



**American Hospital  
Association**

**Hospital Awards for Volunteer  
Excellence Ceremony**

**Washington, DC**

**May 2, 2016**

# 2016 HAVE Winners

- **Community Service**
  - Doula Volunteer Program, Sutter Davis Hospital/Sutter Health, Davis, California
- **Community Outreach/Collaboration**
  - Community Care Network Health Coaches, Winona Health, Winona, Minnesota
- **Fundraising**
  - Vettes to Vets, Bedford Veterans Hospital/VA New England Healthcare System, Bedford, Massachusetts
- **In-Service**
  - Storycatchers Program, Longmont United Hospital, Longmont, Colorado



Sutter Davis Hospital  
Sutter Health  
Davis, California

Doula Volunteer Program



# Doula Volunteer Program – Sutter Davis

- Provides free doula non-clinical support to laboring or postpartum patients
- 23% of hospital's 1,500 births annually are attended by volunteer doulas
- Patients experience:
  - Fewer medical interventions
  - Improved bonding with their babies
  - Higher breastfeeding rates
  - Lower cesarean rates
  - Fewer incidents of postpartum depression and mood disorders
  - Lower medication usage



# Doula Volunteer Program



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# Community Outreach/Collaboration

Winona Health  
Winona, Minnesota

Community Care Network  
Health Coaches



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# Health Coaches – Winona Health

- Coaches conduct home visits to assist people struggling with chronic conditions
- Volunteer coaches help
  - Improve individual health
  - Prevent hospitalization and emergency department visits
  - Avoid unnecessary health costs
- Partnership with Winona State University
- In the first three months, ED visits and hospitalizations declined more than 85%



# Health Coaches



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# Health Coaches



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# Health Coaches



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# Health Coaches



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# Health Coaches



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## Bedford Veterans Hospital VA New England Healthcare System

Bedford, MA

Vettes to Vets



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# Vettes to Vets – Bedford VA

- Raises money and collects resources for veterans at the hospital
- Since 2003 has raised more than \$400,000 in money and donations
- Funds have been used to:
  - Rebuild hospital's greenhouse
  - Maintain a computer training center
  - Build a new hospice unit
  - Purchase a van for recreational outings for patients
- 100 volunteers serve annually on the two-day event (dinner, auctions, parade of Corvette cars, barbecue, entertainment)
- Corvette parade has grown from 25 cars to 550



# Vettes to Vets



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# Vettes to Vets



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# Vettes to Vets



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## LS\_092715\_Vettes to Vets\_BED

From left, Assistant Director Tony Blandini, of Wakefield and Director Christine Croteau, of Bedford take a photo with the Corvette they drove to the show with. 12th Annual Corvettes for Vets show in Bedford with over 500 cars. SUN/Caley McGuane



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## Longmont United Hospital Longmont, Colorado

### Storycatchers Program



# Storycatchers – Longmont United Hospital

- Volunteers interview patients, write their life stories and return to them as gifts
- Patients encouraged to share stories with hospital staff, physicians, family and friends
- Stories done at the end of life are often used in eulogies or obituaries
- Since starting in 2011 by a retired nurse, 120+ stories and 30+ poems were captured by seven volunteers
- Benefits patients by:
  - Validating them as human beings
  - Empowering them to feel more in control of their care
  - Improving their moods and energy levels
  - Diverting them from medical issues, pain, anxiety
- Humanizes and personalizes care by staff
- Minimal cost to operate program



# Storycatchers Program



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# Storycatchers Program



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# Storycatchers Program



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# Congratulations to all the Winners!



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