

A PUBLICATION FOR AND ABOUT THE WAKEMED VOLUNTEERS

*heartbeat*

WakeMed 

January - March 2016

This edition of the  
HeartBeat is produced in  
memory of  
Charles Perlette

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## Updates from the Director

*The world is hugged by the faithful  
arms of volunteers.*

*Terri Guillemets*

I hope this newsletter finds you well today! In this edition, I would like to share information with you about the Mended Hearts program. Mended Hearts is the largest cardiovascular peer-to-peer support network in the United States. They work to improve the lives and outcomes of patients and their families through support and education. These volunteers are former cardiac patients that serve in the capacity of visitors taking time to speak with patients about what to expect, the importance of cardiac rehab, and be an example of success in coping with cardiovascular health issues.

I will now share with you the story of one of our visitors, Bud Coggins. In 2002, while having maintenance performed on his vehicle, Bud began to feel nauseated. As he didn't feel any pain, he went about his business and when he returned home, his wife expressed concern that he looked very pale. As a nurse, his wife was familiar with symptoms of a heart attack and quickly gave him an aspirin.

## Updates from the Director continued

They proceeded to WakeMed Raleigh Campus Emergency Department where Dr. Amarendra Reddy of WakeMed Physicians Practices was on call and immediately scheduled a heart catheterization. This indicted a blockage in three arteries. Bud was able to manage this with medication and no further invasive procedure was needed. Following this, he focused on exercise and eating habits, as well as, having an annual heart check.

In 2012, while completing his workout on a treadmill, he began to feel an unusual shortness of breath and decided to schedule time with Dr. Reddy as soon as possible. Further testing revealed 99% blockage in two arteries and 70% in another. With this very serious situation, Bud had to delay surgery due to Plavix medication that would need to be out of his system before he could have the surgery. Thankfully, Bud was able to have triple by-pass surgery December 11, 2012 performed by Dr. William Killinger. His recovery included cardiac rehab at WakeMed and he has expressed his deep gratitude for the team of health professionals that enabled his successful outcome. "The moral of the story is that your heart may not scream for help, but even if it whimpers, go immediately to your cardiologist to check it out. Bottom line...Listen to Your Heart" Bud Coggins

Anyone interested in learning more about Mended Hearts or becoming a visitor please call Volunteer Services: Raleigh Campus - 919-350-8293 or Cary Hospital at 919-350-2363. This is a wonderful service for the patients of WakeMed Health & Hospitals and we are proud to be a part of these efforts.

If you experience a medical emergency and need immediate assistance please dial 9-1-1!

We would also like to congratulate Catherine Allen on receiving the quarterly employee Bravo award. The Bravo award is given to a Volunteer Services Staff member for going above and beyond the call of duty.



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

# Meet the Staff of Volunteer Services



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



Natalie Leary, Specialist  
Raleigh Campus  
919-350-8066  
nleary@wakemed.org



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



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



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



Zee Smith, Representative  
Cary Hospital  
919-350-2363  
zesmith@wakemed.org

## Volunteer Services Update

### Volunteer Appreciation Luncheon

The event was held February 16<sup>th</sup> at the Crabtree Marriott, with over 300 volunteers and staff enjoying lunch and socializing as a special thank-you for all of their time and caring shared with patients, families and staff this past year.

Rear Admiral Donald Gintzig, President & CEO, WakeMed Health & Hospitals; Linda Mayo, Elder Life Nurse Specialist HELP Program; Jodi DeJoseph, Supervisor, Neonatal Intensive Care Unit; Sharon LaRusch, President, The Volunteers at WakeMed Raleigh Campus; Joe Esmond, President, Volunteers at WakeMed Cary Hospital; Jackie Kennedy, Manager, Volunteer Services; Natalie Leary, Volunteer Services Specialist; Angie Smith, Volunteer Services Specialist and Chris Gage, Director, Guest Retail/Volunteer Services; also recognized the invaluable services and contributions of The Volunteers at WakeMed.

The theme for the luncheon was the “Heart of Volunteering” and the many reasons people choose to volunteer. The program included a special recognition of our individual and group community sewing volunteers; remarks from Joe Dittmar, Lap Parent volunteer and volunteer spotlight for Betty Peck, 3W Patient Care; Judy Rea, Emergency Department and Dominique Brown, Guest Ambassador volunteer.

Thank you to Joe Dittmar for sharing his 9/11 experience and to Ann Foster Huggables, North Ridge Country Club Sewers and Carolina Preserve Yarn Spinners sewing groups, for allowing us to video and highlight what they do behind the scenes for our patients and families.

Many thanks to **ALL** of the amazing men and women who give of their time and talents to WakeMed patients, families and staff members



**North Ridge Country Club Sewers**



**L to R: Chris Gage, Jackie Kennedy, Joe Dittmar, Natalie Leary & Angie P. Smith**

# Volunteer Services Update



**Ann Fosters Huggables Group**



**Judy Rea**



**Betty Peck**



**Dominique Brown**



**Carolina Preserve Sewing Group**

## Volunteer Services Update continued

### Comments from Luncheon

"It was such a pleasure. Thanks so very much for including me! I so appreciate and love all our volunteers."

Vicki Whitley, Executive Director, Nursing  
WakeMed Cary Hospital

"It was magnificent!!! I can't wait to learn more and explore ways to get more people involved! Great job."

Denise Warren, COO & Executive VP Hospital  
& Health Services

"Thank you all for a wonderful luncheon today. Everyone felt honored and special. It was a lovely day."

Susie Holmes, Project Linus

"Thank you and the staff for putting together the luncheon. It takes a lot of effort and coordination for such a large group to come together. I enjoyed it."

Anita Boonen, Volunteer, Raleigh Campus

"It was really great. I am still thinking about the speech from the fella that survived the Tower collapse on 9/11...so inspirational. You guys did a great job planning the event. We are so blessed to have so many caring volunteers at WM Cary. They amaze me every day!"

Thomas Gough, Sr. VP/Administrator for the  
Cary Hospital

"I have been thinking all day about yesterdays luncheon. It was by far the best I have ever been to; and then with the addition of Mr. Dittmar it just soared to a new level. I will always remember his speech and use it as a spark to guide me to volunteer in some way for many years."

Tim Shoriak, Volunteer, Cary Hospital

### WOW! What a Volunteer

***Kudos to WakeMed Cary Hospital  
volunteer Cindy Laren,  
2East Patient Care Volunteer  
for being recognized for delivering  
unsurpassed service!***

"I just wanted to pass along how much we appreciate Cindy. I have had a few staff this week tell me how wonderful she is. She is so helpful. She is independent and finds many useful ways to spend her time here. This week she was cleaning the refrigerator shelves! She is a true gem!"

Thank you!

Candice Alford, BSN, RN, CMSRN, RN-BC  
Gerontology  
Manager- 2 East Medicine

Congratulations to Hieu Hoang  
on her acceptance to  
Campbell University!

*Congratulations!*



## Volunteer Services Update continued

### UPDATE

#### The 2016 Volunteer Services “Processes” are Underway!

April - June are extraordinary months of the year for the volunteer programs at WakeMed Health & Hospitals. We celebrate, announce election results, survey, evaluate, communicate and much more!

The support and response from all of our volunteers are critical to the continued work of your organizations and to the improvement of our programs. Please participate in the following events and processes:

Individual annual performance evaluations from the managers and/or lead contacts in your placement areas ... receive performance feedback from your team.  
(March – April)

Celebration of National Volunteer Week.  
(April 10 – 16)

Ballots for the election of new members to the board of your volunteer organization. Vote for your leadership.  
(May)

Volunteer satisfaction surveys for the annual feedback regarding your volunteer placement experience and your Volunteer Services department... help us to identify opportunities to improve your experience. **Surveys will be sent to your email utilizing Survey Monkey to collect your responses.** (June)

We appreciate your involvement on all levels of participation in volunteer service at all of the WakeMed Health & Hospitals locations. Thank you!

### UPDATE

#### Dress Code Reminder

Although warm weather is upon us and you may be tempted to dress a bit more casually, remember that following the dress code allows you to be safe and comfortable while volunteering and in dressing appropriately, you give a professional representation of yourself and WakeMed.

For your safety, wear closed-toe shoes. Tennis shoes or comfortable walking shoes are suggested. If your service requires walking, low heels and soft soles are recommended. **All volunteers should wear socks or nylons. Clogs, sandals, and opened-toe shoes are not safe in our working environment.**

Perfumes, colognes or scented lotions are discouraged as a general rule and should not be worn in patient care areas. Personal cleanliness is imperative.

Always wear your photo ID while in the hospital. The ID should be worn on the right chest where it may be clearly seen.

Nails should be moderate length and clean. Acrylic nails are not permissible in patient contact areas or food service areas.

Hats should not be worn and jewelry should be limited.

**No denim, jeggings, shorts, skirts or leather should be worn.**

All volunteers are required to wear their vests or polo shirt (Juniors) while on duty.

## Blossoms For Life

Spring is here and so is the start of another **BLOSSOMS FOR LIFE** campaign, the year-round fundraising program sponsored by the Volunteers at WakeMed Cary Hospital.

How did the name Blossoms for Life become associated with a Fundraiser? The Volunteers at WakeMed Cary Hospital created Blossoms for Life as an opportunity for donors to give small amounts that would help sustain the projects of the organization such as scholarships for Cardiac rehab; Tea for the Soul spiritual care for staff members; sending nurses to the Magnet Conference; spearheading building of the Meditation Room in Cary Hospital; and providing supplies to those who make huggables, lap robes, shawls, baby hats, and bereavement blankets.

Originally, a large grapevine wreath stood in the main lobby of WakeMed Cary Hospital on which were placed various silk blossoms of roses, daisies, daffodils, orchids, etc. which showed the level of contribution each donor had made. As the year progressed, so did the amount of blossoms on the wreath, showing how the Blossoms for Life contributions were growing. When the Main Lobby of the Cary Hospital was renovated, the wreath was removed and replaced by three Blossoms for Life plaques which hang on the hallway wall outside of the Volunteer office. Each year the names of donors, honor recipients and memorials are placed on the plaques as well as in leather-bound permanent volumes housed in the volunteer office.

All donations stay at WakeMed Cary Hospital to benefit people and programs within our WakeMed community. Any department leader can request funding for a need by filling out a Request for Consideration Funding Form and submitting it to the WakeMed Cary Volunteer Board. If you see a need in your department, speak with your Manager about funding through the volunteers at WakeMed Cary Hospital. **Contact Chris Gage, Director of Guest Retail/Volunteer Services at 919-350-8005 for further information.**

But, remember, this valuable program can only continue through your contributions to the Blossoms for Life program. Consider honoring a special person in your life, memorializing a loved one or just helping programs of the Volunteers at WakeMed Cary by your gift. Blossoms for Life contributions envelopes are available at the desks in the Main Lobby, the Women's Pavilion or from the Volunteer Services Office.



## WakeMed Updates

### UPDATE

#### Donald Gintzig Named One of TBJ's 2016 CEOs of the Year

WakeMed President & CEO **Donald Gintzig** was named to the Triangle Business Journal's 2016 CEOs of the Year list. He is the only health care leader among representatives from diverse fields including technology, finance, real estate, education and government. The 20 CEOs recognized in the annual program were chosen based on the responses of other CEOs or top executives in the Raleigh-Durham area.

Gintzig joined WakeMed in 2013 as interim president and CEO and accepted the permanent position in 2014. Since joining WakeMed, Gintzig has been instrumental in introducing and implementing our new strategic plan, which included changes to our mission, vision and values as well as 10 new aspirational goals. He has led the organization's efforts to focus on not only providing exceptional patient care when it is needed, but to help improve the health and wellbeing of our community by promoting population health initiatives and community partnerships.



### UPDATE

January 29, 2016

#### WakeMed Scores an EPIC TOUCH-DOWN, Earning Nearly Half a Million Dollar Financial Credit from Epic

As we approach our one-year Epic Go-Live anniversary (celebrated on Superbowl Sunday 2015), we have some GREAT news to share! Today, we learned that WakeMed has been awarded a financial credit of nearly **half a million dollars** - \$463,100 - as part of Epic's "Good Install Program." To qualify for Epic's Good Install Program, Epic and WakeMed have been tracking numerous measures of success since our go-live, and our results have been exceptional. Epic has been scoring WakeMed each month on our performance in numerous key areas, including:

- End-User performance (that's how well our staff are using the Epic software based on their guidelines)
- Our adherence to best practice guidelines
- Overall project success

Earning this significant credit is a direct result of the commitment of everyone from across the WakeMed family over the past year – the exceptional teamwork, training, support, communication and leadership demonstrated by our entire organization has made this possible.

Kudos to everyone and stay tuned as we prepare to share additional news and results.

## WakeMed Updates continued

### UPDATE

February 12, 2016

We are fortunate here at WakeMed to have a culture – the Wake Way – that is truly unique and something that has set us apart from other organizations for the last 55 years. This spring, we will be building on this culture by introducing our new Wake Way every-time behaviors:

- Respect for People
- Communication
- Teamwork
- Commitment & Accountability

These behaviors are an important part of our Wake Way 2 Excellence journey and I am very excited for us to build on our strengths as we pursue our aspirational goals and provide an exceptional patient and family experience.

Over the coming months, each member of the WakeMed family will be asked to think about what these behaviors mean and how we should demonstrate them in our interactions. The goal isn't to provide you with a script to use when talking with patients, families and each other. Instead, it's an opportunity to develop standard work so that each of us is consistently demonstrating respect, communication, teamwork, commitment & accountability throughout WakeMed. This will not only ensure that our patients feel good about their experience here at WakeMed, but will truly improve the care we deliver to our patients and their families.

This month our focus is on Respect for People. If you haven't already, your team will have a staff meeting dedicated to this behavior where you will be engaged in discussions about what it means and what our Wake Way expectations are. Respect is a very personal thing and I encourage you to take this opportunity to think about what it means to you as an individual, to feel respected and how you can better show respect to others. Though it isn't always easy, engaging with one another in open and honest conversations is the first step toward showing mutual respect. I challenge you to take this opportunity to learn about yourselves and each other so we can truly integrate respect for people into the Wake Way.

I am excited about this opportunity for us to grow as individual members of the WakeMed family and for the positive change this journey will bring throughout our organization. I look forward to sharing more with you as we work together to demonstrate these Wake Way behaviors in all that we do...every time.

Respectfully,  
Donald Gintzig  
President & CEO



## The President's Spotlight – Raleigh Campus



Hello,

As each season of the year changes it seems like there is a new set of chores to be done around the house. Whether it's a thorough spring cleaning, watering a thirsty summer lawn or vegetable garden, raking fall leaves or winter pruning in preparation for the next year, daily life can seem fairly routine until the next season requires us to make adjustments. For the patients and visitors that we serve at WakeMed, a new season can begin as quickly as from the moment they arrive to when they leave to go home. Whether it's adding rehabilitation to their calendar, changing to a heart-healthy diet and lifestyle, or welcoming a new baby, the routine is often new and uncharted territory. We have a subtle but essential role in helping to make that transition as positive of an experience as it can be. In addition, we have a great opportunity to support our staff as we collectively work to provide outstanding and compassionate care to our community. Thank you for your willingness to be that subtle but essential piece of the WakeMed team. May this next season for you be filled with the smiling satisfaction of a job well done.



Respectfully Submitted,  
Sharon LaRusch

## The President's Spotlight – Cary Hospital



Hello all,

The volunteer luncheon at the Crabtree Marriott was a big success. Over 300 attended and the feedback for the event was all positive. Because of the positive feedback, plans are being made for next year's luncheon to be held at the Crabtree Marriott also.

The Cary Volunteer Board of Directors has been very active. In January, we had a request to fund 4 STAXI Transport Chairs (station -specific transfer chairs) for transporting patients by Tana Taylor, Manager, Guest & Retail Services. The board approved \$6,000 to support these needed items for improved service.

In February Mr. Tom Gough, Sr. VP/Administrator for the Cary Hospital presented potential funding opportunities for our board to consider. After careful consideration, the board decided to fund his top priority, which is an improvement in accessibility at Cary Hospital's main front entrance. This will make the entire front drop off area wheelchair/walker accessible. The cost for this project is \$13,000 and we are excited to be a part of this great improvement. The board also approved \$2,000 in support of the Public Relations professional videos for the Wake Way to Excellence campaign.

In March the board received an excellent presentation on the Mended Hearts program from Coach Bud. This is a program where volunteers who have had previous heart surgeries come and talk to residents awaiting heart surgery to try and allay any fears they might have.

In closing, I would like to wish all volunteers a happy spring and I look forward to working with all in the coming year.

Respectfully Submitted,  
Joe Esmond



## Volunteer Spotlight WakeMed Raleigh Campus ~ From Ewe to You



Hannah Moyles, Community Sewer with From Ewe to You

“I am a 19 year old Wake Tech Community College student. I first became interested in community sewing during the winter of my 9<sup>th</sup> grade year of high school. I remember I was in the car with my mom and when we were stopped at a light; I saw a homeless man on the side of the road. Something about how cold it was outside and the thought of how he had no choice but to stay out in the bad weather really stuck with me. That night I went home and looked up some statistics on

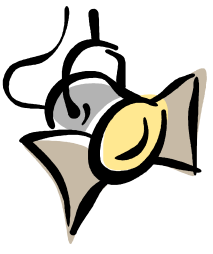
homelessness in the Triangle. I was shocked by how large our homeless population was. I wasn't really sure how I could help until I saw my mother crocheting an afghan, and I realized that at the very least, I could help make their winters a little warmer. It snowballed from making and collecting handmade items like hats, scarves, and blankets to making baby items to food and school supply drives.

My father works at WakeMed and he told me about the volunteer office. I saw that it was a great way to get my items out to people who needed them.

The name of my group is a play on words. Instead of From You to You, it's From Ewe to You. A ewe is a female sheep, and it ties in to our making and collecting crocheted and knitted items with yarn.

My constant members are my immediate family, but I've also received donations from hundreds of people around the United States.



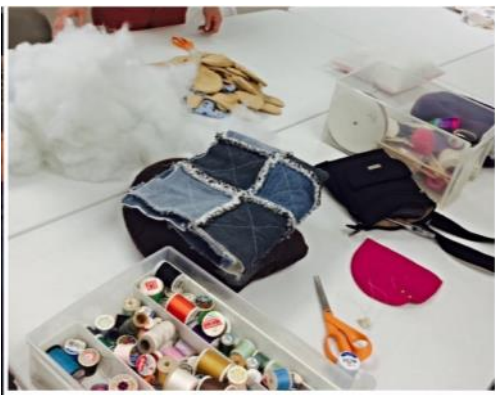


## Volunteer Spotlight WakeMed Cary Hospital ~ On the Mend

**On the Mend** is a community sewing group that meets on Mondays and Tuesdays at the Garner Senior Center. Sarah Craig started the group approximately 15 years ago. Since the group laid down roots, it has grown significantly. Today there are 57 members from all over the country including quite a few North Carolina natives, New Englanders, and transplants from as far west as California. This talented group knits and crochets huggables, shawls, quilts, and newborn hats.

Like many volunteers, some members of On the Mend have personal ties to WakeMed Health & Hospitals. Some of the women were patients at one time or visited one of our facilities when a loved one was being cared for. Other members donate their time and talents to establish new friendships and bond while giving back to the surrounding communities. Whatever the motivation, we are appreciative of their service. In 2015 alone, On the Mend donated 356 baby hats and 480 huggables.

If you are interested in joining the On the Mend sewing group or if you would like more information, you may visit the Garner Senior Center on Monday and Tuesdays from 10:00 am - 12:00 pm.



## Guest Ambassador

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

Vernon Burkhart - "He was very careful to make sure that I was safe and comfortable while he transported me from the 6<sup>th</sup> floor to the ground floor. I was in a wheelchair."

Abayomi Ajayi - "This young man is very helpful, friendly and very courteous. You are fortunate to have him!"

Kamika Henderson – "She was very friendly and helpful."

Noor Elmaghrabi - "He was great!!! Good Luck!"

Zyon Devaughn – "She was very helpful and has a wonderful attitude!"



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

**. a job well done!**

## Exit Comments

Rosemary Kenny - Lap Parenting / Volunteer Board. "These years at WakeMed have been an outstanding experience! I have loved working with "my babies" for these 15+ years. I have also been involved with serving on the Volunteer Board in a variety of positions, which have also been outstanding!"

April Sanservieri - Rehab: HealthPark Nutrition. "I learned so much! I would love to work here in the future!"

Jeelan Rahhal - Guest Ambassador. "I enjoyed the experience at WakeMed and have had the pleasure to meet you, the wonderful staff and other volunteers at WakeMed. I have taken so many great learning experiences from this opportunity, and truly, truly thank you and the Volunteer Services department for this wonderful time that I have had these past two years. There are so many things I have learned through this, and it has been more than just a volunteering position, but rather it has been a learning experience that I couldn't have been able to get elsewhere. Thank you very much, and it has been my pleasure working with everyone."

Alison Brown - Same Day Surgery. "I met lot of terrific people! My volunteer job was fun and rewarding that I will do again in another hospital. I think WakeMed for the opportunity to volunteer."

Pavan Prajapati – Surgical Services. "I really enjoyed my volunteering and the staff I worked with all were very supportive, kind and helpful."

Gwen Echavez – HELP Program. "All the staff was very pleasant and very nice to work with."

## Our Thoughts . . .

### In Memory of Our Volunteers

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

Our condolences to the family and friends of Charles Perlette. Charles had been a volunteer for the WakeMed Raleigh Campus since 2009. During his time with us, Charles served over 2,300 hours towards assisting the office of Patient Financial Services. We appreciate his time, caring, and support.

### Our Sympathies to:

#### WakeMed Raleigh Campus

Karin Beaty – loss of family member  
Virginia Brogden – loss of family member  
Kelly Burge – loss of family member  
Vickie Higgins – loss of family member  
Rosellar Sharper – loss of family member

#### WakeMed Cary Hospital

Clyde Hare – loss of family member  
Anne Joyner – loss of family member  
Ryan King – loss of family member  
Shanna Ly – loss of family member  
Barbara Mineiro - loss of a close friend  
Franklin Rush – loss of family member  
Sandra Venson – loss of family member  
Barbara Williams – loss of family member

### Thinking of you

#### WakeMed Raleigh Campus

Sherman Driver  
Marion Boissere  
Reda Kabbany  
Jayne Legatowicz  
Michele Murrell

#### WakeMed Cary Hospital

Audrey Addo  
Ruth Cornwell  
Janis Farnsworth  
John Grau  
Robert Gelinias  
Patty Hare  
Marilyn Mitchell  
Joanne Purdy  
Priscilla Smith  
Bunny Thompson

#### Congratulations

Manoj & Sheela George on their 19<sup>th</sup> wedding anniversary on January 15<sup>th</sup>

Jim & Carolyn Ryals on their 49<sup>th</sup> wedding anniversary on January 27<sup>th</sup>

Fred & Vivian Collins on their 56<sup>th</sup> wedding anniversary on February 1<sup>st</sup>

Sol & Karen Hochler on their 40<sup>th</sup> wedding anniversary on February 14<sup>th</sup>

Dale & Kathy Clement on their 40<sup>th</sup> wedding anniversary on February 16<sup>th</sup>

Sherman & Rosemary Driver on their 47<sup>th</sup> wedding anniversary on February 18<sup>th</sup>

Reid & Brenda Craft on their 48<sup>th</sup> wedding anniversary on March 9<sup>th</sup>

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

WakeMed Raleigh Campus  
919-350-8293

WakeMed Cary Hospital  
919-350-2363



## Fundraisers: Thank you to the following

### WakeMed Raleigh Campus

Danna Freeman  
 Pat Taylor  
 Michael Fuchs  
 Anita Boonen  
 Laura Miller  
 Maggie Gill  
 Ruby Hart  
 Valerie Perry  
 Sue Honeycutt  
 Marion Boissiere

Who assisted with The Volunteers at Wake-Med Raleigh Campus for the Masquerade Jewelry Sale on December 15, 2015.

Over 700 employees visited the sale and we sold \$33,056.10 in merchandise and raised \$6,193.01 in profits.



### Cary Hospital

Gina Gesualdo  
 Susan Alvey  
 Pam Ayars  
 Nancy Refienhauser  
 Denise Galloway  
 Beth Turner  
 Annette Edeburn  
 Chi-Jang Lin



Who assisted with The Volunteers at Wake-Med Cary Hospital for the Masquerade Jewelry Sale on December 7, 2015.

Over 150 employees visited the sale and we sold \$5,647.25 in merchandise and raised \$1,058.82 in profits.

## Donations

### WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus & Cary Hospital offer magazines, 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 would be greatly appreciated.

#### Criteria:

- 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.

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

Maria Caicedo - for her donation of children books

Key Club - Heritage High School - for their donation of children and adult socks

La Petite Academy - for their donation of children books

Lisa Miller - for her donation of stuffed animals

Patricia Viers - for her donation of adult books



Edith Cheek and members of the Beta Lambda Sigma Sorority



Fo Guang Shan Temple



Gina Taylor from Ravenscroft School

## 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 care and comfort that is second to none.

### WakeMed Raleigh Campus

Angela Luddy  
Cary Senior Center  
Eleanor Reichert  
Florence Grummer  
From Ewe to You  
Gina Taylor (Ravenscroft School)  
Glenda Poulter  
Heart 2 Heart Ministry  
Jammin Hooves 4-H Club  
Janet Jennings  
Julie Ryan  
Linda Bonin  
Luanne Hill  
Mae Hicks  
Marie Sealey - in memory of Jace Harper  
Sealey (5/14/2013 - 6/17/2013)  
Mary Sue Hitch  
Mildred Chavis  
NRCC Stitchers  
Piney Grove Baptist Church  
Project Linus  
Sarah Hodges  
Threads of Love

### WakeMed Cary Hospital

Grace Adams  
Pam Ayars  
Vivian Collins  
Loretta Consiglio  
Ann Esterich  
Madeline Hamady  
Aubrey Knier  
Cindy Larsen  
Marilyn Mitchell  
Kathy Rembrandt  
Susan Tapp  
Ann Foster Group  
Carolina Preserve Yarn Spinners  
Colonial Baptist Church  
Cornerstone Presbyterian  
Garner "On the Mend"  
Holly Springs Comfort Circle  
Holly Springs Newcomers  
Spring Arbor  
Windsor Point



## Calendar of Events

### WakeMed Raleigh Campus

#### Volunteer Board Meetings

Tuesday, May 10, 2016  
Conference Dining Room, 10 am - 12 pm

Tuesday, June 14, 2016  
Conference Dining Room, 10 am - 12 pm

Tuesday, August 9, 2016  
Conference Dining Room, 10 am - 12 pm

#### Books are Fun Sale

Wednesday, April 27, 2016  
Andrew Center, 7 am - 4 pm

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

#### WakeMed Raleigh Campus Tour Dates

Tuesday, May 10, 2016  
Volunteer Services, 1 pm

Tuesday, June 14, 2016  
Volunteer Services, 1 pm

Tuesday, July 12, 2016  
Volunteer Services, 1 pm

Tuesday, August 9, 2016  
Volunteer Services, 1 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

#### Volunteer Board Meetings

Wednesday, May 25, 2016  
Conference Center 10 am - 12 pm

Wednesday, June 22, 2016  
Volunteer Services Office 10 am - 12 pm

Wednesday, July 27, 2016  
Conference Center 10 am - 12 pm



#### WakeMed Cary Hospital Tour Dates

Monday, April 18, 2016  
Volunteer Services 6 pm

Monday, May 9, 2016  
Volunteer Services 10 am

Thursday, May 26, 2016  
Volunteer Services 6 pm

Thursday, June 9, 2016  
Volunteer Services 10 am

Monday, June 20, 2016  
Volunteer Services 6 pm

Monday, July 11, 2016  
Volunteer Services 10 am

To register, please call 919-350-2363

## Placement Opportunities

### WakeMed Raleigh Campus

#### **Café 3000 (Cafeteria) Piano Player**

One person, one day every other week.  
11 am - 1 pm

Café 3000 is looking for a volunteer who is able to play the piano one day per week. There is a large piano on the platform in the cafeteria. Pianists are asked to play a variety of soothing musical selections.

#### **WPP- Pediatric Clinic Diversionary Activities**

Monday and Friday  
9:30 am - 11:30 am  
Tuesday/Wednesday/Thursday  
9:30 am - 11:30 am  
and 1 pm - 3 pm

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

#### **Patient Relations**

Bilingual Volunteers Needed!  
Monday - Friday  
8 am - 4 pm, 2 - 4 hour shifts available  
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.

### WakeMed Cary Hospital

#### **Gift Shop**

Mondays 9 am - 12 pm or 5 pm - 7 pm  
Tuesdays 3 pm - 5 pm or 6 pm - 8 pm  
Thursdays 4 pm - 6 pm

Volunteers assisting with the Gift Shop primarily assist customers with the checking out process. In addition, volunteers also put out new merchandise and light cleaning.

#### **Apex Emergency Department**

Mondays 3 pm - 6 pm  
Tuesdays 3 pm - 6 pm or 6 pm - 9 pm

The purpose of the volunteer placement in the Emergency Department is to provide non-medical support, comfort and assistance to staff, patients and families.

#### **Mammography (temporary placement)**

Mondays, Thursdays, Fridays  
7 am - 11 am or 8 am - 11 am  
11 am - 2 pm  
2 pm - 4 pm

Mammography volunteer duties include greeting patients, ensuring patients have registered at the information desk in the atrium, assisting patients with the completion of forms, escorting patients to the changing area.





# Happy Birthday!

## WakeMed Volunteers

### Raleigh Campus

#### January

Jan Range, 1/1  
 Savannah Beasley, 1/2  
 Jessica McAninch, 1/2  
 Mary Roman, 1/3  
 Kathy Diemer, 1/4  
 Angela Tall, 1/4  
 Abayomi Ajayi, 1/5  
 Doris Bell, 1/5  
 Dinah Moore, 1/5  
 Bernard Parrish, 1/6  
 Chandra Manivannan, 1/7  
 Hieu - Minh Hoang, 1/9  
 Jada Yeboah, 1/9  
 Hunter Hudson, 1/10  
 Rosellar Sharper, 1/10  
 Maria Harb, 1/12  
 Janice Haywood, 1/14  
 Sharon Sowell, 1/14  
 Theresa Baker, 1/15  
 Bernardo Linares Gutierrez, 1/16  
 Bernice Parker, 1/17  
 Jessica Salazar, 1/19  
 George Rhyne, 1/20  
 Latoya Hudley, 1/22  
 Brianna Jones, 1/22  
 Khanh Duong, 1/26  
 Tabitha Ostrout, 1/26  
 Catherine Hill, 1/27  
 Dymond Lawrence, 1/27  
 Sally Perdue, 1/27  
 Marva Mehaffey, 1/29  
 Karen Seeger, 1/29  
 Pamela Friday-Norfolk, 1/30

#### February

Bronson Brown, 2/1  
 Shannon Churchill, 2/3  
 Kevin Le, 2/3  
 Mancellina Gomes, 2/9  
 Sofia Sandiford, 2/9  
 Aditya Shetye, 2/9  
 Nicole Hairston, 2/11  
 Lorraine McCullough, 2/11  
 Karen Rowley, 2/12  
 Elizabeth Scully, 2/12  
 Komal Bulchandani, 2/13  
 Carrie Draper, 2/13  
 Charlotte Montillo, 2/13  
 Matthew Crittenden, 2/14  
 Terry Rimmer, 2/14  
 David Brock, 2/16  
 Tian Liu, 2/16  
 Bruce Hamilton, 2/17  
 Deirdre Anglin-Stone, 2/18  
 Trudy Bennett, 2/18  
 Alisa DeJoseph, 2/20  
 Anna Hunter, 2/20  
 Ireny Sharkawy, 2/20  
 Jordyne Dixon, 2/21  
 Wyatt Coggins, 2/23  
 Carrie Fisher, 2/23  
 Amber Whitley, 2/23  
 Ann Wyker, 2/24  
 Mary England, 2/25  
 Tavalas Staten, 2/25  
 Martha Biggio, 2/26  
 Sandra Heeter, 2/26  
 Daisy Adams, 2/28

#### March

Elaine Allen, 3/2  
 Denise Rohr, 3/2  
 Angelique Vos, 3/2  
 Marion Boissiere, 3/3  
 Andrew Ray, 3/3

Louise Somers, 3/3  
 Patricia Swasey, 3/3  
 Melody Moezzi, 3/4  
 Marlene Anthony, 3/6  
 Susan Legatowicz, 3/6  
 Felicitas Papasin, 3/6  
 Audrey Pope, 3/7  
 Sarah Fenner, 3/9  
 Robert Gelinis, 3/9  
 Tam Mataka, 3/9  
 Sherry Schulz, 3/9  
 Carolyn Crisci, 3/10  
 Pamela Alterman, 3/11  
 Airelle Atwell, 3/13  
 William Miller, 3/14  
 Natalie Rand, 3/15  
 Virginia Brogden, 3/16  
 Cory Fowler, 3/17  
 Oyesola Popoola, 3/17  
 Deloris Johnson, 3/18  
 Renate Little, 3/18  
 Lorraine Shapcott, 3/18  
 Mildred Chavis, 3/19  
 Cynthia Taylor, 3/19  
 Jeanne Williams, 3/19  
 Alexander Lang, 3/21  
 Meredith Mock, 3/21  
 Jean Laudon, 3/22  
 Paul Fausneacht, 3/23  
 Carol Geist, 3/23  
 Linda Lovell, 3/23  
 Alicia Ozhakanat, 3/24  
 Janet Hoffmann, 3/25  
 Jacqueline Kirsch, 3/26  
 Divya Kumaresan, 3/26  
 Patricia Taylor, 3/26  
 Desiree Ofodile, 3/27  
 Philip Greco, 3/28  
 Timothy Lee, 3/28  
 Rohit Ghotkar, 3/29  
 Tarsila Machado, 3/29  
 Kelly Burge, 3/30  
 Vickie Higgins, 3/30



# Happy Birthday!

## WakeMed Volunteers

### Cary Hospital

#### January

June Phillips, 1/1  
 Trudy Byron, 1/1  
 Lois Dziejczak, 1/1  
 Ramis Chowdhury, 1/1  
 Nancy Romano, 1/1  
 Tiara Mathur, 1/2  
 Judith Fleming, 1/2  
 Andrew Hegeman, 1/2  
 Divyakshi Sharma, 1/4  
 Johanna Wilson, 1/4  
 Joan Hashbarger, 1/4  
 Sharon (Bunny) Thompson, 1/4  
 Carol Crosby, 1/5  
 Melvin Tolliver, 1/6  
 Margaret Sunukjian, 1/7  
 Divya Venkataganesan, 1/7  
 Maram Issa, 1/8  
 Deborah Harcz, 1/9  
 Jany Choate, 1/10  
 Vivian Mobilio, 1/10  
 Rachel Polsky, 1/11  
 Barbara Gribble, 1/13  
 Ellen Rose, 1/13  
 Palma Ayars, 1/14  
 Tabitha Lockett, 1/15  
 Sharon Brown, 1/15  
 Aida Al-Akhdar, 1/16  
 Georgia Rothschild, 1/16  
 Eileen Mitchell, 1/16  
 Huriyyah Chaudhry, 1/20  
 Joanne Purdy, 1/21  
 Asha Anand, 1/21  
 Christina Smith, 1/21  
 Thomas Trochum, 1/22  
 Janice Farnsworth, 1/22  
 Linh Nguyen, 1/22  
 Kim Peppers, 1/23  
 Michael England, 1/26  
 Nicholas Koch, 1/26  
 Judith Klotz, 1/26

William Park, 1/27  
 Margaret Crutchfield, 1/29  
 Jerralie Peterson, 1/29  
 Shanna Ly, 1/30  
 Marie Jilliane Mallari, 1/30  
 Jonathan Garnett, 1/31

#### February

Anne Joyner, 2/5  
 Meredith Meyer, 2/8  
 Helen Gaster, 2/8  
 Amanda Borchik, 2/8  
 Madhu Ramanan, 2/9  
 Elsie Boyer, 2/10  
 Melanie Haddock, 2/11  
 Jean Kinyon, 2/12  
 Mary (Lavenia) Bowie, 2/12  
 Omar Halawani, 2/13  
 Zina King, 2/13  
 Rose Dammann, 2/13  
 Helen Jones, 2/15  
 Leonor Dunn, 2/16  
 Anna Polokow, 2/16  
 Jeffrey Schmitt, 2/17  
 Susan ReCorr, 2/19  
 Meghana Mettu, 2/20  
 Barbara Copperwheat, 2/20  
 Tandra Burson, 2/22  
 Susan Alvey, 2/25  
 Eileen Okel, 2/26  
 Robert McAllister, 2/28  
 Susan Coulter, 2/28  
 Eric Hall, 2/29

#### March

Lauren Mayr, 3/1  
 Hazel Dickey, 3/5  
 Eleanor Morse, 3/5  
 Katherine Myers, 3/6  
 Purnima Kotiya, 3/6  
 Rachel George, 3/7  
 Carrie Reinking, 3/7  
 Fran Cappabianca, 3/8  
 Sara Knowlson, 3/8  
 Paula Bennett, 3/8  
 Erin Hoffman, 3/9  
 LaRue Wayne, 3/9  
 Kaylie Griffin, 3/10  
 Subashini Ganeshan, 3/11  
 Lydia Eisenbeis, 3/11  
 Ruth Allbert, 3/12  
 Sue Dekeyser, 3/12  
 Henry Dorobiala, 3/13  
 Darlene Duncan, 3/13  
 Lorraine Tabron, 3/13  
 Rhonda Postell, 3/14  
 Beth Turner, 3/14  
 Madeline Hamady, 3/14  
 Jillian Schoening, 3/18  
 Barbara Farber, 3/18  
 Twila Carrisales-Gomez, 3/18  
 Marilyn Mitchell, 3/19  
 Beatrice Werner, 3/19  
 Arabelle Stancil, 3/19  
 Zeinab Hilou, 3/22  
 Sandy Bianco, 3/22  
 Darrel Anderson, 3/23  
 Sara Lafontaine, 3/23  
 Winifred Fu, 3/23  
 Kesha Gates, 3/24  
 Linda Lang, 3/24  
 Janos Hollo, 3/31  
 Siarra Deol, 3/31  
 Susanna Spencer, 3/31



## Welcome New Volunteers

### **Raleigh Campus**

Daisy Adams  
Lawson Adams  
Ameera Afifi  
Jaelyn Aldridge  
Pamela Alterman  
Kayleigh Andres  
Shirley Andries  
Nnennaya Asi  
Tenisha Barnes  
Perry Barnhill  
Suzanne Bass  
Kilian Bouedo  
Courtney Boyce  
Trina Boyer  
Jasmin Bradshaw  
Michael Brady  
Sandra Brooks  
Allison Bunn  
Jenn Cary  
Holly Castillo  
Kristin Crank  
Cristina Dejesus  
Elizabeth Dittmar  
Joseph Dittmar  
Juan Duran  
Jonshea Edwards  
Mary England  
Karen Flournoy  
Pearl Fowler  
Janice Freund  
Sumana Goli  
Mercellina Gomes  
Carolina Guerrero  
Alvin Hoffmann  
Shima Idries  
Laura Jackson  
Angelita Jayme  
Nancy Jenkins  
Janet Jennings  
Joyce Jones  
Phuong Kennedy  
Cameron Leach  
Sharon Lies  
Wanda Looper  
Richard Marshall  
Lauranna Masters  
Ada Maxwell  
Bina Mistry  
Meredith Mock

Melody Moezzi  
Darlene Moore  
Lydia Mugo  
Shreya Nakkala  
Canaan Parker  
Larry Parks  
Linda Perry  
Jessica Poole  
Nicole Porter  
Joshua Ray  
Glinda Robinson  
Juan Rodriguez-Benitez  
Sharief Saleh  
Eva Simmons  
Jeannie Smith  
Louise Somers  
Alex Spencer  
Savannah Stallings  
Deborah Stewart  
Carola Street  
Kanika Strickland  
Mickey Strong  
Elaine Sykes  
Jasmine Taft  
Nadia Toma  
Eva Torres  
Allison Tu  
Morgan Tyson  
Judith Underwood  
Jesus Vargas  
Shekeisha Vooris  
Tayler Walker  
Jean Wall  
Lisa Wanda  
Carol Weathersbee  
Ashley You  
Elizabeth Young  
Moriah Zarzar

### **Cary Hospital**

Asha Anand  
Vennela Avula  
Manmeet Bhinder  
Reece Bishop  
Nancy Boorum  
Sharon Brown  
Breanne Burgess

Brenda Carbon  
Paulette Cherubin  
Teresa Coeppen  
Helen Cotton  
Carol Doyle  
Michael England  
Heidi Fiedler  
Jiaying Garnett  
Jonathan Garnett  
Cherie Gerber  
Lois Haner  
Joan Hashbarger  
Linda Herrman  
Liz Hodgson  
Mariama Jabati  
Hope Kelly  
Sujay Kestur  
Zina King  
Nicholas Koch  
Barbara Koniesberg  
Deanna Leuenberger  
Charis Lowe  
Evelyn Medina  
Meghana Mettu  
Sue Muluihill  
Donna Newmeyer  
Ileta Norris  
Barb Palmer  
Jon Petty  
June Phillips  
Rhonda Postell  
Carrie Reinking  
Cecelia Round  
Franklin Rush  
Sandy Sandifer  
Merril Schindler  
Jillian Schoening  
Nedda Seif  
Thomas Sessoms  
Anne Shepherd  
Barbara Simon  
Judi Skalnik  
Julie Spray  
Margaret Sunukjian  
Saadia Syed  
Maria Szoke  
Pat Truesdall  
Janet Wasserman  
Amelia Whitford  
Fee (Linda) Yue



## WE NEED YOUR EMAIL ADDRESS!

### Email Update Form:

\_\_\_\_\_  
Name

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

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

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

## KEEP MAILING ME THE HEARTBEAT!

Complete the form below & return to your Volunteer Services department

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

\_\_\_\_\_  
Name

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

## BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

### BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

\_\_\_\_\_  
Address

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

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

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

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

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



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