at Brenner Children's Hospital – one of just 51 Level I pediatric trauma centers in the country – offers specialized care to young people with child-sized equipment and furnishings.

Wake Forest Baptist's Burn Center, one of just two American Burn Association-verified burn centers in North Carolina, provides care for adults and children with a multidisciplinary team that includes specially trained

physicians, nurses, pharmacists, nursing assistants, therapists, psychologists, social workers and chaplains. The Burn Center has eight intensive-care beds, and 16 acute-care beds, two hydrotherapy areas and other specialty resources and services.

AirCare, Wake Forest Baptist's critical care air and ground transport service, celebrated its 30th anniversary in 2016. AirCare has three specially equipped medical helicopters along with adult and pediatric ground ambulances.

Eye Care

Wake Forest Baptist's Eye Center provides outstanding care to people with both common and complex eye conditions through the latest in diagnostic techniques and leading-edge treatments.

The Eye Center's ophthalmologists and optometrists see more than 100,000 patients annually, and its surgeons perform more than 3,000 procedures, including minimally invasive cataract surgery.

Wake Forest Baptist Optical Services provides comprehensive eye care – including adult and pediatric eye examinations, prescriptions for glasses and contact lenses, assessment and management of ocular disease – and carries an extensive line of frames, lenses and contact lenses.

Geriatric Medicine and Aging

The Medical Center's Section on Gerontology and Geriatric Medicine is a recognized national leader, rated as No. 33 in the nation by *U.S. News & World Report* in 2017. The J. Paul Sticht Center on Aging and Rehabilitation – one of the world's first geriatrics-focused health care centers – conducts a wide array of leading-edge clinical, rehabilitation, wellness and research programs to help seniors and their families understand and address the unique physical, mental, social and emotional challenges that accompany aging.

The section employs an interdisciplinary approach to evaluate and treat medical, mental and functional problems at the same time. A patient's care team may include a geriatrician, neurologist and psychiatrist with nurse practitioners, physical therapists, pharmacists, dietitians, social workers and pastoral care representatives brought in as needed or desired. There are two Acute Care for the Elderly (ACE) units, located on the main campus in Winston-Salem and at Wake Forest Baptist Health – Davie Medical Center.

The Sticht Center houses two major affiliate programs: The Claude D. Pepper Older Americans Independence Center and the Kulynych Center for Memory and Cognition Research.

Supported by a federal grant of \$8.7 million over five years, Wake Forest Baptist has established a new center for research into Alzheimer's disease. The Alzheimer's Disease Core Center at Wake Forest Baptist is among 31 National Institutes of Health-funded research centers in the country. The mission of the new center is to advance Alzheimer's research and education and to contribute to the national network of research centers. Its primary focus will be on the roles vascular and metabolic disorders have in the occurrence of Alzheimer's.

Wake Forest Baptist physicians and scientists are currently conducting 23 clinical trials related to aging and nine dealing specifically with Alzheimer's.

Heart and Vascular Health

The doctors at Wake Forest Baptist Medical Center's Heart and Vascular Center are nationally renowned leaders in both heart and vascular care. Using an integrated team approach and personalized treatment programs, the staff cardiologists and cardiothoracic and vascular surgeons provide comprehensive prevention, diagnosis, treatment and management of the full spectrum of heart and vascular conditions, from the simple to the rare and complex.

The center is a "one-stop" destination that provides patients with the latest in cardiac care, covering heart transplants, heart valve replacements, heart disease, heart attacks, congestive heart failure and congenital problems. On the vascular side, the center offers the most advanced medical, surgical and catheter-based procedures – many not widely available elsewhere – to treat diseases and disorders that affect blood flow in arteries and veins.

During the past year Wake Forest Baptist became one of the first hospitals in the country to offer patients two newly approved cardiovascular devices, a coronary stent that gradually dissolves in the body and a miniaturized wireless

pacemaker.

Wake Forest Baptist's excellence in and commitment to high-quality heart and vascular care has been recognized by numerous professional organizations, including the American College of Cardiology, Society of Thoracic Surgeons, Society of Chest Pain Centers and National Cardiovascular Data Registry.

Current areas of research include improving diagnosis and treatment planning, developing new treatments and learning more about complex conditions such as deep vein thrombosis, peripheral artery disease and carotid disease.

Infectious Diseases

Wake Forest Baptist's Section on Infectious Diseases is committed to excellence in inpatient and outpatient care, research and education.

In addition to treating patients with diseases caused by viruses, bacteria, parasites and fungi, its physicians are involved in collaborative, translational research in hematology and oncology, microbiology, immunology, molecular medicine, aging, public health, vaccines and infection control.

The Ryan White HIV Primary Care and Infectious Diseases Specialty Clinic, one of the largest infectious diseases outpatient clinics in the state, provides comprehensive services for HIV-positive adults. The International Travel Clinic offers practical information and pre- and post-exposure vaccines and medications to ensure safe and healthy travel overseas, especially to tropical and other areas with high incidence of infectious diseases.

The section also directs programs aimed at preventing and controlling antimicrobial resistance and hospital-acquired infections within the Medical Center.

Nephrology

Wake Forest Baptist's program was ranked No. 25 in the country by *U.S. News & World Report in 2016* – its ninth consecutive top-50 ranking. The nephrology section has physicians with internationally renowned expertise who provide highly specialized care for patients with chronic kidney disease, end-stage renal disease and hypertension.

In addition to caring for the hundreds of patients who have transplant procedures each year in one of the largest transplant programs on the East Coast, Wake Forest Baptist offers patients several types of home and outpatient dialysis through 17 freestanding centers located throughout the region.

The section is widely known for its research on peritoneal dialysis, hemodialysis, hypertension and the genetics of kidney disease. Clinical issues are prime topics for study, and this dedication to applied research has made the nephrology section a leader in clinical trials on dialysis and kidney disease funded by the National Institutes of Health. These projects have allowed Wake Forest Baptist physicians to make significant contributions to advancing the treatment of kidney disease for patients throughout the world.

Neurology and Neurological Surgery

The 50-plus members of the neurology and neurological surgery faculty offer comprehensive patient- and family-centered care for people with disabling neurologic diseases, including spinal disorders, epilepsy, movement disorders and stroke. The neurosciences program was ranked No. 46 in the nation by *U.S. News & World Report in 2016* and 32 of its physicians are listed in the most recent "Best Doctors in America" database.

Wake Forest Baptist is one of 103 medical centers nationwide to be designated a Comprehensive Stroke Center by The Joint Commission. The center operates the Wake Forest Baptist Telestroke Network that provides real-time remote stroke assessment and consultation to 23 hospitals throughout North Carolina.

Other specialty units include the Brain Tumor Center, Comprehensive Epilepsy Center, Multiple Sclerosis Treatment Center, Sleep Disorders Center, Spine Center and ALS Center.

The pediatric neurology section has six full-time faculty members while neurological surgery has two board-certified and fellowship-trained pediatric neurosurgeons.

Neurology and neurological surgery faculty members are also involved in leading-edge research into dystonia, neuromuscular disease, stroke, traumatic brain injury and other disorders. Clinical trials focus on areas including dystonia, Parkinson's disease, epilepsy, stroke, spasticity, multiple sclerosis, ALS, Huntington's disease and headache. Wake Forest Baptist researchers are leading a statewide study (COMPASS) to determine whether a program of longer-term care that was developed at the Medical Center can improve daily function in post-stroke patients.

Wake Forest Baptist is also home to the Epilepsy Information Service, a hotline managed by an internationally known epilepsy expert who handles 8,000 calls a year from physicians and patients.

Orthopaedics

Wake Forest Baptist's orthopaedics program, ranked as "High Performing" by *U.S. News & World Report* in 2017, treats all types of conditions in adults and children, from broken bones to complex joint replacements, with advanced techniques and research-based approaches. Orthopaedic surgeons perform a variety of procedures, many of which are minimally invasive and follow pain, anesthesia and rehabilitation protocols not widely available in the region.

The knee and hip replacement surgery program, based in new quarters at Wake Forest Health – Davie Medical Center, employs the latest technologies and advanced techniques to offer minimally invasive surgical options that generally mean shorter hospital stays and recovery times.

Orthopaedics' expanding research mission has garnered millions of dollars to support translational work. Several faculty members are working on nanotechnology and tissue-engineering solutions to manage orthopaedic pathology. Wake Forest Baptist also is participating in a consortium, established with support from the U.S. Defense Department, that is working to develop treatment guidelines for orthopaedic trauma.

Otolaryngology – Head and Neck Surgery

Wake Forest Baptist's specialists provide specialty expertise and advanced therapies to treat common and complex disorders of the ear, nose, throat, head and neck. The department was ranked 34th in the nation by *U.S. News & World Report* in 2017, which reflects its commitment to delivering the highest level of patient- and family-centered care.

Areas of expertise include voice and swallowing, head and neck cancer, facial plastic and reconstructive surgery, rhinology (nose and sinus), allergy, otology (ears and hearing), neurology and skull base surgery, and pediatric surgery.

Wake Forest Baptist offers the latest in technology and therapies, including robot-assisted head and neck surgery, microvascular head and neck reconstruction, cosmetic reconstruction, office-based laryngeal surgery, endoscopic skull base surgery, adult and pediatric implantable hearing devices, minimally invasive parathyroid surgery and repair of congenital ear deformities. The department also has audiology and speech pathology services.

Active research efforts involve salivary gland and inner ear regeneration, regenerative medicine in head and neck defects, biochemical effects of aging on laryngeal function and mechanisms of the spread of head and neck cancer.

The section on dentistry's faculty members, residents and students work with trauma, oncology and pediatric patients. The section also collaborates with University Dental Associates, one of the state's largest private multispecialty dental group practices, in a general-practice dental residency program.

Pediatrics and Brenner Children’s Hospital

The region’s only full-service pediatric hospital provides expert care for infants through teens in state-of-the-art, child-friendly facilities. The Brenner Children’s staff has more than 140 pediatricians and surgeons specializing in more than 30 areas of pediatric care, including gastroenterology, urology, neurosurgery, cardiology and orthopedic surgery.

Brenner Children’s Level I pediatric emergency department is staffed 24/7 and features child-sized equipment and furnishings. The hospital’s Level IV neonatal intensive care unit serves as the referral center for the more than 28,000 neonates born in the region each year and provides a comprehensive range of services with state-of-the-art equipment. Services also include Brenner FIT, the region’s first comprehensive pediatric obesity program, and developmental and behavioral programs.

Physical Medicine and Rehabilitation

Physical medicine and rehabilitation (PM&R) incorporates most of the Medical Center’s rehabilitation services. It is a nonsurgical, highly collaborative medical specialty that focuses on restoring functionality in adults and children following injury or illness.

PM&R integrates the services of rehabilitation physicians, nurses, rehabilitative psychologists and therapists (including physical, occupational, recreational and speech) to address patients’ medical, physical, cognitive, social, emotional and vocational needs. Among the most common reasons for patients to require such care are stroke, brain injury, musculoskeletal conditions, spinal cord injuries, major trauma, amputation and the effects of cancer.

PM&R physicians provide medical leadership for the acute inpatient rehabilitation programs offered in the J. Paul Sticht Center and consult throughout the Medical Center to ensure the most appropriate rehabilitation options for patients after discharge. PM&R also has a team of outpatient specialists.

Plastic and Reconstructive Surgery

Wake Forest Baptist offers the highest quality in aesthetic and reconstructive surgery. The department provides cosmetic procedures such as facial rejuvenation, otoplasty, abdominal and extremity contouring, the treatment of varicose and spider veins, and scar revision. Reconstructive services include trauma treatment of hand, head, neck and soft tissue injuries; congenital reconstruction of the hand, chest wall and breast; reconstructive surgery for cancer, including head and neck tumors and breast reconstruction; and acute and chronic burn care through the Wake Forest Baptist’s Burn Center.

The department includes the Wound Care Center, which specializes in the evaluation, diagnosis and treatment of acute and chronic wounds through innovative techniques and individualized treatment plans, and the North Carolina Center for Cleft and Craniofacial Disorders, which provides care for cleft lip and palate, craniofacial syndromes, congenital ear deformities, vascular anomalies and other conditions.

Pulmonology

Wake Forest Baptist, ranked as “High Performing” by *U.S. News & World Report* for pulmonology, provides a full range of clinical services to patients with respiratory, allergic, immunologic and sleep disorders. It is the only comprehensive center for allergic and respiratory disease in Southeast with National Institutes of Health-supported networks in asthma, severe asthma, chronic obstructive pulmonary disease and adult respiratory distress syndrome.

Respiratory disease services at Wake Forest Baptist are coordinated in the section on pulmonary, critical care, allergy and immunologic diseases. These services include perioperative screening for sleep and respiratory disorders, advanced diagnostic and therapeutic bronchoscopy, comprehensive management of chronic respiratory diseases, a thoracic oncology program, advanced treatments for occupational pulmonary diseases such as mesothelioma and specialty clinics for severe asthma, pulmonary hypertension, sleep disorders, bronchiectasis and cystic fibrosis.

The section also conducts clinical trials for leading-edge diagnostic and treatment options for common pulmonary problems such as asthma, chronic obstructive pulmonary disease, acute respiratory distress syndrome and lung cancer and has ongoing research programs in numerous areas, including genetic susceptibility to respiratory diseases.

Critical care services provided at Wake Forest Baptist include expert management of patients with critical illness by physicians who are board-certified in critical care medicine and work in concert with consultants representing the full range of medical and surgical specialties. Patients with severe critical illness are regularly transferred to Wake Forest Baptist for life-sustaining treatments not generally available at smaller hospitals.

Radiology and Imaging

Wake Forest Baptist offers a full complement of screening, diagnostic and interventional radiology technologies to inpatients and outpatients. The radiology staff includes more than 50 board-certified radiologists, 14 radiology fellows and 40 residents who combine to interpret more than 400,000 imaging exams each year.

MRI, CT and PET scans, ultrasound, X-rays and other technologies are used to identify and diagnose a wide range of conditions from cancer to osteoporosis; map and measure brain activity, blood flow and other functions; and perform a variety of percutaneous procedures, such as fine-needle biopsies.

Interventional radiology treats many conditions that once required conventional surgery. The most common procedures include angiograms with angioplasty and stenting, uterine fibroid embolization and chemoembolization and radiofrequency ablation.

Wake Forest Baptist Outpatient Imaging, a freestanding facility, provides a variety of imaging services to both Medical Center patients and outside referrals.

Sports Medicine

Wake Forest Baptist sports medicine is a multi-specialty program that includes orthopaedic, rehabilitative and family medicine physicians, radiologists, surgeons and biomedical engineers. These specialists treat high-level performers, “weekend warriors” and young athletes with the same level of individualized care.

The sports medicine team is at the forefront of research into the effects of head impacts incurred by youth football players and is participating with Wake Forest University and Winston-Salem State University in a nationwide study of concussion in sport that spans all NCAA divisions.

Wake Forest Baptist is the sports medicine provider for Wake Forest, Winston-Salem State, Salem College, UNC School of the Arts, the Winston-Salem Dash minor-league baseball team and the Winston-Salem Open tennis tournament. Wake Forest Baptist also is the health care partner of D1 Sports Training’s Winston-Salem location.

Urology

Wake Forest Baptist’s Department of Urology was ranked in 2017 as “High Performing” by *U.S. News & World Report*. The department is a major referral center that brings together the best of patient- and family-centered care and research, offering understanding, expertise and the latest in diagnostic techniques and treatments for kidney stones, urologic cancer, incontinence, pelvic pain, congenital abnormalities and men’s health issues.

The department offers minimally invasive surgical procedures, including robot-assisted laparoscopic procedures for both adults and children, and has a team that specializes in women’s pelvic health issues, ranging from incontinence and sexual dysfunction to pelvic pain and prolapse.

Wake Forest Baptist urologists are experienced in caring for the most complicated and difficult cases. In many areas, the department’s urologists have helped set national standards for care. Because faculty members are active researchers as well as clinicians, the department is able to offer patients new treatments and technology before they are widely available.

Weight Management

The Weight Management Center at Wake Forest Baptist is among a handful of clinics nationwide offering comprehensive medical weight loss and surgical weight loss programs in one location. Patients can make informed decision when choosing a weight loss option and engage a dedicated team of physicians, dietitians, fitness specialists and health behaviorists for optimal success.

The surgical program, which performs all major bariatric surgeries, has been recognized as a Surgery Center of Excellence by the American Society of Metabolic and Bariatric Surgery. Those patients who do not desire or need surgery can choose from two tailored nonsurgical programs to help them make key lifestyle changes that lead to weight loss and improved overall health.

The Weight Management Center also features an onsite private fitness studio and a nutrition shop.

Women's Health

Wake Forest Baptist's Department of Obstetrics and Gynecology is ranked as 33rd in the nation by *U.S. News & World Report*, affirming the program's status as a national leader in providing comprehensive and innovative care for women throughout their lives.

The department offers state-of-the-art subspecialty care in maternal-fetal medicine, reproductive endocrinology and menopause, infertility and assisted reproduction, medical and surgical management of endometriosis and uterine fibroids, minimally invasive and fertility-sparing surgery, urogynecology and pelvic floor reconstructive surgery, contraception and gynecological oncology.

Center for Research in Obstetrics and Gynecology programs focus on sex differences in placental function, fetal origins of adult diseases, endometriosis, endometrial cancer and reproductive neuroendocrinology and reproductive toxicology. The center offers or is developing clinical trials in endometrial and ovarian cancer, ovulation induction, pre-term birth prevention, preeclampsia and menopausal health.

Wake Forest School of Medicine

The more than 1,200 members of the Wake Forest School of Medicine faculty direct the education of approximately 2,000 medical, physician assistant and nurse anesthetologist students, medical residents and fellows, and graduate students in basic sciences and allied health care professions.

The school offers a transformational and supportive experience to cultivate physicians and health care providers who set the standard for compassionate, collaborative care; lead the way in socially responsible health care and biomedical sciences locally, nationally and globally; and engage in lifelong learning and discovery through the application of innovative knowledge, experiential technology and skills in medicine.

In addition to its M.D., Ph.D. and master's degree programs, the School of Medicine offers five joint-degree programs. It is also the clinical site for several Forsyth Technical Community College programs.



The School of Medicine provides continuing medical education and advanced training for health care professionals through the Northwest Area Health Education Center (AHEC), as well as leadership and organizational development, education and research in continuing medical education. Nearly 37,000 people participated in 1,888 Northwest AHEC training activities during the 2016 fiscal year.

The School of Medicine strategically investigates opportunities that expand basic and clinical investigations, resulting in nationally and internationally recognized excellence in biomedical research. The School of Medicine seeks to leverage its current areas of strength and focus to improve the integration of its research programs with areas of major importance in population health and to maximize multidisciplinary and translational approaches. Current research priorities include aging and cognition; diabetes, obesity, metabolism and associated cardiovascular disorders; cancer; and regenerative medicine.

In the 2016 fiscal year, the School of Medicine received \$177.3 million in research funding from 722 grants awarded by federal and state agencies, private foundations, industry and other sources.

In the summer of 2016, the School of Medicine opened the \$60 million Bowman Gray Center for Medical Education in Wake Forest Innovation Quarter. Development of the building, a former tobacco warehouse, was made possible through philanthropy as well as state and federal tax credits. Through state-of-the-art technologies and an experiential curriculum that simulates real clinical events in inpatient and outpatient settings, students are learning the skills needed for the next generation of physician leaders.

Advancing Knowledge

Wake Forest Baptist promotes research and advanced learning through a variety of departments, centers and other specialized entities.

Division of Public Health Sciences

Public Health Sciences (PHS) is devoted to developing better strategies for maintaining and improving the health of patients and community. The division features world-class expertise in four departments: Biostatistical Sciences, Epidemiology & Prevention, Social Sciences & Health Policy and Implementation Science.

Biostatistical Sciences includes faculty and staff with expertise in statistics, programming, data management and multi-center clinical trial conduct, coordination and management. The department conducts and publishes research in statistical methodology, study design, statistical applications, quantitative epidemiology, systems development, applications programming and other empirical or information-based disciplines.

The faculty and staff in Epidemiology & Prevention focus on better understanding causes and preventive strategies for chronic diseases and their complications. The ultimate goal of these efforts is to reduce death and disability and to improve quality of life.

The mission of Social Sciences & Health Policy is to improve the human condition through the application of social sciences and policy research to health and health care. Recognizing that health and health care represent complex challenges, faculty and staff are committed to collaborative, multidisciplinary and translational approaches to research, education and community involvement.

The focus of the newly created Division of Implementation Science is research on the adoption, integration and sustainability of evidence-based practice into clinical care. Its members will partner with strong methodologic and translational teams with the ultimate goal of using cutting-edge academic methods to identify creative approaches for the improvement of patient and population health.

Overall, PHS is heavily involved in clinical trials and population research studies, frequently tackling complex health problems such as cardiovascular disease, diabetes and cancer, and often working with at-risk populations with the ultimate goal of improving the health of various communities.

Wake Forest Institute for Regenerative Medicine

The Wake Forest Institute for Regenerative Medicine (WFIRM), one of the most prominent programs of its kind in the country, is devoted to growing tissues and organs and developing healing cell therapies for more than 30 different areas of the body, from kidney and trachea to cartilage and lung. Its scientists are currently engaged in projects such as creating insulin-producing cells, engineering blood vessels for heart bypass surgery and applying regenerative medicine technologies to battlefield injuries.

WFIRM is an international leader in translating scientific discovery into clinical therapies. Its scientists have been the first in the world to implant lab-grown tissues and organs into patients. WFIRM continues to develop new replacement tissues and organs and also is working to speed up the process of making these treatments available to patients through a support infrastructure that includes a clinical manufacturing center.

The institute is leading a multicenter, result-focused program for the U.S. military that requires discoveries in the field to be tested and compared so the most promising can be brought to clinical trials, heading a five-center effort to print mini-organs for drug testing and exploring the application of modern manufacturing principles to regenerative medicine.

WFIRM also is involved in a variety of projects with clinicians and researchers from numerous departments and centers at Wake Forest Baptist.

In 2016, WFIRM scientists made international headlines with a report proving the feasibility of printing living structures to replace injured or diseased tissue in patients.

Department of Biomedical Engineering

The Department of Biomedical Engineering is a program within the School of Medicine and part of the Virginia Tech-Wake Forest University School of Biomedical Engineering and Sciences, a unique collaboration that includes faculty, staff and students at both institutions.

Department scientists are active in areas such as tissue engineering, biomedical imaging, nanomedicine and nanobioengineering, biomechanics, neuroengineering, cardiovascular engineering and translational cancer research.

Some prominent research projects involve brain tumor therapy, cancer nanotechnology, cardiovascular MRI, concussion and head impact studies, human body modeling and mechanical device design.

Clinical and Translational Science Institute

Wake Forest Baptist's Clinical and Translational Science Institute (CTSI) is part of the national Clinical and Translational Science Award Consortium, a group of more than 60 academic medical centers and partner organizations that work together to accelerate translation of discoveries into better preventive and treatment solutions. CTSI's work is supported by an award from the National Institutes of Health.

Programs and services include evaluation, biomedical informatics, team science, community engagement, translational workforce development, biostatistics, epidemiology and research design, regulatory knowledge and support, translational pilots, integrating special populations, multi-site study support, recruitment, participant and clinical interactions and the nonhuman primate program.

Center for Comparative Medicine Research

The center initiates and facilitates the development and application of animal models – especially nonhuman primates – to diseases of human relevance.

The center combines a history of research excellence in addition, cancer, diabetes, neurobehavioral biology, cardiovascular disease, gender differences and radiation countermeasures with technical expertise in nonhuman primate and other large animal biology and medicine, pathology, nutrition, imaging, cognition, surgical procedures, genomics and regulatory compliance. It also offers internationally recognized postdoctoral training programs in animal model development and research, laboratory animal care and veterinary pathology.

Center for Experiential and Applied Learning

The Center for Experiential and Applied Learning (CEAL) integrates the educational efforts of Wake Forest Center for Experiential Learning and the Center of Applied Learning to serve all clinical learners – MD, PA and CRNA students, residents and fellows, faculty, nurses, staff, industry representatives, and other external audiences. CEAL provides active learning both for inter-professional teams and for individuals to enhance patient safety and quality of the patient experience. The learning environment includes simulated patient rooms, resuscitation, operating, procedure and intensive care suites, and an anatomical resource clinical training center, among other state-of-the-art resources.

CEAL exemplifies and advances our work as a Learning Health Care System in which clinicians and researchers from all disciplines work together to generate evidence and share outcomes to improve patient safety, quality of care, experience and efficiency – applying what we learn to what we do. This Center also represents Wake Forest Innovations' focus on engaging with external industry partners for the development of proprietary products and services.

Center of Excellence for Research, Teaching and Learning

Wake Forest Baptist's Center of Excellence for Research, Teaching and Learning (CERTL) seeks to improve the quality of science, technology, engineering and mathematics education through professional development of teachers and curriculum enrichment for K-12 students.

Specifically, CERTL aims to increase the participation and success of underrepresented minority students in advanced science and mathematics courses, and to increase the interest and commitment of all students in science, mathematics and technology careers.

Maya Angelou Center for Health Equity

The Maya Angelou Center for Health Equity (MACHE) is at the forefront of the efforts that have made Wake Forest Baptist a leader in research and education focused on minority health and health disparities. Created in 2002, MACHE seeks to achieve health equity through research to improve population health, community partnerships to strategically impact health policies and programs to diversify the biomedical and public health workforce.

Center for Research on Substance Use and Addiction

The goals of this multidisciplinary translational research center are to promote state-of-the-art research, education and dissemination of evidence-based practices focusing on preclinical models that will support the development of personalized treatments for substance-related disorders; population research involving epidemiology, community and policy interventions to promote population health; and clinical-translational research that will generate new knowledge.

Center for Integrative Medicine

The Center for Integrative Medicine oversees a combination of clinical, research and outreach activities that emphasize wellness and healing of the whole person, with attention to mental and spiritual health. The center's efforts embrace a variety of approaches, including acupuncture, herbal medicine, Healing Touch, massage therapy, meditation, tai chi and yoga.

Childress Institute for Pediatric Trauma

The Childress Institute for Pediatric Trauma (CIPT) at Wake Forest Baptist is devoted to the discovery and sharing of the best ways to prevent and treat severe injuries in children. The institute supports research, education and advocacy to help reduce the incidence of these injuries and to improve the care and treatment injured children receive across the country. Its three core focal areas are funding research, facilitating medical education and raising national awareness of pediatric trauma, which kills nearly 10,000 children in America each year, more than all other causes combined.

The CIPT was founded at Wake Forest Baptist in 2008 through a generous gift from Richard and Judy Childress.

Center for Structural Biology

The Center for Structural Biology at Wake Forest University is a cross-campus, interdisciplinary organization that combines the research and educational resources of graduate and undergraduate programs at the university with those of the School of Medicine. Structural and biochemical research at the center addresses fundamental biological questions relating to DNA and protein repair, cellular signaling and redox enzyme function.

Center for Nanotechnology and Molecular Materials

Wake Forest Baptist has a growing relationship with Wake Forest University's Center for Nanotechnology and Molecular Materials. The commitment to nanotechnology in medicine is seen through research into cancer, antibiotic resistance in infection, cardiothoracic disease, tissue regeneration, response to injury and toxicity. Nanotech solutions that are regenerative and reparative at the molecular level are being aggressively pursued.

Wake Forest Innovations

The mission of Wake Forest Innovations is to improve health through collaborative innovation.

Wake Forest Innovations accomplishes this work through these centers:

- The Center for Technology Innovation & Commercialization, which accelerates the development and commercialization of inventions.
- The Center for Industry Research Collaboration, which expedites industry access to the specialized clinical and research capabilities of Wake Forest Baptist Medical Center.

During fiscal years 2012 through 2016, the Center for Technology Innovation & Commercialization had 409 invention disclosures, filed 490 patent applications, formed 20 startup companies, executed 107 licensing and option agreements and saw 234 patents issued to faculty and staff members. Licensing revenue for the five-year period was \$220 million.

Wake Forest Baptist Medical Center created the Catalyst Fund, a \$15 million technology development program managed by Pappas Capital of Durham, to accelerate innovative life science technologies developed by Wake Forest faculty. In 2016 the Catalyst Fund announced its initial investments, awarding a total of \$595,000 to support six early-stage technologies.

From its formation in fiscal year 2013 through FY 2016, the Center for Industry Research Collaboration won 93 contracts involving six clinical and six basic science departments to generate \$5.1 million in revenue from research services offered to industry.

Wake Forest Innovation Quarter

Wake Forest Innovation Quarter is a center for research, business and education in biomedical science, information technology and advanced materials.

Located in downtown Winston-Salem, the Innovation Quarter has approximately 3,300 people working in more than 70 companies plus five academic institutions with more than 8,500 students undertaking advanced education and workforce training each year.

The Innovation Quarter comprises approximately 2 million square feet of office, laboratory and educational space – much of it in converted tobacco factories and warehouses – on its 300-plus acres. In addition, there are 780 lofts, apartments and condominiums within or close by the Innovation Quarter.

The Innovation Quarter continues to grow. Wexford Science + Technology has begun work to develop Bailey Power Plant, which once powered the tobacco facilities, as a mixed-use space. Grubb Properties has started construction of a new complex that will have more than 300 apartment units, 5,000 square feet of retail space and a parking deck with more than 800 spaces.



Subsidiaries, Joint Ventures and Affiliates

Subsidiaries and Joint Ventures

- Assuring Affordable Quality Healthcare in NC, a partnership with nine additional entities to conduct advocacy activities that ensure access to safe, affordable and quality health care.
- The Center for Healthcare Innovation, a joint venture with Blue Cross and Blue Shield of North Carolina that explores new ways to improve the quality of health care while reining in the cost of medical expenses.
- Cancer Center of Davidson County, a joint endeavor with Wake Forest Baptist Health – Lexington Medical Center that offers radiation therapy and medical oncology treatments to Davidson County residents.
- CareNet Inc., a not-for-profit corporation organized to provide pastoral counseling services at a network of locations throughout North Carolina.
- Carolina Behavioral Health Alliance, a joint venture with East Carolina University and the University of North Carolina to contract with providers and facilities to provide patient services.
- CHESS, a physician-managed health care services company that empowers clinicians and health systems to transition to value-based medicine. CHESS is owned by Wake Forest Baptist Medical Center and LabCorp (Laboratory Corporation of America Holdings).
- Cornerstone Health Care, a multidisciplinary practice group of more than 275 physicians and advanced practice providers with more than 50 locations in central North Carolina that employs a patient-centered care model of expanded access, increased coordination, enhanced prevention education and sophisticated technological support. Cornerstone is wholly owned by Wake Forest Baptist Health.
- Dialysis Access Group of Wake Forest University, which provides vascular access maintenance procedures to dialysis patients close to where they receive dialysis treatments.
- HCEC, a joint venture with Ocular System Inc. and the North Carolina Eye Bank Inc. to design and develop safe, functional corneal endothelium implants.
- MedCost, an integrated benefits solutions company owned jointly with Carolinas HealthCare System.
- North Carolina Baptist Hospital Foundation, which supports, promotes and advances the interests of the clinical operation in the pursuits of its ministries of healing.
- North Carolina Baptist Hospital Outpatient Endoscopy Center, which provides off-campus outpatient endoscopy services.
- Northwest Community Care Network, which administers the Carolina Access II Medicaid program.
- Primary Care, which offers primary care, urgent care and occupational health services in Mocksville.
- Socius Health Solutions, a shared services company jointly owned by Wake Forest Baptist, Vidant Health, WakeMed Health & Hospitals and LabCorp. It allows member organizations to gain benefits of scale, shared services and best practices while maintaining their current governance and independence.
- The Center for Congregational Health, Inc., a not-for-profit organization that assists congregations in becoming healthier communities of faith.
- The Dialysis Centers of Wake Forest University, a network of 9 dialysis centers throughout the region.
- The Hawthorne Inn & Conference Center, a hotel, conference center and restaurant that serves the general public as well as Medical Center patients and their families.
- The Medical Foundation of Wake Forest University Health Sciences and North Carolina Baptist Hospital, a joint venture to aid and promote, by financial assistance, education, service and research in preventive and curative medicine.
- Wake Forest Ambulatory Ventures, a wholly-owned subsidiary of Wake Forest University Health Sciences that holds the certificate of need for the ambulatory surgical center under construction in Clemmons.
- Wake Forest Baptist Health Care at Home, a joint venture with Total Care Home Health of NC, that supports efforts to lower the cost of home health services.

- Wake Forest Baptist Health Community Physicians, a physician network that provides care within the Medical Center's service area.
- Wake Forest Baptist Imaging, a freestanding, full-service diagnostic imaging center.

Network Hospitals

- Wake Forest Baptist Health – Davie Medical Center, Bermuda Run*
- Wake Forest Baptist Health – Lexington Medical Center, Lexington*
- Wake Forest Baptist Health – Wilkes Regional Medical Center*

Affiliated Hospitals

- Alleghany Memorial Hospital, Sparta*
- Appalachian Regional Healthcare – Charles A. Cannon Jr. Memorial Hospital, Linville*
- Appalachian Regional Healthcare – Watauga Medical Center, Boone*
- Carteret Health Care, Morehead City*
- Catawba Valley Medical Center, Hickory*
- Cone Health, Greensboro
- Frye Regional Medical Center, Hickory*
- Granville Medical Center, Oxford* (in collaboration with WakeMed Health & Hospitals)
- Hugh Chatham Memorial Hospital, Elkin
- Iredell Memorial Hospital, Statesville*
- Lake Norman Regional Medical Center, Mooresville*
- Morehead Memorial Hospital, Eden
- Northern Hospital of Surry County, Mount Airy
- Pioneer Community Hospital of Stokes, Danbury
- Randolph Hospital, Asheboro
- UNC Health Care – Caldwell Memorial Hospital, Lenoir*
- UNC Health Care – Lenoir Memorial Hospital, Kinston*
- Vidant Beaufort Hospital, Washington*
- Vidant Bertie Hospital, Windsor*
- Vidant Chowan Hospital, Edenton*
- Vidant Duplin Hospital, Kenansville*
- Vidant Edgecombe Hospital, Tarboro*
- Vidant Roanoke–Chowan Hospital, Ahoskie*
- W.G. (Bill) Hefner VA Medical Center, Salisbury

**Member of the Wake Forest Baptist Telestroke Network.*

Services for the Community

Wake Forest Baptist Medical Center is committed to giving back to the communities it serves. In the 2016 fiscal year, Wake Forest Baptist provided \$378.1 million in community benefits to the area, embracing community outreach, education, research, charity care and other efforts to help those in need and to improve the overall health of the region's residents.

The following are some of these programs.

Be Involved

[Be Involved](#) is an online resource that welcomes community members to learn more about hundreds of clinical trials and studies at Wake Forest Baptist for which they may be eligible. This website – wakehealth.edu/BeInvolved – allows people to search for studies they are interested in and connects them to coordinators of research projects at Wake Forest Baptist who can provide specific information about each study.

BestHealth

BestHealth, the community wellness outreach program of Wake Forest Baptist Health, offers health seminars, screenings, cooking and fitness classes, online health resources and a membership program with special benefits. Seminars led by experts from Wake Forest Baptist provide the latest information about a variety of health topics in talks held at convenient locations throughout the community. Membership benefits include free health screenings, wellness challenges, discounts at participating local merchants, e-newsletters and priority notification of events and programs. Information about BestHealth is available by calling 336-713-BEST (2378).

Care Transitions

The Care Transitions program provides support to patients and their families after discharge from the Medical Center and helps them determine what services are available to them to assist with recovery.

Seven options are offered through the program: enhanced care resource nurses, ANCHOR, CarePlus, advanced practice providers, skilled nursing facility partners, palliative care, and Wake Forest Baptist Health Care at Home, a joint program between Wake Forest Baptist and Gentiva Health Services that focuses on helping adult patients of all ages with complex health problems.

Center for Worker Health

The [Center for Worker Health](#) provides a nexus for basic and translational research focused on all aspects of the work-health relationship. It brings together researchers, health care providers, community members and business leaders interested in protecting and promoting worker health and quality of life, as well as creating workplace solutions that are beneficial for employers, workers and their families.

Community Partnership for Compassionate Care

The Community Partnership for Compassionate Care is a regional coalition of the North Carolina Partnership for Compassionate Care. Its members are Wake Forest Baptist, Novant Health, the Hospice & Palliative Care Center and Rowan Hospice & Palliative Care. The partnership is designed to educate the community about the importance of having an advance care plan and to help with the planning process.

DEAC Clinic (Delivering Equal Access to Care)

The DEAC Clinic, a program initiated and developed entirely by Wake Forest School of Medicine students, has operated in Winston-Salem since 2008. In 2016, the clinic served more than 250 patients per week. This free clinic provides routine primary health care to the local underserved community, and specialty care and testing when needed. Students from Wake Forest medical, physician assistant, graduate and undergraduate programs work together under the supervision of volunteer licensed physicians, physician assistants and pharmacy residents.

Recently, students have been awarded grants for various health improvement initiatives implemented at DEAC, ranging from nutrition to smoking cessation.

Downtown Health Plaza

The [Downtown Health Plaza](#) (DHP) is a full-service outpatient medical clinic subsidized by the Medical Center that serves many of Forsyth County's uninsured and underinsured residents in a state-of-the-art facility with an onsite pharmacy. In 2016, there were 68,279 patient visits at the Downtown Health Plaza. Its services include:

- Collaboration with the Northwest Community Care Network (NCNN), which has case managers on-site in pediatrics and internal medicine.
- A satellite site for the Women, Infants and Children Nutrition Program (WIC).
- A behavioral health integration project that supports four health clinicians who provide behavioral health care in collaboration with the patients' medical providers.
- A home patient navigator who visits patients after they are discharged from the hospital to assure that medications are filled, referrals are prepared and more.
- A community garden that provides free, fresh vegetables and herbs for patients and their families and a food pantry where bagged nutritious foods are available.
- Legal Aid of Northwest NC, which provides assistance with legal issues.
- CenteringPregnancy, a program to reduce incidence of low-birth-weight babies.
- CareNet Counseling, which helps families address behavioral concerns.
- Imprints Cares, a program that helps parents address developmental delays in young children.
- A high-risk obstetrics clinic.
- Reach Out and Read, which provides free books to young patients.
- The Care Plus Program, which offers home visits and intensive patient contact aimed at reducing readmissions and emergency department visits.

Grace Clinic

This free health clinic is held the third Saturday of every month at New Light Missionary Baptist Church in Winston-Salem. Volunteers from Wake Forest Baptist are among those who assist with health management for patients with chronic and acute conditions such as high blood pressure, high blood sugar and high cholesterol. Wake Forest Baptist's FaithHealth program also supports the Grace Free Clinic.

Share the Health Fair

The Share the Health Fair is a free, annual community health day that offers screenings, health education and physician consultations, and typically reaches hundreds of people.

It is open to adults regardless of age, insurance coverage, income level or immigration status. Interpreters are available for non-English speakers. The event is hosted by students from Wake Forest School of Medicine and supported by Northwest AHEC.

Transitional and Supportive Care

Transitional and Supportive Care is a family of programs that creates a bridge between acute care services and reintroduction to the community. Being able to manage transitional care leads to a higher-quality experience for patients and their family. The programs included in Transitional and Supportive Care are: Ambulatory Care Navigators, Bridging Home Visits, ED Enhanced Care Nurses, Palliative/Supportive Care Providers and Nurses, Readmissions Coordinator, Skilled Nursing Facility Collaborative, Social Work, Pharmacists and Wake Forest Baptist Health Care at Home.

Triad Free Health Clinic

Wake Forest Baptist Health physicians and nurses volunteer to support the Triad Free Health Clinic, held twice a month to serve the medical needs of the uninsured and underserved members of Winston-Salem and the Triad

region. The clinic is held at the Community Mosque, 1419 Waughtown St., Winston-Salem. The Triad Free Health Clinic offers free care without discrimination based on race, religion or gender; its services include screenings to combat chronic diseases such as diabetes, obesity and cardiopulmonary disease.

Wellness and Corporate Health Services

The mission of this service is to be the low-cost, high-quality provider of business health and wellness solutions to local employers. This service includes assessment of the health of a company's employees, an analysis of that biometric and claims data, and the development of custom solutions for that specific population. Examples of services include: on-site health screenings, risk assessments, health coaching, weight loss and tobacco-cessation classes and incentive and benefit plan design. Information about Wellness and Corporate Health Services is available by calling 336-713-4696.

Diversity, Inclusion and Health Equity

Wake Forest Baptist believes that creating a diverse, equitable and culturally attuned workplace is crucial to our mission to improve health in the communities we serve. The Office of Diversity and Inclusion oversees our practices to ensure diversity, inclusion, equity and respect for every member of the Wake Forest Baptist community – faculty, staff, students, trainees, patients, families and vendors. Diversity and inclusion are also integral to achieving excellence and quality health outcomes for all and is essential at all levels of the Medical Center.

Wake Forest Baptist recognizes that diversity is not limited to race and ethnicity but must also take into account socioeconomic status, sexual orientation, gender identity and religious commitment. In order to eliminate the pervasive health disparities that exist in our region and country, the Medical Center is devoted to recruiting, retaining and training a diverse cadre of people and ensuring that educational programs enable health care professionals to provide culturally competent care and address health disparities. The Medical Center aims to actively engage with local and regional populations to advance health equity and be the provider of choice in the communities we serve.

Wake Forest Baptist's clinical focus on health equity was recognized by the U.S. Human Rights Campaign Foundation, which designated the Medical Center a 2017 "Leader in LGBTQ Healthcare Equality."

Division of FaithHealth

The mission of the Division of FaithHealth is to build, align and animate religious and community assets to improve access to health care and the health of the community, beginning with those served by Wake Forest Baptist Medical Center.

Supporting patients spiritually and offering ministries of growth, hope and healing is part of the work of Wake Forest Baptist Medical Center, which since its earliest days has been an innovator in forging health and spiritual connections.

The division's programs include:

- FaithHealthNC, which helps ease the journey to health and healing for people and the communities in which they live by connecting the caring strengths of congregations, the clinical expertise of providers and a variety of community resources. FaithHealthNC also serves as a liaison between Wake Forest Baptist and congregations of all denominations. FaithHealth Supporters of Health are staff members who work in underserved areas of Winston-Salem in collaboration with various community-based agencies to connect patients with vital medical and non-medical resources.



- FaithHealth Education, which designs and conducts the programs for the interns and residents in Clinical Pastoral Education, CareNet counseling interns and Supporters of Health staff members.
- Chaplaincy and Clinical Ministries, whose chaplains provide spiritual aid and other support to patients, their family members and employees at Wake Forest Baptist.
- CareNet, a partner of FaithHealth whose licensed counselors and psychotherapists provide faith-integrated counseling, therapy, education and professional services to individuals, families, groups, congregations, nonprofits and communities throughout North Carolina

The Center for Congregational Health, which provides ministry and training to faith communities, lay leaders and clergy members across the country and in several foreign countries. The Center for Congregational Health is one of the oldest and most respected church consulting institutions in the United States.

Davis Memorial Chapel



Davis Memorial Chapel has served as a place for prayer, meditation and reflection since 1956. The chapel, next

to Watlington Hall on the Medical Center main campus, is open 24 hours a day and has interfaith services on Mondays, Wednesdays, Fridays and Sundays.

Philanthropy and Alumni Relations

The Office of Philanthropy and Alumni Relations seeks philanthropic support to help Wake Forest Baptist carry out its mission to improve health.

The office engages former patients and their family members, volunteers, School of Medicine alumni, employees and others throughout the country and around the world who want to help Wake Forest Baptist provide expert and compassionate care to patients and their families, educate the next generation of leaders in medicine and biomedical science and advance medical research that will transform lives in our community and around the world.

Gifts of all amounts ensure that Wake Forest Baptist's vital work continues. In the 2016 fiscal year, the Medical Center received approximately \$31 million in philanthropic support from more than 10,000 individuals, corporations, foundations and organizations.

Wake Forest Baptist raises money for all facets of its work, with particular emphasis on areas including cancer, Alzheimer's disease, children's health, diabetes, obesity, regenerative medicine and medical education. Gifts to



Wake Forest Baptist Medical Center, a 501(c)(3) charitable organization, are tax deductible as permitted by law.

Global Outreach

The Wake Forest School of Medicine Office of Global Health serves as the conduit facilitating interdisciplinary global health education, clinical outreach, service opportunities, research and collaborations.

The Office of Global Health works collaboratively with hospitals in countries around the world, including China, Japan, Spain, Ghana, Kenya, Tanzania, Costa Rica and Nicaragua.

The office conducts a Global Health Certificate program for faculty members, medical students, residents and fellows; provides scholarships to promote innovative research and educational initiatives at affiliated sites; and offers

opportunities to serve in “Wake Works” outreach projects in countries including Honduras, the Dominican Republic and Uganda.

Patient Resources

Health On-Call®

Health On-Call offers physician referrals and the answers to general health questions through a free, 24-hour line operated by registered nurses at 336-716-2255 or 800-446-2255.

myWakeHealth

The online portal mywakehealth.org is a free, simple and secure way for Wake Forest Baptist patients to access information about their health and care. The password-protected and encrypted site allows patients who establish accounts to communicate with their physicians, manage appointments, request prescription renewals, see clinic visit summaries, view test results, search the health e-library, update personal information and perform other related tasks.

Patient and Family Relations

The Patient and Family Relations staff assists patients, family members and visitors with questions, concerns or needs related to Wake Forest Baptist Medical Center or its subsidiaries. Its office is open weekdays from 8 a.m. to 5 p.m.

Language Services

Recognizing that effective communication and understanding are essential to patient safety and quality care, Wake Forest Baptist provides non-English and sign language interpreter services 24 hours a day free of charge to patients and their families.

Arts & Health

The Arts & Health program seeks to enhance health and well-being through visual and performing arts. Its offerings include Healing Voices, a vocal group that has regular performances at different locations in the Medical Center; Arts Alive, a series of free vocal and instrumental concerts held at various Medical Center locations; free art kits for patients and family members; and 10 art galleries located throughout the hospital that feature pieces by local artists with different exhibits each quarter.

Physician Resources

Physician’s Access Line

The Physician’s Access Line is a physician-to-physician hotline that provides 24-hour access to Wake Forest Baptist specialists at 800-277-7654 for adult cases and 877-716-1999 for pediatric cases.

Physician Liaisons

The Physician Liaison program provides customer service to referring clinicians and their staffs, including information about new programs, clinical trials, specialty services and advanced medical care at all Wake Forest Baptist locations. Physician liaisons also help resolve issues and service concerns with providers.

The program also offers WakeHealthLink, a secure, password-protected online portal that allows referring providers view-only access to the medical records of patients who are referred either to or from Wake Forest Baptist.

Refer WFBH

Refer WFBH is mobile app that offers physicians easy ways to find a specialist, clinic location or clinical trial and to directly contact a specialist's office or a physician liaison.

Support Organizations

Amos Cottage, Inc.

Amos Cottage Inc. is responsible for volunteer services including pet therapy, gardening and tutoring school-age children. The Amos Cottage building houses developmental pediatrics as well as programs and services for children with developmental and behavioral disabilities.



Friends of Brenner

Friends of Brenner Children's Hospital is a volunteer auxiliary organization that supports the hospital through fundraising and community awareness activities.

Medical Center Guild

The mission of the Medical Center Guild is to create an inclusive, supportive and family-like environment at Wake Forest Baptist. The guild's membership includes faculty members and equivalent administrative officers of the Medical Center and their partners, and the partners of retired or deceased faculty and administrative officers.

Volunteer Services

Volunteers serve in more than 80 different departments and locations at Wake Forest Baptist, assisting the staff in providing quality care and service to patients and their families. During the 2016 fiscal year, 1,830 volunteers contributed a total of 117,389 hours of service.

External Support

Wake Forest Baptist Medical Center supports independent and collaborative community health efforts through funding and in-kind services.

The Medical Center is a regular sponsor of events conducted by organizations that work to benefit the health of the community, including the American Heart Association, Susan G. Komen Foundation, Ronald McDonald House of Winston-Salem, SECU Hospitality House, Hospice & Palliative Care Center, Women's Fund of Winston-Salem, Crisis Control Ministry, Senior Services Inc. and the North Carolina Stroke Association.

Among the other organizations that Wake Forest Baptist provides support to are:

- Bethesda Center for the Homeless
- Community Care Center of the Davie/Forsyth/Stokes Medical Society
- Forsyth County Chronic Disease Coalition
- Forsyth County Department of Public Health
- Forsyth County Infant Mortality Reduction Coalition
- Forsyth Futures
- HealthCare Access Inc.
- Leadership Winston-Salem
- North Carolina Prevention Partners
- Northwest Community Care Network
- Resident Child Advocacy Program
- Safe Communities Coalition
- School Health Advisory Council
- School Health Alliance for Forsyth County
- Southside Health Center
- United Way of Forsyth County
- Winston-Salem/Forsyth County Arts Council
- YMCA of Northwest North Carolina

Contact Information

Mailing Address

Wake Forest Baptist Medical Center
Medical Center Boulevard
Winston-Salem, NC 27157

Telephone Numbers

Main Medical Center	336-716-2011
Medical Appointments	888-716-WAKE (9253)
Patient Information	336-713-0000
BestHealth	336-713-BEST (2378)
Volunteer Services	336-713-3514
Medical Education	336-716-4524
Communications, Marketing & Media	336-716-4587

Website: WakeHealth.edu

Medical Appointment Request

wakehealth.edu/request-an-appointment-online

Updated August 2017

Prepared by Wake Forest Baptist's Media Relations Office and Creative Communications

Campus Map

Directions

From Business 40 East: Take Cloverdale Avenue, exit 4. Go straight at light onto Medical Center Boulevard. Turn left into Patient & Visitor Parking Deck. For valet parking, go up hill and around curve to Main Entrance. Turn left. Go under building and straight ahead.

From Business 40 West: Take Cloverdale Avenue, exit 4. Turn right onto Cloverdale Avenue. At traffic light, turn left onto Medical Center Boulevard. Turn left again into Patient & Visitor Parking Deck. For valet parking, go up hill and around curve to Main Entrance. Turn left. Go under building and straight ahead.

