FY18 ANNUAL VOlunteer services IMPACT REPORT

Volunteer Hours
System – 134,492
Raleigh – 69,027
Cary – 63,137
North – 2,328
151 Departments Supported

Adult Programs
52% – 54,963 hours
Sewing Individuals/Groups
30% – 69,642
Junior Volunteers
18% – 9,887

Additional Volunteer Locations
Apex Healthplex, Brier Creek Healthplex, Garner Healthplex, Clayton Medical Park, WakeMed Physician Practices offices, the Business Center, Corporate Center, Cambridge Village of Apex, and Outpatient Rehab
By the Numbers

During the past year, The Volunteers have contributed more than 134,492 hours of their time, as well as their talents and financial support to augment the services offered by the health system, and to help provide a caring environment for our patients and families. The hours they generously gave to the WakeMed mission last fiscal year equate to:

**Total Dollar Value:** $3,148,458*
**Total FTEs:** 64

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<th>FY18 Outcome Metrics</th>
<th>FY18 Operations Metrics</th>
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<tr>
<td>Total volunteer hours contributed</td>
<td>College students participating in programs</td>
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<td>Average # volunteers per month</td>
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<td>Salary equivalent Independent Sector National</td>
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<td>Evaluations distributed to departments</td>
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<td>% Evaluations completed</td>
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*NC dollar value: $23.41

**Hospitality Pets**

This year 32 teams averaged 376 visits to patients a month for a grand total of 4,516 visits. Pet/person teams have made more than 93,389 visits since the program started in 2000.

**Huggables/Hats/Quilts**

Our sewing volunteers contributed 69,642 hours to complete baby hats, huggables, and many other handmade items. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year.

Total Funds Raised By The Volunteers in 2018

**$92,684**

The Volunteers raised funds through vendor sales, online uniform sales, Blossoms for Life (honors/memorializes a loved one at Cary Hospital), WakeMed Gives (employee giving campaign) and infant photo contracts. The Volunteers used these dollars to support programs and initiatives for patients, families, WakeMed departments and employees. This past year, the Volunteers contributed $69,801. As members of the WakeMed family, the work of the Volunteers is helping us achieve both our mission and vision for the community in several ways.
Preferred Partner

**Blossoms for Life** – A special fundraising program developed by The Volunteers at WakeMed Cary Hospital to raise funds for programs and services throughout the hospital. The fundraiser offers individuals the opportunity to honor or memorialize a friend or family member. It is a unique way to say thank you for care received, remember a loved one and celebrate a special life event.

**Reach Out and Read** – The Volunteers at WakeMed Raleigh Campus provided funds for the purchase of new books to be distributed to well-visit patients ages 6 months to 5 years who are seen in the WakeMed Physician Practices Pediatric Clinic. This national literacy program has been the recipient of grants from National Reach Out & Read based upon community support and distribution of books.

Healthy Community

**Cardiac Rehab Scholarships** – The Volunteers at WakeMed Raleigh Campus provided scholarships funds for patients in need who would benefit from WakeMed Cardiac Rehab. The WakeMed Healthworks staff identifies individuals who qualify for financial support and who otherwise would not be able to complete a key part of recovery from a cardiac episode. The classes include education about nutrition and exercise, participating in exercise classes and more.

**Rainbow Fund** – The Volunteers at WakeMed Cary Hospital provided funds to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions.

Innovation

**Baby Packet Supplies** – The Volunteers at WakeMed Raleigh Campus provided funding for the purchase of onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

Extraordinary Team

**Tea for the Soul** – The Volunteers at WakeMed Cary Hospital provide funding for Spiritual Care Services to offer refreshments in quiet, calming locations for all caregivers to take a break.

Highest Ethics

**Parents Time Together** – Parents Time Together is an opportunity for parents who have babies in the neonatal intensive care unit to support each other through sharing common experiences. The Volunteers at WakeMed Raleigh Campus provided funds so that parents can also enjoy meals together during their meetings.

**Huggables/Memory Quilts/Hats** – The Volunteers provide funds to sewing groups so they can purchase the supplies needed to create the huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns, bereavement blankets and more for patients and families. These gifts are distributed via the Friendly Face Cart, Volunteers and by staff to patients.

Financial Health

**WakeMed Foundation** – The Volunteers at WakeMed Cary Campus contributed funds for the Pet Therapy and Education funds. The Volunteers at WakeMed Raleigh Campus contributed funds for the Pet Therapy and Community Population Health Scholarships.
Both of us count it a privilege to have served Cary and Raleigh as President of each Volunteer Board during the past year. Serving on the board gives us an in-depth insight into the accomplishments of each of you who volunteer, devoting your time to WakeMed and helping to make it the great health system that it is! The comments received from those who come through our doors are proof of your dedication and enthusiasm, and we are extremely grateful to each one of you.

Just a few figures in the Annual Report above are truly astounding: 1,376 of you put in 134,492 hours and you helped to raise funds equaling $92,684! Those are heartwarming statistics of willing volunteers, who put others above themselves.

Thank you for your service. Let’s see if we can top those numbers in the coming year! We both look forward to serving you again in 2019.

Rosemary Driver
President
Raleigh Volunteer Board of Directors

Susan Alvey
President
Cary Volunteer Board of Directors

The Volunteer Services Mission

Volunteer Services is committed to improving the health and well-being of our community by providing effective service programs to meet the identified support needs of WakeMed Health & Hospitals, providing desirable and fulfilling opportunities that contribute to patient and family centered care, and connecting individuals to the health care environment through the act of volunteering.