



March 2012

## WELCOME JACKIE KENNEDY TO CARY HOSPITAL

It is an honor to share with you that **Jackie Kennedy** has been promoted to Manager, Volunteer/Community Services at WakeMed Cary Hospital beginning May 6, 2012 following the retirement of Bethany Kelly. At Raleigh Campus we will all certainly miss Jackie's daily presence. She has been a partner at Raleigh Campus for 11 years - and we have all benefited from her positive focus on ensuring that each of you and her co-workers have a great experience every day. Jackie will be a natural leader to follow Bethany in the manager role at Cary Hospital. She is progressive and versatile. Jackie brings the WakeMed strong dedication to customer satisfaction to the forefront every day. As a hands-on leader she will work with you to implement new strategies and projects and support and maintain the outstanding services that are in place.

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## KUDOS to the Triangle Business Journal Health Care Hero Winner

**Rosemary Kenny** is a volunteer in the Neonatal Intensive Care Unit (NICU) at WakeMed Raleigh campus where she conducts hearing tests for premature babies. Rosemary says she is motivated by the importance of identifying babies who need hearing assistance, so that "we can give them the very best possible start in life." The Triangle Business Journal (TBJ) honored 25 local professionals this year with Health Care Hero Awards, including four from WakeMed. Rosemary is one of the WINNERS! Winners were nominated by their peers and selected by a TBJ-appointed committee. All winners have made significant contributions to health care in this community. Rosemary Kenny, BSN, received her Bachelor of Science degree in nursing from College of Saint Rose in Albany, New York. During her professional career, she worked as a general duty nurse in various healthcare settings. After retiring in 1999, Kenny began working at WakeMed Health & Hospitals in Raleigh as a volunteer, performing hearing screenings on newborns. She also serves on the board of directors for The Volunteers at WakeMed Raleigh, working on special projects like fundraising, blood drives and providing hospital tours to new volunteers. She has volunteered more than 1,500 hours during her tenure at WakeMed. Kenny and her husband Neal have five grown children. They live in Raleigh, NC.



TO: All of the WakeMed Cary Hospital Volunteer Team

FROM: Susan M. Hester  
Director, Community Services

DATE: March 26, 2012

SUBJECT: Bethany Kelly Retirement

It is an honor as well as a difficult task to share with you that Bethany Kelly will retire from WakeMed on May 5, 2012.

This is an honor because Bethany has been a part of my team for 21 years and an employee at WakeMed for over 32 years. Since December 28, 2003 Bethany has led the Cary Hospital Volunteer Services department as your manager, implementing innovative services and bringing the majority of our current Cary Hospital volunteer team on board. From 1991 until 2003 Bethany was a key member of the WakeMed Raleigh Campus Volunteer Services department. From September 17, 1979 until 1991 Bethany worked in Recreation Therapy at Raleigh Campus.

While the very difficult part of Bethany's retirement is having this dependable, strong partnership at WakeMed come to a close, there is a tremendous sense of joy that I have for Bethany as she focuses on moving into her new home and settling into the next phase of her life. Please join me in wishing Bethany well. We will celebrate Bethany and her contributions to our organization before she leaves. Be on the lookout for information about that event.

The process of searching for a new manager for the WakeMed Cary Hospital Volunteer Services department has been completed. I am proud to share that Jackie Kennedy has been selected to lead your department.

Thank you for the support that you have given to Bethany and that you continue to give to our patients, staff, organization, Dee and me!

## Until We Meet Again

Dear Friends:

I want to take this opportunity to thank all of you for your support and friendship over the years. The next few weeks are going to go quickly and I know that there will be many of you that I may not get to see or speak to before my retirement on May 4.

The past 32 ½ years with WakeMed have gone quickly and the nearly 22 years of that time with Volunteer Services has been a purely splendid pleasure. I grew up at WakeMed and I am proud to say that my volunteer family has been a *cornerstone* in my foundation. Each of you has taught me important life lessons. Working with you, and getting to know you have been a distinct honor and privilege. Thank you for sharing your life with me and with WakeMed!

I wish each of you well and know that I will always carry you in my heart. You have my love and respect, always.

Bethany Kelly,  
 Manager, Volunteer/Community Services  
 WakeMed Cary Hospital

### WakeMed Update

February 20, 2012

## Deborah Messina Named Director of Revenue Cycle Management

This week, WakeMed welcomed Deborah Messina as the new director of Revenue Cycle Management. Messina formerly served as the director of Revenue Cycle at The Stamford Hospital in Stamford, CT. She brings WakeMed more than 20 years of experience in revenue cycle management including healthcare, commercial finance, credit/collections, and cash management.

Messina will be responsible for providing leadership in the overall management of Billing, Claims Processing, Customer Service, Collections, and financial assistance programs for the Patient Financial Services division. In addition, she will integrate and/or consolidate various complex, corporate Registration and Business Office systems to produce optimal cash flow and achieve organizational Accounts Receivable goals.

"We are very pleased to welcome Deborah to WakeMed and look forward to having her as a member of our team," said Dudley Harrington, vice president, Revenue Cycle. "I am confident that her skills and experience will enhance both the efficiency and effectiveness of Patient Financial Services."

Messina graduated from Mercy College in Yorktown, NY with a B.S. in Organizational Management and Leadership. Please join us in welcoming Deborah Messina to WakeMed and North Carolina!

###

## The President's Corner

### WakeMed Cary Hospital



As we head into spring I am happy to report we have two new board members: Debby Dilalla has accepted a one year position on the board. Joe Esmond has agreed to complete an open three year term. Debby

volunteers in the Women's Pavilion. Joe volunteers at our skilled nursing facility in Fuquay-Varina. Each of them brings a particular skill base to the board and we appreciate their willingness to serve.

Thank you to all of you who participated in the nomination process for board members for the 2012 election process. The nominating committee will be announcing the new slate very soon.

At the February board meeting Lisa Koch from Spiritual Care formalized a request for funds from the board to help establish a memorial garden adjacent to the Meditation Chapel at WakeMed Cary. The board approved financial support for this project so the planning has begun. There will be more updates as these plans develop.

Susan Alvey has agreed to serve a 6<sup>th</sup> year as chair of the Annual Golf Outing. The 2012 event will be held at MacGregor Downs Country Club on October 15th. Co-chair Debby Dilalla will assist Susan with the leadership and coordination aspects of the committee. Volunteers are a vital part of this fundraiser. Anyone interested in joining the golf committee, please be assured you would be so welcome. Stop in or call the volunteer office, or contact Susan Alvey ([susan9117@gmail.com](mailto:susan9117@gmail.com)) or Susan Hester ([shester@wakemed.org](mailto:shester@wakemed.org)). An event of this nature is an enormous undertaking and your help to make the outing a success will be appreciated.

In preparation for the upcoming survey by The Joint Commission, please review the new volunteer handbook to ensure that you are prepared for the

survey team. Additional notes will soon be available as well to help us remain in an outstanding state of readiness.

Many volunteers working in the hospital, and certainly all the volunteers in the atrium, are aware of the high demand for handicapped parking spaces. David Coulter, Sr. VP and Administrator as well as his leadership team are concerned about this issue and working diligently to lessen this problem. Volunteers can help. Remember that a handicap sticker should be utilized only when the person for whom it has been granted is traveling in the car. If possible, volunteers should park in the parking garage or in the outdoor lot adjacent to the deck. Your support and cooperation is very much appreciated by the patients and guests who need the spaces closest to the facility.

By now you must have received your invitation to the volunteer recognition luncheon at Preston on April 17<sup>th</sup>. It has been quite some time since we have all been able to gather together for this spring treat provided by the hospital. I look forward to seeing you there.

Please watch your mail for the annual Blossom campaign 2012 letter. This program is so important to our patients and staff. Support in the way of our donations is what makes the fund available.

Lastly I hope you have all had a chance to see or hear the new WakeMed Public Relations campaign now playing on local television and radio networks. There are also some great "Profiles of Health Care Employees and Their Careers" articles in the N&O within the News in Education section. These are so well done. It makes me proud to be part of such a community focused hospital network.

Thank you for continuing the great work you do for WakeMed, its patients, staff and visitors.

Denise Galloway  
President, Volunteer Board

## The President's Corner

### WakeMed Raleigh Campus



The Volunteer Services department has received new volunteer handbooks which are to be distributed to all active volunteers. Please stop by and pick up your copy the next time you come in to

volunteer. If you would like a copy sent to you, please let the department staff know by calling Volunteer Services at 350-8293 or sending an email to Kim Elliott ([kielliott@wakemed.org](mailto:kielliott@wakemed.org)), Jackie Kennedy ([jkennedy@wakemed.org](mailto:jkennedy@wakemed.org)) or Marie Johnson ([mljohnson@wakemed.org](mailto:mljohnson@wakemed.org)).

This year, in celebrating our National Volunteer Week from April 15<sup>th</sup> thru April 21<sup>st</sup>, Volunteer Services has planned a luncheon for the Raleigh Campus volunteers. The luncheon will be held at North Ridge Country Club, on April 3<sup>rd</sup>, 2012. Please make sure to RSVP by calling 919-350-8293 by Thursday, March 29. We look forward to seeing you.

Tom Oxholm, Chair of WakeMed Board of Directors and Dr. Bill Atkinson, CEO of WakeMed issued a thank you letter and sent to our Volunteer board, to thank The Volunteers for the contributions and support given by all of our volunteers.

Our February uniform sale exceeds our goal with a profit of \$7,677. I would like to thank those who took time to participate in this successful fund raising event. Our next event is Masquerade \$5.00 sale scheduled for April 25, 2012. If you are interested in helping at any of these fun events, please contact Volunteer Services office at 350-8293.

We had Vickie Riddle, Infection Prevention and Control, speak to us in our last board meeting about the Noroviruses that are prevalent this time

of year. Vickie provided just in time nuts and bolts of this long existing virus.

Norovirus infection is spread through contact.

The virus is in the emesis and stool.

- \* Symptoms include nausea, vomiting, watery, non-bloody diarrhea, abdominal cramps, malaise, headache, low fever and dehydration.
- \* If infected, our body produces no antibodies, and therefore there's no immunity.
- \* There's no drug to help. It must run its own course for the virus to evacuate.
- \* The body is shedding the virus up to 48 hours after the last diarrhea stool.
- \* The virus can only be killed by Lysol, spray & cleaner, and by bleach.
- \* Always wash your hands frequently with soap and hot water.
- \* If you use wipes to clean surfaces, read the label and make sure it contains bleach. Wipes without bleach are not effective with Noroviruses.

If you would like to get a copy of the Noroviruses fact sheet, please send me an email at [timo-thyleere@gmail.com](mailto:timo-thyleere@gmail.com).

Volunteer evaluations are coming soon as well as the on-line satisfaction surveys. This new on-line format serves the purpose of offering efficient data collection, reducing paper use, and saving cost. We are all encouraged to respond to the surveys.

I wish you all to have a wonderful spring, which officially began on March 20, 2012.

Timothy Lee  
President, Volunteer Board



WakeMed Health & Hospitals

3000 New Bern Avenue  
Raleigh, North Carolina 27610  
919-350-8112

William K. Atkinson, PhD, MPH  
President & CEO

January 18, 2012

Susan Hester  
Director, Community Services  
WakeMed Health & Hospitals  
3000 New Bern Avenue  
Raleigh, NC 27610

Dear Susan,

The WakeMed Board of Directors received the FY 2011 Annual Volunteer Report this month and requested that their sincere thanks be extended to the Volunteers of Raleigh Campus and Cary Hospital. They recognized and expressed their gratitude for the exceptional dedication and commitment that the volunteers have shown this past year.

The significant support that is provided to WakeMed's staff, patients and families by the volunteers through their hours, special projects and donations cannot be underestimated. Their willingness to serve enables WakeMed to provide quality care and service to the community.

Please share the Board's continued appreciation with the volunteers for their outstanding service this past year.

Respectfully,

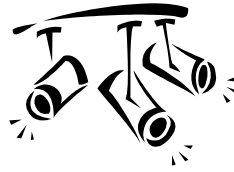
A handwritten signature in black ink that reads "Tom Oxholm".

Thomas B. Oxholm  
Chair, WakeMed Board of Directors

A handwritten signature in black ink that reads "William K. Atkinson".

William K. Atkinson, Ph.D.  
President & CEO

**Volunteer Spotlight  
WakeMed Raleigh Campus  
~Brenda Gartrell~**



**Volunteer Spotlight  
WakeMed Cary Hospital  
~Scott Ippolito~**



My name is Brenda Gartrell, I am a native of Raleigh, NC. I have been married to a wonderful man, Douglas, for 25 years. We have two outstanding sons, Douglas Jr. and James. Recently, we were made proud grandparents of a beautiful granddaughter, JaNala Paris, born Friday, November 25, 2011.

On May 23, 2010, I graduated from Wake Technical Community College, obtaining an Associate Degree in Medical Office Administration. I decided to volunteer with hopes of getting my feet in the door for employment. In the beginning I must confess, I did not think I could afford to spend the time volunteering. We are trying to put our youngest son through college and are trying to make ends meet. Anyway, I completed the volunteer application, received my immunizations, and attended the orientation.

So, here I am at WakeMed volunteering my services on Tuesday for approximately three hours. I volunteer as a Patient Relations Ambassador, which allows me to visit patient care units and survey the patients as to their stay here at WakeMed. Each time that I have had the opportunity to go on the unit and interact with the patients, I am rewarded with such a remarkable experience that is unexplainable. Even though, it is not monetary, it is so gratifying. I feel so blessed to have been chosen to be a part of this most exciting mission. I did not realize that volunteering could be so fulfilling.

Thanks WakeMed Volunteer Services for giving me this wonderful experience.

My name is Scott Ippolito, I grew up all over Georgia. Specifically, I lived the majority of the time in Marietta, Georgia.

I moved to North Carolina with my family in 2006, and surprisingly had brain surgery the next year.

I mostly spend my spare time, when I find some, exercising and relaxing with TV or a book, often my Bible.

I've been volunteering in the Post Anesthesia Care Unit for almost a year because at first I wanted to experience what it was like working alongside nurses with patients in the hospital.

Now I volunteer not just for those reasons, but also a few others, like a love for and enjoyment of the nurses, techs, and volunteers I work alongside and a sense of home in the PACU.

In fact, partially from my wonderful year experience with my nurses, I aspire and strive to be a nurse in the hospital just like them.

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## Parking Update – WakeMed Cary Hospital

Parking for our customers who have mobility issues has long been a concern. To meet the needs of our customers, Cary Hospital has added 17 handicap parking spaces in close proximity to the building. Once the signs are up there will be a total of 14 spaces in front of the Women's Pavilion & Birthplace, 19 spaces near the front entrance and 4 spaces at the ED entrance.

Certainly the needs of our volunteers with mobility issues are of great importance to us as well. If you do have a need to park close and have a handicap plaque issued in your name you are entitled to make use of these spaces. If you have a physical need to park close to the building, but do not have a handicap plaque we would appreciate if you would inform the Volunteer Services office so we can assist you in finding appropriate options. In any event, we always ask that you use your best judgment.

In general, please follow these guidelines for parking:

If you are a weekday, daytime (7am – 4:30pm) volunteer without mobility issues, use the employee parking deck or the flat lot next to the deck.

If you are a weekday evening (after 4:30pm) or weekend volunteer, you may use your judgment and park in the lot near the building. If parking in the lot near the building, it is suggested you park in the last section of the lot parallel to Kildaire Farm Road.

If you are a volunteer with a mobility issue and have been issued a handicap plaque, it is suggested that if possible you park in spaces close to the building that are NOT marked as handicapped. We understand that this is not always possible, but would appreciate your consideration when it is possible.

If you are a volunteer who has mobility difficulty, but have not been issued a handicap plaque, please see Volunteer Services staff to discuss options.

Thank you for your cooperation and consideration in this matter.

## Congratulations Rosemary Kenny!

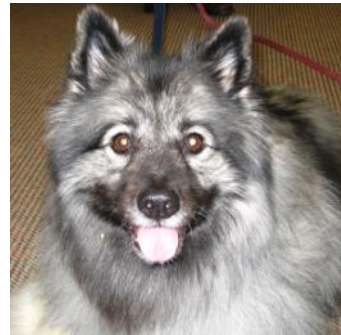
I am thrilled to inform you that you have been chosen as one of a select group of people who are finalists for *Triangle Business Journal's* 2012 Health Care Heroes Award. This prestigious award honors the area's outstanding health care providers for putting innovation and compassion to work to improve the human condition.

You have been chosen to be part of a special video. It will be shown at the awards dinner, and will tell the inspirational stories of some of our Healthcare Heroes awards finalists like you.

Sincerely,



Bryan Hamilton  
Publisher



### A Loving Farewell to Hospitality Pet, Nus Ware

It is with sorrow that we bid farewell to our beloved Nus. For nearly 5 years Miss Nus and her owner, Cindy Ware, visited Cary Hospital and brought much delight and happiness to the patients, families and staff. We will long remember this saucy little girl - from her early years prancing up the halls always in her princess headdress, to her later years regally perched in her little red wagon as Cindy pulled her up and down the halls to visit her subjects. She was ever the eager and loving lady. She will be missed. Thank you Cindy for sharing her with us!



## February is Black History Month

On February 9, The Wake Early College of Health and Sciences (WECHS) celebrated the past and present achievements of African Americans. Niki Woldu, WECHS teacher, and students, put together a Black History Month Celebration & Step Show. It was a joyous occasion that featured student monologues, musical tributes and step performances from Kappa League, Omega Psi Phi, Alpha Phi Alpha and Delta Sigma Theta. Keynote speaker Marvin Pittman provided positive reflections and directions to our future leaders.

48 students from Wake Early College volunteer at WakeMed. Since October 2011 they have given 1094.75 hours of service in 16 placement areas.



**Kappa League Steppers**

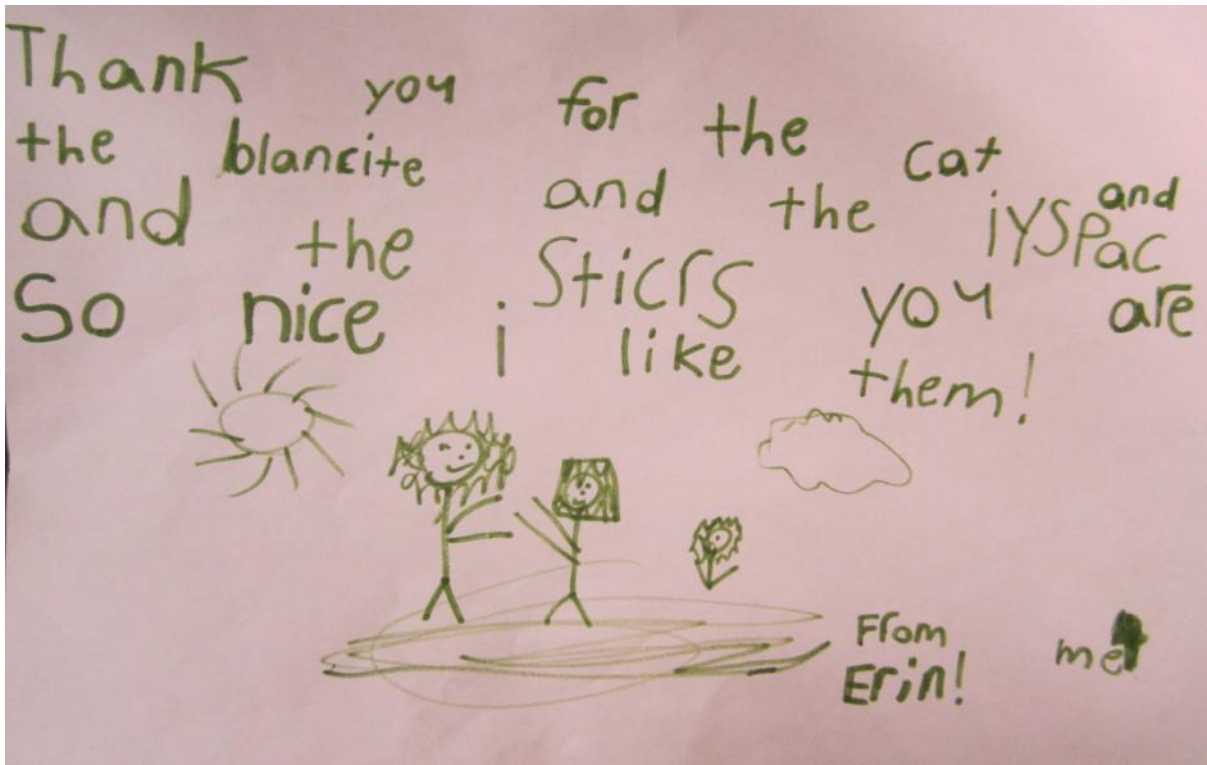


**Key Note Speaker: Marvin Pittman and WECHS students**



### **The Grateful Butterflies Y-Princess Group**

wanted to do make special Valentine's cards for the children at WakeMed. They wanted the children to know that they are cared for and to feel better soon.



**A thank you to the Cary Hospital volunteers who make huggables for our patients.**



**A special thanks to Primrose School of Heritage, Wake Forest, NC for their donation of 612 children books for the Reach Out and Read Program.**

## Service Excellence At Its Best: Celebrating Our Guest Ambassadors!

The WakeMed Raleigh Campus Guest Ambassadors provide daily customer service by greeting patients and visitors that walk through our front doors, helping with wayfinding and providing wheelchair assistance.

The following guest ambassadors volunteers were recognized from our customer comment cards recognizing them for excellent service/care to them or their loved one.

Kudos to those volunteers recognized and to all our guest ambassadors' who serve patients, families and staff on a daily basis.

Listed are some of the comments received:

### December

"Sandy Bannoura is very helpful and courteous"

"Great job with wayfinding - she actually took me to the place. – Allison Smith"

"Dale with the red vest walked me from the visitor deck to the A/B elevator and up to Critical Care Waiting Room."

"Sherman was so nice and pleasant and took us where we needed to go."

### January

"Tori" met me at the Visitor Entrance and escorted me to the proper place in hospital. Friendly and courteous! Thank you!"

"Steven Barat was kind enough to walk with me all the way to my destination."

Ann Strother called in to compliment the Volunteer Guest Ambassadors for helping her get to the CCWR and back. "They were very polite and helpful and I'm quite impressed with the overall program".

"Allison Smith – She went, in my opinion, above and beyond with her kindness and assistance. Thank you!"

"Sherman Driver helped me get to the right place. Very friendly and kind. Have found this to be a very friendly place."

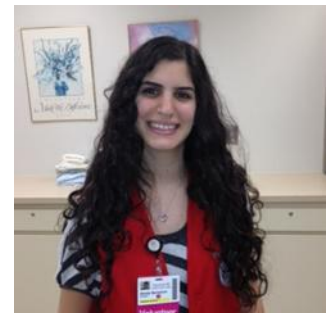
"Dale – very personable helpful and was concerned for me as a visitor and for my wife."



Sherman and Rosemary Driver



Ashley Pulley



Sandy Bannoura



Tori Look



Dale Shearer

**Service Excellence Continued**

"Great job Ashley!"

Adelia Gomez came to escort me back from the Wound Clinic. Very outgoing, helpful and friendly. Thanks for your help!

Olivia Williams – very helpful, caring person who cares.

Thank you so much for all the kindness shown to me during my visit to my cousin. Everybody was so helpful and polite in helping me to find my cousin's room. Thank you again for your kindness. Marilyn Glover

**February**

Stephen Frein...very helpful and friendly.

As I entered WakeMed to visit my brother-in-law a lady named Dale took me to the unit. She was very nice. Deborah Lee

"Ashley was very nice"

Olivia Williams – very helpful and pleasant.

"Ian – thanks for your kind help."

"Yes, Tori: she offered to take me to an unfamiliar location...friendly, good conversation, knowledge of hospital."

"Sandra Jackson...she walked me all the way to room and stayed with me to locate patient."

"Mr. Driver graciously walked me to my destination. Very helpful in making sure I was able to get where I needed to go!"

***Congratulations to  
Jackie Kennedy  
Volunteer Services Specialist,  
Raleigh Campus on completing her  
Master Degree in Public Health  
on February 2012.***

**Compliment**

Received from: Anna Baird-Hensley, Director, Talent Acquisition & Employment

"I just wanted to pass along a compliment. I recently took an interviewing candidate who flew in from New York to a site introduction at Cary Hospital. Luckily I was greeted by Beth Turner.

Beth was so very helpful and a great first impression for our candidate for Director of Patient Services. Beth gave me the tour so I could be more independent when I bring candidates down to Cary and so I could find my way around. She explained interesting history and was a gracious contact to help me navigate the best places to introduce the candidate to. She went so far as to reach out to another Volunteer who was from the same geographic (New York) area and this allowed our candidate and a New York Cary Volunteer to make connections and swap stories about the weather here and connections they both had. This was southern hospitality at its best!"

**Thank You to Elaine Allen**

Elaine, I am the manager of the WakeMed Wound Care center and wanted to thank you for your work assembling the Wound Care folders. I really appreciate it and it will help us get the word out in the community so that we can serve more patients with wound care needs. And I hope you know we couldn't do the patient care work we do if it weren't for volunteers like yourself who do the work like you did. That contributes as much to patient care as I do when I put a hand on a patient. Thanks again so much for your help.

Skip Roy, PT, MHA  
Manager Acute Rehabilitation Services

## Kudos to The Volunteers at WakeMed Raleigh Campus

I was asked to extend a BIG Thank You to the Volunteer department

My 93 year old grandmother's last living sister is currently at WakeMed – Raleigh Campus.

She has been having an extremely difficult time and at one point they weren't sure if she was going to make it.

She was moved from 6B to 5A Thursday. Her family has been taking turns staying with her and at one point one of her daughters was asked to step out of the room.

Patsy said she walked up and down the hall worrying and wondering what was happening. She noticed a gentlemen in a vest walk by. She said a few minutes. Later he came back by and asked if she was ok. She told him no she was not. He asked if he could do something for her and she asked him if he was a Christian and he responded that yes he was.

She asked if he would step in her mother's room and pray with her. She said the gentlemen told her he couldn't unless she asked and since she had asked he would be glad to.

When they went back into her mother's room she said her mother opened her eyes and looked at the gentlemen. He took her hand and they prayed together. Patsy said that after that her mother seemed to relax and rest easier.

Patsy told me all of this on Saturday when I took my grandmother to see her sister.

Patsy asked that I let the people in charge of the Volunteer program know how much their family appreciated what was done for them.

Some of the other family members were present when Patsy was told the story about the "Man in the Vest" and they also spoke up.

They said how wonderful it was that in a place of the size of WakeMed there were these helpful people in Vests that could direct them or escort them to where they needed to be.

So after that very long winded explanation... Thank you from the Wood Family to **Reid Craft** and the Volunteer Program at WakeMed.

Thank you,

Melody Wallace

## Off to a Great Start

A new volunteer gets recognition on her second day:

Marie,

I wanted to give you a praise about one of your volunteer's.

I am up here in the Pre-Op Day Surgery waiting area while my wife is having surgery. I just wanted to let you know of a volunteer that you have up here working by the name of Kandys Standridge (I think I have that spelling right). She has been wonderful up here not only talking to my mother-in-law and I but everyone else too. She has helped pass the time by while we have been waiting for two hours and have about another two hours to go.

Tell her I hope she is able to get rid of those vole's in her yard and can handle the humidity in NC.

Thanks, (A Patient)

## A Special Thank You!

Thank you to the following volunteers who assisted the Case Management Department with assembling binders. These binders are given to each patient/family upon admission. There are many pieces associated with assembling these binders. Thank you to the following volunteers who assembled 20 boxes (240 binders) in less than 2 hours. Awesome!

Marty Stephens  
Magda Yankelowitz  
Sara Kirk  
Michelle Anderson  
Sarah Robinson  
Katrina Akins

## We Miss You – Raleigh Campus

The new sign-in stations for Volgistics has made seeing each of you as you sign-in in Volunteer Services a thing of the past. We miss you and would like to invite you to visit us in the Volunteer office at the Raleigh Campus. Stop by to say hello, have a cup of coffee or tea with us, and while you are here, you may still sign-in by using the computers in Volunteer Services. See you soon!

### **Spotlight Award statement:** **Alicia Lee**

*We are pleased to announce that the 'Spotlight on Student Award' winner for the 2011-2012 school-year is Alicia Lee. Alicia has overcome many personal and academic obstacles on her way to positioning herself to earn both her WECHS diploma and CNA Certificate. Alicia's lost her stepfather this past spring and has been increasingly assisting her visually-impaired mother and disabled sister in recent years.*

*In order to take advantage of the CNA program this semester, Alicia had to take the CAT Bus home to downtown Raleigh each night/3 days a week, and she is doing the same during her clinical CNA work 3 nights/week now. Taking the CAT bus home and transferring routes meant that Alicia did not arrive home until close to 11 pm during her CNA nights this semester.*

*Alicia's ultimate goal is to become a Nurse - first through the AAS Nursing program Wake Tech offers, and she then plans to earn her BS in Nursing. We are very proud and honored to have Alicia Lee represent Wake Early College of Health and Sciences this school year as our Spotlight on Student Award winner. Congratulations to Alicia!*

*Michael P. Citrini  
Dean of Students  
Wake Early College of Health and Sciences*



**Alicia Lee, Ms. Lee and Superintendent Tata**

### **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**

Elizabeth Wakeford: Neonatal Intensive Care: "I truly enjoyed my 15 years of volunteer work. I will miss my WakeMed family and hope to be able to come back some day. Thank you!"

Toby Christoperson: Ronald McDonald Room: "I did enjoy it! I will be volunteering again."

Leslie Badgett: 5C, 6A and Patient Relations: "I thoroughly enjoyed volunteering."

Shemieka Andrews: Emergency Department: "Everyone was nice and helpful."

#### **Gary Hospital**

Sandy Offnick-Byrne: Women's Pavilion: "Friendly, pleasant work environment."

Gary Kent Aldridge: Materials Processing & Distribution: "Thank you for this experience for helping others."

Katie Warren: Cardio-Endo Greeter: "Now that I have time to look back and see some of what you mean to me, I am so grateful to God for allowing me to be a part of The Volunteers at WakeMed. You helped me to adjust to my new life here in North Carolina. You showed kindness, understanding, acceptance, patience's... I would recommend WakeMed to anyone looking for a place to volunteer or anyone looking for medical care."

Saill Fadhil: Emergency Back and Liaison: "Great working atmosphere, learning experience and will continue to learn."

Phyllis Fox: Patient Services-Fuquay: "I enjoyed every minute of time volunteering."

Ruth Miller: Fuquay Rehab Services, Hospitality Pets Program: "I have truly enjoyed my experience and Shadow too. Anneand Gayle have been wonderful to volunteer for. The patients are great and so well cared for. Thank you for the opportunity."

Samantha McLeod: Day Surgery Back: This was a great opportunity. I met wonderful nurses that really made me feel a part of the WakeMed family. I am deeply regrettable of my departure, but I've told all the nurses I worked with that I'd be seeing them at WakeMed's next scrub run.

## Raleigh Campus Uniform Sale



Thank you to the following volunteers:

Katrina Atkins  
 Shirley Bartee  
 Reid Craft  
 Peg Fuchs  
 Mickey Gault  
 Janet Hoffman  
 Georgene Jones  
 Charlotte Luke  
 Tanecia Moore  
 Sara Pierson  
 Sally Perdue  
 Ashley Pulley  
 Zenobia Yinger

who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on February 8. Close to 400 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 raised \$7,677 in profits.



## WakeMed Cary Hospital Fundraising

On February 16, The Volunteers at WakeMed Cary Hospital held their most profitable vendor sale to date.

The Volunteers in conjunction with Professional On-Site Sales sold enough shoes and accessories that day to net a commission of \$3,250.22.

As always, all proceeds are used to support hospital needs throughout the year.

Thank you to the following volunteers who assisted with the sale.

Regina Brest  
Alecia Darnell  
Bharti Desai  
Denise Galloway  
Diane Glennon  
Yasmin Khan  
Orly Margolis  
Thomas McFadden  
Pricilla Smith  
Susan Vitullo  
Nancy Wilhite





## 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.
- Fabric, yarn, batting, polyfill and other sewing material—call Susan Hester at 919-350-8005.

**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.

## 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  
Apex Methodist Church  
Carolina Preserve Yarn Spinners  
Carolina Preserve Piecemakers  
Crafting Blessings—NHB  
Colonial Baptist Church  
Garner Senior Center  
Harriet Kelner  
Latter Day Saints  
Pine Tree Quilters  
Spring Arbor  
Summit Church  
St. Paul's Knitting  
Windsor Point

*Countless individual sewers  
not associated with sewing groups*



# *Welcome New Volunteers*

## *Welcome New Volunteers*

### **WakeMed**

#### **Raleigh Campus**

Darla Aldridge  
 Elizabeth Alexander  
 Melissa Beecher  
 Casey Brantley  
 Cecilia Bullock  
 Denise Butler  
 Linda Carroll  
 Yvonne Chacos  
 Jessica Crawford  
 Andrea Creque  
 Cynthia Cruell  
 Roger Dorfield  
 Carmenza Ellison  
 Anna Erman  
 Saill Fadhil  
 Noele Fernandez  
 Natalie Futrell  
 Kunal Gonel  
 Emily Grant  
 Sarah Greene  
 Margaret Haigler  
 Jaime Hankins  
 Kathryn Hardison  
 Mary Hitch  
 Gloria Horton  
 Martha Howard  
 Stacey Infantino  
 Sandra Jackson  
 Wessie Jackson  
 Barbara Johnson  
 Jackie Kennedy  
 Naba Khan  
 George Kolar  
 Kathryn Lawson  
 Emily Lopes  
 Bogdan Luchkevich  
 Mupur Maheshwari  
 Rachid Maiti  
 Noella Mapendo  
 Catherine Marks

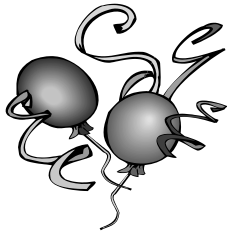
Macon McDavid  
 Elaine McLeod  
 Kathryn Messick  
 Robbin Patterson  
 Andrew Perry  
 Maiti Rachid  
 Tanga Radford  
 Deborah Ray  
 Sarah Robinson  
 Adele Rosati  
 Alisha Self  
 Heatherly Simmons  
 Carletta Smith  
 Kandys Standbridge  
 Lynn Stanley  
 Marty Stephens  
 Sean Thompson  
 Nikita Watts  
 Bobby Wieland  
 Ashley Williams  
 Johnathan Williams  
 Joseph Williams  
 Anna Williford  
 Kelsey Wilson  
 Wannesia Wilson  
 Eric Woods

### **WakeMed**

#### **Cary Hospital**

Shiva Akhlaghi  
 Blair Childress  
 Kelcey Connolly  
 John Crick III  
 Emily Guise  
 Aruna Karthikeyan  
 Dana Kelley  
 Jessica Kelly  
 Stacy Leggio  
 Andrew McLean  
 Jenna Sicherman  
 Julee Beebe  
 Justine Beese

Sandy Bianco  
 Bertha Boswell  
 Ann Erteschik  
 Helen George  
 Jane Grizzard  
 Helen Jones  
 Nancy McClung  
 Margaret Moore  
 Kalpana Nath  
 Trudy Rowe  
 Mary Helen Schneider  
 Gayle Thompson  
 Maxine White  
 Tyrone Allen  
 Courtney Bartels  
 Suzanne Bartels  
 Mary Black  
 Randa Budayr  
 Ekaterini Clausen  
 Alicia Darnell  
 Mary Dell'Angelo  
 Janice Farnsworth  
 Evah Gliemi  
 Larry Hemmings  
 Chun-Hong Ho  
 Hana Jarrad  
 Leslie LaBerge  
 John Marmaud  
 Lauren Mayr  
 Jan McKnight  
 Colette Neish  
 Malathesh Panth  
 Diana Roberto  
 Priscilla Smith  
 Linda Sutton  
 Jean Sweemer  
 Susan Vitullo  
 Carolyn Wiggins  
 Evan Cameron  
 Oliver Eisenbeis  
 Dharshan Sivaraj  
 Divya Venkataganesan



# Happy Birthday!

## WakeMed Raleigh Campus

### April

Shauna Altman 1  
Lorraine Baker 16  
Maryan Boyd 16  
Angela Bridges 26  
Alisa Brown 25  
Tanya Burnette 20  
Wade Burnette 26  
Richard Burritt 8  
Crystal Canady 16  
Ana Cardia 29  
Tawana Collins 5  
Miriam Cortes 7  
Jessica Crawford 9  
Pearl Cunningham 21  
Katrina Fahie 2  
Marjean Fischer 25  
Peg Fuchs 4  
Natalie Futrell 25  
Rebal Goetz 9  
Linda Grimes 22  
Florence Grummer 13  
Margaret Haigler 12  
Phyllis Harmon 19  
Betty Harrington 23  
Barbara Johnson 18  
Georgene Jones 22  
Alexander Kapatos 23  
Rosemary Kenny 22  
Sara Kirk 9  
Rebecca Kretchman 8  
Carolyn LaRue 30  
Rosie Leach 8  
Rachel Lemarble 22  
Bogdan Luchkevich 21  
Bronwen Mabe 22  
Dale Mangun 1  
Pearl Mendoza 19  
Hannah Moyles 2  
Harriet Nausch 1  
Theresa Nguyen 14  
Ndella Njie 14  
Isabella Norwood 16  
Ashley Overton 21  
Georgetta Paskoff 15  
Salina Patel 24  
Sydney Pope 25

Donna Pulliam 14  
Deborah Ray 9  
Sarah Robinson 5  
Elizabeth Rojas-Steinbrecher 8  
Lilian Sauerwein 25  
Mona Terrell 10  
Earlene Troublefield 21  
Emma Voigt 4  
Brenda Wambua 21  
Thomas Woo II 26  
Brenda Yarborough 23

### May

Cara Agner 27  
John Agurs 9  
Sashi Bodavula 19  
Seth Bryan 6  
Lynn Burton 11  
Reid Craft 13  
Nhu-Hang Dang 21  
Chris Daugherty 9  
Amanda Dean 20  
Erivan Dearaujo 15  
Rosemary Driver 5  
Barbara Epps 29  
Grayson Eubanks 16  
Evelyn Felice 10  
Stephen Frien 22  
Tara Garretson 21  
Mickey Gault 21  
Anabella George 18  
Alma Gill 15  
Emily Grant 16  
Sarah Green 31  
Edrie Greer 4  
Naima Hader 7  
Lucille Harvey 16  
Lorie Houston 5  
Frederick Huebner 2  
Diana Hughes 9  
Stacey Infantino 11  
Juan Jimenez 15  
Judy Margolis 8  
Melinda McDowell 22  
Sarah McVay 11  
Kathryn Messick 26  
Robyn Miller 26  
Susan Mitchell 20

Natori Moore 26  
Sager Nemani 11  
Eleanor Nunn 7  
Barbara Pappas 15  
Andrew Perry 24  
Angel Pittman 18  
Ashely Pulley 19  
Katie Reaves 18  
Andrea Rodriguez 2  
Elizabeth SanCartier 9  
Ebenezer Shyngle 8  
Supriya Sivadanam 19  
Kenneth smithwick 5  
Wanda Thomas 25  
Sean Thompson 15  
Mary Tillinghast 8  
Victor Tolomei 18

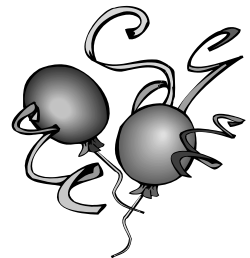
## WakeMed Cary Hospital

### April

Kim Adams 4/13  
Shiva Akhlaghi 4/4  
John Barrett 4/13  
Betty Beaman 4/16  
Jane Bird 4/14  
Fran Blumenkrantz 4/23  
Vivian Collins 4/15  
Ruth Cornwell 4/5  
Philippa Hertrick 4/18  
Harriet Kelner 4/22  
Candace MacNaughton 4/14  
Nancy Messina 4/14  
Martha Miuccio 4/26  
Margaret Moore 4/5  
Colette Neish 4/13  
Loretta Petraroia 4/25  
Robert Rafferty 4/11  
Jim Ryals 4/25  
Barbara Scher 4/29  
Karan Singh 4/14  
Diane Stephens 4/12  
Linda Tuffey 4/28  
Susan Vitullo 4/28  
Jane Warner 4/18  
Brenda Yarbrough 4/23

### May

Nicole Asaro 5/1  
Jean Belluz 5/18  
Bertha Boswell 5/18  
Regina Brest 5/9  
Sayuri Cash 5/14  
Nainisha Chintalapudi 5/15  
Kelcey Connolly 5/24  
Loretta Consiglio 5/13  
Bharti Desai 5/6  
Eileen Dills 5/1  
Ann Drake 5/10  
Noelle Duval 5/2  
Arlene Feinman 5/30  
Evah Gliemi 5/22  
Fadia House 5/6  
Henry Jessup 5/20  
Pamela Kearney 5/24  
Dana Kelley 5/5  
Vivian King 5/21  
Marian Lucas 5/18  
Jenna Martin 5/26  
Rachel Mazer 5/22  
Andrew McLean 5/20  
Jane McNutt 5/3  
Erin Miller 5/27  
Joan Morelen 5/17  
Wendy Paciorek 5/28  
Erla Sue Peterson 5/23  
Charles Schabel 5/10  
Mary Helen Schneider 5/2  
Sarita Shetty 5/5  
Nancy Tombaugh 5/4  
Margo Totten 5/22  
Aileen Webster 5/19  
Barbara Williams 5/10  
Ida Williams 5/5



## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

Marion Boissiere  
Joan Clark  
Linda Cuthrell  
Linda Grimes  
Mary Helmink  
Janet Kelleher  
Caroline McClintock  
Allison Smith

### WakeMed Cary Hospital

Davin Arroyo  
Marla Carroll  
Joan Carson  
Ann Drake  
Gaye Forman  
Ann Foster  
Roberta Foster  
Shirley Garriss  
Frances Keener  
Kathy Rembrandt  
Gerry Werner

### 10-Digit Dialing and New 984 Area Code to Begin April 1

Beginning April 1, all local calls will require the dialing of all 10 digits (area code + number). At the same time, a new 984 area code is being introduced to this region.

This change will not affect WakeMed's 5-digit extension dialing within the system, but all incoming calls, outgoing 9+ calls (voice), and all FAX machines will be affected.

## Our Condolences To:

### WakeMed Raleigh Campus

Leza Downie—loss of family member  
Larry Pittman—loss of family member  
Kathy Weischel—loss of family member

### WakeMed Cary Hospital

Elaine & Tyrone Allen—loss of family member  
Betty Mangum—loss of family member  
Cindy Ware—loss of hospitality pet  
Sharon Watson—loss of family member

## Congratulations

### WakeMed Raleigh Campus

Ben and Wanda Citero celebrated 58 years of marriage on February 20th  
Sherman and Rosemary Driver celebrated 43 years of marriage on February 18th  
Allison Smith received her Medical Assistance certificate on January 27th.

### WakeMed Cary Hospital

Tom and Anne Joyner will celebrate 27 years of marriage on April 25th.



# 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!

### **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**

Monday, Wednesday and Friday mornings

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

### **Emergency Department Liaison**

Wednesday 8 am – 10 am, Saturday 5 pm – 9 pm, Sunday 3 pm – 5 pm

Volunteers working closely with Patient Registration and Campus Police staff enhance patient care by assisting with non-medical duties which include attend-

ing to comfort needs of families and patients waiting for treatment, running errands, escorting patient and/or families to the back treatment area which can involve wheelchair transport, keeping customers informed.

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

2 East Medicine: Friday 8 am – 10:30 am and 4:30 pm – 6:30 pm

3 West Medical/Surgical: Thursday and Sunday 8 am – 10:30 am, Wednesday and Thursday 4:30 pm – 6:30 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.

### **Hospitality Pets**

Friday (2<sup>nd</sup> and 4<sup>th</sup>) 10 am – 12 pm, Sunday – flexible timing

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

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

### **Material Processing & Distribution**

Wednesdays and Fridays – flexible scheduling.

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.

## Volunteer Orientation

### WakeMed Raleigh Campus

- **Monday, April 2, 2012**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, April 11, 2012**  
Conference Dining Room, 9:30 am – 12:30 pm
- **Monday, May 7, 2012**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, May 16, 2012**  
Conference Dining Room, 1 pm – 4 pm

### WakeMed Cary Hospital

- **Tuesday, April 3, 2012**  
Conference Center, 5:30 pm - 9 pm
- **Thursday, April 19, 2012**  
Conference Center, 8:30 am - 12 pm
- **Thursday, May 10, 2012**  
Conference Center, 5:30 pm - 9 pm
- **Tuesday, May 22, 2012**  
Conference Center, 8:30 am - 12 pm

## Tour Dates

### WakeMed Raleigh Campus

- **Thursday, April 12, 2012**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, April 17, 2012**  
Volunteer Services, 1 pm – 2:30 pm
- **Thursday, May 10, 2012**  
Main Entrance Lobby, 6 pm – 7:30 pm
- **Tuesday, May 15, 2012**  
Volunteer Services, 1 pm – 2:30 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

- **Thursday, April 5, 2012**  
Volunteer Services, 7 pm
- **Monday, April 23, 2012**  
Volunteer Services, 10 am
- **Monday, May 14, 2012**  
Volunteer Services, 7 pm
- **Thursday, May 24, 2012**  
Volunteer Services, 10 am

To register, please call 919-350-2363

## Calendar of Events

### WakeMed Raleigh Campus

- **Volunteer Board Meetings**  
**Tuesday, April 10, 2012**  
Conference Dining Room, 10 am - 12 pm  
**Tuesday, May 8, 2012**  
Conference Dining Room, 10 am - 12 pm
- **Health Career Pathfinders**  
**Monday, April 2, 2012**  
Conference Dining Room, 10 am — 12 pm
- **\$5 Sale**  
**Wednesday, April 25, 2012**  
Andrews Center, 7: am — 4 pm  
Volunteer help is needed -  
Please call 919-350-8293 to sign up.

### WakeMed Cary Hospital

- **Volunteer Board Meetings**  
**Wednesday, April 25, 2012**  
**Wednesday, May 23, 2012**  
Cary Conference Center 11 am to 1 pm
- **Uniform 2U2 Sale**  
**Friday, April 20, 2012**  
Conference Center 7 am to 4 pm  
Volunteer help is needed -  
Please call 919-350-2363 to sign up.
- **Heart Saver Class**  
**Tuesday, May 1, 2012**  
Cary Conference Center 1 pm to 4 pm  
Please call 919-350-2488 or 350-2192 to register.



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



## **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!**  
(please refer article on page 2)

## **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**

(please refer to article on page 3)

**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**