

HeartBeat

September 2009



RALEIGH CAMPUS CRASH CART PROJECT VOLUNTEERS ARE A HIT!

This edition of the HeartBeat is produced in memory of:

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Thank you Charlotte Luke, Sara Pierson, Kristen Johnson, Mickey Gault, Rosemary Kenny, Lynette Davis, Michelle Lynch, Lydia Phillips, Zachary Horowitz, Jeremy Horowitz, Lorraine Shapcott, Joe Whitehead, Tam Richert, Alexandria Schray, Kay Green, Hilda McCullers, Melissa Espinal, Marion Boissiere, Antora Troublefield, Audrey Reynolds, Prem Bandi and Emily Proctor.

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Last August an SOS from Jeannie Moore, Program Manager Heart Center Administration, was received by Susan Hester and the Raleigh Campus Volunteer Services team.... "Can you provide personnel on a moment's notice to up-fit 200 new Pharmacy medication drawers for all of the WakeMed Raleigh Campus crash carts?" After a clarifying dialogue regarding what the crash cart standardization project entailed and the timeline as could best be defined, Jackie Kennedy put out "the call" via e-mail to the Raleigh Campus volunteers. And what a response! Adults and teens demonstrated their flexibility and the Wake Way to give additional volunteer hours to help the Crash Cart project team complete the task at hand in record time.

The crash cart is also known as the code cart and is used for Code Blue emergencies. These carts are used by staff during cardiac and/or respiratory arrest situations. There are over 100 adult crash carts at the Raleigh Campus. These are located in the clinical departments as well as central areas of the hospital where patients receive services and visitors may be located such as Patient Registration, Radiology, Health Park and the Andrews Center. The carts contain emergency medications based on the American Heart Association's guidelines for Advanced Cardiac Life Support (ACLS), emergency equipment and supplies to assist with establishing airway, assist with breathing, inserting IV's, and to perform emergency procedures. It is critical that the crash carts be organized so that items can be quickly located. The crash cart standardization project will improve efficiency and timeliness of emergency treatment by ensuring the items are consistently stocked and ready for use and that they're consistently located in the same place in the cart for ease of use by the Code Blue team.

Jeannie has expressed both her admiration for and thanks to all of the volunteers for the responsive support. She also conveyed special thanks from the Code Blue Committee to the volunteers who worked with us on this project. Moore stated "We would not have finished in one week without their assistance. The volunteers who assisted us on day one were talking with each other as they worked. One asked 'what's a crash cart?' another answered 'if you're crashing, you're gonna want one!' What a great way to sum up the importance of this project!"

CALLING ALL GOLFERS – Let's Hit the Links



The Volunteers at WakeMed Cary Hospital are sponsoring the 11th Charity Golf Outing at Devils Ridge Golf Course on October 12. All of the proceeds from the event will be used to support programs sponsored by The Volunteers to support service excellence and patient care at WakeMed Cary Hospital. Those activities include providing medications through the Rainbow Fund for immediate need patients, materials for huggables and memory quilts, support for up-fitting special spaces such as the outpatient lab draw area for kids and the family room in the emergency department, training materials and mannequins for staff education, and much more. Come out for a tremendous round of golf and camaraderie and support an amazing goal. If you are not a golfer or cannot take that day to play, support The Volunteers at one of the designated sponsor levels, or sponsor a hole for \$100 or contribute in any way that you can give. The ultimate winners of the entire tournament will be the recipients of your time and gifts... our patients at WakeMed Cary Hospital. Contact Susan Alvey, (919-616-6469), Susan Hester (919-350-2348) or Bethany Kelly (919-350-4008) for registration and contribution information.

Raffle Ticket Sale for The Volunteer's Charity Golf Outing



Support The Volunteers at WakeMed Cary Hospital and their [11th Annual Charity Golf Outing](#) by purchasing raffle tickets to win a variety of great prizes. Tickets (\$2 each or 6 for \$10) can be purchased at the Volunteer Services office at the Raleigh Campus or Cary Hospital. Prizes include vacations, dinners, one-of-a-kind collectables from the Carolina Hurricanes and Carolina Railhawks, gift certificates and more!
Cash or checks only please
Make checks payable to
The Volunteers at WakeMed Cary Hospital

Change Is In The Air- Choice For Annual Refresher Orientations

Every year volunteers receive the notice – “it is time for your annual refresher orientation. Register for and come to a special orientation class to maintain your active status as a volunteer.”

As a best practice to ensure the safety of all patients, volunteers and staff as well as to comply with WakeMed and all regulatory requirements, every volunteer is expected to complete specific annual education. The goal of the refreshers is to enable every volunteer to demonstrate consistent competence – to prove that you have the skills, Knowledge, and ability to respond quickly and appropriately in any situation presented while acting in the course of your volunteer responsibilities. Year after year we review emergency codes, compliance codes, Wake Way behavior expectations, infection prevention and control information and expectations, and much more. Those reviews always include changes and updates that have occurred over the past 12 months.

Beginning October 2009, every volunteer who is due for the refresher course will receive the notice and an education packet in the mail. A competency test will be included in the packet. Every volunteer will have a choice to complete the information at home and return the completed competency test to Volunteer Services staff **OR** to review the material and attend a regularly scheduled orientation for those who prefer a group learning dialogue and experience. All competency tests from the at-home and the class experiences will be scored and the results available via the Volunteer Services departments. All volunteers who score below 86 will be scheduled for an appointment to review the course content and retake the test. The goals – to enable every volunteer to choose the refresher experience based upon your individual learning style, to have 100% of our volunteers equipped with the knowledge that is required for personal and patient safety, and to have 100% compliance in volunteers demonstrating these annual competen-

The President's Corner

The Volunteers at WakeMed Raleigh Campus

The weather is finally beginning to cool off and fall is just around the corner. The WakeMed fiscal year will end at the end of September, and it appears as if our volunteers will set a new record for the number of hours donated. Thanks to each and every one of you for your contribution to this effort.

Another successful blood drive was held September 9 and 10 at the Andrews Center and the Corporate Offices. Our appreciation goes out to those who gave blood as well as those who helped out with the collection. Our next event will be a Linen Super Sale on October 8 in the Andrews Center. There is a sign-up sheet in the Volunteer office for those who would like to assist with the sale.

Our condensed Junior Volunteer program came to an end August 14. This program was well received by both the volunteers themselves as well as their placement supervisors. Many of these young adults helped patients and visitors find their way throughout the hospital -- a particularly difficult activity these days due to the increased level of construction. Their contributions were so appreciated that a permanent wayfinding placement is under consideration.

A special word of thanks to all those who helped with the Crash Cart project. These volunteers helped to uniformly organize WakeMed's fleet of crash carts so that each one is set up exactly the same. Having each cart



reorganized provided an opportunity to ensure that each cart was fully stocked and that the contents were all up to date. It is through a project such as this that WakeMed can further its goal of increased patient safety. Good job!

This newsletter brings to an end my term as president of the volunteer board at WakeMed Raleigh Campus. It has been my privilege to have served as your president for the past two years.

Ann Wyker
President, Volunteer Board
WakeMed Raleigh Campus



The Volunteers at WakeMed Cary Hospital



October is upon us and we are ready for the changes that fall brings. The volunteer board will be welcoming some new members and approving the 2010 budget. By now, you will have received the report in the mail that shows the revenues and expenditures for the past year.

Our largest expenditures are to the Rainbow Fund and to the WakeMed Foundation. If you don't already know, the Rainbow Fund supplies medications to patients who cannot afford to buy them. We have budgeted \$15,000 to be paid to the Rainbow Fund next year. At the August board meeting, Jack Radford, Executive Director of the WakeMed Foundation, was our speaker. His presentation focused on the Just for Kids Kampaign which will fund the new children's hospital on the Raleigh Campus. The board pledged \$20,000 to the campaign which will be paid over

the next four years.

Fundraising continues to be important so we can meet our budget expenditures. The golf tournament, our largest fundraiser, is just around the corner. Thank you to all the volunteers that have sold raffle tickets. I hope you win a prize. Our Uniform Sale will be on September 30. In your various departments, please remind employees of the sale.

Enjoy the wonderful fall weather.

Pat Quick
President, Volunteer Board
WakeMed Cary Hospital

Volunteer Spotlight WakeMed Raleigh Campus ~ Suzanne Brown ~



Hospitals have always fascinated me. Three hospital visits when I was four left vivid memories of all-you-can-eat popsicles and being force-fed liver. In high school and college, jobs in two hospitals in Columbia, SC, gave me a much better-rounded view.

I've sometimes wondered if I should have pursued a career in a medical field, though I have no regrets about my years as a newspaper journalist. And since my son was born (at WakeMed, by the way), I have spent many an hour in hospital rooms while he underwent a bone marrow transplant and orthopedic surgeries.

We hear so much about things that go wrong in hospitals and the sometimes tragic consequences. But I've come to be amazed at and grateful for, all the things that go right, for all the caring and healing that takes place every day. That's why I wanted to volunteer in a hospital.

I like to think that I could find a second career in hospital work, but even if I don't, it's a privilege to spend time here.

Since joining the volunteer program in April, I have worked as a Patient Relations Ambassador. I'm impressed with WakeMed's efforts to help patients communicate their needs and as someone who has been on the other side, it's gratifying to see the nursing staff respond whenever I relay a patient's question or concern. Anytime I can make a difference, however small, in someone's hospital visit, makes my day.

Over the summer, I've spent additional hours in the Volunteer Services office. In helping prospective volunteers through the application process, I've learned about the amazing amount of time, attention and juggling that keeps WakeMed's large force of volunteers in action. And I've learned about a lot of other volunteer assignments that I'd love to try.

For the next few weeks, I might not be around as much while my son recovers from what we hope will be his last surgery. I'll be driving him to school for tutoring, to physical therapy, and to watch him play baseball for the Miracle League of the Triangle.

Volunteer Spotlight WakeMed Cary Hospital ~ Rachel Polsky ~



Rachel Breckstein Polsky was born in Columbus, Ohio. She received her Bachelor of Arts from Kent University. Fourteen years ago she married Erick Polsky, went back packing in Europe for two months and then moved to North Carolina. They have a son named Ben.

Here in North Carolina, Rachel worked as the secretary for a vice president at Wendy's Corporate Office. Eleven years ago, she had an attack of Multiple Sclerosis (MS) that left her unable to speak and with disabilities of Aphasia. With her strong will, family support and therapy, Rachel has made extraordinary recovery and progress that allows her to be very independent. She has found that giving back to society has enhanced her life and helped her renew and strengthen her skills.

Rachel prefers to turn off the television and talk. Her mom and sister followed her to North Carolina and now Rachel hosts the family dinner every Thursday. She loves architecture especially the Nouveau style. At home Rachel practices Tai-Chi.

Rachel loves helping other people. She volunteers with the Flower Shuttle, the Triangle Aphasia Project (TAP), as well as, supporting the Volunteer office at WakeMed Cary Hospital. In the Volunteer office, she prepares many of the mailings sent to new and active volunteers. She also sorts and distributes the magazines that are donated to Cary Hospital. Her support and commitment is very much appreciated by the volunteer staff and she is a pleasure to have on the team.

Rachel believes that what goes around comes around. She will certainly receive blessings as she gives so money to others.

WakeMed Health & Hospitals Updates

Bits and Pieces

- The volunteer organizations associated with WakeMed Health & Hospitals are separate 501 (c) 3, non-profit organizations. Donations to these charitable organizations are tax deductible to the extent the tax laws allow. The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital exist to support the mission of WakeMed including to provide safe, excellent patient care and support to the families and communities we serve. Both volunteer organizations' members contribute thousands of hours of service to WakeMed and raise thousands of dollars via linen, uniform and jewelry sales as well as through events such as the Cary Charity Golf Outing, employee and volunteer support via United Way campaigns and through direct cash and in-kind donations. Thanks to every volunteer for your personal support and for cultivating support for the activities of The Volunteers.
- In the recently released 2008 Annual Nursing Report, Mary Ann Wilcox, Senior Vice President & Chief Nursing Officer, thanked the members of The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus for their generous support. Specifically mentioned was the contribution to Nursing to assist 6 members of the nursing team to attend the National Magnet Conference. Those nurses have returned with and shared tremendous knowledge throughout the system regarding best practices in Nursing and shared governance.
- The Neuro Care Unit recently move from WakeMed Raleigh Campus to WakeMed Cary Hospital. The location of these specialty beds in on 1 East in the former ICU location. Become familiar with the location and the bed numbering series so that you give accurate information to guests, callers, and mail/flower senders who inquire about patients in the Neuro Unit!
- WakeMed Specialty Physicians is now offering Maternal Fetal Medicine at Cary Hospital on Wednesdays from 8 am - 4 pm. They are located in the WakeMed Cary Hospital Women's Imaging Services are near the Women's Pavilion & Birthplace. Patients for this service register directly with the service and are NOT to be channeled through Q-Flow and Patient Registration. At Raleigh Campus the service is offered in the Medical Office Building, Monday – Friday, 8 am – until the last patient visit is completed. Registration for the service is completed directly with the practice and not through WakeMed Patient Registration.
- The Atrium Ambassadors at WakeMed Cary Hospital are making a difference, and that difference is being noticed by the community. Administrator David Coulter recently shared with Visitor Services/Gift Shop manager Tana Taylor that a leader in the church he attends commented how impressive the greeting is and how comforting it is to know that someone will be readily available to help patients and visitors navigate the “system.” Kudos to the Atrium Ambassador and Information Desk volunteers for the collaboration and extra effort to provide the WOW factor for all who enter at the entrance to WakeMed Cary Hospital.
- Have you visited the WakeMed website at www.wakemed.org lately? Type in “volunteering” in the search box and find the online information that makes investigating and starting the volunteer process much easier and more convenient in this fast paced world! You will find information about events such as the Cary Charity Golf Outing too. In the next *Heartbeat* you will read an update about the Volunteer Services Performance Improvement team and what lies ahead. Stay tuned.
- And while you are visiting the WakeMed website, read about the Just For Kids Kampaign sponsored and managed by **The WakeMed Foundation**. This amazing initiative will result in a Children's Hospital at Raleigh Campus and the addition of specialty services provided for children. Be a part of developing the reality personally. In September the boards of directors of The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital donated the first of 5 payments of long-range pledges to the Just for Kids Kampaign. The Volunteers' initial \$10,000 and \$5,000 gifts respectively, and the \$1 up to multi-million dollar gifts... every single effort will make a long term impact upon the care provided to future generations in Wake County and beyond. Can you personally help? Every single dollar and effort counts!

WakeMed Health & Hospitals Updates

WakeMed Transitions Wristband Colors for Patient Safety, Consistency

On September 29, as part of a national effort to standardize wristband colors throughout the country, we will introduce new, standard colors for wristbands throughout the WakeMed system. Color-coded wristbands **reduce the risk of confusion by communicating patient safety risks clearly and consistently.**

All employees and volunteers, clinical and non-clinical should review and familiarize themselves with the following new wristband standards.

- Red Armband:** This patient has allergies to either medication or food. Staff will check the MAR/MAK or other approved location for allergy information.
- Yellow Armband:** This patient is at risk for falls. Please implement the Falls Prevention Protocol.
- Purple Armband:** This patient has signed a Do Not Resuscitate Order. All caregivers should closely review DNR orders, as there are many different DNR scenarios.

Important Changes to Note:

The words will be printed on the armband (ALLERGY, DNR or FALL RISK).

Specific allergies will NO LONGER be printed on the armband. Only patients with known allergies will receive the red armbands. Therefore, when a caregiver sees a red armband, it should serve as a message to STOP and look at the MAR/MAK for allergy information.

All armbands other than these three color-coded bands will be discontinued (ie limb alert, aspiration precautions, privacy alert, among others...)

All armband transitions will occur at the same time on the morning of September 29 to eliminate confusion.

Questions can be directed to Janine Jones, patient safety resource specialist at ext. 08982 or jmjones@wakemed.org or Meera Kelley, Vice President of Quality & Patient Safety at ext. 01275 or mkelley@wakemed.org.

Certificate of Need Update – Novant Drops Appeal of North Healthplex 41-Bed CON; Approval Received for Brier Creek and South Healthplexes

WakeMed is pleased to report that Winston-Salem-based Novant Health has dropped their previously announced appeal of the state's decision to award WakeMed 41 acute care beds at North Healthplex, for which we received CON approval in January 2009. In addition, we were recently awarded Certificate of Need (CON) approval from the Division of Health Service Regulation (DHSR) to move forward with plans for Brier Creek Healthplex and South Healthplex in Garner.

“These decisions come at a very important time for WakeMed as we continue to balance the impact of the economic downturn with our need to expand to meet the growing health care needs of our community,” explains Dr. Bill Atkinson, president & CEO. “These decisions eliminate costly and time-consuming hurdles and will allow us to move forward when the economy moves further into recovery.”

The 41-bed CON will allow for the expansion of North Healthplex into Wake County's fifth full-service hospital and the county's first and only women's hospital. The new beds will be added to the 20 acute care beds already approved for relocation from the Raleigh Campus, making North Healthplex a 61-bed women's hospital that will offer comprehensive preventive, diagnostic, and therapeutic care, including a full range of obstetric and gynecological services. North will continue to serve the outpatient needs of all residents through the emergency department, imaging, day surgery and laboratory services.

“While no construction timelines have been finalized for any of the above mentioned projects, we know that investing in facilities to meet the future health care needs of this community is critical to the health of this area and to the long-term fiscal health of our organization,” continues Dr. Atkinson. “Even during difficult economic times such as these, Wake County continues to grow at an exponential rate. To remain successful in our ability to uphold our mission for years to come, we must continue to grow with the community.”

The Brier Creek Healthplex and South Healthplex CONs were awarded for freestanding facilities to include an emergency department, laboratory and imaging services.

Stay tuned for additional information on construction plans and timelines as decisions are made.

WakeMed Health & Hospitals Updates

WakeMed Names New Children's Hospital Medical Director

WakeMed is pleased to announce the appointment of Mark Piehl, MD, MPH to the position of Medical Director for the new WakeMed Children's Hospital, currently under construction on the Raleigh Campus.

"Dr. Piehl brings an exceptional array of leadership skills to this new position," explains Dr. Bill Atkinson, president & CEO. "He is a superb clinician who is passionate about advocating for the children in our community, and we are extremely fortunate to have his leadership and insight as we expand WakeMed's pediatrics services."

This new role was established to bring consistent leadership and medical direction for the new children's hospital when it opens in the spring of 2010, and came after numerous discussions with key members of the Pediatric Service Line Planning Group. In this role, Dr. Piehl will help guide the vision and strategic planning for WakeMed Children's Hospital, including inpatient, outpatient, outreach, and education programs. In addition, he will help facilitate communication and collaboration between community pediatricians and the Children's Hospital.

"As we continue to grow our children's services, this ongoing and active collaboration with community pediatricians is critical, recognizing the valuable role community physicians play in the care of area children," continues Dr. Atkinson. "In addition to Dr. Piehl's leadership, we sincerely appreciate all of our pediatric physician leaders, as well as the overall medical staff, who have dedicated a great deal of time and energy to the pediatric services strategy discussions over the past several years. We look forward to working even more closely with our physician partners as the children's hospital becomes a reality."

Dr. Piehl has served as a pediatric hospitalist and intensivist for WakeMed Faculty Physicians – Pediatrics since 1999 and has also served as Medical Director for WakeMed's Pediatric Diabetes program since 2002. Since joining WakeMed, Dr. Piehl's passion, leadership and vision for improving the quality and availability of children's health care in Wake County have helped guide WakeMed's children's services strategy. Recently, he has played an integral role in the strategic direction of the children's hospital and also in the WakeMed Foundation's Just for Kids Kampaign fundraising efforts.

In addition to serving as Medical Director for the Children's Hospital, Dr. Piehl will also assume the role of Director for WakeMed Faculty Physicians – Pediatrics practice, as Dr. Mike Cinoman steps down from this role. Dr. Cinoman will continue as a pediatric intensivist with WakeMed Faculty Physicians –

Dr. Piehl is board certified in internal medicine, pediatrics and pediatric critical care, and brings nearly 15 years of experience and leadership in pediatric medicine. He is a graduate of the University of North Carolina School of Medicine at Chapel Hill, where he also completed his residency in pediatrics and internal medicine followed by a fellowship in pediatric critical care. He also holds a master's degree in Public Health from the University of North Carolina School of Public Health. He is a member of the American Academy of Pediatrics, the North Carolina Pediatric Society and the Society for Critical Care Medicine, among others. Dr. Piehl is also a clinical associate professor in pediatrics at the University of North Carolina School of Medicine in Chapel Hill.

Please join us in welcoming Dr. Piehl to this new role.

Dr. Atkinson Launches Public Blog

In July, Dr. Bill Atkinson, president & CEO, launched a public blog committed to engaging in the discussion about health care reform, and providing useful, timely information about rapidly evolving policy proposals and how they may impact us. This blog can be found online at www.wakemedvoices.com.

WakeMed Café Card

On Tuesday, July 21, Café 3000 and Points West Café introduced a new cashless dining option – the WakeMed Café Card.

Cards are available for purchase and use at Café 3000 (Raleigh Campus) and Points West Café (Cary Hospital). A café cashier can help you load any amount of money onto your card using cash, debit or credit card (Cards can be reloaded for continuous use.) Swipe the Café Card any time for a meal or snack!



Important Reminder: Please Do Not Bring Children to Occupational Health & Safety

Please be reminded that parents and guardians should not bring their children to the Occupational Health & Safety office at any time. This will minimize a child's potential exposure to infectious illness and minimize other staff members' exposure to children who may be sick or potentially infectious.

WakeMed Health & Hospitals Updates

Cary Hospital Communications Center Changes –

Cary Hospital Operators to Move to WakeMed OneCall Facility in Raleigh, Some Duties to be Re-Assigned

On Monday, September 14, at 6 am, Cary Hospital's on-site Communications Center operators will move to the WakeMed OneCall facility located in the Operations Center on Atlantic Avenue in Raleigh. At this time, they will become WakeMed OneCall operators for the entire system. All duties currently handled by the Cary Hospital operators that are not directly related to the call system will be reassigned by Monday, September 21.

WakeMed OneCall Operator Responsibilities

Please see below for a list of call system duties pertaining to Cary Hospital that will be handled by the WakeMed OneCall operators as of September 14.

Cary Hospital External and Internal Calls – All phone numbers will remain the same, however calls will go directly to the OneCall operators. Calls for Codes, the Rapid Response Team and the Family Care Line will also go to the OneCall operators. Please note that when making these calls, **it is vital to state the location from which you are calling** (Cary Hospital) and department name to ensure a prompt response.

Cary Hospital Overhead Paging – This function will be performed by the OneCall operators. The contact number will remain ext. 02000. If the overhead paging system should fail at the OneCall facility, two overhead microphones are available for use at Cary Hospital. (The clinical administrators have access to these microphones.)

Cary Hospital Parking Deck, Elevator and Emergency Call Boxes – OneCall operators will answer these calls as well as Cary Hospital AED phone calls.

CARY VOLUNTEERS - FYI

Time lines have not been determined, but additional road work is slated for Cary Hospital to add a turn lane on Tryon Road to access the hospital property. This turn lane will be situated on the back side of the hospital between the intersection of Tryon and Kildaire Farm roads and will end at the turn onto Asheville Avenue. As a result of this necessary construction several trees will need to be removed along the hospital property on Tryon Road.

Cary Hospital Valet Parking Service to End September 29

Beginning Tuesday, September 29, the Cary Hospital Valet Parking Service will no longer be offered to patients, visitors, employees, physicians or volunteers.

This parking service was originally introduced in 2007 to ease parking challenges created by campus construction. However, now that construction is complete, parking is again plentifully available at Cary Hospital. Additionally, recent budget reductions across the system have affected Cary Hospital's ability to continue funding this valet service.

“We recognize that the Cary Hospital Valet Parking Service has been a very valuable option for patients, visitors, volunteers and staff, especially during times of campus construction and limited campus parking options,” commented David Coulter, senior vice president and administrator – Cary Hospital. “However, now that ample convenient parking is available on our campus, we feel confident that all people traveling to Cary Hospital will find parking a quick and easy process. As the valet service comes to an end, we thank HealthCare Parking Systems of America for their hard work and service over the past few years.”

VISITOR POLICY REVIEW

Recognizing that family and friends play a key role in the patient's recovery process and that WakeMed is committed to supporting patient's wishes, the Visitor Policy is intended to provide flexibility in meeting expectations regarding visitation.

The Standard Visitation Guidelines include:

- A. Visiting hours at all inpatient facilities are 11 am to 8 pm daily.
- B. A patient may have up to two visitors at a time unless otherwise noted by the charge nurse or unit specific policies.
- C. Children age 12 and under have permission to visit the patient if approved by the unit's charge nurse, accompanied at all times by a parent or guardian, and have not been recently exposed to communicable diseases (i.e. measles, chicken pox, etc). Children are asked to remain calm out of respect for all patients, staff and visitors. No child shall be left unattended at anytime.
- D. Specific Units with visiting hour exceptions include: Critical Care Units, Operative Services (Day Surgery/PACU/Endo), Pediatric Care Areas, Intensive Care Nursery and Cary Hospital Special Care Nursery, Rehabilitation Hospital, Women's Pavilion & Birthplace Areas:

Remember, a patient may choose to be a Privacy patient and "opt out" of the patient directory; in this case no information will be available about the patient. No visitors, calls, mail or floral deliveries will be directed to these patients. It will be the responsibility of the patient's family to communicate with family, friends, etc.

Quiet hours begin daily at 8:00pm in all patient care areas.

It is the WakeWay for every employee/volunteer to provide support at any entrance by demonstrating the corporate standard for greeting customers. Customer support includes communication, way-finding/directions, and assistance, as needed, to all visitors and guests.

We express our deepest sympathy to the following families of volunteers:

Louise (Edwards) Leet, who died on June 26, 2009. Louse volunteered from January 12, 1973 through April 18, 1995. She volunteered her services in the Family Waiting Room and staffed various fundraising events. She contributed 3,308 hours.

Elsie L. Kendall Bauer died Tuesday, August 11, 2009 at WakeMed Raleigh Campus. Elsie was an active volunteer with the Garner Senior Center community sewers from 2006 to 2009.

Frances B. Cullison died Tuesday, July 28, 2009. Frances was an active volunteer with the Colonial Baptist Church community sewers from 2006 to 2009.

(If you become aware of a former volunteer who has died, please let the Volunteer office know.)

Thank You From The Foundation

After the September 11, 2009 WakeMed Foundation board meeting, The Volunteers at WakeMed Raleigh Campus Foundation Liaison Rosemary Kenney shared the following note –

“At the Foundation Board meeting today, the volunteer organizations both at the Raleigh Campus and Cary Hospital received applause and many thanks for their donations.

Jack Radford, Executive Director and Tom Oxholm, WakeMed Foundation board chairman, thanked me personally, on behalf of the volunteers for our generosity. Surely made me proud to be there to represent such an incredible group.”

WakeMed Accounting Team Models a “Purposeful” Act of Kindness

Several weeks ago Susan Hester received a unique non-financial message from Krystin Jorgenson, Financial Specialist in Accounting. The Accounting and several other non-clinical teams moved off of Raleigh Campus in 2007, and while they are in constant contact with personnel throughout the WakeMed system, they missed a different sense of being a part of the hospital settings. “What can we do to contribute to the patients at WakeMed and to help the staff in their daily service excellence journey?” The result of our dialogue and the actions of the Accounting department resulted in 30 custom, creative and “designer” level activity “do-me books” for children.

The wow-factor is significant on several levels. The impact that the do-me books will make for our patients includes a lasting positive memory for a child and for a patient that someone cared enough to make that book “just for me.” For the staff the books represent partnership from others to provide positive diversionary activities for kids and parents in a stressful situation. When I picked up the books from Accounting, I asked Stephanie Sessoms, manager, to gather some feedback from the Accounting staff regarding how the idea to offer support of this nature evolved. Following are some of the excerpts from their responses.

- Tell us your “story” including what prompted them as a group and as individuals to work together on this project *Each year we try to incorporate into our team and individual goals the WakeMed standard of volunteering and getting involved in the community. While discussing proposed projects, we decided it would be helpful to ask the Volunteer Services department staff if they had a “needs list”. After reviewing the list, our team thought making the Do-Me Books would be fun, interesting and have a big impact for the patients and their families. This particular project accomplished individual and team participation. It allowed us to work on it individually outside of work and then finally during our monthly connection meeting to put it all together as a team. We had various discussions during the project time to ensure we were all on the same “page” with measurements, etc.*
- Where did you find all of the “stuff” that became the contents of your books and how did you develop the design? *We personally purchased most of our items used to compile the books at various crafts stores and dollar stores. The basic design was developed using the description of past books prepared for WakeMed by other groups outside the organization. We then decided the books should incorporate not only color and touch, but Spanish and English. We also recruited two children, Leif and Freya Jorgenson, to finger paint the covers of the books.*

- Did you have any ah-ha moments as you were moving through the process? Have you or a family member ever been a patient in a hospital any where? If so, what impact would this type of “act of kindness” have made for him/her/them?

Several “ah-ha” moments occurred during the decisions about what we wanted to put on our pages and in what order they should be, including adding Spanish to the page in addition to English. Yes, some of us have personally experienced hospitalizations in our families. This type of kindness is most helpful when someone is alone, stressed and has small children who need comforting and entertaining. It provides a nice distraction for both the adult and the child.”

- What did you learn about each other? What’s next? *Even though the process originated from WakeMed goal standards, we all personally enjoyed the process of giving our outside time as well as our meeting time to help others. We are not certain of next year’s project, but possibly the same books or similar books for different age groups or a book drive for kids!*

Kudos to Stephanie Sessoms, Krystin Jorgenson and children Leif and Freya, Jean Pearce, Vicki Carroll, Leeann Walsh, Gayle Bellesheim, Tina Moser and Mikale Jones. The books are being enjoyed by kids in the Children’s Emergency department.



Standing in the back left to right: Stephanie Sessoms, Tina Moser, Gayle Bellesheim and Mikale Jones

Seated left to right: Lee Ann Walsh, Jean Pearce, Vicki Carroll and Krystin Jorgenson

Scripting For Service Excellence

Answering the telephone

Department name followed by "How can/may I help you?" (with a smile in your voice)

As you leave patient's room

"Please let me know if there is anything I can do for you. I have the time."

"Would you like this door (or curtain) closed for your privacy?"

Anytime and all of the time

"Our goal is to provide you with very good care."

Always use

1. "Please" and "Thank you" and "How may I help you?" in conversation when appropriate.
2. Be sincere, make eye contact, smile and introduce yourself.

SITUATION	DO THIS	SAY THIS
Greetings in public areas (hallways, cafeteria, etc.)	-Make eye contact & smile. -Hold doors and yield to patients, wheelchairs, stretchers & visitors.	-"Good morning." -"Good afternoon." -"Hello."
If someone appears lost	- <u>Escort them</u> to where they are going <u>or</u> find someone who can.	-"May I take you somewhere?" -"May I help you?" -"What area are you trying to find? I'll be glad to take you there." -"Let me find someone who can take you there." (<i>if you are unable to</i>)
Greetings in patient rooms	- <u>Knock</u> before entering. - <u>Introduce yourself</u> to anyone who doesn't know you. - <u>Call patients and visitors by their last names</u> , unless you are invited to do otherwise. - <u>Avoid using endearing terms</u> such as "Honey" and Dear." -Offer to close the door or curtain for privacy.	-"Hello. My name is _____ and I am a volunteer. - <u>Before leaving the room:</u> "Is there anything else I can do for you? I have the time." "Would you like this door/curtain closed for your privacy?"
On the elevator	-Allow others to exit before you try to enter. -Hold the doors open for people who are approaching. Use it as an opportunity to talk to visitors.	-"Are you visiting someone here today?"
Comments from patients about physicians	-Do not agree with negative comments about doctors, even if you know they are true. -Doctors are our customers, too.	-"I am sorry that you are unhappy with Dr. Smith. Please let him know how you feel. I'm sure he wants to provide you with very good care, too." -"I am glad that you are pleased with Dr. Smith. He is an excellent doctor, and we are glad he's here to provide you with such very good care. I'll tell him what you said." Then let the charge nurse know, and she can relay the information.
Negative comments in public (church, grocery store, etc.)	-Have a sense of ownership about WakeMed -Respond positively to concerns or complaints. -Get the person's phone number so that someone from the hospital can respond to the situation quickly. Give the information to Volunteer Services.	-"I'm so sorry that you feel that way." -"I am so sorry that happened." -"We want to provide very good care to all our patients, and I appreciate you letting me know about your concerns. I am sure that a hospital representative would like to talk with you about this privately. When is a convenient time for someone to call you tomorrow?"
When someone asks for confidential information		"I have no knowledge of that."
What to say when you don't have an answer	-Don't give information that you are not sure is correct.	"I don't know the answer to that, but let me find someone who does."

Exit Comments

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

Raleigh Campus

Cherie Marcus: Rehab Hospital: “The SLPs and PTs I worked with were helpful in orienting me to their practices and allowing me exposure to therapies and materials.”

Vane Ballentine: Healthworks: Cardiac Rehab: “Volunteering in the Healthworks/Rehab division was a wonderful experience. This opportunity gave me hands on tasks and a chance to put what I’ve learned in the classroom into reality. I met great patients and staff members that I will never forget. I may come back for my senior year. WakeMed is a great hospital and always very professional.”

Louisa Ukoch: Patient Relations Ambassador: “Most importantly, I enjoyed talking with patients, putting smiles on their faces while giving them the reason to believe that there is and will always be patient care guaranteed. It was an interesting experience and I recommend that the department keep up the good work.”

Derrick O’Neal: Outpatient Rehab: “Very good experience.”

Afua Boatemaa: Pediatrics: “Volunteering at WakeMed was a great experience. I am saddened that I had to leave. Every moment of it was fun, and the child life specialists I worked with were really nice and showed appreciation for the work I did.”

Andrea Ingalls: Hospitality Pets: “Thank you, Marie, for all your help! Very grateful that you do hospitality pets. I will definitely be returning as a volunteer in the future.”

Cary Hospital

Brian Anderson, PACU: “The people in PACU (Muriel, Tonya and nurses) were all very nice. They showed me around and I definitely learned a lot during this time.”

Drue Anderson, Day Surgery (Back): “I enjoyed my time in DS and enjoyed the volunteers and nurses I worked with there.”

Adam Buckholz, PACU: “I enjoyed volunteering here as much as I have any other volunteer experience. The nurses were friendly and always happy to explain things I didn’t understand. Bethany was very accessible and worked hard to make it possible for me to volunteer.”

Michael Courchesne, Emergency Department (Back): “The experience here helped me to affirm that I want to become a doctor. The only reason I am leaving is to pursue my education in Wilmington.”

Amy Fox, Day Surgery (Back): “I will terribly miss volunteering at WakeMed. I looked forward to every Tuesday where I felt I was able to make a positive impact on a patient’s day. There is no better high than that.”

Terri Nance, Women’s Pavilion & Birthplace: “I really enjoyed volunteering in the Women’s Pavilion & Birthplace. Everyone was very appreciative of my help and treated me as part of the team. The experience was also very rewarding for me as I love being around newborns. I hope my schedule will allow me to return to WakeMed as a volunteer in the future. Bethany and Dee were great to work with and very helpful.”

Ramy El-Rafai, Emergency Department (Back): “Good experience, learned a lot working in the Emergency room. Nurses were very helpful.”

Jodi Schuh, Emergency Department (Back): “This has been one of the best experiences I have ever had. The staff always made me feel welcome and appreciated, and were always willing to share their knowledge with me. I am excited to begin serving WakeMed in my new role as Nurse Aide I.”

Sarah Stokes, Day Surgery (Back): “I had a good experience volunteering here at WakeMed and enjoyed serving here. It was also good to get exposure to the pre-op and post-op environment for surgery.”

Linsay Sun, PACU: “Everyone is so helpful here and I really enjoyed the experience of helping the patients.”

Merioth Wanyama, Day Surgery Information: “I have had a nice experience volunteering. I hope to continue doing so once my work schedule is more flexible.”



PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Information Services:

Monday – Friday, 2 – 4 hours shifts available, 8 am – 4 pm
Basic computer skills needed.

Guest Ambassador:

Monday – Friday, 2-4 hour shifts, 8 am – 6 pm

Volunteers enhance customer service by greeting patients and visitors at the Patient Information/Rehab entrance. To provide assistance needed to assist patient and visitors way find effectively. To provide basic wheelchair transport as needed. Positive interaction skills a must!

Office Support: Clinical Analysis (Corporate Center)

Monday- Friday, 7 am – 4 pm, 2 – 4 hour shifts available: scanning documents

Patient Access:

Monday – Friday: 8 am – 8 pm, 2 – 4 hour shifts available
Volunteers lend support to the registrars and customers by assisting with the admissions process by greeting customers, walking with customers to locations as appropriate.

Patient Relations: Raleigh Campus / Zebulon Campus

Monday – Friday: 2 – 4 hours 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!

Reach Out and Read:

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

Volunteers read to children waiting to be seen by physicians and/or other medical personnel in CMA/ Pediatrics. Volunteer readers demonstrate positive interaction skills, exhibiting the positive outcomes that can occur through the simple act of reading a story to a child, and by promoting the benefits of reading to children. Interactions with children in a group setting or on an individual basis. Bilingual volunteers needed.

Sewing Individuals and Groups

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

WakeMed Cary Hospital

Substitutes

Volunteers needed to cross-train to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas needing subs include: **Information Desk (Main), Gift Shop, Patient Relations Ambassador, Atrium Ambassador, ED Liaison, Tea Cozies**

ED Back

Tuesdays, 6 pm – 8:30 pm, Thursdays, 1 pm – 5 pm
Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

Hospitality Pets

Fridays, 10 am – 12 pm and 6 pm – 8 pm
Volunteers along with their canine companions make short, in-room visits to eligible and consenting patients.

Information Desk – Atrium

Wednesdays, 8 am – 12 pm
Volunteers provide information and direction to patients and visitors. Basic computer skills.

Information Desk – Women’s Pavilion

Saturdays and Sundays, 9 am – 1 pm
Working with Campus Police, volunteers provide information and direction to patients and visitors. Basic computer skills.

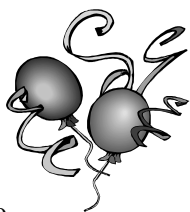
Thanks for Your Donations

WakeMed Raleigh Campus

- Nancy Taylor: magazines
- Ruth Meechum: 150 care packages
- Celeste Maddox: clothing
- Carolyn Rushing: magazines
- Brittany Stone: 12 care baskets
- Mae Walters: Stuffed animals
- Brenda Cameron: Stuffed animals

WakeMed Cary Hospital

- Ahmadiyya Muslim Women’s Association – Clothing and accessories for babies and children
- Cal Parks - magazines



Happy Birthday

WakeMed Raleigh Campus

October

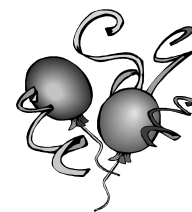
Hussein Ahmad 5
 Chidera Anmudu 9
 Jessica Beasley 16
 Lauren Bridgers 9
 Lois Brush 23
 Marguerite 27
 Linda Cuthrell 8
 Emily Edquist 21
 Grace Falls 16
 Jean Ginocchio 4
 Shirley Harkess 23
 Jeane Hill 3
 Schmett Jones 23
 Jessica Kenny 26
 Ellen Kissiah 28
 Joan Kittrell 14
 Donna Lamm 1
 Octavious Leake 29
 Linn Lineberry 31
 Rosa Locklear 28
 Angela Luddy 8
 Norma Meath 31
 Joan Melroy 11
 Elizaibeth Noles 31
 Rebecca Pareja 10
 Kara Podraza 29
 Kimberlee Pooler 13

Elsie Potter 16
 Frances Ramsey 7
 Casey Reed 21
 Gregory Riveiro 14
 Eleanor Scharnagle 30
 Zella Strickland 19
 Michael Sykes 24
 Megan Turner 14
 JoAnn Vaughn 18
 Elizabeth Wakeford 19
 Amy Wolfe 27
 Gertrud Wren 27
 Nirsa Wycha 23

November

Brenda Ashe 10
 Florence Bercek 9
 Tracy Brader 22
 Susan Brownstein 3
 Dorothy Debnam 24
 Mary Di-Francisco 17
 Peggy Eberhart 24
 Laurie Eckenrode 18
 Vanessa Flores 13
 Alma Garcia 22
 Fredrick Gray 21
 Crystal Greene 30

Vincent Hall 27
 Vera Heybroek 20
 Evelyn Hinton 21
 Elaine Hoffman 9
 Marge Hoffman 4
 Rena Hunter 29
 Robert Keely 30
 Donna King 27
 Juanita Lesley 25
 Timothy Martin 23
 Gary Ochsner 10
 Kathy Oliva 22
 Attealia Porter 30
 Mark Richards 17
 Tamara Richert 12
 Judy Richey 28
 Howard Sosne 19
 Markisha Thomas 26
 Helen Tommola 13
 Eric Turner 7
 Bella Vasseur 16
 Lena Vines 29
 Barbara Yu 25



Cary Hospital

October

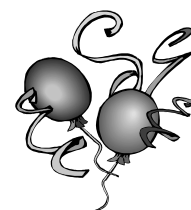
Anne Andrew 18
 Joan Carson 17
 Lionel Curtis 1
 Peg Duffy 8
 Darcy Dupree 7
 William Eberbach 11
 Ceci Edmiston 31
 Kate Booker 17
 Ozella Hunter 5
 Arthi Kannan 17
 Laura Kim 20
 Gunther Linde 22
 Claire Mersch 18
 Jerome Mersch 22
 LaSandra Mullins 18
 Asha Nadabar 29
 Han Nguyen 22
 Pat Olive 11

Ellen Onofrio 13
 Alfred Port 21
 Jane Showerman 1
 Steve Stockstill 23
 Ruth Taresco 17
 Steve Underwood 27

November

Cliff Altobellis 13
 Venita Booker 6
 Marla Carroll 19
 Jeanette Castro 2
 Sharon Cazzolla 21
 Mary Daniels 12
 Indu Desai 6
 Bouchra El Qani 20
 Barbara Harrington 28
 Elaine Kee 10
 Linda Novak 27

Mary Price 4
 Patricia Quick 13
 Elaine Reeves 15
 Angela Reppert 26
 Sharon Rodney 29
 Edith Rothschild 18
 Dianne Slaughter 30
 Pat Stacy 26
 Brenda Stutts 11
 Charles Tabbi 7
 Karen Uchaz 9



Welcome New Volunteers

Welcome New Volunteers



WakeMed Raleigh

Campus

Jerry Allen, III
 Tammy Anderson
 Brenda Ashe
 Laura Azzu
 Cameron Batts
 Bonnie Blackburn
 Tracy Brader
 Chelsea Brown
 Kathleen Ceneskie
 Barbara Connor
 Marguerite Cross
 Natalie Daratony
 Roberta Davis
 Andrea Diano-Nass
 Mallory Dickens
 Melissa Espinal
 Christina Etheredge
 Grace Falls
 Luis Felix
 Marjean Fischer
 David Garner
 Cathtina Gayton
 Jeannie Gerding
 Francis Gilliam
 Deborah Goffney
 Crystal Greene
 LaShonda Harris
 Lane Harris

Cara Heaton
 Rebecca Hill
 June Hirsch
 Maureen Hirsch
 John Hite, Sr.
 Tammy Hood
 Lorrainin Hormath
 Christel Katende
 Maureen Kelly
 Thetra Kelly
 Jessica Kenny
 Laura Lin
 Linn Lineberry
 Cynthia Lumb
 Chimelle Lutete
 Michelle Lynch
 Patricia Marples
 Melinda McDowell
 Jennifer McRoy
 Keith Meredith
 Spencer Mougey
 Beatrice Paneto
 Kimberlee Pooler
 Addie Preston
 Tia Purkett
 Casey Reed
 Gay Rosenberg
 Michael Scharville
 Marlyatou Sidbe
 Kellie Siers

Christian Simpson
 Rebecca Sink
 Meredith Stancil
 Markisha Thomas
 Cherrill Todd
 Megan Turner
 Mary Jo Van Horne
 Lena Vines
 Marjorie Walls
 Jamie Ward

WakeMed Cary Hospital

Alison Barnes
 Anna Bonner
 Carlos Cepeda
 Carol Clark
 Erica Dawkins
 Lauen Deal
 Surekha Desai
 Indrajit Desai
 Pramila Domadia
 Mansukhlal Domadia
 Bouchra El Qani
 Harshal Gandhi
 Terri Hesseltine
 Chantrie Heyden
 Ozella Hunter
 Patricia Jenkins
 Elaine Kee
 Kathryn Kessing

Laura Kim
 Wendy Lotfi
 Joyce McGee
 Mohanlal Mansuria
 Kim Masseth
 LaSandra Mullins
 Muthuvel Muthaiah
 Linda Novak
 Alan Nguyen
 Pooja Patel
 Gayle Rose
 Maria Sanders
 Karan Singh
 Laura Spencer
 Cecilia Stapleton
 Angela Stephens
 Vickie Talbot
 Jeverra Thomas
 Sandra Venson
 Sharon Watson
 Alison Willis

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Michele Finlayson Tricia Maksail
 Rieppe Hendrick Nirsa Wycha
 Lorraine Oken Linda Cuthrell
 Sandra Beltrao Suzanne Brown
 Carol Jeffreys

WakeMed Cary Hospital

Regina Brest Pat Dorry
 Janice Dunning Jean Fox
 Diane Glennon Jeanette Hamm
 Claire Katz Frances Keener
 Melody Mangum Joan Ward

Our Condolences To

WakeMed Raleigh Campus
 Hilda Kirks: death in the family

WakeMed Cary Hospital
 Elsie Bauer's family
 Mary Chapman & family
 France Cullison's family

Volunteer Orientation

WakeMed Raleigh Campus

- Monday, October 12, 2009, Conference Dining Room, 5:30 pm-8:30 pm
- Wednesday, October 14, 2009, Conference Dining Room, 1:00 pm-4:00 pm
- Monday, November 2, 2009, Conference Dining Room, 5:30 pm-8:30 pm
- Wednesday, November 18, 2009, Conference Dining Room, 9:30 am-12:30 pm

WakeMed Cary Hospital

- Tuesday, October 6, Conference Center, 5:30 pm – 9 pm
- Tuesday, October 20, Conference Center, 8:30 am – 12 pm
- Tuesday, November 3, Conference Center, 5:30 pm – 9 pm
- Tuesday, November 17, Conference Center, 8:30 am – 12 pm

Tour Dates

WakeMed Raleigh Campus

- Wednesday, October 7, 2009, Volunteer Services 1 pm-2:30 pm
- Thursday, October 22, 2009, Main Visitor Lobby (Near Gift Shop), 6 pm-7:30 pm
- Thursday, November 11, 2009, Volunteer Services, 9:30 am-11 am

To register, please call 919-350-8293

WakeMed Cary Hospital

- Thursday, October 8, Volunteer Services, 7 pm
- Thursday, October 22, Volunteer Services, 10 am
- Thursday, November 5, Volunteer Services, 7 pm
- Thursday, November 19, Volunteer Services, 10 am

To register, please call 919-350-2363.

Calendar of Events

WakeMed Raleigh Campus

Linen SuperSale, Thursday, October 8 from 7 am—4pm in the Andrews Center Rooms 6 & 7

Volunteer Help is Needed! Please contact 919-350-8293 to sign up.

WakeMed Cary Hospital

Uniform Sale – Uniforms 2U Wednesday, September 30 from 7 am to 4 pm in the Conference Center

Heart Saver Class: October 1 and November 5 from 8:30 am to 12:30 pm

Call Education Services 350-2409 to register.

Congratulations

WakeMed Raleigh Campus

Congratulations to volunteer Katie Gilfilen on her recent wedding.

Congratulations to volunteer Lorraine Oken and Jack Oken who celebrated their 60th wedding anniversary, June 26, 2009

WakeMed Cary Hospital

Angela Reppert – second grandbaby girl
 Congratulations to Dr. William Pugliese and his wife Grace on their 55th wedding anniversary, September 11, 2009

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**



A Gift from The Raleigh Campus Volunteers

The Volunteers at WakeMed Raleigh Campus replaced the well worn children's table and chairs in the Women's Pavilion & Birthplace solarium. The new furniture is bright, durable and easily cleaned. Staff on 4 A&B and the Campus Police personnel who greet guests to the areas have all sent a BIG thank you... and have stated "what a difference it makes." Thank you to all volunteers who staff the fundraisers and to the employees who support them. YOU make these kinds of gifts possible.



Move From Good to Great

Reprinted from *The Volunteer Insider*,
a Stephenson Inc. Publication

Anyone who volunteers is highly valued. But volunteers willing to step up to the plate when no one else will, who see a need that isn't being met and respond immediately, qualify as great volunteers. Great volunteers are:

- Quick to praise other volunteers whenever the opportunity presents itself.
- Ready to inspire and bring out the best in their working colleagues.
- Constantly looking for the new and better ways to do their jobs well.
- Always first to show and last to leave.
- Able listeners who go a step beyond following instructions.
- Confident but not arrogant.

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.

All sewing volunteers will receive formal name recognition in conjunction with the Annual Awards and Recognition functions that will be held for each WakeMed volunteer organization, The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus, in October 2009.

WakeMed Raleigh Campus

Needles Club of Heritage
Happy Hearts of Heritage
Northern Wake Senior Center
Cary Senior Center
Threads of Love
Sunshine Seniors
NC Museum of Art

*Countless individual sewers
not associated with sewing groups*

WakeMed Cary Hospital

Abiding Presence Lutheran
Ahmadiyya Muslim Women's Association
Ann Foster Workshop
Apex United Methodist
Carolina Preserve Piecemakers
Carolina Preserve Yarn Spinners
Cary Senior Sewers
Garner Senior Center – On the Mend
Spring Arbor of Apex
Reedy Creek Baptist
Windsor Point Workshop

*Countless individual sewers not
associated with sewing groups*

Active/Retired Military Volunteer

If you are an active or retired military personnel please let us know. We would like to know through which branch of the armed forces you have served and what your rank is or was at retirement.

Please contact your Volunteer Services department:
Raleigh Campus: 919-350-8293
Cary Hospital: 919-350-2363



Office Closed

The Volunteer Services department at Raleigh Campus and Cary Hospital will be closed November 26 and 27 in observance of the Thanksgiving holiday.

Notes of Appreciation



Dear Volunteers,

Our family greatly appreciated the quilt you provided to our mother during her last days. That morning she had been asking for “purple” and we assumed she meant for her funeral. When the care worker came in that afternoon with a purple quilt, we all knew that it was a way of God wrapping his arms around her to take her home. She passed away two days later covered with a quilt of love and compassion. Two days after her death, her great granddaughter, Annie Marie, was born sharing her name and now her quilt. Our family and our mother gained strength and comfort from your selfless act. Thank you for all that you do. God bless you as you have blessed us.

Annette Wells and Family of Marie Nash.

Donations Needed: Volunteer Services WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at the 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 odors 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.

**Raleigh Campus: Wound Care Facility Library:
Current DVDs needed for patients to watch while patients are receiving treatment in Hyperbaric Oxygen Chamber.**

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

NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, Manager of 3C Urology/Renal/Cardiology. The Volunteers at WakeMed Raleigh Campus have administered this fund since 1991. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

Donor Name

Address

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Raleigh Campus
Attn. Susan Hester, DCS
P.O. Box 14465
Raleigh, NC 27620-4465

Acknowledgment to be sent to: _____

Name

Address

Please make your check payable to: The Volunteers at WakeMed Raleigh Campus

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name

Address

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

Mail to: The Volunteers at WakeMed Cary Hospital
WakeMed Cary Hospital
1900 Kildaire Farm Rd
Cary, NC 27518

Acknowledgment to be sent to: _____

Name

Address

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



Department of Volunteer Services

3000 New Bern Avenue

Raleigh, NC 27610-4465