

Heartbeat



July - September 2015

This edition of the HeartBeat is produced in memory of Evelyn Pierce

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Updates from the Director

I hope that this newsletter finds you well and enjoying the fall weather we are now experiencing. As you are aware, Volunteer Services has been in the process of a uniform conversion to better align with WakeMed Health & Hospitals uniform policy, provide consistency, and showcase our volunteers as an integral part of today's professional workforce. We are pleased to inform you that we are now at the point of converting the men's volunteer uniform to a dark grey color in the same style as currently used. The vests have been ordered and we will be working with you over the next few months to receive your new uniform. More information will be provided as available.

Beginning October 1st, our current Atrium Ambassadors at the Cary Hospital will be transitioning to red vests to ensure patients, family, and guests are able to distinguish these volunteers in their role with wayfinding. To align our wayfinding program across the WakeMed system, Cary Hospital Atrium Ambassadors will now be called Guest Ambassadors. Cary Hospital volunteers who serve in this role and are in need of a red vest, please stop by the Volunteer Services office to change out your uniforms.

We appreciate your understanding and support through these changes. Please let me know if there is anything I can assist you with throughout this process.

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

Volunteer Services Updates



Today, Thursday, September 17, 2015, goes down in WakeMed's history books as the day we officially earned the American Nurses Credentialing Center's Magnet designation. There are currently just 421 health care facilities in the WORLD that have earned Magnet recognition and we are now one of them – what an esteemed honor.

The vibrant energy and emotion we all felt when we heard the news from the Magnet Commission chair was nothing short of electric. We have achieved a goal that took almost eight years to attain. Earning Magnet designation was a true team effort – led by our dedicated nurses – and we can all be proud of this accomplishment.

This coveted distinction is thanks to all of you and builds upon the legacy of outstanding nursing care at WakeMed. You are the innovators who design new and better ways to deliver care. You are the strong voices and healing hands for our patients and their families, and, most importantly, you are the heart of WakeMed, continuing to improve health outcomes and quality of life for individuals and families in our community.

Today's news is a testament to your professionalism, your compassion and your commitment to our patients, our team and the entire community. I am both proud and humbled to be counted as a member of the WakeMed family and to bear witness to the extraordinary work you do every day for every person who comes through our doors. Congratulations to everyone, and especially to our nursing staff, on earning this very special honor!

Donald Gintzing, President & CEO

Volunteer Services Updates continued

Health Career Pathfinders

The Health Career Pathfinders is a program designed for youth age 14 to 20 that provides the program participants the opportunity to learn about healthcare and specifics regarding various health careers. Led by WakeMed staff serving as advisors and supported by Volunteer Services, the group meets twice a month from October to April each year. Meetings involve guest speakers representing a variety of health care professions, personalized tours of areas, hands on activities and much more.

The class of 2014-2015 Health Career Pathfinders, at the Raleigh Campus and Cary Hospital both consisted of approximately 25 members.

Many thanks to management and staff involved in making this a meaningful and worthwhile experience!

Also, our sincerest thanks and appreciation to the advisors who volunteered their time and talents to lead and mentor the groups for FY14-15. Job Well Done!

Cary Hospital Advisors: Jenny Aldridge, Triage Nurse Pediatric Advise Line, Dr. Riddhish-kumar Shah, Hospitalist, Arlie McLaren, MO-TR/L, Occupational Therapist, Martha Johnson, Pharmacy, Linda Barrett, Manager, Corporate & Community Health

Raleigh Campus Advisors: Jennifer Jones, Staff Development Specialist, Summer Groff, Clinical Educator/Supervisor, RN – 3E CV Intermediate Care, Janet Rippel, Physician Assistant, Specialty – WPP Surg/Trauma, Beverly Simpson-Smith, Analyst, SVC Excellence & Risk – Patient Safety/Risk Management, Portia Johnson, Pharmacist – Pharmacy, Hailee Wingfield, MA, CISSN, HFS, GFI, AHC Fitness Specialist – Healthworks

Joint Commission Lets Be Prepared!

WakeMed is due to undergo an extensive survey conducted by Joint Commission on the Accreditation of Healthcare Organizations. The survey will be unannounced and may occur at any time. We anticipate it will happen in late September / early October. WakeMed employees and volunteers should be prepared and in a state of readiness at all times. A Joint Commission surveyor could approach any of us to talk about our duties and responsibilities.

To reinforce the information that you have learned in your initial orientation take home study packet and reviewed each year in the refresher orientation take home study packet, Volunteer Services has sent all in-house volunteers a Joint Commission Readiness information booklet to you by email. Booklets will also be available for you to pick up at the sign in/out locations at WakeMed Cary Hospital, WakeMed Raleigh Campus, and WakeMed North Hospital for your review.

It is important that you *know* this information and feel comfortable with that knowledge. As you go through this review, if you have questions or need clarification please contact the Volunteer Services staff at either the Cary Hospital at 919-350-2363 or Raleigh Campus location at 919-350-8293.

Please feel free to reference this information at any time during the survey and review the back of your ID badge.

Volunteer Services Updates continued

Joint Commission - Test Your Knowledge

1. Why do hallways have to be kept clear of items not in use at all times?

- A. To allow for unobstructed movement and evacuation of all person in the event of an emergency
- B. To allow emergency personnel, such as firefighters to respond to an emergency without an obstruction
- C. To maintain a clean appearance
- D. A and B

2. If you work in an area that has a fire sprinkler system; items must be stored in the following manner:

- A. 18 inches from the bottom of the sprinkler head (typically 18 inches from the ceiling)
- B. In their shipping containers
- C. In Ziploc bags



3. When there is a fire in an area where oxygen is NOT in use, the response should be:

- A. Run, alert my supervisor, call the operator and walk down the stairs (RACE)
- B. Run away from the fire
- C. RACE: Rescue all persons in danger, Activate the alarm, Contain the fire by closing doors, Extinguish the fire and Evacuate if necessary
- D. Extinguish the fire and then call



Answers:

Answer 1: D - Both A and B. We must allow for unobstructed movement and evacuation of all persons in the event of an emergency and we must allow emergency personnel, such as firefighters to respond to an emergency without an obstruction.

Answer 2: A - Items must be stored 18 inches from the bottom of the sprinkler head, typically 18 inches from the ceiling.

Answer 3: C - The response is RACE. Rescue all persons in danger, Activate the alarm, Contain the fire by closing doors, Extinguish the fire, and Evacuate if necessary.

WakeMed Updates

June 29, 2015

Tom Gough Named Cary Hospital Senior VP & Administrator

WakeMed is pleased to announce that Thomas J. Gough will join WakeMed as senior vice president and administrator for WakeMed Cary Hospital on August 24, 2015. Gough joins us from Care New England; a multi-hospital system based in Providence, R.I., where he was senior vice president of site operations for Memorial Hospital, a 296-bed non-profit community teaching and research hospital.

As senior vice president and administrator of Cary Hospital, Gough will work in dyad partnership with an executive medical director, who has not yet been named. The dyad leaders will have primary responsibility for leading, defining, and executing the enterprise's strategic direction and overall operations.

"We are looking forward to Tom joining us here at WakeMed. We had an opportunity to speak with a large number of highly qualified and widely experienced health care leaders and believe that his background, leadership skills and experience developing working relationships with physicians will be an excellent fit for Cary Hospital," comments Donald Gintzig, president and CEO. "I believe Tom will be a leader who will contribute greatly to Cary Hospital's growth and development, which is critical to the continued success of the entire WakeMed system and the communities we serve."

He was selected in part for his significant experience managing a broad range of clinical and support functions in both freestanding community hospitals as well as integrated multi-hospital systems.

He brings to Cary Hospital over 25 years of experience, including a strong history of creating and fostering partnerships with physicians and community organizations, service line development as well as experience in strategic performance improvement methods and quality metrics.

"I could tell that Cary Hospital was a very special place from the moment I walked in the door. The physicians, clinical and support staff, leadership team and volunteers with whom I met were all extraordinarily committed to their work – each with the goal of providing the highest quality of care to patients and families, in a supportive and caring environment," said Gough. "I am thrilled to be joining the WakeMed family during such an exciting time of growth and opportunity."

We want to thank Georgia Harrington, vice president of Operations, for stepping in as the interim administrator at Cary Hospital and providing excellent leadership over the past few months. Harrington will continue to serve as interim administrator at Cary Hospital until Gough's arrival.

Gough holds a bachelor's degree in health planning and administration from Pennsylvania State University and a master's degree in health care administration from the University of Minnesota. He is actively involved in numerous community organizations and serves on several boards. Gough and his wife have three children.



WakeMed Updates continued

June 30, 2015

Michael Browning to Join WakeMed as Executive VP & CFO

We are pleased to announce Michael P. Browning, CPA, MBA, will join WakeMed in the first week of August as executive vice president and chief financial officer. Browning comes to us from Parkview Health in Fort Wayne, IN, a large, multi-hospital integrated health system, where he has served as senior vice president and chief financial officer since 2010.

Browning brings to WakeMed over 25 years of experience in health care strategy, operations, finance, revenue cycle and auditing. In addition to leading WakeMed's overall financial operations, Browning will be responsible for financial planning, strategic sourcing and all accounting functions including accounts payable and payroll.

"I am very pleased to welcome Michael to WakeMed and feel confident he has the leadership and financial expertise necessary to continue our transition to a value-based approach while ensuring the long-term financial health of the organization," commented Donald Gintzig, WakeMed president and CEO. "We are honored to have Mike DeVaughn's leadership in the transition and we wish him well in his future retirement."

In his most recent position at Parkview Health, Browning was involved in implementing population health strategies similar to those of WakeMed Key Community Care, our ACO, as well as leading significant improvements in the system's operating margin and profitability.

During his career, Browning has worked for multi-facility health systems in Indiana, South Carolina, Georgia and Kentucky. He holds a master's degree in business administration from the University of Louisville, and a bachelor's degree in accounting from Kentucky Wesleyan College.

Recruitment for WakeMed's new CFO has been underway since Mike DeVaughn announced his retirement plans last year. In addition to working on special projects, DeVaughn will work closely with Browning during the remainder of his time at WakeMed to ensure a smooth and seamless transition.



WakeMed Updates continued

August 31, 2015

Susan James to Join WakeMed as VP & Chief Legal Officer

We are pleased to announce Susan G. James, JD, will join WakeMed in October as vice president and chief legal officer. James comes to us from Georgia Regents Health System in Augusta, GA, a not-for-profit academic health system, where she has held the role of vice president, general counsel and corporate secretary since 2011.

James has nearly two decades of diverse legal practice experience, including eight years working as general counsel for health systems. In her new role, she will serve as a strategic partner to support WakeMed's mission and aspirational goals while helping to ensure the organization meets legal and regulatory requirements. James will collaborate with all stakeholders to create innovative approaches necessary to compete in the current health care environment. She will also serve as a legal resource for the Board of Directors, medical staffs and employees.

"We are looking forward to welcoming Susan to WakeMed. I am confident that her leadership skills and extensive background in health care will make her a great asset to our organization and the work we are doing to improve the health and well-being of our community," commented Donald Gintzig, WakeMed president and CEO.

In her current role at Georgia Regents Health System, James is responsible for all legal matters affecting the health care system and its faculty practice plans. This includes legal advice to leadership, physicians and Boards of Directors, retaining and overseeing outside counsel on selected matters, and directing legal compliance activities. As general counsel, she represents the system's various clinical entities, including six operating companies.

"I am very impressed with WakeMed's mission and goal of becoming one of the top 10 health systems in the nation, and I am excited about this opportunity to help achieve that goal," said James. "I am looking forward to learning about WakeMed and getting to know the organization and business so I can be an asset to the staff, physicians, Board and others."

James attended the University of Louisville School of Law in Louisville, Ky. She also holds a bachelor's degree in music education from the University of Georgia in Athens, GA, and a master's degree in music from Southern Seminary in Louisville. She will be joined in Raleigh by her husband and three children.

Recruitment for WakeMed's new chief legal officer has been underway since Claire Moritz, JD, retired earlier this year.



WakeMed Updates continued

September 16, 2015

Vicki Whitley Named Cary Hospital Executive Director of Nursing

We are pleased to announce that Vicki Whitley, MHA, BSN, RN, CEN, EMT-P, has been named to the position of executive director of nursing for WakeMed Cary Hospital effective immediately. Whitley has served as the interim executive director of nursing for the facility since March of this year.

In this role, Whitley will work to assure the overall quality of nursing practice for Cary Hospital. She will be responsible for the overall performance of nursing departments and will work closely with the Medical Staff, Administration and support staff. In partnership with Nursing Administration and the Clinical Nurse Council, Whitley will provide direction and support for management and staff, department performance and service programs while enhancing the practice of nursing at Cary Hospital. She reports to Cindy Boily, MSN, RN, senior vice president & chief nursing officer for the health system.

Whitley has more than 25 years of nursing leadership experience and first joined WakeMed in 1998 as one of the managers in the Emergency Department at Raleigh Campus. She left the organization in 2000 and returned in 2005 as manager of the Emergency Department at WakeMed North. In 2010, she was named director of the ambulatory Emergency Departments, a position she held until this spring. In that role, Whitley helped open the first standalone ED in North Carolina, and additional EDs at Apex, Brier Creek and Garner.

She was also instrumental in standardizing operations of all of our healthplexes, working closely with Raleigh Campus and Cary Hospital leaders to ensure consistent emergency care system-wide. This spring, she stepped in to the interim role at Cary Hospital during a time of transition and has been instrumental in leading nursing departments and the enterprise over the past six months.

“Throughout her tenure at WakeMed, Vicki has shown herself to be a strong and dedicated leader. I am so pleased to welcome her to the role of executive director of Nursing for Cary Hospital and am confident that her expertise and successful leadership will be a valuable asset to the Cary Hospital leadership team and the system as a whole,” comments Boily.

Whitley has a master’s in health services administration from St. Francis University in Peoria, Ill.; a bachelor’s in nursing from Webster University in St. Louis, Mo.; and a diploma in nursing from St. Luke’s Hospital School of Nursing in St. Louis. In addition to her roles at WakeMed, Whitley has held leadership positions at Nash Health Care Systems in Rocky Mount, NC; as well as hospitals in Illinois and Missouri.

Please join us in welcoming Vicki to her new role.

WakeMed Updates continued

September 24, 2015

Executive Vice President & COO Tom Gettinger to Depart WakeMed

Tom Gettinger, executive vice president and chief operating officer, has announced his plan to leave WakeMed by December 31, 2015.

Since joining WakeMed in 2010, Gettinger has been responsible for the overall operations and performance of all enterprises within the health system. He played a key role in the development and implementation of WakeMed's strategic plan, working closely with the Board and other senior leadership in developing our 10 aspirational goals and the associated metrics and the roll out of the Wake Way 2 Excellence.

As co-chair of the Operations Leadership Team, Gettinger has also been closely involved in implementing our new decision-making structure. Among other successes, Gettinger was the executive sponsor of WakeMed's highly successful Epic implementation and was actively involved in the planning, development and opening of WakeMed North. He played a leadership role in establishing the partnership agreements between WakeMed and Baby + Co. as well as Socius, our shared services company in collaboration with Vidant and Wake Forest Baptist.

"I want to thank Tom for his service to WakeMed and wish him nothing but the best in his future endeavors. He has been a strong member of WakeMed's leadership team during a period of growth and transition, as well as the significant changes in the health care environment," commented Donald Gintzig, president and CEO. "Tom privately informed us of his intent a couple of months ago so we could begin the search for his successor. We hope to announce our new chief operating officer in the near future."

Speaking about his decision to leave WakeMed, Gettinger said: "The past five years have been a very valuable part of my career, and I am grateful for the opportunity to work with such a dedicated team of employees, physicians and volunteers who are committed to delivering outstanding and compassionate care to our patients and their families."

Gettinger plans to remain at WakeMed through the end of the year to allow ample time for a smooth transition.



WakeMed Updates continued

September 25, 2015

Nell Panten Named Director of Surgical Services at WakeMed Cary Hospital

We are pleased to announce that Nell Panten, DNP, MSN, BSN, RN, NEA-BC, has accepted the permanent role of Director of Surgical Services at WakeMed Cary Hospital effective October 15, 2015. Panten has served as the interim director of operative services for the facility since June of this year.

In her role as director, Panten is responsible for Pre-Admission Testing, Day Surgery, Operative Services, PACU, Endoscopy and Central Sterile Processing. She will continue to collaborate with the Surgical Services Executive Committee and the surgeons who use WakeMed Cary Hospital for operative services and care. She reports to Tom Gough, senior vice president & administrator for WakeMed Cary Hospital.

Panten has more than 35 years of leadership experience working in surgical services and nursing leadership roles throughout her career. She previously worked in perioperative leadership positions at St. Joseph Hospital in Denver, CO; Chippenham Hospital in Richmond, VA; St. David's Hospital in Norfolk, VA; Peninsula Regional Medical Center, Salisbury, MD; and many other positions throughout her nursing career. More recently, Panten has worked as the CEO and principal of her consulting company, Panten Consulting Services, LLC, and as a consultant with Surgical Directions, LLC, which first brought her to WakeMed Cary Hospital's Operative Services department in 2012.

"Nell has an extraordinarily deep background in surgical services and has been an immense help in improving surgical services at WakeMed Cary over the past 4 months," said Gough. "I am thrilled that she has decided to accept a permanent leadership role with us and look forward to continuing to position WakeMed Cary as the surgical provider of choice for both patients and surgeons in southern and western Wake County."

Panten has a doctorate of nursing practice, executive leadership from the University of San Francisco, San Francisco, CA; a master's of science in nursing from the University of Phoenix, Phoenix, AZ; a bachelor's of science in nursing from the University of Phoenix, and an associate's of applied science in nursing from J Sergeant Reynolds Community College, Richmond, VA.

"Please join me in congratulating Nell on her new appointment to this position at WakeMed Cary," said Gough.



The President's Spotlight – Raleigh Campus



Greetings to all our volunteers! I am hoping that you all have had a most delightful and restful summer. Unfortunately, as we all know summer passes much too quickly, and we barely get to taste the many things that might help us to re-create and re-energize ourselves.

Our volunteer staff has been busy throughout the course of this summer. Their efforts will allow your board to enter the new fiscal year with a budget in place, fund raisers organized and positioned for 2016, and with several of the major fund raising requests vetted and readied to be acted upon. Many

thanks for these vital services !

Some of the major funding decisions your board has made as we end fiscal 2015 and begin fiscal year 2016 are as follows:

- Help in the funding of the Wake-Med Foundation initiative of new construction in the Labor & Delivery Wing (4C). This is a \$ 10,000 commitment for three years.
- The awarding of \$ 5,000 to Pediatric Specialty Services for upgrades to office furniture needs and a replenishment of comfort supplies (e.g. toys, games etc.).
- Additional funding of \$ 1,050 to Surgical Services Child Life for toys and distraction items to be used for children being readied for surgery.
- The amount of \$ 900 was awarded for the renewal of Spanish publications.

We were pleased to have had the usual influx of young volunteers this past summer. Your gifts of time, talent, and enthusiasm are of immeasurable value! Hopefully, you have been "spoiled" by your volunteer experience and will carry the significance of this experience forward. To the many dedicated volunteers who work the many designated areas of WakeMed, a repeated--- THANK YOU! Your steadfastness of service, dedication, care, and compassion are both highly commendable and exemplary!

As we begin fiscal year 2016 we will be welcoming a new volunteer board president - Ms. Sharon LaRusch. I will allow her to more fully introduce herself in the next newsletter. Thanks for allowing me to have served you.

Respectfully Submitted,
Michael Fuchs



The President's Spotlight – Cary Hospital



Happy fall to all of our Volunteers. I hope each of you had an opportunity to enjoy the wonderful summer. Our board has been working to plan and prepare for our Annual Golf Outing to be held on October 19 at McGregor Downs. I urge each of you to visit the golf website listed under Cary Hospital to register as a golfer and encourage others to do so.

In August, we welcomed new Senior Vice President and Cary Administrator, Tom Gough who has over 25 years of healthcare experience and comes to us from Care New England where he was Vice President of Site Operations at Memorial Hospital. We look forward to his attendance at our September board meeting.

Executive Director for the WakeMed Foundation, Brad Davis joined our board meeting in August to provide an update of Foundation activities and to answer our questions.

The Volunteers held an on site shoe sale in June which yielded \$2,386.87. A First Uniform sale in August contributed \$1,511.72 to the volunteers.

WakeMed Cary board members were guests of the Raleigh WakeMed volunteer board at a luncheon on September 8. The luncheon was followed by a very interesting tour of the Ronald McDonald Family Room and House at WakeMed Raleigh Campus.

We are looking forward to another successful year of service to WakeMed Cary Hospital. As we begin fiscal year 2016 we will be welcoming a new volunteer board president - Mr. Joe Esmond. I will allow him to more fully introduce himself in the next newsletter. Thanks for allowing me to have served you and I want to thank each of you for your caring dedication.

Respectfully Submitted,
Sue Busa



Volunteer Spotlight WakeMed Raleigh Campus ~ Sharlene Frazier



Written on Sharlene's behalf by Natalie Leary

A native of Jacksonville, NC, Sharlene is one of eight children. She is number two in a line-up of five boys and three girls. Her move to Raleigh came when she was five years old. Sharlene attended the Governor Morehead School for the blind and visually impaired.

After graduating from NC State with a degree in communication, Sharlene decided to call the Raleigh area her home. Raleigh offered the opportunity to experience more independence through resources and access to transportation that was made available to her.

In April of 2011, she joined the WakeMed Health & Hospitals volunteer family. Sharlene has faithfully served in the chart room since her beginning. She appreciates that the purpose of the hospital's existence is to change and improve the lives of others. For Sharlene, volunteering is a privilege. She encourages others to find a cause and organization that aligns with their world view and belief system and give back!

In addition to brightening up our chart room with her smile and contagious joy, Sharlene is also active in her church's nursing home ministry. In her spare time, you are likely to find Sharlene singing, playing the piano, or perhaps baking a cheesecake from scratch - no boxed mix for her! It is easy to make Sharlene laugh and she treasures people who can make her smile.

Volunteer Spotlight WakeMed Cary Hospital ~ Robert "Bob" McAllister



Originally from Chesapeake, VA; I came to the Cary area via Altus OK; Loring, MA; Goldsboro, NC; Kunsan, Korea and Crestview, FL. If you haven't guess by now I made my career in the Air Force, 23 years retired as a Master Sergeant. We retired to this area to be closer to family. I have been married to my life mate Mary for just over 50 years and we have two children.

Our daughter Robin lives in Melbourne, FL with her husband Gary and their Great Dane Jetta. Robin is a real estate agent and Gary manages a golf course. My son Ken is single, lives in Raleigh and is currently in school to become an IT Specialist.

I have been training volunteers for Day Surgery for about five years. I enjoy training these folks to do a job I, myself love. I began volunteering to follow in the footsteps of my parents, Joe and Elsie McAllister, both were long time volunteers at Chesapeake General Hospital in VA.

When not volunteering or training I enjoy woodworking, mostly scroll saw work. I began this hobby around six years ago. I have created numerous pieces over the years but my favorite has to be the "Eagle".

Wooden puzzles, like the colorful parrot, are also a fun thing to do, and then I give them away. The most time consuming piece I have done is an "Old Mill" picture, I have been working on it for over a year and still have a ways to go.



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:

Zyon Devaughn – “Zyon is excellent. I wish we had people like her more and we would be blessed!”

Dymond Lawrence – “For all her help getting us to and from the pharmacy and answering our questions.”

Reda Kabbany – “He is excellent because he has a heart and cares for people as me who needs him...even working during his free time to serve.”

Sruthi Valluru – “She was friendly, with a great smile and helped me find my way around the hospital.”

Sarah Afifi – “Sarah was patient in assisting myself and my daughter.”

Stephiya Sabu – “She wheeled me all the way to the ED!! Very sweet girl.”

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

. a job well done!



Exit Comments

Amanda Wolfgang - Day Surgery Back. "Volunteering has been a great experience, it was very fulfilling to get to help out my community and the people at the hospital."

Bennett McKinley – Patient Relations. “I loved volunteering and the volunteering staff. They were all very nice and it was a very positive experience.”

Dylan Morgan – Rehab Feeding Program. “I had a wonderful time with the patients in the Rehabilitation Feeding Program. It was truly a great experience.”

Maisoon Quassem – CVICU. “It was great volunteering at the CVICU. It is an experience that I will carry with me. I have learned valuable lessons from it.”

Pranathi Kallem – Guest Ambassador. “WakeMed has been a great experience for me. The receptionists were helpful in guiding me. Volunteering augmented my desire to be a doctor. Meeting and talking to new people improved my communication skills.”

Rasheed Sule – HELP Program. “It was nice working alongside Ms. Linda Mayo and other people in volunteer services(Ms. Zee and Angie). I got to learn quite a lot in the short time I volunteered and would love to come back.”

Shirley Hollerman – Gift Shop. “I enjoyed my time at WakeMed Cary. The people are outstanding and will always be special to me”.

Tonya Ward – Patient Relations. “It was a very positive experience. I enjoyed talking with the patients and the WakeMed staff were easy to work with.”

Viviana Mateo – Guest Ambassador. “I really enjoyed working with other volunteers and helping people.”

Fundraisers: Thank you to the following

WakeMed Raleigh Campus

Anita Boonen
Denise Feighery
LaShunda Steed
Linda Butler
Maggie Gill
Michael Fuchs
Ruby Hart
Sharon LaRusch
Sue Honeycutt
Timothy Lee
Yvonne Dewald

Who assisted with The Volunteers at WakeMed Raleigh Campus 1st Uniform Sale on August 20, 2015.

Almost 350 employees visited the sale and we sold \$ 38,756.86 in merchandise and raised \$ 7,261.26 in profits.



WakeMed Cary Hospital

Chin Jang-Lin
Denise Galloway
Ellen Onofrio
Nancy Riefenhauser
Nancye Slagle
Susan Alvey
Tom McFadden

Who assisted with The Volunteers at Wake-Med Cary Hospital 1st Uniform Sale on August 5, 2015.

Over 85 employees visited the sale and we sold \$8,068.82 in merchandise and raised \$1,511.72 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 . . .

Thinking of you

WakeMed Raleigh Campus

Barbara Brooks – thinking of you
 Bob Gelinas – thinking of you
 Josiah Whitehead – thinking of you

WakeMed Cary Hospital

Brian Wong – thinking of you
 Gail Boyd – thinking of you
 Drew Smith – thinking of you
 Lois Dezordric – thinking of you
 Maryjo Crecy – thinking of you
 Lyn Lewis – thinking of you



Our Sympathies to:

WakeMed Raleigh Campus

Marion Boissiere – loss of family member
 Cecile Noel – loss of family member
 Karen Seeger – loss of family member
 Bettie Taylor – loss of family member
 Jeanne Williams – loss of family member

WakeMed Cary Hospital

Janice Farnsworth – loss of family member
 Marilyn Mitchell – loss of family member
 Joan Morelen – loss of family pet

Congratulations To

WakeMed Cary Hospital

Prentice Faircloth & wife Madina – celebrated
 44 years of marriage on September 1
 Pattie Keeley & husband David – celebrated
 35 years of marriage on September 25
 Joe Esmond & wife Anne – celebrated 51
 years of marriage on September 26
 Mike Mulvihill & wife Judy - on birth of their first
 grandson - John David Jack Mulvihill at 6 lbs,
 14 oz

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

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.

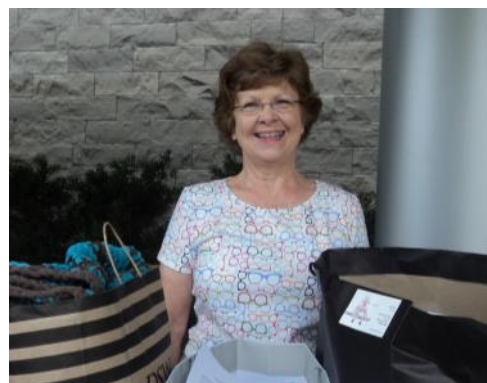
Donations can be delivered to Volunteer Services during regular business hours
Monday - Friday, 8 am – 4:30 pm.

A big thank you to Khole's Department Store for their donation of 300 books and stuff animals and activity books.

Thank you to the Comfort Project for their donation of children's books, crayons, DVD's and more.



Daphne & Baxter Dew with donation to the Children's Hospital



Gwen Baker on behalf of the North Raleigh Country Club Stitches

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.

WakeMed Raleigh Campus

Cary Senior Center
Ebenezer United Methodist Church
Emma Littlejohn
Lita Barr
Maxine White
Merrilyn Allen
Mildred Chavis
NRCC Stitchers
PLM Families Together
Rosemarie Ilmberger
Sarah Hodges
Sheila Clemmons
Threads of Love
Wanda Graham
Wendy Lamm



Glenda Poulter with contributions to our smallest patients

WakeMed Cary Hospital

Ann Foster Group
Barbara Williams
Carolina Preserve Yarn Spinners
Carolina Szoke
Christine Wallace
Cindy Larsen
Colonial Baptist
Dianne Slaughter
Eleanor Morse
Faye McDonnell
Garner Senior Center
Girls with Purls
Comfort Circle
Jerralie Petersen
Judy Lanahan
Loretta Consiglio
Madeline Hamady
Martha McLaurin
Nancy Romano
New Hill Baptist - Crafting Blessings
Pam Ayars
Pat Lee
Spring Arbor
St Pauls Prayer Stitchers
Sue Busa
Sue ReCorr
Tina Smith
Vivian Collins
Windsor



Hayes Barton Group with huggables

Calendar of Events

WakeMed Raleigh Campus

Volunteer Board Meetings

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

Tuesday, November 10, 2015
Conference Dining Room, 10 am - 12 pm

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

Dynamic Cookware & Infinite Electronic

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

Masquerade \$5.00 Jewelry Sale

Tuesday, December 15, 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, October 6, 2015,
Volunteer Services, 1 pm

Tuesday, November 17, 2015
Volunteer Services, 1 pm

Tuesday, December 8, 2015
Volunteer Services, 1 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

Volunteer Board Meetings

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

Wednesday, November 25, 2015
Conference Center 10 am - 12 pm

No Board Meeting in December

Masquerade \$5.00 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, October 5, 2015
Volunteer Services 10 am

Thursday, October 22, 2015
Volunteer Services 6 pm

Monday, November 16, 2015
Volunteer Services 6 pm

Thursday, November 19, 2015
Volunteer Services 10 am

Monday, December 7, 2015
Volunteer Services 10 am

Thursday, December 17, 2015
Volunteer Services 6 pm

To register, please call 919-350-2363

Placement Opportunities

WakeMed Raleigh Campus

Patient Registration Desk

Seeking adult/college volunteers who are able to serve regularly one day a week for one of the following shifts:

Monday 8 am - 11 am or 2 pm - 5 pm

Wednesday 8 am - 11 am

Friday 8 am - 11 am or 2 pm - 5pm

Patient Registration Desk volunteers assist visitors with locating their patient. Volunteers successful in this position interact well with others, are able to easily learn new computer skills, remember username and password information, and provide a cheerful greeting to all who come through our door.

Volunteer Tour Guide

Thursday evening

1 night per month

6 pm - 7:30 pm

We are currently recruiting one volunteer who is available one Thursday evening per month to conduct hospital tours when we have interested volunteers. Adult/college volunteers who have served or are currently serving as Guest Ambassadors have a great foundation to be successful in this position.

Ronald McDonald Family Room

Open 7 days a week from 8 am - 8 pm

Ronald McDonald Family Room volunteers greet parents and families of our smallest patients who are looking for a place of respite. The room offers free washer/dryer, drinks, food, internet access, and a place to step away from the chaos. Volunteers lovingly convey the room's guidelines and assist the families as needed.

WakeMed Cary Hospital

Gift Shop

Wednesdays 9am-12pm

Fridays 11am-1pm

Saturdays 11am-1pm

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.

Cardio Rehab/Kraft YMCA in Apex

Available Now:

Thursdays 6:15 am-8:15am

For the early bird who is interested in assisting mentors and cardiac rehabilitation participants. Volunteers set up exercise equipment for rehabilitation classes, greet patients, assist with wayfinding, and data entry.

WakeMed North

North Guest Ambassador

We are currently recruiting 3-5 new adult/college volunteers to serve regularly as wayfinders at WakeMed North.

1 day a week, 2 - 3 hour shifts

Monday - Friday, 9 am - 6 pm

The primary function of North Guest Ambassadors is to greet patients/families when they arrive, assist with way-finding when necessary and be willing to float in one of the three most trafficked portals of entry. Please note this position involves primarily standing, some walking and a lot of great customer service. As WakeMed North's presence is still developing in this section of the community, this position is not best suited for a volunteer who desires to stay busy constantly.



Happy Birthday!

WakeMed Volunteers

Raleigh Campus

July

Brianda Vega, 7/1
 Shelby Anderson, 7/4
 Stephiya Sabu, 7/4
 Kamika Henderson, 7/5
 Jeelan Rahhal, 7/5
 Dale Clement, 7/6
 Michael Taylor, 7/6
 Libby Tsui, 7/6
 Walter Davis, 7/7
 Hilda McCullers, 7/7
 Brooke Harmon, 7/9
 Gina Young, 7/9
 Colleen Bramwell, 7/11
 Margaret Huels, 7/11
 Reda Kabbany, 7/12
 Adebisi Oshikoya, 7/12
 Cathtina Samuels, 7/14
 Kyra Best, 7/15
 Carol Dahle, 7/15
 Shenee Jackson, 7/15
 Mika Yamamoto, 7/15
 Melanie Lopes, 7/16
 Pamela Pittenger, 7/17
 Lesley Sanjuan, 7/17
 Grace Whitley, 7/18
 Julia Given, 7/19
 Erik Nicolaysen, 7/19
 Arthur Wasserman, 7/19
 Donna Ditomasso, 7/20
 Michael Mulvihill, 7/20
 Mouad Zanzoun, 7/20
 Alan Craft, 7/23
 Louise Wurst, 7/23
 Elizabeth McTall, 7/24
 Eman Abdallah, 7/25
 Sandra Dorrance, 7/25
 Octavia Morris, 7/26
 Christi Ocke, 7/26
 Rainieri Olivo, 7/26
 James Miller, 7/27
 Joshua Humphries, 7/28
 Marcus Harrington, 7/29
 Julie Kent, 7/29
 Zita Okodo, 7/30
 Jeanette Rice, 7/30
 Laura Wilson, 7/30
 Samuel Collins, 7/31
 Michael Denning, 7/31
 Jean Mercer, 7/31
 Katie Walston, 7/31

August

Quayshaun Harris, 8/1
 Sandra Favro, 8/2
 Sandy Bannoura, 8/3
 Amanda Elhilow, 8/4
 Alison Thompson, 8/4
 Erin Yarborough, 8/4
 Jackie Gugliotti, 8/5
 Wendy Lamm, 8/5
 Florence Huebner, 8/7
 Doris Kelsey, 8/7
 Dana Affi, 8/8
 Nell Critcher, 8/8
 Somer Olwan, 8/8
 Josephine Daversa, 8/9
 James Davis, 8/9
 Yamina Tekil, 8/9
 Toni Albert Baquiran, 8/11
 Linda Carroll, 8/13
 Tabitha Marcum, 8/13
 John Hite, Sr., 8/14
 Lynn Lashley, 8/14
 Edwin Cosme, 8/15
 Sanford Pittenger, 8/15
 Trina Brackman, 8/16
 Srikeerthi Bellamkonda, 8/17
 Melissa Nausch, 8/17
 Candy Loding, 8/18
 Uche Ejituwu, 8/19
 Ed Goetz, 8/21
 Elsie Kesselman, 8/21
 Bonnie Roberts, 8/21
 Joan Vinson, 8/21
 Steve Yee, 8/21
 Jesse Murphrey, 8/22
 Shirley Preston, 8/22
 Adonna Simpson-Lewis, 8/22
 Kathleen Sullivan, 8/22
 Betty Costello, 8/23
 Catherine Lahoud, 8/24
 Catherine McDonnell, 8/25
 Akash Patel, 8/26
 Treva Thompson, 8/26
 Veronica Emmerich, 8/28
 Charisse Holmes, 8/28
 John Stelmack, 8/28
 Christine Ketner, 8/29
 Jode Ritsema, 8/29
 Delphine Neal, 8/30
 Kelly Newborn, 8/30
 Sona Salahuddin, 8/30
 Brenda Smith, 8/31

September

Joanna Baitinger, 9/1
 Hedy Kronenwetter, 9/1
 Lita Barr, 9/3
 Sherri Brammer, 9/6
 Dagmar Radun, 9/6
 Jean Davis, 9/7
 Sarah Rasmussen, 9/7
 Logan Diard, 9/8
 Sandra Calixto, 9/9
 Jenna Gross, 9/9
 Sara Cammie, 9/10
 Tabitha Lockett, 9/11
 Carolyn Duncan, 9/12
 Mary Hitch, 9/14
 Abbie Green, 9/15
 Yaritza Cervantes, 9/17
 Patricia Fox, 9/17
 Karin Beaty, 9/18
 Shirley Binkley, 9/18
 Zyon Devaughn, 9/18
 Theresa Velez, 9/18
 Sabrina Brown, 9/19
 Chae Boksoon, 9/21
 Bok Soon Chae, 9/21
 Denise Feighery, 9/21
 Frances Tewksbury, 9/21
 Tyrone Allen, 9/22
 Herbert Gilliam, 9/23
 Karen Spivey, 9/23
 Danna Freeman, 9/24
 Jayne Legatowicz, 9/25
 Robert Maness, 9/25
 Josiah Whitehead, 9/25
 JoAnne Simpson, 9/26
 Sarah Affi, 9/27
 Raymond Chen, 9/27
 Leslie Burrell, 9/28
 Demetra Dixson, 9/29
 Barbara Brooks, 9/30





Happy Birthday!

WakeMed Volunteers

Cary Hospital

July

Deanna Lister, 7/1
 Rhetta Davis, 7/2
 William Lynch, 7/3
 Katherine Mis, 7/3
 Joyce Catherwood, 7/3
 Jocelyn Holt, 7/4
 Elizabeth Poe, 7/4
 Jan Hetner, 7/5
 Helen Tsui, 7/6
 Kathryn Cundy, 7/7
 Shamik Shah, 7/7
 Christine Wallace, 7/7
 Suzanne Orebaugh, 7/7
 Timothy Shoriak, 7/8
 Rhonda Hoffman, 7/8
 Catherine Forsythe, 7/9
 Patsy Hemmerle, 7/9
 Patricia Perkins, 7/9
 Margaret Castello, 7/9
 Joe Esmond, 7/10
 Gloria Mertz, 7/10
 Ronald Bostick, 7/10
 James Schultz, 7/14
 Susan Spingola, 7/14
 Larry Hemmings, 7/14
 Joseph Hegeman, 7/15
 Donna Wong, 7/15
 Ann Erteschik, 7/18
 Kimberly Martin, 7/18
 Bill Ayars, 7/20
 Betty Peck, 7/22
 Vidya Venkataganesan, 7/22
 Audrey Addo, 7/23
 Brigitte Binda, 7/24
 Jacquelyn Ludington, 7/24
 Lela Stewart, 7/24
 Viki Johnson, 7/25
 Annette Edeburn, 7/26
 Phyllis Siegel, 7/26
 Teja Peddada, 7/28
 Brooke McNeeley, 7/28
 Ponni Theetharappan, 7/30
 Janet Kretzschar, 7/31
 John Grau, 7/31

August

Sonia Arafat, 8/2
 Alicia Smith, 8/2
 Gerry James, 8/2
 Sandra Favro, 8/2
 Luther Faircloth, 8/4
 Shelley Miller, 8/4
 Yvonne Washington-German, 8/4
 Linda Haley, 8/9
 Maria Elena Avendano, 8/10
 Melody Mangum, 8/11
 Grace Adams, 8/11
 Linda Junk, 8/13
 Steven Jones, 8/13
 Judy Millar, 8/14
 Betty Seidner, 8/15
 Susan Holbrook, 8/15
 Gretchen Best, 8/16
 Jean Poe, 8/16
 Alison Brown, 8/18
 Tina Seagroves, 8/18
 Juanita Clegg, 8/18
 Kayley Lancaster, 8/19
 Ruby Ali, 8/19
 Gerry Werner, 8/21
 Mayuri Patel, 8/21
 Daniel Ma, 8/22
 Della Staub, 8/24
 Melvin Perkins, 8/24
 Michael Schuler, 8/26
 Alicia Darnell, 8/26
 Calli Brown, 8/28
 Roberta Hellerman, 8/29
 JoAn Cree, 8/30

September

Laketa Keel, 9/1
 Cecilia Burgess, 9/3
 Peggy Jones, 9/6
 Mafaaz White, 9/6
 Michael Kearney, 9/6
 Stewart Toms, 9/6
 Siaka Saïdy, 9/6
 Patricia Ugino, 9/7
 Sissy Bianchi, 9/9
 Marie Austin, 9/9
 Suha Ahmed, 9/11
 Gail Davis, 9/11
 Lucille Lambert, 9/11
 Alix Peters, 9/12
 Kathy Rembrandt, 9/13
 Laura Baez, 9/14
 Kalpana Nath, 9/17
 Kathryn Thomason, 9/18
 Drew Smith, 9/18
 Karen Williams, 9/18
 Evelyn Lewis, 9/19
 Gail Ostrishko, 9/19
 Theresa Vonder Haar, 9/21
 Sandra Chalk, 9/21
 Gail Boyd, 9/21
 Mary Lynn Barnett, 9/22
 Herbert Gilliam, 9/23
 Christine Goldsworthy, 9/26
 Erika Denz, 9/28
 Susan Tucker, 9/29
 Donna Doherty, 9/29
 Nancy Cope, 9/29



Welcome New Volunteers

Raleigh Campus

Kalee Albert
 Deirdre Anglin-Stone
 Airelle Atwell
 William Bell
 Shirley Binkley
 Harley Brookie
 Marti Brookie
 Vernon Burkhart
 Monica Campos
 Tracey Carlin
 Gianna Catania
 Alyssa Chronister-Baines
 Ivette Clemente-Andoney
 Joyce Coleman
 Natalie Collier
 Cory Fowler
 Danna Freeman
 Kayla Fuller
 Charlene Gilmore
 Elizabeth Goras
 Irene Hardister
 Catherine Hill
 Hieu - Trung Hoang
 Brianna Jones
 Lisa Lawler
 Laura Miller
 Tabitha Ostrout
 Mackenzie Patton
 Sofia Sandiford
 Betty Sawick
 Aditya Shetye
 Barbara Sigmon
 Breslin Sniegowski
 Leslie Sniegowski
 Lashunda Steed
 John Stelmack
 Pamela Stelmack
 Syed Wasti
 Darlene Weaver
 Amber Whitley
 Willa Wilkinson
 Hunter Yarbrough
 Chelsy Zavala

Cary Hospital

Alexis Abraham
 Suha Ahmed
 Mavis Almeida
 Darrel Anderson
 Maria Elena Avendano
 Linda Baldwin
 Constance Bell
 Sandra Boyd-Pelzel
 Elsie Boyer
 Calli Brown
 Doris Brown
 Cheryl Brugler
 Joann Chambliss
 Henry Dorobiala
 Leonor Dunn
 Becky Epelle
 Amy Fair
 Megha Ganatra
 Keshia Gates
 Regina Gesualdo
 Edward Gunter
 Omar Halawani
 Sharihan Hamadeesa
 Mary Lee Handy
 Jan Hetner
 Charisse Holmes
 Philip Kayser

Laketa Keel
 Jillian Klemm
 Elvira Knoll
 Nancy Kuhary
 Vidya Kumar
 Kayley Lancaster
 Deanna Lister
 Tabitha Lockett
 Helen Losada
 Diane Mccann
 Kathy Moreschi
 Thelma Ort
 Kathy Palson
 Shivani Patel
 Michaela Peppers
 Betty Powers
 Chad Pressley
 Alicia Smith
 Jeannie Smith
 Deborah Swift
 Radhika Tademeti
 Kathryn Thomason
 Jan Wasserman
 Brianna Wilcher
 Tavenia Williams
 Aiden Winters
 Sondra Winters
 Erin Woods



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