

HeartBeat



November - December 2013

This edition of the HeartBeat is produced in memory of:
 Mary Mitchum
 Sara Pierson
 Elizabeth Williams

Welcome to Chris Gage Our New Director

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I have certainly been very busy these past few weeks as I have been learning new names, faces, and places.

I am very excited to join your team and greatly appreciate the warm and wonderful welcome I have received from everyone that I have encountered so far. For those of you who haven't met me yet, I look forward to the opportunity to get to know you. WakeMed is a truly special place to provide service. It has been very obvious to me that the volunteer spirit is thriving within our facilities! You provide vital support in a patient and family centered care environment. Thank you for all of many things you do, giving of your time and talents!



Currently, I am assessing our programs and procedures to understand the needs we are meeting at this time. I continue to be impressed with the number and quality of volunteer services provided at WakeMed and look forward to continuing to improve and grow our opportunities. In working with the staff of the Volunteer Services department, I have found them to be very valuable resources who work in a very cooperative and helpful way. I would like to say 'thank you' to them as well for their thoughtful leadership and dedication to volunteer service at WakeMed. I am a firm believer in team work and fully believe that the team here is very knowledgeable, willing, and more than capable. Together, we can make a difference in the lives of our patients and families!

Chris Gage, MBA, CAVS
 Director, Volunteer & Retail Services

WakeMed Cary Hospital Golf Outing



The 15th annual Cary Hospital Charity Golf Outing was a great success! We enjoyed having over 70 golfers come out and participate on October 21st 2013. The day was sunny and the faces were friendly as we went through the day's events, including an 18 hole team event, putting challenge, lunch, and raffle drawings for prizes.

This event requires significant planning and forethought, as well as, a team of dedicated volunteers who did a great job pulling it off in an organized manner.

Special thanks to Susan Alvey for her continued leadership of this event, as well as, the golf committee who worked to gain sponsorships, secure prizes, and assist the day of the event (amongst all of the other details!).

This event would not be successful without the generous support of our sponsors. We gratefully appreciate each of our participants and sponsors as the funds raised from this event will benefit the patients of Cary Hospital.

SPONSORS

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Jani-King of Raleigh/Durham
 WakeMed Cary Volunteer Board:
 Beth Turner, Bob McAllister,
 Bunny Thompson, Denise Galloway,
 Diane Boyer, Pat Quick,
 Sue Busa, Susan Alvey,
 Susan ReCorr, Tim Shoriak

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 Susan Hester
 Whole Foods

Putting Green

Timothy S. Barlow, DDS, PA

Par

Jackie Clements

WakeMed Cary Hospital Golf Outing



AND THE **WINNERS** WERE.....

1st Place – Jay Hager, Ronald Albritton, David Rodden, Trip Brizandine
2nd Place – Dan Koenigshofer, Tom Cavender, Scott Duckworth, Rich Beale
3rd Place – Todd Hagstrom, Steve Armstrong, Harold Coble, Dave Perry
4th Place – Greg Overstreet, Jay Andorfer, John Couch, Johnny Radcliffe
5th Place – Mike Riley, Charlie Newsom, Dave Reeves, Dan Hartnett
6th Place – Rich Soccocia, Christian Capell, Travis Shell, Wayne Worden
Closest to Pin – Men – Tripp Brizendine
Straightest Drive – Men – Chris Latta



Rear Admiral Donald R. Gintzig Named Interim President & CEO for WakeMed



The WakeMed Board of Directors voted to appoint Rear Admiral Donald Gintzig as interim president & CEO for WakeMed Health & Hospitals effective Friday, October 25, 2013. As communicated previously, the initiatives, plans and projects currently approved and underway will continue under Gintzig's leadership.

Gintzig has had a long career in healthcare, serving as CEO for not-for-profit, faith-based and for-profit health systems. He was a commanding officer and reservist in the U.S. Navy and retired on October 1, 2013, from his active duty position as rear admiral, senior healthcare executive and acting deputy surgeon general.

"We received a significant amount of interest in the interim CEO position from very well-qualified professionals," says William H. McBride, chair, WakeMed Board of Directors. "We were looking for a strong leader with relevant experience who could lead WakeMed as we search for a permanent CEO. Donald, with his vast experience and strengths in strategic planning, quality improvement, financial performance and physician relationships make him the right individual for the job."

With the Navy, Gintzig held positions of increasing responsibility, including deputy commander and COO of Navy Medicine East, vice commander for U.S. Navy Reserve Forces Command, deputy commander and COO for Navy Medicine West and most recently acting deputy surgeon general of the Navy for the Bureau of Medicine and Surgery, assistant deputy surgeon general for Reserve Affairs and deputy chief, Medical Operations and Future Plans. During his military career, he has overseen more than 150,000 individuals, 40 military treatment facilities and 200+ clinics, and budgets of more than \$7 billion.

Gintzig has also served as CEO for hospitals across the country, including St. Thomas Health Service in Nashville, Tenn., The Pottsville Hospital and Warne Clinic and Schuylkill Health Care Services in Pottsville, Pa., Lutheran General Hospital in San Antonio, Texas, and Brazosport Memorial Hospital in Lake Jackson, Texas. He has also served as CEO and senior vice president of military and veterans services for United Health Group in Minneapolis, Minn.

The list of community and trade organizations Gintzig has been involved with during his career is extensive and includes the American Hospital Association, Tennessee Hospital Association, American College of Healthcare Executives, Military Officers Association of America, Naval Reserve Association and the Association of Military Surgeons of the United States.

Gintzig earned his bachelor's degree in Business Administration, Finance and a Master of Business Administration in Accounting from George Washington University in Washington, D.C. He completed his post-Masters Hospital Administration Fellowship at South Miami Hospital in Miami, Fl. He is married and has three grown daughters.

The Board intends to name a permanent president & CEO within the next 12 months. A search committee will be formed to help with the selection process and will include WakeMed leaders, Board members and physicians.

Please join us in extending Admiral Gintzig a Wake Way welcome.

WakeMed Updates

Certificate of Need & Construction Update

Plans for future growth support WakeMed's strategic plan and core services

WakeMed continues to grow with the addition and construction of several new facilities and units throughout the system. As we continue to invest in WakeMed's future, our growth strategy is driven by our goal of constructing and expanding facilities that will strengthen our core services, fulfill our mission, and provide the care that is most needed in the communities we serve. "Long term, we are faced with a need to advance our tertiary care and women's health services to meet the growing demands of our patient population and stand out in a competitive market," commented Stan Taylor, MBA, vice president of Corporate Planning. "By investing strategically in these and other high-demand service lines, we will be better prepared to meet the future health care needs of our patients."

The projects outlined below reflect progress or completion of previously awarded Certificates of Need (CONs), all of which are tied to our continued focus on core services such as emergency services, ambulatory care, rehabilitation, women's health and acute care. We will continue to keep you informed about these projects as they develop.

Garner Healthplex Opens for Business

The Garner Healthplex opened on Monday, August 19, at 7 am. The 50,000-square-foot facility includes a 24/7 emergency department, imaging and lab services, as well as physician practices, which will open this fall. In the facility's first 24 hours, the Emergency Department saw 29 patients, Imaging performed 25 exams and Laboratory Services served 22 patients.

WakeMed is excited to be part of the growing Garner community and proud to be bringing quality healthcare closer to home for the residents of southeast Wake and Johnston counties.

New Rehabilitation Hospital Unit Opens on 3C

The 3C unit at Raleigh Campus Rehabilitation Hospital opened on Tuesday, August 20. The unit's 26 private beds will house spinal cord patients, inpatient children's rehab and other rehab diagnostic groups as needed. The unit was designed with a focus on family involvement and includes a flexible gym/dining/family space with computers, TVs, dining tables, a refrigerator and rehab equipment. WakeMed's Rehabilitation Hospital is home to the most comprehensive spinal cord injury program in the region, and this new unit will allow us to care for more patients impacted by disabling injuries or conditions from stroke, brain injury, spinal cord injury, multiple trauma, medical complications and other causes.

Raleigh Campus NICU Update

Construction is well under way on the 12-bed Neonatal Intensive Care Unit (NICU) expansion on 4A. This project adds 12 patient beds – bringing our total number of NICU beds to 48 – and introduces the "single-room care" concept for care delivery. When the project is completed, 26 beds will be in private rooms while the other 22 beds will remain in the current "open" setup. The new area is scheduled to open in January 2014. A second project to convert the remaining 22 beds to the single-room care model is currently under consideration.



WakeMed Updates

North Hospital Construction Update

Construction of North Hospital continues to progress on schedule, with opening planned for Mother's Day 2015. Phase 2 of construction on the women's hospital will begin on September 25. During this phase, several changes will be made to the facility's footprint and access points. One of the most noticeable changes will be separating the emergency department (ED) from the facility's outpatient services. As a result, the ED will only be accessible via a single entrance and exit on Falls of Neuse Road. Also during phase 2, the main lobby will be temporarily closed, and all patients and visitors will be directed to the Day Surgery entrance to reach Imaging and Laboratory Services. Patients and visitors for the Physicians Office Pavilion (POP) will park in the parking garage or on the plaza level and enter the POP from the ground floor. While every effort is being made to keep operations running smoothly during construction, these changes may create some challenges, so we appreciate your patience as we continue to make progress on our third full-service hospital.

Certificate of Need Update

WakeMed filed Certificate of Need (CON) applications to reconvert our recently suspended skilled nursing facility beds from Zebulon and Fuquay-Varina to acute care beds. These beds were designated as acute care nearly 20 years ago before we transitioned Zebulon and Fuquay-Varina to skilled nursing facilities. Specifically, we requested to reconvert 16 nursing facility beds to acute care beds that would be relocated to North Hospital. We also requested that the other 21 nursing facility beds be reconverted to medical/surgical beds on the Raleigh Campus. As many of you will recall, in 2011, we filed a CON for 79 acute care beds at Raleigh Campus but were only approved for 29. If this CON application is approved, we will be slated to add 50 acute care beds at Raleigh Campus, which would go a long way in helping us keep pace with the growing population rates and health care needs of the communities we serve.

WakeMed to Provide 24/7 Pediatric Hospitalist Services at Central Carolina Hospital

WakeMed is proud to announce that our pediatric hospitalist service is expanding to Central Carolina Hospital in Sanford, N.C., starting September 1, 2013. The 24/7 service will be led by WakeMed's board-certified pediatricians who specialize in caring for hospitalized children and infants, and will support Central Carolina Hospital's recently designated pediatric unit.

In addition to caring for children requiring hospitalization for a variety of conditions, WakeMed's pediatric hospitalists will attend at high-risk deliveries and care for healthy newborns and infants in the special care nursery. They will also provide onsite emergency department consultations and be available for telephone consultations with community healthcare providers. Our pediatric hospitalists will work closely with community pediatricians to ensure care is well coordinated between Sanford-area physicians and the hospital.

WakeMed was chosen for our expertise in caring for children of all ages, with a wide range of serious illnesses and injuries not seen as commonly in community hospitals such as Central Carolina Hospital. To support the program, WakeMed welcomed two new pediatric hospitalists – Dr. Jennifer Vick and Dr. Ann Scott Pate, who will work primarily at Central Carolina Hospital, but will also rotate on the WakeMed Children's Hospital. Over the past month, WakeMed's pediatric hospitalist team has been training nurses, physicians and support staff at Central Carolina Hospital as they prepare to treat more kids than ever. The service is contracted by Central Carolina Hospital, who will cover all costs associated with managing the program.

"WakeMed is honored to be working alongside the Central Carolina Hospital team to care for infants and children from Lee County and the surrounding area," explains Mark Piehl, MD, MPH, medical director of WakeMed Children's. "Our partnership helps families stay close to home while receiving the highest level of care, any time they need it."

Patient Safety

Patient Safety Standard for Behavioral Patients: Orange “Safety” Sign

Whenever there is an orange “**Safety**” sign on patient room door:

- **Contact the nurse or charge nurse before entering the room and ask for safety instructions** (a staff member may need to accompany you). *Volunteers should not enter Assault Precautions rooms.
- **Patient must get meals on Safety Tray**, with plastic spoon and fork only, non-breakable dishes, no knife. May not have beverage/soda cans in the room.
- **Do not bring items in the room/treatment area that could be used by the patient to harm themselves or others.** This includes but is not limited to: sharp items (scissors, knives, needles), cords, ties from clothing, belts, straps, or items that would be dangerous if thrown or ingested (such as cleaning solutions).
- Do not enter a room with personal items in your pocket.
- Be sure **all items you take into the room come out with you** when you leave.
- Long hair that could be grabbed or pulled needs to be pulled back and up.
- **Do not wear anything around your neck** that may become a choking device. Items include: non-clip neckties, necklaces, non-break away lanyard (generally used for ID badges).

If you have questions, please contact your Volunteer Services Department.

Raleigh Campus: 919-350-8293 or email Natalie Leary at nleary@wakemed.org

Cary Hospital: 919-350-2363 or email Jackie Kennedy at jkennedy@wakemed.org

New Service

New First Uniform Inc. Service Easy Online Ordering Offers Payroll Deduction, Benefits Volunteers

WakeMed part-time, three-quarter-time and full-time employees can now order uniforms and shoes online through First Uniform Inc.’s website. Credit cards are welcomed for purchases; payroll deduction is available for qualifying employees. When using payroll deduction, payments can be spread over a maximum of two pay periods for orders totaling \$100 or more.

As with the onsite First Uniform sales held at the Raleigh Campus and Cary Hospital, a portion of the proceeds from purchases are used by WakeMed Volunteers to fund various hospital projects requested by WakeMed departments.

Here’s how to get started.

- Log into www.firstuniform.com.
- Click on the “Payroll Partner Program” on the top task bar.
- At the Hospital Username: prompt key in “WakeMed”.
- Follow directions on screen to proceed.

First Uniform offers a wide assortment of scrubs in the new WakeMed uniform colors and styles. The revised uniform policy goes into effect February 14, 2014. Many employees are already wearing the new scrub colors. Click here to view the revised policy and associated Q &A.

If you have questions about the policy, please send them to UniformQuestions@wakemed.org.

FY13 WakeMed Raleigh Campus Annual Report

Volunteer Hours: During fiscal year 2013, The Volunteers at WakeMed Raleigh Campus have contributed significant time and talent to support patients, families and staff at WakeMed.

Accomplishments have included:

Total Volunteer Hours contributed:	66,254.75
Adult Programs	41,891.00
Junior Volunteers	5,674.25
Community/Kidswork	1,490.25
Sewing Individuals/groups	17,199.25

Individuals participating in programs:	832
College Students participating in programs	91
FTE equivalent:	33
Placement Areas	120

Volunteers have been recruited this year through word of mouth, speaking engagements, the News & Observer, weekly newspaper volunteer advertisements sections, Volunteer Match and online services. Over 334 new volunteers have been interviewed and placed this fiscal year.

Fundraising Activities/Donations:

Vendor Sales: Uniform, \$5 Masquerade Jewelry, Shoe, Retail Concepts and Linen sales netted: \$34,365.48.

Infant Photo Contract: The Volunteers received \$7,671.48 in commissions.

Tea for the Soul: Donations totaling \$765.28 were received.

Healthy Lifestyles/Respite Rooms/Pediatrics: Through WakeMed gives \$2,534 was received to support these Units and Programs.

Special Projects and Donations:

Wound Care Facility: \$50 was used to purchase CD's/movies for patients while they are in treatment in the hyperbaric chamber.

WakeMed Foundation: The Volunteers made their final contribution of \$5,000 to the Just for Kids Campaign to complete their commitment of \$50,000. This pledge supports the operations of the Ronald McDonald Family Room that is currently open and operational in the Children's Hospital.

Melissa Brown Memorial Nursing Education Loan Fund: This year-round program provides educational monetary support to individuals who have been accepted into a North Carolina nursing school. Funds are raised via the Brown family annual letter, donations via *Heartbeat* and general donations. The Committee forgave \$1,055.63 in loans this year.

Respite Rooms: The Volunteers donated \$625 to support Respite Rooms for staff in the Adult Ed and other departments at WakeMed Raleigh Campus to help employees take a moment to relax and handle the stressors in their day-to-day environment. The result will support patient safety.

4C/Mother Baby Car Seats: \$550 was allocated for the purchase of car seats going to low birth weight infants.

Spanish Magazine Subscriptions: \$850 was donated for subscriptions for Spanish magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

Huggables/Hats/Quilts: In FY2013, hundreds of huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns, bereavement blankets and more were made by community-based sewing volunteers – groups and individuals. These gifts are distributed via the Friendly Face Cart and by staff to patients. The patients are extraordinarily grateful.

FY13 WakeMed Raleigh Campus Annual Report

Healthy Lifestyles - Cardiac Rehab Scholarships: \$4,570 in scholarships funds has been awarded 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.

WakeMed Zebulon Skilled Care Nursing Facility: A \$20 donation was made to support a patient.

Baby Packet Supplies: \$2,100 was allocated for onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

Tea for the Soul: The Volunteers provided \$2,090 for Spiritual Care Services to offer refreshments in quiet, calming locations for all caregivers to take a break.

Reach Out and Read (ROR): \$2,753 was donated 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 Faculty Physicians Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Sewing Materials: \$1,221 was designated for the purchase of sewing supplies to support the groups and individuals who donate handmade items to WakeMed patients.

Spinal Cord Injury Program: The Volunteers provided \$2,388 to 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.

Congestive Heart Failure (CHF) Scales: The Volunteers provided \$923.67 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.

Parents Time Together: The Volunteers donated \$1,016 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.

Child Life/Pediatrics: \$3,823 was allocated to support the pediatric patients and their families in coping with being in the hospital by providing items that distract and comfort patients.

Children's Emergency Department - Child Life: \$2,590 was donated for stress reducers and greater "whole care" in a developmentally appropriate environment for children to receive healthcare.

Special Infant Care Clinic: \$730 allocated for infant car seats, supplies, transportation vouchers and medication for infants and their families when no other monetary resource is available.

Child Life/Surgical Services: \$940 was provided to reduce stress and anxiety of the outpatient pre-operative Pediatric patient and their families through preparation, distraction, coping and play.

Neonatal Intensive Care Unit: \$1,830 was provided to purchase 2 Breastfeeding scales for this Unit.

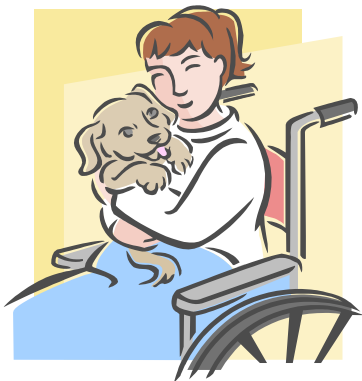
FY13 WakeMed Raleigh Campus Annual Report

Children's Emergency Department - Child Life: \$1500 was donated for stress reducers and greater "whole .

Health Career Pathfinders: The Volunteers at WakeMed Raleigh Campus sponsored a career healthcare providers enjoyed speakers from and tours of WakeMed.

Bloodmobile: The Volunteers at WakeMed Raleigh Campus sponsored a blood drive on March 13, 2013. A total of over 76 productive pints were collected.

Hospitality Pet Programs: The Pet visitation program is thriving at WakeMed Raleigh Campus. This year 22 teams averaged 364 visits a month for a grand total of 3,647 visits. Patients on 3A, 5A, 6A,6B, Pediatrics, and some of our Critical Care floors were able to receive visits from our Hospitality Pets. More than 43,907 visits have been made since the program's start in 2000.



President's Remarks

While we miss our beloved Director, Susan Hester, and the Manager of Volunteer/Community Services, Marie Johnson, who both retired in the summer of 2013, we are welcoming our talented new staff, Chris Gage, Director of Volunteer & Retail Services, Natalie Leary, Volunteer Services Specialist, and Catherine Allen, Volunteer Services Representative. From them, I can see a new chapter is now been formed.

In the meantime, we also have several active members who retired from the volunteer board this year. Ann Wyker, Charlotte Luke and Rosemary Kenny made great impact on our organization over the years. We wish them all the best.

Lastly, I would like to inform you that we also lost a former board member and active volunteer this year, Sara Pierson. Sara was our Treasurer on the Volunteer Board. We miss her and will remember her forever.

Looking forward, I am just as thrilled as you are. Our organization is forming a new leadership team to support us, guide us and help us create new opportunities. I wish you all the best.

Timothy Lee, Former Volunteer Board President
(2012 – 2013)

Awards List

The Volunteers at WakeMed Raleigh Campus

16,000 Hours

Susie Holmes

14,000 Hours

Earlene Troublefield

9,000 Hours

Barbara Brooks

6,500 Hours

Peggy Lewis

5,500 Hours

Mildred Morrison

4,000 Hours

Josiah Whitehead

3,500 Hours

Genevieve Layman

3,000 Hours

Reid Craft

Linda Cuthrell

Florence Grummer

Misty Gunter

Carolyn La Rue

2,500 Hours

John Griswold

2,000 Hours

Franklin Johnson

Rosemary Kenny

Charlotte Montillo

Jeanne Williams

1,500 Hours

Alan Craft

Angela Luddy

Jesse Murphrey

Robert Wertis

1,000 Hours

Martha Biggio

Ramesh Fofaria

Molly Grant

Philip Greco

Vickie Higgins

Diane Lewis

Linda Lovell

Jean Mercer

James Miller

Gail Owen

Ellen Plumblee

Shirley Preston

900 Hours

Juanita Lesley

Robert Pollard

800 Hours

Walter Davis

Florence Huebner

Jessica McAninch

Michael Mulvihill

700 Hours

John Agurs

Elgie Dudley

Vincent Hall

Frederick Huebner

Hannah Moyles

600 Hours

Lonelle Davis

Rosemary Driver

Paul Fausneaucht

Peg Fuchs

Monica Holloway

Colette Hudgins

Althea Page

Bernice Parker

Sally Perdue

Terry Rimmer

Treva Thompson

Angela Walton

Louise Wurst

500 Hours

Shirley Bartee

Janice Cruse

Macon McDavid

Susan Mitchell

Stephanie Moyles

Harriet Nausch

400 Hours

David Brantley

Anke Chignell

Mara Comas

Carolyn Duncan

Ailen Evaniuck

Evelyn Felice

Sharlene Frazier

Robert Gelinias

Margaret Haigler

John Hite, Sr.

Dorothy Kohlbach

Jean Laudon

Elizibeth Noles

Cathtina Samuels

Marty Stephens

Cynthia Taylor

Eileen Ugorcak

300 Hours

Tyrone Allen

Gwen Baker

Suheir Bannoura

Jo Brantley

Chika Chukwu

Yvonne DeWald

Cody Eden

Andrea Flowers

Michael Fuchs

Janice Haywood

Elaine Hilker

Robert Itotia

Thomas Koch

Sharon LaRusch

Susan Legatowicz

Melissa Nausch

Carolyn Odham

Cheryl Pettyjohn

Delta Prince

Akram Shirinzad

Mary Walsh

Jayne Warzywak

200 Hours

Emma Aeppli

Mary Kate Alova

Norma Benitez-Villegas

Mariluz Brown

Dominique Brown

Sandra Calixto

Linda Carroll

Cynthia Cruell

Sherman Driver

Adelia Espinoza-Gomez

Molly Gallion

Linda Grimes

Mary Hitch

Margaret Huels

Cindy Huynh

Frederick Jamison

George Kolar

Bogdan Luchkevich

Jo Ann Mara

Laverne McCloskey

Dora Morgan

Ndella Njie

Eleanor Nunn

Lynda Prediger

Denise Rohr

Lichia Sibhatu

Udaya Sivadanam

Rebecca Spann

Ian Stancil

Carolyn Ward

Amelia White

Olivia Williams

Debbie Willmschen

Mozelle Wilson

Steve Yee

100 Hours

Brenda Alcorn

Carol Bailey

Sandy Bannoura

Jordan Barkes

Nancy Battiste

Hazani Benitez-Rosas

Trudy Bennett

Joan Bird

Liz Bishop

Ryan Blount

Iris Bonapart

Diane Byrd

Sara Cammie

Serafin Carvajal

Priyanka Chakravorty

Jared Clayton

Miriam Cortes

Edwin Cosme

Rosa Davis

James Davis

Jean Davis

Lara DeChicio

Charlotte Duncan

Anna Ellerson

Sarah Fenner

Marion Greaux

Awards List

The Volunteers at WakeMed Raleigh Campus

Edrie Greer
Linda Gressel
Louis Hancock
Jaime Hankins
Brittany Hardy
Luanne Hill
Lisa Himmelberger
Marge Hoffmann
Jan Holt
Angela Hubbard
Donna Irwin
Karen Jensen
Sandra Johnson
Alexis Kay
Jasmine Kelly
Elantra Kennedy
Gina Kepley
Elsie Kesselman
Elizabeth Kripner
Juan Lozada
Jane Marshall
Elaine McLeod
Brenda Millar
Dorothy Oakman
Adebisi Oshikoya
Arlene Ramos
Morgan Reinhard
Bonnie Roberts
Andrea Rodriguez
Teresa Scofield
Kamal Sharma
Ebenezer Shyngle
Paula Smith
Brenda Smith
Pamela Sosa
Sharon Sowell
Joshua Spann
Kim Stamegna
Lynn Stanley
Shawn Sugawara
Erica Tasman
Sharon Thomas
Brenda Wambua
Arthur Wasserman
Sharion Whitley
Jo Anne Yvars

50 Hours

Charity Austin
Dillion Bachoo
Marie Bailey
Jean Barbieri
Angelica Barnekow

Kathy Begun
Douglas Blake
Queeney Boateng
Lale Bozkurt
Rose Bradley
Carrie Brinton
Mary Elise Cagle
Revanth Challuru
Savannah-Ann Chronister
Bridget Collins
Cynthia Correa
Aussanee(Pia) Cruz
Alyssa D'Addezio
Michael Denning
Nimit Desai
Birgit Dhillion
Barbara Doran
Rayna Edwards
Anna Edwards
Editha Elliott
Denise Feighery
Tiffany Frost
Christopher Gabriel
Brittany George
Abbie Green
Jackie Gugliotti
Fadi Hanna
Andaisia Harris
Sherry Harris
Cory Harrison
Anna Hunter
Alexander Jewell
Traci Jewell
Sagar Jinwala
Tiffany Kay
Jasmine Kelly
Lindsay King
Linda Krichbaum
Henrietta Laponzina
Linda Lapp
Shashi Lardia
Abigail Lee

Jayne Legatowicz
William Manning
Matthew Marvell
Anna McFarlane
Charan Mohan
Abida Mustaq
Ly Nguyen
Michael Nock
Debra Pedersen
Christina Perez
Roy Pettyjohn
Margaret Pipkin
Oycsola Popoola
Andrew Potter
Travis Rimmer
Jennifer Ruderman
Katherine Sammis
Betsy Sasser-Hobbs
Sherry Schulz
Sabrina Shah
Parisa Shah
Chirag Shankar
Ruthvik Shashidhar
Brandon Shiflett
JoAnne Simpson
Brandon Tankersley
Edili Taveras
Frances Tewksbury
Lauren Thompson
Andrew Tong
Samuel Trachtenberg
John Treece
Kathy Tucker
Michelle Tyler
Laurie Ward
Allison Weavil
Lori Williamson
Rachel Woodcock
Mika Yamamoto
Erin Yarborough
Lisa Young
Paige Zlatovich

*Congratulations
And
Thank You!!!*

FY13 WakeMed Cary Hospital Annual Report

Over the past year, The Volunteers at WakeMed Cary Hospital 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

Total Volunteer Hours contributed:	69,177.00
Adult Programs	32,192.00
Junior Volunteers	2,587.75
Sewing Individuals/groups	34,397.25
Individuals participating in programs:	707
Adult In-House	318
College Students	54
Junior Volunteers	70
Sewing Individual/groups	265

These volunteers represent the equivalent of an average of 34 full time employees each month.

There are a total of 71 volunteer placements supporting 53 departments across the hospital system. This number includes placements within Cary Hospital, but also at other WakeMed facilities, including WakeMed Business Center – Patient Financial Services, WakeMed Corporate Center – Public Relations, WakeMed Fuquay – Skilled Nursing Facility, WakeMed Apex Healthplex, WakeMed Brier Creek Healthplex, WakeMed North Healthplex, and Rehab Services at Kraft Family YMCA and Alexander YMCA.

Fundraising Activities

The Volunteers at WakeMed Cary Hospital promote a number of special fundraising events and manage other sources of income. These activities produced a total of \$43,590.82 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 15, 2012, our 14th annual golf outing was held at MacGregor

Downs Country Club with 78 golfers participating. Susan Alvey, chairperson, and a hardworking committee of volunteers raised over \$18,165 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 \$2,312.10 from October 2012 to mid-September 2013.

Vendor Sales

The Volunteers at WakeMed Cary Hospital hosted five vendor sales this past fiscal year:

- Masquerade sale on December 6, 2012 netted \$869
- Greg's On-site (shoes) sale on February 13, 2013 netted \$3,831.54
- 1st Uniforms (uniforms) sale on April 26, 2013 netted \$2,364.53
- Linen Master (home goods) sale on June 17, 2013 netted \$1,083.38
- 1st Uniforms (uniforms) sale on September 25, 2013 netted \$3,315.89

Additional Revenue Sources:

Grants

An IBM gift of \$500 was received on behalf of retired IBM employee and WakeMed Cary Hospital volunteer, Al Port. Notably, any IBM retiree can apply to IBM Community Grants program to request cash support for their volunteer organization.

A Bank of America Community gift of \$500 was received on behalf of current Bank of America and WakeMed Cary Hospital volunteer, Susan ReCorr.

FY13 WakeMed Cary Hospital Annual Report

A Wal-Mart Community Gift of \$250 was received.

A gift of \$100 was received on behalf of Richard Colby for Huggables.

WakeMed Gives

\$29,980.74 from the annual giving campaign was designated by employees to be allocated to The Volunteers at WakeMed Cary Hospital to support our programs.

Infant Photo Contract

Working with Charlie's Angels, the Volunteers received \$5,329.34 from sales of baby photos to new parents and grandparents.

Special Projects and Donations:

Funds from annual fundraising events, donations and other revenue sources allow the Volunteers at WakeMed Cary Hospital to support a number of important initiatives across the hospital system. Efforts for FY 2013 included:

WakeMed Foundation – The Volunteers contributed \$11,150 towards their \$31,000 pledge to the WakeMed Cary Hospital restricted fund. This pledge supports future initiative for expansion, programs or services at WakeMed Cary Hospital.

Rainbow Fund – In 2013, The Volunteers contributed \$10,147.97 to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions.

Huggables/Memory Quilts/Hats – Purchase of supplies amounting to \$3,500 went to support the efforts of sewing individuals/groups to make handmade items to be distributed to patients and families. \$500 was from IBM Community Grant Fund and \$250 was from bank of America Community Grant Funds, a total of \$750.

Other Funding Support

- WakeMed Fuquay (SNF), Garden Fund \$395.69

- WakeMed Fuquay (SNF), Recreation Therapy \$268.19
- Tea for the Soul \$233.01
- WakeMed Cary Hospital Kraft YMCA, Cardiac Rehab Scholarships \$1,371.00
- WakeMed Cary Hospital Perinatal Bereavement \$132.72
- Spiritual Care Meditation Garden Design Fee \$1,500.00

Community Outreach

Huggables / Hats / Quilts – This year our Sewing volunteers contributed 34,397.25 hours to complete a total of 3,157 baby hats and 3,849 Huggables. Since the project began there have been more than 47,143 dolls and 28,940 hats completed. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year. Diane Boyer chaired the Huggables project and acted as liaison between The Volunteers at WakeMed Cary Hospital and our Sewing volunteers.

Hospitality Pets Program – The pet visitation program is thriving at WakeMed Cary Hospital. This year 19 teams averaged 246 visits a month for a grand total of 2,950 visits to patients on 2 East, 2West CVIC, 2W ICU, 2W MSIC, 3 West and WakeMed Fuquay (SNF). More than 18,363 visits have been made since the program's start at Cary Hospital in 2006.

FY13 WakeMed Cary Hospital Annual Report

President's Remarks

My first term as president of the WakeMed Cary Volunteer board has been a truly rewarding experience thanks to my amazing fellow board members and all the dedicated in-house and community volunteers (all 707 of you).

I know that after reading all that we have accomplished this year, you realize how much of an impact that you do make at WakeMed Cary. Thank you for your energy, faithfulness, and support.

We are very fortunate to have such a devoted and caring volunteer staff. I would like to give special thanks to:

- Jackie Kennedy
- Dee Thompson
- Tana Taylor, and
- Susan Maiolo

for their invaluable support and guidance this year.

I also look forward to working with our new director of volunteer and retail services, Chris Gage, and to serving you for another exciting year.

Respectfully Submitted,
Bunny Thompson, President



Awards List

The Volunteers at WakeMed Cary Hospital

14,500 Hours

Palma Ayars

10,500 Hours

David Greybill

6,000 Hours

Blair Hatcher

5,000 Hours

Diane Boyer

Madeline Hamady

Philippa Hertrick

Drew Smith

4,000 Hours

Ann Foster

Edith Rothschild

3,500 Hours

Vivian Collins

Ruth Cornwell

Barbara Gribble

3,000 Hours

Janet Kretzschmar

Christina Smith

Ruth Taresco

2,500 Hours

Susan Alvey

Robert Flederbach

2,000 Hours

Denise Galloway

Anne Joyner

Judy Millar

Kalpana Nath

Patricia Perkins

Barbara Williams

1,500 Hours

JoAnn Bethel

Barbara Copperwheat

Jean Lipary

Tina Seagroves

Constance Sinha

Charles Tabbi

1,000 Hours

Mary Burrus

Donna Doherty

Barbara Harrington

Ellen Onofrio

Patricia Quick

Susan ReCorr

Nancy Riefenhauser

900 Hours

Sue Busa

Alexander Credle

Shelby Credle

800 Hours

Joe Boggs

Annette Edeburn

Melody Mangum

Robert McAllister

Marilyn Mitchell

Della Staub

700 Hours

Joan Morelen

Madhu Ramanan

Judith Rea

Sue St. Clair

600 Hours

Tandra Burson

Kevin Gaffney

John Grau

James Schultz

Jane Warner

500 Hours

Audrey Addo

Mary Jo Cercy

Loretta Consiglio

Dave Davenport

William Eberbach

Gaye Forman

Augusto Francisco

Patsy Hemmerle

Thomas McFadden

Katherine Mis

William Park

Bettie Polan

Rachel Polsky

William Pugliese

Sharon Watson

400 Hours

Susan Coulter

Kathryn Cundy

Luther Faircloth

Patricia Lundy

Loretta Petraroia

Robert Rafferty

Jim Ryals

Sandra Venson

Jamie Worrells

300 Hours

Jane Bird

Joyce Catherwood

Alicia Darnell

Mary Dell'Angelo

Frances Hemmings

Larry Hemmings

Rhonda Hoffman

Chin-Jang Lin

Erla Sue Peterson

Gerry Werner

Inna Zboichyk

200 Hours

Jean Belluz

Andreas Boehme

Rhetta Davis

Carol Fluhrer

Robert Gelinias

Herbert Gilliam

Chun-Hong Ho

Yasmin Khan

Judith Klotz

Cindy Larsen

Diane Luparello

Naga Nunna

Calvin Parks

Kishorsinh Parmar

Nancye Slagle

Priscilla Smith

Elisabeth Stevens

Lorraine Thompson

Daniel Tsui

Divya Venkataganesan

Christine Wallace

Carolyn Wiggins

Jacqueline Winston

100 Hours

Cynthia Able

Lavonda Bagwell

Mary Lynn Barnett

Britanie Calleja

Twila Carrisales-Gomez

Natsiri Christy

Kay Cummings

Laddawan Dunn

Jeffrey Dworkin

Oliver Eisenbeis

Roberta Farley

Allie Frear

Elnaz Gharah Bash

Matthew Hagan

Sol Hochler

Ibrahim Issa

Purnima Kotiya

Josh Lankford

Taek Lee

Evelyn Lewis

Mei Li

Lauren Mayr

Andrew McLean

Ami Patel

Laurie Penn

Alix Peters

Rohan Prabhu

Patricia Rudio

Iryna Sukhadolskaya

Beatrice Werner

50 Hours

Dela Adams

Saba Asif

Jared Barks

Sissy Bianchi

Ezan Chaudhry

Kelly Contino

Patricia Costello

Preeya Deol

Priya Desai

Riya Desai

Lois Dziedzic

Janice Farnsworth

Kim Fullerton

Eric Hall

Andrew Hegeman

Susan Holbrook

Rushabh Mehta

Shelley Miller

Abdelkrim Ouhda

Kajal Patel

Swetha Ravichandran

Rachel Rehl

Sofia Sandiford

Deepa Shah

Rema Shah

Susanna Spencer

Sara Thorn

Emmy Voisin

The President's Spotlight – Raleigh Campus



There have been several significant changes that have taken place at WakeMed in the past few months.

Changes that affect our volunteer operations, are the retirement of Susan Hester and Marie Johnson. Your board has also undergone transitions with term expirations of Timothy Lee, former board president, Rosemary Kenny and Ann Wyker. We are especially thankful for their dedicated services and their many contributions to the board undertakings over the past years.

As of September, I have been asked to serve as President of the volunteer board. I welcome this challenge and will work with the board to affect the numerous ways we can be of service to the hospital and furthering its mission.

I began my volunteer services at WakeMed in 2011. My service area is the Patient Relations Ambassador Program. It is a placement I have grown to appreciate. It allows me to see first-hand the compassionate and dedicated care that is given out daily by our care providers. In a small way, I see my volunteer service contributing to a quality of care that is being made manifest by countless individuals.

Over the past few months your board has promoted the following activities:

1. Conducted a uniform sale on October 10th. The profits will be used to fund patient care needs as they arise during Fiscal Year 2014.
2. Assisting in a pilot program to provide and make more wheelchairs accessible to patients. Guest Ambassadors frequently have difficulty finding chairs to transport patients. This initiative is to procure more Staxi Transport Chairs, which are both more flexible and more easily adapted to patient needs.

In closing I wish to acknowledge our Volunteer Services Specialist, Natalie Leary. We are thankful for the many competencies and experience that she brings. WELCOME!

The Board wishes to extend its warmest welcome to our new Director of Volunteer & Retail Services, Chris Gage. We are undoubtedly excited that she has joined WakeMed. We join her in the common task of making Volunteer Services a truly exceptional service department. WELCOME!

To all our committed volunteers, continued thanks for the gifts of time, talent and care you offer in the service of WakeMed.

Respectfully Submitted,
Michael Fuchs



The President's Spotlight – Cary Hospital



My first term as president of the WakeMed Cary Volunteer board has been a truly rewarding experience thanks to my amazing fellow board members and all the dedicated in-house and community volunteers (all 707 of you). I hope that after reading the Volunteer Annual Report, you realize how much we have accomplished this year and what an impact that **you** make at WakeMed Cary. Thank you all for your energy, loyalty, and support.

A tremendous thanks goes to Susan Alvey, our Golf Outing chairman, and her wonderful committee, JoAnn Bethel, Mary Dell'Angelo, Annette Edeburn, Carol Fluhrer, and Nancye Slagle. Their months of hard work resulted in a spectacular and impressive event. This was the 15th year for WakeMed Cary Volunteer's largest fundraiser. We greatly appreciate all the golfers and generous sponsors who supported us.

I am pleased to announce our new officers for the upcoming year. They are Bunny Thompson, president; Sue Busa, vice-president; Regina Brest, secretary; Sue ReCorr, treasurer. We are pleased to have Carol Fluhrer and Barbara Harrington join us as board members. Beth Turner will be serving as our WakeMed Foundation liaison.

With the new volunteer hour award recognition increments going into effect (moving from 100 hour increments to 500 hour increments after 1,000 hours), some of you will receive a new pin. Please remember that you can turn in your old pin and help volunteer services save money.

I think you would agree that we are very blessed to have such a devoted and caring volunteer staff. I would like to give special thanks to Jackie Kennedy, Dee Thompson, Tana Taylor and Susan Maiolo for their invaluable support and guidance this year. I also look forward to working with our new director of Volunteer & Retail Services, Chris Gage, and to serving you for another exciting year.

Respectfully Submitted,
Bunny Thompson, President





Volunteer Spotlight WakeMed Raleigh Campus ~ Philip “Phil” Greco



After retiring with over 30 years in the U.S. Marine Corps in 1984; and fully retiring from the work force in 2000, I became a caregiver for my wife who was handicapped at the time.

We decided to relocate from Virginia Beach, Virginia to the Raleigh area in 2005, where our two sons and their families resided, and to be close to our six grandchildren.

In March of 2011, I decided to try my hand at volunteering, and I applied at WakeMed, where I was assigned to the Ronald McDonald Family Room.

In 2012, I took a leave of absence due to the passing of my wife. Upon returning to WakeMed my assignment at the Ronald McDonald Family Room was waiting for me.

For me, there is no greater pleasure than helping family members who are going through a very stressful period in their lives. The interaction I have with family members is extremely gratifying and is also therapeutic for me due to the loss of my wife.

I will be forever grateful to Karen Morgan, our Family Room Manager, and Volunteer Services for the opportunity afforded me to volunteer at the Ronald McDonald Family Room.

Volunteer Spotlight WakeMed Cary Hospital ~ Bob Gelinas



My wife and I moved to Raleigh in 1991. We got our first sheltie in 1992, and unfortunately she was put down in 2007. I had major surgery a few years earlier and my wife brought in our dog Alexis, while I was in rehab. She lifted my spirits that it made me think that perhaps a therapy dog would benefit other patients during recovery as well. I felt Alexis was too old to get certified as a therapy dog but maybe someday I could do this with another dog.

The opportunity came in 2009 when I rescued Ruger, a sheltie, through Triangle Sheltie Rescue. I could tell from his demeanor (calm, affectionate, heeded commands, etc.) that he would make a great therapy dog, so I signed him up for canine good citizen classes. He is now certified as a therapy dog throughout the US with Therapy Dog, Inc.

Ruger and I joined the WakeMed Hospitality Pets Program at Cary and Raleigh and then went to Rex Hospital and piloted the program, “Furry Friends”. That totals 25 hours per week bringing cheer to patients as well as to us.

When Ruger visit patients, they love to pet him and rub his belly. There is such a rapport between patient and dog. He has a calming effect on patients while cheering them up. Our favorite area to visit is Pediatrics. It is said that pet therapy has a tendency to calm and lower blood pressure and I have seen it through Ruger. An elderly lady who had very high blood pressure before Ruger arrived had almost normal readings when he left. There are so many good stories to tell, but there is not enough room to mention them all.

This is my passion. It makes me feel wonderful after a session with Ruger and a thankful patient. I feel pet therapy is one of the most worthwhile therapies for any patient (even those who think they don't like dogs change their mind after connecting with Ruger).

Wow What A Volunteer !

Kudos to WakeMed Cary volunteer Jackie Clements, Emergency Department Liaison for delivering unsurpassed service during her volunteer shift on 9/24/13. "I just want to say THANK YOU for all you did today to help our ED Staff and customers. It was extremely busy this afternoon and your help was very much appreciated." You are AWESOME!

Joan Bazata

Kudos to WakeMed Cary volunteers Britanie Calleja and Kathryn Sylvester, 2 East Patient Care for delivering unsurpassed service. "Staff wanted me to let you know what a good job Britanie on Tuesday and Kathryn on Wednesday do. They just start working and need no guidance."

Teresa Harvey, BSN, RN, MHA/MBA, NE-BC Manager, 2E Med. Cary & Rapid Admission Unit

"I'm emailing to inform you that your volunteer, Art Wasserman, was spotted exhibiting outstanding Wake Way behavior last week. They were awarded a Wake Way pin as a token of appreciation by a Wake Way class participant who secretly observed them."

Dinetta Richardson
Staff Development and Training

"I just wanted to let you know the exceptional work volunteer Carleeta Smith did on September 21. A kid came to get sedated in the treatment room and his favorite shirts got thrown in the dirty linen by accident. After finding them in the soiled utility room, I asked Carletta if there was enough time to wash them. Unfortunately there was already a load started and it takes 2 hours to complete a load. Carletta stayed a couple of hours past her time to leave so this kid could have his favorite shirts back. She really went above and beyond to make him happy."

Anna Alexander

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:

- Adelia G. - "She was awesome!"
- Adelia G. - "She was very helpful and informative, very sweet person."
- Ayomi O. - "Very nice, pleasant person as the volunteer to direct and go with us to the new section of the Heart Center, deeply appreciated it."
- Ayomi O. - "She is a wonderful ambassador! Sweet and professional!"
- Nessie F. - "She was very professional, excellent people like her that make it great and nice to come to a hospital."
- Rosemary D. - "She has a great personality and gave me wonderful help finding the place I needed."
- Sherman D.
- Susan L. - "Very nice."
- Susan L. - "Very good and kind."
- Thuytien N. - "She was very helpful in showing me around the hospital. She was always smiling and very informative."

Other comments:

"The service was rendered by one of the men who pushed my daughter in the wheelchair, helped us find our way to visit a patient."

"I wheeled a visitor downstairs from visiting her husband and she commented that the Guest Ambassador program is one of the best things WakeMed has ever done!"

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

... a job well done!

Exit Comments

These are folks 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:

Raleigh Campus

Monica Mandzak - Physical Therapy Rehab: "I very much enjoyed my time at WakeMed. It was a very welcoming community, and I learned a lot about physical therapy in a hospital setting."

Emily Guy - Occupational Therapy Rehab: "Overall it was a positive experience and I learned a lot about the profession as a whole."

Meredith Huffman - WakeMed North Emergency Department: "Great experience! I'm glad I found employment but sad to stop volunteering at NorthPlex."

Cary Hospital

Verda Agan – Medical Surgical Unit: "I thoroughly enjoyed my times as a volunteer! I hope to continue my work at a hospital located near UNC! Thanks."

Eileen Dills – 2E Medicine Unit: "Great Experience!"

Catherine Harpham - Post-Anesthesia Care Unit: "All of the employees at WakeMed made me feel welcome and appreciated. Everyone was friendly and respectful."

Allison Hoffmeister – Emergency Department Back: "My trainer explained things very well and made me feel comfortable in my position. The nurses were friendly when I interacted with them."

Fadia House – Operative Services: "I have enjoyed the time I volunteered at WakeMed and enjoyed working with OPS staff. The volunteer staff was very kind always and very helpful. I will participate again when and if I get the time. Thank you for a great opportunity."

Judith Hyman – Fuquay Skilled Nursing Facility: "Volunteering with recreational therapist, Anne Michniuk and with all of the wonderful residents was a fulfilling wonderful experience!!!"

Hana Jarrad – Outpatient Diagnostic Liaison: "I really enjoyed volunteering at WakeMed. The employees here were so awesome. I had such a great experience and I have learned new skills."

Tammy Lamey – Day Surgery: "Looking forward to being able to volunteer again in the future."

Sharon Lin – Pharmacy: "The staff was caring and guiding. Ms. Kennedy was very helpful in getting me this position. It was a wonderful opportunity!"

Danta Mills - Atrium Ambassador & Rapid Admission Unit: "I enjoyed working with staff and other volunteers. It was a great experience. Jackie Kennedy was extremely helpful with placement and scheduling changes."

Priya Patel – Medical Surgical Unit: "I loved working/volunteering at WakeMed. It was an amazing experience. Every day I would leave the hospital with a positive attitude, and know that I've helped many people. Every day I would be appreciated or thanked for what I do. It made me feel very good and I would like to work at WakeMed one day in the near future."

Margaret Pearce – Women's Pavilion & Birthplace: "Very illuminating. I loved getting the experience."

Usman Saqib – Material Processing and Distribution: "I greatly enjoyed my time getting to work with and learn more about the people at MPD. I hope to see them again and please send my regards."

Dharshan Sivaraj – Emergency Department Back: "I learned a lot about the healthcare system and met many new people."

Smita Verma – Physical Therapy: "I had a great learning experience working with the physical therapists and occupational therapists. The rehabilitation staff and volunteer service coordinator were very helpful and nice to all the volunteers."

Our Thoughts . . .

Congratulations To

WakeMed Cary Hospital

David and Patti Keeley
Who celebrated 33 years of marriage on
September 25, 2013

Joe and Nancy Esmond
Who celebrated their 49th Anniversary on
September 26, 2013

Thinking of you

WakeMed Raleigh Campus

Sherman Driver Ben Citero

WakeMed Cary Hospital

Marla Carroll	Frances Hemmings
Connie Sinha	Kathy Rembrandt
Loretta Petraroia	Bob Flederbach
Jim Ryals	Ann Foster

In Memory of Our Volunteers

We express our deepest sympathy to their families. 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.

WakeMed Cary Hospital

Joe Esmond - Loss of a family member
Kathryn Sylvester - Loss of a family member

Elizabeth Williams

September 24, 2013

Our condolences go to the family of Elizabeth Williams who passed away on Tuesday, September 24. She was an active sewing volunteer from March 2005 to September 2013 and has contributed greatly to the patients and visitors at WakeMed Raleigh Campus. Her accumulated hours over a 8 year span was 5,847.75.

Mary Mitchum

September 13, 2013

We express our deepest sympathy to the family of Mary Mitchum. Mary Mitchum passed away at her home on September 13, 2013. She was a volunteer with the Telemetry Unit. The manager, Justin Kott said, "She was always so bright and cheerful and we loved having her come to our unit." Mary volunteered at WakeMed Cary Hospital for 3 years contributing a total of 480 hours.

Sara Pierson

July 6, 2013

Our condolences to David Pierson on the loss of his wife, Sara. She was an active volunteer from April 2008 to June of 2013 and worked in the Children's Emergency Department as well as the WakeMed Volunteer Services Board. Sara passed away on July 6.

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

WakeMed Raleigh Campus
919-350-8293

WakeMed Cary Hospital
919-350-2363

Fundraisers

WakeMed Raleigh Campus

Thank you to the following volunteers:

Chika Chukuw
Lara DeChicio
Lisa Himmelberger
Sara Kirk
Charlotte Luke
Rosa Davis
Jennifer Chmelo
Marion Boissiere
Yvonne DeWald
Denise Rohr
Lois Brush
Carolyn LaRue
Mike Fuchs
Peg Fuchs

Who assisted with The Volunteers at WakeMed Raleigh Campus First Uniform sale on October 10, 2013.

Over 300 employees visited the sale and were extremely pleased to see the variety and quality of items available.

We sold \$42,483.13 in merchandise and raised \$8,496.63 in 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:

Tom McFadden
Nancye Slagle
Sue McKee
Patricia Rudio
Diane Luparello
Bunny Thompson
Chin-Jang Lin
Pam Ayars,
Sol Holcher
Cindy Larsen

Who assisted with The Volunteers at WakeMed Cary Hospital uniform sale on September 25, 2013.

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 \$17,698.53 in merchandise and raised \$3,315.89 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

Patient Registration Information Desk

Monday - Friday

8 am-11 am; 11 am-2 pm; 2 pm-5 pm

Volunteers needed to provide a friendly face and information to customers at the Patient

Registration entrance. Ability to greet customers, basic computer skills and a friendly demeanor are needed.

Patient Relations

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.

WakeMed Cary Hospital

Gift Shop

2-4 hour shifts, afternoon and evenings (substitute and permanent positions)

Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort needs and provides assistance to ease flow of registration.

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.

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 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 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.

Donations



WakeMed Cary Hospital

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

All handmade items are made by our Community Volunteers at WakeMed Cary Hospital

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 Love
Wake Forest Quilting Friends

WakeMed Cary Hospital

Ahmadyia Women's Association
Ann Foster's Workshop
Colonial Baptist
Comfort Circle – UMC
Cornerstone Presbyterian
Carolina Preserve Piece Makers
Carolina Preserve Yarn Spinners
Crafting Blessings – NHB
Elegant Stitchers of Cary
Fuquay-Varina Presbyterian
Garner Senior Center
Harriet Kelner Group
Latter Day Saints
Laureate Iota – Beta Sigma Phi
Newborn Knitters – Cary High School
Pine Tree Quilters
Prime Time – EMC
Ready Creek Baptist
Sathya Sai/Shiridi Sai
Spring Arbor of Apex
St. Paul's Knitting
Summit Church
Windsor Point
Woodland Terrace Knit & Crotchet

Countless individual sewers not associated with sewing groups



Donations



Project Linus donated an American Flag Quilt to the WakeMed Raleigh Campus.

- A BIG THANK YOU FOR YOUR DONATIONS!**
- Ahmadiyya Womens Association**
Infant and Toddler items and clothing
- Deanna Babyak**
158 Knitted and Crocheted baby hats
- Richard Colby**
Donation to the Huggables Project
- Joanne Kappler**
Books and magazines
- American Sewing Guild**
Custom made bereavement en
- NRCC Stitchers**
Donations of handmade pillows, quilts, afghans, baby hats, and adult hats



Milla & Iona - Cary Y Princesses donated collected and donated 125 books to WakeMed Cary Hospital .



Gwen Baker and NRCC donated handmade pillows, quilts, afghans, baby hats, and adult hats to the WakeMed Raleigh Campus.



Crotched Animals created and donated by Norma Christopher.

Calendar of Events

WakeMed Raleigh Campus

- **Masquerade Sale**
Monday, December 9, 2013
Andrew Center, 7 am - 4 pm
- **Onsite Professional Shoe Sale**
Wednesday, February 26, 2014
Andrew Center, 7 am - 4 pm

Volunteer help is needed
Please call 919-350-8293 to sign up.

- **Volunteer Board Meetings**
Tuesday, December 10, 2013
Tuesday, January 14, 2014
Conference Dining Room, 10 am - 12pm

WakeMed Cary Hospital

- **Volunteer Board Meetings**
Wednesday, November 20, 2013
Wednesday, January 15, 2014
Conference Center 10 am - 12 pm
- **Masquerade \$5 Jewelry Sale**
Friday, December 6, 2013
Conference Center 7 am - 4 pm
- **First Uniform Sale**
Monday, February 3, 2014
Conference Center 7 am - 4 pm

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

- **Heart Saver Class**
Monday, January 13, 2014
Conference Center - 1 pm - 4:30 pm
Please call 919-350-2488 to register.

Tour Dates

WakeMed Raleigh Campus

- **Tuesday, December 10, 2013**
Volunteer Services, 1 pm - 2:30 pm
- **Thursday, December 19, 2013**
Main Entrance Lobby, 6 pm - 7:30 pm
- **Tuesday, January 14, 2014**
Volunteer Services, 1 pm - 2:30 pm
- **Thursday, January 16, 2014**
Main Entrance Lobby, 6 pm - 7:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

Monday, November 25, 2013
Volunteer Services, 10 am

Thursday, December 5, 2013
Volunteer Services, 7 pm

Thursday, December 19, 2013
Volunteer Services, 10 am

Thursday, January 9, 2014
Volunteer Services, 7 pm

Monday, January 20, 2014
Volunteer Services, 10 am

To register, please call 919-350-2363





Happy Birthday!

WakeMed Raleigh Campus

November

Keerthi Anand, 11/1
 Carol Bailey, 11/3
 Delta Prince, 11/3
 John Hines, 11/4
 Marge Hoffmann, 11/4
 Anna Edwards, 11/7
 Ramesh Fofaria, 11/7
 Elaine Hoffman, 11/9
 Dorene Cook, 11/10
 Althea Page, 11/10
 Jennifer Ruderman, 11/10
 Karen Jensen, 11/12
 Dana Drake, 11/13
 Cynthia Cruell, 11/14
 Stephen Kostelic, 11/14
 Kathy Tucker, 11/14
 Molly Grant, 11/15
 Margaret Pipkin, 11/15
 Lori Williamson, 11/15
 Deborah Goldbach, 11/16
 Tiffany Kay, 11/16
 Lena Wallace, 11/18
 Lara DeChicio, 11/19
 Sherry Harris, 11/19
 Kim Stamegna, 11/19
 Katrina Akins, 11/20
 Teresa Scofield, 11/20
 Vanessa Klein, 11/22
 Julie Sanchez, 11/22
 Lisa Watkins, 11/22
 Douglas Blake, 11/24
 Peggy Eberhart, 11/24
 Sean Sheppard, 11/24
 Jordan Barkes, 11/25
 Angelia Echols, 11/25
 Brittany Hardy, 11/25
 Juanita Lesley, 11/25
 Barbara Yu, 11/25
 Tuliem Do, 11/27
 Vincent Hall, 11/27
 Donna King, 11/27
 Gail Owen, 11/27
 Debbie Willmschen, 11/28
 Vidhur Thoutireddy, 11/30

December

Munawar Sultana, 12/1
 Donna Irwin, 12/4
 Bob Riordan, 12/6
 Cynthia Able, 12/7
 Olivia Williams, 12/7
 Christan Biggers, 12/8
 Mara Comas, 12/8
 Cory Harrison, 12/9
 Luyu Wang, 12/10
 Angelica Barnekow, 12/12
 Madeline Desrosiers, 12/12
 Annie Poe, 12/12
 Dorothy Oakman, 12/13
 An Truong, 12/14
 Diana Bell-Smith, 12/15
 Miguel Narbonagonzalez, 12/16
 Robert Harrison III, 12/17
 Stephanie Moyles, 12/17
 Minerva Clarke, 12/18
 Ly Nguyen, 12/18
 Kelly Lawler, 12/19
 Dora Morgan, 12/19
 Sharon LaRusch, 12/20
 Johnston Muteti, 12/20
 Ashleigh Zlatovich, 12/20
 Brittian Hinson, 12/21
 Genevieve Layman, 12/21
 Charles Perlette, 12/21
 Morgan Reinhard, 12/21
 Alice Kolar, 12/23
 Lisa Himmelberger, 12/24
 Sagar Jinwala, 12/24
 Anna Ellerson, 12/27
 Tresieur Ferreira, 12/29
 Tiffany Frost, 12/29
 Rachel Woodcock, 12/29
 Christian Rhone, 12/30
 Abigail Stoner, 12/30
 Emily Van Schagen, 12/31

January

Gwen Baker, 1/1
 Barbara Castillo, 1/1
 Priyanka Chakravorty, 1/1
 Shaun Daniel, 1/1
 Michael Nock, 1/1
 Grayson Russell, 1/1
 Jessica McAninch, 1/2
 Sarah Tiller, 1/2
 Christine Murray, 1/4
 Shawn Sugawara, 1/4
 Doris Bell, 1/5
 Serina Durrett, 1/5
 Dinah Moore, 1/5
 Carolyn Odham, 1/9
 Carle Cayton, 1/10
 Arushi Wadhwa, 1/10
 Mary Krysty, 1/12
 Ghania Dahmane, 1/14
 Janice Haywood, 1/14
 Sharon Sowell, 1/14
 Adelia Espinoza-Gomez, 1/16
 Gina Kepley, 1/16
 Travis Rimmer, 1/16
 Barbara Doran, 1/17
 Thomas Koch, 1/17
 Bernice Parker, 1/17
 Jasmine Kelly, 1/18
 Jessica Jeffries, 1/21
 Wawra Sadat, 1/22
 Stephen Chen, 1/24
 Frederick Jamison, 1/24
 Udaya Sivadanam, 1/24
 Sandra Johnson, 1/25
 Misty Gunter, 1/26
 Terri Hinton, 1/27
 Sally Perdue, 1/27
 Marie Bailey, 1/28
 Allison Weavil, 1/28
 Marva Mehaffey, 1/29
 Karen Morgan, 1/31





Happy Birthday!

WakeMed Cary Hospital

November

Kelly Ashworth 11/13
 Marla Carroll 11/19
 Joyce Coats 11/24
 Mary Cobb 11/9
 Joanne Crooks 11/5
 Barbara Harrington 11/28
 Frances Hemmings 11/29
 Barbara Holbrook 11/12
 Patricia Keeley 11/28
 Aparna Krishnamurthy 11/7
 Elizabeth Kruszewski 11/19
 Judy Lanahan 11/14
 Jane Lands 11/29
 Cindy Larsen 11/30
 Chin-Jang Lin 11/1
 Jarred Lobo 11/23
 Susan Moeykens 11/14
 Ishmam Mustain 11/2
 Prinal Patel 11/26
 Patricia Quick 11/13
 Edith Rothschild 11/18
 Patricia Rudio 11/16
 Maureen Sanner 11/25
 Dianne Slaughter 11/30
 Judith Smith 11/29
 Judy Smith 11/11
 Sue St. Clair 11/12
 Edgar Stacy 11/26
 Brenda Stutts 11/11
 Iryna Sukhadolskaya 11/7
 Michele Sund 11/6
 Charles Tabbi 11/7
 Brenda Tate 11/9
 Marvis Washington 11/15
 Joan Woodrick 11/23
 Marj Wordell 11/14

December

Cynthia Able 12/7
 Deborah Atkinson 12/10
 Nicole Baisden 12/1
 Courtney Bartels 12/31
 Julee Beebe 12/ 12
 JoAnn Bethel 12/14
 Mary Burrus 12/26
 Mary Jo Cercy 12/29
 Josephine Correia 12/27
 Patricia Costello 12/24
 Mary Dell'Angelo 12/24
 Ceci Ellington 12/8
 Marion Erwin 12/31
 Denise Galloway 12/4
 Tina Goodwin 12/24
 William Helton 12/22
 Sol Hochler 12/19
 Claire Katz 12/31
 Dee Keene 12/24
 Marilyn Knittel 12/15
 Thomas McFadden 12/31
 Judy Moore 12/4
 Naga Nunna 12/31
 Ashok Patel 12/19
 Becki Pawlak 12/23
 Rohan Prabhu 12/31
 William Pugliese 12/26
 Mary Randall 12/19
 Aron Rash 12/30
 Nancy Riefenhauser 12/31
 Susan Robbins 12/20
 Sheila Rudin 12/10
 Anameeka Singh 12/19
 Nancye Slagle 12/24
 Mary Szymkowski 12/29
 Sandra Venson 12/13
 Margaret Wagner 12/28
 Sharon Watson 12/29
 Carolyn Wiggins 12/28
 Cindy Wiseman 12/22

January

Sarah Alexander 1/9
 Palma Ayars 1/14
 Trudy Byron 1/1
 Jany Choate 1/10
 Carol Crosby 1/5
 Preeya Deol 1/6
 Priya Desai 1/11
 Riya Desai 1/11
 Lois Dziedzic 1/1
 Janice Farnsworth 1/22
 Kendra Felder 1/18
 Judith Fleming 1/2
 Barbara Gribble 1/13
 Deborah Harcz 1/9
 Tammy Harvey 1/22
 Andrew Hegeman 1/2
 Fatima Jerhaoui 1/16
 Mari Kelly 1/13
 Judith Klotz 1/26
 Kelsey Lawton 1/4
 Sharon Mills 1/20
 Eileen Mitchell 1/16
 Vivian Mobilio 1/10
 Linh Nguyen 1/22
 Gladys Nielsen 1/23
 William Park 1/27
 Rachel Polsky 1/11
 Ellen Rose 1/13
 Georgia Rothschild 1/16
 Kimberly Schuh 1/29
 Sarah Shelly 1/18
 Christina Smith 1/21
 Sharon Thompson 1/4
 Melvin Tolliver 1/6
 Divya Venkataganesan 1/7
 Emmy Voisin 1/1



Welcome New Volunteers



WakeMed Raleigh Campus

Berkeley Bennett
 Nicholas Cornwell
 Amanda Mintz
 Christine Murray
 Christian Rose
 Nancy Hall
 Patsy Hunt
 Renate Little
 Candy Loding
 Marva Mehaffey
 Ghania Dahmane
 Dana Drake
 Jessica Ennis
 Amy Fair
 Debbie Kirkbride
 Alice Kolar
 Lynn Lashley
 Shelby Lassiter
 Jung Lee
 John Longa
 Ruth McClure
 Michael Taylor
 Lauren Thompson
 Keerthi Anand
 Victoria Chien
 Lindsey Hayes
 Aolani Small
 Lauren Soustek

WakeMed Cary Hospital

Arliss Bailey
 Nicole Baisden

Saman Baral
 Patrick Barton
 Arlene Beaton
 Leila Beikmohamadi
 Mariah Bishop
 Marisa Bishop
 Shiela Braun
 Johanna Brenner
 Arlene Citron
 Anna Sophia de Woal
 Lois Dziejcz
 Lydia Eisenbeis
 Brenda Ellis
 Amy Gallaher
 Geannette Green
 William Helton
 Claudia Kelsey
 Ethan Kerns
 Aparna Krishnamurthy
 Jillian Kuehn
 Kelsey Lawton
 Jarred Lobo
 Vishrut Luhadia
 Sue McKee
 Zipporah McNeil
 Ayodeji Metiko
 Mathews Muricken
 Ishmam Mustain
 Gail Ostrishko
 Achala Pai
 Jenna Pittman
 Aron Rash
 Rosalie Russo
 Eliane Sa
 Sofia Sandiford
 Jodi Schuh
 Kimberly Schuh
 Joy Anne Sibial
 Anameeka Singh
 Connor Smith
 Brenda Tate
 Stewart Toms
 Margaret Wagner
 Mark Yates

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.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name _____

Address _____

AMOUNT OF DONATION: _____ In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Cary Hospital Acknowledgment to be sent to: _____

WakeMed Cary Hospital

Name _____

1900 Kildaire Farm Rd

Cary, NC 27518

Address _____

Please make your check payable to: The Volunteers at WakeMed Cary Hospital

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 .

Email Update Form:

Name _____

Email Address _____

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

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 .

I prefer to continue to receive the HeartBeat by US Mail.

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