October - December 2016

This edition of the HeartBeat is dedicated to Carl Martin and Michael Schwab who will be greatly missed.

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Updates from the Director

Greetings WakeMed Volunteer team! It is hard to believe 2016 has come to a close as we finish all of our processes and wrap up another wonderful year of service to our patients and WakeMed family.

I want to draw your attention to the Annual Report listed further in this edition of our newsletter. This provides a great overview of your many wonderful accomplishments this year. The format for this important document has been revised and I want to thank Jackie Kennedy, Volunteer Services Manager; and Roslyn Banks, Guest, Retail, & Volunteer Services Specialist for leading this improvement. We are so thankful to work with such an extraordinary team in support of the mission and aspirational goals of our healthcare system. I hope as you read through this report, you will be inspired as I was by the level of service and impact you have on our organization and community as a whole. It is through your collective efforts that we are able to achieve so much.

It is our wish that you are able to enjoy a safe and delightful holiday season. We look forward to another great year of service with you in 2017!

Sincerely,
Chris Gage, MBA, CAVS
Director, Guest Retail & Volunteer Services
919-350-8005
Meet the Staff of Volunteer Services

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Guest Retail and Volunteer Services
919-350-8005
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919-350-8601
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zgraham@wakemed.org
As indicated from The Volunteers Annual Report, you can see this past year has been a busy one! The devotion of your time and talents have been felt across the entire WakeMed System. That should make you smile! Matter of fact, one of the first things many of us see as we enter WakeMed is a smile.

Webster defines a smile:
(smil) n.
A facial expression characterized by an upward curving of the corners of the mouth and indicating pleasure, amusement, or derision. v. smiled, smil-ing, smiles

While this definition is certainly true, studies have indicated that the act of smiling can elevate your mood and the mood of those around you. Still others have found a strong link between good health, longevity, and smiling. Other articles reference that we are naturally drawn to people who smile.

Smiling can actually help reduce stress. Smiling can trick the body into helping you elevate your mood because the physical act of smiling actually activates neural messaging in your brain. A simple smile can trigger the release of neural communication boosting neuropeptides as well as mood-boosting neurotransmitters like dopamine and serotonin. So the act of smiling actually helps the human immune system to function more effectively. When you smile, there is a measurable reduction in your blood pressure. Studies have shown that smiling releases endorphins, natural pain killers. Most importantly, studies have shown that just the act of smiling, whether the result of real joy or an act, can have both short- and long-term benefits on people's health and wellbeing. Think of smiling like a natural anti-depressant.

Smiling not only has the power to elevate your mood, but it can also change the moods of others around you. I guess all this means is that this past year, and in the coming year, we all have an impact on healthcare just by wearing a smile!

"Sometimes your joy is the source of your smile, but sometimes your smile can be the source of your joy."
Thich Nhat Hanh

Respectfully Yours,
Sharon LaRusch
President, Raleigh Volunteer Board of Directors

Sources
Hello All,

It is exciting to serve on the Volunteer Board of Directors.

The new board officers were installed at the October board meeting. Our officers remained from last year which made for a very smooth transition. We also had three new members join the board for fiscal year 2017. The addition of our three new board members insures we will have a diverse perspective on any item that comes to the board’s attention.

The board officially approved the 2017 budget at the September board meeting. We approved a $13,000 funding request made by Tom Gough, senior vice president & administrator, Cary Hospital; to enable the furniture in the Woman’s Pavilion and Birthplace to be replaced. The present furniture was beyond repair or refurbishment and we are happy to support this needed improvement. There will be a plaque installed acknowledging the funding of this area by the WakeMed Cary Volunteers.

Our volunteer services director, Chris Gage, clarified the role of the officers, directors, and staff at the October meeting. She also clarified the roles for each of our committees. For this year, our committees will include: Executive, Nominating, Finance, and Fundraising in order to provide a focus to these areas.

Speaking of the fundraising committee, the board is currently assessing our sales and other fundraising efforts. While we refine our strategy, I encourage all of you to come out and support our various fundraising events throughout the year as this is what enables us to provide much needed financial support to the funding requests received in support of programs and services from departments.

In closing, I would like to wish all volunteers a happy, enjoyable, and safe holiday season. I look forward to working with you all in the coming year.

Volunteers at WakeMed Cary Hospital Campus Board of Directors:

Joe Esmond, President
Beth Turner, Treasurer
Barbara Williams
Bob Rafferty
Lois Dziedzic
Susan Coulter
Dan Kamykowski

Susan Alvey, Vice President
Susan Recorr, Secretary
Bob McAlister
Denise Galloway
Nancy Riefenhauser
Tim Shoriak

Respectfully Submitted
Joe Esmond
President, Cary Volunteer Board of Directors
Volunteers Make a Difference

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!

Joe Esmond
President
Cary Volunteer Board of Directors

Sharon LaRusch
President
Raleigh 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.
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**

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY'16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total volunteer hours contributed</td>
<td>125,206.50</td>
</tr>
<tr>
<td>Individuals participating in programs</td>
<td>1,511</td>
</tr>
<tr>
<td>Average # volunteers per month</td>
<td>742</td>
</tr>
<tr>
<td>FTE Equivalent</td>
<td>59</td>
</tr>
<tr>
<td>Salary Equivalent Indep Sec National</td>
<td>$2,949,877</td>
</tr>
<tr>
<td>Salary Equivalent Indep Sec State</td>
<td>$2,739,529</td>
</tr>
<tr>
<td>Salary Equivalent WM S09 2nd Quartile</td>
<td>$1,772,931</td>
</tr>
<tr>
<td>Funds raised by Volunteer organizations</td>
<td>$73,990</td>
</tr>
<tr>
<td>Funds contributed by Volunteer organizations</td>
<td>$78,797</td>
</tr>
<tr>
<td>Adult Volunteer satisfaction annual survey results</td>
<td>86.47%</td>
</tr>
</tbody>
</table>

**Operations Metrics**

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY'16</th>
</tr>
</thead>
<tbody>
<tr>
<td>College students participating in programs</td>
<td>197</td>
</tr>
<tr>
<td>Number of colleges represented</td>
<td>31</td>
</tr>
<tr>
<td>Volunteers employed by WakeMed</td>
<td>11</td>
</tr>
<tr>
<td>Candidates interviewed</td>
<td>654</td>
</tr>
<tr>
<td>New Volunteers completed placement processes</td>
<td>592</td>
</tr>
<tr>
<td>Volunteers oriented: initial and annual</td>
<td>876</td>
</tr>
<tr>
<td>Special projects completed</td>
<td>24</td>
</tr>
<tr>
<td>Active department based placements</td>
<td>168</td>
</tr>
<tr>
<td>System wide placements (mail/flowers, transport)</td>
<td>34</td>
</tr>
<tr>
<td>Departments served</td>
<td>114</td>
</tr>
<tr>
<td>Hospitality Pets teams active</td>
<td>37</td>
</tr>
<tr>
<td>Hospitality Pets visits to patients</td>
<td>4,775</td>
</tr>
<tr>
<td>Evaluations/adult: distributed to departments</td>
<td>325</td>
</tr>
<tr>
<td>% Evaluations/adult: Completed</td>
<td>100.00%</td>
</tr>
<tr>
<td>Patient Relations Visits</td>
<td>3,943</td>
</tr>
</tbody>
</table>

*NC dollar value: $23.56

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**Hours by Program**

- **Adult Programs**
  - 58,474.50 hours
- **Sewing Individuals/Groups**
  - 58,218.25 hours
- **Junior Volunteers**
  - 8,513.75 hours

**FY'16 Total Hours**

- 125,206.50 hours

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**Who Are Our Volunteers?**

- **Adult In-House**
  - 42%
- **Sewing Individuals/Groups**
  - 31%
- **Junior Volunteers**
  - 14%
- **College Students**
  - 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

<table>
<thead>
<tr>
<th>WakeMed Cary Hospital</th>
<th>WakeMed Raleigh Campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>WakeMed Foundation</td>
<td>Child Life (multiple departments)</td>
</tr>
<tr>
<td>HELP</td>
<td>$8,792</td>
</tr>
<tr>
<td>Front Entrance Curb Renovation</td>
<td>$4,426</td>
</tr>
<tr>
<td>ED Pediatric Diversion Equipment</td>
<td>Perinatal Loss Cremation Society</td>
</tr>
<tr>
<td>Professional Membership Dues for Volunteer Staff</td>
<td>$3,600</td>
</tr>
<tr>
<td>Women's Pavilion &amp; Birthplace Bereavement</td>
<td>$2,844</td>
</tr>
<tr>
<td>WW2E Video Funding</td>
<td>Professional Membership Dues for Volunteer Staff</td>
</tr>
<tr>
<td></td>
<td>$220</td>
</tr>
<tr>
<td></td>
<td>WW2E Video Funding</td>
</tr>
<tr>
<td></td>
<td>$8,000</td>
</tr>
</tbody>
</table>
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
Diversory 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.
I was born in Philadelphia, Pennsylvania. My parents were both in the military so we moved around the states quite a bit before we finally settled in North Carolina. I graduated from Clayton High School in 2008 where I played soccer. I am one of 11 kids in my family composed of many different backgrounds and races. We are a melting pot family. I was adopted when I was very young. I enjoy volunteering, playing basketball, soccer, listening to my books on tape, building fires, and going on bike rides. At the moment, I volunteer at WakeMed and am looking for permanent employment.

I chose to volunteer at WakeMed because I thought their staff was very caring and I liked the way they treated their patients. I was a patient at WakeMed for nearly 5 months. I was in a bad accident overseas and I did a large portion of my recovery at WakeMed. I saw all the good stuff that the therapist helped me out with. I wanted to be one of those people to help others on the road to recovery.

At WakeMed, I volunteer in the Physical Therapy department. I am responsible for keeping the rooms cleaned, transferring patients to and from their rooms, talking with patients, and playing games to keep their spirits up to help with a speedy recovery. I like volunteering because I remember being a patient and I have fond memories. I think I can help the patients here because I’ve been through a lot of what they have to go through now.

I am from Cary, North Carolina. I attend Wake Early College of Health and Sciences and will be graduating in May 2017 with an Associates of Science degree. I am on the pre-med track with a psychology major. I aspire to be a pediatric surgeon as I love children! My love for the medical field led me to volunteer at WakeMed Cary Hospital. I want to gain experience and exposure to work in a hospital setting. I have been volunteering for over three years.

As a volunteer for 3 West Medical/Surgical Unit, I attend to patients’ needs by feeding, walking, and providing them with blankets, water, and other requested items. Additionally, I aid the nurses in organizing paperwork by creating admission/discharge folders.

In school, I am an active member of several club organizations such as Student Government Association, National Honors Society, Key Club, and HOSA. Moreover, my hobbies include running and dancing.

My loving parents, Hema Venkataganesan and Venkataganesan Sundararajahman, are very supportive of my dreams of becoming a doctor. I have one sibling, Divya Venkataganesan, who is an undergraduate student at UNC at Chapel Hill. She too volunteered, at the WakeMed Cary Hospital in the Emergency Department. She aspires to be a PA.
Wow, What A Volunteer!

Kudos to the volunteer(s) listed below who were recognized by staff, patients, visitors or family members for delivering unsurpassed service. A certificate will be mailed to your home recognizing you for your valuable contribution to WakeMed Health & Hospitals.

9/2016
Philip Greco, RMFR
"Thank you for volunteering at the Ronald McDonald Family Room. We can tell you love doing it. To have a place like this to go to, and have someone like you there to give us a little time to relax and peace of mind while in the hospital. This is our first experience in the hospital with our first daughter and you made us feel special and gave us a chance to calm ourselves. Thank you for being a wonderful volunteer!"

Carlos, Ashley, Alessandra

11/23/2016
Frank Johnson, Rehab: Healthpark Cardiac Rehab
"I just want to say that your volunteer Frank has been a great help to me. He is very kind and supportive. He helps build self esteem by showing that he cares. He’s a good ear to listen. He was once absent and was missed very much, because he is so helpful to us and the nurses. I thank God for his help"

Deborah Simpson

12/14/2016
Cory Harrison, Physical Therapy
Cory has volunteered more than 500 hours since June of 2013 in the Rehab Physical Therapy department. Here is what Cory’s department has to say about him:

“Cory ALWAYS greets everyone he meets with a warm smile and friendly wave! We love having Cory around, he is a true testament of hard work!”

Katie Lee, Rehab Unit 2C

“Cory is always eager to help the patients and staff in the therapy gym. He has a cheerful and upbeat demeanor that lifts patients’ spirits. They also like hearing about his rehab stay and recovery.”

Hope Clark, Rehab Unit 2C

See more of Cory Harrison in the Volunteer Spotlight for the WakeMed Raleigh Campus section.
Veterans Day - November 11, 2016

We would like to recognize and honor our WakeMed volunteers who have proudly served or are serving in the United States Military. Your selfless service for our country is admired and much appreciated.

WakeMed Raleigh Campus

Tyrone Allen – U.S. Navy
William Bell – U.S. Air Force
Wyatt "Budd" Coggins – U.S. Navy
Reid Craft – U.S. Air Force
Cynthia Cruell – U.S. Army
James Davis – U.S. Army
Paul Fausneautch – U.S. Army
Robert Gelinas – U.S. Air Force
Ed Goetz – U.S. Army
Philip Greco – U.S. Marine Corps
Melissa Horton - U.S. Army
Frank Johnson – U.S. National Guard
Thomas Lankster – U.S. Army
Norman LaRusch – U.S. Army
Susan Legatowicz – U.S. Air Force
Blanche Malinoski – U.S. Army
Holly McCoy – U.S. Army
Ada Menser – U.S. Army
William Miller – U.S. Army
Jesse Murphy – U.S. Army
Josiah Whitehead – U.S. Army

WakeMed Cary Hospital

Bill Ayars – U.S. Navy
Henry Barrett – U.S. Army
Ronald Bostick – U.S. National Guard
Wyatt "Budd" Coggins – U.S. Navy
Michael England – U.S. Navy
Joe Esmond – U.S. National Guard
Prentice Faircloth – U.S. Air Force
Robert Gelinas – U.S. Air Force
John Grau – U.S. Army
David Greybill – U.S. Army
Bill Helton – U.S. Air Force
Larry Hemmings – U.S. Navy
Sol Holcher – U.S. Army
Brenda Kimble – U.S. Air Force
Robert Lukaszewski – U.S. Navy
Bob McAllister – U.S. Air Force
Bill Park – U.S. Army
Ernie Parker – U.S. National Guard
William Pugliese – U.S. Marine Corps
Bob Rafferty – U.S. Navy
Jim Ryals – U.S. Air Force
Jeffrey Schmitt – U.S. Marine Corp
Mike Schuler – U.S. Navy
Drew Smith – U.S. Air Force
Leo Stander – D.O.D.
Carolyn Wiggins – U.S. Navy
Volunteer Policies & Procedure: 
Corporate Image & Appearance

Volunteers should always maintain a professional appearance. Volunteers are often the first impression of the hospital for visitors. A volunteer’s uniform and ID badge is to be worn while on duty.

**Appropriate Attire while on Duty:**
- Clothing must be clean, neat, pressed, and non-tattered.
- Clothes and shoes must be in good repair.
- Closed-toe shoes. Comfortable walking shoes with rubber soles and low heels are recommended.
- Wear black, khaki or dark colored professional casual pants. **Exception: Some placement areas may require a specific dress code.**
- Shirts and blouses designed with shittails must be tucked-in unless the apparel is designed to be worn on the outside.
- Dresses / skirts must be a professional length.
- Hair must be clean, neat, dry, and well-groomed, as well as professional in style and color. (If required for infection control standards, hairnets or other hair covering must be worn).
- Cleanliness of body / good dental hygiene are to be observed at all times.
- Visible tattoos may not be offensive or excessive.
- Ear gauges are not allowed.

**Inappropriate Attire While on Duty:**
- Soiled, spotted, wrinkled or stained clothing.
- No scrubs. (Exception: approved Volunteer Services designated areas only.)
- T-shirts and denim clothing of blue jean color. (Exception: approved Volunteer Services designated areas only.)
- Warm-up suits, sweatshirts / pants, shirts, hoodies.
- Transparent, see-through, low-cut or revealing clothing.
- Leggings without a long shirt or dress covering them. Top should be no shorter than 2 inches above top of knee.
- Shorts, skorts or capri pants (mid-calf in length).
- Hats or other head coverings except as required as part of a uniform or for religious purposes.
- Apparel with advertising for other businesses. (This does not include clothing with brand emblems, such as those with polo players, alligators, etc. Those are acceptable).
- Visible pierced accessories other than maximum two (2) earrings per ear.
- Undergarments that are visible.
- Any apparel that poses obvious danger to self or others, such as open-toe or shoes with holes in critical areas.

**Make-Up / Fragrances / Jewelry:**
- Make-up must be conservative and tasteful.
- Jewelry must be appropriate and safe based on the working environment.
- Fingernails must be an appropriate length based on job responsibilities and polish must be neat and unchipped if worn.
- Artificial nails (acrylic, gel, silk, press-on, etc.) are not allowed for patient care volunteers due to infection control issues that have been confirmed by the Centers for Disease Control and Prevention. Food services personnel may not wear artificial nails, unless gloves are worn at all times.
- Due to the fact that many people are allergic to fragrances such as cologne, etc., Volunteers are asked not to wear strong scented fragrances.
Holiday Donations & Toy Drive

Our Annual Children’s Toy Drive held on December 13 and 17 was a great success! We'd like to thank all the individuals and companies who donated toys to our toy drive.

Amanda Blough
Amy Brown
Amy Clarke
Angela Hardison (Thirty-One Gifts)
Anne Bond Bonpain
Ashley & Eamon Keener
Ashley White
Ashton Swank
Barbara Jones & Diane Ryals
Bernetta Butler
Brandon Dorsey
Burdick Family (Matthew, Keicha, Lilly, Bryon)
Caitlin & Davis Roach
Cambree Slodzian
Carney Reid
Caroline & Jack Davis
Chantell Long
Crystal Arellano-Navarro & Yubir Salinas
Dominique Bryant-Jones
East Garner Middle School
Edith Cheek (Beta Lambda Philos)
Elaine Yue
Eric Paro (Greystar Property Management)
Eva Guarino
Ganesh Tangella (NC Dept. of Insurance)
Gary Lazetera (Knights of Columbus)
George McCartney
Glenda Murray (Longview Baptist Church)
Greta Albritton
Haase Family
Hannah Hetrick
Jean Neese
Jennifer Martinez & Karen Cortes
Joseph & Alyssa Pierce (Go, Calendar & Game)
Judy Newsome & Laura Carlson (Town of Cary)
Kate Hutchison
Kate Lawrence
Katherine Despotes

Kathleen Cunningham (Petsmart #1170)
Katie Greene (Katie’s Kidz)
Lori Carson (Girls on the Run)
Lyle Farrar
Lynne Raha (Olde Raleigh Ladies Club)
Manuel Ronstadt (Raleigh Rescue Mission)
Maressa Hakos
Margaret Reid
Mary Ann Oberholtzer (Ryan’s Case for Smiles)
Mary Margaret Reynolds
Maureen Perlette
Michael Stvard (Church at Clayton Crossing)
Michelle Vesel (Bricks 4 Kidz)
Natalie Cox
Neuschaeffer Family
Nicole Hathaway
Nicole Porter (Kraft YMCA)
Nikki Huebner
Paige Marsh
Rebecca Brandes & Trevor Fachks (Ravenscroft HOSA)
Rebecca Ledbetter (Cottman Transmission)
Sally Archer
Samantha & Sean Price
Sandra Baker
Sarah & Brody Culton (St. Timothy’s Church)
Simone Green’s Giraffe Class (Wanda’s Little Hands Educational Center)
Sonya Coenen (Riley’s Rainbows)
Spencer Busby Menzel
Springfield Baptist Church
Suzanne & David Kerstine
Tara Page
Taylor McKain
Victoria Mooney (Dillard Drive Elementary)
Watts Baptist Church
Wendy Tucker
Will & Ferebee Plyler
William McCartney
WakeMed Cary Hospital
WakeMed OR Cluster 1
WakeMed Organizational Development
WakeMed Transfusion
WakeMed Urology
Yasmine Hossamy
We’d also like to thank all the staff and volunteers who assisted with the toy drive.

Cassandra Bolduc – Exec. Assist. Foundation
  Catherine Allen – Representative, VS
  Chris Ketner
  Denise Rohr
  Erica Occena
  Erin Philips – Child Life Specialist, CED
  Jackie Kennedy – Manager, VS
  Katrina Akins
  Kiara Glydell Gamayot
  Luvenia Waters
  Mindy Miley – Child Life Specialist, PEDS
  Sunisha Barbee – Child Life Specialist, PEDS
  Susan Legatowicz
  Thomas Lankster
Guest Ambassadors

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

Nnennaya Asi – “Took me in a wheelchair to where my mother was. She also took me to the store and was very nice.”

Nnennaya Asi – “Patient oriented! Great Guest Ambassador!”

Emily Benz – “She did a great job of taking me from my mother’s room to my car parked in the handicapped area.”

Emily Benz – “She took her time and was careful of bumps – I have a broken tibia and my leg is in a brace. Kudos to Emily!”

Brenna Christman – “Heart Center visitors complimented her service!”

Rosemary Driver – “Great concierge service!”

Kayla Fuller – “Great job wheeling me to my mom’s room!”

Kayla Fuller – “Great job!”

Joseph Gibbs – “Joey did an awesome job today. He took me to Au Bon Pain and then to my car. My leg is broken and it is difficult to get around.”

Joseph Gibbs – “He was patient and very “patient” focused.”

Linda Fowler – “Linda did a wonderful job pushing my wheelchair to my mother’s room because I have a broken leg. She even took me to get a soda!”

Linda Fowler – “Love her!! She is awesome!”

Brittany Lawson – “Thank you dear volunteer for being here to help!”

Brittany Lawson – “Brittany was wonderful!! My friend had a heart attack, but was discharged before I could see her.”

Rohith Raman – “Said he liked what he is doing….customer service is rare and so is Rohith!”

Rohith Raman – “Very nice and personable – he picked me up from Patient Registration and wheeled me to my mother’s room as I have broken my tibia and it is very difficult to walk. He raised the foot pedal for leg elevation.”

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

. a job well done!
UPDATE
September 23, 2016

WakeMed Submits Proposal to Re-establish Health Services in Franklin County

Proposal includes telemedicine, triage / diagnostic center, behavioral health services

WakeMed submitted a proposal to the Franklin County Board of Commissioners to re-establish health services in the existing Franklin County Medical Center building in Louisburg. WakeMed was one of three organizations to submit a proposal in response to the Board of Commissioners’ request. The other participating organizations are Duke LifePoint and Franklin County Healthcare Hospital & Practice Accountable Development Group.

Since the Franklin County Medical Center closed its doors nearly a year ago, local residents and families have been without convenient access to urgent health care services. WakeMed’s proposal outlines our intention to bring needed health services back to Franklin County and offer behavioral health solutions to residents both in the county and the surrounding region.

WakeMed’s proposal included the following three components:

On-Scene Telemedicine Care with RelyMD
WakeMed, in partnership with Wake Emergency Physicians, PA (WEPPA), would implement RelyMD, a telemedicine product, in Franklin County EMS units to connect patients with an emergency medicine physician day or night. This would allow EMS providers to confer with Board-certified emergency medicine physicians in real-time regarding diagnosis and treatment options for low-acuity patients.

Medical Diagnostic and Triage Center
Primary and After-Hours Care
This Center would help meet Franklin County residents’ need for primary and after-hours medical care. It would be open 12 hours a day, 7 days a week and provide treatment for minor illnesses and injuries in the existing Franklin County facility as well as general laboratory and radiology services.

Behavioral Health Services
The need for inpatient behavioral health services is growing, and existing regional and statewide resources are not able to meet the demand. As part of our proposal, WakeMed would develop an adult behavioral health service with the potential for up to 60 inpatient beds as well as associated outpatient services in the existing Franklin County facility.

The proposal is now with the Franklin County Board of Commissioners for review.
UPDATE
October 31, 2016

WakeMed Receives ‘B’ Hospital Safety Scores from The Leapfrog Group
WakeMed Raleigh Campus and WakeMed Cary Hospital each received a Hospital Safety Score of ‘B’ from The Leapfrog Group, a national nonprofit organization that works to initiate improvements in the safety, quality and affordability of health care for all citizens by promoting transparency and value-based hospital incentives. The Leapfrog Group publishes scores in the spring and fall; the fall 2016 scores for all hospitals nationwide were made public today.

Why Are Leapfrog Scores Important?
WakeMed uses The Leapfrog’s Hospital Safety Score as one of the metrics for our Strategic Plan aspirational goal related to Quality, which is to become one of the top 10 health systems in the nation. As recently reported, WakeMed has also incorporated The Leapfrog Hospital Safety Score system into our FY2017 WakeShare formula. Starting with FY2017, fifty percent of our Potential WakeShare Payout Pool will be funded only if both Raleigh Campus and Cary Hospital earn an ‘A’ Hospital Safety Score. While there are many organizations that rate and score health care systems, WakeMed chose to use The Leapfrog Group for these measures because they incorporate both public and self-reported data (including dozens of individual measures) to grade hospitals on their overall performance in keeping patients safe from preventable harm and medical errors.

Raleigh Campus Overview
The Raleigh Campus has been rated a ‘B’ consistently for the past several years, which is a very good score for a large, community-based trauma center, and most of our measures fall well above the national average when compared to similar hospitals.

The greatest areas of opportunity for Raleigh Campus continue to be infection rates such as Catheter Associated Urinary Tract Infection (CAUTI), Central Line Associated Bloodstream Infection (CLABSI) and C. Diff. infection rates, among others. We’ve made significant improvement in these measures since last year and continue to focus on the use of evidence-based care to continue reducing hospital-acquired infections. Since the last reporting period, Raleigh Campus has also reduced patient injury rate and length of stay.

Cary Hospital Overview
The Leapfrog Group scores are based on our performance as compared to all other participating hospitals (bell curve). As a result, even though many of our individual measures improved at Cary Hospital, their official score downgraded from an ‘A’ to a ‘B’. Cary’s final score missed the ‘A’ mark by just 2/1000ths of a point. Cary Hospital’s greatest areas of opportunity since the last reporting period include our C-section and episiotomy rates, which have increased. At the same time, Cary Hospital has done an exceptional job reducing the incidence of pressure ulcers as well as CLABSI and CAUTI rates.

“In healthcare, it takes teamwork from every employee – both at the bedside and throughout the entire system – to ensure our patients receive the highest quality of care at every interaction,” commented West Paul, MD, PhD, senior vice president, chief quality & medical officer. “To achieve this, we must continue to focus on not only improving our scores, but on promoting a culture that encourages the reporting of errors and near-misses, and inspires all members of our team to constantly identify areas of improvement through our Wake Way 2 Excellence Journey. These critical efforts – which put our patients and their families at the center of everything we do – will help us on our journey to become a top 10 hospital in the U.S. for quality.”
Our Thoughts . . .

Thinking of you

WakeMed Raleigh Campus
Catherine McDonnell
Donna Ditomasso
Lita Barr
Sherman Driver
Teresa Scofield

WakeMed Cary Hospital
Allonia Holmes
Barbara Cooperwheat
Bud Barrett
Christine Wallace
Connie Sinha
Darrell Anderson
DJ Stubb
Drew Hegemen
Hazel Solcumb
Ivy-Lynn Jackson
Jane Bird
Judy Rea
Mary Jo Cercy
Mel Perkins
Merilyn Mitchell
Mike England
Rachel Polsky
Tina Seagroves
Tina Smith
Vivian Collins
William Eberbach

Congratulations

WakeMed Raleigh Campus
Jessica Salazar – birth of son
Sandra Schmitt – birth of granddaughter
Valerie Perry – marriage of daughter
Randa to David Snow on
September 24, 2016

WakeMed Cary Hospital
Joan Morelean – birth of granddaughter
Rachel Keeter – newly engaged
Michael Bleyer – accepted into the residency
program
Phillip Kayser – accepted into the residency
program

If you would like for us to add your special remembrance, anniversary, births, etc.,
please call your Volunteer Services department.
WakeMed Raleigh Campus 919-350-8293
WakeMed Cary Hospital 919-350-2363
Our Sympathies to:

**WakeMed Raleigh Campus**
- Ann Brown – loss of family member
- Bettie Taylor – loss of family member
- Denise Feighery – loss of family member
- Janice Haywood – loss of family member
- Jim Davis – loss of family member

**WakeMed Cary Hospital**
- Angela Fowler – loss of family member
- Jackie Winston – loss of family member
- Marc Pion – loss of family member
- Maria Franco – loss of family member
- Mickey Sund – loss of family member
- Thomas McFadden – loss of family member

in Memory of Our Volunteers

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

Carl B. Martin, was a volunteer for the Raleigh Campus from 1989 to 2011 contributing almost 3,500 hours. He worked in the chart room creating charts for the many departments of the hospital; and also visited patients using the Friendly Face Cart. He was loved by all and will be greatly missed.

Michael Schwab, was a volunteer at the Raleigh Campus and visited patients with his beloved schnauzer Jack. He volunteered from 2010 to 2011 and contributed almost 20 hours. He will be greatly missed.

Ramis Chowdhury – Guest Ambassador
"I volunteered 6 hours a week and it was a great experience. I was kept fairly busy, and could talk with the guests and receptionists. It was as fun as volunteering gets and I genuinely appreciate the opportunity to work here."

Anthony Gorham – Facility Services
"It was great volunteering for WakeMed. A pleasant environment with great and helpful people. I truly enjoyed my time while I volunteered. Thank you for the opportunity."

Linda Grimes – Adult Emergency Department
"A wonderful and very fulfilling experience with medical staff. Very appreciative of the opportunity to help where needed."

Karen Rowley – Lap Parent
"The environment was very professional. Everyone I dealt with were very helpful and overall great to work with. I loved being a lap parent."

Rana Asfour – Milk Bank
"Had a great experience while a volunteer."

Lorraine Tabron – Women’s Pavilion
"I truly enjoyed my time spent as a volunteer for WakeMed. I gained valuable experience and I will definitely miss it. The staff I worked with made me feel valued and voiced their appreciation often. When I started, I was trained on my assigned duties by Connie. The training was thorough, clear and precise. I have always felt that this led to me being successful in my duties."

Victoria Chan – Surgical Services
"Employees in Surgical Services were so fun to work with. I learned a lot!"

If you would like for us to add your special remembrance, anniversary, births, etc., please call your Volunteer Services department.
- **WakeMed Raleigh Campus** 919-350-8293
- **WakeMed Cary Hospital** 919-350-2363
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, adds a dimension of care and comfort that is second to none.

Please help us keep your groups current. If there has been a change in membership of your particular group, please inform your respective offices. Thank you in advance.

**WakeMed Raleigh Campus**

Abbie Howell (Raleigh Jr Rollers)
Ann Lefevre
Cary Senior Center
From Ewe to You
Glenda Poulter
Heart-2-Heart Ministry
Janet Jennings
Merrilyn Allen (Hephzibah Baptist Church)
North Raleigh Country Club Stitchers
Pearl Fowler
Project Linus
Threads of Love
Tracy Kidder - EUMC
Yasmine Hossamy

**WakeMed Cary Hospital**

Ann Foster Group
Carolina Preserve Yarn Spinner
Carolina Preserve Yarn Spinners
Cheryl Thompson
Cindy Larsen
Colonial Baptist Church
Craft Blessing - NHB
Deanna Babyak
Diane Hiller
Erika Denz
Garner Senior Center
Georgia Rothschild
Grace Adams (Colonial Baptist)
Holly Springs Newcomer
Holly Springs United Methodist
HSNC Seniors
Jerri Peterson
Kalpana Math
Laura Katsumi
Laura Katsu
Loretta Consiglio
Madeline Hamady
Marilyn Mitchell
Melvin Perkins
Melvin Perkins
Panther Creek High School
Sandy Dyson
Spring Arbor
Sue Spingola & Maria Minchella
Vivian Collins
## Calendar of Events

### WakeMed Raleigh Campus

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Date</th>
<th>Location</th>
<th>Time</th>
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<tbody>
<tr>
<td>Volunteer Board Meetings</td>
<td>Tuesday, February 14, 2017</td>
<td>Conference Dining Room</td>
<td>10 am - 12 pm</td>
</tr>
<tr>
<td></td>
<td>Tuesday, March 14, 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday, April 11, 2017</td>
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<table>
<thead>
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<th>Event Type</th>
<th>Date</th>
<th>Location</th>
<th>Time</th>
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<tbody>
<tr>
<td>1st Uniform Sale</td>
<td>Wednesday, February 1, 2017</td>
<td>Andrews Center</td>
<td>7 am - 4 pm</td>
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<th>Date</th>
<th>Location</th>
<th>Time</th>
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<tbody>
<tr>
<td>Sterling, Purses / Collective Goods Sale</td>
<td>Tuesday, April 11, 2017</td>
<td>Andrews Center</td>
<td>7 am - 4 pm</td>
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<th>Date</th>
<th>Location</th>
<th>Time</th>
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<tr>
<td>WakeMed Raleigh Campus Tour Dates</td>
<td>Tuesday, February 21, 2017</td>
<td>Volunteers Services</td>
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<td></td>
<td>Tuesday, March 21, 2017</td>
<td>Volunteers Services</td>
<td>1 pm</td>
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<td></td>
<td>Tuesday, April 18, 2017</td>
<td>Volunteers Services</td>
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To register, please call 919-350-8293

### WakeMed Cary Hospital

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<td>Wednesday, March 22, 2017</td>
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<td>Wednesday, April 26, 2017</td>
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<tbody>
<tr>
<td>1st Uniform Sale</td>
<td>Thursday, February 16, 2017</td>
<td>Conference Center</td>
<td>7 am - 4 pm</td>
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<tr>
<td>Sterling, Purses / Collective Goods Sale</td>
<td>Thursday, April 20, 2017</td>
<td>Conference Center</td>
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<th>Date</th>
<th>Location</th>
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<tbody>
<tr>
<td>WakeMed Cary Hospital Tour Dates</td>
<td>Monday, February 6, 2017</td>
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<td></td>
<td>Thursday, February 16, 2017</td>
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<tr>
<td></td>
<td>Monday, March 6, 2017</td>
<td>Volunteers Services</td>
<td>6 pm</td>
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<tr>
<td></td>
<td>Thursday, March 16, 2017</td>
<td>Volunteers Services</td>
<td>6 pm</td>
</tr>
</tbody>
</table>

To register, please call 919-350-2363

Volunteer help is needed
Please call 919-350-8066 to sign up.
# Placement Opportunities

## WakeMed Raleigh Campus

**WPP - Pediatric Clinic**

**Diversionary Activities**
- Monday or Friday
  - 9:30 am - 11:30 am
- Tuesday, Wednesday or Thursday
  - 9:30 am - 11:30 am or 1 pm - 3 pm

Volunteers are needed to entertain and play with children waiting for their appointments. Volunteers most successful in this position are those comfortable taking initiative, able to interact with pediatric patients and their parents, and enjoy a slower paced volunteer opportunity. Bilingual volunteers needed!

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

Contribute to WakeMed’s Mission by directly supporting patients and families! Volunteers will visit patient rooms to gather feedback from them in order to improve overall patient services. Volunteers must be able to move freely about the facility, have excellent communication skills, and good problem-solving abilities. Must also be able to write legibly.

**Friendly Face Cart**
- Monday - Friday, Flexible Schedule

The purpose of the volunteer placement in the Friendly Face Cart area is to visit patient rooms and waiting areas to support the emotional and diversional needs of patients through visits and distribution of books, magazines, and other materials. Volunteers successful in this role must be able to move freely about the facility, outgoing, and comfortable taking initiative. Juniors are welcome!

## WakeMed Cary Hospital

**Gift Shop**
- Tuesday - 3 pm - 5 pm
- Fridays 10 am - 1 pm
- Saturday - 1 pm - 3 pm
- Sunday - 1 pm - 3 pm / 2 pm - 4 pm

Volunteers support the Gift Shop staff with daily operations and provide a quality service and assistance as needed. Straighten, re-stock merchandise and maintain attractive displays. Operate cash register and process sales.

**Radiology and Mammography**
- Mondays 2 pm - 4 pm
- Wednesdays 7:30 am - 11:30 am

Volunteers support Radiology and Mammography staff with daily operations and provide a quality service for staff and customers. Volunteers greet patients and guests. Assists with the completion of forms and satisfaction surveys. Ensures proper registration has been completed at the main information desk. Escorts patients to changing rooms.

**Food Services Bistro Volunteer**
- Mondays, Wednesdays, Thursdays and Fridays
  - 3:30 pm - 5:30 pm

The Food Services Volunteer assists staff with duties designed to enhance the departmental flow of operation and to support customer service in the area. Greeting customers and operating the cash register. Preparing, stocking and organizing menu items. Assisting in the Bistro with the preparation of cold drinks.
Happy Birthday!
WakeMed Volunteers

October
Donna Lamm, 10/1
Robert Itiola, 10/2
Hope Kelly, 10/2
Sarah Pirrotta, 10/2
Traci Jewell, 10/5
Vijaya Nithianandarajah, 10/6
Kenneth Shorsher, 10/7
Monica Czarwinski, 10/8
Angela Luddy, 10/8
Nicole Castillo, 10/9
Nancy Mielz, 10/11
Lynda Prediger, 10/11
Kathleen Widelski, 10/11
Janet Wilson, 10/12
Terese Chando, 10/13
Jessica Potter, 10/13
Janice Freund, 10/14
Bharadwaj Chintalapati, 10/15
Elizabeth Young, 10/15
Anke Chignell, 10/16
Mary Bell, 10/17
Rosa Davis, 10/17
Uma Srim, 10/17
Sharlene Frazier, 10/18
Sandra Schmitt, 10/18
Elaine Plummer, 10/19
Michael Fuchs, 10/21
Alex Spencer, 10/22
Lois Brush, 10/23
Maggie Gill, 10/23
Marion Greaux, 10/23
Ameerah Affi, 10/24
Estrella Ventura, 10/25
Linwood Felts, 10/26
Nancy Jenkins, 10/26
Ricardo Martinez, 10/26
Bridget Collins, 10/27
Ellen Kissiah, 10/28
Emily Cottengim, 10/31
Elizabeth Noles, 10/31
Sonali Shah, 10/31

November
Christine Bohmerwald, 11/1
Marie Brid, 11/1
John Leahy, 11/1
Natalee Cols, 11/2
Alexis Galang, 11/2
Carol Bailey, 11/3
Juan Rodriguez-Benitez, 11/3
Marge Hoffmann, 11/4
Faith James, 11/4
Marcos Castro, 11/5
Leslie Haller, 11/6
Linda Bonin, 11/7
Gianna Catania, 11/7
Elvis Farr, 11/7
Luvenia Waters, 11/7
Alexandria Brinkley, 11/8
Emilia Dacanay, 11/8
Tamika Leverette-McCall, 11/8
Elaine Hoffmann, 11/9
Geraldine Bivens, 11/9
Madeleine Byrd, 11/9
Lawson Adams, 11/10
Elyssa Alvarez, 11/10
Ahmed Al-Khawaja, 11/11
Rose Altintop, 11/12
Aleem Graves, 11/12
Karen Jensen, 11/12
John Rivers, 11/13
Cynthia Cruell, 11/14
Sharon Lies, 11/16
Katrina Atkins, 11/20
Teresa Scofield, 11/20
Brittney Panella, 11/21
Eva Torres, 11/23
Douglas Blake, 11/24
Juanita Lesley, 11/25
Canaan Parker, 11/25
Monique Rogers, 11/25
Barbara Yu, 11/25
Katelyn Perez, 11/26
Gail Owen, 11/27
Donna King, 11/27
Bergen Johnson, 11/28
Brittany Lawhorn, 11/30
Holly McCoy, 11/30

December
Anita Boonen, 12/1
Rishi Desai, 12/5
Kathryn Lusk, 12/5
Erica Occena, 12/6
Lisa Ferracane, 12/7
Chrysselyth Lopez, 12/7
William Trotman, 12/7
Mara Comas, 12/8
Cameron Leach, 12/8
Cory Harrison, 12/9
Holly Castillo, 12/10
Tanequa Fisher, 12/10
Madeline Desrosters, 12/12
Eryn Godwin, 12/12
Annie Poe, 12/12
Eugenia Cables, 12/13
Dorothy Oakman, 12/13
Barbara Sigmon, 12/13
Pamela Stelmack, 12/13
Michael McGee, 12/16
Chloe Parsons, 12/16
Lauren Schaffer, 12/16
Monica Campos, 12/17
Stephanie Moyles, 12/17
Minerva Clarke, 12/18
Angelita Jayme, 12/18
Katy Britton, 12/19
Sharon LaRusche, 12/20
Olubunmi Doherty, 12/21
Genevie Ray Layman, 12/21
Jennifer Reiner, 12/21
Ashley Trelux, 12/21
Martha Thornton, 12/22
Joshua Ray, 12/23
Laurel Thomas, 12/24
Ganesh Tangella, 12/25
Alianna George, 12/26
Irena Brain, 12/27
Courtney McCurdy, 12/27
Dolores Alonso, 12/28
Ashley Hanes Penrod, 12/28
Ada Menser, 12/28
Janelle Brown, 12/29
Michelle Douglas, 12/29
Kayla Fuller, 12/29
Tiffany Long, 12/29
Sharon Watson, 12/29
Alexandra Kholina, 12/31
# Happy Birthday!

**WakeMed Volunteers**

## Raleigh Campus

<table>
<thead>
<tr>
<th>January</th>
<th>February</th>
<th>March</th>
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<tbody>
<tr>
<td>Gwen Baker, 1/1</td>
<td>Mutsa Tsveta, 2/2</td>
<td>Elaine Allen, 3/2</td>
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<tr>
<td>Emily Benz, 1/1</td>
<td>Shannon Churchill, 2/3</td>
<td>Denise Rohr, 3/2</td>
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<tr>
<td>Daisy Boyer, 1/1</td>
<td>Kevin Le, 2/3</td>
<td>Marion Boissiere, 3/3</td>
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<tr>
<td>Harley Brookie, 1/1</td>
<td>Sequoia Boseman, 2/5</td>
<td>Tricia Maldonado, 3/3</td>
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<tr>
<td>Raleigh Gurkin, 1/1</td>
<td>Kai Coppage, 2/9</td>
<td>Louise Somers, 3/3</td>
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<td>Breslin Haller, 1/1</td>
<td>Mercellina Gomes, 2/9</td>
<td>Melody Mozzi, 3/4</td>
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<td>Abida Mushtag, 1/1</td>
<td>Elias Mohammad, 2/9</td>
<td>Marlene Anthony, 3/6</td>
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<tr>
<td>Laura Riach, 1/1</td>
<td>Sofia Sandiford, 2/9</td>
<td>Susan Legatowicz, 3/6</td>
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<tr>
<td>Lisa Eichelberger, 1/2</td>
<td>Aditya Shetye, 2/9</td>
<td>Felicitas Papasin, 3/6</td>
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<td>Jessica McAninch, 1/2</td>
<td>Robin Overton, 2/10</td>
<td>Anna Sidoti, 3/8</td>
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<td>Kathy Diemer, 1/4</td>
<td>Sumana Goli, 2/10</td>
<td>Sarah Fenner, 3/9</td>
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<td>Abayomi Ajayi, 1/5</td>
<td>Cheryl Drescher, 2/11</td>
<td>Robert Geilas, 3/9</td>
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<td>Doris Bell, 1/5</td>
<td>Lorraine McCullough, 2/11</td>
<td>Sherry Schulz, 3/9</td>
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<td>Dinah Moore, 1/5</td>
<td>Allen Tate, 2/12</td>
<td>Carolyn Crisci, 3/10</td>
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<td>Charlotte Montillo, 2/13</td>
<td>Kate Wartski, 3/10</td>
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<td>Hieu - Minh Hoang, 1/9</td>
<td>Terry Rimmer, 2/14</td>
<td>Delois Hamm, 3/12</td>
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<tr>
<td>Rosellar Sharper, 1/10</td>
<td>Denise Sumiel, 2/16</td>
<td>Karen Lizama, 3/12</td>
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<td>Brianna Glover, 1/12</td>
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<td>Hannah Simmons, 3/12</td>
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<td>William Miller, 3/14</td>
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<td>Janice Haywood, 1/14</td>
<td>Deirdre Anglin-Stone, 2/18</td>
<td>Myra Crowley, 3/15</td>
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<td>Sharon Sowell, 1/14</td>
<td>Mino Osterkamp, 2/18</td>
<td>Natalie Rand, 3/15</td>
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<td>Sabrina Lightfoot, 1/15</td>
<td>Susan ReCorr, 2/19</td>
<td>Nazeeha Aman, 3/17</td>
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<td>Theresa Baker, 1/15</td>
<td>Alisa Dejoseph, 2/20</td>
<td>Deloris Johnson, 3/18</td>
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<td>Kimberly Gurkin, 1/17</td>
<td>Anna Hunter, 2/20</td>
<td>Jazzmyn Bryant, 3/18</td>
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<td>Bernice Parker, 1/17</td>
<td>Ireny Sharkawy, 2/20</td>
<td>Jessica Jarvis, 3/18</td>
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<td>Maggie He, 1/19</td>
<td>Jordyne Dixon, 2/21</td>
<td>Renate Little, 3/18</td>
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<td>George Rhyne, 1/20</td>
<td>Shaifali Kaul, 2/22</td>
<td>Lorraine Shapcott, 3/18</td>
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<td>Cristina Reyes, 1/21</td>
<td>Wyatt Coggins, 2/23</td>
<td>Mildred Chavis, 3/19</td>
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<td>Gladys Walker, 1/21</td>
<td>Anna Fields, 2/23</td>
<td>Cynthia Taylor, 3/19</td>
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<td>Brianna Jones, 1/22</td>
<td>Carrie Fisher, 2/23</td>
<td>Jeanne Williams, 3/19</td>
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<td>Kierra St.Julien, 1/22</td>
<td>Ann Wyker, 2/24</td>
<td>Dominick Arnold, 3/20</td>
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<td>Christina Godfrey-Kaye, 1/23</td>
<td>Susan Alvey, 2/25</td>
<td>Norman LaRusch, 3/21</td>
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<td>Frederick Jamison, 1/24</td>
<td>Mary England, 2/25</td>
<td>Jean Laudon, 3/22</td>
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<td>Kendall Pena, 1/24</td>
<td>Supriya Sivadamam, 2/25</td>
<td>Carol Geist, 3/23</td>
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<td>Joseph Gibbs, 1/25</td>
<td>Martha Biggio, 2/26</td>
<td>Paul Fausneaucoup, 3/23</td>
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<td>Jenn Cary, 1/26</td>
<td>D'asia Farmer, 2/26</td>
<td>Linda Lovell, 3/23</td>
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<td>Khanh Duong, 1/26</td>
<td>Janette Gingue, 2/26</td>
<td>Alicia Ozhakanat, 3/24</td>
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<td>Elly Wurts, 1/26</td>
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<td>Janet Hoffmann, 3/25</td>
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<td>Sally Perdue, 1/27</td>
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<td>Divya Kumaresan, 3/26</td>
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<tr>
<td>Sandra Brooks, 1/29</td>
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<td>Desiree Ofodile, 3/27</td>
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<td>Brenna Christman, 1/29</td>
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<td>Noor Elmaghrabi, 3/28</td>
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<td>Marva Meaffey, 1/29</td>
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<td>Philip Greco, 3/28</td>
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<td>Mary Scoggins, 1/29</td>
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<td>Timothy Lee, 3/28</td>
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<td>Myongju Kim, 1/30</td>
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<td>Rohit Ghotkar, 3/29</td>
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<td>Tarsila Machado, 3/29</td>
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<td>Kelly Burge, 3/30</td>
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<td></td>
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<td>Vickie Higgins, 3/30</td>
</tr>
</tbody>
</table>
Happy Birthday!
WakeMed Volunteers

October
Jackie Cicora, 10/4
Amber Sullivan, 10/4
Kay Cummings, 10/5
Annetjie de Waal, 10/5
Franklin Rush, 10/6
Yvonne Tucker, 10/6
Barbara Simon, 10/7
Natalie Buitrago, 10/7
Priscilla Smith, 10/7
Kenneth Shorsher, 10/7
Barb Palmer, 10/9
Brenda Rand-Crumel, 10/9
Nirmala Rao, 10/10
William Eberbach, 10/11
Donna Mullen, 10/13
Chad Pressley, 10/13
Ellen Onofrio, 10/13
Brenda Flood, 10/13
Angelina Sharak, 10/14
Lois Haner, 10/15
Barbara King, 10/15
Anke Chignell, 10/16
Ernest Parker, 10/18
Beverly Jorgenson, 10/18
Linda, J Sutton, 10/18
Nancy Stokes, 10/19
Phyllis Womble, 10/19
Sue Busa, 10/20
Patricia Hajian, 10/20
Rabiya Ansari, 10/22
Carol Doyle, 10/24
Neethu Bipin, 10/24
Deborah McCory, 10/24
Ann Foster, 10/26
Chun-Hong Ho, 10/27
Donald Patty, 10/29

November
Terri Mattran, 11/1
Laurie Greene, 11/2
Michaela Peppers, 11/4
Michele Sund, 11/6
Barbara Hood, 11/8
Mary Jo Manzak, 11/9
Mary Cobb, 11/9
Robert Hutzler, 11/10
Amelia Whitford, 11/11
Brenda Stutts, 11/11
Judy Smith, 11/11
Edward Gunter, 11/12
Barbara Holbrook, 11/12
Karel Standish, 11/13
Ian Tribby, 11/13
Walter Zalp, 11/14
Marj Wordell, 11/14
Eiman Azam, 11/15
Yasi Langdale, 11/15
Lauren Waskowicz, 11/19
Elizabeth Kruszewski, 11/19
Linda Hughes, 11/20
Carol Milld, 11/20
Urvi Patel, 11/21
Christopher Mazzara, 11/21
Daniel Kamykowski, 11/23
Joan Woodrick, 11/23
Joyce Coats, 11/24
Constance Bell, 11/25
Phyllis Gould, 11/25
Maureen Sanner, 11/25
Cassidy Brown, 11/26
Kristie Taylor, 11/26
Barbara Harrington, 11/28
Patricia Keeley, 11/28
Jane Lands, 11/29
Judith Smith, 11/29
Dianne Slaughter, 11/30
Cindy Larsen, 11/30

December
Jessica Smith, 12/2
Hazel Slocumb, 12/3
Kelsey Leonard, 12/4
Denise Galloway, 12/4
Judy Moore, 12/4
Mavis Almeida, 12/5
Joan Boni, 12/5
Rachel Delange, 12/6
Shelia Rudin, 12/10
Syed Ali, 12/11
Julee Beebe, 12/12
Sandra Venson, 12/13
Hannah Sexton, 12/14
JoAnn Bethel, 12/14
Jayanthi Neelamegan, 12/15
Edith Church, 12/16
Sol Hochler, 12/19
Anameeka Singh, 12/19
Nedda Seif, 12/22
William Helton, 12/22
Diane Mccann, 12/23
Mary Dell'Angelo, 12/24
Tina Goodwin, 12/24
Nancy Sigle, 12/24
Dee Keene, 12/24
Jaina Patel, 12/25
Tatiana Suvorova, 12/26
Mary Burrus, 12/26
William Pugliese, 12/26
Christine Baird, 12/27
James Rigsbee, 12/27
Josephine Correa, 12/27
Ivy-Lynn Jackson, 12/28
Carolyn Wiggins, 12/28
Barbara Mineiro, 12/29
Mary Jo Cercy, 12/29
Judy Richardson, 12/30
Nancy Riefenhauser, 12/31
Marion Erwin, 12/31
Thomas McFadden, 12/31
Happy Birthday!
WakeMed Volunteers

Cary Hospital

January
June Phillips, 1/1
Trudy Byron, 1/1
Lois Dziedzic, 1/1
Ramis Chowdhury, 1/1
Judith Fleming, 1/2
Andrew Hegeman, 1/2
Brittany Payne, 1/3
Divyakshi Sharma, 1/4
Sharon 'Bunny' Thompson, 1/4
Carol Crosby, 1/5
Melvin Tolliver, 1/6
Margaret Sunukjian, 1/7
Karen Bernstein, 1/7
Michael Gregory, 1/8
Deborah Harcz, 1/9
Jany Cheate, 1/10
Vivian Mobilo, 1/10
Rachel Polsky, 1/11
Henry Barrett III, 1/13
Yves Zounli, 1/13
Barbara Griddle, 1/13
Palma Ayars, 1/14
Neha Majety, 1/15
Georgia Rothschild, 1/16
Eileen Mitchell, 1/16
Gabri Johnson, 1/19
Joanne Purdy, 1/21
Asha Anand, 1/21
Jennifer Shoemaker, 1/21
Christina Smith, 1/21
Thomas Trochum, 1/22
Janice Farnsworth, 1/22
Mary Hull, 1/24
Michael England, 1/26
Ninima Palande, 1/26
Frances Ellison White, 1/26
Judith Klotz, 1/26
William Park, 1/27
Margaret Crutchfield, 1/29
Caroline Whitehurst, 1/29
Edwin Bradley, 1/29
Jerrallie Peterson, 1/29
Marie Jilliane Mallari, 1/30

February
Alonia Holmes, 2/3
Anne Joyner, 2/5
Helen Gaster, 2/8
Sharon Mulgrew, 2/9
Madhu Ramanan, 2/9
Melanie Haddock, 2/11
Jean Kinyon, 2/12
Aishani Tingare, 2/12
Karen Rowley, 2/12
Mary 'Lavenia' Bowie, 2/12
Dhruv Boynapally, 2/13
Rose Damann, 2/13
Russ Bullock, 2/14
Helen Jones, 2/16
Leonor Dunn, 2/16
Anna Polokow, 2/16
Jeffrey Schmitt, 2/17
Humza Sheikh, 2/18
Susan ReCorr, 2/19
Aaliyah McCall, 2/20
Barbara Copperwheat, 2/20
Laura Katsumi, 2/21
Tandra Burson, 2/22
Susan Alvey, 2/25
Eileen Okel, 2/26
Naimi Pothevala, 2/27
Robert McAllister, 2/28
Susan Coulter, 2/28
Eric Hall, 2/29

March
Hazel Dickey, 3/5
Rachel George, 3/7
Fran Cappabianca, 3/8
Paula Bennett, 3/8
Robert Geilinas, 3/9
Kaylie Griffin, 3/10
Subashini Ganeshan, 3/11
Kaitlin Beekman, 3/11
Marjan Samimi, 3/12
Ashley Young, 3/12
Ruth Albret, 3/12
Sue Dekeyser, 3/12
Darlene Duncan, 3/13
Gretude Ochler, 3/14
Beth Turner, 3/14
Madeline Hamady, 3/14
Sidak Bachher, 3/15
Thomas Lawler, 3/16
Jillian Schoening, 3/18
Barbara Farber, 3/18
Twila Carrisales-Gomez, 3/18
Marilyn Mitchell, 3/19
Beatrice Wener, 3/19
Arabelle Stancil, 3/19
Angela Fowler, 3/20
Cara Mowry, 3/21
Zeinab Hilou, 3/22
Sonam Shah, 3/22
Janice Dunning, 3/22
Sandy Bianco, 3/22
Darrel Anderson, 3/23
Sara Lafontaine, 3/23
Winifred Fu, 3/23
Linda Lang, 3/24
Britani Clayton, 3/25
Susan Barbati, 3/26
McKenna Seward, 3/26
Deepa Padmonkar, 3/27
Angela Hamilton, 3/28
Ashwin Jha, 3/31
Emily Akins, 3/31
Siarra Deol, 3/31
Welcome New Volunteers

Raleigh Campus

Pamela Adcock
Nazeeha Aman
Arina Bartnicka
Sanjay Bhojani
Irena Brain
Jodi Brown
Margaret Clary
Myra Crowley
Preeya Deol
Cheryl Drescher
Lisa Eichelberger
D'Asia Farmer
Krisann Fogarty
Bryna Freeman
Talen Geib
Eryn Godwin
Dasha-Liamond Greene
Maggie He
Kelsey Herbst
Kammira Holley
Jessica Jarvis
Mary Johnson
Batool Karim Delavar
Brianna Lafriere
Veronica Lavelle
Ann Lefebvre
Alicia Leiva-Solomon
Madelyn Martin
Courtney McCurdy
Melissa McPherson
David Meyer
Dan Mitchell
Ahmad Odeh
Carolyn Page
Chloe Parsons
Sahill Patel
Alyssa Paul
Kristina Porras
Gienda Poulter
Katlynn Reaves
Christie Reynolds
Roger Sachan
Abigail Samson
Katlyn Scalf
Amal Shaikh
Samantha Smith
Denise Sumiel
Ganesh Tanglea
Grant Thomas
Laurel Thomas
Cara Valentino-Antoine
Julia Washburn
Rayquel Wescott
Meghan Wilson
Lielwork Yergu
Marc Pion
Nirmala Rao
Judy Richardson
Karen Rowley
Marjan Samimi
Fatemeh Sayyady
Catherine Scocca
McKenna Seward
Jennifer Shoemaker
Nancy Stokes
Linda Sutton
Emily Taylor
Kristie Taylor
Padmakalyani Vasudevan
Rujula Vemuri
Charles White
Ashley Young

Cary Hospital

Rabiya Ansari
Sidak Bachher
Anna Boyer
Lauren Bruce
Natalie Buitrago
Russ Bullock
Richard Carson
Alyssa Cox
Patricia Coyle
Nipa Doshi
Janice Dunning
Sandy Dyson
Michael Gregory
Linda Kalnins
Laura Katsumi
Yasi Langdale
Thomas Lawler
Nisha Lingam
Aishwarya Mahadavan
Deborah McCory
Amber Monroe
Claudia Mormino
Jayanthi Neelamegan
Leilani Nguyen
Laurel Nicosia
Deepa Padmonkar
Brittany Payne

Ooo! Ooo! Me! I'll do it! Pick me!
WE NEED YOUR EMAIL ADDRESS!

Email Update Form:

Name

Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610
Or
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

KEEP MAILING ME THE HEARTBEAT!
Complete the form below & return to your Volunteer Services department

I prefer to continue to receive the HeartBeat by US Mail

Name

Mail to: WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610
Or
WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Road, Cary, NC 27518

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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 & events. Recognition of the Blossoms for Life donors, memorials & honoraria are on display in the Cary Hospital Conference Center. All gifts received by Blossoms for Life are used to fund programs & services throughout the hospital. If you are interested in making a contribution, please complete the form below & return to the Volunteer Services department at Cary Hospital.

BLOSSOMS FOR LIFE CONTRIBUTION OPPORTUNITY

Donor Name ___________________________ Address ___________________________

AMOUNT OF DONATION: ___________________________ In Memory/Honor of: ___________________________

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

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

All contributions are tax deductible to the fullest extent that the law allows.