

heartbeat



April - June 2015

This edition of the HeartBeat is produced in memory of Peggy Lewis

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Updates from the Director

As the temperatures rise outside, WakeMed Health & Hospitals is busily working to implement a new approach for achieving our Strategic Plan's aspirational goals. The Wake Way 2 Excellence (WW2E) initiative will be our method for continuous improvement moving forward. We are excited to adapt and adopt the tools and resources involved on our journey to excellence. Please be sure to read the details of this initiative in the WakeMed Updates section of this newsletter. We will continue to keep you apprised of updates for this initiative as they become available.

I also want to bring your attention to the Safety Awareness Update section as this highlights important information to help us maintain a safe environment for everyone in our facilities. At WakeMed Health and Hospitals our first priority is patient, employee, and volunteer safety. We recognize that our volunteers build close relationships with one another as we strive to deliver excellent care. In an effort to protect our volunteers and ensure a positive experience for all, it is important to take time and explain the differences between professional boundaries, boundary violations, and professional misconduct. It is our goal to ensure that our volunteers are fully educated and able to provide a safe environment for everyone at all times.

The WakeMed Health & Hospitals annual volunteer surveys have been sent out and I strongly encourage you to complete them. Your feedback is very important to us and we value your responses greatly. This information is used to target our improvement efforts. While we complete the formal survey process annually, please do not hesitate to contact any of the volunteer leadership team if you have concerns or feedback. Thank you for the wonderful service you provide and your assistance in improving the health and well-being of our community!

Safety Awareness Update

Professional boundaries are defined as the distance between a caregiver's power and a patient's vulnerability. A boundary crossing is considered to be a brief occurrence that may be inadvertent or innocent. While boundary crossing may seem harmless to both parties or appear to be an act of kindness, in some cases, it may unintentionally communicate that the caregiver has a level of control over the patient.

Examples of *inappropriate* boundary crossing:

- Visiting or calling patients after discharge when this is not within the individual's scope of service responsibilities. This may create confusion as to when the caregiver/patient relationship ends.
- Accepting a gift from an appreciative patient or giving gifts to patients.

Examples of *appropriate* boundary crossing:

- Attending a former patient's funeral
- Helping a friend or neighbor post-hospital stay
- Providing resource information to assist patient or family after discharge

In these situations, it might be helpful to ask yourself the following questions:

- Am I treating this patient or family differently than I do other patients?
- Would I be comfortable if this gift/action was known to the public or my colleagues?
- Are my actions truly therapeutic for the patient, or am I acting in a manner to meet my personal needs?

A boundary violation occurs when there is confusion between the needs of the caregiver and the needs of the patient. A boundary violation occurs when professional boundaries are crossed for reasons that are not even arguably therapeutic to the patient.

- Sharing too much personal information, such as personal problems with the patient
 - The caregiver of a patient with Cystic Fibrosis and begins to share all of their struggles with her own child with Cystic Fibrosis

- Disclosing patient's personal information
 - Sharing with someone that their neighbor is a WakeMed patient is a direct HIPAA violation.
- Spending inappropriate amounts of time with patient/family
 - Visiting when not scheduled to volunteer or exchanging personal contact information.

Professional misconduct is a serious violation of the professional boundaries and is a breach of the patient's trust. Professional misconduct is an extreme form of boundary violation and includes behavior that is seductive, sexually demeaning, harassing or reasonably interpreted as sexual by the patient.

- Any sexual relations with a current patient, this misconduct is a felony
- Soliciting a date with a current patient or family member
- Having a romantic relationship while patient is still under WakeMed Care.

It is most important to think about the perception of the patient and/or their family. Ask these four questions:

- Is it therapeutic for patient?
- Is it in the patient's best interest?
- Did it optimize or detract from care?
- Might my actions/behaviors be perceived as intrusive?

As a part of the professional workforce, we are responsible for establishing professional boundaries with patients/families. If you have any questions, please don't hesitate to reach out to myself or Jackie Kennedy, our Volunteer Services Manager. We will be happy to assist however possible. Thank you for your continued commitment to delivering care in a safe environment for everyone.

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

A Special Thanks !!!

In June we recognize and celebrated our four legged friends and their human companions who participate in our Hospitality Pets Program. Thank you for all you do to brighten the lives of our patients, families and staff.

The Hospitality Pets Program is a beneficial volunteer program that provides many quality outcomes for our patients and their families. Patients, families, staff, physicians and visitors alike support and praise the efforts of these champions. Just by sharing their warm and fuzzy interaction skills the dogs can provide many emotional and physical benefits.

WakeMed Raleigh Campus

Bob Gelinas & *Ruger*
 Brenda Yarborough & *Teddy*
 Kelli Mealy & Brenda Smith & *Tanner & Ryder*
 Chad Flowers & *Mufasa*
 Michael Taylor & *Daphne*
 Jode Ritsema & *Oakley*
 Kelly Newborn & *Ellie*
 Susan Mitchell & *Luke & Jack*
 Sharon LaRusch & *Kiki & Luther*
 Jeff Dworkin & *Bailey*
 Cathy McDonnell & *Sawyer*
 Theresa Scofield & *Tank*
 Charisse Holmes & *Rudy*
 Karen Spivey & *Winston*
 Sandy Heeter & *Petey*
 Lynn Rasmussen & *Rin*
 Holly McCoy & *Scottie*
 Trudy Bennett & *Hari*
 John Langum & *Sadie*
 Carol Kunkel & *Ivy Mae*
 Jayne Legatowicz & *Addie*
 Sara Stephenson & *Sophie*

WakeMed Cary Hospital

Rachel Rehl & *Murphy*
 Mark Yates & *Sierra*
 Brenda Yarborough & *Teddy*
 Rhetta Davis & *Reagan*
 Janice Fansworth & *Bella*
 Bob Gelinas & *Ruger*
 Linda Lang & *Snickers*
 Mary Szymkowski & *Ivey*
 Susy Spencer & *Ms. Ramsey*
 Jeff Dworkin & *Bailey*
 Andree Genez & *Starbuck*



Volunteer Services Updates

National Volunteer Week!

We hope you had the opportunity to join us in celebrating National Volunteer Week April 12 – 18. The Volunteer Services departments and WakeMed staff appreciate each and every one of you. We celebrated your commitment to others that makes you someone we treasure. Your positive impact is way beyond measure. Please accept our thanks for the superb things you do. WakeMed accomplishes much more thanks to volunteers like you!

REMINDER

DRESS CODE

The dress code is required in order to maintain a standard that clearly identifies volunteer status and ensures appropriate representation of the hospital to patients, families and visitors. All volunteers are expected to present a professional image to patients, visitors, staff, physicians and other volunteers. Departmental or hospital system expectations which **exceed** the standards listed below must be followed.

The Volunteer Services dress code standards include:

- Photo ID issued by Volunteer Services must be worn while volunteering. ID is worn on the right chest where it may be clearly seen
- Uniforms are issued by Volunteer Services for adults and teens
- Casual dress pants (black, brown or khaki recommended)
- Skirts that are near or below the knee (black, brown or khaki recommended)
- Patient care areas: closed toe shoes and hosiery/socks; soft soled shoes recommended; athletic shoes are permissible

- Clothing worn under uniforms should be in plain colors which complement the attire; no graphics or advertisements
- Tattoos: visible tattoos are allowed as long as they are not offensive, excessive and do not cause disruption to patient care

Inappropriate attire:

- Mini-skirts and skorts
- Sweatpants/shirts
- Screen t-shirts
- Tube, halter or crop tops
- Transparent, see through, low cut, tight fitting or revealing clothing (includes spandex)
- Scrubs (unless approved by Volunteer Services in select placement areas)
- Hats/caps/scarves (unless for religious, cultural or medical consideration)
- Sandals (exceptions could include office or reception locations)
- Jeans/jean skirts or dresses (blue denim or any other color of denim)
- Jeggings and Leggings
- Shorts
- Undergarments that are visible through clothing
- Piercings: visible pierced accessories other than earrings.



WakeMed Updates

Introducing the new WakeMed North Family Health & Women's Hospital

Experience. It's what makes WakeMed different. And when it comes to caring for women, our team of expert providers have the experience to deliver. Experience that comes from more than 50 years of caring for the community. Delivering more than 7,500 babies each year. And treating countless women with advanced diagnostics, maternal care, emergency care and surgical care. It's not just providing the care you deserve, when and where you need it. It's the way we provide it. A patient and family experience that is designed and delivered with you in mind.

Our new, 61-bed women's hospital will offer medical and surgical services for women of every age, providing convenient access to a wide variety of health services – from obstetrics and gynecology to urogynecology. Tranquil environments. State-of-the-art facilities. Advanced technologies. And, most importantly, providers and support staff that treat patients and families like their very own.

- Spacious Childbirth facilities
- Dedicated Family Lounge
- Six-bed Level III Special Care Nursery
- Environmentally friendly design
- 24-hour, on-demand room service & dining facilities
- Birth & Parent education classes

Outpatient Care for the Entire Family

- 24/7 emergency services
- Day surgery
- Diagnostic imaging and laboratory services
- Physical Rehabilitation

Primary & Specialty Care Physicians

We offer convenient access to high-quality care right on our North campus including:

- Cardiology
- ENT Head and Neck Surgery
- General and Bariatric Surgery
- Maternal Fetal Medicine
- Obstetrics and Gynecology
- Orthopaedics
- Pediatric Surgery
- Physical Therapy
- Primary Care (Family & Internal Medicine)
- Urogynecology (Pelvic Health)
- Urology



WakeMed Updates continued

April 8, 2015



Wake Way 2 Excellence Work Underway, Value Streams Selected

The Wake Way 2 Excellence (WW2E) initiative, which is WakeMed's strategic method for achieving our Strategic Plan's aspirational goals, is well underway. Over the past several months, our senior leadership team, the Performance Improvement department and experts from The Virginia Mason Institute (VMI) have been working hard to develop WakeMed's customized roadmap, timeline and strategy for our Wake Way 2 Excellence journey.

Where Do We Start?

One of the first major steps on our WW2E journey was to select two initial focus areas for our work, which will be called "value streams." The purpose of starting with two value streams is to allow us to focus on learning and applying our Wake Way 2 Excellence methodology and generate results in a few key areas before we begin rolling out the process across the WakeMed system. Our first two value streams are WakeMed Physician Practices and Surgical Services. These value streams were selected for several key reasons, including their patient focus and link to our aspirational goals, among many other considerations. Value stream teams are being formed this month, and work will begin soon in these areas. We will continue to update all staff on the progress being made in these value streams so we can all begin understanding WW2E and how it will help us achieve our organizational goals.

What Does This Mean for Staff Who Don't Work in These Areas?

The Wake Way 2 Excellence is a significant and major organizational focus for WakeMed today and well into the future. While much of the initial work will focus on these value streams, we will be training our leadership team on the Wake Way 2 Excellence methodology in the coming weeks – and we anticipate every area of the organization becoming heavily involved in this important initiative in the coming months.

"The purpose of The Wake Way 2 Excellence is to help us systematically achieve our Strategic Plan's aspirational goals," explains Donald Gintzig, WakeMed President and CEO. "It is virtually the 10-year roadmap to help WakeMed become one of the top 10 health systems in the country. By doing so, we can help improve the health and well-being of our community, which is the reason WakeMed exists."

Staff will be hearing a great deal more about our WW2E journey in the coming weeks and months as work continues. Stay tuned for regular updates and initiatives related to this important system-wide focus.

"We look forward to engaging all staff, physicians and volunteers in this exciting journey, and we appreciate your ongoing commitment and dedication," continues Gintzig. "With the teamwork and cooperation of each and every member of the WakeMed family, we can achieve our goals and uphold our mission, which ultimately allows us to provide high quality and high value care to our patients and their families at every level of the WakeMed system."

WakeMed Updates continued

April 28, 2015

WakeMed Named ACR Diagnostic Imaging Center of Excellence

We are pleased to announce that WakeMed has become the first health system in North Carolina to receive Diagnostic Imaging Center of Excellence™ (DICOE) designation by the American College of Radiology (ACR).

The DICOE designation recognizes superior patient care and excellence at multiple levels, including staff, technology and policies and procedures. Last week, ACR surveyors visited WakeMed and conducted a comprehensive assessment of quality, safety, procedures and personnel system-wide. Following the survey, the ACR team praised WakeMed for our efforts to provide the best imaging experience for our patients.

“Becoming the first hospital in North Carolina to be designated as a Diagnostic Imaging Center of Excellence is a significant honor for the Imaging team and the entire WakeMed system,” said Georgia Harrington, vice president, Operations. “This certification is a result of hard work, commitment and engagement of Imaging staff members at all levels.”

The ACR was founded in 1924 and is one of the largest medical associations in the United States. To receive DICOE recognition, an organization must have ACR accreditation in all available modalities; participate in the Dose Index Registry and General Radiology Improvement Database, as well as Image Wisely and Image Gently.



May 19, 2015

John Finley Named Vice President & Chief Compliance & Privacy Officer

WakeMed is pleased to announce that John Finley, JD, MPH, will join WakeMed on June 15 as vice president & chief compliance & privacy officer. Finley comes to us from Christus Health in Irving, Texas, where he is currently the vice president, Global Chief Compliance & Privacy Officer.

Finley brings more than 15 years of experience in corporate compliance, enterprise-risk management, health care operations, clinical research, policy, government investigations and material litigation. He has served as chief compliance officer for several large health systems as well as private corporations including Amerigroup and Aetna.

In this role, Finley will be responsible for all privacy (HIPAA), compliance and contractual agreements for the health system. Reporting directly to the CEO & Board of Directors, he will work to ensure WakeMed's commitment to honesty and integrity at all times.

“Maintaining the highest ethics and standards in all we do is one of our 10 aspirational goals and is a strong priority for our organization. I am confident that John's experience and skills will be a great benefit as we work to expand and strengthen our corporate compliance program,” commented Donald Gintzig, president & CEO. “Please join me in welcoming John to WakeMed.”

Finley will work closely with Gintzig as well as the WakeMed Board of Directors to help the organization stay abreast of changing laws and regulations, managing policy changes, and providing education related to compliance matters.

WakeMed Updates continued

May 28, 2015

Magnet Milestone: WakeMed Earns Site Visit

WakeMed was recently approved by The American Nurses Credentialing Center (ANCC) for a site visit by Magnet® Recognition Program appRAISERs. This is a key milestone in our journey to achieve the Magnet designation; which, just over 400 health care organizations worldwide have earned.



The American Nurses Credentialing Center (ANCC) promotes excellence in nursing and health care globally through credentialing programs. The ANCC's Magnet Recognition Program® recognizes health care organizations for quality patient care, nursing excellence and innovations in nursing practice. Magnet is the leading source of successful nursing practices and strategies worldwide.

Long-time Cary Hospital Volunteer “Retires”

“When I started, there were no computers and the daily patient bed census was about 18 to 20. On my last day [of volunteering], the census was 235,” says Blair Hatcher. Blair joined The Volunteers at WakeMed Cary Hospital in 1992, just a few months after the hospital opened. Today, 23 years and three months later, she has decided that it is time to leave her post as one of the welcoming faces at the hospital’s main reception desk. We were the first people that anyone saw when they came into the hospital,” says Blair, who always enjoyed her shifts with Ruth Taresco.

Throughout Blair’s tenure, she had three different Volunteer Services supervisors and saw three different hospital administrators. They were all great,” she remarks. Blair also watched Cary Hospital’s tremendous growth, including the addition of the Women’s Pavilion and Birthplace and the vertical expansion.

What kept Blair volunteering for so long? Her answer won’t surprise you. It’s likely the same one many of us give when asked why we enjoy WakeMed: “The people,” she says.



The President's Spotlight – Raleigh Campus



Greetings, to all our volunteers! I am hoping your summer has started off well! It certainly is a time of year when we can be beckoned in many tantalizing ways.

For some it might be the open roads and short in-state trips. For others it might be visiting historical places long ignored. To others it might be new and alluring cultural experiences, or even the excitement of bonding experience(s) provided by family/school/work re-unions. What is not to love about summer adventure? Especially, after we have spent several

months planning and concocting and now we actually get to savor the adventure(s) we have anticipated!

In the past several months your board has given approval for several funding requests. A funding allotment of \$2,000 was given to Child Life Services in Endoscopy. This funding allows the department to provide services that help to "normalize" the hospital experiences for our very young patients. In particular, this service provides appropriate programming materials, toys, electronics, focused experiences, to alleviate their anxieties and to bring about a better adjustment to a hospital stay.

Funding was also given to Cardiovascular Education in order to further its services of providing weigh scales to needy patients. The use of weigh scales by cardiac patients has been found to be most beneficial to their recovery, and greatly reduced the need for re-admissions subsequently, thereafter.

Thanks to all who have staffed and participated in our fund raisers in the past few months. I am pleased to report they have been most successful and met our projections. Shoe and jewelry fund raisers continue to be our most solid performers. Thanks also to the many who returned their ballots and helped fill vacancies on our board. Steven Yee, Susan Legatowicz and Vickie Higgins have all been given three year terms. Our congratulations and thanks for their willingness to serve.

Once again many thanks to all our volunteers! It is ennobling and uplifting to see your enthusiasm, energy, care, compassion, passed along and unto others! You continue to help make WakeMed a truly great and healthy environment for healing and recovery to take place!



Respectfully Submitted,
Michael Fuchs

The President's Spotlight – Cary Hospital



Summer is here, and I hope all of you are enjoying the warm weather and planning a vacation. Our board has had a busy Spring.

On March 8, we entertained the Raleigh volunteer board and had a very enjoyable luncheon in the cafeteria. We visited together and got to know our Raleigh counterparts better.

Also in March, the planning began for our Annual Golf Outing that will be held at McGregor Downs on October 19. Jim Schultz and Al Port are the co-chairs of this event this year.

The board had a funding request for HELP (Hospital Elder Life Program). This is a new program that will be instrumental in providing programs for patients over the age of 70. The board approved this request.

In April, Brad Davis, Foundation President, met with us and gave us an update on the Foundation.

We had another funding request in April from the Nursing Department for two (2) additional nurses to attend the annual Magnet Conference in the Fall. The board voted to approve this request for funds.

The volunteer board sponsored a jewelry sale on April 27th as part of our fundraising for the year. On June 11th, we sponsored a shoe sale that was also a great success.

We are excited to announce and send special thanks to all the community volunteers who help make Huggables for our smallest patients that visit WakeMed Cary Hospital. More than 50,000 Huggables have been made since the start of the program!

I want to thank all the volunteers for your continuing contribution to WakeMed Cary, and I hope you all have a wonderful Summer.



Respectfully Submitted,
Sue Busa



Volunteer Spotlight WakeMed Raleigh Campus ~ Pamela Thompson



Pam Thompson actively volunteers at WakeMed's Raleigh campus. She has served in the Cardiothoracic Intensive Care Unit and currently is a Friendly Face Cart volunteer.

Married with one daughter, one step daughter, one step son, and a bouncing three year old granddaughter, Pam is originally from Newport News, Virginia. For the past seven years she and her family have been residing in Clayton.

Pam's relationship with WakeMed Health and Hospitals began unexpectedly when she suffered from a stroke. After one month and one day as a WakeMed patient, she was discharged just in time to be home for her birthday.

A combination of continued therapy and her determined will, allowed Pam to regain normal functioning. During her tenure as a volunteer, she continues to be encouraged by her development. Pam most enjoys the opportunity to meet new people as she delivers magazine, books, word searches, and a friendly smile to those in our facility!

Volunteer Spotlight WakeMed Cary Hospital ~ Ben Atkinson



Hi, my name is Ben Atkinson and I have been a Day Surgery volunteer for the Cary Hospital since October 2014.

I graduated from UNC Chapel Hill in 2012 with degrees in economics and finance. After graduating, I spent two years in Atlanta, Charlotte, and New York as a management consultant.

Thanks to some long days and a great deal of soul searching, I quit my job last July and decided to pursue my passion of helping people through medicine. I am now a graduate student studying medical physiology at NC State and plan to enter into medical school in 2017.

In addition to WakeMed, I also volunteer as an medical scribe intern at the open door clinic in Raleigh called Urban Ministries. Aside from medicine, my other interests include rock climbing, hiking, home brewing beer, and the relentless pursuit of knowledge.



Guest Ambassador

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

Kyra Best – “Kyra helped me to the Emergency Room and kept me entertained the entire way.”

Kyra Best – “She was so sweet and nice. She had a smile on her face the whole time.”

Kamika Henderson – “She was wonderful and such a personable escort!”

Reda Kabbany – “The visit was a great experience with the guide to the patient’s room. A+”.

Dymond Lawrence – “She took me to the cafeteria and stayed with me while I filled out my order. She took me back to my son’s room as well.”

Nimisha Merchant – “Very friendly and nice person to work for.”

Nimisha Merchant – “Nimisha is a wonderful person and does her work with joy and majesty!”

Stephia Sabu – “Very nice young lady!”

Grace Whitley – “Grace was super sweet... had a great smile and walked us all the way to the room. Thank you so much!”

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

. . a job well done!

Exit Comments

Halston Hoke – Speech Therapy. “It has been a great experience and I appreciate the flexibility of working with college students.”

Alise Dobrot – Food & Nutrition Services. “The volunteer department is super professional. I have enjoyed being a part of the organization. Appreciated the emails keeping me up to date on all things that needed to be attended to. Keep up the good work!”

Colin Woolard – Adult Emergency Department. “The time spent as a volunteer in the ED brings a great sense of fulfillment and has done much to confirm I am making the right career choice. . . It was wonderful to be able to watch the doctors and nurses performing so seamlessly in their element. . . Catherine and Natalie, I want to thank you both for the time I was able to spend as a volunteer. Over the past year I have deeply enjoyed working at WakeMed’s Emergency Department. Thank you again WakeMed for everything!”

Steven Boehm – “I loved volunteering at WakeMed! The Volunteer Services staff was fantastic and created a friendly and welcoming environment. I am thankful that I was able to spend time at WakeMed and have the privilege to interact with so many patients.”

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

Priya Desai - Women's Pavilion. “I loved working with such awesome people, very sad to leave.”

Riya Desai - Womens Pavilion. “I really enjoyed all my time I spent volunteering. I miss the people I work with.”

Lavonda Bagwell - Day Surgery. “Very rewarding work and all the staff in Day Surgery were great to work with.”

Fundraisers: Thank you to the following

WakeMed Raleigh Campus

Anita Boonen
Cheryl Pettyjohn
Marion Boissiere
Rosemary Driver
Sue Honeycutt
Timothy Lee
Yvonne Dewald

Who assisted with The Volunteers at WakeMed Raleigh Campus Cline Jewelry Sale on April 29, 2015.

Almost 200 employees visited the sale and we sold \$8,889 in merchandise and raised \$1,665 in profits.

And to:

Denise Feighery
Maggie Gill
Marion Boissiere
Rosemary Driver
Sharon LaRusch
Steve Yee
Timothy Lee

Who assisted with The Volunteers at WakeMed Raleigh Campus Professional Shoe Sale on June 9, 2015.

Almost 200 employees visited the sale and we sold \$25,500 in merchandise and raised \$4,775 in profits.



WakeMed Cary Hospital

Beth Turner
Bunny Thompson
Ellen Onofrio
JoAnne Purdy
Purnima Kotiya
Sue Busa

Who assisted with The Volunteers at Wake-Med Cary Hospital Cline Jewelry sale on April 27, 2015.

Over 75 employees visited the sale and we sold \$2,189 in merchandise and raised \$410 in profits.



And to:

Beth Turner
Chin-Jang Lin
Cindy Larsen
Diane Boyer
Suba Ganeshan
Sue Busa
Susan Alvey
Tom McFadden

Who assisted with The Volunteers at Wake-Med Cary Hospital Professional Shoe Sale on June 11, 2015.

Over 100 employees visited the sale and we sold \$12,739 in merchandise and raised \$2,548 in profits.

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

Our Thoughts . . .

In Memory of Our Volunteers

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

On May 12th, our volunteer family lost one of our own, Peggy Lewis. Peggy Brantley Lewis volunteered with WakeMed Health & Hospitals Raleigh Campus for over 26 years. During her time with us, Peggy served 6,700 plus hours. She held various positions, but most recently was a member of the team in our Chart Room. We will miss her smile, sharp wit and committed spirit.

Louise Brown – Louise was a community sewer for the Cary Hospital who contributed many hours towards handcrafting a variety of items to be shared with our patients and their families.

We appreciate their caring, time and support.



Thinking of you

WakeMed Raleigh Campus

Barbara Brooks

Alma Gill

Marcus Harrington

Sharon LaRusch

Susan Legatowicz

James Miller

Bob Wertis



WakeMed Cary Hospital

Mary Lynn Barnett

Allison Brown

Barber Copperwheat

Bill Eberbach

Megan Ford

Lynn Lewis

Tom McFadden

Ruth Taresco

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

WakeMed Raleigh Campus
919-350-8293

WakeMed Cary Hospital
919-350-2363

Our Thoughts . . .

Our Sympathies to:

WakeMed Raleigh Campus

John Agurs – loss of family member
 Carolyn Crisci – loss of family member
 Deloris Johnson – loss of family member
 Hilda McCullers – loss of family member
 Wendy Norman – loss of family member
 Elaine Plummer – loss of family member

WakeMed Cary Hospital

Mary Jo Cercy – loss of family member
 Barbara Gribble – loss of family member
 Tina Smith – loss of family member

Congratulations To

WakeMed Cary Hospital

Anne Foster & husband Norman – celebrated 60 years of marriage on June 30

John Grau & wife Donna – celebrated 31 years of marriage on June 2

Linda Lang & husband John – celebrated 36 years of marriage in May

Katie Mis & husband Daniel – celebrated 30 years of marriage on June 22

Judy Rea & husband David – celebrated 51 years of marriage on April 19

Bunny Thompson & husband Roger – celebrated 43 years of marriage on June 11

Linda Tuffey & husband John – celebrated 53 years on June 16

Larue Wayne & husband Larry – celebrated 55 years of marriage on June 11

Donna Doherty & family on the birth of their baby girl Nora Mae

Ben Atkinson for ending his semester with an 4.0 Average

Megan Ford on her new position as a CNA in the Emergency Department.

Marinda Carraway on her new position with Food Services

Congratulations To

WakeMed Raleigh Campus

John Agurs & wife Willa – celebrated 49 years of marriage on July 2

Rosellar Sharper – graduated June 12 from Raleigh Institute of Biblical Studies

Congratulations!

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

WakeMed Raleigh Campus
919-350-8293

WakeMed Cary Hospital
919-350-2363

Donations



Marilyn Allen,
Hephzibah Baptist Church



Daphne Dew & Family



Natalie Whitaker
Karly Perkins



Jane Marshall
Cary Senior Center



Mariela & Mariza
Bozman

WakeMed Cary Hospital & WakeMed Raleigh Campus

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

Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 3 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

There is an urgent need at the Raleigh Campus for Spanish, African American, and men's magazines. There is also 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 & care that is second to none.

A Special Message to Individual and Group sewers who make “Huggable” animals

*Dear Volunteers,
“Thank you for the cuddle cat. I like the way you made the cat. It made me happy!”
Ella*

*Dear Volunteers,
“Thank you so much for your thoughtfulness and kindness. My daughter was very apprehensive about coming to the hospital for a test. When she received the cuddle cat, she forgot all about being worried. It was also a great lesson for her about helping others!”
Thank you!!!
Ella’s Mom*

WakeMed Raleigh Campus

Cary Senior Center
NRCC Stitchers
Project Linus
Threads of Love

WakeMed Cary Hospital

Please Note: If you are associated with Prayers Stitchers Sewing group please contact the Cary office at 919-350-2363 as soon as possible.

Anne Foster’s Group
Carolina Preserve Yarn Spinners
Colonial Baptist
Harriett Kelner Group
Prayers Stitchers

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

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

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

***SPREAD
THE
LOVE.***

Calendar of Events

WakeMed Raleigh Campus

Volunteer Board Meetings

Tuesday, August 11, 2015
Conference Dining Room, 10 am - 12 pm

Tuesday, September 8, 2015
Conference Dining Room, 10 am - 12 pm

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

1st Uniform Sale

Thursday, August 20, 2015
Andrews Center, 7 am - 4 pm

Dynamic Cookware & Infinite Electronic

Friday, October 30, 2015
Andrew Center, 7 am - 4 pm

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

WakeMed Raleigh Campus Tour Dates

Tuesday, August 18, 2015
Volunteer Services, 1 pm

Thursday, August 27, 2015
1st Floor Main Visitor Lobby, 6 pm

Tuesday, September 15, 2015
Volunteer Services, 1 pm

Thursday, September 24, 2015
1st Floor Main Visitor Lobby, 6 pm

Tuesday, October 6, 2015,
Volunteer Services, 1 pm

Thursday, October 29, 2015
1st Floor Main Visitor Lobby, 6 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

Volunteer Board Meetings

Wednesday, August 26, 2015
Conference Center 10 am - 12 pm

Wednesday, September 23, 2015
Conference Center 10 am - 12 pm

Wednesday, October 28, 2015
Conference Center 10 am - 12 pm

1st Uniform Sale

Wednesday, August 5, 2015
Conference Center, 7 am - 4 pm

Masscare Jewelry Sale

Monday, December 7, 2015
Conference Center, 7 am - 4 pm

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

WakeMed Cary Hospital Tour Dates

Monday, August 3, 2015
Volunteer Services 10 am

Thursday, August 27, 2015
Volunteer Services 6 pm

Monday, September 14, 2015
Volunteer Services 6 pm

Thursday, September 24, 2015
Volunteer Services 10 am

Monday, October 5, 2015
Volunteer Services 10 am

Thursday, October 22, 2015
Volunteer Services 6 pm

To register, please call 919-350-2363

Placement Opportunities

WakeMed Raleigh Campus

Human Resources Filing Partner

Off Campus at our Corporate Office on
Smoke Tree Court

Monday - Friday
2-3 hour shift, 1 day a week
8 am-4 pm

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

Patient Services 3A (Office Support & Patient Care)

3 hour shift, 1 day a week
Monday - Friday 10 am-1 pm

Volunteer projects would primarily include filing. Volunteers most successful in this position are able to physically handle bending and standing. In addition to filing, the volunteer would assist with patient care duties such as passing out ice, emptying trash and assisting with patient discharge via wheelchair.



WakeMed Cary Hospital

Gift Shop

Available Now: Saturdays 2 pm-4 pm &
Sundays 2 pm-4 pm

Shifts Made Available in Fall 2015!!
Tuesdays 9 am-12 pm & 12 pm-3 pm

Volunteers assisting with the Gift Shop primarily assist customers with the checking out process. In addition, volunteers also put out new merchandise and light cleaning.

HELP

Tuesdays 8 am-12 pm & 4 pm-8 pm
Fridays 4 pm-8 pm

For volunteers 18 years of age and older, the HELP program is geared towards providing services to our elderly patients. Volunteers in this role assist with feeding, bedside exercises, and diversionary activities.

Hearing & Screening

Saturdays 8 am-12 pm

Volunteers with the Hearing and Screening program ensure our newborns receive the required hearing screening prior to leaving the hospital. This position requires a high level of commitment. Volunteers in this program go through an intense training and shadowing onboarding process.



Happy Birthday!

WakeMed Volunteers

Raleigh Campus

April

Bibi Hashemee, 4/1
 Harriet Nausch, 4/1
 Hannah Moyles, 4/2
 Peg Fuchs, 4/4
 Bettie Taylor, 4/4
 Emma Voigt, 4/4
 Nancy Graybeal, 4/5
 Rebal Goetz, 4/9
 Sara Kirk, 4/9
 Kimani Hicks, 4/11
 Margaret Haigler, 4/12
 Florence Grummer, 4/13
 Natalie Rodriguez, 4/13
 Mikaela Woodard, 4/13
 Amanda Krzywinski, 4/14
 Wendy Perry, 4/14
 Colin Woolard, 4/14
 Mary Kate Christiansen, 4/15
 Madison Hurst, 4/15
 Georgetta Paskoff, 4/15
 Judy Tysmans, 4/15
 Carol Kunkel, 4/18
 Kim Nguyen, 4/20
 Pearl Cunningham, 4/21
 Linda Grimes, 4/22
 Rosemary Kenny, 4/22
 Earl Genzel, 4/23
 Brenda Yarbrough, 4/23
 Patsy Hunt, 4/24
 Lilian Sauerwein, 4/25
 Angela Bridges, 4/26
 Wade Burnette, 4/26
 Elizabeth Thier, 4/27
 Hunter Whittington, 4/27
 Kerstin Bevill, 4/29
 Linda Lapp, 4/30

May

Frederick Huebner, 5/2
 Hazani Benitez-Rosas, 5/3
 Rosemary Driver, 5/5
 Janette Gomez, 5/5
 Joan Bird, 5/6
 Ali Najafi, 5/6
 Wendy Norman, 5/6
 Sarah Stephenson, 5/6
 Karla Balourdos, 5/7
 Hannah Lugiano, 5/7
 Diane Robinson, 5/8
 Ebenezer Shyngle, 5/8
 John Agurs, 5/9
 Michele Murell, 5/9
 Evelyn Felice, 5/10
 Olivia Perry, 5/10
 Pamela Prokopowicz, 5/10
 David Loman, 5/11
 Michelle Portee, 5/12
 Reid Craft, 5/13
 Ejessica Brown, 5/14
 Alison Brush, 5/14
 Dalia Al-Omari, 5/15
 Alma Gill, 5/15
 Barbara Pappas, 5/15
 Rosemarie Sholl, 5/15
 Betty Whitley, 5/15
 Amanda Corley, 5/18
 David Cottengim, 5/18
 Meisha Harrison, 5/19
 Brittni Hines, 5/19
 Susan Mitchell, 5/20
 Ellen Plumblee, 5/20
 Anthony Seto, 5/20
 Sandra Gault, 5/21
 Ruby Hart, 5/21
 Marty Stephens, 5/21
 Andre Perry, 5/22
 Shirley Lively, 5/24
 Erika Gass, 5/25
 Ida Young, 5/27
 Roy Pettyjohn, 5/30
 Arriyell Searight, 5/30

June

Victoria Chien, 6/1
 Felicia W. Ricks, 6/1
 Robert Wertis, 6/1
 Donna Daniels, 6/2
 Colette Hudgins, 6/2
 Patricia McKeever, 6/4
 Joshua Holland, 6/5
 Luann (Pixie) Justice, 6/5
 Beverly Bennett, 6/7
 Diane Lewis, 6/7
 Amanda Wehrwein, 6/7
 Jean Dansak, 6/8
 Molly Gallion, 6/8
 Betty Prim, 6/8
 Barbara Eckroth, 6/11
 Maisoon Qassem, 6/12
 Gaye Forman, 6/14
 Deborah Lambert, 6/14
 Eduardo Hernandez, 6/17
 Leigh Stallings, 6/17
 Hannah Carroll, 6/18
 Patricia Hobbs, 6/18
 Greg Kabbes, 6/18
 John Longa, 6/18
 Sherman Driver, 6/19
 Chika Chukwu, 6/20
 Laura Gilman, 6/20
 Brittany George, 6/22
 Joyce Serra, 6/22
 Pamela Thompson, 6/22
 Hilda Altman, 6/24
 Kathy Begun, 6/24
 Shekinah Creary, 6/25
 Kelli Mealy, 6/25
 Linda Butler, 6/26
 Cecile Noel, 6/26
 Chad Flowers, 6/27
 Suzanne Ledoyen, 6/27
 Scarlet Parrish, 6/27
 Lynn Scott, 6/27
 Franklin Johnson, 6/28
 John Langham, 6/28
 Declan Hoffman, 6/29



Happy Birthday!

WakeMed Volunteers

Cary Hospital

April

Sheela George, 4/3
 Ruth Cornwell, 4/5
 Banu Krishnamurthy, 4/5
 Lorraine Dibble, 4/8
 Susan Boyd, 4/11
 Robert Rafferty, 4/11
 Teresa Koeppen, 4/11
 Connie Pymonto, 4/12
 Jane Bird, 4/14
 Nancy Messina, 4/14
 Rachel Johnson, 4/15
 Vivian Collins, 4/15
 Judy Tysmans, 4/15
 Luanne Jeffery, 4/15
 Andree Genez, 4/16
 Vinita Sharma, 4/17
 Jane Warner, 4/18
 Allie Frear, 4/18
 Shannon McDonald, 4/21
 Harriet Kelner, 4/22
 Ezan Chaudhry, 4/22
 Sarah Thornton, 4/23
 Brenda Yarbrough, 4/23
 Fran Blumenkrantz, 4/23
 Sarah Chiavacci, 4/24
 Jeffrey Dworkin, 4/24
 Mary Molander, 4/24
 Loretta Petraroia, 4/25
 Jim Ryals, 4/25
 Lakshmi Putcha, 4/25
 Bev Carey, 4/27
 Brian Wong, 4/28
 Linda Tuffey, 4/28
 Emma Johnson, 4/28
 Barbara Scher, 4/29
 Sally Oueis, 4/30

May

Jane McNutt, 5/3
 Alberta Freund, 5/3
 Gayle Keen, 5/4
 Nancy Tombaugh, 5/4
 Margaret Rapp, 5/5
 Christine Roath, 5/6
 Jasmine Tilden, 5/9
 Erin Harris, 5/10
 Barbara Williams, 5/10
 Charles Schabel, 5/10
 Achala Pai, 5/12
 Loretta Consiglio, 5/13
 Ashley Corn, 5/16
 Joan Morelen, 5/17
 Luke Embury, 5/17
 Richa Parikh, 5/18
 Elyse Vanbogaert, 5/18
 Bertha Boswell, 5/18
 Aileen Webster, 5/19
 Megan Martin, 5/21
 Rachel Rehl, 5/22
 Pamela Kearney, 5/24
 Ataharul Mannan, 5/24
 Charlyn Dougherty, 5/25
 Janice Coates, 5/26
 Melina Alvarez Benitez, 5/29
 Mark Yates, 5/29
 Julie Auble, 5/31

June

Cecelia Roundy, 6/1
 Dan Miller, 6/1
 Cathy Kasten, 6/2
 Calvin Parks, 6/3
 Pavan Prajapati, 6/4
 Evon Elaine Sanders, 6/5
 Kelly Contino, 6/5
 Margaret Pearce, 6/7
 David Greybill, 6/8
 Shiela Braun, 6/8
 Cleo Wilkins, 6/9
 Susan Streeter, 6/9
 Joann Martin, 6/10
 Jacqueline Winston, 6/11
 Elizabeth Lake, 6/13
 Gaye Forman, 6/14
 Charlotte Ward, 6/14
 Johanna Brenner, 6/14
 Kevin Gaffney, 6/15
 Debbie Berland, 6/16
 Maryellen Massenburg, 6/17
 Janah Al-Najjar, 6/18
 Susan Gould, 6/18
 Ann Buenconsejo, 6/19
 Diane Boyer, 6/21
 Mildred Martin, 6/22
 Constance Sinha, 6/23
 Barbara Besselman, 6/23
 Pooja Joshi, 6/26
 Michael Bleyer, 6/28
 Cheryl Thompson, 6/28
 John Langham, 6/28
 Judith Rea, 6/29
 Jan Koret, 6/29
 Mounica Boggala, 6/30
 Maria Minchella, 6/30
 Lynne Benson, 6/30



Welcome New Volunteers

Raleigh Campus

Eman Abdallah
 McKenzie Botts
 Marie Brid
 Teresa Buchholz
 Leslie Burrell
 Rebecca Carper
 Terese Chando
 Mary Day
 Zyon Devaughn
 Olubunmi Doherty
 Amanda Elhilow
 Qadra Elmi
 Leslie Espinoza
 Pamela Friday-Norfolk
 Carol Geist
 Rohit Ghotkar
 Jenna Gross
 Bruce Hamilton
 Tamara Ishanova
 Ricole Jenkins
 Lydia Jobe
 Annie Johnson
 Luann (Pixie) Justice
 Julie Kent
 Alexandra Kim
 Mohammad Koubaitary
 Divya Kumaresan
 Zachary Laurer
 Kevin Le
 Nia Lee
 Holly McCoy
 Scottie McCoy
 Bennett McKinley
 Tara Meadows
 Whitley Morrison
 Nick Navarro
 Jennifer Nevins
 Ellie Newborn
 Kelly Newborn
 Erik Nicolaysen
 Vijaya Nithianandarajah

Christi Ocke
 Zita Okodo
 Alicia Ozhakanat
 Barbara Papp
 Kitty Parker
 Bernard Parrish
 Judy Parsons
 Akash Patel
 Jennifer Poole
 Adrienne Rigo
 Mary Glynn Roberson
 Rachel Rocchetti
 Jessica Salazar
 April Sansevieri
 Karen Seeger
 Ireny Sharkawy
 Kayla Shelton
 Ashma Shrestha
 Hunter Smoak
 Linda Snyder
 Tavalas Staten
 Adrian Thompson
 Jenny Vu
 Abigail Ware
 Julia Weidner
 Steven Wells
 Kristin Yanes
 Jada Yeboah

Cary Hospital

Gwen Adams
 Ruby Ali
 Laura Baez
 Christine Baird
 Karen Brown
 Anissa Deol
 Nina Driver
 Susan Gould
 Saivamsi Hanumanthu
 Erin Harris
 Judy Holuran
 Nisha Iyer
 Rachel Johnson
 Natalie Kandinata
 Gayle Keen
 Jean Kinyon
 Sara Knowlson
 Daniel Ma
 Alyssa Martin
 Meredith Meyer
 Barbara Mineiro
 Kiese Mpongo
 Donna Mullen
 Raageswari Nayak
 Sandeep Nelabhotla
 Oluchi Okafor
 Sally Oueis
 Ernest Parker
 Neal Patel
 Kim Peppers
 Karel Standish
 Jasmine Tilden
 Suzanne Tredway
 Susan Tucker
 Elyse Vanbogaert
 Amanda Wolfgang



WE NEED YOUR EMAIL ADDRESS!

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610
Or
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

KEEP MAILING ME THE HEARTBEAT!

Complete the form below & return to your Volunteer Services department

I prefer to continue to receive the HeartBeat by US Mail

Name

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610
Or
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

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 & events. Recognition of the *Blossoms for Life* donors, memorials & honoraria are on display in the Cary Hospital Conference Center. All gifts received by *Blossoms for Life* are used to fund programs & services throughout the hospital. If you are interested in making a contribution, please complete the form below & return to the Volunteer Services department at Cary Hospital.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name

Address

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

Acknowledgment to be sent to: _____
Name Address

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

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

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



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