

A PUBLICATION FOR AND ABOUT THE WAKEMED VOLUNTEERS

# Heartbeat

WakeMed 

January - March 2015

This edition of the HeartBeat is edited by Catherine Allen, Volunteer Services Representative, Raleigh Campus

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## Updates from the Director

National Volunteer Week, April 12-18, 2015, is about inspiring, recognizing and encouraging people to seek out imaginative ways to engage in their communities. National Volunteer Week was established in 1974 and has grown exponentially each year. It's about demonstrating to the nation that by working together, we have the fortitude to meet our challenges and accomplish our goals.

At WakeMed Health & Hospitals, we like to take this opportunity to recognize the efforts of our wonderful volunteer team. Our annual luncheon serves as our most formal way of saying thank you – please see the article on the next page on this year's luncheon.

During National Volunteer Week we have planned a nice showing of our appreciation which will be mailed to your home address on file. In addition, there will be displays in our facilities regarding National Volunteer week and we encourage departments to show their appreciation as well. We hope that you enjoy your service at WakeMed and know that you truly are a part of the healthcare delivery team that makes a difference in the lives of patients and families.

Thank you so much for your continued care and support!

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

*Start where you are.  
Use what you have.  
Do what you can.*

*Arthur Ashe*

## Volunteer Appreciation Luncheon

A first at WakeMed Health & Hospitals, this year's combined volunteer appreciation luncheon, served to provide recognition and increase collaboration, while also increasing efficiency and reducing costs. The event was held February 10<sup>th</sup> at the PNC Arena, 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.

President & CEO, Rear Admiral Donald Gintzig; Susan Davis, Child Life Specialist; Martha Johnson, Director, Pharmacy; Shawn Van Steen, Audiologist; Crystal Berry, Manager Day Surgery; Brad Davis, Executive Director of the WakeMed Foundation; Mike Fuchs, President, The Volunteers at WakeMed Raleigh Campus; Sue Busa, President, Volunteers at WakeMed Cary Hospital; Jackie Kennedy, Manager, Volunteer Services; Natalie Leary, Volunteer Services Specialist and Chris Gage, Director, Volunteer Services recognized the invaluable services and contributions of The Volunteers at WakeMed.

### Special Volunteer Recognition included:

- Most hours served in FY14 - **Phil Greco**, Ronald McDonald Family Room, 1,195.50 hours
- Most Hours Served by an Individual Sewing Volunteer in FY 14 - **Deanna Babyak**, 1,226 hours
- Highest Lifetime Hours Served - **Palma Ayars**, 15,790.65 hours
- Longest Serving Hospital Volunteer - **Peggy Lewis**, 26 years, 6 months
- Longest Serving Community Volunteer - **Emma Voigt**, 29 years, 9 months
- Community Sewing Group that Contributed the Most Hours in FY 14
  - **Project Linus**, 7,570 hours
  - **Cary Senior Center**, 6,424.75 hours
  - **Garner Senior Center**, 5,996.50 hours

### Volunteer Placement Highlights included:

Hospitality Pets – “Our Furry Canine Companions”  
 Sandy and Pam Pittenger – “Mr. & Mrs. Claus”  
 Sally Kinka – “The Story Teller”  
 Bill Ayars – “The Pianist”

Thanks to all of the amazing men and women who give of their time and talents to WakeMed patients, families and staff members.



## Volunteer Services Updates

### The 2015 Volunteer Services “Processes” are Underway!

March - 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:

- Ballots for the election of new members to the board of your volunteer organization. Vote for your leadership (April-May).
- 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 12-18.
- 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!



Hello Everyone!

My name is Angie Smith and I am the new Volunteer Services Specialist for WakeMed Cary. I have been fortunate to meet some of you but want to formally introduce myself.

Although I have North Carolina roots I grew up as an Air Force kid. I was born in Japan and lived in San Antonio, Texas and right outside of Dayton, Ohio. I graduated from the University of Cincinnati in 2007. Since then, I have found my professional niche in volunteer services and higher education.

My recent relocation from Cincinnati, Ohio to North Carolina has given my daughter and I the opportunity to spend time with extended family on a regular basis and discover the wonders of the Old North state. Being that I am still new to the area, I welcome suggestions regarding local attractions or hidden gems.

I look forward to working with such a committed and passionate group of volunteers. I appreciate all that you do to positively impact our patients, their families, and staff. Thank you for contributing to the WakeMed mission!

Angie Smith  
Volunteer Services Specialist

## WakeMed Updates

December 19, 2014

### Three Evaluations, Three Quality Successes

WakeMed employees, physicians and volunteers at Raleigh Campus celebrate *three* successes after today's two onsite regulatory surveys by The Joint Commission (TJC) and the Society of Cardiovascular Patient Care (SCPC) and an assessment of our Ebola readiness by the North Carolina Division of Public Health (NCDPH), the Centers for Disease Control & Prevention (CDC) and the North Carolina Office of Emergency Medical Services (NCOEMS).

### The Joint Commission Advanced Certification for Primary Stroke Centers

TJC surveyor Kimberly Warren, MSN, RN, who spent the day conducting a rigorous review of stroke-related programs, policies and protocols, will once again recommend The WakeMed Primary Stroke Program at WakeMed Raleigh Campus for Advanced Certification for Primary Stroke Centers. Our program is evaluated every two years to ensure it continues to meet the high standards set by TJC and the American Heart Association/American Stroke Association.

Warren was most impressed with our team's passion for keeping the patient at the center of all we do. "Everywhere that I went today was a positive experience for me and, most importantly, your patients. You put them first, and that is clear...I picked to come here because I knew you delivered excellent, patient-focused care and I wanted to see you in action."

"What a compliment for our team when the surveyor said, '...if I lived in your region, I would not hesitate to bring my parents here for stroke care'," said Betsy Gaskins-McClaine, MSN, RN, WakeMed Heart & Vascular Services vice president. "The expertise, compassion and commitment shows in all we do for stroke patients. Thanks to every member of the WakeMed Stroke Team for your exceptional work."

Cary Hospital's Primary Stroke Program is also certified by TJC.

### Society of Cardiovascular Patient Care Recommends Heart Failure Program Reaccreditation

WakeMed Raleigh Campus completed a survey by the Society of Cardiovascular Patient Care (SCPC) who reviews our capabilities and clinical processes to provide exceptional patient care for heart failure patients. SCPC Surveyor Maghee Disch, MSN, RN, CNL, CHFNP, conducted a thorough review and is recommending WakeMed Raleigh Campus Heart Failure Program for accreditation.

Extraordinary, passionate and dedicated were words Disch used to describe the WakeMed providers who work with heart failure patients. Disch was also extremely impressed with the stellar collaboration among physicians, team members and administrators. She noted that everywhere she went, staff members were quick to point out the high level of support they receive from leadership and physicians. Disch also challenged us to continue to enhance the services we provide heart failure patients and their families across the continuum of care.

The official accreditation announcement must come from the SCPC, and is expected within the next four weeks. WakeMed Raleigh Campus first received Heart Failure Accreditation from SCPC in 2010. WakeMed Cary Hospital received Heart Failure re-accreditation in October 2014.

"Today, we received the highest compliments for both our expertise and passion for our patients," said Gaskins-McClaine. "Now, it's time to challenge ourselves to drive transformational change in an even greater way for our patients and families who experience heart failure and stroke. My deepest thanks to all of the physicians, team members and leaders who bring exceptional heart and vascular care to our entire community."

## WakeMed Updates continued

### **Ebola Readiness Assessment**

WakeMed welcomed Drs. Julie Casani and Zack Moore with the North Carolina Division of Public Health and other representatives from the CDC and NCOEMS to assess our readiness and ability to care for patients with suspected or active Ebola infection.

The assessment was not to determine whether WakeMed should be one of the 35 designated Ebola treatment centers in the United States. Instead, it was to review plans, assess readiness and provide assistance in our journey of preparedness. It was also not a regulatory survey, and we will not receive any formal report or certification.

The team highly complimented the extensive work and planning that had been completed and felt that the interviews and tour were a great experience.

They were especially impressed with the involvement of leadership, the operational detail and the fact that there is a comprehensive plan in place for training and designating the Raleigh Campus as the central care facility within the WakeMed system.

They offered our team a few suggestions to ensure we offer the highest level of protection to our patients and staff and stressed the value of collaboration with local health agencies to protect the community at large.

At the end of the day, they highly commended our work and felt as if we were at a very good place with our preparations.

Congratulations to all the members of the WakeMed Ebola Preparedness Team for their exceptional work.

December 29, 2014

### **Eric Olson, MD, Named Medical Director, Adult Respiratory Services**

We are pleased to announce that Eric L. Olson, MD, MSc, FCCP, has been named medical director for adult respiratory services at WakeMed. In this role, Dr. Olson will work closely with the respiratory services operational directors, respiratory services staff, medical staffs and patient care team members in the ICUs, emergency departments, patient care areas, and rehab settings throughout WakeMed.

Dr. Olson brings a breadth of experience in all aspects of critical care medicine, chronic critical care medicine, pulmonology, pulmonary rehabilitation, and pulmonary pharmacy and therapeutics. A member of the WakeMed Physician Practices – Intensivists team since 2008, Dr. Olson is board certified in internal medicine, pulmonary diseases and critical care medicine. He is also a member of WakeMed's nutrition support committee and the pharmacy & therapeutics committee. In addition to this new role, Dr. Olson will continue his practice as an intensivist.

Dr. Olson earned a bachelor's degree at the University of Colorado in molecular, cellular and developmental biology. He attended medical school at the University of Vermont College of Medicine and completed his internship and residency in internal medicine and his fellowship in pulmonary & critical care medicine at the University of North Carolina at Chapel Hill. He also earned a MSc in clinical investigation at the University of Florida College of Medicine.

To help welcome Dr. Olson to his new role, a series of meet-and-greets will be held over the coming months. More information about these events will be shared as it becomes available.

Please join us in welcoming Dr. Olson to his new role.



## WakeMed Updates continued

January 7, 2015

### Senior Vice President David Coulter to Depart WakeMed



David Coulter, senior vice president and administrator, Cary Hospital, has announced his plan to leave WakeMed on April 10, 2015.

Coulter joined WakeMed in 2006 and was named administrator of Cary Hospital in 2009. Under his leadership, Cary Hospital has grown significantly, adding new services and expanding WakeMed's reach in western Wake County. Coulter has been instrumental in improving physician engagement and involvement, bringing several new practices to the hospital. The hospital also recently achieved recognition by The Joint Commission as a top performer on key quality measures and accreditation for stroke care, chest pain, orthopaedics and bariatric surgery.

"David has been instrumental to the success of Cary Hospital, helping transform the campus through significant capacity and service growth while strengthening relationships with community and employed physicians," commented Donald Gintzig, WakeMed president and CEO. "We are grateful for all that he has done for our organization and I know that he will be missed tremendously by everyone at Cary Hospital. We wish him nothing but the best."

When asked about his decision to leave WakeMed, Coulter said: "I am very grateful to have worked with such an outstanding team of employees, physicians and volunteers. Together, we have laid the groundwork for tremendous growth and expansion of services at Cary Hospital. With this foundation in place, I feel confident that Cary Hospital will continue to provide high quality, exceptional care to the community. This is something I'm very proud of and it seemed a fitting time to move on to other adventures – whatever they may be."

Coulter announced his decision several months in advance to give ample time for transition planning. The April timeframe will also allow him to guide the hospital through Epic implementation and the Cary Hospital strategic planning process.

Details about the transition plan will be shared as they become available. Coulter will be closely involved in the process and has been asked to remain available as a consultant beyond April 10 if needed.



## WakeMed Updates continued

January 23, 2015

### WakeMed Adopts New Decision-Making Structure

With the implementation of WakeMed's strategic plan and our new mission, vision, and values, the foundation is in place upon which we can work to achieve our aspirational goals. It is now time to operationalize the plan and improve our processes to be value driven. One way is to streamline how the organization makes strategic and operational decisions.

Effective, January 26, WakeMed is adopting a new decision-making structure which is designed to be inclusive, transparent and efficient while setting clear expectations and accountability. The model shown below was designed by a multidisciplinary team. It is structured to be system-wide and include WakeMed team members at every level of the organization through committees, project groups, task forces and teams. The effective use of these groups will lead to fewer meetings and better resource utilization. The two leadership groups described below will be making high level strategic and operational decisions that involve multiple enterprises, high financial commitment or impact large groups. They will not be making decisions that fall within the job descriptions of the management team.



Two leadership groups have been established to ensure patients and families are the top priority for all decision making. It is very important to note that this decision-making structure does not replace the organizational chart; the titles in these two groups refer to the operational roles that leaders hold.

**The Operating Leadership Team (OLT)** will focus more on operational decisions that affect the entire system. They will work closely with enterprise and service line teams to achieve strategic goals and operational plans. One of the key elements of this structure is that a physician leader serving as an Executive Medical Director will be partnered (dyad) with the administrator for each of our primary enterprises. (Enterprise is a new term being used to describe a geographic facility or business unit.)

The OLT members are:

- Chair, Chief Operating Officer, Tom Gettinger
- Vice Chair, Chief Physician Executive, John Piatkowski, MD

Raleigh Campus

- Administrator, Vicki Block
- Executive Medical Director, TBD

Cary Hospital

- Administrator, David Coulter
- Executive Medical Director, TBD

WakeMed North

- Administrator, Sheri DeShazo
- Executive Medical Director, Seth Brody, MD

WakeMed Physician Practices/Ambulatory Services

- Administrator, Carolyn Knaup
- Executive Medical Director, John Piatkowski, MD
- Chief Information Officer, Denton Arledge
- Health Information & Utilization Management Executive, Becky Andrews
- Controller, Stephanie Sessoms

## WakeMed Updates continued

### WakeMed Adopts New Decision-Making Structure continued

The Strategic Leadership Team's (SLT) primary function is to make strategic systematic decisions that will help us achieve our long- and short-term goals. The team includes:

- President & CEO, Donald Gintzig
- Chief Operating Officer, Tom Gettinger
- Chief Financial Officer, Mike DeVaughn
- Chief Legal Officer, TBD
- Chief Physician Executive, John Piatkowski, MD
- Chief Nursing Officer, Cindy Boily, RN
- Chief Quality Officer, West Paul, MD, PhD
- Chief People Officer, Jeanene Martin

SLT representatives will serve on this team for continuity purposes but will not have voting roles. In addition to the chair and vice chair, the Chief Nursing Officer and Chief Quality Officer will participate in the OLT as will the Chief Compliance Officer, Alice Martin (Interim), and Public Relations Executive, Deb Laughery. Ad hoc members, representing functional areas, will participate as appropriate based on the discussions and decisions needed.

#### Next Steps

The framework for the decision making process is in place; however, there is still a lot of work to be done to ensure it works efficiently and effectively. Next steps include defining service lines and evaluating existing committees, councils, task forces and other groups to determine need. We will also introduce a new process for developing charters, tracking results and regularly communicating progress. The new structure does not have any immediate impact on management roles, responsibilities and accountability. Department-level decisions should still be discussed with your vice president.

February 26, 2015

### Georgia Harrington to Become Interim Administrator, Cary Hospital, Effective April 10



As we prepare for David Coulter, senior vice president and administrator, Cary Hospital, to leave WakeMed, Georgia Harrington, vice president of Operations, will assume the role of interim administrator of Cary Hospital.

Coulter, who plans to leave WakeMed on April 10, will work closely with Harrington in the coming weeks to ensure a seamless transition of leadership. Harrington will split her time between Cary Hospital and Raleigh Campus in February and March, transitioning full time to Cary Hospital after April 10.

Harrington joined WakeMed as vice president of operations for Cary Hospital in 2007. She transitioned to vice president of operations system-wide in 2009. As she takes on this new role at Cary Hospital, Harrington will retain her current services and responsibilities with the exception of Raleigh Campus Food & Nutrition Services and Environmental Services. These departments will now report to Vicki Block, senior vice president & administrator, Raleigh Campus.

Recruitment for a permanent Cary Hospital administrator is underway and a number of qualified applicants have expressed interest in the position. Additional updates will be provided as the selection process continues.



## WakeMed Updates continued

March 10, 2015

### **Gail Sturtevant to Depart WakeMed; Vicki Whitley Named Interim**

Gail Sturtevant, executive director of nursing, has announced her decision to leave WakeMed and will relocate to South Carolina. Sturtevant's last day will be Friday, March 20, 2015.

Sturtevant joined WakeMed in 2007 and has provided outstanding leadership in nursing for both WakeMed Cary Hospital and the system. She began as a director in the Heart Center and made great strides in enhancing physician/nurse relationships, improving quality and operation efficiencies, and overseeing projects such as the new cardiac units in the E patient tower.

"Gail has worked tirelessly for the advancement of nursing at WakeMed. Her more than 30 years of dedicated nursing care and leadership is a testament to her work," said Cindy Boily, MSN, RN, senior vice president and chief nursing officer. "It has been an honor to work with Gail, and I appreciate all that she has done for the WakeMed system."

When asked about her decision to leave, Sturtevant said, "Working with the staff at Cary Hospital and the WakeMed system has been an extremely rewarding experience. I am always so impressed with the care, compassion and commitment shown by our staff and seeing our mission carried out every day. I am very proud of the accomplishments of our nursing division, and I know the future is bright for all at WakeMed."

Recruitment for a permanent executive director of nursing will begin shortly, and Vicki Whitley, RN, director (Emergency Services) has been named to the role in the interim. Sturtevant and Whitley will work closely together to ensure a seamless transition.

March 24, 2015

### **WakeMed, Vidant Health, Wake Forest Name Shared Services Company and President**

Last year, WakeMed announced plans to collaborate with Vidant Health and Wake Forest Baptist Medical Center in creating a new shared services company designed to improve health care quality and affordability for patients across the state. Since then, significant progress has been made, and we are pleased to announce that the company was recently named Socius Health Solutions and Mark W. Tribbett, FACHE, chosen as president.

Socius Health Solutions was formed to bring together the collective talents and best practices of the three member organizations while allowing each to retain independent structure, governance and identity. The term socius – which comes from the Latin meaning *sharing, associated, allied* – reflects the three member systems' similar missions, visions, values and strategic focus. "Socius Health fits perfectly with our mission and goals of collaborating to deliver an exceptional level of health care service by sharing our strengths and resources," said Donald Gintzig, WakeMed president and CEO and chair, Socius Health Solutions Board of Directors. "This collaboration will allow us to leverage our areas of expertise to reduce costs and best meet the needs of our diverse patient populations."

With a mission to improve access to high-quality, affordable health care, Socius Health Solutions will support health care reform initiatives – including Accountable Care Organization development and population health initiatives – and create business and clinical efficiencies. Next steps for the organization are to refine areas of focus. Opportunities in operations and clinical protocols are under consideration as we define initiatives, codify best practices and develop methods of tracking to be shared by the three member institutions.

The company will be based in Raleigh and led by Tribbett, who brings more than 30 years of health care management expertise with extensive experience as a hospital administrator and consultant.

## WakeMed Updates continued

**March 27, 2015**

WakeMed Health & Hospitals is pleased to announce an expanded collaboration with Ronald McDonald House of Durham by offering five bedrooms to support the families of its pediatric and neonatal intensive care patients.

The new Ronald McDonald House, scheduled to begin operations on April 15, will be located within WakeMed's Heart Center Inn, located on the third floor of the WakeMed Heart Center in Raleigh. It will be the second house program operated by Ronald McDonald House of Durham.

Since the 2010 opening of the WakeMed Children's Hospital, Ronald McDonald House of Durham has operated a family room program at the hospital. The expanded collaboration will offer families of pediatric patients access to sleeping rooms, meals and activities that provide emotional support while keeping them close to their hospitalized infants and children.

"We care for thousands of babies and children each year at our Children's Hospital, and as the only pediatric inpatient care provider and level IV Neonatal Intensive Care unit in Wake County, we are committed to providing the highest level of care for our young patients as well as much-needed support and resources for our families," said Mark Piehl, MD, medical director of the WakeMed Children's Hospital. "Our collaboration with the Ronald McDonald House of Durham is an amazing support system for our patients and their families, and this new house program is a great next step in our expanded partnership."

Executive Director Oie Osterkamp said, "The support we provide caregivers during the most difficult of times ultimately results in better care for sick children. We are so glad to be a part of WakeMed's commitment to patient and family-centered care."

### About Ronald McDonald House of Durham

Built with love, the Ronald McDonald House of Durham (RMHD) offers a comforting home away from home and a community of support for seriously ill children and their families.

RMHD programs provide families with the comforts of home, including private bedrooms, inviting community spaces, home-cooked meals and a stocked kitchen, a playroom, computer room and laundry facilities, as well as a network of support through interactions with other families, staff and volunteers.

Since 1980, more than 33,000 seriously ill children and their families have received support at its flagship site, a 55-bedroom house on Duke University's campus in Durham. An additional 62,104 families have been served through Ronald McDonald Family Rooms at Duke Children's Hospital and WakeMed Hospital in Raleigh.

A new Ronald McDonald House at WakeMed is scheduled to open in April 2015 to provide expanded services for caregivers of children receiving treatment at WakeMed Children's Hospital. For more information, visit [www.RMHDurham.org](http://www.RMHDurham.org), follow us @rmhdurham on Twitter, or like us on Facebook.com/ronaldhousedurham.



## WakeMed Updates continued

March 30, 2015

### VHA Mock Accreditation Survey Complete, Several Key Findings Identified

Surveyors from the VHA spent last week evaluating both Raleigh Campus and Cary Hospital as we not only prepare for our Fall 2015 Joint Commission survey, but focus on continued regulatory readiness throughout the system.

As you may know, VHA conducted a similar survey in the fall of 2014 prior to our Epic go-live. The purpose of this survey was to identify any potential new findings and opportunities following our Epic implementation as well as to identify those recurring themes that have not been corrected since our last survey.

While the surveyors had plenty of compliments and accolades for our staff and medical staffs, leadership and facilities, there were numerous key findings identified that we will be focusing on over the next several months as we prepare for our full Joint Commission survey, which will likely take place in September 2015.

A full survey report will be provided by the VHA team in approximately three weeks, at which time formal action plans will be put into place. In the meantime, all staff should be aware of the key themes identified so we can start immediately taking steps to make improvements wherever possible. Below is a brief overview of a few of the key themes outlined by the survey team:

#### **Opportunities for Improvement**

##### **Environment of Care Standards – Crash**

Carts: incomplete logs, dusty, electrodes not labeled; Medication Refrigerators: incomplete logs; Nutrition refrigerators: incomplete logs, food not labeled; dust, cardboard boxes, etc.

**Disinfection & Cleaning** – This covers topics ranging from routine cleaning of crash carts to high-level disinfection, to staff's knowledge and application of disinfection policies, procedures and documentation.

**Medical Staff Documentation** – Includes H&P, medication reconciliation, pre-sedation assessment, and numerous types of provider documentation.

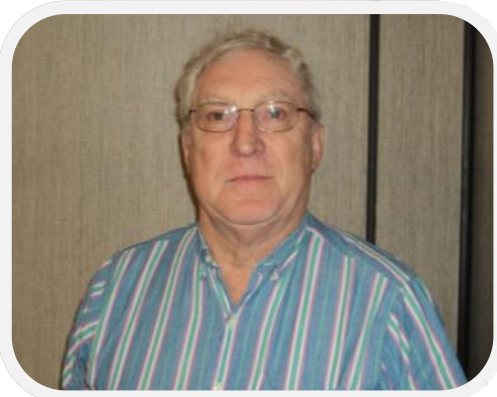
**Medication Management** – Includes range orders, therapeutic duplication and medication reconciliation, among others.

**Medical Staff Practice Evaluation (OPPE/FPPE)** – This relates to performance improvement and WakeMed's level of engagement with medical staff in addressing system wide opportunities for improvement.

"All organizations have room for improvement – particularly organizations as large and complex as we are here at WakeMed," explains Tom Gettinger, Executive Vice President & COO. "The goal of this survey was to help us identify and focus our efforts on the areas where we can have the greatest impact on improving patient safety, quality and outcomes in the best interest of our patients and their families.

The information the VHA survey team provided to us is of great value and importance as we continue to focus on improving the work we do every day across the system. We take their recommendations very seriously and will be working diligently with leaders and staff to make process and policy adjustments as needed to ensure 24/7 readiness for all regulatory surveys such as Joint Commission today and in the future. Thank you to everyone who participated in this important survey, and we look forward to working together as we develop our action plans in the coming weeks."

## The President's Spotlight – Raleigh Campus



Greetings to all our volunteers! This definitely has been a different kind of winter! Our sense of a winter as normally experienced in the South has been challenged, to say the least. For the winter enthusiasts out there, and I am sure there are a few, this has been a delight, a natural pleasure. Others, perhaps, not as enthralled by winter and its adventures are thankful that not more severe hardships were visited upon us in recent days. To the many volunteers who continued to report to their placement area in the face of wintry conditions - you are to be commended.



I am hoping that many of you had the occasion to enjoy the Annual Volunteer Luncheon in February. It was as usual a "mighty fine" event. Nearly 300 guests were present and enjoyed great food, good fellowship, and well deserved accolades for the gifting of their time and services to the various WakeMed campuses. A re-occurring theme, as echoed by several of the post-luncheon speakers was the absolute essentialness of your services, and how this contributes to the excellence of WakeMed as a premier health care provider to the area and beyond.

This past week the Volunteer Office coordinated a uniform sales event. Early reports place this event as, perhaps, the most successful sale - EVER! We will inform you as to how these profits will be allocated and used to address various hospital based needs.

We have been informed that WakeMed North is about to have its new, expanded opening shortly. For those who live in Raleigh [North] and have a desire for additional volunteering - watch for volunteer openings on WakeMed's website [www.wakemed.org](http://www.wakemed.org).

Lastly, I wish to conclude with a continued thanks to all our volunteers. I will re-echo what was stated so eloquently by others outside our ranks - your services matter, you are essential, you are the additional faces and hands of care, compassion, and solicitude to the most needy on our campuses! Many thanks to all !!!

Respectfully Submitted,  
Michael Fuchs

## Volunteer Spotlight WakeMed Raleigh Campus ~ Sherman Driver



I was born in Oakland, California with cerebral palsy, almost 68 years ago. I have been married to Rosemary for 46 years and have four children and fourteen grandchildren.

After developing a vending business over the span of five years, I sold it. I then earned my bachelor's degree in Transportation Management and worked as a transportation consultant and traffic manager for a total of 33 years. During these years, we moved from California to Virginia to Connecticut. While in Connecticut, I earned my Master of Divinity degree from Bethel Seminary of the East and became an Associate Pastor for five years. Since moving to NC in 2008, I began training church planters and leaders in the countries of SE Asia, India and Africa. While home, I keep busy with financial, marriage and family counseling to those in the community who need help. I enjoy reading, hiking, and gardening.

My volunteering at WakeMed began in October, 2011 after seeing the enjoyment Rosemary got out of it. The role of Guest Ambassador is one of the highlights of my week, as I have the pleasure of guiding visitors and others to their destination throughout our complex, and to make them feel welcome and special. I love working in an environment like WakeMed, where caring for others is a high priority and truly appreciate those who are in leadership of Volunteer Services, who set this example. It is my hope that I have many more years remaining, in which to serve at WakeMed.

## Volunteer Spotlight WakeMed Cary Hospital ~ Joanne Purdy



Hi, my name is Joanne Purdy and I volunteer as an Atrium Ambassador. I moved to North Carolina as my son, wife and two grandsons reside here. I am from Des Moines, Iowa, attended AIB, worked in the State Dept. of Public Instruction for an Asst. Superintendent; Merrill Lynch as a sales assistant on the floor; spent five years as secretary to Dr. Donald Dunn, Executive Director of the Iowa Hospital Association where I really learned about the various departments that make a hospital run and wrote the association newsletters with the personnel director as well as with the state auxiliary president. This organization sparked my interest in the health care field.

During these years I married a Des Moines radio station general manager and we eventually moved to Osage Beach, Missouri and spent the next 36 years on the Lake of the Ozarks where he assisted a St. Louis group in starting a radio station. My last five years in Missouri were involved in care giving for my late husband following his cerebral hemorrhage stroke. At this time, I have retired from the Ameren Union Electric at the Bagnell Dam after a 23 year career. As the office manager, the paperwork and the unique operations including working with our Mosquito Fleet, boat dock permits, etc., promoting the company's proposed Callaway Nuclear Plant and greeting many of the 28,000+ visitors a year who toured the dam. I was the only female in the dam working with fifty-seven men, engineers, welders, electricians, mechanics, linemen, company attorneys, and all of the above made it a wonderful place to work.

I was very impressed with WakeMed when I walked into the Atrium. It's beautiful, bright and welcoming. I enjoy my hours here and want to meet people, assist in any way I can, learn as much as possible, and I want to make people smile.





## Guest Ambassador

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

Aaron Brophy – “He was excellent, accompanied me to the room - glad he did - hard to find on my own.”

Ayomikun Oshikoya – “She is a very pleasant young lady...very well spoken and knowledgeable about the different sections of the hospital.”

Donna Norwood – “She was so wonderful as she directed me to the room I was searching for...just wanted to be sure her hard work was recognized!”

Hieu Hoang – “She was very friendly, showed concern about why we were here. Excellent! Very helpful.”

Kamika Henderson – “She helped us find a wheelchair and provided compassionate care with a grieving distraught family. She was right on time and VERY helpful!”

Karla Balourdos – “She was totally awesome...friendly, helpful and professional!”

Nimisha Merchant – “She was very helpful.”

Stephia Sabu – “She was more than excellent staying after hours to help.”

Victoria Chien – “She was of great help in finding the correct room.”

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

**. . a job well done!**

## Exit Comments

Barbara Castillo - Guest Ambassador. “I want to thank you and WakeMed for the awesome volunteer opportunity.”

Jasmine Kelly - Case Management. “It was a great opportunity and the people were very friendly.”

Sarah May - Patient Relations/Patient Services 5A. “Has contributed to personal growth. Volunteer staff is generous and supporting. They are an inspiration.”

Jessica Cooper - Guest Ambassador. “Thank you for this amazing experience. I can't wait to come back in the summer.”

Sana Kang - Guest Ambassador. “Loved talking to employees and volunteers. They were so friendly and have easy going personalities.”

Hailey Hunnicutt - Guest Ambassador. “I am so thankful for the opportunity to volunteer as a WakeMed Guest Ambassador. I have enjoyed every moment of getting to know all of the other volunteers and the receptionists. Sadly, as my soccer season approaches, I will not be able to do both; therefore I will not be able to continue my volunteer work at WakeMed. Thank you for the fantastic experience that I have had. I hope the volunteer program continues to grow, and more kids will make the most of their time.”

Diane Boufedji - CVICU. “Thank you for being so flexible with my schedule.”

Chelsea Riggs - Ronald McDonald Family Room. “This was an amazing experience. I loved every moment.”

## Our Thoughts . . .

### **Congratulations To**

#### **WakeMed Raleigh Campus**

George & Alice Kolar – celebrated their 55<sup>th</sup> wedding anniversary on January 30<sup>th</sup>

Theresa Scofield & her husband Jim – celebrated their 35<sup>th</sup> wedding anniversary on March 8<sup>th</sup>

#### **WakeMed Cary Hospital**

Lorretta Consiglio & her husband Robert – celebrated their 43<sup>rd</sup> wedding anniversary on March 29<sup>th</sup>

Tina Smith & her husband Mark – celebrated their 29<sup>th</sup> wedding anniversary on March 29<sup>th</sup>

Gail Boyd – on the birth of her new grandbaby

Pam Goolden – for accepting a position at WPP-Fuquay-Varina

Traci Jewell – for accepting a position at Wake-Med Raleigh Campus

Erica Teel – for accepting a position at WakeMed Raleigh Campus

We would like to recognize our junior volunteer Swetha Ravichandran for placing 2nd in the NC 3A Regional Science Fair for Intel. She will be moving to the next level on March 27th and the 28th at Meredith College. She has also placed in the NC SAS student academy. She will be presenting orally and moving on to the next stage of the competition on March the 27th.



### **Our Sympathies to:**

#### **WakeMed Raleigh Campus**

Hilda McCullers – family member  
Kobla Mususu – family member  
Melissa Kamping – family member  
Mike Mulvihill – family member

#### **WakeMed Cary Hospital**

Anne Foster – family member  
Diane Boyer – family member  
Sandra Vinson – family member  
Tina Smith – family member  
Barbara Copperwheat – family member



### **Thinking of you**

#### **WakeMed Raleigh Campus**

Peggy Lewis  
Rosa Davis  
Sherman Driver  
Susan & Jayne Legatowicz  
Terry Rimmer

#### **WakeMed Cary Hospital**

Frances Hemmings  
Madu Ramanan  
Regina Brest  
Sol Holcher  
Susan Holbrook

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

Anita Boonen  
Ashley Penrod  
Cheryl Pettyjohn  
Erica Teel  
Janet Hoffman  
Mike Fuchs  
Roy Pettyjohn  
Sue Honeycutt  
Timothy Lee  
Yvonne Dewald

Who assisted with The Volunteers at WakeMed Raleigh Campus Masquerade Sale on December 18, 2014.

Over 800 employees visited the sale and we sold \$38,505 in merchandise and raised \$7,701 in profits.

And to:

Ashley Penrod  
Christina Ketner  
Deloris Johnson  
Denise Rohr  
Ebenezer Shyngle  
Elaine Plummer  
Erica Teel  
Felicia Ricks  
Itzel Sanchez  
Mike Fuchs  
Molly Gallion  
Ruth Powe

Who assisted with The Volunteers at WakeMed Raleigh Campus First Uniform Sale on March 10, 2015. This was originally scheduled on February 25th and changed due to inclement weather.

Over 400 employees visited the sale and we sold \$46,274 in merchandise and raised \$9,254 in profits.

### WakeMed Cary Hospital

Allison Brown  
Bunny Thompson  
Denise Galloway  
Diane Boyer  
Ellen Onforio  
Nancye Slagle  
Sue Busa  
Susan Alvey  
Tom McFadden

Who assisted with The Volunteers at WakeMed Cary Hospital jewelry sale on December 8, 2014.

Over 100 employees visited the sale and we sold \$3,834 in merchandise and raised \$767 in profits.

And to:

Alison Brown  
Chin-Jang Lin  
Sol Holcher  
Letha Jackson  
Denise Galloway  
Nancye Slagle

Who assisted with The Volunteers at WakeMed Cary Hospital uniform sale on February 4, 2015.

Over 200 employees visited the sale and we sold \$10,267 in merchandise and raised \$2,053 in profits.

The funds raised from this sale will be used to contribute to programs and services that benefit WakeMed patients, families, visitors, staff, physicians and our community.

## Donations

Catherine & Emily Palalate  
 Club Reach  
 Lauren Francis  
 Lowes Foods #162  
 Old Raleigh Ladies Club  
 River Oaks Middle School  
 The Comfort Project  
 Threads of Love



Jennifer Clifton from River Oaks Middle School



Meet Catherine and Emily Palalate who saved up their money to purchase many new toys and stuff animals for children in our Pediatrics Department.

### WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at Raleigh Campus and 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 will be greatly appreciated.

#### Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 3 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 odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

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

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

## Sewing Contributions

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

Many thanks to the countless individual sewers in our community that sew independently and to the sewing groups who meet on a regular basis.

### WakeMed Raleigh Campus

Cary Senior Center  
Delta Prince  
Eleanor Reichert  
Florence Grummer  
From Ewe to You  
Hayes Baron Church  
Lauren Francis  
Lita Barr  
Mae Hicks  
Mary Sue Hitch  
Midtowne Service League  
Project Linus  
Sue Ridsdale  
Susan Honeycutt  
Threads of Love  
Wendy Lamm



Liz Noles - Cary Senior Center

### WakeMed Cary Hospital

Ann Foster Group  
Carolina Preserve Yarn Spinners  
Cheryl Thompson  
Christine Wallace  
Colonial Baptist  
Cornerstone Presbyterian  
Deanna Babyak  
Diane Boyer  
Erika Denz  
Garner Senior Center  
Grace Adams  
Loretta Consiglio  
Mary Cobb  
Melvin Perkins  
Patricia Lee  
Reeta Jaswal  
Sprint Arbors  
St Pauls Prayer Stitchers  
Sue DeKeyser  
Vivian Collins  
Windsor Point

*Share* a huggable stuffed animal, baby hat, blanket, shawl or other handmade items with our patients, families and guests at WakeMed Cary Hospital.

These special handmade items are available in the Volunteer Services Department. If you would like to have items delivered to your floor, please contact the Volunteer Department at 919-350-2363 or come visit us.

**SPREAD  
THE  
LOVE.**



## Calendar of Events

### WakeMed Raleigh Campus

#### Volunteer Board Meetings

Tuesday, April 14, 2015  
Conference Dining Room, 10 am-12 pm

Tuesday, May 12, 2015  
Conference Dining Room, 10 am-12 pm

Tuesday, June 9, 2015  
Conference Dining Room, 10 am-12 pm

#### Cline Jewelry Sale

Wednesday, April 29, 2015  
Andrew Center, 7 am-4 pm

#### On-Site Shoe Sale

Tuesday, June 9, 2015  
Andrews Center, 7 am-4pm

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

#### WakeMed Raleigh Campus Tour Dates

Tuesday, April 8, 2015  
Volunteer Services, 1 pm

Thursday, April 23, 2015  
1st Floor Main Visitor Lobby, 6 pm

Tuesday, May 5, 2015  
Volunteer Services, 1 pm

Thursday, May 14, 2015  
1st Floor Main Visitor Lobby, 6 pm

Tuesday, June 16, 2015,  
Volunteer Services, 1 pm

Thursday, June 25, 2015  
1st Floor Main Visitor Lobby, 6 pm

To register, please call 919-350-8293

### WakeMed Cary Hospital

#### Volunteer Board Meetings

Wednesday, April 22, 2015  
Conference Center 10 am-12 pm

Wednesday, May 27, 2015  
Conference Center 10 am-12 pm

Wednesday, June 24, 2015  
Conference Center 10 am-12 pm

#### Cline Jewelry Sale

Thursday, April 30, 2015  
Conference Center, 7 am-4 pm

#### On-Site Shoe Sale

Thursday, June 11, 2015  
Conference Center, 7 am-4pm

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

#### WakeMed Cary Hospital Tour Dates

Monday, April 13, 2015  
Volunteer Services 10 am

Thursday, April 16, 2015  
Volunteer Services 6 pm

Monday, May 4, 2015  
Volunteer Services 6 pm

Thursday, May 14, 2015  
Volunteer Services 10 am

Monday, June 15, 2015  
Volunteer Services 10 am

Thursday, June 25, 2015  
Volunteer Services 6 pm

To register, please call 919-350-2363



# Happy Birthday!

## WakeMed Volunteers

### Raleigh Campus

#### January

Gwen Baker, 1/1  
 Emily Benz, 1/1  
 Khavi Khuu, 1/1  
 Sally Kinka, 1/1  
 Christine Lahoud, 1/1  
 Harry Watson, 1/1  
 Victoria Watson, 1/1  
 Ugonna Onuoha, 1/1  
 Jessica McAninch, 1/2  
 Mary Roman, 1/3  
 Abayomi Ajayi, 1/5  
 Doris Bell, 1/5  
 Dinah Moore, 1/5  
 Sana Kang, 1/5  
 Chandra Manivannan, 1/7  
 Carol Reightler, 1/7  
 Lisa Booker, 1/9  
 Hieu Hoang, 1/9  
 Dylan Morgan, 1/9  
 Rosellar Sharper, 1/10  
 Carle Cayton, 1/10  
 Natalia Banari-Gergi, 1/11  
 Maria Harb, 1/12  
 Janice Haywood, 1/14  
 Sharon Sowell, 1/14  
 Theresa Baker, 1/15  
 Barbara Doran, 1/17  
 Amira Mustafa, 1/17  
 Bernice Parker, 1/17  
 Sydney Roland, 1/17  
 Thomas Koch, 1/17  
 Susan Honeycutt, 1/19  
 Jessica Jeffries, 1/21  
 Gayle Yanes, 1/22  
 Andrew Potter, 1/23  
 Tonya Ward, 1/23  
 Sally Perdue, 1/27  
 Marie Bailey, 1/28  
 Erica Teel, 1/28  
 Marva Mehaffey, 1/29  
 Karen Morgan, 1/31

#### February

Shannon Churchill, 2/3  
 Andreas Boehme, 2/5  
 Jayne Miller, 2/5  
 Rachel Akin, 2/6  
 Steven Boehm, 2/7  
 Danielle Watson, 2/7  
 Lorrie Pocher, 2/8  
 Brenda Smithwick, 2/8  
 Linda Graves, 2/9  
 Nicole Hairston, 2/11  
 Lorraine McCullough, 2/11  
 Karen Rowley, 2/12  
 Komal Bulchandani, 2/13  
 Charlotte Montillo, 2/13  
 Terry Rimmer, 2/14  
 Nathan Whittington, 2/14  
 Suheir Bannoura, 2/15  
 Tian Liu, 2/16  
 Grace Pippin, 2/16  
 Trudy Bennett, 2/18  
 Anna Hunter, 2/20  
 Jordyne Dixon, 2/21  
 Greta Moser, 2/21  
 Sumera Ansari, 2/22  
 Wyatt Coggins, 2/23  
 Dorothy Kohlbach, 2/24  
 Ann Wyker, 2/24  
 Martha Biggio, 2/26  
 Sandra Heeter, 2/26  
 Joshua Spann, 2/28

#### March

Elaine Allen, 3/2  
 Denise Rohr, 3/2  
 Marion Boissiere, 3/3  
 Robert Pollard, 3/3  
 Andrew Ray, 3/3  
 Nimisha Merchant, 3/5

Virgie Townsend, 3/5  
 Marlene Anthony, 3/6  
 Susan Legatowicz, 3/6  
 Aaron Brophy, 3/8  
 Sabrina Clark, 3/9  
 Sarah Fenner, 3/9  
 Robert Gelinias, 3/9  
 Sherry Schulz, 3/9  
 Virginia Shearin, 3/9  
 Paula Smith, 3/11  
 William Miller, 3/14  
 Natalie Rand, 3/15  
 Virginia Brogden, 3/16  
 Jenny Vuong, 3/16  
 Oyesola Popoola, 3/17  
 Victoria Rice, 3/17  
 Deloris Johnson, 3/18  
 Renate Little, 3/18  
 Lorraine Shapcott, 3/18  
 Andrew Thomas, 3/18  
 Nicole Ayala, 3/19  
 Mildred Chavis, 3/19  
 Heidi Lydic, 3/19  
 Julie Nguyen, 3/19  
 Cynthia Taylor, 3/19  
 Jeanne Williams, 3/19  
 Angela Hubbard, 3/20  
 Veda Scarboro, 3/20  
 Louis Hancock, 3/21  
 Amanda Lewis, 3/21  
 Jean Laudon, 3/22  
 Paul Fausneucht, 3/23  
 Linda Lovell, 3/23  
 Janet Hoffmann, 3/25  
 Macon McDavid, 3/25  
 Katherine Kaye Calapati, 3/26  
 Danielle Castro, 3/26  
 Zachary Jernigan, 3/26  
 Itzel Sanchez, 3/26  
 Desiree Ofodile, 3/27  
 Luz Quiros, 3/27  
 Philip Greco, 3/28  
 Timothy Lee, 3/28  
 Tarsila Machado, 3/29  
 Iris Bonapart, 3/30  
 Kelly Burge, 3/30  
 Vickie Higgins, 3/30



# Happy Birthday!

## WakeMed Volunteers

### Cary Hospital

#### January

Trudy Byron, 1/1  
 Nancy Romano, 1/1  
 Lois Dziedzic, 1/1  
 Jani Range, 1/1  
 Judith Fleming, 1/2  
 Sharon Thompson, 1/4  
 Carol Crosby, 1/5  
 Deborah Harcz, 1/9  
 Sarah Alexander, 1/9  
 Vivian Mobilio, 1/10  
 Jany Choate, 1/10  
 Rachel Polsky, 1/11  
 Ellen Rose, 1/13  
 Barbara Gribble, 1/13  
 Palma Ayars, 1/14  
 Eileen Mitchell, 1/16  
 Georgia Rothschild, 1/16  
 Sarah Shelly, 1/18  
 Linda Armento, 1/18  
 Kendra Felder, 1/18  
 Joanne Purdy, 1/21  
 Christina Smith, 1/21  
 Thomas Trochum, 1/22  
 Janice Farnsworth, 1/22  
 Linh Nguyen, 1/22  
 Gladys Nielsen, 1/23  
 Judith Klotz, 1/26  
 William Park, 1/27  
 Jerralie Petersen, 1/29  
 Karen Seeger, 1/29  
 Shanna Ly, 1/30

#### February

Terri Gracy-Udoh, 2/1  
 Anne Joyner, 2/5  
 Edith Elliott, 2/7  
 DeAnna Kennedy, 2/7  
 Helen Gaster, 2/8  
 Amanda Borchik, 2/8  
 Shirley Holleman, 2/9  
 Madhu Ramanan, 2/9  
 Melanie Haddock, 2/11  
 Shelby Credle, 2/12  
 Rose Dammann, 2/13  
 Vivian Osinowo, 2/14  
 Helen Jones, 2/15  
 Gayle Thompson, 2/16  
 Dave Davenport, 2/18  
 Susan ReCorr, 2/19  
 Barbara Copperwheat, 2/20  
 Alexa Powell, 2/20  
 Tandra Burson, 2/22  
 Shri Beyagudem, 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  
 Arwa Omary, 3/3  
 Hazel Dickey, 3/5  
 Eleanor Morse, 3/5  
 Purnima Kotiya, 3/6  
 Paula Bennett, 3/8  
 Fran Cappabianca, 3/8  
 Natsiri Christy, 3/8  
 LaRue Wayne, 3/9  
 Robert Gelinias, 3/9  
 Bettie Polan, 3/9  
 Subashini Ganeshan, 3/11  
 Sue Dekeyser, 3/12  
 Ruth Allbert, 3/12  
 Darlene Duncan, 3/13  
 Lorraine Tabron, 3/13  
 Madeline Hamady, 3/14  
 Beth Turner, 3/14  
 Lale Bozkurt, 3/14  
 Olivia Bynum, 3/15  
 Della Weaver, 3/17  
 Barbara Farber, 3/18  
 Twila Carrisales-Gomez, 3/18  
 Arabelle Stancil, 3/19  
 Marilyn Mitchell, 3/19  
 Beatrice Werner, 3/19  
 Matthew Pless, 3/19  
 Elnaz Gharah Bash, 3/21  
 Sandy Bianco, 3/22  
 Winifred Fu, 3/23  
 Alexander Credle, 3/24  
 Linda Lang, 3/24  
 Scotesia Dunlap, 3/25  
 Belindalea Barnhart, 3/30  
 Susanna Spencer, 3/31  
 Siddharth Tripathi, 3/31



## Welcome New Volunteers

### Raleigh Campus

Alison Thompson  
 Amanda Krzywinski  
 Brandon Burns  
 Brianda Vega  
 Catherine Lahoud  
 Catherine Tapp  
 Cecile Noel  
 Christine Ketner  
 Colleen Bramwell  
 Cordelia Emebo  
 Dalia Al-Omari  
 Danielle Watson  
 David Brock  
 Deborah Ball  
 Dylan Morgan  
 Dymond Lawrence  
 Grace Whitley  
 Greg Kabbes  
 Hannah Carroll  
 Jakeb Phillips  
 Jennifer Palmer  
 Katelyn Rall  
 Katherine Kaye Calapati  
 Katie Walston  
 Kimberly Reid  
 Kiyaniah Tilghman  
 Kristin Ng  
 Linda Graves  
 Lindsay Jasmine  
 Marshanna Sadat  
 Mary Kate Christiansen  
 Meisha Harrison  
 Michelle Portee  
 Mouad Zanzoun  
 Natalie Rodriguez  
 Nathan Baker  
 Nicola Thomas  
 Nushaa Kaz  
 Olivia Perry  
 Patricia Hobbs  
 Patricia McKeever  
 Quayshaun Harris  
 Robert Abbott  
 Robert Helm

Sabrina Clark  
 Sandra Dorrance  
 Sarah Afifi  
 Shameeka Chandler  
 Shekinah Creary  
 Shelby Anderson  
 Sherri Brammer  
 Srikeerthi Bellamkonda  
 Veronica Emmerich  
 Victoria Rice  
 Wendy Perry  
 William Miller  
 Zachary Jernigan  
 Zachary Smith

### Cary Hospital

Janah Al-Najjar  
 Ali Arafat  
 Linda Armento  
 Susan Boyd  
 Desharn Bunch  
 Marinda Carraway  
 Dale Clement  
 Wyatt Coggins  
 Samuel Collins  
 Scotesia Dunlap  
 Catherine Forsythe  
 Theresa Galvin  
 Terri Gracy-Udoh  
 Joseph Hegeman  
 Jocelyn Holt  
 Khavi Khuu  
 Randol Marshall  
 Nancy Mietz  
 Richa Parikh  
 Douglas Peck  
 Matthew Pless  
 Karen Seeger  
 Divyakshi Sharma  
 Vinita Sharma  
 Chelsea Shuford  
 Hazel Slocumb  
 Theresa Vonder Haar  
 Brian Wong



## 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 and 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 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 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**