



**CIRCLE
OF EXCELLENCE 2024**



William Whitaker
Circle of Excellence

William Whitaker is a patient services manager III at UNC Health in North Carolina. Will has been leading 3 Anderson, which has two levels of care (acute and intermediate), for the last three and a half years, in addition to the CICU for about a year and a half. Under his guidance, 3 Anderson was better than the hospital goal for the mortality index all but one month, including a mortality index of 0 for over 12 months. Will has championed fall prevention and holds staff accountable to unit standards for responding to bed alarms and implementing interventions. From FY22 to FY23, the falls rate was reduced from 3.15 to 2.66 on 3 Anderson, including no falls with injury in the past seven months. CICU has had no falls with injury and reduced their falls rate from 0.90 to 0.48.