

2003 HAVE Recipients

COMMUNITY SERVICE PROGRAM

La Rabida's Tutoring Program

La Rabida Children's Hospital, Chicago, IL

This program is a gift of learning and La Rabida's way of accomplishing their mission to help patients and their families achieve their fullest potential. The tutoring program is believed to be the only free hospital-based tutoring program in the country and offers services to outpatients and their siblings. These additional steps make the tutoring program exceptional and more valuable to the community, thus qualifying it for the 2003 HAVE Community Service Program Award.

Rare reviews and success stories follow the program and serve as its marketing tool. Over the past three years, the program has grown leaps and bounds and has served many of La Rabida's 5,000 outpatients and their families. Not only does this program help to improve the children's grades, but also builds their confidence, and provides a constant adult presence in their lives that unfortunately few have. La Rabida's Tutoring Program is an essential resource in helping children and their siblings reach their maximum potential, raising their possibilities for a lifetime.

IN-SERVICE HOSPITAL VOLUNTEER PROGRAM

FAVORS (Fletcher Allen Volunteers Offer Room Service)

Fletcher Allen Health Care, Burlington, VT

FAVORS is a room service program coordinated and staffed by volunteers offering quality customer service at its best. This service enhances patient satisfaction, improves guest relations, and relieves nursing and therapy staff of non-clinical tasks. FAVORS is managed effectively by volunteers that solicit donations of materials and equipment from the community, develop training materials, schedule volunteers, and track FAVORS requests.

FAVORS has been overwhelmingly successful meeting multiple needs of patients and their families. Volunteers respond annually to more than 3,000 requests for food, gift shop items, volunteer visits and more. In its exclusivity, FAVORS also assists in attracting and retaining Junior Volunteers. The Fletcher Allen Volunteers Offer Room Services (FAVORS) Program is world-class and can be adaptable to any healthcare institution.

FUND-RAISING PROGRAM

Friends of Southern Ohio

Southern Ohio Medical Center, Portsmouth, OH

Faced with the challenges of a poor, rural area, and a hospital merger, volunteers came together to generate money partnering with local businesses, holding special events and running their own

successful business to support medical care efforts in their community. Friends of Southern Ohio Medical Center have constructed a \$1.2 million, 8,700-square-foot facility with a stage and commercial that is available for weddings, banquets, concerts and seminars. This facility is managed exclusively by volunteers/auxiliaries who call themselves "Friends". Funds raised year round from this unique and innovative program have purchased hospital items including a cobalt unit, mammography van, 16 cardiac monitors and a cardiac catheterization table.

COMMUNITY OUTREACH AND/OR COLLABORATION

Rx Assistance Program

Transylvania Community Hospital, Brevard, NC

Transylvania Community Hospital's Rx Assistance is a community outreach program that helps the low-income population of the community acquire their prescription medications at no cost. A perfect example of volunteerism in action, this program was conceived from the initiative and expertise of a retired pharmacist and hospital administrator who desired to give back. Nearly 250 patients are currently being served through the Rx Assistance Program. To demonstrate its potential, statistics estimate that over 1000 area residents are eligible to benefit from this program. Volunteers serve as patient advocates as they interview patients, determine eligibility, seek and coordinate the availability of needed medication from pharmaceutical companies, assist patients with complication application process, and coordinate prescriptions and medication delivery/pick-up through patients' physicians. This program is extraordinary considering today's rising costs in prescription medication that causes some to have to choose medicine over meal.