



November 2010



The Volunteers at WakeMed Cary Hospital 12th Annual Charity Golf Outing in Partnership with the WakeMed Foundation a Success!

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The Volunteers at WakeMed Cary Hospital (The Volunteers) raised over \$30,000 at the 12th Annual Charity Golf Outing on October 25 at MacGregor Downs Country Club. This year, The Volunteers partnered with the WakeMed Foundation's Western Wake County Council (WWCC) members to make the outing a tremendous success. All proceeds will directly benefit patients and the community by contributing to programs and services for Cary Hospital patients as well as helping to expand pediatric services at the new WakeMed Children's Hospital.

The Volunteers' Golf Outing Committee chaired by Volunteer board member and ED volunteer Susan Alvey worked tirelessly for months leading up to and during the event planning the details, securing donations for exciting raffle items and sponsorships, recruiting golfers, managing the registration and other on-site event details, and cheering the golfers on at the turn and at the post event celebration. Foundation board member Virginia Anthony co-chaired the event and led the volunteers from the WWCC to secure new sponsorship partners as well as golfers to participate in the event. Golf pro Ben Hynson, MacGregor Downs staff, over 70 generous sponsors and prize donors, 116 enthusiastic golfers, WakeMed staff from Volunteer Services, Public Relations and the Foundation all supported the efforts of the volunteers who so generously donated their time and enthusiasm for great outcomes achieved.

Thank you to our top sponsors for the event!

- * GlaxoSmithKline and Riley Contracting Group both supported at the Eagle level.
- * Panera Bread generously donated box lunches to feed all the golfers and the volunteers, as well as donated breakfast goodies.
- * The Pantry (Kangaroo Express) and SRI Surgical both sponsored the Beverage Carts, enabling our golfers to enjoy refreshing beverages throughout the day.

The goal for next year is to go above and beyond the great success of this year and be able to benefit even more WakeMed patients, programs and services. The Volunteer's golf committee is excited to announce that they will be hosting the 2011 tournament again at MacGregor Downs Country Club.



WakeMed's Road to Excellence – Ensuring a Century of Success

In a recent communication from Dr. Bill Atkinson, President & CEO of WakeMed Health & Hospitals, we were all reminded that at WakeMed, we are committed to doing the right thing for our patients by focusing on access, care, cost, and quality. In March of this year, WakeMed engaged international consulting firm Wellspring+Stockamp to partner with us for a short time on a focused journey that we know as WakeMed's Road to Excellence. It began with analysis of WakeMed's operations, cost and workflow, noting our strengths, challenges, and opportunities.

As Dr. Atkinson shared, "much of what Wellspring found, we already know. WakeMed is a strong, successful organization with a 50-year, steadfast commitment to providing quality services and care to the communities we serve. We have a strong reputation for community service and a culture of care, an engaged Board of Directors, and a dedicated team of employees, volunteers, and physicians."

We are now in the midst of the implementation phase of addressing opportunities identified for improvement, working with WakeMed leadership and staff on a number of teams. As Dr. Atkinson stated, our goal is to "achieve leading edge performance in all segments of our health care system. Together, we will proactively make decisions to strategically position WakeMed for success in the near future and set us on a course for ongoing performance improvement to ensure success over the next 50 years. Through this highly detailed review and related work, it is our goal to become the best of the best at everything we do."

The WakeMed Road to Excellence journey will continue with clarity and vigilance as a permanent experience! Commitment to sustaining improvements and outcomes and the determination to expect ongoing improvement will require meaningful attention everyday by every employee, physician and volunteer. The support and participation of all of our volunteers in the Road to Excellence will help us to ensure our success. The volunteers' impact upon patient and guest experience, the support given to staff to augment the services provided to patients and families, the fundraising initiatives that you implement, and the community connections that you provide for the WakeMed system are valuable components of our collective success. Expect to hear more soon about how volunteers make an impact on the WakeMed Road to Excellence!

THE WAKEMED ID BADGE

Why Do I Have An ID Badge?

WakeMed utilizes the identification badge as a tool to ensure a safe and secure environment within all WakeMed facilities.

Displaying Your WakeMed ID Badge

Identification badges must be worn with picture and name visible at all times. Unless it is impractical, badges must be worn above the waist, preferably at lapel level (as described within the Corporate Image Policy and The Wake Way: Behavioral Expectations, Appearance & Business Etiquette).

Do Not Alter Your ID Badge

Do not alter identification badges IN ANY WAY. This includes but is not limited to covering or marking over last names, changing the employee name in any way, changing department, changing professional designation, placing stickers on the badge or puncturing the badge with a lapel pin or similar object. Puncturing badges with pins often damages the proximity chip hidden within the badge. Any intentional modification to an identification badge will result in a \$15 replacement fee.

Replacing Your ID Badge

Badges are replaced at no charge for name changes, professional designation changes, departmental changes and broken/damaged badges (unintentional). There is a \$15 charge for the replacement of each misplaced, lost and/or abused badge or badges damaged from unauthorized alterations, modifications, punctures, etc. All name, professional designation and de-

partmental changes must be made within WakeMed Human Resources before a new badge displaying the new information can be replaced.

ID Badge Office

Raleigh Campus volunteer replacement badges can be obtained from the Campus Police Badge office located on the Raleigh Campus, first floor main C wing corridor leading from the E Tower lobby. Cary Hospital volunteer replacement badges can be obtained through Cary Hospital Volunteer Services. The \$15 replacement fee can be paid by cash or check. Checks should be made payable to WakeMed. If your badge has been damaged and/or no longer works, you must return it to Campus Police & Public Safety in order to receive a replacement without paying the replacement fee. Hours of operation for the ID Badge Office are as follows: Monday through Thursday, from 8 am to 4:30 pm, and between the hours of 8 am and 3:30 pm on Friday.

Lost ID Badge?

Raleigh Campus volunteers call extension 05341 if you have lost your ID badge. Cary Hospital volunteers call extension 02363 if you have lost your ID badge. Lost badges that are returned to Campus Police & Public Safety are kept on file in the Campus Police ID Badge Office.

Why Is My Last Name On My ID Badge?

Patients have the right to know the names of the individuals providing care to them. The identification badge is a visual indicator that individuals are authorized to perform some type of service within the organization.

Have a Happy and Safe Holiday Season

Volunteer Services WakeMed Raleigh Campus & Volunteer Services Cary Hospital

The President's Corner

WakeMed Raleigh Campus



Thanksgiving is upon us and you know Christmas won't be far behind. Get a jump on buying Christmas gifts by attending the Masquerade Sale December 7th. Lots of gifts at an affordable price. We could also use volunteer help. Call Marie Johnson if you can help.

The Ronald McDonald room is nearing completion. We can hardly wait to see the finished room and begin using it. Watch for more news soon about the opening .

The new FY11 Volunteer board officers were installed in October. The officers are: president, Sally Perdue; vice president, Mickey Gault; secretary, Martha Ramsey; treasurer, Barbara Gutknecht. We are looking forward to an exciting year full of change and challenges.

Fund raising continues to be important so we can meet our budget expenses and provide services to WakeMed patients. We completed a successful linen sale in October and plan a Masquerade sale December 7. The board is also exploring other exciting funding concepts for next year. As always, volunteers are needed for the funding raising events. Call the Volunteer office to sign up.

Red Rule - Patient Identification:" Every staff member, physician and volunteer is responsible for patient identification and it must always be done! Immediately before any procedure or service conducted on any patient, the patient's identification must be confirmed when comparing patient's name and medical record number on the ID band to a source document." If you have not completed your Red Rule learning module, please see Marie Johnson in Volunteer Services as soon as possible.

Hand hygiene continues to be a high focus item. Questions related to hand hygiene have been added for trial to the Patient Relations survey so we can get the patient's view on hand hygiene by the staff.

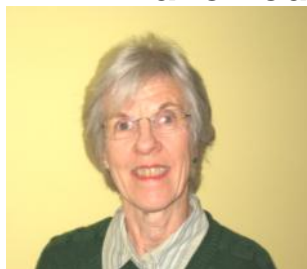
Each volunteer is an ambassador in keeping cost down and efficient use of WakeMed's resources. Be a good example! Volunteers do make a difference!

Have a great Thanksgiving and a happy, safe Christmas.

Sally Perdue, President



WakeMed Cary Hospital



Greetings!

In August the board received a request from Teresa Harvey, RN for the new Comfort Care Unit at WakeMed Cary. The board approved funding for CD players to be placed in each of

the rooms on the unit. Cash donations or CD's of classical music, big band era or easy listening will be gratefully accepted in the Volunteer Services office. The unit is intended to provide patients and families with support, specifically educated staff, and a comfortable setting to meet their needs during the end of life.

Late in September the Fuquay-Varina Skilled Nursing Care Facility garden volunteers reassembled for a morning of general autumn clean up. Fall plantings were placed in the flower beds for patients, families and staff to enjoy. Regina Brest and her husband Terry are the driving force behind this project, which has been a joy for all involved. Thank you!

I would be remiss not to mention the 12th Annual Charity Golf Outing. As you know by now it was a huge success. So many of you made that possible by working on the event; soliciting raffle prizes, sponsors and golfers; and lastly by buying and selling raffle tickets. Thanks to each and every one of you. Many prizes were won by volunteers.

Our last two fundraisers for calendar year 2010 are approaching. The first event will be on Thursday night December 2 at Diamonds Direct, Crabtree Valley Mall. The second event will be at Cary Hospital Friday December 3rd when "Sterling, Purses and More" will be selling a wide variety of purses and accessories in the Conference Room. Please make every effort to support them.

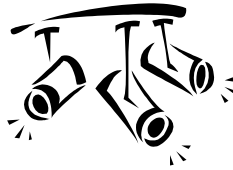
I am honored to have been selected to serve as president of the board of directors of The Volunteers at WakeMed Cary Hospital for this term. I wish you a joyous holiday season and a Happy new Year.

Thanks for all you do!

Denise Galloway, President



Volunteer Spotlight WakeMed Raleigh Campus ~Rene Graham~



Volunteer Spotlight WakeMed Cary Hospital ~Beverly Williams~



Hi. My name is Rene Graham. I relocated from Connecticut 12 years ago and love North Carolina. My educational background is an MBA with concentration in HR Management.

I volunteer as a way of giving back to the community I live in and as a way of remaining active while I search for permanent employment.

My reason for choosing WakeMed is that I heard of WakeMed's volunteer program while taking a summer seminar at Wake Tech College and after reviewing the variety of volunteer programs I felt this would be a good place to offer my services.

My placement within the hospital is in the Volunteer Services Administration. The most enjoyable aspect about volunteering in the volunteer office is the variety of projects I work on and the opportunity to see and meet many of the volunteers as they come through the office to sign in.

My hobby that I enjoy in my free time is reading.



My name is Beverly Williams. I was born in Hamilton, New York and was raised in a small town called Oneida, NY. After high school, I went to a business school in Syracuse, New York. From there I went to Washington, DC. I was working for the Government when I met my husband-to-be, Robert Williams. Bob and I were married on September 4, 1960 in Washington, DC. We celebrated our 50th anniversary this year! Bob was serving in the Army in Maryland when we were married. When Bob was discharged from the Army we moved to North Carolina to his home town.

Bob and I have 2 daughters and 8 grandchildren. We enjoy visiting our daughters. One daughter who lives in Arizona has 3 children. The other daughter lives in Texas and has 5 children; two are twins adopted from Russia.

My favorite past time activity is reading. I enjoy reading inspirational novels. A few of my favorite authors are Beverly Lewis, Dee Henderson and Karen Kingsbury.

I volunteer 2 days a week at the Cary Hospital main information desk and at the Women's Pavilion information desk. I have enjoyed working as a volunteer at the front desk since January 2000. It's very enjoyable, talking with the patients and visitors.



WakeMed Fuquay Volunteers

Contributed by Anne Michniuk, Recreation Therapist

"The volunteers at WakeMed Fuquay Skilled Nursing Facility are truly amazing and are a blessing to us!" Several of the staff made comments echoing this sentiment in regards to our volunteers and how much they assist our residents and our staff.

I, myself, am very appreciative that the volunteers all jump in and will cover Recreation Therapy groups for me when I take time off. This allows the residents to keep to their regular routine. Any change in the daily schedule can be disruptive to some of our residents and this can result in undue stress. The volunteers help to maintain a sense of normalcy.

Several of our volunteers have taken the initiative in leading groups that they have special skills and interests in such as bible studies, exercise groups, aroma therapy and reading groups. One of our volunteers also does an evening group a couple times a month to provide extra stimulation for our residents. Thanks to all our volunteers we are able to take several residents on walks through the neighborhood on nice days which means the world to them. It not only provides them with a change of scenery but also relaxes them and allows to share thoughts in a setting away from the hospital.

Many of the activities and programs the volunteers at Fuquay participate in include, but are not limited to:

- Assist in feeding the residents
- Hospitality Pets
- 1:1's (Volunteers often buddy up to select residents who need extra attention and support)
- Assist with paperwork (hanging up monthly calendars in all the residents rooms)
- Assist with decorating the facility for the seasons and holidays
- Assist with managing the bingo store
- Calling the numbers in bingo and sets up for bingo along with preparing the Activity Room for RT groups
- Assist with ice cream socials and other parties and special events
- Often volunteers will shop for residents to help meet their personal needs.
- Transporting residents to and from groups and to and from the back garden area (refurbished by members of the Cary Hospital Volunteer board with funds raised by the volunteer organization)
- Assist with manicures (often going into the residents rooms and painting their nails 1:1)
- The volunteers provide companionship and act as a neutral party when residents need someone to listen to them.

Our volunteers are dedicated and committed to our facility and it is shown everyday through their heartfelt work. They are an added support system that is invaluable especially to the residents who do not receive many visitors. They are selfless and extremely generous, often providing extras out of their own pocket, i.e. nail polish, ice cream toppings, books and magazines, CD's, movies, bibles, clothing, birthday gifts, birthday cards and so much more. They have established relationships and have helped to increase independence with our residents. They are creative and tend to have an endless amount of energy and patience. They treat the residents with honor and the utmost respect.

A prime example of the relationships developed here involves one of our volunteers worked very closely with a resident a few years ago. He did many 1:1's with him and often helped to feed him. This particular resident took awhile to warm up to people but he eventually took a liking to this caring and persistent volunteer. Sadly the resident did pass away, but his family valued the volunteer so much they asked them to speak at the funeral service because he had cared so much for and gotten to know their loved one so well. To me that is going above and beyond... and this is only one incident of our volunteers going miles above the rest.

We appreciate everything our volunteers do not only for the residents but for the staff as well. They greet everyone with warm smiles, kind words and often a joke or two. They lift up the spirits with everyone they come into contact with. Our facility would never be the same without the support of our volunteers. Although we don't say it nearly enough, our volunteers do a stupendous job and we are grateful to have them as part of our WakeMed team here in Fuquay.

A huge thank you to:

Hazel Byrd	Judy Hayes
Jeanette Castro	Judith Hyman
Elizabeth Cummings	Glenda Jensen
Caroline Deal	Gretchen Jensen
Lauren Deal	Meg Knox-Ingle
Trusha Dhanani	Elbert Middleton
Joe Esmond	Ruth Miller
Sarah Evans	Bob Riordan
Phyllis Fox	Yvonne Tucker
Stacey Gibbs	Vivian Vo

Thank You!

ANNOUNCEMENTS

WakeMed Receives Prestigious Philanthropy Award for Commitment to Wake Tech

WakeMed has been helping Wake Technical Community College provide high-quality training for the region's nurses and health professionals for more than 50 years. Now, that impressive commitment will be recognized with a national philanthropy award. The Council for Resource Development (CRD), based in Washington D.C., announced that WakeMed will receive the Community College Benefactors Award. The award is given annually to ten donors who make outstanding contributions to the work of community colleges.

Opening this Fall – Downtown Raleigh's First Primary Care Physician Practice

Wake Specialty Physicians - City Center Medical Group will open on Monday, November 22, in downtown Raleigh's Progress Energy Building (E. Davie Street). Care will be offered by Mary Forbes, MD, for a full range of internal medicine services, including adult health care, chronic disease management, women's health care, preventive medicine, urgent care, physical exams, vaccinations and more.



Annual Apex Chamber of Commerce Awards Banquet held Oct. 12 at Prestonwood Country Club in Cary

Shawn Daley Apex Herald 10/23

Small Town Hero winner David Greybill

Since 1996, Greybill has accumulated 9,000 volunteer hours at WakeMed Cary. He works three days a week at the hospital's front desk and in the emergency department at cardio-pulmonary. He is also a former WakeMed Volunteer of the Year.

"At the ripe young age of 82, he certainly out-works many who are much younger and is definitely a hero to this community and to the many people who have the pleasure of knowing and serving with him," said award presenter Apex Town Councilman Mike Jones."

"I'm going to keep going until I reach 10,000 hours (at WakeMed)," said Greybill.

Greybill holds several different volunteer positions at Apex United Methodist Church. "He is so popular and loved among his church family that he is referred to as 'Father Abraham,'" said Jones.

An active member of the Apex Lions Club, Greybill is past president and treasurer of the organization.

Read more: [Apex Herald - Martin named Citizen of the Year](#)

The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital Collaborate with Diamonds Direct – Crabtree Valley Mall for a Special Evening

**On Thursday, December 2 from 6 to 8 pm
The two WakeMed Volunteer organizations and Diamonds Direct – Crabtree Valley Mall at 4401 Glenwood Avenue**

Raleigh will deck the halls with dazzling diamonds, glittering gold and sparkling silver at a special holiday fundraising event. All proceeds will directly benefit patients and the community by contributing to programs and services supported by The WakeMed Volunteers throughout the WakeMed system as well as helping to expand pediatric services at the new WakeMed Children's Hospital. Guests attending the event will shop the fine jewelry collection at Diamonds Direct. This holiday season begins by supporters directly assisting The Volunteers in bringing joy and comfort to WakeMed patients.



Uniform Sale – Raleigh Campus

Thank you to the following volunteers:

Candace Leggett
Charlotte Luke
Ben Citero
Helenda Telda
Kay Green
John Agurs
Renee Graham

De'Miracle Washington
Sara Kirk
Caroyln LaRue
Maria Shelton
Inez Forte
Sara Pierson

who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on Wednesday, October 13, 2010. Approximately 400 employees visited the sales and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we raised \$3,9802.29 in profits. The funds raised will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.



Uniform Sale – Cary Hospital

A big thank you to our volunteers who assisted The Volunteers at WakeMed Cary Hospital with the Uniforms 2U2 sale on Friday, September 24, 2010:

Anna Bonner
Denise Galloway
Fadia House
Tina Smith
Pat Quick
Beth Turner

Shelby Credle
Linda Haley
Vicky Irvine
DJ Stub
Bunny Thompson

While enjoying interacting and helping our patrons, we raised \$2,186.73 in profits. The funds raised will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.



The Volunteer Connection

The Volunteers at WakeMed Raleigh Campus and The Volunteers at Cary Hospital sponsored volunteer information booths at Wake Tech College, the Plus 50/Create the Good Volunteer Connection/AARP Fair, and at North Carolina State University, CALS Fair. Kudos to Ben and Wanda Citero, volunteer's at WakeMed Raleigh Campus, for their assistance in hosting the information booth at Wake Tech.



Special Messages

Dear Mr. Atkinson,

By way of background information, my mother (85), was a patient at Cary WakeMed – first taken to the Emergency Department by ambulance on October 7 after a fall, then, again transported by ambulance, from October 9 through 18, due initially to diabetic shock, with a blood sugar of 40. Through the results of various tests and scans, it was determined that she was in renal failure and admitted. After 9 days of treatment in the medical unit, the step-down unit and eventually in Comfort Care, she died.

The reason I am writing is to applaud your Cary facility and each and every committed doctor and dedicated nurse who handled her case in your patient-focused environment.

As the retired Director of Public Relations at two different hospitals on Long Island, I have an insider's view of all that is involved in the efficient operation of a medical facility, as well as in providing **excellence in patient care**. You and your team are to be commended for achieving that rare and exceptional status.

The communication between your staff and our family was outstanding; they not only informed but also listened, and even hand-held when needed. Questions were answered, requests met and body language comforted. When my mother could no longer eat, my father (87) was encouraged to maintain his stamina and enjoy what was on her tray.

As my mother's health care proxy, I was determined that she not be alone throughout her ordeal, and not only did I arrive with her as a passenger in the ambulance, I also sat by her bedside every day and slept there for six of the nine nights she was there. (On a lighter note, and by way of my only slightly negative criticism, the patient advocate recliners are less than ideal for a comfortable night's sleep – though my state of mind also had something to do with that, I'm sure. The futons in the Step-Down Unit were a little more comfortable.) On the three nights that I did go home to shower and sleep, one of my sisters covered my post. They too have nothing but positive things to say about not only the care my mother received but the compassion shown to each of us by your staff. (I'm pretty sure they too have written a note of thanks to David Coulter.)

Even the commotion of having my father, all four siblings, nine of her 12 grandchildren and several of her 13 small great-grandchildren (repeatedly) visit my mother in her last days did not unnerve your team of supportive nurses. The staff's own personal satisfaction as employees was evident in all that they did.

We especially appreciated the quilt that was handmade and donated by your Volunteers. Each of us signed it with a loving note and it now sits on the back of my mother's recliner at home. The Comfort Care Basket provided by the Food and Nutrition Department added another special touch and was particularly enjoyed by father as he sat vigil.

I made it a point to note the names of each professional who assisted in her treatment, care and comfort. With each additional day spent by her bedside—and each change of shift – the list got longer and longer, but the outstanding care was consistent. I have included their (first) names on a separate page and hope you can share with each of them how important their role was in giving us peace during an otherwise harsh reality. If possible I'd appreciate it if you could include this letter of commendation in their personnel folders too.

Now, three weeks later, I still cannot say enough about the exceptional professionalism and compassion I have come to associate with WakeMed Hospital. Thank you and your employees for their much appreciated gift.

Sincerely, Ginny Markart, on behalf of the entire family

Dear Bethany and Delinda:

It is a bittersweet moment for me, but I am writing to inform you all that I will no longer be able to volunteer at WakeMed Cary Hospital. I am transitioning to a new job that is a full-time position and requires a schedule that will make it more than difficult to be available for volunteering.

I have enjoyed my time as a WakeMed volunteer and I can only say good things about the hospital. It truly has been a pleasure to volunteer at WakeMed Cary Hospital.

Regards,

Michael G. Hankewycz

Hi Susan, Bethany, and Dee

I just want to say another great big "Thank You" to the Volunteer Board and the Volunteers! We were pleasantly surprised to be the recipients of receiving fall foliage for our raised flower beds. Thanks to Regina Brest, her husband Terry and Denise we were able to beautify the back garden area on Tuesday. They arrived with a variety of fall plants and went to town re-doing the flower beds. The garden area looks spectacular and the residents have already voiced positive statements regarding it! It looks amazing!

Please share this thank you with everyone who is involved in the decision making process and for all the people who are behind the scenes. We feel so blessed in Fuquay to have such wonderful volunteers looking out for the best interests of our residents. You truly are a blessing to all of us.

Thank you,

Anne Michniuk, LRT/CTRS,
Fuquay-Varina Skilled Nursing Facility

A Note of Thanks!

As a nurse working full-time at WakeMed, I just want to thank all of our volunteers for what you do each day for our patients, families and staff. WakeMed is a better place because of our volunteers!

My specific area of work is the Mother-Baby Unit, and I would like to write a special note of thanks to the sewing volunteers who make items for fetal bereavement. I cannot begin to tell you how much it means to us as staff to have gowns, hats, booties, blankets and pickets to use when a little baby passes away. We feel so blessed that we can always find an appropriate outfit to dress the baby in. When the mother goes home, we send the baby clothes that her baby has worn home with her. The painted memory boxes are wonderful, thank you so much to the artists who carefully paint them! This past year several volunteers have been making little pillows which we can write the baby's name, birth date, and name of parents on--these pillows are one of the most meaningful memoirs we can give to the grieving parents.

I know if our mothers could personally thank each you, they would, since they are not here to thank you, I just want to once again thank each of you so very very much for all you for our fetal loss patients. Keep up the great work.

Lois Ugwuoke, RN
Mother Baby Nurse

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

Maria Shelton: Volunteer Services: "Thank you for the opportunity to assist the Volunteer department. I learned a lot and would like to work as a volunteer or employee for WakeMed in the future. May the Lord Bless and keep you all."

WakeMed Cary Hospital

Joanne Bisson: 3 West Medical/Surgical: "I was so appreciated by all the Nursing Staff on Med/Surg 3rd floor. My only frustration was I wished I could do more to help out!! (having my CNA did not "work" at WakeMed). So I did the best I could and felt very satisfied. Someday I hope to work for WakeMed. I got an inside peak and liked what I saw. Perhaps 2011 or 2012."

Karen Crowell: Women's Pavilion & Birthplace: "I have really enjoyed working in the Women's Pavilion with all the happy moms and beautiful babies!"

Michael Hankewycz: PACU: "Volunteering at WakeMed was a very pleasant experience that was very rewarding for me personally. It made me feel like I was making a positive difference in everyone's lives—both hospital staff and patients. I can only say positive things about WakeMed and it's employees."

Toni Longobardo: Emergency Department: "This experience was amazing—I am very sorry that I am leaving. If ever I move back to North Carolina. I will make WakeMed Volunteer Services my first stop and sign up again. This department is run so efficiently. It's been a pleasure."

Nicola Smithers: 3 West Medical/Surgical: "Thank you to the wonderful staff both of 3 West and the Volunteer Services department for the opportunity. It was great to work with nurses and also to spend time with patients from across the community."



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

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

Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

There is an urgent need at the Raleigh Campus for Spanish, African American, and men's magazines. There also is a need for crayons (large or small) and coloring pencils.

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

Sewing Contributions

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

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

WakeMed Raleigh Campus

Cary Senior Center
Threads of Love
Sunshine Seniors
Needles Club of Heritage
Happy Hearts of Heritage
From Ewe to You
Heart-2-Heart Pillow Ministries
Project Linus

*Countless individual sewers
not associated with sewing groups*

WakeMed Cary Hospital

Ann Foster Workshop
Carolina Preserve Yarn Spinners
Carolina Preserve Piecemakers
Colonial Baptist Church
Garner Senior Center
Reedy Creek Baptist Church
Spring Arbor of Apex Workshop
St. Paul's Knitting
Windsor Point Workshop

*Countless individual sewers not
associated with sewing groups*



Welcome New Volunteers

Welcome New Volunteers

WakeMed

Raleigh Campus

Hannah Aldrich
Megan Andrews
Justin Baldwin
Charles Beck
Doris Bell
Dorothy Blount
Mabel Bolivar
Jenna Boyd
Lisa Bynum
Crystal Canady
Rukesh Chinthapatla
Cameron Cobb
Armando Contreras
Paul Cook
Anthony Crowley
Rasheedah Davis
Mary DeFino
Theresa Degrasse
Bethany Denton
Diane Dewid
Barbara Dorman
Nina Duval
Jada Edwards
Joan English
Inez Forte
Stephen Frein
Holly Gooding
Rene Graham
Molly Grant
Amber Greene
Sandra Hall
Laurie Hayakawa
Hope Hendricks
Lorraine Hormuth
Angela Hubbard
Lindsey Hurd
Shaelia Hutchinson
Kenneth Irgens
Tanya Jackson
Jana Jefferys
Michelle Jones
Alex Karas
Gisella Karna
Tiesha Keith
Kate Kessler
Rand Khasawneh
Brett Kotel

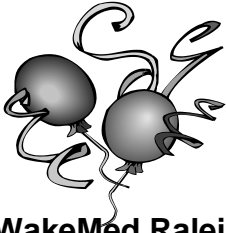
Prudence Lally
Deborah Lambert
Paletta Lee
Debra Lewis
Betty Lockleair
Carina Lopez
Brandon Mackey
Mary Maher
Diana Maier
Jacqueline McCray
Viviana Monroy
Grace Monti
Claudia Mormino
Lorraine Morris
Wanda Murray
Jessie Nelson
Eleanor Nunn
Christine O'Connell
Angela Owokoniran
Andrew Panzl
Kimberly Parham
Richa Patel
Lorraine Pischke
Ginny Pospisil
Susie Homes
Stephen Quinn
Katrina Rankin
Henri Rembert
Ashley Rivero
Chris Rivero
Michael Schwab
Jasmine Shah
David Shanahan
Omnya Shiglawi
Brea Smalls
Gail Smith
Joellen Smith
Rachel Spall
Mary Jo Stikeleather
Joyce Stringfield
Kadie Summerlin
Donna Surber
Kyle Surber
Vanessa Totten
Heidi Triantafillou
Victoria Tsyhykalo
Jonathan Tucker
Katie Ulicickas
Georgette Watson

Anne White
Betty Whitley
Hannah Wigmore
Tracey Wiwatowski
Lauren Womack
Qimin Wu
Steve Yee
Kasara Young
Diana Zellner

WakeMed

Cary Hospital

Michael Cartwright
Samara Clark
Loretta Coates
Marina Filenko
Selamawit Girmay
Anne Hayes
Simone Lott
Rushi Marthala
Samantha McLeod
Katherine Mis
Jeffrey Mohr
Lee Nelson
Nam Nguyen
Tom O'Hare
Wendy Paciorek
Margaret Pardon
Rohan Parekh
Morgan Parker
Shanthi Ramshankar
Nancy Riefenhauser
Vermell Robson
Kathryn Samaha
Sarita Shetty
Taylor Sikes
Xiomara Smith
Tracy Taylor
Keisha Tharpe
Sean Vallabh
Vivan Vo
Gina Walberg
Myla White
Chirita Wilkerson
Tracey Wiwatowski
Hannah Yeatts



Happy Birthday!

WakeMed Raleigh Campus

December

Deborah Atkinson 10
 Charles Beck 21
 James Bunn 19
 Neil Dearnley 20
 Michelle Finlayson 19
 Barbara Harraghy 11
 Robert Harrison 17
 Shamika Houpe 16
 Iris Johnson 31
 Gisella Karna 10
 Joyce Keith 14
 Genevieve Layman 21
 James Levett 9
 Debra Lewis 5
 Mary McLean 25
 Matthew Merritt 22
 Stephanie Moyles 17
 Clara O'Neal 12
 Charles Perlette 21
 Lydia Phillips 7
 Annie Poe 12
 Sharon Rhew 20
 Bob Riordan 6
 Rachalle Robinson 9
 Carle Santos 12
 Omnya Shiglawi 11
 Mary Szymkowski 29
 Flora Tolomei 8
 Emily Van Schagen 31
 Ann Weismeyer 9
 Priscilla Wizzard 8

January

Michael Acquesta 7
 Karl Amboya 3
 Charlotte Ballentine 9
 Doris Bell 5
 Rita Bonville 15
 Joshua Bowling 5
 Marcia Cashwell 17
 Carle Cayton 10
 Aubrey Collins 16
 Jose Contreras-Nava 1
 Shaun Daniel 1
 Rasheedah Davis 26
 Jama DiSorbo 4
 Latesha Harvin 1

Janice Haywood 14
 Diego Hipolito Canario 9
 Jeanette Hollinger 7
 Robert Jolley 17
 Prudence Lally 8
 Alica Lee 28
 Paletta Lee 24
 Diana Maier 1
 Jacqueline McCray 17
 Elbert Middleton 7
 Morgan Murray 11
 Sean O'Neil 10
 Bernice Parker 17
 Sally Perdue 27
 Chris Rivero 1
 Maria Shelton 13
 Brea Smalls 9
 Kyle Surber 26
 Logan Tanner 28
 Mary Upshaw 9
 Melissa Washington 25
 Bonnie Williams 13
 Kasara Young 13

WakeMed Cary Hospital

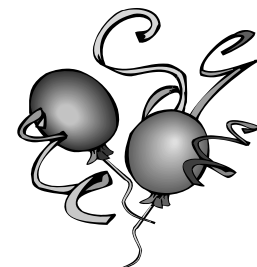
December

Mary Burrus 26
 Diana Callender 30
 Mary Jo Cercy 29
 Josephine Correia 27
 Mary Dennison 26
 Surekha Desai 17
 Marsha Drillings 11
 Marion Erwin 31
 Rena Foye-Narcisse 5
 Denise Galloway 4
 Peggy Johnson 16
 Gisella Karna 8
 Claire Katz 31
 Kathryn Kessing 8
 Emily Keveryn 3
 Harry Kincaid 28
 Marilyn Knittel 15
 Alison MacLennan 7
 Elliott Miller 12
 Judy Moore 4
 Ashok Patel 19
 Mary Poteat 20

Ganesh Prabhu 16
 William Pugliese 26
 Nancy Riefenhauser 31
 Katie Stewart 25
 Sid Vadakkevedu 13
 Sean Vallabh 6
 Sandra Venson 13
 Sharon Watson 29

January

Pam Ayars 14
 Jackie Bruwnell 13
 Elizabeth Butzke 31
 Jany Choate 10
 Sheila Crosby 18
 Judith Fleming 2
 Lucas Elliott 31
 Emily Evans 31
 Shirley Garriss 3
 Barbara Gribble 13
 Vicky Irvine 24
 Tammy Lamey 9
 Simone Lott 23
 Sharon Mills 20
 Linda Minette 28
 Vivian Mobilio 10
 Jeffrey Mohr 14
 Gladys Nielsen 23
 William Park 27
 Laura Patterson 31
 Rachel Polsky 11
 Georgia Rothschild 16
 Sarah Shelly 18
 Christina Smith 21
 Sharon Thompson 4
 Eileen Tschopp 12
 Gina Walberg 24
 Katie Warren 29



Thanks for Your Donations

WakeMed Cary Hospital
Girls in Action—Huggables
Marlene Yarborough—Magazines

Our Condolences To

WakeMed Raleigh Campus
Ramesh Fofaria
Peggy Fuller
Rachelle Robinson
Maria Shelton
Paige Burris

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Alyse Bone
Courtney Oneto
Diana Hughes
Peggy Lewis
Linn Lineberry
Charlotte Luke
Aniley Kelemework
Karen Morris
Bonnie Williams
Elaine Wood

WakeMed Cary Hospital

Audrey Addo
Jack Armstrong
Mike Ferrara's Family
Mary Poteat
Jim Shultz' Family
Ida Williams

Congratulations

WakeMed Cary Hospital

• Congratulations to David and Patti Keeley who celebrated their 30th wedding anniversary on September 24, 2010.

• Congratulations to Mary Mitchum on the birth of her new grandbaby boy.



PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Guest Ambassador:

If you can spare an additional 2 – 4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!

Monday – Friday, 8 am – 8 pm or Saturday – Sunday, 11 am – 5 pm, 2 to 4 hour shifts
Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

Intensive Care Units: NCCU, STICU, MICU

Saturday – Sunday, 2 to 4 hour shifts, 8 am – 1 pm
Assist nursing staff by admitting families to the nursing unit as well as carrying out non-medical duties such as answering phone, stocking supplies, running errands, and seeing to the comfort needs of patients.

MRI Reception:

Monday – Friday, 3 pm – 7 pm
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!

Patient Services:

Sunday – Saturday: 8 am – 8 pm; 2 – 4 hour shifts
Volunteers provide additional attention and comfort to patients and assist the nursing staff in carrying out non-medical duties. Clerical duties include running errands, filing and stocking supplies. Ability to work independently and as a team member. Excellent human relations skills.

The Ronald McDonald Family Room :

Sunday – Saturday: 9 am – 9 pm, 3 hour shifts
It is an oasis for the parents of children hospitalized in the inpatient pediatric units. Located just steps away from their children the Room offers computers, showers, snacks and a friendly volunteer who can listen with compassion. Skills: Excellent verbal communication skills and personal interaction skills. Ability to work independently. Excellent human relations skills, including tact, diplomacy, open communication and the ability to relate to persons on an individual basis. Willingness to adhere to all aspects of confidentiality. Good organizational skills. Excellent listening skills.

Sewing Individuals and Groups

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

WFP OB-GYN

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

Atrium Ambassador

Thursday, 8 am – 12 pm
Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors wayfind effectively and to provide basic wheelchair transport as needed. Positive interaction skills a must!

ED Back

Tuesday, 6 pm – 9 pm; Saturday, 3 pm – 5 pm; Sunday, 8 am – 12 pm, 3 pm – 7 pm
Volunteers assist staff with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning

stretchers and occasional assist with patient transport.

ED Liaison

Sunday, 3 pm – 5 pm
Volunteers assist registration staff and Campus Police by attending to comfort needs of patients and families waiting for care, running errand, escorting patients/families back to treatment area.

Friendly Face Cart

Flexible Scheduling
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.

Information Desk – Main Atrium

Thursdays, 12 pm – 4 pm
Volunteer facilitates the efficient flow of operation and traffic by providing appropriate information, direction and assistance to WakeMed Cary Hospital customers.

Information Desk – Woman's Pavilion & Birthplace

Tuesdays and Thursdays, 2 pm – 6 pm
Working with Campus Police & Public Safety, volunteers facilitate the efficient flow of operation and traffic by providing appropriate information, direction and assistance to Cary Hospital Woman's Pavilion & Birthplace customers as well as the general public seeking information.

Patient Relations Ambassador

Tuesdays, Wednesdays and Thursdays, 9 am – 11:30 am, Fridays, 1pm to 4pm
Volunteers 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.

Substitutes

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

Volunteer Orientation

WakeMed Raleigh Campus

- **Monday, December 6, 2010**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Wednesday, December 15, 2010**
Conference Dining Room, 9:30 am- 12:30 pm
- **Tuesday, January 11, 2011**
Conference Dining Room, 5:30 pm- 8:30 pm
- **Wednesday, January 19, 2011**
Conference Dining Room, 1:00 pm- 4:00 pm

WakeMed Cary Hospital

- **Tuesday, December 7, 2010**
Conference Center, 5:30 pm to 9 pm
- **Tuesday, December 14, 2010**
Conference Center, 8:30 am to 12 pm
- **Thursday, January 6, 2011**
Conference Center, 5:30 pm to 9 pm
- **Tuesday, January 18, 2011**
Conference Center, 8:30 am to 12 pm

Tour Dates

WakeMed Raleigh Campus

- **Wednesday, December 8, 2010**
Volunteer Services, 1 pm - 2:30 pm
 - **Thursday, December 16, 2010**
Main Entrance Lobby , 6 pm -7:30 pm
 - **Thursday, January 13, 2011**
Main Entrance Lobby , 6 pm -7:30 pm
 - **Tuesday, January 18, 2011**
Volunteer Services, 1 pm - 2:30 pm
- To register, please call 919-350-8293**

WakeMed Cary Hospital

- **Thursday, December 9, 2010**
Volunteer Services, 7 pm
- **Thursday, December 16, 2010**
Volunteer Services, 10 am
- **Monday, January 10, 2011**
Volunteer Services, 7 pm
- **Thursday, January 20, 2011**
Volunteer Services, 10 am

To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus

- **Masquerade Sale**
Tuesday, December 7, 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

- **Sterling, Purses & More Sale**
Friday, December 3, 2010
Conference Center 7 am to 4 pm

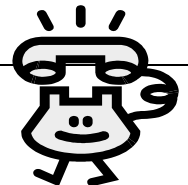
**Volunteer help is needed -
Please call 919-350-2363 to sign up.**

- **Heart Saver Class**
Monday, January 24, 2010
Cary Conference Center 1 pm to 4 pm

Please call 919-350-2409 to register.

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

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



WE NEED YOUR EMAIL ADDRESS!

Complete the form below and return to your Volunteer Services department .

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!
(please refer article on page 2)

KEEP MAILING ME THE HEARTBEAT!

Complete the form below and return to your Volunteer Services department .

I prefer to continue to receive the HeartBeat by US Mail.

Name

(please refer to article on page 3)

WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610:

WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Rd, Cary, NC 27518



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