From Our Board Presidents

We are excited to share with you the many accomplishments the Volunteer Services Department and The Volunteers at WakeMed Health & Hospitals have had this past fiscal year.

The Volunteers contributed more than 125,000 hours of service supporting 114 departments across the WakeMed system.

The Volunteers at WakeMed Raleigh Campus and The Volunteers at WakeMed Cary Hospital through their fundraising activities raised $73,900 to support equipment purchases, projects and programs at WakeMed Health & Hospitals.

The devotion of your time and talents has been felt across the entire WakeMed System. That should make you smile!

We thank you for giving us the opportunity to serve as your President of the Volunteer Board. Your dedication and enthusiasm is behind every single accomplishment listed in this report.

Warmest regards from one smile to another!

— THICH NHAT HANH

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.
By the Numbers

During the past year, The Volunteers have contributed more than 125,206 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:** $2,949,865*

**Total FTEs:** 59

### Outcome Metrics FY16
- Total volunteer hours contributed: 125,206.50
- Individuals participating in programs: 1,511
- Average # volunteers per month: 742
- FTE Equivalent: 59
- Salary Equivalent Indep Sec National: $2,949,877
- Salary Equivalent Indep Sec State: $2,739,529
- Salary Equivalent WM S09 2nd Quartile: $1,772,931
- Funds raised by Volunteer organizations: $73,990
- Funds contributed by Volunteer organizations: $78,797
- Adult Volunteer satisfaction annual survey results: 86.47%

### Operations Metrics FY16
- College students participating in programs: 197
- Number of colleges represented: 31
- Volunteers employed by WakeMed: 11
- Candidates interviewed: 654
- New Volunteers completed placement processes: 592
- Volunteers oriented: initial and annual: 876
- Special projects completed: 24
- Active department based placements: 168
- System wide placements (mail/flowers, transport): 34
- Departments served: 114
- Hospitality Pets teams active: 37
- Hospitality Pets visits to patients: 4,775
- Evaluations/adult: distributed to departments: 325
- % Evaluations/adult: Completed: 100.00%
- Patient Relations Visits: 3,943

*NC dollar value: $23.56

### Hours by Program
- **Adult Programs**
  - Hours: 58,474.50 hours
- **Sewing Individuals/Groups**
  - Hours: 58,218.25 hours
- **Junior Volunteers**
  - Hours: 8,513.75 hours
- **FY16 Total Hours**
  - Total: 125,206.50 hours

### Who Are Our Volunteers?
- **Adult In-House**
  - Percentage: 42%
- **Sewing Individuals/Groups**
  - Percentage: 31%
- **Junior Volunteers**
  - Percentage: 14%
- **College Students**
  - Percentage: 13%
Where Our Volunteers Serve

Total Volunteer Placements: 168
Total Departments Served: 114

Locations: Raleigh Campus, Cary Hospital, North Hospital, Apex Healthplex, Brier Creek Healthplex, Garner Healthplex, Clayton Medical Park, WakeMed Physician Practices offices, the Business Center, Corporate Center, and Rehab Services at Kraft Family YMCA.

Hospitality Pets
This year 37 teams averaged 304 visits to patients a month for a grand total of 4,775 visits. Pet/person teams have made more than 77,800 visits since the program started in 2000.

Huggables/Hats/Quilts
Our sewing volunteers contributed 58,218.25 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.

Volunteer Dollars: Working Hard for Our Mission

The 2016 volunteer fundraising efforts yielded $73,990. 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.

STAXI® Chairs – Guest Services received $5,542 from The Volunteers at WakeMed Cary Hospital to purchase STAXI chairs. The chairs are easy for the volunteers to push and can also be self-propelled. They can carry up to 500 lbs. and are easy for patients to get in and out of.

Congestive Heart Failure Scales – The Volunteers at WakeMed Raleigh Campus provided $924 to the Heart Center for the purchase of 30 scales for low-income heart failure patients.

Huggables/Memory Quilts/Baby Items – The Volunteers provided $4,771 to buy supplies to create lap robes, stuffed animals, shawls, preemie items, baby gowns and more.

Magazine Subscriptions – The Volunteers at WakeMed Raleigh Campus provided $272 to buy magazines for patients.

Reach Out and Read – The Volunteers at WakeMed Raleigh Campus provided $2,500 to purchase new books for well-visit patients 6 months to 5 years in WakeMed Physician Practices – Pediatrics. Reach Out and Read is a national literacy program.

Tea for the Soul – The Volunteers at WakeMed Cary Hospital donated $500 to Spiritual Care to help them provide refreshments in quiet locations for caregivers to take a break.

Additional Support

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<tr>
<th>WakeMed Cary Hospital</th>
<th>WakeMed Raleigh Campus</th>
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<tr>
<td>WakeMed Foundation</td>
<td>Child Life (multiple departments)</td>
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<tr>
<td>HELP</td>
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<td>Front Entrance Curb Renovation</td>
<td>ENERGIZE!</td>
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<td>ED Pediatric Diversion Equipment</td>
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<td>Professional Membership Dues for Volunteer Staff</td>
<td>Perinatal Loss Cremation Society</td>
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Volunteer Dollars Make a Difference
Contributing to the Strategic Plan

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.

Innovation
The case managers on 4B can provide diapers, bottles, blankets and other important items to immediate-need new moms thanks to a $2,348 contribution from The Volunteers at WakeMed Raleigh Campus. Rehab’s world-class Spinal Cord Injury Program has also benefited from the generosity of the Raleigh Campus-based Volunteers, who provided $3,369 to improve the care delivery and clinical outcomes of patients admitted with new onset, traumatic spinal cord injury.

Wake Way
Diversionary activity packets are now available to children who are waiting for long periods of time in waiting rooms and patient rooms because of a $3,521 donation from The Volunteers at WakeMed Cary Hospital.

Healthy Community
Cardiac rehabilitation is an essential part of the recovery process after a heart attack or heart surgery, but some individuals cannot afford what insurance will not cover. The Volunteers at WakeMed Raleigh Campus contributed $1,371 and The Volunteers at WakeMed Cary Hospital contributed $914 to WakeMed Rehabilitation to help make cardiac rehab available to these individuals. With their contribution of $3,620, the Volunteers at WakeMed Cary Hospital continue to support the important Rainbow Fund, which provides medications to immediate-need patients who cannot afford their initial prescriptions.

Highest Ethics
With a $2,652 donation, The Volunteers at WakeMed Raleigh Campus supported the effort to provide meals to parents of infants in the Neonatal Intensive Care Unit. The meals are provided at a time and location in which parents can gather with other parents to share experiences and support one another.

Culture of Safety
The Volunteers at WakeMed Raleigh Campus provided $610 to the Special Infant Care Clinic for the purchase of infant car seats, supplies, transportation vouchers and medications for infants and their families when no other monetary resource was available.

Extraordinary Team
The Volunteers at WakeMed Cary Hospital provided $2,300 to a clinical nurse to attend the Magnet conference and learn innovative approaches to care delivery.

Financial Health
The Volunteers at WakeMed Raleigh Campus contributed $10,000 toward their $30,000 pledge for Labor & Delivery renovation.