



January – March 2018

This edition of the HeartBeat is dedicated to Terri Gracy-Udoh.

Updates from the Director

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Greeting WakeMed Volunteers!

I hope you are enjoying the bit of warmer weather we are experiencing with the promise of more to come as Spring blossoms across our beautiful area. The department has been very active as we prepare for an upcoming accreditation visit from the Joint Commission, who provides our regulatory oversight and checks in with us every three years. We anticipate another great survey this year.

Since many of you are also our patients, I want to encourage you to sign up at MyChart.WakeMed.org if you haven't already done so. This is our online patient portal, giving you access to many parts of your medical record in an easy and efficient way. We have a goal of 30% of our patients having a MyChart account – this is tied to our Aspirational Goal of Healthy Community. You can make and manage appointments, search our health education library, update insurance and demographics, complete questionnaires and check in prior to your WakeMed Physicians Practices appointment; as well as, link your fitness device to track activity and diet. These are a few great reasons to enroll and support improvement in your own health and well-being.

We are excited for the upcoming National Volunteer Week April 15 – 21. During National Volunteer Week, we celebrate the impact volunteers have by coming together in support of our mission to improve the well-being of our community by providing outstanding and compassionate care to all. We are so fortunate at WakeMed Health & Hospitals to have such a dedicated and caring group of people willing to give of your time and talents to help others. We truly appreciate your contributions and look forward to continually improving how we are able to focus your efforts.

"Volunteers do not necessarily have the time; they just have the heart."

Elizabeth Andrew

Sincerely,
Chris Perry, MBA,
Director, Guest Retail & Volunteer Services
919-350-8005

Meet the Staff of Volunteer Services



Chris Perry, Director
Guest Retail and Volunteer Services
919-350-8005
cgage@wakemed.org



Catherine Allen, Representative
Raleigh Campus
919-350-8293
caallen@wakemed.org



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Laura Riach, Specialist
Cary Hospital
919-350-4008
lriach@wakemed.org



Zee Graham, Representative
Cary Hospital
919-350-2363
zgraham@wakemed.org

The President's Report – Raleigh Campus



Happy Spring!

I trust you all survived one of the coldest winters, and also one of the worst flu seasons. It is after times like these, that a beautiful spring is appreciated even more!

Having lived in the Northeast, the West and now the South, I have to say I have never seen such beautiful flowering trees as we have here. One after another they bloom, each variety a different shape, height and color. Each one of you who serves by tirelessly volunteering at WakeMed Raleigh, reminds me of these beautiful trees. You have different purposes, different personalities, different gifts, are at different stages of life and are committed to your job without monetary reward. Like the trees, you act as a safe shelter to those who need it, you help to prevent crises and many of you may go unnoticed because you work in the background, but you are no less important. As I serve in several different areas of the hospital, and walk miles through the halls, it is always a joy to witness your smiling faces and the willingness with which you go the extra mile.

Some of you have very deep roots that have spread for many years, with thousands of hours of service. Some of you are just beginning on this journey with the rest of us. Thank you for blooming where you are planted, spreading your fragrance to others, being a blessing to WakeMed Raleigh.

I hope to see many of you at our Volunteer Luncheon on April 19th - a special time in honor of YOU - you don't want to miss it!



Respectfully yours,
Rosemary Driver
President, Raleigh Volunteer Board

The President's Report – Cary Hospital



Welcome to Spring!

Hopefully winter weather is behind us and we will be able to enjoy more hours of daylight and Carolina blue skies.

What better way to welcome Spring than by celebrating those who donate time and energy to helping others with National Volunteer Week and our Volunteer Appreciation Luncheon? Please join us on April 19, at 11:30 am at the Crabtree Marriott Hotel. Contact Zee to make your reservation and entree selection.

This is a great opportunity to relax and enjoy the company of fellow volunteers. We all share the commitment to improving the well-being of our community by providing outstanding and compassionate care to all who encounter our facilities. We may not always hear good news and “thank you”, so I wanted to share a recent story with a happy ending. A patient had suffered a severe stroke and was brought to WakeMed Cary. Because of the committed care of the hospital staff, the woman was soon on her way to being discharged when her sister took the time to share her gratitude with members of the staff and volunteers.

Thank you for all that you do and look forward to seeing you at our luncheon!

Respectfully Submitted,
Susan Alvey,
President, President, Cary Volunteer Board



Volunteer Services Update

Welcome to Cary

We would like to welcome Laura Riach, Volunteer Services Specialist to our Cary campus. We would like to thank Laura for the countless hours she dedicated to our Raleigh campus. If you have not taken the time to meet Laura please stop by the office for a meet and greet.

New Look

If you haven't notice our new look; we would like to thank Becky Scolio and Leslie Keefe from Public Relations for all of their efforts and collaboration with Volunteer Services to produce our new Heartbeat Logo.

Volunteer Appreciate Luncheon

It's that time of year again! In appreciation for all your tireless efforts, the many hours spent on sewing items, the time devoted to the various departments within the hospital; it is our pleasure to show you how much we appreciate and value your efforts.

Our annual luncheon will be held on Thursday, April 19, 2018 from 11:30 am to 1:30 pm at the Raleigh Marriott Crabtree Valley, located at 4500 Marriott Drive, Raleigh.

As a friendly reminder when you receive your invitation please RSVP to your respective campuses to announce your attendance by April 13, 2018. If you have any questions, please contact Catherine Allen at 919-350-8293 or Zee Graham at 919-350-2363

Recipe Of The Quarter

Mexican Bean Burgers



"These burgers can be baked, grilled, or fried. Great served on a bun with avocado, lettuce, sour cream, and cheese."

Ingredients

- 1 carrot, sliced
- 1 (15 ounce) can kidney beans
- 1/2 cup chopped green bell pepper
- 1/2 cup chopped onion
- 2 cups salsa
- 1 cup dried bread crumbs
- 1/2 cup whole wheat flour
- 1/2 teaspoon ground black pepper
- salt to taste
- 1 pinch chili powder

Directions

1. Place carrot into a bowl, and fill with about 1/4 inch of water. Cover with plastic wrap, and cook in the microwave for 2 minutes, or until soft. Drain.
2. Mash beans and steamed carrot in a large bowl. Mix in green pepper, onion, salsa, bread crumbs, and whole wheat flour. Season with salt, black pepper, and chili powder. Add flour to create a firmer mixture, or more salsa if the mixture is too stiff. Form mixture into 8 patties, and place on a greased baking sheet. Heat a large skillet over medium-high heat, and coat with cooking spray. Fry the patties for about 8 minutes on each side, or until browned and firm.

Our Thoughts . . .

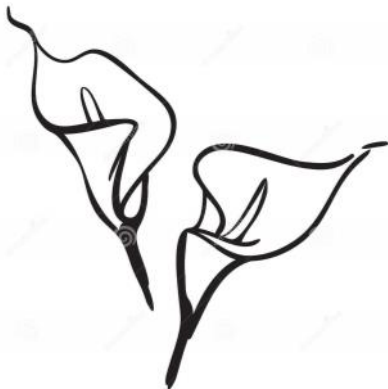
Thinking of you

WakeMed Raleigh Campus

Lita Barr
Marti Brookie
Denise Rohr
Anita Boonen

WakeMed Cary Campus

Audrey Addo
Benda Stutts
Darrell Anderson
Debbie Peedin
Ed Bradley
Elaine Nagle
John Grau
Larry Hemmings
Lois Dziejic
Ed Bradley
Judy Rea



Our Sympathies to:

WakeMed Raleigh Campus

Steve Yee - loss of loved one

WakeMed Cary Hospital

Nancye Slagle - loss of a loved one
Susan Coulter - loss of a loved one

In Memory of Our Volunteers

Terri Gracy-Udoh passed away October 23, 2017. She volunteered with WakeMed Cary Hospital for one year. She offered a sweet loving spirit to everyone that she came across. Her smile would lighten up the entire room when she entered. Terri will truly be missed.

We express our deepest sympathy to the family. Those of us who had the privilege of knowing Terri will greatly miss her presence. Thank you for sharing your loved one with us.



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

KUDOS

Congratulations goes out to the following:



We would like to recognize Phillip Greco for receiving *The Healthcare Heroes Award*.

In its 17th annual Health Care Heroes Awards program, *Triangle Business Journal* honors

Triangle individuals and organizations for putting innovation and compassion to work to improve the human condition.

Congratulations to Phillip for being acknowledge for demonstrating compassion while working in the Ronald McDonald House. Thank you for a job well done.



We would like to thank Ms. Ruth Allbert who has retired after serving 26 years as a volunteer in WakeMed Cary's Gift Shop and donating 4,053 hours of her precious personal time. We truly appreciate her and she will be missed.

Mended Heart Volunteers Give Back!

When Mended Hearts Chapter 394 received over \$21,000, it was only right that they share the wealth. Michael & Son Services partnered with Mended Hearts Chapter 394 for the 2017 Joe Lomax Classic Golf Tournament Charity. The event honored Joe Lomax Jr., a Michael & Son Services employee who suffered and passed from a cardiac arrest while on a jobsite.

The monies were donated to cardiac patients in a number of ways. One way will shed light to cardiac families with the donation of 30 lamps with USB outlets. These lamps were donated to the Heart Center Inn located at WakeMed Raleigh Campus. Mended Heart board members Hazel Covington, Samuel Collins and Monique Rogers spent an afternoon putting the lamps together including a label showing guests who donated them. Not only will these lamps bring light to the hotel guests, but enable them to make phone calls without searching the room for a plug.

Mended Hearts Chapter 394 is blessed to assist cardiac patients in their community. And by donating the lamps, people for generations will see these blessings.



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

Sewing Contributions / Donations

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

WakeMed Raleigh Campus

Bonnie Hodges
 Brittany House
 Cary Senior Center
 Deb Lambert (Heart2Heart Pillow Ministry)
 Diane Keely
 Hannah Moyles (From Ewe to You)
 Hazel Neugebaer (daughter of Prudence)
 Isiah Gaspar (Zebulon Nat'l Jr Honor Society)
 Janet Jennings
 Joan Pei
 Kingdom Crafters
 Kraft Family YMCA
 Louann Hill (NRCC)
 Merrilyn Allen
 Ms. Packett
 (Athens Drive High School HOSA)
 Pearl Fowler
 Project Linus
 Prudence Neugebauer (Informatica)
 Rhonda Lapinski
 Shelby Fields (Wake County Library)
 Shirley Preston (Threads of Love)
 Threads of Love
 Trish Lesslie (Relief Society of Church of Jest
 Christ of Latter Day Saints)
 Vinetta Bell



Donations

Dee Guarino Danita
 Delores Heald
 Gil Van Dykhuizen (Aquatic Creation Grp)
 Grace Farmer (Sunrise of North Hills)
 Jessica Hatcher (English Dept NCSU)
 Kaitlin Montgomery (Al-Iman Student Council)
 Mary Amme Tan
 Nicole Morris (Colin & Jameson)
 Vivian Carnail (PetsMart / Raleigh Rescue
 Mission)

WakeMed Cary Hospital

Anne Foster Group
 Barbara Williams
 Carolina Preserve Piecemakers
 Carolina Preserve Yarn Spinners
 Cindy Larsen
 Colonial Baptist
 Comfort Circle
 Crafting Blessings
 NH Baptist
 Doris Sears
 Diane Slaughter
 Elegant Stitches
 Garner on the Mend
 HSNK Seniors
 Jane Mendez
 Juli Cuccurullo
 Kay Maynard
 Maglen Morris
 Marilyn Knittell
 Marilyn Mitchell
 Nancy Brearey
 Reedy Creek
 Spring Arbor

Please help us keep your group current. If there has been a change in membership of your particular group, please inform your respective offices. For the Raleigh Campus, please call 919-350-8293. For the Cary Hospital, please call 919-350-2363. Thank you

Fundraisers: Thank you to the following

WakeMed Raleigh Campus

Thank you to the following individuals who assisted with The Volunteers at WakeMed Raleigh Campus 1st Uniform fundraising event on February 7, 2018.

Mana Aoi
 Geraldine Bivens
 Anita Boonen
 Linda Butler
 John Cherian
 Danna Freeman
 Maggie Gill
 Ken Harrison
 Hilda McCullers
 Valerie Perry
 Ganesh Tangella

Over 500 employees visited the sale and sold over \$42,522 in merchandise and raised \$8,510 in profits.



WakeMed Cary Hospital

Thank you to the following individuals who assisted with The Volunteers at WakeMed Cary Campus 1st Uniform fundraising event on February 27, 2018.

Annette Edeburn
 Beth Turner
 Denise Galloway
 Ivy Lynn
 June Synder
 Nancye Slagle
 Nisha Mehta

Over 125 employees visited the sale and we sold \$13,539.00 in merchandise and raised \$2,2525 in profits .



Calendar of Events

Events For Both Campuses

National Volunteer

April 15 - 22, 2018

Annual Volunteer Appreciation Luncheon

Thursday, April 19, 2018

Raleigh Marriott Crabtree Valley

11:30 am - 1:30 pm

Administrative Assistant Day

Wednesday, April 25, 2018

Hospitality Pet Month

May 1 - 31, 2018

Memorial Holiday

May 28, 2018 - Office Closed

Events For WakeMed Raleigh Campus

Dillard's Sale

Tuesday, April 24, 2018

Andrews Center, 7 am - 4 pm

Professional Shoe Sale

Thursday, June 14, 2018

Andrews Conference, 7 am - 4 pm

Volunteer Board Meetings

Tuesday, April 10, 2018

Conference Dining Room, 10 am - 12 pm

Tuesday, May 8, 2018

Conference Dining Room, 10 am - 12 pm

Tuesday, June 12, 2018

Conference Dining Room, 10 am - 12 pm

WakeMed Raleigh Campus Tour Dates

Tuesday, April 24, 2018

Volunteer Services, 1 pm

Tuesday, May 15, 2018

Volunteer Services, 1 pm

Tuesday, June 19, 2018

Volunteer Services, 1 pm

Events For WakeMed Cary Campus

Professional Shoe Sale

Thursday, June 13, 2018

Conference Center, 7 am - 4 pm

Volunteer Board Meetings

Wednesday, April 25, 2018

Conference Center, 10 am - 12 pm

Wednesday, May 23, 2018

Conference Center, 10 am - 12 pm

Wednesday, June 27, 2018

Conference Center, 10 am - 12 pm

WakeMed Cary Hospital Tour Dates

Thursday, April 26, 2018

Volunteer Services, 10 am

Monday, May 7, 2018

Volunteer Services, 10 am

Thursday, May 17, 2018

Volunteer Services, 6 pm

Monday, June 11, 2018

Volunteer Services, 6 pm

Thursday, June 21, 2018

Volunteer Services, 10 am



Happy Birthday!

WakeMed Volunteers

Raleigh Campus

April

Harriet Nausch	4/1
Kamel Alachraf	4/2
Hannah Moyles	4/2
Yusrah Oyewole	4/2
Robert (Bob) Smith	4/3
Bettie Taylor	4/4
Emma Voigt	4/4
Erica Neibaur	4/8
Rebal Goetz	4/9
Sara Kirk	4/9
Jesus Vargas	4/9
James Clarke	4/10
Margaret Haigler	4/12
Vernon Burkhart	4/13
Albert Choi	4/14
Georgetta Paskoff	4/15
Carol Kunkel	4/18
Kelly Ross	4/18
Lydia Ocbu	4/20
Pearl Cunningham	4/21
Sarah Stewart	4/21
Christopher Ruggeri	4/22
Oluwole Thompson	4/23
Brenda Yarbrough	4/23
Katherine Cole	4/24
Carolyn Page	4/25
Wade Burnette	4/26
Latoshia Rouse	4/26
Catherine Mason	4/28
Elizabeth Dittmar	4/30
Michele Dolitka	4/30
Heidi Fiedler	4/30
Linda Lapp	4/30
Karie Palffy	4/30

May

Isabella Nicholson	5/3
Jasmine Taft	5/3
Rosemary Driver	5/5
Wendy Norman	5/6
Hannah Lugiano	5/7
Karen Stowe	5/8
Joana Mendez	5/9
Christina Rupert	5/10
Michael Kelmel	5/11
Holly Martin	5/11
Reid Craft	5/13
Patrick Ralph	5/13
Alma Gill	5/15
Rosemarie Sholl	5/15
Betty Whitley	5/15
Regan Lane	5/16
David Cottengim	5/18
Lucy Dowdle	5/18
Rebecca Kalsbeek	5/18
Susan Mitchell	5/20
Ellen Plumblee	5/20
Kristina Abarca	5/22
David Meyer	5/27
Ida Young	5/27
Madeline O'Reilly	5/29
Virginia Cammarata	5/31
Alexandria Hill	5/31
Isatou Kebbeh	5/31

June

Donna Daniels	6/2
Colette Hudgins	6/2
Emily Groesbeck	6/3
Troi Dixon	6/4
Joshua Holland	6/5
Madeleine Murray	6/5
Roger Sachan	6/5
Moriah Zarzar	6/5
Diane Lewis	6/7
Alison Ismail	6/11
Joseph Taffe	6/11
John Boggess	6/13
Deborah Lambert	6/14
Barb Davis	6/17
Eduardo Hernandez	6/17
Patricia Hobbs	6/18
Sherman Driver	6/19
Pooja Patel	6/21
Jessica Poole	6/21
Joyce Serra	6/22
Pamela Thompson	6/22
Morgan Estes	6/23
Kathy Begun	6/24
Linda Butler	6/26
Cecile Noel	6/26
Chad Flowers	6/27
Laura Miller	6/27
Lynn Scott	6/27
Pearl Fowler	6/28
Joshua John	6/28
Franklin Johnson	6/28
John Langham	6/28
Brandon Richardson	6/29
Katie Lowek	6/30



Happy Birthday!

WakeMed Volunteers

Cary Campus

April

Jane Mendez	4/1
Stephanie Harrelson	4/3
Sheela George	4/3
Banu Krishnamurthy	4/5
Cameron Barber	4/7
Lorraine Dibble	4/8
Robert Rafferty	4/11
Teresa Koeppen	4/11
Connie Pymeto	4/12
Lavonne Kramer	4/13
Kathryn Cox	4/14
Nancy Messina	4/14
Vivian Collins	4/15
Luanne Jeffery	4/15
Jennifer Clark	4/16
Suzanna Kafer	4/18
Jane Warner	4/18
Jeannie Smith	4/21
Richard Carson	4/21
Rita Mody	4/21
Norma Cerron	4/22
Harriet Kelner	4/22
Brenda Yarbrough	4/23
Fran Blumenkrantz	4/23
Jim Ryals	4/25
Linda Tuffey	4/28
Euna Cho	4/29
Barbara Scher	4/29
Heidi Fiedler	4/30
Nora Platania	4/30

May

Tanmay Joshi	5/3
Alberta Freund	5/3
Gayle Keen	5/4
Margaret Rapp	5/5
Catherine Scocca	5/6
Christine Roath	5/6
Kiya Amerson	5/7
Christine Fields	5/8
Regina Brest	5/9
Christina Rupert	5/10
Padmakalyani Vasudevan	5/10
Joshua Slaydon	5/10
Barbara Williams	5/10
Charles Schabel	5/10
Annie Holloway	5/11
Nancy Brearey	5/11
Beth Ayers	5/14
Bethel Bullock	5/15
Catherine Diop	5/16
Joan Morelen	5/17
Carol Breckheimer	5/19
Megan Tunley	5/19
Aileen Webster	5/19
Helen Cotton	5/21
David Moore	5/22
June Snyder	5/23
Sarah Elzibair	5/25
Charlyn Dougherty	5/25
Ana Vargo	5/26
Janice Coates	5/26
Jack Gomperts	5/28
Cheryl Brugler	5/29
Breanne Burgess	5/30
Allison Jones	5/30
John Miller	5/30
Elizabeth George	5/31
Julie Auble	5/31

June

Cecelia Roundy	6/1
Wendy Pedraza	6/2
Cathy Kasten	6/2
Yasmin Khan	6/4
Elvira Knoll	6/5
Evon Elaine Sanders	6/5
Patrcica Hoffman	6/6
Marilyn Wienand	6/6
Patricia McCarthy	6/7
Shiela Braun	6/8
Susan Streeter	6/9
Charles White	6/10
Joann Martin	6/10
Jacqueline Winston	6/11
Meghana Ganapathiraju	6/12
Elizabeth Lake	6/13
Charlotte Ward	6/14
Kevin Gaffney	6/15
Debbie Berland	6/16
Susan Gould	6/18
Ann Buenconsejo	6/19
Kay-Ellen Ayscue	6/20
Diane Boyer	6/21
Charmell Griffis	6/22
Constance Sinha	6/23
Betty Howes	6/26
Cheryl Thompson	6/28
John Langham	6/28
Judith Rea	6/29
Jan Koret	6/29
Katharine Beck	6/30
Lynne Benson	6/30

WMN Birthdays

Ann Amorossi	4/24
Nancy Terbeck	5/08
Holly Fryman	5/16
Sophia Khan	6/12
Kristine Adamson	6/18
Carol Cox	6/25

Welcome New Volunteers

Raleigh Campus

Abdulaziz Norbekov
 Alisha Burkhardt
 Ana Casas
 Anadil Siddiqi
 Asil Abuhammoud
 Barbara Thorsson
 Batool Khadri
 Brandon Karimian
 Cali Wentworth
 Christina Spiotto
 Christopher Morgan
 Christopher Page
 Elisabeth McIntosh
 Emily Groesbeck
 Emily Ice
 Erica Neibaur
 Haley Cunningham
 Heidi Fiedler
 Irie Squire
 Jennie Vo
 Jesse Wei
 Katie Lowek
 Kelly Ross
 Kim Wentworth
 Kirthi Kaushik
 Kyle Friend
 LaKeshia Bond
 Lucy Dowdle
 Lynn Swanson
 Mahogany Frazier
 Malaak Mohammad
 Mansi Sura
 Marsai Miller
 Mary Cox
 Melat Lemma
 Milan Mistry
 Milo Wylie
 Mitchell Cook
 Peter Hurst
 Razan Fayyad
 Rosalina James
 Ryan Sappington
 Sam Sexton
 Samit Thawani

Sarah Mckenzie
 Sasank Sivadanam
 Sophie Hughes
 Terri Frazer
 Tom Dominic
 Troi Dixon
 William Gleason
 Zara Ansari
 Zoe Vestal

Cary Campus

Cameron Barber
 Teresa Boyd
 Michael Bukowski
 Patrick Peterson
 Cheryl Rogers



HAVE YOUR ADDRESS OR EMAIL CHANGED?

Name

Home address or 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



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