

# SPECIAL EDITION

## Heartbeat

November 2009



***This issue of Heartbeat is dedicated to all WakeMed FY09 volunteers. We celebrate you and thank you for all your support.***

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### Volunteer Services Metrics FY09 Annual Report

	Raleigh Campus	Cary Hospital	Totals
<b>Outcome Metrics</b>			
Total volunteer hours contributed	60,464	52,491	112,955
Individuals participating in programs	656	541	1,197
Average # volunteers per month	307	262	569
FTE equivalent	29.64	20.52	50.16
Salary equivalent Independent Sector National	\$1,179,658	\$1,024,104	\$2,203,762
Salary equivalent Independent Sector State	\$1,036,357	\$899,700	\$1,936,057
Salary equivalent WakeMed S09 2nd quartile	\$798,733	\$693,409	\$1,492,142
Funds raised by Volunteer organizations	\$37,722	\$26,113	\$63,835
Funds contributed by Volunteer organizations	\$44,775	\$38,982	\$83,757
Adult Volunteer satisfaction annual survey results	96.35%	94.07%	95.21%
average of 12 key attributes. Strongly Agree+Agree			
<b>Operations Metrics</b>			
College students participating in programs	138	44	182
Number of colleges represented	23	11	28
Volunteers employed by WakeMed	6	2	8
Candidates interviewed	448	289	737
New volunteers completing placement processes	353	244	597
Volunteers oriented: initial and annual	487	390	877
Special projects completed	27	0	27
Active department based placements	86	54	140

	<b>Raleigh Campus</b>	<b>Cary Hospital</b>	<b>Totals</b>
<b>Operations Metrics</b>			
Systemwide placements (mail/flowers, transport)	9	6	15
Departments served	72	40	112
Hospitality Pets teams active	19	19	38
Hospitality Pets visits to patients	3,768	2,364	6,132
Evaluations/adult: distributed to departments	214	195	409
% Evaluations/adult: completed	100%	100%	100%
Evaluations/juniors: distributed to departments	80	20	100
% Evaluations/juniors: completed	100%	100%	100%
Patient Relations Ambassador Visits	3,969	1,249	5,218

**The Volunteers at WakeMed Raleigh Campus  
Fiscal Year 2009 President's Report**

### Volunteer Hours

During fiscal year 2008-2009, The Volunteers at WakeMed Raleigh Campus have contributed significant time and talent to support patients, families and staff at WakeMed. Accomplishments have included:

Total Volunteer Hours contributed:	60,464
Adult Programs	41,765
Junior Volunteers	2,170.25
Sewing Individuals/groups	16,528.75
Individuals participating in programs:	656
College Students participating in programs:	137
FTE equivalent:	29.64
Placement Areas	81

Volunteers have been recruited this year through word of mouth, speaking engagements, an ad in the News & Observer, weekly newspaper volunteer advertisements sections, and online services. Over 368 new volunteers have been interviewed and placed this fiscal year

### Fundraising Activities

Vendor Sales: Linen, Jewelry, Uniform, and Cookware sales netted: \$30,326.61

Infant Photo Contract: The Volunteers received \$ 6,329 from the infant photo contract.

An IBM gift of a Young Explorer Computer station valued at \$2,149 was received on behalf of retired IBM volunteer Jim Ford. Any IBM retiree can apply to the IBM Community Grants program for cash or equipment support.

## **Campus Special Projects and Donations**

WakeMed Foundation: Made a \$5,000 Society of 1961 membership donation that will support the Just for Kids Campaign.

Melissa Brown Memorial Nursing Education Loan Fund: This year-round program provides an opportunity to provide monetary support to individuals who have been accepted into a North Carolina nursing school. Funds are raised via the Brown family annual letter, donations via *Heartbeat* and general donations. The Melissa Brown Memorial Educational Loan Fund Committee awarded \$3,000 in new loans this year. Since 1992 37 individuals have received loans totaling in excess of \$66,600.

Spanish Magazine Subscriptions: \$757.12 was donated for subscriptions for Spanish magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

Huggables/ Hats/ Quilts: In FY 2009, hundreds of huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, premie booties, premie caps, baby gowns and more were completed. These gifts are distributed via the Friendly Face Cart and by staff. Volunteers and friends in the community contributed 16,528.75 hours of knitting, crocheting, sewing, quilting, and stuffing to make these projects successful.

Teaching Lifestyle Choices (TLC): Funds were provided to support the Healthy Balance initiatives that have been developed for WakeMed and for the community. \$2,050 has been designated for education and for tools to encourage healthy eating choices and an active lifestyle.

Healthy Lifestyles: Cardiac Rehab Scholarships: \$1,654.50 in scholarships has been awarded to cardiac patients. These individuals have been identified by HealthWorks staff as qualifying for financial support, and who otherwise would not be able to complete a key part of the recovery from a cardiac episode. The classes include education about nutrition and exercise, exercise classes, and more.

Critical Care Waiting Room: \$1,770.35 to support purchase of television and equipment for families waiting in the Critical Care Waiting Room.

Diversity & Inclusion: \$3,000 to purchase buttons to support cultural diversity and awareness throughout WakeMed.

Wound Care Facility: \$500 to purchase diversionary materials (DVDs) for patients to watch while receiving care in the hyperbaric chamber.

WakeMed Zebulon Skilled Care Nursing Facility: A \$1,000 donation was made to support patients who need clothing and shoes for exercise programs.

Pediatric Support: In FY 2009, funds were provided to the Children's Emergency Department, Special Infant Care Clinic, Surgical Services, and 4C Pediatrics. Funds were provided for iPods, docking station, headphone covers and iTunes cards for the Children's Emergency Department Pain Management initiative; 4A & B Solarium Children's furniture; "Hypo Pack" (Pediatric Diabetes Teaching), special seasonal events such as Parent's Time Together in the NICU, and on 4C.

Toiletries: This program provided \$1,500 to purchase toiletries for emergency and immediate need patients. These basics include deodorant, toothbrushes, toothpaste, combs, and shaving cream.

Baby Packet Supplies: \$2,675.67 was spent for onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B could give in immediate need new moms some newborn gifts and supplies at discharge.

Reach Out and Read (ROR): \$4,000 was donated for the purchase of new books to be distributed to patients ages 6 months to 5 years who are seen in the WakeMed Faculty Physicians Pediatric Clinics. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Sewing Materials: \$1,000 was designated for the purchase of sewing supplies to support the groups and individuals who donate handmade items to WakeMed patients.

#### **Awards:**

Ben Citero was one of the 2009 City of Raleigh Retired Senior Volunteer Program (RSVP) Unsung Hero Award Nominees. Ben was recognized for the time and effort he has given to the Chart/Project Room, fundraisers, blood drives, and as RSVP liaison.

#### **Community Outreach**

These activities give The Volunteers an opportunity to promote WakeMed, WakeMed Raleigh Campus, and Volunteer Services as well as to provide healthcare education information to the residents of Wake County. Events supported by The Volunteers included the WakeMed High School Health Careers Expo. Volunteers were given the opportunity to participate with WakeMed in their Kids Kampaign.

#### **Medical Explorers**

The Volunteers at WakeMed Raleigh Campus through, a partnership with the Boy Scouts of America, sponsor Medical Explorer Post 10. The Post is open to students 14 – 20 years old. Over 30 of our future health caregivers enjoyed speakers from and tours of WakeMed. This year's Post received the Quality Unit Award.

#### **Bloodmobiles**

The Volunteers at WakeMed Raleigh Campus sponsored a two-day Bloodmobiles in March 2009 and September 2009. A total of 524 productive pints were collected.

#### **Notes of additional interest**

- In May the 4th Annual Hospitality Pets Social was held at Millbrook Exchange Park to honor our four-legged volunteers and their masters/mistresses. There are 25 active teams. Hospitality Pets partnered with the YMCA through the Camp Grace program for special needs children.
- The Junior Volunteer Summer Program included 45 active teenagers.
- The Performance Improvement Committee completed reviewing and updating the volunteer application process.

I thank you for giving me the opportunity to serve as President of the Volunteer Board this year. It has been truly exciting to work with such a vital group of volunteers. Your dedication and enthusiasm are behind every single accomplishment listed in this report.

I feel privileged to have worked with such a fine group as the members of the Volunteer Board and appreciate their cooperation and generous spirit, which have enabled us to accomplish so much.

I would like to especially thank the Volunteer Services staff for their help and support this year, as well as their service to all the volunteers. We are truly blessed with Susan Hester, the Director of Community Services, Marie Johnson, Manager, Volunteer/Community Services, and Jackie Kennedy, Departmental Secretary.

Respectfully submitted,

Ann Wyker, President  
The Volunteers at WakeMed Raleigh Campus

**Annual Report  
The Volunteers of WakeMed Cary Hospital  
Fiscal Year 2009**

**Volunteer Service Hours and Value**

In 2009, 541 active volunteers worked 52,491.25 hours. This is equivalent to an average of over 20.52 full-time employees working each month at the hospital or an equivalent of 309 full time employees over the course of the year. The value of hours volunteered this year at WakeMed Cary Hospital was \$1,024,104.

**Annual Financial Report**

Our cash balance at the end of September was \$26,375.

**Fundraising Activities**

Blossoms for Life, a year-round giving and fundraising program, was chaired this past year by Pam Ayars. Blossoms provides an opportunity to honor or memorialize a friend or family member through a donation to The Volunteers at WakeMed Cary Hospital. The ongoing campaign has raised \$1,326 in the period of October 2008 through September 2009.

**Annual Golf Outing**

The largest fundraiser managed by The Volunteers at WakeMed Cary Hospital each year is the annual golf outing. In October 2008, our 10<sup>th</sup> annual golf outing was held at Bentwinds Golf and Country Club with 128 golfers participating. Susan Alvey, chairperson, and her hardworking committee raised over \$15,000 with support from golfers, hole sponsors, major sponsorships and the sale of raffle tickets and mulligans.

**Vendor Sales**

The Volunteers has hosted three vendor sales to date this fiscal year

Reg & Company jewelry sale on December 3, 2008 netted \$1,493.72

Uniforms 2U2 sale on April 7, 2009 netted \$2,909.19

Infinite Entertainment electronics sale on June 5, 2009 netted \$1,427.12

Uniforms 2U2 sale on September 30, 2009 netted \$2,800.98

**Infant Photo Contract**

To date The Volunteers have received \$3,888 in revenues from sales of baby photos to new parents and grandparents.

These special fundraising events and other sources of income produced a total of \$26,113.06 in revenue for the organization over the past fiscal year.

**Special Projects and Donations**

WakeMed Foundation – One payment of \$5,000 has been made towards our \$20,000 pledge to the Just for Kids Kampaign.

WakeMed Foundation (Society of 1961) - A membership donation of \$2,500 was made in support of the *Society of 1961*.

Rainbow Fund - In 2009, medications were provided to immediate-need children and adults who were not in a position to pay for the initial prescription. Our annual fundraising events sustain this project. This year The Volunteers' contribution to the Rainbow Fund has totaled \$21,080, including support from Raleigh (Cary offices) Medical Group and the 2008 Medical Explorer Post #11.

Toiletries - The Volunteers designated \$500, of which \$264.73 has been spent to purchase toiletries for emergency admissions and patients in need.

Volunteer Health Screening Event - On April 30, 2009, the volunteer board in partnership with Public Relations, Cardiovascular Testing, Radiology and the Lion's Club Vision Van held a health screening day for in-house volunteers. Participating individuals including physicians and staff from Cary Hospital, Apex Healthplex, Clayton Medical Park and Corporate donated time, space, equipment and expertise needed to hold this event in celebration of our volunteers. The Board designated \$700 to offset the cost of some of the supplies needed for the event and healthy snacks for participants. A special thank you to Christopher Fleming, M.D. and Christopher Rusinek, M.D., for providing eye screening and glaucoma consults and Joshua Macomber, M.D., for providing vascular consults.

#### Other Funding Support

- |   |                    |
|---|--------------------|
| • Cary Lab Project                                | \$2,102.87         |
| • WakeMed Fuquay-Varina (SNF), Recreation Therapy | \$1,000 (budgeted) |
| • Tea for the Soul                                | \$1,177.90         |

#### **Community Outreach**

Huggables/Hats/Quilts - Diane Boyer chaired the Huggables project and acted as liaison between The Volunteers at WakeMed Cary Hospital and our Sewing volunteers. Year-end there have been 2,901 huggables completed. Since the project began there have been more than 32,382 dolls completed. 3,194 baby hats have been completed during this year, making the program total since inception 16,270. Our volunteers and friends in the community have contributed 22,023.75 hours of knitting, crocheting, sewing, quilting and stuffing this year.

#### **In-House Volunteer Activity**

Student Volunteers - Over the course of the 2009 fiscal year, we had 53 Junior Volunteers and 45 college students rotate through our programs.

Hospitality Pets Program – The pet visitation program has continued to grow at WakeMed Cary Hospital. This year we had 18 teams who made over 1,960 visits to 2 East, 2West, 3 West, ICU, Neuro Rehab Care and WakeMed Fuquay-Varina.

Respectfully submitted,

Pat Quick, President  
The Volunteers at WakeMed Cary Hospital

**Thank You**

**WakeMed Management and Placement Contact Staff**

You returned 100% of all eligible volunteer evaluations, a historic milestone. Your recognition of and feedback to volunteers is critical!

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED RALEIGH CAMPUS  
OCTOBER 2008-SEPTEMBER 2009**

**8,500 Hour Pin**

Earlene Troublefield

**5,500 Hour Pin**

Lorraine Oken

**5,000 Hour Pin**Vera Heybroek  
Rena Hunter**4,500 Hour Pin**

Lorraine Shapcott

**3,500 Hour Pin**Attealia Porter  
Elsie Potter**3,000 Hour Pin**Peggy Eberhart  
Bob Riordan  
Thelma Shedrick  
Elizabeth Williams**2,500 Hour Pin**Margaret Farris  
Mildred Morrison  
Josiah Whitehead**2,000 Hour Pin**Genevieve Layman  
Lilian Sauerwein**1,500 Hour Pin**Helen Aubrey  
Lita Barr  
Reid Craft  
Pearl Cunningham  
Marjorie Kalcinski  
Charlotte Luke  
Georgetta Paskoff  
Robert Wertis  
\**1,000 Hour Pin**Wade Burnette  
Mickey Gault

Florence Grummer

Rosemary Kenny  
Wendy LammJoan Melroy  
Helen Murdock  
Eleanor Reichert  
Helen Tommola  
Ann Wyker**900 Hour Pin**Donna Lamm  
Charlotte Montillo**800 Hour Pin**Sharon Ellico  
Shirley Harkess  
Bonnie Smith**700 Hour Pin**Elaine Allen  
Robert Baker  
Frank Johnson  
Timothy Lee  
Carolyn LaRue  
Linda Lovell  
Jesse Murphrey  
Tony Williams  
Barbara Yu**600 Hour Pin**Virginia Brogden  
Kay Green  
Elaine Hoffman  
Mary Hinton  
Connie Jones  
Angela Luddy  
Hilda McCullers  
Martha Ramsey  
Eileen Ugorcak**500 Hour Pin**Rita Bonville  
Betty Costello  
Mary Di-Franciso  
Michelle GlaweDavid Raper  
Marilyn Tsipis  
Nirsa Wycha**400 Hour Pin**Tyrone Allen  
Deborah Atkinson Nikkia  
Barnette  
Martha Biggio  
Elizabeth Dyer  
Barbara Gutknecht  
Donna King  
Jean Koon  
Juanita Lesley  
Ruth Maupin  
Jim Miller  
Marcie Reinhard  
Samuel Rosenberg  
Corlita Sivera  
Matthew Smith  
Sandra Sosne  
Ann Trochum  
Bella Vasseur  
Jeanette Wakefield**300 Hour Pin**Gina Abrams  
Barbara Apelian  
Phoebe Crofts  
Elgie Dudley  
Carolyn Duncan  
Donald Gibbons  
Jon-David Gormley  
Sarah Hodges  
Carol Jeffreys  
Ellen Kissiah  
Frances Mercer  
Dung Nguyen  
Lucille Peltier  
Priscilla Ruskay  
Hemalatha Shekar  
Kathy Weischedel

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED RALEIGH CAMPUS  
OCTOBER 2008-SEPTEMBER 2009**

**200 Hour Pin**

Carole Acquesta  
Sotera Agivolassitis  
Florence Bercek  
Suzanne Brown  
Rose Cromartie  
Walter Davis  
Demetra Dixson  
Laurie Eckenrode  
Jean Everett  
Peg Fuchs  
Alma Garcia  
Jean Ginocchio  
Laresse Griffin  
Bobby Harrison  
Betty Horky  
Israel Janovich  
Joann Jones  
Monica Kobelinski  
Mary Levesque  
Jean Mayak  
Michael Mulvihill  
Ellen Plumblee  
Karen Wiggins  
Gertrud Wren  
Hope Yarbrough

**100 Hour Pin**

John Agurs  
John Bardin  
Roy Beasley  
Kristin Bennett  
Lauren Bridgers  
Sarah Compton  
Claire Cote

Sandy Cowdin  
Allen Craft  
Madeline Desrosiers  
Cindy Dickens  
Willie Gilbert  
Adrienne Harvey  
Evelyn Hinton  
Diana Hughes  
Nicole Hunter  
Julie Josey  
Heibg Jebdrucj  
Margaret Lamoreaux  
Amanda Leach  
Rose Locklear  
Timothy Martin  
Elaine McLeod  
Abigail Murnick  
Bernice Parker  
Sheryl Pasko-Michaud  
Tamika Perry  
Sara Pierson  
Michelle Portee  
Angela Sanders  
Victor Saxena  
Sheila Skinner  
Aileen Swaiti  
Michael Sykes  
Treva Thompson  
Victor Tolomei  
Diana Turner  
Tamara Richert  
Meredith Whiteley  
Ethel Wojeichouski  
Amy Wolfe

**50 Hour Pin**

Sunisha Barbee  
Sandra Beltrao  
Jennifer Booe  
Jennifer Braglin  
Janaye Bryant  
Donna Calkins  
Simone Chambers  
Emily Chesson  
MaryLou Ferguson  
Beth Garrison  
Schmett Jones  
Robert Keely  
Octavious Leake  
Jinovan Longa  
Navatha Manda  
Mary McLean  
Gisella Medina  
Vsevolod Mihajlov  
Kathy Moynahan  
Jayne Pyiet  
Thomas Reno  
Iradell Sanders  
Leigh Stallings  
Jaclyn Sumner  
Cathy Walker  
Emily Watkins  
Louise Wurst

**Thank you to every volunteer!**

The total hours contributed in 2009 broke all records for WakeMed volunteer service hours.  
A system total of 112,955 hours.



**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED CARY HOSPITAL  
OCTOBER 2008– SEPTEMBER 2009**

**9,300 HOURS**

Pam Ayars

**8,600 HOURS**

Joan Carson

**8,300 HOURS**

David Greybill

**5,800 HOURS**

Mary Poteat

**5,400 HOURS**

Blair Hatcher

**4,500 HOURS**

Pat Dorry

**4,400 HOURS**

Philippa Hertrick

**4,200 HOURS**

Frances Keener

**4,000 HOURS**

Madeline Hamady

**3,900 HOURS**

Janice Dunning

Drew Smith

**3,600 HOURS**

Betty Beaman

**3,400 HOURS**

Diane Boyer

**3,200 HOURS**

Claire Katz

Edith Rothschild

**3,000 HOURS**

Beverly Williams

**2,900 HOURS**

Ruth Cornwell

Al Port

Ann Rush

**2,800 HOURS**

Ruth Allbert

Martha Etzel

Barbara Gribble

**2,700 HOURS**

Patricia Hyman

**2,600 HOURS**

Vivian Collins

**2,500 HOURS**

Charles Evans

Nancy Tombaugh

Ruth Taresco

**2,400 HOURS**

Diane Glennon

Ann Foster

Jean Sessler

**2,100 HOURS**

Betty Peck

**2,000 HOURS**

Mary Price

**1,900 HOURS**

Janet Kretzschmar

**1,800 HOURS**

Jackie Clements

Robert Flederbach

Tina Smith

**1,700 HOURS**

Mary Chapman

**1,600 HOURS**

Anne Joyner

Lee Lowell

**1,500 HOURS**

Susan Alvey

Timothy Shoriak

Beth Turner

**1,300 HOURS**

Jean Fox

Claire Mersch

Judy Millar

**1,200 HOURS**

Regina Brest

Charles, Tabbi

Linda Tuffey

**1,100 HOURS**

Edith Fleming

Jean Lipary

Kathleen O'Sullivan

**1,000 HOURS**

Sandra Klootwyk

Nan Miles

Georgetta Paskoff

Ashok Patel

**900 HOURS**

Ruth Blaine

Wilma Caldwell

Norman Hankala

Barbara Williams

**800 HOURS**

Cliff Altobellis

Ann Early

Tammy Lamey

Constance Sinha

Brenda Stutts

**700 HOURS**

Ruth Miller

Tina Seagroves

Edgar Stacy

Sharon Thompson

Peter Walker

LaRue, Wayne

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED CARY HOSPITAL  
OCTOBER 2008– SEPTEMBER 2009**

**600 HOURS**

Davin Arroyo  
Helen Chang-Tsui  
Janice Charlton  
Denise Galloway  
Orly Margolis  
Annah Michaux  
Ellen Onofrio  
Sharon Rodney  
Dorothy Strickland

**500 HOURS**

Pat Anderson  
Anne Andrew  
Mary Burrus  
Joe Esmond  
Harry Kincaid  
Melody Mangum  
Jerome Mersch  
Angela Reppert

**400 HOURS**

Sharon Cazzolla  
Gunther Linde  
Marian Lucas  
Sharon Mills  
Patricia Quick  
Madhavi Rao  
Kathy Rembrandt  
Michael Schuler  
Sally Tiller  
Katie Warren

**300 HOURS**

Joe Boggs  
Barbara Copperwheat  
Barbara Hall  
Barbara Harrington  
Gina Harry  
Sue Hawley  
Henry Jessup  
Dana Managan  
Patricia Perkins  
Madhu Ramanan  
Judith Rea  
Della Staub

**200 HOURS**

Tandra Burson  
Mayrene Castleberry  
Mary Jo Cercy  
Donna Doherty  
Shelita Ellis  
Kevin Gaffney  
Stacey Gibbs  
Glenda Jensen  
Gretchen Jensen  
Marjorie Johnson  
Robert McAllister  
Mary Mitchum  
Susan ReCorr  
Jane Warner

**100 HOURS**

Robert Bird  
Sherry Bunce  
April Compeau  
Gloria Crutchfield  
Dave Davenport  
Henny Dowd  
Maria Durango  
Lori Greenstein  
Judy Hayes  
Alison MacLennan  
Joan Morelen  
Ann Mullin  
Minh Nguyen  
Rachel Polsky  
Nicola Smithers  
JoAnne Stella  
Steve Stockstill  
Tatiana Thema  
Olga Tkachenko  
Eileen Tschopp  
Azania Williams

**50 HOURS**

Joel Ali  
Tatsiana Astapka  
Deborah Atkinson  
Jeanette Castro  
Loretta Consiglio  
Karen Crosswell  
Rhett Davis  
Mona Eltaraboulsi  
Sarah Enteen  
Emily Evans  
Rupande Gondalia  
Jeanette Hamm  
Donna Holder  
Nathalie Martin  
Cheryle May  
Sara Niazi  
Shreyas Patel  
Melvin Perkins  
Lindsey Potts  
William Pugliese  
Anuyuga Sampathkumar  
James Schultz  
Rohini Vannikumar  
Patricia Verrigni  
Yvonne Vickery  
Eloise Walker  
Andrew Waltersdorf  
Brenda Yarbrough



# TOP AWARD RECIPIENTS



Lorraine Oken - Raleigh Campus, 5,500 hour



Rena Hunter - Raleigh Campus, 5,000 hour



Earlene Troublefield - Raleigh Campus, 8,500 hour



Vera Heybroek - Raleigh Campus, 5,000 hour



Pam Ayars - Cary Hospital, 9,300 hour



David Greybill - Cary Hospital, 8,300 hour



Joan Carson - Cary Hospital, 8,600 hour



# Volunteer Contributions by Placement Area

## WakeMed Raleigh Campus

Administrative Student Learner	179.50	Obs 1, 2, 3	79.00
BCBS-Patient Financial Service	2096	Occupational Health	271.50
Bloodmobile	41.25	Orientation	1212.00
Case Management-Office Support	38.00	PT Acute Rehab	20.00
Charts/Special Projects	1508.75	PT Rehab	439.25
Children's Diabetes	37.00	Patient Relations Volunteer	1784.50
Children's ED	1520.50	Pediatrics	771.00
Clinical Analysis	14.00	Pharmacy	457.50
Critical Care Waiting Room	3680.25	Procurement Services	173.00
Day Surgery	655.75	Pt. Access	311.75
Dental Clinic	18.50	Pt. Financial Services	348.25
Dietary Aide	1005.25	Pt. Serv. Zebulon	375.50
ED-front	530.25	Pt. Serv. 3A Cardiology	98.25
ED-back	81.75	Pt. Serv. 3B Cardiology	86.00
ESI Volunteer	59.50	Pt. Serv. 3C Urology	26.00
Environmental Services	900.50	Pt. Serv. 4ABMother/Baby	17.00
Flower/Email-A-Patient	703.25	Pt. Serv. 5A	567.00
Foundation Liaison	24.00	Pt. Serv. 5C	281.50
Friendly Face Cart	592.50	Pt. Serv. 6B Ortho	54.00
Fundraising	105.25	Pt. Serv. Office Support Clayton	27.25
Guest Ambassador	320.75	Pt. Serv. Office Support Fuquay	701.00
HCOA Waiting Area	558.00	Radiology Support	216.75
Hearing Screening	923.25	Radiology/MRI	59.00
Hospitality Pets	666.75	Reach Out and Read	91.00
Human Resources	602.00	Rehab: Admin/Main Desk	261.50
Infection Control	47.75	Rehab: Healthpark: Fitness	157.00
Information Services	463.75	Rehab: Healthpark Admin Vol	251.00
Information Services-ED	29.50	Rehab: Healthpark Cardiac Rehab	1048.00
Int. Care: NICU	96.50	Rehab: Nursing 2C&D	756.50
Junior Placements	325.25	Rehab: Speech	33.00
Kidworks/Little Pros	7391.25	Rehab: Tap Volunteer	1206.75
Lactation Support	15.00	Rehab: Therapeutic Recreation	709.00
Lap Parent	738.00	Rehab: Transport/Visitation	20.50
Mail	732.25	Rehab: Wake Forest Rd Outpatient	172.50
Med Expl Post Advisor	98.00	Retail Svc/Gift Shop	330.50
Medical Records	155.50	Spiritual Care Volunteer	140.00
Medical Records/Transcription	17.00	Staff Dev & Training	173.50
Medical Simulation Volunteer	28.00	Surgical Services	436.75
Milk Bank	262.00	Tour Guide – Vol. Services	26.00
Nutrition Services	35.25	Trauma Service – MOB	328.25
OT Rehab	156.00	Volunteer Board	328.25


# Volunteer Contributions by Placement Area

WakeMed Raleigh Campus continued.....

Volunteer Services	1029.00
WMFP OB-GYN	18.00
WMN Day Surgery	67.50
WMN ED	753.50
WMN Imaging Services	32.00
YMCA-PT	32.00
Sewing	16138.50

## WakeMed Cary Hospital

Apex HealthPlex ED	7.00	Occupational Health	99.00
Atrium Ambassador	212.75	Operative Services	25.00
Cardio/Endo Greeter	674.00	Observation Unit	299.00
Cardio Patient Escort	170.00	PACU	534.25
Diabetes Management	108.50	Patient Registration	805.75
Day Surgery (back)	2682.75	Hospitality Pet Program	587.25
Day Surgery Information	570.75	Pt. Fin. Svcs.	448.50
Day Surgery Liaison	461.25	Pharmacy	35.00
ED Back	2012.75	Patient Services Fuquay	655.00
ED Liaison	2688.25	Pt Relations	381.00
Endoscopy	801.75	Radiology Tech Assist	136.25
Food Services	33.75	Radiology Patient Escort	746.00
Fundraising Event	396.25	Radiology-Mammography	419.75
Gift Shop	2901.75	Rehab Services Fuquay	240.00
Gift Shop Back Office	98.75	Rehab Services YMCA	418.50
Huggables	9940.75	Special Projects	78.25
Hospital Medicine Service	242.00	Tea Cozies	169.50
Hats Quilts Needlework	12030.50	Telemetry 2 <sup>nd</sup> Fl West	829.00
Infant Hearing & Screening	839.00	Tour Guide	23.00
Infection Control	30.00	Vol Board	271.25
Intensive Care Unit	278.25	Volunteer Office	575.00
Information Desk (Main)	3233.50	WakeMed Fuquay	91.25
Info. Desk WP&BP	591.25	Women's Pavilion	1182.50
Instrument Room Tech	8.00		
Information Services	39.25		
Lab/Pharmacy/Food Service	234.00		
Material Process &	843.25		
Medical Records	471.00		
Medince 2 East	14.25		
Med/Surg 3 <sup>rd</sup> Fl West	886.00		

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