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AHA HONORS FOUR HOSPITAL VOLUNTEER PROGRAMS

WASHINGTON (April 11, 2013) – The American Hospital Association (AHA) will honor four hospital volunteer programs with its Hospital Awards for Volunteer Excellence (HAVE). The AHA HAVE Awards Program is in its 30th year and highlights the extraordinary efforts of volunteers and volunteer programs and the positive impact their contributions have on the patients, hospitals, health systems and communities they serve.

The winners fall into four categories: community service programs; community outreach and/or collaboration programs; fundraising programs; and in-service hospital volunteer programs.

Recipients of this year’s prestigious award hail from Illinois, Arizona and Washington.

Representatives from these winning programs will receive their awards at the HAVE Awards Breakfast on Monday, April 29, during the AHA Annual Membership Meeting in Washington.

The 2013 HAVE winners are:

Community Service Programs

“The Landing, A Healing Place for Kids”

United General Hospital - Sedro-Woolley, Wash.

The Landing, A Healing Place for Kids program provides support to children grieving from the death of a parent, sibling or someone special in their life. Recognizing the difficulty children have in dealing with a loss, the program provides a supportive and understanding environment where children and families can share their experiences.

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The dedicated volunteers believe that grieving is nature's path to healing and that youths grieve as intensely as adults, but in different ways. They recognize that childhood losses can result in difficulties in behavior or relationships that continue in adulthood. In addition, the duration and intensity of grief are unique for each individual and caring and acceptance assist in the healing process.

The Landing volunteers oversee day-to-day operations, organize new volunteer training and provide any additional support for the program, including community outreach and facility management. The Landing currently has more than 40 trained facilitators and group leaders. In addition, there are more than 50 additional volunteers who perform landscaping, plan events for the children and organize fundraisers.

All volunteer facilitators must complete the training program before they lead bi-weekly meetings where the children ages 3-18 can share their experiences as they move through the healing process. The services are free, confidential and easily accessible on the campus of United General Hospital. In just four years, The Landing has expanded its services beyond the hospital. The local high school requested services from The Landing to begin a group for grieving students and The Landing now meets bi-monthly with up to 60 students. Most recently, the local middle school requested a program for their children, which began in the fall of 2012.

The local newspaper featured an article on The Landing, which generated interest both from people wanting to volunteer as well as those looking for information on their services. In August 2012, the group hosted a "Community Grieving Event." It provided an opportunity for people in the community to learn ways that they can deal with their own grief and address some very public losses. These community outreach events go beyond the scope of helping children grieve; they illustrate the work The Landing is doing in a visible and public way.

Community Outreach and/or Collaboration Programs

"Desert Mission Volunteers"

John C. Lincoln Health Network - Phoenix

Changing the world one family at a time; that is Desert Mission's goal. Desert Mission volunteers assist in a variety of programs, including housing development, home rehabilitation and economic development, a food bank, community health center, children's dental clinic, a preschool learning center and a behavioral health clinic.

Many low-income families and individuals in crisis turn to Desert Mission's behavioral health clinic, known as Marley House, a licensed outpatient clinic, for programs and resources to help them resolve their behavioral health issues and find stability for a brighter future. The clinic provides counseling and intervention services, including mental health and substance abuse services, prevention outreach to local schools to help youth with social skills, anger management and self-esteem counseling.

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The Food Bank provides emergency food boxes, which contain a three to five day supply of food that can be tailored to the nutritional needs of seniors and families with infants. Snack Packs, which are backpacks full of food, are provided to children so they don't go hungry on the weekends.

The Community Health Center provides primary health care to low-income children and their caregivers who have no health insurance. The services include screenings and wellness exams, treatment of minor or acute illness and injury, management of chronic disease and low-cost lab and diagnostic services.

The Neighborhood Renewal program is a community development corporation that works with homeowners, those who dream of home ownership and business owners to create stronger and safer neighborhoods. Programs include home development, housing counseling, homebuyer education, home purchase assistance and economic development.

Fundraising Programs

“Gingham Tree Resale Shop”

Advocate Good Samaritan Hospital - Downers Grove, Ill.

The Gingham Tree Resale Shop (GTRS) opened its doors to the community in 1973. It is a place where items from the past help shape the future of Advocate Good Samaritan Hospital. Through a strong partnership with the community in which items are donated and purchased, the shop's sales have increased by 128 percent since 2001 and have contributed a total of \$2,120,275 to the hospital's programs and services over the past 10 years. The funds were used to enhance the hospital's level one trauma (emergency) room (the only level one trauma center located between DuPage County to the Illinois-Iowa border), update the pediatrics unit, renovate the chapel, support construction of the Good Samaritan Health and Wellness Center, assist in renovation of the cardiac cauterization lab and purchase state-of-the-art equipment for new surgical suites.

In 2011, 80 volunteers donated 15,380 hours of service. They ensure that no items go to waste by making repairs to restore the merchandise to sell at its highest appraisal. Any unused items are donated to local charities for recycling purposes. One of the most unique and valuable donations was an original 1918 painting by Maxfield Parrish known as “the common man's Rembrandt. The painting was an advertisement for Swift Premium Ham and was appraised at \$100,000 by a museum expert. The vintage piece was sold with proceeds donated to the shop. The piece was then restored and included in a national tour.

The shop is the top revenue producing resale shop for the Advocate Health Care System and every day delivers on its motto: “You give us good stuff....we do great things.”

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In-Service Hospital Volunteer Programs

Parent Wisdom In Shared Experience (ParentWISE®)

Ann & Robert H. Lurie Children's Hospital of Chicago

Parent Wisdom In Shared Experience (ParentWISE) was built on an initiative started more than 25 years ago by the Oberlander family in memory of their son who was treated for cancer at Chicago's Children's Memorial Hospital (now Ann & Robert H. Lurie Children's Hospital of Chicago). Recognizing how much they would have benefitted from speaking with veteran parents whose children had been treated for cancer, the family provided the seed money to create support for parents by parents in the oncology clinics. Since then, the program has expanded to offer support to families throughout the inpatient setting (including the intensive care units) and also through several outpatients clinics. Volunteer support helps, among other, parents whose children were born prematurely, will be ventilator-dependent when discharged, have chronic conditions, develop cancer, or will need complex cardiac surgery or a stem cell or organ transplant.

Parent volunteers know firsthand the challenges associated with having a child who needs specialized medical or surgical care. They remember the shock and grief of the diagnosis, the coming-to-terms with it and the development of unexpected strengths in dealing with it.

ParentWISE coordinators, who are hospital staff, recruit, train and support volunteers in their role as mentors. The volunteers support parents in person and/or by phone. This parent-to-parent program has also fostered the development of Peer Wisdom In Shared Experience (PeerWISE), through which former patients return as volunteers in support of current patients.

ParentWISE has grown from a dedicated group of six parent volunteers in 1987 to more than 100. In the last fiscal year, ParentWISE volunteers provided 6,210 parent contacts (more than 3,000 hours of service), either by phone or on-site in support of current patient families. A key component of their role is to listen, allowing parents to vent their feelings around their child's condition as well as ask questions and express concerns about their child's treatment, prognosis and future.

Expansion to provide support for parents throughout the hospital was the shared vision of hospital leadership and the Family Advisory Board. ParentWISE furthers the hospital's goal to provide excellent family-centered care. ParentWISE volunteers are a sign of hope to families that they too, someday, will get beyond their current situation.

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About the AHA

The AHA is a not-for-profit association of health care provider organizations and individuals that are committed to the health improvement of their communities. The AHA is the national advocate for its members, which includes more than 5,000 hospitals, health care systems, networks, other providers of care and 42,000 individual members. Founded in 1898, the AHA provides education for health care leaders and is a source of information on health care issues and trends. For more information, visit the AHA Web site at www.aha.org.