

Heartbeat



August - September 2014

This edition of the HeartBeat is produced in memory of: Eileen Ugorcak, Ruth Schuldt, Pat Dorry & Sharon Mills

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Updates from the Director



What an exciting time at WakeMed Health & Hospitals!

We are undergoing changes throughout our health system to address continued improvements in our processes and outcomes. We recently welcomed our newest leader, Donald R. Gintzig, and are in the process of developing a new strategic plan. Please read further about our new president and CEO in our WakeMed Updates section. We are all very excited to have him join us in this role!

I want to take this opportunity to provide further details regarding our new strategic plan. While the WakeMed Board of Directors are currently finalizing the details of this plan, I want to go ahead and share the key elements that we are aware of thus far. This information is still being refined and in draft format; however, I want to ensure that you were informed along the way. You will continue to be made aware of further details as plans are finalized.

*Tell me and I forget. Teach me and I remember.
Involve me and I learn.*
Benjamin Franklin

Updates from the Director

To enable us to reach our goals, the future direction of our organization will be guided by refined Mission, Vision, and Values statements.

Our mission represents why we exist and is being updated to reflect a more proactive approach. Our current Mission statements reads: *WakeMed provides outstanding and compassionate care to all who seek our services.* The proposed new Mission statement reads: *WakeMed is committed to improving the health and well-being of our community by providing outstanding and compassionate care to all.* Rather than waiting for our patients to seek out our services, we would like to approach improving the well-being of our community through collaboration, education, and prevention.

Our vision represents what we aspire to be and our new approach to this is to become a preferred partner. Our current Vision statements reads: *WakeMed is the region's preferred health care system, providing high quality patient care and technological leadership. Our physicians, employees and volunteers represent the best minds and biggest hearts in the business.* The proposed new Vision statement reads: *WakeMed will be the preferred partner for quality care and health through collaboration and transformation of care delivery.*

You may have recently read about a new framework put into place with Duke Medicine to guide exploratory discussions regarding clinical collaborations that could potentially enable us to work toward shared goals. This is a great example of our work to become a preferred partner for improved outcomes. While we have no plans to merge with another organization, we do plan to collaborate, share, and learn all that we can from key partnerships.

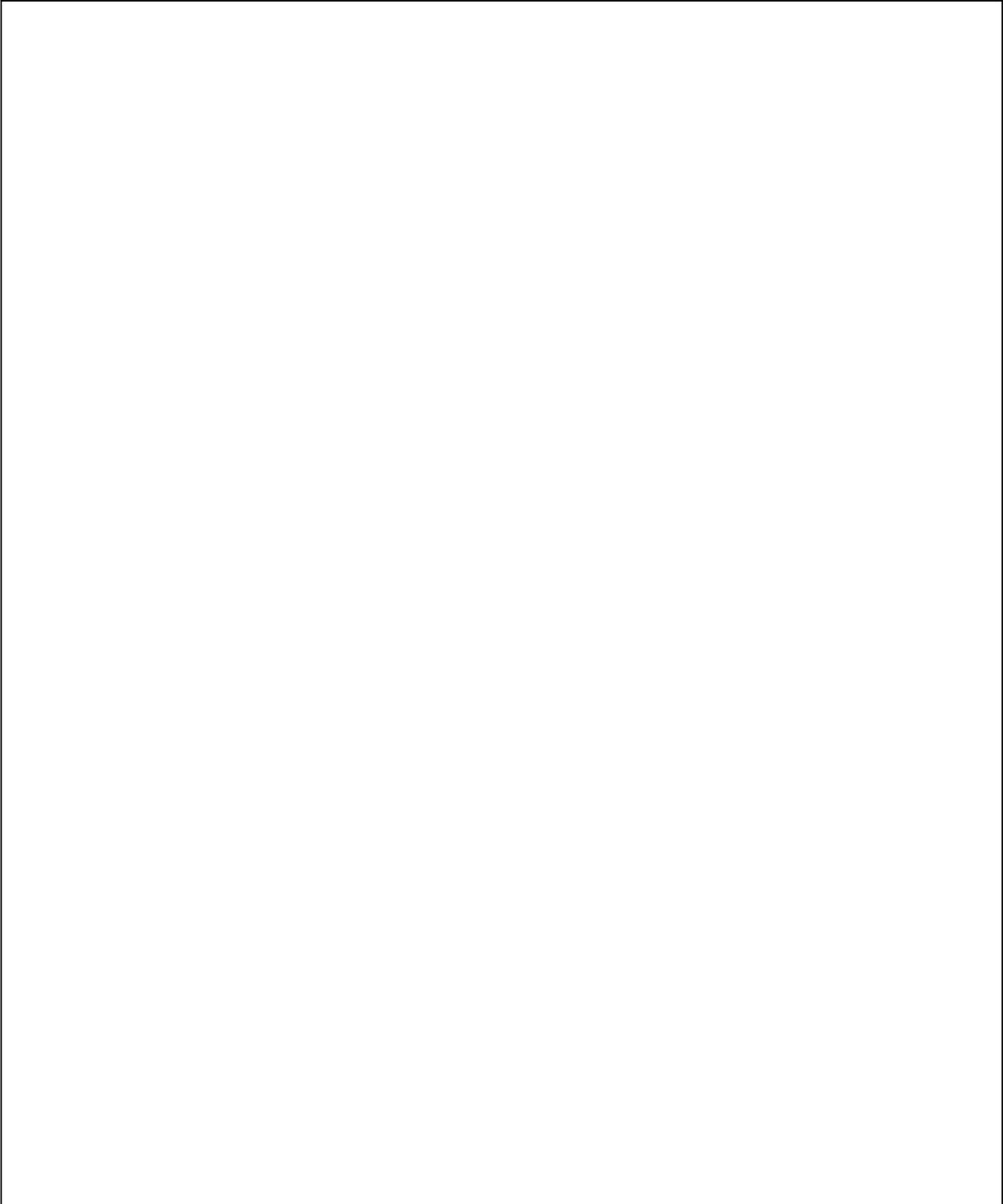
Our values serve as our guidepost and tell how we act along the way to meeting our goals. Our current values include: *We provide a quality experience for those we serve, regardless of ability to pay. We partner with our physicians to provide safe, effective compassionate care. We are a leader in health care technology and education. We empower employees and volunteers, recognize their achievements and encourage their development. We ensure financial viability, and operate a well-managed, goal-directed, fiscally responsible organization. We value preventive health care, and collaborate with others to improve the health of the communities we serve.*

The focus of our values moving forward will be high quality and high value for service. Proposed new values: *Foster trust and transparency, Quality experiences, Financial stewardship, Leadership in safety, Innovation and education, Empower and partner with healthcare team, and Partner with others who value our culture.* We have very high expectations for our organization and feel confident that our new strategic plan will be an important component of successfully meeting our goals.

Our next steps are to identify metrics and methods, finalize business and operational plans, and continue to drive out waste from our processes. Please see the draft diagram on the next page.

Currently within Volunteer Services, we are working to revise our department mission statement and goals to align with our health system overall. We look forward to sharing more details about this as we move forward!

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



May - Hospitality Pets Month

In May we recognized and celebrated our four legged friends and their human companions who participate in our Hospitality Pets Program. Thank you for all you do to brighten the lives of our patients, families and staff!

WakeMed Raleigh Campus:

Ashely VanWormer & *Boomer*
 Bob Gelinas & *Ruger*
 Brenda Yarborough & *Teddy & Chase*
 Carol Kunkel & *Ivy Mae*
 Cathy McDonnell & *Sawyer*
 Chad Flowers & *Mufasa*
 Charisse Holmes & *Rudy*
 Cheryl Russell & *Leon*
 Edrie Greer & *Ripley*
 Elaine McLeod & *Lily*
 Irene Krohn & *Misty*
 Jayne Legatowicz & *Addie*
 Jeff Dworkin & *Bailey*
 Jode Ritsema & *Oakley*
 John Langum & *Sadie*
 Karen Spivey & *Winston*
 Kelli Mealey & Brenda Smith & *Ryder & Tanner*
 Kelli Mealy & *Tanner & Ryder*
 Lynn Rasmussen & *Rin*
 Michael Taylor & *Daphne*
 Sandy Heeter & *Petey*
 Shannon Watkins & *Treasure*
 Sharon & Norm LaRusch & *Kiki & Luther*
 Susan Mitchell & *Luke & Jack*
 Theresa Scofield & *Tank*
 Trudy Bennett & *Greta & Hari*

WakeMed Cary Hospital:

Bob Gelinas & *Ruger*
 Brenda Yarborough & *Teddy & Chase*
 Janice Fansworth & *Bella*
 Jeff Dworkin & *Bailey*
 Jodi & Kimberly Schuh & *Hallie*
 Linda Lang & *Snickers*
 Mark Yates & *Sierra*
 Mary Szymkowski & *Ivey*
 Rachel Rehl & *Murphy*
 Rhetta Davis & *Reagan*
 Susy Spencer & *Ms. Ramsey*



May - Hospitality Pets Month continued

Rin & Lynn: Together for Service



Rin is a Therapy dog.

According to Rin, a therapy dog is a dog trained to be polite in public, follow commands, but most importantly, to tap into their natural temperament and ability to bring peace and comfort to all people.

Rin is the K9 part of “Lynn and Rin”, a Wake-Med Raleigh Hospitality Pet Team; and Lynn is the human part of the Hospitality Pet Team. She serves as chauffer, crowd-control, she makes introductions and observes proper etiquette. She occasionally will serve as maid and waitress, but that doesn’t happen very often.

There are people who, because of circumstances of illness or injury, natural or man-made disasters and other circumstances, need the peace and comfort that these dogs provide. Dogs like Rin, an 18 month-old, rescued, German Shepherd, don’t know they’re doing anything special, but they **DO** know when they encounter someone who needs them. Rin is an exceptional therapy dog; he may not be the most precise executor of commands given, he may be a little bit too interested in the odd crumb on the floor, but Rin is an astonishing people-reader. Rin knows people.

Recently, on a visit to WakeMed Raleigh Campus, Rin and Lynn were gathered in a common room with staff and patients and Lynn had the opportunity to observe Rin’s natural abilities.

It was late afternoon and the day was relaxed and the common room felt light and easy, where people exchange energy and experiences. Rin was sprawled out on the floor.

The young man stopped at the common room doorway and looked at Rin...and cried. He knelt down, and Rin, who had been on his back getting a belly rub, rolled over and padded quietly over to the young man. Rin moved in close and put his nose right in the young man’s chest; he wasn’t wagging his tail, but very still and quiet.

Suddenly, the young man lowered his head onto Rin’s head and he brought his arms up to give Rin a loose hug and then, as he was hugging Rin, the young man buried his face in Rin’s neck and sobbed. Lynn could see the young man was releasing so much grief . . . she thought that so much intense energy might cause Rin to move away; but on the contrary, Rin stayed there as this young man sobbed into his neck. When he seemed to have cried out all his tears, he finally looked up and his face was covered with tears. Rin and this young man looked at each other and Rin began to slowly lick the tears from his cheeks . . . making the patient smile, and even laugh a bit as he felt and watched Rin try to dry his tears. Then, this young man stood, and sat at the table with us.

Lynn watched in amazement, as the young man settled in a chair, tears temporarily silenced and peace shining on his face. She will never forget witnessing the genius of this dog, Rin. She understands that she’s meant to share him with the world.

Volunteering with Rin brings Lynn into contact with others who remind her how lucky she is, Rin allows her to bond quickly with new people who may need a few minutes with a dog, and a few minutes with a friendly, listening ear. She is certain that volunteering makes her a better person and she looks forward to every visit.

WakeMed Updates

Dress Code Reminder

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

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

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

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

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

Hats should not be worn and jewelry should be limited.

No denim, shorts, skorts or leather should be worn.

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

Care To Play?

Do you play golf?

Are you looking for an opportunity to hit the links and support a worthwhile cause at the same time – guilt free golf?

Then the 16th Annual Golf Tournament sponsored by The Volunteers at WakeMed Cary Hospital is just right for you.

The tournament will be held on October 27th at the MacGregor Downs Country Club in Cary. The tournament is open to all interested parties.

Cost for Players:

\$130 per player
\$520 per foursome

Previous donations have helped support important projects such as the Ronald McDonald Family Room in the WakeMed Children's Hospital and the WakeMed Cary Hospital Chapel. Your generosity also makes it possible for us to provide resources to underprivileged patients and their families who have immediate needs.

For more information please visit www.wakemed.org and click on "WakeMed Cary Hospital" or contact WakeMed Cary Hospital Volunteer Services department at 919-350-2363.



WakeMed Updates

May 7, 2014

It was announced on May 7, 2014 that Kathleen Gormley, WakeMed's executive vice president of Operations & Ambulatory Development will retire from WakeMed on June 4.

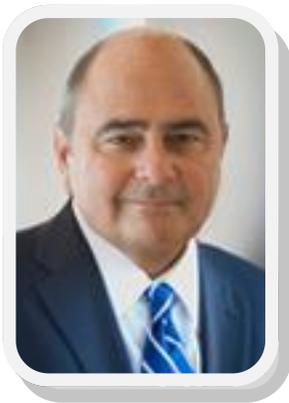
Since joining WakeMed in 2003, Gormley has been instrumental in facilitating the growth of our ambulatory services, expanding the WakeMed Physicians Practices division and maintaining our working relationship with Harnett Health System. During her tenure, these services have expanded exponentially, becoming important aspects of WakeMed's business operations. Over the years, Gormley provided oversight for Construction and Design, Information Services, Campus Police & Public Safety, Home Health, Mobile Critical Care Services and our Outpatient Rehabilitation programs. Transition plans are under development.

"We are thankful for Kathleen's years of exceptional service to WakeMed, where she has been a dedicated member of our executive team for many years. Her efforts have enabled us to make health care services available to many more patients and helped grow our ambulatory division, which is critically important for our future success," said Donald Gintzig, WakeMed president and CEO. "We wish her well in this next phase of her life."

May 27, 2014

The WakeMed Board of Directors is pleased to announce Donald R. Gintzig as WakeMed's new president & CEO. Gintzig, who has been serving in an interim role since October 2013, was selected from multiple well-qualified candidates following an inclusive nationwide search.

The search process was led by a nine-person committee comprised of board members, physicians, nursing, and community leaders.



More than 400 internal and external, clinical and non-clinical stakeholders, including community leaders, physicians, nurses, staff and many others, were consulted to help define the qualities necessary in WakeMed's next CEO.

"In addition to having the right experience, Donald's leadership style has proven to be a good fit with the culture of our organization. He has demonstrated the key qualities identified through stakeholder input including trust and the ability to foster relationships at all levels of the organization. We have also seen an outstanding commitment to our mission, patient and family-centered care, physician engagement, fiscal stewardship and the health of our community," commented Wally McBride, chair, WakeMed Board of Directors.

"We believe Donald is the right leader to ensure WakeMed remains the preferred provider of health care in Wake County and is able to deliver upon its vitally important mission for years to come."

"I am humbled and honored to be chosen to lead this extraordinary organization which is devoted to improving the health and wellbeing of our community and while building upon the legacy of those preceding me," commented Gintzig. "Our patients and their families dignify us by choosing us at times when they are most vulnerable, and WakeMed is blessed to have an exceptionally talented team of physicians, volunteers, caregivers and support associates who embody our mission every day."

Gintzig continued, "In the coming weeks, we will be introducing a new strategic plan, with defined goals and objectives that will direct our growth and initiatives for the next few years. This plan will lay the foundation to drive top quality and performance. We will also be working to reinvigorate the Wake Way principles and better define who we are as an organization. This is an exciting time for WakeMed - and I look forward to working with each of you to ensure our community continues to have access to the highest quality health care available."

WakeMed Updates continued

May 27, 2014 - continued

Gintzig, a retired Rear Admiral in the United States Navy, held positions of increasing responsibility throughout his military career where he oversaw more than 150,000 Navy personnel (active and reserve), 40 military treatment facilities and 200+ clinics, and budgets of more than \$7 billion.

He began his career in private sector health care in 1983 and has served as CEO for not-for-profit, faith-based and for-profit health systems including United Health Group, Minneapolis, Minn., St. Thomas Health Services, Nashville, Tenn., and The Pottsville Hospital and Warne Clinic, Pottsville, Penn, among others. Gintzig earned both his undergraduate and graduate degrees from George Washington University, Washington, D.C. He is married to Lindy and has three grown daughters.

June 30, 2014

Mike DeVaughn, WakeMed's executive vice president and chief financial officer has announced plans to retire in April 2016.

DeVaughn joined WakeMed in 1989 as CFO and was promoted to executive vice president in 2011. In his 25 years as CFO, DeVaughn has been responsible for WakeMed's overall financial operations, helped provide system-wide strategic guidance and contributed greatly to WakeMed's positive bond ratings. He was closely involved in WakeMed's transition from public ownership to a private, not-for-profit hospital system and facilitated our entry into the bond market. Among his many successes is the leadership he provided to North Carolina hospitals statewide in the development of the Medicaid Reimbursement Initiative (MRI) and the new Medicaid Assessment GAP Program that brings over \$48 million in Medicaid reimbursement to WakeMed. Most recently, DeVaughn has led efforts to develop and organize WakeMed Key Community Care, our Accountable Care Organization.

"Mike's leadership and financial expertise has helped guide WakeMed to success for many years through both good and financially challenging times. He has also been instrumental in beginning WakeMed's transition from healthcare to a value-based approach to improving the overall health of our community," commented Donald Gintzig, WakeMed president and CEO. "We are honored to have Mike's leadership in the transition as we focus on building upon our successes and transform patient care delivery. We wish him well in his future retirement."

When speaking of his retirement, DeVaughn offered these words, "It will be difficult to leave this chapter of my life behind, but for many reasons, I've decided that this is the right decision for me and for my family. I relish the years I've spent at WakeMed and the many opportunities this organization has provided me, both personally and professionally." He continues, "I'm honored to be part of this organization, and I'm proud of the things we have accomplished over the years. In my time here, WakeMed has changed in many ways and transitioned from being the community's "charity" hospital to a mission-driven health care leader. I've always believed our mission set us apart from our competition, and I know it always will."

DeVaughn plans to remain at WakeMed until April 2016. Due to the complexities of the CFO role, transition planning will begin immediately with our new president & CEO, Donald R. Gintzig. Following the recruitment process, which could take up to one year, DeVaughn will work closely with executive staff during the remainder of his time at WakeMed to ensure a smooth and seamless transition.



WakeMed Updates continued

July 8, 2014

WakeMed is pleased to announce that on August 11, 2014, Sheri De Shazo, MBA, MHA, RN, will join WakeMed as vice president & administrator, North Hospital. De Shazo brings extensive experience as a hospital administrator and chief nursing executive, drawing on a 20-plus year career in health care management.

"I am very pleased to welcome Sheri to the WakeMed team. She has an extensive and impressive track record in health care and hospital leadership and I am confident she will do an exceptional job getting North Hospital up and running smoothly," said Donald Gintzig, president & CEO. "Sheri is an innovative thinker who has a strong history of relationship-building with physicians, nursing and hospital staff, and other health care professionals, as well as business and community organizations. As we look forward to expanding WakeMed's presence in North Raleigh, we are fortunate to have found an administrator with these skills along with a proven track record of accomplishing organizational goals."

As we prepare for North Hospital to open in May 2015, De Shazo will be involved in all major operational and management decisions moving forward. She will lead the efforts to enhance our vision and strategy that are consistent with the organization's goals. When the hospital opens, she will be responsible for overall operational leadership to include administration, clinical outcomes and financial performance.

"I am thrilled to be joining WakeMed during such an exciting time of growth," said De Shazo. "I look forward to working with the North Hospital planning committee and partnering with community physicians to develop a targeted operating strategy that will allow us to provide exceptional women's services to the community."

De Shazo, who is Lean Six Sigma Greenbelt certified, earned a master's in health care administration and a master's in business administration from Pfeiffer University in Charlotte, N.C. She also holds a bachelor's in nursing from Winston-Salem State University and an associate's in nursing from Bluefield State College in Bluefield, W. Va.

July 18, 2014

WakeMed Key Community Care (WKCC) and Blue Cross Blue Shield of N.C. (BCBSNC) have signed an agreement that establishes a financial structure focused on paying for quality and efficiency and bringing greater value to BCBSNC members who receive care from WakeMed, WakeMed Physician Practices or Key Physicians.

WKCC is the Accountable Care Organization (ACO) formed in late 2013 by WakeMed and Key Physicians, a network of more than 220 independent primary care physicians. WKCC became an approved participant in the Medicare Shared Savings Program on January 1, 2014, and WKCC's Medicare patients are already benefiting from the ACO. This agreement is a major milestone in the development of our ACO that brings the largest private, non-profit insurer in North Carolina into a value-based relationship with WKCC.

Through the new agreement with BCBSNC, WKCC providers will work closely together to help patients better manage their health. Using a collaborative approach, coordination of care is enhanced and resources are better utilized to help improve quality of care for patients while reducing overall costs. These efforts benefit patients in a variety of ways across their health care experience, from a routine check-up, ongoing disease management, an essential procedure, to an unforeseen trip to the emergency department. "

WakeMed Updates continued

July 18, 2014 - continued

This agreement represents a unique opportunity for a health system, independent physicians and a large private insurer to partner together and improve the overall health of our community. The collaborative approach helps avoid duplicate tests and services, while focusing on the patient to ensure they receive the most effective care in the right setting based on best practices,” commented Leslie McKinney, MD, president of WakeMed Key Community Care. “WKCC has worked tirelessly to put in place population health programs that are focused on improving quality while driving down costs. By partnering with BCBSNC, we will be able to reach many more individuals with these successful efforts.”

Current and new BCBSNC customers who are patients of WakeMed Health & Hospitals, WakeMed Physician Practices and Key Physicians will automatically benefit from enhanced coordination of their care through the ACO. These benefits have already been implemented for individuals on the WakeMed Health Plan, so the agreement will have little impact on employees.

“We will now be able to bring high-quality, coordinated care to thousands of privately insured individuals throughout our region. This means more involvement in prevention and a more active role in helping people manage their overall health. This is an important step in expanding the reach of WKCC and will have a great impact on our community,” said Mike DeVaughn, executive vice president & chief financial officer.

With this agreement, BCBSNC and WKCC will establish a Joint Quality Committee, responsible for achieving high quality measures that focus on prevention, chronic conditions, inpatient quality and patient satisfaction.

July 23, 2014

Today, WakeMed Cary Hospital completed a survey by the Society of Cardiovascular Patient Care (SCPC) that reviews our capabilities and clinical processes to provide optimum patient care for heart failure patients.

SCPC Surveyors Maghee Disch, MSN, RN, CNL, CHFN, and Michele Wood, MSN, RN, CPHQ, CCCC, completed a thorough review and is recommending WakeMed Cary Hospital for accreditation. Disch shared in the closing session that Cary Hospital is truly doing innovative processes and best practices to benefit heart failure patients. She also announced that we are the fourth hospital in the United States to have completed this level of Heart Failure Accreditation.

Disch and Wood also shared some suggestions to further enhance the services we offer heart failure patients. The Cary Hospital Heart Failure Committee will review these opportunities and work together with Raleigh Campus’ Heart Failure Program.

The official accreditation announcement must come from the SCPC, and is expected within the next four weeks. WakeMed Raleigh Campus will have their site survey later this year.

“This survey further demonstrates the exceptional care and services that our staff and physicians at Cary Hospital deliver to our community every day,” said David Coulter, senior vice president and administrator. “I would like to thank Angela Hollis for her leadership in this survey as well as the Heart Failure team members, the medical staff, Paired Health and Cary EMS for their extraordinary work in obtaining this accreditation.”

WakeMed Updates continued

August 7, 2014

Dear WakeMed employees, physicians and volunteers,

Whenever there is an unexpected change in senior leadership for an organization as large and as important to its community as WakeMed, the period of transition is bound to result in many questions and some moments of uncertainty. The last year at WakeMed has amply demonstrated this truth. But thanks to great efforts by all of you, WakeMed has successfully navigated this period without losing sight of our mission and our purpose – indeed, we have flourished. On behalf of the entire Board of Directors, I want to thank you for your active participation, hard work, exemplary support and, most importantly, the exceptional care you've provided to this community since last summer.

During the past 12 months, WakeMed has accomplished an incredible amount of very important work pursuing numerous key strategic initiatives – including our Epic implementation, our Magnet journey, ICD-10 planning (only to have it deferred again), the construction of our third hospital at North, inception of WakeMed Key Community Care (WKCC), an accountable care organization and related population health initiatives, and developing a new strategic plan backed by all members of the WakeMed family.

At the same time, WakeMed has been recognized for your efforts with numerous prestigious awards from The Leapfrog Group, U.S. News & World Report, The American Heart Association, *The Triangle Business Journal* and more. WakeMed's financial strength was validated in June by Fitch Ratings, who gave WakeMed a AA- rating, citing our dominant inpatient market share in Wake County and trend toward a positive operating margin.

Yet, while working hard to accomplish all of this exceptional work, many of you also gave your time and energy to assist the Board of Directors and its committees with our CEO search process, sharing your ideas and attending feedback sessions (the search consultants reported they attended over 80 meetings!).

The Board is very appreciative of the input received in this process from you and other members of the larger WakeMed community. This information was taken into account and our selection of Donald Gintzig was certainly influenced by the comments you provided. WakeMed now has a CEO with a great deal of health care experience, outstanding leadership abilities and numerous other qualifications, which have been recognized by all parties.

As WakeMed faces the challenges to come, we remain incredibly optimistic about the future under Donald's administration. WakeMed is in a strong financial and operational position today, and we will only continue to improve as we work together to implement our new strategic plan.

The Board appreciates the commitment of each of you and we thank you for your ongoing dedication. We look forward to working with you all in the coming months and years as we continue to build on WakeMed's strong legacy in this community. We know that each and every day, you strive tirelessly to provide outstanding care to our patients and their families, the task which remains WakeMed's top priority.

On a personal note, I cannot close without acknowledging several individuals who were exceptional in their support of the Board and WakeMed during this period. These include the members of the CEO Search Committee – Jerry Bernstein, MD; Robert Cerwin, MD; Jack Nichols; Mike Ferguson, MD; Chris Fleming, MD; Jim Palombaro, MD; Meghan Kuebler, BSN, RN; Blount Williams; West Lawson, MD – Jeanene Martin and especially Doug Vinsel, who came out of a well-earned retirement to provide extraordinary support through his very capable but calming presence during some difficult decisions.

Thanks to you all for answering the call and for continuing to serve the needs of this community year after year.

On behalf of the WakeMed Board of Directors,
 William H. McBride
 Chair

The President's Spotlight – Raleigh Campus



Greetings to all our volunteers! As you have noticed, by the heat index, we are in the throes of summer. Rather than being seen as something disadvantageous; however, all sorts of possibilities await us. I am sure many of you will avail yourselves of travel, good food, recreation, discovery, along with innumerable cultural activities and opportunities. This can obviously be a season for everyone!

In the past few weeks it has been announced that the hospital has a new President & CEO. And so, we welcome Mr. Donald Gintzig in his permanent position, and offer our support as he moves to implement a specific vision for WakeMed, as a premier health care provider for the community. You will remember, that on numerous occasions in the past year Mr. Gintzig expressed his deep gratitude for all that the volunteers contribute and bring to WakeMed. We are thankful for his recognition and acknowledgements.

Over the past month your board has accepted several requests for funding. We are pleased that we were able to honor requests from the "Critical Care Waiting Room" - which requested funding to replace vitally needed room pagers, to be used in the contacting of family members. In addition, supplemental funding of \$600.00, was granted to help the Baby Packets program. This program renders basic supplies to needy families upon the discharge of their infant(s).

In the past few months our Raleigh campus has had its numbers swelled somewhat, by the influx of collegians and high school volunteers, who wish to offer their time and talents over the course of the summer. Welcome! Your service is greatly appreciated!

In closing, a continued thanks to our many volunteers who provide steady, continuous service throughout the seasons. Your service is invaluable and appreciated !



An enjoyable summer to all!

Respectfully Submitted,
Michael Fuchs

The President's Spotlight – Cary Hospital



It was a pleasure to learn that our interim President & CEO, Donald Gintzig, was chosen as WakeMed's acting President & CEO. He truly values volunteers and we look forward to working with him.

The volunteer board has been busy. They voted to grant funding for three requests which were received from the hospital staff.

The Nursing Division of the hospital system continues its pursuit of the Magnet designation. In support of this journey, the board voted to send two WakeMed Cary nurses to the National Magnet Conference in Dallas,

Texas. These nurses will learn evidence-based practices from the best nurses and nursing executives of top hospitals across the country and bring that information back to share with their fellow nurses in the WakeMed system.

The System-wide Rapid Response Team/Code Blue Committee will receive funding for two EZ Intraosseous (IO) drills, which will provide quick venous access for patients in crisis.

Jackie Kennedy of Volunteer Services will receive funding for diversionary children's activity packets to be given out in the Women's Pavilion area and the information desk area. These packets will be put together by the junior and adult volunteers.

The funds for these requests come from our in-house sales (shoe sale, jewelry sale), but primarily from our annual golf tournament. This year the golf tournament will be held on Monday, October 27, at the MacGregor Downs Country Club. If you are a golfer or have a golfer in the family, I encourage you to sign up. If you know of an individual or a business that would like to be a sponsor, please let Jackie Kennedy know. We are also looking for raffle prizes that would appeal to golfers. Please help us make this year's event a success.

You know that our cutest volunteers are those furry, four-legged friends. Check them out because they will soon be wearing WakeMed bandanas.

Thank you for your dedication and loyalty to make WakeMed Cary, a place of caring for everyone who comes to us.

Respectfully submitted,
Bunny Thompson

Volunteer Spotlight WakeMed Raleigh Campus ~ Alan Craft



Written on behalf of Alan Craft by Natalie Leary, Volunteer Services Specialist.

If you visit volunteer services at the Raleigh Campus, you will find Alan Craft tirelessly working in the chart room. Alan, a volunteer with WakeMed since 2009, has served over 2,000 hours ensuring charts are accurately collated and assembled for the various units in the hospital.

Born in California but raised in North Carolina, he has one older half-sister and a younger brother. In his free time Alan enjoys reading, completing puzzles like Jumble, Wonder Word and Sudoku, watching movies, and archery. Family is one of his greatest values. If you want to find the way to Alan's heart, bring him a home-made Key Lime Pie.

He says Volunteering at WakeMed three times a week, gives him a sense of purpose. We certainly are grateful for all Alan does to keep the chart room running smoothly!

Volunteer Spotlight WakeMed Cary Hospital ~ Ellen Onofrio



I'm Ellen Onofrio and a native of Utica, New York. My husband of 53 years and I came to North Carolina, after living in Germany (with the army), New York, and Virginia (IBM). I taught first grade for two years and then became a full-time mother to our three children. We are now the proud grandparents of four grandchildren.

For 10 years, I have volunteered at WakeMed Cary in the Diabetes Management office, where they see patients and conduct classes. I work in the office doing copying and data entry for three very special ladies. I have also volunteered in the Medical Staff office and as a Atrium Ambassador in the past. I have always felt very welcomed and enjoy the camaraderie of the Volunteer Services office and the people I have worked with.

During the tax season, I work as a receptionist at H&R Block in Apex. I also play bridge, enjoy crossword puzzles and traveling with my husband.



Guest Ambassador

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

Ayomikun Oshikoya – “She walked us up to the room and was very pleasant!”

Ayomikun Oshikoya – “Was wonderful! She walked me straight to my friend’s room. What spectacular service!”

Lauren Frank – “Was so special in helping get me to the patient. Her directions for me to get back were excellent & to the “T”.

Sherman Driver – “Excellent volunteer!”

Keerthi Anand – “Keerthi Anand – This gentleman was A1.”

Sherman Driver – “Quite a gem – helped get my Mom up to visit. Wanted to tip him but he declined the offer!!”

Ben DaValos – “This young man was super. He had taken a person to 3B and I needed help to P1. He pushed me down and during the ride we had the nicest conversation. He is definitely an asset to WakeMed as well as to the youth of today!”

Chirag Shankar – “Because he was so nice – he went out of his way to help a old woman who was in a wheelchair. He was a very pleasant young man with the nicest personality. He is an asset to your company.”

CONGRATS to all GA’s who were mentioned . . . !!!

- . . a job well done!

Exit Comments

Alyssa D’Addezio – City Center Medical Group. “I had an amazing experience at CCMG and the physicians, staff and other medical personnel were committed to teaching and mentoring me. I thought this was an extremely valuable experience and I am glad I got the chance to work with WakeMed.”

Justin Hills – City Center Medical Group. “My volunteer experience has been a phenomenal and rewarding experience that has truly reinforced my desire to become a physician. I am incredibly grateful to the staff of CCMG for their warmth, resourcefulness and willingness to help me succeed.”

Sherrie Hinton – WakeMed Physician Practices. “Thank you so much for the experiences, I really learned a lot.”

Stephen Kostelic – Ronald McDonald Family Room. “Absolutely loved volunteering. Staff was excellent in the Children’s Hospital. Wish I was still in Raleigh so I could continue to volunteer.”

Brandon Shiflett – Physical Therapy. “I just loved volunteering at WakeMed. The experience from everything to the people became my second family. I enjoyed working with everyone in PT and being lead by the great people in the Volunteer Services department.”

Kim Stamegna – Ronald McDonald Family Room. “Thanks for everything. I hope to be back one day.”

Najla Taslim – Pharmacy. “I am thankful for the WakeMed Volunteer Services department for providing me with the wonderful, rewarding and learning experience and opportunity to advance in my career.”

Ambika Bhatteari – “It was a very positive experience”.

Our Thoughts . . .

In Memory of Our Volunteers

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

Eileen Ugorcak – a member of our Community Services Sewing Group – Threads of Love passed away on Thursday, June 19. She had been a member since 1998 and had accumulated over 500 hours. She was instrumental in contributing blankets, afghans, knitted/ crochet hats for many of the patients at WakeMed Health & Hospitals. She will be sorely missed.

Ruth Schuldt passed away on April 30, 2014. She started as a community sewer for the Cary Senior Center in 1991 and contributed many hours to handcrafting items to donate to WakeMed Health & Hospitals.

Sharon Mills passed away in the month of May. She served for 8 years as a volunteer in the Radiology department at WakeMed Cary Hospital and accumulated 675 service hours.

Patricia Dorry passed away during the month of June. She served as a volunteer for 18 years for the Emergency Department as well as the Information Desk for the Women's Pavilion at WakeMed Cary Hospital and accumulated 4,881 service hours.

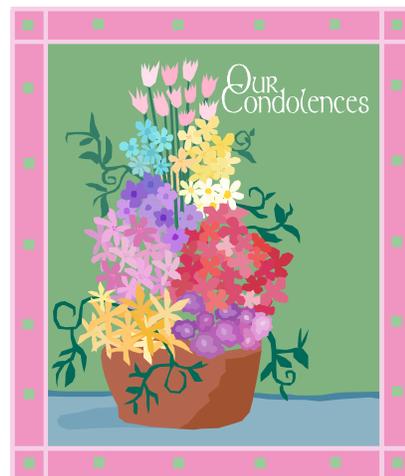
Our Sympathies to:

WakeMed Raleigh Campus

Thomas Koch - passing of son
Roy & Cheryl Pettyjohn - passing of his father
Yvonne Vaughters - passing of her mother
Cathina Samuels - passing of her father

WakeMed Cary Hospital

Kathryn Furs - passing of her father
Britanie Calleja - death of family member
Joan Morelen - loss of family member



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

Our Thoughts . . .

Congratulations To

WakeMed Raleigh Campus

Chika Chukwu on her acceptance to Medical School at UNC Chapel Hill

Trudy Bennett on the birth of her granddaughter on June 14th

Lita Barr and her husband for 50 years of wedded bliss

Virginia Brogden on her retirement on 7/1/14

Sherrie Hinton on her acceptance to WakeMed as an employee

Mark Dalgetty for acceptance to medical school at the Rosalind University of Medicine and Science

WakeMed Cary Hospital

Inna Zboichyk on her new job!

Susy Spencer and her dog Ms. Ramsey. Ms. Ramsey recently received the Anvil T.R.U.E award for her Therapy time. This award is given to those who unselfishly devote their time and ability of their Rottweiler to improving the community and/or enhancing the lives of others.

Sandhya and Manoj on their 19th wedding anniversary on July 15th.

Shelby & Alex Credle on their 50th wedding anniversary.

Thinking of you

WakeMed Raleigh Campus

Robert Gelinias

Wendy Norman

Douglas Perry

Linda Lapp

Felicia Ricks

Maggie Gill



WakeMed Cary Hospital

Ann Rush

Drew Smith

Shelby Credle

Audrey Addo

Robert Gil

Pam Ayars

Al Port

Vivian Collins

Joe Esmond

Marla Carroll

Jani Range

Diane Boyer

Diane Luparello

Judith Rea and husband Frank

Cal Parker

Bunny Thompson

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

WakeMed Raleigh Campus
919-350-8293

WakeMed Cary Hospital
919-350-2363

Fundraisers

WakeMed Raleigh Campus

Thank you to the following volunteers:

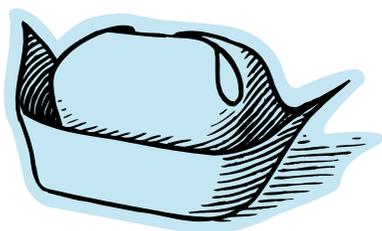
Sarah May
 Cheryl Pettyjohn
 Chika Chukwu
 Gaby Horan
 Kay Altman
 Marion Boissiere
 Allison Casey
 Diane Boufedji
 Carolyn LaRue
 Timothy Lee
 Lois Brush
 Lisa Himmelberger

Who assisted with The Volunteers at WakeMed Raleigh Campus First Uniform Sale on Thursday, May 8, 2014.

Almost 300 employees visited the sale and were extremely pleased to see the variety and quality of items available.

We sold \$30,925.21 in merchandise and raised \$5,793.97 in profits.

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



WakeMed Cary Hospital

Thank you to the following volunteers:

Tom McFadden
 Chin-Jang Lin
 Diane Luparello
 Regina Brest
 Sue Busa
 Ellen Onforio
 Sandra Klootwyk
 Nancy Riefenhauser



Who assisted with The Volunteers at Wake-Med Cary Hospital Shoe Sale on June 27, 2014.

Over 200 employees visited the sale and were extremely pleased to see the variety and quality of items available.

Not only did we have a fun day, but we sold \$10,885.98 in merchandise and raised \$2,039.54 in profits.

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

Placement Opportunities

WakeMed Raleigh Campus

Healthy Snack Cart Ambassador

Monday-Friday
11:00 am - 2:00 pm

The Healthy Snack Cart Ambassador is designed to offer healthy options to our staff and family members who are not able to leave their unit for lunch. Willingness to learn to use a Tablet to record transactions, walk long distances through the hospital and provide quality customer service to those utilizing the cart.

Patient Relations

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

Volunteers to enhance customer service and satisfaction by visiting patients and gathering feedback from them to assist in improving services and making a stressful visit less demanding. Ability to move freely about facility, excellent communication skills, with good problem solving abilities. Must be able to write legibly.

Feeding Partners Program

Monday - Friday during breakfast, lunch or dinner.

This program has been very effective at WakeMed Cary Hospital and we are excited to bring it to WakeMed Raleigh Campus. This program is designed to increase patient satisfaction during meal time and trained volunteers assist patients; which may include setting up the tray, encouraging eating, assisting when necessary, supporting hand hygiene for patients and feeders, and providing social time during their meal as well.

WakeMed Cary Hospital

Atrium Ambassador

Monday, 11 am - 2 pm; 1 pm - 3 pm, or
Friday, 8 am - 12 pm

Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance to patient and visitors in finding one's way; and to effectively provide basic wheelchair transport as needed. Positive interaction skills a must!

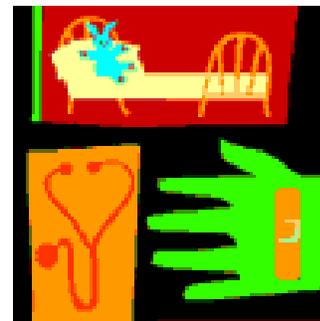
Feeding Partner

8 am - 10 am, 12 pm - 2 pm, and 4 pm - 6 pm

Volunteer scheduling is set to coincide with breakfast and lunch tray delivery. Volunteers are trained to assist staff on patient care floors with the set up and feeding of patients requiring assistance.

Substitutes

Volunteers needed to cover volunteer positions in various departments when volunteers normally scheduled are out due to illness or vacation. Placement areas include: Information Desk (Main Atrium), Atrium Ambassador and Gift Shop.



Donations

Sewing Contributions

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

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

WakeMed Raleigh Campus

Brenda Craft
Dot Linnell
Heart2Heart
Lighthouse Ladies
American Vets Auxillary
Linda Cuthrell
Mary Sue Hitch
Maxine White
Mildred Chavis
NRCC Stitchers
Project Linus
Sew Buddies
Threads of Love
Wendy Lamm
Joy Williams

WakeMed Cary Hospital

Airleen Webster - Spring Arbor
Alice Reynolds
Arlene Citron
Carolina Preserve Yarn Spinner
Cheryl Thompson
Christine Wallace

Cindy Larsen
Deanna Babyak
Diane Hiller (DeBender's Mother)
Elnaz Gharah-Bash
Fuquay Key Club
Fuquay Varina Presbyterian
Garner On the Mend
Garner Sr Center "On the Mend
Gayle DeBender
Giesela Schmitt
Grace Adams
Holly Springs Comfort Circle
Jane McNutt
Kathy Rembrandt
Kraft Family YMCA
Luci Lambert
Madeline Hamady
Marilyn Knittel
Mary Cobb
Melvin Perkins
New Hill Baptist Church Crafting Blessings
Pam Ayars
Pat Lee
St Pauls Prayer Stitchers
Sue Busa
Tricia Perkins
Vivian Collins
Wendy Point

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

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

SPREAD THE LOVE.

Donations

WakeMed Cary Hospital & WakeMed Raleigh Campus

The Volunteer Services departments at 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 3 months are acceptable. Weekly publications or news related magazines should be no more than two months old. Gifts of a magazine subscription in English or Spanish are accepted. If you are donating magazines that have been delivered to your home, the mailing address or any other personal identifying information should be marked out or removed before delivering to the hospital.
- **Books** – Paperbacks are preferred. They must be clean and odor free (no musty or moldy smell). Books must fall into the category of light reading. Experience tells us when a person is sick they most often stick with materials that are easy to read that do not require intense concentration.
- Due to, and out of respect for, the diversity of our customer base, reading material of a religious nature cannot be distributed and therefore cannot be accepted.
- New or gently used children's books (6 months – 5 years of age) are requested.

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

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

WakeMed Raleigh Campus

Cary Senior Center
Colton Allen
Girl Scout Troop 266
The Comfort Project



Sophie Pellizzari with donation of children's books



Liza Elarbee & Kathy Parker with donation of children's craft bags

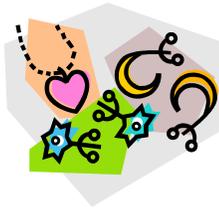


Tom & Mary Weatherington with donation of adult books

Calendar of Events

WakeMed Raleigh Campus

- **Volunteer Board Meetings**
Tuesday, August 19, 2014
Conference Dining Room, 10 am - 12 pm
- **First Uniform Sale**
Wednesday, October 8, 2014
Andrew Center, 7 am - 4 pm



Volunteer help is needed
Please call 919-350-8293 to sign up.

WakeMed Cary Hospital

- **Volunteer Board Meetings**
Wednesday, August 27, 2014
Conference Center 10 am – 12 pm
- **First Uniform Sale**
Friday, August 22, 2014
Conference Center, 7 am - 4 pm

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

Tour Dates

WakeMed Raleigh Campus

- Thursday, August 21, 2014
Main Visitor Lobby, 6:00 pm
- Tuesday, September 9, 2014
Volunteer Services, 1:00 pm
- Thursday, September 18, 2014
Main Visitor Lobby, 6:00 pm
- Tuesday, October 14, 2014
Volunteer Services, 1:00 pm
- Thursday, October 23, 2014
Main Visitor Lobby, 6:00 pm

To register, please call 919-350-8293

WakeMed Cary Hospital

- Thursday, August 21, 2014
Volunteer Services, 10:00 am
- Thursday, September 4, 2014
Volunteer Services, 7:00 pm
- Monday, September 15, 2014
Volunteer Services, 10:00 am
- Tuesday, October 6, 2014
Volunteer Services, 7:00 pm
- Thursday, October 23, 2014
Volunteer Services, 10:00 am

To register, please call 919-350-2363



Happy Birthday!

WakeMed Volunteers

Raleigh Campus

June

Victoria Chien, 6/1
 Felicia W. Ricks, 6/1
 Robert Wertis, 6/1
 Donna Daniels, 6/2
 Colette Hudgins, 6/2
 Joshua Holland, 6/5
 Cheryl Russell, 6/5
 Beverly Bennett, 6/7
 Ashley Denton, 6/7
 Diane Lewis, 6/7
 Peggy Lewis, 6/7
 Margaret Pearce, 6/7
 Amanda Wehrwein, 6/7
 Jean Dansak, 6/8
 Molly Gallion, 6/8
 Betty Prim, 6/8
 Alexander Jewell, 6/9
 Katlin King, 6/9
 Sydney Pierce, 6/9
 Barbara Eckroth, 6/11
 Gabrielle Horan, 6/11
 Kim Zlatovich, 6/13
 Gaye Forman, 6/14
 Deborah Lambert, 6/14
 Norma Benitez-Villegas, 6/15
 Yu-Ann Chen, 6/15
 Eduardo Hernandez, 6/17
 Leigh Stallings, 6/17
 John Longa, 6/18
 Sherman Driver, 6/19
 Douglas Perry, 6/19
 Chika Chukwu, 6/20
 Laura Gilman, 6/20
 Samuel Trachtenberg, 6/21
 Brittany George, 6/22
 Chirag Shankar, 6/22
 Pamela Thompson, 6/22
 Laurie Albert, 6/23
 Hilda Altman, 6/24
 Kathy Begun, 6/24
 Kelli Mealy, 6/25
 Chad Flowers, 6/27
 Suzanne Ledoyen, 6/27
 Scarlet Parrish, 6/27
 Lynn Scott, 6/27
 Casey Brantley, 6/28
 Franklin Johnson, 6/28
 John Langham, 6/28

July

Derrick Freeland, 7/4
 Anthony Lugo, 7/5
 Darlene McKenney, 7/5
 Dale Clement, 7/6
 Michael Taylor, 7/6
 Walter Davis, 7/7
 Hilda McCullers, 7/7
 Allison Casey, 7/8
 Brooke Harmon, 7/9
 Montana Wagner, 7/9
 Gina Young, 7/9
 Margaret Huels, 7/11
 Adebisi Oshikoya, 7/12
 Cathtina Samuels, 7/14
 Carol Dahle, 7/15
 Mika Yamamoto, 7/15
 Lesley Sanjuan, 7/17
 Lichia Sibhatu, 7/17
 Erica Tasman, 7/17
 Elaine McLeod, 7/18
 Julia Given, 7/19
 Yvonne Vaughters, 7/19
 Arthur Wasserman, 7/19
 Alexis Kay, 7/20
 Michael Mulvihill, 7/20
 Christopher Petty, 7/22
 Alan Craft, 7/23
 Louise Wurst, 7/23
 Elizabeth McTall, 7/24
 Rainieri Olivo, 7/26
 James Miller, 7/27
 Joshua Humphries, 7/28
 Bill McKenney, 7/29
 Laura Wilson, 7/30
 Samuel Collins, 7/31
 Michael Denning, 7/31
 Irene Hedgepeth, 7/31
 Jean Mercer, 7/31



Cary Hospital

June

Cecelia Roundy, 6/1
 Dan Miller, 6/1
 Cathy Kasten, 6/2
 Jodi Schuh, 6/2
 Sandra Klootwyk, 6/3
 Calvin Parks, 6/3
 Taek Lee, 6/3
 Yasmin Khan, 6/4
 Audrey Schmidt, 6/4
 Evon Elaine Sanders, 6/5
 Mei Li, 6/5
 David Schleusener, 6/5
 Kelly Contino, 6/5
 Ryan Garland, 6/6
 Pat Anderson, 6/7
 David Greybill, 6/8
 Shiela Braun, 6/8
 Pamela Alicea, 6/8
 Cleo Wilkins, 6/9
 Susan Streeter, 6/9
 Joann Martin, 6/10
 Jacqueline Winston, 6/11
 Elizabeth Lake, 6/13
 Gaye Forman, 6/14
 Charlotte Ward, 6/14
 Johanna Brenner, 6/14
 Kevin Gaffney, 6/15
 Jean Lipary, 6/16
 Debbie Berland, 6/16
 Lauren Blake, 6/16
 Maryellen Massenburg, 6/17
 Ann Buenconsejo, 6/19
 Diane Boyer, 6/21
 Mildred Martin, 6/22
 Constance Sinha, 6/23
 Barbara Besselman, 6/23
 Ayodeji Metiko, 6/24
 Martha Etzel, 6/25
 Pooja Joshi, 6/26
 Cheryl Thompson, 6/28
 Judith Rea, 6/29
 Jan Koret, 6/29
 Maria Minchella, 6/30
 Lynne Benson, 6/30

July

Rhetta Davis, 7/2
 Emy Sanchez, 7/2
 Katherine Mis, 7/3
 Joyce Catherwood, 7/3
 Mae Rabenius, 7/3
 Elizabeth Poe, 7/4
 Bette Marzella, 7/5
 Helen Tsui, 7/6
 Arlene Beaton, 7/6
 Kathryn Cundy, 7/7
 Valerie Thomson, 7/7
 Shamik Shah, 7/7
 Christine Wallace, 7/7
 Suzanne Orebaugh, 7/7
 Timothy Shoriak, 7/8
 Rhonda Hoffman, 7/8
 Patsy Hemmerle, 7/9
 Patricia Perkins, 7/9
 Margaret Castello, 7/9
 Joe Esmond, 7/10
 Gloria Mertz, 7/10
 Ronald Bostick, 7/10
 Angela Wang, 7/11
 James Schultz, 7/14
 Susan Spingola, 7/14
 Larry Hemmings, 7/14
 Donna Wong, 7/15
 Shewit Weldense, 7/17
 Ann Erteschik, 7/18
 Kimberly Martin, 7/18
 Bill Ayars, 7/20
 Betty Peck, 7/22
 Saba Asif, 7/22
 Vidya Venkataganesan, 7/22
 Audrey Addo, 7/23
 Jacquelyn Ludington, 7/24
 Lela Stewart, 7/24
 Viki Johnson, 7/25
 Diane Luparello, 7/25
 Annette Edeburn, 7/26
 Phyllis Siegel, 7/26
 Maricel Davis, 7/26
 Brooke McNeeley, 7/28
 Saman Baral, 7/29
 Syeda Enayet, 7/30
 Ponni Theetharappan, 7/30
 Janet Kretschmar, 7/31
 John Grau, 7/31

Welcome New Volunteers

WakeMed Raleigh Campus

Adreanna Sellers
 Alexis Moody
 Alise Dobrot
 Anthony Lugo
 Ashley Denton
 Betty Sain
 Blair Batchelor
 Cailley Michaud
 Candice Holmquist
 Carly Woolard
 Carol Dickerson
 Carolyn Rapp
 Chetachi Nwokejobi
 Colin Woolard
 Dipa Patel
 Douglas Peck
 Emily Blake
 Emily Strum
 Erica Teel
 Fabrice Kalambay
 Felicia W. Ricks
 Hannah Regan
 Heidi Lydic
 Helen Robinson
 Husna Nasruddin
 Irene Krohn
 Jazmin Medrano
 Jodie Yount
 John Leahy
 Jordan Winstead
 Joshua Holland
 Kayla Minyard
 Kayla Turner
 Kelly Genti
 Kerstin Bevill
 Kobla Mususu
 Komal Bulchandani
 Laura Wilson
 Lesley Sanjuan
 Linda Bonin
 Logan Miller
 Maggie Gill
 Margaret Pearce
 Maribel Panoceno

Marlen Leyva Jimenez
 Megan Pearl
 Misty Krohn
 Mona Patel
 Morgan Johnson
 Nancy Mietz
 Pamela Thompson
 Patricia Atwell
 Peg Wenninger
 Peter Vierno
 Petey Heeter
 Rachel Mahr
 Rainieri Olivo
 Rebecca Foil
 Rebecca Houser
 Reynaldo De Guzman
 Samuel Collins
 Sandra Heeter
 Sarah Lisson
 Seunghee Jang
 Shannon Watkins
 Sharon Rohrbach
 Somer Olwan
 Sydney Pierce
 Sydney Roland
 Theresa Baker
 Toni Albert Baquiran
 Treasure Watkins
 Trevor Bryant
 Tyesha Robinson
 Yamina Tekil
 Yu-Ann Chen
 Zachary Martin

WakeMed Cary Hospital

Pamela Alicea
 Amoy Baker
 Sanaa Bhatti
 Amanda Borchik
 Ashley Corn
 Luke Embury
 Kelly Evans
 Hiral Gandhi
 Andree' Genez
 Sheela George
 Ellen Hansworth
 Abigail Holbrook
 Steven Jones
 Sarah Keener
 Shannon McDonald
 Kinjal Patel
 Nancy Romano
 Jessica Stevens
 Jessica Valle
 Alexander Veach
 Shewit Weldense





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