



# HeartBeat

May 2013



This edition of the HeartBeat is produced in memory of:

Helen Marie Tommola  
and  
Sarah Robinson

## National Healthcare Volunteer Week

**National Healthcare Volunteer Week** was celebrated **April 21-27** and offered each of us a special opportunity to recognize support that volunteers provide to patients and their families, to staff, and to the community. It was the perfect occasion to focus on the many significant contributions our volunteers make individually and collectively every day to the WakeMed system. Staff was encouraged to thank our volunteers every day and to also celebrate during National Volunteer Week with the volunteers assigned to their departments.

Following are a few of the FY12 outcomes from activities of The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital

- **1,617 individual volunteers** gave a combined **152,788 hours of service** throughout the WakeMed Health & Hospitals system to patients, families and staff.
- The volunteer-sponsored fund raisers (Blossoms for Life, uniforms, shoes and accessories, electronics, books, jewelry, cookware, Annual Golf Outing) and donations from individuals resulted in over **\$79,000 of funding** for The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital to distribute to support programs and services for your patients, families and staff!
  - The Ronald McDonald Family Room in the Children's Hospital (Raleigh & Cary volunteers)
  - Cardiac Rehab Scholarships for patients with restricted incomes (Raleigh & Cary volunteers)
  - Nursing loans via *The Melissa Brown Memorial Nursing education Loan Fund* - \$11,000 (Raleigh)
  - The Rainbow Fund – a one-time prescription program for medications for immediate-need patients before discharge from the ED or hospital (Cary)

### Inside this issue:

President's Corner	4-5
Volunteer Spotlight	6
Luncheon Remarks	7-8
Foundation Planned Giving Opportunity	9
WakeMed Updates	10-12
Special Messages	13-14
Wow What A Volunteer	15-17
Exit Comments	18
Donations	19-20
Fundraisers & Blood Drive	21 22
Celebrations & Remembrances	23
Sewing Contributions/Donations Needs	24
Happy Birthday	25
New Volunteers	26
Placement Opportunities	27
Calendar of Events, Orientation Tours	28
Blossoms for Life	29

## National Healthcare Volunteer Week

- Sewing supplies for community volunteers who hand-make gifts for patients of all ages - hundreds of huggables and dolls for children and adults; quilts for palliative care and adult patients; booties, caps and burial gowns and outfits for babies; blankets for babies and bassinets (Raleigh & Cary volunteers)
- 5 and counting Respite Rooms for staff (Raleigh)
- WakeMed Fuquay-Varina SNF gardens and Recreational Therapy Programs – refurbished planters, seasonal plants and a garden water feature and supplies for activity programs (Cary)
- WakeMed Zebulon SNF – funds for patient transportation and clothing (Raleigh)
- Scales for Congestive Heart Failure patients (Raleigh)
- Tea for the Soul for staff (Raleigh & Cary volunteers)
- Spinal Cord Injury program – devices to improve care delivery and clinical outcomes (Raleigh)
- Books for the Reach Out & Read program in the Pediatric Practice (Raleigh)
- Wound Care facility CD's for patients (Raleigh)
- Support for children – low birth weight car seats for 4C and Special Infant Care Clinic; baby packet supplies for moms on 4C; Parents' Time Together dinners in NICU; funds for Child Life programs on 4E, Children's ED and Surgical Services; and Music/Pain Therapy program in the Children's ED (Raleigh)
- Spanish magazines for the Friendly Face Cart (Raleigh)
- 152 departments system wide received support from WakeMed volunteers in FY12.
- 6,638 Patient Relations Ambassadors patient visits and surveys were completed and shared with Nursing and support department leaders.
- 36 teams of Hospitality Pets completed 6,163 visits to patients and made untold numbers of physician, staff and family "touches" in the process.
- WakeMed volunteers
  - escort and guide patients and guests, discharge patients, visit patients, read to children, coordinate visits for families, offer diversionary activities for patients and families, survey patients, and deliver mail and flowers.
  - complete detailed and complex projects, respond quickly to and complete special projects, answer phones, file, run errands, collate, and support staff through many additional activities.
  - offer positive customer interactions, they listen, smile and serve.
  - represent each generation between ages 14 and 95.

## National Healthcare Volunteer Week

- represent healthcare providers of the future, the workforce of today, the workforce of yesterday, and those who are dedicated to community support who have either never required nor had an opportunity for monetary compensation.
- apply, interview, attend orientation, complete background and TB screenings, learn placement department procedures and expectations, receive annual evaluations, offer annual program satisfaction feedback, complete annual refresher expectation, commit to WakeMed, and perform with a high level of interest and enthusiasm.
- All of our volunteers represent WakeMed Health & Hospitals as ambassadors to and from their communities.
- Volunteers are part of the WakeMed story, part of our success and excited about the vision that you share with us about our future. Volunteers purposefully and selectively choose to give and to learn, because it is the right thing to do!

Remember also that...

- The Board of Directors of WakeMed Health & Hospitals are volunteers, contributing invaluable expertise and many hours of support to develop and guide our strategic journey.
- The Board of Directors and members of the WakeMed Foundation are volunteers, contributing invaluable expertise and many hours of support through leadership development, fund raising and educational awareness.

Thank you for your support today and every day as we celebrated National Healthcare Volunteer Week April 21-27.

Susan Hester

Director, Community Services



## The President's Corner

### The Volunteers at WakeMed Cary Hospital



It was wonderful to see such a great turnout at the WakeMed Cary Volunteer Appreciation luncheon in February. Thank you for braving the rain and cold. Your contributions of time and service help make WakeMed Cary the place of excellence that it is.

At our February volunteer board meeting, Karen Zelden, WakeMed Foundation's Director of Major Gifts and Planned Giving, spoke to us about another opportunity for volunteers to support WakeMed. The WakeMed Foundation is launching a new initiative called *Legacy Giving*.

It allows a donor to be part of a planned giving program by designating WakeMed as a beneficiary in his or her will, insurance policy or estate plan. If you would like more information about *Legacy Giving*, please contact Karen at 919-350-2966 or [kzelden@wakemed.org](mailto:kzelden@wakemed.org).

WakeMed's journey to achieve Magnet Recognition has begun. The American Nursing Credentialing Center recognizes healthcare organizations that provide excellence in nursing practice. Only 6 percent of US hospitals have that recognition. What can you do? If you observe outstanding care being given by a nurse (above and beyond normal duties) when you are volunteering, please let Jackie Kennedy know. These stories will help in documenting WakeMed Cary Hospital excellence in nursing.

I hope everyone received their Blossoms mailing last week and noticed the beautiful updated flower design. The contributions for our Blossoms for Life campaign this year was \$2065. This money will be used for the projects we support throughout the hospital.

Our fundraising shoe sale on February 13 was very successful. Thanks to the hospital staff for supporting it, to all the volunteers who helped with the sale and to Jackie Kennedy who expertly directs it all.

I truly enjoyed the beauty of the trees in bloom in front of the hospital this month and hope you did also. I thought here's another wonderful bonus for being a WakeMed Cary volunteer!

Bunny Thompson, President

## The President's Corner

### The Volunteers at WakeMed Raleigh Campus



WakeMed Hospital celebrated 2013 National Volunteer Week the week of April 21. Various events to recognize our volunteers' contributions are organized and planned by Volunteer Services. National Volunteer Week is a time to celebrate people doing extraordinary things through service. Established in 1974, National Volunteer Week focuses national attention on the impact and power of volunteerism and service as an integral aspect of our civic leadership. The week draws the support and endorsement of our nation's president and Congress, governors, mayors and municipal leaders, as well as corporate and community groups across the country.

Our annual volunteer luncheon for year 2013 was held on February 22 at North Ridge Country Club in North Raleigh. There were about 170 volunteers, including on-campus volunteers and off-campus sewing groups who attended this wonderful luncheon gathering. On behalf of all volunteers, I would like to extend my appreciation to the Volunteer department staff for arranging such an exciting annual event for us.

The Volunteer Service department has recently automated WakeMed volunteering application process. From now on, applicants can browse online for available volunteer openings for adults, juniors and community sewing groups. All volunteer applications can now be filled out by applicants and submitted online.

A progress update on campus construction was reported in our March board meeting. I would like to relay the construction update to you. They are:

- Brier Creek Medical Office Park will close in July 2013 and move into the Brier Creek Healthplex by September 2013.
- Ground breaking for WakeMed North expansion has taken place. The first construction will be the energy plant.
- The primary Physician Care Group located in the Holly Springs Medical Park will close operation and patients will be rerouted to WakeMed Cary Hospital and WakeMed Apex HealthPlex.

Most on-campus volunteers should have received their Volunteer Service Annual Evaluation letter. Please review, sign and return it via reply envelope, to The Volunteer Service department. If you have any question, please call 919-350-8293.

Timothy Lee, President



## Volunteer Spotlight WakeMed Raleigh Campus ~Lara DeChicio~



Hi! My name is Lara DeChicio. I have lived in Raleigh most of my life. I graduated from Sanderson High School, and from North Carolina State University this past December! I am currently in the application process for admission to graduate school (MSW). I live with my wonderful husband and two children. They have been incredibly supportive in my endeavors to extend my education.

In my "free" time I enjoy spending time with my family. Camping, hiking, going to the beach...anything fun and I'm there! My family loves animals. Therefore, our house

is often referred to as a "zoo". With four cats, a dog and an abundance of other critters my children rescue, it's no wonder!

I volunteer in Patient Relations on the Raleigh Campus. Working to ensure patient satisfaction is an important aspect of my volunteer services. By talking with patients and family members, I can relay comments which can improve the patient's stay with WakeMed. Volunteering with WakeMed is an honor which I thoroughly enjoy. The Volunteer Service staff members as well as fellow volunteers are an amazing group of individuals! Everybody always has a smile on their face and a kind word for everyone they see. I believe that WakeMed Volunteer Services makes a huge impact on the overall functioning of the hospital and care for the patients.

Thank you for allowing me to be part of such a wonderful community of volunteers!



## Volunteer Spotlight WakeMed Cary Hospital ~Mary Dell'Angelo~



Hello, my name is Mary Dell'Angelo and I was born in Croton on Hudson NY. I come from a family of 5 boys and one girl, me. My dad worked in New York City while my mom stayed home to man the fort. I have been married for 29 years and have one son and one daughter. My husband and I moved to Cary three years ago from Minnesota where we lived for 14 years. Prior to that we lived in Florida and California.

I've always had an interest in working with children throughout my life. I have studied special education and have had jobs working with special needs children. Prior to my move to North Carolina I was the health aide at an elementary school in Minnesota. I like to garden, cook, play golf, walk my dog, read, and go to the beach.

Last year I started volunteering at the Women's Pavilion. I find it very rewarding to work with the staff and all those new moms and dads. It's so much fun to see the newborns while interacting with the family members. In February, I started conducting hearing screenings on the newborn babies. It is so enjoyable to spend time with them as each one has their own special personality. Gotta go now. I can't wait to get to work.

## WakeMed Cary Hospital Luncheon Remarks

The Volunteers at WakeMed Cary Hospital Annual Volunteer Recognition event was held February 26 at the Prestonwood Country Club. Close to 280 volunteers and staff enjoyed lunch and socialized as a special thank-you for all of their time and caring shared with patients, families and staff. President & CEO, Dr. Bill Atkinson; Karen Thompson, Program Specialist, Healthworks; Terry Johnson, Manager, Fuquay-Varina; Chris Cooper, Director, Emergency Department; special guests Jeff, Vonda and Caroline Gray; Bunny Thompson, President, The Volunteers at WakeMed Cary Hospital; Jackie Kennedy, Manager, Volunteer/Community Services and Susan Hester, Director, Community Services, also recognized the invaluable services and contributions of The Volunteers at WakeMed Cary Hospital. Take a moment to read a few of the many remarks shared from the event.

"All the volunteer luncheons that I have attended in the past 5 1/2 years were always very nice - but, this one was exceptional, I thought the program had a personable touch this time - especially from the man (that spoke) & his family. That kind of touch to the program added a lot to a volunteer's perspective of what exactly we do and are there for every day." - Donna Doherty

"The luncheon was lovely, despite the terrible weather conditions; a large number of volunteers attended. I really enjoyed hearing from the gentleman who attended the Cardiac Rehab clinic. It was quite touching to hear how his life has changed. The Huggable and sewing groups were well represented on the tables outside the ballroom; people seemed to enjoy looking and recognizing what they had made." - Sue ReCorr

"I am so grateful to be able to volunteer at WakeMed. It is very much appreciated to know how much volunteering does for me and for our staff, patients, families and other visitors." - Marla Carroll

"The luncheon was wonderful and appreciated. For me, it's the one time I get to meet some of our sewing volunteers and thank them for their awesome contributions!" - Jackie Clements

"It was a great event! In reflecting on the day the cold, rainy, windy weather did not dampen the participation or the warm expressions of



heart-felt gratitude for the many contributions of every WakeMed Cary volunteer." - Beth Turner

"I really enjoyed the recent annual volunteer luncheon. The food was great, and I met several new fellow volunteers at our table. Great job and great time!" - John Grau



"I always look forward to the annual volunteer luncheon. It is the only time that I get to see and talk with some of the other volunteers that make up the elite "team" that I am a part of at WakeMed Cary." - Barbara Harrington



"The highlight for me was the program. I thought last years' could not be beat; I was wrong. Hearing from the managers of the units where volunteers are placed truly touched my heart. They spoke to the best of volunteerism. Having the man who received funding for his cardiac rehab



was so very touching. My second favorite thing was seeing the sample display of craft items, donated to various services of the hospital." - Denise Galloway



"The best thing about the luncheon was listening to the personal stories from recipients who had received financial assistance made possible by volunteer fund raising. Their remarks were emotional for me and made me glad to be a part of the organization. It was also overwhelming to look around the room to see so many volunteers who are willing to give of their time and talents to serve the needs of patients at WakeMed Cary." - Eileen Dills



## WakeMed Raleigh Campus Luncheon Remarks

The Volunteers at WakeMed Raleigh Campus Annual Volunteer Recognition event was held February 22 at North Ridge Country Club. Close to 200 volunteers and staff enjoyed lunch and socialized as a special thank-you for all of their time and caring shared with patients, families and staff. Senior Vice President/Administrator Raleigh Campus Vicki Block; Kathy Thompson, Director, Acute Rehab Services and Wound Care; Terry Davis, Program Specialist Healthworks; Marjory Mould, Lactation Specialist Women's Pavilion & Birthplace; Timothy Lee, President, The Volunteers at WakeMed Raleigh Campus; Marie Johnson, Manager, Volunteer/Community Services and Susan Hester, Director, Community Services, also recognized the invaluable services and contributions of The Volunteers at WakeMed Raleigh Campus. Take a moment to read a few of the many remarks shared from the event.

"Enjoyed the luncheon. The speakers were short, and their point was made. Also enjoyed the video presentation. Food was great!" – Carolyn LaRue

"The luncheon provided a pleasant atmosphere in which volunteers meet others, heard from those who benefitted from our activities, and felt appreciated. At my table conversation never stopped. I learned about programs, previously unknown, and how much each volunteer gained from the time spent in each. What is so wonderful is that the volunteers are gaining personal rewards while the hospital is gaining our services. A win-win for sure." - Yvonne DeWald

"Enjoyed the luncheon very much. The food was especially good and the occasion to have some quality chat time with fellow volunteers and also to be recognized for service rendered made this day very memorable." - Mike Fuchs

"It was great fun at the luncheon to meet other volunteers at our table. The fellowship was great. Also, the food was very good. The table centerpieces were lovely and I got to take one home!!!! Guess I should have played the lottery; it's

the first time I've ever won anything." - Cheryl Pettyjohn

"I enjoyed the February luncheon very much --good food, fellowship. I also found the speakers very informative. It was nice to hear how our funding projects are helping those departments." - Charlotte Luke

"Thank you so much for the Volunteer Luncheon last Friday. As in past years, the food was delicious, the venue lovely, and the gift very useful. This year, however, the speaker's remarks really made the event noteworthy. Each described how the volunteer organization benefits their particular area as well as how our fund raising efforts contribute in meaningful ways. Learning about these real life examples of how we help really made my day. As a Guest Ambassador at the Raleigh Campus, I experience firsthand the gratitude for this program. Gayle does an excellent job of ensuring our visitors experience the Wake Way. I am proud to be a volunteer at WakeMed and on Friday I felt even prouder." – Janet Hoffman





## WakeMed Foundation Planned Giving Opportunity

Karen Zelden, Director of Major Gifts and Planned Giving with the WakeMed Foundation, recently spoke with the boards of directors of The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital. She first and foremost extended to both of the boards and all of the volunteer membership the gratitude of the Foundation for your years of generous financial support. She followed by sharing information about another opportunity to support the WakeMed Foundation individually through the development of our personal planned giving strategies. Your respective board members are eager to share the Foundation and Karen's message with the entire volunteer membership.

"To Each WakeMed Volunteer:

"Your tireless service as a WakeMed Volunteer contributes greatly to our hospital system's ability to provide outstanding service to the patients and families who need us most. Your partnership with us over the years has significantly impacted our ability to help WakeMed fund important projects to fulfill our mission of providing exceptional health care services.

"Your individual and collective contributions make an immediate impact each and every day. As someone who supports WakeMed and our mission, we appreciate this opportunity to make you aware of another way that your generosity can impact WakeMed.

"This year, the WakeMed Foundation turns 18 years old. Like a high school graduate, we continue to grow, evolve and seek ways to impact WakeMed's sustainability both now and in the future. To that end, we are pleased to share with you that we have added Planned Giving as an important part of our fundraising portfolio to benefit WakeMed.

"A short brochure, *WakeMed Foundation Planned Giving and Legacy Society*, is available and briefly explains how Planned Giving can both positively impact WakeMed's future and you, our supporter. It can be as simple as adding the WakeMed Foundation as a beneficiary to a will, estate plan or life insurance policy. You can designate the part of the hospital to which you would like your funds directed if you so choose. And, making a commitment to include WakeMed as a recipient of future funds can occur with *no cash out of pocket today*.

"To honor and recognize our Planned Giving supporters, the WakeMed Foundation has created the *Legacy Society*. This provides another recognition opportunity to complement our *Society of 1961* and *Granite Society*. All Planned Giving supporters, no matter the size of their Planned Gift, will receive recognition with more specific details about recognition benefits to be announced in 2013.

"We are very excited about these developments and the impact Planned Giving will have on WakeMed's future. For more information about this giving opportunity or the *Legacy Society*, kindly contact Karen Zelden, Director of Major Gifts and Planned Giving, WakeMed Foundation at [kzelden@wakemed.org](mailto:kzelden@wakemed.org) or call her at 919-350-2966. Thank you for your continued service to WakeMed."

## WAKEMED UPDATES

### **Level I Trauma Reaccreditation Site Visit Completed with a Glowing Review**

March 26 marked the conclusion of WakeMed's four-year site visit for reaccreditation as a Level I Trauma Center. The comprehensive visit was conducted by a team of surveyors from the North Carolina Office of Emergency Medical Services (NCOEMS), led by Dr. Jeffrey Young of the University of Virginia and comprised of several in-state and out-of-state surveyors. It included facility tours, chart reviews, extensive interviews and an in-depth examination of all processes related to Trauma Services.

In the end, the surveyors gave WakeMed a glowing review with no deficiencies sited. They concluded the survey by indicating that they will be recommending WakeMed for reaccreditation and noting that we have gone from "meeting the state's standards to being a leader in trauma care."

"The results of this survey exemplify our commitment to trauma at WakeMed. I am exceptionally proud of our team and happy that everyone can now see our efforts for trauma patients," commented P.J. Hamilton, MD, Associate Medical Director of Trauma Services. "It is almost unheard of to receive such a glowing review and to be cited for zero deficiencies, especially with such exhausting criteria. Our positive results will attract attention across the state."

Additionally, the surveyors specifically recognized nursing for their commitment to the care of the trauma patient, as evidenced by direct interviews and their involvement in continuing education.

"We are extremely pleased with the entire trauma team, including Trauma Services, the Emergency Services Institute (ESI), Trauma Registry, the emergency departments, the intensive care units, the inpatient units and all support departments. Everyone came together and demonstrated to the state that their trust in WakeMed by elevating us to a Level I Trauma Center in 2006 was not a mistake," said Osi Udekwu, MD, Executive Medical Director of Trauma Services. "I specifically want to thank Debra Petrarca, CSTR, Trauma Program Manager, and Rhonda Vincent, RN, Trauma Program Nurse Coordinator, for their contributions to this survey. Other cornerstones include the regional division of ESI and all clinical staff and trauma specialists, especially those with sub-specialties in neurosurgery, orthopaedics, ENT/facial trauma and emergency medicine. The quality of care that our nurses give to our patients every day in the intensive care units and on the floors was demonstrated clearly to the surveyors, and I could not possibly be more proud of the Trauma Program's success."

The survey team will review their visit and will then ultimately submit a comprehensive report of their findings to the NCOEMS. After NCOEMS reviews the report, we expect to receive official word of our redesignation within the next few weeks.

Added Elaine Rohlik, MSW, Executive Director of Rehab & Trauma Services. "Trauma permeates every cell of our organization. Everyone at WakeMed should be proud to be a part of this excellent outcome."

## WAKEMED UPDATES

### **WakeMed Board of Directors Approves Implementation of Epic Electronic Medical Record Software** *EMR to be Fully Implemented by 2015*

The Board of Directors officially approved the expenses associated with implementing Epic's electronic medical record program. Once implemented, this system will integrate nearly all of WakeMed's clinical care and revenue cycle information into a single, streamlined record.

Epic's EMR, known as EpicCare EMR, is award-winning and is known for being easy-to-use, physician-friendly and very patient-focused. It encompasses hospital, ambulatory and physician practice clinical care as well as revenue cycle for the entire system. Ultimately, patients will enjoy access to their own records and the ability to schedule appointments, get results and print growth charts through the use of Epic's patient portal product.

"After visiting and meeting with the Epic team, the decision to move forward with their EMR product was clear – not only to me personally, but to the entire evaluation team who voted unanimously to select Epic," explained Dr. Ben Alexander, chief medical information officer. "Their proven technology will allow WakeMed to move forward with standard processes and methods that will allow us to deliver a higher level of patient care throughout the system."

Our implementation process will begin immediately and is expected to take 12-24 months. Our physician practices throughout the system will be the first to go live with Epic in the summer of 2014, followed by all WakeMed facilities in Winter 2014/2015. Training begins in April with more than 100 employees visiting Epic's corporate office in Wisconsin to begin learning the system.

"The implementation of Epic is truly a WakeMed system initiative that will be led by physicians, nurses, other clinicians and hospital leadership and will ultimately impact the care we deliver at every level," commented Tom Gettinger, executive vice president and chief operating officer. "This transition will have an impact on every WakeMed stakeholder – from patients to physicians to employees and volunteers and everyone in between. Through collaboration with physicians, teamwork and effective communication, we expect this transition will help us move forward successfully in a changing healthcare environment."

Stay tuned for regular updates as we move through our implementation process. If you have questions about Epic implementation, please contact Dr. Ben Alexander, WakeMed chief medical information officer, at 919-443-5145 or [baalexander@wakemed.org](mailto:baalexander@wakemed.org).

## WAKEMED UPDATES

# New Outpatient Pharmacy Option For WakeMed Cary Hospital Employees & Volunteers

The Raleigh Campus Outpatient Pharmacy has implemented a prescription-filling program for WakeMed employees (including volunteers, permanent contract employees and retirees) with delivery to the Cary Hospital Pharmacy for pick-up.

The Employee Prescription Delivery program will add additional sites in 2013.

### How it Works

- > Ask for your prescription to be sent directly to the Raleigh Campus Outpatient Pharmacy from the physician or prescriber (i.e. as electronic, telephone or faxed prescriptions).
- > The Outpatient Pharmacy will fill and send the medication to the Cary Hospital Pharmacy for pick-up.
- > For written prescriptions, the original hard copy must be maintained in the Outpatient Pharmacy on the Raleigh Campus and can be sent via interoffice mail. The employee must arrange for the handwritten prescription to be faxed to the Outpatient Pharmacy at 919-350-7007.
- > Users of the service must complete a history form (see Outpatient Pharmacy intranet page) and fax it, with a copy of their insurance card, to the Outpatient Pharmacy upon first-time use of the service.

### Benefits

Customers will benefit from favorable pricing offered by the Pharmacy as shared savings. For those on the WakeMed health plan, copays are \$10 less!

### Payment

Credit card and payroll deduction are accepted.

### Refills

Refills should be called in to ext. 08195.

### Pick-Up Hours

Allow 24 hours turnaround time. Pick-up is available during the Outpatient Pharmacy's hours of operation.

- > Monday – Friday: 8 am to 11 pm
- > Saturday: 8 am to 4 pm
- > Closed Sunday

### Questions?

Contact the Outpatient Pharmacy at ext. 08195.



## SPECIAL MESSAGES

Guest Ambassadors are recognized by Customers at the WakeMed Raleigh Campus through comment cards. Congratulations to the following volunteers for your outstanding services:



**Susan Legatowicz, Amanda Nettles, Rosemary Driver, Sherman Driver, Natori Moore, Charity Austin, Amanda Nettles, Adelia Gomez, Chris Mirek and Olivia Williams**

**“Is there anyone you wish to recognize for excellent service/care to you or your loved one? Please tell us why.”**

- Charity - very nice & polite!
- Natori - walked us right where we needed to be! What a blessing!
- **Susan** - Thanks for the help!
- **Amanda** - Great personality and does it with a smile!
- **Rosemary**
- Adelia - awesome!
- **Sherman** - volunteer...so helpful, considerate, kind, sincere, incredible attitude...had nice chat with him as he showed me where to go.
- **Chris** - is so cool!
- **Olivia** - she is very polite...made sure brakes on before seating me and getting up regarding the wheelchair.
- **Elisabeth** - she took me directly to where I was suppose to be – showed me the new additions and explained how to get out when I left.
- **Angela** - assisted me with wheelchair and she was patient and nice. Thank you for having her and the volunteer staff.
- **Elisabeth** - Wonderful “extra” touch to make the hospital seem less intimidating!



### Prayer Quilts from the Volunteers

“Hi, Susan

I wanted to share with you a personal experience I had with a patient regarding the beautiful prayer quilts made by the WakeMed volunteers.

Recently, I had a visit with a patient who had experienced a lot of violent trauma. I thought that a prayer quilt may be a tangible way for this patient to have a soft loving reminder that they do not walk alone. When the patient's family was present, I gave the patient the quilt and we prayed for the patient.

I did not know how meaningful the quilt would be as part of that patient's time at the hospital until a nurse shared with me how the patient would not part with it, but held onto it closely, even as they were moved around.

So, I wanted to extend my thanks and appreciation to the volunteers for the work that they do which touches patient's lives and helps soften their difficult experiences while hospitalized.”

In thanks,

Carolyn Remaklus  
Resident Chaplain

## SPECIAL MESSAGES



### WakeMed Cary Day Surgery and PACU Volunteers:

"I just wanted to write a quick note to say that we have the best volunteers in the PACU/Post Op area.

I know I give them all high scores on everything but it's because it is true. They are such a huge help to us and it amazes me that they come back every week. We get very busy and we do work them a lot. I wished that I could give them all free vacations. They deserve that and so much more.

Thank you again volunteers! Without you we would be so helpless!!"

Tracy Bass, CNA II, PACU

### WHAT A DIFFERENCE A PAIR OF SCALES CAN MAKE!

See below a thank you for funding provided by The Volunteers at WakeMed Raleigh Campus. It is worthy to note that the return on investment has certainly been apparent in two clinical Quality Outcomes measures on the WakeMed balanced scorecard – readmission rate and heart failure discharge instructions!

From: HELEN ROTH  
Sent: Wednesday, April 24, 2013 8:39 AM  
To: SUSAN HESTER  
Subject: Scales

Susan,

Just a quick update about the scales that The Volunteers at WakeMed Raleigh Campus provided for the Congestive Heart Failure program. We have given 31 of the 33 scales that you gave us last May to patients. **Of those 31 we have had one readmission for heart failure!**

Many thanks to you and your volunteers. I know that together we have made a difference for patients and management of Heart Failure.

Helen

To: Dianna Knight, MSN, RN, NE-BC  
Manager 6A CVIC Unit, and  
Dr. Amarendra Reddy, MD, FACC

I was recently a patient at WakeMed and I cannot begin to expound upon the virtues of this hospital and the amount of excellent care that I received. My family and I found each and every employee we came into contact with was helpful and dedicated to their job. Thank you to the superb staff on 6A, who went above and beyond their call of duties - especially Sheila, Danielle, Tabitha, Nicole and Jeanne and the awesome nurse (whose name at that moment escapes me) who helped us into our room and exchanged the bed! A very heartfelt thanks to the amazing Dr. Reddy. This is an exemplary hospital that stands apart from the rest with its very caring staff of professionals. The Heart Center Inn at WakeMed was also much appreciated by my family. We found ALL of the employees of WakeMed to be friendly, helpful and professional. This extends from the amazing nursing staff, doctors, receptionists, nurses' aides and **volunteers**, to food service, lab and housekeeping staff.

God bless,

Ed

## Wow What A Volunteer !



Thank you to Regina Brest, Pam Ayars, Denise Galloway, Terry Brest and Anna Brest for an outstanding job of planting new flowers and cleaning out the garden beds at WakeMed Fuquay-Varina Outpatient & Skilled Nursing facility on April 22.

Anne Michniuk, Recreational Therapist remarked *“Looking forward to having our garden look amazing, thanks to the Cary Volunteer Department. We would be lost without the generosity and the kindness of all the volunteers!”*

### ***Kudos to volunteer Nancy Tombaugh for delivering unsurpassed service.***

Nancy was mentioned in a compliment given by Natalie Brimeyer who received exceptional care as a patient in the Emergency Department on April 1, 2013. She wrote in her message “I received outstanding care from your nurses (Anthony), PA (John), Dr. Cook, the x-ray personnel, Respiratory, and the volunteer (Nancy). As an RN, who has also worked in an ER, I felt comfortable with the surroundings and staffing, my pain was monitored and kept under control, and everyone explained things at all times.... All too often comments are negative, so I wanted to let you know that I could not have received better care, or more timely care, anywhere else. Thank you so much, and please thank your personnel for me, as well. Warm regards” Natalie Brimeyer”

## Wow What A Volunteer !

### ***Kudos to volunteer Phil Greco for delivering unsurpassed service***

Hi Karen,

I just wanted to send you a short e-mail to share my experience with the Ronald McDonald suite on the Pediatric floor of Wake Med Raleigh.

In January, 2012, my son who was 3 at the time, crawled into my room complaining about his stomach hurting. He had been having random and what seemed to be unrelated, symptoms for 6 months prior, with no official diagnosis. I took him to WakeMed Cary where we had a very long day in the ER. We arrived around 7 am. After many tests, some of which he did not tolerate well, they told us he had fluid around his kidney, they did not know what it was and were not sure if it was life threatening or not. They put us in an ambulance to transport him to Wak Med Raleigh. When we got there, he had a more complete CAT scan and we waited for results. Around midnight, they told us he had a blockage in his ureter that was making urine back up and spill out of his kidney. It was one of the scariest times of our lives. They admitted him for the night. Having been at the hospital since 6 am, I had no toothbrush, snacks, toiletries etc.

Early the next morning, I asked if there was coffee and was advised by the nurses about the Ronald McDonald Suite a few doors down from his room. I went to the room and was greeted by a lovely gentleman named Phil Greco. He showed me the coffee and also advised that he had snacks, toothbrushes and toiletries and invited me to help myself. Between finding out my son would be okay after a major surgery and the kindness shown in this room, I nearly cried. Thanks to you, Phil and all the others who make the Ronald McDonald House and the hospital family rooms possible. All my best thoughts to those parents and children you help every day who need it a lot more than we did. You are providing a comforting and necessary service, and our family will never forget it!

My son is now 4 and his surgery was a complete success with no lasting ill effects.





## Wow What A Volunteer !



Allie Frear

### ***Kudos to volunteer Allie Frear for delivering unsurpassed service.***

“Hey Jackie, this is Jessica, a Postpartum nurse at WakeMed Cary.

I just wanted to e-mail telling you how thankful we were today on the Post-partum unit for having Allie Frear to help us. We were short staff today and Allie willingly offered to stay 4 hours extra without lunch to stay and help us. We were so lucky to have such a diligent volunteer with us today. I just thought that she deserved a shoutout”.

Thanks!

Jessica Brauner

“Today (Saturday, March 16, 2013) in Postpartum at WMC we had Allie Frear as a volunteer. Today was looking particularly rough due to staffing issues, but Allie was an absolute lifesaver. She usually volunteers from 8 am until 10 am unless we need more assistance, but today Allie willingly stayed until 2 pm to help us. We are so incredibly grateful for her help. She is always on time, professional, and ready to work, not to mention a joy to be around. Our patients are appreciative of her work, also. It makes a great deal of a difference in patient care and satisfaction to have trays passed out and picked up on time, water pitchers to be constantly full, and needs met quickly and efficiently. Her assistance meant volumes to us. Without her we would have been so lost today. I just wanted to extend my gratitude and on behalf of all of Postpartum thank her, and you, for all that Volunteer Services does for this unit and hospital.

Kelly Sikes  
NA1/Clinical Secretary  
Staffing Resources

### **HELP START A RESOURCE FOR PATIENTS in BEHAVIORAL HEALTH**

Nursing Services is collecting diversional activities for our Behavior Health Patients and Safety Monitored Patients. Please check your game cabinets or go shopping at a dollar store. Perhaps pick up word search and coloring books and crayons and decks of cards. Have a “gifts for WakeMed patients” party or shower or “entry” to an event! Bring to WakeMed Raleigh Campus Volunteer Services and all donations will be distributed!

## EXIT COMMENTS

These are volunteers who contributed to our program that have relocated, gone back to school, or left for other obligations. This is what they said about their experience:

### **WakeMed Raleigh Campus**

Catherine Morris – Occupational Therapy: “The therapists were kind, helpful and took the time to explain what they were doing and why they were doing it. Randi was particularly helpful and welcoming.”

Brent Goforth – Guest Ambassador: “Having worked with numerous organizations in a volunteer capacity, I must say that the volunteer program at WakeMed is truly exceptional. The volunteer training is thorough and the recognition and appreciation by all WakeMed employees is constant and extremely rewarding. On a personal level, I’d like to especially thank Marie Johnson and Gayle Dworkin for their friendship and support. I am proud to have been a part of the WakeMed family and I hope to return as a volunteer at some later date.”

Brittany Benicase – Therapeutic Recreation: “I really enjoyed my volunteer time with Club Reach as it helped me with my studies in RT at ECU. Thank you to Elizabeth Penny for her leadership. I liked the assignment at the family room and thoroughly found the experience to be gratifying. Knowing that families and other staff members appreciated the services that were provided to them. I love Karen at the Ronald McDonald House – always so supportive & showing care and concern.”

Vicky Kundrick – Brier Creek Medical Group: “I love volunteering here, it was hard to give up.”

### **WakeMed Cary Hospital**

LeAnne Brozovsky – 2 East Medicine: “I greatly enjoyed working with the staff and interacting with the patients! Everyone was very friendly and I am very sad that I will not be able to continue volunteering.”

Roberta Foster - Day Surgery: “All the employees in Day Surgery were great to work with. Were

always willing to help if there was a problem. Hopefully, I’ll be able to come back...”

Yasmin Khan – Day Surgery: “My presence was always appreciated and I was thanked for coming in every time. I have enjoyed volunteering at WakeMed Cary. I will be busy but whenever I get a chance later in life I would like to come back. I hope you will have such opportunities available. Thanks for everything.”

Elliott Miller – Patient Relations Ambassador: “Thank you for providing a friendly environment to volunteer in.”

Daisys Morel – 2 East Medicine: “I love helping people on 2 East and the staff there, (Pat and Edith). Thanks everyone.”

Jessica Oliver – Physical Therapy: “I truly enjoyed my time at WakeMed and got a lot out of my volunteer experience. Stephanie Baker, who I worked with, was absolutely wonderful! She really took the time to show me things and explain things. All the other people in the Physical and Occupational Therapy department were also very welcoming and helpful!”

Rohan Parekh – 2 East Medicine: “Awesome. Everyone, while I was working, had a positive attitude. So I don’t think any improvement is needed. It was a pleasure working here.”

Shamim Shaik – 2 East Medicine: “Great staff, and great place to work! Thank you.”

Jean Silverman – Gift Shop: “I have loved being a volunteer, the work environment and people are awesome. Thank you, so much for the opportunity!”

Keith Williams – Post Anesthesia: “No place is perfect. I volunteered at both the Raleigh and Cary WakeMed campuses and had different experiences with both. There were learning experiences as well as faux pas moments; however, the volunteering worked well for me.”

## DONATIONS

A special thank you to Ziona Pelz-Sherman for her donation of 18 handmade blankets for our smallest patients born in the Neonatal Intensive Care Unit at WakeMed.



### WakeMed Raleigh Campus

- Noelle Tucker – children items
- Future Business Leaders of America – children books
- Braeden Smith – children clothes
- Melissa Girard – children books
- Penny Road Student Council – children items
- Sarah Griffin / Dr. Joseph Archies – variety of baby and children items
- Holly Grove Middle School Paws Club – handmade cards
- Beth Shalom 7th Graders – handmade blankets
- Eagle Scout Project – hand-made blankets

Thank you to Primrose Preschool for their contributions of children books for our pediatric patients.



*Thank you!*

## DONATIONS

Thank you to Ella and Charlie Moses, Principal Bohr and the student council at Penny Road Elementary for their generous contributions of diapers, paper, coloring books, activity books, crayons, stuffed animals, DVDs, onesies, socks and small plastic games for our smallest patients and families at WakeMed Raleigh Campus.



*Thank  
you!*

Thank you to Sarah Archie Griffin for the donation of a rocker/glider to be used in the Pediatric Practice, and for numerous baby care items that have been donated to new moms to give them a positive start with their new babies."

Thank you to Jo and Dave Brantley for their generous contributions of blankets and lap robes.





## FUNDRAISERS

### Cary Hospital First Uniform Sale

**Thank you to the following volunteers:**

Tom McFadden, Sol Holcher, Annette Edeburn, Shelby Credle, Laddawn Dunn, Purnima Kotiya and Deepa Shah

who assisted with The Volunteers at WakeMed Cary Hospital uniform sale on April 26, 2013. Over 100 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold \$10,699.89 in merchandise and raised \$2,364.53 in profits.



**The funds raised from both sales will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.**

### Raleigh Campus Retail Concepts Sale

**Spring Fashions, Handbags, Fragrances & Accessories Sale  
April 10, 2013**

**Thank you to the following volunteers:**

Lisa Young, Jayne Warzywak, Lale Boskurt, Katrina Akins, Roda Davis, Shayna Swick, Sara Kirk, Lois Brush, Yvonne DeWald, Marion Greaux, Akram Shirinzad, and Carolyn Pennington

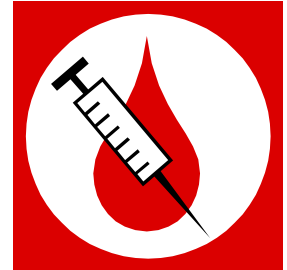
who assisted with The Volunteers at WakeMed Raleigh Campus Retail Concepts sale on April 10, 2013. Almost 100 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold almost \$10,000 in merchandise and raised \$2,000 in profits.



## WAKEMED RALEIGH CAMPUS BLOOD DRIVE

A big thank you to the blood drive registration and canteen volunteers who assisted with the WakeMed Raleigh Campus blood drive on March 13. We had 89 donors (76 Andrews Center and 13 Corporate Center). Once again WakeMed has shown its dedication to excellence and commitment to the community.

Gaby Horan , Charlotte Luke, Lisa Young, Sally Perdue, Betsy Sasser-Hobbs and Lisa Himmelberger



**Marie Johnson, Manager Volunteer/Community Services, Raleigh Campus recruits volunteers for WakeMed Health & Hospitals at Peace College event.**



**If you would like for us to add your special remembrance, anniversary, births, etc., please call your Volunteer Services department.**

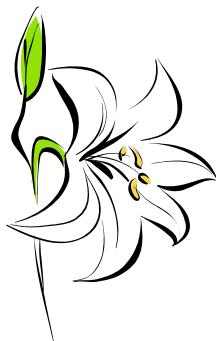
**WakeMed Cary Hospital  
919-350-2363  
WakeMed Raleigh Campus  
919-350-8293**

## CELEBRATIONS AND REMEMBRANCES

### In Memory

We express our deepest sympathy to the family of Helen Tommola and Sarah Robinson

Volunteer Helen Marie (Tynisma) Tommola 93, passed away January 24, 2013 in Cary, North Carolina. Helen was a dedicated sewing volunteer through the Cary Senior Center group and contributed 1,681 hours to Raleigh Campus in the course of making cherished gifts for WakeMed patients. She will be greatly missed.



Sarah Robinson passed away in April, 2013. She volunteered at the Raleigh Campus and contributed a total of 144 volunteer hours. She will be greatly missed.

### Our Condolences

#### WakeMed Raleigh Campus

Rosemary Kenny—loss of family member

Arthur Wasserman—loss of family member

#### WakeMed Cary Hospital

Phyllis Salts – loss of family member

Lorraine Thompson – loss of family member

Colleen Ashbaugh – loss of family member

DeAnn Trevathan – loss of family member

### Thinking of the Following Volunteers

#### WakeMed Raleigh Campus

Katherine Roberts

Bob Gelinis

Demetria Harvey

Linda Killens-Jackson

Denise Rohr

#### WakeMed Cary Hospital

Marla Carroll

Davin Arroyo

Roberta Foster

Jennifer White

Chin-Jung Lin

Pat Dorry

Chuck Evans

Soberina Ford

Lorie McMunn

Bettie Polan

Sharon Mills

### Congratulations

#### WakeMed Raleigh Campus

Ben & Wanda Citero

Celebrated their 59<sup>th</sup> anniversary on February 20, 2013

#### WakeMed Cary Hospital

Tandra & Larry Burson on their new grandbaby – Liam Garrett

Donna & Greg Doherty celebrated their 40th anniversary on May 5, 2013

## Sewing Contributions

The efforts of our talented sewing volunteers benefit WakeMed Health & Hospitals by providing us with beautiful handmade items made especially for our patients – young, old, big and small. These gifts, made with such love and attention to detail, add a dimension of comfort and care that is second to none.

Many thanks to the individuals in our community that sew independently and deliver their treasures each month; to the individuals who sew and also participate in our in-house volunteer programs and to the sewing groups who meet on a regular basis.

### WakeMed Raleigh Campus

Cary Senior Center  
Chatty Yarns  
From Ewe to You  
Happy Hearts of Heritage  
Heart-2-Heart Pillow Ministries  
Needles Club of Heritage  
Project Linus  
Sunshine Seniors  
Threads of LoveSew Buddies  
Knightdale Methodist Church  
NRCC Stitchers  
Hearts of Carolina Smocking Arts Guild

*Countless individual sewers not associated with sewing groups*

### WakeMed Cary Hospital

Ann Foster Workshop  
Carolina Preserve Piecemakers  
Carolina Preserve Yarn Spinners  
Colonial Baptist Church  
Cornerstone Baptist  
Crafting Blessings—NHB  
Elegant Stitchers  
Fuquay-Varina Presbyterian Church  
Garner Senior Center  
Harriet Kelner Group  
Newborn Knitters—Cary HS  
Latter Day Saints  
Laureate Iota – Beta Sigma Phi  
Pine Tree Quilters  
Prime Time—Ebenezer MC  
Reedy Creek Baptist Church  
Spring Arbor Assistant Living  
St. Paul's Knitting  
Summit Church  
Windsor Point

## Donations Needed for Volunteer Services — WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

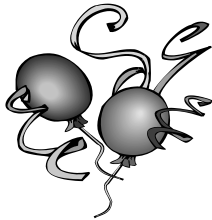
### Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

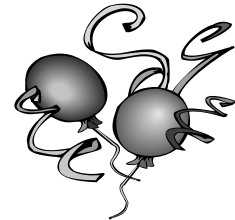
**There is an urgent need at the Raleigh Campus for Spanish, African American, and men's magazines. There also is a need for crayons (large or small) and coloring pencils.**

Donations can be delivered to Volunteer Services during regular business hours,  
Monday - Friday, 8 am – 4:30 pm.





# Happy Birthday!



## WakeMed Raleigh Campus

### May

Cara Agner 5/27  
John Agurs 5/9  
Shirleen Allen 5/14  
Hazani Benitez-Rosas 5/3  
Joan Bird 5/6  
Mariluz Brown 5/3  
Seth Bryan 5/6  
Lynn Burton 5/11  
Reid Craft 5/13  
Lora Cretella 5/28  
Amanda Dean 5/20  
Nimit Desai 5/14  
Judith Desorcie 5/5  
Rosemary Driver 5/5  
Evelyn Felice 5/10  
Mickey Gault 5/21  
Matthew Geisz 5/30  
Anabella George 5/18  
Alma Gill 5/15  
Shewli Gomes 5/31  
Edrie Greer 5/4  
Frederick Huebner 5/2  
Diana Hughes 5/9  
Stacey Infantino 5/11  
Melissa Lang 5/5  
Shirley Lively 5/24  
Susan Mitchell 5/20  
Natori Moore 5/26  
Anita Morris 5/29  
Sagar Nemani 5/11  
Eleanor Nunn 5/7  
Barbara Pappas 5/15  
Roy Pettyjohn 5/30  
Ellen Plumblee 5/20  
Haneen Radwan 5/19  
Andrea Rodriguez 5/2  
Katherine Sammis 5/25  
Ebenezer Shyngle 5/8  
Kenneth Smithwick 5/5  
Teresa Solomon 5/25  
Aileen Swaiti 5/15  
Betty Whitley 5/15

## Paige Zlatovich 5/19 June

Elsie Angel 6/10  
Kathy Begun 6/24  
Norma Benitez-Villegas 6/15  
Carli Berasi 6/26  
Casey Brantley 6/28  
Jermaine Cherry 6/29  
Chika Chukwu 6/20  
Mary Connell 6/6  
Aussanee(Pia) Cruz 6/11  
Lonelle Davis 6/2  
Sherman Driver 6/19  
Barbara Eckroth 6/11  
Gaye Forman 6/14  
Molly Gallion 6/8  
Brittany George 6/22  
Raymona Green 6/14  
Malina Guerra 6/10  
Suzanne Hammett 6/28  
Eduardo Hernandez 6/17  
Gabrielle Horan 6/11  
Colette Hudgins 6/2  
Franklin Johnson 6/28  
Wenirose Johnson 6/30  
Suzanne Ledoyen 6/27  
Diane Lewis 6/7  
Peggy Lewis 6/7  
Avanthika Lyengar 6/17  
Jean Mayak 6/11  
Kelli Mealy 6/25  
Carolyn Pennington 6/27  
Douglas Perry 6/19  
Adelin Ramos 6/4  
Muhammad Samara 6/26  
James Sauls 6/2  
Leigh Stallings 6/17  
Breana Staves 6/5  
Andrew Tong 6/28  
Courtney Vaughn 6/27  
Amanda Wehrwein 6/7  
Robert Wertis 6/1  
Sharion Whitley 6/14  
Kasey Williams 6/15  
Lindsey Williams 6/8  
Kim Zlatovich 6/13

## WakeMed Cary Hospital

### May

Julie Auble 5/31  
Jean Belluz 5/18  
Bertha Boswell 5/18  
Regina Brest 5/9  
Janice Coates 5/26  
Kelcey Connolly 5/24  
Loretta Consiglio 5/13  
Thelma Daebler 5/27  
Eileen Dills 5/1  
Charlyn Dougherty 5/25  
Roberta Farley 5/7  
Arlene Feinman 5/30  
Alberta Freund 5/3  
Tauna Hinckley 5/22  
Diane Hoffmeister 5/3  
Fadia House 5/6  
Pamela Kearney 5/24  
Vivian King 5/21  
Ataharul Mannan 5/24  
Mark Mathis 5/16  
Andrew McLean 5/20  
Jane McNutt 5/3  
Joan Morelen 5/17  
Erla Sue Peterson 5/23  
Margaret Rapp 5/5  
Rachel Rehl 5/22  
Charles Schabel 5/10  
Rema Shah 5/9  
Nancy Tombaugh 5/4  
Aileen Webster 5/19  
Barbara Williams 5/10

### June

Samra Afzal 6/16  
Pat Anderson 6/7  
Jared Barkes 6/3  
Lynne Benson 6/30  
Debbie Berland 6/16  
Barbara Besselman 6/23  
Diane Boyer 6/21  
Kelly Contino 6/5  
Martha Etzel 6/25  
Gaye Forman 6/14  
Pearl Fowler 6/28

Kevin Gaffney 6/15  
David Greybill 6/8  
Tasneem Islam 6/12  
Pooja Joshi 6/26  
Aruna Karthikeyan 6/7  
Cathy Kasten 6/2  
Sandra Klootwyk 6/3  
Jan Koret 6/29  
Esther Lee 6/19  
Taek Lee 6/3  
Mei Li 6/5  
Jean Lipary 6/16  
Mildred Martin 6/22  
Maryellen Massenburg 6/17  
Maria Minchella 6/30  
Calvin Parks 6/3  
Shannon Pashby 6/23  
Lydia Poisson 6/5  
Kalpana Rana 6/28  
Judith Rea 6/29  
Cecelia Roundy 6/1  
Evon Elaine Sanders 6/5  
Constance Sinha 6/23  
Susan Streeter 6/9  
Cheryl Thompson 6/28  
Charlotte Ward 6/14  
Cleo Wilkins 6/9  
Jacqueline Winston 6/11



## New Volunteers

### WakeMed Raleigh Campus

Rachel Akin  
 Linda Alston  
 Edwin Cosme  
 Aussanee(Pia) Cruz  
 Birgit Dhillion  
 Valerie Dudley  
 Marissa Goss  
 Fadi Hanna  
 Andrea Honesty  
 Frederick Jamison  
 Jessica Jeffries  
 Traci Jewell  
 Molly Jones  
 Tiffany Kay  
 Brandon Kingston  
 Francine Leclercq  
 Juan Lozada  
 Flannery Lynch  
 Matthew Marvell  
 Johnston Muteti  
 Ly Nguyen  
 Adelin Ramos  
 Christian Rhone  
 Julie Sanchez  
 Jessica Smith  
 Michelle Smith  
 Karen Spivey  
 Elizabeth Trace  
 Joan Vinson  
 William Voerster  
 Lena Wallace

Sharion Whitley  
 Kasey Williams  
 Rachel Woodcock  
 Ashleigh Zlatovich  
 Kim Zlatovich  
 Paige Zlatovich

### WakeMed Cary Hospital

Cynthia Able  
 John Armstrong  
 Colleen Ashbaugh  
 Lavonda Bagwell  
 Barbara Bernard  
 Barbara Besselman  
 Sissy Bianchi  
 Olivia Bynum  
 Natsiri Christy  
 Juanita Clegg  
 Kelly Contino  
 Patricia Costello  
 Thelma Daebler  
 Roswitha Dammann  
 Charlyn Dougherty  
 Sydney Ducker  
 Zareen Farooqui  
 Brenda Flood  
 Glenna Fox  
 Savan Gandhi  
 Elnaz Gharah Bash  
 Jennifer Hinton  
 Susan Holbrook  
 Tasneem Islam  
 Emma Johnson

Mary Kelsey  
 Mildred Martin  
 Bette Marzella  
 Ileta Norris  
 Abdelkrim Ouhda  
 Priya Patel  
 Carolyn Powell  
 Connie Pymeto  
 Ellen Rose  
 Kelly Rossi  
 Ashley Seward  
 Deepa Shah  
 Arabelle Stancil  
 Linda Stone  
 Kathryn Sylvester  
 Tara Trainor  
 Smita Verma  
 Emmy Voisin  
 Barbara Ward  
 Rosie Watson  
 Jennifer White  
 Rebecca Williams  
 Jere Wilson  
 Joan Wilson

## PLACEMENT OPPORTUNITIES

### WakeMed Raleigh Campus

#### **Guest Ambassador:**

**If you can spare an additional 2 - 4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!**

Monday – Friday, 8 am - 8 pm or Saturday/Sunday, 11 am-5 pm, 2 - 4 hour shifts

Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

#### **Hospitality Pets:**

Saturdays – Sundays: 8 am - 8 pm; 2 hour shifts

Volunteers and their canines provide visitation to eligible patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

#### **Patient Relations (Raleigh Campus / Zebulon Campus) Bilingual Volunteers Needed!**

Monday – Friday: 8 am - 4 pm; 2 - 4 hour shifts available,

Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about

facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

#### **Office Support:**

Monday – Friday: 8 am - 5pm; 2 - 4 hour shifts available

Volunteers lend clerical and general support to the staff and to increase productivity. Skills and abilities include Xeroxing, computer input utilizing excel and word, telephone interaction, scanning, filing in alpha/numeric order and other paperwork.

#### **Sewing Individuals and Groups**

Do you knit, crochet, sew? Your talent is needed to assist with making gifts for patients and family members. Items include: huggables, bereavement quilts for adult and children's emergency departments, lap quilts and many more items.

### WakeMed Cary Hospital

#### **Kraft YMCA – Cardiac Rehab**

Monday – Friday: 6:30 am - 10 am

Volunteers enhance customer service by greeting patients arriving for service.

Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises discernment in making independent

decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

#### **Hospitality Pets**

Monday – Sunday; 2 hour shifts

Canine/volunteer teams visit eligible and consenting patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

#### **Material Processing & Distribution**

Monday - Sunday; 2 hour shifts

Volunteers assist with sorting through shipments and stocking materials, supplies and linens. In addition, the volunteer helps with delivery of supplies to individual departments and with break down and disposal of boxes.

#### **WakeMed Fuquay-Varina Skilled Nursing: Hospitality Pets teams needed! Flexible scheduling!**



## Calendar of Events

### WakeMed Raleigh Campus

- **Volunteer Board Meetings**

Tuesday, May 14, 2013

Tuesday, June 11, 2013

Conference Dining Room, 10:00 am - 12:00 pm

- **1st Uniform Sale**

Andrews Center

Wednesday, June 12, 2013, 7:00 am - 4:00 pm

### WakeMed Cary Hospital

- **Volunteer Board Meetings**

Wednesday, May 22, 2013 at

Fuquay-Varina Skilled Nursing Facility

Wednesday, June 26, 2013

WakeMed Cary Hospital

Conference Center 11 am to 1 pm

- **Linen Masters Sale (Linen and Housewares)**

Monday, June 17, 2013

Conference Center 7am to 4 pm

**Volunteer Help is needed -**

**Please call 919-350-2363 to sign up.**

- **Heart Saver Class**

Wednesday, July 3, 2013

Conference Center - 1 pm to 4:30 pm

**Please call 919-350-2488 to register.**

## Volunteer Orientation

### WakeMed Raleigh Campus

- Wednesday, May 15, 2013  
Conference Dining Room, 1:00 pm – 4:00 pm
- Monday, June 3, 2013  
Conference Dining Room, 5:30 pm to 8:30 pm
- Wednesday, June 12, 2013  
Conference Dining Room, 9:30 am – 12:30 pm

**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Thursday, May 16, 2013  
Conference Center, 8:30 am – 11:30 am
- Tuesday, June 4, 2013  
Conference Center, 5:30 pm – 8:30 pm
- Tuesday, June 18, 2013  
Conference, Center, 8:30 am – 11:30 am

**To register, please call 919-350-2363**

## Tour Dates

### WakeMed Raleigh Campus

- Tuesday, May 14, 2013  
Volunteer Services, 1:00 pm – 2:30 pm
- Thursday, May 23, 2013  
Main Entrance Lobby, 6:00 pm – 7:30 pm
- Tuesday, June 11, 2013  
Volunteer Services, 1:00 pm – 2:30 pm
- Thursday, June 20, 2013  
Main Entrance Lobby, 6:00 pm – 7:30 pm

**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Monday, May 20, 2013  
Volunteer Services, 10:00 am
- Thursday, June 6, 2013  
Volunteer Services, 7:00 pm
- Thursday, June 20, 2013  
Volunteer Services, 10:00 am

**To register, please call 919-350-2363**

## **BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY**

A special program developed by The Volunteers at WakeMed Cary Hospital, *Blossoms for Life* is a unique way to say thank you for care you have received, to remember a loved one, to celebrate the birth of a child, to celebrate an anniversary or to recognize special people and events. Recognition of the *Blossoms for Life* donors, memorials and honoraria are on display in the Cary Hospital Conference Center. All gifts received by *Blossoms for Life* are used to fund programs and services throughout the hospital. If you are interested in making a contribution, please complete the form below and return to the Volunteer Services department at Cary Hospital.

<b>BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY</b>	
Donor Name _____	Address _____
AMOUNT OF DONATION: _____ In Memory/Honor of: _____	
Mail to: The Volunteers at WakeMed Cary Hospital WakeMed Cary Hospital 1900 Kildaire Farm Rd Cary, NC 27518	Acknowledgment to be sent to: _____ Name _____ Address _____
<b>Please make your check payable to: The Volunteers at WakeMed Cary Hospital</b>	

All contributions are tax deductible to the fullest extent that the law allows.

### **WE NEED YOUR EMAIL ADDRESS!**

Complete the form below and return to your Volunteer Services department .

<b>Email Update Form:</b>	
Name _____	
Email Address _____	
<b>PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!</b>	
Mail to:	WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610 Or WakeMed Cary Hospital, Volunteer Services - 1900 Kildaire Farm Rd, Cary, NC 27518

### **KEEP MAILING ME THE HEARTBEAT!**

Complete the form below and return to your Volunteer Services department .

<b>I prefer to continue to receive the HeartBeat by US Mail.</b>	
Name _____	
Mail to:	WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610 Or WakeMed Cary Hospital, Volunteer Services - 1900 Kildaire Farm Rd, Cary, NC 27518





**Department of Volunteer Services**  
**3000 New Bern Avenue**  
**Raleigh, NC 27610-4465**