This edition of the HeartBeat is produced in memory of:

Joan Carson
Mary Poteat
Eleanor Reilly

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Melissa Brown Memorial Nursing Education Loan Fund Updates

Since December 1992, the Melissa Brown Memorial Nursing Education Loan Fund administered by The Volunteers at WakeMed Raleigh Campus has issued $91,600 through 80 loans to 45 recipients seeking undergraduate and graduate degrees in Nursing. Education is critical for all healthcare providers, and The Volunteers are committed to partnering with individuals to achieve their undergraduate and graduate Nursing degrees.

32 recipients (71%) have graduated from their programs, 5 recipients (11%) are active in their programs, 3 loans (7%) were returned due to changes in plans, and 5 recipients (11%) did not complete the education processes.

Graduates from 1995 through 2012 include:

Leslie Burson  Wilson Technical Community College
Tiffany Cooper  UNC – Greensboro
Christy Griffin  Barton College
Cindy Griffin  Barton College
Carol Voigt  UNC – Chapel Hill
Chelsa Boswell  UNC – Greensboro
Kristy Eller  UNC – Greensboro
Jason Lane  Central Carolina Community College
Tammy Scarborough  Central Carolina Community College
Nicole Strossi  UNC – Greensboro
Erin Paulson  Wake Technical Community College
Wendy Willard  Wake Technical Community College
Linda MacLellan  Barton College
Tonya Dean  East Carolina University
Danae Scarborough  North Carolina Central University
The Joint Commission Has Completed the Dual Surveys for the WakeMed System

The long awaited opportunity to demonstrate our excellence as a healthcare system took place the entire week of October 1, 2012. MANY thanks are extended to every WakeMed volunteer for being full participants in the Joint Commission accreditation surveys. You were prepared, knowledgeable, welcoming and engaged. The surveyors were extremely impressed with the level of engagement, eagerness to learn and participate, and the overall care provided to our patients at all locations. Hand hygiene was also recognized as having improved to outstanding levels.

All entities remain accredited and we look forward to addressing any of the opportunities for improvement that have been discussed with our leadership. Stay focused, stay prepared, and remember that the partnership in our continuous journey for excellence begins with each of us.

Welcome Sandreal Parker

It is a pleasure to welcome Sandreal Parker to the WakeMed Raleigh Campus as the Volunteer Services Representative.

Sandreal previously worked for Sprint/Nextel as a Provisioning Subject Matter Expert. She started with WakeMed as a volunteer, supporting the Volunteer Services office. Sandreal attended NC State and continues to be a loyal fan, even though her husband is a devout UNC fan. They truly do have a “house divided”.

Please stop by to say hello and introduce yourself to Sandreal when you are at the Raleigh Campus.

Linda Edwards  Barton College
Amber Crawford  UNC – Greensboro
Nicole Sheffield  Vance-Granville Community College
Angela Harper  Wake Technical Community College
Renee Pope  Duke University
Shelly Godwin  Johnston Community College
Mary Hogan  Wake Technical Community College
Mary Sue Reid  Wake Technical Community College
Patricia Oliver  Wake Technical Community College
Terri McDowell  Barton College
Gail Roumanis  North Carolina Central University
Olga Wray  Wake Technical Community College
Jennifer Cesare  Durham Technical Community College
Sheri Gooch  Johnston Community College
Angie Koch  Wake Technical Community College
Sarah Conte  Gardner-Webb University
Robin Loughlin  The Johns Hopkins School of Nursing

Current active student loan recipients include:

Erin Broush  East Carolina University
Gail Roumanis  East Carolina University
Julie Jackson  East Carolina University
Tammy Hill  Phoenix University
Justin Kott  The Johns Hopkins School of Nursing

The loan fund is sustained through donations to The Volunteers at WakeMed Raleigh Campus, a non-profit organization (EIN – 56-0749114), and through repayment of loans by recipients who do not qualify for loan to be forgiven. The opportunity to contribute to the loan fund is explained on the last page of each issue of Heartbeat.
Remember – it is the little things that count - sounds, appearances, interactions, conversations, feelings, smells. Add them all together and they are lasting impressions and forever remembered experiences. You have them. Our patients and families have them – every day, hundreds of times a day.

Before you step on stage in your volunteer role – when you drive or walk onto the WakeMed campuses and locations – remind yourself with a smile on your face and in your heart that you will make a difference today through your service and your attitude. Be determined that it will be a positive difference. Remember that you wear your attitude where it is most visible – in your facial expressions, in your tones of voice and in your body language – in all of your interactions. Put on that great Wake Way “armor” EVERY time you come to serve our patients, families, guests and staff. Prepare to be on stage and to be 100% focused on patients’ and families’ experiences.

A few tips follow to remind us how we can exceed expectations, every patient and family member, every interaction, every time.

**Welcome and acknowledge every customer:**
- Present a friendly and warm first impression.
- Follow the 10/10 Rule: Greet/acknowledge customers within 10 seconds and/or10 feet.
- Demonstrate a positive attitude and professional behaviors at all times.
- Have eye contact and a pleasant spoken word or greeting when you are in corridors and in reception locations.

**Anticipate and clarify others’ needs:**
- If you see someone who needs attention… give them your attention.
- Engage patients and families and make sure they understand what is going on.
- Respond with empathy and ensure patients and families receive a sincere message of concern.
- Respond in a timely and suitable manner.
- Don’t wait until you’re asked – be proactive in providing information.

**Keep our patients and others safe:**
- Always observe Red Rules - Confirm identification prior to any action involving a patient.
- Serve as a role model and encourage safe behaviors.
- Introduce yourself and your role to the patient/family/visitor prior to taking any action with the patient.
- Practice appropriate hand hygiene before and after patient contact, eating, toileting, etc., 100% of the time.
- Always avoid any behavior or communication that is negative or disruptive. Your demeanor and behavior have significant impact on others.

**Ensure, respect and maintain privacy and confidentiality:**
- Respect patient privacy and confidentiality – never discuss a patient outside the work environment or in an area where anyone else can hear.
- Treat others with dignity, courtesy and respect at all times regardless of their differences.

**Work as a team. Take action and responsibility:**
- If it’s broken… get it fixed, if it needs attention… attend to it.
- If you can’t fix it, find someone who can.
- Seek opportunities to exceed expectations and work cooperatively with others at WakeMed to resolve concerns.
- Communicate clearly and respectfully.
- Do not criticize or blame.
- Value each others' differences.
- Look for and expect the best in others.

**Actively listen and respond with empathy:**
- Honor the golden rule: treat others as you would want to be treated.
- Listen with undivided attention to find out what is really important to patients, families and others, and understand concerns and feedback from patients/families.
- Communicate clearly, respectfully and professionally.

**You show pride in how you look and work:**
- Follow dress code guidelines 100% of the time – visible name badge in proper location, appropriate vest, jacket, uniform attire, proper shoes, proper personal hygiene, etc.
- Be and appear professional – others must have confidence in you!
- Interact nicely and respectfully with patients, families, guests, staff and co-workers.
- Be positive and professional at all times.
MAKE THE ROUTINE POSITIVE AND PROFESSIONAL

**ELEVATOR ETIQUETTE**
- Give patients on stretchers (and those in wheelchairs who are in distress and have an escort) elevator privacy. If you are on, step off; if you are waiting, wait for the next elevator.
- Allow people to exit before you enter the elevator.
- Never discuss patients, business operations, personnel or any other sensitive information on or while waiting for the elevator.
- Ensure food/drinks are covered while on elevator; do not eat on elevator.

**TELEPHONE ETIQUETTE**
- Answer telephones with your name and your department name – every time!
- Your tone of voice should be welcoming and positive.
- Speak in a controlled, professional manner.
- Because of their disruptive nature, your personal cellular phones (including emailing and texting) should only be used with supervisory permission while on duty. They should also be turned off or placed on vibrate status when on duty or in patient/visitor areas.
- To ensure proper attention to patient safety, positive patient and family experience and confidentiality, good judgment should be used when responding to work phones in the presence of patients/visitors you are assisting.
- Communications must always be respectful.

In Memory of Our Volunteers

We express our deepest sympathy to their families. Thank you for sharing your loved ones with us.

Mary Louise Poteat  
August 17, 2012

Mary volunteered at WakeMed Cary Hospital for 18 years and contributed 6,350.25 hours of service. She was part of the Visitors Services team at the main Information Desk on Tuesdays where she greeted and assisted many people with a smile. Mary also crocheted many infant hats for the newborn babies in the Women’s Pavilion & Birthplace at WakeMed Cary Hospital. She also taught other volunteers how to crochet these hats.

Mary Eleanor Reilly  
October 8, 2012

Eleanor volunteered in the Gift Shop at WakeMed Cary Hospital. She contributed 1,680.5 hours of services while she was actively volunteering.

Joan S. Carson  
September 15, 2012

For 13 years, Joan Carson volunteered in several capacities at WakeMed Cary Hospital contributing over 10,000 hours of service. She spent many hours in Medical Records and the Women’s Pavilion with Infant Hearing and Screening. Joan served a term as president of the board of directors of The Volunteers at WakeMed Cary Hospital. She also knitted baby hats for the babies born at WakeMed Cary Hospital. Each year Joan would accept discarded holiday cards from the staff and volunteers from which she created gift cards and gave them away.

Those of us who had the privilege of knowing these ladies will greatly miss their presence.
The Volunteers at
WakeMed Raleigh Campus
FY12 Annual President’s Report

Volunteer Hours:
Total Volunteer Hours contributed: 82,562
  Adult Programs 46,546.50
  Junior Volunteers 6,951.75
  Community/Kidworks 2,903.25
  Sewing Individuals/groups 26,160.50

Individuals participating in programs: 932
College Students participating in programs: 173
FTE equivalent (average per month): 40
Placement Areas: 118

Volunteers have been recruited this year through word of
mouth, speaking engagements, the News & Observer, weekly newspaper volunteer advertisements sections, VolunteerMatch and online services. Over 479 new volunteers have been interviewed and placed this fiscal year.

Fundraising Activities/Donations:
Vendor Sales: three Uniform, two Portrait, two $5 Masquerade Jewelry, one Electronic, and one Linen sales netted: $42,902.21.

Infant Photo Contract: The Volunteers received $9,875.67 in commissions.

IBM Grant: The Volunteers received $1,000 through an IBM grant. Thank you to Jim Miller for submitting the grant to support our patients.

Tea for the Soul: A donation of $1,350 was received for Tea for the Soul. Thank you Reverend Lil Galphin, Spiritual Care Services, for your contribution that supports the WakeMed staff.

NICU/Recliner/Rocker: Donations totaling $2,801.00 were received from The Olde Raleigh Garden Club and Community in memory of Janet Harder, from Jamie Benthuyisen in memory of her sister, and from Bank of America Community Grants via Cary volunteer Sue ReCorr’s support.

RALEIGH CAMPUS SPECIAL PROJECTS AND DONATIONS:

WakeMed Foundation: The Volunteers made the fourth $15,000 contribution to the Just for Kids Kampaign of a five-year $50,000 pledge. This pledge supports the operations of the Ronald McDonald Family Room that is currently open and operational in the Children’s Hospital.

Melissa Brown Memorial Nursing Education Loan Fund: This year-round program provides educational monetary support to individuals who have been accepted into a North Carolina nursing school. Funds are raised via the Brown family annual letter, donations via Heartbeat and general donations. The Melissa Brown Memorial Educational Loan Fund committee awarded $11,886.42 in loans this year. The Committee has forgiven $20,535.53 in loans.

Respite Rooms: The Volunteers donated $1,000 to support Respite Rooms for staff in the Adult Emergency and other departments at WakeMed Raleigh Campus to help employees take a moment to relax and handle the stressors in their day-to-day environment. The result will support patient safety.
4C/Mother Baby Car Seats: $1,200 was allocated for purchase of car seats for low birth weight infants.

Wound Care Facility: $154 was donated for purchase of CDs/movies for patients while they are in treatment in the hyperbaric chamber.

Spanish Magazine Subscriptions: $850 was donated for subscriptions for Spanish magazines to be shared with patients. The magazines are distributed by volunteers through the Friendly Face Cart service.

Huggables/Hats/Quilts: In FY 2012, hundreds of huggables, lap robes, stuffed animals, shawls, pillows, bed bags, toys, dolls, adult bibs, hats, preemie booties, preemie caps, baby gowns, bereavement blankets and more were made by community-based sewing volunteers – groups and individuals. These gifts are distributed via the Friendly Face Cart and by staff to patients – and the patients are extraordinarily grateful.

Healthy Lifestyles: Cardiac Rehab Scholarships: $2,742 in scholarships funds has been awarded to cardiac patients. These individuals have been identified by Health Works staff as qualifying for financial support and who otherwise would not be able to complete a key part of the recovery from a cardiac episode. The classes include education about nutrition and exercise, participating in exercise classes and more.

Tea for the Soul: The Volunteers provided $2,480.15 for Spiritual Care Services to offer refreshments in quiet, calming locations for all caregivers to take a break.

WakeMed Zebulon Skilled Care Nursing Facility: A $55 donation was made to support patients who need clothing and shoes for exercise programs.

Toiletries: This program provided $1,900 to purchase toiletries for emergency and immediate needs patients. These basics include deodorant, toothbrushes, tooth paste, combs and shaving crème.

Baby Packet Supplies: $2,200 was allocated for onesies, diapers, bottles, blankets, etc. so that the Case Managers on 4B can give immediate needs new moms some newborn gifts/supplies at discharge.

Reach Out and Read (ROR): $4,000 was donated 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 Faculty Physicians Pediatric Clinic. This national literacy program has been the recipient of grants from National ROR based upon community support and distribution of books.

Sewing Materials: $3000 was designated for the purchase of sewing supplies to support the groups and individuals who donate handmade items to WakeMed patients.

Spinal Cord Injury Program: The Volunteers provided $1,980.32 to improve care delivery and clinical outcomes of patients admitted with new onset, traumatic spinal cord injury. The goals are to increase self-care independence and prevent complications.

NICU/Recliner/Rocker: Through donations ($2,737.50) previously described, 2 recliners have been purchased for use by mothers of babies in the Neonatal Intensive Care Unit.

Congestive Heart Failure (CHF) Scales: The Volunteers provided $923.67 for 30 sets of scales given to low-income heart failure patients that provide a way to identify increased signs of increased fluid retention, a sign of heart failure, for better management of CHF on an outpatient basis and to reduce hospital readmission for CHF.

Parents Time Together: The Volunteers donated $2,000 in funds to provide time, place and meals for parents of infants in the Neonatal Intensive Care Unit. Parents Time Together allows time to support each other by sharing common experience and a time for educational events.
Child Life/Pediatrics: $2,500 was allocated to support the pediatric patients and their families in coping with being in the hospital by providing items that distract and comfort patients.

Children’s Emergency Department - Child Life: $1500 was donated for stress reducers and greater “whole care” in a developmentally appropriate environment for children to receive healthcare.

Special Infant Care Clinic: $1,200 allocated for infant car seats, supplies, transportation vouchers and medication for infants and their families when no other monetary resource is available.

Child Life/Surgical Services: $850 was provided to reduce stress and anxiety of the outpatient pre-operative Pediatric patient and their families through preparation, distraction, coping and play.

Children’s Emergency Department - Music/Pain Therapy: $400 was donated to purchase iPods and music for distraction from pain and anxiety in the children’s emergency department.

Health Career Pathfinders:
The Volunteers at WakeMed Raleigh Campus sponsors a career exploration group that is open to individuals 14 – 20 years old. 20+ of our future healthcare providers enjoyed speakers from and tours of WakeMed.

Bloodmobiles:
The Volunteers at WakeMed Raleigh Campus sponsored blood drives in March 2011 as well as blood drives at our area YMCAs. A total of over 147 productive pints were collected.

Notes of additional interest:
* In May, the 5th Annual Hospitality Pets Social was held at Millbrook Exchange Park to honor our four legged volunteers and their masters/mistresses. There are 20 active teams.
* Over 173 area college students participated in our programs.

I thank you for giving me the opportunity to serve as President of the Volunteer Board this year. It has been truly exciting to work with such a vital group of volunteers. Your dedication and enthusiasm is behind every single accomplishment listed in this report.

I feel privileged to have worked with such a fine group as the members of the Volunteer Board and appreciate their cooperation and generous spirit which has enabled us to accomplish so much.

I would like to especially thank the Volunteer Services staff for their help and support this year, as well as their service to all the volunteers. We are truly blessed with Susan Hester, the Director of Community Services; Marie Johnson, Manager, Volunteer/Community Services; Christian Melvin, Volunteer Services Specialist; and Sandreal Parker, Volunteer Services Representative.

Respectfully submitted,

Timothy Lee, President
THE PRESIDENT’S CORNER

The Volunteers at
WakeMed Cary Hospital
FY12 Annual President’s Report

Over the past year, The Volunteers at WakeMed Cary Hospital have contributed their time, talents and financial support to augment the services offered by the hospital system, and to help provide a caring environment for our patients and families.

These contributions include:

**Volunteer Service Hours and Value**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Hours</th>
</tr>
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<tbody>
<tr>
<td>Total Volunteer Hours contributed:</td>
<td>70,225</td>
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<tr>
<td>Adult Programs</td>
<td>31,202.00</td>
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<tr>
<td>Junior Volunteers</td>
<td>2,582.75</td>
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<tr>
<td>Sewing Individuals/groups</td>
<td>36,440.75</td>
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</table>

<table>
<thead>
<tr>
<th>Individuals participating in programs:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Adult In-House</td>
<td>326</td>
</tr>
<tr>
<td>College Students</td>
<td>72</td>
</tr>
<tr>
<td>Junior Volunteers</td>
<td>65</td>
</tr>
<tr>
<td>Sewing Individual/groups</td>
<td>222</td>
</tr>
</tbody>
</table>

These volunteers represent the equivalent of an average of 34 full time employees each month.

There are a total of 68 volunteer placements supporting 50 departments across the hospital system. This number includes placements within Cary Hospital, and also at other WakeMed facilities, including WakeMed Business Center – Patient Financial Services, WakeMed Corporate Center – Public Relations, WakeMed Fuquay – Skilled Nursing Facility, WakeMed Apex Healthplex, and Rehab Services at Kraft Family YMCA and Alexander YMCA.

**Fundraising Activities**

The Volunteers at WakeMed Cary Hospital promote a number of special fundraising events and manage other sources of income. These activities produced a total of $34,750.93 in revenue for the organization over the past 12 months.

**Annual Golf Outing**

The largest fundraiser managed by The Volunteers at WakeMed Cary Hospital each year is an annual charity golf outing. On October 17, 2011 our 13th annual golf outing was held at MacGregor Downs Country Club with 104 golfers participating. Susan Alvey, chairperson, and a hardworking committee of volunteers raised over $22,000 with support from golfers, hole sponsors, major sponsorships and the sale of raffle tickets and mulligans.

**Blossoms for Life**

This is a year-round giving and fundraising program that provides an opportunity to honor or memorialize a friend or family member through a donation to The Volunteers at WakeMed Cary Hospital. Pam Ayars chaired Blossoms this year, and the ongoing campaign raised $1,600 from October 2011 to mid-September 2012.

**Vendor Sales**

The Volunteers at WakeMed Cary Hospital hosted six vendor sales this past fiscal year:

- **Masquerade sale on November 14, 2011 netted $1,337**
- **Infinite Electronic sale on December 7, 2011 netted $1,348.54**
The President’s Corner - WakeMed Cary Hospital continued

- Greg’s On-Site Sales (shoes) sale on February 16, 2012 netted $3,250.22
- Uniforms 2U2 sale on April 20, 2012 netted $2,065.17
- Uniforms 2U2 (stethoscope) sale on June 8, 2012 netted $723.32
- Uniforms 2U2 sale on September 14, 2012 netted $2,148.98

Additional Revenue Sources:

Grants
An IBM gift of $1,000 was received on behalf of retired IBM employee and WakeMed Cary Hospital volunteer, Al Port. Notably, any IBM retiree can apply to IBM Community Grants program to request cash support for their volunteer organization.

$500 was received on behalf of gift shop and board member volunteer, Susan ReCorr, from Bank of America Community Grants.

$250 was received on behalf of emergency department volunteer, James Sokolowski, from Wal-Mart Community Grants.

WakeMed Gives
$297.17 from the annual giving campaign was designated by employees to be allocated to The Volunteers at WakeMed Cary Hospital to support our programs.

Infant Photo Contract
Working with Charlie’s Angels, the Volunteers received $7,668 from sales of baby photos to new parents and grandparents.

Special Projects and Donations:

Funds from annual fundraising events, donations and other revenue sources allow the Volunteers at WakeMed Cary Hospital to support a number of important initiatives across the hospital system. Efforts for FY 2012 included:

WakeMed Foundation $8,700 was donated in support of the WakeMed Cary Hospital Women’s Imaging Resource Center and $2,500 to support the Neonatal Intensive Care expansion.

Rainbow Fund - In 2012, The Volunteers contributed $13,000 to provide medications to immediate-need children and adults who were not in a position to pay for their initial prescriptions. $2,000 was donated by the Cary Hospital Medical Executive Committee and $1,000 was donated by Cary Medical Group.

Huggables/Memory Quilts/Hats – Purchase of supplies amounting to $4,693.37 went to support the efforts of sewing individuals/groups to make handmade items to be distributed to patients and families. $1,000 was from IBM Community Grant Funds.

Other Funding Support
- WakeMed Fuquay (SNF), Garden Fund $395.69
- WakeMed Fuquay (SNF), Recreation Therapy $268.19
- Tea for the Soul $233.01
- WakeMed Cary Hospital Kraft YMCA, Cardiac Rehab Scholarships $1,371.00
- WakeMed Cary Hospital Perinatal Bereavement $132.72
- Spiritual Care Meditation Garden Design Fee $1,500.00
Community Outreach

Huggables/Hats/Quilts - This year our Sewing volunteers contributed 32,489 hours to complete a total of 4,168 baby hats and 3,971 Huggables. Since the project began there have been more than 43,294 dolls and 25,783 hats completed. Our volunteers and friends in the community have contributed many hours of love and care to knit, crochet, sew, quilt and stuff this year. Diane Boyer chaired the Huggables project and acted as liaison between The Volunteers at WakeMed Cary Hospital and our Sewing volunteers.

Hospitality Pets Program – The pet visitation program is thriving at WakeMed Cary Hospital. This year 27 teams averaged 256 visits a month for a grand total of 3078 visits to patients on 2 East, 2West CVIC, 2W ICU, 2W MSIC, 3 West and WakeMed Fuquay (SNF). More than 15,400 visits have been made since the program’s start at Cary Hospital in 2006.

A Note From the President

My term as president of the board of the Volunteers at WakeMed Cary ended September 30th. I’d like to take this occasion to thank all of you – both facility-based and community volunteers – for the contributions you make that allow The Volunteers at WakeMed Cary Hospital to provide consistent support to our patients, their families, and our staff. It has been an honor and a privilege to serve as your President. I could not have succeeded without the guidance of Susan Hester, the assistance of Bethany Kelly, Jackie Kennedy and Dee Thompson; as well as the commitment of my fellow board members.

With respect and appreciation,

Denise Galloway, President

Volunteer Spotlight
WakeMed Cary Hospital
~Sandy Phillips~

I became a volunteer to gain experience in a medical environment and familiarize myself with the atmosphere and demanding requirements necessary to work in this field. I decided what I really wanted to do later in life, and now I’m currently attending school to pursue certifications in the medical office field.

I have only been a volunteer for a short time now in the Cardio-Endo department and it has been very fulfilling. I have met so many wonderful, caring individuals that have touched my heart. Not a day goes by that I don’t enjoy helping these wonderful people through their medical care, and their gratefulness to me is a cherished perk.

My loving husband has been very supportive and understanding through my career change. We have been married for 23 years and have two wonderful boys. The oldest is a senior at NC State and the youngest is in the fourth grade. Our youngest son is in travel baseball, so, he keeps us busy, but we love it. Our oldest son is in the marching band at NCSU, and pursuing a degree in Microbiology, looking to go into biopharmaceuticals.

I’m a native to North Carolina, and I was born in Raleigh. My family moved to Apex when I was 12 years old and I have lived in the same area since then. I can remember when Kildaire Farm Road was a two lane road and trees on both sides, and I remember there being only two stop lights. Boy, how things have changed.

We are planning to visit Mount Airy next month, my family loves to watch The Andy Griffith Show and, believe it or not, I have never been there.
<table>
<thead>
<tr>
<th>50 Hours</th>
<th>Joseph Ewendt</th>
<th>Kelli Mealy</th>
<th>Brenda Wambua</th>
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WakeMed Raleigh Campus FY12 Volunteer Awards continued

Michael Fuchs            Lichia Sibhatu        Janice Haywood
Brenda Gartrell          Heatherly Simmons       Lorie Houston
Hiren Gihawala           Adonna Simpson-Lewis    Paul Ibajesomo
Tonya Graham             Udaya Sivadanam        Robert Itotia
Linda Grimes             Emily Sluzas           Kiara Kelly
Lindsey Haver            Kandys Standridge      Deborah Lambert
Eduardo Hernandez        James Stephens          Betty Lockleair
Mary Hitch               Tarsha Trapp           Macon McDavid
Janet Hoffmann           Eileen Ugorcak          Lorraine Morris
Gloria Horton            Emily Van Schagen       Melissa Nausch
Cindy Huynh              Ashley Van Wormer        Isabella Morris
Sandra Jackson           Courtney Vaughn         Carolyn Odham
Nijsha Johnson           Kelley Wade             Douglas Perry
Linwood Joyner           Luyu Wang              Delta Prince
Elantra Kennedy          Carolyn Ward            Quayanna Reese
Etta Kimbrell            Michelle Watkins         Elizabeth Rojas-Steinbrecher
Elizabeth Kistler        Anna Weavil            James Sauls
Vanessa Klein            Melissa White            Supriya Sivadanam
George Kolar             Jason Whitehead         Marty Stephens
Kathryn Lawson           Julie Whitfield         Mary Walsh
Suzanne Ledoyen          Joseph Williams          Brenda Yarbrough
Elisabeth Liddicote      Olivia Williams          
Tori Look                Debbie Willmschen       
Ann Lunde                Griffin Wilson           
Rachel Lyons             Mozelle Wilson          
Jo Ann Mara              Eric Woods              
Sahiti Marella           
Caroline McClintock      
Laverne McCloskey        
Darlene McKenney         
Tracey Miller            
Dinah Moore              
Claudia Mormino          
Sagar Nemani             
Eleanor Nunn             
Francie Oblinger         
Daniela Paredes          
Andrew Perry             
Cheryl Pettyjohn         
Angel Pittman            
Larry Pittman            
Lynda Prediger           
Tanga Radford            
Gail Rasdorf             
Charlotte Rastas         
Sarah Robinson           
Alisha Self              

200 Hours

Brandon Adams            Katrina Akins         Janice Cruse
Suheir Bannoura          Ashton Barker          Patricia Deariso
Doris Bell               Kelly Blades          Marjean Fischer
Fay Bostic               Anke Chignell         Robert Gelinas
Olivia Brasacchio        Crystal Canady         Hope Hendricks
Rukesh Chinthapatla      
Marjiane Chow            Aubrey Collins        Sr. Hite John
Mara Comas               
Cody Eden                
Evelyn Felice            
Andrea Flowers           
Sharlene Frazier         
Margaret Haigler         

300 Hours

Janice Cruse             Patricia Deariso       
Marjean Fischer          Robert Gelinas         
Hope Hendricks           Sr. Hite John         
Georgene Jones           Dorothy Kohlbach       
Jean Laudon              Amanda McCutchin       
Charlotte Montillo       Stephanie Moiles        
Elizabeth Noles          Dagmar Radun          
Veda Scarboro            Leigh Stallings         
Cynthia Taylor           Susan Warren          
Amy Wolfe                Donna Wong            
Al-Mounawara Yaya
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Congratulations
And
Thank You!!!
### WakeMed Cary Hospital 2012 Volunteer Awards

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WakeMed Cary Hospital FY12 Volunteer Awards continued

400 Hours
Robert Bird
Mary Jo Cercy
Dave Davenport
William Eberbach
Gaye Foreman
John Grau
Judith Hyman
Marilyn Mitchell
Ann Mullin
Rachel Polsky
William Pugliese
James Schultz
Sharon Watson

300 Hours
Loretta Consiglio
Susan Coulter
Kathryn Cundy
Debbie DiLalla
Sarah Evans
Augusto Francisco
Patsy Hemmerle
Pamela Kearney
Betty Mangum
Katie Mis
William Park
Bettie Polan
Sandra Venson

200 Hours
Deborah Atkinson
Jane Bird
Joyce Catherwood
John Cockman
Eileen Dills
Prentice Faircloth
Frances Hemmings
Rhonda Hoffman
Michael Kearney
Pat Lundy
Thomas McFadden
Melvin Perkins
Loretta Petraroia
Robert Rafferty

Emily Riefenhauser
Jim Ryals
Sue St. Clair
Gerry Werner
Inna Zboichyk

100 Hours
Courtney Bartels
Jean Belluz
Andreas Boehme
Firdaws Chahrour
Douglas Dills
Alicia Darrell
Bryan Fink
Carol Fluhrer
Anderson Emery
Robert Gelines
Chun-Hong Ho
Larry Hemmings
Linda Hobgood
Hana Jarrad
Aruna Karthikeyan
Patricia Keeley
Aatiqah Khalid
Yasmin Khan
Judith Klotz
Vijayalakshmi Mamleti
Rushi Marthala
Connie McClymonds
Naga Nunna
Calvin Parks
Kishorsinh Parmar
Shannon Pashby
Ami Patel
Shivam Patel
Erla Sue Peterson
Sandy Phillips
Sarita Shetty
Priscilla Smith
James Sokolowski
Ryan Stitt
Michele Sund
Lorraine Thompson
Margo Totten
Daniel Tsui

50 Hours
Shiva Akhlaghi
Nicole Asaro
Mary Lynn Barnett
Randa Budayr
Britanie Calleja
Ankush Chahal
Ajith Chethikattu
Janice Coates
Kelcey Connolly
Mary Dell'Angelo
Oliver Eisenbeis
Matthew Hagan
Sol Hochler
Lavanya Kailas
Sneha Kumar
Taek Lee
Mei Li
Chin-Jang Lin
Diane Luparello
Lauren Mayr
Andrew McLean
Elliott Miller
Malathesh Panth
Christina Plummer
Diana Roberto
Charles Schabel
Dharshan Sivaraj
Nancye Slagle
Elisabeth Stevens
Linda Sutton
Mandrel Tucker

Congratulations
And
Thank You!!
## Outstanding Partnership

**Anne Michniuk, Recreation Therapist**

I have wanted to write this letter for a very long time now. I am a volunteer at WakeMed in Fuquay-Varina for almost three years and I have loved every minute of it!

WakeMed Fuquay is a wonderful facility filled with great residents and some exceptional staff, one in particular who I believe should be recognized in the next WakeMed newsletter. Her name is Anne Michniuk and she is the Recreation Therapist at WakeMed Fuquay.

Anne goes above and beyond for all of the residents there. She is always very cheerful with a smile on her face. She is a huge positive presence within the facility and is extremely creative in her work. The residents love her so much!

Aside from her daily responsibilities as Recreation Therapist, she is also in charge of making sure that the WakeMed volunteers are comfortable and treated properly. She conducts our yearly performance evaluations and she even keeps a bowl of candy bars in her office just for the volunteers, which she pays for out of her own pocket. Anne also always recognizes volunteer birthdays by buying each of us a small gift.

Anne is always very creative around the holidays, thinking up new activities to do with the residents. The residents participate in parties at every holiday, including: pumpkin decorating, decorating Fourth of July wooden windmills, make your own sundaes, planting your own flowering seeds in individual pots around Springtime, tie-dying t-shirts, and those are just a few!

One of the favorite activities each week is Bingo. Residents can earn what’s called, “Bingo Bucks” when they win a game. She keeps track in a log of each resident winnings. Then when they have accumulated several bingo bucks, she takes them shopping at the “Bingo Store,” which she created. It is a small store supplied with all kinds of items from snacks, toiletries, cologne/perfume, gifts, jewelry, holiday and room decorations, and more! I feel it provides the residents with a sense of independence and enjoyment getting to go to a store, since many are long term residents.

Anne is an amazing Recreation Therapist and I feel that WakeMed is extremely fortunate to have such a special employee!

Judith Hyman, Volunteer

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## A Special Thanks – WakeMed Cary Volunteers!

Thank you to all the volunteers who assisted during the tube system upgrade project at WakeMed Cary Hospital, during the week of August 13 – August 19, 2012.

<table>
<thead>
<tr>
<th>Verda Agan</th>
<th>Eileen Dills</th>
<th>Purimma Kotiya</th>
<th>Michelle Quinn</th>
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<tr>
<td>Susan Alvey</td>
<td>Doug Dills</td>
<td>Mei Li</td>
<td>Kalpana Rana</td>
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<td>Thelma Bentley</td>
<td>Bill Eberbach</td>
<td>Chi-Jang Lin</td>
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<td>Tandra Burson</td>
<td>Monica Fischer</td>
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<td>Ruth Cornwell</td>
<td>Denise Galloway</td>
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<td>Mary Dell'Angelo</td>
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<td>Preeya Deol</td>
<td>Fadia House</td>
<td>Rohan Prabu</td>
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Campus Updates

Wake Specialty Physicians Brings Primary Care Services to Fuquay-Varina

WakeMed Health & Hospitals is pleased to establish a new primary care practice in Fuquay-Varina, Wake Specialty Physicians - Fuquay-Varina Primary Care. Beginning September 24, Ioanna Z. Giatis Kessler, DO, FACOFP, and Amber Whited, DO, will offer comprehensive family medicine services for adults, adolescents and pediatric (newborn and up) patients in the new office located at 231 North Judd Parkway in Fuquay-Varina.

“People are better stewards of their health when they have access to high-quality care in their communities,” said Susan Weaver, MD, WakeMed executive vice president of Physician Practices and Medical Affairs. “There is currently an unmet need for primary care services in Fuquay-Varina and WakeMed is committed to delivering expert, compassionate care to the communities we serve.”

Dr. Kessler spent 10 years as a practicing family medicine doctor in Ohio and as a staff member in the Department of Family Medicine at South Pointe Hospital, a Cleveland Clinic hospital also in Ohio. Board certified by the American College of Osteopathy Family Physicians (ACOFP), Dr. Kessler is also a fellow of the ACOFP and has served as a clinical professor of family medicine at universities in Kentucky, Pennsylvania and Ohio.

Dr. Whited is board certified in family medicine, joining Wake Specialty Physicians - Fuquay-Varina Primary Care after completing her family medicine residency at Southwest Washington Medical Center in Vancouver, Washington. There, she gained broad experience in all aspects of family medicine, including obstetrics, pediatrics and internal medicine.

In addition to treating the needs of children and adults, Wake Specialty Physicians - Fuquay-Varina will provide chronic disease management for problems such as high blood pressure, diabetes and high cholesterol. The practice will also offer preventive physical exams, vaccinations, dermatological care, and women’s health services, including annual gynecological check-ups, hormone management, and pregnancy tests and counseling. Same-day appointments and 24/7 physician coverage are also available.

To schedule an appointment, please call 919-235-6410.

WakeMed Introduces New Primary Care Practice in Morrisville – Opened September 5, 2012

Wake Specialty Physicians – Morrisville Primary Care
Family Medicine – Adults, Adolescents and Children (2 months and up)
6102 Grace Park Drive
Morrisville, NC 27560

Tiffany Lowe-Payne, DO, has extensive experience as a clinical family practitioner and is board certified in family practice and osteopathic manipulative therapy through the American Osteopathic Board of Family Physicians. Dr. Lowe-Payne’s medical interests include women’s health, minority health and health disparities, and pediatric and adolescent health. She is accepting new patients.

Appointments: (919) 235-6405
Monday – Friday: 8 am to 5 pm
Offering extended/evening hours one day per week
www.wakemedphysicians.com
Announcing the eICU® Service Leadership Team and Project Status Update

With the WakeMed eICU® Service project well under-way, WakeMed is pleased to announce the members of the new service’s leadership team.

- **Project Lead** -- Vicki Block, MHA, senior vice president & administrator, WakeMed Raleigh Campus
- **Medical Director** -- Intensivist Bill Lane, MD. Dr. Lane will join the WakeMed Medical Staff September 1. He has been working with the same Philips technology for the past three years at Cone Health and is actively involved in WakeMed’s current efforts to ensure the service meets the needs of physicians and patients.
- **Nursing Administrator** -- Cindy Boily, MSN, RN, NEC-BC, senior vice president & CNO, WakeMed Health & Hospitals.
- **Nursing Director** -- Sabrina Tyndall, MSN, RN, NEC-BC, director, WakeMed Adult Acute Care (eICU Service is an additional responsibility)
- **Operations Manager** -- Chris Smith, BSN, RN, CCRN, manager of WakeMed’s Medical Intensive Care Unit (eICU Service is an additional responsibility)

**Supervisor** -- Jen Ross, BSN, RN, CCRN, will transition from her role as interim manager of the ICU at WakeMed Cary Hospital to her new role August 20.

The team is also very pleased to have the guidance and support of Dr. Ted Feinson. An intensivist, Dr. Feinson remains a champion of the eICU Service. He served as the service’s interim medical director and recruited Dr. Lane to WakeMed.

The WakeMed eICU Service will provide additional support to critical care nurses, physicians and patients at the bedside through remote monitoring technology and staff (experienced critical care nurses and physicians). Construction on the eICU Service Center is complete. The center is located in the WakeMed Operations Center. Staff and physician recruitment continues. eICU went live September 5.

DONATIONS FOR NEW MOMS AND THEIR NEWBORNS

Raleigh Campus

The Volunteers at WakeMed Raleigh Campus support new moms who need a bit of help when they go home with their new babies. Volunteer Mickey Gault (Lap Parent; 5A Patient Services; former member of the board of directors) shops at a local store to purchase onesies, sleepers, booties, t-shirts, packages of diapers, simple receiving blankets and other basics – and delivers them to the Case Managers on 4C Women’s Pavilion & Birthplace Mother/Baby Unit. The Case Managers identify the moms who can most benefit from these gifts. The Volunteers have allocated $2,000 for this initiative. **YOU** can help by repurposing those gift bags that you and your family members receive for your special occasions. If the bags are in good condition and generic – please consider dropping them off in the Raleigh Campus Volunteer Services department. Bundling the gifts into a bag makes the giving and receiving a more special experience. You are also encouraged to contribute any **new** items listed above and deliver to Volunteer Services. Mickey will see that all of the gifts are delivered to the team on 4C.
These are folks who contributed to our program that have relocated, gone back to school, or left for other obligations. This is what they said about their experience:

**Raleigh Campus**

Amelia Hayes: Pediatrics: “Sunisha is a great Childlife Specialist and I thoroughly enjoyed my experience here at WakeMed.”

Jacquelyn Humphrey: Cary YMCA: “I learned a lot from my experience and will take it with me for the rest of my life. I hope to volunteer again in December with the WakeMed in Cary.”

Kathy Weishedel: “I absolutely love my volunteer experience! All my interactions with patients and staff were very positive and I regret that I am unable to continue at this time. Keep up the good work!”

Rachel LeMarble: “I had a wonderful experience as a Guest Ambassador at WakeMed. The time I spent at the hospital will give me confidence in working in the health care profession. I had an awesome mentor/directors who guided me how to deal with people. I treasure my time and all the personnel that help me serve others. Thank You!”

Kelsey Wilson: “I love working/volunteering at WakeMed. Diana is wonderful as are the other nurses, fitness specialists, and interns. I wish I could have stayed longer and worked in other areas of the hospital.”

Elizabeth SanCartier: “Got a position as a CNA working with babies! The experience was awesome! Loved working with the babies and the nurses were all very nice and wonderful to work with. I will miss it very much!!”

**Cary Hospital**

Shirley Bestehorn: Atrium Ambassador: “volunteering at WakeMed was a positive learning experience for me. From orientation to each weekly volunteer assignment I learned something new! I am saddened that I have to resign at this time. I plan to continue my volunteer work through the sewing/crochet group.”

Jared Chiusano: Emergency Department Back: “Volunteering here helped me to figure out what health related career to pursue.”

Monica Fischer: Medical Surgical Unit: “The experience I attained as a volunteer was invaluable. I was also able to meet so many great people and through my time here was able to join the WakeMed 3 West team as a nurses’ aide. I am thrilled with the opportunity and will continue to help with the volunteers as much as possible. The computer system to sign-in and -out is great and easy to use. I also enjoy all the newsletters and updates to keep me informed about what’s happening in the hospital and community. Thank you!”

Chris Lo: Pharmacy: “I really enjoyed my placement and getting to know the people there. If I was in the area I’d definitely continue volunteering here.”

Lindsey Monroe: Endoscopy Unit: “I had a wonderful experience, and was able to learn a lot from my time here! I would recommend it to anyone who is interested.”

Vany Nguyen: Observation Unit: “I enjoyed my time at WakeMed. It was a good experience! Nurses and staff were very friendly and helpful.”

Norma Norman: Women’s Pavilion & Birthplace: “I truly enjoyed volunteering at WakeMed Hospital in Cary, N.C. It was a learning experience for me. I love serving people and I did my best. Thank you.”

Pranay Orgunta: Emergency Department Back: “The program at WakeMed was very educational but also a positive experience. All of the staff are very kind and helpful. If I had a problem there was always someone who could help.”

Mayleen Rhodes: Imaging Department: “It was a really great experience and everyone in the Imaging department was extremely nice and helpful.”

Anushuree Singh: Emergency Department Liaison: “Wonderful staff and environment.”

Linda Strable: Emergency Department Back: “I really enjoyed volunteering at WakeMed. Thank you for allowing me this opportunity.”

Megan Summers: Emergency Department Liaison: “I enjoyed my time, and will miss volunteering. If at anytime I can help out WakeMed especially during the summer, I will be more than happy to help. Thank you for the opportunity.”

Susan Vitullo: Atrium Ambassador: “It has been a joy volunteering here and I am looking forward to my new adventure as an employee. Thank you for the opportunity I’ve had here.”
Thank you to the following volunteers:

Sara Kirk
Katrina Akins
Sandra Jackson
Valeisha Harrison
Callan Kistler
Reid Craft
Selena Hernandez
Claudia Mormino
Tarsha Trapp
Arlanda Crumel
Sara Pierson
Shareasa Dunn

who assisted with The Volunteers at WakeMed Raleigh Campus Uniforms 2U sale on August 8, 2012. Over to 300 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold $40,703.23 in merchandise and raised $7,942.85 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.

Thank you to the following volunteers:

Bunny Thompson
Pam Ayars
Denise Galloway
Tina Smith
Dominique Lyn
Nancye Slagle
Orly Margolis

who assisted with The Volunteers at WakeMed Cary Hospital uniform sale on Friday, September 14, 2012. Over 100 employees visited the sale and were extremely pleased to see the variety and quality of items available. Not only did we have a fun day, but we sold $11,470.18 and raised $2,148.98 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.
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 odor 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.

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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.

**WakeMed Raleigh Campus**
- Cary Senior Center
- Chatty Yarns
- From Ewe to You
- Happy Hearts of Heritage
- Heart-2-Heart Pillow Ministries
- Needles Club of Heritage
- Project Linus
- Sunshine Seniors
- Threads of Love
- Wake Forest Quilting Friends

**WakeMed Cary Hospital**
- Ann Foster Workshop
- Apex Methodist Church
- Carolina Preserve Piecemakers
- Carolina Preserve Yarn Spinners
- Colonial Baptist Church
- Cornerstone Baptist
- Crafting Blessings—NHB
- Fuquay-Varina Presbyterian Church
- Garner Senior Center
- Harriet Kelner Group
- Newborn Knitters—Cary HS
- Latter Day Saints
- Pine Tree Quilters
- Prime Time—Ebenezer MC
- Reedy Creek Baptist Church
- Spring Arbor Assistant Living
- St. Paul’s Knitting
- Summit Church
- Windsor Point
- Woodland Terrace Knit & Crotchet

Countless individual sewers not associated with sewing groups
Welcome New Volunteers
WakeMed Raleigh Campus
Chinwe Anumudu
Dillion Bachoo
Norma Benitez-Villegas
Sharon Bledsoe
David Brown
Sarah Burns
Barry Byrnes
Ricardo Caporale
Chika Chukwu
Jared Clayton
Cynthia Correa
Alyssa D'Addezio
Lara DeChicio
Yvonne DeWald
Serina Durrett
Anna Edwards
Rayna Edwards
Anna Ellerson
Editha Elliott
Joshua Faircloth
Raquel Felix-Keith
Sarah Fenner
Tiffany Frost
Brittany George
Shewli Gomes
Laura Goodmand
Marion Greaux
Abbie Green
John Greeno
Linda Gressel
Malina Guerra
Geriloel Harvey
William Jackson
Bermice Johnson
Emily Johnston
Amanda Khalil
Elizabeth Kistler
Thomas Koch
Carol Kunkel
Melissa Lang
Jayne Legatowicz
Susan Legatowicz
Tabitha Marcum
Devona Mazyck
Melody McGee
Julie Mickus
Christopher Mirek
Ruth Misinga
Kathy Mitchell
Shirley Moore
Dora Morgan
Carolyn Pennington
Alexandra Powell
Cynthia Ray
WakeMed Cary Hospital
Verda Agan
Anmar Al-Sultani
Vanessa Athis
Julie Auble
Tawny Bernhardt
Ronald Bostick
Janice Bova
Jacob Brozman
LeAnne Brozovsky
Victor Brozovsky
Lois Brucker
Cecilia Burgess
Twila Carrisales-Gomez
Kay Cummings
Amrita Dusara
Janice Fisher
Thomas Fisher
Herbert Gilliam
DeAnn Goodall
Andrew Hegeman
Daniel Hegeman
Courtney Hoffmeister
Diane Hoffmeister
Ibrahim Issa
Sabina Jamal
Lavanya Kailas
Anne Kaiser
Ryan Kennedy
Polina Kotik
Edward Lam
Esther Lee
Dominique Lyn
Hannah Macie
Ruben Marrero
Shelley Miller
Danta Mills
Yousef Mohsin
Eleanor Morse
Elizabeth Nagy
Naga Nunna
Jessica Oliver
Helena Orksziewski
Abimbola Owoyemi
Laurie Penn
Wanda Pennell
Sandy Phillips
Malvika Pillai
Rohan Prabhu
Shamit Prabhu
Michelle Quinn
Shannon Robinson
Mahin Sahih
Usman Saqib
David Schlesener
Rema Shah
Ang SherpaJean Silverman
Sue St. Clair
Stephanie Stevens
Leonard Sullivan, Jr
Katherine Teeter
Wendy Tingle
Melvin Tolliver
Beatrice Werner
Jordan Wong
Happy Birthday!
WakeMed Raleigh Campus

October
Andrea Adegoke 20
Akin Ajayi 8
Darta Aldridge 21
Amber Alhorani 22
Mary Kate Alova 29
Monica Alston 4
Lori (Addie) Brannin 23
Lois Brush 23
Anke Chignell 16
Bridget Collins 27
Janice Cruse 25
Alyssa D’Addezio 4
Rosa Davis 17
Yvonne DeWald 2
Sharlene Frazier 18
Marion Greaux 23
Linda Gressel 23
Shirley Harkess 23
Robert Itotia 2
Elantra Kennedy 21
Ellen Kissiah 28
George Kolar 23
Donna Lamm 1
Angela Luddy 8
Caroline McClintock 11
Melody McGee 4
Norma Meath 30
Joan Melroy 11
Shirley Moore 14
Elizibeth Noles 31
Debra Pedersen 26
Cheryl Pettyjohn 30
Lynda Prediger 11
Tanga Radford 6
Cynthia Ray 7
Edward Rives 26
Emily Seamon 27
Akram Shirinzad 15
Carletta Smith 20
Zella Strickland 19
Marisa Sturza 19
Linda Sutton 18
Sharon Thomas 19
Leah Tucker 4
Amelia White 4
Jason Whitehead 8
Amy Wolfe 27
Zenobia Yinger 28

November
Brandon Adams 16
Katrina Akins 20
Elizabeth Alexander 30
Susan Brownstein 3
Yvonne Chacos 13
Ebony Collins 26
Dorene Cook 10
Tanika Cooper 20
Cynthia Cruell 14
Lara DeChicio 19
Mary Di-Francisco 17
Peggy Eberhart 24
Anna Edwards 7
Raquel Felix-Keith 1
Ramesh Fofaria 7
Emma Friberg 8
Christopher Garrett 12
Molly Grant 15
Vincent Hall 27
Brittany Hardy 25
Rhodia Hawkins 11
Alex Herring 30
Elaine Hoffman 9
Marge Hoffmann 4
Sandra Jackson 3
Karen Jensen 12
Alex Karas 19
Donna King 27
Elizabeth Kistler 30
Vanessa Klein 22
Tyler Kloc 6
Juanita Lesley 25
Elisabeth Liddicote 9
Betty Locklear 22
Ann Lunde 23
Devona Mazycz 20
Amanda McCutchin 6
Patricia McNair 24
Reyad Oueijan 14
Gail Owen 27
Althea Page 10
Delta Prince 3
Samuel Renfrow 6
Teresa Scofield 20
Kamal Sharma 29
Helen Tommola 13
Kathy Tucker 14
Helen Ullman 5
Tyasah Walser 17
Susan Warren 24
Joseph Williams 17
Juliane Williams 18
Debbie Willmschen 28
Barbara Yu 25

December
Chinwe Anumudu 17
Linda Barrett 26
Rebecca Breese 6
Martha Brown 1
Barry Byrnes 14
Minerva Clarke 18
Mara Comas 8
Colleen Coombs 5
Patricia Costello 24
Lisa D’Amato 16
Madeline Desrosiers 12
Leza M. Downie 22
Anna Ellerson 27
Carmenza Ellison 29
Michelle Finlayson 19
Tiffany Frost 29
John Gilner 12
John Greeno 28
Valeisha Harrison 16
Robert Harrison III 17
Geriloel Harvey 5
Suzette Hinton 27
Tiffany Hunter 1
Sharon LaRusch 20
Genevieve Layman 21
Mollie Lotrecchiano 19
Matthew Merritt 22
Julie Mickus 15
Christopher Mirek 13
Ruth Mising’a 26
Corinne Moreno 2
Dora Morgan 19
Stephanie Moyles 17
Clara O’Neal 12
Charles Perlette 21
Annie Poe 12
Mary Queen 5
Morgan Reinhard 21
Bob Riordan 6
Carl Santos 12
Heatherly Simmons 13
Kristine Stebbins 19
William Stuart 20
Muwawar Sultana 1
Emily Van Schagen 31
Luyu Wang 10
Olivia Williams 7
Adam Willson 17
Happy Birthday!
WakeMed Cary Campus

October
Janice Bova  2  
Sue Busa  20  
Firdaws Chahrour  18  
John Cockman  9  
Deborah DiLalla  13  
Douglas Dills  16  
William Eberbach  11  
Ann Foster  26  
DeAnn Goodall  15  
Patricia Hajian  20  
Chun-Hong Ho  27  
Nell Holcombe  8  
Katherine Keller  31  
Ryan Kennedy  10  
Patricia Lee  31  
Gunther Linde  22  
Vijayalakshmi Mamileti  27  
Faye McDonald  10  
Jan McKnight  17  
Daisys Morel  5  
Patricia Morton  16  
Lasandra Mullins  18  
Pat Olive  11  
Ellen Onofrio  13  
Caroline Parker  2  
Laurie Penn  21  
Christina Plummer  2  
Alfred Port  21  
Claire Saibel  17  
Priscilla Smith  7  
James Sokolowski  30  
Linda Sutton  18  
Ruth Taresco  17  
Yvonne Tucker  6  
Norma Ward  13  
Phyllis Womble  19  
Gertrud Wren  27

November
Kelly Ashworth  13  
Jacob Brotzman  30  
Marla Carroll  19  
Joyce Coats  24  
Joanne Crooks  5  
Indrajit Desai  6  
Barbara Harrington  28  
Frances Hemmings  29  
Barbara Holbrook  12  
Patricia Keeley  28  
Elizabeth Kruszewski  19  
Hemalatha Kumarasamy  9  
Judy Lanahan  14  
Jane Lands  29  
Chin-Jang Lin  1  
Danta Mills  10  
Susan Moeykens  14  
Sandy Phillips  23  
Patricia Quick  13  
Edith Rothschild  18  
Maureen Sanner  25  
Dannelle Simon  1  
Dianne Slaughter  30  
Judith Smith  29  
Sue St. Clair  12  
Edgar Stacy  26  
Brenda Stutts  11  
Michele Sund  6  
Charles Tabbi  7  
Joan Woodrick  23  
Marj Wordell  14

December
Deborah Atkinson  10  
Courtney Bartels  31  
Julee Beebe  12  
Justine Beece  14  
JoAnn Bethel  14  
LeAnne Brozovsky  10  
Mary Burrus  26  
Mary Jo Cercy  29  
Josephine Correia  27  
Mary Dell'Angelo  24  
Mary Dennison  26  
Surekha Desai  17  
Marion Erwin  31  
Denise Galloway  4  
Tina Goodwin  24  
Sol Hochler  19  
Claire Katz  31  
Harry Kincaid  28  
Marilyn Knittel  15  
Dominique Lyn  5  
Thomas McFadden  31  
Elliott Miller  12  
Judy Moore  4  
Naga Nunna  31  
Ashok Patel  19  
Becki Pawlak  23  
Malvika Pillai  26  
Rohan Prabhu  31  
William Pugliese  26  
Mary Randall  19  
Nancy Riefenhauser  31  
Bob Riordan  6  
Susan Robbins  20  
Shannon Robinson  12  
Jean Silverman  9  
Nancye Slagle  24  
Mary Szymkowski  29  
Sean Vallabh  6  
Sandra Venson  13  
Sharon Watson  29  
Carolyn Wiggins  28  
Cindy Wiseman  22
ANNOUNCEMENTS

Our Condolences To:

**WakeMed Raleigh Campus**
- Joan Clarke – family member
- Edrie Greer – loss of pet
- Isabella Norwood — family member
- Michelle Watkins – family member

**WakeMed Cary Hospital**
- Pam Ayars – family member
- Debbie DiLalla – family member
- Amrita Dusara - family member
- Gaye Forman – family member
- Pat Quick – family member

Thinking of the Following Volunteers

**WakeMed Raleigh Campus**
- Paul Fausneaucht
- Vera Heybroek
- Florence Huebner
- Carolyn LaRue
- Michelle Pendergast

**WakeMed Cary Hospital**
- Chuck Evan
- Ann Foster
- Blair Hatcher
- Frances Keener
- Sandy Phillips
- Beverly Williams

Congratulations

**WakeMed Raleigh Campus**
Congratulations to Marty & Jim Stephens on the birth of two new grandbabies.

**WakeMed Cary Hospital**
Congratulations and best wishes to Rachel & Scott Rehl, who were wed on October 20, 2012.

A BIG THANK YOU FOR YOUR DONATIONS!

Ruth Cornwell—yarn
Diane Kuzdral—yarn
Ms. Pritchard and the Green Hope Art Club—Halloween coloring books.

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

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

************
PLACEMENT OPPORTUNITIES

**WakeMed Raleigh Campus**

**Guest Ambassador**
If you can spare an additional 2 – 4 hours a week or would like to help recruit a friend, we are in need of additional Guest Ambassadors!
Monday – Friday, 8 am – 8 pm or Saturday/Sunday, 11 am – 5 pm,
2 – 4 hour shifts
Volunteers enhance customer service by greeting patients and visitors at all portals of entry. Ambassadors provide assistance needed to assist patient and visitors wayfind effectively and provide basic wheelchair transport as needed. Positive interaction skills a must! This is an excellent opportunity to exercise by walking indoors.

**Hospitality Pets**
Saturdays – Sundays: 8 am – 8 pm;
2 hour shifts
Volunteers and their canines provide visitation to eligible patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

**Patient Relations**
(Raleigh Campus/Zebulon Campus)

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

**The Ronald McDonald Family Room**
Sunday – Saturday: 9 am – 9 pm,
3 hour shifts
It is an oasis for the parents of children hospitalized in the inpatient pediatric units. Located just steps away from their children the Room offers computers, showers, snacks and a friendly volunteer who can listen with compassion. Skills: Excellent verbal communication skills and personal interaction skills. Ability to work independently. Excellent human relations skills, including tact, diplomacy, open communication and the ability to relate to persons on an individual basis. Willingness to adhere to all aspects of confidentiality. Good organizational skills. Excellent listening skills.

**WakeMed Cary Hospital Campus**

**Apex Healthplex – Cardiac Rehab**
Monday – Friday: 6 am – 10 am
Volunteers enhance customer service by greeting patients arriving for service. Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises according to making independent decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

**Gift Shop**
Monday - Friday: 4 pm – 6 pm
Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort and provides assistance to ease flow of registration.

**Kraft YMCA – Cardiac Rehab**
Monday – Friday: 6 am – 10 am
Volunteers enhance customer service by greeting patients arriving for service. Assist cardiac rehab staff in providing safe and quality services in a class setting. Assist cardiac rehab staff in class preparation and set-up/take-down, as needed. Assist patients, as needed and appropriate, in setting prescribed exercise equipment and exercises according to making independent decisions regarding exercise settings. Put together medical charts. Enters daily cardiac rehabilitation class data into the Scott Care system. Prints, fax or sends patient reports to physicians on a monthly basis and other various office duties.

**Hospitality Pets**
Monday – Sunday: 2 hour shifts
Canine/volunteer teams visit eligible and consenting patients. Ability and desire to adhere to all aspects of the Hospitality Pets program. Canine companion at least one year old.

**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.

**Tour Guides**
Tours are offered two times a month.
2 hour shift
Assist new and established volunteers by providing and organized, efficient tour of main campus.

**Volunteer Services – Office Support**
Monday – Friday: 2 – 4 hour shifts, 8 am – 4 pm
Strong Excel skills, ability to file in alpha order, collate forms, answer phones, and assist with general office support duties. Willingness to adhere to all aspects of confidentiality. Good organizational skills.

**Kraft YMCA – Radiology**
Monday: 8 am – 12 pm
Volunteers enhance customer service by greeting patients arriving for service. Also attends to comfort needs and provides assistance to ease flow of registration.

**WakeMed Raleigh Campus – Patient Access**
Monday – Friday: 7 am - 5 pm,
Substitutes needed! 4-5 hour shifts
Volunteers facilitate an efficient flow of operation and traffic by providing appropriate information, direction and assistance to the customers and general public.

**Raleigh Medical Park – Patient Access**
Monday – Friday: 7 am - 5 pm,
Substitutes needed! 4-5 hour shifts
Volunteers facilitate an efficient flow of operation and traffic by providing appropriate information, direction and assistance to the customers and general public.

**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.

**Tour Guides**
Tours are offered two times a month.
2 hour shift
Assist new and established volunteers by providing and organized, efficient tour of main campus.

**Volunteer Services – Office Support**
Monday – Friday: 2 – 4 hour shifts, 8 am – 4 pm
Strong Excel skills, ability to file in alpha order, collate forms, answer phones, and assist with general office support duties. Willingness to adhere to all aspects of confidentiality. Good organizational skills.
Calendar of Events

**WakeMed Raleigh Campus**
- **Masquerade Sale**
  Wednesday, December 15, 2012
  Andrew Center, 7 am – 4 pm
  
  Volunteer help is needed
  Please call 919-350-8293 to sign up.

- **Volunteer Board Meetings**
  Tuesday, November 13, 2012
  Tuesday, December 11, 2012
  Conference Dining Room, 10 am - 12pm

**WakeMed Cary Hospital**
- **Volunteer Board Meetings**
  Cary Conference Center, 11 am to 1 pm

- **Masquerade Sale**
  Monday, December 3, 2012
  Conference Center, 7 am to 4 pm
  
  Volunteer help is needed
  Please call 919-350-2363 to sign up.

- **Heart Saver Class**
  - Tuesday, November 6, 2012
  - Friday, January 11, 2013
  Cary Conference Center, 1 pm to 4 pm
  
  To register, please call 919-350-2488 or 919-350-2192.

**Volunteer Orientation**

**WakeMed Raleigh Campus**
- Monday, November 5, 2012
  Conference Dining Room, 5:30 pm – 8:30 pm
- Wednesday, November 14, 2012
  Conference Dining Room, 1 pm – 4 pm
- Monday, December 3, 2012
  Conference Dining Room, 5:30 pm – 8:30 pm
- Wednesday, December 12, 2012
  Conference Dining Room, 9:30 am – 12:30 pm

**WakeMed Cary Hospital**
- Thursday, November 8, 2012
  Conference Center 5:30 pm – 8:30 pm
- Tuesday, November 27, 2012
  Conference Center 8:30 am – 11:30 am
- Thursday, December 6, 2012
  Conference Center 5:30 pm – 8:30 pm
- Tuesday, December 18, 2012
  Conference Center 8:30 am – 11:30 am

**Tour Dates**

**WakeMed Raleigh Campus**
- Thursday, November 8, 2012
  Main Entrance Lobby, 6 pm-7:30 pm
- Tuesday, November 13, 2012
  Volunteer Services, 1 pm-2:30 pm
- Thursday, December 13, 2012
  Main Entrance Lobby, 6 pm-7:30 pm
- Tuesday, December 18, 2012
  Volunteer Services, 1 pm-2:30 pm

  To register, please call 919-350-8293

**WakeMed Cary Hospital**
- Monday, November 12, 2012
  Volunteer Services, 7 pm
- Thursday, November 29, 2012
  Volunteer Services, 10 am
- Monday, December 10, 2012
  Volunteer Services, 7 pm
- Thursday, December 20, 2012
  Volunteer Services, 10 am

  To register, please call 919-350-2363
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    Acknowledgment to be sent to: ___________________________

Attn. Susan Hester, CHVM
Director Community Services
P.O. Box 14465
Raleigh, NC 27620-4465

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    Acknowledgment to be sent to: ___________________________

WakeMed Cary Hospital
1900 Kildaire Farm Rd
Cary, NC 27518

Please make your check payable to: The Volunteers at WakeMed Cary Hospital
WE NEED YOUR EMAIL ADDRESS!
Complete the form below and return to your Volunteer Services department.

Email Update Form:

____________________________
Name

____________________________
Email Address

PLEASE REMEMBER TO ADD US TO YOUR CONTACT LISTS!

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

I prefer to continue to receive the HeartBeat by US Mail.

____________________________
Name

WakeMed Raleigh Campus, Volunteer Services – 3000 New Bern Avenue, Raleigh, NC 27610:

WakeMed Cary Hospital, Volunteer Services – 1900 Kildaire Farm Rd, Cary, NC 27518