



March 2010



This edition of the HeartBeat is produced in memory of:

Louise Helton

Proper Hand Hygiene Saves Lives!

Add this statement to your placement description standard responsibilities – **“Be a life saver at all times in the course of your responsibilities by washing your hands.”**

Volunteers are imbedded throughout the WakeMed organization as productive members of the workforce. Volunteers complete applications, interviews and screening processes prior to active placement just as employees do before employment. Maintaining and demonstrating placement specific competence as well annual system-wide competencies and knowledge are critical for the safety and success of every volunteer.

One of the most important initiatives in our organization that applies to both patient safety and the safety of everyone is the proper, consistent practice of hand hygiene. Sally Perdue and Frank Johnson, volunteers at WakeMed Raleigh Campus, represent all volunteers on the system-wide Hand Hygiene committee. They join me in encouraging every volunteer to become purposefully engaged in the correct, consistent practice of proper hand hygiene while on duty in the hospital and at all times elsewhere!

Do you know how the department team to which you are assigned is keeping this extraordinary topic top-of-mind for all team members? Ask the staff and leadership in your department – express an interest in being fully engaged in the hand hygiene and all safety initiatives as well as any Performance Improvement initiatives where there is an opportunity for you to contribute.

When asked to share a short description of hand hygiene initiatives on their units, the following managers responded:

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Proper Hand Hygiene Saves Lives! Continued

- Kathy Wray, Manager – 3A Cardiology
 - We have a sign posted on each patient room door above the door handle that states ... **“Did you gel in? Don’t forget to gel out too!!!” The sign has a picture on it as well.**
 - There is wall mounted hand gel just inside the door of each patient room.
 - There are several wall mounted hand gels located in each foyer (work area).
 - There are wall mounted hand gels on the walls up and down the hallways, usually by the doors of ancillary rooms, kitchen, offices, conf. room, etc.
 - There is a sign and clock posted over each sink in the nurses work area and bathrooms that states: **“Kill a Germ...Save a life...Wash your hands for 15-20 seconds... Watch the second hand on the clock.”**
 - Staff remind each other as needed.
- Susan Gutierrez, Manager – Intensive Care Nursery
 - The Intensive Care Nursery is different from all other units in the hospital as our patients are tiny and have very little immunity for a period of time after birth.
 - All visitors and volunteers that enters into the ICN must:
 - * remove all jewelry from their elbows down, roll up their sleeves to their elbows and perform a 3 minute scrub followed by Avagard
 - * Prior to touching any infants, everyone must use alcohol gel. There are dispensers at each bedside.
 - * Gloves are worn for all patient care and volunteer contact with patients.
 - * When volunteers hold infants, they wear patient gowns to cover their clothing.
 - * After contact with patients and before leaving the bedside, all staff and volunteers perform hand hygiene with alcohol gel again.
 - * We typically say "Gel in - perform patient care - gel out" and gloves are worn for all patient contact.
 - * The volunteers we have for the ICN are fabulous and they follow all of our rather strict rules and regulations for hand hygiene. They are wonderful!!
- Ellen Wheaton, Manager – CTSU
 - Hand hygiene compliance rate shared with staff via email.
 - Hand hygiene compliance rate posted in CTSU Conference room.
 - Signs posted reminding staff to perform hand hygiene.
 - Mandatory hand hygiene bulletin board in-service for all staff to complete.
 - Weekly hand hygiene audits to be conducted starting 9/30/09 to continue until >90% compliance achieved and sustained.
 - Recognition for all staff caught performing hand hygiene according to policy during audit period.
 - Staff found to be non-compliant during audit period will be required to conduct 10 hand hygiene audits.
- Chris Smith, Manager – MICU
 - MICU participated in a hand hygiene study with patient safety and UNC.
 - We have an infection control resource nurse that conducts unit hand hygiene audits and in-services.
 - We are currently trialing new hand hygiene products soap, lotion, and hand sanitizer in MICU for one week.
- Diana Knight, Manger 6A Cardiac Intermediate Care Unit
 - **“Gel In, Wash Out” signs on each door**
 - Alcohol gel dispensers inside rooms and in hallways
 - Monthly audits with staff feedback
 - Hand hygiene is a component of the nursing score card and this information is posted and reviewed w/ staff
 - NE0067e – Hand Hygiene and infection prevention Learning Link required annually for all staff.
- Pauline Stillman, Manager 5A Medicine
 - Expectation to follow all protocol
 - 1:1 counseling for non-compliance.
 - We also have a recognition box. If we see someone using proper hand hygiene their names go in a box, the top 5 folks recognized for the month gets a chocolate bar from me.

Proper Hand Hygiene Saves Lives! Continued

- Barbara Burt, Manager 6B Orthopaedics
 - Expectation to follow all protocol
 - A tip & treat every 2 weeks in which we put in the nursing staff's mailbox a baggie that includes a treat (candy) & a slip of paper with the tip.
 - Use hand washing information for the tip at least every other month.
 - Post a sign in the lounge that includes the tip.
 - The tip will remain posted for 2 weeks in the lounge.

As we receive information from other work areas, clinical and non-clinical – we will share the news about how we are all engaged in addressing this critical, live-saving issue. Washing hands simply saves lives, and it is SO easy to do! Be a life-saver!

###

Help Stop the Spread of Norovirus – Wash Your Hands!

The North Carolina Division of Public Health has reported a recent increase in gastrointestinal illness across the state due to norovirus. Highly contagious, this illness begins suddenly and causes nausea, vomiting, diarrhea and stomach cramping. The number one way to protect yourself as well as loved ones, coworkers, patients and visitors from this virus is to wash your hands with warm water and soap. Alcohol-based hand sanitizers are not effective against norovirus.

The 2010 Volunteer Services “Processes” are Underway!

March and April are extraordinary months of the year for the volunteer programs at Wake-Med Health & Hospitals. We celebrate, announce election results, orient, survey, evaluate, communicate and much more! The support and response from all of our volunteers are critical to the continued work of your organizations and to the improvement of our programs. Please participate in the following events and processes:

** Ballots for the election of new members to the board of your volunteer organization .. vote for your leadership.

** Volunteer satisfaction surveys for the annual feedback regarding your volunteer placement experience and your Volunteer Services department. Help us to identify opportunities to improve your experience.

** Individual annual performance evaluations from the managers and/or lead contacts in your placement areas — receive performance feedback from your team.

** Annual refresher orientations for veteran volunteers (April packets to be mailed) — refresh your understanding of key information, meet requirements and stay abreast of changes.

** Celebration of National Volunteer Week – April 18 - 24.

We appreciate your involvement on all levels of participation in volunteer service at all of the WakeMed Health & Hospitals locations.

Thank you~!



The President's Corner

WakeMed Raleigh Campus



Happy springtime! Surely spring is close behind the March 2nd snow storm.

A special thank you to the volunteers who worked at the uniform sale February 3, 2010. The profits were \$9,620.54.

Mark your calendar for a health screening event for volunteers on April 19, 2010 in the Andrews Center. You will receive an invitation from WakeMed Public Relations and you will need to RSVP for a specific appointment time. The following screenings are included but not limited to: cholesterol screening, blood pressure checks, cardiovascular screening and bone density screening. This is a good opportunity to get a spring check-up and meet and talk to other volunteers.

Thank you for completing the HIPAA informational packet mailed to you. It is a good exercise in increasing awareness for patient confidentiality. Patient confidentiality is an essential part of your daily interaction/duties.

Coming up in the Heartbeat newsletter will be a series of articles highlighting specific unit/departmental hand hygiene Performance Improvement initiatives. Please **become aware of and a part of your assigned unit's** Performance Improvement initiatives.

Patient Relations is now three years old. Patient Relations ambassadors have been deployed to all nursing units and round every day. Every Patient Relations volunteer goes through significant training before working independently. The Patient Relations statistics are part of WakeMed Quality Council agenda and Patient Improvement initiatives.

Please make a note – National Volunteer Week is April 18 – 24, 2010.

In preparation for the new patient tower opening in May, 2010, Volunteer Services is currently developing **efficient "Way Finding" routes for visitors.** More information soon.

Have you met our new Volunteer Services Representative, Erica Caldwell? Come by and welcome her to Volunteer Services. Also, look at our newly renovated office.

Thank you again for your dedication and enthusiasm in service to patients at WakeMed.

Sally Perdue, President, Volunteer Board

WakeMed Cary Hospital



It's hard to believe we have reached the third month of 2010. February flew by so quickly. March is here with snow one week and 70 degree temperatures the next. Spring is on its way.

At our February board meeting, members made a trip to the WakeMed Skilled Nursing Facility in Fuquay-Varina. We had the opportunity to meet many of the residents and see the new TV purchased with volunteer funds. The facility currently has 16 volunteers. It was interesting to find out that the facility first opened in 1961 as a "mini"-hospital. It then changed to a neuro unit, and is now skilled nursing. Most of the residents are long term and view the facility as their home. The longest current stay is 10 years with the average being 5 years. The facility was very impressive.

The volunteer health screening event will be held on April 8. If you have not already received them, be on the lookout for your invitations to come soon. Be sure to register as soon as possible.

A new branch of Freedom Credit Union will be opening soon and is available for employees as well as volunteers. Other changes at the hospital include the opening of a Chest Pain Unit where the old observation unit was located. We no longer have an ED Holding Unit.

Fundraising plays a key part indirectly in supporting Cary Hospital, so we they can provide the best possible services to patients and their families. Our next fundraiser is the Uniform Sale on April 23. This year we are having our 12th Annual Charity golf outing in partnership with the Western Wake Council of the WakeMed Foundation at MacGregor Downs Country Club. Our partnership with the Foundation will make the tournament a success for both organizations.

Enjoy the spring weather.

Pat Quick, President, Volunteer Board

Volunteer Spotlight WakeMed Raleigh Campus ~ Sara Pierson ~



Volunteer Spotlight WakeMed Cary Hospital ~ Krishan Sivaraj ~

My name is Sara Pierson. I volunteer in the **Children's Emergency Department**. My husband and I are transplants from Florida, arriving in the summer of 2007. We have felt at home here immediately, and have met many wonderful people.



Both my husband and I are retired. I am a retired R.N. My hospital experience was in pediatrics. I finished my nursing career as an Occupational Health Nurse for a citrus plant.

We have five children, fourteen grandchildren, and one great-grandchild, all who live all over the country. As a result we travel frequently so we can see our grandchildren. I also enjoy working in my garden and sewing.

By the spring of 2008, I realized I needed “something more than being retired” to keep myself busy, and decided it was time to get involved in some volunteer activities. I have been a volunteer at Wake Med almost two years and it is a comfortable feeling to be “back in the hospital”. **The nursing staff in the Children's Emergency Department are very friendly and always make me feel welcome.** It is very rewarding to help the families and ill children, or the nursing staff, during the time I spend in the department. I look forward to many more days at the hospital helping out in any capacity that I can.

Dear WakeMed Cary Volunteer Office,

Thank you so much for your generous gift to the Apex High Cougar Club. Sports and teams help all our students so much—now and for life!

Thank you,

Barb Deal

My name is Krishan Sivaraj and my family is from the island country Sri Lanka (which, for those of you who do not know, is located directly below India). I am currently sixteen years old and I am a junior in Enloe High School.



My journey with WakeMed Cary began when I was in 9th grade and entered the Medical Explorers program. Through this program I was given the privilege of being able to tour many departments in the hospital to get a feel for the varying fields in medicine. The group I was with listened to doctors in each department explain the many aspects of their careers. My whole life I had been receiving the customary Asian **parent's demand that “You must study well and then go into the medical field”.** **This program gave me the motivation to pursue this goal.**

I began volunteering in the back of the Emergency Department when I entered the 10th grade. Since then my schedule has been to set aside 2 hours every Tuesday to come and volunteer. My usual tasks include making beds, cleaning rooms, restocking rooms, and completing any task a doctor or nurse may assign to me.

I enjoy interacting with members of the WakeMed staff and hospital patients. Every individual has a story to tell and I love to listen and learn from these tales. I once befriended a campus security guard who would often jokingly make references to his high school class of second to last. If I would laugh at this he would threaten to report me...but his underlying lesson was that I should always work hard and uphold my grades. Another staff member that I speak to weekly tells me tales of her travels across Asia, and has taught me that in my life I should always strive to get out and explore the world, because one only lives once. These are just two of the many individuals I have met and learned from.

I have loved volunteering at WakeMed Cary for almost two years, and I hope to continue doing so for as long as I remain in the Triangle area. I know that wherever I go in life, I will be able to use the skills I have gained through my journey with WakeMed to provide a beneficial contribution to the medical field.

WakeMed Health & Hospitals Updates and Information

WakeMed Cary Hospital Designated a Breast Imaging Center of Excellence by the American College of Radiology

The American College of Radiology (ACR) has designated Cary Hospital a Breast Imaging Center of Excellence, making it one of only three in Wake County. To achieve this title, Cary Hospital met very specific requirements laid out by the ACR and earned ACR accreditation in the following breast imaging modalities: mammography, stereotactic breast biopsy, breast ultrasound and ultrasound-guided breast biopsy.

“We are extremely proud of our Imaging Services, Breast Ultrasound and Mammography teams for leading us to achieve this great honor,” said David Coulter, senior vice president and administrator of Cary Hospital. **“As an official Breast Imaging Center of Excellence, Cary Hospital can offer patients the entire spectrum of breast cancer screening and diagnosis services. Meanwhile, patients can feel confident that they are being cared for by a superior, top level program run by highly qualified health care professionals – the ‘best of the best’ in this community.”**

Transition of Raleigh Campus 3C Urology Unit

The existing Raleigh Campus 3C Urology unit recently began its gradual transition to a temporary cardiovascular (CV) patient care unit. By the end of March, some beds on 3C will be dedicated to CV patients while still accommodating our existing nephrology/urology patient population. The number of beds dedicated to each specialty will vary based on both our nephrology/urology and CV patient volumes. This transition of 3C to 5C is expected to be complete by the end of March, at which time 3C will be fully dedicated to CV patients until the new Patient Tower opens by the end of May. Kim Willis, RN is manager of 3E. Angela Carroll, RN is the interim manager of 3C.

Welcome!

We extend a very warm welcome to Erica Caldwell to the Volunteer Services family. Erica’s first official day as Volunteer Services Representative at WakeMed Raleigh Campus was Monday, February 15.

Erica is originally from Greenville, South Carolina. She graduated from the University of South Carolina Upstate with a BA in English, and with an MA in Human Resource Development from Webster University. Her special hobbies and interests include painting, collecting all types of music, exercising and her cocker spaniel, Tazz.

Come by and meet Erica!



Congratulations to Mary Szymkowski on being selected for the Triangle Business Journal Healthcare Heros Award for 2010. This prestigious award honors accomplishments in healthcare and for putting innovation and compassion to work to

REACH OUT AND READ (ROR) AT WAKEMED

Children who live in print-rich environments and are read to in their preschool years are much more likely to learn to read on schedule. Parents of children with limited financial resources may lack the money to buy books, may **not have easy access to good children's books**, and may not themselves have been read to as children. Reading problems may mean school failure, which increases the risk of absenteeism, dropping out juvenile delinquency, substance abuse, and teenage pregnancy – all of which perpetuate the cycles of poverty and dependency.

Reach Out and Read at WakeMed is a program that makes early literacy part of pediatric care. Through Reach Out and Read, by the time a child reaches school age they have accumulated a wonderful beginning to their home library of **children's books and parents understand that reading aloud is the most important thing they can do to help their children learn to love books**. A child starts to school ready to learn.

WakeMed volunteers read aloud to children in the WakeMed Faculty Physician Pediatric waiting room area introducing the parents and chil-

dren to the pleasures and techniques of looking at or reading books.

Members of the developmental team and other clinical staff are trained to counsel parents about the importance of reading with young children, offering age appropriate tips and encouragement.

During their visit at WakeMed, the staff member gives each child six months up to five years of age a new, developmentally and culturally appropriate **children's book to take home and keep**. Children over the age of five years, or others who accompany the patient, are allowed to pick a book from our library of gently used books to take home with them. The goal is to get books in the hands of all children!

A special thank you to Sandy Boccio, volunteer, who is working with the department of Volunteer Services staff and WM Faculty Physicians Pediatric department on a revitalization initiative for the ROR program at WakeMed. If you are interested in sponsoring a "gently-used" book drive, or volunteering time reading to our youngest patients, please be in contact with Marie or Jackie at the Raleigh Campus.



Reach Out and Read—Books donated by Primrose School of Heritage Wake Forest Preschool

Thanks for Your Donations

WakeMed Raleigh Campus

Primrose School of Heritage Wake Forest—books

Midtowne Service League – baby hats

Nancy Taylor – magazines

Lorraine Pischke – baby hats

WakeMed Cary Hospital

Ebenezer United Methodist Sewers – lap robes

Cal Parks – magazines

Cary Hospital Opens New Chest Pain Center, Closes ED Holding Area

On Tuesday, February 23, Cary Hospital opened a new Chest Pain Center that is dedicated to caring for cardiac observation patients. The Chest Pain Center is located next to Cardiopulmonary Services on the first floor (in the former Observation Unit space). The opening of this new 12-bed center follows the January transition of the Observation Unit to 1 East, which has a more surgical focus.

In concert with this move Cary Hospital closed its 10-bed Emergency Department (ED) Holding area. While the original mission of the ED Holding area was to support patient throughput and keep the ED moving efficiently, it had become

more of an overflow area for admitted cardiac observation patients.

While the ED Holding area was unable to offer cardiac observation patients spacious rooms or private bathrooms, the Chest Pain Center now offers patients these helpful features. Additionally, patients, physicians and nursing staff will **benefit from the center's close location to Cardiopulmonary Services**. With the units located side-by-side, cardiologists and cardiac nursing staff will be better equipped to provide the most convenient, efficient and consistent cardiac care possible.

Fundraisers

Uniform Sale – Raleigh Campus

Thank you to the following volunteers :

Charlotte Luke	Maria Shelton
Michelle Finlayson	Trena Carpenter
Mickey Gault	Carolyn LaRue
Marion Bosssiere	Tonya Upchurch
Sara Pierson	Doris Allen
Antora Troublefield	Barbara Gutknecht

who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on Wednesday, February 3, 2010. Close to 500 employees visited the sales and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we raised a record breaking \$9602.54 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 Health & Hospitals Updates and Information continued**What is 5S?**

5S for performance improvement is a method of workplace organization that follows five steps to improve efficiency, reduce clutter, and improve workplace appearance.

The name 5S refers to the first letter of the five steps involved with the process:

- Sort
- Set in order
- Shine
- Standardize
- Sustain

And the purpose of participating in a 5S initiative is to:

- Improve cleanliness, organization, and appearance
- Improve productivity by saving time, space, etc.
- Make every individual responsible for these activities
- Reduce expenses related to overstocking
- Support WakeMed efforts to maintain a safe environment that is compliant with fire code and agency requirements
- Compliments ongoing PI activities

Both WakeMed Raleigh Campus and Cary Hospital Volunteer Services are currently involved in the 5S activities.

Raleigh Campus 5S Initiative — The Chart Room

The chart room volunteers make admission packets for 31 nursing units. A total of 82 different forms are utilized in the collation of these admission packets. Jackie Kennedy, Volunteer Services Specialist and Lorraine Shapcott, volunteer, used the 5S steps to organize forms and standardize the ordering of forms. The goal is to increase efficiency, accuracy, and productivity.

Kudos to all of our chart room volunteers for their day to day support! —

Ben Citero, Vera Heybroek, Carl Martin, Jeanne Williams, Marge Kalcinski, Jim Miller, Barbara Gutknecht, Charlotte Luke, Alma Gill, Diana Hughes, Alan Craft, Mike Mulvhill, Doris Allen, Elaine Allen, Carolyn LaRue and Jim Walton.

Cary Hospital 5S initiative – Main Reception/ Volunteer Work Room

The main reception/work room in the Volunteer Services office is the hub of all activity that is necessary to keep the department up and running. The function of the space ranges from collation projects, mailings and special projects for other departments to being the drop off point for donations and items made by our sewing volunteers. It serves as the receiving area for volunteer candidates arriving for interviews and it is home base to our established volunteers. It houses records, files and information essential to operations. The work space is shared by 5 volunteers who are assigned to assist in the **Volunteer Services department and, we cannot forget that Dee's office is situated right in the middle of all this.**

Efficiency, organization and cleanliness of this space is imperative to our operations and by working through the 5S steps it is our hope to create a more user friendly work environment. Volunteers assigned to the Volunteer Services office have been invited to participate in the initiative and will meet to discuss strategies the end of March.

A big thank you to our Volunteer Office support: Denise Galloway, Cheryl May, Maria Molina, Rachel Polsky, Jacqueline Roper, Deneen Taylor.

Tryon Road Work

To comply with City of Cary requirements, WakeMed Cary Hospital will be adding a turn lane on Tryon Road onto Ashville Avenue. The necessary construction will involve the property beginning at the corner of Tryon and Kildaire Farm Road and will end at Ashville Ave. An unfortunate result of this project is that landscaping of hospital grounds will be impacted and established trees will be lost. Preliminary work for this project is underway and we appreciate your patience and understanding as the work progresses.

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

Cherie Marcus (Rehab Hospital): “The SLPs and PTs I worked with were helpful in orienting me to their practices and allowing me exposure to therapies and materials.”

Elizabeth Dyer (Milk Bank): “My volunteer job turned into a full-time paid position. The staff were always so appreciative of my work as a volunteer. I really felt like a part of the team in my assignment. It made me feel that what I was doing was important.”

Crystal Greene (Patient Relations): “I really enjoyed the interaction between the staff of the hospital towards me as a WakeMed volunteer. The attitudes of the patients was also very welcoming when I entered their room to talk with them. I will truly miss volunteering at WakeMed and hope to someday come back and do it again. Thanks for the experience, Marie and Jackie.”

Kimberely Codrington (Human Resources): “Being able to volunteer really exposed me to various opportunities available at WakeMed and gave me some additional experiences on an administrative level. This is a great program for internal employees.”

Miheret Daba (Day Surgery/Occupational Health): “Keep it up!”

Cate Taylor (Children’s Emergency Department/Patient Relations): “This is the most well developed volunteer program I have seen at a hospital. I think it is great that there is such a wide array of placement areas for volunteers. I really have

enjoyed my time at WakeMed and appreciate all that Marie and Jackie do to make it a positive experience. I am grateful that I have had the opportunity to interact with numerous patients, families, staff and volunteers here at WakeMed.”

Cary Hospital

Gail Bass (Patient Relations Ambassador): “I really enjoyed my experience...”

Ellen Byars (Emergency Department): “As a future nurse, this experience was extremely helpful in understanding the clinical setting.”

Gloria Crutchfield (Women’s Pavilion & Birthplace): “I have enjoyed volunteering at WakeMed very much! The patients, staff, volunteers, “gift shop”, have all made my stay very pleasant. I would also like to include, Dee and Beth for always having a smile and kind words! As time permits, I will once again volunteer in the future.”

Lakshmi Nallamothe, (Cardiopulmonary Escort): “My experience at WakeMed was wonderful. I learned a lot at my volunteer work.”

Rohini Vannikumar, (Emergency Department): “It was a rewarding experience. I felt good helping. Greatest feeling of satisfaction in helping came for me when I interacted with the patients.”

Alison Willis (Patient Relations Ambassador): “My brief interaction with the staff was exceptional and Mrs. Kelly and Mrs. Thompson made me feel welcome and that I would be a part of a great team.”

We express our deepest sympathy to the family of Louise Helton

Louise Helton died February 24, 2010. Louise volunteered from April 1, 1990 to February 28, 2006 as a sewing volunteer. She contributed 9,306 hours of service.

Please help us remember and honor our friends.
If you become aware of a present or former volunteer who has died, please let the Volunteer Office know.



Welcome New Volunteers

Welcome New Volunteers

WakeMed Raleigh Campus

Miranda Bailey
 Kirby G. Ballard
 Terese M. Barretto
 Rhonda E. Boswell
 Betty J. Brown
 Paige Burris
 Rosemarie Casanova
 Michael Coccarelli
 Abbie Davis
 Corliss Dunlop
 Meredith B. Ellis
 Hugh O. Ette
 Evelyn Felice
 Heather N. Fields
 Willie Freeman
 Robert N. Gelinias
 Annie M. Gillion
 Janice A. Haywood
 Mary Catherine Hollowell
 Vincent S. Izzi
 Aniley M. Kelemework
 Nicole C. Kitner
 Paul F. Kruchesky
 Elisabeth C. Liddicote
 Breanne E. Long
 Edward R. Markus
 Jane Marshall
 Brandyss J. Massenbeurg
 Taylor E. McDonald

Megan M. Mertesdorf
 Kriselie D. Monserrate
 Mark R. Moralls
 Megan M. Mortesdorf
 Christopher Munford
 Michael Murr
 Katie Murray
 Judy Myers
 Ashwin R. Sakhare
 Sherry Schultz
 Candice N. Seetram
 Claire M. Thomas
 Whitney J. VandenRaadt
 Leah M. Vasquez
 Judy Velky
 Lisa Vinikoor
 Viktoriya Volobuyera
 Anne J. Whitmore
 Meredith Wilson
 Sandra Worley
 Mary C. Wyker
 Kathy L. Youmans

WakeMed Cary Hospital

Agan Gozde
 Anoushiravani Farimah
 Anne Brock
 Sandra Brown-Scott
 Rosalie Brunner
 Barbara Fisher

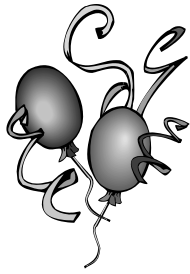
Kathleen DeFrancesco
 Marsha Drillings
 Noelle Duval
 Hiba El-kara
 Lucas Elliott
 Gary Grubb
 Frances Hemmings
 Dalia Howard
 Manisha Jariwala
 Scott Johnson
 Janice LeBeau
 Briana Long
 Olga Long
 Toni Longobardo
 Megan Lucovsky
 Dyan McCleery
 Shanila Patel
 Jessica Puckett
 Jacqueline Roper
 Nicholas Schumann
 Lesley Siggins
 Dannelle Simon
 Jacqueline Sinicrope
 Margo Totten
 Carmen Ubiera
 Whitney VandenRaadt
 Lauren Vincent
 Donna Zaparo
 Victoria Zhao

Cary Hospital Branch of the Freedom Federal Credit Union

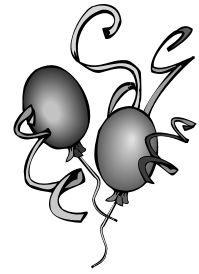
The new Freedom Federal Credit Union branch at Cary Hospital will occupy the space adjacent to Cary Hospital Administration.

Construction is expected to be completed April 1, with the credit union opening to customers in May.





Happy Birthday!



WakeMed Raleigh Campus

April

Sotera Agivolassitis 22
 Kimberly M. Allen 26
 Helen Aubrey 9
 Clementine Baksteen 30
 Brandon D. Braswell 13
 Wade Burnette 26
 Olga M. Cadilla-Sayres 3
 Pearl Cunninghamham 21
 Abbie S Davis 29
 Allison F. Edwards 25
 Marjean Fischer 25
 Peg Fuchs 4
 Annie M. Gillon 23
 Rebal Goetz 9
 Florence Grummer 13
 Paloma Jenkins 15
 RoseMary R. Kenny 22
 Sara Kirk 9
 Carolyn A. LaRue 30
 Keith Meredith 19
 Michael R. Murr 6
 Georgetta Paskoff 15
 Iradell S. Sanders 8
 Lillian Sauerwein 25
 Corlita D. Sivera 20
 Rose Smith 28
 Michael G. Thompson 20
 Earlene B. Troublefield 21
 Emma Voight 4
 Brenda Yarborough 23

May

John W. Agurs 9
 Premsagar Bandi 11
 Roy H. Beasley 27
 Lizeth Bernal 12
 Lynn Burton 11
 Trena P. Carpenter 30
 Barbara E. Connor 29
 Reid Craft 13
 Susan D. Ellrod 8
 Evelyn Felice 10

James A. Ford 27
 Michey Gault 21
 Alma Gill 15
 Edrie Greer 4
 Rebecca Hill 17
 Oliva J. Holt 13
 Diana C. Hughes 9
 Juan Jimenez 15
 Marjorie Kalcinski 24
 Nicole C. Kitner 27
 Judy Margolis 8
 Edward R. Markus 6
 Brandyss J. Massenburg 19
 Betty W. McCoy 22
 Melinda A. McDowell 22
 Susan Mitchell 20
 Barbara F. Pappas 15
 Drew R. Rybarczyk 31
 Robin K. Sayres 11
 Thelma Shedrick 3
 Retha G. Smith 25
 Victor M. Tolomei 18
 Karen W. Wiggins 6
 Hope M. Yarborough 7

WakeMed Cary Hospital

April

Abo Obidah Abazid 13
 Betty Beaman 16
 Carol Clark 17
 Vivian Collins 15
 April Cooper 17
 Ruth Cornwell 5
 Caroline Deal 17
 Lauren Deal 17
 Alisha Gumber 22
 Barbara Hall 6
 Philippa Hertrick 18
 Vera Jarman 11
 Harriet Kelner 22
 Olga Long 18
 Megan Lucovsky 24
 Martha Miuccio 26
 Georgetta Paskoff 15

Hetal Patel 29
 Shanila Patel 10
 Lindsey Potts 7
 Barbara Scher 29
 Karan Singh 14
 Kristin Smith 11
 Diane Stephens 12
 Deneen Taylor 25
 Olga Tkachenko 17
 Linda Tuffey 28
 Sai Vadakkevedu 20
 Jane Warner 8
 Brenda Yarborough 23

May

Suzanne Askar 29
 Alison Barnes 13
 Ruth Blaine 10
 Regina Brest 9
 Sherry Bunce 18
 Mayrene Castleberry 20
 Loretta Consiglio 13
 Pramila Domadia 2
 Devin Donahue 16
 Ann Drake 10
 Noelle Duval 2
 Arlene Feinman 30
 Stacey Gibbs 16
 Sarra Hassan 30
 Fadia House 6
 Henry Jessup 20
 Sahar Kazemzadeh 20
 Vivian King 21
 Toni Longobardo 15
 Marian Lucas 18
 Andrea McLamb 19
 Karen Molnar 23
 Joan Morelen 17
 Nancy Tombaugh 4
 Margo Totten 12
 Robin Trew 12
 Carmen Ubiera 10
 Aileen Webster 19
 Barbara Williams 10
 Ida Williams 5



PLACEMENT OPPORTUNITIES



WakeMed Raleigh Campus

Conference Center:

Monday – Friday, 2-4 hour shifts,
8 am – 4 pm

Volunteers are responsible for greeting visitors and acting as directional resource for customers. Will assist Conference Services staff with programs as needed. Can accept direction and carry out instruction. Ability to learn tasks such as WakeMed phone skill. Computer skills and/or typing skills preferred, but not required.

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!

Human Resources:

Monday – Friday, 2 – 4 hour shifts,
8 am – 4 pm,

File documents in alpha and numeric order. Ability to stand and bend. Enjoy working independently.

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.

Reach Out and Read:

Monday – Friday, 2 – 4 hour shifts available,
8 pm – 4 pm

Volunteers read to children waiting to be seen by physicians and/or other medical personnel in CMA/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.

WFP OB-GYN

Monday – Friday, 2 – 4 hour shifts
Volunteers assist with clerical assignments such as pulling and filing chart. Volunteers transport patients when necessary. Ability to move freely about the facility, good communication skills, ability to file and collate.

Cary Hospital

Apex Healthplex ED
Friday, Saturday, Sunday & Monday –
evenings 6 pm – 10 pm

Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

Atrium Ambassador

Tuesday & Thursday, 8 am – 12 pm
Volunteers enhance customer service by greeting patients and visitors entering Cary Hospital. Volunteers provide assistance needed to assist patient and visitors wayfind effectively and to provide basic wheelchair transport as needed. Positive interaction skills a must!

ED Back

Wednesday (2nd & 4th of month),
7 pm - 10 pm

Stock supplies, run errands, attend to comfort needs of patients, patient transport and more.

Hospitality Pets

Thursdays (1st, 3rd & 5th), 10 am – 12 pm;
Fridays, 6 pm – 8pm

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

Observation Unit

Monday, Wednesday, Thursday and Friday afternoon/evening hours
Assists nursing staff by carrying out non-medical duties such as stocking supplies, errands, transport, seeing to comfort needs of patients and clerical assistance.

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

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.

Donations Needed for Volunteer Services — 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 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.

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

Blood Drive Results

Blood Drive – WakeMed Raleigh Campus

Kudos to the following volunteers who staffed the registration and canteen areas of the March 3, 2010 Blood Drive: Jama DiSorbo, Ben Citero, Doris Allen, Rebecca Tart, Caroline LaRue and Chris Hammond. We also appreciate the efforts of all of our WakeMed recruiters. It is hard to believe we that we had a 2 hour school delay due to snow, but we finished with 53 pints at the a.m. session (goal post drive reduced from 80 to 50 due to weather) and 63 pints in the p.m. session on goal of 55 pints at the Raleigh Campus. The Corporate Center finished with 31 pints on a goal of 30 (raised from 25). This is a total of 147 lifesaving pints of blood that can be used to save 441 lives! Once again WakeMed has shown its dedication to excellence and commitment to the community.

Attention: Makers of patch work quilts

Six months ago my sister had a cerebral embolus and was in the Emergency Room at Western Wake.

The air conditioning made the room cold and it was early in the morning. She was waiting for a room assignment. A pleasant lady came by, spoke to us, and left a patch work quilt made by Western Wake volunteers.

My sister is in Heartfield now and yesterday when I saw the quilt at the foot of her bed, I realized that we had never thanked those who made it and told them how much she has enjoyed it.

Thank you.

Sincerely,

Raymond T. Doyle, M.D.

Special thanks to Jim Baireuther for showcasing his talents by playing the piano during employee appreciation week in December at WakeMed Raleigh Campus.

Our Condolences To

WakeMed Cary Hospital

Mary Chapman: Death in the family

Henny Dowd: Death in the family

Henry Jessup: Death in the family

Jacqueline Roper: Death in the family

Deneen Taylor: Death in the family

Thinking of the Following Volunteers

WakeMed Raleigh Campus

Emily Edquist

John Griswold

Lorraine Oken

Denise Rohr

WakeMed Cary Hospital

Mona Eltaraboulsi

Mayrene Castleberry

Gina Harry

Mary Price

Congratulations

WakeMed Cary Hospital

Congratulations to Claire & George Katz celebrating 65 years of marriage on April 18.

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

Ann Foster Workshop

Apex Abiding Presence

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

Volunteer Orientation

WakeMed Raleigh Campus

- Monday, April 12, 2010
Conference Dining Room, 5:30 pm- 8:30 pm
- Wednesday, April 14, 2010
Conference Dining Room, 9:30 am- 12:30 pm
- Monday, May 3, 2010
Conference Dining Room, 5:30 pm- 8:30 pm
- Wednesday, May 19, 2010
Conference Dining Room, 1:00 pm- 4:00 pm

WakeMed Cary Hospital

- Tuesday, April 6, 2010
Conference Center, 5:30 pm – 9 pm
- Tuesday, April 20, 2010
Conference Center, 8:30 am – 12 pm
- Thursday, May 6, 2010
Conference Center, 5:30 pm – 9 pm
- Tuesday, May 18, 2010
Conference Center, 8:30 am – 12 pm

Tour Dates

WakeMed Raleigh Campus

- Thursday, April 15, 2010
Main Visitor Lobby Near Gift Shop,
6 pm- 7:30 pm
- Wednesday, April 28, 2010
Volunteer Services, 1 pm- 2:30 pm
- Monday, May 10, 2010
Main Visitor Lobby Near Gift Shop,
pm-7:30 pm
- Wednesday, May 12, 2010
Volunteer Services, 9:30 am-11 am

To register, please call 919-350-8293

WakeMed Cary Hospital

- Thursday, April 8, 2010
Volunteer Services, 7 pm
- Thursday, April 22, 2010
Volunteer Services, 10 am
- Monday, May 10, 2010
Volunteer Service, 7 pm
- Thursday, May 20, 2010
Volunteer Services, 10 am

To register, please call 919-350-2363.

Calendar of Events

WakeMed Raleigh Campus

- Spring Health Screening Event
Monday, April 19, Andrews Center
12 pm —3 pm
- Infinite Electronics Sale
Tuesday, May 4, Andrews Center,
Rooms 5 & 6, 7 am—4 pm.

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

WakeMed Cary Hospital

- Spring Health Screening
Thursday, April 8, Cardiopulmonary Dept.
10 am to 4 pm
- Uniforms 2U2 Sale
Friday, April 23, Conference Center
7 am – 4 pm

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

Heart Saver Class:

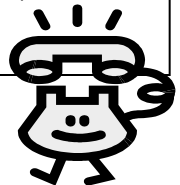
Monday, May 3, 1 pm to 4 pm

*Call Education Services 350-2409
to register.*



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

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





NATIONAL VOLUNTEER WEEK
APRIL 18-24, 2010
THANK YOU!!!

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, former 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