Welcome Thomas G. Gettinger

WakeMed is pleased to announce that Thomas G. Gettinger will join WakeMed as Executive Vice President (EVP) and Chief Operating Officer (COO) for WakeMed Health & Hospitals on June 28. Gettinger joins us from Moses Cone Health System in Greensboro, NC, a five-hospital, 1,168-bed system with more than 7,000 employees.

During his nearly 20-year tenure at Moses Cone, Gettinger served in numerous leadership positions, including his most recent role as Executive Vice President for the Moses Cone Health System and President of Moses Cone Memorial Hospital, a 546-bed hospital in Greensboro.

As EVP and COO for WakeMed, Gettinger will be responsible for the overall performance of all facilities in the health system including planning, financial and operational performance, and will serve as the daily advisor to the CEO on all matters. His office will be located on the Raleigh Campus, where he will focus his initial efforts on learning the WakeMed system. Following his orientation to the Raleigh Campus, Gettinger will expand his focus to operations for the entire WakeMed system.

Following a comprehensive national search, Gettinger was selected for his demonstrated expertise in running a comparable health system in North Carolina, with similar services, strengths and opportunities. He brings years of operational leadership expertise in numerous service areas, including cardiovascular and women's services, among others. Among his numerous major accomplishments, Gettinger recently led the planning and design for Moses Cone's largest construction project in history, and helped the system achieve dramatic growth in key service line areas such as orthopaedics and neurosciences. He also has an outstanding track record for raising patient satisfaction in many hospitals throughout his career, and is highly regarded for building strong relationships with both employees and physicians.

"We are looking forward to Tom joining us here at WakeMed. He has a wonderful range of leadership experience within one of North Carolina's finest health care systems, Moses Cone," comments Dr. Bill Atkinson, president and CEO. "As you would expect, there was great interest in the WakeMed COO position. We had an opportunity to speak with a large number of highly qualified and experienced candidates. Tom was a standout choice amongst a highly qualified, widely experienced, and stellar group of health care leaders. We believe Tom will be a leader who will contribute greatly to WakeMed's operations and have a positive impact on health care access, cost and quality locally and across the state."

Gettinger holds a bachelor's degree in biology from Wake Forest University and a master's degree in health administration from the Duke University Fuqua School of Business. He is actively involved in his community in numerous organizations including the Guilford Education Alliance, American Heart Association, Greensboro Healthcare Credit Union, American College of Healthcare Executives, among others. He is married with three children.

Please join us in welcoming Tom to the WakeMed system, and stay tuned for details on Meet & Greet events that will be announced in the coming weeks.
New WakeMed Raleigh Campus
Patient Tower Opens June 2010

During the month of May we will focus upon the celebratory events and final preparations for the operational beginning of the recent addition to the WakeMed Raleigh Campus. The new Patient Tower building will include 2E Cardiovascular Intensive Care Unit, 3E Cardiovascular Intermediate Care, and the new Children’s Hospital that offers expanded space for 4E Pediatrics and the Jerry C. Bernstein Pediatric Intensive Care Unit. The WakeMed Foundation has provided the full funding for the Children’s Hospital with the support of the corporate and private donations, the WakeMed staff and the WakeMed Volunteers. A dedicated team of WakeMed staff has worked tirelessly to ensure that every detail is addressed before opening. The goal of this construction project has been to create a structure that will offer total focus upon safe, efficient and quality patient care. It began with vision, research, design, review after review, and fiscal discipline. Then followed the complex months of planning and construction. The results ―wow‖ the eye and impress the observer – it is a superior architectural outcome. Most certainly it will have an enormous impact upon those who receive and deliver care. The Patient Tower will set the standard for patient and family centered care as well as workplace-focused efficiency in medical facilities for the entire region.

On June 3, 2010 all visitor parking will move from P5 to the new parking deck where volunteers and staff have been parking for the last year. That deck will be named P1 Visitor Parking. All WakeMed volunteer badges will be re-coded to enable volunteers to continue to park in the new P1 Visitor deck. WakeMed employee staff will move back to the P5 Employee parking deck.

As the patients and staff settle into the fast paced and quality operations in the new Tower units, other changes will begin in various locations within the Raleigh Campus complex. 3C will become an additional patient care unit in the WakeMed Rehab Hospital. 4C will be renovated and will become the new home for patients in the 4A Women’s Care continuum. The 4A location will be evaluated for redesign to expand the Neonatal Intensive Care Unit. Off of Sunnybrook Road, the East Square Medical Plaza will be transformed into a Day Surgery and outpatient complex in collaboration with physicians and surgery center partners.

Come and celebrate! Ask others to join you as you participate in providing excellent service through in a world class facility with a world class team of physicians, clinical and support staff and fellow volunteers from across this community.

Volunteers Are Eligible to Join Freedom Credit Union at Raleigh Campus and Cary Hospital. Freedom Credit Union representatives are eager to connect with all eligible associates of WakeMed including volunteers. Volunteers may not be receiving a direct deposit from WakeMed, but you can still join and benefit. Feel free to stop by either branch and ask the manager for information about the services offered by Freedom Credit Union. Freedom is a benefit for you too. Representatives may be scheduled in the future for some departmental visits to familiarize you with Freedom Credit Union. Clint Williams, director of Membership Development states ―Financial health begins with thrift. You have to save money to have money. Freedom Credit Union believes one must be thrifty seriously more seriously than ever. As folks start to come out of the current economic climate and see some positive growth again - we want to reinforce saving money as much as possible. WakeMed is an important partner for us and we want to do more to reach those with WakeMed as a benefit provider and a resource for financial health.‖ For more information you can contact Clint Williams, Director of Membership Development. www.freedomfcu.com Freedom Credit Union PO Box 2703 Rocky Mount, NC 27802 P:800-232-6532 x.227 P:252-442-8888 x.227 F:252-442-6744 cwilliams@freedomfcu.com
Cary Hospital Volunteers Make a Lasting Difference in Fuquay

It all started with a funding request from Terry Johnson and Anne Michniuk, then a dialogue facilitated by Susan Hester at a board meeting about the formal Cary Hospital and Re-hab Hospital connections to WakeMed Fuquay-Varina Skilled Nursing facility via the WakeMed structure, additional dialogue with the board members by Bethany Kelly and Susan that connected the dots between volunteers whose placement location is miles away from the departments in Cary and Raleigh where Bethany and Marie cultivated and facilitated the volunteer support, and ultimately a confirmation that “seeing” will clarify and enlighten. These events led to a trip to Fuquay for the board of directors of The Volunteers at WakeMed Cary Hospital to see the new resident-use TV they had months earlier approved for funding, to have the February board meeting, and to learn more about the Recreation Therapy programs. What resulted were “eyes wide open,” hearts touched, minds impressed, and a need being embraced by a literal call to action. The board of directors supported an initiative led by past president and current secretary Regina Brest to bring back to life the garden area at the Fuquay facility—and so they did just that! Regina and her husband Terry made a trip or 2 to the facility, assessed the needs, made recommendations to the leadership at Fuquay and received approval, received the approval of the Volunteer board and Volunteer Services administration, and gathered support from Cary volunteers. What followed was a transformation of a garden that will have years of impact and will improve the experience for residents, guests, Fuquay volunteers and the community.

The following communication was received from Recreation Therapist Anne Michniuk on May 14, 2010.

“First of all, I just would like to thank all the volunteers of WakeMed Cary that have been so good to all of our residents and staff in Fuquay. Through many hours of hard labor and much needed materials, Regina Brest and her husband Terry, were able to replace 2 of our raised garden beds and repaired a third one. The beds are made with good, strong quality material and are weather resistant! They, along with 2 other Cary volunteers, Denise Galloway and Donna Doherty, spent many hours at our facility yesterday replacing all our old soil and plants with fresh soil and fertilizer. The plants were replaced with beautiful flowers that are brilliant in color and have sweet fragrances to them, which is wonderful sensory stimulation for our residents. They not only replaced our existing plants but also pruned and fertilized our existing roses and plants that quite frankly were not looking so good. After setting up our old beds, Terry disassembled our old beds and hauled them away for us which was no easy feat.”

“They were so kind to several of our residents who meandered out to see the gardens being installed. The volunteers often stopped what they were doing to talk to our residents and give them kind words. One of our residents spent the morning outside with them and was loving every minute of it. After the volunteers left she asked if she could go back to the garden area after lunch because she was enjoying it so much. Needless to say, she was back out there yesterday and this morning watching me water the plants. She never had a desire to sit out back prior to the volunteers’ arrival yesterday. Our back sitting area is absolutely BEAUTIFUL and we have only the Cary Hospital volunteers and Volunteer Services to thank for that. Thanks to all their hard work, we are eager to start doing Recreation Therapy groups out there again along with 1:1’s, family visits etc. It is not only a tranquil area for our residents but also an area where our residents can go to enjoy nature and gather their thoughts. I would like to thank everyone for their efforts and especially to Regina and Terry who were resourceful and instrumental in making our dreams come true! I hope you enjoy the pictures and I will send more to follow once the flowers start to grow and fill out more.”

“I should mention, as I am emailing this to you, I am watching our Social Worker engage in conversation with one of our residents in our new beautiful garden area! Our resident seems to be enjoying himself as evidenced by his smiling and pointing to different plants in the flower bed. Thank you, thank you, thank you!!!”

Anne (one happy Recreation Therapist)"

Kudos to the Cary Hospital volunteers for making the time to make such a profound difference. This represents an extraordinary demonstration of putting policy and purpose statements into action as WakeMed volunteers do every day! Your partnership is indeed priceless.

Terry and Cary Garden Volunteers
I hope everyone had an opportunity to attend one or more health screenings offered during National Volunteer Week celebration April 18th-24th. We had a good time getting a spring check-up and meeting old and new friends.

The Volunteer Services Board has designated a five year, $50,000 pledge to the new Children’s Hospital. More information will follow at a later date about the designation for the funds.

Annual refresher training is mandatory. However, you have a choice. An in-home study packet will be mailed to you when it is time for your refresher training. It contains complete instructions, an information packet and a medical history form. Just read, study, complete and return the verification sheet, competency assessment and medical history form in the envelope provided. If you prefer to attend one of the regularly scheduled orientation classes, just call 350-8293 to enroll.

It is time for annual volunteer evaluations. It is a time when the volunteer and volunteer administrative staff look at job responsibilities and expectations. We can learn and grow from our evaluation as we set goals for the next year and identify opportunities for improvement. Also, we can give feedback to the volunteer administrative staff. It is a good thing!

A reminder! Hand hygiene is a very important patient safety/infection control function. Please be a leader in hand washing and set a good example for others and show others how it is done correctly and consistently.

A special thank you to WakeMed nurses. May 6th-12th was National Nurses Recognition Week. Please take time to let the nurses you work with know how much you appreciate their partnership with volunteers and thank them for their commitment to care and dedication to service.

Thanks to all volunteers for your hard work. You are so valued at WakeMed. Have a happy, safe summer.

Sally Perdue, President, Volunteer Board

With approximately 60 volunteers participating, the April Health Screening event was a success. Thank you to the Apex Lions Club and Terry Brest for providing the eye screening van. Also, thank you to the Volunteer staff for their hard work. Along with the screenings, it was a great opportunity to meet and talk with other volunteers.

We have had some changes to the Volunteer Board; Cliff Altobellis, has resigned. Thank you to Cliff for the time he has served. Ann Drake, a current member of the board, will finish Cliff’s officer term as vice president. The board will appoint an active volunteer to fill Cliff’s unexpired term. I would like to welcome Shelby Credle to the Volunteer Board. Shelby has been appointed by the board to complete Tina Smith’s term.

At the April board meeting, we were pleased to have Karen Zeldon, WakeMed Foundation director of Major Gifts, and Dr. Mark Piehl, director, Wake Faculty Physicians, Pediatrics to meet with us. The board has designated $20,000 to be used for the new Children’s Hospital. Karen discussed the specific funding opportunities available. We will communicate to the membership the final decision within the next few weeks. Dr. Piehl updated the board on the new much needed services that WakeMed Children’s Hospital is now able to add. Currently, the WakeMed System has served 148,000 pediatric patients, the highest number in the state.

On May 13, members of the board traveled to the Fuquay Skilled Facility to repair and replace planters and plant flowers in the outdoor areas. Terry Brest has repaired and replaced elevated planters so the patients will be able to assist with the gardening. Thank you, Terry.

Our next fundraiser will be a cookware sale on June 14. Volunteers are greatly needed to assist with the sale, so please look for the sign-up sheet in the office. We could use the extra help.

Pat Quick, President, Volunteer Board
Volunteer Spotlight
WakeMed Raleigh Campus
~ Carle Cayton ~

My name is Carle Cayton. I have been a volunteer since November 2004. I am a native of Raleigh. Graduating from Broughton High School in 1962. I continued my education on an athletic scholarship at Catawba College. I was a psychiatric aid at Dorothea Dix Hospital and then transferred to Campbell University and graduated with a BS in Science and received a teaching fellowship at Carolina UNC Chapel Hill. During the next 36 years I taught and coached high school athletics.

In August 2004, I had a heart attack, with a less than 5% chance of surviving. WakeMed, God, friends and family saw me through this time. After my recovery I began my volunteer partnership with WakeMed through the Cardiac Rehab program. In Cardiac Rehab, I lent clerical support to the staff and occasionally worked with the patients.

In February 2010, I was invited to teach art to the patients in Club Reach. I share the basics of sketching and drawing proportions, scale, and shapes in pencil. The patients are appreciative of all my efforts. There are some patients that really show a talent for sketching. It is a wonderful endeavor for me. I look forward to my interactions with the patients each week. I highly recommend volunteering to everyone. Volunteering and helping patients has been a large part of my recovery process.

Volunteer Spotlight
WakeMed Cary Hospital
~ Sanjana Prabhu ~

My name is Sanjana Prabhu, I am currently 16 years old, and I am a sophomore at Enloe High School. I am of Indian origin, and my hobbies include Indian classical dance, as well as volunteering and watching medical shows on TV.

I have had countless experiences and lessons in medicine, volunteering, and leadership through WakeMed Cary Hospital. It all began when my best friend and I signed up for the Safe Sitter course because we wanted to babysit kids. After that I signed up through the Junior Volunteer Program and volunteered one night a week doing "Tea Cozies", where my mom and I would deliver evening refreshments to new mothers and their families in the Women's Pavilion. It was an easy and comfortable start to my hospital volunteering, and I loved seeing all the cute newborn babies.

Over the past two years, I've also volunteered in the Day Surgery department and in the Gift Shop. My Day Surgery duties consisted of making beds, stocking supplies, copying papers, and other various errands. While I was volunteering, I observed a doctor who explained the surgeries to Spanish-speaking patients. This inspired me because I'm taking Spanish in school, and I thought it was neat to see how my knowledge of another language could help me when I begin to work in the medical field. Now, currently in the Gift Shop, I help stock supplies, run the register, and help the Gift Shop staff as necessary. I enjoy helping run this little pleasant place, where visitors and patients' families can browse for a gift, and where hospital staff can come and take a well-deserved break. The Gift Shop seems to have one of everything sometimes!

For my freshmen seminar project at Enloe, I was mentored by Ms. Tina Smith, a volunteer who taught me how to knit a baby cap for the Women's Pavilion as the service component of my project. I also did some research on WakeMed for the project, and I was amazed to see the statistics and awards this wonderful hospital system has, as well as the numerous charities and foundations it supports. I also have attended WakeMed's Medical Explorer's program, and one of the coolest things I remember is practicing putting an IV into a fake arm. It was really, really neat. All in all, I have had some great times at this hospital and I am so grateful to volunteer here!
Fundraising Results

Both The Volunteers at WakeMed Cary Hospital and The Volunteers at WakeMed Raleigh Campus participated in successful fundraising events in April and May. Monies raised by the events are donated back to the respective hospitals to support programs, to help develop new programs and to purchase equipment for the benefit of WakeMed patients and families.

May 4, 2010

The Volunteers at WakeMed Raleigh Campus and Infinite Electronics

Many thanks to the following volunteers who contributed to the event:

- Jama DiSorbo
- Rosemary Kenny
- Betty Brown
- Althea Page
- Candice Seetram
- Faye Miller
- Ben Citero
- Timothy Lee
- Elaine Allen
- Charlotte Luke
- Mickey Gault
- Lois Brush
- Antora Troublefield
- Lydia Phillips

$5,119.47 was raised to support Raleigh Campus programs and services.

April 23, 2010

The Volunteers at WakeMed Cary Hospital and Uniforms 2U – uniform and shoe sale

Thank you to the following volunteers who worked the event:

- Susan Alvey
- Pam Ayars
- Diane Boyer
- Barbara Deal
- Dyan McCleery
- Tina Smith
- Carmen Ubiera

$2,461.80 in commission revenue was realized from the sale and will be used to support the needs at Cary Hospital.

Hospitality Pets Social

To celebrate our four legged friends and their human companions who participate in our Hospitality Pets Program, Volunteer Services from the Raleigh and Cary volunteer programs jointly hosted the 5th Annual Hospitality Pet Social on Saturday, May 1, at the Millbrook Exchange Park in Raleigh. Canines and their owners joined together to share experiences and compete in events such as best trick, costume race, musical sit and the golden hydrant award.

The Hospitality Pets Program is a beneficial volunteer program that provides many quality outcomes for our patients and their families. Patients, families, staff, physicians and visitors alike support and praise the efforts of these champions. Just by sharing their warm and fuzzy interaction skills the dogs can provide many emotional and physical benefits.

Areas where Hospitality Pets visit include:
- Raleigh Campus – Adult Intensive Care Units, Pediatric Intensive Care, Children’s Emergency Department, Pediatrics, Rehabilitation and Rehabilitation Gyms, Observation Units, Patient Care Floors (3A, 5A, 6A, 6B);
- Cary Hospital – Adult Intensive Care Unit, Patient Care Floors 2 East, 2 West and 3 West; Fuquay-Varina Skilled Nursing Facility.

Note of Thanks

To the volunteers at WakeMed, I just want to write a quick note to say thanks for the cute little knit hats! The Christmas one was especially cute. I have saved each hat from each of my 3 babies and my youngest looked especially cute in her big sister’s hat today. Thank you so much!

The Murray Family

We express our deepest sympathy to the families of Lela Ogburn and Edna Sullivan

Lela Ogburn died May 8, 2010. Lela volunteered from November 1992 to December, 2005 as Lap Parent volunteer. She contributed 1,114.50 hours of service.


Please help us remember and honor our friends.

If you become aware of a present or former volunteer who has died, please let the Volunteer Office know.
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.

Thanks for Your Donations

WakeMed Raleigh Campus
Susie C. Holmes, Project Linus
WakeMed Cary Hospital
Louise LaPlant — material and yarn
Cal Parks — magazines

Special thanks to River Oaks Middle School for donating activity books and huggables for the Pediatric floor at WakeMed Raleigh Campus.

Special thanks to Patrick Donahue (Super Man), Christopher Nabors (red shorts) and Charlotte Donahue, for their donation of Lego’s, CitiBlocs, books, stuffed animals and other toys.
These are volunteers who contributed to our program and have relocated, gone back to school or left for other obligations. This is what they said about their experience:

**Raleigh Campus**

*Israel Janovich:* Information Services: "No need to change. Staff is wonderful doing excellent job."

*Johanna Lopez:* Patient Relations: "The staff at WakeMed was a pleasure to work with."

*Carlisa Long:* Information Services: "Volunteering has definitely been a positive experience. I've met some great people in the process. In the IS department I worked with Dave Potchak, and he was a wonderful teacher. I did learn a lot of new skills that I did not learn in school, that I will definitely use in the future. I would recommend volunteering to anyone who is interested, and I do look forward to volunteering again."

*Poling Payton:* Rehab Health Park Administration: "The employees in the Health Park were super nice."

**Cary Hospital**

*Abo Abidah Abazid:* Information Systems: "I love the people who work at this facility—no levels, no exception—have been caring and supporting. I would love to come back as soon as my circumstances allow me and when there is a need for me. I am proud to have spent some time with these wonderful people and I really will miss them. Keep up the good work Bethany and Dee; Mohammad and Doug are great!"
Thinking of the Following Volunteers

WakeMed Raleigh Campus
Lorraine Oken
Tony Williams
Lynette Davis
Victor Saxena
John Griswold
Denise Rohr
Dot Kohlbach
Sandra Hill
Thetra Kelly
Bob Wertis
Jim Walton

WakeMed Cary Hospital
Janice Charlton
Georgette Paskoff
Mary Price
Angela Reppert
Jean Sessler
Ann Rush

Our Condolences To

WakeMed Raleigh Campus
Maria Shelton: death in the family

WakeMed Cary Hospital
Pat Hyman:  death in the family
Margo Totten:  death in the family

Congratulations to volunteer Melissa Singleton
on her marriage.

Congratulations to Roy and Edna Beasley who
celebrated 57 years of marriage on April 5.

Congratulations to Paul Krutchesky on his mar-
riage to Stephanie Albert on May 1 at Raleigh
Little Theatre Rose Garden.

Congratulations to Frances Keener who receiving
a gold medal for bowling in the Senior Olympics.

Congratulations to Dave and Mary Davenport
celebrating their 40th Anniversary.

Congratulations Sewing Contributions

The efforts of our talented sewing volunteers benefit WakeMed Health & Hospitals by providing us with beautiful handmade items made especially for our pa-
tients – 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
Threads of Love
Sunshine Seniors
Northern Wake Senior Center

Needles Club of Heritage
Happy Hearts of Heritage
From Ewe to You

Countless individual sewers not associated with sewing groups

WakeMed Cary Hospital
Ann Foster Workshop
Apex Abiding Presence Lutheran Church
Ann Foster Workshop
Carolina Preserve Yarn Spinners
Caroline Preserve Piecemakers
Colonial Baptist Church
Cornerstone Presbyterian Church
Ebenezer United Methodist
Garner Senior Center
Harriet Kelner Workshop
Reedy Creek Baptist Church
Spring Arbor of Apex Assisted Living Workshop
Windsor Point Workshop

Countless individual sewers not associated with sewing groups
WakeMed Health & Hospitals Updates and Information

Martha Johnson, RPh, PharmD, Named Director of Pharmacy Services at Cary Hospital

Cary Hospital welcomes Martha Johnson, RPh, PharmD, as the new director of Pharmacy Services. Johnson formerly served as the director of Pharmacy Services on the Raleigh Campus and brings to Cary Hospital more than 25 years of pharmacy experience.

At Cary Hospital, Johnson will be responsible for the administrative management of the Pharmacy including the clinical, operational and financial outcomes of the services the department provides. She will also collaborate with leadership in the areas of strategic planning, program development, standards compliance and the integration of system-wide service delivery. Meanwhile, Johnson will be tasked with identifying opportunities to improve patient safety, as well as participating in projects and programs designed to reduce caregiver error and enhance the care we provide.

―We are very pleased to welcome Martha to Cary Hospital and look forward to collaborating with her as a member of our leadership team,‖ said David Coulter, senior vice president and administrator of Cary Hospital.  ―I am confident that Martha's many years of pharmacy experience coupled with her existing knowledge of Pharmacy Services at WakeMed have positioned her to be a strong leader for our Pharmacy staff as well as a trusted resource for our nursing team.‖

Coulter also extended a special thank you to Lisa Dove, RPh, who served as interim director of Cary Hospital Pharmacy Services prior to Johnson's arrival. ―Lisa's hard work and commitment to the department allowed for a seamless transition of leadership, and we sincerely appreciate her efforts.‖

Raleigh Campus

Occupational Health & Safety Office Moves to Medical Office Building

On Wednesday, April 14, the Raleigh Campus Occupational Health & Safety office moved to the first floor of the Medical Office Building. The new office will be on the right, just past the pedestrian bridge from the Main Hospital.

David Ng Promoted to Chief of Campus Police & Public Safety

Since December 17, 2009, Chief Ng has been serving as interim Chief of Campus Police & Public Safety. In his new permanent role, Chief Ng will lead the department's daily operations and response to emergency events. He will maintain and evaluate department programs and security procedures to minimize risks and promote safety and security on WakeMed property. Enforcing regulatory standards, policies/procedures and laws, and helping to detect and prevent crime and accidents will also be Chief Ng's responsibilities. Chief Ng joined WakeMed in January 2008 as the Administration Captain. He began his law enforcement career with the Raleigh Police Department (RPD) in 1995. Between 1995 and 2008, Chief Ng gained valuable law enforcement and public safety experience with the RPD, Greensboro ABC/Durham ABC Law Enforcement and the Alltel Communications Fraud Investigation team. Before coming to WakeMed, he served as Operations Captain for the Morrisville Police Department.

Please join us in congratulating Chief Ng on his promotion.

Identification Badge Reminder

– Keep it Visible and Uncovered

Please remember that, according to WakeMed policy, your personal volunteer identification badge should be visible at all times. All volunteers and employees are asked to please not cover any portion of their identification badge, including their last name.
WakeMed Health & Hospitals Updates and Information

Raleigh Campus Observation Unit 3 to Gain New Patients

With an anticipated start date of Monday, April 5, Observation Unit 3 will open a Procedure Unit to care for all Raleigh Campus radiology holding, infusion and transfusion patients. Beds one through five will be reserved for these patients, and a nurse will be dedicated to their care Monday through Friday from 6 am to 10 pm. Currently, Radiology Holding patients are cared for in the Radiology Holding Area (RAHA) located next to the main Radiology area on the first floor, while infusion and transfusion patients have been cared for by Endoscopy staff in the Surgical Services area. This transition helps improve patient safety, comfort and efficiency by allowing the patient to remain in one unit throughout their entire stay.

The RAHA registration process will remain the same; however, for transfusion and infusion services, please call Observation Unit 3 at ext. 06832 and ask to speak with the nurse who is assigned to transfusion/infusion patients. Observation Unit 3 is located near Café 3000. Please contact Janice Frohman, administrative director, (Emergency Services) with any questions.

WakeMed Receives North Carolina Above & Beyond Award from North Carolina Employer Support of the Army

This award is presented to employers who have exceeded legal requirements for providing support to United States Service members of the National Guard and Reserve. The Committee for Employer Support of the Guard and Reserve (ESGR) is an agency within the office of the Assistant Secretary of Defense for Reserve Affairs. It promotes cooperation and understanding between Reserve component members and their civilian employers. For more information, contact Anthony Newkirk, manager of Employee Relations & Diversity, at 919-350-5447 or anewkirk@wakemed.org.

WakeMed Hospitalist and Intensivist Updates

The Cary Hospital Hospitalist program is pleased to announce that Dr. Tres Pittman, medical director of the Raleigh Campus Hospitalist Program, has assumed leadership responsibilities for the Cary Hospital program as well. Dr. Pittman now serves as medical director for both programs. The Cary Hospital Hospitalist program is also pleased to report that Dr. James Cappola will remain with the group as a full-time physician after transitioning away from his administrative duties as medical director for personal reasons.

Additionally, the group implemented block scheduling on April 1 to help enhance continuity of patient care. As a result, all four physicians working during the day will work from 7 am to 7 pm (seven days a week) and will physically be at the hospital during those hours. Anyone needing to get in touch with a patient’s attending physician can do so between these hours.

We are also pleased to welcome Dr. Sanjay Patel to the WakeMed Intensivist program. Dr. Patel is Board Certified in Internal Medicine, Pulmonary Disease and Critical Care Medicine, and joins us from the University of Pittsburgh Medical Center – Mercy Hospital. He will work as part of the Intensivist teams at the WakeMed Raleigh Campus and WakeMed Cary Hospital. Please join us in welcoming Dr. Patel.
The new Cary Hospital branch of the Freedom Federal Credit Union (FFCU) opened on Monday, May 3. Located off the Cary Hospital Atrium across from the Gift Shop and adjacent to Administration, the new branch will be open every Monday, Tuesday, Wednesday and Friday from 9 am to 5 pm, and every Thursday from 7:30 am to 3:30 pm. The credit union will close daily for lunch from 1:30 to 2:30 pm.

The Raleigh Campus branch of the FFCU is located on the first floor of the hospital, across from Observation Unit 3.

For more information about FFCU, visit www.freedomfcu.com, call the Raleigh Campus FFCU branch at 231-8733 or e-mail Clint Williams, FFCU director of Membership Development, at cwilliams@ffcu.com.

Cary Hospital Nuclear Medicine Earns ACR Accreditation

The American College of Radiology (ACR) accreditation applies to both of the department's cameras in all three available modules - Planar, SPECT and Cardiology Imaging. ACR accreditation demonstrates Cary Hospital's commitment to quality care and patient safety. It also communicates to patients and the healthcare community that the facility meets nationally accepted standards of care. In Wake County, only one other hospital has earned this level of ACR accreditation. Congratulations to Pamela Schiavone, Jennifer Sousa and the entire Nuclear Medicine team. Their hours of hard work and dedication during the rigorous review process enabled the team to achieve this distinction. With this new accreditation, all of Cary Hospital's Imaging eligible departments have applied for and obtained ACR accreditation.

WakeMed Medical Simulation Center Updates:

Name Change and New Designation as a Laerdal Center of Educational Excellence

The WakeMed Medical Simulation Center has changed its name to the WakeMed Center for Innovative Learning to more accurately reflect the education and training it provides. Additionally, the Center was designated a Center of Educational Excellence by Laerdal Medical, one of the world's leading providers of health care solutions, including products and services for simulation, immobilization, basic and advanced life support, patient care, self-directed learning and medical education.

Laerdal's Center of Education Excellence designation:

- Recognizes facilities that have exhibited consistent excellence in educational philosophy and programs for the purpose of helping save lives.
- Identifies facilities that can be referred to as examples as it relates to the design and implementation of excellent educational programs to help caregivers save lives.
- Establishes a network of centers that can provide mutual support for "breaking new ground" in the field.

"It is a great honor to receive this prestigious designation from Laerdal, a leader in the field of medical simulation and education," said Amar Patel, manager of the WakeMed Center for Innovative Learning. "Each day, our team sets out to provide WakeMed's clinical professionals, as well as clinical professionals from throughout the region and state, with the most advanced medical simulation training possible. We are here to help these professionals better learn how to save lives by giving them the opportunity to practice skills in a controlled yet clinically realistic environment. It is extremely rewarding to be recognized for our accomplishments in this field."

The WakeMed Center for Innovative Learning is a 3,800 square-foot, state-of-the-art facility located on the Raleigh Campus. It provides a unique training environment for healthcare providers throughout the region, including those affiliates with Wake AHEC, The Capital Regional Advisory Committee (CapRAC), Wake Technical Community College and the numerous hospitals that comprise the Southern Atlantic Healthcare Alliance (SAHA). For more information on the WakeMed Center for Innovative Learning, visit www.wakemed.org. For more information on Laerdal, visit www.laerdal.com.
WakeMed Health & Hospitals Updates and Information

Patient Care Unit Name Changes – Raleigh Campus and Cary Hospital

With the addition of the new patient tower on the Raleigh Campus, a new patient care unit naming structure has been adopted by our entire system. This new naming structure will be applied to the new units of the patient tower as well as several patient care units on the Raleigh Campus and at Cary Hospital. These name changes are necessary to create consistency across the system while accurately reflecting the level of care each unit provides and allowing for more clarification when a code is called. Staff can begin using the new unit names immediately. Note that an update on new signage and printed materials, and a detailed explanation for the new naming structure is also included below.

Raleigh Campus

**Intensive Care Units**

<table>
<thead>
<tr>
<th>New Name</th>
<th>Official Abbreviation</th>
<th>Former Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Intensive Care Unit</td>
<td>CICU, CICU</td>
<td>-A or CICU -B</td>
</tr>
<tr>
<td>Coronary Care Unit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardiovascular Surgery Intensive Care</td>
<td>CVSICU</td>
<td>Cardiothoracic Surgery Unit (CTSU)</td>
</tr>
<tr>
<td>Cardiovascular Intensive Care Unit</td>
<td>CVICU</td>
<td>New unit in the patient tower - 2E</td>
</tr>
<tr>
<td>Surgical Trauma Intensive Care Unit</td>
<td>STICU</td>
<td>Surgical Intensive Care Unit (SICU)</td>
</tr>
<tr>
<td>Neuro Critical Care Unit</td>
<td>NCCU</td>
<td>Neuro Intensive Care Unit (NICU)</td>
</tr>
<tr>
<td>Neonatal Intensive Care Unit</td>
<td>NICU</td>
<td>Intensive Care Nursery (ICN)</td>
</tr>
<tr>
<td>Medical Intensive Care Unit</td>
<td>MICU</td>
<td>No change</td>
</tr>
<tr>
<td>Pediatric Intensive Care Unit</td>
<td>PICU</td>
<td>No change</td>
</tr>
</tbody>
</table>

**Raleigh Campus - Other Patient Care Units**

<table>
<thead>
<tr>
<th>New Name</th>
<th>Official Abbreviation</th>
<th>Former Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>3A Cardiovascular Intermediate Care</td>
<td>3A CVIC</td>
<td>3A Cardiac Intermediate Care Unit</td>
</tr>
<tr>
<td>3B Cardiovascular Surgery Intermediate</td>
<td>3B CVSIC</td>
<td>3B Cardiovascular Surgical Intermediate Care Unit</td>
</tr>
<tr>
<td>3C Rehab</td>
<td></td>
<td>- after new patient tower opens &amp; 3C construction is complete</td>
</tr>
<tr>
<td>3C Nephrology/Urology</td>
<td></td>
<td>3C Nephrology/Urology</td>
</tr>
<tr>
<td>4A Women's Pavilion &amp; Birthplace</td>
<td>4A WP&amp;B</td>
<td>4A Women's Care</td>
</tr>
<tr>
<td>4B Women's Pavilion &amp; Birthplace</td>
<td>4B WP&amp;B</td>
<td>4B Mother/Baby</td>
</tr>
<tr>
<td>5A Medical Intermediate Care Unit</td>
<td>5A MIC</td>
<td>5A Medicine</td>
</tr>
<tr>
<td>5B Neuro Intermediate Care Unit</td>
<td>5B NIC</td>
<td>5B Neurosciences</td>
</tr>
<tr>
<td>5C Nephrology &amp; Urology</td>
<td></td>
<td>5C Medicine</td>
</tr>
<tr>
<td>6A Cardiovascular Intermediate Care</td>
<td>6A CVIC</td>
<td>6A Cardiac Intermediate Care Unit</td>
</tr>
<tr>
<td>6B Orthopaedics &amp; Oncology</td>
<td></td>
<td>6B Orthopaedics</td>
</tr>
<tr>
<td>6C Surgery &amp; Trauma</td>
<td></td>
<td>6C Surgical</td>
</tr>
<tr>
<td>3E Cardiovascular Intermediate Care</td>
<td>3E CVIC</td>
<td>New unit in the patient tower</td>
</tr>
<tr>
<td>4E Pediatrics</td>
<td></td>
<td>New unit in the patient tower</td>
</tr>
</tbody>
</table>
WakeMed Health & Hospitals Updates and Information

Cary Hospital Patient Care Units

*Please note the distinct difference between the E unit in the new Raleigh Campus patient tower and the East wing of Cary Hospital. All staff should be aware of this difference and use these labels appropriately, particularly as it relates to codes.

New Signs and Printed Materials

Posting new signs that show all new unit names is a top priority, and an inventory of signage needs is currently in progress. New signs will be posted as they are produced and phased in over the next several months. Also, to ensure we are budget-conscious throughout this process, printed materials will be revised and phased in over time.

New Naming Structure Criteria

WakeMed's new naming structure includes five designations for varying levels of care: Intensive, Intermediate, General Medical/Surgical, Rehab and Observation. The term "Intensive Care Unit" (ICU) communicates the highest level of care. Abbreviations can be used with all ICUs; however, all other unit names use their full name as the standard and the term "unit" has been removed.

The term "Intermediate Care" will be used for units that provide care just below the intensive level of care (instead of Step Down, Telemetry, etc.). This reflects the most current patient care and clinical nursing standards.

The new naming structure considers geographic location, followed by specialty and intensity. With regards to the cardiac units, all units incorporate "CV" to maintain consistency with the type of care they offer.

<table>
<thead>
<tr>
<th>New Name</th>
<th>Official Abbreviation</th>
<th>Former Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 East Neuro Care</td>
<td>N/A</td>
<td>Neuro Care</td>
</tr>
<tr>
<td>1 East Observation</td>
<td>N/A</td>
<td>Observation</td>
</tr>
<tr>
<td>1 East Chest Pain Center</td>
<td>N/A</td>
<td>New unit</td>
</tr>
<tr>
<td>2 East Medicine</td>
<td>N/A</td>
<td>2 East</td>
</tr>
<tr>
<td>2 West Cardiovascular Intermediate</td>
<td>2 West CVIC</td>
<td>Telemetry</td>
</tr>
<tr>
<td>2 West Medical/Surgical Intermediate</td>
<td>2 West MSIC</td>
<td>Step Down Unit</td>
</tr>
<tr>
<td>2 West Intensive Care Unit</td>
<td>2 West ICU</td>
<td>ICU</td>
</tr>
<tr>
<td>3 West Medical/Surgical</td>
<td>N/A</td>
<td>3 West</td>
</tr>
</tbody>
</table>

A Special Message from Victor:

Dear Marie and Jackie:

Hello from Las Vegas! I just completed a 7 day hike in Escalante national monument in Utah. I apologize but the email I sent from the airport concerning my absence on Friday did not go through. I will be in Ecuador from May 26 - June 11 on a cultural immersion trip studying sustainability within the delicate rain forests and responsible eco-tourism. After that I am headed to Peru where I will be assisting physicians in clinics in rural areas around Lima serving some of the most under served in the region. Because of these trips I will start volunteering again the Friday after my return: July 9. I cannot wait to see you and tell you about my adventures.

I have one more item - I got into medical school! I have just been accepted to Eastern Virginia Medical School and will begin in August! I know my time and experiences at WakeMed since my time as a pee-wee and now adult volunteer have shaped me as a servant leader, taught me about the hospital, and have set me apart from the crowd. Thank you for letting me be a part of WakeMed!!!

Please email with any questions as I will be out of phone contact for the majority of my trip in Ecuador (rain forest does not have wireless yet for some reason ;)).

Warmest regards,
Victor
Temperatures around the country are starting to rise and the risk of heat stroke for children left in vehicles is increasing. On March 8, a 17-month-old girl became the first victim of heat stroke in 2010 after being left in a vehicle at her father's office in Fort Myers, Fla. on a day that reached 73 degrees.

As spring advances into summer, bringing with it warmer temperatures, Safe Kids Wake County, led by WakeMed, is working to increase awareness and urge caregivers to never leave children alone in a vehicle.

Safety experts and childcare advocates remind parents and caregivers to always check for sleeping children before leaving a vehicle.

Between 1998 and 2009, 445 children died from heat stroke because they were unattended in vehicles that became too hot for them to survive. A child's body heats up 3 to 5 times faster than an adult's and unattended children have no way of protecting themselves in a hot vehicle. The overall goal of the campaign is to make sure no more children will die in 2010 because they were unattended in a vehicle.

When left unattended by an adult, thirty percent of affected kids gained entry into an unlocked vehicle, became trapped and were overcome by heat. It takes only minutes for a child to be at risk of death and serious, permanent injury in a hot car. Drivers must keep car doors locked and keys out of reach from young children.

More than 50 percent of the children who died from heat stroke were forgotten by a caring adult who became distracted when they left the vehicle. Take the following steps to keep this from happening:

- Call 911 if they see a child unattended in a vehicle.
- Never leave children alone in a car – even for 1 minute.
- Set your cell phone or Blackberry reminder to be sure you drop your child off at daycare.
- Set your computer ―Outlook‖ program to ask you, ―Did you drop off at daycare today?‖
- Place a cell phone, PDA, purse, briefcase, gym bag or whatever is to be carried from the car on the floor in front of the child in a back seat.
- This forces the adult to open the back door and observe the child.
- Have a plan with your child care provider to call if your child does not arrive when expected.
- Keep keys and remote entry key fobs out of children's reach.
- Lock all vehicles at all times.
- Check cars and trunks first if a child goes missing.

For more information on preventing hyperthermia deaths, please visit www.ggweather.com/heat and www.safekids.org/nlyca.

May is Stroke Awareness Month - Tip of the Week: Know Stroke Symptoms

If you can recognize the symptoms of a stroke, you can save not only your life but maybe the life of someone else. Recognizing symptoms and understanding that they signal an emergency allow you to seek medical attention quickly. Treatment exists to minimize the effects of stroke; however it must be given within three hours of the first symptom. It is easy for people to recognize stroke symptoms by learning to think FAST:

- F is for Face – Ask the person to smile. Does one side of the face droop?
- A is for Arms – Ask the person to raise both arms. Does one arm drift downward?
- S is for Speech – Ask the person to repeat a simple sentence. Are the words slurred?
- T is for Time – If you observe any of these signs, then it's time to call 9-1-1.
Volunteer Orientation
WakeMed Raleigh Campus
Monday, June 7, 2010
Conference Dining Room, 5:30 - 8:30 pm
Wednesday, June 16, 2010
Conference Dining Room, 9:30 am - 12:30 pm
Monday, July 12, 2010
Conference Dining Room, 5:30 pm - 8:30 pm
Thursday, July 15, 2010
Conference Dining Room, 1:00 pm - 4:00 pm
WakeMed Cary Hospital
Tuesday, June 1, 2010
Conference Center, 5:30 pm – 9 pm
Tuesday, June 22, 2010
Conference Center, 8:30 am – 12 pm
Thursday, July 1, 2010
Conference Center, 5:30 pm – 9 pm
Tuesday, July 20, 2010
Conference Center, 8:30 am – 12 pm
Tour Dates
WakeMed Raleigh Campus
Wednesday, June 9, 2010
Volunteer Services, 1 pm - 2:30 pm
Thursday, June 17, 2010
Main Visitor Lobby Near Gift Shop, 6 pm - 7:30 pm
Tuesday, July 13, 2010
Volunteer Services, 9:30 am - 11 am
Thursday, July 15, 2010
Main Visitor Lobby Near Gift Shop, 6 pm - 7:30 pm
To register, please call 919-350-8293
WakeMed Cary Hospital
Thursday, June 3, 2010
Volunteer Services, 7 pm
Thursday, June 24, 2010
Volunteer Services, 10 am
Thursday, July 7, 2010
Volunteer Services, 7 pm
Thursday, July 22, 2010
Volunteer Services, 10 am
To register, please call 919-350-2363
Calendar of Events
WakeMed Raleigh Campus
Uniforms 2 U
Wednesday, July 14, Andrews Center, Rooms 1 & 2, 7 am – 4 pm
Volunteer help is needed
Please call 919-350-8293 to sign up.
WakeMed Cary Hospital
Dynamic Cookware
Monday, June 14, 2010
Conference Center 7 am to 4 pm
HeartSaver Class:
Tuesday, June 1, 2010, 1 pm - 4 pm
Tuesday, July 13, 2010, 1 pm - 4 pm
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
Thank you to the following volunteers who helped to make the Volunteer Health Screening Event on April 8, a success:
Pam Ayars
Diana Callender
Kathy DeFrancesco
Ann Drake
Annette Edeburn
Gaye Forman
Denise Galloway
Tricia Perkins
Al Port
Pat Quick
Mike Schuler
Della Staub
Bunny Thompson
Helen Tsui
Beth Turner
Placement Opportunities

Volunteers lend support to the registrars and volunteers assist patient and visitors to locate as appropriate. Volunteers transport patients when needed to assist patient and visitors to make gifts for adult and children’s emergency departments. Volunteers provide assistance to patients and families to the nursing unit as needed. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers help patients and family members. Items have been seen by physicians and/or other departments, do you knit, crochet, sew? Your talent will be needed to assist with making gifts for adult and children’s emergency departments. Volunteers assist with clerical assignments, filing charts. Volunteers also assist with clerical assignments, lap quilts and many more items. Volunteers are responsible for greeting visitors entering the hospital. Volunteers enhance customer service by greeting patients and visitors in the Heart Center and Patient Information/Rehab entrance. Volunteers also transport patients when needed to assist patient and visitors to locations as appropriate. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers also transport patients when needed to assist patient and visitors to make gifts for adult and children’s emergency departments. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively. Volunteers provide assistance to patients and family members. Volunteers also assist staff with patient flow and information, attend to comfort needs of patients, patient transport as needed to assist patient and visitor find effectively.
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.

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.