

HeartBeat

August 2010



This edition of the HeartBeat is produced in memory of

Angela Reppert

Guest Relations Ambassadors Program – Raleigh Campus

The Raleigh Campus Guest Relations Ambassadors are volunteers who welcome and greet patients, family members and visitors as they enter WakeMed and assist them to their destinations. The purposes of the Guest Relations Ambassador volunteer placement are to enhance customer service and to make the guests' experiences at WakeMed as pleasurable as possible.

Additional Guest Relations Ambassador responsibilities include providing wheelchair assistance for patients and visitors. During the initial implementation of the service, the volunteers are stationed at the Main Information Visitor entrance. The next goal is to expand the services and assist at both the Critical Care Waiting Room & Heart Center reception desks. Our ultimate goal is to provide assistance with both way-finding and wheelchair transport through out the hospital.

Volunteers are chosen for their ability to stand or walk for 2-4 hours of time, for their excellent two way communication skills, and for the mind-set that makes customer service a priority.

Gayle Dworkin, who comes to us from WakeMed Cary Hospital, oversees the daily operations of the program along with Rosie Pacheco, Supervisor (Guest Services.) Marie Johnson, Manager, (Volunteer Services) and Jackie Kennedy (Volunteer Services Specialist) lead the recruiting efforts to keep the 50+ volunteer positions filled.

The volunteers are enjoying a rewarding and fulfilling experience. It is very gratifying to receive a lot of thank you's and hugs every day. This level of service truly does make a difference!

As we continue to strive for excellence in quality and customer service we are looking for volunteers who have a respectful, caring and helpful attitude, who love to interact with people, and who are energetic walkers. If you are, or someone you know is, interested in becoming a Guest Relations Ambassador please contact Volunteer services at #350-8293.

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WAKEMED RALEIGH AMBASSADORS

Hussein Ahmad
 Priya Balagopal
 Bill Brower
 Lindsey Brantley
 Stephanie Brawner
 Diego Hipolito Canario
 Trena Carpenter
 Shanaz Carper
 Barbara Connor
 Trey Edwards
 Lucy Harvey
 Melanie Hicks
 Vickie Higgins
 Lake Holmes
 Glaucia Jimerfield
 Kariji Jones
 Edivani Johnson
 Alicia Lee
 Nin Lei
 Chris Munford
 Cindy Nicholson
 Ashvi Patel
 Annet Rajan
 Janet Rajan
 Caitlin Rogers
 Francisco I. Rosado
 Ian Stancil
 Emily VanSchagen
 John Walsh
 Josette Williams
 Pam Yates

Compassion Counts More Than Ever

by Michael J. Berland

America is in the midst of a boom--and one that is benefiting and bonding us all. "During past tough economic times, there was a decrease in volunteering," says Patrick Corvington, CEO of the federal Corporation for National and Community Service. "But today there's a 'compassion boom' of people helping others." An exclusive new PARADE poll shows how and why so many Ameri-

cans are working to improve our communities and the world.

"Public service" has become more than a phrase or a school requirement in our country--it's now a way of life for Americans of all ages. "People who are out of work are volunteering to stay connected to their communities and to hone their job skills," Corvington explains. "But I think part of what is driving the overall increase is the growing understanding that service is an essential tool to achieve community and national goals."

The findings of the new PARADE poll confirm Corvington's observations: Respondents were almost unanimous in the belief that it is "important to be personally involved in supporting a cause we believe in" in our communities (94%) and in the world at large (91%). More than three out of four (78%) think that the actions of one person can improve the world, and 78% also believe they're more involved in making a difference than their parents were.

The Americans surveyed by PARADE are particularly proud of one very personal way that they're contributing to the greater good: Ninety percent said that they are working hard to teach their children the importance of activism. They're imparting these lessons in a variety of ways, including leading by example (64%); talking to their kids about important issues and causes (51%); discussing their own charitable contributions or efforts with their children (35%); taking them to meetings or when they volunteer (32%); urging them to follow role models who are working for positive change (31%); and encouraging them to donate their own money to causes (25%).

Jack Brannelly, 45, an attorney in Draper, Utah, brings his 9-year-old daughter when he volunteers at an elder-care facility. "To put her hand in the hand of a 95-year-old at the end of her life teaches my daughter about the people out of the public view who still need affection," he says. "This heart-to-heart contact teaches her one of the most important things we can do despite our busy lives. "

Compassion Counts continued

WHY AMERICANS ARE DOING GOOD

Most of the poll respondents are motivated toward public service by simple altruism--60% want to help other people, and 57% want to make the world a better place. However, many people are specifically moved to act on behalf of their own communities. Nearly half of respondents (49%) want to improve their neighborhoods. Daniel Freedman, 27, a Los Angeles law-school student, and his friends started a nonprofit organization that uses the resources and talent of area universities to address local environmental problems. "It's like what Gandhi said about being the change you want to see in others," Freedman explains. "You have to start in your own backyard."

What tips people over from having good intentions into acting upon them? More than two-thirds (68%) say personal experience has been a major impetus, with 40% saying their motivating experience was a positive one, as in "Someone did something good for me, and I want to give back." A family member or friend's request (33%) and learning about an issue from the news (28%) were other catalysts.

There are other reasons for civic engagement as well: It makes people feel good about themselves (39%); it's a moral obligation (37%); or it fulfills their sense of duty (36%). "While I've never been abused, homeless, or an addict," says Jackie Ryan, 33, from Sarasota, Fla., who works in sales, "I look for ways to get involved in those causes because it makes me feel like I'm helping people." She volunteers for a local food bank and a drug-rehabilitation facility, as well as Habitat for Humanity.

HOW THEY'RE DOING GOOD

Over the course of their lifetimes, almost all respondents (98%) have engaged in at least one activity to make a difference, and an inspiring 91% have done so in the past 18 months. In terms of volunteer work, 37% delivered food to the hungry; 30% helped organize a fund-raising event; and 32% participated in a cleanup at a local beach, park, or other public area. Almost one in four volunteered at a soup kitchen or food bank

(24%), participated in an athletic event to raise money for a cause (21%), or mentored a student (19%).

In a sign of our wired times, the Americans surveyed are utilizing technology to spread the word about issues and to connect with others. More than one in four (27%) have turned to e-mail, Facebook, or Twitter to communicate about a cause. Jackie Ryan has posted on Facebook in order to encourage friends to join her in volunteer activities and donate to events like the 3K race she recently ran to raise money to fight child abuse.

Many respondents have opened their wallets to do good, with 67% buying charity raffle tickets, 58% purchasing something unnecessary to support a cause, and 34% sending a check to a charity after hearing or seeing a touching news story.

Despite the fact that most of the people surveyed said they've made cutbacks due to the economic crisis, 87% supported a cause financially in the last year. In 2009, respondents gave more than \$400 on average to the single cause they cared about most. Americans aged 18 to 24 gave the least--around \$100--while those aged 65 and over averaged more than \$700. According to the PARADE poll, generosity continues to be the American way.

Who's Changing America Today?

The PARADE survey has uncovered three distinct types of Americans who are driving change in our communities and country today.

YEPPIES (YOUNG, ENGAGED PROBLEM SOLVERS)

Yeppies--a group of young people distinguished by a reliance on social media and socializing to fuel their activism--came into existence only a few years ago. They enjoy volunteering and have the most faith that individuals can solve social problems. Improving the world is both important to them and a way to connect with like-minded

Compassion Counts continued

peers. Open to a variety of causes, they're particularly susceptible to getting involved because of a friend's "ask." They derive great stimulation and satisfaction from their activism and donate often and widely. Two-thirds of Yeppies are women, and of the three types, this one has the highest percentages of African-Americans and of single people.

RAPID RESPONDERS

Rapid Responders are not out to improve the entire world--their civic engagement is much more focused and personal. Their causes tend to stem from a specific problem, like a health or neighborhood issue, that may have come to their attention through a family member's or friend's negative experience. Rapid Responders often organize community events to raise awareness or money for the causes they support. Of the three groups, they're the most likely to have been involved in a local beach or park cleanup. They believe that the government has the most responsibility and the best resources to improve our society.

THE MISSION-MINDED

The Mission-Minded consist of mostly older Americans who are largely motivated by their faith. To them, supporting basic needs, like food and shelter, is a religious duty, but they may also rally to a cause they learn about from a secular community leader. Like Yeppies, they actively seek out opportunities for civic engagement. Generous with time and money, they're the most likely of the three types to travel in order to volunteer. The Mission-Minded are the least likely to cite a negative experience as a catalyst for action and have the most confidence in the ability of religious groups to fix the world's problems.

Michael J. Berland is the president of the polling and research firm Penn Schoen Berland and co-author of "What Makes You Tick?" Laura van Straaten contributed to this report.

WakeMed Cary Volunteers Are Key Participants in the June 22 Disaster Drill

Chris Cooper, director of Emergency Services at WakeMed Cary Hospital expressed appreciation for the volunteers who made such a difference in the reality of the disaster drill June 22. Chris stated that the volunteers seemed to have a lot of fun in the roles that they played. Bethany Kelly adds that the feedback from the volunteers has been great and that they took the event and purpose very seriously. Thirteen volunteers participated!

Cliff Altobellis	Susan Alvey
Regina Brest	Vivian Collins
Ann Drake	Pooja Ghai
Linda Haley	Philippa Hertrick
Ann Mullin	Judy Rea
Kathy Rembrandt	Carmen Ubiera
LaRue Wayne	

Kildaire Farm Road Resurfacing Project Near Cary Hospital Begins July 9

On Friday, July 9, the N.C. Department of Transportation will begin resurfacing, milling and paving a four-mile section of Kildaire Farm Road from Walnut Street to Palace Green. Additionally, some lane patterns between Maynard Road and Walnut Street will be reconfigured to make conditions safer for pedestrians and cyclists. During construction, please remember to follow construction signs, obey speed limits and exercise extreme caution.

The President's Corner

WakeMed Raleigh Campus



The Raleigh Campus Volunteer Board voted to fund three Raleigh Campus nurses to attend the 2010 National Magnet Conference. These nurses will learn from the "best of the best" and bring back ideas and plans to help in our quest for Magnet status. We are excited to be a part of this journey.

Thanks to Guest Ambassador volunteers (100 strong) at portals of entry at WakeMed to help guests find their way. You see them on the move, friendly, cheerful and, as always, helpful. Thanks again!

Reminders:

New Patient Safety Goals will be coming out .
Be on the look-out!

May 1, 2010, a social event was held at the Millbrook Exchange Park for Hospitality Pets to recognize and thank those wonderful pets and their owners for providing diversion and caring to WakeMed patients. Talk about "warm fuzzys"!

I hope everyone had a chance to read Susan Hester's article "Volunteer Appreciation" posted on the WakeMed Web in April, 2010. In case you didn't, here are some excerpts from the article: "WakeMed volunteers have a big impact on the system. WakeMed volunteers escort and guide patients and guests, discharge patients, visit patients, read to children, coordinate visits for families, offer diversionary activities for patients and families, survey patients, deliver mail and flowers, answer phones, file, run errands, collate, and much, much more. But most of all, WakeMed volunteers offer positive customer interactions, listen, smile and serve. Volunteers are part of our story, part of our success and part of our vision for the future. And, I thank each and every WakeMed volunteer for their dedication and continued support." (Susan Hester, April, 2010)

As president of your board, I also would like to offer my thanks and appreciation for your dedicated hard work and support to WakeMed.

Have a great summer! Keep cool! Keep safe!

Sally Perdue, President, Board of Directors,

WakeMed Cary Hospital

Welcome to Alex Credle as our newest board member. His wife, Shelby, was also recently added as a board member. We are pleased to have our newest additions.



The board received two funding requests at its May meeting. Gail Sturtevant, Executive Director of Nursing at the Cary Hospital, requested funds for nurses to attend the Magnet Status Conference. The goal of the conference is to provide information to hospitals which wish to achieve this exemplary status. The board voted to send one nurse to the conference. This nurse will share information to staff upon his or her return. Achievement of exemplary status serves to improve patient care

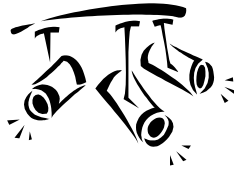
The second request was from the Fuquay Skilled Nursing Facility. The funding request was for six new dining room tables that will allow patients in wheelchairs to sit with other patients during meals. The board approved the purchase of three tables and will address the remaining three tables in the next budget year.

If you will recall from the May newsletter, the board was in the process of replacing above ground planters and planting flowers at the Fuquay Skilled Nursing Facility. Thank you again to everyone that participated. A special thank you to the Apex Lions Club for donating the lumber.

Our next fundraiser will be a Uniform Sale on Sept. 24. Along with uniforms, there are shoes, purses, and other items which volunteers may wish to purchase.

Pat Quick, President, Volunteer Board

Volunteer Spotlight WakeMed Raleigh Campus ~Roy Beasley~



Volunteer Spotlight WakeMed Cary Hospital ~~

My name is Roy Beasley. I migrated to Raleigh many years ago from Robeson County. My wife is from Sampson County. We have been living in the same community for over 56 years.



My wife and I are retired. I retired as an Assistant District Supervisor with the department of Motor Vehicles. My wife is retired from Nationwide Insurance Company.

Our most memorable experience is when we were called to Greensboro to get an infant son that we had adopted in 1961.

I served in the US Navy on board a destroyer in the south Pacific during WWII. Amongst the skirmishes with the Japanese our ship was hit with a kamikaze.

Around two years ago, I called Marie Johnson concerning working part-time as a volunteer. I think the very reason I considered WakeMed is because I was a patient there two times and remembered the excellent care. I enjoy working with the patient mail and making deliveries to the rooms. The reward is when you give a patient mail and it seems to cheer them up.

My wife and I have enjoyed traveling all over the country on our motor home. I enjoy hunting and fishing. My son and I are planning a trip deep sea fishing on the Captain Stacy out of Atlantic Beach. During the past week I went turkey hunting.



Claire Katz was born in Galveston, Texas where she also graduated from High School and worked for the Electric Company until 1947.



She was married to her husband on April 18, 1945. She and her husband later moved to Massachusetts in 1947. In Massachusetts she worked for a jewelry company and later retired from Nationwide Insurance Company.

She has three children, 6 grandchild, and 1 great grandchild.

In 1998, she and her husband moved with her daughters and their families to Cary, North Carolina. After moving to Cary, Claire worked for Cary Town Center until 2007.

Claire has been a volunteer in Medical Records at WakeMed Cary Hospital since November 1998. She also knits hats the babies born in the Women's Pavilion at WakeMed Cary Hospital. As of this date, she has contributed 3,439 volunteer hours.



2010 WakeMed Vendor Fairs

The 2010 Vendor Fairs held at Raleigh Campus on July 9 and Cary Hospital on July 23 launched the new WakeMed Discount Program. The program features exclusive discounts and incentives for WakeMed employees, Medical Staffs and volunteers. Active in-house volunteers can pick up a discount booklet during normal business hours in the Volunteer Services offices at both Raleigh and Cary

Fundraising Results

Both The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus participated in successful fundraising events in April and May. Monies raised by the events are donated back to the respective hospitals to support programs, to help develop new programs and to purchase equipment for the benefit of WakeMed patients and families.

July 14, 2010

The Volunteers at WakeMed Raleigh Campus And Uniforms 2U—Uniform Sale

Thank you to the following volunteers:

Charlotte Luke	Sara Kirk	Rosemary Kenny
Elaine Allen	Lydia Phillips	Carolyn LaRue
Kay Green	Carson Garoni	Jama DiSorbo
Candance Leggett	Nin Lei	Shanaz Carper

\$5,821.42 was raised to support Raleigh Campus programs and services.

June 14, 2010

The Volunteers at WakeMed Cary Hospital And Dynamic Cookware—Cookware Sale

Thank you to the following volunteers:

Elizabeth Cox	Alex Credle	Shelby Cradle
Denise Galloway	Linda Haley	Orly Margolis
Ann Mullin	Carmen Ubiera	Jane Warner

\$739.97 was raised to support Raleigh Campus programs and services.

Pictures from WakeMed

Raleigh Campus

Uniform 2U Sale

July 14, 2010



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

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

Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and 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.

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

What A Difference A Huggable Can Make!

This is only the latest of the precious experiences we have had in the Atrium at WakeMed Cary when we give children Huggables.

A tiny little girl who looked just like Dora the Explorer came in with her parents and baby brother. She came up to me, grabbed my hand and very sweetly asked, "Do you have any stickers?" I told her we did not, but that I had a Huggable to give her. Very politely, she thanked me for the little soft teddy bear and asked again if I had any stickers. We could not find a sticker anywhere and even made a smiley face on a post-it note for her. In the meantime, her baby brother got fussy and began to cry. So we gave him a Huggable to sooth him, which it did, at the same time soliciting a smile.

Still pleading, the little girl persisted in her pursuit of a sticker. I even went to the Gift Shop to buy some stickers. No luck. Then one of the employees from surgery said they had some stickers. So we gave the stickers to the polite requestor with another thank you from her.

A few hours later, covered in stickers, as the family was leaving the hospital, she asked if her brother could keep his huggable because he wasn't crying anymore. I said, "Sure, it's a gift from the Volunteers." Her Mom thanked me for spending so much time caring for her children and having their hospital experience enhanced by the Huggables and the stickers.

If the volunteers who make the Huggables could see the joy on the faces of the children, they would be able to receive the same joy we do on a daily basis.

Shelby



Water is Key to Beat the Heat

One of the keys to staying safe in the heat is making sure you stay hydrated. According to [WakeMed Corporate Wellness Services](#) Dietitian Stacy Moretz, men need to 125 fl. oz. of water a day (15 ½, 8 oz cups) and women need 91 fl. oz. of water a day just to stay hydrated, (normally 80 percent of this water should come from liquids and 20 percent from the food you eat).



But, these water requirements do not take into account when the weather is really hot and you are losing water due to sweat. According to Moretz, a good rule of thumb is to drink enough water in hot weather to maintain your body weight. If you exercise outside and lose 2 lbs, then you need to drink 2L of water to replace the lost fluid. If you feel thirsty, then that is a sure fire sign that you are already dehydrated.

To: Anne Michniuk

From: M. M.

Subject: Appreciation for work at rear of building

I want to thank you and the volunteers for all the work you did in repairing the planters behind the building and in filling them with such a variety of colorful flowers. They have made my sunning myself, my hosting visitors, and my walks very pleasurable.

I feel very fortunate and grateful to benefit from your efforts.

Thanks for Your Donations

WakeMed Raleigh Campus

Gwen Baker – hats

Nancy Taylor – magazines

WakeMed Cary Hospital

Louise LaPlant – material and yarn



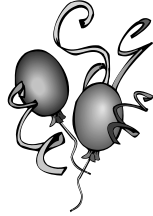
Hats made by Claire Katz

Happy Birthday!

WakeMed Raleigh Campus

August

Kirby G. Ballard 6
 Steve Barat 1
 Hannah E. Barnes 1
 Betty L. Brodie 4
 Benjamin Citero 15
 Richard Corbin 9
 Betty Costello 23
 Claire E. Cote 20
 Josephine Daversa 9
 India D. Dickerson 29
 Meredith B. Ellis 16
 Donald Gibbons 14
 Erik C. Gilbert 9
 Ed Goetz 21
 John Griswold 4
 Barbara F. Gutknecht 30
 Bernice N. Gyamfi 7
 June Hirsch 2
 John P. Hite Sr. 14
 Nicole P. Hunter 14
 Edivani F. Johnson 17
 Kristen M. Johnson 21
 Angela Kashyap 21
 Aniley M. Kelemework 22
 Thetra K. Kelly 17
 Jean A. Koon 8
 Paul F. Kruchesky 20
 Wendy Lamm 5
 Mary Lehman 13
 Sara E. Marino 8
 Molly B. Maruchek 18
 Megan M. Mertesdorf 11
 Helen Murdock 1
 Jesse Murphrey 22
 Melissa B. Nausch 17
 Ashvi H. Patel 9
 Amy S. Pope 26
 David B. Raper 6
 Sandra Revueitas 18
 Kristi M. Rogers 16
 Melissa E. Singleton 11
 Bryce Slinger 12
 Bonnie Smith 13
 Mary Jane St. Lawrence 4
 Treva Thompson 26
 Antora L. Troublefield 14
 Andrew B. Wallace 2
 Kathy Weischedel 1
 Hazel V. Wesche 27
 Colette Williams 7
 Tony M. Williams 20



Mary Young 27

September

Tyrone V. Allen 22
 Joanna Baitinger 1
 John A. Bardiin 4
 Ashton E. Barker 9
 Lita Barr 3
 Samuel V. Boccio 13
 Rose Bradley 10
 Barbara E. Brooks 30
 Barbara N. Bubar 7
 Rosemarie Casanova 14
 Jose Chavez 30
 Rachel E. Coppersmith 11
 Lynette R. Davis 4
 Cindy H. Dickens 5
 Demetra Dixson 29
 Carolyn Duncan 12
 Theodore C. Edwards 4
 Vincent S. Izzi 5
 Jillian M. Johnson 2
 Tymika A. Johnson 18
 Anthony J. LaVerde Jr. 18
 Sabrina Leary 14
 Charlotte K. Luke 3
 Robert Maness 25
 Elly Matteis 8
 Kelly E. Miller 28
 Mildred Morrison 2
 Spencer Mougey 16
 Kelly K. Mui 21
 Curtis J. Outlaw 9
 Lindsey M. Stever 6
 Bria Talley 6
 Rebecca J. Tart 10
 Jamie V. Ward 19
 Josiah R. Whitehead 25
 Andre C. Willis 19
 Meredith Wilson 4

WakeMed Cary Hospi

August

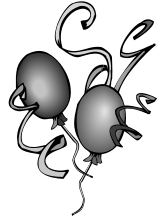
Grace Adams 11
 Erik Andersen 14
 Marriam Azam 13
 Gretchen Best 16
 Wilma Caldwell 17
 Mary Chapman 26
 Diana Dayal 29
 Patricia Dorry 21
 Julia Edwards 24



Sandra Favro 2
 Edith Fleming 10
 Phyllis Fox 9
 James Gerry 2
 Lori Greenstein 6
 Linda Haley 9
 Blair Hatcher 1
 Judy Hayes 11
 Judith Hyman 15
 Roberta Kelley 30
 Amanda Koch 10
 Craig Landau 15
 Orly Margolis 30
 Martha McLaurin 26
 Judy Millar 14
 Mary Mitchum 26
 Rishabhdeo Patel 19
 Shreyas Patel 27
 Melvin Perkins 24
 Shaila Prabhu 29
 Anne Sanacora 17
 Michael Schuler 26
 Tina Seagroves 18
 Della Staub 24
 Andrea Stevens 14
 Gerry Werner 21
 Beverly Williams 17

September

Gozde Agan 23
 Joe Boggs 4
 Rebecca Cavari 18
 Sandra Chalk 21
 Linda Craft 12
 Karen Crosswell 2
 Gail Davis 11
 Donna Doherty 29
 Judith Duerr 12
 Jillian Edine 26
 Roja Garimella 21
 Patricia Hyman 18
 Diane Kuzdrall 30
 Aaron Olive 8
 Kathy Rembrandt 13
 Alex Rizza 23
 Jill Rosche 23
 Ann Rush 17
 Anuyuga Sampathkumar 27
 Drew Smith 18
 Peggy Smith 7
 Dorothy Strickland 30
 Brenda Willoughby 10



Our Condolences To

WakeMed Raleigh Campus

Kirby Ballard: death in the family
 Melinda Carr: death in the family
 Carolyn Duncan: death in the family
 Peggy Fuchs: death in the family
 Jim Walton: death in the family

WakeMed Cary Hospital

Edith Rothschild: death in family

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Doris Allen	Roy Beasley
Laura Burke and Baby Anna	
Alicia Edwards	Ramesh Fofaria
Bob Gelinis	Kay Green
Thetra Kelly	Peggy Lewis
Ruby Plyer	

WakeMed Cary Hospital

Janice Charlton	Loretta Consiglio
Barbara Copperwheat	Melody Mangum
Cheryl Krzewina	Georgette Paskoff
Mary Price	Jean Sessler
Ann Rush	

Congratulations

WakeMed Raleigh Campus

Happy Anniversary to Lorraine and Jack Oken, who celebrated 61 years of marriage on June 26, 2010.

Happy Anniversary to John and Willa Agurs who celebrated 44 years of marriage on July 2, 2010.

WakeMed Cary Hospital

Happy Anniversary to Bob and Tracey Bird, who celebrated 45 years of marriage on June 26, 2010.

Congratulations to Bill and Peg Park on the birth of their new grand-twins on June 28, 2010.

Sewing Contributions

The efforts of our talented sewing volunteers benefit WakeMed Health & Hospitals by providing us with beautiful handmade items made especially for our patients – young, old, big and small. These gifts, made with such love and attention to detail, add a dimension of comfort and care that is second to none.

Many thanks to the individuals in our community that sew independently and deliver their treasures each month; to the individuals who sew and also participate in our in-house volunteer programs and to the sewing groups who meet on a regular basis.

WakeMed Raleigh Campus

Cary Senior Center
 Threads of Love
 Sunshine Seniors
 Needles Club of Heritage
 Happy Hearts of Heritage
 From Ewe to You

Countless individual sewers not associated with sewing groups

WakeMed Cary Hospital

Ann Foster Workshop
 Apex Abiding Presence Lutheran Church
 Carolina Preserve Yarn Spinners
 Caroline Preserve Piecemakers
 Colonial Baptist Church
 Cornerstone Presbyterian Church
 Ebenezer United Methodist
 Garner Senior Center
 Harriet Kelner Workshop
 Reedy Creek Baptist Church
 Spring Arbor of Apex Workshop
 Windsor Point Workshop

Countless individual sewers not associated with sewing groups

Exit Comments

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

Raleigh Campus

Danielle Verrilli — Hearing Screening: “My experience volunteering and interning at WakeMed taught me so many skills that I could not have learned anywhere else. These skills will be very helpful for graduate school!”

Mary George Finch — Physical Therapy: “I really enjoyed my time at WakeMed in the Physical Therapy department. Everyone was extremely helpful, friendly & appreciative. In the Physical Therapy department they set me up with a physical therapist, so I was one to one. This was really helpful for learning purposes and makes it enjoyable.”

Olivia Holt — Patient Access: “I really enjoyed volunteering and being in a the hospital setting. I enjoyed the people I worked with and everyone was so nice and friendly.”

Morgan Ericson — Interpretation & Translation Services: “I wanted to thank your department and ITS for such a great opportunity. I have learned an immense amount by working with the hospital's lead interpreters and am grateful that they would allow me to shadow and learn from them. I had written my undergraduate thesis on the standards of practice and ethics of medical interpretation and volunteering here allowed me an opportunity to see those standards put into practice.

Thank you again for your department's help. Volunteering with Wake Med was a great growth opportunity. “

Mac McRackan — Flower Delivery: “I enjoyed working for MARIE and Jackie and with the other volunteers I came in contact with. I have nothing but fond memories of my time at WakeMed.”

Corliss Dunlop — Reach Out and Read, Patient Relations, and Guest Ambassador: “This was a great experience. Every placement gave me the opportunity to feel that in some way, I made a difference.”

Marie Valliere — Radiology and Hearing Screening: “Jackie was amazing!!! I told her what I was going to school for and she found a great volunteer placement that would help with that. Also, I told her how I wanted to help with newborn babies and she found a great placement for me. Jackie and Marie were very supportive and I really enjoyed my time with Volunteer Services. “

Ronald Holmes — Home Health Care: “It has been a wonderful experience. The people over at Home Health made my experience very memorable.

Cary Hospital

Minh Nguyen — Emergency Department: “Great people to work with overall. It was fun; however, I wish I had more patient care responsibilities.”

Angela Stephens — Women’s Pavilion and Birthplace: I really enjoyed being a part of the volunteer experience. Thank you so much for the opportunity.

WakeMed Welcomes

The Produce Box

The Produce Box has partnered with WakeMed to offer this valuable service to all WakeMed employees. For just \$22 per week, employees can receive fresh produce grown here in North Carolina delivered right to their homes.

See next page →

WakeMed Health & Hospitals Updates and Information

			
	<p>WakeMed Welcomes The Produce Box</p>		
	<p>Cary Hospital Employee Sampling Event/Kick-Off Wednesday, June 23 Points West Café 11 am to 2 pm</p>	<p>The Produce BOX www.theproducebox.com</p>	<p>First On-site Delivery Date for Cary Hospital Wednesday, June 23 4 to 7 pm Surface lot adjacent to employee parking deck</p>

Locally grown, farm- fresh produce delivered to your home or WakeMed facility

The Produce Box has partnered with WakeMed to offer this valuable service to all WakeMed employees. For just \$22 per week, employees can receive fresh produce grown right here in North Carolina delivered right to their homes. Cary Hospital employees can also receive deliveries while at work! Weekly deliveries will be made to the employee parking deck during both morning and afternoon hours. Raleigh Campus deliveries will be added once the new E Wing and Children's Hospital are open, and other facilities will be added on a case by case basis. For more information or to sign up for this service, visit www.theproducebox.com. Questions can be directed to either Katie Johns at katie@theproducebox.com, 919.238.9369 or Chenise Crump in Human Resources at ccrump@wakemed.org, 919.350.8144.

IMPORTANT NOTES

- Each week, members receive an email listing the contents of the three box choices available for the following week. Box A will contain the most popular items, while boxes B and C may contain something more adventurous, like a rutabaga! Box A is delivered automatically unless you go to www.theproducebox.com to order a different box or skip the week.
- Add on items are also available each week and are all from North Carolina. Honey, maple butter, salsa, bread and more!
- You can skip your delivery anytime (ie. going on vacation, kids out of town, etc.)
- You can share your weekly Produce Box with a colleague or neighbor! Just split the cost and share the weekly delivery.
- Your membership must be done and managed online – the ordering system works electronically only.
- Your subscription helps support local farmers, makes meal planning easier, and encourages your family to eat healthily!



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New Director Named for Women's Pavilion & Birthplace - Cary

Dorothy (Dot) Eldreth, RN, MSN, NE-BC, has been named the new director of the Women's Pavilion & Birthplace - Cary. She joins WakeMed from Main Line Health: Bryn Mawr Hospital in Bryn Mawr, PA, where she has worked for the past nine years as a nurse manager in the Level III Obstetrical Department.

Prior to her experience at Bryn Mawr, Eldreth was a Patient Care coordinator at Christiana Hospital in Delaware. She received her bachelor's degree in Nursing and master's degree in Nursing Administration from Wilmington College in Delaware, and her post-master's certificate in Nursing Administration from Villanova University. She is a member of numerous professional nursing organizations, including the Association for Women's Health, Obstetrics and Neonatal Nurses (AWHONN); Sigma Theta Tau; and the Southeastern Pennsylvania Organization of Nurse Leaders. Please join us in welcoming Dot to WakeMed!

Cary Hospital Earns Red Apple Recognition for Creating a Healthy Food Environment

Led by N.C. Prevention Partners (NCP), the Healthy Food Environments Initiative is a state-wide project to help all NC hospitals make healthy foods more available, visible and affordable for employees and visitors. After working hard to meet specific criteria, Cary Hospital's Food & Nutrition Services team received the Red Apple certificate on June 2. Efforts included: offering more affordable healthy snacks in Points West Café (PWC); rearranging displays to make healthy snacks more accessible; expanding the PWC salad bar and adding menu items like whole wheat buns, turkey burgers and sugar-free ice cream; publishing nutritional information and more. Vending at Cary Hospital also now includes healthy options. More details to follow in *Microscope*.

WakeMed to Expand Presence in Brier Creek With New Healthplex

WakeMed has purchased 12.5 acres of land in Brier Creek at the southwest corner of TW Alexander Drive and ACC Boulevard for our next healthplex facility.

Expected to break ground this fall, the new healthplex will include a standalone emergency department with 14 beds, which will be complemented by laboratory and imaging services. The facility will be sized at approximately 26,000 to 28,000 square feet, and may also include physician office time-share space. While this facility will be significantly smaller than our existing healthplex sites at North and Apex, it will allow us to establish a greater presence in the Brier Creek market and to serve the emergency health care needs of this growing community.

The anticipated completion date for this project is October 1, 2011 and we expect the new facility to initially employ approximately 30-35 employees. This new healthplex will have no impact on the existing Brier Creek Medical Park, which will remain in operation as well. Stay tuned for more details throughout the construction process.

Summer Time Means Movie Time

WakeMed Cary Hospital is proud to sponsor the Movies By Moonlight series this summer at Cary's Koka Booth Amphitheatre. Thursday evenings in June, July and August feature a combination of blockbuster hits and memorable classics from Hollywood. For only \$3 for adults (kids 12 and under are free) and picnic baskets allowed, it is hard to find a cheaper night out. A portion of ticket sales benefit WakeMed's *Just For Kids Campaign*. Gates open at 7 pm. Go to <http://boothamphitheatre.com/movies.htm> for the complete movie schedule. The movie schedule and discount cards are available at the Health Park information desk on the Raleigh Campus and at the Cary Hospital main information desk.

WakeMed Health & Hospitals Updates and Information

Welcome Green Team Reporters!

Because of your interest in “going green”, you have been selected as a Reporter for the Green Team. Reporters will report out to Cary Hospital staff, to ensure that everyone is aware of the Green Team and any activities going on. Reporters are also encouraged to send information/ideas back to the Green Team.

Some background:

The Green Team at Cary Hospital began to meet a few months ago, to look at pursuing environmentally sound policies and practices. The goal is for Cary Hospital to be a leader in the community, with sustainable purchasing, and waste reduction and recycling programs.

Members of the Green Team committee include:
David Coulter, Senior VP and Administrator,
Cary Hospital

Gail Douglas, Food and Nutrition Services
Caroline Youngblood, PR

Don Sutphin, Environmental Services
Cathy Millar, Staff Nurse

Sherlyleen Malloy, MPD
Mary O’Keefe, Performance Improvement

Trish Humphrey, Strategic Sourcing
Nathan Funk, Env Health & Safety

We have developed an extensive list of activities to address sustainable purchasing, reducing consumption/waste, and promoting recycling efforts. We also recently completed an audit of the hospital with the state, looking at waste reduction and evaluating the waste stream from the hospital.

We appreciate your willingness to act as a reporter. If you have any questions, please contact Gail Douglas, ext 02323, gdouglas@wakemed.org

Please see next page for information for your first report. We are sending this report out dated May 27, 2010, please plan to communicate this information to your group by the end of June. Additional reports will be provided every couple of months, or as needed.

Your role as a Reporter:

Green initiatives need to be reported out to the staff. You may communicate this information to your unit/department using whatever method works best – newsletter, posters in lounges, email, staff meetings, etc.

First report, dated May 27, 2010

We have a great **logo** for the Green Team. Please see the attached PDF that you can use with any printed materials.

There are now 26 **blue bins** for recycling located throughout the hospital, for cans and plastic beverage bottles. There has been a very positive response to having recycling containers available. The number of pounds of material recycled tripled from Jan to March 2010.

Each container is lined with a clear plastic liner. Environmental Services empties blue bins as they collect other waster from the unit. If your bin is full, please place the tied bag in your soiled utility room, and reline the blue bin with another clear liner. Reporters, please ask staff to not place any trash in these containers.



WakeMed Health & Hospitals Updates and Information

Reducing paper use has been discussed.

Each unit is asked to consider how they can use less printer paper – do you have a standard report that prints that you really do not need anymore?

Some areas have Multifunction printers which can duplex. If you specify duplex when you print, the document will print 2-sided

Also, using PostIt notes for scrap paper is expensive and wasteful. Email Lee Brown at the Print Shop at Raleigh campus for free pads of recycled paper. These pads are great for quick internal communications. He will fulfill your request as the paper is available, and send the pads to you by interdepartmental mail.

We recycle **batteries**. Every Friday, bring your used batteries from pagers, etc

down to Points West Café, deposit in the battery recycling boxes just inside the entrance. Batteries that are greater than 9 volt must have the terminals taped to prevent fire hazard, or these batteries can be wrapped in plastic.

The **disposable plates** used in Points West Café are made out of sugarcane fiber instead of Styrofoam, so totally eco-friendly. The cost is prohibitive to change from Styrofoam for cups and takeout containers for now, but we are working with suppliers to look at other options.

Also, we need your feedback. Please contact Gail Douglas to let the committee know about: The reaction from your co-workers on the green initiatives so far any ideas or concerns. How you shared information with staff, what was effective, what was not effective.

Thank you!



KUDOS TO REID CRAFT:

Hi Marie,

Thank you so much for having my twin daughters help serve our organization. They are indeed excited and pleased to be of service to our customers. Thank you indeed for being instrumental and putting them through the volunteer program. I would love to take this opportunity to say a special note of thanks to Reid who actually helped me in getting connected to you and the volunteer program. It made things so much more convenient. Reid is an awesome gentleman whose service to our floor is invaluable. His pleasant manners and ever willingness to render help to anyone is remarkable. I also wish to let you know that he makes sure of his hand hygiene compliance in every interaction. I am mentioning this since I am one of the Hand Hygiene Ambassadors and perform silent observations on our unit and acknowledge those who are compliant of good practices. Reid is an asset to our organization.

Have a wonderful weekend.

Alice Mathew RN PCCN, 5A MIC

Volunteer Orientation

WakeMed Raleigh Campus

- **Monday, August 2, 2010**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Wednesday, August 18, 2010**
Conference Dining Room, 9:30 am- 12:30 pm
- **Monday, September 13, 2010**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Thursday, September 15, 2010**
Conference Dining Room, 1:00 pm- 4:00 pm

WakeMed Cary Hospital

- **Tuesday, August 3, 2010**
Conference Center, 5:30 pm – 9 pm
- **Tuesday, August 24, 2010**
Conference Center, 8:30 am – 12 pm
- **Thursday, September 2, 2010**
Conference Center, 5:30 pm – 9 pm
- **Tuesday, September 21, 2010**
Conference Center, 8:30 am – 12 pm



Calendar of Events

WakeMed Raleigh Campus

- **Blood Drive**
Wednesday, September 1, 2010
Andrews Center, 7 am to 4 pm
- **Ultimate Linen Sales**
Wednesday, October 13, 2010
Andrews Center, Rooms 1 & 2
7 am to 4 pm

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

WakeMed Cary Hospital

- **2U2 Uniform Sale**
Friday, September 24, 2010
Conference Center 7 am to 4 pm

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

- **HeartSaver Class:**

Thursday, September 9, 2010, 1 pm - 4 pm
Please call 919-350-2409 to sign up.

Tour Dates

WakeMed Raleigh Campus

- **Wednesday, August 11, 2010**
Volunteer Services, 1 pm- 2:30 pm
- **Thursday, August 19, 2010**
Main Visitor Lobby Near Gift Shop,
6 pm-7:30 pm
- **Thursday, September 16, 2010**
Volunteer Services, 9:30 am-11 am
- **Wednesday, September 22, 2010**
Main Visitor Lobby Near Gift Shop,
6 pm-7:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

- **Thursday, August 5, 2010**
Volunteer Services, 7 pm
- **Thursday, August 26, 2010**
Volunteer Services, 10 am
- **Thursday, September 7, 2010**
Volunteer Services, 7 pm
- **Thursday, September 23, 2010**
Volunteer Services, 10 am

To register, please call 919-350-2363

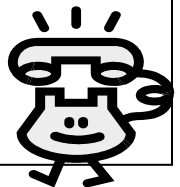
**Do you have any fabric,
baby yarn or 4 ply yarn
that you would like to donate?**

**If so, please drop it off at
Volunteer Services,
WakeMed Cary Hospital.**

**Our sewing volunteers will greatly
appreciate your donations!**

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

**WakeMed Cary Hospital
919-350-2363
WakeMed Raleigh Campus
919-350-8293**





PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Guest Ambassador:

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

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

Human Resources:

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

File documents in alpha and numeric order. Ability to stand and bend. Enjoy working independently.

MRI Reception:

Monday – Friday, 3pm-7pm

Volunteer to greet customers and maintain waiting room; assist with clerical assignments. Positive interaction skills and ability to work independently.

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

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

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

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.

WFP OB-GYN

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

Volunteers assist with clerical assignments such as pulling and filing charts. Volunteers transport patients when necessary. Ability to move freely about the facility, good communication skills, ability to file and collate.

Cary Hospital

Apex Healthplex ED:

Fridays, 6 pm – 10 pm

Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

Atrium Ambassador:

Tuesdays, 8 am – 12 pm and Wednesdays, :30 am – 12 pm

Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors way find effectively and to provide basic wheelchair transport as needed. Positive interaction skills a must!

ED Liaison:

Saturdays, 5 pm – 8 pm

Assist staff with patient flow and information, attend to comfort needs of patients and families.

Friendly Face Cart:

Mondays and Fridays, 2 hour shift between 10 am and 4 pm
Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

Patient Relations Ambassador:

Wednesdays, 9 am – 11:30 am, Fridays, 9am – 11:30 am and 12 pm – 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.

Unit Concierge – 3W

Tuesdays, 4 pm – 7 pm

Assists nursing staff by orienting new patients and families to the nursing unit as well as carrying out non-medical duties such as stocking supplies, running errands, seeing to comfort needs of patients, filling ice pitchers, passing and collecting meal trays.

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 Floaters include: **Information Desk (Main), Patient Relations Ambassador, Atrium Ambassador, ED Liaison, Tea Cozies**



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