

# HeartBeat

December 2012/January 2013



This edition of the HeartBeat is produced in memory of:

**Mary Lehman  
Lillian Shapiro**

## 14th Annual Charity Golf Outing

Congratulations to Susan Alvey, Golf Outing chair for the sixth year, and to the entire Golf Outing Committee for the outstanding results of the 14th Annual Charity Golf Outing that was held at MacGregor Downs Country Club on October 15th. The weather was at times challenging, but it did not dampen the enthusiastic and adventuresome support from the players. The MacGregor venue is consistently impressive. The planning, led by Susan Alvey and the Golf Outing Committee and the event execution were outstanding.

Thirty sponsors, 45 raffle and golfer prize donors, and 88 golfers supported the largest annual fund raising event sponsored by The Volunteers at WakeMed Cary Hospital. The results in terms of dollar were as amazing as the event day. Over \$19,000 netted from the event will be used to support The Volunteers at WakeMed Cary Hospital programs - the Rainbow Fund (medications for immediate need patients), Huggables and Hats and more Sewing groups and individuals, Fuquay-Varina Skilled Nursing Facility Gardens, Spiritual Care and Women's Pavilion & Birthplace Bereavement program, toiletries for patients in need, Cardiac Rehab scholarships and more. The Volunteers will also make a contribution to the WakeMed Foundation from these funds to support the purchase of two portable women's wellness and breast health education computer kiosks – technology to help area women continue to win the battle against breast cancer.

In her 6th year as Golf Outing chair, Alvey has again had her eye set on two goals - providing an outstanding event for all golfers while honoring the support of all who participated in any manner, AND achieving an outstanding financial goal. Both were achieved by the outstanding committee with her guidance, leadership and team approach to all things golf!

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Winning Foursome – Koenigshofer, Beale, Jones, Cavender

## Special thanks to the following sponsors:

<u>Sponsor Name</u>	<u>Contribution Level</u>	<u>Amount</u>
Riley Contracting Group, Inc.	Double Eagle	\$2,500.00
Volunteer Board of Directors	Eagle	\$1,400.00
Hendrick Chevrolet	Hole In One	\$1,250.00
Sterling Capital Management	19th Hole	\$1,000.00
Capital Associated Industries	Beverage	\$1,000.00
Pascor Atlantic Corp.	Eagle	\$1,000.00
Miller-Motte College	Eagle	\$1,000.00
Brasfield & Gorrie	Eagle	\$1,000.00
JaniKing	Eagle	\$1,000.00
Breadwinners at The Triangle LLC (Panera)	Eagle – golfer lunches	\$1000.00
Canteen Vending	2 Pin Flags	\$900.00
Valic	Birdie	\$750.00
Wake Emergency Physicians, PA	Birdie	\$750.00
SRI Surgical	Birdie	\$750.00
Overstreet Sign Contractors, Inc	Event signage	\$750.00
RR Donnelley	Printed materials for event	\$750.00
Movin' On Movers	Tee Box	\$500.00
Owens & Minor	Tee Box	\$500.00
Hampton Inn	Tee Box – weekend stay	\$500.00
Cary Dermatology Center, PA	Pin Flag	\$250.00
EME Industrial Services, LLC	Pin Flag	\$250.00
Wayne M. Beavers DDS, PA	Pin Flag	\$250.00
Susan Hester	Pin Flag	\$250.00
Global Recruiters of Raleigh	Pin Flag	\$250.00
Cary Oil Foundation	Pin Flag	\$250.00
Diamond Water	Pin Flag	\$250.00
Homewood Suites Hotel	Weekend stay w/breakfast	\$250.00
Black & Veatch Corporation	Driving Range	\$150.00
The Walking Company	Putting Green	\$150.00
Timothy Scott Barlow, DDS, PA	Putting Green	\$150.00
EMSAR - Pamela Mimms	Putting Green	\$150.00
New Age Dermatology	Putting Green	\$150.00
Don Lee's Tire & Service	Par	\$100.00
Jackie Clements	Par	\$100.00
Wholesale Direct	Par	\$100.00
Bethany Kelly	Par	\$50.00



Wayne Warden

Susan Alvey,  
Golf Outing Chair

Becky Scolio,  
WakeMed Public  
Relations

# 2013 Golf Outing Photos



Sharon Murphy – WakeMed Human Resource



Debbie Laughery, VP Public Relations and Dale Armstrong, VP Regional Operations



Mollie Hegeman – CAI Sponsor with mother, Denise Galloway – past president of The Volunteers at WakeMed Cary Hospital



Jackie Kennedy – WakeMed Cary Hospital manager, Volunteer/Community Services with volunteers Regina Brest and Tim Shoriak



Mike Jones, VP– Harnett Health and Diane Boyer, volunteer



Caroline Youngblood – WakeMed Public Relations

## The President's Corner

### The Volunteers at WakeMed Cary Hospital

Happy New Year! I hope everyone had a wonderful holiday season and that you are ready to begin another year of volunteering at Wake Med Cary Hospital.

At our last board of directors meeting, David Coulter, Senior Vice President & Administrator of Wake Med Cary Hospital, spoke to the board. He said that the success the hospital achieved with The Joint Commission was due not only to the caring and competency of the staff, but also because of our wonderful volunteers. We do make a difference as we are working with patients and their families.

The volunteer board elected new officers for this 2013 year. They are Bunny Thompson, president; Sue Busa, vice-president; Pat Quick, secretary; and Beth Turner, treasurer. We are looking forward to another year of working with all of you and the hospital staff.

Diane Boyer chairs the Community Sewing and Huggables program. She reported that our community sewing groups and individual sewers continue to generously give of their time, skills and love. Diane has given out lap robes, crocheted animals, blankets and afghans in addition to the huggables. The Smocking Guild is donating demise gowns to the Women's Pavilion. These gowns are given when there is a fetal death. All of these precious items are made in love and they are given out to those who need love. Thank you so much to all of you who are involved with these caring projects.

At the end of last year, many of you received a new volunteer hour milestone pin. Those hours do add up! Did you know that by turning in your old pin to the volunteer office, you can help the volunteer staff cut costs? The pins can be used again. If you still have your old pin, please consider bringing it into Dee.

Thanks to Jackie Kennedy and the volunteers who helped with the jewelry sale in December. We appreciate all those employees who came to support this project. We will have several more sales throughout the year to fund our ongoing hospital projects and programs.

At the end of this newsletter, there is a form to contribute to our *Blossoms for Life* program. It is a wonderful way to honor someone that you work with at the hospital, or who has given you or your family member special care or who has had any important impact in your life. You can celebrate the birth of a child or grandchild or an anniversary. The contribution can also be a way to remember a loved one. You may give any amount. When you do give to the Blossoms program, a note is sent to the honoree or to the family of the one remembered. Their names are put on the plaque across from the Volunteer Services office at the entrance to the Conference Center. All gifts go to fund special projects throughout the hospital that are sponsored by the volunteers. Thanks to Pam Ayars for heading up this program.

I am looking forward to this year and hope that you will send me your thoughts and suggestions on how the board can better serve you. [bunnyt@nc.rr.com](mailto:bunnyt@nc.rr.com)



*Bunny Thompson*, President

**HAPPY NEW YEAR!**

## The President's Corner

### The Volunteers at WakeMed Raleigh Campus

November is the month for us to say 'thank you'. I would like to take this opportunity to say thank you to all of our volunteers for the time, energy, passion and dedication that you have devoted persistently to WakeMed. Here are some statistics that I would like to share with you. Over the 2012 fiscal year which ended in September, at the in Raleigh campus we had a total of 932 individual adult volunteers and 173 college student volunteers placed in 118 areas throughout the hospital. The total impact is equivalent to 40 full time employees per month for the entire year. Your generosity and impact to the hospital and to our community is far beyond anybody's description. Thank you.

As a token to recognize each of our volunteers' time and support, those of you who have accumulated a minimum of 50 service hours or reached a 100 or 500 service hour incremental milestones, have received your awards pin in the mail. If you have any question, or would like to know more about your cumulative number of service hours, please contact our staff in WakeMed Volunteer Services at 919-350-8293.

It's my privilege to announce that in our October board meeting, we had 2 volunteers agree to join us as one-year term board members. Please join me in welcoming Yvonne DeWald (currently in Guest Ambassador and patient Relations); Cheryl Pettyjohn (currently in Day Surgery), and most recently, Susan Legatowicz (Patient Relations and Guest Ambassador). Thank you to them for their dedication as they become our new board members for the year 2013.

Also in our October board meeting, we had guest speaker Mr. Jack Radford, Executive Director, from The WakeMed Foundation come to talk to us. Board members get regular up-to-the-minute updates regarding the Foundation from our Foundation liaison volunteer Rosemary Kenny in every monthly board meeting. Mr. Radford's appearance at our board meeting further illustrated the Foundation's appreciation of our volunteers' donation and support. WakeMed Volunteers just made its 4<sup>th</sup> \$10,000 contribution of a five-year of total \$50,000 pledge to support the Ronald McDonald Family Room.

Lastly, I sincerely wish all of you have a wonderful holidays season.



*Timothy Lee*, President

**THANK YOU!**

## Volunteer Services Metrics FY12 Annual Report

	Raleigh Campus	Cary Hospital	Totals
<b>Outcome Metrics</b>			
Total volunteer hours contributed	82,562	70,226	152,788
Individuals participating in programs	932	685	1,617
Average # volunteers per month	438	349	787
FTE equivalent	40.34	34.32	74.66
Salary equivalent Independent Sector National	\$1,799,026	\$1,530,214	\$3,329,240
Salary equivalent Independent Sector State	\$1,552,166	\$1,320,239	\$2,872,405
Salary equivalent WakeMed S09 2nd quartile	\$1,145,961	\$974,730	\$2,120,691
Funds raised by Volunteer organizations	\$61,971	\$34,751	\$96,722
Funds contributed by Volunteer organizations	\$45,830	\$34,161	\$79,991
Adult Volunteer satisfaction annual survey results average of 12 key attributes. Strongly Agree+Agree	89.19%	87.22%	88.21%
<b>Operations Metrics</b>			
College students participating in programs	206	82	288
Number of colleges represented	36	15	42
Volunteers employed by WakeMed	25	8	33
Candidates interviewed	661	270	931
New volunteers completed placement processes	479	306	785
Volunteers oriented: initial and annual	692	454	1,146
Special projects completed	29	0	29
Active department-based placements	118	68	186
System wide placements (mail/flowers, transport)	10	8	18
Departments served	102	50	152
Hospitality Pets teams active at year end	18	18	36
Hospitality Pets visits to patients	3,085	3,078	6,163
Evaluations distributed to departments	369	251	620
% Evaluations completed	100%	100%	100%
Patient Relations Ambassador Visits	4,379	2,259	6,638



## Volunteer Spotlight WakeMed Raleigh Campus ~ Martha Ramsey ~



Hello Fellow Volunteers,

One of my retirement goals was to become a volunteer at WakeMed Health & Hospitals. My mother-in-law, a WakeMed volunteer for at least ten years, encouraged me to pursue being a volunteer and attended the November 2005 orientation with me. WakeMed Hospital has provided outstanding care

to my family—husband, son, nephew and friends. These circumstances motivated me to give back because I experienced on a personal level the loving, caring spirit of volunteers and the hospital staff during stressful, life-threatening experiences as well as joyful ones.

My first assignment area as a volunteer was in the Critical Care Waiting Room. I worked in this area for about four years. I enjoyed the business of the waiting room, the demands, and being able to provide assistance to people—listening, giving directions and information—in a friendly, caring way. Then, one day as I signed-in at the volunteer office, Marie hailed me and asked if I could help out with some clerical work. This work expanded into a change in volunteer assignment areas to helping with various clerical tasks. Working in the office lets you see the many tasks that are accomplished by the volunteers of WakeMed.

Another volunteer area that I have been working in for several years is the retail area. I make flower bows for the gift shop. This volunteer area is rewarding because I know that someone's spirit is

lifted when that person receives a flower arrangement adorned with a pretty bow, and with each bow that I make there is a prayer said for healing, easing of pain, and strengthening.

I am a native North Carolinian from the Eastern part of the state—Rose Hill. College took me to Greensboro (Guilford College) while marriage brought me to Wake County. My career was in education. I taught high school science and then became an assistant principal in the Wake County Public School System. After 35 years, I retired and became a volunteer at WakeMed in 2005. I knew that once I retired I had to stay busy so I became a volunteer and also became a beekeeper. Bees need care, love, and attention. As a beekeeper you are checking hives, preventing swarming, bottling honey, building boxes, and a host of other activities to keep the hives and bee yard in good condition and healthy.

One of the most rewarding experiences that I have had as a volunteer is to be a member of the WakeMed Volunteer Board. The board, acting on behalf of volunteers, makes decisions about funding various programs and projects that benefit patients, nurses, and various areas of the hospital. Learning about the operations and programs of the hospital gives me greater insight into the types of services and care that WakeMed provides. As a board member, you get the opportunity to hear speakers talk about their programs and what they have been able to accomplish because of their grant request being funded by the WakeMed volunteers. Always, these individuals express appreciation for the service of volunteers and emphasize how valuable we are in carrying out the hospital's mission through our actions and service.



## Volunteer Spotlight WakeMed Cary Hospital ~ Patti Keeley ~



My name is Patti Keeley. I have been a volunteer in the Emergency Department at Cary WakeMed for 3 years.

My previous work has always been in medical administration, the last in Medical Staff Services on the beautiful campus of the Betty Ford Center for drugs and alcoholism in Rancho Mirage, California. When I left that position, my husband and I felt a calling to adopt children and so began our adventure as foster parents to care and raise drug and alcohol exposed newborns. These were very difficult babies because of the different effects drugs have on their bodies as it leaves their systems. We eventually adopted three of these babies.

As the girls were growing up, we decided to take an adventure in dog showing. We purchased our first show dog, Molly, a beautiful

fawn Pug. This adventure taught the girls the responsibilities of taking care of their dogs and preparing for the show rings. We traveled all over Southern California and had a ball. I was also showing Molly in the regular rings while the girls showed in the Junior Showman rings. We did quite well and finished one Champion male.

Since moving to North Carolina seven years ago, I have tried, in earnest, to reenter the medical administration area which is not so easy in this economy. When I applied to volunteer at WakeMed, Cary, three years ago, I was overjoyed to be given the opportunity to volunteer in the Emergency Department where I am still at work twice a month stocking the rooms and bays in that department. I also have the opportunity to interact with some of the patients occasionally which I feel blessed to do by helping to alleviate their fears, concerns and needs by just being a listening ear and bringing the occasional warm blanket.

Thank you WakeMed for this opportunity.

## Celebrating our Veterans

WakeMed once again honored Veterans and Military Personnel for their bravery, commitment and sacrifice of service for the citizens of the United States of America on Monday, November 12<sup>th</sup>. The actual Veteran's Day Holiday was on Sunday, November 11<sup>th</sup>. Please take the time to recognize any WakeMed employees, volunteers and medical staff who are serving or have served in any branch of the U.S. Armed Forces by acknowledging them to express gratitude for their dedicated service.

### WakeMed Raleigh Campus Volunteer Veteran's List

Bill McKenney	Air Force
Bob Wertis	Army
Brent GoForth	US Army Spec4
Douglas Rifenburg	US Army Sargeant
Eric Donnell Woods	US Army
Frank Johnson	National Guard
Jesse Murphy	Army
John Agurs	Air Force Sargeant
John Griswold	National Guard
Joseph Whitehead	Army
Kathy Tucker	US Navy Veteran CTR3
Paul Fausfeucht	Army
Philip Greco	Marine Corps
Reid Craft	Air Force
Robert Gelinas	Air Force
Robert Harrison, III	Navy
Samuel Rosenberg	Air Force
Steve Barat	Army
Steve Quinn	Army
Susan Legatowicz	US Army Major
Thom Koch	US Army Security Agency SP5
William Pugliese	Marines
George Kolar	Air Force Airman
Ebony J Collins	Air Force Reserve Airman
Corey McCormick	Navy
David Raper	US Army
Ed Geotz	Army
Elbert Middleton	Army
Julio Hasbun	Marine Corp
Margaret Bye	Navy
Rita Bonville	Army
Tyrone Allen	Navy

### Cary Hospital Volunteer Veteran's List

Bob Flederbach	Air Force
Bob McAllister	Air Force
Charles Evans	Navy
Craig Landau	Army
Harry Kincaid	Army
Henry Jessup	USMC
Jim Ryals	Air Force
Mike Schuler	Navy
Robert Bird	Navy
Dave Davenport	Marine
Charles Evans	Navy
Calvin Parks	Army and Air Force
Jim Ryals	Air Force
Drew Smith	Air Force
John Grau	Army





# WAKEMED UPDATES



## EMPLOYEE UPDATE

October 11, 2012

### **Electronic Health Record System Progress Update Efforts Led by Medical Staff and Clinician Participation**

As you may know, over the past 18 months an evaluation process has been underway to set the direction for the future of WakeMed's electronic health records (EHR). Most recently, numerous committees, including an IT Physician Advisory Board (comprised of over 30 physicians from throughout the system), 13 work groups, an EHR Evaluation Committee and the IT Executive Steering Committee have formed to evaluate our current IT systems, needs and options for the future of EHR.

Involved in this process were more than 250 professionals throughout WakeMed, including more than 100 physicians, clinical staff, support staff and administrative and Board leadership. They have worked diligently to evaluate strategic needs, as well as physician and staff needs, review technology options, study the financial implications and compare options.

The groups have independently and unanimously made the recommendation to move forward with an in-depth due diligence and evaluation of Epic's EHR product, EpicCare, prior to a final decision. EpicCare is a single-vendor, fully-integrated software suite which the evaluation teams and Steering Committee believe can help foster our goal of comprehensive patient-centered care. If ultimately selected and implemented, this system would integrate nearly all of WakeMed's clinical care and revenue cycle information into a single, streamlined record.

#### **Next Steps**

The recommendation to further evaluate Epic will go to the Finance Committee of the Board of Directors next week and to the full Board for consideration at the November 6 meeting.

Pending approval from the Board to continue with the evaluation, the various committees involved will have the opportunity for more in-depth assessments of how EpicCare might work at WakeMed. Numerous physicians and staff will have the opportunity to ask questions and explore the Epic product in much greater detail to ensure it's the best solution for WakeMed and for our patients.

###

## **Au Bon Pain Café-Bakery Opens in the Raleigh Campus Commons**

On Friday, December 14, Au Bon Pain Café-Bakery opened in the WakeMed Raleigh Campus Commons. The café is known for its fresh baked goods, gourmet sandwiches, salads, fresh-brewed coffee and espresso as well as a lineup of hot breakfast sandwiches and eight daily rotating specialty soups.

“We pride ourselves on giving guests fresh and healthy options”, said Sue Morelli, Au Bon Pain CEO. “Our menu spans from morning to night, while our service system allows guests to choose among made-to-order sandwiches and salads as well as flavorful pre-made options if they are on the run.”

The Raleigh Campus Commons is located on the first floor of the hospital along the 1E connector corridor and is also home to the WakeMed Gift Shop and Pharmacy. Payroll deduction will be available at the café.

In addition to indoor and outdoor seating, a small private room inside the café accommodating eight people can be reserved for meetings. To reserve this room, please contact an Au Bon Pain staff member by calling (919) 250-9510.

### **Hours of Operation & Catering**

Au Bon Pain will be open Monday through Friday, from 6 am to 10 pm, and Saturday and Sunday, from 7 am to 9 pm. It will also provide a full catering menu for department and hospital meetings, events, etc. For catering, please call 1-800-765-4227.

### **Grand Opening Specials**

To celebrate their grand opening on December 14, Au Bon Pain offered free samples, gift card raffles and giveaways. Customers can also take advantage of a welcome coupon that will be e-mailed directly to all WakeMed staff (good through January 4, 2013).

### **Au Bon Pain eClub**

The Au Bon Pain eClub is a loyalty club that allows members to receive e-mails about special offers and new products. If you choose to join the eClub at [www.aubonpain.com](http://www.aubonpain.com), please use your personal e-mail address.

Please join us in welcoming Au Bon Pain to WakeMed Raleigh Campus.

## **The Bistro to Opened Mid December at Cary Hospital, to Replace Leapin’ Lizards/Coffee Corner**

A new option for food and coffee service opened in mid December for Cary Hospital staff, volunteers and visitors to enjoy – introducing The Bistro at Cary Hospital.

Located in the atrium, The Bistro replaced the Leapin’ Lizards Coffee Corner. It is operated by Cary Hospital’s Food & Nutrition Services team and will offer with a wide range of crafted coffee beverages (including espresso and lattes) made with Larry’s Beans’ locally roasted organic coffee. The Bistro also offers smoothies and a variety of cuisine ranging from breakfast sandwiches, freshly baked gourmet pastries, cupcakes, fruit and yogurt parfaits, as well as a wide selection of deli sandwiches/wraps and grab-and-go salads. Initial hours

of operation will be Monday through Friday, 6:30 am to 8 pm. Once The Bistro is open, the management team will evaluate customer volume and consider weekend hours. In the meantime, weekend employees, volunteers and visitors can purchase Larry’s Beans freshly brewed coffee in Points West Café.

Points West Café is also a destination for premium brewed coffee. The service features locally roasted Larry’s Beans coffee (different flavors offered daily) as well as flavored creamers and condiments.

## Welcome Kelly Brooks, Director of Operative Services at Cary

Kelly Brooks, RN, MSN, MBA, has joined WakeMed Cary Hospital as director of Operative Services. Kelly brings more than 20 years of perioperative services experience to Cary Hospital. She comes to us from Trinity Health System in Ohio, where she was the director of Perioperative Services. Prior to that, she was director of Surgical Services at East Liverpool City Hospital also in Ohio.

At Cary Hospital, Kelly will be responsible for Pre-Admission Testing, Day Surgery, Operative Services, PACU, Endoscopy and Central Sterile Processing. She will continue with the department's rebuilding process, focusing on perioperative efficiencies, and will work closely with the Operating Room Executive Committee.

Please give Kelly a warm, WakeMed welcome when you meet her.

### IMPORTANT REMINDER

It is everyone's responsibility to protect our patient's privacy and uphold patient and organizational confidentiality at all times. If your volunteer duties include working with a computer and access to WakeMed systems, you are expected to ensure that your work station is secure. Each user must "lock" the computer or completely log off when the computer is going to be unattended. This is true not only when your work is done, but even if you are stepping away or turning your back "for just a minute". We are all responsible and we are all accountable.

### RECYCLE THOSE AWARDS 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.

### TRUST US -THE SURVEYS ARE REAL AND IMPORTANT!

The Volunteer Services department staffs are continuously identifying ways to be more process efficient, cost effective and responsive in all aspect of our work. You have all experienced the move to on-line signing in and out for your service as well as the capability that Volgistics offers for us to communicate with you individually and as a group via e-mail through the Volgistics portal.

Last year you also received the annual Volunteer Satisfaction Survey via an on-line tooled named Survey Monkey. All of the manual data entry and counting and paper and mailing expenses were eliminated and replaced with a quick, streamlined format that allowed the staff to create reports with the stroke of several keys.

We appreciate your embracing all of these innovative and "today" methods of engaging one another. This year we have a goal of processing ALL volunteer applications on-line via a Volgistics link. We will also use Survey Monkey for all orientation and program evaluations and Manager Satisfaction Surveys that share feedback regarding placements. We are saving on paper, envelopes, mailing costs, employee labor, landfill contents and more by shifting to these automated processes.

Please continue to include WakeMed and the Volgistics communications in your list of approved sites from which your internet and email providers will allow communications. We appreciate your contributions and your partnerships!

## New Outpatient Pharmacy Option for WakeMed Employees and Volunteers Piloted at Cary Hospital in November

The Outpatient Pharmacy on the Raleigh Campus will implement a new prescription filling program for WakeMed employees (including volunteers, permanent contract employees and retirees) that will include delivery to the Cary Hospital for pickup at the Cary Hospital Pharmacy. The Employee Prescription Delivery program will begin as a pilot for Cary Hospital employees on Tuesday, November 13, with additional WakeMed sites being added in 2013.

In order to utilize this service, please ask for prescriptions to be sent directly to the Outpatient Pharmacy on the Raleigh Campus from the physician or prescriber whenever possible (i.e. as electronic, telephone or faxed prescriptions). The Outpatient Pharmacy will then fill and send the medication by courier to the Cary Hospital Pharmacy for pick-up. For all written prescriptions, the original hard copy must be maintained in the Outpatient Pharmacy on the Raleigh Campus and can be sent via interoffice mail. Handwritten prescription can be faxed to the Outpatient Pharmacy at 919-350-7007. Users of the service must also complete a history form and fax it, with a copy of their insurance card, to the Outpatient Pharmacy upon first-time use of the service.

Payment is completed by credit card. Employees and volunteers who choose to use the Outpatient Pharmacy will benefit from favorable pricing offered by the Pharmacy as shared savings.

Refills should be called in to ext. 08195 (an option in the near future will be to enter prescription refills online). Please allow 24 hours turnaround time before picking up your prescription at the Cary Hospital Pharmacy, and prescriptions may ONLY be picked up during the hours listed below. Special requests for same day delivery of **new prescriptions** may be granted on an as needed basis. However, those requests will require **a six-hour turnaround time prior to pick up.**

### HOURS OF OPERATION (FOR PICK UP)

*\*Same as Outpatient Pharmacy Hours of Operation*

Monday – Friday: 8AM – 11PM

Saturday: 8AM – 4PM

Sunday: closed

Questions about medications can be directed to the pharmacist at either the Outpatient Pharmacy or when picking up at the Cary Hospital Inpatient Pharmacy. For questions about the service, please contact the Outpatient Pharmacy at ext. 08195.

## Guest Ambassadors

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

Norma Benitez-Villegas

Dominique Brown

Sherman Driver

Alelia Gomez

Michele Hartman

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

**Dominique Brown** was helpful, polite, taking guest to visit patient. Guest required wheelchair and directional help...she waited to return visitor to front desk...cheerful conversation!

**Michele** was one who went with me and showed me the way to where I needed to go, thanks so much!

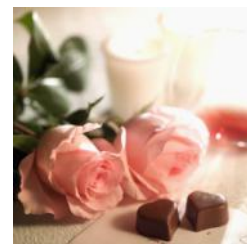
**Michele** hand delivered me to my relative's room.

**Michele** – personally escorted me through maze to the correct patient room.

**Michele** – she was very pleasant and a great guide!

**Michele** – great person.

**Norma**...thank you – she helped me out big time. I really appreciated the help.



# HAPPY HOLIDAYS!

As we end 2012 and look forward to 2013, the staff of Volunteer Services wants to wish you and yours a safe and joyful holiday season. We are excited to see all of you in the new year!



**Christian Melvin, Susan Maiolo, Susan Hester, Gayle Dworkin, Marie Johnson  
Volunteer and Community Services WakeMed Raleigh Campus**



**Tana Taylor, Jackie Kennedy, Delinda Thompson  
Gift Shop/Visitor Services and Volunteer Services WakeMed Cary Hospital**

## SPECIAL MESSAGES

### Special Thanks To WakeMed Cary Volunteers For Support Of *The Kraft YMCA Cardiac Rehab Program*

“Our lives drastically changed when at age 48 my husband unexpected had a heart attack, followed by open-heart surgery. Being the sole bread winner, self-employed and without insurance, rehab seemed to be an extra expense that could not be considered. However, thanks to the work of the volunteers we were able to find a manageable payment. Participating in rehab has been a crucial part of his recovery. Being able to do it together has really helped both of us as we enjoy this fresh start in life together. Words can't adequately express our thanks with much gratitude.

Jeff and Vonde Gray

### WakeMed Cary Cardiac Rehab Program

“Hi, today, Jeff, now a graduate, his wife and daughter brought in hand-painted thank you notes for us and also one for the volunteers. Cardiac Rehab has impacted their whole family and Jeff's wife and daughter have both lost 16 pounds and incorporated healthy eating and risk factor management into their lives. They will make great ambassadors for us. Jeff has since been able to return and is now insured again.

Thanks again.

A Message from Karen Thompson, Program Director

To Volunteer and Chaplain Services—Sue St.  
Clair & Lisa Koch

I just wanted to say a grateful “Thank You” for the  
*Tea for the Soul*”. I truly enjoyed the experience.

Petra Neuffer  
RN PACU & Perioperative Services

### We express our deepest sympathy to the families of Mary Lehman and Lillian Shapiro

Mary Lehman volunteered as a chart collation volunteer and a Patient Services volunteer at Zebulon Skilled Care Nursing Facility for almost nine years, contributing a total of 626 hours. Mary was known to always bring a quick smile and share her love of life with others.

We express our deepest sympathy to the family of Lillian Shapiro who passed away on November 21, 2012. Lillian volunteered in the Gift Shop at Cary Hospital from 1998 through 2008 contributing a total of 1,383.25 service hours.

## 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**

Lynn Bowman: "I really enjoyed volunteering at WakeMed Raleigh in Patient Charts. Marie and Jackie were all awesome to work with; also Christian and Sandreal. I met a lot of nice people and the dogs were too cute. WakeMed is good to its volunteers and that is important."

Rebecca Doyle: "Shawn and Jodi have been wonderful to have as a supervisor. Both provided great training and were always available, if I needed them."

Mary DeFino: "Volunteering in Patient Relations was an awesome experience. Helping the patients' stay in the hospital be a comfortable as possible was a great feeling. I hope to have the opportunity to volunteer again in the future. Thank you!"

Shannon Wood: "Christian Melvin was a pleasure to work with and always had a pleasant attitude."

Melissa White: "I really enjoyed volunteering. It was a great learning experience and helped me really get a feel of what a career I would like to pursue in my future. I would like to come back and volunteer soon when I get time again. For the time being I really am going to miss coming out to the hospital and helping others in every aspect that I could. Thank you again."

Linwood Joyner, II: "I would suggest that Volunteer Services make sure that volunteers placed in the Emergency Department actually get some form of patient contact and not just sit at the front desk."

Lucas Hunter: "It was a great experience. I truly enjoyed working with and learning from the nurses in the ED. I found joy through serving and helping the people in need."

Corinne Moreno: "It was a very good experience; everyone at Raleigh Medical Park made me feel welcome. They also allowed me to do more than I had started out doing, i.e., I became very proficient at answering the phone and handling various situations. I also enjoyed helping the patients."

Jessica Crawford: "I loved my time at WakeMed and look forward to volunteering again when time allows. The Children's Hospital was a wonderful place to spend my time and Susan (child life) was a joy to learn from and work with. I already miss my time there so much."

### **Cary Hospital**

Ekaterini Clausen: Outpatient Diagnostic Liaison: "Everybody in the Volunteer department is helpful and friendly. It was a rewarding experience for me. Thank you."

Rohin Gawdi: Emergency Department Back: "I sincerely enjoyed my time volunteering at WakeMed Cary Hospital. Thank you for the opportunity."

Homam Habta: Day Surgery: "It was an honor to be introduced into the Hospital and see what all the nurses and doctors do."

Pansy F. Jones: Outpatient Diagnostic Liaison: "Great Experience. Working with Jackie Kennedy as Volunteer Manager has been wonderful. Also working in the Outpatient Diagnostic Liaison department has been a joy. Danielle Miles is great and her staff. Wendy Sullivan is such a pleasure."

Megan Kauffman: Emergency Department Back: "The people who were volunteering were very nice and most of the staff was very nice..."

Jessica Kelly: Medicine Unit: "I truly enjoyed being a volunteer at WakeMed and have learned so much and gained experience in the field I wish to pursue (nursing). I am very grateful for the opportunity to help others and help make their days brighter. I hope that in the future when I have the time in my scheduled (I am unable to continue due to work/full-time school) to volunteer again at WakeMed and take advantage of an amazing opportunity to help others in need! Thank you! Volunteering at WakeMed was an amazing experience that validated my desire to join the medical field as my career in nursing. As I pursue my career at Wake Tech Community College, I will always remember that I owe it to WakeMed! Again, thank you!"

Purnima Kotiya: Gift Shop and Women's Pavilion & Birthplace: "Yes, it was a very positive experience volunteering at WakeMed Cary location. In short time, I had met so many nice people, made so many friends and most important I was pleased to help patients, staff and visitors. Jackie Kennedy, Ms. D & Ms. Tana were so kind and supportive to me. Thanks."

Marian Lucas: "I've enjoyed meeting and helping the people I've come in contact with and I'll surely miss them."

Preethi Manohar: Women's Pavilion & Birthplace: "I loved volunteering at WakeMed & hope to volunteer once again."

Jeffrey Mohr: Materials Processing and Distribution: "I found that I felt what I did was important and that I learned a lot about the hospital and how everything works in MPD."

Lee Nelson: Information Desk Women's Pavilion & Birthplace: "Capt. Prince is a prince among men. Some members of his staff could learn from him."

Nancy S. Wilhite: Day Surgery: "The Day Surgery department was a very friendly department. I felt appreciated and enjoyed working there and am happy that I could volunteer for the community."

# DONATIONS

**WakeMed Cary Hospital**

**A special thanks to**

Julie Kadow, Cea Ellington, Peggy Manning, Julie Ostermeyer and Sharron Grant members of Laureate Lota of Beta Sigma Phi chapter for their contribution of huggables.



**WakeMed Raleigh Campus**

**A special thanks to**

the members of Beta Lambda Sigma Philos chapter for their contribution of toys and books for the Children's Emergency Department.

**A special thank you to**

the Raleigh-Wake Chapter of Jack and Jill for the donation of books to the children of WakeMed Raleigh Campus.





## SEWING SNIPPETS

### Welcome Sew Buddies

The Sew Buddies of Heritage Baptist Church in Wake Forest are the newest sewing group to join the WakeMed volunteer family. They specialize in neck pillows for patients to rest on just to have something to cuddle with. Group representative Kathy Firth is pictured to the right with their first donation to the WakeMed Raleigh Campus. Welcome and thank you Sew Buddies!



### Period of Purple Crying

Knitters and crocheters across the country went purple crazy during the month of November. Their endeavors to knit and crochet purple baby hats are part of the Period of Purple Crying project. This education initiative uses the purple hats as a visual reminder to new parents that excessive crying in newborns is normal and to remember that shaking them is not a solution to the problem. WakeMed sewers actively participated in this program, as they have in past years. As one sewer mentioned, "We have fun seeing how many shades of purple hats we can make". The Volunteer Services office received several donations, including the one pictured to the left from Robin Stokes and her prayer shawl group.

### Cary Senior Center Sewers

Timothy Lee, Marie Johnson, and Christian Melvin recently had the pleasure of visiting the Cary Senior Center Sewers. The Cary Senior Sewing Group meets at the Cary Senior Center every Monday year round from 9am-11am. This incredible group is comprised of many women and one man with a variety of talents. The members ages range from 60 to 95 years young. Quite a few states in the U.S. are represented and also many nations, such as China, Germany, England and France. Also, many professions are among the group such as teachers, nurses, secretaries, mothers, grandmothers and many others. This group has been meeting for over 20 years.

The group knits, crochets, draws, cuts and sews dolls, makes doll clothes, press seams, sew quilted lap robes, zig-zag edges of lap robes and tacks them together. They also make infant hats and sometimes booties and bed socks for bed ridden patients. The materials used are donated by members of the community or purchased with funds provided by the town of Cary and fundraisers that the group participates in. The sewing machines that are used have been donated to the groups. The handcrafted gifts of love are shared with patients and family members of all ages at WakeMed.

The Senior Sewers enjoy getting together and each other's company and staying in touch. They are a support to each other as well as to the community.



## FUNDRAISERS

### Cary Hospital \$5 Jewelry & Accessory Sale

#### Thank you to:

Susan Alvey, Diane Boyer, Denise Galloway, Orly Margolis, Tom McFadden, Michelle Quinn, and Nancy Slagle who assisted with The Volunteers at WakeMed Cary Hospital jewelry and accessory sale on December 3, 2012. Over 150 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 \$4,638.46 in merchandise and raised \$869.00 in profits.



### Raleigh Campus \$5 Jewelry & Accessory Sale

The Volunteers at WakeMed Raleigh Campus hosted a jewelry and accessory sale on December 5, 2012.

#### Thank you to:

Ben Citero, Wanda Citero, Dora Morgan, Tarsha Trapp, Jayne Warzywak, Timothy Lee, Claudia Mormino, Sara Kirk, Akram Shirinzad, Marion Boissiere, Ann Wyker, Linda Gressel, Marion Greaux, Yvonne DeWald, Carolyn LaRue, Raymona Green, Janet Hoffman, and Carolyn Pennington.

Over 700 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did everyone enjoy finding holiday gifts, but we sold \$37,956.22 in merchandise and raised \$7,111.00 in profits.



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

## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

Shirlee Barte  
Lynn Burton  
Yvonne DeWald  
Rosemary Kenny  
Charlotte Luke  
Roy & Cheryl Pettyjohn  
Sara Pierson  
Martha Ramsey  
Sara Robinson  
Bob Wertis

### WakeMed Cary Hospital

Audrey Addo  
Davin Arroyo  
Deborah Atkinson  
Tandra Burson  
Michael Cartwright  
Chuck Evans  
Tammy Lamey  
Danta Mills  
Sharon Mills  
Erla Sue Peterson  
Sandy Phillips  
Christy Plummer  
Madhu Ramanan

## Our Condolences To:

### WakeMed Raleigh Campus

Lynn Burton—loss of family member  
Yvonne DeWald—loss of family member

### WakeMed Cary Hospital

Debbie DiLalla—loss of family member  
Erla Sue Peterson—loss of family member  
Betty Peck—loss of family member  
Barbara Williams—loss of family member

## Thank you to:

Chris Buchanan, Wiltonwood Cary  
Parkway for your donation of baby  
items.

The Cary Hospital Emergency Department is in  
need of new or gently used children books. Please  
drop off your donations at the Cary Hospital  
Volunteer Services department—Monday through  
Friday 8 am to 4:30 pm (with exception of Holidays).

## Sewing Donations Needed

Do you have scrap fabric, extra yarn and thread, and  
other sewing supplies lying around your house and you  
are looking to get rid of them? Don't throw them away!  
Drop them off to the Volunteer Services office and we  
will make sure they get into the ready and willing hands  
of our sewers.

\*\*\*\*\*  
\* If you would like for us to add \*  
\* your special remembrance, \*  
\* anniversary, births, etc., \*  
\* please call your \*  
\* Volunteer Services department. \*  
\* \*  
\* WakeMed Cary Hospital \*  
\* 919-350-2363 \*  
\* WakeMed Raleigh Campus \*  
\* 919-350-8293 \*  
\* \*  
\*\*\*\*\*

## 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

*Countless individual sewers not associated with sewing groups*

### WakeMed Cary Hospital

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

*Countless individual sewers not associated with sewing groups*

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

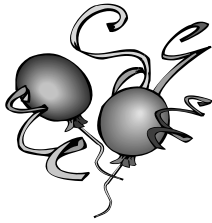
The Volunteer Services departments at Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

### Criteria:

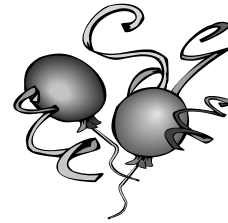
- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have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

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

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



# Happy Birthday!



## WakeMed Raleigh Campus

### January

Megan Aaseby 1/21  
Samia Alam 1/4  
Karl Amboya 1/3  
Marie Bailey 1/28  
Gwen Baker 1/1  
Shirley Bartee 1/23  
Doris Bell 1/5  
Shawn Berigan 1/4  
Joshua Bowling 1/5  
Carle Cayton 1/10  
Priyanka Chakravorty 1/1  
Lauren Cole 1/8  
Aubrey Collins 1/16  
Abdullah Dahnoun 1/4  
Shaun Daniel 1/1  
Joan Derrig-Heacox 1/17  
Barbara Doran 1/17  
Mary Ducette 1/6  
Serina Durrett 1/5  
Patricia Farraher 1/9  
Fatoumatta Fatajo 1/1  
Brenda Gartrell 1/17  
Adelia Gomez 1/16  
Misty Gunter 1/26  
Kathryn Hardison 1/25  
Janice Haywood 1/14  
Bernice Johnson 1/16  
Emilie Kadhim 1/16  
Jasmine Kelly 1/18  
Gina Kopley 1/16  
Erum Khan 1/7  
Thomas Koch 1/17  
Prudence Lally 1/8  
Jessica McAninch 1/2  
Dinah Moore 1/5  
Karen Morgan 1/31  
Lauren Nufer 1/9  
Carolyn Odham 1/9  
Bernice Parker 1/17

Lyncoral Parks 1/2  
Sally Perdue 1/27  
Quayanna Reese 1/4  
Cosette Rosati 1/22  
Udaya Sivadanam 1/24  
Sharon Sowell 1/14  
Kandy Standridge 1/23  
Lydia Vanvoorhis 1/25

### February

Jody Allen 2/14  
Dorian Alston 2/12  
Suheir Bannoura 2/15  
Trudy Bennett 2/18  
Martha Biggio 2/26  
Olivia Brasacchio 2/5  
Linda Cartagena 2/20  
Wanda Citero 2/5  
Editha Elliott 2/7  
Angelica England 2/26  
Lyndsey Fekete 2/5  
Paul Ibajesomo 2/7  
Dorothy Kohlbach 2/24  
Vsevolod Mihajlov 2/12  
Jayne Miller 2/5  
Meredith Miller 2/28  
Charlotte Montillo 2/13  
Christina Perez 2/13  
Martha Ramsey 2/28  
Terry Rimmer 2/14  
Supriya Sivadanam 2/25  
Brenda Smithwick 2/8  
Joshua Spann 2/28  
Rebecca Spann 2/9  
Tarsha Trapp 2/26  
Christopher Watts 2/21  
Katharyn Williams 2/16  
Jeanie Wrenn 2/6  
Ann Wyker 2/24

## WakeMed Cary Hospital

### January

Sarah Alexander 1/9  
Palma Ayars 1/14  
Randa Budayr 1/13  
Trudy Byron 1/1  
Jany Choate 1/10  
Preeya Deol 1/6  
Priya Desai 1/11  
Riya Desai 1/11  
Amrita Dusara 1/9  
Anderson Emery 1/28  
Sarah Evans 1/31  
Janice Farnsworth 1/22  
Kendra Felder 1/18  
Judith Fleming 1/2  
Shirley Garriss 1/3  
Anna George 1/22  
Barbara Gribble 1/13  
Tammy Harvey 1/22  
Andrew Hegeman 1/2  
Ibrahim Issa 1/21  
Sabina Jamal 1/15  
Fatima Jerhaoui 1/16  
Mari Kelly 1/13  
Judith Klotz 1/26  
Sneha Kumar 1/27  
Tammy Lamey 1/9  
Sharon Mills 1/20  
Vivian Mobilio 1/10  
Linh Nguyen 1/22  
Gladys Nielsen 1/23  
William Park 1/27  
Rachel Polsky 1/11  
Michelle Quinn 1/25  
Carol Reightler 1/7  
Georgia Rothschild 1/16  
Shamim Shaikh 1/4  
Sarah Shelly 1/18  
Christina Smith 1/21

Sharon Thompson 1/4  
Melvin Tolliver 1/6  
Divya Venkataganesan 1/7

### February

Susan Alvey 2/25  
Davin Arroyo 2/24  
Andreas Boehme 2/5  
Victor Brozovsky 2/21  
Lois Brucker 2/1  
Tandra Burson 2/22  
Britanie Calleja 2/19  
Mary Campbell 2/25  
Barbara Copperwheat 2/20  
Susan Coulter 2/28  
Shelby Credle 2/12  
Dave Davenport 2/18  
Charles Evans 2/19  
Bryan Fink 2/26  
Robert Flederbach 2/25  
Helen Gaster 2/8  
Ravin Golwala 2/22  
Jane Grizzard 2/1  
Gina Harry 2/22  
Marjorie Johnson 2/1  
Helen Jones 2/15  
Anne Joyner 2/5  
Josh Lankford 2/4  
Patricia Lundy 2/13  
Betty Mangum 2/8  
Robert McAllister 2/28  
Nancy McClung 2/15  
Eileen Okel 2/26  
Ami Patel 2/1  
Madhu Ramanan 2/9  
Susan ReCorr 2/19  
Winifred Robinson 2/22  
Gayle Thompson 2/16  
Jordan Wong 2/15



# *Welcome New Volunteers*

## *Welcome New Volunteers*

### WakeMed Raleigh Campus

Megan Aaseby  
 Vanessa Athis  
 Charity Austin  
 Marie Bailey  
 Angelica Barnekow  
 Brittany Benicase  
 Hazani Benitez-Rosas  
 Ryan Blount  
 Iris Bonapart  
 Revanth Challuru  
 Savannah-Ann Chronister  
 Abdullah Dahnoun  
 Nimit Desai  
 Raquelle Dunston  
 Meghan Edwards  
 Deborah Ekoue  
 Fatoumatta Fatajo  
 Laura Fierke  
 Jonathan Fox  
 Apiffany Gaither  
 Raymona Green  
 Suzanne Hammett  
 Brittany Hardy  
 Aaron Hernandez  
 Monica Holloway  
 Meredith Huffman  
 Porter Jefferson  
 Alexis Kay  
 Fran Kelly  
 Jasmine Kelly  
 Erum Khan  
 Edward Latva  
 Abigail Lee  
 Jasmine McLean  
 Meredith Miller  
 Hyerim Min  
 Jessica Moore

Catherine Morris  
 Dorothy Oakman  
 Adebisi Oshikoya  
 Lyncoral Parks  
 Catherine Pelone  
 Christina Perez  
 Roy Pettyjohn  
 Ryan Pileski  
 Margaret Pipkin  
 Oyoola Popoola  
 Haneen Radwan  
 Arlene Ramos  
 Brooke Reimer  
 Sharon Rook  
 Irma Rose  
 Jennifer Ruderman  
 Muhammad Samara  
 Emily Seamon  
 Kamal Sharma  
 Teresa Solomon  
 Kim Stamegna  
 Titilola Taiwo  
 Calyce Taylor  
 Sharon Thomas  
 Abigail Torres Rivera  
 John Treece  
 Isabel Van Toorn  
 Lydia Vanvoorhis  
 Laurie Ward  
 Amanda Whitley-Plyler  
 Juliane Williams  
 Katharyn Williams

### WakeMed Cary Hospital

Dela Adams  
 Samra Afzal  
 Helen Cain  
 Gloria Carey  
 Paige Colpo  
 Traci Cooper  
 Siarra Deol  
 Jeffrey Dworkin  
 Ceci Ellington  
 Grace Estes  
 Roberta Farley  
 Allie Frear  
 Anna George  
 Dora Gibbs  
 Charles Godwin  
 Sharron Grant  
 Shazia Hasan  
 Nancy Herndon  
 Reeta Jaswal  
 Fatima Jerhaoui  
 Julie Kadow  
 Kathy Krause  
 Josh Lankford  
 Evelyn Lewis  
 Hilda Liegl  
 Peggy Manning  
 Preethi Manohar  
 Mark Mathis  
 Colleen McGuire  
 Essy McNeilly  
 LaVon Missell  
 Julie Ostermeyer  
 Jennie Park  
 Alix Peters  
 Winifred Robinson  
 Vercilli Sibunga  
 Judy Smith  
 Iryna Sukhadolskaya  
 Sonum Tharwani  
 Mennen Whiting



# PLACEMENT OPPORTUNITIES

## WakeMed Raleigh Campus

### **Guest Ambassador:**

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

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

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

### **Hospitality Pets:**

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

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

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

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

Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

### **Office Support:**

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

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

### **The Ronald McDonald Family Room :**

Sunday – Saturday: 9 am – 9 pm, 3 hour  
shifts

It is an oasis for the parents of children hospitalized in the inpatient pediatric units. Located just steps away from their children the Room offers computers, showers, snacks and a friendly volunteer who can listen with compassion. Skills: Excellent verbal communication skills and personal interaction skills. Ability to work independently. Excellent human relations skills, including tact, diplomacy, open communication and the ability to relate to persons on an individual basis. Willingness to adhere to all aspects of confidentiality. Good organizational skills. Excellent listening skills.

### **Sewing Individuals and Groups**

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

## Cary Hospital

### **Apex Healthplex – Radiology:**

Mondays, 8 am -12 pm

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

### **Kraft YMCA – Cardiac Rehab:**

Monday – Friday, 6:30 am – 10 am

Volunteers enhance customer service by greeting patients arriving for service. Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises discernment in making independent decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

### **Patient Service Volunteer/Feeding Partner:**

2 – 4 hours shifts available, 8 am – 10 am,  
11:30 am – 2 pm and 4 pm – 6 pm

Volunteer scheduling is set to coincide with breakfast and lunch or dinner tray delivery. Duties include stocking supplies, running errands, attending to patient comfort needs. Volunteers are trained to assist with the set up and feeding of patients requiring assistance.

### **Recreational-Diversiory Volunteer:**

Monday-Sunday, 9 am – 3 pm, 2-4 hour  
shifts

Do you love interacting with patients, families and staff and have a special talent or skill? WakeMed Cary Hospital Volunteer Services department is recruiting volunteers to help brighten the stay of our patients by providing recreational and diversionary activities. Activities may include bingo, card games, coloring, music, arts & crafts, manicures, reading aloud, story time, social hour, movie time, current event group, remembrance group and chair exercises.

## Calendar of Events

### WakeMed Raleigh Campus

- **First Uniform Sale**

Thursday, February 7, 2013  
Andrews Center, 7 am - 4 pm

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

- **The Volunteers at WakeMed Raleigh Campus Annual Luncheon**

Friday, February 22, 2013

- **Volunteer Board Meetings**

- \* Tuesday, January 8, 2013
- \* Tuesday, February 12, 2013  
Conference Dining Room, 10 am - 12 pm

### WakeMed Cary Hospital

- **Volunteer Board Meetings**

- \* Wednesday, January 16, 2013
- \* Wednesday, February 27, 2013  
Cary Conference Center 11 am to 1 pm

- **Professional On-site Sales**

Wednesday, February 13, 2013  
Conference Center 7 am to 4 pm

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

- **The Volunteers at WakeMed Cary Hospital Annual Luncheon**

Tuesday, February 26, 2013

- **Heart Saver Class**

- \* Friday, January 11, 2013
- \* Wednesday, March 6, 2013  
Cary Conference Center 1 pm to 4:30 pm

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



## Volunteer Orientation

### WakeMed Raleigh Campus

- Monday, January 7, 2013  
Conference Dining Room, 5:30 pm - 8:30 pm
- Wednesday, January 16, 2013  
Conference Dining Room, 1 pm - 4 pm
- Monday, February 4, 2013  
Conference Dining Room, 5:30 pm to 8:30 pm
- Wednesday, February 13, 2013  
Conference dining Room, 9:30 am - 12:30 pm

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

### WakeMed Cary Hospital

- Thursday, January 3, 2013  
Conference Center, 5:30 pm - 9 pm
- Thursday, January 24, 2013  
Conference Center, 8:30 am - 12 pm
- Tuesday, February 5, 2013  
Conference Center, 5:30 pm - 9 pm
- Tuesday, February 19, 2013  
Conference Center, 8:30 am - 12 pm

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

## Tour Dates

### WakeMed Raleigh Campus

- Tuesday, January 15, 2013  
Volunteer Services, 1 pm - 2:30 pm
- Thursday, January 17, 2013  
Main Entrance Lobby, 6 pm - 7:30 pm
- Tuesday, February 12, 2013  
Volunteer Services, 1 pm - 2:30 pm
- Thursday, February 21, 2013  
Main Entrance Lobby, 6 pm - 7:30 pm

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

### WakeMed Cary Hospital

- Monday, January 7, 2013  
Volunteer Services, 7 pm
- Monday, January 28, 2013  
Volunteer Services, 10 am
- Thursday, February 7, 2013  
Volunteer Services, 7 pm
- Thursday, February 21, 2013  
Volunteer Services, 10 am

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



### **BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY**

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

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

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

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

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

<b>Email Update Form:</b>
Name _____
Email Address _____
<b>PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!</b>

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

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

<b>I prefer to continue to receive the HeartBeat by US Mail.</b>
Name _____

**WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610**

**WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Rd, Cary, NC 27518**



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