### Position Title: SURGERY RECOVERY, PACU and ACU Volunteer

| Issue Date: 8/20/14 | Manager: Debbie Bybee, RN,   |
| Location: SGH       | Supervisor: Denise Desrochers and Vicky Paris |

**Service:** The Post Anesthesia Care Unit (PACU) provides monitoring and nursing care to patients following operative procedures during which anesthetic agents have been used. Nursing care may also be provided for individuals who have had invasive or special procedures such as MRI, CT, Radiation treatments and therefore require post-procedure monitoring. Quality nursing care includes continuous monitoring, individualized family centered care, prevention of complications, early detection and treatment of emergency situations, and effective pain management.

**Objective:** The main priority of the volunteer is to assist the staff with providing comfort measures to patients, families, and visitors through the utilization of "rounding" with the patients and assisting staff with routine duties of the department. Provide the volunteer opportunities for learning professional and social interaction in a medical setting and to experience hands on (either directly or indirectly) educational and real-life learning experiences.

**Hours:** Monday-Friday 0800-1800 (6pm) NO weekends or Holidays

**Qualifications:** Friendly, positive and professional attitude. Works well with patients, staff and visitors. Does not have an aversion to procedures and blood. Ability to display compassion, and caring in a non-judgmental way. Artificial nails for patient care staff are prohibited due to infection control concerns

**Training:** Hospital orientation. Specific departmental orientation and competencies. Please be aware your first day of training may not correspond with your regularly scheduled shift. Training is mandatory.

**Competencies:** Strict adherence to HIPPA/Confidentiality Communicate effectively and compassionately Phone etiquette Understanding and following directions from nursing staff Ability to be self-directed
Responsibilities:

Volunteers will be required to spend 2 ½ hours in the waiting area and 1 ½ hours between PACU and ACU

Surgery waiting area:
• Retrieve “short” surgery list in surgery office.
• Check to ensure that family members/visitors are located in the correct waiting room (Surgery or ICU/Endoscopy)
• Visit with family members/visitors in waiting room; keep family informed of patient location and estimated schedule.
• Show family members how to check the Navi Care screen to check on patient’s status (if they want to)
• Assist physicians in locating family members/visitors. (Certain doctors like to talk in private waiting room, others come to family members in waiting room)
• Stock blanket warmers.
• Assemble chart packets for RN staff.
• Can run errands in the hospital as requested by staff (lab, central supply)
• Assist staff in answering phones in recovery room and the waiting room.
• Escort family members to PACU as needed.
• At end of shift, the ‘Short List” is to be shredded (HIPPA)
• Assist staff with discharging patients.

PACU
• Assist RN with placing of monitors
• Assist with transporting patients with licensed staff
• Stock Blanket Warmers
• Stock bedside bins
• Assist in stocking store room
• Assist with maintaining Log Book
• PACU Packets

ACU
• Assist staff with discharges
• Hook up Blood Pressure monitors
• Assist Patient’s family to Waiting Room
• Shadowing Staff Rounder
• Admission Packets

Upon demonstrated satisfactory performance, a solid attendance record and fulfillment of a minimum of 75 hours service, volunteers may request to observe a surgery. Please note: requesting observation does not automatically guarantee approval. The department manager will review each request on an individual basis.

If you cannot make your shift for any reason call the department 733-5709