HELPING HANDS!! VOLUNTEERS IN THE PACU
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Background Information Related to Problem Identification:
The organization has a longstanding history of volunteer service. The PACU is a desirable setting for volunteers to interact with nursing staff and patients. Volunteers are in the PACU 6 days a week from 9 am until midnight. Challenges include determining the role of the volunteer and coordinating their orientation and schedules.

Objectives of Project:
Standardize the role of the volunteer in the Perianesthesia setting
Offer volunteers opportunities that engage them in the patient care experience

Process of Implementation:
Developed orientation
Scheduled orientation classes
Taught orientation topics and document competency of material learned
Scheduled the volunteers
Developed mentoring relationship between coordinator and volunteers

Statement of Successful Practice:
This organization is fortunate to recruit a committed volunteer staff, many who have a future goal of a medical or nursing career. Being a volunteer has provided an opportunity for personal growth, and interactions with nursing and medical staff, and patients and family.

Statement of Positive Outcomes Achieved:
The staff appreciates the volunteer’s assistance and the attention given to the patients and families.

Implications for Advancing the Practice of Perianesthesia Nursing:
Volunteer support provides a budget neutral way to improve the work environment. Volunteers also allow nurses the opportunity to mentor the next generation of care givers.