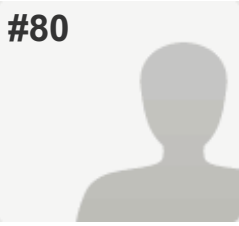


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Q1: Has the program been in existence for at least one year (since September 1, 2013)? Yes

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Q2: Staff person submitting this nomination.

Name:	Marcia Long
Title:	Director, Volunteer Services
Hospital/System:	EvergreenHealth
Address:	12040 NE 128th St.
City:	Kirkland
State:	WA
ZIP Code:	98034
Email Address:	mllong@evergreenhealth.com
Telephone Number:	425-899-2001

Q3: Name of Volunteer Program you are nominating. Parent-Baby Volunteer Program

Q4: Program Category: Select one of the four program categories. In-Service Hospital Volunteer - programs that designed and implemented innovative services to address needs or challenges within the health care organization.

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Q5: Provide a brief description of the program, including its goals and outcomes. (600 words max)

EvergreenHealth's Parent-Baby volunteer program is an educational support group for new mothers. This program is unique, because the volunteers serve as peers to the new moms and bring their own babies to the support groups along with the new moms they are helping. The program goal is to identify and reach new moms outside the hospital and internally to provide a place for safe, face to face interaction in weekly group meetings. Meeting instructors rely on volunteers in a supporting role, to mentor and guide the new moms and help select the most pressing needs. The volunteers are trained as peer to peer helpers and reach out to the new moms giving guidance and providing observation. They say "I've been there, it's OK" and "what can I do to help?" And the babies interact with each other as volunteers model parenting techniques to the new moms.

New mom's sometimes struggle with issues and need a peer to help with breast feeding, post-partum depression, and for things that "were not what I expected". The impact to the new mom and her family is huge. One new mom had tears in her eyes as she said that it is very hard to raise a baby alone, and this support group provides the village needed to help her. Another new mom confessed that she "was ready to jump off a bridge" until this program was there for her. The instructors in the Parent-Baby group will tell new moms that "they can get the help they need as least the day they are here". The instructors and the volunteers are passionate about this opportunity to help new moms. They want to give back because they know how vulnerable a new mom can be without support.

Parent-Baby Volunteers have been helping new moms since 1991, with recorded hours since 2001, and have provided over 10,890 hours of volunteer service.

Outcomes include increased numbers of new moms attending the classes, and increase in patient satisfaction evaluations. The program was so successful that new staff and new classes were added and volunteers stay years long after their own baby has grown to childhood. This support ensures the effectiveness of the program.

PAGE 5: Details of Nominated Program

Q6: Describe the role of volunteers in planning, developing, implementing and maintaining the program. (400 words max)

The Parent Baby volunteers:

- Sign in and register new families
- Manage classroom details and administrative details to keep the program running
- Provide a warm welcome to families and make sure they are supported
- Support the classroom instructor by taking on tasks and details
- Greet and welcome guest speakers
- Make suggestions regarding topics of interest for new families that will fit into the hospitals interest in serving this population
- Are enthusiastic, warm, kind and loving, offering encouragement and assistance to new families
- Advertise the program the hospital and greater community

Q7: Describe how this program is unique and/or innovative.(400 words max)

In order to truly understand the role of the Parent Baby volunteers, it is important to understand the nature of the program they serve.

In 1991, EvergreenHealth began offering a Parent Baby Program. The group began with 6 new mothers and has grown to 12 classes, serving over 150 new families each week. Both an education and support group, the program was designed to help new parents “find their village” in a friendly, supportive, yet professional hospital atmosphere. New mothers and babies, often along with their partners, began attending this weekly group looking for answers to questions about parenting their babies, needing breastfeeding support and information on health topics, as well as seeking friendship and camaraderie.

Participants in the group were often so thankful and described how the group “saved their sanity” and taught them how to be a good parent. They felt an incredible pull to give back in some way. Thus, in a somewhat “grassroots” kind of effort, participating moms began showing up to volunteer, along with their baby, by helping the instructor greet and register new families.

Coming full circle, the Parent Baby volunteers have become completely integrated into the formal EvergreenHealth Volunteer program and are all oriented, immunized and trained to professional hospital standards.

Recognizing the unique needs of this group, they are also celebrated each year during a volunteer luncheon where they attend along with their babies. The unique thing about our volunteers is that they act as mother-to-mother support. The volunteer comes to her shift, along with her baby in a front pack, or walking beside her. The baby is as vital a part of the program as the mother because with her baby in tow, she relates to the class participant in a very special way. They are kindred spirits. Something else that is very unique is that the volunteers often begin with the program when their baby is around 3 months old and many of them stay for years because they feel so strongly about the importance of the program they are serving. The current volunteers have been serving from 3 months to 8 years! Although there are other parenting support groups in the hospital community, this is the only one that we are aware of which utilizes mother-to-mother volunteers as an integral part of its program.

Q8: Describe how the program benefits the service recipients, the health care organization and/or the community. (400 words max)

The Parent Baby volunteers are an amazing group of highly educated, compassionate, intelligent, caring, and dedicated women. Mothers themselves, they understand exactly what it is that the new mother is going through.

Having volunteers in the classroom benefits the instructors, the participants, organization and community-at-large because they,

- Help with set up and cleanup of all classroom and registration materials
- Greet and sign in the new mothers
- Collect registrations and payments
- Make copies of handouts and other classroom materials
- Distribute marketing materials throughout the hospital campus and community
- Act as “goodwill ambassadors” at Hospital Fairs and community events
- Serve on a panel with expectant parents talking about the joys and challenges of parenting, breastfeeding, etc.
- Invite and encourage parents in the community to attend the group
- Lead by example; act as mentors to new mothers both in their parenting skills and by volunteering their time
- Act as a shoulder to cry on or listening ear, particularly when the instructor is in the classroom teaching
- Are role models to their own children ...the volunteer generation of the future!

Q9: Chief Executive Officer of the nominated hospital/system.

Name	Bob Malte
Title	CEO
Email Address	BMalte@evergreenhealth.com
Telephone Number	425-899-2610

Q10: CEO Support.

Checked box confirms that your CEO supports the submission of the nominated program.

Q11: Administrative Assistant to the CEO.

Name	Melissa Waddell
Title	Executive Assistant
Email Address	MAWaddell@evergreenhealth.com
Telephone Number	425-899-2491

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Q12: Name of the volunteer or auxilian who will be representing the program at the AHA Annual Meeting, May 4, 2015.

Name	Amanda Fletcher
Title	Volunteer
Home Address	12005 NE 73rd St
City	Kirkland
State	WA
ZIP Code	98033
Email Address	mllong@evergreenhealth.com
Telephone Number	(206) 617-6039

Q13: Volunteer Service Professional/Manager.

Name	Marcia Long
Title	Director, Volunteer Services
Email	mllong@evergreenhealth.com
Telephone	425-899-2001

Q14: In submitting this application, we give the American Hospital Association permission to use and disseminate the information herein.

Agree