



#### October - December 2014

This edition of the HeartBeat is produced in memory of: JoAnn Vaughn & Chase Yarborough

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## **Updates from the Director**



I hope this newsletter finds you well as we are moving into a new season. I want to ensure you are reminded about the opportunity to take advantage of the wonderful volunteer tours given twice a month. There is one morning and one evening tour offered each month on the Raleigh Campus and Cary Hospital location. Whether you are new to volunteering or have been with us some time, attending a tour is a great way to feel more comfortable finding your own way; as well as, increasing your understanding of how to assist others that you may encounter in need of way finding. In order to sign up for the tour, simply call or email your volunteer representative or drop in and let us know of your interest.

Raleigh Campus - 919-350-8293 or caallen@wakemed.org
Cary Hospital - 919-350-2363 or zesmith@wakemed.org

When we are no longer able to change a situation - we are challenged to change ourselves.

Víktor E. Frankl

## **Updates from the Director**

A special thanks to those volunteers whose service centers around way finding assistance as this is an important component of a patient and family centered environment. Also, I want to say thank you to those volunteers who assist in providing tours as this assists all of us in being able to improve our service to others. As patients, family members, and other guests enter our facilities, they generally have a lot on their minds and we certainly want to help them get where they need to be in a courteous and knowledgeable fashion. I appreciate your support in creating an environment where we work together at delivering great care to all through Wake Way behaviors.

I also want to take this opportunity to relay updates regarding the volunteer uniform. Many of you responded to the online uniform survey and we appreciate your input into this process. As WakeMed recently revised the uniform policy for employees, we want to ensure alignment for our volunteer team as well. To provide a consistent uniform is important in order to ensure those we encounter are aware of the role we play and showcase ourselves as an important part of today's professional workforce. A dark grey vest with pockets has been selected as this is within the colors used by Wake-Med and the vest option allows short or long sleeves underneath for year round comfort. There is a men's shorter length and women's longer length with a conversion plan to the new uniform taking place over the next six months. We are working on more details to the change and will relay those to you as soon as they are available. At this time there are no changes to the junior uniform but we hope to be able to address this in the near future. We look forward to promoting WakeMed Volunteers in an updated and cohesive fashion.

My last article covered the new mission, vision, and strategic plan for our healthcare system. I hope you had a chance to review this and please let me know if you have any questions or input as we move forward. At this time I would like to share with you the new Volunteer Services mission statement as a reflection of our updated system efforts.

Volunteer Services is committed to improving the health and well-being of our community by providing effective service programs to meet the identified support needs of WakeMed Health & Hospitals, providing desirable and fulfilling opportunities that contribute to patient and family centered care, and connecting individuals to the healthcare environment through the act of volunteering.

As we move forward, this will serve as our departmental guide for service efforts and program planning.

Thank you for providing of your time and talents to volunteer and support WakeMed Health and hospitals, our patients, families, guests, employees, and fellow volunteers.

## **Happy Holidays**

As we end 2014 and look forward to 2015, the staff of Volunteer Services wants to wish you and your family a safe and joyful holiday season. We are excited to see all of you in the New Year!

Sincerely, Chris Gage, MBA, CAVS Director, Volunteer Services & Retail Services 919-350-8005

## **Veterans Day - November 11, 2014**

We would like to recognize and honor our Wake-Med volunteers who have proudly served in the United States Armed Forces . Your selfless service for our country is admired and much appreciated.

## WakeMed Raleigh Campus

Cynthia Cruell – U.S. Army

Tyrone Allen – U.S. Navy

Bill McKenney – U.S. Air Force

Augusto Francisco – U.S. Navy

James Davis – U.S. Army

Norman LaRusch – U.S. Army

Bob Wertis – U.S. Army

Robert Gelinas – U.S. Air Force

Frank Johnson - U.S. National Guard

Jesse Murphy – U.S. Army

John Agurs – U.S. Air Force

Joseph Whitehead – U.S. Army

Kathy Tucker – U.S. Navy

Paul Fausneaucht – U.S. Army

Philip Greco – U.S. Marine Corps

Reid Craft – U.S. Air Force

Thomas Koch – U.S. Army

Susan Legatowicz – U.S. Air Force

George Kolar – U.S. Air Force

ED Goetz – U.S. Army

Bert Gilliam – U.S. Army

Tempest Foster – N.C. Army National Guard

Roy PettyJohn – U.S. Air Force

## **WakeMed Cary Hospital**

Jim Ryals – U.S. Air Force

William Pugliese – U.S. Marine Corps

Bob McAllister – U.S. Air Force

Robert Gelinas - U.S. Air Force

Mike Schuler – U.S. Navy

Dave Davenport – U.S. Marine Corps

Calvin Parks – U.S. Army & Air Force

Drew Smith – U.S. Air Force

John Grau – U.S. Army

Bill Park - U.S. Army

Sol Holcher – U.S. Army

George Partin – U.S. Army

Carolyn C. Wiggins – U.S. Navy

David Schleusener – U.S. Navy Reserves

Pepe Rencurrell – U.S. Air Force

Bruce Learmonth – U.S. Air Force

Bert Gilliam – U.S. Army

Larry Hemmings – U.S. Navy

Pamela Alicea – U.S. Air Force

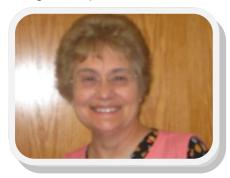
Prentice Faircloth – U.S. Air Force

David Greybill – U.S. Army



## **WOW - What a Volunteer**

Kudos to WakeMed Cary volunteers Pam Ayars, Hearing Screening for being recognized for delivering unsurpassed service on 9/17/14!



Kudos to WakeMed Cary volunteers Annette Edeburn and Shelby Credle respectively, Atrium Ambassadors for being recognized for delivering unsurpassed service and receiving the Wake Way of today pin on 7/28/14!





## **WakeMed Updates**

**September 12, 2014** 

The Joint Commission Survey of the WakeMed Cary Hospital Primary Stroke Program Ends with Recommendation for Recertification

The Joint Commission Surveyor Elizabeth Kim, MSN, APN-CNS, completed her one-day survey at WakeMed Cary Hospital. She was pleased to announce that she is recommending WakeMed Cary Hospital for another two-year recertification in primary stroke care.

The surveyor had positive things to say about our staff, policies and practices throughout her entire day with us. At the opening presentation, she noted that she appreciated the way different departments presented their key information. She did have one requirement for improvement (formerly known as a finding) and staff are already working on an appropriate action plan. Ms. Kim explained that the Primary Stroke Center standards were "heavily revised" recently and noted that several programs in the United States have had up to six requirements for improvement. "Yours is a really exceptional report, especially with the revised standards," she said. Ms. Kim closed with the fact that "We have an awesome team and an awesome program."

"My thanks to everyone at Cary Hospital and throughout the entire WakeMed system for yet another successful Joint Commission reaccreditation survey," said David Coulter, senior vice president & administrator, WakeMed Cary Hospital. "Your dedication to ensuring stroke patients receive timely, appropriate care and collaborating with patients, families and your colleagues to achieve the best possible outcomes are the reasons why The Joint Commission continues to recognize us."

September 16, 2014

## WakeMed Partners with Baby+Company for New Stand-Alone Maternity Centers

WakeMed is pleased to announce a new partnership with Baby+Company in the development of a stand-alone maternity center on Ashville Avenue in Cary. While Baby+Company is new to this market, they are well established elsewhere and have significant experience with offering women an option for labor and delivery utilizing certified nurse midwives. Freestanding birthing centers are the fastest growing segment in maternity care nationwide, and while the number of women interested in an out-ofhospital birthing experience is still small, it too is growing.

When it opens in October, the Cary Baby+Company will be Wake County's only freestanding birthing center. Plans are underway for additional sites in this area. Once in full operation, the Cary center is expected to accommodate approximately 380 deliveries annually.

Baby+Company's staff of certified nurse midwives offer high-touch pre-conception, pre-natal, labor and delivery, postpartum and newborn care, and educational support. Medical direction will be provided by Lisa Grana, MD, of Triangle Physicians for Women. Birthing mothers will have the added security of being near Cary Hospital should the need for a higher level of care be required.

"Recognizing that women and their families want access to a wide range of quality birthing options, WakeMed looks forward to working closely with Baby+Company as they build a presence in this area," commented Donald Gintzig, president and CEO. "As you know, building partnerships is a key element in our new strategic plan. As Wake County's leader in women's health, this partnership provides a great opportunity for WakeMed to ensure that mothers-to-be who are interested in a birthing experience at a freestanding center receive high quality care. Baby+Company was already coming to this market and the value of WakeMed as a health system partner made sense as we continue to meet the needs of all families."

Providing women with low-risk pregnancies access to this out-of-hospital alternative complements the extensive birthing options currently offered by WakeMed Raleigh Campus, Cary Hospital and soon North Hospital. "Delivery inside a hospital with access to neonatal services is always the safest option for mother and baby; however, women with select low-risk pregnancies deserve a safe alternative to traditional in-hospital delivery," added James Perciaccante, MD, director, WakeMed Physician Practices – Neonatology. "We are pleased that Baby+Company and WakeMed have chosen to partner to make this the safest endeavor possible, and we are happy to offer our neonatal expertise."

Dr. Lisa Grana, OB/GYN with Triangle Physicians for Women in Cary and medical director for Baby+Company adds, "By working closely with Triangle Physicians for Women and WakeMed, Baby+Company gives women the added security of a leading physician group and a hospital should the need arise."

Baby+Company is located at 226 Ashville Avenue in Cary. The center will accept all major insurance plans.



September 17, 2014

# WakeMed, Vidant Health and Wake Forest Baptist Collaborate to Form New Company

Will share services, best practices while retaining independent structure, governance and identity

WakeMed is pleased to announce the formation of a new shared services company designed to improve health care quality and affordability for patients across the state. WakeMed is collaborating with Vidant Health and Wake Forest Baptist Medical Center to create a member-based company that will allow each organization to benefit from their combined scale, scope and shared knowledge while maintaining full independence and identity.

The new non-profit company, to be named later, will have its own governance structure and executive leadership, with approximately four to seven employees initially. Its formation is not a step toward merger or acquisition.

This unique opportunity is possible because the three member systems share similar missions, visions, values and strategic focus. Leaders from all three systems see the value of partnering with likeminded health care organizations in providing enhanced access and the best quality, affordable health care to patients. "This collaborative fits perfectly with our mission and goals of seeking preferred partners to deliver an exceptional level of health care service while leveraging our structures and technological resources," said Donald Gintzig, president & CEO. "We want to deliver the best value to patients and do so in a cost-effective manner that is beneficial for all."

The company will initially focus on establishing traditional business-to-business shared services such as supply chain management, group purchasing and information services/technology management to reduce costs. The three organizations are currently evaluating the types of shared services that will deliver the greatest value.. The alignment of resources through this company allows the members to leverage the collective experience and talents of all three systems to innovate and create business and clinical efficiencies. Importantly, the alliance also will help each member organization advance health care reform initiatives such as Accountable Care Organization development and implementation, care coordination and population health management.

In today's new world of health care, WakeMed firmly believes that success will come through effective partnerships of organizations with kindred missions and values. WakeMed has a strong history of partnering with other organizations to help improve the health of our community and this new collaboration will not impact our existing partnerships, which include UNC - Chapel Hill, our primary partner for training physicians for over 40 years; clinical services partnerships with Duke Medicine; and numerous other partnerships around health, including the YMCA of the Triangle, Alliance Medical Ministries, and others. This new collaboration will expand our ability to create outstanding value and opportunity for us and for the patients and communities each of the member organizations serve across North Carolina.



## **Frequently Asked Questions**

# What is the purpose of the new non-profit organization?

Our goal is to improve the quality and affordability of our member organizations, as well as to improve the health of the communities that each member serves, through innovation, shared learning, and clinical and business efficiencies.

## Why is this kind of collaboration necessary?

All health care organizations are challenged by declining reimbursements, technological change and the regional growth of other health care systems, and this requires new business approaches. We all share the common goals of reducing cost and improving quality and access to health care in the adjacent communities that all of us serve. Our members bring different strengths to help solve these challenges. It is an opportunity to work together and share best practices that strengthens us collectively and independently. The new company will spur continuous competitive innovation.

# Why have these three organizations chosen to work together?

Our organizations share similar values and missions, yet serve different geographies, which makes us a particularly good fit for this type of partnership. In our new world of health care, we firmly believe that success will come through effective partnerships like this one.

# Is this the beginning of a merger or acquisition?

No, the power of this alliance is that all members retain their independence, identities and governance structures, while we work together to optimize non-competitive business elements and infrastructure.

October 17, 2014

# CARF Survey: WakeMed Rehab Is Recommendation-free through Two Surveys

Only two percent of CARF International-affiliated organizations in the world enjoy recommendation-free surveys. WakeMed Rehabilitation has done it twice in a row. Today, the four CARF surveyors who have been in the Rehabilitation Hospital since Thursday morning gave glowing compliments to our policies, our procedures and, mostly, our staff for the high-quality care and service they provide to patients and families.

WakeMed's accreditation includes the Rehabilitation Hospital for general rehabilitation and specialty programming in stroke, spinal cord injury care and brain injury rehabilitation, as well as a specialty spinal cord and brain injury day treatment program. WakeMed has maintained CARF accreditation since 1993.

This accreditation is the highest level awarded and demonstrates our commitment to programs and services that are measurable, accountable and of the highest quality. "We expected a great survey result because of the scope of services we offer and positive patient outcomes we deliver, but a recommendation-free survey for the second time in a row is beyond expectation," commented Beth Rudisill, director, Rehabilitation Hospital. "We have an amazing team and it shows. I thank everyone for their hard work and commitment." Surveyors recognized Rehab's staff for their professionalism, the pride they take in their work and their cohesive commitment to care delivery.

WakeMed Rehab will receive the final report and official word about reaccreditation from CARF in approximately eight weeks.

CARF is an independent, non-profit accrediting body whose mission is to promote the quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. For more information, visit www.carf.org.

October 28, 2014

## Vice President Claire Moritz Announces Retirement

After 28 years of service to WakeMed, Claire Moritz, JD, vice president of legal services and general counsel has announced her plans to retire on January 3, 2015. She has shared this decision several months in advance so that she can be involved in the transition process.

Moritz joined WakeMed as vice president of legal services in 1986 and was later named general counsel. During her tenure at WakeMed, Moritz has guided the organization to operate within legal boundaries while reducing risk and legal exposure.

She has handled more than 7,700 legal matters, including all hospital litigation, while serving as the resource for the board of directors, medical staffs and employees who have work-related legal questions and concerns.

For her ongoing contributions to the legal profession, Moritz was recently named a recipient of the 2014 North Carolina Women of Justice Awards.

"Thanks to Claire's leadership and legal expertise, WakeMed has successfully navigated everchanging health care rules and regulations. She is a WakeMed treasure and has played an important role in countless business and operations decisions, from major initiatives to day-to-day operations, and we have much to thank her for, commented Donald Gintzig, president and CEO. "I am grateful for all that she has done for this organization and wish her nothing but joy in her retirement."

"It has been an honor to serve as WakeMed's vice president of legal services and general counsel," said Moritz. "Working with extraordinarily talented individuals to serve the organization's mission has resulted in an intensely rewarding career. I now look forward to joining my husband in retirement and spending more time with family and friends, undertaking new volunteer engagements, taking classes and traveling in the U.S. and abroad."

Transition planning is underway, and recruitment for a successor will begin soon. Moritz will be closely involved in the process to ensure a smooth and seamless transition.

November 25, 2014

## WakeMed Foundation Names Brad Davis Executive Director

WakeMed is pleased to announce that Brad Davis has been named executive director of the Wake-Med Foundation and will join WakeMed on January 5, 2014. Davis brings more than 15 years of nonprofit leadership and financial development experience.

"The board was looking for a leader who has the energy, enthusiasm, creativity and confidence to lead the Foundation through its fundraising efforts and I have confidence that Brad will excel in this role. He has a proven track record in fundraising and knows this community well. These qualities make him an ideal choice to lead the Foundation," commented Blount Williams, chair of the WakeMed Foundation board.

Davis joins us from the YMCA of the Triangle, where he has served as the vice president of financial development for the past four years. In this role, Davis has been responsible for all aspects of the YMCA's annual giving campaign as well as volunteer leadership development, major gift donor retention and cultivation, new donor acquisition and assisting with capital projects as they emerge. He previously served as the executive director of the Alexander Family YMCA branch. "I have worked with WakeMed closely over the years and I am pleased to have this opportunity to join this strong, mission-driven organiza-

strong, mission-driven organization. I look forward to this opportunity to make a positive difference in our community through the WakeMed Foundation," said Davis.

## The President's Spotlight - Raleigh Campus



Greetings to all our volunteers! I am hoping you have all had an interesting and replenishing summer. Perhaps, you had occasion to travel, visit, relax at the beach, or had other stimulating cultural experiences. Unfortunately, for many of us, summer seems to pass much too quickly.

Over the past few months, in keeping with the new fiscal year, the board has put in place a new budget. It was officially ratified at our October meeting. Our major fund

raisers have also been established, and we look to the usual successful outcomes of our uniform, shoe, and jewelry sales. We welcome your support and participation - so watch for dates and sign up possibilities for these events.

Several requests for funding have been received by the board at this time. It was decided that an additional \$600.00 would be allotted to the Children's Emergency Department Fund to fund the heavy requests for toiletry items issued at the time of a patient's release from the hospital (packets cost about \$6.00). Under consideration; also, is a major funding request by the WakeMed Foundation for help in the funding of the Labor and Delivery Unit ,which is scheduled to open soon.

The October meeting was also the occasion for Chris Cage, Director, Volunteer & Retail Services to induct several new board members. They are respectfully: Rosemary Driver, Denise Feighery, and Lisa Himmelberger. Susan Legatowicz was inducted as new board secretary. After successfully fulfilling their terms, Ms. Sally Perdue and Ms. Martha Ramsey have left the board. Special mention and tribute to their commitment, length of service, and leadership, was given at the September meeting. Both will be greatly missed!

In closing, I would like to share a quote from the great Dr. Albert Schweitzer that I happened upon just recently. He stated, "the purpose of life is to serve, and to show compassion, and the will to help others". My hunch is that this statement quite possibly grasps and underlies the "why" of why, most of you give of your time, talents, and commitment in multiple ways at WakeMed. All I can say is thanks for being seized by these noble ideals! Many thanks for making WakeMed ,and our locale,the beneficiaries of your committed efforts!

Respectfully Submitted, Michael Fuchs

## The President's Spotlight - Cary Hospital



I hope all of you have enjoyed the Fall and are looking forward to the holiday season. Our board has been busy these past two months,

In October, we had the induction of new members and officers. They are President, Sue Busa; Vice President, Joe Esmond; Treasurer, Sue ReCorr; Secretary, Beth Turner; and new members, Helen Tsui, Bob Rafferty, and Susan Alvey. We have also approved the fiscal year 2015 budget.

The board voted to provide activity packets to entertain the children who visit our hospital. The items have been ordered and will be assembled by volunteers as soon as they arrive.

On October 27, The Volunteers at WakeMed Cary Hospital held the 16<sup>th</sup> Annual Charity Golf Outing at MacGregor Downs. It was extremely successful and we raised \$13,328 to fund programs and services at WakeMed Cary Hospital. There has been a lot of positive feedback from all the participants; and especially, the happy winners of all the prizes. We want to say a special thanks to the members of the Golf Committee and the staff at MacGregor Downs.

Again, I want to thank all of our volunteers for the many hours and caring that you contribute and wish Happy Holidays to all.



Respectfully Submitted, Sue Busa

## **FY14 Annual Report**

Over the past year, The *Volunteers* have contributed their time, talents and financial support to augment the services offered by the hospital system, and to help provide a caring environment for our patients and families.

These contributions include:

## **Volunteer Service Hours and Value**

In Fiscal Year 2014 1,383 active volunteers worked more than 124,665.50 hours.

Adult Programs	63,043.75 hours
Junior Volunteers	6,879.00 hours
Sewing Individuals/groups	54,502.75 hours
Kidworks	240.00 hours

The 1,383 volunteers participating this year included:

Adult In-House		707
College Students		113
Junior Volunteers		181
Sewing	Individual/groups	380
Kidworks		2

These volunteers represent the equivalent of an average of 61 full time employees each month.

There are a total of 214 volunteer placements supporting 171 departments across the hospital system. This number includes placements within Raleigh Campus and Cary Hospital, but also at other WakeMed facilities, including WakeMed North Healthplex, WakeMed Brier Creek Healthplex, WakeMed Apex Healthplex, WakeMed Garner Healthplex, Clayton Medical Park, Raleigh Medical Park, WakeMed Physician Practice offices at Fuquay, Garner and Apex, WakeMed Business Center, WakeMed Corporate Center, Rehab Services at Kraft Family YMCA and Alexander YMCA.

#### **Fundraising Activities**

The *Volunteers* promote a number of special fundraising events and manage other sources of income. These activities produced a total of \$73,473 in revenue for the organization over the past 12 months.

## **Annual Golf Outing**

The largest fundraiser managed by *The Volunteers at WakeMed Cary Hospital* each year is an annual charity golf outing. On October 21, 2013 the 15<sup>th</sup> annual golf outing was held at MacGregor Downs Country Club with 75 golfers participating. Susan Alvey, chairperson, and a hardworking committee of volunteers raised over \$12,376.89 with support from golfers, hole sponsors, major sponsorships and the sale of raffle tickets and mulligans.

## Blossoms for Life.

This is a year-round giving and fundraising program that provides an opportunity to honor or memorialize a friend or family member through a donation to *The Volunteers at WakeMed Cary Hospital*. Pam Ayars chaired Blossoms this year, and the ongoing campaign raised \$1,942 from October 2013 to mid-September 2014.

#### Vendor Sales

The *Volunteers* hosted 10 vendor sales (uniforms, jewelry, accessories and shoes) this past fiscal year and raised a total of \$36,428.

#### Additional Revenue Sources:

#### Infant Photo Contract

Working with Charlie's Angels, The *Volunteers* received \$13,865 from sales of baby photos to new parents and grandparents.

## **Uniform On-Line Sales**

Working with 1<sup>st</sup> Uniform, Inc, The *Volunteers* received \$8,287 from sales of uniforms to WakeMed employees thru online sales.

## **FY14 Annual Report continued**

#### WakeMed Gives

From the annual campaign The *Volunteers* received \$926 from employees to support Healthly Lifestyles and other programs.

## **Special Projects and Donations:**

Funds from annual fundraising events, donations and other revenue sources allow the *Volunteers* to support a number of important initiatives across the hospital system. Efforts for FY 2014 included:

Baby Packet Supplies: The Volunteers at Wake-Med Raleigh Campus provided \$2.733 for the purchase of onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

<u>Children Activity Packets</u>: The Volunteers at WakeMed Cary Hospital provided \$1,138 to create children diversionary activity packets for children who are in the hospital for extended periods of time visiting, waiting in the waiting rooms or with parents and family.

Congestive Heart Failure (CHF) Scales: The Volunteers at WakeMed Raleigh provided \$924 for 30 sets of scales given to low-income heart failure patients that provide a way to identify increased signs of increased fluid retention, a sign of heart failure, for better management of CHF on an outpatient basis and to reduce hospital readmission for CHF.

Huggables/Memory Quilts/Hats – The Volunteers provided \$4,710 towards the purchasing of supplies to support the efforts of sewing individuals/ groups to make handmade huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns, bereavement blankets and more to be distributed to patients and families. These gifts are distributed via the Friendly Face Cart, volunteers and by staff to patients.

Healthy Lifestyles - Cardiac Rehab Scholarships: The Volunteers provided \$4,570 in scholarships funds to cardiac patients. These individuals have been identified by Health Works staff as qualifying for financial support and who otherwise would not be able to complete a key part of the recovery from a cardiac episode. The classes include education about nutrition and exercise, participating in exercise classes and more.

Magazine Subscriptions: The Volunteers at WakeMed Raleigh Campus provided \$900 for subscriptions of Spanish and African American magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

<u>Parents Time Together:</u> The *Volunteers* provided \$1,927 in funds to provide time, place and meals for parents of infants in the Neonatal Intensive Care Unit. Parents Time Together allows time to support each other by sharing common experience and a time for educational events.

Rainbow Fund - The Volunteers at WakeMed Cary Hospital provided \$7,000 to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions. \$727 was donated by The WakeMed Foundation and \$1,700 was donated by the Raleigh Medical Group.

Reach Out and Read (ROR): The Volunteers at WakeMed Raleigh Campus provided \$2,348 for the purchase of new books to be distributed to well-visit patients ages 6 months to 5 years who are seen in the WakeMed Physician Practice Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Special Infant Care Clinic: The Volunteers at WakeMed Raleigh Campus provided \$505 for the purchase of infant car seats, supplies, transportation vouchers and medication for infants and their families when no other monetary resource is available.

## **FY14 Annual Report continued**

Spinal Cord Injury Program: The Volunteers at WakeMed Raleigh Campus provided \$2,941to improve care delivery and clinical outcomes of patients admitted with new onset, traumatic spinal cord injury. The goals are to increase self-care independence and prevent complications.

<u>Tea for the Soul:</u> The *Volunteers at WakeMed Cary Hospital* provided \$126 for Spiritual Care Services to offer refreshments in a quite, calming locations for all caregivers to take a break.

<u>WakeMed Foundation (Society of 1961)</u> - A membership donation in support of the Society of 1961. *The Volunteers at WakeMed Cary Hospital* contributed \$2,500. *The Volunteers at WakeMed Raleigh Campus* contributed \$5,000.

<u>WakeMed Foundation</u> – *The Volunteers at WakeMed Cary Hospital* contributed \$5,575 towards their \$31,000 pledge to the WakeMed Cary Hospital restricted fund. This pledge supports future initiative for expansion, programs or services at Wake-Med Cary Hospital.

## Other Funding Support:

WakeMed Cary Hospital

Perinatal Bereavement	\$393
Food & Nutrition Services	
Mobile Food Kiosk	\$3,400
Clothes Closet shelving	\$251
Magnet Conference –	
funding to send 2 staff nurse to the	
Annual Magnet Conference	\$4,236
RRT EX IO Drills	\$681
Professional Membership Dues	
for Volunteer Staff	\$110

## WakeMed Raleigh Campus

4C Mother/Baby Car Seat accessories	\$1,009
4E Pediatrics – Child Life	\$2,951
Children's Emergency Department –	
Child Life	\$2,021
Surgical Services – Child Life	\$1,000
Staxi Chairs for Guest Services	\$4,748
Professional Membership Dues	
for Volunteer Staff	\$170
Trauma Unit Car Seats	\$612

## **Community Outreach**

<u>BloodDrive:</u> The *Volunteers at WakeMed Raleigh Campus* sponsored a blood drive on March 31, 2014. A total of 36 productive pints were collected.

Hospitality Pets Program – The pet visitation program is thriving at WakeMed Health & Hospital. This year 39 teams averaged 156 visits a month for a grand total of 6,090 visits to patients. More than 68,360 visits have been made since the program started in 2000.

Health Career Pathfinders: The Volunteers at WakeMed Cary Hospital sponsored a career exploration group that is open to individuals 14-20 years of age. Thirty-eight of our future healthcare providers enjoyed speaker presentations and tours of WakeMed.

Huggables/Hats/Quilts - This year our Sewing volunteers contributed 54,503 to complete baby hats, Huggables and many other handmade items. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year.

## **Awards List** The Volunteers at WakeMed

#### 50 Hours

Theresa Baker Jeffrey Basladynski Nicole Beatty **Beverly Bennett Emily Benz** Kerstin Bevill Sanaa Bhatti Mary Biddle Lauren Blake Diane Boufedji Susan Bristol Janelle Brown Komal Bulchandani Shannon Churchill Dale Clement Janice Coates Brenda Craft **Donna Daniels** Jean Dansak Lin Everette

Amy Fair Mary Lou Fergurson Chad Flowers Charles Foster **Brittany George** Julia Glass Joe Gordon Alean Graves Geannette Green Bibi Hashemee Irene Hedgepeth Halston Hoke **Betty Horkey** Joshua Humphries Christopher Johnson Emma Johnson Pooja Joshi Sandhya Joshi Katlin King Alice Kolar Aparna Krishnamurthy

Hedy Kronenwetter Linda Lang John Leahy Jarred Lobo Candy Loding Vishrut Luhadia Heidi Lvdic

Marie Jilliane Mallari Ataharul Mannan Tabitha Marcum Terri Mattran

Sarah May

Shannon McDonald Dan Miller Logan Miller Cathy Moynahan Mathews Muricken Ishmam Mustain Kobla Mususu Kristin Na Rainieri Olivo Ugonna Onuoha Mayuri Patel Donald Patty Javne Piet Grace Pippin Natalie Rand Jani Range Aron Rash Chelsea Riggs Jode Ritsema

Helen Robinson Sydney Roland Sona Salahuddin Lynn Scott

Arrivell Searight Adreanna Sellers Shamik Shah Rosemarie Sholl Kenneth Shorsher Aolani Small Jessica Stevens Kathleen Sullivan Michael Taylor Yamina Tekil Elizabeth Thier Shelia Thompson Stewart Toms David Trent

Mandrel Tucker Yvonne Vaughters Jenny Vuong Montana Wagner Angela Wang Harry Watson Victoria Watson **Betty Whitley** Katherine Williams Rebecca Williams Craig Wilson

Colin Woolard

100 Hours

Dela Adams Hilda Altman Marie Bailey Irene Bauer

Leila Beikmohamadi Adriano Bellotti Sissy Bianchi Rieva Bowers Casey Brantley Priyanka Chakravorty Ezan Chaudhry Minerva Clarke **Bridget Collins** Samuel Collins Kelly Contino **Emily Cox** 

Rozann Crabtree Michael Denning Ashley Denton Priya Desai Riva Desai

Madeline Desrosiers

Sonya Drew Lois Dziedzic Anna Edwards Lydia Eisenbeis Janice Farnsworth Zareen Farooqui Denise Feighery Gaye Forman Allie Frear Janette Gomez Eric Hall Brooke Harmon

Andrew Hegeman Susan Holbrook Charisse Holmes Anna Hunter Olivia Korm John Langham John Langham Henrietta Laponzina Lynn Lashley

Kelsey Lawton Bruce Learmonth Suzanne Ledoven Renate Little David Loman John Longa

Jacquelyn Ludington Lorraine McCullough Catherine McDonnell Anna McFarland Darlene McKenney Norma Meath Rushabh Mehta Lindsev Monroe Dinah Moore **Delphine Neal** Ly Nguyen Wendy Norman Chetachi Nwokejiobi

Kaial Patel William Paul Yaman Peksenar Roy Pettyjohn Rvan Pileski Ovesola Popoola Ruth Powe

Brenda Rand-Crumel Swetha Ravichandran Travis Rimmer

Charles Schabel Anthony Seto Deepa Shah Ruthvik Shashidhar

Carletta Smith

Adonna Simpson-Lewis Anameeka Singh

**Brenda Smithwick** Kenneth Smithwick **Sharon Sowell** Karen Spivey Munawar Sultana Hayley Talancha Frances Tewksbury Ponni Theetharappan **Andrew Thomas** Pamela Thompson Kathy Tucker

Vidya Venkataganesan

Emmy Voisin Peg Wenninger Donna Wong Thomas Woo II Mika Yamamoto

## **Awards List** The Volunteers at WakeMed

## 200 Hours

Dorian Alston Sumera Ansari Deborah Atkinson Lavonda Bagwell Sandy Bannoura Mary Lynn Barnett Nancy Battiste Doris Bell

Norma Benitez-Villegas Joan Bird Iris Bonapart Britanie Calleia Sara Cammie **Kay Cummings** Rhetta Davis Jean Davis Rosa Davis Birgit Dhillion Alise Dobrot Laddawan Dunn Jeffrey Dworkin Tresiour Ferreira Tiffany Frost Herbert Gilliam Pamela Goolden Linda Gressel Jaime Hankins **Brittany Hardy** Cory Harrison

Eduardo Hernandez Mary Hitch Janet Hoffmann Marge Hoffmann Joshua Holland Susan Honeycutt Patsy Hunt

Alexander Jewell Alexis Kay Tiffany Kay

Purnima Kotiva Linda Krichbaum Lucille Lambert

**Evelyn Lewis** 

Mei Li

Lauren Mayr Marva Mehaffey Brenda Millar Tracey Miller Dorothy Oakman Laurie Penn

Alix Peters Rohan Prabhu

**Bonnie Roberts** Kenneth Shorsher Lichia Sibhatu JoAnne Simpson Udaya Sivadanam Pamela Sosa James Stephens Irvna Sukhadolskava Michele Sund Judy Tysmans Arthur Wasserman Beatrice Werner Mozelle Wilson Cindy Wiseman

## 300 Hours

Erin Yarborough

Katrina Akins Carol Bailey Sandra Calixto Twila Carrisales-Gomez Marijane Chow Cynthia Cruell James Davis Sandra Davis Sherman Driver Sarah Fenner Marion Greaux Linda Grimes Lisa Himmelberger Chun-Hong Ho Sol Hochler Jan Holt Margaret Huels Karen Jensen Patricia Keelev Judith Klotz George Kolar Deborah Lambert Jo Ann Mara Calvin Parks Douglas Perry Patricia Rudio Ian Stancil Elisabeth Stevens Divya Venkataganesan Debbie Willmschen

#### 400 Hours

Steve Yee

Suheir Bannoura Joyce Catherwood Alicia Darnell

Yvonne DeWald Michael Fuchs Louis Hancock Janice Haywood Frances Hemmings Luanne Hill Susan Legatowicz Laverne McCloskev Melissa Nausch Naga Nunna Delta Prince Veda Scarboro Nancve Slagle Priscilla Smith Paula Smith Leigh Stallings Lorraine Tabron Mary Walsh Gerry Werner Jacquelene Winston Brenda Yarborough Inna Zboichyk

#### 500 Hours

Tyrone Allen Jane Bird Jo Brantley Mara Comas Kathryn Cundy Charlotte Duncan Larry Hemmings Ellen Kissiah Jean Laudon Diane Luparello Elizibeth Noles Melvin Perkins Loretta Petraroia Cheryl Pettyjohn Rachel Polsky Jim Ryals Cynthia Taylor Sandra Venson Christine Wallace

## 600 Hours

Audrey Addo Mary Jo Cercy Loretta Consiglio Susan Coulter Dave Davenport Mary Dell'Angelo William Eberbach Luther Faircloth

Gaye Forman Augusto Francisco Patsy Hemmerle Chin-Jang Lin William Park William Pugliese Robert Rafferty Sharon Watson Anke Chignell Janice Cruse Margaret Haigler Sara Kirk Thomas Koch Stephanie Moyles Harriet Nausch Priscilla Ruskav Marty Stephens

## 700 Hours

Marla Carroll Paul Fausneaucht Sharlene Frazier Peg Fuchs Kevin Gaffney Robert Gelinas Gina Harry Lauren Lebeau Katherine Mis Althea Page Bernice Parker Bettie Polan James Schultz Treva Thompson Jane Warner Louise Wurst

## 800 Hours

John Agurs Betty Costello Walter Davis Rosemary Driver John Grau Traci Jewell Cindy Larsen Macon McDavid Hannah Movles Madhu Ramanan Judith Rea Terry Rimmer Sue St. Clair

## **Awards List** The Volunteers at WakeMed

#### 900 Hours

Colette Hudgins Frederick Huebner Melody Mangum Joan Morelen Michael Mulvihill

#### 1,000 Hours

David Brantley Sue Busa Shelby Credle Alexander Credle Annette Edeburn Timothy Lee Juanita Lesley Linda Lovell Robert McAllister Jessica McAninch Thomas McFadden Marilyn Mitchell Della Staub **Brenda Stutts** Helen Tsui Norma Ward LaRue Wayne

#### 1,500 Hours

Elaine Allen Marlene Anthony Joanna Baitinger Marion Boissiere Regina Brest Wade Burnette Joe Esmond Ramesh Fofaria Alma Gill Ed Goetz Rebal Goetz Sandra Klootwyk Robert Maness Joan Melroy Gail Owen Barbara Pappas Ellen Plumblee Annie Poe Kathy Rembrandt Michael Schuler Sharon Thompson Linda Tuffey

Ann Wyker

#### 2,000 Hours

Lois Brush Barbara Copperwheat Alan Craft Pearl Cunningham Sandra Gault Molly Grant Rosemary Kenny Charlotte Montillo Georgetta Paskoff Charles Perlette Robert Wertis

#### 2.500 Hours

Lita Barr JoAnn Bethel Carle Cavton Denise Galloway Philip Greco Barbara Harraghy Elaine Hoffman Franklin Johnson Wendy Lamm Donna Lamm Betty Peck Patricia Perkins Eleanor Reichert Lilian Sauerwein Timothy Shoriak Nancy Tombaugh

#### 3,000 Hours

Nell Critcher Josephine Daversa Kalpana Nath

#### 3,500 Hours

Ruth Allbert Reid Craft Claire Katz Janet Kretzschmar Blanche Malinoski Alfred Port Christina Smith

#### 4,000 Hours

Misty Gunter Ann Rush Emma Voigt

#### 5,500 Hours

Diane Boyer Madeline Hamady

## 7,000 Hours

Lorraine Shapcott

## 8,000 Hours

Hilda McCullers

#### 10,000 Hours

Barbara Brooks

## 11,500 Hours

David Greybill

## 15,500 Hour

Palma Ayars

## 24,000 Hours

Susie Holmes On behalf of The Project Linus Group

## **Recycle Those Award Pins!**

As you receive a new pin for your total cumulative hours of service milestones, please consider returning your pins that represent previous milestones. Those older pins can be recycled and save your Volunteer Services departments funds that can be used for other recognition purposes. Thanks!

## Volunteer Spotlight WakeMed Raleigh Campus ~ Steven Boehm



Hi, I'm Steven Boehm and I volunteer as a Patient Relations Ambassador. I grew up in Asheville, NC and I am currently a senior at NC State University where I study electrical engineering.

I have been volunteering at WakeMed since July, before that I volunteered at a couple of different organizations where I tutored elementary and middle school aged kids. I started volunteering at WakeMed because I'm interested in entering the healthcare field and I wanted exposure to a

healthcare environment.

My favorite part of working in Patient Relations is being able to talk to all the patients and hear their incredible stories. I have met some truly inspiring patients, whose undying positivity and cheerfulness in the face of very serious medical conditions has left me speechless. I find it amazing that I can be standing next to an eighty-something year old man, listening to his World War II stories, when not, but two days ago he was having open heart surgery.

I have had lots of wisdom passed my way from patients who are many years my senior and who have faced a level of adversity that I cannot imagine. It has been a privilege to be a part of these patients' hospital experience, and that is why I volunteer at WakeMed.

## **Volunteer Spotlight WakeMed Cary Hospital ~ Bruce Learmonth**



I have an Associate Degree of Applied Science in Business Administration-Accounting, from Madison Area Technical College in Madison WI. I was the Comptroller / Business Manager for the Forest Products Society (FPS) for 30 years and retired in 2012.

My wife Michele and I moved to Cary in 2013 to be closer to our three grandchildren (one in Charlotte and two in Virginia Beach). I started

volunteering at the Cary Hospital in December 2013 working at the Main Information Desk. I currently work at the Information Desk in the Women's Pavilion.

I volunteer for two reasons: 1) to provide a needed service; and, 2) for the opportunity to interact with the patients. My hobbies are enjoying a game of golf and watching both professional and college football.

## **Guest Ambassador**

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

Ben DaValos – "This young man was super. He had taken a person to 3B and I needed help to P1. He pushed me and during the ride we had the nicest conversation. He is definitely an asset to WakeMed as well as to the youth of today!"

Katlin King – "Kind, compassionate, professional and very capable. Thanks for helping this experience so "stress-free!"

Sherman Driver – "Great attitude, wonderful demeanor and conversation while we walked to show me where to go."

Chirag Shankar – "Because he was so nice – he went out of his way to help an old woman who was in a wheelchair. He was a very pleasant young man with the nicest personality. He is an asset to your company."

Lily Register – "She walked us all the way to the room and was very sweet."

Keerthi Anand – "This gentleman was A1!"

Hieu Hoang – "Hieu was my companion on the way to the A/B elevators and to CCWR. She was quite friendly and wished my (patient) friend well."

Thomas Koch – "I was tired and could have not found my way without his help."

CONGRATS to all GA's who were mentioned . . . !!!

..a job well done!

## **Exit Comments**

Juan Jimenez - Adult Emergency Department. "Volunteering kept me out of trouble at home; however, senility has won the battle."

Susan Harrigan - Volunteer Services Department. "It was a true pleasure and would certainly volunteer in the future if schedule permits."

Lynn Burton - Critical Care Waiting Room. "I have been blessed beyond belief with working the last 16 years in the Critical Care / Surgical waiting room. I appreciate the opportunity to be involved with WakeMed. I will especially miss Barbara Brooks whom I've worked with all this time as well as Rosie and Veronica. Thank you."

Shayna Swick - Ronald McDonald Family Room. "I really enjoyed the few months I volunteered at WakeMed. Unfortunately, I found myself unable to do school and volunteering while dealing with mending my health."

Jordan Barkes - Pharmacy Department. "I loved volunteering with the pharmacy! They were great people and I had a great experience!"

Arushi Wadhwa - Children's Emergency Department. "Natalie (VS) and Erin (CED) were both amazing! They were continuously encouraging and always considerate of the fact that other commitments could always come up to which I needed to attend to first. Thank you to both. My experience was definitely enhanced due to these two ladies."

Douglas Perry - Guest Ambassadors. "Great people to work with. Met lots of people. Felt I was doing something to help. I like WakeMed."

## Our Thoughts . . .

## **In Memory of Our Volunteers**

We express our deepest sympathy to the families of our recently passed volunteers. Those of us who had the privilege of knowing these individuals will greatly miss their presence. Thank you for sharing your loved ones with us.

JoAnn Vaughn - was a long time volunteer at WakeMed with 15 plus years of service. Upon her resignation, she stated "It has been a wonderful experience to volunteer at WakeMed. I always looked forward to helping others in anyway I could. I hope that I have made a difference."

Chase was a toy poodle and part of our Hospitality Pets Program. Chase and his owner, Brenda Yarbrough contributed almost 300 hours to visiting our patients, staff and volunteers. He was loved by all and will be greatly missed.

## **Our Sympathies to:**

## WakeMed Raleigh Campus

Deloris Johnson – family member Terry & Travis Rimmer – family member Denise Feighery – family member

## WakeMed Cary Hospital

Marla Carroll – family member
Blair Hatcher – family member
Twila Carrisales-Gomez – family member
Luci Lambert – family member
Sue Busa – family member
Suma Duncan – family member
Mary Dell'Angelo – family member
Kelsey Lawton – family member

## **Congratulations To**

## **WakeMed Cary Hospital**

Joe Esmond and his wife Nancy celebrating 50 years together.

Patti Keely & her husband David celebrating 34 years together

Lorraine Tabon on her new marriage

## Thinking of you

## WakeMed Raleigh Campus

Bob Wertis
Douglas Perry
Karen Spivey and Winston
Cathy McDonnell and Sawyer
Robert Gelinas
Thomas Koch
James Davis
Delta Prince

## WakeMed Cary Hospital

Bill Ayars
Lois Dziedzic
Jean Lipary
Pepe Rencurrell
Anne Hemmerle
Denise Galloway
Tandra Burson



## **Fundraisers**

## WakeMed Raleigh Campus

# Thank you to the following volunteers:

Ruth Powe Sara Kirk Sue Honeycutt Timothy Lee Yvonne Dewald Tyesha Robinson Akash Sinha Colin Woolard Chika Chukwu

Who assisted with The Volunteers at WakeMed Raleigh Campus Cline's Jewelry Sale on August 13, 2014

We sold \$7,315.80 in merchandise and raised \$1,463.16 profits.

and to:

Mei Li
Vivian Osinowo
Timothy Lee
Donna Ditomasso
Ann Wyker
Molly Gallion
Marion Boissiere

Who assisted with The Volunteers at WakeMed Raleigh Campus First Uniform Sale on October 8, 2014

We sold \$38,170.58 in merchandise and raised \$7,634.12 profits.

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

## **WakeMed Cary Hospital**

# Thank you to the following volunteers:

Pam Ayars
Tom McFadden
Tina Smith
Nancy Riefenhauser
Helen Tsui
Sue Busa
Beth Turner

Who assisted with The Volunteers at Wake-Med Cary Hospital Uniform Sale on August 22, 2014.

Over 200 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 \$9,062 in merchandise and raised \$1,697 in profits.

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



## **Placement Opportunities**

## WakeMed Raleigh Campus

# Day Surgery Pediatric Patient Liaison Coming in January 2015!

Monday - Friday

2-3 hours shifts between 7:00 am-12:00 noon

The Day Surgery Pediatric Patient Liaison will assist smallest patients upon their arrival. Working closely with the Child Life Specialist, the volunteer will offer diversionary activities in the waiting room and in the patient's room before the patient's procedure. When there is downtime, the volunteers will assist with the cleaning and organization of toys. This position is best suited for a volunteer who is able to easily get up and down from the floor, take initiative with children, has strong interpersonal communication, and is a morning person. If you are interested, please let us know.

# Human Resources Filing Partner (Off Campus at our Corporate Office)

Monday-Friday, one day a week for a 2-3 hour shift between 8:00 am-4:00 pm

Volunteering with Human Resources at the Wake-Med Corporate Center on SmokeTree Court is a great opportunity for someone who has great attention to detail and enjoys filing. The primary function of this job is filing personnel paperwork. A small portion of the task involves scanning paperwork as well.



## **WakeMed Cary Hospital**

#### **Atrium Ambassador**

Monday - Friday

2-4 hour shifts between 2:00 noon-3:00 pm

A Customer Services based position. The Atrium Ambassador volunteer is the official greeter of patients, families, visitors and staff at the main entrance of WakeMed Cary Hospital. Our ambassadors greet all individuals as they come in and provide directional assistance and wheelchair transport as needed. Additional duties consist of mail and flower delivery to patient rooms as well as organizing and sanitizing wheelchairs.

## **Lactation Support Group Volunteer**

Mondays 1:00 pm-4:00 pm

The Lactation Support group meets every Monday to assist mothers in their journey to breastfeed. Volunteers help with the set-up and clean-up of the meeting space. In addition to these roles, volunteers also greet the mothers, weigh the babies and provide support during the meeting. The team is looking for someone with a compassionate spirit, takes initiative, is good at following processes, and is able to consistently come on Mondays.

# HELP PROGRAM - Coming in January / February 2015!

Seven days a week with shifts between 8:00 am-7:00 pm. Shifts will vary based on need. More to come!

With the ringing in of a new year, comes a new program's. The HELP program is designed to reduce hospital acquired delirium in patients by providing diversionary activities, feeding assistance, walking assistance and patient visits. Volunteers will have direct patient contact. HELP volunteers are encouraged to be able to offer consistent and dependable service. This program will be piloted on 2East at the Cary Hospital.

## **Donations**

# 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 countless individual sewers in our community that sew independently and to the sewing groups who meet on a regular basis.

## WakeMed Raleigh Campus

Busy Needles (Pearl Fowler) Cary Blanketeers Cary Senior Center Debra Pederson Heritage Needles Club Joy Williams (Lighthouse Ladies) Linda Cuthrell Lisa Ferracane Magnolia Glen Sr Living Marge Hoffman Mary Sue Hitch Midtown Service League Mildred Chavis **NRCC Stitchers Project Linus** Southern Wake Quilters Guild Threads of Love Wendy Lamm



## WakeMed Cary Hospital

Ahmadyyia Women's Association Ann Fosters Workshop Carolina Quilters Cary Senior Center Chatty Yarns Colonial Baptist **Comfort Circles** Cornerstone Presbyterian **CPP Piecemakers CPYS Yarn Spinners Crafting Blessings Elegant Stitchers of Cary** Fuguay-Varina Presbyterian Garner Senior Center Gurl with Purls Harriett Kelner Group Heart 2 Heart Kraft Family YMCA Sewing Group Latter Day Saints **Newborn Knitters** Reedy Creek Spring Arbors St. Paul's Knitting Sunshine Cary Seniors Windsor Point

**Share** a huggable stuffed animal, baby hat, blanket, shawl or other handmade items with our patients, families and guests at WakeMed Cary Hospital.

These special handmade items are available in the Volunteer Services Department. If you would like to have items delivered to your floor, please contact the Volunteer Department at 919-350-2363 or come visit us.

SPREAD THE LOVE.

## **Donations**

# 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 <u>reading</u> material to our patients. Donations of <u>gently used</u> or <u>new</u> magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

#### Criteria:

- Magazines Must be current. Monthly publications published within the past 3 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.

## **Calendar of Events**

## WakeMed Raleigh Campus

## **Volunteer Board Meetings**

Tuesday, December 9, 2014 Conference Dining Room, 10 am - 12 pm

Tuesday, January 13, 2015 Conference Dining Room, 10 am - 12 pm

Tuesday, February 10, 2015 Conference Dining Room, 10 am - 12 pm

Tuesday, March 10, 2015 Conference Dining Room, 10 am - 12 pm

## Masquerade Sale

Thursday, December 18, 2014 Andrew Center, 7 am - 4 pm



## 1st Uniform Sale

Wednesday, February 25, 2015 Andrews Center, 7 am - 4pm



Volunteer help is needed Please call 919-350-8066 to sign up.

## **Calendar of Events**

## WakeMed Cary Hospital

## **Volunteer Board Meetings**

Wednesday, January 28, 2015 Conference Center 10:00 am – 12:00 pm

Wednesday, February 25, 2015 Conference Center 10:00 am – 12:00 pm

Wednesday, March 25, 2015 Conference Center 10:00 am – 12:00 pm

## **Cline Jewelry Sale**

Monday, December 8, 2014 Conference Center, 7 am - 4 pm



## 1st Uniform Sale

Wednesday, February 4, 2015 Conference Center, 7 am - 4pm

Volunteer help is needed Please call 919-350-2363 to sign up.

## **Tour Dates**

## WakeMed Raleigh Campus

Thursday, January 8, 2015 1st Floor Main Visitor Lobby, 6:00 pm

Tuesday, January 20, 2015 Volunteer Services, 1:00 pm

Tuesday, January 27, 2015 Volunteer Services, 1:00 pm

Tuesday, February 17, 2015 Volunteer Services, 1:00 pm

Thursday, February 26, 2015 1st Floor Main Visitor Lobby, 6:00 pm

Tuesday, March 10, 2015, Volunteer Services, 1:00 pm

Thursday, March 26, 2015 1st Floor Main Visitor Lobby, 6:00 pm

To register, please call 919-350-8293

## **WakeMed Cary Hospital**

Thursday December 18, 2014 Volunteer Services 10:00 am

Monday January 12, 2015 Volunteer Services 10:00 am

Thursday January 29, 2015 Volunteer Services 6:00 pm

Monday February 9, 2015 Volunteer Services 6:00 pm

Thursday February 26, 2015 Volunteer Services 10:00 am

Monday March 2, 2015 Volunteer Services 10:00 am

Thursday March 19, 2015 Volunteer Services 6:00 pm

To register, please call 919-350-2363



# Happy Birthday! WakeMed Volunteers

## **Raleigh Campus**

#### **August**

Sandra Favro, 8/2 Sandy Bannoura, 8/3 Erin Yarborough, 8/4 Jackie Gugliotti, 8/5 Wendy Lamm, 8/5 Florence Huebner, 8/7 Doris Kelsev, 8/7 Dana Afifi, 8/8 Nell Critcher, 8/8 Somer Olwan, 8/8 Richard Corbin, 8/9 Josephine Daversa, 8/9 James Davis, 8/9 Yamina Tekil, 8/9 Toni Albert Baquiran, 8/11 Jaime Hankins, 8/11 Linda Carroll, 8/13 Tabitha Marcum, 8/13 John Hite, Sr., 8/14 Lynn Lashley, 8/14 Aolani Small, 8/15 Mary Ndukwe, 8/16 Melissa Nausch, 8/17 Candy Loding, 8/18 Viviana Patricio Mateo, 8/19 Ed Goetz, 8/21 Elsie Kesselman, 8/21 William Pinson, 8/21 Bonnie Roberts, 8/21 Joan Vinson, 8/21 Steve Yee, 8/21 Jesse Murphrey, 8/22 Shirley Preston, 8/22 Adonna Simpson-Lewis, 8/22 Kathleen Sullivan, 8/22 Betty Costello, 8/23 Jessica Maynard, 8/23 Catherine McDonnell, 8/25 Treva Thompson, 8/26 Charisse Holmes, 8/28 Jode Ritsema, 8/29 Delphine Neal, 8/30 Sona Salahuddin, 8/30 Brenda Smith, 8/31

## <u>September</u>

Joanna Baitinger, 9/1 Hedy Kronenwetter, 9/1 Konnie Khanh Tran, 9/1 Danielle Poston, 9/2 Lita Barr, 9/3 Halston Hoke, 9/3 Candice Holmquist, 9/6 Dagmar Radun, 9/6 Jean Davis, 9/7 Sarah Rasmussen, 9/7 Sandra Calixto, 9/9 Irene Krohn, 9/9 Sara Cammie, 9/10 Carolyn Duncan, 9/12 Mary Hitch, 9/14 Monika Jones, 9/14 Abbie Green, 9/15 Pranathi Kallem, 9/16 Stacy Ziaulhaq, 9/16 Karin Beaty, 9/18 Alise Dobrot, 9/20 Irene Bauer, 9/21 Chae Boksoon, 9/21 Bok Soon Chae, 9/21 Denise Feighery, 9/21 Frances Tewksbury, 9/21 Tyrone Allen, 9/22 Herbert Gilliam, 9/23 Karen Spivey, 9/23 Ian Stancil, 9/23 Jayne Legatowicz, 9/25 Robert Maness, 9/25 Josiah Whitehead, 9/25 Berkelev Bennett. 9/26 JoAnne Simpson, 9/26 Demetra Dixson, 9/29 Barbara Brooks, 9/30 Abdulrasheed Mohammed, 9/30



#### **October**

Donna Lamm, 10/1 Cailley Michaud, 10/1 Yvonne DeWald, 10/2 Robert Itotia, 10/2 Traci Jewell, 10/5 Emily Cox, 10/6 Kenneth Shorsher, 10/7 Linda Cuthrell, 10/8 Angela Luddy, 10/8 Jennifer Holmer, 10/9 Lina Assan, 10/11 Joan Melrov, 10/11 Nancy Mietz, 10/11 Lynda Prediger, 10/11 Emily Woolard, 10/11 Norma Ward, 10/13 Tempest Foster, 10/14 Rebecca Patton, 10/15 Anke Chignell, 10/16 Rosa Davis, 10/17 Rosemarie Rose, 10/17 Sharlene Frazier, 10/18 Sandra Schmitt, 10/18 Amy Fair, 10/19 Elaine Plummer, 10/19 Rita Gray, 10/20 Carletta Smith, 10/20 Douglas Peck, 10/21 Lois Brush, 10/23 Maggie Gill, 10/23 Marion Greaux, 10/23 Linda Gressel, 10/23 George Kolar, 10/23 Avomikun Oshikova, 10/24 Janice Cruse, 10/25 Courtney Fullwood, 10/25 Betty Sain, 10/25 Marlen Leyva Jimenez, 10/26 Ricardo Martinez, 10/26 Debra Pedersen, 10/26 David Williams, 10/26 Bridget Collins, 10/27 Rachel Mahr, 10/27 Adriano Bellotti, 10/28 Ellen Kissiah. 10/28 Norma Meath, 10/30 Cheryl Pettyjohn, 10/30 Elizibeth Noles, 10/31

#### November

Denise Huff, 11/1

John Leahy, 11/1 Alexis Galang, 11/2 Carol Bailey, 11/3 Kendahl McIntyre, 11/3 Delta Prince, 11/3 Lauren Bedard, 11/4 Marge Hoffmann, 11/4 Tonya Mitchell, 11/5 Rhacinda Barner, 11/7 Linda Bonin, 11/7 Anna Edwards, 11/7 Ramesh Fofaria, 11/7 Tamika Leverette-McCall, Elaine Hoffman, 11/9 Victoria Lozada, 11/9 Althea Page, 11/10 Logan Miller, 11/11 Rose Atintop, 11/12 Alean Graves, 11/12 Karen Jensen, 11/12 John Rivers, 11/13 Cynthia Cruell, 11/14 Gail Robbins, 11/14 Kathy Tucker, 11/14 Molly Grant, 11/15 Tiffany Kay, 11/16 Helen Robinson, 11/16 Lena Wallace, 11/18 Sherry Harris, 11/19 Chetachi Nwokejiobi, 11/19 Katrina Akins, 11/20 Teresa Scofield, 11/20 Maria Black, 11/22 Julie Sanchez, 11/22 Lisa Watkins, 11/22 Sarah May, 11/23 Douglas Blake, 11/24 Brittany Hardy, 11/25 Juanita Lesley, 11/25 Barbara Yu, 11/25 Erin Augspurger, 11/26 Ishani Kapoor, 11/27 Donna King, 11/27 Gail Owen, 11/27 Emily Strum, 11/28 Debbie Willmschen, 11/28



# Happy Birthday! WakeMed Volunteers

#### **December**

Anita Boonen, 12/1 Munawar Sultana, 12/1 Kobla Mususu, 12/3 Judy Regan, 12/3 Clarice Frider, 12/6 Aneri Shah, 12/6 Cynthia Able, 12/7 Fabrice Kalambay, 12/7 Mara Comas, 12/8 Cory Harrison, 12/9 Madeline Desrosiers, 12/12 Zachary Martin, 12/12 Annie Poe, 12/12 Dorothy Oakman, 12/13 Ruth Powe, 12/13 Diana Bell-Smith, 12/15 Stephanie Moyles, 12/17 Elizabeth Webster, 12/17 Minerva Clarke, 12/18 Ly Nguyen, 12/18 Seunghee Jang, 12/19 Sharon LaRusch, 12/20 Ashleigh Zlatovich, 12/20 Genevieve Layman, 12/21 Dora Morgan, 12/21 Charles Perlette, 12/21 Alice Kolar, 12/23 Rieva Bowers, 12/24 Lisa Himmelberger, 12/24 Alexandria Stone, 12/25 Christian Jones, 12/26 Anna Ellerson, 12/27 Emma Lassiter, 12/27 Ada Menser, 12/28 Ashley Penrod, 12/28 Janelle Brown, 12/29 Tresiour Ferreira, 12/29 Tiffany Frost, 12/29 Carina Reyes Serrano, 12/29 Donna Norwood, 12/30



#### **Cary Hospital**

#### <u>August</u>

Blair Hatcher, 8/1 Gerry James, 8/2 Sandra Favro, 8/2 Danvell Tetreault, 8/2 Luther Faircloth, 8/4 Shelley Miller, 8/4 Yvonne Washington-German, 8/4 Elisabeth Stevens, 8/8 Linda Haley, 8/9 Augusto Francisco, 8/10 Melody Mangum, 8/11 Grace Adams, 8/11 Zipporah McNeil, 8/11 Linda Junk, 8/13 Steven Jones, 8/13 Judy Millar, 8/14 Betty Seidner, 8/15 Susan Holbrook, 8/15 Gretchen Best, 8/16 Jean Poe, 8/16 Alison Brown, 8/18 Tina Seagroves, 8/18 Juanita Clegg, 8/18 Louise Brown, 8/19 Gerry Werner, 8/21 Mayuri Patel, 8/21 Hiral Gandhi, 8/23 Della Staub, 8/24 Melvin Perkins, 8/24 Martha McLaurin, 8/24 Michael Schuler, 8/26 Alicia Darnell. 8/26 Marwan Hawari, 8/29 Roberta Hellerman, 8/29 Jeffrev Basladvnski, 8/29 JoAn Cree, 8/30

#### September

Mandrel Tucker, 9/2 Cecilia Burgess, 9/3 Megan Ford, 9/4 Dela Adams, 9/4 Rushabh Mehta, 9/5 Michael Kearney, 9/6 Stewart Toms, 9/6 Siaka Saidy, 9/6 Sissy Bianchi, 9/9 George Partin, 9/9 Amov Baker, 9/9 Marie austin, 9/9 Gail Davis, 9/11 Rebecca Williams, 9/11 Jillian Kuehn, 9/11 Lucille Lambert, 9/11 Alix Peters. 9/12 Kathy Rembrandt, 9/13 Darlene Roth, 9/14 Brenda Ellis, 9/15 Carolina Szoke, 9/17 Ann Rush, 9/17 Kalpana Nath, 9/17 Drew Smith, 9/18 Karen Williams, 9/18 Evelyn Lewis, 9/19 Gail Ostrishko, 9/19 Lavonda Bagwell, 9/20 Sandra Chalk, 9/21 Gail Boyd, 9/21 Mary Lynn Barnett, 9/22 Jonathan Daw, 9/23 Herbert Gilliam, 9/23 Zareen Faroogui, 9/24 Amanda Larsen, 9/25 Jose Rencurrell, 9/25 Christine Goldsworthy, 9/26 Eliane Sa, 9/26 Laura Dowling, 9/27





# Happy Birthday! WakeMed Volunteers

#### October

Vishrut Luhadia, 10/1 Franc Velasquez, 10/2 Sierra Harton, 10/3 Kay Cummings, 10/5 Annetjie de Waal, 10/5 Yvonne Tucker, 10/6 Priscilla Smith, 10/7 Kenneth Shorsher, 10/7 Phyllis King, 10/9 Brenda Rand-Crumel, 10/9 Fave McDonnell, 10/10 Maanasa Thyagarajan. 10/11 William Eberbach, 10/11 Pat Olive, 10/11 Ellen Onofrio, 10/13 Brenda Flood, 10/13 Patricia Morton, 10/16 Kristin Ng, 10/16 Ruth Taresco, 10/17 Phyllis Womble, 10/19 Sue Busa, 10/20 Patricia Hajian, 10/20 Alfred Port, 10/21 Laurie Penn, 10/21 Kinjal Patel, 10/21 Sandhya Joshi, 10/24 Ann Foster, 10/26 Gertrud Wren, 10/27 Chun-Hong Ho, 10/27 Bruce Learmonth, 10/27 Donald Patty, 10/29 Sanaa Bhatti, 10/29 Rosalie Carter-Dixon, 10/30 Patricia Lee, 10/31 Katherine Keller, 10/31 Kajal Patel, 10/31

#### **November**

Chin-Jang Lin, 11/1 Terri Mattran, 11/1 Ishmam Mustain, 11/2 Suma Dunham, 11/2 Victoria Le, 11/5 Michele Sund, 11/6 Iryna Sukhadolskaya, 11/7 Aparna Krishnamurthy, 11/7 Barbara Hood, 11/8 Mary Cobb, 11/9 Robert Hutzler, 11/10 Brenda Stutts. 11/11 Judy Smith, 11/11 Lauren Lebeau, 11/12 Barbara Holbrook, 11/12 Sue St. Clair, 11/12 Julie Cochran, 11/12 Benjamin Atkinson, 11/12 Judy Lanahan, 11/14 Mari Wordell, 11/14 Letha Jackson, 11/15 Edith Rothschild, 11/18 Marla Carroll, 11/19 Elizabeth Kruszewski, 11/19 Carol Milld, 11/20 Christopher Mazzara, 11/21 Joan Woodrick, 11/23 Jarred Lobo, 11/23 Joyce Coats, 11/24 Maureen Sanner, 11/25 Barbara Harrington, 11/28 Patricia Keeley, 11/28 Kelly Evans, 11/28 Frances Hemmings, 11/29 Jane Lands, 11/29 Judith Smith, 11/29 Dianne Slaughter, 11/30 Cindy Larsen, 11/30

#### December

Pamela Goolden, 12/2 Julia Glass, 12/2 Charles Foster, 12/3 Denise Galloway, 12/4 Judy Moore, 12/4 Joan Bonti, 12/5 Deborah Atkinson, 12/10 Sheila Rudin, 12/10 Julee Beebe, 12/12 Sandra Venson, 12/13 JoAnn Bethel, 12/14 Marilyn Knittel, 12/15 Lindsay Turner, 12/18 Griffin Barnes, 12/19 Sol Hochler, 12/19 Anameeka Singh, 12/19 Cindy Wiseman, 12/22 William Helton, 12/22 Kaylee Hays, 12/23 Becki Pawlak, 12/23 Mary Dell'Angelo, 12/24 Tina Goodwin, 12/24 Nancye Slagle, 12/24 Dee Keene, 12/24 Mary Burrus, 12/26 William Pugliese, 12/26 Josephine Correia, 12/27 Carolyn Wiggins, 12/28 Mary Jo Cercy, 12/29 Sharon Watson, 12/29 Mary Szymkowski, 12/29 Aron Rash, 12/30 Nancy Riefenhauser, 12/31 Marion Erwin, 12/31 Thomas McFadden, 12/31 Naga Nunna, 12/31 Rohan Prabhu, 12/31



## **Welcome New Volunteers**

## Raleigh Campus

Aaron Brophy Abayomi Ajayi

Abdulrasheed Mohammed

Ada Menser Aditva Kakkar Akshay Sankar Alexandria Stone Alexis Galang Alexus Woods Ali Naiafi Alyssa Podwika

Amira Mustafa Andre Perry Andreas Boehme Andrew Ray Aneri Shah Anita Boonen Anna Shelton Ashley Penrod **Bettie Taylor** 

Carina Reves Serrano

Carson Thorn

Bria Draughn

Chandra Manivannan Christian Jones Courtney Fullwood Danielle Castro Danielle Poston **David Cottengim David Williams** Declan Hoffman

Desiree Ofodile Diana Villanueva Donna Ditomasso Donna Norwood Eiessica Brown Elaine Plummer Elizabeth Webster **Emily Woolard Emma Lassiter** 

Gayle Yanes Grace Barnard Greta Moser Hailev Hunnicutt Hieu Hoang Ida Young Ishani Kapoor Itzel Sanchez

Jessica Cooper Jordyne Dixon Judy Regan Julie Nguyen Julie Romeis Justin Ledinh

Jeelan Rahhal

Kamika Henderson

Karen Butler Karen Rowley Karin Beaty Karla Balourdos Kelly Burge Khavi Khuu Kimani Hicks

Konnie Khanh Tran Kyra Best Lauren Bedard Libby Tsui Lina Assan Linda Graves Lisa Booker Madison Hurst Maisoon Qassem

Marcus Harrington Margaret Lamoreaux Maria Black

Maria Harb Mary Cris Margrito Mary Ndukwe Michele Murell Monika Jones Natalia Banari-Gergi

Natalie Rand Nicole Avala Nicole Hairston Nimisha Merchant Octavia Morris Pamela Prokopowicz Pranathi Kallem Reda Kabbany

Rhacinda Barner Ricardo Martinez Rita Gray Robin Yerden Rose Atintop Sally Kinka Sana Kang

Shannon Churchill Sona Kalove Stacey Jarrell Stacy Ziaulhaq Stephiya Sabu Steven Boehm Tarsila Machado Tempest Foster

Shane McBride

Tian Liu Tiffany Langley Tonya Mitchell Tonya Ward

Victoria Lozada Virgie Townsend Viviana Patricio Mateo William Pinson Wyatt Coggins

Yasmine Hossamy Yllka Pulaha

## **Cary Hospital**

Alison Brown Alvssa Gullev Amanda Larsen Barbara Hood Benjamin Atkinson **Betsy Cranford** Brenda Long Carolina Szoke Christa Ennis Danyell Tetreault Doris holloway Fran Cappabianca Franc Velasquez Gail Boyd

Griffin Barnes Jessica Stevens Jessica Valle Joan Bonti Joanne Purdy Jonathan Daw Jose Rencurrell Julie McLaughlin Kaylee Hays Lale Bozkurt Laura Dowling Letha Jackson Lindsay Turner

Maanasa Thyagarajan

Marwan Hawari Mary King Megan Ford Melissa Smith Mounica Boggala Pamela Alicea Phyllis King

Renee Daubenspeck

Rosa Romero Rosy Mathew Sanaa Bhatti Sandra Castillo Shannon McDonald Sheela George Shirley Holleman Siaka Saidv Siddharth Tripathi Sierra Harton Suma Dunham Victoria Le

William Lynch

## **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 the Volunteer Services department at Cary Hospital.

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Email Address		
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Or WakeMed Cary Hospital, Volun	teer Services - 1900 Kildaire Farm Rd, Cary, NC 27518	
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