



HeartBeat

February 2010



This edition of the HeartBeat is produced in memory of: Margaret (Peggy) Farris

Gifts and Support That Keep The Mission in Focus

Uniform sales, charity golf outings, jewelry sales, linen sales and more – just where does the money go that The Volunteers at WakeMed Raleigh Campus and The Volunteers at Cary Hospital earn from all of these types of fundraising events? The simple answer is all of the profit goes back to WakeMed to benefit patients, staff and patients’ families. The very purpose of each of these volunteer organizations is to support WakeMed Health & Hospitals and its charitable, educational and scientific programs.

Since 1966, funds raised by The Volunteers at WakeMed Raleigh Campus have been used in part for:

- CPR mannequins - books for Medical Library - landscaping - toiletry article
- drapes - fax machines - wheelchair - television
- rocking chairs - Kidworks Scholarships - WakeLink - Chaplaincy fund
- TIGR System - patient transport program - printers - Vial of Life
- Cardiac Rehab - baby packet supplies
- Wound Care Facility – DVDs for patients
- Spanish magazine subscriptions
- TLC Campaign (Teaching Lifestyle Choices funds)
- Diversity & Inclusion campaigns
- Zebulon Skilled Nursing Facility – patient transportation
- Critical Care Waiting Room televisions, pagers, coffee supplies
- Medical equipment—Electro-encephalograph, hearing screening equipment and supplies, EKG, diode laser system, mammography machine, dinamap monitors, fluid warmers, digital scales, exam tables, pulse oxymeters, fetal monitors, glucometer, blood pressure monitors, ICN – Creamatocrit
- Annual commitment to the WakeMed Foundation focus areas: Children’s Emergency department - the Breeze Way (breathing room), Rehabilitation Hospital - the Gazebo, Intensive Care Nursery, Critical Care Waiting Room reception area, Children’s Hospital; and Kid’s Day N&O event, Love Light Tree, Skills Scholarships
- Melissa Brown Memorial Nursing Education Loan Fund - \$66,000+ loans since 1991
- Magnet Nursing Education for Nursing
- Child Life programs – 4C Pediatrics, Children’s Emergency Department, Surgical Services
- Pediatrics and children’s programs – toys, coloring books, Reach Out and Read,
- 4 A&B solarium children’s furniture, hypo-pack for pediatric diabetes teaching, iTunes cards for pain management in Children’s ED, Children’s Transport Program, Special Infant Care Clinic; Parent’s Time Together in NICU; 4C special seasonal events
- Performance improvement initiatives - Music/Pain Therapy, Injury Prevention, Garden Gloves, Get Up & Go

Inside this issue:

Fund raising Results	2
The President’s Corner	3
Volunteer Spotlights	4
WakeMed Supports Haiti Relief Efforts	5
Hand Hygiene	6
WakeMed Health & Hospitals Updates and Information	7
Attendance/Absences	8
Exit Comments	9
Happy Birthday!	10
Welcome New Volunteers	11
Thinking Of You	
Congratulations	
Thanks for your donations	12
Volunteer Orientations	
Calendar of Events	
Tour Dates	
Placement Opportunities	13
Sewing Contributions	14
Donations Needed	

GIFTS AND SUPPORT THAT KEEP THE MISSION IN FOCUS etc...

- Sewing machines and material for huggables, lap robes, booties, baby caps and other items shared with patients

Since 1991, funds raised by The Volunteers at WakeMed Cary Hospital have been used in part for:

- Chaplaincy Fund - Music/Pain Therapy - Women’s Pavilion & Birthplace
- Children’s Transport program - Outpatient Rehab - Toiletries for patients
- Rainbow Fund –medications for immediate need patients
- Infant Car Seats - CPR equipment - TV at Fuquay-Varina Skilled Nursing Facility
- Rocking chairs for nursery - Digital scales - Exam tables - Pulse oxymeters
- Tea for the Soul – Chaplaincy Services - Recreation Therapy – Fuquay
- Pathology Lab – TV and Kid friendly environment - Emergency Department Family Room
- WakeMed Foundation Annual Fund : Meditation Chapel, Coffee Shop and Children’s Hospital, Dish It Up Raleigh, Kid’s Day N&O event, Skills Scholarship
- Hearing screening equipment – Natus ALGO 3 Newborn Hearing Screener
- Sewing supplies – huggable, memory quilts, baby items

Cary Volunteer Board At Work

On Wednesday, January 13, The Volunteers at WakeMed Cary Hospital board of directors traveled to the Raleigh Campus to hold their monthly board meeting. The meeting included a presentation by Karen Zelden of the WakeMed Foundation followed by a tour of the new Children’s Hospital currently under construction.



From left to right: Cliff Altobellis; Susan Hester, Dir. Community Services; Beth Turner; Ann Drake; Susan Alvey; Denise Galloway; Pat Quick; Bunny Thompson

Fundraising Results

Both The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus participated in successful fundraising events in December 2009. Monies raised by the events are donated back to the respective hospitals to support programs, to help develop new programs and to purchase equipment for the benefit of WakeMed patients and families.

December 10, 2009

The Volunteers at WakeMed Raleigh Campus and Omega Jewelry – Fine gold and gem jewelry sale.

Many thanks to the following volunteers who contributed to the event:

Reid Craft	Sally Perdue	Lydia Phillips
Doris Allen	Ben Citero	Mickey Gault
Ann Wyker	Lois Brush	Jane Gault
Jama DiSorbo	Charlotte Luke	Peg Fuchs
Antora Troublefield		

\$4,238.25 was raised to support Raleigh Campus programs and services.

December 11, 2009

The Volunteers at WakeMed Cary Hospital and Reg & Company – high end costume jewelry sale.

Thank you to the following volunteers who contributed to the event:

Bunny Thompson	Tina Smith	Susan Alvey
Denise Galloway	Gail Bass	

\$1,835.72 in commission revenue was realized from the sale and will be used to support the needs at Cary Hospital.

The President's Corner

WakeMed Raleigh Campus



Happy New Year! The New Year is off to a good start with sixty new volunteers beginning their service in October.

As we plan for 2010, let's take a step back and review what drives our volunteer duties, defines who we are and what we are striving for at

WakeMed. We can begin by reviewing WakeMed's mission, vision, goals and values in the "Volunteer Service Handbook" starting on page 9 and "The Wake Way" on page twelve. Service excellence is our goal and expected outcome.

A special thank you to all volunteers who helped with the December jewelry sale. Our profits were \$4,238. Our next fund raiser is a uniform sale on February 3, 2010.

Did you see the Sunday, November 29, 2009 News & Observer article, "WakeMed Health Wise", focusing on WakeMed volunteers? The article not only outlined volunteer contributions to patient care and safety, but expressed sincere gratitude to our volunteer organizations. "On behalf of the entire employee and physician team, we express sincere appreciation and gratitude for the work and services our volunteers so generously provide". It was a great tribute to volunteers our volunteers dedication to quality service initiatives and support of WakeMed's goals and mission. You make such a difference!

The Volunteers provided funding to initiate a Children's Emergency Department Music and Pain Management program. iPods are now offered to patients to distract them from pain and painful procedures, and to reduce distress and anxiety. According to Tiffany Young, CED, Clinical Supervisor/Educator, the music therapy project has been a huge success and she thanked The Volunteers for funding and supporting the program.

I hope for you a happy, healthy and successful New Year.

Sally Perdue, President, Volunteer Board

Call for Nominations

Nominations for the Volunteer Board of Directors at both Raleigh Campus and Cary Hospital are now underway. Please support your volunteer organization by submitting your nomination for the 2011 board. Remember, self nominations are appropriate and certainly accepted.

WakeMed Cary Hospital



Happy New Year, everyone! Regardless of your beliefs, I hope each of you had a wonderful holiday and had the opportunity to spend it with family and friends. 2010 came in with a bitter cold blast of winter weather.

Along with you, I pulled out my heaviest winter coat, hat, gloves, and scarf. I look forward to the time when I can put them away until next year. I would, however, like to see some snow before I perform that task.

In November, Susan Hester wrote a wonderful article that appeared in the News & Observer. In the article, she described the services volunteers provide and how they enhance the hospital community. She couldn't say enough volunteerism about us! The article was on the front desk, and I hope you had an opportunity to read it. As always, Susan is truly our advocate.

2009 ended with our jewelry sale fundraising event. It was an opportunity for staff and volunteers to purchase lovely items for themselves or others. Thank you to the volunteers along with the volunteer staff, for making this a successful event. We have other fundraisers already scheduled for 2010.

Again this year, Pam and Bill Ayars provided music for the staff, patients and their families during the week prior to Christmas. If you were volunteering during that week, I hope you had an opportunity to hear them. Thank you to Pam and Bill for their warm and generous spirit during the holidays.

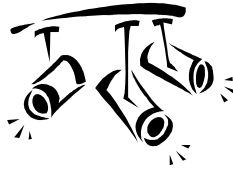
At the January board meeting, the board went to the Raleigh Campus to tour the new Children's Hospital. If you will recall, the Cary Volunteers have pledged \$25,000 over a five year period. Karen Zelden, director, Foundation - WakeMed Foundation, gave us an overview of the various funding opportunities. We would like for our funds to go to a specific area, such as children's educational opportunities while hospitalized, and will be making a decision soon. The foundation has raised 80% of the \$8.5 million dollars needed for the Children's Hospital, which is due to open late spring.

Mark your calendars for April 20, 2010. This is the date for our annual volunteer health screening event. More information will be forthcoming.

Thank you for all that you do.

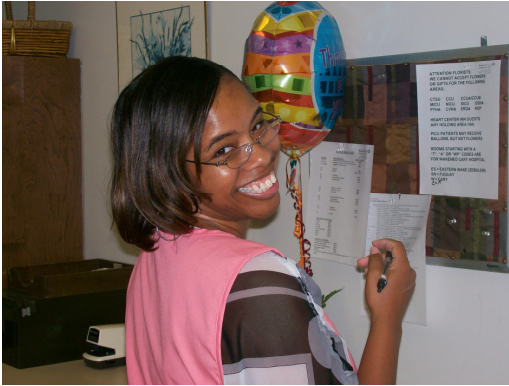
Pat Quick, President, Volunteer Board

Volunteer Spotlight WakeMed Raleigh Campus ~ Tammy Hood ~



Volunteer Spotlight WakeMed Cary Hospital ~ Ann Rush ~

Hello. My name is Tammy Hood. In 1989, I graduated from Bloomfield High School in Bloomfield, Connecticut.



I have a Bachelors of General Studies from the University of Connecticut and a Masters of Science Bioethics from Union Graduate College in Schenectady, New York. In 2007, I moved to North Carolina.

In July, 2009, I began active placement at WakeMed through the Patient Relations Ambassador program. Volunteering at WakeMed has given me an opportunity to be part of an organization that helps so many. Helping others is a quality that I would like to pass on to my son, and volunteering allows me to show him how rewarding it can be. I also volunteer as a guest ambassador. As a guest ambassador, I am available to any customer that needs assistance navigating through the halls of the hospital. Helping guests reach their loved ones as fast as possible can help ease some of the tensions felt when visiting the ill or infirmed. The faster they arrive at the bedside, the quicker they realize that their loved one is in the right place. Sometimes I am at my post long enough to see a guest leaving the facility with a relaxed and satisfied look on their face, when just a couple of hours before, they were noticeably anxious and distraught. It tells me that WakeMed is doing the right thing and I am glad to be part of it.

Ann Rush was born in Randolph County, North Carolina. She went to grammar school and high school in Farmers, North Carolina. Ann moved to the Cary area from Asheboro



in 1966 with her two sons and late husband of 55 years of marriage. She now has two grandsons, one granddaughter and one great-granddaughter.

Ann enjoys gardening and shares her lovely flowers with the staff at WakeMed Cary Hospital. She loves to read and will read a book instead of watching television. Ann enjoyed traveling throughout the United States with her belated husband and her favorite places to visit are the mountains of North Carolina.

Ann Rush worked for the Cooper Group/Lufkin for 25 years. While working there, she watched the construction of WakeMed Cary Hospital previously known as Western Wake Medical Center. She decided that when she retired she would volunteer at this hospital.

In March 2000, Ann began her volunteering career. Her initial assignment was as a patient escort and later she was reassigned to volunteer in the patient registration area where she has been ever since. Ms. Ann has been a loyal and helpful volunteer two days each week for ten years. She enjoys her placement because it gives her the opportunity to interact with people while volunteering.

WakeMed Supports Haiti Relief Efforts

Many employees have inquired about WakeMed's response to the devastating earthquake in Haiti. The WakeMed Emergency Services Institute (ESI) is in close contact with the Triangle Chapter of the American Red Cross and the North Carolina Office of Emergency Medical Service. These agencies continue to update WakeMed in current conditions and various needs. WakeMed remains ready to provide assistance as the rescue, recovery and rebuilding process continues.

Currently, the greatest need in Haiti is for financial donations. There are many well-organized global relief agencies that are sending people and supplies to the area. They warn that collecting supplies may not be helpful to a nation without the means to distribute them. Therefore, money is the most valuable way to help organizations purchase the needed items and transport supplies and volunteer workers to Haiti. In fact, the American Red Cross has established a warehouse distribution point in Panama and will be getting essential goods into the country from that point.

WakeMed has been a partner of the American Red Cross for many years and has already provided financial support to the group. To further aid, we encourage employees and volunteers who want to help to make a donation to the International Response Fund of the American Red Cross. There are numerous ways in which you can give to this fund – visit www.redcross.org; or call (800) 733-2767. You can donate \$10 by texting 'Haiti' to 90999 on your mobile phone. You can also mail or deliver a check to ARC relief efforts located at 100 Peartree Ln, Raleigh, NC 27610. It is important to note that there have already been reports of fraudulent telephone solicitation for donations. Please be wary of any telephone calls requesting your credit card information.

Thank you for your cooperation and willingness to support these efforts. We will continue to keep you informed as the situation evolves.

Medical Assistance

With regard to the deployment of WakeMed's ESI emergency response resources and people, we remain in close contact with the North Carolina staff of Emergency Medical Services, and they are well aware of our resources and willingness to be of the relief efforts. ESI's assets, including the State Medical Assistance Team, are deployable only at the request of North Carolina Emergency Management who works closely with FEMA, and the US Department of Health and Human Services. At this point, we have not been asked to deploy teams to Haiti.

In the event that we are called upon to deploy our resources, we may need additional people. We anticipate this will be a very long event with multiple phases of recovery relying on the assistance of many. If you are interested in supporting these efforts, we encourage you to join the CapRAC State Medical Assistance

This team's mission is to assist local, regional and state efforts by providing medical care and resources to those in need through an effective, controlled, systematic process, reducing death and disability resulting from sudden or serious injury and illness caused by natural or man-made disasters.

To become a member of the CapRAC SMAT, please complete the following steps.

Individuals interested in joining an SMAT team should log onto www.servnc.org to register. You are asked to provide as much information as possible and to complete all 9 sections. WakeMed employees should affiliate themselves with the Capital RAC State Medical Assistance Team, which is housed at WakeMed.

Once accepted to the team, all members will be required to attend a 2-day SMAT Initial Training course.

You will also be required to attend an appropriate amount of trainings/events throughout the year to maintain knowledge and level of readiness (quarterly training, as well as the opportunity to participate in special events is offered throughout the year and does count toward SMAT Continuing Education).

If you have any questions about the CapRAC/SMAT registration process, please contact Janis Brown (janisbrown@wakemed.org). Additional information can also be found at www.caprac.org.

Individual Requests for Donations and Supplies

As you can imagine, many local churches, organizations and civic groups are interested in helping support relief efforts. As a result, WakeMed has already received numerous requests for supplies and donations. Based on the information we have received from the North Carolina Office of Emergency Medical Services and FEMA, we are only encouraging support of financial donations at this time. If you or someone in your department receives an inquiry or request for supplies, please let them know that we are driving support to the American Red Cross. If you need assistance in responding to any such requests, please direct them to the Public Relations department at 350-8120.

We also discourage employees and departments from soliciting fellow employees for donations or supplies to support these organizations. While we recognize everyone wants to help, we feel confident that the best way to support Haiti right now is through financial donations routed to the American Red Cross or one of the major organizations that are best equipped to support the international relief effort. For a list of other organizations formally organized to provide aid, please visit CNN.com or the Newsobserver.com.

HAND HYGIENE

You hear about hand hygiene every day; in and at WakeMed. Everyone is talking about it! But why is hand hygiene so important?

Hand hygiene removes/kills microorganisms (germs) on the hands. When performed correctly, hand hygiene is the single most effective way to prevent the spread of communicable diseases and infections. In health care, hand hygiene is used to eliminate microorganisms (germs) that have been picked up in contact with patients, contaminated equipment or the environment. Hand hygiene may be performed either by using soap and warm water, or with alcohol-based hand rubs.

Volunteers should follow the hand hygiene protocol and be an example for others. By washing **your** hands effectively, you will be an infection control ambassador for WakeMed. Here are some examples of when you should wash your hands:

- a. Before and after contact with any patient, body substances or items contaminated by them.
- b. Between different procedures on the same patient.
- c. Before and after entering patient rooms.
- d. Before preparing, handling, serving, eating food or feeding patients.
- e. After assisting patients with personal care (e.g. blow nose).
- f. After performing your personal functions (e.g. blowing your nose).
- g. When hands come into contact with secretions, excretions, blood and body fluid (use soap and running water whenever hands are visibly soiled, after assisting patient using the bathroom).
- h. Before and after touching patient for any reason and items in patient's room.

Hand hygiene is a responsibility shared among all health care providers and volunteers. When performed correctly and effectively, the mechanical action of gelling and washing with soap and warm water removes germs present on the hands, thereby, reducing the risk of infection to our patients and employees. Did you know that through WakeMed's hand hygiene efforts, there is a decrease in the incidents of MRSA. (Staphylococcus aureus). MRSA is mainly spread from one person to another by hand contact. Hand washing!! What a cost-effective, easy way to reduce and stop infection!!

Have I convinced you that hand washing is one of the most important functions you do at WakeMed everyday? Then, go out and set a good example and be an infection control ambassador.

How to wash your hands:

1. Use alcohol-based gel. Rub hands together vigorously (palm, back of hand and between fingers).
2. Soap and running water: **Wash hands for at least 15 seconds!**
 - a. Wet hands with warm water
 - b. Apply soap
 - c. Lather soap and rub hands palm to palm
 - d. Rub in between and around fingers
 - e. Rub back of each hand with palm of other hand
 - f. Rub fingertips of each hand in opposite palm
 - g. Rub each thumb clasped in opposite hand
 - h. Rinse thoroughly under running water
 - i. Dry hands with paper towel
 - j. Turn off water using paper towel.
 - k. Your hands are now safe to use

Let others at WakeMed see you "doing it right". Have an effective hand washing routine, be consistent, set a good example and be an infection control ambassador.

Sally Perdue



Kudos To Volunteer Reid Craft

The staff on 5A have started collecting names with their hand hygiene observations, and want to recognize Reid Craft for being compliant all seven times he was observed for hand hygiene compliance in the month of November!

WakeMed Health & Hospitals

Updates and Information

WakeMed Cary Hospital Introduces New Rounding Nurse Program

On December 28, Cary Hospital officially introduced the Rounding Nurse, as an expansion of the Rapid Response Team program. This initiative is being led by the Intensive Care Unit and is a new service that will be provided as an extension of their nursing expertise.

The Rounding Nurse service functions from 7 to 11 am and 7 to 11 pm Monday through Friday and will expand hours as needed. The Nurse will perform proactive rounding for high-risk patients, including patients who have been involved in a Rapid Response, Code Stroke or Code Blue call within the past 24 hours; patients who have moved from an ICU to an inpatient unit within the past 24 hours; patients who have had problems with cardiac arrhythmias or patients who are assessed as at-risk. The Rounding Nurse will also respond to all Rapid Response, Code Blue and adjunctive Code Stroke calls.

Finally, the Rounding Nurse will be available to employees throughout the hospital who are concerned about a patient's declining status, but are not ready yet to make a call to the full Rapid Response Team. The Rounding Nurse will have a cell phone and can be reached any time for a "consult," at which time he/she can provide coaching, peer support or communications assistance. They can help validate any clinical decision-making concerns a nurse may have and can offer a valuable second clinical opinion. The Rounding Nurse can be reached at **630-6319**.

Established in response to direct feedback from our nurses, physicians, respiratory therapists, clinical administrators and other caregivers over the past year on how to make Rapid Response more effective and quicker to access, this program is designed to give early support to direct caregivers who are at the patient's bedside.

Cary Hospital's Observation Unit Moves to 1 East

The Observation Unit at Cary Hospital will move to 1 East on Tuesday, January 19. The new space will allow for an increased capacity, from 12 to 24 beds, as well as telemetry capabilities.

The new Observation Unit will occupy rooms 105 through 129 within the 1 East space. Observation Unit patients are those who require nursing care, but stay for less than 24 hours and are either discharged home or admitted to a patient room.

A plan is in place to transition the existing Observation Unit in the coming months.

Unsurpassed Service Matthew Merritt, Volunteer

Marie,

I wanted to send an email and let you know how wonderful Matthew Merritt was on 12/1/09. We had a patient that coded in the parking garage and Matthew was right there with me helping in anyway he could. I had to run drugs that were in big heavy drawers from the ED to the parking garage and Matthew was right there running with me and helping us carry our supplies. Among all the confusion Matthew stayed close and was right there whenever we needed him to grab something for us or even help with making sure visitors were directed around the scene. I am not sure if you are the one who should receive this email but wanted to make sure he got the praise he needed. It is people like Matthew that are dedicated to helping others that makes WakeMed such a wonderful place to work.

Thanks,
Kippy Speicher, RN
AED Clinical Educator/Supervisor

The Volunteers at WakeMed Raleigh Campus are piloting a cost saving effort

Please let us know if you would like to opt out of receiving the HeartBeat via mail and would like to have it Emailed utilizing a PDF file.

Email all yes answers along with your email address to Jackie Kennedy at jkennedy@wakemed.org.

Attendance/Absences

Assignments are given for specific days of the week and areas of work. Changes of assignments should be coordinated through the Department of Volunteer Services. It is important to be where you are assigned when you are scheduled to be there.

Your work areas depend on you!

If you are unable to provide coverage for your service, please notify the department of Volunteer Services and your assignment area. Notification may be made by phone or email.

Reach Out and Read

Employees from Quintiles show their support for the Reach Out and Read Program by reading to our children in the Pediatric Clinic for their community outreach project in November.



Calling All Musicians

Showcase Your Talents!

WakeMed Raleigh Campus, Café 3000 is looking for musicians to perform for our patients, family, visitors and employees during lunch time.

- pianist
- jazz ensemble
- choir
- instrument player
- and more.....

Of you available to perform between the hours of 11am - 1pm, Monday-Friday, please contact Vivian McCoy, Manager, Food and Nutrition Services at 919-350-8047

Exit Comments

These are volunteers who contributed to our program and have relocated, gone back to school or left for other obligations. This is what they said about their experience:

Raleigh Campus

Deborah Whaley: Patient Relations Ambassador: “I enjoyed being a volunteer, but obligations made it difficult to volunteer. I hope to return soon. I would like to thank Marie Johnson for her patience, kindness and thoughtfulness. Everyone was kind, helpful and understanding.”

Dorothy Debnam: Adult Emergency Department: “The Patient Accountants and nurses (Sandy and Charlotte) were pleasant, inspirational and informative. I enjoyed assisting the staff, transporting patients to the labor unit and minor care, being hospitable to visitors, guiding visitors to destinations and using my Spanish skills to make customers feel at ease.”

Luis Felix: Surgical Services: “A beautiful learning experience. Thank you to Marie Johnson, Jackie Kennedy, Susan Maiolo, and all of the staff in the OR. I will recommend volunteering to others. Help is a many splendid thing. Thank you again.”

Casey Reed: Milk Bank: “I loved working at the Mother’s Milk Bank!”

Chelsea Thomas: Diabetes Education: “It was really fun. This program is very comprehensive and efficient.”

Hannah Hall: Children’s Emergency Department: “The people there are very wonderful to work with.”

Ruth Maupin: Patient Access, Patient Mail, Volunteer Services: “I appreciate the opportunity to be a volunteer with WakeMed. I would like to return in the future.”



Cary Hospital

Diane Glennon: PACU: “It was wonderful! I will miss you guys.”

April Comepeau: Observation: “I enjoyed my time volunteering and the kindness of the staff.”

Ajay Unnithan: MPD, Observation, Day Surgery, Escort, ED: “I have thoroughly enjoyed my time as a volunteer for the past 4 years and I thank the Volunteer office for giving me such an invaluable opportunity to experience the healthcare system up close and first hand.”

Amanda Maddocks: Hospitality Pets: “I loved my volunteer experience and so did Harley! I look forward to going into the hospital each week. The staff were all so helpful, appreciative and nice- it was a wonderful experience. I really felt welcomed to the WakeMed Community and I knew that we were making a difference...”

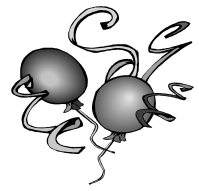
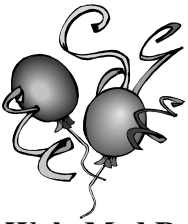
Mohanlal Mansuria: Radiology: “I enjoyed the Radiology department...It was a very positive experience”

Angie Koch: 3 West: “All staff has been very friendly and 3W and nurses were very open to my many questions! Kathryn let me help with moving patients, keeping them supplied with gloves in the towers and rooms. The NA’s were also very friendly and happy with any assistance I could give. Best part was meeting all the patients and chatting with them. Thanks for this opportunity. I hope to volunteer again soon – also hoping for clinical at WakeMed Cary.”

Katie Reynolds: PACU: “Staff was very helpful and pleasing to work with. Absolutely loved working with Muriel in PACU! Felt very comfortable asking questions and doing what was asked of me. Thanks you to the staff of WakeMed!”

Sue Hawley: Infant Hearing Screening: “I have very much enjoyed volunteering at WakeMed – it has been a positive experience. I will miss the babies.”

Alyssa Quiday: WakeMed Fuquay-Varina: “It’s very rewarding to volunteer in such a great hospital.”



Happy Birthday!

WakeMed Raleigh Campus

February

Carole Acquesta 6
 Wendy A. Ashley 18
 Suheir M. Bannoura 15
 Sunisha D. Barbee 2
 Jackie Benston 14
 Martha Biggio 26
 Debora Brewer 13
 Cameron M. Brown 22
 Melinda I. Car 19
 Kathleen S. Ceneskie 3
 Wanda Citero 5
 Lauren MJ Connelly 25
 Taylor Evans 23
 Larese T. Griffin 2
 Delores R. Haizlip 6
 Megan B. Hayes 10
 Mary S. Hinton 9
 Carrie A. Jarratt 26
 Dorothy M. Kohlbach 24
 Patrick J. Lahiff 22
 Lillian A. Lipsky 21
 Tricia C. Maksail 1
 Carl Martin 9
 Sev S. Mihajlov 12
 Lorraine Oken 12
 Martha B. Ramsey 28
 Thomas K. Reno 6
 Nikki L. Ryba 21
 Mary Sachs 28
 Anil A. Samuel 8
 Sierra Simms 24
 Rebecca Sink 27
 Helina Tedla 4
 Marilyn A. Tsipis 25
 Mattie M. Williams 9
 Ann Wyker 24
 Adrienne L. Yancey 25
 Christine Yom 24

March

Elaine E. Allen 2
 Jerry A. Allen III 10
 Robert Baker 9
 Marion Boissiere 3
 Virginia Brogden 16
 Mildred Chavis 19
 Anna L. Courtney 20
 Martha Daniel 11

Elaine Davis 26
 Mallory L. Dickens 31
 Susan M. Glasser 5
 Brent E. Goforth 17
 Kay Green 24
 Vickie L. Higgins 30
 Deloris Johnson 18
 Sadie M. Johnson 3
 Connie Jones 28
 Julie Josey 20
 Maureen M. Kelly 1
 Brian K. Lee 27
 Timothy Lee 28
 Linda J. Lovell 23
 Erika N. McSwyne 29
 Beatrice A. Paneto 14
 Miriam Parker 17
 Marcie Reinhard 9
 Audrey L. Reynolds 18
 Denise B. Rohr 2
 Samuel H. Rosenberg 19
 Veda D. Scarboro 20
 Lorraine Shapcott 18
 Kellie S. Siers 25
 Martha C. Taylor 2
 Ann Trochum 22
 Eileen F. Ugorcak 26
 Rebeca Vences 2
 Catherine Walker 1
 James Walton Jr. 6
 Elizabeth Williams 25
 Jeanne Williams 19

WakeMed Cary Hospital

February

Susan Alvey 25
 Davin Arroyo 24
 Tandra Burson 22
 Barbara Copperwheat 20
 Shelby Credle 12
 Dave Davenport 18
 Irina Dayal 23
 Shelita Ellis 6
 Charles Evans 19
 Robert Flederbach 25
 Norman Hankala 20
 Michael Hankewycz 13
 Gina Harry 22
 Glenda Jensen 22
 Marjorie Johnson 1

Anne Joyner 5
 DeJane Kerr 24
 Chris Lo 24
 Lila Maier 13
 Robert McAllister 28
 Joyce McGee 1
 Sachin Menon 16
 Ruth Miller 5
 Kathleen O'Sullivan 11
 Madhu Ramanan 9
 Susan ReCorr 19
 Virginia Simmons 26
 Elise Speaks 2
 Laurie Tester 3
 Eloise Walker 11

March

Ruth Allbert 12
 Tatsiana Astapka 11
 Paula Bennett 8
 Anna Bonner 3
 Hazel Byrd 18
 Jackie Clements 5
 Alexander Credle 24
 Sue DeKeyser 12
 Barbara Deal 8
 Patricia Delcogliano 17
 Hazel Dickey 5
 Darlene Duncan 13
 Shirley Dunn 12
 Courtney Dupree 9
 Barbara Farber 18
 Tazeen Farooque 20
 Madeline Hamady 14
 Eileen Hemenway 2
 Chantrise Heyden 14
 Dalia Howard 24
 Lee Lowell 19
 Mary Martin 10
 Sanjana Prabhu 24
 Aditi Senthilnathan 3
 Jean Sessler 13
 Toby Sue Shaw 20
 La Verne Shuty 20
 JoAnne Stella 7
 Kay Taylor 26
 Carson Tester 18
 Beth Turner 14
 Cindy Ware 18
 LaRue Wayne 9
 Avery Young 5



WakeMed Raleigh Campus

Charlotte Ballentine
Suheir Bannoura
Sandra Boccio
Trena Carpenter
Megan Christiansen
Laurel Clapp
Deborah Coccarelli
Lauren Connelly
Michael Corrarelli
Jasmin Davis
Mary Finch
RameshFofaria
Ivonne Galvez
Ingy Galvez
Vickie Higgins
Lauren Hollins
Nicole Kitner
Caridad Leroux
Ellen McBride
Glenda Miller
Cherita Oakley
Althea Page
Alyssa Parry
Devon Person
Sandra Revueltas

Lisa Koch
Amanda Koch
Diane Kuzdrall
Judy Lanahan
Craig Landau
Lila Maier
Terri McKeown
Sachin Menon
Maria Molina
Sandy Murphy
Anne Petz
Ganesh Prabhu
Myangela Purcell
Mohamed Raafat
Susi Sucharski
Sierra Swann
Rebecca Westmoreland
Marjorie Wordell



WakeMed Cary Hospital

Audrey Addo
Ki Bishop
Jean Bracken
Mary Connell
Irina Dayal
Diana Dayal
Deborah DiLalla
Darlene Duncan
Alisha Gumber
Sarrah Hassan
Eileen Hemenway
Judith Hyman
Betty Jernigan
Jocelyn Keen
DeJane Kerr

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

WakeMed Cary Hospital
919-350-2363
WakeMed Raleigh Campus
919-350-8293



WakeMed Raleigh Campus

- Congratulations to Tonya Graham on the birth of her granddaughter.
- Congratulations to Carl Martin on the birth of his grandson. Jackson Thomas Martin, son of Jeff and Whitney Martin, was born on January 7, 2010 and weighed 10 lbs 4 oz.
- Congratulations to Ben and Wanda Citero who will celebrate 56 years of marriage on February 20, 2010
- Congratulations to Kathy Weischedel, her son got married on December 19, 2009.

WakeMed Cary Hospital

- Congratulations to Herb and Ann Drake who will celebrate 51 years of marriage on December 16, 2009.
- Congratulations to Bill and Frances Keener who will celebrate 68 years of marriage on January 17, 2010.
- Congratulations to Fred and Vivian Collins who will celebrate 50 years of marriage on February 6, 2010.

**Thinking of the Following
Volunteers**

WakeMed Raleigh Campus

Deb Brewer Thetra Kelly
Carl Martin Mary Lehman
Hilda Kirks Tyrone Allen
Diana Turner Veda Scarboro
Jo Ann Vaughn
Alma Gill

WakeMed Cary Hospital

Jerry Mersch Eloise Walker
Diane Boyer Betty Beaman
Cecelia Stapleton

Our Condolences To

WakeMed Raleigh Campus

Tyrone Allen: Death in the family
 Martha Ramsey: Death in the family
 Lynn Burton: Death in the family
 John Bardin and Family

WakeMed Cary Hospital

Joan Carson and Family

We express our deepest sympathy to the following families of volunteers

Margaret (Peggy) Farris died on December 30, 2009. Margaret volunteered from November 1, 1984 to August 31, 2009 as a sewing volunteer. She contributed 2,524 hours of service.

(If you become aware of a former volunteer who has died, please let the Volunteer office staff know.)

Thanks for Your Donations

WakeMed Raleigh Campus

- Nancy Taylor: magazines



Bethany Baptist Church: Activity books

River Oak Middle School: Activity books and huggables

WakeMed Cary Hospital

- Cal Parks – magazines
- Debora Hopsons – paperback books

Volunteer Orientation

WakeMed Raleigh Campus

- **Monday, Feb. 1, 2010**
 Conference Dining Room, 5:30 pm–8:30 pm
- **Wednesday, Feb. 17, 2010**
 Conference Dining Room 9:30 am–12:30 pm
- **Monday, March 1, 2010**
 Conference Dining Room, 5:30 pm–8:30 pm
- **Wednesday, March 17, 2010**
 Conference Dining Room 1 pm – 4

pm

WakeMed Cary Hospital

- **Tuesday, February 2, 2010**
 Conference Center, 5:30 pm – 9 pm
- **Tuesday, February 23, 2010**
 Conference Center, 8:30 am – 12 pm
- **Thursday, March 4, 2010**
 Conference Center, 5:30 pm – 9 pm



Tour Dates

WakeMed Raleigh Campus

- **Wednesday, February 10, 2010**
 Volunteer Services 1 pm – 2:30 pm
 - **Thursday, February 18, 2010**, Main Visitor Lobby
 Near Gift Shop) 6 pm – 7:30 pm
 - **Wednesday, March 10, 2010**
 Volunteer Services 1 pm – 2:30 pm
 - **Monday, March 15, 2010**, Main Visitor Lobby Near
 Gift Shop) 6 pm – 7:30 pm
- To register, please call 919-350-8293**

WakeMed Cary Hospital

- **Thursday, February 4, 2010**
 Volunteer Services, 7 pm
- **Thursday, February 25, 2010**
 Volunteer Services, 10 am
- **Monday, March 8, 2010**
 Volunteer Services, 7 pm
- **Thursday, March 25, 2010**
 Volunteer Services, 10 am

Calendar of Events

WakeMed Raleigh Campus

Uniforms 2U Sale - Wednesday, Feb. 3, Andrews Center, Rooms 1 & 2, 7 am– 4 pm
Blood Drive - Wednesday, March 3, Andrews Center, Rooms 1 & 2, 7 am– 4 pm and Corporate Center, 10:30 am–2:30 pm
Volunteer help is needed
Please call 919-350-8293 to sign up.

WakeMed Cary Hospital

Heart Saver Class - Tuesday, March 2, 2010



PLACEMENT OPPORTUNITIES



WakeMed Raleigh Campus

Information Services:

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

Guest Ambassador:

Monday – Friday, 2 – 4 hour shifts, 8 am – 6 pm
Volunteers enhance customer service by greeting patients and visitors in the Heart Center and Patient Information/Rehab entrances. To provide assistance needed to assist patient and visitors wayfind effectively. To provide basic wheelchair transport as needed. Positive interaction skills a must!

Patient Access:

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

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

Monday – Friday, 2 – 4 hours shifts available, 8 am – 4 pm
Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly. Bilingual volunteers needed!

Reach Out and Read:

Monday – Friday, 2 – 4 hours shifts available, 8 am – 4 pm
Volunteers read to children waiting to be seen by physicians and/or other medical

personnel in WFP Pediatrics. Volunteer readers demonstrate positive interaction skills, exhibiting the positive outcomes that can occur through the simple act of reading a story to a child, and by promoting the benefits of reading to children. Interactions with children in a group setting or on an individual basis. Bilingual volunteers needed.

Sewing Individuals and Groups

Do you knit, crochet, sew? Your talent is needed to assist with making gifts for patients and family members. Items include: huggables, bereavement quilts for adult and children's emergency departments, lap quilts and many more items.

Cary Hospital

Substitutes

Volunteers needed to cross-train to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas needing Floaters include: **Information Desk (Main), Gift Shop, Patient Relations Ambassador, Atrium Ambassador, ED Liaison, Tea Cozies.**

ED Back

2nd and 4th Fridays, 8 am – 12 pm
Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

ED Liaison

Sundays, 3 pm – 5 pm;
Mondays, 7 pm – 9 pm
Working with Patient Registration and Campus Police offers information, care and comfort to waiting patients and families. Patient transport.

Hospitality Pets

Fridays, 10 am – 12 pm and 6 pm – 8 pm

Volunteers along with their canine companions make short, in-room visits to eligible and consenting patients.

Information Desk – Atrium

Wednesdays, 8 am – 12 pm
Volunteers provide information and direction to patients and visitors. Basic computer skills and ability to operate a multi functional phone required.

Day Surgery Information Desk

Wednesdays, 12 pm – 3 pm
Working with Day Surgery staff, volunteers provide information and direction. Collation projects and light clerical duties.

Fuquay

Patient Service Volunteer

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

Zebulon/Wendell

Hospitality Pets

Flexible scheduling, 2-hour shifts;
Monday - Friday
Volunteer and canine team visits with eligible and consenting patients.

Sewing Contributions

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

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

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

WakeMed Raleigh Campus

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

*Countless individual sewers
not associated with sewing groups*

WakeMed Cary Hospital

Apex Abiding Presence
Ann Foster Workshop
Colonial Baptist Church
Carolina Preserve Yarn Spinners
Spring Arbor of Apex
Windsor Point Workshop

*Countless individual sewers not
associated with sewing groups*

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

The Volunteer Services departments at the Raleigh Campus and Cary Hospital offer magazines, comfort items, word puzzles, books and other select reading material to our patients. Donations of gently used or new magazines, novels (romance, mystery, westerns) and word puzzle books will be greatly appreciated.

Criteria:

- **Magazines** – Must be current. Monthly publications published within the past 12 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odors free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

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

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

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

NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

The Melissa Brown Memorial Nursing Education Loan Fund was established in memory of Melissa Brown, Great 100 Nurse and daughter of Peggy Brown, Manager of 3C Urology/Renal/Cardiology. The Volunteers at WakeMed Raleigh Campus have administered this fund since 1991 granting over \$66,000 in loans to 32 recipients. The fund provides financial assistance to individuals seeking nursing degrees from North Carolina colleges and universities. Please consider a contribution to this fund to support nursing education and career development. For more information contact: Susan Hester, Director of Community Services at 350-8005. Complete the form below and return to the Volunteer Services department at WakeMed Raleigh Campus.

MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

Donor Name _____

Address _____

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

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

Acknowledgment to be sent to: _____
Name

Address _____

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

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

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

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name _____

Address _____

AMOUNT OF DONATION: _____

In Memory/Honor of: _____

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

Acknowledgment to be sent to: _____
Name

Address _____

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



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