

# HeartBeat

June 2013



## Note of Thanks from Susan Hester

This edition of the HeartBeat is produced in memory of Charles "Chuck" Evans and Roberta "Bobby" Foster

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Once in a while in conversation, I hear the comments that "everyone has a book inside of themselves. A person just needs to take the time to write his / her own!" The title of my book right now would certainly be *Gifts* or some variation of that. Hmmmm - perhaps as I move into my retirement July 5, I will consider picking up a pen or grabbing my iPad or laptop and begin my book.



The last 30+ years of my life at Wake-Med have been filled with literally thousands of gifts – people of all ages and walks of life, relationships, community, laughter, tears of joy as well as sadness, celebration, determination, programs, boards, successes, challenges, teams, productive days and nights, sunshine, stormy weather, personal and professional growth and development, mentoring, leading, following, quietness, amazement – the list of gifts is endless it seems. The most cherished gifts are "my people." YOU - the volunteers who have contributed in the most amazing ways to the comfort of our patients and families and to the success of Wake-Med; and my teams of management leaders and employees who have lead and been extraordinary partners in the Volunteer, Retail, Guest Services, Visitor Services, Patient Information, Communications Center, Signs, vending and other areas of my evolving responsibilities throughout the years. Collectively and individually you all provide the most outstanding experiences for others.

Leaders of our healthcare system are among the gifts I cherish as well. When sharing my upcoming retirement plans with Jeanene Martin, my conversation included a view from my heart about having been hired by the first CEO of our organization – Bill Andrews; having worked through the entire dynamic administration of the second CEO – Ray Champ; and having worked through the initial tenure of the third and very energetic CEO – Bill Atkinson. Three amazing leaders with more combined energy and vision than can be imagined. My VP's Becky Christian and Jeanene Martin are creative leaders with vision who have been great mentors. They encouraged my teams and me to accomplish great things with the partnerships of our volunteers and employee staffs.

## Notes of Thanks from Susan Hester

Our WakeMed volunteers are among my greatest gifts. You have taught me about new beginnings in the best and the worst of times – your own retirements, career exploration, desire to learn, job losses, family losses, new jobs, new family members, and so much more. You have such grace about you. You have given me advice and taught me lessons about leadership and youthfulness and maturity. You have been partners, leaders, learners, creators, visionaries, humorists, listeners and so much more. You bring the genius of life's experiences, professional and personal accomplishments and bumps in the road to our organization and give us all so much more than the time you donate. You are DOERS with heart. Thank you for the blessings you have showered upon me and hundreds of thousands of lives. When I flip off the light switch, close my office door and walk down that long hall on the ground floor at Raleigh Campus and through the Atrium at Cary Hospital for the last time as your director, I will do so with such a grateful heart for the time we have shared and the difference we have made together. Thank you for being extraordinary gifts in my life.

Susan Hester, Director of Community Services



## The President's Corner

### The Volunteers at WakeMed Cary Hospital



I would first like to say how much we will miss Susan Hester, Director of Community Services. Susan is retiring after 30+ years of outstanding and dedicated service at WakeMed. She has been an amazing, guiding influence for our volunteer board through the years. Though we will miss her greatly, we wish her all the best in this new phase of her life.

With the approved funding for the flower garden at the Fuquay-Varina Skilled Nursing facility, Regina Brest and her husband, Terry, have been instrumental in coordinating the planting of flower boxes and giving the fountain a spring cleaning. The beautiful flowers and water feature will be enjoyed by the patients all summer long.

I am pleased to announce that our volunteers Susan Recorr, Tim Shoriak and Joe Esmond have accepted the nomination for a 3-year term board membership.

In the April President's Report I wrote about my attendance at the Magnet Champions Meeting for WakeMed's journey to achieve magnet recognition. The May 21 meeting focused on the "No Pass Zone", an effort to engage all staff members and volunteers in responding to the patient's call bells and promote a culture of teamwork. Let's all work together to increase patient experience by modeling the "No Pass Zone" by: 1) As soon as a call bell lights up, the area outside the room becomes a No-Passing Zone; and 2) Any staff or volunteer passing through the No-Passing Zone will go in the patient's room and offer assistance.

Our fundraising uniform sale on April 26 was very successful. Thanks to the hospital staff for supporting it and to all the volunteers who helped with the sale. The Volunteers will receive approximately \$2,364.53 from this sale.

I hope many of you had an opportunity to thank the wonderful nursing staff, at all locations where we volunteer during National Nurses Week (May 6-12). National Nurses Day, May 12, is the birthday of Florence Nightingale, the founder of modern nursing. If you missed the date, please let them know how special they are.

- Bunny Thompson, President



## The President's Corner

### The Volunteers at WakeMed Raleigh Campus



After more than 30 years of dedicated service to WakeMed, our beloved Susan Hester, Director of Community Services, announced her plan for retirement effective July 5, 2013. Susan is looking forward to this new phase of her life with anticipation and excitement. Susan's accomplishments and contributions to the hospital and our community is far more beyond words. "She has given far more than she would have ever even considered taking; her patient-focus, energy, excitement, commitment, tenacity, dedication and drive have led to many things we will enjoy and remember for years to come" said Jeanene Martin,

Senior Vice President of Human Resources, Susan's direct report. Susan will be greatly missed by us all.

We were honored to have Dr. Walter Tan, WakeMed Specialty Physician of Geriatric Cardiovascular Disease, and Tanya Smallwood, NP of Geriatric Cardiovascular Disease come talk to us in our April board meeting. Dr. Tan launched the Valve Program in March, 2013. The program focus is on developing less invasive procedures for the vascular system and the treatment / prevention of strokes in older patients. The mission of Dr. Tan's program is restoration with focus on patient and family dynamics within the treatment healing process. Personal care is a key component as Dr. Tan shared. His research commitment is to keep endless motors going. With the focus on patient contact, Dr. Tan visualizes that volunteers can be a valuable component within his program by helping patients in communication and by overcoming technological barriers.

Lastly, Yvonne DeWald, board member of Volunteer Services has graciously agreed to become our interim treasurer. Thank you, Yvonne.

School semesters are over. I wish all of you a wonderful and safe summer.

-Timothy Lee, President, Volunteer Board





## Volunteer Spotlight WakeMed Raleigh Campus ~Teres Scofield ~



My name is Teres Scofield, I am a California native, born in Los Angeles. My husband and I have been married for 33 years. We moved to Raleigh, North Carolina in August of 1995 with our 7 year old daughter and 5 year old son . We all think Raleigh is paradise!! We love the weather and most especially the people. I have a degree in business, and my husband has been in commercial real estate for approximately 35 years. We have our own commercial real estate business, for which I handle the financial side of the business. I am very active in my church and love to read, garden and am passionate about cooking as well.

However, as busy as I am, I just felt called to give back and for quite a while had been interested in participating in animal therapy but had shied away because of the rigorous certification training required. Amazingly, I randomly came across three people in the same week who told me about the WakeMed Hospitality Pet's program which did not require a certification; but a dog having a good disposition and temperament, perfect!

My volunteer partner, Tank, is a large and quite hairy Bouvier des Flanders and definitely the star of the show. Since he is such an unusual breed, I am always asked what kind of dog he is. I don't think we've ever finished a volunteer period where somebody hasn't taken his picture! He definitely has his fans among the staff as well. I can truly say I have never finished a day without at least one person saying we made their day or that Tank was just the perfect medicine they needed. I have had many patients, family members and staff thank me for what Tank and I do. The real truth is the wonderful and fulfilling feeling I get just knowing we have put a smile on someone's face and often being told we were a much-needed substitute for the precious pet(s) the patients miss from home. I look forward to the day when Tank and I can become even more involved in this wonderful program.

## Volunteer Spotlight WakeMed Cary Hospital ~Mark Mathis ~



I was born in Charlotte and lived all over the U.S. before finally settling back in the Raleigh area. I work in the Pharmaceutical Biotech industry designing equipment and systems for drug products. Along with my wife Heather and our two boys Ryan and Connor we now live in Apex. Heather is a full time mom and Connor plays piano and hockey on one of the local teams. My oldest son Ryan also plays hockey.

Ryan has autism and after getting him his first service dog, I started breeding and training dogs for service for other families. I focus on Autism Service dogs but currently have a trainee that will go to a retired veteran to help with Post Traumatic Stress Disorder. I enjoy playing the piano and singing. On Friday nights I perform at The Peak City Grill in Apex and periodically perform other venues when I

have time. About every other year my family and I can be found raising another batch of Briard puppies both for service roles and as pets to loving families.

I volunteer as a Hospitality Pets volunteer with Aragorn on Monday's. Volunteering allows me to spend time with my dog and disconnect from work for a while. I enjoy meeting new people and sharing information on Aragorn and the Briard breed. Volunteering with your dog is great socialization for them and helps them keep up with their manners and training in public places. I enjoyed seeing how Aragorn brings a pleasant change of scenery to patients staying at the hospital, staff and other volunteers. Having been here for almost 7 months, I have yet to hear a patient complain about their experience with medical professionals and other staff. There's nothing quite like seeing someone's face light up when you bring them a furry friend to meet.

## WakeMed Updates

### WakeMed Raleigh Campus & Cary Hospital Receive 'A' Hospital Safety Score from The Leapfrog Group

WakeMed Raleigh Campus and WakeMed Cary Hospital each received a Hospital Safety Score of 'A' from The Leapfrog Group, a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. The Leapfrog Group made all scores public for hospitals nationwide. Leapfrog's Hospital Safety Score system uses public data from the federal government (and where available from the Leapfrog Hospital Survey) to grade hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. Annually, experts analyze the publicly available data using 26 evidence-based, national measures of hospital safety and then score U.S. hospitals appropriately.

WakeMed's participation in the 2012 Leapfrog Hospital Survey contributed to our 'A' scoring at both hospitals. Many of the quality and safety efforts we have implemented over the past several years helped improve our score, including:

- The existence of Computerized Physician Order Entry (CPOE) almost entirely throughout the system
- The establishment of our eICU
- Our integrated patient safety program
- The system-wide patient safety culture survey that was conducted last year
- The Just Culture Collaborative at Cary Hospital
- Our risk management program
- Staffing and leadership as related to our nursing program
- Our medication reconciliation efforts for discharged patients
- Our hand hygiene efforts
- Our work to prevent ventilator-associated pneumonia (VAP) for our patients

"At WakeMed, we consistently remain committed to keeping our patients as safe as possible, from the time they enter our facilities until the time they leave, and to ensuring they receive the highest quality of care while they are here," commented West Paul, MD, vice president of Quality & Patient Safety. "It is rewarding to receive this high score from the nationally respected Leapfrog Group, and we are incredibly proud of our employees for taking the necessary measures to benefit our patients. We will continue to do everything we can to uphold this mission."

Through the Hospital Safety Score system, patients, family members and anyone who chooses can go online to [www.hospitalsafetyscore.org](http://www.hospitalsafetyscore.org) to search for any local hospital and determine its level of safety. For more information about The Leapfrog Group, visit <http://www.leapfroggroup.org/>.

## WakeMed Updates

### Trauma Program Earns Level 1 Trauma Center Re-designation

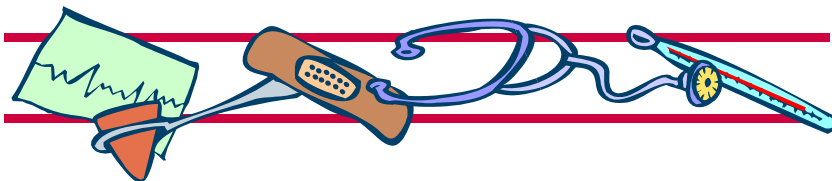
The North Carolina Office of Emergency Medical Services (NCOEMS) officially renewed the WakeMed Trauma Program's designation as a Level 1 Trauma Center – the only Level 1 Trauma Center in Wake County and one of just six in the state.

In addition to strong leadership, vision and commitment to trauma, the surveyors credited WakeMed Trauma Program and Emergency Department physicians, leaders and staff for the program's continued success. As reported in March, they conducted a thorough, on-site survey at the Raleigh Campus. The surveyors were impressed with:

- The excellent collaboration among area EMS providers, Trauma Service, Emergency Department and all the sub-specialty team members who care for trauma patients, including clinical team members, physicians, researchers and support staff
- Our outstanding disaster preparedness program
- Our equipment, training techniques and facilities (such as the Center for Innovative Learning)
- Our commitment to injury prevention, education and outreach

"Delivering superior trauma care is not only our responsibility, but our privilege," commented Dr. Bill Atkinson, president and CEO. "This re-designation exemplifies WakeMed's commitment to trauma care and validates our expertise, experience and teamwork as a leader in this field. Congratulations to all of our clinical team members, physicians, researchers, support staff and area EMS agencies who continue to set the standard in caring for trauma patients."

WakeMed first earned a Level 1 Trauma Center designation in 2006. We were the first hospital in the state to move from a Level II to a Level I Trauma Center in 16 years. Surveyors conduct on-site re-designation surveys every four years. WakeMed's trauma patient volume has increased by 93 percent during the past 10 years.



## WakeMed Mended Hearts Program

WakeMed is excited to officially have a Mended Hearts program. There have been three information sessions since December 2012 to introduce the program to individuals and their families in our area who may be interested in joining. The program offers hope in the form of visits to patients and their families as well as activities that the members of the group will be doing together. Mr. Bill Voerster who is the Assistant Regional Director of the Mid-Atlantic Region of Mended Hearts conducted these sessions. Hazel Covington, RN -3B CVSICU who is a patient educator in the heart surgery area at WakeMed Raleigh campus is helping to coordinate the program. The program has a component which includes visiting patients and their families in the hospital; therefore, Volunteer Services is a very important part of this program as well.

The Mended Hearts program at WakeMed came about as a result of a former patient's inquiry about one here. We at WakeMed care about our patients while they are here as well as when they leave. There are many concerns after being diagnosed with a heart problem or having had surgery, whether it is open heart surgery or a pacemaker. Mended Hearts offers hope and as a group they can offer this to each other as well as others.



Left to Right: Bill Voerster, Hazel Covington and Jackie Kennedy, Manager,  
Volunteer Services WakeMed Cary Hospital

*On April 5, 2013 WakeMed was recognized as an official satellite chapter of Mended Hearts (Mended Hearts of East Raleigh, North Carolina-Satellite of Mended Hearts of Greater Charlotte, NC Chapter 372.)*

*When we have at least 30 people to have joined we can be an independent chapter.*



# WakeMed Hospitality Pet's Program

## A Special Thank You

On May 17, Jackie Kennedy, Manager of Volunteer Services at WakeMed Cary Hospital made a surprise visit to each of the hospitality pets program veterinarian offices. A gift of thanks and recognition of their continuous support of the Hospitality Pet's Program was presented on behalf of the Volunteers at Wake-Med Health and Hospitals.

Dr. Lee Darch - North Wake Animal Hospital

Dr. Joe Gordon - Care First Animal Hospital at Oberlin Road

Dr. Craig Wilson - Bayleaf Veterinary Hospital

Dr. Susan Bristol - Mayfair Animal Hospital

Dr. J. Conley - Care First Animal Hospital at Falls Pointe

Dr. Brian Lapham - Southpoint Animal Hospital

Dr. Elisa Sumakeris - Care First Animal Hospital at Grace Park



## Our Thoughts . . .

### In Memory

We express our deepest sympathy to the families of Chuck Evans and Roberta Foster. Thank you for sharing your loved one with us.



Roberta Foster passed away on Saturday, May 18, 2013. She volunteered at WakeMed Cary Hospital for 2-1/2 years giving office support to the staff in the Day Surgery department. Roberta contributed 210 volunteer hours of service.

Chuck Evans, Sr. passed away on May 25, 2013. He volunteered in the Day Surgery department assisting the staff in the pre-op area. Chuck actively volunteered at WakeMed Cary Hospital for over 15 years accumulating 3013 volunteer hours.

### Thinking of the Following Volunteers

#### WakeMed Raleigh Campus

Diana Hughes            Terry Rimmer  
Ben and Wanda Citero

#### WakeMed Cary Hospital

Marla Carroll        Eileen Dills  
Craig Landau        Al Port  
Brenda Yarbrough

### Congratulations

#### WakeMed Cary Hospital

Smita Verma  
Who recently received her  
Physical Therapy License

Thank you to Barbara Harragy and the Cary Senior Center for their donation of handmade huggables, baby blankets, baby caps, blankets / afghans.

## Donations

### Sewing Groups

#### WakeMed Raleigh Campus

Cary Senior Center  
Eagle Scout Project Troop 831  
From Ewe to You  
Greystone Blanketeers  
Heritage Needles Club  
Project Linus  
River Oaks School Booster Program  
St. Andrews Children  
Sunshine Seniors  
The Cary Blanketeers  
Thread of Love

#### WakeMed Cary Hospital

Ann Foster Workshop  
Carolina Preserve Piecemakers  
Carolina Preserve Yarnspinnners  
Colonial Baptist Church  
Comfort Circle UMC  
Elegant Stitchers  
Garner Senior Center  
Harriet Kelner Workshop  
Summit EC Church

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.

Their donations have been shared with our patients and their families.  
We appreciate your caring, time and support.



## Wow What A Volunteer !

Congratulations to the following volunteers who were recognized for their part in the delivery of quality and innovative patient care during WakeMed Health & Hospitals 2013 Nursing Excellence Award Ceremony on Monday, May 6, 2103.

Joanna Baitinger was honored for her outstanding partnership as a Lap Parent Volunteer in the NICU at WakeMed Raleigh Campus.

Robert Baker was honored for his passion in helping others and making a difference in the Children's Emergency Department at the WakeMed Raleigh Campus.

### Shelby Credle, Atrium Ambassador

"Monday, (5/22 or 5/29). I am an Atrium Ambassador with WakeMed Cary Hospital.

A peer of mine employed at another organization came to visit a co-worker who was a critical patient at WakeMed, in the final stages of life. My peer was not comfortable with hospitals, nor with seeing illness, yet she felt compelled to visit this co-worker.

She shared with me the next day how impressed she was with an individual that greeted her upon entering the hospital, and then escorting her all the way to the patient's room. She was comforting, compassionate, and also provided guidance regarding hand washing before entering the patient's room. All in all, this individual said she experienced a much better visit than she had ever anticipated.

I was proud to share with her that this individual was an Atrium Ambassador. What a wonderful testimony to the value of volunteers and the difference one person can make."

Nancy Slagle



## 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:



**Ryan Blount**  
**Thomas Koch**  
**Rosemary Driver**  
**Susan Legatowicz**  
**Ayomi Oshikoya**  
**Angel Barnekow**

- **Ryan** - Was a bundle of joy! He willingly wheeled me to the 6<sup>th</sup> floor to see my husband.
- **Thomas** - Was great. Great happy, friendly faces!
- **Thomas** - Walked me to the visitor's waiting room all the way across the hospital. I would have never found it if he had not walked with me. He was so very nice!
- **Rosemary** - Was very helpful!
- **Susan** - Her kindness and help meant so much to me. I hope you can have her a long time.
- **Susan L.** - My first visit to hubby and she helped me find my way! Thanks! – very friendly and helpful.
- **Ayomi** - Was very helpful and kind and patient with my family.
- **Ayomi** - Was very nice and very helpful in helping us to get where we needed to go.
- **Angel B.** - She took me to my destination on time and quick!
- **Ryan** - His personality is one to be remembered. Volunteering for several months is to be commended. Thanks!
- **Susan L** - God Bless you ...keep up the good work.
- **Thomas** - I came to visit with the wife whose husband was having surgery.

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

**. . . a job well done!!**

## Exit Comments

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

### WakeMed Raleigh Campus

**Lorraine Morris** – Hearing Screening & Lap Parent: “I loved volunteering in the NICU. The nurses were awesome. I will really miss helping with those precious babies.”

**Isabel Van Toorn** – Information Desk Raleigh Medical Park: “I am truly sorry that time does not permit me to continue volunteering. I am employed full-time in Clayton and the commute time to Raleigh will not allow me to continue as I had hoped. Many thanks for your time and advice, both were very appreciated.”

No Name – “Volunteer Services does an excellent job.”

No Name – “I really enjoyed myself and the experience, especially while working in the ER Department.”

### WakeMed Cary Hospital

**Dominique Lyn** – Patient Relations: “I enjoyed my time volunteering and will look forward to volunteering in the future with WakeMed. The staff in volunteer services was great. Thank you.”

**Karen Molnar** – Food and Nutrition Services: “The volunteer office is well organized and coordinated! I apologize for my limited availability; however, this was my second experience volunteering at WakeMed Cary and I appreciated the opportunity to learn and help the Food and Nutrition Services team.”

**Shannon Pashby** – Medicine Unit and PACU: “I really enjoyed working with the nurses, volunteer staff, and my fellow volunteers. My experience also solidified my decision to enter the field of nursing after I obtain a Bachelor of Science in Nursing.”

**Shivam Patel** – Medical Surgical Unit: “Allowed me to gain medical exposure for my prospective career.”

**Emily Riefenhauser** – Emergency Department Liaison: “All of the WakeMed Staff were very friendly and helpful. They always appreciated my volunteer services. Volunteering at WakeMed was a great experience, because it helped me discover my dreams of becoming a doctor. This experience has given me a love for helping others and has helped me step out of my comfort zone.”

**Shannon Robinson** – Medicine Unit: “My time as a volunteer here was a positive experience. I wish I could have devoted more time to it. Unfortunately, school was a lot to handle this semester.”

**Sarita Shetty** – Mammography and Patient Relations Data Entry: “Felt like I was doing something useful with my time.”

**Jordan Wong** – Emergency Department and Medicine Unit: “Working at both WakeMed Raleigh and Cary was truly a satisfying experience. Being able to interact with patients and learn from my surroundings about the inner workings of healthcare was invaluable.”

## Calendar of Events

### WakeMed Raleigh Campus

- **Volunteer Board Meetings**  
Tuesday, August 13, 2013  
10:00am - 12:00pm, Conference Dining Room
- **Luxury Linens Sale**  
Thursday, August 8, 2013  
7:00am - 4:00pm, Andrews Center

### WakeMed Cary Hospital

- **Volunteer Board Meetings**  
Wednesday, July 24, 2013  
Wednesday, August 28, 2013  
11:00am - 1:00pm, Conference Center
- **Heart Saver Class**  
Wednesday, July 3, 2013  
1:00pm - 4:30pm, Conference Center  
**To register, please call 919-350-2488**

## Tour Dates

### WakeMed Raleigh Campus

- Tuesday, July 16, 2013  
1:00pm – 2:30pm, Volunteer Services
- Thursday, July 25, 2013  
6:00pm – 7:30pm, Main Entrance Lobby  
**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Monday, July 15, 2013  
7:00pm, Volunteer Services
- Thursday, July 25, 2013  
10:00am, Volunteer Services
- Thursday, August 8, 2013  
7:00pm, Volunteer Services
- Thursday, August 22, 2013  
10:00am, Volunteer Services  
**To register, please call 919-350-2363**

## Fundraisers

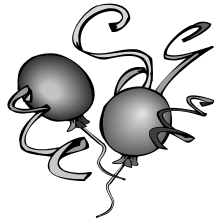
### Raleigh Campus 1st Uniform Sale

#### Thank you to the following volunteers

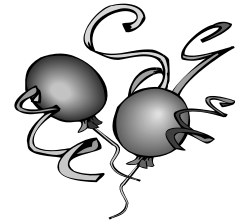
Rosa Davis, Katrina Akins, Lara Dechio, Lisa Himmelberger, Ayomikun Oshikoya, Reid Craft, Johnston Muteti, Joanne Simpson, Lois Brush, Morgan Kripner

For assisting with The Volunteers at WakeMed Raleigh Campus 1st Uniform sale on June 12, 2013. Over 400 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold \$ 46,361.10 in merchandise and raised \$ 8,685.94 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.





# Happy Birthday!



## WakeMed Raleigh Campus

### July

Elgie Dudley 7/1  
Margaret Huels 7/11  
Phoebe Crofts 7/12  
Adebisi Oshikoya 7/12  
Ryan Blount 7/13  
Cathina Samuels 7/14  
Carol Dahle 7/15  
Mika Yamamoto 7/15  
Cynthia Redd 7/16  
Abigail Lee 7/17  
Tonya McCoy 7/17  
Lichia Sibhatu 7/17  
Erica Tasman 7/17  
Elaine McLeod 7/18  
Griffin Wilson 7/18  
Julia Given 7/19  
Arthur Wasserman 7/19  
Alexis Kay 7/20  
Michael Mulvihill 7/20  
Barbara McClamy 7/21  
Rukesh Chinthapatla 7/23  
Alan Craft 7/23  
Myles Nelligan 7/23  
Sara Pierson 7/23  
Louise Wurst 7/23  
Elizabeth McTall 7/24  
Bianca Yllanes 7/25  
Meredith Huffman 7/26  
James Miller 7/27  
Joshua Humphries 7/28  
Rebecca Goldbach 7/29  
Bill McKenney 7/29  
Aaron Hernandez 7/30  
Sana Khan 7/31  
Jean Mercer 7/31  
Henrietta Faison 7/5  
Darlene McKenney 7/5  
Walter Davis 7/7  
Hilda McCullers 7/7  
Diane Byrd 7/9  
Marissa Goss 7/9  
Gina Young 7/9

### August

Steve Barat 8/1  
Claudia Mormino 8/1  
Angela Walton 8/1

Brenda Watson 8/1  
Sandra Favro 8/2  
John Griswold 8/4  
Flannery Lynch 8/4  
Erin Yarborough 8/4  
Jackie Gugliotti 8/5  
Wendy Lamm 8/5  
Gail Smith 8/5  
Birgit Dhillion 8/6  
Florence Huebner 8/7  
Sharon King 8/7  
Nell Critcher 8/8  
Brooke Schrader 8/8  
Richard Corbin 8/9  
Josephine Daversa 8/9  
James Davis 8/9  
Vanessa Totten 8/9  
Jaime Hankins 8/11  
Shayna Swick 8/12  
Linda Carroll 8/13  
Tabitha Marcum 8/13  
Serafin Carvajal 8/14  
J'Kwan Fogg 8/14  
John Hite, Sr. 8/14  
Benjamin Citero 8/15  
Edwin Cosme 8/15  
Arjun Puri 8/15  
Lynn Stanley 8/15  
Andrea Honesty 8/16  
Melissa Nausch 8/17  
Dajuan Cunningham 8/18  
Ed Goetz 8/21  
Elsie Kesselman 8/21  
Bonnie Roberts 8/21  
Joan Vinson 8/21  
Steve Yee 8/21  
Aniley Kelemework 8/22  
Jesse Murphrey 8/22  
Shirley Preston 8/22  
Adonna Simpson-Lewis 8/22  
Kathleen Sullivan 8/22  
Betty Costello 8/23  
Jessica Maynard 8/23  
Catherine McDonnell 8/25  
Trevia Thompson 8/26  
Leonard Jones 8/28  
Braiden Eilers 8/30  
Sahiti Marella 8/30  
Delphine Neal 8/30  
Sona Salahuddin 8/30  
Brandy Bryant 8/31  
Brenda Smith (Mealy) 8/31

## WakeMed Cary Hospital

### July

Audrey Addo 7/23  
Saba Asif 7/22  
Bill Ayars 7/20  
Ronald Bostick 7/10  
Margaret Castello 7/9  
Joyce Catherwood 7/3  
Paige Colpo 7/27  
Kathryn Cundy 7/7  
Rhetta Davis 7/2  
Jordyn Druga 7/17  
Annette Edeburn 7/26  
Ann Erteschik 7/18  
Joe Esmond 7/10  
Barbara Fischer 7/1  
Carol Fluhrer 7/20  
Kim Fullerton 7/3  
Charles Godwin 7/2  
John Grau 7/31  
Shilo Hargrove 7/17  
Patsy Hemmerle 7/9  
Larry Hemmings 7/14  
Rhonda Hoffman 7/8  
Viki Johnson 7/25  
Janet Kretzschmar 7/31  
Jacquelyn Ludington 7/24  
Diane Luparello 7/25  
Hannah Macie 7/6  
Kimberly Martin 7/18  
Bette Marzella 7/5  
Barbara McClamy 7/21  
Brooke McNeeley 7/28  
Gloria Mertz 7/10  
Katherine Mis 7/3  
Sandy Murphy 7/9  
Abdelkrim Ouhda 7/12  
Betty Peck 7/22  
Patricia Perkins 7/9  
Elizabeth Poe 7/4  
Anna Ponte 7/1  
Mae Rabenius 7/3  
Cindy Richards 7/15  
Phyllis Salts 7/26  
Emy Sanchez 7/2  
James Schultz 7/14  
Shamik Shah 7/7  
Timothy Shoriak 7/8  
Phyllis Siegel 7/26  
Susan Spingola 7/14  
Lela Stewart 7/24

Ryan Stitt 7/24  
Valerie Thomson 7/7  
Sara Thorn 7/7  
Helen Tsui 7/6  
Christine Wallace 7/7  
Angela Wang 7/11  
Keith Williams 7/2

### August

Grace Adams 8/11  
Gretchen Best 8/16  
Louise Brown 8/19  
Dailyn Clark 8/31  
Juanita Clegg 8/18  
Alicia Darnell 8/26  
Luther Faircloth 8/4  
Sandra Favro 8/2  
Augusto Francisco 8/10  
Savan Gandhi 8/2  
Selamawit Girmay 8/14  
Matthew Hagan 8/17  
Linda Haley 8/9  
Blair Hatcher 8/1  
Roberta Hellerman 8/29  
Linda Hobgood 8/8  
Susan Holbrook 8/15  
Judith Hyman 8/15  
Gerry James 8/2  
Linda Junk 8/13  
Craig Landau 8/15  
Melody Mangum 8/11  
Orly Margolis 8/30  
Martha McLaurin 8/24  
Judy Millar 8/14  
Shelley Miller 8/4  
Kishorsinh Parmar 8/26  
Priya Patel 8/3  
Melvin Perkins 8/24  
Jean Poe 8/16  
Betty Powers 8/5  
Jill Rusche 8/23  
Michael Schuler 8/26  
Tina Seagroves 8/18  
Betty Seidner 8/15  
Elina Shrestha 8/7  
Vercilli Sibunga 8/1  
Dharshan Sivaraj 8/3  
Della Staub 8/24  
Elisabeth Stevens 8/8  
Katherine Teeter 8/18  
Gerry Werner 8/21  
Jere Wilson 8/12  
Inna Zboichyk 8/9



## New Volunteers

### WakeMed Raleigh Campus

#### April - May

Cynthia Able  
 Brenda Alcorn  
 Edward Arthur  
 Carol Bailey  
 Jean Barbieri  
 Jordan Barkes  
 Linda Bestimt  
 Joan Bolton  
 Talmadge Bolton  
 Diane Boufedji  
 Mary Elise Cagle  
 Barbara Castillo  
 Jennifer Chmelo  
 Brittany Copeland  
 Raul DeValos Martinez  
 Tuliem Do  
 Jeffrey Dworkin  
 Angelia Echols  
 Irma Estrada  
 Denise Feighery  
 Tresour Ferreira  
 Yenniser Garcia Ballate  
 Annie Gay  
 Herbert Gilliam  
 Rebecca Goldbach  
 Cynthia Haith  
 Morgan Hale  
 Louis Hancock  
 George Hanna  
 Jillian Harris  
 Cory Harrison  
 John Hines  
 Joshua Humphries  
 Janice Hunter  
 Michelle Insani  
 Sharon Jacobs

Sagar Jinwala  
 Wenirose Johnson  
 Leonard Jones  
 Oris Jones  
 William Keene  
 Sana Khan  
 Sharon King  
 Stephen Kostelic  
 Elizabeth Kripner  
 Mary Krysty  
 Linda Lapp  
 William Manning  
 Barbara McClamy  
 Catherine McDonnell  
 Madison McLeod  
 Delphine Neal  
 Thuytien Nguyen  
 Lindsey Orff  
 Ayomikun Oshikoya  
 Michael Otteni  
 Rachel Petranka  
 Andrew Potter  
 Quawinda Pulley  
 Jan Range  
 Grayson Russell  
 Christina Saju  
 Sona Salahuddin  
 Xaviera Scarboro  
 Lauren Seitz  
 Anthony Seto  
 Sean Sheppard  
 JoAnne Simpson  
 Paula Smith  
 Shawn Sugawara  
 Aileen Swaiti  
 Brandon Tankersley  
 Vidhur Thoutireddy  
 Sarah Tiller  
 Samuel Trachtenberg

Allison Weavil  
 Marlynn White  
 Bianca Yllanes

### WakeMed Cary Hospital

#### April - May

Nancy Cope  
 Jordyn Druga  
 Winifred Fu  
 Debasis Ghosh  
 Swagata Ghosh  
 Eric Hall  
 Deborah Harcz  
 Phillip Hare  
 Ramya Hemachandra  
 Tom Joyner  
 Cathy Kasten  
 Dee Keene  
 Sharon Lin  
 Maggie Lovell  
 Barbara McClamy  
 Ayodeji Metiko  
 Dan Miller  
 Eileen Mitchell  
 Prinal Patel  
 Joy Anne Sibial  
 Susanna Spencer  
 Grace Stardancer  
 Robert Ward  
 Pamela Wassilchak  
 Patricia Weeks  
 Kristie Zothner

## Placement Opportunities

### WakeMed Raleigh Campus

#### Guest Ambassador:



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

Monday – Friday  
8:00am – 8:00pm; or  
Saturday / Sunday  
11:00am – 5:00pm  
2–4 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 effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

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

Monday – Friday  
8:00am – 4:00pm  
2–4 hour shifts available

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!

#### **Office Support:**

Monday – Friday  
8:00am – 5:00pm  
2–4 hour shifts available  
Volunteers lend clerical and general support to the staff and to increase productivity. Skills and abilities include Xeroxing, computer input utilizing Word and Excel, telephone interaction, scanning, filing and other paperwork.

#### **Sewing Individuals and Groups**



Do you knit, crochet or sew? Your talent is needed to assist

with making gifts for patients and family members. Items include: huggables, bereavement quilts for adult and children's emergency departments, lap quilts and many more items.

### WakeMed Cary Hospital

#### Hospitality Pets



#### **Fuquay-Varina Skilled Nursing**

Monday – Sunday  
2 hour shifts  
Canine and volunteer teams visit eligible and consenting patients to enhance visit. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.





## **BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY**

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

### **BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY**

Donor Name \_\_\_\_\_

Address \_\_\_\_\_

AMOUNT OF DONATION: \_\_\_\_\_ In Memory/Honor of: \_\_\_\_\_

Mail to: The Volunteers at WakeMed Cary Hospital Acknowledgment to be sent to: \_\_\_\_\_

WakeMed Cary Hospital  
1900 Kildaire Farm Rd  
Cary, NC 27518

Name \_\_\_\_\_

Address \_\_\_\_\_

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

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

## **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!**

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

## **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 \_\_\_\_\_

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



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