

# SPECIAL EDITION heartbeat

October 2010



***This issue of Heartbeat is dedicated to all WakeMed FY10 volunteers. We celebrate you and thank you for all your support.***

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## Volunteer Services Metrics FY10 Annual Report

|  | Raleigh Campus | Cary Hospital | Totals      |
|--|----------------|---------------|-------------|
| <b>Outcome Metrics</b>                             |                |               |             |
| Total volunteer hours contributed                  | 69,240         | 54,733        | 123,973     |
| Individuals participating in programs              | 766            | 642           | 1,408       |
| Average # volunteers per month                     | 341            | 320           | 661         |
| FTE equivalent                                     | 33.91          | 26.87         | 60.78       |
| Salary equivalent Independent Sector National      | \$1,443,644    | \$1,141,173   | \$2,584,817 |
| Salary equivalent Independent Sector State         | \$1,253,235    | \$990,658     | \$2,243,893 |
| Salary equivalent WakeMed S09 2nd quartile         | \$842,645      | \$666,095     | \$1,508,740 |
| Funds raised by Volunteer organizations            | \$32,567       | \$27,185      | \$59,752    |
| Funds contributed by Volunteer organizations       | \$44,635       | \$24,806      | \$69,441    |
| Adult Volunteer satisfaction annual survey results | 92.96%         | 92.50%        | 92.73%      |
| average of 12 key attributes. Strongly Agree+Agree |                |               |             |
| <b>Operations Metrics</b>                          |                |               |             |
| College students participating in programs         | 215            | 52            | 267         |
| Number of colleges represented                     | 28             | 14            | 34          |
| Volunteers employed by WakeMed                     | 11             | 2             | 13          |
| Candidates interviewed                             | 518            | 301           | 819         |
| New volunteers completed placement processes       | 431            | 226           | 657         |
| Volunteers oriented: initial and annual            | 496            | 419           | 915         |
| Special projects completed                         | 19             | 0             | 19          |
| Active department based placements                 | 95             | 57            | 152         |
| System wide placements (mail/flowers, transport)   | 9              | 7             | 16          |
| Departments served                                 | 63             | 39            | 102         |
| Hospitality Pets teams active                      | 23             | 21            | 44          |
| Hospitality Pets visits to patients                | 4,005          | 2,767         | 6,772       |
| Evaluations/adult: distributed to departments      | 259            | 251           | 510         |
| % Evaluations/adult: completed                     | 100%           | 96%           | 98%         |
| Patient Relations Ambassador Visits                | 4,746          | 2,037         | 6,783       |

**THE VOLUNTEERS AT WAKEMED RALEIGH CAMPUS  
FY10 PRESIDENT’S REPORT**

**Volunteer Hours:** During fiscal year 2009-2010, The Volunteers at WakeMed Raleigh Campus have contributed significant time and talent to support patients, families and staff at WakeMed. Accomplishments have included:

|   |        |
|---|--------|
| Total Volunteer Hours contributed:          | 69,211 |
| Adult Programs                              | 42,559 |
| Junior Volunteers                           | 1,848  |
| Community/Kidworks                          | 8,914  |
| Sewing Individuals/groups                   | 15,890 |
| Individuals participating in programs:      | 765    |
| College Students participating in programs: | 197    |
| FTE equivalent:                             | 33.27  |
| Placement Areas                             | 81     |

Volunteers have been recruited this year through word of mouth, speaking engagements, the News & Observer, weekly newspaper volunteer advertisements sections, and online services. Over 420 new volunteers have been interviewed and placed this fiscal year.

**Fundraising Activities**

Vendor Sales: Linen, Jewelry, two Uniform, and Electronics sales netted: \$27,395.86

Infant Photo Contract: The Volunteers received \$ 6,329 from the infant photo contract.

**Campus Special Projects and Donations**

WakeMed Foundation: Made a \$5,000 Society of 1961 membership donation that will support the Just for Kids Kampaign.

WakeMed Foundation: Made the second \$10,000 contribution to the Just For Kids Campaign of a five year \$50,000 pledge. This pledge will be used to support operations of the Ronald McDonald Family Room that is scheduled to open this Fall in the WakeMed Children’s Hospital.

Melissa Brown Memorial Nursing Education Loan Fund: This year-round program provides an opportunity to provide monetary support to individuals who have been accepted into a North Carolina nursing school. Funds are raised via the Brown family annual letter and donations via *Heartbeat* and general donations. The Melissa Brown Memorial Educational Loan Fund Committee awarded \$ 6,000 in new loans this year. To date 38 individuals have received 660 loans totaling \$72,600 since 1992.

Spanish Magazine Subscriptions: \$800 was donated for subscriptions for Spanish magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

Huggables/ Hats/ Quilts: In FY 2010, hundreds of huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns and more were completed. These gifts are distributed via the Friendly Face Cart and by staff. Volunteers and friends in the community contributed 15,890 hours of knitting, crocheting, sewing, quilting, and stuffing to make these projects successful.

Healthy Lifestyles: Cardiac Rehab Scholarships: \$3,199 in scholarships funds has been awarded to cardiac patients. These individuals have been identified by Health Works staff as qualifying for financial support, and who otherwise would not be able to complete a key part of the recovery from a cardiac episode. The classes include education about nutrition and exercise, participating in exercise classes and more.

WakeMed North Healthplex: Provided \$3,037 to purchase CD players and CD's for therapeutic music for pre and post surgical patients.

Hospital Magnet Conference: Provided \$3,690 to send two nurses to the national Magnet Conference. WakeMed is working toward magnet status which is awarded to hospitals with excellence in nursing care. Magnet status is the gold standard of patient care that provides a benchmark to measure quality of nursing care.

Tea For the Soul: Provided \$3,550 for Spiritual Care Services to offer places periodically for nursing staff to take a break to a restful, caring environment.

Wound Care Facility: \$150 to purchase diversionary materials (DVD's) for patients to watch while receiving care in hyperbolic chamber.

WakeMed Zebulon Skilled Care Nursing Facility: A \$250 donation was made to support patients who need clothing and shoes for exercise programs.

Pediatric Support: \$2,000 provided to the Children's Emergency Department, Special Infant Care Clinic, Surgical Services, and 4E Pediatrics. Funds were provided for Ipods, docking station, headphones covers and Itune cards for the Children's Emergency Department Pain Management initiative; Hypo Pack (Pediatric Diabetes Teaching), special seasonal events such as Parent's Time Together, and on 4E.

Toiletries: This program provided \$2,500 to purchase toiletries for emergency and immediate need patients. These basics include deodorant, toothbrushes, tooth paste, combs, and shaving crème.

Baby Packet Supplies: \$3,750 was allocated for onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate need new moms some new born gifts/supplies at discharge.

Reach Out and Read (ROR): \$4,500 was donated for the purchase of new books to be distributed to well-visit patients ages 6 months to 5 years who are seen in the WakeMed Faculty Physicians Pediatric Clinics. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Sewing Materials: \$750 was designated for the purchase of sewing supplies to support the groups and individuals who donate handmade items to WakeMed patients.

### **Community Outreach**

These activities enable The Volunteers an opportunity to promote WakeMed, WakeMed Raleigh Campus, and Volunteer Services as well as to provide healthcare education information to the citizens of Wake County. Events supported by The Volunteers included the St. Episcopal Youth Group; Take Off Pounds Sensibly; and Tech Skills University.

### **Health Career Pathfinders:**

The Volunteers at WakeMed Raleigh Campus sponsors a career exploration group that is open to teenagers 14 – 20 years old. Over 30 of our future health caregivers enjoyed speakers from and toura of WakeMed.

**Bloodmobiles:**

The Volunteers at WakeMed Raleigh Campus sponsored blood drives in March 2010 and September 2010, as well as blood drives at our area YMCAs. A total of 322 productive pints were collected.

**Notes of additional interest:**

In May the 5th Annual Hospitality Pets Social was held at Millbrook Exchange Park to honor our four legged volunteers and their masters/mistresses. There are 25 active teams.

207 area college student participated in our programs.

1<sup>st</sup> Health Screening Event for The Volunteers at WakeMed Raleigh Campus was held in April.

Thank you for giving me the opportunity to serve as President of the Volunteer Board this year. It has been truly exciting to work with such a vital group of volunteers. Your dedication and enthusiasm is behind every single accomplishment listed in this report.

It has been a privilege to have worked with such a fine group as the members of the Volunteer board and I appreciate their cooperation and generous spirit which have enabled us to accomplish so much.

I would like to especially thank the Volunteer Services staff for their help and support this year, as well as their service to all the volunteers. We are truly blessed with Susan Hester, the Director of Community Services, Marie Johnson, Manager, Volunteer/Community Services, Jackie Kennedy, Volunteer Services Specialist, and Kimberly Elliott, Volunteer Services Representative.

**ANNUAL REPORT****THE VOLUNTEERS OF WAKEMED CARY HOSPITAL****Fiscal Year 2010**

Over the past year The Volunteers at WakeMed Cary Hospital have contributed significantly through their time, talents and financial support to augment the services offered by the hospital system and provide a caring environment for the patients and families we touch.

Accomplishments are as follows:

**Volunteer Service Hours and Value**

In 2010 over 626 active volunteers worked more than 51,000 hours.

|                           |        |
|---------------------------|--------|
| Adult Programs            | 28,000 |
| Junior Volunteers         | 1,800  |
| Sewing Individuals/groups | 22,000 |

Of the 626 plus volunteers participating there were:

|                   |     |
|-------------------|-----|
| College Students  | 54  |
| Junior Volunteers | 69  |
| Sewing            | 208 |

This is equivalent to an average of over 26.7 full time employees contributing each month.

There are a total of 49 volunteer placements impacting 31 departments.

**Fundraising Activities:** The special fundraising events and other sources of income produced a total of \$26,113.06 in revenue for the organization over the past 11 months.

Blossoms for Life, a year-round giving and fundraising program, was chaired this past year by Pam Ayars. Blossoms provides an opportunity to honor or memorialize a friend or family member through a donation to The Volunteers at WakeMed Cary Hospital. The ongoing campaign has raised \$1,445 in the period of October 2009 through mid September 2010.

#### Annual Golf Outing

The largest fundraiser managed by The Volunteers at WakeMed Cary Hospital each year is the annual golf outing. In October 2009 our 11<sup>th</sup> annual golf outing was held at Devil's Ridge Golf and Country Club and with 78 golfers participating. Susan Alvey, chairperson, with her hardworking committee raised over \$8,083 with support from golfers, hole sponsors, major sponsorships and the sale of raffle tickets and mulligans.

#### Vendor Sales

The Volunteers has hosted three vendor sales to date this fiscal year

Reg & Company jewelry sale on December 11, 2009 netted \$1,835.72

Uniforms 2U2 sale on April 23, 2010 netted \$2,461.80

Dynamic Cookware sale on June 14, 2010 netted \$739.97

One sale is pending for the fiscal year: Uniforms 2U2 sale September 24, 2010

#### **Grants:**

An IBM gift of \$1,000 was received on behalf of retired IBM volunteer, Al Port. Any retiree can apply to IBM Community Grants program to request cash support for their volunteer organization.

A \$250 gift was received on behalf of volunteer Susan ReCorr from Bank of America.

#### **Infant Photo Contract:**

To date The Volunteers have received \$3,318 in revenues from sales of baby photos to new parents and grandparents.

#### **Special Projects and Donations**

Funding from the volunteer organization has supported:

WakeMed Foundation – The second payment of \$5,000 has been made towards our \$20,000 pledge to the Just for Kids Kampaign. The pledge will be used to support the operations of the Ronald McDonald Family Room in the WakeMed Children's Hospital.

WakeMed Foundation (*Society of 1961*) - A membership donation of \$2,500 was made in support of the *Society of 1961*.

Rainbow Fund - In 2010 medications were provided to immediate-need children and adults who were not in a position to pay for the initial prescription. Our annual fundraising events, donations and grant money sustain this project. This year The Volunteers' contribution to the Rainbow Fund has totaled \$3,750.

Huggables/Memory Quilts/Hats – Supplies purchased to support the efforts of sewing individuals and groups to continue to make handmade items which are distributed to patients and families totaled over \$3,249.

Toiletries - The Volunteers designated \$500 of which \$318.91 has been spent to purchase toiletries for emergency admissions and patients in need.

Volunteer Health Screening Event - On April 8, 2010 the Volunteer Board in partnership with Public Relations, Cardiovascular Testing, Radiology and the Lion’s Club Vision Van held our health screening day for The Volunteers. Participating individuals including physicians and staff from Cary Hospital, Apex Healthplex, Clayton and Corporate donated time, space, equipment and expertise needed to hold this event in celebration of our volunteers. The Board designated \$1,155.27 to offset the cost of some of the supplies needed for the event and healthy snacks for participants.

Other Funding Support

- WakeMed Fuquay (SNF), TV \$1,445.00
- WakeMed Fuquay (SNF), Garden Fund \$166.16
- WakeMed Fuquay (SNF), Recreation Therapy \$750.00
- WakeMed Fuquay (SNF), Dining Tables \$2,826.00 (budgeted)
- Tea for the Soul \$433.76
- Cary Hospital Nursing Magnet Conference \$1,806.80

Additional funding has included the purchase of lamps and wall mounted CD players for designated Comfort Care rooms on 2 East Medicine nursing unit.

**Community Outreach**

Huggables/Hats/Quilts - Diane Boyer chaired the Huggables project and acted as liaison between The Volunteers at WakeMed Cary Hospital and our Sewing volunteers. As of the end of August there have been 3,356 huggables completed. Since the project began there have been more than 35,738 dolls completed. 2,623 baby hats have been completed thus far this year, making the program total since inception 18,893. Our volunteers and friends in the community have contributed 22,000 hours of knitting, crocheting, sewing, quilting and stuffing this year.

**Hospitality Pets Program** – The pet visitation program is thriving at WakeMed Cary Hospital. This year we had a total of 22 teams who made over 2,600 visits to 2 East, 2West CVIC, 2W ICU, 2W MSIC, 3 West, Neuro Rehab Care and WakeMed Fuquay (SNF). More than 9,500 visits have been made since the program’s start at Cary Hospital in 2006.


  
**Thank You**  
**WakeMed Management and Placement Contact Staff!!**

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED RALEIGH CAMPUS  
FY10**

**50 hour pin**

Hussein Ahmad  
Kimberly Allen  
Karl Amboya  
Sarah Alhorani  
Wendy Ashe  
David Ballard  
Kirby Ballard  
Charlotte Ballentine  
Ashton Barker  
Lizeth Bernal  
Daildrea Bertrand  
Domonique Blackmon  
Alyse Bone  
Stephanie Brawner  
Trena Carpenter  
Shanaz Carper  
Jose Chavez  
Marijane Chow  
Aubrey Collins  
Anna Courtney  
Doris Davenport  
India Dickerson  
Alisha Edwards  
Allison Edwards  
Theodore Edwards  
Meredith Ellis  
Evelyn Felice  
Heather Fields  
April Fogleman  
Kim Gatling  
Ruth Gay  
Robert Gelinas  
Erik Gilbert  
Angela Grieco  
Bernice Gyamfi  
Latesha Harvin  
Rhodia Hawkins  
Cara Heaton  
Shane Hedlund  
Diego Hipolito  
Jeannette Hollinger  
Lauren Hollins  
Luisa Jimenez  
Margie Kelly  
Jessica Kenny  
Susan King  
Naina Lakhani  
Mailan Le  
Alicia Lee  
James Levett  
Janet Lewis  
Kendall Liner  
Sara Marino  
Brandy Massenburg

Elly Matteis  
Madgie McBride  
Amanda McCutchin  
Melinda McDowell  
Glenda Miller  
Hannah Moyles  
Stephanie Moyles  
Melissa Nausch  
Sharmaine Nelson  
Thinh Nguyen  
Trish Olson  
Curtis Outlaw  
Amy Pope  
Annet Rajan  
Janet Rajan  
Mark Richards  
Kristi Rogers  
Denise Rohr  
Elizabeth Rojas-Steinbrecher  
Francisco Rosado  
Brandy Selos  
Sierra Simms  
Melissa Singleton  
Lindsey Stever  
Markisha Thomas  
Rebeca Vences  
Amelia White  
Andre Willis  
Griffin Wilson  
Priscilla Wizzard  
Kiereny Woodard

**100 hour pin**

Chidera Anmudu  
Brenda Ashe  
Priya Balagopal  
Premsagar Bandi  
Suheir Bannoura  
Steve Barat  
Betty Brown  
Josh Capell  
Peggy Carlton  
Bridget Chirichella  
Barbara Connor  
Rachel Coppersmith  
Kathryn Cundy  
Lynette Davis  
Emily Edquist  
Marjean Fischer  
Emma Frigerg  
Mavis Govern  
Samantha Griffin  
Janice Haywood  
Sandra Hill  
John Hite

Vincent Izzi  
Kristen Johnson  
Robert Keely  
Aniley Kelemework  
Dorothy Kihlbach  
Paul Kruchesky  
Brian Lee  
Elisabeth Liddicote  
Linn Lineberry  
Debra Maynard  
Ellen McBride  
Matthew Merritt  
Karen Morris  
Harriet Nausch  
Jon Neiditch  
Elizbeth Noles  
Kathy Oliva  
Althea Page  
Ashvi Patel  
Melinda Rennaker  
Thomas Reno  
Sharon Rhew  
Cathrina Samuels-Gayton  
Iradell Sanders  
Carl Santos  
Veda Scarboro  
Maria Shelton  
Rose Smith  
Leigh Stallings  
Rebecca Tart  
Helina Tedla  
Shirley Thurston  
Joyce Tyree  
Tonya Upchurch  
Andrew Wallace  
Susan Warren  
Amy Wood  
Theda Woodlief  
Andrienne Yancey  
Nadia Yocanovitch  
Kathy Youmans

**200 hour pin**

Andree Allard  
John Agurs  
John Bardin  
Tom Bassett  
Roy Beasley  
Rose Bradley  
Bill Brower  
Cameron Brown  
Laura Burke  
Cindy Dickens  
Michelle Finlayson  
Ramesh Fofaria

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED RALEIGH HOSPITAL  
FY10**

Jane Gault  
Annie Gillon  
Vickie Higgins  
Elaine Hilker  
Diana Hughes  
Candace Leggett  
Jinovan Longa  
Norma Meath  
Sev Mihajlov  
Sara Pierson  
Treva Thompson  
Amy Wolfe  
Louise Wurst

**300 hour pin**

Joshua Adelman  
Lonelle Davis  
Demetra Dixson  
Mary Ducatte  
Jean Everett  
Peg Fuchs  
Carson Garonia  
Vincent Hall  
Deloris Johnson  
Sara Kirk  
Mary Levesque  
Jean Mayak  
Kathy Moynahan  
Bernice Parker  
Sally Perdue  
Vic Tolomei  
Antora Troublefield

**400 hour pin**

Sotera Agivolassitis  
Alan Craft  
Walter Davis  
Neil Dearnley  
Elgie Dudley  
Alma Garcia  
Donald Gibbons  
Bobby Harrison  
Sarah Hodges  
Jillian Johnson  
Susan Mitchell  
Mike Mulvihill  
Charles Perlette  
Tamara Richert  
Priscilla Ruskay  
Hemalatha Shekar  
Ann Weismeyer  
Gertrud Wren

**500 hour pin**

Deborah Atkinson

Claire Cote  
Barbara Gutknecht  
Juanita Lesley  
Frances Mercer  
James Miller  
Sam Rosenberg  
Howard Sosne  
Sandra Sosne  
Ann Trochum  
Bella Vasseur

**600 hour pin**

Tyrone Allen  
Martha Biggio  
Suzanne Brown  
Maria Comas  
Betty Costello  
Donna King  
Jean Koon  
Mary Lehman  
Anil Samuel  
Elizabeth Wakeford

**700 hour pin**

Marlene Anthony  
Hilda McCullers  
Marilyn Tsipis

**800 hour pin**

Robert Baker  
Virginia Brogden  
Kay Green  
Timothy Lee  
Ellen Plumblee  
Mary Jane St. Lawrence  
Barbara Yu

**900 hour pin**

Elaine Allen  
Sharon Elico  
Brent Goforth  
Iris Johnson  
Angela Luddy  
Jesse Murphrey  
Martha Ramsey  
Bonnie Smith  
Eileen Ugorcak  
Tony Williams  
Brent Goforth

**1000 hour pin**

Rita Bonville  
Phoebe Crofts  
Carol Dahle  
Shirley Harkess

Elaine Hoffman  
Marge Hoffman  
Franklin Johnson  
Carolyn LaRue  
Donna Lamm  
Charlotte Montillo

**1500 hour pin**

Gina Abrams  
Joanna Baitinger  
Suzanne Brownstein  
Barbara Bubar  
Mary Di-Francisco  
Rebal Goetz  
Clara O'Neal  
David Raper  
Eleanor Reichert  
Jeanne Williams

**2000 hour pin**

Reid Craft  
Josephine Daversa  
John Griswold  
Barbara Harraghy  
Elbert Middleton  
Corlita Sivera

**2500 hour pin**

April Fogleman  
Genevieve Layman

**3000 hour pin**

Blanche Malinoski  
Joe Whitehead

**3500 hour pin**

Peggy Eberhart  
Bob Riordan  
Emma Voigt

**4000 hour pin**

Elizabeth Williams

**5000 hour pin**

Lorraine Shapcott

**5500 hour pin**

Hazel Wesche

**6000 hour pin**

Peggy Lewis

**7000 hour pin**

Barbara Brooks



**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED CARY HOSPITAL  
FY10**

**10,000 HOURS**

Pam Ayars

**9,400 HOURS**

Joan Carson

**8,900 HOURS**

David Greybill

**6,000 HOURS**

Mary Poteat

**5,500 HOURS**

Blair Hatcher

**4,700 HOURS**

Pat Dorry

**4,500 HOURS**

Philippa Hertrick

**4,300 HOURS**Madeline Hamady  
Frances Keener  
Drew Smith**3,700 HOURS**

Betty Beaman

**3,600 HOURS**

Diane Boyer

**3,400 HOURS**Claire Katz  
Edith Rothschild  
Beverly Williams**3,300 HOURS**

Ann Rush

**3,200 HOURS**

Al Port

**3,000 HOURS**Ruth Cornwell  
Barbara Gribble**2,900 HOURS**Ruth Allbert  
Martha Etzel  
Patricia Hyman**2,800 HOURS**

Vivian Collins

**2,700 HOURS**Ann Foster  
Ruth Taresco**2,600 HOURS**Charles Evans  
Nancy Tombaugh**2,500 HOURS**

Jean Sessler

**2,300 HOURS**

Betty Peck

**2,200 HOURS**Janet Kretzschmar  
Tina Smith**2000 HOURS**Jackie Clements  
Robert Flederbach**1,800 HOURS**Susan Alvey  
Mary Chapman**1,700 HOURS**Anne Joyner  
Lee Lowell  
Timothy Shoriak  
Beth Turner**1,400 HOURS**Regina Brest  
Jean Fox  
Judy Millar  
Linda Tuffey**1,300 HOURS**Charles Tabbi  
Barbara Williams**1,200 HOURS**Wilma Caldwell  
Jean Lipary  
Kathleen O'Sullivan  
Ashok Patel**1,100 HOURS**

Sandra Klootwyk

**1000 HOURS**Cliff Altobellis  
Ann Drake  
Ann EarlyDenise Galloway  
Sharon Thompson**900 HOURS**Tammy Lamey  
Tina Seagroves  
Constance Sinha  
Edgar Stacy  
Brenda Stutts  
Ida Williams**800 HOURS**Joe Esmond  
Peter Walker  
LaRue, Wayne**700 HOURS**Pat Anderson  
Anne Andrew  
Davin Arroyo  
Harry Kincaid  
Orly Margolis  
Ellen Onofrio  
Michael Schuler  
Helen Tsui**600 HOURS**Mary Burrus  
Barbara Copperwheat  
Barbara Harrington  
Gunther Linde  
Patricia Perkins  
Patricia Quick  
Kathy Rembrandt  
Dot Strickland  
Sally Tiller  
Katie Warren**500 HOURS**Joe Boggs  
Hazel Byrd  
April Cooper  
Donna Doherty  
Sharon Mills  
Ajay Unnithan**400 HOURS**Marla Carroll  
Barbara Hall  
Gina Harry  
Henry Jessup  
Robert McAllister  
Madhu Ramanan  
Judith Rea  
Susan ReCorr  
Della Staub

**AWARD RECIPIENTS  
THE VOLUNTEERS AT WAKEMED CARY HOSPITAL  
FY10**

**300 HOURS**

Tandra Burson  
Mayrene Castleberry  
Jeanette Castro  
Kevin Gaffney  
Vicky Irvine  
Marjorie Johnson  
Alison MacLennan  
Mary Mitchum  
Joan Morelen  
Eileen Tschopp  
Jane Warner

**200 HOURS**

Robert Bird  
Alexander Credle  
Shelby Credle  
Dave Davenport  
Henny Dowd  
Annette Edeburn  
Gaye Forman  
Lori Greenstein  
Craig Landau  
Chris Lo  
Ann Mullin  
LaSandra Mullins  
Rachel Polsky  
Shaila Prabhu  
William Pugliese  
Anne Sanacora  
James Schultz  
Nicola Smithers  
Steve Underwood  
Yvonne Vickery  
Eloise Walker  
Sharon Watson

**100 HOURS**

Audrey Addo  
Farimah Anoushiravani  
Jack Armstrong  
Deborah Atkinson Carol Clark  
Loretta Consiglio

Karen Crosswell  
Rhetta Davis  
Caroline Deal  
Deborah DiLalla  
William Eberbach  
Emily Evans  
Michael Hankewycz  
Frances Hemmings  
Laura Hirschbein  
Judith Hyman  
Cindy Kang  
Kathryn Kessing  
Toni Longobardo  
KimMassetth  
Terri McKeown  
William Park  
Hetal Patel  
Melvin Perkins  
Sanjana Prabhu  
Rohan Rajeev  
Anuyuga Sampathkumar  
Jacqueline Sinicrope  
Krishan Sivaraj  
Elise Speaks  
Kay Taylor  
Robin Trew  
Carmen Ubiera  
Sandra Venson  
Cindy Ware  
Avery Young

**50 HOURS**

Suzanne Askar  
Prasant Baratam  
Sandra Brown-Scott  
Sue Busa  
Alexandra Cain  
Lauren Deal  
Ankith Donthi  
Marsha Drillings  
Lucas Elliott  
Rena Foye-Narcisse  
Alisha Gumber

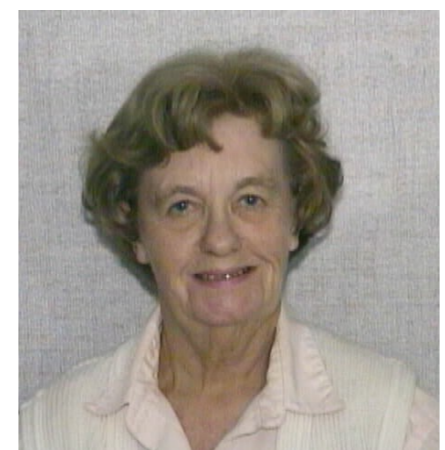
Ashraf Hasasneh  
Patsy Hemmerle  
Eerum Husain  
Janice LeBeau  
Mary Martin  
Dyan McCleery  
Karen Molnar  
Myangela Purcell  
Nicholas Schumann  
Anushree Singh  
Karan Singh  
Andrea Stevens  
Yvonne Tucker  
Sai Vadakkevedu  
Sid Vadakkevedu

**Thank you to every volunteer!  
WakeMed Volunteers contributed  
129,973 hours of service in FY10!**

### TOP AWARD RECIPIENTS



Lorraine Shapcott - Raleigh Campus, 5,000 hour



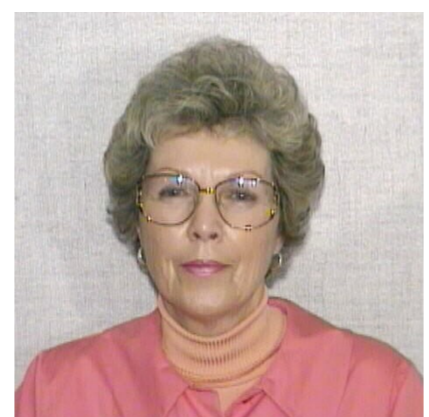
Hazel Wesche - Raleigh Campus, 5,500 hour



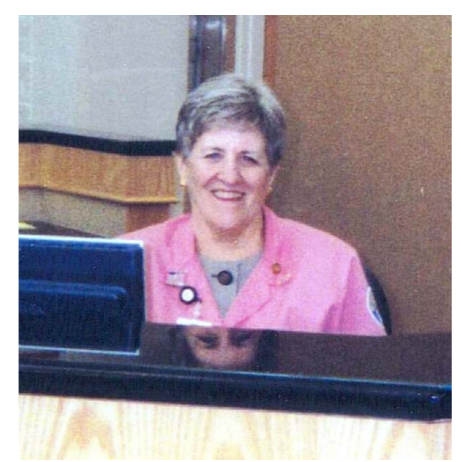
Peggy Lewis - Raleigh Campus, 6,000 hour



Blair Hatcher - Cary Hospital, 5,500 hour



Barbara Brooks - Raleigh Campus, 7,000 hour



Mary Poteat - Cary Hospital, 6,000 hour



David Greybill - Cary Hospital, 8,900 hour



Joan Carson - Cary Hospital, 9,400 hour



Pam Ayars - Cary Hospital, 10,000 hour

## Volunteer Contributions by Placement Area


### WakeMed Raleigh Campus FY10

| Work Area                    | Total   | Work Area                   | Total           |
|------------------------------|---------|-----------------------------|-----------------|
| BCBS-PFS                     | 5220.75 | Patient Relations Volunteer | 3256.75         |
| Bloodmobile                  | 32.50   | Pediatric Reception         | 364.00          |
| Case Management              | 3.00    | Pediatrics                  | 908.25          |
| Charts/Special Projects      | 1633.50 | Pharmacy                    | 521.50          |
| Children's Diabetes          | 291.50  | Pt. Access                  | 754.75          |
| Children's ED                | 1533.00 | Pt. Financial Services      | 988.75          |
| Clinical Analysis            | 24.00   | Pt. Serv. Zebulon           | 177.00          |
| Clinical Engineering         | 82.00   | Pt. Serv. 3A Cardiology     | 95.50           |
| Conference Center            | 46.50   | Pt. Serv. 3B Cardiology     | 121.50          |
| Corporate Planning           | 523.25  | Pt. Serv. 4A/B Mother/Baby  | 47.00           |
| Critical Care Wtg Room       | 3564.00 | Pt. Serv. 5A                | 594.75          |
| Day Surgery                  | 595.00  | Pt. Serv. 5C                | 36.00           |
| Dental Clinic                | 105.50  | Pt. Serv. 6B Ortho          | 70.50           |
| Diabetes Management          | 59.00   | Pt. Serv. 6C                | 2.00            |
| ED-front                     | 831.00  | Pt. Serv. Ofc Supp Clayton  | 23.25           |
| ED-back                      | 4.00    | Pt. Serv. Ofc Supp Fuquay   | 651.00          |
| ESI                          | 335.00  | Public Relations            | 10.00           |
| Environmental Services       | 105.50  | Radiology Support           | 68.75           |
| Flower/Email-A-Patient       | 426.75  | Reach Out and Read          | 400.75          |
| Food Serv/Dietary Aide       | 310.50  | Rehab HealthPark Nutrition  | 46.75           |
| Foundation Liaison           | 20.00   | Rehab Intern                | 67.50           |
| Friendly Face Cart           | 532.25  | Rehab: Admin/Main Desk      | 488.25          |
| Fundraising                  | 163.00  | Rehab: Concussion Clinic    | 60.25           |
| Guest Ambassador             | 1892.40 | Rehab: Healthpark Admin V   | 463.00          |
| HCOA Waiting Area            | 593.75  | Rehab: Healthpark Card R    | 1289.00         |
| Hearing Screening            | 999.75  | Rehab: Nursing 2C&D         | 396.00          |
| Home Health Medical Record   | 115.00  | Rehab: Tap Volunteer        | 411.50          |
| Hospitality Pets             | 837.50  | Rehab: Therapeutic Recreat  | 501.50          |
| Human Resources              | 343.50  | Rehab: WF Rd Output         | 360.00          |
| IS Management                | 37.00   | Rehab: Pt- Clayton          | 63.50           |
| Information Services         | 667.50  | Retail Svc/Gift Shop        | 164.00          |
| Innovative Learning          | 27.50   | Spiritual Care Volunteer    | 204.50          |
| Int. Care: NCCU              | 252.50  | Staff Dev & Training        | 170.50          |
| Interpretation & Translation | 95.75   | Strategic Sourcing          | 157.00          |
| Lap Parent                   | 520.00  | Surgical Services           | 550.50          |
| Mail                         | 656.00  | Tour Guide – Vol Serv       | 35.50           |
| Medical Records/Transcript   | 206.75  | Trauma Service – MOB        | 135.00          |
| Milk Bank                    | 181.50  | Volunteer Board             | 280.75          |
| Nursing Admin-Office Support | 49.00   | Volunteer Services          | 670.50          |
| OT Rehab                     | 72.50   | WMFP-OB-GYN                 | 78.00           |
| Obs 1, 2, 3                  | 255.75  | WMN Day Surgery             | 59.50           |
| Occupational Health          | 520.75  | WMN ED                      | 852.00          |
| Organizational PI Volunteer  | 726.50  | WMN Radiology               | 42.00           |
| Orientation                  | 993.00  | YMCA- PT                    | 20.25           |
| PACU                         | 129.00  | Comm Serv – Kidworks        | 8822.75         |
| PICU-Pediatric Reception     | 33.50   | Comm Serv – Peer Supp       | 10.00           |
| PT Acute                     | 30.75   | Comm Serv – Sewing          | 15751.50        |
| PT Rehab                     | 592.50  |                             | <b>69240.00</b> |
| Partners in Practice         | 408.00  |                             |                 |
| Pathfinders                  | 64.00   |                             |                 |

## Volunteer Contributions by Placement Area

### WakeMed Cary Campus FY10

| Area:                       | Total Hours: |                           |                 |
|-----------------------------|--------------|---------------------------|-----------------|
| Apex HealthPlex ED          | 323.75       | Rehab Services YMCA/Kraft | 202.25          |
| Atrium Ambassador           | 336.00       | Special Projects          | 109.75          |
| Cardio/Endo Greeter         | 761.25       | Tea Cozies                | 186.50          |
| Cardio Patient Escort       | 135.00       | Telemetry                 | 620.00          |
| Diabetes Management         | 92.50        | Tour Guide                | 18.00           |
| Day Surgery (back)          | 2108.25      | Volunteer Board           | 199.50          |
| Day Surgery Information     | 759.75       | Volunteer Office          | 734.75          |
| Day Surgery Liaison         | 478.50       | WakeMed Fuquay            | 13.25           |
| ED Back                     | 1765.75      | Women's Pavilion          | 1397.75         |
| ED Liaison                  | 2618.00      |                           | <b>54732.75</b> |
| Endoscopy                   | 858.75       |                           |                 |
| Escort Services             | 780.50       |                           |                 |
| Food Services               | 50.75        |                           |                 |
| Friendly Face Cart          | 18.25        |                           |                 |
| Fundraising Event           | 432.00       |                           |                 |
| Gift Shop                   | 2983.00      |                           |                 |
| Gift Shop Back Office       | 126.50       |                           |                 |
| Huggables                   | 11137.00     |                           |                 |
| Hospital Medicine Service   | 60.00        |                           |                 |
| Hospitality Pet Program     | 708.00       |                           |                 |
| Hats Quilts Needlework      | 11883.50     |                           |                 |
| Infant Hearing & Screening  | 999.75       |                           |                 |
| Intensive Care Unit         | 90.00        |                           |                 |
| Information Desk (Main)     | 3283.00      |                           |                 |
| Information Desk WP&BP      | 745.75       |                           |                 |
| Lab/Pharmacy/Food Service   | 134.50       |                           |                 |
| Material Process & Distr.   | 554.75       |                           |                 |
| Medical Records             | 343.75       |                           |                 |
| Medicine 2 East             | 121.75       |                           |                 |
| Medical/Surgical 3 West     | 961.50       |                           |                 |
| Medical Staff Services      | 13.00        |                           |                 |
| Occupational Health         | 129.00       |                           |                 |
| Office Resource Day Surgery | 263.75       |                           |                 |
| Office Resource Engineering | 3.75         |                           |                 |
| Operative Services          | 29.50        |                           |                 |
| Observation Unit            | 207.75       |                           |                 |
| PACU                        | 487.75       |                           |                 |
| Patient Registration        | 425.75       |                           |                 |
| Patient Financial Services  | 487.00       |                           |                 |
| Pharmacy                    | 140.75       |                           |                 |
| Patient Services Fuquay     | 1777.00      |                           |                 |
| Patient Relations Ambass.   | 506.00       |                           |                 |
| Radiology Tech Assist       | 174.75       |                           |                 |
| Radiology Patient Escort    | 432.75       |                           |                 |
| Radiology-Mammography       | 442.50       |                           |                 |
| Rehab Services Fuquay       | 78.25        |                           |                 |

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