

# HeartBeat

November 2009



This edition of the HeartBeat is produced in memory of:  
**Louise Bonke  
Vera Chestnut  
Eleanor Dunphy  
Elizabeth Norfleet**

## Deb Friberg Departing WakeMed to Lead Columbia St. Mary's in Milwaukee, WI

WakeMed's Chief Operating Officer and Executive Vice President Deb Friberg, PT, MBA, has been tapped to lead Columbia St. Mary's Hospital Milwaukee, which is part of a large health system comprising of four hospitals, 62 clinics, a college of nursing and several urgent care facilities based in Milwaukee, Wisconsin.

This move represents an exciting professional opportunity for Deb as Columbia St. Mary's is preparing to open a brand new \$500 million, state-of-the-art hospital facility that will fall under her direction. In this new role, Deb will serve as President, Columbia St. Mary's Hospital Milwaukee and Executive Vice President, Columbia, St. Mary's, Inc. On a personal level, the move also returns her to her Midwestern roots, placing her closer to family including her mother who lives in Milwaukee.

"Deb is an exceptional leader and Columbia St. Mary's is very fortunate to have recruited her," comments Dr. Bill Atkinson, president & CEO. "We will miss her very much, and we are grateful to her for everything she has helped us accomplish at WakeMed. We are excited for her as she takes on a new leadership role as a hospital president in a major health system."

"Deb has been part of WakeMed's leadership team for many years," adds Atkinson. "Her commitment to excellence is evident in all areas of our organization. She has worked tirelessly to enhance the quality and level of care we deliver here at WakeMed, while ensuring operations run smoothly and efficiently throughout the system. She has also helped assemble a very talented and capable team."

Over the next 30 days, Dr. Atkinson will work closely with senior leadership and Deb as she transitions out of her role. The transition process has already begun with leaders from the Raleigh Campus and across the system stepping up to assume new assignments for the short term. In the long term, WakeMed will be recruiting an administrator for the Raleigh Campus. More details on this transition plan will follow.

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## WakeMed Health & Hospitals Updates and Information

Since joining WakeMed in 1995, Deb has served in executive leadership roles throughout the system – including the Rehab Hospital, Cary Hospital and the Raleigh Campus. She has served in her current role as Executive Vice President & Chief Executive Officer since 2006. With a track record for organizational success, Deb has helped shape WakeMed's growth and expansion over the past 14 years – from the growth of the Rehab Hospital to the construction and start-up of North Healthplex, numerous Cary Hospital expansion projects, to the ongoing Raleigh Campus Patient Tower expansion. Most recently, she was instrumental in leading us through a very successful Joint Commission accreditation survey.

“For nearly fifteen years, I have been fortunate to work with a truly outstanding team of strong and dedicated leaders as we've worked together to build the extraordinary health system that WakeMed is today,” comments Friberg. “It has been an amazing experience – and one that will be so difficult to leave. While I will sincerely miss all of the wonderful colleagues and friends I have made here over the years, I am truly excited to take my career to the next level as my family and I move back home to the Midwest.” Deb will begin her work in Milwaukee on January 11, 2010.

Atkinson adds, “We understand what a unique opportunity she has before her in Milwaukee. We wish her all the best and look forward to continuing to work together across the miles.”

Please join us in congratulating Deb and wishing her the very best.



Following is a list of updates about previous and upcoming events and announcements. Contact Susan Hester, Marie Johnson, Bethany Kelly, Jackie Kennedy or Dee Thompson if you have comments or questions about any item listed below.

### Organizational Leadership Changes

William K. Atkinson II, PhD, MPH, MPA, President & Chief Executive Officer has also assumed the Raleigh Campus Administrator position. The recruiting effort is underway for the Administrator position.

Gail Sturdevant, RN, is the Executive Director for Nursing at Cary Hospital.

Georgia Sumiel has transitioned from Cary Hospital to Raleigh Campus to the Vice President of Operations position.

### Visiting Policy Restrictions in WakeMed Facilities

No visitors under the age of 18 are permitted in patient care areas or in areas above the first floor at Raleigh Campus and Cary Hospital. Guests should remain in common areas on the first floors such as lobbies or cafeterias.

No person regardless of age who is experiencing fever, vomiting, diarrhea, cold or flu-like symptoms will be allowed to visit in any patient area.

Patients should have only two visitors at a time.

### The Joint Commission Survey was a tremendous success!

Always be prepared. Remain in a constant state of readiness. Provide extraordinary care in a safe and considerate manner in a safe environment. It all pays off! The Joint Commission Survey team not only found WakeMed facilities

and staff to be extraordinary, they also found best practices they plan to share across the country with other hospitals. Thank you all for doing your part, for remaining requirement-compliant and service-prepared.

### Volunteer Thank-You events.

The staffs in Volunteer Services at Raleigh Campus and Cary Hospital are in the early stages of planning thank you events for next Fall. Stay tuned!

### The Volunteer Services departments are working on...

Piloting a new service-excellence program – Unit Concierge. The initial pilot will begin at Cary Hospital. The program will be implemented at Raleigh Campus later this year. Read details at right

Research is underway regarding Touch-Screen sign-in for volunteers, with implementation fiscal year 2010.

Health Career Pathfinders (former Medical Explorer Posts) have begun the new year at Raleigh Campus and Cary Hospital. Over 60 teens will investigate careers associated with the healthcare industry and within our own system.

Parking continues to require all volunteers' partnership. Please remember at both campuses to park in employee parking areas rather than in visitor loca-



## Unit Concierge

A new and exciting volunteer program will be piloted at Cary Hospital in November. Volunteer Services and the Women's Pavilion & Birthplace are pleased to introduce the Unit Concierge program.

In addition to standard patient service duties, volunteers will be specially trained to assist unit staff by orienting new patients and their families as they are admitted to the unit. The orientation will include information pertaining to the hospital facility, to the individual nursing unit, to the patient room and much more. Volunteers will provide information regarding the Family Care Line, as well as how to communicate a concern or complaint.

We expect tremendous success with the Unit Concierge program creating a win-win situation for volunteers, staff, patients and families. Once established we envision the program expanding to other nursing units at Cary Hospital as well as rolling out at Raleigh Campus in the fourth quarter of fiscal year 2010.

## Congratulations!

Marie Johnson, Manager of Volunteer/Community Services graduated Magna Cum Laude in March 2009 from Strayer University earning a Bachelor of Business Administration.

Jackie Kennedy, Secretary, Raleigh Campus graduated Cum Laude in June 2009 from Strayer University earning a Bachelor of Business Administration.

Effective November 22, 2009, Jackie will assume the new Volunteer Services Specialist position. The promotion is another step positive in Jackie's career path.

## Children's Emergency Department – Music Therapy Project

The Volunteers at WakeMed Raleigh Campus contributed funding in FY09 to the Children's Emergency Department (CED) in response to a grant request and presentation by Elizabeth Griffin, RN, BS, CED Staff Nurse and Tiffany Young RN, BSN, CED Clinical Supervisor / Educator. Elizabeth recently share the information that follows regarding the progress of the program and the impact that the patients and staff are experiencing. The use of music as a pain intervention is incredibly effective as demonstrated through Elizabeth's and Tiffany's narrative.

"Since its inception three months ago (August), the CED music therapy project has been a huge success. On behalf of the CED, we'd like to thank the Raleigh Campus volunteer board and volunteers for their support and generosity in granting us the funding to initiate this project for our patients and their families.

"Offering iPods to our patients has had benefits beyond what we had planned or imagined. The iPods have not only provided a welcome distraction from pain and painful procedures, but have also helped reduce distress and anxiety in many patients and parents alike. Families have sincerely appreciated simply being offered an iPod as a comfort measure, whether or not they chose to accept the offer. In this sense, a secondary benefit of the iPod program has been an improved level of customer service offered within our CED.

"As planned per our initial budget, approximately five patients per day are able to use the iPods, mainly between the hours of 11 am - 11 pm, when our Child Life Specialists are working. In our pilot project (the first month of use) some of the patients we targeted for the program were sickle cell patients, diabetic patients, patients with lacerations or fractures requiring repair, and infants receiving a "septic

workup" (IV, lumbar puncture, etc.). Not surprisingly, we soon learned that the iPods were helpful for many other types of patients, such as severe asthmatics, and for parents who were experiencing the stress of having a sick child in the Emergency Department. We are also proud to say that there has been an improvement in CED PRC (customer satisfaction) scores related to pain management and overall quality of care since we began offering the iPods to patients.

"Elizabeth was interviewed recently to share our story for the *Microscope*. We have also received preliminary approval from JEN (The Journal of Emergency Nursing) to publish an article about our CED music therapy project! We are very excited about the prospect of sharing our story in a national publication.

"Lastly, thank you for recently approving additional funding for our project, as we will be able to offer the iPods to even more patients going forward. We plan to purchase several hundred more sanitary earphone and earbud covers with this additional funding. Thanks again to the Raleigh Campus volunteer board and volunteers for their generosity and support of the CED!"

### IMPORTANT REMINDER

It is everyone's responsibility to protect our patients' privacy and uphold patient and organizational confidentiality at all times. If your volunteer duties include working with a computer and access to WakeMed systems, you are expected to ensure that your workstation is secure. Each user must "lock" the computer or completely log off when the computer is going to be unattended. This is true not only when your work is done, but even if you are stepping away or turning your back "for just a minute." We are all responsible and we are all accountable.

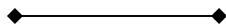
# Fundraisers

## Another Charity Golf Outing Success Story

On October 12, Golf Outing chair Susan Alvey and her team of volunteers welcomed sponsors, golfers and friends to the 11<sup>th</sup> Charity Golf Outing sponsored by The Volunteers at WakeMed Cary Hospital. The event was held at Devils Ridge Golf Course in Holly Springs, a perfect site for the event in every sense of the word. Mother Nature almost cooperated – and it is true, golfers do not let a rain shower stop the show! The event netted \$8,000 for The Volunteers to allocate to programs and services that augment patient care and health education for the community.

Golfers included longtime and new supporters from the community, WakeMed Foundation members, WakeMed employees, Cary Hospital volunteers and WakeMed business partner representatives. Thank you to each golfer for your participation!

David Coulter	Bruce Handley	Paul Brunswick	Audie Barefoot
Dan Koenigshofer	Rich Beale	Tom Cavendar	Mike Jones
Brian Teague	Jay Andofer	Brent Taylor	Ben Ruch
Eric Johnson	Al Port	Ryan Wolff	Tom Boyer
Marty Demko	Tony Carpenter	Dustin Rosa	Pete Manuckas
Chad Morgan	Ron Leedy	Gregg Comito	Bake Baker
Rob Ambersley	John Holly	Joel Alston	Constance Alston
Jack Radford	Rich Wilson	Roger Mix	Kathy Evans
Marc Barber	Ben Ruch	Constance Alston	Todd Hagstrom
Peter Lee	Russ Martin	Eric Johnson	Chas Fare
Ray Casey	Jay Hager	Dale Armstrong	Bob Holmes
Tony Minori	Wayne Worden	Scott Gross	John Didsbury
Jim Schultz	Dustin Long	Fred Still	Billy Hutcherson
Bob Dyer	Travis Shell	Don Titsworth	Peter Lee
Ron Leedy	Gunther Linde	Russell Hadley	Stuart Honns
Jon Brightma	Roger Lebel	Eric Fulk	Bob Denton
Christian Pardue	Bill Oliver	Jeff Ledbetter	Shane Parker
Dave Perry	John Holly	Jason Perez	David Moes
William Randle	Chris Clarke	Matt Ramey	Joel Ledbetter
Ed Bridgeford	Jeff Anderson	William Pittman	Todd Hagstrom
Anthony Wilson	Paul Brunswick		



Major Sponsors	Level	Hole Sponsors	
Pascor Atlantic Corp.	Eagle	Tom & Gail Sturtevant	Drew Smith
Overstreet Sign Company	Eagle	Susan Alvey	Terry and Regina Brest
Dr. Wayne Beavers DDS	Birdie	Bethany Kelly	Sandra Strange
Progress Energy	Birdie	Susan Hester	Brasfield & Gorrie
Cary Gastroenterology	Par	Pat Quick	ShiftWizard
Ralph and Daphne Ashworth	Par	Lynn and Beth Turner	Wake Emergency Physicians
Cary Oil	Par	Sear Stone	Reda and Mary Kabbany
Diamond Springs Water, Inc.	Par	The Corner Tavern & Grill	IKON Office Solutions

### Fundraisers Continued—Golf Outing

The raffle is always an exciting way to create interest in the Charity Golf Outing and to raise \$2,000+ a year. There were many generous businesses and individuals in the community who donated gifts and services. We owe a special thanks for the mail response from the Cary Hospital volunteers to the raffle distribution. Winners included golfers, WakeMed employees, volunteers, and neighbors of volunteers. A neighbor of a volunteer was delighted with the weekend in Wilmington; a WakeMed employee will enjoy a weekend at Chetola. The responses from the winners have reflected excitement and appreciation.

In closing, many thanks also to the Charity Golf Outing committee, including volunteers Susan Alvey, Al Port, Reda Kabbany, Ann Drake, Pam Ayars, Regina Brest, Denise Galloway, Drew Smith, Tina Smith, Orly Margolis, Pat Quick, Beth Turner; and WakeMed staff Susan Maiolo, Emily Graban, Bethany Kelly, Dee Thompson, and Susan Hester. Stay tuned for information about the upcoming 12<sup>th</sup> Charity Golf Outing!



Fundraisers Continued

### Cary Hospital – Uniforms 2U2

The Volunteers at WakeMed Cary Hospital and Uniforms 2U2 sponsored a uniform sale for clinical staff on September 30, 2009. The event netted \$2,800,98 for The Volunteers.

- Susan Alvey
- Regina Brest
- Denise Galloway
- Orly Margolis
- Maria Sanders
- Beth Turner
- Katie Warren



#####



### Raleigh Campus – Linen SuperSales

The Volunteers at WakeMed Raleigh and Linen SuperSales sponsored a linen sale on October 8, 2009 and netted \$2,596.16 in profits for the organization.



- John Agurs
- Elaine Allen
- Vincent Hall
- Sadie Johnson
- Charlotte Luke
- Betty Burt-Pebbles
- Tam Richert
- Antora Troublefield



# The President's Corner

## WakeMed Raleigh Campus



As fiscal year 2010 begins, I would like to thank all volunteers for their past hard work, professionalism and support to healthcare services at WakeMed. You provided 60,464.25 volunteer hours this past year. Congratulations! Great job!

Our junior volunteers piloted a guest relations program this summer. They helped patients and visitors find their way throughout the hospital because of changes due to construction. Because the pilot was successful, the Guest Relations department will partner with Volunteer Services to establish a permanent placement for wayfinding. It will be staffed with adult and teen volunteers.

The Raleigh Campus Patient Relations Ambassadors program is expanding to 2C, 2D, Pediatrics and 6B.

Volunteers are now covering all non-critical care nursing units at Raleigh Campus, offering a consistent rounding opportunity that affords patients an opportunity while they are here with us to tell us what we can do to improve their experience. The process offers support for the patients and for the staff as we all continue to focus upon patient safety and quality outcomes – critical experiences in today's healthcare environments.

The volunteer board was given a hard-hat tour of the new patient tower currently under construction. It was so exciting and the facility was "awesome"! The volunteer board pledged \$50,000 to the Just for Kids Kampaign which will be paid over a five-year period. We are looking forward to helping celebrate the opening of the new, much needed Children's Hospital in the spring of 2010.

Fundraising continues to be important so our budget can support the many projects and requests for funding, both the planned and the unplanned. Fundraising events for next fiscal year are Uniforms 2U on February 3, Infinite Electronics on May 4, Uniforms 2U on July 14, and Masquerade Jewelry on December 7, 2010. Sign-up sheets for each event will be posted in Volunteer Services. We appreciate the help of all volunteers at these events.

Volunteers are a much needed, valuable member of the WakeMed team. In the New Year, volunteers will have many challenges and opportunities to serve the patients and support the staff at WakeMed. I am confident every one of you will embrace the opportunities with the same dedication and enthusiasm as you have this past year. As your new president of The Volunteers board of directors, I challenge all volunteers to make 2010 the best year ever.

*Sally Perdue*, President, Volunteer Board

## WakeMed Cary Hospital

At the September board meeting, the board selected new officers for the upcoming year. They are:

Pat Quick, President  
Cliff Altobellis, Vice-President  
Beth Turner, Treasurer  
Regina Brest, Secretary



The officers will be sworn in at the November meeting. It is with pleasure that I will be able to serve another year as your President. Pam Ayers and Dave Greybill are retiring from the board after serving for six years. I know you join me in thanking them for their years of service. Dave has served as a past President and has assisted with many board sponsored activities. Pam has served as vice president and secretary as well as the Blossoms Chairperson. Pam will continue as Blossoms Chairperson.

Also at the September meeting were Terry Johnson and Ann Michniuk from WakeMed Fuquay-Varina Outpatient and Skilled Nursing Facility. Their request was to purchase a new Optimal Hospitality TV for the activity center which will improve the quality of life for the residents.

The uniform sale and the golf tournament were both very successful. Susan Alvey chaired the golf tournament and worked an endless number of hours to make the tournament a success. Thank you to Susan and all of the other volunteers that helped make both events successful. Our next fundraiser is a jewelry sale on December 11. Be sure to stop by to get yourself or that special someone some jewelry.

For several years Al Port, one of our volunteers, has completed a grant request to the IBM Community Grants Section and Corporate Affairs Division. To qualify, the IBM retiree must submit and verify 50 volunteer hours to a non-profit organization. In addition to describing the volunteer organization's mission, Al also describes his own volunteer activities and the grant project and goals. This year IBM awarded \$1,000, which will be used to support the Huggables program and/or the Rainbow Fund. A big thank you to Al for his time and efforts.

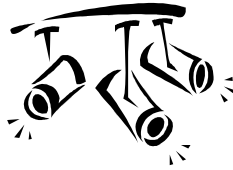
This will be the last newsletter for this year. I would like to take this opportunity to wish you a happy and safe winter holiday.

*Pat Quick*, President, Volunteer Board





## Volunteer Spotlight WakeMed Raleigh Campus ~ Wade Burnette ~



## Volunteer Spotlight WakeMed Cary Hospital ~ Jeverra Thomas ~

Hello, My name is Wade Burnette, volunteer in Rehabilitation: Healthworks Cardiac Rehab. When I retired from Bell-south in the spring of 2000, I had no idea that I would be a hospital volunteer. I thought there would be time for other things that I enjoy like flying, spending more time at the airport, or some fun part-time job. The dream of building a small plane is still in the back of my mind, but we all know what happened to the 401(K) and gas prices.



That first summer our church took the job of rebuilding a house after the floods from Hurricane Floyd. This kept me busy that summer. During the next few summers there were times that I had two houses and yards to upkeep. In 2001, I traveled to West Virginia for a week to help clean up after their flood; base-board and shoe molding in the Matthew 25 Center in Burgaw, NC, another year to Helena, Arkansas to work for a week. So I guess there is a pattern of volunteering developing.

One day I went for a walk and didn't feel so good, so I went to the doctor to get a checkup. I needed a stent in my coronary artery. It was during my participation in Cardiac Rehab that Beth Drossman, Program Director, Cardiac Rehabilitation, convinced me to volunteer in Cardiac Rehab at WakeMed. I have been volunteering at WakeMed for about four and a half years now. This has been a very enjoyable experience. I have met many new and interesting people. It has been a pleasure to talk and work with patients as they go through the cardiac rehab program. Some were my neighbors that I didn't know before; some have been former coworkers and friends from the community. The staff has been great to work with and have become good friends. The staff care about their patients and are very good at their job. They have accepted me as one of the family and are always glad that I am there. I look forward to seeing everyone each day that I work.

My name is Jeverra Thomas. I am originally from Charleston, South Carolina. My family and I relocated to North Carolina 15 years ago. I have lived in the Triangle area for three years. I am married without children; however, I do have one dog.



In my spare time, I am a volunteer at WakeMed Cary Hospital. You can usually find me on the 2<sup>nd</sup> Floor and Women's Pavilion conducting surveys. When I am not conducting surveys, I am volunteering in Day Surgery as a Liaison. I have met a lot of people and I truly enjoy the time I spend here at WakeMed Cary.

I am also a student at Wake Tech. I am going through training to obtain my Certified Nursing Assistant I certification. I am thinking of possibly becoming a nurse. I currently have a Bachelor's degree in Business Administration with a concentration in managerial finance. I attended East Carolina University...GO PIRATES!

When I am not working, going to school or volunteering, I enjoy spending time with my family and friends. I love to laugh, talk and have a good time. I also like to shop, eat out, and am very fond of going to the movies or watching movies at home.

Ever since I can remember, I have always wanted to help others. There is a lot of joy in helping others and I look forward to continuing my service at WakeMed Cary.

### PARKING

Thank you for your continued consideration of our patients and visitors by parking in the employee parking lots. The busier we get the more important this becomes for the people we are here to serve.



3000 New Bern Avenue  
Raleigh, North Carolina 27610  
919-350-8112

William K. Atkinson, PhD, MPH  
President & CEO

November 9, 2009

Susan Hester  
Director, Community Services  
WakeMed Health & Hospitals  
3000 New Bern Avenue  
Raleigh, NC 27610

Dear Susan,

The WakeMed Board of Directors received the FY 2009 Annual Volunteer Report this month and requested that their sincere thanks be extended to the Volunteers of Raleigh Campus and Cary Hospital. They recognized the outstanding dedication and commitment that the volunteers have shown through the many hours, special projects and donations they have contributed.

The significant support that is provided to WakeMed's staff, patients and families by the volunteers cannot be underestimated. Their willingness to serve enables WakeMed to provide quality care and service to the community.

Please share the Board's appreciation with the volunteers for their outstanding service this past year.

Respectfully,

A handwritten signature in black ink, appearing to read "W. Atkinson".

William K. Atkinson, Ph.D.  
President & CEO

## Refresher Orientation

Annual training for established in-house volunteers is conducted twice a year and is essential to the safety and wellbeing of everyone associated with WakeMed Health & Hospitals. Traditionally, volunteers were notified when they were due for training and then required to attend a formal class.

Beginning this past October, annual refresher orientation for established volunteers throughout the system was changed to a self-study format. Study packets were mailed directly to the volunteer's home, and the paperwork and test were then returned to the Volunteer Services office on completion.

All who received a score of 84 or above successfully completed the course.

Feedback from those who were in this first round of the revised refresher training has been very positive. With the busy lives that we all lead and with multiple demands on your time, many of you have indicated that you appreciated the opportunity to complete your training at your convenience.

For those who miss the opportunity to interact with other volunteers or prefer a classroom style learning environment, know that the option to attend a full orientation class will always be available to you.

## What Volunteers Are Saying About Their Orientation Experience

“The orientation was valuable because it painted a picture of how WakeMed is operated and their goals and how they care for their patients and employees. I think WakeMed has a wonderful environment to work in and I'm looking forward to volunteering and doing services here. I am very excited & hope to have an opportunity to work here one day. “

Tonya Upchurch

## Blood Drive Results

The Volunteers at WakeMed Raleigh Campus and the American Red Cross hosted a two-day blood drive at WakeMed's Andrews Center on September 9 & 10. This drive included a blood-mobile at the corporate office on September 9, and an opportunity to donate at the American Red Cross fixed sites. A total of 159 pints were collected. WakeMed, as always, has an extraordinary response to the needs of the community whenever help is needed.

Thank you to the following volunteers who staffed the canteen and registration areas:

Elaine Allen  
 Carolyn LaRue  
 Sam Rosenberg  
 Ben Citero  
 Barbara Gutknecht  
 Mickey Gault  
 Alexandria Schray  
 Audrey Reynolds  
 Sadie Johnson  
 Reid Craft  
 Antora Troublefield

## Children's Gifts Needed

Given our flu situation, Pediatrics has asked for small toys and craft items that we can share with children to complete in their rooms. For example: matchbox cars, small cans of Play-Doh, small craft kits, small bottles of glue, fun pads, safety scissors, small plastic dinosaurs and farm animals, inexpensive little dolls, etc. We are going to set up a cart with items that the nurses can give to children when Child Life Specialist are not available to interact with our smallest patients. Items that the children can take home with them will help us with infection control at this time.

## Exit Comments

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

### Raleigh Campus

Jeanne Stranahan, Hospitality Pets: "Katie and I have enjoyed our volunteer time at WakeMed and look forward to returning soon!"

John Starkweather, Purchasing and fundraising: "It has been marvelous for over 6,000 hours, both in Purchasing and with the Volunteer administrators and secretaries. I feel that I have many real friends at WakeMed. We got mutual value during my volunteer years."

Alexandria Schray, Public Relations, Blood Drives, Special Projects: "Jackie and Marie are a joy to work with. Ms Johnson is a very encouraging individual. Both ladies were a pleasure to work with. They truly embrace the WakeWay and I am very happy to have worked with them. Everything in the office ran smoothly and was organized. I can think of nothing to improve Volunteer Services."

### Cary Hospital

Arnie Beckett: Main Information Desk, Endoscopy, Escort Services: "I thoroughly enjoyed my assignments while volunteering at Wake Med Cary. It was very rewarding working with the dedicated employees/volunteers there."

Erica Dawkins: Hearing Screening: "Wake Med Cary is a wonderful place to work. The staff is very helpful and always willing to provide you with knowledge to help you become a better worker. I am always telling everyone how great Wake Med is as a hospital and as a wonderful work environment."

Asha Nadabar: 3W-Med/Surg 3<sup>rd</sup> Fl West: "The nurses were great to work with and very helpful."

Vickie Talbot: Day Surgery Liaison: "I did enjoy my position as far as communicating with family members concerning their loved one that was very positive and rewarding to me."



### We express our deepest sympathy to the following families of volunteers:

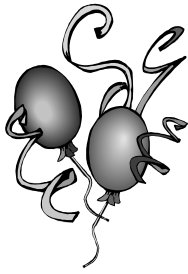
Vera Chestnut died on August 13, 2009. Vera volunteered from September 16, 1991 to June 30, 2005 as a sewing volunteer. She contributed 1,824 hours of service.

Elizabeth Norfleet died on September 13, 2009. Elizabeth volunteered from June 2, 2004 to September 17, 2004 on Patient Care floor 3C and the Emergency Department. She contributed 22 hours of service.

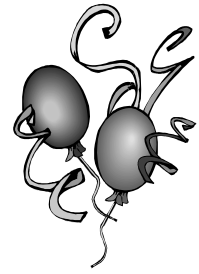
Louise Bonke died on October 1, 2009. Louise volunteered from June 2, 2004 to September 17, 2004 as a sewing volunteer. She contributed 22 hours of service.

Eleanor Dunphy died on October 1, 2009. Eleanor volunteered from October 1988 to July 2009 as a sewing volunteer. She contributed 2,780.50 hours of service.

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



# Happy Birthday!



## WakeMed Raleigh Campus

### December

Deborah Atkinson 10  
 Cameron Batts 13  
 Kristin Bennett 11  
 Jessica C. Brittain 22  
 Shanay Conaway 27  
 Neil Dearnley 20  
 Elizabeth J. Dyer 13  
 Michelle A. Finlayson 19  
 Jane J. Gault 18  
 Barbara Harraghy 11  
 Robert G. Harrison, III 17  
 Adrienne L. Harvey 10  
 Mary S. Heinlein 5  
 Jeremiah S. Hicks 23  
 Joyce Keith 14  
 Hilda Kirks 3  
 Elizabeth Lamke 17  
 Erin Lawrimore 17  
 Genevieve Layman 21  
 Steven M. Long 11  
 Chimelle Lutete 28  
 Ruth Maupin 7  
 Mary E. McLean 25  
 Matthew D. Merritt 22  
 Leah M. Morgan 7  
 Clara O'Neal 12  
 Christopher S. Pate 30  
 Charles R. Perlette 21  
 Lydia Phillips 7  
 Annie W. Poe 12  
 Dixie G. Poteat 12  
 Alex Pyun 11  
 Sharon M. Rhew 20  
 Bob Riodan 6  
 Carl Santos 12  
 Victor S. Saxena 31  
 Marlyatou D. Sidibe 12  
 Mary L. Szymkowski 29  
 Diana E. Turner 23

Ann Weismeyer 9  
 Rose M. Williford 9  
 Priscilla Wizzard 8

### January

Michael Acquesta 7  
 Karl Amboya 3  
 Rita Bonville 15  
 Carle Cayton 10  
 Roberta Davis 23  
 Jama L. DiSorbo 4  
 Andrea M. Diano-Nass 17  
 Morgan B. Ericson 23  
 Carson S. Garoni 3  
 Colene Glass 16  
 Julie C. Griffin 21  
 Jeanette W. Hollinger 7  
 Israel Janovich 27  
 Elbert Middleton 7  
 Heather More 23  
 Bernice Parker 17  
 Sally Perdue 27  
 Kristi L. Phillips 2  
 Michael Rojas-Steinbrecher 23  
 Maria M. Shelton 13  
 Christian H. Simpson 5  
 Scott D. Sorensen 31  
 Corey S. Stafford 17  
 Aileen Swaiti 19  
 Ethel Wojeichouski 29

## WakeMed Cary Hospital

### December

Mary Burrus 26  
 Ellen Byars 15  
 Janice Charlton 8  
 Surekha Desai 17  
 Maria Durango 27  
 Denise Galloway 4  
 Claire Katz 31

Kathryn Kessing 8  
 Harry Kincaid 28  
 Wendy Lotfi 19  
 Alison MacLennan 7  
 Alison Mortensen 19  
 Minh Nguyen 24  
 Ashok Patel 19  
 Mary Poteat 20  
 William Pugliese 26  
 Supriya Sadagopan 19  
 Sruthipriya Sridhar 26  
 Sandra Venson 13  
 Sharon A Watson 29

### January

Palma Ayars 14  
 Gloria Crutchfield 23  
 Sarah Evans 31  
 Barbara Gribble 13  
 Vicky Irvine 24  
 Patricia Jenkins 1  
 Brian Kang 20  
 Tammy Lamey 9  
 Sharon Mills 20  
 Suzanne Nero 7  
 William Park 27  
 Pooja Patel 17  
 Laura Patterson 31  
 Venkat Polireddy 2  
 Rachel Polsky 11  
 Tracey Roos 25  
 Christina Smith 21  
 Nicola Smithers 15  
 Tatiana Thema 10  
 Sharon Thompson 4  
 Eileen Tschopp 12  
 Rashi Vora 10  
 Katie Warren 29



# Welcome New Volunteers

## Welcome New Volunteers

### WakeMed Raleigh Campus

Andree Allard  
 Kimberly Allen  
 Karl Amboya  
 Sandy Avery  
 Ana Badillo  
 David Ballard  
 Thomas Bassett  
 Lizeth Bernal  
 Debora Brewer  
 Cameron Brown  
 Ryann Bubac  
 Barbara Cappadony  
 Jose Chavez  
 Shanay Conaway  
 Anna Courtney  
 Dawn Cuperso  
 Nancy Currin  
 India Dickerson  
 Dawn Driver  
 Allison Edwards  
 Cynthia Epps  
 Morgan Ericson  
 Taylor Evans  
 Salina Felder  
 Faye Flora  
 Emma Friberg  
 Eliza Gadbois  
 Carson Garoni  
 Jane Gault  
 Megan Hayes  
 Rachel Hsueh  
 Courtney Jackson  
 Carrrie Jarratt  
 Paloma Jenkins  
 Amanda Jerrell  
 Luisa Jimenez  
 Tymika Johnson  
 Dorothy Kohlbach  
 Aparna Krishnamurthy  
 Patrick Lahiff

Elizabeth Lamke  
 Brian Lee  
 Kendall Liner  
 Haoming Liu  
 Steven Long  
 Nadine Mann  
 Judy Margolis  
 Sara Marino  
 Betty McKoy  
 Ellen McNally  
 Matthew Merritt  
 Miriam Parker  
 Poling Payton  
 Alex Pyun  
 Lucy Raymond  
 Cristiane Rhodes  
 Nikki Ryba  
 Drew Rybarczyk  
 Anil Samuel  
 Brandy Selor  
 Maria Shelton  
 Sierra Simms  
 Leah Snuder  
 Scott Sorensen  
 Bria Talley  
 Sara Taylor  
 Rebeca Vences  
 Danielle Verrilli  
 Maribeth Warren  
 Susan Warren  
 Mattie Williams  
 Griffin Wilson  
 Priscilla Wizzard  
 Adrienne Yancey  
 Julie Zacarias

### WakeMed Cary Hospital

Suzanne Askar  
 Gail Bass  
 Ellen Byars  
 Michael Cerretti  
 Kathryn Cundy  
 Annette Edeburn  
 Ruth Goldsmith  
 Laura Hirschbein  
 Angeline Koch  
 Tran Lam  
 Amanda Maddocks  
 Karen Molnar  
 Suzanne Nero  
 Aaron Olive  
 William Park  
 Motunrayo Parker  
 Diane Parrish  
 Laura Patterson  
 Katie Reynolds  
 Supriya Sadagopan  
 Anushree Singh  
 Kristin Smith  
 Kay Taylor  
 Yvonne Tucker  
 Sid Vadakkevedu  
 Sai Vadakkevedu  
 Bradley Van Natten  
 Lela Waresh  
 Alison Willis



## Our Condolences To

### WakeMed Raleigh Campus

Mary Levesque: Death of family friend  
 Carl Martin: Death in the family  
 LaShonda Harris: Death in the family  
 Earlene Troublefield: Death in the family  
 Alma Gill: Death in the family  
 Melinda Reinmaker: Death in the family  
 Tammy Hood: Death in the family  
 Suzanne Brown: Death in the family

### WakeMed Cary Hospital

Chetna & Sunaina Tailor: death in the family



### WakeMed Raleigh Campus

- Congratulations to volunteer Rosemary Kenny on the birth of her 10th grandchild. Wilkes Kenny Mazo was born on September 19, 2009 and weighed 9 lbs 3 oz.
- Congratulations to volunteer Rose Cromartie on the birth of her second grandson. Jackson David Jeffries, son of Jessica Cromartie and Rodney Jeffries, was born on September 23, 2009 and weighed 6 lbs 14 oz.
- Congratulations to volunteer John Griswold and his wife Dianne Griswold on the marriage of their daughter Jamie Griswold. Jamie was married to Scott Cook on October 10, 2009.
- Congratulations to volunteer Clementine Baksteen and her husband Pieter Hartog on the birth of their daughter. Rosalie Alisha Pieter was born October 29 and weighed 7 lbs 2 oz.
- Congratulations to volunteer Mary Levesque on the marriage of her daughter Angela Levesque to T.J. Murray on October 24, 2009.

### WakeMed Cary Hospital

- Congratulations to Cheryl & John May who celebrated their 39th anniversary on November 7, 2009.
- Congratulations to Joe & Betty Peck who celebrated their 64th anniversary on November 7, 2009.
- Congratulations to Jean & Len Sessler who celebrated their 60th anniversary on November 12, 2009.

## Thinking of the Following Volunteers

### WakeMed Raleigh Campus

• Kath Weischedel	Brenda Yarbrough
• Dawn Driver	Morgan Brough
• Carol Jeffreys	Marion Boisierre
• Suzanne Brown	Elaine Allen
• Evelyn Johnson	Wanda Citero
• Lena Vines	Wade Burnette
• Hilda Kirks	Jamie Ward
• Jim Walton	

### WakeMed Cary Hospital

• Betty Beaman	Diane Boyer
• Mayrene Castleberry	Pat Dorry
• Janice Dunning	Diane Glennon
• Jeansette Hamm	Claire Katz
• Melody Mangum	Mary Martin
• Ruth Miller	

## Thanks for Your Donations

### WakeMed Raleigh Campus

- Ms. Ellington: magazines
- Alonia Avery: magazines
- Richard Beebe: magazines
- Pauline Stockdale: books
- Nancy Taylor: magazines

### WakeMed Cary Hospital

- Ahmadiyya Muslim Women's Association – Clothing and accessories for babies and children
- Cal Parks – magazines



# PLACEMENT OPPORTUNITIES



## **WakeMed Raleigh Campus**

### **Information Services:**

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

### **Guest Ambassador:**

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

### **Patient Access:**

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

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

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

### **Reach Out and Read:**

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

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

### **Sewing Individuals and Groups**

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

## **Cary Hospital**

### **Substitutes**

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

### **ED Back**

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

### **ED Liaison**

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

## **Hospitality Pets**

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

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

### **Information Desk – Atrium**

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

### **Day Surgery Information Desk**

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

## **Fuquay**

### **Patient Service Volunteer**

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

## **Zebulon/Wendell**

### **Hospitality Pets**

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

## **Business Center**

### **Patient Financial Services**

Flexible scheduling —  
Monday – Friday  
Assist staff by providing general office and clerical support: data entry, filing, sorting, etc.



## Volunteer Orientation

### WakeMed Raleigh Campus

- **Monday, December 14, 2009**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, December 16, 2009**  
Conference Dining Room, 1:00 pm- 4:00 pm
- **Monday, January 11, 2010,**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, January 20, 2010**  
Conference Dining Room, 1:00 pm – 4:00 pm
- **Monday, February 1, 2010**  
Conference Dining Room, 5:30 pm – 8:30 pm
- **Wednesday, February 17, 2010**  
Conference Dining Room 9:30 am – 12:30 pm

### WakeMed Cary Hospital

- **Tuesday, December 1, 2009**  
Conference Center, 5:30 pm – 9 pm
- **Tuesday, December 15, 2009**  
Conference Center, 8:30 am – 12 pm
- **Thursday, January 3, 2010**  
Conference Center, 5:30 pm – 9 pm
- **Tuesday, January 19, 2010**  
Conference Center, 8:30 am – 12 pm

## Tour Dates

### WakeMed Raleigh Campus

- **Wednesday, December 9, 2009**  
Volunteer Services 1 pm – 2:30 pm
- **Thursday, December 17, 2009,** Main Visitor  
Lobby (Near Gift Shop) 6 pm – 7:30 pm
- **Wednesday, January 13, 2010**  
Volunteer Services 9:30 am – 11 am
- **Monday, January 18, 2010,** Main Visitor Lobby  
Near Gift Shop) 6 pm – 7:30 pm
- **Wednesday, February 10, 2010**  
Volunteer Services 1 pm – 2:30 pm
- **Thursday, February 18, 2010,** Main Visitor  
Lobby Near Gift Shop) 6 pm – 7:30 pm  
To register, please call 919-350-8293

### WakeMed Cary Hospital

- **Thursday, December 3, 2009**  
Volunteer Services, 7 pm
- **Thursday, December 17, 2009**  
Volunteer Services, 10 am
- **Monday, January 11, 2010**  
Volunteer Service, 7 pm
- **Thursday, January 21, 2010**  
Volunteer Services, 10 am  
To register, please call 919-350-2363.

## Calendar of Events

### WakeMed Raleigh Campus

- **Omega Jewelry Sale**  
Thursday, December 10, Andrews Center  
Rooms 6 & 7, 7 am – 4 pm

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

### WakeMed Cary Hospital

- **Reg & Company Jewelry Sale**  
Friday, December 11, 2009  
Conference Center 7 am – 4 pm

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

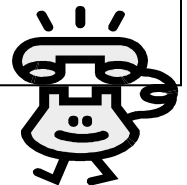
- **Heart Saver Class:**  
Wednesday, December 2, 8:30 am - 12:30 pm  
Wednesday, January 6, 8:30 am - 12:30 pm

*Call Education Services 350-2409 to register.*

**Please remember to  
recycle your Christmas Cards!  
Send them, or bring them to  
the Cary Hospital Volunteer office  
Attention: Joan Carson.**

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

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



## Sewing Contributions

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

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

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

### WakeMed Raleigh Campus

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

*Countless individual sewers  
not associated with sewing groups*

### WakeMed Cary Hospital

Ahmadiyya Muslim Women's Association  
Ann Foster Workshop  
Apex United Methodist Church  
Carolina Preserve Piecemakers  
Carolina Preserve Yarn Spinners  
Colonial Baptist Church  
Garner Senior Center – On the Mend  
Harriet Kelner Workshop  
Reedy Creek Baptist Church  
Spring Arbor of Apex  
Windsor Point Workshop

*Countless individual sewers not  
associated with sewing groups*

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

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

Criteria:

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

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

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

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

## NURSING EDUCATION FUND CONTRIBUTION OPPORTUNITY

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

### MELISSA BROWN MEMORIAL NURSING EDUCATION LOAN FUND

\_\_\_\_\_  
Donor Name

\_\_\_\_\_  
Address

AMOUNT OF DONATION: \_\_\_\_\_

In Memory/Honor of: \_\_\_\_\_

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

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

Name

\_\_\_\_\_  
Address

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

### ***BLOSSOMS FOR LIFE*** CONTRIBUTION OPPORTUNITY

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

### BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

\_\_\_\_\_  
Donor Name

\_\_\_\_\_  
Address

AMOUNT OF DONATION: \_\_\_\_\_

In Memory/Honor of: \_\_\_\_\_

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

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

Name

\_\_\_\_\_  
Address

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



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