

July - September 2018



This edition of the  
HeartBeat is dedicated to  
Arlene Citron

## Updates from the Director

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### Greeting WakeMed Volunteers!

We hope this newsletter finds you well today and ready for a beautiful Fall season. We hope that everyone weathered Hurricane Florence as well as possible. WakeMed provides assistance before, during and after storms like Hurricane Florence by receiving and caring for displaced patients, deploying volunteers through CapRAC, participating in emergency management activities, providing monetary donations to the Food Bank of Central & Eastern North Carolina, and much more. Our thoughts go out to all affected by this terrible storm and its resulting impact on our community.

WakeMed Health & Hospitals continues to focus on improvement and reaching our aspirational goals through our recent initiative "Chasing Zero." With a Patient & Family Centered Care approach, we would like to ensure we are doing everything we can to identify any potential issues and resolve them before they reach out patients. Our goal is zero instances of preventable patient harm focusing on:

- Wrong site/wrong patient/wrong procedure surgeries, retained foreign objects
- Hospital acquired infections (CAUTI, CLABSI, C.difficile.etc.)
- Surgical site infections
- Falls with injury
- Preventable sepsis
- Medication errors
- Pressure ulcers
- Preventable blood clots

Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in." —

Unknown "

Many projects will be ongoing around this initiative and each quarter we will focus on a particular area. From now through November we will focus on preventing hospital acquired efforts. Thank you for following proper procedures and keeping our patients safe!

Chris Perry, MBA,  
Director, Guest Retail & Volunteer Services  
919-350-8005

# Meet the Staff of Volunteer Services



Chris Perry, Director  
Guest Retail and Volunteer Services  
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## The President's Report – Raleigh Campus



Greetings Raleigh Volunteers!

Our hearts go out to the thousands who have lost loved ones, homes, pets and livelihoods in the wake of Hurricane Florence. It is at times like these, that things are put into perspective and each one of us can be very thankful that we live in a country where we have immediate help and resources, in order to act quickly.

When disaster strikes, volunteers pull together! We have witnessed the most amazing, sacrificial volunteerism during and after Florence. Nearly every time we go out, we see convoys of trucks and other vehicles on their way to help, some coming from as far away as California, and many other States. There are also those from right here in NC who left their own homes and families during the storm, only to suffer loss themselves. Here in the Triangle, people are loading their cars and trucks full of food and clothing to give to those who have lost everything, and businesses and other organizations are donating hot food and shelter etc. The list goes on and on, but how grateful we are for these amazing volunteers! WakeMed is putting on a Food and Supplies Drive in support of the hurricane victims, and I am proud to be a part of an organization that gives generously and encourages giving!

What you all do as volunteers at WakeMed is no less important than disaster volunteers, different, but very important! WakeMed volunteers are an integral component in the care and support of our patients, visitors, and staff. You will see some numbers that may stagger you in the year-end report. We provide an amazing amount of time and talent, so thank you for helping WakeMed respond so well to the needs of our community!

I am so grateful for our Volunteer Board. They work tirelessly behind the scenes, attending meetings and serving on committee's, and yet still commit to at least fifty hours of volunteering per year. It is my pleasure to continue serving as president for the year 2019 and to continue working with these very special people: Maggie Gill (vice president), Sally Perdue (secretary), Valerie Perry (treasurer), Susan Legatowicz, Denise Feighery, Denise Rohr, Ken Harrison, Vernon Burkhardt and Ganesh Tangella. We sadly say goodbye to Sharon LaRusch (past president), Steven Yee (past treasurer) and Sophia Khan, but warmly welcome three new board members: Arnold Dunn, Sue O'Neill and Holly Fryman.

No matter what you do, or where you do it, remember -- *"I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do."* – Edward Everett Hale

Looking forward to 2019!

Respectfully yours,  
Rosemary Driver, President,  
Raleigh Volunteer Board of Director

## The President's Report – Cary Hospital



Hi everyone,

I hope you enjoyed a great summer! Many of us have been traveling so our volunteer schedules have been sporadic. Now that fall has arrived, our schedules will be "back on track". Flu season lies ahead - please make sure to get your flu vaccination. Cary Volunteer Board will start our 2019 term in October with installation of Board members and officers. We welcome Jeff Schmitt, Atrium Ambassador, who will serve this term.

Our hearts go out to all who are suffering the effects of Florence.

WakeMed will be collecting non-perishable food items and cleaning supplies to assist North Carolina Food bank with supplies for hurricane victims. Please bring in items on your next volunteer day.

A few hours of our time can make a huge difference to the patients and their families

Cary Volunteer Board will host a Halloween "Trunk or Treat" event October 30<sup>th</sup> from 6 pm -7:30 pm at WakeMed Cary Hospital in the Women's & Pavilion Parking Lot.

The emphasis will be Child Safety, and of course, treats and fun activities to include tattoos, coloring and games for our kids. WakeMed departments will decorate their car trunks and dispense treats.

Volunteers are welcome to attend and bring their families! If you are interesting in participating and would like to bring your decorated car, please contact Lois Dzedzic at [loey151@bellsouth.net](mailto:loey151@bellsouth.net). The Volunteer Board has committed to promoting the WakeMed Volunteer opportunities to our community. A few hours of our time can make a huge difference to the patients and their families

Best wishes to all for a great Holiday Season with friends and family

Respectfully Submitted,

Susan Alvey,

President, Cary Volunteer Board



## Volunteer Services Update

### New Features for the Volgistics Volunteer Sign In/Out System

**Do you wish to have reminders of your upcoming volunteer schedule?**

**Do you wish you could volunteer additional days in your assigned area?**

**Do you wish to find an easier way to notify your department contact person when you will be out?**

You may have recently received an email notice from Volgistics reminding you of your upcoming weekly volunteer schedule. This is one of the new Volgistics features called VicNet, Volunteer Services will be implementing.

In in the next 3 months we will be sending out additional communication as we roll this out by placement area on how to fully utilize the system. The new VicNet features will allow you to perform the following functions:

Remove yourself from your volunteer schedule (2 days before) when you are unable to volunteer. This will automatically send a notification to your placement area contact and to Volunteer Services notifying us of your absence.

For departments that have a need for continuous coverage the VicNet system will allow you to utilized Self Scheduling. This feature will allow for another volunteer assigned to that department the opportunity to volunteer for an "open shift" (only for that day) when a volunteer has remove themselves from their schedule. When a volunteer signs up for an "open shift" this will automatically send a notification to your placement area contact and to Volunteer Services.

Department contacts will also be able to utilize the system to find their volunteer contact information, as well as receive weekly and monthly volunteer schedule reminders

### **Spread the Word.... You are our best Recruiter!**

As current volunteers you are our best recruiters for new volunteers! We encourage you to promote the WakeMed Health & Hospitals Volunteer Program to your family, friends and others within the community and encourage them to become a volunteer! By sharing your volunteer experience with others you may encourage someone else to give their time and talents to support Wake-Med Health & Hospitals Mission to improving the health and wellbeing of our community by putting our patients and families at the top.

We thank each of you for your service and the countless hours you have provided to our patients, families and staff!



# **WE WANT YOU!**

## Volunteer Services Update

### WakeMed Raleigh Campus Friendly Face Cart Spotlight



Hi! My name is Katherine and I am a volunteer at WakeMed Hospital. I am one of the volunteers who runs the Friendly Face Cart. I am a student at NC State and I hope to attend medical school in the future.

I started at WakeMed to gain exposure to the hospital setting and to meet and interact with patients. During my volunteer shift, I go to different floors of the hospital and to individual patient rooms. The Friendly Face Cart is stocked with games, books, magazines, personal hygiene products, blankets, and stuffed animals. However, much of my time goes beyond offering these items. I often spend several minutes in each patient's room asking about their day and talking about current events. With some patients I have the pleasure of talking about hobbies, their home, pets, children, and grandchildren.

One interaction with a patient had me smiling all the way home after my shift. I was walking down the rehab floor and I stopped in a room with a woman sitting in a wheelchair. She had just come back from a difficult therapy session. I warmly greeted her and asked her how her day was. She smiled weakly and said tough but she was on the road to recovery. I mentioned that we had some handmade quilts on the cart. Her eyes lit up. She told me she also made quilts.

I quickly grabbed two quilts off the cart. She did not want to take either of them, but she admired both for several minutes, taking in the stitching and patterns. I told her she should keep one, because it was something beautiful and could remind her of home. She smiled and agreed. She took a multi colored patch quilt and thanked me repeatedly for making her day. We then talked about living in Raleigh and about her family.

Each interaction I have with patients is unique and I am glad I can make someone's day a little brighter and provide compassionate care to the patients I meet.

If you have a desire to connect with people and to help brighten someone's day, then The Friendly face Cart Volunteer Assignment might be for you!

Our FFC placement area provides volunteers at opportunity to cruise the hallways, looking for patients, and family members that might be in need of a pick me up! They come with a cart, stocked full of items to share with our patients/family members. Some of the items include, blankets and stuffed animals, lovingly made by community sewers, diversionary items, such as books, puzzle books, cards, coloring books and for our younger patients and visitors, there are games and small toys and items to help take their minds off either being a patient or knowing someone they love is a patient. There are also various personal care items such as shampoo, toothpaste, toothbrushes, chap stick – a variety of items, that one might need for an unexpected or lengthy hospital stay.

Although part of the FFC's purpose is to provide the patients with these items that will hopefully help make their hospitalization a little more bearable, the real beauty of the cart, is that it gives our wonderful volunteers an opportunity to visit with our patients and family members, engaging them in conversation that most likely will brighten their day possibly even more, than the gifts they leave with them. Many of our patients are lonely or discouraged and often may not have any other visitors, than our cheery volunteers, who come, ready to not only share items, but to share of themselves.

If this sounds like something you would be interested, please call Chryis Joyce at [chjoyce@akemed.org](mailto:chjoyce@akemed.org)



## Volunteer Services Update

### Volunteer Spotlight



Hi! My name is Pat. I volunteer in the gift shop at Wake Med Hospital. You can find

me at the cash register, stocking, delivering flowers, or having a conversation with one of the many employees and visitors that come to see us daily. I am retired from the Wake County school system.

During a twenty year span I taught fourth grade, was an IRT, and licensed teachers for schools in Apex and Cary. My family has lived in Cary for the past forty years. I was a member of the Appearance Commission for the town as it began its growth spurt. While my children were growing up I taught Sunday school and acted as a Eucharistic Minister at my church.

Retirement has been wonderful. I play cards, go to the gym, play mah jongg, enjoy friends, and travel. A commitment to service for others was missing in my life. Forty years ago there were less than twenty thousand residents in Cary and Wake Med Cary did not exist. The addition of Wake Med Cary was invaluable to the community. The hospital gift shop seemed the perfect venue in which to volunteer. People visiting the gift shop sometimes need a distraction from their

day; a time to wander the aisles and decompress.

They want a gift to take to an ailing friend. Sometimes they want a soda and chocolate for a pick-me-up to finish their shift. At times people simply “Go out and do something for somebody. Go out and give something to somebody. It will take you away from yourself and make you happy.” Joseph Jefferson

want to have a friendly person with whom to speak. The employees and volunteers that are part of the gift shop family make me look forward to my time spent there.

### Guess What !

Starting January 1, 2019 all volunteers will be assigned to complete their annual health screenings by their birthday. This is a change affecting everyone in WakeMed’s system for ease of tracking.

Screenings can be initiated 30 days prior to the birthdate, the deadline is 4 pm on the birthdate of the volunteer.

There will no longer be a 30 day grace period for completing your TB test in the month it is due. You will have 2 weeks after your birthdate to complete your required TB test before you will be made resigned.

# Volunteer Services Update

## Recipe of the Quarter

### Shepherd Pie



#### INGREDIENTS FOR POTATOES

- 1 1/2 lb. potatoes, peeled
- 4 tbsp. butter, melted
- 1/4 c. milk
- 1/4 c. sour cream
- kosher salt
- Freshly ground black pepper

#### FOR MEAT MIXTURE

- 1 tbsp. extra-virgin olive oil
- 1 large onion, chopped
- 2 Carrots, peeled and chopped
- 2 cloves garlic, minced
- 1 tsp. fresh thyme
- 1 1/2 lb. ground beef
- 1 c. frozen peas
- 1 c. frozen corn
- 2 tbsp. flour
- 2/3 c. chicken broth
- 1 tbsp. Freshly chopped parsley, for garnish

#### DIRECTIONS

Preheat oven to 400°. In a large pot, cover potatoes with water and add a generous pinch of salt. Bring to a boil and cook until totally soft, 16 to 18 minutes. Drain and return to pot.2.

Use a potato masher to mash potatoes until smooth. Add melted butter, milk and sour cream. Mash together until fully incorporated, then season with salt and pepper. Set aside.

**Make beef mixture:** In a large skillet over medium heat, heat oil. Add onion, carrots, and garlic and thyme and cook until fragrant and softened, 5 minutes. Add ground beef and cook until no longer pink, 5 minutes more. Drain fat. Stir in frozen peas and corn and cook until warmed through, 3 minutes more. Season with salt and pepper.

Sprinkle meat with flour and stir to evenly distribute. Cook one minute more and add chicken broth. Bring to a simmer and let mixture thicken slightly, 5 minutes.

Top beef mixture with an even layer of mashed potatoes and bake 20 minutes or until there is very little liquid visible and mashed potatoes are golden. Broil if desired.

Garnish with parsley and serve.

## JOKE OF THE DAY





## Our Thoughts . . .

### Thinking of you

#### WakeMed Raleigh Campus

Anita Boonen  
 Joanna Baitenger  
 Ken Harrison  
 Lois Brush  
 Teresa Scofield  
 Karen Spivey  
 Karin Wylie

#### WakeMed Cary Hospital

Bill Park  
 Diane Boyer  
 Joe Esmond  
 John Grau  
 Linda Kalins  
 Barabra King  
 Brenda Stutts  
 Elaine Nagle  
 Bob Rafferty  
 Toni Scrimment  
 Dj Staubs

### Our Sympathies to

#### WakeMed Raleigh Campus

Alexis Danz – loss of loved one  
 John Langham – loss of loved one  
 Robert Smith – loss of loved one

#### WakeMed Cary Hospital

Linda Kalins - loss of loved one  
 Jane Paige - loss of loved one  
 Helen Cotton - loss of loved one

### In Memory of Our Volunteers



Arlene Citron passed away on August 26, 2018. She volunteered as a community sewer for several months contributing over 100 hours. She will be missed by all.



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

## KUDOS

### Congratulations to the following:

Congratulations to volunteer Valarie Perry, the parent of Randa Snow along with her husband on having a bouncing baby boy by the name of Jackson Leo Snow who was born Friday, July 27, 2018 at 6 pounds 9 oz and 19 3/4 inches.

### Congratulations Guest Ambassadors

Vernon Burkhart – “Yes, Mr. Vernon assisted me and my family to the patient’s room! He is appreciated for his kindness.”

Vernon Burkhart – “I’d like to recognize Vernon for helping us find the ICU waiting room. Vernon displayed professional courtesy when escorting my wife and I from the Visitors Entrance to ICU. He helped me remember where we were parked and pointed out signs/areas to get back.”

Vernon Burkhart – “Vernon was very friendly and talked to my 5 year old.”

Abdulaziz Norbekov – “I walked this kind gentleman to the Pharmacy and once I got him there he offered to tip me \$100!!! I didn’t accept it obviously, but that’s a pretty crazy story!”

Victoria Blanco-Pineda – “Yes! Victoria is THE BEST! She is not only knowledgeable but very understanding as well. Absolute asset!!”

### Chasing Zero Recognition

Congratulations to Elaine Hoffman, WakeMed North Emergency Department volunteer for holding staff accountable to following WakeMed’s hand hygiene policy.

As part of our ongoing efforts to become a top10 hospital and foster a culture of safety, WakeMed has a new patient safety initiative, aimed at achieving zero instances of preventable patient harm within our facilities.

This new system-wide initiative, **Chasing Zero** supports our ongoing WakeWay 2 Excellence work and our aspirational goals

### HOW CAN VOLUNTEERS HELP WAKEMED CHASE ZERO?

**Within the scope of your volunteer role, you will:**

- Follow policies and procedures at all times.
- Clean your hands before and after every patient encounter.
- Communicate Good Catches and speak up about opportunities to improve patient safety.
- Follow appropriate protocols to reduce likelihood of patient falls.
- Demonstrate respect by listening and responding proactively to patient concerns.



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

## Sewing Contributions / Donations

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

### WakeMed Raleigh Campus

Andrea Weigand  
Cary Senior Center  
Christine Boyer (Ryan's Case for Smiles)  
Eleanor Reichert  
Gail Rasdorf (Prayer Shawl Ministry)  
Gwen Baker (NRCC)  
Hannah Moyer (From Ewe to You)  
Janet Jennings  
Julia Pollock (Kingdom Crafters)  
Karen Sommerville (Church Good Shepherd)  
Leslie Young (Girl Scout Troop 77)  
Linda Perry (Slip Stitch)  
Lita Barr  
Merrilyn Allen (Hephzibah Baptist Church)  
Mildred Chavis  
Pam Roebuck  
Pearl Fowler  
Project Linus  
Rebecca Kalsbeek  
Shirley Preston (Threads of Love)  
Vickie Whittington (Quilts4Kids)  
Vinetta Bell



### WakeMed Raleigh Campus

Cassie Tomafello (Carolina Mudcats)  
Kim Kozemikosoian (Jones Dairy Elem.)  
Michael Neugebauer (QLIK)  
Ms Owusu (Harris Creek Elem.)  
Tana Taylor  
The Comfort Project  
Vaidelhi Patel (Athen Drive H.S.)

### WakeMed Cary Hospital

Anne Foster  
Barbara Williams  
Carolina Preserve Yarn Spinners  
Cindy Larson  
Colonial Baptist  
Comfort Circle  
Debbie Wood  
Elegant Stitches  
Gale DeBinder  
Garner Senior Center  
HSNC  
Holly Springs United Methodist  
HSNC Seniors  
Lea Rankine  
Mary Hull  
Merilyn Knittel  
Nancy Brearey  
Pam Ayars  
Preserve Yarn Spinners  
Rita Entwigle  
Spring Arbor  
Susan Tapp  
The Winters Group  
Windsor Point

Please help us keep your group current. If there has been a change in membership of your particular group, please inform your respective offices. For the Raleigh Campus, please call 919-350-8293. For the Cary Hospital, please call 919-350-2363. Thank

## Fundraisers: Thank you to the following

### WakeMed Raleigh Campus

Thank you to the following individuals who assisted with The Volunteers at WakeMed Raleigh Campus for the 1<sup>st</sup> Uniform Sale on August 8 and 9, 2018.

Ann Brown  
Bernda Yarborough  
Christa Dutton  
Danna freeman  
Denise Feighery  
Denise Rohr  
Fabian Deleo Sotelo  
Ganesh Tangella  
Jane Beese  
Ken Harrison  
Mana Aoi  
Mary Hood  
Reid Craft  
Rosemary Driver  
Rosie Pacheco  
Sharon Lies  
Sherman Driver  
Trey Carter  
Vernon Burkhart

Over 500 employees visited the sale and we sold \$59,171.12 in merchandise and raised \$11,034.12 in profits.

### WakeMed North Hospital

Thank you to the following individuals who assisted with The Volunteers at WakeMed North Campus for the 1<sup>st</sup> Uniform Sale on August 23rd, 2018.

Lisa Davis  
Jack Huisman

Over 90 employees visited the sale and we sold \$9849.83 in merchandise and raised \$1836.80 in profits.

### WakeMed Cary Hospital

Thank you to the following individuals who assisted with The Volunteers at WakeMed Cary Hospital for the 1<sup>st</sup> Uniform Sale on August 21 and 22, 2018.

Alexa Blair  
Alix Peters  
Barbara Williams  
Beth Turner  
Denise Galloway  
Donna Doherty  
Ellen Onofrio  
Ivy Lynn Jackson  
Judy Richardson  
Lanie Nagle  
Patricia Costello  
Peggy Thomas  
Susan Alvey  
Tim Shoriak  
Vicky Magno  
Taylor Zapata

Over 180 employees visited the sale and we sold \$19,360.17 in merchandise and raised \$3,6010.29 in profits.



## Calendar of Events

### Events For Both Campuses

#### Thanksgiving Holiday

Office Closed  
Thursday, November 22, 2018  
Friday, November 23, 2018

#### Christmas Holiday

Office Closed  
Monday, December 24, 2018  
Tuesday, December 25, 2018

#### New Years

Office Closed  
Tuesday, January 1, 2019

### Events For WakeMed Raleigh Campus

#### Belk Department Store Two Day Sale

Wednesday, October 31, 2018  
Thursday, November 1, 2018  
Andrews Conference, 7 am - 4 pm

#### Dillard's Sale

Monday, December 10, 2018  
Andrews Conference, 7 am - 4 pm

#### Volunteer Board Meetings

Tuesday, November 27, 2018  
Conference Dining Room, 10 am - 12 pm  
  
No board meeting in December

### WakeMed Raleigh Campus Tour Dates

Tuesday, October 23, 2018  
Volunteer Services, 1 pm  
  
Tuesday, November 20, 2018  
Volunteer Services, 1 pm

Tuesday, December 18, 2018  
Volunteer Services, 1 pm

### Events For WakeMed Cary Hospital

#### Belk Department Store Two Day Sale

Thursday, November 8, 2018  
Friday, November 9, 2018  
Conference Center, 7 am - 4 pm

#### Dillard's Sale

Tuesday, December 11, 2018  
Conference Center, 7 am - 4 pm

#### Volunteer Board Meetings

Wednesday, October 24, 2018  
Conference Center, 10 am - 12 pm  
  
Wednesday, November 28, 2018  
Conference Center, 10am - 12 pm  
  
No board meeting in December

### WakeMed Cary Hospital Tour Dates

Monday, November 5, 2018  
Volunteer Services, 10 am  
  
Thursday, November 15, 2018  
Volunteer Services, 6 pm  
  
Monday, December 3, 2018  
Volunteer Services, 6 pm  
  
Thursday, December 6, 2018  
Volunteer Services, 10 am

### Event For WakeMed North Campus

#### Dillard's Sale

Friday, December 13, 2018  
Conference Room, 10 am - 4 pm



# Happy Birthday!

## WakeMed Volunteers

### WakeMed Raleigh Campus

#### October

Donna Lamm, 10/1  
 Robert Itotia, 10/2  
 Jennie Vo, 10/2  
 Britney Duong, 10/4  
 Floyce Rosenthal, 10/5  
 Mitchell Cook, 10/6  
 Nicole Castillo, 10/9  
 Brenda Rand-Crumel, 10/9  
 Nancy Mietz, 10/11  
 Anadil Siddiqi, 10/11  
 Jacqueline Tingle, 10/11  
 Kathleen Widelski, 10/11  
 Janet Wilson, 10/12  
 Graciela Neria-Rosquero, 10/13  
 Bharadwaj Chintalapati, 10/15  
 Anke Chignell, 10/16  
 Mary Bell, 10/17  
 Rosa Davis, 10/17  
 Peggy Smith, 10/17  
 Uma Sriram, 10/17  
 Sharlene Frazier, 10/18  
 Sandra Schmitt, 10/18  
 Elaine Plummer, 10/19  
 Jimmy Woodcock, 10/19  
 Rashaad Hayes, 10/20  
 Kendra Randle, 10/20  
 Mandie Hershberger, 10/22  
 Sam Sexton, 10/22  
 Alex Spencer, 10/22  
 Lois Brush, 10/23  
 Maggie Gill, 10/23  
 Rana Oueijan, 10/24  
 Mary Beth Donlan, 10/25  
 Estrella Ventura, 10/25  
 Alana Basden, 10/26  
 Nancy Jenkins, 10/26  
 Bridget Collins, 10/27  
 Anushka Mandalapu, 10/27  
 Irie Squire, 10/27  
 Rosalina James, 10/28  
 Ellen Kissiah, 10/28  
 Shahnaz Mian, 10/29  
 Emily Cottengim, 10/31

Sarah Mckenzie, 10/31  
 Melissa McPherson, 10/31  
 Elizibeth Noles, 10/31  
 Chesney Stein, 10/31

#### November

Christine Bohmerwald, 11/1  
 John Leahy, 11/1  
 Vicki Davis, 11/2  
 Delta Prince, 11/3  
 Wanda White, 11/3  
 Marge Hoffmann, 11/4  
 Christie Booden, 11/5  
 Samah Alnuaimi, 11/6  
 Krupa Bharodiya, 11/6  
 Leslie Haller, 11/6  
 Christopher Page, 11/6  
 Samit Thawani, 11/6  
 Tamika Leverette-McCall, 11/8  
 Asil Abuhamoud, 11/9  
 Geraldine Bivens, 11/9  
 Isabelle Keim, 11/10  
 Ahmed Al-Khawaja, 11/11  
 Ayarah Dharanikota, 11/11  
 Rebecca Epling, 11/11  
 Rose Altintop, 11/12  
 Karen Jensen, 11/12  
 Cynthia Cruell, 11/14  
 Cameron Agner, 11/15  
 Mansi Sura, 11/15  
 Susan Griffith, 11/16  
 Sharon Lies, 11/16  
 Diana Rutherford, 11/16  
 Nancy Bates, 11/17  
 Olivia Watson, 11/17  
 Mary Johnson, 11/18  
 Nuha Masood, 11/18  
 Katrina Akins, 11/20  
 Teresa Scofield, 11/20  
 Claudia Bowler, 11/23  
 Mary Petersen, 11/23  
 Stacy White, 11/23  
 Arnold Dunn, 11/24  
 Megan Felts, 11/24  
 Juanita Lesley, 11/25  
 Barbara Yu, 11/25

Ciana Cummings, 11/27  
 Gail Owen, 11/27  
 Bergen Johnson, 11/28  
 Caroline Dutton, 11/30  
 Holly McCoy, 11/30

#### December

Anita Boonen, 12/1  
 Munawar Sultana, 12/1  
 Jodi Brown, 12/2  
 Betty Parker, 12/3  
 Melissa Price, 12/3  
 Megan Sharma, 12/4  
 Christian Tallo, 12/5  
 Amy Upperman, 12/6  
 Lisa Ferracane, 12/7  
 William Trotman, 12/7  
 Mara Comas, 12/8  
 Emily Ice, 12/8  
 Cory Harrison, 12/9  
 Batool Khadri, 12/10  
 Madeline Ray, 12/10  
 Sangita Sharma, 12/10  
 Madeline Desrosiers, 12/12  
 Annie Poe, 12/12  
 Michael Dayton, 12/13  
 Dorothy Oakman, 12/13  
 Barbara Sigmon, 12/13  
 Pamela Stelmack, 12/13  
 Abdulaziz Norbekov, 12/14  
 Elice Behr, 12/15  
 Amira Khan, 12/15  
 Michael McGee, 12/16  
 Stephanie Moyles, 12/17  
 Yuri Bautista-Mendez, 12/18  
 Martha Thornton, 12/22  
 Minerva Clarke, 12/18  
 Matthew Galang, 12/18  
 Sharon LaRusch, 12/20  
 Sophie Hughes, 12/21  
 Julanne Kalin, 12/21  
 Shashi Laroia, 12/21  
 Martha Thornton, 12/22  
 Kathy Oliva, 12/22  
 Christina Spiotto, 12/24  
 Ganesh Tangella, 12/25



# Happy Birthday!

## WakeMed Volunteers

Macy Le, 12/26  
 Pooja Shah, 12/26  
 Gary King, 12/27  
 Dolores Alonso, 12/28  
 Ashley Hanes Penrod, 12/28  
 Ada Menser, 12/28  
 Susan O'Neill, 12/28  
 Paulina Seila, 12/28  
 Tiffany Long, 12/29  
 Sharon Watson, 12/29  
 Anthony Gorham, 12/30  
 Holly Lee, 12/31

### WakeMed Cary Hospital

#### October

Emily white, 10/3  
 Shreejal Shah, 10/4  
 Yasmeen Alsalti, 10/6  
 Isha Patel, 10/7  
 Barbara Simon, 10/7  
 Priscilla Smith, 10/7  
 Mackenzie Brenner, 10/9  
 Brenda Rand-Crumel, 10/9  
 Nirmala Rao, 10/10  
 Sara Castillo, 10/11  
 William Eberbach, 10/11  
 Victoria Magno, 10/12  
 Maxwell Riach, 10/12  
 Tony Scrimenti, 10/12  
 Brenda Flood, 10/13  
 Donna Mullen, 10/13  
 Ellen Onofrio, 10/13  
 Chad Pressley, 10/13  
 Cheryl Rogers, 10/13  
 Sue Terjesen, 10/13  
 Lois Haner, 10/15  
 Barbara King, 10/15  
 Anke Chignell, 10/16  
 Martin Altman, 10/18  
 Ernest Parker, 10/18  
 Susan Alexander, 10/19  
 Nancy Stokes, 10/19  
 Phyllis Womble, 10/19  
 Sue Busa, 10/20  
 Patricia Hajian, 10/20

Carol Doyle, 10/24  
 Vineet Bhardwaj, 10/25  
 Virginia Chapman, 10/25  
 Jasen Hedrick, 10/25  
 Ann Foster, 10/26  
 Linda Pennypacker, 10/26  
 Chun-Hong Ho, 10/27  
 Shahnaz Mian, 10/29  
 Katharine Hume, 10/31

#### November

Susan, Mierzwa, 11/1  
 Paula, Kalenze, 11/2  
 Clare, Scott, 11/3  
 Michaela, Peppers, 11/4  
 Debbie, Wood, 11/4  
 Michele, Sund, 11/6  
 Barbara, Hood, 11/8  
 Mary Jo, Manzak, 11/9  
 Mary, Cobb, 11/9  
 Robert, Hutzler, 11/10  
 Robyn, Crone, 11/11  
 Brenda, Stutts, 11/11  
 Edward, Gunter, 11/12  
 Barbara, Holbrook, 11/12  
 Karel, Standish, 11/13  
 Kareena, Deol, 11/13  
 Marj, Wordell, 11/14  
 Yasi, Langdale, 11/15  
 Mansi, Sura, 11/15  
 Diana, Rutherford, 11/16  
 Elizabeth, Kruszewski, 11/19  
 Christopher, Mazzara, 11/21  
 Daniel, Kamykowski, 11/23  
 Joan, Woodrick, 11/23  
 Pearl, Bondurant, 11/24  
 Joyce, Coats, 11/24  
 Maureen, Sanner, 11/25  
 Ashwin, Ghadiyaram, 11/27  
 Barbara, Harrington, 11/28  
 Patricia, Keeley, 11/28  
 Jane, Lands, 11/29  
 Judith, Smith, 11/29  
 Jessica, Littleton, 11/30  
 Dianne, Slaughter, 11/30  
 Cindy, Larsen, 11/30

#### December

Hazel, Slocumb, 12/3  
 Grace, Perey, 12/3  
 Denise, Galloway, 12/4  
 Judy, Moore, 12/4  
 Mavis, Almeida, 12/5  
 Joan, Bonti, 12/5  
 Megan, Nickel, 12/9  
 Herta, Roeloffs, 12/9  
 Rachel, Li, 12/10  
 Sheila, Rudin, 12/10  
 Julee, Beebe, 12/12  
 Lucyna, Dzieduszkowski, 12/13  
 Sandra, Venson, 12/13  
 Sharon, Thomas, 12/14  
 Marilyn, Knittel, 12/15  
 Edith, Church, 12/16  
 Zachary, Smith, 12/19  
 Sol, Hochler, 12/19  
 Jennifer, Reiner, 12/21  
 Mary, Higgins, 12/21  
 Shashi, Laroia, 12/21  
 Nedda, Seif, 12/22  
 Patricia, Costello, 12/24  
 Marie, Swicegood, 12/24  
 Tina, Goodwin, 12/24  
 Nancye, Slagle, 12/24  
 Nicole, Muller, 12/25  
 Tatiana, Suvorova, 12/26  
 Mary, Burrus, 12/26  
 James, Rigsbee, 12/27  
 Josephine, Correia, 12/27  
 Ivy-Lynn, Jackson, 12/28  
 Carolyn, Wiggins, 12/28  
 Barbara, Mineiro, 12/29  
 Judy, Richardson, 12/30  
 Nancy, Riefenhauser, 12/31  
 Marion, Erwin, 12/31

### WakeMed North Hospital

Linwood Felts, 10/26  
 Elaine Hoffman, 11/9  
 Teresa Scofield, 11/20  
 Donna King, 11/27  
 Holly McCoy, 11/30  
 Sasi Chandran, 12/12

# Welcome New Volunteers

## WakeMed Raleigh Campus

Adam Pecoraro  
 Allegra Peery  
 Amy MacCormack  
 Anisha Saddy  
 Antoinette Chapman  
 Chloe Bagwell  
 Christian Tallo  
 Claudia Bowler  
 Diane Cox  
 Emily Mueller  
 Felicia Hinton  
 Gigi Ehlers  
 Grashy Licon-Manzanares  
 Holly Lee  
 Jane (Marilyn) Beese  
 Joan Eastwick  
 Jonathan Pena  
 Kathryn Cox  
 Liisa Davis  
 Louis Card  
 Macy Le  
 Mary Hollis  
 Megan Felts  
 Olivia Kehoe  
 Rebecca Epling  
 Sangita Sharma  
 Sujan Poudel  
 Thomas Poole  
 Trevor Rose  
 Wanda Freeman  
 Wanda White

## WakeMed Cary Hospital

Abigail Gorman  
 Adam Bonfield  
 Asmaa Labidi  
 Caroline Heathcoat  
 Dedeepya Madineni  
 Grace Perey  
 Hannah Rice  
 janie kurlanzik  
 Jessica Littleton

Joseph Dalola  
 Joyce Aschenbrenner  
 Kara Caricato-Michalke  
 Kayleen Amador  
 Kaylie Griffin  
 Kyle Dua  
 LeighAnn Woodall  
 Margaret Chapman  
 Martha Rojas  
 Mary Higgins  
 Mary Morgan  
 MisChella McQueen  
 Molly Mayhew  
 Nancy Adams  
 Nicole Muller  
 Ryan Neill  
 Stacy Gramble  
 Susan Mierzwa  
 Tien Phan  
 Zachary Smith

## WakeMed North Hospital

Jamari Tyson  
 Mary Cox  
 Mayra Rodriguez  
 MisChella McQueen  
 Robert Beichner  
 Sabrina Hurtado

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### HAVE YOUR ADDRESS OR EMAIL CHANGED?

\_\_\_\_\_

Name

\_\_\_\_\_

Home address or 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  
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### 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. Donations can also be done on line at: <https://www.wakemed.org/volunteer-fundraising>

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

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

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**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



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