

## **2005 HAVE Recipients**

### **COMMUNITY SERVICE PROGRAM**

#### **Patient Assistance Program (PAP)**

Kittitas Valley Community Hospital, Ellensburg, WA

The Kittitas Valley Community Hospital's Patient Assistance Program (PAP) is a community service program aimed at helping low-income citizens with no prescription coverage obtain the drugs they need - free of charge! The extensive application procedures and forms overwhelm many patients and that is where PAP volunteers step in. Acting as liaisons between the patient, their doctor and the pharmaceutical company, volunteers ensure that all paperwork is completed as required. Volunteers maintain ongoing and frequent contact with the patients so that refill requirements are met and their medications will be available without interruption. PAP started in 2001 with five patients. Currently, five volunteers serve 175 patients at two locations. On average, each patient receives three prescriptions at \$70 per prescription. In 2004, PAP procured \$36,750 in free medications, an excellent example of an outstanding Community Service Program.

### **IN-SERVICE HOSPITAL VOLUNTEER PROGRAM**

#### **Volunteer Nurse Program**

St. John's Mercy Medical Center, St. Louis, MO

The Volunteer Nurses Program began two years ago to increase the quality of care for patients and to provide a structured way for retired nurses and others who have stepped away from the nursing profession to continue their service in health care. Volunteer nurses must be CPR-certified and have an active license for RNs. After completing a three-day refresher course, they are assigned to an area of their expertise. Volunteer nurses typically work 4-6 hours a week. The program has been successful on many different levels. Patients appreciate the undivided time volunteer nurses spend with them. Staff nurses say that with the level of demands placed on them, they often aren't able to spend as much time as they would like with one patient. Volunteer nurses understand the impact they are making and also feel gratified from helping others in a meaningful way. The Volunteer Nurse Program demonstrates the value of utilizing an untapped, highly skilled resource, thus qualifying it for the 2005 HAVE In-Service Hospital Volunteer Award.

### **FUND-RAISING PROGRAM**

#### **Charity Invitational**

Rehoboth McKinley Christian Health Care Services, Gallup, NM

Charity Invitational is Rehoboth McKinley Christian Health Care Services' (RMCHCS) annual fundraiser that promotes community pride in health care and draws together a diverse group of volunteers who would never have otherwise participated in health care volunteerism. In the nation's poorest county, Charity Invitational surpassed a \$300,000 financial goal and raised

\$340,000, which will be used to purchase a state-of-the-art multi-slice CT Scanner. The nine-year cumulative is \$2.34 million. Community members, many of whom have very little financially, generously give of themselves in an effort to enhance the health care available in their community. The Gallup Fire and Police Departments provide EMS, traffic support and Honor Guards. The 2004 Charity Invitational event included a golf tournament and 5K Run/Walk. Once all of the athletic activity ended, Gallup's biggest social event began. At the Charity Ball, attendees enjoyed dinner, danced to a live band, winners received their prizes, and the presentation of door prizes was made including a trip to Hawaii. Charity Invitational proved that special fundraising events could achieve high dollar donations, large gifts of time, and an image of community pride in the nation's most poverty-stricken communities.

### **COMMUNITY OUTREACH AND/OR COLLABORATION**

#### **2003 Make A Difference Day Mini Stand Down for Homeless Veterans**

V. A. Medical Center, New Orleans, LA

The Veterans Affairs Voluntary Service (VAVS) Committee of the VA Medical Center participated in Make A Difference Day, which is celebrated nationwide to help others. It is estimated that there are between 5,000 and 6,500 homeless veterans in the New Orleans area. In partnership with the VA Medical Center and its New Orleans Employee Association, VAVS staged a Make A Difference Day Mini Stand Down for Homeless Veterans. "Stand Down" is a military combat term describing when front line troops are removed to a place of relative safety for rest and needed assistance before returning to combat. The Stand Down provided homeless veterans a place of safety and security, to obtain food, clothing, benefits counseling, physical and mental health care screenings and other services. The ultimate goal is to introduce homeless veterans to VA services to keep them off the street and lead productive lives. The event provided health care and personal assistance to 131 homeless veterans and 26 non-veterans. About 45% of homeless veterans suffer from mental illness and about 70% suffer from alcohol or drug abuse. As such, 54 of those in attendance signed in for Mental Health Screenings and 40 were admitted. With the proven success of the Mini Stand Down, the Department of Labor provided a grant that allowed for food services, shelter vouchers and bus tokens. VAVS promoted cooperative programs among organizations and individuals and served as an inspirational example of extraordinary dedication to hospital volunteerism.