



February 2011



The Difference Volunteers Make

In each issue of *Heartbeat* we have the opportunity to recognize and celebrate the accomplishments and contributions of individual volunteers and the volunteer organizations associated with WakeMed at Raleigh Campus and Cary Hospital. A recap of recent activities and plans for the year follow:

- The Volunteers at WakeMed Cary Hospital made a \$10,000 donation to the WakeMed Foundation in January. The gift represents the 3rd and partial 4th payments of the pledge to support the Capital Campaign for the Children's Hospital. Also included in the donation was a portion of the proceeds from the 2010 Golf Outing that was held in partnership with the Foundation's Western Wake Council whose members raised many of the sponsorships for the event. Kudos and appreciation to Council members Mike and Virginia Anthony, Paul Brunswick, Ron Doggett, Larry Jordan, Harvey Montague, Melba Sparrow and others who so thoughtfully gave their time to support The Volunteers' (Cary) largest fundraisers.
- The Volunteers at WakeMed Raleigh Campus have approved the purchase of two BabyWeigh Scales to be used by the Lactation Specialists who support mothers with newborns in the nursery on 4B Women's Pavilion & Birth Place. As part of the global initiative to have all mothers breastfeed their babies exclusively for the 1st six months or more of life, WakeMed staff are being educated and trained to support achieving no less than 90% of this goal. The scales will help to measure the amount of milk transferred from the mom to the baby during the feeding. In the newborn nursery there are an increasing number of near-term babies (35-36 weeks) who may have feeding difficulties. With the ability to consistently offer pre and post feeding weights, mothers will be reassured by the staff about the volume of milk transfer. Any feeding difficulties can be addressed immediately with the goal of continuing breast feeding rather than using formula. The future health a baby is significantly and positively impacted by feeding with human breast milk rather than formulas derived from animals.
- Both organizations financially support the Tea for the Soul programs offered through Spiritual Care at Raleigh Campus and Cary Hospital as a respite for WakeMed employees. Support, part of which comes from the IBM Community Grants (thank you Al Port—Cary and Jim Ford—Raleigh), is given for materials used to create huggables, memory quilts, pillows and other hand sewn gifts.
- Cary volunteers have purchased 3 additional tables to be used at the Fuquay Skilled Nursing facility. The residents are so excited to have the tables that better accommodate eating and other activities.

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- A very special letter has been received from a parent of a Cary Hospital Emergency Department patient who was the recipient of medications paid for by the Rainbow (Medication) Fund. Because the parents have not been able to find insurance for this special needs child, a very expensive antibiotic necessary to treat an infection was out of reach for the family. They qualified for support from the Rainbow Fund, and the child has fully recovered.
- The Raleigh Campus volunteers this year are contributing \$4,900 to fund Child Life Specialists in the Children's Emergency Department, Surgical Services and in the WakeMed Children's Hospital; \$250 to the Children's ED Music Pain Management program which was featured in the September 2010 issue of the Journal of Emergency Nursing; \$2,500 for Cardiac Rehab Scholarships; \$1,200 for the Special Infant Care Clinic; \$850 for the Friendly Face Cart Spanish magazines; \$4,000 to purchase age-appropriate books for the Reach Out and Read program in the WakeMed Faculty Pediatric Practice; \$3,000 for the Spinal Cord Injury program; \$3,500 for the Neonatal Intensive Care parent support program Parents' Time Together; \$2,000 for baby packets for new moms with immediate need when discharged to home and \$10,000 towards a \$50,000 pledge to the WakeMed Foundation.
- The Cary Hospital volunteers are contributing \$1,000 to support the Comfort Care Unit and look forward to having volunteers trained to assist on the unit as the need arises. Kudos to Denise Galloway for answering that immediate need recently. Financial contributions of \$500 based on volunteer time contributed have been made by Bank of America in honor of Cary Gift Shop volunteer Susan ReCorr to support the Neonatal Intensive Care Unit (NICU) at Raleigh Campus.
- The pledge that both volunteer organizations have made to the Foundation will be used to support the operational expenses for the new Ronald McDonald Family Room located in the Children's Hospital at Raleigh Campus. We have volunteers supervising the room every day and assisting families from Pediatrics and the NICU. Community volunteers associated with both volunteer organizations have made thousands of huggables, blankets, memory quilts, baby caps, bereavement gowns and many other works of art and love. Every single gift is given to patients by volunteers and staff to the most grateful patients and parents and families.
- TIME is one of life's most precious commodities. During the first quarter of the year 918 volunteers have given 34,284 hours of service to support patients, staff and guests in the WakeMed system. Time, commitment, purpose and care—thank you to ALL of the WakeMed volunteers! You ARE the difference.



As WakeMed continues on the Road to Excellence, there are many internal resources that are available to all staff to guide us through this comprehensive system-wide improvement project. Physicians and employees have access to many levels of leadership with whom to openly and regularly communicate. Updates are posted on the Road to Excellence page on the WakeMedWeb (homepage on the intranet) as well as in the Road to Excellence Blog, in *Microscope* and in the *WakeMed Weekly*. There are many educational offerings for leaders and staff to help learn more about dealing with change. There are also resources for staff through Human Resources and the offsite Employee Assistance program. The majority of volunteers do not see the WakeMed intranet. Let the Volunteer Services staff know if you are interested in viewing this wealth of information. The teams associated with the Road to Excellence Journey continue to identify opportunities for savings and efficiencies in the organization. Having the support of our physicians, employees and volunteers has been a compliment to our determination to constantly be aware of and focus upon opportunities for sound, objective and collaborative decisions that are right for the safe, excellent patient care delivery system in which we all have great pride.

SHARE YOUR GENTLY USED OR A NEW COAT



The staff in the WakeMed Faculty Pediatric Practice assist families on a year-round basis with clothing needs for children and when possible, adults. When you are clearing your closets of the gently worn coats of any size, and clearing out the drawers and closets of children's clothing that has been lovingly outgrown, please consider a tax deductible donation to Volunteer Services at Raleigh Campus. Other families can put those clothes to good, grateful use. New clothing items and books for children ages 0 to 5 years as well as any size new

THE WAKEMED ID BADGE - A Review!

Why Do I Have An ID Badge? WakeMed utilizes the identification badge as a tool to ensure a safe and secure environment within all WakeMed facilities.

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

Why Is My Last Name On My ID Badge? Patients and guests have the right to know the names of the individuals providing care and service to them. The identification badge is a visual indicator that individuals are authorized to perform some type of service within the organization.

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

Replacing Your ID Badge: Badges are replaced at no charge for name changes, professional designation changes, departmental changes and broken/damaged badges (unintentional).

There is a \$15 charge for the replacement of each misplaced, lost and/or abused badge or badges damaged from unauthorized alterations, modifications, punctures, etc. The \$15 replacement fee can be paid by cash or check. Checks should be made payable to WakeMed. If your badge has been damaged and/or no longer works, you must return it to Campus Police & Public Safety in order to receive a replacement without paying the replacement fee.

ID Badge Office:

Raleigh Campus volunteer replacement badges can be obtained from the Campus Police Badge office located on the Raleigh Campus, first floor main C wing corridor leading from the E Tower lobby.

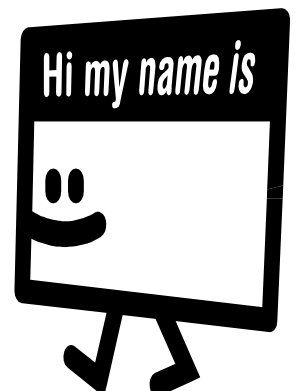
Cary Hospital volunteer replacement badges can be obtained through Cary Hospital Volunteer Services.

Hours of operation for the ID Badge Office are as follows: Monday through Thursday, from 8 am to 4:30 pm, and between the hours of 8 am and 3:30 pm on Friday.

Lost ID Badge?

Raleigh Campus volunteers call extension 05341 if you have lost your ID badge.

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



The President's Corner

WakeMed Raleigh Campus



Happy New Year! Have you made any new year resolutions? Lets all make resolutions to improve/enhance patient safety by functioning within the WakeMed Patient Safety Standards guidelines. Copies of the standards are posted on the Volunteer Services office bulletin board.

Highlight of standards are :

1. Improve communication among caregivers by reporting critical values as soon as possible.
2. Correctly identify the patient, site of surgery and correct procedure prior to a procedure. It is called "Time Out".
3. Reduce risk of infections by correct hand washing or gel. And use, as appropriate, gloves, gowns and masks.
4. Always identify patient by name and medical record number on patient's arm band. Ask the patient their name.
5. Improve safety of using medications.
6. Gather accurate list of patient medications, compare, reconcile and communicate the list.
7. Identify patients for safety risks.

While some of the safety standards are not within your practice, you can help improve/enhance safety by understanding the standards and compliance issues for the nursing/hospital staff you work with. Thank you for making patient safety a priority in your daily duties.

All volunteers are invited to attend the 2011 Employee Forums with Dr. Bill Atkinson, President and CEO.

It is an opportunity to talk informally with Dr. Atkinson about WakeMed happenings. There will be meetings at many WakeMed Facilities. Please see posted notices throughout the hospital and in the Volunteer Services office for dates and times. The forums will run from January 2011 thru March 2011 at different locations/facilities and at different times. You may attend any forum on any date/time.

March is the month for volunteer performance evaluations. It is a great time to identify opportunities to improve and to celebrate your successes. It is a time for setting goals and making plans for 2011. It's a good thing!. Also you will have an opportunity to evaluate and give feedback to the volunteer management staff.

Fundraising is important! Please check with the Volunteer office to sign up for upcoming fundraising events. Our next fundraiser is the Uniform Sale February 9.

The Ronald McDonald Family Room is operational. It offers respite for families of patients in the PICU and neonatal unit. If you get a chance, look in, It's beautiful!

Thank you, volunteers, for your dedicated service to patient's at WakeMed. Did you know you volunteered 8,119.75 hours in November? Since October, 2010 you have volunteered a total of 20,345 hours, wow great job! Stay safe and warm.

Sally Perdue, President

WakeMed Cary Hospital



I hope all of you had a pleasant holiday season.

On December 3 we had a unique, one-time fundraising event with Diamonds Direct at Crabtree Valley Mall. This was a joint venture of both

WakeMed Raleigh and WakeMed Cary Volunteers. Each group netted \$1,377.50 from sales and the diamond drop raffle. Many thanks go to the volunteers from Raleigh and Cary for their work at this event.

As we look back at 2010, I would be remiss not to thank all of the WakeMed Cary Hospital staff for supporting our in-house sales (jewelry, uniforms, purses, etc.) during the year. All proceeds from these sales go to support programs sponsored by The Volunteers at WakeMed Cary, such as huggables, the Comfort Care Unit, Tea for the Soul, the Fuquay Garden Project, the Rainbow Fund, and Nursing education. Thank you staff! Bethany Kelly is busy with plans for more events this year, so please continue to support us.

Volunteers, may I ask you to think about adding to your volunteer involvement this year? You might consider a one year term on the Volunteer Board, or taking on some fundraising work (typically requiring just a few hours on occasion), or simply exploring an additional assignment in addition to your current one. I would be happy to discuss these opportunities with any one of you who are interested, (dsgalloway@nc.rr.com or 919- 234-9143), as would any of the other board members; Bethany Kelly (bkelly@wakemed.org or 919-350-4008) or Susan Hester (shester@wakemed.org or 919-350-8005). Please give it some thought.

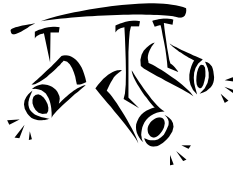
In November Regina Brest, Ann Drake, Beth Turner and I attended the WakeMed Foundation Gala. It was both an honor to represent the organization as well as a treat to hear Ken Burns and meet others who support the WakeMed organization through the Foundation fundraising and friend raising efforts. Our volunteer organization is a member of the Society of 1961 and contributes funds for major projects such as the \$20,000/five year pledge to support the Ronald McDonald Family Room in the new Children's Hospital.

Lastly, as we head into 2011 please give me some feedback. How can the Volunteer board and the department of Volunteer Services at WakeMed Cary better serve you? I'd be grateful for your thoughts and suggestions.

May this be a good year for each of you.

Denise Galloway, President

Volunteer Spotlight WakeMed Raleigh Campus ~Steve Quinn~



I was born and raised in Memphis, Tennessee, and earned a Bachelor of Business Administration degree from the University of Memphis (then Memphis State University) in 1973. I served six years in the U.S. Army Reserves having been trained as a combat medic and hospital corpsman with a subsequent military specialty as a pharmacy technician.

Upon graduation from college, I began my thirty-four year career in the pharmaceutical industry, first in sales, followed by the final twenty-six years in sales management. My family and I relocated to Raleigh from Memphis in 1985 and lived here until 1994, after which time I worked and lived in Charleston, WV, Charlottesville, VA, and for the past nine years in Chicago. I moved back to the Raleigh area in July of 2010 to be close to two of my three children and two grandchildren.

My motivation for volunteering my time and what talents I may have stems from a desire to assist others combined with the desire to return some of the many blessings I have received. I enjoy the people and the time I spend in the Guest Ambassador placement area of Volunteer Services. I chose WakeMed as a volunteer venue due to the many ways and areas that the hospital offers for volunteers, combined with the wide diversity of its employees and customers with whom I am privileged to interact. One of the most fulfilling aspects of volunteering is the simple satisfaction I receive from helping others. I volunteer additional time in the community with those who are currently experiencing hardships that are similar to my own past adversities.

I am blessed with three wonderful children and two grandchildren, and I enjoy sports, reading, theatre, concerts, and spending valued time with friends.

Volunteer Spotlight WakeMed Cary Hospital ~Dr. William Pugliese~



My name is William Pugliese and I am affectionately known as "Dr. Bill". I was born and raised in Albany, New York in 1922. I had wonderful parents, a sister and brother. Even though these were the depression days, the three of us went to college. World War II changed that. My brother and I joined the Marine Corps after Pearl Harbor, and spent the next four years mainly in the Pacific. After the war I returned to college and then medical school.

I was a family practice doctor in New Paltz, New York for 40 plus years. I wonder how many of the young doctors today ever made house calls on skis? I have! I have been elected President of the county Medical Society and the American Academy of Family Practice. I was presented with the Golden Heart Award from the American Heart Association for my work in teaching CPR. Upon retirement I continued to practice medicine in a Volunteers In Medicine Clinic in Stuart, Florida, our winter home. We provided free medical care to the working poor.

I am an avid reader, exercise nut and still play golf with the Cary Seniors. Before moving to Cary, I had been an active member of Rotary, Veterans of Foreign Wars and Disabled American Veterans. I now belong to the Raleigh Sports Club.

My wife Grace, is a registered nurse, we celebrated our 56th wedding anniversary on September 11, 2010. Our daughter Holly and family live in Clifton Park, New York. Our son Bill was also a Recon Marine and works for Homeland Security in Miami, Florida. We are here in Cary because our youngest daughter Heather, her husband Vinnie, and our three wonderful grandchildren, Jillian, Allison and William of Apex.

Volunteering at WakeMed has been a heartwarming experience for me because of the renewed patient contact. The Volunteer staff and all the nurses I work within Day Surgery have been warm and caring to the "old" man. I also have to say thanks to the staff of the Cath Lab who assisted changing my pacemaker and who still watch out for me. I think of all of you as my extended daughters. Thank you Beth and Dee for giving me this opportunity to continue to assist patients and still feel useful at 88.

**SPECIAL MESSAGES AND THANK YOU'S
WakeMed Cary Hospital**

Dear Ms. Kelly,

"I can't tell you how much Morgan Parker has helped me today and she has brought great joy to one of my patients. I did not want her kindness and hard work to go unnoticed."

Kim Clarke, RN 2W

"I want to personally thank all the volunteers. Our PRC scores are rising and I think it is due to the increase in volunteers. Thank them for all they do. It makes a difference!"

Teresa Harvey, Manager – 2E

Ms. Bethany Kelly,

"Thank you for giving me the opportunity to give back to my community at the hospital. It truly has been a great experience! Have a wonderful Christmas!"

Thank you again,

--Cindy

Sterling, Purses and More Sale

Many thanks to the volunteers who assisted with at the Sterling, Purses and More sale on December 3, 2010. While enjoying interacting and helping our patrons, The Volunteers at WakeMed Cary Hospital raised \$1,100.08 in profits. These funds will be used to make contributions to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.

Diane Boyer	Gaye Forman
Denise Galloway	Wendy Paciorek
Pat Quick	Tina Smith
Bunny Thompson	Beth Turner
Carmen Ubiera	

Thank You!

SERVICE EXCELLENCE

In an effort to reduce costs associated with linens utilized by EMS drivers during patient transport throughout Wake and surrounding counties, the department of Volunteer Services in partnership with the Linen department worked together to pre-package linen packets for the winter months.

Drivers will exchange used linens for a new prepackaged set of linens during trips to the Adult Emergency department and Children's Emergency department. Kudos to the following Raleigh campus volunteers:

Frank Rosado, Diana Zellner, Leslie Badgett, and Sarah Alorani

Virginia Brogden is Outstanding!



Each October, the Children's Emergency Department hosts an employee recognition dinner. Awards are given to different employees who are recognized as outstanding by their peers. This year, Virginia Brogden, volunteer, was chosen by the Children's Emergency Department staff to be recognized for her volunteer partnership.

The following were a few of the comments shared by staff...

"During nurses' week Virginia shared handmade cards with the entire staff. There were pictures of flowers on the outside of them. I still have one on my desk. Recently she was going to miss a shift and wanted to make it up. I love Ms. Virginia."

"Virginia is always very helpful and dependable. She always calls to let us know when she will be here and to work additional time."

"We enjoy so much hearing about and viewing her photography!!"

"Virginia is always close in our hearts for the time and caring she shares with our staff, families and patients".

Laurie Cook, RN, CEN
Nurse Manager, Children's ED

ANNOUNCEMENTS

Recycle Your Christmas Cards! Donate Fabric and Yarn!

Instead of throwing your Christmas cards in the trash, bring them or send them to the Volunteer Services office. Cary volunteer Joan Carson transforms the used cards into beautiful gift tags for the next holiday season.



Volunteer Services at both Cary Hospital and Raleigh Campus are asking for donations of material and yarn for our huggables, hats and quilt projects. Cotton material is preferred, 4 ply yarn is welcomed and 3 ply baby yarn, as well. Use your Michael's or AC Moore coupons and make a special donation to our community sewers!

Thank you!



Hand Product Conversion – A Great Cost Savings Idea

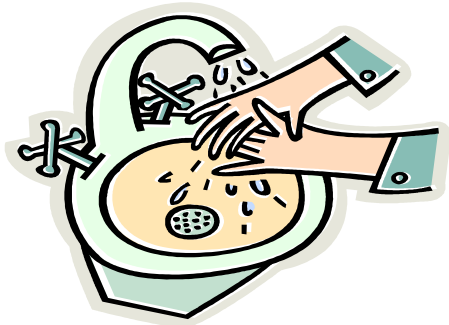
WakeMed is transitioning to new hand products. The new product line is Provon manufactured by GoJo. The change in product was a joint effort with Infection Prevention, Strategic Sourcing, and Southern Atlantic Healthcare Alliance (SAHA) as a cost savings measure. Multiple unit trials were conducted earlier this year comparing three different products over several months. The Provon product was the one chosen by staff. The alcohol gel is the same product used for the last 7 years.

All dispensers are being changed out. Department management will work with facilities contacts to request additional soap and lotion dispensers as necessary.

As a reminder - it is **extremely** important for everyone to keep their hands moisturized during the winter months. Wearing gloves when you are outside and consistently practicing good hand care at home, when volunteering and when "out and about" is vital to decreasing the potential for skin irritation.

Hand Hygiene Is a Matter of Wellness, Life and Death!

It is everyone's responsibility to develop an EVERYTIME habit of washing hands. This well documented technique of preventing the spread of germs continues to elude the top of mind priority for so many of us at home, at work and when we are out and about. At WakeMed there are observers throughout the system making note of the compliance (or lack of) for staff, volunteers, physicians and guests. We **MUST** take this responsibility seriously to ensure that our patients remain in the safest environment that we can provide and to do the same for every one else. This is so important that it is now hardwired into performance standards and is a priority measure for WakeShare! Be aware, be safe, wash those hands, and respectfully remind others around you do the same.



\$5 Masquerade Sale – Raleigh Campus

Thank you to the following volunteers:

Jim Miler
Ben Citero
Lois Brush
Renee Graham

Amber Greene
Molly Lotrecchiano
Inez Forte
Shirley Barteo

Sally Perdue
Linn Lineberry
Lydia Phillips
Althea Page

Sara Kirk
Sara Pierson
Timothy Lee
Michelle Jones

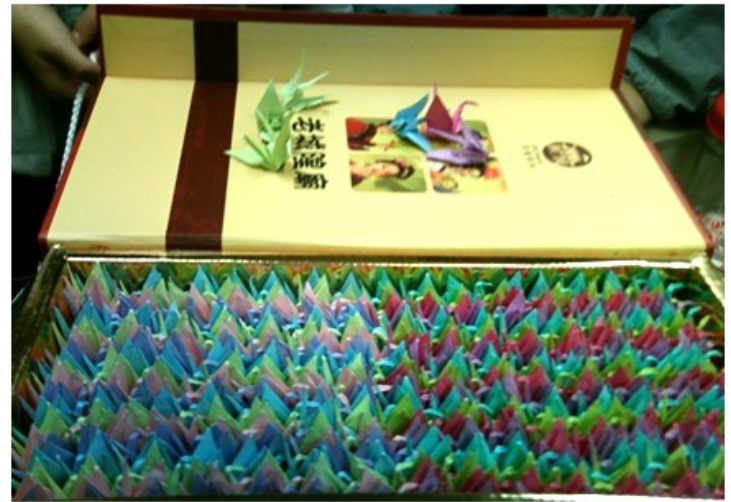
who assisted with The Volunteers at WakeMed Raleigh Campus Masquerade \$5.00 jewelry and accessory sale on Tuesday, December 7, 2010. Over to 700 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we raised \$4,806 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.



Community Connection

Volunteer Services at WakeMed Cary Hospital was contacted by Alejandra Forero. She and her friend, Shannon Zhan wanted to grant a wish for good health to Cary Hospital. This idea is based on a Japanese legend that a person who makes 1,000 paper origami cranes is granted a wish by a crane. The legend comes from a story of a young Japanese girl named Sadako Sasaki, who was diagnosed with leukemia after the end of World War II. While she was in the hospital she started making paper cranes as a symbol of her hope for peace. Because of Sadako's story the crane has become a symbol of peace in Japan and other places around the world.

Alejandra and Shannon completed 1,000 cranes which they presented to Bethany Kelly, Manager, Volunteer and Community Services at Cary Hospital on December 22, 2010. The lovely and colorful cranes were shared with our Raleigh Campus. The cranes were delivered to patients at both Raleigh and Cary on their food trays with a note card wishing them health and happiness.



Bethany Kelly, Shannon Zhan and Alejandra Forero



Special Messages

Our condolences and deepest sympathy to the families of:

Ruby Plyer, who died December 9, 2010. Ruby volunteered her services from December 1, 1991 to September 30, 2008 as a sewing volunteer. Ruby made countless preemie booties for the Intensive Care Unit. She contributed 6,888 hours of service.

Mary L. Price who died on January 21, 2011. Mary volunteered her services from December 5, 1998 to February 11, 2010 making beds and helping in the pre-op area of Day Surgery on the Cary Hospital campus. She contributed 2043 hours of service.

Please help us remember and honor our friends. If you become aware of a present or former volunteer who has died, please let the Volunteer Office know.



Special Thank You

A special thank you to Jennifer Clifton and the students of River Oaks Middle School for a job well done! Their contribution of handmade activity books and huggables were distributed to our pediatric patients and their families. Your act of volunteerism has brightened the lives of our smallest patients and their families.

Thank you!



Exit Comments

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

Raleigh Campus

Tom Bassett: Information Services: "Volunteer Services staff support was excellent. Enjoyed working with IT staff and would definitely do it again if I can work out time in the future."

Francisco Rosado: Patient Mail and Chart Collation "I had the nicest experience. Everyone has been nice and helpful and I'm taking with me good memories from the volunteer program."

Maria Shelton: Volunteer Services Administration: "Thank you for the opportunity to assist in the Volunteer department. I learned a lot and would like to work as a volunteer or employee for WakeMed in the future. Everyone was great!"

Carole and Mike Acquesta: Hospitality Pets Program: "It was very rewarding to participate at WakeMed. We like being a positive force with patients and staff. We also gained/benefitted from this volunteer experience."

Shanta Lucas: Surgical Services: "I really enjoyed volunteering at WakeMed and if I had enough time, I would continue volunteering. The employees were wonderful and very helpful!"

Elisabeth Liddicote: Patient Relations: "Thank you so much Marie and Jackie for your generosity and for everyone else who has helped me to make my experience at WakeMed great. Ultimately I want to thank Sally Perdue, you were the one first to help get me into the right direction. I'm am glad that I could contribute and since this was my first volunteer experience, it has been great. Thank you."

Cary Hospital

Kelly Craighead: Emergency Department Back: "The Volunteer office was so helpful and organized. My experience here was so great and further enforced my desire to work in a hospital setting."

Lionel Curtis: Multi-Departmental: "Good experience for me. Great co-workers in the three departments I worked. Plan to return; perhaps in spring of 2011."

Cindy Kang: Radiology Patient Escort: "The Imaging (Radiology) unit staff I worked with were really kind and helpful. They guided me through many things and made me feel comfortable and made the atmosphere friendly".

Cherly Krzewina: Volunteer Services: "Staff and volunteers at WakeMed were enjoyable to work with."

Megan Lucovsky: Patient Services 2 East and 2 West: "I greatly enjoyed my time spent volunteering at WakeMed Cary. The staff was wonderful to work with, and I liked being able to visit with patients. Thank you for the great opportunity!"

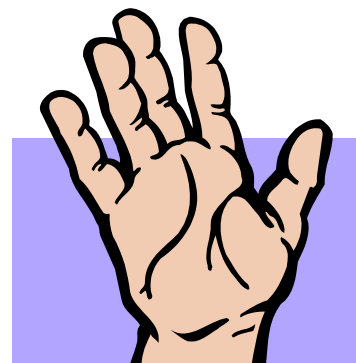
Han Nguyen: Emergency Department Liaison: "It was a very fulfilled experience for me. I'm hoping I can find the time to return and contribute more in the future. Thank you so very much for the opportunity!!!"

Wendy Pittillo Rae: Post Anesthesia Care Unit: "I have really loved working (volunteering) with the people in PACU – they were so helpful and gave me great guidance pertaining to the department and my duties – I will miss them! And everyone I came in contact with at Volunteer Services was lovely. I couldn't think of a thing to improve on. It has been a wonderful experience volunteering at WakeMed Cary. Thank you for the opportunity."

Jacqueline Roper: Volunteer Services: "I enjoyed my time there very much. I will miss everyone tremendously. My experience there was just the stepping stone I needed to begin a new career path. Thank you again for the opportunity! Keep up the good work."

Laura Spencer: Patient Services 3 West: "The Volunteer Services department and nursing staff were outstanding."

Andrew Waltersdorf: Emergency Department Back: "I enjoyed every day. Thank you for the wonderful experience. Everyone in Volunteer Services and the ED are amazing people."



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

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

Criteria:

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

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

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

Sewing Contributions

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

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

WakeMed Raleigh Campus

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

*Countless individual sewers
not associated with sewing groups*

WakeMed Cary Hospital

Apex Abiding Presence Lutheran Church
Ann Foster Workshop
Carolina Preserve Yarn Spinners
Carolina Preserve Piecemakers
Garner Senior Center
Colonial Baptist Church
Helen Kelner Workshop
Spring Arbor of Apex Workshop
St. Paul's Knitting
Windsor Point Workshop

*Countless individual sewers
not associated with sewing groups*



Welcome New Volunteers

Welcome New Volunteers

WakeMed Raleigh Campus

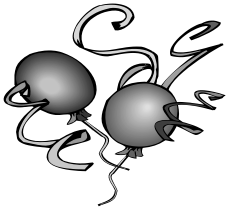
Azarael Almaguer
 Tony Beasley
 Sashi Bodavula
 Leslie Boyd
 Kimberly Boyette
 Summer Breal
 Steve Brechbiel
 Christy Burgess
 Gertrude Burse
 Kathryn Camitta
 Willmena Campbell
 Shamecia Carter
 Ashlee Clark
 David Coman
 Joan Heacox Derrig
 Madiline Desroress
 Tio Dessy
 Wendy Dixon
 Varion Dupree
 Gaye Forman
 Nikolaus Foulkrod
 Lakshmi Ganesan
 Taja Gaskins
 Hiren Gihawala
 Mary Helmink
 Selena Hernandez
 Cindy Hodge
 Janet Hoffman
 Adam Holleman
 Betty Horkey
 Colette Hudgins
 Florence Huebner
 Frederick Huebner
 Michael Jannicelli
 A'Tina Johnson
 Jay Johnson
 Vincent Joostema
 Kiara Kelly
 Elantra Kennedy
 Ji-Un Kim
 David Leake
 Sidney Lemus-Delcid
 Lillian Lipsky
 Tori Look
 Mollie Lotrecchiano

Laura Magno
 Connie Mangum
 Mari Mansfield
 Jo Ann Mara
 Sahiti Marella
 Sue Maynard
 Jessica McAninch
 Kia McCullough
 Gulnara Mitchell
 Ephraim Moges
 Christian Monroe
 Carolyn Moore
 Dinah Moore
 Karen Morgan
 Frances Navas
 Gail Owen
 Lolade Owokoniran
 Traffina Owusu
 Jeffrey Panteo
 Kristen Paynter
 Kristi Perry
 Darlyne Peterson
 Margie Pierce
 Larry Pittman
 Lynda Prediger
 Benjamin Rice
 Jasmine Riggsbee
 Marquez Robinson
 Shirley Rustin
 Claudia Sarria
 Katie Sharpe
 Heather Shaw
 Prajbot Singh
 Rajvir Singh
 Lindsay Singler
 Yasmine Sinkhada
 Supriya Sivadanam
 Nikiya Smith
 LaChalcey Staton
 Jennifer Sulinski
 Shirley Taylor
 Wanda Thomas
 Wendy Thorp
 Nicole Turner
 Courtney Walton
 Carolyn Ward
 Anthony Weeks

Robin Wendlandt
 Wolf Wendlandt
 Bonne Whitley
 Betsy Wilson
 Mozelle Wilson
 Ruth Yeomans
 Audrey Yoest

WakeMed Cary Hospital

Belinda Lea Barnhart
 Fran Blumenkrantz
 Louise Brown
 Lorraine Buccellato
 Alison Chang
 Sarah Craig
 Paula Deacy
 Eileen Dills
 Douglas Dills
 Pearl Fowler
 Myrna Gordon
 Saurabh Gupta
 Carla Hankins
 Susan King
 Grace Knechtel
 Vany Nguyen
 Lois Odom
 Eileen Okel
 Pranay Orugunta
 Calvin Parks
 Bettie Polan
 Verna Polchlopek
 Norman Singer
 Addi Smith
 Katie Stewart
 Ryan Stitt
 Betty Sundstrom
 Rupa Vummalaneni
 Joan Woodrick
 Sue Worthy



Happy Birthday!

WakeMed Raleigh Campus

February

Wendy Ashley 18
 Suheir Bannoura 15
 Martha Biggio 26
 Cameron Brown 22
 Paige Burris 14
 Kathleen Ceneskie 3
 Wanda Citero 5
 Lyndsey Fekete 5
 Inez Forte 8
 Nikolaus Foulkrod 21
 Dolores Haizlip 6
 Dorothy Kohlback 24
 Brandon Mackey 1
 Carl Martin 9
 Sev Mihajilov 12
 Lorraine Oken 12
 Andrew Panzl 16
 Richa Patel 9
 Martha Ramsey 28
 Thomas Reno 6
 Juana Rodriguez 11
 Anil Samuel 8
 Jasmine Sinkhada 8
 Rebecca Spann 9
 Mary Jo Stikeleather 15
 Helina Tedla 4
 Marilyn Tshipis 25
 Georgette Watson 12
 Theda Woodlief 6
 Ann Wyker 24

March

Elaine Allen 2
 Marlene Anthony 6
 Robert Baker 9
 Tony Beasley 17
 Marion Boissiere 3
 Virginia Brogden 16
 Mildred Chavis 19
 Cameron Cobb 17
 Deborah Coccarelli 24
 Armando Contreras 18
 Anna Courtney 20
 Martha Daniel 11
 Paul Fausneacht 23
 Robert Gelinias 9
 Hiren Gihawala 2
 Brent Goforth 17

Kay Green 24
 Katrina Harris 16
 Vickie Higgins 30
 Janet Hoffman 25
 Angela Hubbard 20
 Deloris Johnson 18
 Ben Keator 18
 Timothy Lee 28
 Tori Look 2
 Linda Lovell 23
 Savannah Powers 19
 Katrina Rankin 19
 Marcie Reinhard 9
 Henri Rembert 10
 Denise Rohr 2
 Samuel Rosenberg 19
 Lorraine Shapcott 18
 Katie Sharpe 9
 Stacy Smith 8
 Kadie Summerlin 19
 Eileen Ugorcak 26
 Rebecca Vences 2
 Anne White 11
 Elizabeth Williams 25
 Jeanne Williams 19
 Maria Woodson 11

WakeMed Cary Hospital

February

Susan Alvey 25
 Davin Arroyo 24
 Balaji Ayyappan 3
 Tandra Burson 22
 Mary Campbell 25
 Lauren Connelly 24
 Barbara Copperwheat 20
 Elizabeth Cox 1
 Shelby Credle 12
 Dave Davenport 18
 Irina Dayal 23
 Charles Evans 19
 Robert Flederbach 25
 Carla Hankins 8
 Gina Harry 22
 Glenda Jensen 22
 Marjorie Johnson 1
 Anne Joyner 5
 DeJane Kerr 24
 Robert McAllister 28
 Ruth Miller 5

Eileen Okel 26
 Kathleen O'Sullivan 11
 Madhu Ramanan 9
 Susan ReCorr 19
 Rita Schroder 7
 Virginia Simmons 26
 Laurie Tester 3
 Keisha Tharpe 27
 Vivian Vo 23
 Eloise Walker 11

March

Ruth Allbert 12
 Debbie Barfield 15
 Belinda Lea Barnhart 30
 Paula Bennett 8
 Anna Bonner 3
 Lorraine Buccellato 14
 Hazel Byrd 18
 Michael Cartwright 9
 Jackie Clements 5
 Alexander Credle 24
 Kathleen DeFrancesco 21
 Sue DeKeyser 12
 Patricia Delcogliano 17
 Hazel Dickey 5
 Shirley Dunn 12
 Barbara Farber 18
 Tazeen Farooque 20
 Bob Gelinias 9
 Madeline Hamady 14
 Anne Hayes 21
 Aatiqah Khalid 9
 Mary Martin 10
 Marilyn Mitchell 19
 Margaret Pardon 7
 Bailey Plymyer 2
 Bettie Polan 9
 Sanjana Prabhu 24
 Aditi Senthilnathan 3
 Toby Sue Shaw 20
 Anushree Singh 13
 Kay Taylor 26
 Carson Tester 18
 Beth Turner 14
 Rupa Vummalaneni 9
 Cindy Ware 18
 LaRue Wayne 9
 Avery Young 5

Thanks for Your Donations

WakeMed Cary Hospital

Lesley Hyman—Beanie Babies
Marie Port - Magazine Subscription
Marlene Yarborough - Magazines

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Linda Cuthrell
Emily Van Schagan
JoAnn Vaughn

WakeMed Cary Hospital

Pat Dorry
Roberta Foster
Lee Lowell
Ida Williams

Our Condolences To

WakeMed Raleigh Campus

Carl Martin—Loss of family member
Sally Perdue—Loss of family member

WakeMed Cary Campus

Davin Arroyo – Loss of family member
Diane Boyer – Loss of family member
Roberta Foster – Loss of family member
Sandy Klootwyk – Loss of family member
Margo Totten – Loss of family member

Congratulations

WakeMed Cary Hospital

Mike & Sue Schuler - 43rd
wedding anniversary on
December 30, 2010



PLACEMENT OPPORTUNITIES

WakeMed Raleigh Campus

Guest Ambassador:

If you can spare an additional 2 – 4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!
Monday – Friday, 8 am – 8 pm or Saturday/
Sunday, 11 am-5 pm, 2 – 4 hour shifts.

Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

Heart Center Inn:

Monday- Friday, 8 am – 11 am; Saturdays –
Sundays, 3 pm – 7 pm

Volunteers interact with all customers in the Heart Center Inn. Lend support by caring for families and visitors, answer phones and give directions. Great interpersonal skills a must.

Intensive Care Units: NCCU, STICU, MICU

Saturday – Sunday, 2 – 4 hour shifts, 8 am –
1 pm

Assist nursing staff by admitting families to the nursing unit as well as carrying out non-medical duties such as answering phone, stocking supplies, running errands, and seeing to the comfort needs of patients.

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

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

Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

Patient Services:

Sunday – Saturday: 8 am – 8 pm; 2 – 4 hour
shifts

Volunteers provide additional attention and comfort to patients and assist the nursing staff in carrying out non-medical duties. Clerical duties include running errands, filing and stocking supplies. Ability to work independently and as a team member. Excellent human relations skills.

The Ronald McDonald Family Room :

Sunday – Saturday: 9 am – 9 pm, 3 hour
shifts

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

Sewing Individuals and Groups

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

WakeMed Cary Hospital

Atrium Ambassador

Thursday, 8 am – 12 pm

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

Day Surgery Information Desk

Monday, 12 pm – 4 pm

Volunteer work alongside staff to deliver excellent customer service to patients, families and visitors presenting at Day Surgery desk. Duties include but are not limited to answering phones, chart collation, providing directions, assisting with registration process.

ED Back

Sunday, 8 am – 10 am

Volunteers assist staff by with non-medical duties which include stocking supplies, running errands, attending to comfort needs of families and patients, cleaning stretchers and occasional assist with patient transport.

Friendly Face Cart

Flexible Scheduling

Volunteers visit room to room to offer magazines or other diversional material to patients and/or families. Also stocks and straightens reading materials in waiting rooms.

Information Desk – Woman's Pavilion & Birthplace

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

Patient Relations Ambassador

Mondays, 9 am – 12 pm and 1 pm – 4 pm

Volunteers enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly.

Cardiac Rehab – Kraft Family YMCA (New Placement Opportunity)

Monday, Wednesday and Friday, 6:45 am –
9:30 am

Beginning in February, WakeMed will begin offering cardiac rehab classes at Kraft Family YMCA. Volunteers are needed to assist with class set up and greet participants. Under the direction of the exercise specialist and nurse, duties will also include assisting patients with their individualized exercise program and cool down, clean up and data entry into a specialized medical record.

Substitutes

Volunteers needed to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas include:

- Information Desk (Main Atrium)
- Patient Relations Ambassador
- Atrium Ambassador
- ED Liaison
- Tea Cozies

Volunteer Orientation

WakeMed Raleigh Campus

Monday, February 7, 2011

Conference Dining Room, 5:30 pm - 8:30 pm

Wednesday, February 16, 2011

Conference Dining Room, 9:30 am - 12:30 pm

Monday, March 7, 2011

Conference Dining Room, 5:30 pm - 8:30 pm

Wednesday, March 16, 2011

Conference Dining Room, 1:00 pm - 4:00 pm

WakeMed Cary Hospital

Thursday, February 3, 2011

Conference Center, 5:30 pm - 9 pm

Tuesday, February 15, 2011

Conference Center, 8:30 am - 12 pm

Thursday, March 3, 2011

Conference Center, 5:30 pm - 9 pm

Tuesday, March 15, 2011

Conference Center, 8:30 am - 12 pm

Tour Dates

WakeMed Raleigh Campus

Thursday, February 10, 2011

Main Entrance Lobby, 6 pm - 7:30 pm

Tuesday, February 15, 2011

Volunteer Services, 1 pm - 2:30 pm

Thursday, March 10, 2011

Main Entrance Lobby, 6 pm - 7:30 pm

Tuesday, March 15, 2011

Volunteer Services, 1 pm - 2:30 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

Monday, February 7, 2011

Volunteer Services, 7 pm

Thursday, February 17, 2011

Volunteer Services, 10 am

Monday, March 7, 2011

Volunteer Services, 7 pm

Thursday, March 17, 2011

Volunteer Services, 10 am

To register, please call 919-350-2363

Calendar of Events

WakeMed Raleigh Campus

Health Careers Pathfinders

Monday, January 24, 2011

Conference Dining 5:30 pm - 6:45 pm

Volunteer Board Meeting

Tuesday, February 8, 2011

Conference Dining 10 am - 12 pm

Uniforms 2U

Wednesday, February 9, 2011

Andrews Center Rooms 1 & 2

7 am - 4 pm

Volunteer help is needed

Please call 919-350-8293 to sign up.

WakeMed Cary Hospital

Heart Saver Class

Tuesday, March 15, 2011

Cary Conference Center 1 pm to 4 pm

Please call 919-350-2409 to register.

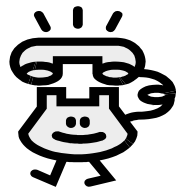
If you would like for us to add your special remembrance, anniversary, births, etc., please call your Volunteer Services department.

WakeMed Cary Hospital

919-350-2363

WakeMed Raleigh Campus

919-350-8293



NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, former Nursing manager of 3C Urology/Renal/Cardiology at WakeMed Raleigh Campus. **The Volunteers at WakeMed Raleigh Campus** have administered this fund since 1991. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

Donor Name _____

Donor Address _____

AMOUNT OF DONATION: _____ In Memory/Honor of: _____

Acknowledgement to be sent to: NAME: _____

ADDRESS: _____

Please make your check payable to: The Volunteers at WakeMed Raleigh Campus

Mail to: The Volunteers at WakeMed Raleigh Campus

Attn. Susan Hester, CHVM

Director, Community Services

WakeMed Health & Hospitals , 3000 New Bern Avenue , Raleigh, NC 27610

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

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 WakeMed Cary Hospital.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name _____

Donor Address _____

AMOUNT OF DONATION: _____ In Memory/Honor of: _____

Acknowledgement 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

Attn. Susan Hester, CHVM

Director, Community Services

WakeMed Health & Hospitals , 1900 Kildaire Farm Road, Cary, NC 27618

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 . E-mail is an eco-friendly and efficient method of communication!

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

KEEP MAILING ME THE HEARTBEAT!

If you prefer to receive the volunteer newsletter by mail, please complete the form below and return to your Volunteer Services department .

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

Name

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

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



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