The Evolving Role of Healthcare Volunteer Programs: Elevating the Human Experience through Generosity and Connection

New PX paper from The Beryl Institute highlights the critical role volunteers play in supporting care experiences and outcomes for patients, their families and communities

Nashville, TN. (Dec. 8, 2022) – The Beryl Institute releases “The Evolving Role of Healthcare Volunteer Programs: Elevating the Human Experience through Generosity and Connection,” identifying how volunteers are transforming healthcare by impacting eight critical areas of patient experience. The paper highlights perspectives from both volunteer leadership and the volunteers themselves on the value and means in which volunteers are strategically deployed, including how they are recruited, developed, evaluated and supported.

The paper points to data from the most recent edition of PX Pulse which revealed consumers feel quality and experience in healthcare are trending downward. The report highlights how the evolving role of volunteer programs may address the course of consumer perspective and provides strategies every healthcare organization should consider.

Key takeaways include:

• Volunteers must be regarded as essential workers and treated in the same way as staff to maximize their impact.
• Volunteers bring a spectrum of talent and gifts to their vocation, so they should be deployed strategically.
• Volunteers can impact quality and excellence of care, highlighting the importance of building and developing volunteer programs.

"Volunteers carry great responsibility as a critical contact point for those engaging in healthcare," said Stacy Palmer, Senior Vice President and Chief Operating Officer of The Beryl Institute. "They help fill the needs of organizations in expanding capacity in a lean operating world. To access the executive brief, PX paper, and patient reflection visit https://www.theberylinstitute.org/page/PXPapers

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About The Beryl Institute

The Beryl Institute is a global community of healthcare professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

We define the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care. We believe human experience is grounded in the experiences of patients and families, members of the healthcare workforce and the communities they serve.