

# Heartbeat



October - December 2016

This edition of the HeartBeat is dedicated to Carl Martin and Michael Schwab who will be greatly missed.

### Inside this issue:

Director's Updates	1
Meet The Staff	2
President's Spotlight	3-4
2016 Annual Report	5-8
Volunteer's Spotlight	9
Wow! What A Volunteer	10
Volunteer Services Updates	11-14
Guest Ambassadors	15
WakeMed Updates	16-17
Our Thoughts . . .	18-19
Exit Comments	19
Sewing Contributions	20
Calendar of Events	21
Placement Opportunities	22
Happy Birthday	23-26
Welcome New Volunteers	27

## Updates from the Director

Greetings WakeMed Volunteer team! It is hard to believe 2016 has come to a close as we finish all of our processes and wrap up another wonderful year of service to our patients and WakeMed family.

I want to draw your attention to the Annual Report listed further in this edition of our newsletter. This provides a great overview of your many wonderful accomplishments this year. The format for this important document has been revised and I want to thank Jackie Kennedy, Volunteer Services Manager; and Roslyn Banks, Guest, Retail, & Volunteer Services Specialist for leading this improvement. We are so thankful to work with such an extraordinary team in support of the mission and aspirational goals of our healthcare system. I hope as you read through this report, you will be inspired as I was by the level of service and impact you have on our organization and community as a whole. It is through your collective efforts that we are able to achieve so much.

It is our wish that you are able to enjoy a safe and delightful holiday season. We look forward to another great year of service with you in 2017!

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

# Meet the Staff of Volunteer Services



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



Laura Riach, Specialist  
Raleigh Campus  
919-350-8066  
lriach@wakemed.org



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



Jackie Kennedy, Manager  
Volunteer Services  
919-350-8601  
jkennedy@wakemed.org



Angie Smith, Specialist  
Cary Hospital  
919-350-4008  
angismith@wakemed.org



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

## The President's Report - Raleigh Campus



As indicated from The Volunteers Annual Report, you can see this past year has been a busy one! The devotion of your time and talents have been felt across the entire WakeMed System. That should make you smile! Matter of fact, one of the first things many of us see as we enter WakeMed is a smile.

Webster defines a smile:

(smīl) *n.*

A facial expression characterized by an upward curving of the corners of the mouth and indicating pleasure, amusement, or derision. *v.* smiled, smil·ing, smiles

While this definition is certainly true, studies have indicated that the act of smiling can elevate your mood and the mood of those around you. Still others have found a strong link between good health, longevity, and smiling. Other articles reference that we are naturally drawn to people who smile.

Smiling can actually help reduce stress. Smiling can trick the body into helping you elevate your mood because the physical act of smiling actually activates neural messaging in your brain. A simple smile can trigger the release of neural communication boosting neuropeptides as well as mood-boosting neurotransmitters like dopamine and serotonin. So the act of smiling actually helps the human immune system to function more effectively. When you smile, there is a measurable reduction in your blood pressure. Studies have shown that smiling releases endorphins, natural pain killers. Most importantly, studies have shown that just the act of smiling, whether the result of real joy or an act, can have both short- and long-term benefits on people's health and wellbeing. Think of smiling like a natural anti-depressant.

Smiling not only has the power to elevate your mood, but it can also change the moods of others around you. I guess all this means is that this past year; and in the coming year, we all have an impact on healthcare just by wearing a smile!

**“Sometimes your joy is the source of your smile,  
but sometimes your smile can be the source of your joy.”**

**Thich Nhat Hanh**

Respectfully Yours,  
Sharon LaRusch  
President, Raleigh Volunteer Board of Directors

#### Sources

Little, A. C., B. C. Jones, and L. M. Debruine. "Facial Attractiveness: Evolutionary Based Research." *Philosophical Transactions of the Royal Society B: Biological Sciences* 366.1571 (2011): 1638-659. Hatfield, Elaine, John T. Cacioppo, and Richard L. Rapson.

"Susceptibility to Emotional Contagion." *Emotional Contagion* (1993): 147-82. Abel, EL, and ML Kruger. "Smile Intensity in Photographs Predicts Longevity." Center for Human Growth and Development. Wayne State University, April 2010.

## The President's Report - Cary Hospital



Hello All,

It is exciting to serve on the Volunteer Board of Directors.

The new board officers were installed at the October board meeting. Our officers remained from last year which made for a very smooth transition. We also had three new members join the board for fiscal year 2017. The addition of our three new board members insures we will have a diverse perspective on any item that comes to the board's attention.

The board officially approved the 2017 budget at the September board meeting. We approved a \$13,000 funding request made by Tom Gough, senior vice president & administrator, Cary Hospital; to enable the furniture in the Woman's Pavilion and Birthplace to be replaced. The present furniture was beyond repair or refurbishment and we are happy to support this needed improvement. There will be a plaque installed acknowledging the funding of this area by the WakeMed Cary Volunteers.

Our volunteer services director, Chris Gage, clarified the role of the officers, directors, and staff at the October meeting. She also clarified the roles for each of our committees. For this year, our committees will include: Executive, Nominating, Finance, and Fundraising in order to provide a focus to these areas.

Speaking of the fundraising committee, the board is currently assessing our sales and other fundraising efforts. While we refine our strategy, I encourage all of you to come out and support our various fundraising events throughout the year as this is what enables us to provide much needed financial support to the funding requests received in support of programs and services from departments.

In closing, I would like to wish all volunteers a happy, enjoyable, and safe holiday season. I look forward to working with you all in the coming year.

### **Volunteers at WakeMed Cary Hospital Campus Board of Directors:**

Joe Esmond, President  
Beth Turner, Treasurer  
Barbara Williams  
Bob Rafferty  
Lois Dziedzic  
Susan Coulter  
Dan Kamykowski

Susan Alvey, Vice President  
Susan Recorr, Secretary  
Bob McAlister  
Denise Galloway  
Nancy Riefenhauser  
Tim Shoriak

Respectfully Submitted  
Joe Esmond  
President, Cary Volunteer Board of Directors

**The Volunteers at WakeMed Cary Hospital**  
**Board of Directors**

Joe Esmond, President  
Susan Alvey, Vice President  
Beth Turner, Treasurer  
Susan Recorr, Secretary  
Sue Busa  
Lois Dziedzic  
Bob Rafferty  
Nancy Riefenhauser  
Tim Shoriak

**The Volunteers at WakeMed Raleigh Campus**  
**Board of Directors**

Sharon LaRusch, President  
Rosemary Driver, Vice President  
Steven Yee, Treasurer  
Denise Feighery, Secretary  
Yvonne Dewald  
Mike Fuchs  
Maggie Gill  
Timothy Lee  
Susan Legatowicz

**WakeMed Volunteer Services Staff**

Chris Gage, Director  
Retail, Guest & Volunteer  
Services  
Jackie Kennedy  
Manager, Volunteer Services  
Laura Riach  
Specialist, Volunteer Services -  
Raleigh Campus  
Catherine Allen  
Representative, Volunteer  
Services - Raleigh Campus  
Angie Smith  
Specialist, Volunteer Services -  
Cary Hospital  
Zee Graham  
Representative, Volunteer  
Services - Cary Hospital



**From Our Board Presidents**



We are excited to share with you the many accomplishments the Volunteer Services Department and The Volunteers at WakeMed Health & Hospitals have had this past fiscal year.

The Volunteers contributed more than 125,000 hours of service supporting 114 departments across the WakeMed system.

The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital through their fundraising activities raised \$73,900 to support equipment purchases, projects and programs at WakeMed Health & Hospitals.

The devotion of your time and talents has been felt across the entire WakeMed System. That should make you smile!

We thank you for giving us the opportunity to serve as your President of the Volunteer Board. Your dedication and enthusiasm is behind every single accomplishment listed in this report.

Warmest regards from one smile to another!

**Joe Esmond**  
President  
Cary Volunteer Board of Directors

**Sharon LaRusch**  
President  
Raleigh Volunteer Board of Directors

**The Volunteer Services Mission**

Volunteer Services is committed to improving the health and well-being of our community by providing effective service programs to meet the identified support needs of WakeMed Health & Hospitals, providing desirable and fulfilling opportunities that contribute to patient and family centered care, and connecting individuals to the health care environment through the act of volunteering.



*Sometimes your joy is the source of your smile, but sometimes your smile can be the source of your joy. - THICH NHAT HANH*

## By the Numbers

During the past year, The Volunteers have contributed more than 125,206 hours of their time, as well as their talents and financial support to augment the services offered by the health system, and to help provide a caring environment for our patients and families. The hours they generously gave to the WakeMed mission last fiscal year equate to:

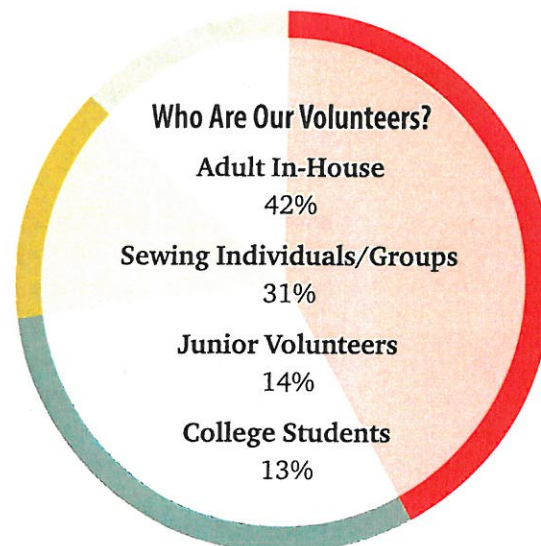
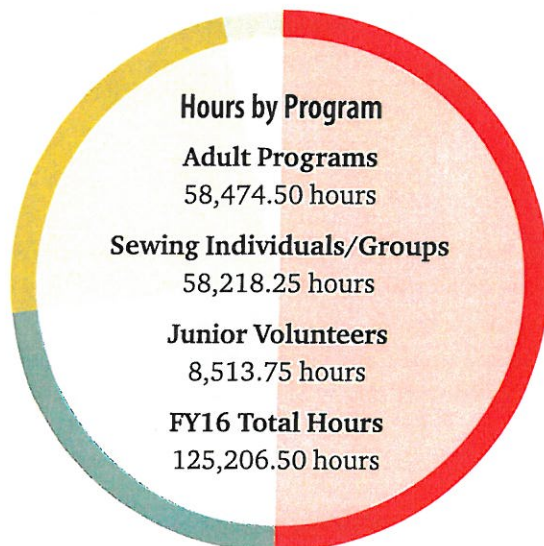
**Total Dollar Value:** \$2,949,865\*

**Total FTEs:** 59

Outcome Metrics	FY16
Total volunteer hours contributed	125,206.50
Individuals participating in programs	1,511
Average # volunteers per month	742
FTE Equivalent	59
Salary Equivalent Indep Sec National	\$2,949,877
Salary Equivalent Indep Sec State	\$2,739,529
Salary Equivalent WM S09 2nd Quartile	\$1,772,931
Funds raised by Volunteer organizations	\$73,990
Funds contributed by Volunteer organizations	\$78,797
Adult Volunteer satisfaction annual survey results	86.47%

Operations Metrics	FY16
College students participating in programs	197
Number of colleges represented	31
Volunteers employed by WakeMed	11
Candidates interviewed	654
New Volunteers completed placement processes	592
Volunteers oriented: initial and annual	876
Special projects completed	24
Active department based placements	168
System wide placements (mail/flowers, transport)	34
Departments served	114
Hospitality Pets teams active	37
Hospitality Pets visits to patients	4,775
Evaluations/adult: distributed to departments	325
% Evaluations/adult: Completed	100.00%
Patient Relations Visits	3,943

\* NC dollar value: \$23.56





## Where Our Volunteers Serve

**Total Volunteer Placements:** 168

**Total Departments Served:** 114

**Locations:** Raleigh Campus, Cary Hospital, North Hospital, Apex Healthplex, Brier Creek Healthplex, Garner Healthplex, Clayton Medical Park, WakeMed Physician Practices offices, the Business Center, Corporate Center, and Rehab Services at Kraft Family YMCA.

### Hospitality Pets

This year 37 teams averaged 304 visits to patients a month for a grand total of 4,775 visits. Pet/person teams have made more than 77,800 visits since the program started in 2000.

### Huggables/Hats/Quilts

Our sewing volunteers contributed 58,218.25 hours to complete baby hats, huggables and many other handmade items. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year.

## Volunteer Dollars: Working Hard for Our Mission

The 2016 volunteer fundraising efforts yielded \$73,990. The Volunteers raised funds through vendor sales, online uniform sales, Blossoms for Life (honors/memorizes a loved one at Cary Hospital), WakeMed Gives (employee giving campaign) and infant photo contracts. The Volunteers used these dollars to support programs and initiatives for patients, families, WakeMed departments and employees.

**STAXI® Chairs** – Guest Services received \$5,542 from The Volunteers at WakeMed Cary Hospital to purchase STAXI chairs. The chairs are easy for the volunteers to push and can also be self-propelled. They can carry up to 500 lbs. and are easy for patients to get in and out of.

**Congestive Heart Failure Scales** – The Volunteers at WakeMed Raleigh Campus provided \$924 to the Heart Center for the purchase of 30 scales for low-income heart failure patients.

**Huggables/Memory Quilts/Baby Items** – The Volunteers provided \$4,771 to buy supplies to create lap robes, stuffed animals, shawls, premie items, baby gowns and more.

**Magazine Subscriptions** – The Volunteers at WakeMed Raleigh Campus provided \$272 to buy magazines for patients.

**Reach Out and Read** – The Volunteers at WakeMed Raleigh Campus provided \$2,500 to purchase new books for well-visit patients 6 months to 5 years in WakeMed Physician Practices – Pediatrics. Reach Out and Read is a national literacy program.

**Tea for the Soul** – The Volunteers at WakeMed Cary Hospital donated \$500 to Spiritual Care to help them provide refreshments in quiet locations for caregivers to take a break.

### Additional Support

#### WakeMed Cary Hospital

WakeMed Foundation	\$2,500
HELP	\$488
Front Entrance Curb Renovation	\$13,000
ED Pediatric Diversion Equipment	\$1,818
Professional Membership Dues for Volunteer Staff	\$210
Women's Pavilion & Birthplace Bereavement	\$107
WW2E Video Funding	\$2,000

#### WakeMed Raleigh Campus

Child Life (multiple departments)	\$8,792
ENERGIZE!	\$4,426
Perinatal Loss Cremation Society	\$3,600
1A Respite Room	\$2,844
Professional Membership Dues for Volunteer Staff	\$220
WW2E Video Funding	\$8,000

# Contributing to the Strategic Plan

As members of the WakeMed family, the work of the Volunteers is helping us achieve both our mission and vision for the community in several ways.

## Innovation

The case managers on 4B can provide diapers, bottles, blankets and other important items to immediate-need new moms thanks to a \$2,348 contribution from The Volunteers at WakeMed Raleigh Campus. Rehab's world-class Spinal Cord Injury Program has also benefited from the generosity of the Raleigh Campus-based Volunteers, who provided \$3,369 to improve the care delivery and clinical outcomes of patients admitted with new onset, traumatic spinal cord injury.

## Wake Way

Diversionary activity packets are now available to children who are waiting for long periods of time in waiting rooms and patient rooms because of a \$3,521 donation from The Volunteers at WakeMed Cary Hospital.

## Healthy Community

Cardiac rehabilitation is an essential part of the recovery process after a heart attack or heart surgery, but some individuals cannot afford what insurance will not cover. The Volunteers at WakeMed Raleigh Campus contributed \$1,371 and The Volunteers at WakeMed Cary Hospital contributed \$914 to WakeMed Rehabilitation to help make cardiac rehab available to these individuals. With their contribution of \$3,620, the Volunteers at WakeMed Cary Hospital continue to support the important Rainbow Fund, which provides medications to immediate-need patients who cannot afford their initial prescriptions.

## Highest Ethics

With a \$2,652 donation, The Volunteers at WakeMed Raleigh Campus supported the effort to provide meals to parents of infants in the Neonatal Intensive Care Unit. The meals are provided at a time and location in which parents can gather with other parents to share experiences and support one another.

## Culture of Safety

The Volunteers at WakeMed Raleigh Campus provided \$610 to the Special Infant Care Clinic for the purchase of infant car seats, supplies, transportation vouchers and medications for infants and their families when no other monetary resource was available.

## Extraordinary Team

The Volunteers at WakeMed Cary Hospital provided \$2,300 to a clinical nurse to attend the Magnet conference and learn innovative approaches to care delivery.

## Financial Health

The Volunteers at WakeMed Raleigh Campus contributed \$10,000 toward their \$30,000 pledge for Labor & Delivery renovation.



### Mission

To improve the health and well-being of our community with outstanding and compassionate care to all

### Vision

To be the preferred partner for quality care and health through collaboration and transformation of care delivery

### Values

Foster trust and transparency \* Quality experiences  
 Financial stewardship \* Leadership in safety, innovation and education  
 Empower & partner with health care team \* Partner with others who value our culture

## ASPIRATIONAL GOALS

<b>VALUE LEADER</b>  Quality Cost	<b>QUALITY</b>  Top 10 in US	<b>CULTURE OF SAFETY</b>  For patients, families, community & health care team	<b>EXTRAORDINARY TEAM</b>  Recruit, retain and develop	<b>HEALTHY COMMUNITY</b>  Healthiest capital county in US
--	------------------------------------	--	--	---

<b>WAKE WAY</b>  Every-time behaviors	<b>INNOVATION</b>  Transformation of care and health improvement	<b>PREFERRED PARTNER</b>  With physicians and others for best value	<b>FINANCIAL HEALTH</b>  (No text below icon)	<b>HIGHEST ETHICS &amp; STANDARDS</b>  In all we do
---	--	---	---	---

# THE WAKE WAY TO EXCELLENCE



**Volunteer Spotlight WakeMed Raleigh  
Campus ~ Cory Harrison**



I was born in Philadelphia, Pennsylvania. My parents were both in the military so we moved around the states quite a bit before we finally settled in North Carolina. I graduated from Clayton High School in 2008 where I played soccer. I am one of 11 kids in my family composed of many different backgrounds and races. We are a melting pot family. I was adopted when I was very young. I enjoy volunteering, playing basketball, soccer, listening to my books on tape, building fires, and going on bike rides. At the moment, I volunteer at WakeMed and am looking for permanent employment.

I chose to volunteer at WakeMed because I thought their staff was very caring and I liked the way they treated their patients. I was a patient at WakeMed for nearly 5 months. I was in a bad accident overseas and I did a large portion of my recovery at WakeMed. I saw all the good stuff that the therapist helped me out with. I wanted to be one of those people to help others on the road to recovery.

At WakeMed, I volunteer in the Physical Therapy department. I am responsible for keeping the rooms cleaned, transferring patients to and from their rooms, talking with patients, and playing games to keep their spirits up to help with a speedy recovery. I like volunteering because I remember being a patient and I have fond memories. I think I can help the patients here because I've been through a lot of what they have to go through now.

**Volunteer Spotlight WakeMed  
Cary Hospital ~ Vidya Venkataganesan**



I am from Cary, North Carolina. I attend Wake Early College of Health and Sciences and will be graduating in May 2017 with an Associates of Science degree. I am on the pre-med track with a psychology major. I aspire to be a pediatric surgeon as I love children! My love for the medical field led me to volunteer at WakeMed Cary Hospital. I want to gain experience and exposure to work in a hospital setting. I have been volunteering for over three years.

As a volunteer for 3 West Medical / Surgical Unit, I attend to patients' needs by feeding, walking, and providing them with blankets, water, and other requested items. Additionally, I aid the nurses in organizing paperwork by creating admission / discharge folders.

In school, I am an active member of several club organizations such as Student Government Association, National Honors Society, Key Club, and HOSA. Moreover, my hobbies include running and dancing.

My loving parents, Hema Venkataganesan and Venkataganesan Sundarakrishnan, are very supportive of my dreams of becoming a doctor. I have one sibling, Divya Venkataganesan, who is an undergraduate student at UNC at Chapel Hill. She too volunteered, at the WakeMed Cary Hospital in the Emergency Department. She aspires to be a PA.

## Wow, What A Volunteer!

Kudos to the volunteer(s) listed below who were recognized by staff, patients, visitors or family members for delivering unsurpassed service. A certificate will be mailed to your home recognizing you for your valuable contribution to WakeMed Health & Hospitals.

**9/2016**

**Philip Greco, RMFR**

"Thank you for volunteering at the Ronald McDonald Family Room. We can tell you love doing it. To have a place like this to go to, and have someone like you there to give us a little time to relax and peace of mind while in the hospital. This is our first experience in the hospital with our first daughter and you made us feel special and gave us a chance to calm ourselves. Thank you for being a wonderful volunteer!"

Carlos, Ashley, Alessandra

**11/23/2016**

**Frank Johnson, Rehab: Healthpark Cardiac Rehab**

"I just want to say that your volunteer Frank has been a great help to me. He is very kind and supportive. He helps build self esteem by showing that he cares. He's a good ear to listen. He was once absent and was missed very much, because he is so helpful to us and the nurses. I thank God for his help "

Deborah Simpson

**12/14/2016**

**Cory Harrison, Physical Therapy**

Cory has volunteered more than 500 hours since June of 2013 in the Rehab Physical Therapy department. Here is what Cory's department has to say about him:

"Cory ALWAYS greets everyone he meets with a warm smile and friendly wave! We love having Cory around, he is a true testament of hard work!"

Katie Lee, Rehab Unit 2C

"Cory is always eager to help the patients and staff in the therapy gym. He has a cheerful and upbeat demeanor that lifts patients' spirits. They also like hearing about his rehab stay and recovery."

Hope Clark, Rehab Unit 2C

See more of Cory Harrison in the Volunteer Spotlight for the WakeMed Raleigh Campus section.



## Volunteer Services Update

### **Veterans Day - November 11, 2016**

We would like to recognize and honor our WakeMed volunteers who have proudly served or are serving in the United States Military. Your selfless service for our country is admired and much appreciated.

#### **WakeMed Raleigh Campus**

Tyrone Allen – U.S. Navy  
 William Bell – U.S. Air Force  
 Wyatt “Budd” Coggins – U.S. Navy  
 Reid Craft – U.S. Air Force  
 Cynthia Cruell – U.S. Army  
 James Davis – U.S. Army  
 Paul Fausneacht – U.S. Army  
 Robert Gelinias – U.S. Air Force  
 Ed Goetz – U.S. Army  
 Philip Greco – U.S. Marine Corps  
 Melissa Horton - U.S. Army  
 Frank Johnson – U.S. National Guard  
 Thomas Lankster – U.S. Army  
 Norman LaRusch – U.S. Army  
 Susan Legatowicz – U.S. Air Force  
 Blanche Malinoski – U.S. Army  
 Holly McCoy – U.S. Army  
 Ada Menser – U.S. Army  
 William Miller – U.S. Army  
 Jesse Murphy – U.S. Army  
 Josiah Whitehead – U.S. Army

#### **WakeMed Cary Hospital**

Bill Ayars – U.S. Navy  
 Henry Barrett – U.S. Army  
 Ronald Bostick – U.S. National Guard  
 Wyatt “Budd” Coggins – U.S. Navy  
 Michael England – U.S. Navy  
 Joe Esmond – U.S. National Guard  
 Prentice Faircloth – U.S. Air Force  
 Robert Gelinias – U.S. Air Force  
 John Grau – U.S. Army  
 David Greybill – U.S. Army  
 Bill Helton – U.S. Air Force  
 Larry Hemmings – U.S. Navy  
 Sol Holcher – U.S. Army  
 Brenda Kimble – U.S. Air Force  
 Robert Lukaszewski – U.S. Navy  
 Bob McAllister – U.S. Air Force  
 Bill Park – U.S. Army  
 Ernie Parker – U.S. National Guard  
 William Pugliese – U.S. Marine Corps  
 Bob Rafferty – U.S. Navy  
 Jim Ryals – U.S. Air Force  
 Jeffrey Schmitt – U.S. Marine Corp  
 Mike Schuler – U.S. Navy  
 Drew Smith – U.S. Air Force  
 Leo Stander – D.O.D.  
 Carolyn Wiggins – U.S. Navy

## Volunteer Services Update continued

### **Volunteer Policies & Procedure: Corporate Image & Appearance**

Volunteers should always maintain a professional appearance. Volunteers are often the first impression of the hospital for visitors. **A volunteer's uniform and ID badge is to be worn while on duty.**

#### **Appropriate Attire while on Duty:**

- Clothing must be clean, neat, pressed, and non-tattered.
- Clothes and shoes must be in good repair.
- Closed-toe shoes. Comfortable walking shoes with rubber soles and low heels are recommended.
- Wear black, khaki or dark colored professional casual pants. **Exception: Some placement areas may require a specific dress code.**
- Shirts and blouses designed with shirrtails must be tucked-in unless the apparel is designed to be worn on the outside.
- Dresses / skirts must be a professional length.
- Hair must be clean, neat, dry, and well-groomed, as well as professional in style and color. (If required for infection control standards, hairnets or other hair covering must be worn).
- Cleanliness of body / good dental hygiene are to be observed at all times.
- Visible tattoos may not be offensive or excessive.
- Ear gauges are not allowed.

#### **Inappropriate Attire While on Duty:**

- Soiled, spotted, wrinkled or stained clothing.
- No scrubs. (**Exception: approved Volunteer Services designated areas only.**)
- T-shirts and denim clothing of blue jean color. (**Exception: approved Volunteer Services designated areas only.**)

- Warm-up suits, sweatshirts / pants, shirts, hoodies.
- Transparent, see-through, low-cut or revealing clothing.
- Leggings without a long shirt or dress covering them. Top should be no shorter than 2 inches above top of knee.
- Shorts, skorts or capri pants (mid-calf in length).
- Hats or other head coverings except as required as part of a uniform or for religious purposes.
- Apparel with advertising for other businesses. (This does not include clothing with brand emblems, such as those with polo players, alligators, etc. Those are acceptable).
- Visible pierced accessories other than maximum two (2) earrings per ear.
- Undergarments that are visible.
- Any apparel that poses obvious danger to self or others, such as open-toe or shoes with holes in critical areas.

#### **Make-Up / Fragrances / Jewelry:**

- Make-up must be conservative and tasteful.
- Jewelry must be appropriate and safe based on the working environment.
- Fingernails must be an appropriate length based on job responsibilities and polish must be neat and unchipped if worn.
- Artificial nails (acrylic, gel, silk, press-on, etc.) are not allowed for patient care volunteers due to infection control issues that have been confirmed by the Centers for Disease Control and Prevention. Food services personnel may not wear artificial nails, unless gloves are worn at all times.
- Due to the fact that many people are allergic to fragrances such as cologne, etc., Volunteers are asked not to wear strong scented fragrances.

## Holiday Donations & Toy Drive

Our Annual Children's Toy Drive held on December 13 and 17 was a great success! We'd like to thank all the individuals and companies who donated toys to our toy drive.

Amanda Blough  
 Amy Brown  
 Amy Clarke  
 Angela Hardison (Thirty-One Gifts)  
 Anne Bond Bonpain  
 Ashley & Eamon Keener  
 Ashley White  
 Ashton Swank  
 Barbara Jones & Diane Ryals  
 Bernetta Butler  
 Brandon Dorsey  
 Burdick Family (Matthew, Keicha, Lilly, Bryon)  
 Caitlin & Davis Roach  
 Cambree Slodizian  
 Camey Reid  
 Caroline & Jack Davis  
 Chantell Long  
 Crystal Arellano-Navarro & Yubir Salinas  
 Dominique Bryant-Jones  
 East Garner Middle School  
 Edith Cheek (Beta Lambda Philos)  
 Elaine Yue  
 Eric Paro (Greystar Property Management)  
 Eva Guarino  
 Ganesh Tangella (NC Dept. of Insurance)  
 Gary Lazetera (Knights of Columbus)  
 George McCartney  
 Glenda Murray (Longview Baptist Church)  
 Greta Albritton  
 Haase Family  
 Hannah Hetrick  
 Jean Neese  
 Jennifer Martinez & Karen Cortes  
 Joseph & Alyssa Pierce (Go, Calendar & Game)  
 Judy Newsome & Laura Carlson (Town of Cary)  
 Kate Hutchison  
 Kate Lawrence  
 Katherine Despotes

Kathleen Cunningham (Petsmart #1170)  
 Katie Greene (Katie's Kidz)  
 Lori Carson (Girls on the Run)  
 Lyle Farrar  
 Lynne Raha (Olde Raleigh Ladies Club)  
 Manuel Ronstadt (Raleigh Rescue Mission)  
 Maressa Hakos  
 Margaret Reid  
 Mary Ann Oberholtzer (Ryan's Case for Smiles)  
 Mary Margaret Reynolds  
 Maureen Perlette  
 Michael Stvard (Church at Clayton Crossing)  
 Michelle Vesel (Bricks 4 Kidz)  
 Natalie Cox  
 Neuschaeffer Family  
 Nicole Hathaway  
 Nicole Porter (Kraft YMCA)  
 Nikki Huebner  
 Paige Marsh  
 Rebecca Brandes & Trevor Fachks  
 (Ravenscroft HOSA)  
 Rebecca Ledbetter (Cottman Transmission)  
 Sally Archer  
 Samantha & Sean Price  
 Sandra Baker  
 Sarah & Brody Culton (St. Timothy's Church)  
 Simone Green's Giraffe Class (Wanda's Little  
 Hands Educational Center)  
 Sonya Coenen (Riley's Rainbows)  
 Spencer Busby Menzel  
 Springfield Baptist Church  
 Suzanne & David Kerstine  
 Tara Page  
 Taylor McKain  
 Victoria Mooney (Dillard Drive Elementary)  
 Watts Baptist Church  
 Wendy Tucker  
 Will & Ferebee Plyler  
 William McCartney  
 WakeMed Cary Hospital  
 WakeMed OR Cluster 1  
 WakeMed Organizational Development  
 WakeMed Transfusion  
 WakeMed Urology  
 Yasmine Hossamy

## Holiday Donations & Toy Drive continued

We'd also like to thank all the staff and volunteers who assisted with the toy drive.

Cassandra Bolduc – Exec. Assist. Foundation  
 Catherine Allen – Representative, VS  
 Chris Ketner  
 Denise Rohr  
 Erica Occena  
 Erin Philips – Child Life Specialist, CED  
 Jackie Kennedy – Manager, VS  
 Katrina Akins  
 Kiara Glydell Gamayot  
 Luvenia Waters  
 Mindy Miley – Child Life Specialist, PEDS  
 Sunisha Barbee – Child Life Specialist, PEDS  
 Susan Legatowicz  
 Thomas Lankster



## Guest Ambassadors

Guest Ambassadors are recognized by customers at the WakeMed Raleigh Campus through comments cards. Congratulations to the following volunteers for their outstanding services:

Nnennaya Asi – “Took me in a wheelchair to where my mother was. She also took me to the store and was very nice.”

Nnennaya Asi – “Patient oriented! Great Guest Ambassador!”

Emily Benz – “She did a great job of taking me from my mother’s room to my car parked in the handicapped area.”

Emily Benz – “She took her time and was careful of bumps – I have a broken tibia and my leg is in a brace. Kudos to Emily!”

Brenna Christman – “Heart Center visitors complimented her service!”

Rosemary Driver – “Great concierge service!”

Kayla Fuller – “Great job wheeling me to my mom’s room!”

Kayla Fuller – “Great job!”

Joseph Gibbs – “Joey did an awesome job today. He took me to Au Bon Pain and then to my car. My leg is broken and its difficult to get around.”

Joseph Gibbs – “He was patient and very “patient” focused.”

Linda Fowler – “Linda did a wonderful job pushing my wheelchair to my mother’s room because I have a broken leg. She even took me to get a soda!”

Linda Fowler – “Love her!! She is awesome!”

Brittany Lawson – “Thank you dear volunteer for being here to help!”

Brittany Lawson – “Brittany was wonderful!! My friend had a heart attack, but was discharged before I could see her.”

Rohith Raman – “Said he liked what he is doing....customer service is rare and so is Rohith!”

Rohith Raman – “Very nice and personable – he picked me up from Patient Registration and wheeled me to my mother’s room as I have broken my tibia and it is very difficult to walk. He raised the foot pedal for leg elevation.”

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

**. a job well done!**



## WakeMed Updates

### UPDATE

September 23, 2016

### WakeMed Submits Proposal to Re-establish Health Services in Franklin County

*Proposal includes telemedicine, triage / diagnostic center, behavioral health services*

WakeMed submitted a proposal to the Franklin County Board of Commissioners to re-establish health services in the existing Franklin County Medical Center building in Louisburg. WakeMed was one of three organizations to submit a proposal in response to the Board of Commissioners' request. The other participating organizations are Duke LifePoint and Franklin County Healthcare Hospital & Practice Accountable Development Group.

Since the Franklin County Medical Center closed its doors nearly a year ago, local residents and families have been without convenient access to urgent health care services. WakeMed's proposal outlines our intention to bring needed health services back to Franklin County and offer behavioral health solutions to residents both in the county and the surrounding region.

WakeMed's proposal included the following three components:

*On-Scene Telemedicine Care with RelyMD*  
WakeMed, in partnership with Wake Emergency Physicians, PA (WEPPA), would implement RelyMD, a telemedicine product, in Franklin County EMS units to connect patients with an emergency medicine physician day or night. This would allow EMS providers to confer with Board-certified emergency medicine physicians in real-time regarding diagnosis and treatment options for low-acuity patients.

### *Medical Diagnostic and Triage Center Primary and After-Hours Care*

This Center would help meet Franklin County residents' need for primary and after-hours medical care. It would be open 12 hours a day, 7 days a week and provide treatment for minor illnesses and injuries in the existing Franklin County facility as well as general laboratory and radiology services.

### *Behavioral Health Services*

The need for inpatient behavioral health services is growing, and existing regional and statewide resources are not able to meet the demand. As part of our proposal, WakeMed would develop an adult behavioral health service with the potential for up to 60 inpatient beds as well as associated outpatient services in the existing Franklin County facility.

The proposal is now with the Franklin County Board of Commissioners for review.





## WakeMed Updates continued

### UPDATE

October 31, 2016

#### WakeMed Receives 'B' Hospital Safety Scores from The Leapfrog Group

WakeMed Raleigh Campus and WakeMed Cary Hospital each received a Hospital Safety Score of 'B' 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 publishes scores in the spring and fall; the fall 2016 scores for all hospitals nationwide were made public today.

#### Why Are Leapfrog Scores Important?

WakeMed uses The Leapfrog's Hospital Safety Score as one of the metrics for our Strategic Plan aspirational goal related to Quality, which is to become one of the top 10 health systems in the nation. As recently reported, WakeMed has also incorporated The Leapfrog Hospital Safety Score system into our FY2017 WakeShare formula. Starting with FY2017, fifty percent of our Potential WakeShare Payout Pool will be funded only if both Raleigh Campus and Cary Hospital earn an 'A' Hospital Safety Score. While there are many organizations that rate and score health care systems, WakeMed chose to use The Leapfrog Group for these measures because they incorporate both public and self-reported data (including dozens of individual measures) to grade hospitals on their overall performance in keeping patients safe from preventable harm and medical errors.

#### Raleigh Campus Overview

The Raleigh Campus has been rated a 'B' consistently for the past several years, which is a very good score for a large, community-based trauma center, and most of our measures fall well above the national average when compared to similar hospitals.

The greatest areas of opportunity for Raleigh Campus continue to be infection rates such as Catheter Associated Urinary Tract Infection (CAUTI), Central Line Associated Bloodstream Infection (CLABSI) and *C. Diff.* infection rates, among others. We've made significant improvement in these measures since last year and continue to focus on the use of evidence-based care to continue reducing hospital-acquired infections. Since the last reporting period, Raleigh Campus has also reduced patient injury rate and length of stay.

#### Cary Hospital Overview

The Leapfrog Group scores are based on our performance as compared to all other participating hospitals (bell curve). As a result, even though many of our individual measures improved at Cary Hospital, their official score downgraded from an 'A' to a 'B'. Cary's final score missed the 'A' mark by just 2/1000ths of a point. Cary Hospital's greatest areas of opportunity since the last reporting period include our C-section and episiotomy rates, which have increased. At the same time, Cary Hospital has done an exceptional job reducing the incidence of pressure ulcers as well as CLABSI and CAUTI rates.

"In healthcare, it takes teamwork from every employee – both at the bedside and throughout the entire system – to ensure our patients receive the highest quality of care at every interaction," commented West Paul, MD, PhD, senior vice president, chief quality & medical officer. "To achieve this, we must continue to focus on not only improving our scores, but on promoting a culture that encourages the reporting of errors and near-misses, and inspires all members of our team to constantly identify areas of improvement through our Wake Way 2 Excellence Journey. These critical efforts – which put our patients and their families at the center of everything we do – will help us on our journey to become a top 10 hospital in the U.S. for quality."

## Our Thoughts . . .

### Thinking of you

#### WakeMed Raleigh Campus

Catherine McDonnell  
 Donna Ditomasso  
 Lita Barr  
 Sherman Driver  
 Teresa Scofield

#### WakeMed Cary Hospital

Allonia Holmes  
 Barbara Cooperwheat  
 Bud Barrett  
 Christine Wallace  
 Connie Sinha  
 Darrell Anderson  
 DJ Stubb  
 Drew Hegemen  
 Hazel Solcumb  
 Ivy-Lynn Jackson  
 Jane Bird  
 Judy Rea  
 Mary Jo Cercy  
 Mel Perkins  
 Marilyn Mitchell  
 Mike England  
 Rachel Polsky  
 Tina Seagroves  
 Tina Smith  
 Vivian Collins  
 William Eberbach

### Congratulations

#### WakeMed Raleigh Campus

Jessica Salazar – birth of son  
  
 Sandra Schmitt – birth of granddaughter  
  
 Valerie Perry – marriage of daughter  
 Randa to David Snow on  
 September 24, 2016

#### WakeMed Cary Hospital

Joan Morelean – birth of granddaughter  
  
 Rachel Keeter – newly engaged  
  
 Michael Bleyer – accepted into the residency  
 program  
  
 Phillip Kayser – accepted into the residency  
 program



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

## Our Thoughts . . .

### Our Sympathies to:

#### WakeMed Raleigh Campus

Ann Brown – loss of family member  
 Bettie Taylor – loss of family member  
 Denise Feighery – loss of family member  
 Janice Haywood – loss of family member  
 Jim Davis – loss of family member

#### WakeMed Cary Hospital

Angela Fowler – loss of family member  
 Jackie Winston – loss of family member  
 Marc Pion – loss of family member  
 Maria Franco – loss of family member  
 Mickey Sund – loss of family member  
 Thomas McFadden – loss of family member

### In Memory of Our Volunteers

We express our deepest sympathy to their families. Those of us who had the privilege of knowing these individuals will greatly miss their presence. Thank you for sharing your loved ones with us.

Carl B. Martin, was a volunteer for the Raleigh Campus from 1989 to 2011 contributing almost 3,500 hours. He worked in the chart room creating charts for the many departments of the hospital; and also visited patients using the Friendly Face Cart. He was loved by all and will be greatly missed.

Michael Schwab, was a volunteer at the Raleigh Campus and visited patients with his beloved schnauzer Jack. He volunteered from 2010 to 2011 and contributed almost 20 hours. He will be greatly missed.

## Exit Comments

Ramis Chowdhury – Guest Ambassador  
 “I volunteered 6 hours a week and it was a great experience. I was kept fairly busy, and could talk with the guests and receptionists. It was as fun as volunteering gets and I genuinely appreciate the opportunity to work here.”

Anthony Gorham – Facility Services  
 “It was great volunteering for WakeMed. A pleasant environment with great and helpful people. I truly enjoyed my time while I volunteered. Thank you for the opportunity.”

Linda Grimes – Adult Emergency Department  
 “A wonderful and very fulfilling experience with medical staff. Very appreciative of the opportunity to help where needed.”

Karen Rowley – Lap Parent  
 “The environment was very professional. Everyone I dealt with were very helpful and overall great to work with. I loved being a lap parent.”

Rana Asfour – Milk Bank  
 “Had a great experience while a volunteer.”

Lorraine Tabron – Women’s Pavillon  
 “I truly enjoyed my time spent as a volunteer for WakeMed. I gained valuable experience and I will definitely miss it. The staff I worked with made me feel valued and voiced their appreciation often. When I started, I was trained on my assigned duties by Connie. The training was thorough, clear and precise. I have always felt that this led to me being successful in my duties.”

Victoria Chan – Surgical Services  
 “Employees in Surgical Services were so fun to work with. I learned a lot!”

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

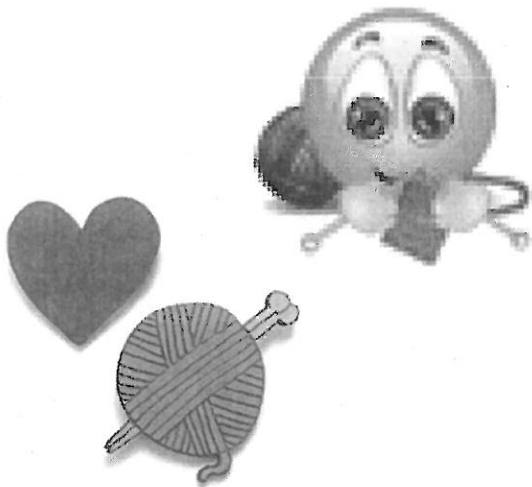
## Sewing Contributions

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, adds a dimension of care and comfort that is second to none.

Please help us keep your groups current. If there has been a change in membership of your particular group, please inform your respective offices. Thank you in advance.

### WakeMed Raleigh Campus

Abbie Howell (Raleigh Jr Rollers)  
 Ann Lefevre  
 Cary Senior Center  
 From Ewe to You  
 Glenda Poulter  
 Heart-2-Heart Ministry  
 Janet Jennings  
 Marilyn Allen (Hephzibah Baptist Church)  
 North Raleigh Country Club Stitchers  
 Pearl Fowler  
 Project Linus  
 Threads of Love  
 Tracy Kidder - EUMC  
 Yasmine Hossamy



### WakeMed Cary Hospital

Ann Foster Group  
 Carolina Preserve Yarn Spinner  
 Carolina Preserve Yarn Spinners  
 Cheryl Thompson  
 Cindy Larsen  
 Colonial Baptist Church  
 Craft Blessing -NHB  
 Deanna Babyak  
 Diane Hiller  
 Erika Denz  
 Garner Senior Center  
 Georgia Rothschild  
 Grace Adams (Colonial Baptist)  
 Holly Springs Newcomer  
 Holly Springs United Methodist  
 HSNC Seniors  
 Jerri Peterson  
 Kalpana Math  
 Laura Katsumi  
 Laura Katsunu  
 Loretta Consiglio  
 Madeline Hamady  
 Marilyn Mitchell  
 Melvin Perkins  
 Melvin Perkins  
 Panther Creek High School  
 Sandy Dyson  
 Spring Arbor  
 Sue Spingola & Maria Minchella  
 Vivian Collins



## Calendar of Events

### WakeMed Raleigh Campus

#### Volunteer Board Meetings

Tuesday, February 14, 2017  
Conference Dining Room, 10 am - 12 pm

Tuesday, March 14, 2017  
Conference Dining Room, 10 am - 12 pm

Tuesday, April 11, 2017  
Conference Dining Room, 10 am - 12 pm

#### 1st Uniform Sale

Wednesday, February 1, 2017  
Andrews Center, 7 am - 4 pm

#### Sterling, Purses / Collective Goods Sale

Tuesday, April 11, 2017  
Andrews Center, 7 am - 4 pm

Volunteer help is needed  
Please call 919-350-8066 to sign up.

#### WakeMed Raleigh Campus Tour Dates

Tuesday, February 21, 2017  
Volunteers Services, 1 pm

Tuesday, March 21, 2017  
Volunteer Services, 1 pm

Tuesday, April 18, 2017  
Volunteers Services, 1 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

#### Volunteer Board Meetings

Wednesday, February 22, 2017  
Conference Center, 10 am - 12 pm

Wednesday, March 22, 2017  
Conference Center, 10 am - 12 pm

Wednesday, April 26, 2017  
Conference Center, 10 am - 12 pm

#### 1st Uniform Sale

Thursday, February 16, 2017  
Conference Center, 7 am - 4 pm

#### Sterling, Purses / Collective Goods Sale

Thursday, April 20, 2017  
Conference Center, 7 am - 4 pm

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

#### WakeMed Cary Hospital Tour Dates

Monday, February 6, 2017  
Volunteers Services, 10 am

Thursday, February 16, 2017  
Volunteer Services, 6 pm

Monday, March 6, 2017  
Volunteer Services, 6 pm

Thursday, March 16, 2017  
Volunteer Services, 6 pm

To register, please call 919-350-2363

## Placement Opportunities

### WakeMed Raleigh Campus

#### **WPP - Pediatric Clinic**

##### **Diversionary Activities**

Monday or Friday

9:30 am - 11:30 am

Tuesday, Wednesday or Thursday

9:30 am - 11:30 am or 1 pm - 3 pm

Volunteers are needed to entertain and play with children waiting for their appointments. Volunteers most successful in this position are those comfortable taking initiative, able to interact with pediatric patients and their parents, and enjoy a slower paced volunteer opportunity. Bilingual volunteers needed!

#### **Patient Relations**

Bilingual Volunteers Needed!

Monday - Friday

8 am - 4 pm, 2 - 4 hour shifts available

Contribute to WakeMed's Mission by directly supporting patients and families! Volunteers will visit patient rooms to gather feedback from them in order to improve overall patient services. Volunteers must be able to move freely about the facility, have excellent communication skills, and good problem-solving abilities. Must also be able to write legibly.

#### **Friendly Face Cart**

Monday - Friday, Flexible Schedule

The purpose of the volunteer placement in the Friendly Face Cart area is to visit patient rooms and waiting areas to support the emotional and diversional needs of patients through visits and distribution of books, magazines, and other materials. Volunteers successful in this role must be able to move freely about the facility, outgoing, and comfortable taking initiative. Juniors are welcome!

### WakeMed Cary Hospital

#### **Gift Shop**

Tuesday - 3 pm - 5 pm

Fridays 10 am - 1 pm

Saturday - 1 pm - 3 pm

Sunday - 1 pm - 3 pm / 2 pm - 4 pm

Volunteers support the Gift Shop staff with daily operations and provide a quality service and assistance as needed. Straighten, restock merchandise and maintain attractive displays. Operate cash register and process sales.

#### **Radiology and Mammography**

Mondays 2 pm - 4 pm

Wednesdays 7:30 am - 11:30 am

Volunteers support Radiology and Mammography staff with daily operations and provide a quality service for staff and customers. Volunteers greet patients and guests. Assists with the completion of forms and satisfaction surveys. Ensures proper registration has been completed at the main information desk. Escorts patients to changing rooms.

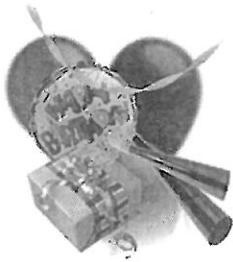
#### **Food Services Bistro Volunteer**

Mondays, Wednesdays, Thursdays and

Fridays

3:30 pm - 5:30 pm

The Food Services Volunteer assists staff with duties designed to enhance the departmental flow of operation and to support customer service in the area. Greeting customers and operating the cash register. Preparing, stocking and organizing menu items. Assisting in the Bistro with the preparation of cold drinks.



# Happy Birthday!

## WakeMed Volunteers

### Raleigh Campus

#### October

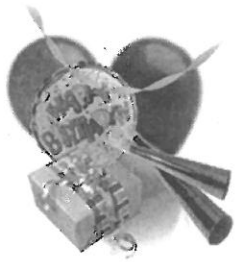
Donna Lamm, 10/1  
 Robert Itotia, 10/2  
 Hope Kelly, 10/2  
 Sarah Pirrotta, 10/2  
 Traci Jewell, 10/5  
 Vijaya Nithianandarajah, 10/6  
 Kenneth Shorsher, 10/7  
 Monica Czerwinski, 10/8  
 Angela Luddy, 10/8  
 Nicole Castillo, 10/9  
 Nancy Mietz, 10/11  
 Lynda Prediger, 10/11  
 Kathleen Widelski, 10/11  
 Janet Wilson, 10/12  
 Terese Chando, 10/13  
 Jessica Potter, 10/13  
 Janice Freund, 10/14  
 Bharadwaj Chintalapati, 10/15  
 Elizabeth Young, 10/15  
 Anke Chignell, 10/16  
 Mary Bell, 10/17  
 Rosa Davis, 10/17  
 Uma Sriram, 10/17  
 Sharlene Frazier, 10/18  
 Sandra Schmitt, 10/18  
 Elaine Plummer, 10/19  
 Michael Fuchs, 10/21  
 Alex Spencer, 10/22  
 Lois Brush, 10/23  
 Maggie Gill, 10/23  
 Marion Greaux, 10/23  
 Ameera Afifi, 10/24  
 Estrella Ventura, 10/25  
 Linwood Felts, 10/26  
 Nancy Jenkins, 10/26  
 Ricardo Martinez, 10/26  
 Bridget Collins, 10/27  
 Ellen Kissiah, 10/28  
 Emily Cottengim, 10/31  
 Elizabeth Noles, 10/31  
 Sonali Shah, 10/31

#### November

Christine Bohmerwald, 11/1  
 Marie Brid, 11/1  
 John Leahy, 11/1  
 Natalee Cols, 11/2  
 Alexis Galang, 11/2  
 Carol Bailey, 11/3  
 Delta Prince, 11/3  
 Juan Rodriguez-Benitez, 11/3  
 Marge Hoffmann, 11/4  
 Faith James, 11/4  
 Marcos Castro, 11/5  
 Leslie Haller, 11/6  
 Linda Bonin, 11/7  
 Gianna Catania, 11/7  
 Elvis Farr, 11/7  
 Luvenia Waters, 11/7  
 Alexandria Brinkley, 11/8  
 Emilia Dacanay, 11/8  
 Tamika Leverette-McCall, 11/8  
 Elaine Hoffman, 11/9  
 Geraldine Bivens, 11/9  
 Madeline Byrd, 11/9  
 Lawson Adams, 11/10  
 Elyssa Alvarez, 11/10  
 Ahmed Al-Khawaja, 11/11  
 Rose Altintop, 11/12  
 Alean Graves, 11/12  
 Karen Jensen, 11/12  
 John Rivers, 11/13  
 Cynthia Cruell, 11/14  
 Sharon Lies, 11/16  
 Katrina Akins, 11/20  
 Teresa Scofield, 11/20  
 Brittney Panella, 11/21  
 Eva Torres, 11/23  
 Douglas Blake, 11/24  
 Juanita Lesley, 11/25  
 Canaan Parker, 11/25  
 Monique Rogers, 11/25  
 Barbara Yu, 11/25  
 Katelyn Perez, 11/26  
 Gail Owen, 11/27  
 Donna King, 11/27  
 Bergen Johnson, 11/28  
 Brittany Lawhorn, 11/30  
 Holly McCoy, 11/30

#### December

Anita Boonen, 12/1  
 Rishi Desai, 12/5  
 Kathryn Lusk, 12/5  
 Erica Occena, 12/6  
 Lisa Ferracane, 12/7  
 Chrysleyth Lopez, 12/7  
 William Trotman, 12/7  
 Mara Comas, 12/8  
 Cameron Leach, 12/8  
 Cory Harrison, 12/9  
 Holly Castillo, 12/10  
 Tanequa Fisher, 12/10  
 Madeline Desrosiers, 12/12  
 Eryn Godwin, 12/12  
 Annie Poe, 12/12  
 Eugenia Cables, 12/13  
 Dorothy Oakman, 12/13  
 Barbara Sigmon, 12/13  
 Pamela Stelmack, 12/13  
 Michael McGee, 12/16  
 Chloe Parsons, 12/16  
 Lauren Schaffer, 12/16  
 Monica Campos, 12/17  
 Stephanie Moyles, 12/17  
 Minerva Clarke, 12/18  
 Angelita Jayme, 12/18  
 Katy Britton, 12/19  
 Sharon LaRusch, 12/20  
 Olubunmi Doherty, 12/21  
 Genevieve Layman, 12/21  
 Jennifer Reiner, 12/21  
 Ashley Trexler, 12/21  
 Martha Thornton, 12/22  
 Joshua Ray, 12/23  
 Laurel Thomas, 12/24  
 Ganesh Tangella, 12/25  
 Arianna George, 12/26  
 Irena Brain, 12/27  
 Courtney McCurdy, 12/27  
 Dolores Alonso, 12/28  
 Ashley Hanes Penrod, 12/28  
 Ada Mense, 12/28  
 Janelle Brown, 12/29  
 Michelle Douglas, 12/29  
 Kayla Fuller, 12/29  
 Tiffany Long, 12/29  
 Sharon Watson, 12/29  
 Alexandra Kholina, 12/31



# Happy Birthday!

## WakeMed Volunteers

### Raleigh Campus

#### January

Gwen Baker, 1/1  
 Emily Benz, 1/1  
 Daisy Boyer, 1/1  
 Harley Brookie, 1/1  
 Raleigh Gurkin, 1/1  
 Breslin Haller, 1/1  
 Abida Mushtaq, 1/1  
 Laura Riach, 1/1  
 Lisa Eichelberger, 1/2  
 Jessica McAninch, 1/2  
 Kathy Diemer, 1/4  
 Abayomi Ajayi, 1/5  
 Doris Bell, 1/5  
 Dinah Moore, 1/5  
 Preeya Deol, 1/6  
 Hieu - Minh Hoang, 1/9  
 Rosellar Sharper, 1/10  
 Brianna Glover, 1/12  
 Maria Harb, 1/12  
 Cameron Thomas, 1/13  
 Janice Haywood, 1/14  
 Sharon Sowell, 1/14  
 Sabrina Lightfoot, 1/15  
 Theresa Baker, 1/15  
 Kimberly Gurkin, 1/17  
 Bernice Parker, 1/17  
 Maggie He, 1/19  
 George Rhyne, 1/20  
 Cristina Reyes, 1/21  
 Gladys Walker, 1/21  
 Brianna Jones, 1/22  
 Kierra St.Julien, 1/22  
 Christina Godfrey-Kaye, 1/23  
 Frederick Jamison, 1/24  
 Kendall Pena, 1/24  
 Joseph Gibbs, 1/25  
 Jenn Cary, 1/26  
 Khanh Duong, 1/26  
 Elly Wurts, 1/26  
 Sally Perdue, 1/27  
 Sandra Brooks, 1/29  
 Brenna Christman, 1/29  
 Marva Mehaffey, 1/29  
 Mary Scoggins, 1/29  
 Myongju Kim, 1/30

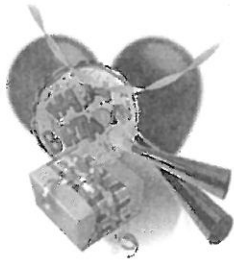
#### February

Mutsa Tsveta, 2/2  
 Shannon Churchill, 2/3  
 Kevin Le, 2/3  
 Sequoya Boseman, 2/5  
 Kai Coppage, 2/9  
 Mercellina Gomes, 2/9  
 Elias Mohammad, 2/9  
 Sofia Sandiford, 2/9  
 Aditya Shetye, 2/9  
 Robin Overton, 2/10  
 Sumana Goli, 2/10  
 Cheryl Drescher, 2/11  
 Lorraine McCullough, 2/11  
 Allen Tate, 2/12  
 Charlotte Montillo, 2/13  
 Terry Rimmer, 2/14  
 Denise Sumiel, 2/16  
 Keri Lanier, 2/17  
 Linda Perry, 2/17  
 Elaine Sykes, 2/17  
 Deirdre Anglin-Stone, 2/18  
 Mino Osterkamp, 2/18  
 Susan ReCorr, 2/19  
 Alisa DeJoseph, 2/20  
 Anna Hunter, 2/20  
 Ireny Sharkawy, 2/20  
 Jordyne Dixon, 2/21  
 Shaifali Kaul, 2/22  
 Wyatt Coggins, 2/23  
 Anna Fields, 2/23  
 Carrie Fisher, 2/23  
 Ann Wyker, 2/24  
 Susan Alvey, 2/25  
 Mary England, 2/25  
 Supriya Sivadanam, 2/25  
 Martha Biggio, 2/26  
 D'asia Farmer, 2/26  
 Janette Gingue, 2/26

#### March

Elaine Allen, 3/2  
 Denise Rohr, 3/2  
 Marion Boissiere, 3/3  
 Tricia Maldonado, 3/3  
 Louise Somers, 3/3  
 Melody Moezzi, 3/4  
 Marlene Anthony, 3/6  
 Susan Legatowicz, 3/6  
 Felicitas Papisin, 3/6  
 Anna Sidoti, 3/8  
 Sarah Fenner, 3/9  
 Robert Gelinas, 3/9  
 Sherry Schulz, 3/9  
 Carolyn Crisci, 3/10  
 Kate Wartski, 3/10  
 Delois Hamm, 3/12  
 Karen Lizama, 3/12  
 Hannah Simmons, 3/12  
 Ahmad Odeh, 3/13  
 William Miller, 3/14  
 Myra Crowley, 3/15  
 Natalie Rand, 3/15  
 Nazeeha Aman, 3/17  
 Deloris Johnson, 3/18  
 Jazzmyn Bryant, 3/18  
 Jessica Jarvis, 3/18  
 Renate Little, 3/18  
 Lorraine Shapcott, 3/18  
 Mildred Chavis, 3/19  
 Cynthia Taylor, 3/19  
 Jeanne Williams, 3/19  
 Dominick Arnold, 3/20  
 Norman LaRusch, 3/21  
 Jean Laudon, 3/22  
 Carol Geist, 3/23  
 Paul Fausneucht, 3/23  
 Linda Lovell, 3/23  
 Alicia Ozhakanat, 3/24  
 Janet Hoffmann, 3/25  
 Divya Kumaresan, 3/26  
 Desiree Ofodile, 3/27  
 Noor Elmaghrabi, 3/28  
 Philip Greco, 3/28  
 Timothy Lee, 3/28  
 Rohit Ghotkar, 3/29  
 Tarsila Machado, 3/29  
 Kelly Burge, 3/30  
 Vickie Higgins, 3/30





# Happy Birthday!

## WakeMed Volunteers

### Cary Hospital

#### October

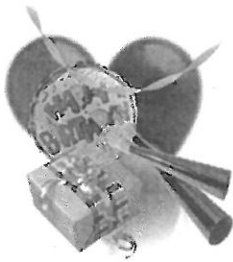
Jackie Cicora, 10/4  
 Amber Sullivan, 10/4  
 Kay Cummings, 10/5  
 Annetjie de Waal, 10/5  
 Franklin Rush, 10/6  
 Yvonne Tucker, 10/6  
 Barbara Simon, 10/7  
 Natalie Buitrago, 10/7  
 Priscilla Smith, 10/7  
 Kenneth Shorsher, 10/7  
 Barb Palmer, 10/9  
 Brenda Rand-Crumel, 10/9  
 Nirmala Rao, 10/10  
 William Eberbach, 10/11  
 Donna Mullen, 10/13  
 Chad Pressley, 10/13  
 Ellen Onofrio, 10/13  
 Brenda Flood, 10/13  
 Angelina Sharak, 10/14  
 Lois Haner, 10/15  
 Barbara King, 10/15  
 Anke Chignell, 10/16  
 Ernest Parker, 10/18  
 Beverly Jorgenson, 10/18  
 Linda, J Sutton, 10/18  
 Nancy Stokes, 10/19  
 Phyllis Womble, 10/19  
 Sue Busa, 10/20  
 Patricia Hajian, 10/20  
 Rabiya Ansari, 10/22  
 Carol Doyle, 10/24  
 Neethu Bipin, 10/24  
 Deborah McCory, 10/24  
 Ann Foster, 10/26  
 Chun-Hong Ho, 10/27  
 Donald Patty, 10/29

#### November

Terri Mattran, 11/1  
 Laurie Greene, 11/2  
 Michaela Peppers, 11/4  
 Michele Sund, 11/6  
 Barbara Hood, 11/8  
 Mary Jo Manzak, 11/9  
 Mary Cobb, 11/9  
 Robert Hutzler, 11/10  
 Amelia Whitford, 11/11  
 Brenda Stutts, 11/11  
 Judy Smith, 11/11  
 Edward Gunter, 11/12  
 Barbara Holbrook, 11/12  
 Karel Standish, 11/13  
 Ian Tribby, 11/13  
 Walter Zalph, 11/14  
 Marj Wordell, 11/14  
 Eiman Azam, 11/15  
 Yasi Langdale, 11/15  
 Lauren Waskowicz, 11/19  
 Elizabeth Kruszewski, 11/19  
 Linda Hughes, 11/20  
 Carol Milld, 11/20  
 Urvi Patel, 11/21  
 Christopher Mazzara, 11/21  
 Daniel Kamykowski, 11/23  
 Joan Woodrick, 11/23  
 Joyce Coats, 11/24  
 Constance Bell, 11/25  
 Phyllis Gould, 11/25  
 Maureen Sanner, 11/25  
 Cassidy Brown, 11/26  
 Kristie Taylor, 11/26  
 Barbara Harrington, 11/28  
 Patricia Keeley, 11/28  
 Jane Lands, 11/29  
 Judith Smith, 11/29  
 Dianne Slaughter, 11/30  
 Cindy Larsen, 11/30

#### December

Jessica Smith, 12/2  
 Hazel Slocumb, 12/3  
 Kelsey Leonard, 12/4  
 Denise Galloway, 12/4  
 Judy Moore, 12/4  
 Mavis Almeida, 12/5  
 Joan Bonti, 12/5  
 Rachel Delange, 12/6  
 Sheila Rudin, 12/10  
 Syed Ali, 12/11  
 Julee Beebe, 12/12  
 Sandra Venson, 12/13  
 Hannah Sexton, 12/14  
 JoAnn Bethel, 12/14  
 Jayanthi Neelamegan, 12/15  
 Edith Church, 12/16  
 Sol Hochler, 12/19  
 Anameeka Singh, 12/19  
 Nedda Seif, 12/22  
 William Helton, 12/22  
 Diane Mccann, 12/23  
 Mary Dell'Angelo, 12/24  
 Tina Goodwin, 12/24  
 Nancye Slagle, 12/24  
 Dee Keene, 12/24  
 Jaina Patel, 12/25  
 Tatiana Suvorova, 12/26  
 Mary Burrus, 12/26  
 William Pugliese, 12/26  
 Christine Baird, 12/27  
 James Rigsbee, 12/27  
 Josephine Correia, 12/27  
 Ivy-Lynn Jackson, 12/28  
 Carolyn Wiggins, 12/28  
 Barbara Mineiro, 12/29  
 Mary Jo Cercy, 12/29  
 Judy Richardson, 12/30  
 Nancy Riefenhauser, 12/31  
 Marion Erwin, 12/31  
 Thomas McFadden, 12/31



# Happy Birthday!

## WakeMed Volunteers

### Cary Hospital

#### January

June Phillips, 1/1  
 Trudy Byron, 1/1  
 Lois Dziedzic, 1/1  
 Ramis Chowdhury, 1/1  
 Judith Fleming, 1/2  
 Andrew Hegeman, 1/2  
 Brittany Payne, 1/3  
 Divyakshi Sharma, 1/4  
 Sharon 'Bunny' Thompson, 1/4  
 Carol Crosby, 1/5  
 Melvin Tolliver, 1/6  
 Margaret Sunukjian, 1/7  
 Karen Bernstein, 1/7  
 Michael Gregory, 1/8  
 Deborah Hartz, 1/9  
 Jany Choate, 1/10  
 Vivian Mobilio, 1/10  
 Rachel Polsky, 1/11  
 Henry Barrett III, 1/13  
 Yves Zounli, 1/13  
 Barbara Gribble, 1/13  
 Palma Ayars, 1/14  
 Neha Majety, 1/15  
 Georgia Rothschild, 1/16  
 Eileen Mitchell, 1/16  
 Gabri Johnson, 1/19  
 Joanne Purdy, 1/21  
 Asha Anand, 1/21  
 Jennifer Shoemaker, 1/21  
 Christina Smith, 1/21  
 Thomas Trochum, 1/22  
 Janice Farnsworth, 1/22  
 Mary Hull, 1/24  
 Michael England, 1/26  
 Nilima Palande, 1/26  
 Frances Ellison White, 1/26  
 Judith Klotz, 1/26  
 William Park, 1/27  
 Margaret Crutchfield, 1/29  
 Caroline Whitehurst, 1/29  
 Edwin Bradley, 1/29  
 Jerralie Peterson, 1/29  
 MarieJilliane Mallari, 1/30

#### February

Allonia Holmes, 2/3  
 Anne Joyner, 2/5  
 Helen Gaster, 2/8  
 Sharon Mulgrew, 2/9  
 Madhu Ramanan, 2/9  
 Melanie Haddock, 2/11  
 Jean Kinyon, 2/12  
 Aishani Tingare, 2/12  
 Karen Rowley, 2/12  
 Mary 'Lavenia' Bowie, 2/12  
 Dhruv Boinapally, 2/13  
 Rose Dammann, 2/13  
 Russ Bullock, 2/14  
 Helen Jones, 2/15  
 Leonor Dunn, 2/16  
 Anna Polokow, 2/16  
 Jeffrey Schmitt, 2/17  
 Humza Sheikh, 2/18  
 Susan ReCorr, 2/19  
 Aaliyah McCall, 2/20  
 Barbara Copperwheat, 2/20  
 Laura Katsumi, 2/21  
 Tandra Burson, 2/22  
 Susan Alvey, 2/25  
 Eileen Okel, 2/26  
 Naimi Pothiwala, 2/27  
 Robert McAllister, 2/28  
 Susan Coulter, 2/28  
 Eric Hall, 2/29

#### March

Hazel Dickey, 3/5  
 Rachel George, 3/7  
 Fran Cappabianca, 3/8  
 Paula Bennett, 3/8  
 Robert Gelinas, 3/9  
 Kaylie Griffin, 3/10  
 Subashini Ganeshan, 3/11  
 Kaitlin Beekman, 3/11  
 Marjan Samimi, 3/12  
 Ashley Young, 3/12  
 Ruth Allbert, 3/12  
 Sue Dekeyser, 3/12  
 Darlene Duncan, 3/13  
 Gertrude Ochler, 3/14  
 Beth Turner, 3/14  
 Madeline Hamady, 3/14  
 Sidak Bachher, 3/15  
 Thomas Lawler, 3/16  
 Jillian Schoening, 3/18  
 Barbara Farber, 3/18  
 Twila Carrisales-Gomez, 3/18  
 Marilyn Mitchell, 3/19  
 Beatrice Werner, 3/19  
 Arabelle Stancil, 3/19  
 Angela Fowler, 3/20  
 Cara Mowery, 3/21  
 Zeinab Hilou, 3/22  
 Sonam Shah, 3/22  
 Janice Dunning, 3/22  
 Sandy Bianco, 3/22  
 Darrel Anderson, 3/23  
 Sara Lafontaine, 3/23  
 Winifred Fu, 3/23  
 Linda Lang, 3/24  
 Brittani Clayton, 3/25  
 Susan Barbati, 3/26  
 McKenna Seward, 3/26  
 Deepa Padmonkar, 3/27  
 Angela Hamilton, 3/28  
 Ashwin Jha, 3/31  
 Emily Akins, 3/31  
 Siarra Deol, 3/31

## Welcome New Volunteers

### Raleigh Campus

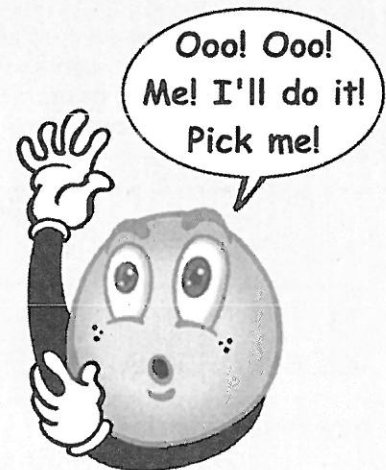
Pamela Adcock  
 Nazeeha Aman  
 Arina Bartnicka  
 Sanjay Bhojani  
 Irena Brain  
 Jodi Brown  
 Margaret Clary  
 Myra Crowley  
 Preeya Deol  
 Cheryl Drescher  
 Lisa Eichelberger  
 D'asia Farmer  
 Krisann Fogarty  
 Bryna Freeman  
 Talen Geib  
 Eryn Godwin  
 Dasha-Ladiamond Greene  
 Maggie He  
 Kelsey Herbst  
 Kammira Holley  
 Jessica Jarvis  
 Mary Johnson  
 Batool Karim Delavar  
 Brianna Laferriere  
 Veronica Lavelle  
 Ann Lefebvre  
 Alicia Leiva-Solomon  
 Madelyn Martin  
 Courtney McCurdy  
 Melissa McPherson  
 David Meyer  
 Dan Mitchell  
 Ahmad Odeh  
 Carolyn Page  
 Chloe Parsons  
 Sahill Patel  
 Alyssa Paul  
 Kristina Porras  
 Glenda Poulter  
 Katlynn Reaves  
 Christie Reynolds  
 Roger Sachan  
 Abigail Samson

Katlyn Scaff  
 Amal Shaikh  
 Samantha Smith  
 Denise Sumiel  
 Ganesh Tangella  
 Grant Thomas  
 Laurel Thomas  
 Cara Valentino-Antoine  
 Julia Washburn  
 Rayquel Wescott  
 Meghan Wilson  
 Lielwork Yergu

### Cary Hospital

Rabiya Ansari  
 Sidak Bachher  
 Anna Boyer  
 Lauren Bruce  
 Natalie Buitrago  
 Russ Bullock  
 Richard Carson  
 Alyssa Cox  
 Patricia Coyle  
 Nipa Doshi  
 Janice Dunning  
 Sandy Dyson  
 Michael Gregory  
 Linda Kalnins  
 Laura Katsumi  
 Yasi Langdale  
 Thomas Lawler  
 Nisha Lingam  
 Aishwarya Mahadavan  
 Deborah McCory  
 Amber Monroe  
 Claudia Mormino  
 Jayanthi Neelamegan  
 Leilani Nguyen  
 Laurel Nicosia  
 Deepa Padmonkar  
 Brittany Payne

Marc Pion  
 Nirmala Rao  
 Judy Richardson  
 Karen Rowley  
 Marjan Samimi  
 Fatemeh Sayyady  
 Catherine Scocca  
 McKenna Seward  
 Jennifer Shoemaker  
 Nancy Stokes  
 Linda Sutton  
 Emily Taylor  
 Kristie Taylor  
 Padmakalyani Vasudevan  
 Rujula Vemuri  
 Charles White  
 Ashley Young



## WE NEED YOUR EMAIL ADDRESS!

### Email Update Form:

\_\_\_\_\_  
Name

\_\_\_\_\_  
Email Address

**PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!**

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

## KEEP MAILING ME THE HEARTBEAT!

Complete the form below & return to your Volunteer Services department

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

\_\_\_\_\_  
Name

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

## BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

### BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

\_\_\_\_\_  
Address

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

Acknowledgment to be sent to: \_\_\_\_\_  
Name Address

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

Mail to: The Volunteers at WakeMed Cary Hospital, 1900 Kildaire Farm Road, Cary, NC 27518

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