

# HeartBeat

July 2009



This edition of the HeartBeat is produced in memory of: Mary Jenks

## David Coulter Named Cary Hospital Senior Vice President and Administrator

WakeMed is pleased to announce that one of our senior vice presidents, David Coulter, has assumed the role of administrator for Cary Hospital. On July 1, David transitioned from his role as administrator of the Raleigh Campus to his new leadership role at Cary Hospital. As a seasoned WakeMed leader and as the newly named administrator of Cary Hospital, David will have primary responsibility for leading, defining, and executing the hospital's strategic direction and overall operations.

Following a comprehensive national search that generated hundreds of well-qualified candidates, David was selected for his proven abilities here at WakeMed and throughout the community. He brings to Cary Hospital the vast experience necessary to continue to grow WakeMed's services in western Wake County and beyond. He knows the market well, having

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## UNSURPASSED SERVICE & WORKFORCE EXCELLENCE – The Impact of Volunteers

WakeMed Health & Hospitals leadership has established five specific goals to support the mission, vision and values of the organization. The goals are Quality Outcomes, Unsurpassed Service, Workforce Excellence, Fiscal Responsibility, and Market Development.

Each division and department within WakeMed must ensure that every initiative planned and implemented must align with one or more of the WakeMed goals. The Volunteer Services leadership team establishes measurable department-based objectives annually to support the WakeMed goals. Specific programs have been planned, piloted and established with an emphasis upon Unsurpassed Service and Workforce Excellence. Each enhances the patient and visitor experience as well as the staff experience through implementation of volunteer teams to assist with receiving real-time customer feedback and to assist with way-finding and transport.

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**Cary Hospital Senior Vice President and Administrator cont'd**

lived in Cary for the past 18 years, and he is not only familiar with the WakeMed system, but he also has a very good understanding of the competitive landscape.

“David has done a phenomenal job for WakeMed at the Raleigh Campus,” comments Dr. Bill Atkinson, president and CEO. “Based on his track record, and after consultation with a large number of physicians, community leaders and staff, I asked David to assume this important role, knowing that he will take his experience with running hospitals of all sizes, excellent physician relations, and service enhancement to build on the tremendous opportunities that exist for Cary Hospital. The growth and success of Cary Hospital – and therefore, its future direction and leadership – are critical to the continued success of the WakeMed system and everyone we serve. We know that David’s proven leadership style and ability to immediately hit the ground running with extensive knowledge of the Wake County market and WakeMed will serve Cary Hospital and the community extremely well.”

Since joining WakeMed in 2006, David has done an outstanding job helping transform many elements of the Raleigh Campus through significant capacity and service growth. His leadership and direction throughout the new Patient Tower construction project is a major example.

Prior to joining WakeMed, David served as vice president of operations at Rex Healthcare, where he spent more than 15 years managing inpatient and outpatient operations, quality and patient safety programs, and physician recruitment and relations. David earned his BA from Virginia Military Institute and his MHA from Virginia Commonwealth University.

Cary Hospital Medical Staff leaders have also expressed their strong support for David in his new role. Richard Daw, MD, Cary Hospital Medical Staff president, says, “This is an incredible opportunity for Cary Hospital to have a leader who is ‘at home’ in our community, offers expertise in patient care and brings a great deal of wisdom to what we need to accomplish.

Cary Hospital is poised to move to the next level in its life, and the Medical Staff has great confidence that David can lead us there. This is a tremendous win for Cary Hospital and the community we serve.”

Meanwhile, the Raleigh Campus will be well served by the talented leadership team that is already in place during this transition and as we begin recruiting nationwide for a new site administrator for the Raleigh Campus.

We express our sincere thanks to Mary Ann Wilcox and Carolyn Knaup for stepping in at Cary and providing excellent leadership over the past year, and to Georgia Sumiel and Kathleen Privette for their leadership at Cary as well.

Cary Hospital Medical Staff President-Elect Robert Alphin, MD, concludes by saying, “David is a great addition to the Cary Hospital family. He is a thoughtful leader who will help us expand our services and resources. We look forward to accomplishing great things together.”

*Please join us in congratulating David as we welcome him into this new role at Cary Hospital.*

## **VALET PARKING AT CARY HOSPITAL**

Valet Parking Service at Cary Hospital was initially offered in 2007 to ease a parking situation caused by construction on our campus. Our expansion project is now complete and adequate parking is again available close to the building for patients and visitors.

Beginning August 3, 2009 patients, visitors and staff will pay a small fee of \$3.00 when using the service. However, as a thank you to our volunteers, Cary Hospital plans to continue offering valet parking free of charge to volunteers. Be aware that to use the parking service **you must present your volunteer name badge and/or uniform at the time of service. If not using valet service, continue to park in the parking deck.**

**Valet parking hours will remain Monday through Friday, 7 am to 5 pm.**

If you have any questions or concerns about the changes to Valet Parking, please contact Bethany Kelly in the Cary Volunteer Services office.

## Unsurpassed Service & Workforce Excellence

***Patient Relations Ambassadors*** - Developed and managed through Volunteer Services, the first level of patient rounding is accomplished by 40+ volunteers on 11 Raleigh Campus and 4 Cary Hospital units. The Volunteers enhance customer service, patient safety and patient satisfaction by visiting and gathering feedback from patients regarding their perception of the quality of care, patient room facilities and equipment, the general care team, food service, and communication. Providing the daily feedback to the nursing leadership on the units enables them to immediately improve service and the patient experience. The ripple effects include improved patient satisfaction scores, improved staff satisfaction and proactive improvement actions and initiatives.

***Atrium Ambassadors – Cary Hospital*** - Established in the third quarter of the fiscal year, this new program is staffed by volunteer human resources and managed by Tana Taylor, manager Visitor Services/ Gift Shop. Atrium Ambassadors enhance customer service and experiences by facilitating efficient customer traffic flow in the atrium and outlying areas of WakeMed Cary Hospital. The volunteers make sure that way-finding needs are met effectively.

They work efficiently with the personnel at the Information Desk, Patient Registration, Day Surgery, Radiology and the Lab to meet customer needs and to ensure that patients arrive at intended destinations in a safe and timely manner.

***Guest Ambassadors – Raleigh Campus*** – This summer a Guest Ambassadors pilot program has been established utilizing the resources of the Junior Volunteers. The Guest Ambassador volunteers enhance customer service and experiences by greeting patients and visitors in the Heart Center lobby and the Main Entrance Patient Information area currently located in the Rehab Health Park. The goal of this program is to ensure that patients and visitors arrive at their intended destinations in a safe and timely manner. The volunteers provide whatever assistance is needed to help patients and visitors way-find effectively, including basic wheelchair transport, literally walking with the guest to his/her destination, explaining maps, and listening - with a smile. Our ultimate goal is to establish this service on a year

round basis every weekday with several teams of adults.

Kudos to all of the volunteers at WakeMed who make and take the time to provide these and other value-added services for the intentional purpose of making a difference in every patient, visitor, staff and physician experience. Unsurpassed Service is a goal to provide service that is not capable of being improved on, that is described as “beyond compare,” “the best,” “excellent,” “foremost,” “matchless,” “incomparable,” “perfect,” “superior,” “the ultimate,” “unequaled,” “unparalleled,” “unrivaled,” “solid-gold,” “world class,” – simply put “WakeMed!”

## Tim Markijohn Joins Cary Hospital as Director of Facilities

On Monday, May 18, Tim Markijohn officially joined Cary Hospital as director of Facilities. Previously, he served as the director of Plant Operations for Memorial Regional Hospital and Joe DiMaggio Children’s Hospital in Hollywood, FL. Before that, he was the assistant director of Facilities Engineering at Hamot Medical Center in Erie, PA.

A proven leader, Markijohn brings to WakeMed vast technical expertise within the health care setting. His experience includes managing daily facility operations; training staff on equipment operations and safety; and planning and managing equipment replacement and facility improvement projects.

At Cary Hospital, Markijohn will oversee Facility Services, Environmental Services and Clinical Engineering. As plant engineer, he will oversee all administrative, operational and technical physical plant engineering functions. Markijohn will also be accountable for grounds and equipment maintenance and repair services, and for ensuring compliance with all applicable local, state and federal codes and regulations.

Please join us in welcoming Tim Markijohn to WakeMed!

# The President's Corner

## The Volunteers at WakeMed Raleigh Campus

The WakeMed Raleigh Campus Junior Volunteer Condensed Summer program began June 22nd and will continue through August 14th. Approximately 50 teens aged 14 to 17 have been placed throughout the hospital where they are contributing their time and talents to the entire hospital organization, the employees, the patients and patient families. These teens are working in positions involving patient contact, way-finding, transportation of patients, and clerical support among others. Please be sure to recognize these young volunteers and welcome them to WakeMed when you encounter them in your placement areas.

The various fundraisers sponsored by The Volunteers at WakeMed Raleigh Campus and managed through the Volunteer department afford the

Volunteer Board the opportunity to provide funds to fulfill needs that are unmet by conventional hospital sources. Your fundraising profits have recently been used to purchase a high-definition television for the Critical Care Waiting Room. This television will provide a much needed diversion for families and friends waiting for word on patients. Additionally, funds were provided to buy several ipods for the Children's Emergency Department. These ipods will be loaded with age appropriate musical selections and used to help manage pain in children undergoing procedures in the department. Finally, the Volunteer Board approved funds to replace the well worn children's furniture in the solarium. Look for the colorful new children's table and chairs located on 4B.



A blood drive will take place September 9-10 at the Corporate Center and in the Andrews Center. All blood types are needed. All those who are able are encouraged to donate and assist with the drive. Sign-up sheets are located in the Volunteer department.

Enjoy the summer!

*Ann Wyker*  
President, Volunteer Board  
WakeMed Raleigh Campus



## The Volunteers at WakeMed Cary Hospital

I hope everyone is having a wonderful summer, although it could be a lot cooler. Many of you have made vacation plans and are using the time to visit with family.

There was a great article in the last issue of *Heartbeat* about our sewing volunteers. I hope you were able to read it. Our community volunteers made 276 hats and 320 huggables during the month of May. The number of huggables and baby hats made is truly amazing.

As you perform your volunteer duties, you may see a tea cart in your area. In March the board approved funding for a project called "Tea for the Soul". The clinical area chaplains plan to bring a tea cart to the floor in order to provide emotional support for staff, along with a variety of teas, coffee, and healthy snacks. Staff will be able to "come and go" during their breaks. At least one chaplain will be available for one-on-one conversations and spiritual renewal for those who request it.

The Wake Foundation, along with funds from our fundraising initiatives, provided the pathology lab with murals on the walls and 3 TVs, one for the waiting area and 2 in rooms for children who need those services. If you have an opportunity,

stop by and take a peek when the rooms are not in use. They are beautiful.

A donation has been made to the Wake Med Cary Hospital "Blossoms for Life" campaign in the name of The Volunteers. A plaque honoring all contributions has been placed on the wall as you enter the conference center. As you can see, we are able to fund wonderful programs to help patients, directly and indirectly.

Again, have a wonderful summer and try to stay cool.

*Pat Quick*  
President, Volunteer Board  
WakeMed Cary Hospital

## Volunteer Spotlight WakeMed Raleigh Campus ~ Jazmine Gantz ~



Jazmine Gantz was born in Brooklyn, New York but relocated to Raleigh when she was one year old. She is a rising senior at East Carolina University and is pursuing a Bachelor's degree in Biology. With this degree she plans to attend Medical School and become a cosmetic and reconstructive surgeon.

Jazmine has been volunteering at WakeMed for two years and finds it to be a very enjoyable experience. Jazmine volunteers because she enjoys helping others and being able to put a smile on a patient's face. The first year she volunteered with Patient Relations and this year, in addition to volunteering in the Patient Relations area, she volunteers in Day Surgery and the Children's ED.

Jazmine would describe her best volunteer experience as watching the interaction with the patients and staff and seeing how caring and compassionate the nurses are. Although Jazmine has spent time volunteering at other area hospitals, she ranks WakeMed number one.

One of her hobbies is singing. Jazmine also enjoys spending time with friends and family. Jazmine has a love for the Spanish language and enjoys expanding her knowledge of it. Other hobbies include spending time with her niece and nephew and going to the beach.

## Volunteer Spotlight WakeMed Cary Hospital ~ Betty Peck ~



Betty Peck is originally from West Virginia but she and her husband of 63 years, Joe, have lived many places: Puerto Rico, Chicago, Paris, Saint Simons Island and finally Cary. They have been corporate gypsies.

Betty Graduated from Marshall University (then Marshall College) and earned her masters at Purdue. She taught high school math every place they have lived.

In 1998 Joe had a severe heart attack and was in Cary Hospital for two weeks prior to having by-pass surgery at "Big Wake". The magnificent care he received and the kindness shown her convinced Betty that she wanted to be a part of this special place. Ever since then she has volunteered; first on 2A and now on 3West where she fills patient ice water pitchers, helps deliver and set up breakfast trays, feeds patients if needed, replaces sharps boxes, fills glove boxes, stocks supply drawers in patient rooms, takes discharged patients to their cars and runs errands. You can find her there every Monday. She has also served as a trainer for new volunteers and acted as a guide for hospital tours.

Betty also tutors first and second graders whose second language is English on Tuesday and Thursday afternoons at the Kirk of Kildaire. In her spare time she enjoys golf, bridge, reading and cooking.

It is both a blessing and a joy to be able to help make a hospital stay a bit more pleasant for those who are patients here.



# WakeMed Health & Hospitals Updates

## WakeMed Cary Hospital Names New Executive Director of Nursing

We are pleased to welcome Gail Sturtevant, RN, MSN, NEA-BC to the new position of executive director of nursing for Cary Hospital. Sturtevant currently serves as the director of operations for the Heart Center, and will transition into this new role on August 10.

In this role, Sturtevant will work in partnership with Mary Ann Wilcox, chief nursing officer, to assure the overall quality of nursing practice for Cary Hospital. Sturtevant will be responsible for the overall performance of nursing departments and will work closely with the Medical Staff, Administration and support staff. In partnership with Nursing Administration and the Staff Nurse Council, Sturtevant will focus on enhancing the practice of nursing at Cary Hospital and will provide leadership support and oversight for nursing management. Human Resources is currently recruiting for an executive director of nursing to serve in a parallel role on the Raleigh Campus.

Since joining WakeMed in 2007, Sturtevant has provided outstanding leadership for the Heart Center and has made great strides in enhancing physician/nurse relationships; improving operational efficiencies and overseeing construction projects associated with the new cardiac services units included in the new Patient Tower. She brings more than 25 years of nursing administration experience with operational leadership in a wide variety of clinical areas, including: cardiovascular, pulmonary, emergency, and critical care, among others. Prior to joining WakeMed, she served as director at Rex Healthcare, overseeing a wide variety of clinical services.

“We are so pleased to welcome Gail to this new role at Cary Hospital,” explains Mary Ann Wilcox, MS, RNC, CNA, BC, senior vice president and chief nursing officer. “The new executive director positions will provide a new level of leadership and support for our nursing leaders throughout the system. Gail will ensure nursing plays a key role in opera-

tional decision-making as Cary Hospital continues to grow with the community. Her expertise and successful leadership will be a valuable asset to the Cary Hospital leadership team.”

Sturtevant has a master’s of science in nursing (MSN) from Duke University and a bachelor of science in nursing (BSN) from the University of South Carolina at Columbia. She is certified in Nursing Administration by the American Nurses’ Credentialing Center, and is a member of numerous professional organizations, including the American Organization of Nurse Executives; the North Carolina Organization of Nurse Leaders; the American Association of Critical Care Nurses, among others.

*Please join us in welcoming Gail to this new role.*

## Cary Hospital Implements Step-Down Program on 2 West

On Wednesday, June 10, Cary Hospital implemented an eight-bed Step-Down program on 2 West, a unit previously occupied by Telemetry/Intermediate Care. As a result, the Telemetry/Intermediate Care unit will be reduced from 28 to 20 beds. However, the new Step-Down unit will have the ability to care for Telemetry/Intermediate level patients, so no capacity will be lost in the process.

The Step-Down program will add another level of care for patients who do not need the level of care provided in the Intensive Care Unit (ICU) but require a higher level of care than provided in the Telemetry/Intermediate Care unit. Shelia Lowry, RN, manager, (ICU - Cary Hospital) will also manage the Step-Down program. Using a teamwork approach, ICU nursing staff will work closely with Step-Down staff.

Additionally, as Lowry takes on new responsibilities, management of the Cary Hospital Observation Unit will transfer from Lowry to Emergency Department (ED) leadership, including Chris Cooper, director, (Emergency Services - Cary Hospital) and Tonia Fehr, RN, clinical educator/supervisor, (ED Holding Area - Cary Hospital).

## WakeMed Rehab Hospital Opened Six New Rehab Beds

WakeMed received approval on Tuesday, July 7, 2009 from the Division of Health Service Regulation (DHSR) to occupy six additional rehab beds on 6B. As a result, the Rehabilitation Hospital began using rooms 6B29 through 6B34 on Wednesday, July 8, 2009

These six beds are the final portion of the 16-bed expansion granted through the Certificate of Need (CON) process. The first ten beds were made operational in 2007. We recently transitioned the six bed neuro care program from 5B to Cary Hospital, which provided the needed physical space to add these beds to the Rehabilitation Hospital. This expansion brings our total number of licensed rehabilitation hospital beds to 84.

## Cary Hospital's WP&B Rooms Relocated on July 13

Construction at the Women's Pavilion & Birthplace (WP&B) - Cary that has accommodated the relocation of all Labor, Delivery & Recovery (LD&R) rooms to one side of the facility, and all postpartum rooms to the other side was completed July 13. This construction project involved installing new headwalls in some rooms as well as installing new flooring and carpet. LD&R rooms will be numbered 1 through 10 and postpartum rooms will become 11 through 37, without a room 13.



2008 Golf Registration—Regina Brest and Denise Galloway

## 2009 Charity Golf Outing

The Volunteers at WakeMed Cary Hospital are pleased to announce that they are teeing off another decade of giving with their 2009 Charity Golf Outing. **SAVE THE DATE:** The outing is scheduled for Monday, October 12 at Devils Ridge Country Club.

This event has become a beloved annual tradition, and as ever, promises to offer a fun-filled day for friends and friendly competitors to come together to play golf in support of The Volunteers. The volunteer organization will in turn gift back to the community by providing monetary support to programs and services provided at Cary Hospital.

**We need your support** to make this year's event a grand success. If you think you need to be a golfer to support the outing, think again! Support can be provided through sponsorships, cash and prize donations, hole sponsorships, your time to serve on a committee, your time to volunteer the day of the event, the purchase of raffle tickets and more.

There will be more information to come, but if you have questions contact Bethany or Dee in the Cary Volunteer Services office (350-2363). You may also contact Susan Alvey, Golf Outing Chairperson, at [wakemedcarygolf@yahoo.com](mailto:wakemedcarygolf@yahoo.com).



2008 Charity Golf Outing

# Construction Work Will Close Raleigh Campus Health Park Circular Driveway

On Monday, July 13, the Health Park circular driveway previously used for patient and visitor pick-up/drop-off was closed. We do not anticipate the driveway reopening until the end of the year or until the new Patient Tower opens in early 2010.

Pedestrian traffic will continue to use the Health Park as the main entrance during this time. However, all vehicular pass-through traffic including patient/visitor pick-up and drop-offs will move to the back of Healthworks during this time. (See [map](#) for details.) The lot behind Healthworks is traditionally gated off and only open for our Rehab and Healthworks patients, but with this transition, the lot will be open to the general public from 6 am to 8 pm daily to provide our patients and visitors with convenient access to the hospital. Please

note that parking in this lot will continue to be restricted to our Outpatient Rehab and Healthworks customers, and the lot will be monitored closely by Campus Police & Public Safety. For patient/visitor drop-off and pick-up between the hours of 8 pm and 6 am, traffic should be directed to Patient Registration.

Employees who currently are picked up from or dropped off to work at the Health Park have moved to the Medical Office Building (MOB) entrance. This is the least congested area on our campus during this time and will allow for the easiest employee access.

Thank you for your cooperation as we continue to work to improve our facilities.







## Movies by Moonlight

In what has become a popular summer favorite, "Movies by Moonlight" Series has returned to the Koka Booth Amphitheatre in Cary for another stellar season presented by WakeMed.

On Thursday nights from June through August movie buffs are invited to attend this family-friendly event that provides the perfect opportunity and atmosphere to sit back, relax and enjoy the stars of the big screen under the stars at one of the region's most popular venues. Patrons can bring a blanket or chair as Booth Amphitheater's spacious lawn is turned into an outdoor movie theater.

Tickets are a mere \$3 for adults and kids age 12 and under get in for free.

Venue Gates/Box Office opens at 7 pm and the movies start at dusk. **Cash and Credit Cards accepted.**

**Seventy-five cents from each ticket sold is donated to the Just For Kids Kampaign at WakeMed.**

Patrons are allowed to bring in picnics on these special family nights so plan on making "Movies by Moonlight" part of your summer schedule.

If you haven't had the opportunity to join in the fun thus-far this summer, there are still a few chances to enjoy a wonderful evening at the movies.

7/16 - Twilight - PG 13  
 7/30 - Blades of Glory - PG-13  
 8/6 - Mama Mia - PG 13  
 8/13 - Tale of Despereaux - G



*All movies are a neighborhood event.*

\*Movie night films and times are subject to change without notice.



## Just the Facts

### Patient Safety

The saying goes, “If it doesn’t look right and it doesn’t feel right, it is usually not right.” How true! Follow the WakeMed Patient Safety Standard #4 - “Question the Events Around You” and report to your placement supervisor or volunteer services if you detect a problem or concern.

### The Joint Commission

Our Joint Commission survey is still pending. Remember it is all of our responsibility to maintain a continuous state of readiness!

### Learning Point - Hazardous Materials

- Make sure you have received proper training if handling chemicals in the workplace
- Know and always wear the personal protective equipment (PPE) needed when working with chemicals
- Material Safety Data Sheet (MSDS) – A comprehensive listing of chemicals for the hospital system can be found on the WakeMed intranet page under the heading “For the Employee.” Ask the supervisor in your placement area if you would like to reference the sheets for your work area.

### Service Excellence

Listen with empathy. Treat others as you would want to be treated.

### Hand Hygiene

Wash In – Wash Out! Always remember to wash your hands and in clinical areas be sure to wash before entering the room and upon exiting the room.

## 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

Claire Hoffman: “I really enjoyed being a volunteer at WakeMed and getting to know some of the other volunteers. It was a very productive and beneficial way to use my time while looking for a job.”

Carrieline Johnson: (Children’s Emergency Department) “The volunteer experience at WakeMed was very well organized. The people I worked with were very pleasant and generous. I really enjoyed my time working there.”

### Skilled Care Nursing, Zebulon

Dot Barry: “ Marie, I was honored to do volunteer work for WakeMed. Thank you for your kindness and support for all you do for volunteers.”

### Cary Hospital

Leslie Macpherson (Volunteer Office): “I thoroughly enjoyed my volunteer experience at WakeMed and am grateful for learning about how the office operates and your trust in me. All the exposure to Voltrak, monthly reports, patient surveys, training records and files taught me new skills and gave me an appreciation of how important, committed and loyal everyone is. Thanks to Delinda and Bethany. I felt part of the “team” and hope I contributed in a small way to move closer to passing (The Joint Commission survey).”

### We express our deepest sympathy to the family of: Mary Jenks

Mary volunteered from 1973 to 1989 in the Gift Shop, Patient Escort, Bloodmobile and was a Past President of the Volunteers at WakeMed Raleigh Campus. She along with Angela Dillard helped to establish the state Hospital Healthcare Volunteer Organization. She contributed 5,791 hours of service.

If you become aware of a former volunteer who has died, please let the Volunteer Office know so we can honor them



# PLACEMENT OPPORTUNITIES



## WakeMed Raleigh Campus

### **Infection Control:**

Monday – Friday, 2 – 4 hour shifts available, 8 am – 4 pm  
Assist with data input, hand hygiene and isolation protocols on patient care units. Excellent opportunity for health related career minded volunteer candidate.

### **Information Services:**

Monday – Friday, 2 – 4 hours shifts available, 8 am – 4 pm  
Basic computer skills needed.

### **Office Support/ Data Entry: Many different areas available!**

### **Occupational Health & Safety; Human Resources; Patient Relations; Foundation;**

Monday- Friday, 7 am – 5 pm, 2 – 4 hour shifts available,  
General office/clerical support: phone duties; data entry, filing – alpha/numerical order, sorting; receptionist duties; collation projects.

### **Patient Access:**

Monday – Friday, 8 am – 8 pm, 2 – 4 hour shifts available  
Volunteers lend support to the registrars and customers by assisting with the admissions process by greeting customers, transporting patients via wheelchair, and escorting customers to locations as appropriate.

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

Monday – Friday, 2 – 4 hours 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!

### **Reach Out and Read:**

Monday – Friday, 2 – 4 hours shifts available, 8 am – 4 pm  
Volunteers read to children waiting to be seen by physicians and/or other medical personnel in CMA/Pediatrics. Volunteer readers demonstrate positive interaction skills, exhibiting the positive outcomes that can occur through the simple act of reading a story to a child, and by promoting the benefits of reading to children. Interactions with children in a group setting or on an individual basis. Bilingual volunteers needed.

### **Receptionist Support:**

Monday – Friday, 2 – 4 hours shifts available, 8 am – 8 pm  
Service excellence opportunity to assist customers in the **Heart Center Waiting Room** and other locations. Greet families, answer phones, locate families, coordinate visits, assist employees, and provide directions.

### **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.

## Cary Hospital

### **Substitutes**

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

**Information Desk (Main), Gift Shop, Patient Registration, Patient Relations Ambassador, Atrium Ambassador, ED Liaison**

### **Day Surgery Liaison**

Mondays and Thursdays, 9 am – 12 pm; Wednesdays, 12:00 pm – 4:00 pm

Run errands, attend to comfort needs of patients and families awaiting procedures, ensure information flow between PACU and families, escort families to care floors.

### **ED Back**

Wednesdays, 7 pm – 10 pm; Fridays, 12:30 pm – 3 pm; Saturday, 3 pm – 6 pm; Sundays, 8 pm – 10 pm until October

Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

### **ED Liaison**

Sundays, 2 pm – 5 pm  
Assist registration staff, attend to comfort needs of patients waiting to be seen in the emergency department, escort patients/families into the treatment area.



## PLACEMENT OPPORTUNITIES



### **Patient Services**

Flexible scheduling

Volunteers needed on adult nursing floors primarily during meal-time shifts, 8:00 am – 10:00 am, 11:00 am – 1:00 pm and 4:00 pm – 6:00 pm. Duties include stocking supplies, running errands, seeing to comfort needs of patients, passing out and picking up meal trays, filling water pitchers. With special training may be asked to assist with patient feeding.

### **Radiology Patient Escort**

Mondays, Wednesdays, Fridays, 10:00 am – 3:00 pm; Saturdays 1:00 pm – 3:00 pm

Volunteers provide safe, courteous and timely transport of patients throughout the facility by wheelchair and may assist staff with stretcher transport. The volunteer may assist with other non-medical duties such as stocking supplies or running errands.

### **Tea Cozies**

Tuesdays & Wednesdays

(beginning end of August); Saturdays, flexible scheduling between 6:30 pm and 8:00 pm

Adult volunteers work either in teams of two or independently, Teen volunteers work either with an adult or are paired with another teen to serve evening refreshment to new mothers and families in the Women's Pavilion & Birthplace.

### **Fuquay**

#### **Patient Service Volunteer**

Flexible scheduling

Assists Recreation Therapist in providing visitation, activity programming and stimulation for residents. With training may assist in feeding residents.

### **Zebulon/Wendell:**

#### **Hospitality Pets:**

Flexible scheduling, 2-hour shifts; Monday - Friday

Volunteer and canine team visits with eligible and consenting patients.

### **Business Center**

#### **Patient Financial Services**

Flexible scheduling, Monday – Friday

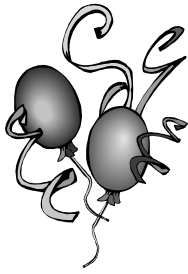
Assist staff by providing general office and clerical support: data entry, filing, sorting, etc.



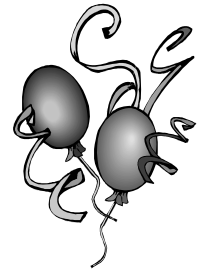
### **The Volunteer Handbook:**

The volunteer handbook provides important information for all volunteers in the WakeMed system whether you are placed through the Raleigh Campus or Cary Hospital. It is intended to serve as an easy reference to many WakeMed and The Joint Commission standards, it outlines WakeMed expectations for volunteers participating in our programs and informs you of important facts relating to the hospital and your volunteer involvement. For your convenience the size of the handbook is designed to be small enough to carry in the pocket of your uniform while volunteering. If you are unable to locate your handbook, a copy is available through the Raleigh or Cary Volunteer office.





# Happy Birthday!



## WakeMed Raleigh Campus

### August

Hannah Barnes 1  
 Nikkia Barnette 7  
 Afua Boatemaa 28  
 Jennifer Booe 6  
 Benjamin Citero 15  
 Richard Corbin 9  
 Betty Costello 23  
 Clarie Cote 20  
 Rose Cromartie 10  
 Josephine Daversa 9  
 Donald Gibbons 14  
 Willie Gilbert 15  
 Ed Goetz 21  
 John Griswold 4  
 Barbara Gutknecht 30  
 Nicole Hunter 14  
 Kristen Johnson 21  
 Monica Kobelinski  
 Jean Koon 8  
 Mary Lehman 13  
 Carlisa Long 30  
 Navatha Manda 14  
 Mac McRackan 26  
 Helen Murdock 1  
 Jesse Murphrey 22  
 Ashvi Patel 9

David Raper 6  
 Bryce Slinger 12  
 Bonnie Smith 13  
 Mary Jane St. Laurence 4  
 Treva Thompson 26  
 Royce Todd 28  
 Antora Troublefield 14  
 Louisa Ukoch 18  
 Jeanette Wakefield 10  
 Carrie Webster 23  
 Kathy Weischedel 1  
 Hazel Weche 27  
 Meredith Whiteley 10  
 Tony Wilson 20  
 Rose Marie Wilson 3

### September

Tyrone Allen 22  
 Barbara Apelian 17  
 Joanna Baitinger 1  
 John Bardin 4  
 Lita Barr 4  
 Rose Bradley 10  
 Barbara Brooks 30  
 Barbara Bubar 7  
 Emily Chesson 18  
 Rachel Coppersmith 11

Cindy Dickens 5  
 Ravi Dixit 24  
 Demetra Dixson 29  
 Carolyn Duncan 12  
 Eleanor Dunphy 7  
 Theodore Edwards 7  
 Cherrelle Gee 22  
 Edyth Henderson 12  
 Rieppe Hendrich 18  
 Kristi Hill 13  
 Dara Johnson 8  
 Jeong Kendrick 9  
 Hedy Kronenwetter 1  
 Sahkeeta Littly 20  
 Charlotte Luke 3  
 Robert Maness 25  
 Elley Matteis 8  
 Yash Mehta 22  
 Dante Moore 25  
 Mildred Morrison 2  
 Sheryl Pasko-Michaud 9  
 Lucille Peltier 29  
 Lauren Phelps 13  
 Timothy Rupnarain 5  
 Juanita Smith 9  
 Ian Stancil 23  
 Emily Watkins 25

### SERVICE MEETINGS

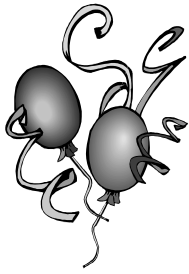
#### Raleigh Campus:

- **Children's Service**, Wednesday, September 23, 2009, 6 pm to 7:30 pm – Conference Dining

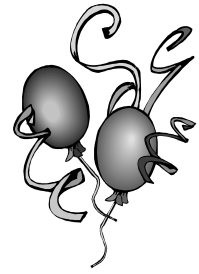
#### Cary Hospital:

- **2W Telemetry**, Wednesday, September 9, 2009, 10 am to 11 am – 2W Conference Room

- **Patient Relations**, Wednesday, September 9, 2009, 11 am to 12 pm – Points West Room 1
- **3W Medical/Surgical**, Wednesday, September 16, 2009, 10 am to 11 am – 3W Conference Room



# Happy Birthday!!!



## WakeMed Cary Hospital

### August

Wilma B. Caldwell 17  
 Mary Chapman 26  
 April Compeau 6  
 Louise Dickinson 19  
 Patricia Dorry 21  
 Julia Edwards 24  
 Mona Eltaraboulsi 19  
 Sandra Favro 2  
 Edith Fleming 10  
 Jean Fox 9  
 Lori Greenstein 6  
 Linda Haley 9  
 Blair Hatcher 1  
 Judy Hayes 11  
 Gerry James 2  
 Judy Jolly 30  
 Roberta Kelley 30  
 Annabelle Long 1  
 Melody Mangum 11  
 Orly Margolis 30

Martha McLaurin 24  
 Judy Millar 14  
 Mary Mitchum 26  
 Shreyas Patel 27  
 Melvin Perkins 24  
 Shaila Prabhu 29  
 Anne Sanacora 17  
 Michael Schuler 26  
 Tina Seagroves 18  
 Megha Sinha 3  
 Peggy Smith 7  
 Della Staub 24  
 Edith Vanderfrigg 4  
 Rohini Vannikumar 30  
 Patricia Verrigni 8  
 Andrew Waltersdorf 4  
 Beverly Williams 17



### September

Joe Boggs 4  
 Rebecca Cavari 18  
 Sandra Chalk 21  
 Linda Craft 12  
 Karen Crosswell 2  
 Gail Davis 11  
 Donna Doherty 29  
 Judith Duerr 12  
 Patricia Hyman 18  
 Patricia Lowery 24  
 Joshua Paye 30  
 Kathy Rembrandt 13  
 Anita Ross 7  
 Ann Rush 17  
 Anuyuga Sampathkumar 27  
 Akash Sinha 11  
 Drew Smith 18  
 Dorothy Strickland 30  
 Brenda Willoughby 10

### **SPECIAL MESSAGE:**

C W, a patient at WakeMed, sent this note to Volunteer Services:

- Hello, my name is C W and I have been staying in room XYZ since Saturday, June 13, 2009.
- This note is to thank all of the volunteers. You are all angels sent from God to help us, the sick, to make each day in the hospital easier for us. The blanket placed on my bed was given to me from one of those angels, and I will always ask our Lord Jesus Christ to always be with you, and may He always be in your prayers. The first blanket I received, I am going to give to my 2 month old granddaughter because that same angel brought me one for myself. He is a true blessing and may God always be with you. Those blankets are beautifully made and I shall treasure them forever. Thanks again to all of you and may God bless you.



# Welcome New Volunteers

## Welcome New Volunteers

### WakeMed Raleigh

#### Campus

Gina Abrams  
Victoria Alicea  
Lindsey Almond  
Thomas Almato  
Shalini Balagopal  
LaDreka Ballentine  
Nikkia Barnette  
Amber Batten  
Jackie Benston  
John Bertke  
Tracy Braden  
Chritina Buckley  
Betty Burt-Peebles  
Blair Cannon  
Joshua Capell, Jr.  
Carlos Cepeda  
Crigjet Chirichella  
Sloane Cox  
Elaine Davis  
Lynette Davis  
Susan Ellrod  
Lordina Flores  
Cherrelle Gee  
Jon-David Gormley  
Crystal Greene  
Andrea Gunther  
Vincet Hall  
Lane Harris  
Cara Heaton  
Jerimiah Hicks  
Evelyn Hinton  
Oliva Holt  
Joyce Hull  
Whitney Johnson  
Cassandra Jones  
Julie Josey  
Karen Kennamer  
Pamela Kimble

Hilda Kirks  
Katie Kirstein  
Visweswari Kodeboyina  
Erin Lawrimore  
Alyssa Levy  
Rosa Locklear  
Carlisa Long  
Johanna Lopez  
Cindy Lumb  
Jesse Marhan  
Marissa McGlamery  
Mary McLean  
Donte Moore  
Mandy Norstrom  
Charles Perlette  
Tamika Perry  
Alise Pocta  
Kara Podraza  
Kimberlee Poole  
William Reynolds  
Mark Richards  
Tamara Richert  
Gregory Riveiro  
Kristin Roscoe  
Angela Sanders  
Alexandria Schray  
Corlita Sivera  
Mark Spell, Jr.  
Savanna Spencer  
Ian Stancil  
Nicole Stancil  
Aileen Swaiti  
Michael Sykes  
Bettie Taylor  
Casey Taylor  
Elina Thomas  
Michael Thompson  
Alexis Twisdale  
Patricia Verrigini  
Carrie Webster

Victoria White  
Elaine Wood  
Alison Young

### WakeMed Cary Hospital

Abo Abazid  
Rajan Amin  
Prasant Baratam  
Sophie Bird  
Jackie Bruwnell  
Adam Buckholz  
Annie Carlton  
Jeanette Castro  
Rebecca Cavari  
Mandy Cheung  
Jany Choate  
Shelby Credle  
Alex Credle  
Lionel Curtis  
Mary Daniel  
Patricia Delcogliano  
Devin Donahue  
Ankith Donthi  
Judith Duerr  
Hazel Ellis  
Ramy El-Refai  
Mona Eltaraboulsi  
Kristine Englert  
Sandra Favro  
Arlene Feinman,  
Gaye Forman  
Hanna Gierman  
Emma Gierman  
Juanita Grim  
Michael Hankewycz  
Eerum Husain  
Nikki Jarman  
Sahar Kazemzadeh  
Roberta Kelley  
Danielle Kim

Jacine Little  
Shihdar Liu  
Cheryle May  
Carol Mazza  
Brooke McNeeley  
Shirley Miller  
Vivian Mobilio  
Han Nguyen  
Gladys Nielsen  
Shirley Parker  
Joshua Paye  
Lindsey Potts  
Lorene Provost  
Mae Rabenius  
Cindy Richards  
Tracey Roos  
Anne Sanacora  
Emy Sanchez  
Barbara Scher  
Elsie Scott  
Megha Sinha  
Akash Sinha  
Sarah Stokes  
Toby Sue Shaw  
Pamela Taheri  
Laurie Tester  
Carson Tester  
Katherine Tester  
Robin Trew  
Karen Uchacz  
Diane Upshaw  
Inga VanAckory  
Cary Wagner  
Rosie Watson  
Judy Wilbur  
Hanna Yeatts  
Avery Young



## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

- Laura Burke                      Linda Cuthrell
- Cindy Dickens                 Michele Finlayson
- Rieppe Hendrich             Carol Jeffreys
- Rosemary Kenny             Tricia Maksail
- Lorraine Oken                 Sylvia Poole
- Iradell Sanders               Ann Trochum
- Nirsa Wycha

### WakeMed Cary Hospital

- Mary Baker                     Pat Dorry
- Janice Dunning               Lilly Funk
- Gloria Murphy                Deneen Taylor
- Joan Ward

## Our Condolences To

### WakeMed Raleigh Campus

- Susan Mitchell: death of hospitality pets volunteer “Sarah”
- Sara Pierson: death in the family
- Carrie Webster: death in the family

### WakeMed Cary Hospital

- Ann Mullin: death in the family
- Connie Sinha: death in the family
- Drew Smith: death in the family



## Congratulations

### WakeMed Raleigh Campus

- Congratulations to Sara Pierson on the birth of her first great grandchild, a baby girl, born on June 23, 2009 in Dayton, Ohio.
- Congratulations to Dan and Lois Brush, celebrating their 50<sup>th</sup> wedding anniversary on July 17, 2009.
- Congratulations to Steve and Lorraine Shapcott on the birth of their granddaughter, Nyree Raina Shapcott, born May 22, 2009.

### WakeMed Cary Hospital

- Congratulations to Angela Reppert on the birth of her first grandchild.

## Thanks for Your Donations

### WakeMed Raleigh Campus

- Sherri Baker – Reader’s Digest condensed books
- Jennifer Smith – Books
- Kim Beckett – Movies and DVDs
- Raleigh Charter School – Blankets
- Jennifer Smith and Marilyn Falk – Books
- Mildred Chavis – Infant hats
- Knightdale Methodist Church – Blankets and Infant hats
- A Boyd-Stewart Associates, LLC – Books
- Knit Clubs at Yarn Birds – Fabric
- Magdalene Lewis – Cards
- Cary Senior Center – Hats, Lap Robes, Incubator Covers, Memory Quilts and Dolls
- Louise Bonke – Afghans
- North Garner Middle School – Baby blankets

### WakeMed Cary Hospital

- Ahmadiyya Muslim Women’s Association – Clothing and accessories for babies and children
- Cal Parks – magazines



## Volunteer Orientation

### WakeMed Raleigh Campus

- Monday, August 10, Conference Dining Room, 5:30 pm - 8:30 pm
- Wednesday, August 19, Conference Dining Room, 1 pm - 4 pm
- Monday, September 14, Conference Dining Room, 5:30 pm - 8:30 pm
- Wednesday, September 16, Conference Dining Room, 9:30 am - 12:30 pm

### WakeMed Cary Hospital

- Tuesday, August 4, Conference Center, 5:30 pm – 9 pm
- Tuesday, August 18, Conference Center, 8:30 am – 12 pm
- Tuesday, September 3, Conference Center, 5:30 pm – 9 pm
- Tuesday, September 15, Conference Center, 8:30 am – 12 pm

## Calendar of Events

### WakeMed Raleigh Campus

- **Blood Drive** – Wednesday, September 9, 7 am - 4 pm, Andrews Center
- **Blood Drive** – Thursday, September 10, 7 am- 4 pm, Andrews Center

**Volunteer help is needed -  
Please call 919-350-8293 to sign up.**

### WakeMed Cary Hospital

- **Uniform Sale:** Uniforms 2U2 - Wednesday, September 30, 7 am - 4 pm, Conference Center
- **Heart Saver Class:** August 6 and September 3 - 8:30 am to 12:30 pm. Call Education Services 350-2409 to register.

## Tour Dates

### WakeMed Raleigh Campus

- Wednesday, August 12, Volunteer Services, 1 pm - 2:30 pm
- Thursday, August 27, Main Visitor Lobby (Near Gift Shop), 6 pm - 7:30 pm
- Wednesday, September 19, Volunteer Services, 9:30 am - 11 am
- Monday, September 21, Main Visitor Lobby (Near Gift Shop), 6 pm - 7:30 pm

**To register, please call 919-350-8293**

### WakeMed Cary Hospital

- Thursday, August 6, Volunteer Services, 7 pm
- Thursday, August 20, Volunteer Services, 10 am
- Tuesday, September 10, Volunteer Service, 7 pm
- Thursday, September 17, Volunteer Services, 10 am

**To register, please call 919-350-2363.**

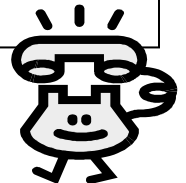
### Ride Needed:



Share gas expenses from the North Raleigh/Brier Creek area to the Raleigh Campus. Fridays preferred. Contact Marie or Jackie for more information at 919-350-8293.

**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**



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

All sewing volunteers will receive formal name recognition in conjunction with the Annual Awards and Recognition functions that will be held for each WakeMed volunteer organization, The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus, in October 2009.

### WakeMed Raleigh Campus

Needles Club of Heritage  
Happy Hearts of Heritage  
Northern Wake Senior Center  
Cary Senior Center  
Threads of Love  
Sunshine Seniors  
NC Museum of Art

*Countless individual sewers  
not associated with sewing groups*

### WakeMed Cary Hospital

Apex United Methodist  
Carolina Preserve Piecemakers  
Carolina Preserve Yarn Spinners  
Cary Senior Sewers  
Garner Senior Center – On the Mend  
Harriet Kelner Workshop  
Spring Arbor of Apex  
Windsor Point Workshop

*Countless individual sewers not  
associated with sewing groups*

## Donations Needed: Volunteer Services WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at the 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.**

**Raleigh Campus: Wound Care Facility Library:  
Current DVDs needed for patients to watch while  
patients are receiving treatment in  
Hyperbaric Oxygen Chamber.**

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

## 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, Manager of 3C Urology/Renal/Cardiology. 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

\_\_\_\_\_  
Address

AMOUNT OF DONATION: \_\_\_\_\_

In Memory/Honor of: \_\_\_\_\_

Mail to: The Volunteers at WakeMed Raleigh Campus  
Attn. Susan Hester, CHVM  
Director Community Services  
P.O. Box 14465  
Raleigh, NC 27620-4465

Acknowledgment to be sent to: \_\_\_\_\_

Name

\_\_\_\_\_  
Address

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

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

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

### BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

\_\_\_\_\_  
Address

AMOUNT OF DONATION: \_\_\_\_\_

In Memory/Honor of: \_\_\_\_\_

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

Acknowledgment to be sent to: \_\_\_\_\_

Name

\_\_\_\_\_  
Address

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



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