

**Ross Heart to Heart award 2014 (given in 2015)**

The Ross Heart-to-Heart award was developed as a special way to provide recognition to a volunteer(s) that consistently demonstrates the meaning of the Ross Heart Hospital Service Statement. Through their volunteer participation they are committed to creating an extraordinary experience for patients and visitors:

Criteria for this award include:

1. Personalized service
2. Teamwork
3. Positive Influence
4. Loyalty

As founders of Mended Hearts of Central Ohio, Jeff Davidson and Phil Bowen are a dynamic duo. In 2010 they had a vision of starting a Mended Hearts chapter to help people understand that there can be a rich, rewarding life after a heart event! Both Phil and Jeff have experienced heart events of their own. Although their experiences were different, they share a bond. Both are dedicated to inspiring hope in heart disease patients and their families.

Jeff and Phil have served on the chapter's board since its inception in 2010. As the President of the chapter, Jeff spends countless hours coordinating top notch speakers for the monthly meetings, growing the chapter's membership while developing relationships and community partnerships. Phil is the Vice President and he chairs the Volunteer Visitor program. Phil's kind demeanor serves him well as he focuses on recruiting and training the volunteer visitors. Both, through their great leadership, have taken a dream and turned it into a reality. In five short years their passion has fueled the growth of the membership to more than 200 members and they have facilitated more than 4,300 patient visits.

Jeff and Phil graciously share their personal heart stories to *inspire, comfort and support heart patients and caregivers* at The Ohio State University Wexner Medical Center Ross Heart Hospital. Both are strong advocates of not only Mended Hearts but also the Ross. They are the epitome of what the Heart to Heart Award represents.



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## NATIONAL VOLUNTEER WEEK

National Volunteer Week (April 12-18) is about inspiring, recognizing and encouraging people to help their communities. Most importantly, it is about meeting our challenges by working together, which allows us to be at the center of social change in our communities.

*Volunteers are vital to our future as a caring and productive nation.*

The giving of oneself in service to another empowers both the giver and the recipient.



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## Program Statistics

(Calendar Year 2014)

**1,850**  
volunteers system-wide

Our volunteers gave  
**109,000**  
hours

**20**  
community groups  
make items, raise money  
or provide services that  
benefit our patients.



We have  
**143**  
unique volunteer  
opportunities

**1,025**  
new  
volunteers  
oriented

**14** locations

Ackerman Road, CarePoint East, Eye and Ear Institute, James Cancer Hospital, JamesCare at Stoneridge, OB/GYN at Mill Run, Martha Morehouse Medical Plaza, McCampbell Hall, OSU Harding Hospital, Rehabilitation Services at Dodd Hall, Ross Heart Hospital, Stefanie Spielman Comprehensive Breast Center, Talbot Hall, University Hospital and University Hospital East.

**144**  
Patient and Family  
Experience Advisors  
participated in six  
advisory councils across  
the health system.