

## **Project Title**

Sengkang General Hospital's Volunteer Programme: Empowering Volunteers to become Healthcare Ambassadors

## **Project Lead and Members**

Project members: Bryan Ravie Bai Heng, Barnabas Kan, Bernard Chan Teck Hock

## **Organisation(s) Involved**

Sengkang General Hospital

## **Healthcare Family Group Involved in this Project**

Healthcare Administration

## **Applicable Specialty or Discipline**

Corporate Communications

## **Project Period**

Start date: Q2 2022

Completed date: Q4 2022

## **Aims**

The presence of volunteers in hospitals is crucial as they perform vital roles in supporting healthcare staff by taking on non clinical tasks so that our staff can focus on patient care that requires their skills.

## **Background**

See poster appended/ below

## **Methods**

See poster appended/ below

**Results**

See poster appended/ below

**Conclusion**

See poster appended/ below

**Project Category**

Care & Process Redesign

Value Based Care, Patient Satisfaction

**Keywords**

Volunteers Healthcare Ambassadors

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# Sengkang General Hospital's Volunteer Programme: Empowering Volunteers to become Healthcare Ambassadors



Singapore Healthcare Management 2023

Bryan Ravie Bai Heng, Communications & Patient Experience

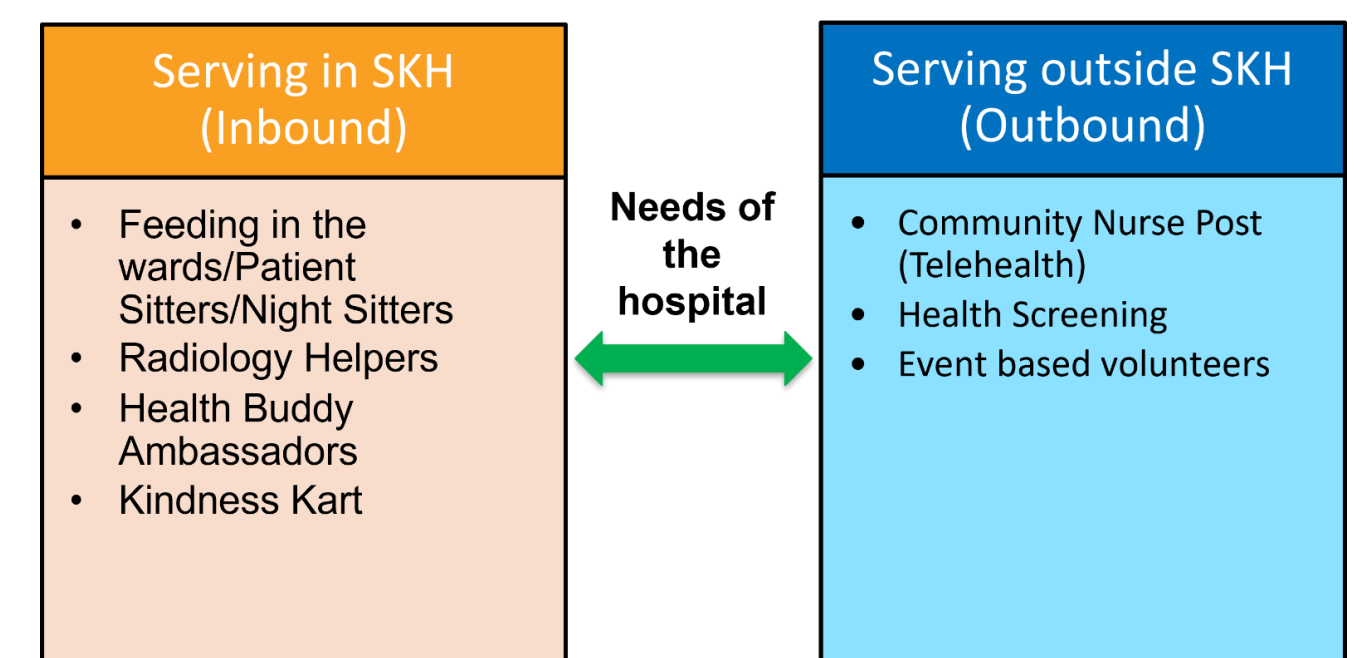
Barnabas Kan, Communications & Patient Experience

Bernard Chan Teck Hock, Service Planning & Care Integration



## Introduction

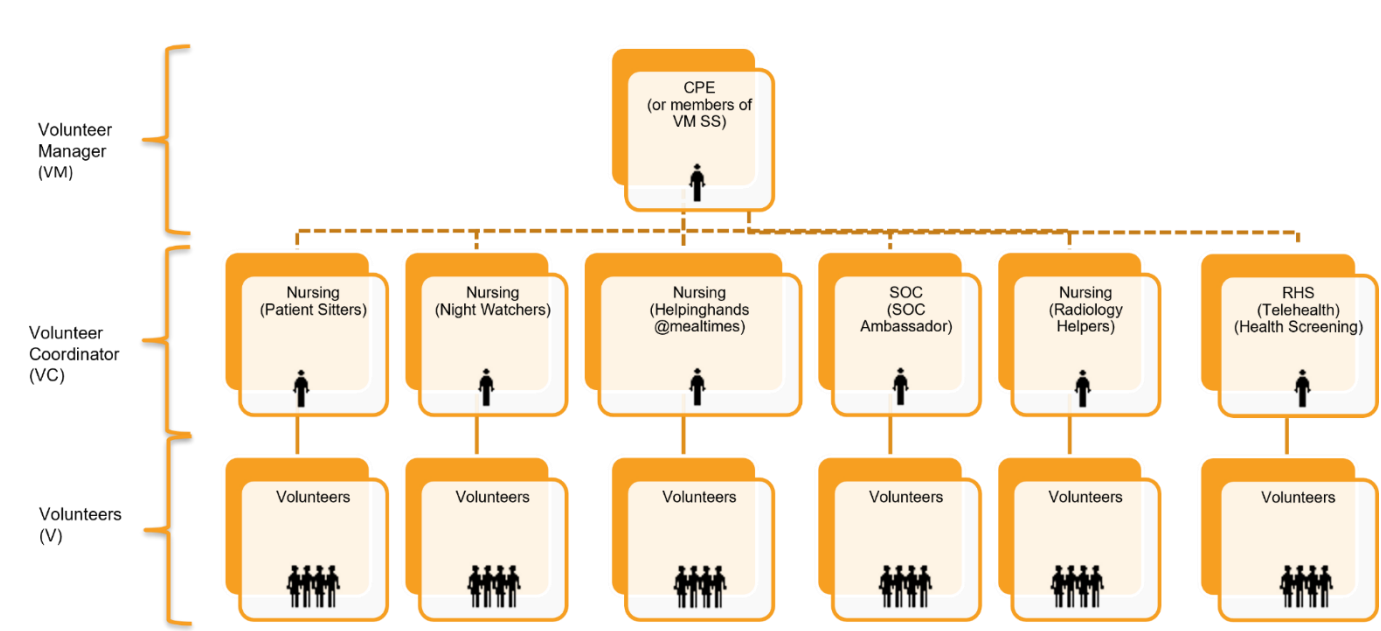
The presence of volunteers in hospitals is crucial as they perform vital roles in supporting healthcare staff by taking on non-clinical tasks so that our staff can focus on patient-care that requires their skills. During the COVID-19 pandemic, when volunteerism at SKH had to be suspended, we took the opportunity to re-design our Volunteer Management Programme. When volunteers were allowed back into service, SKH managed, within the short span of nine months, to deploy **100 unpaid volunteers** who contributed **1,211 hours of service**, benefiting more than **7,000 patients**. With the launch of Healthier SG, there is also a growing need for volunteers to support volunteer programmes in the community. Currently, SKH has **12 volunteer programs**, with more in the pipeline.



## Methodology

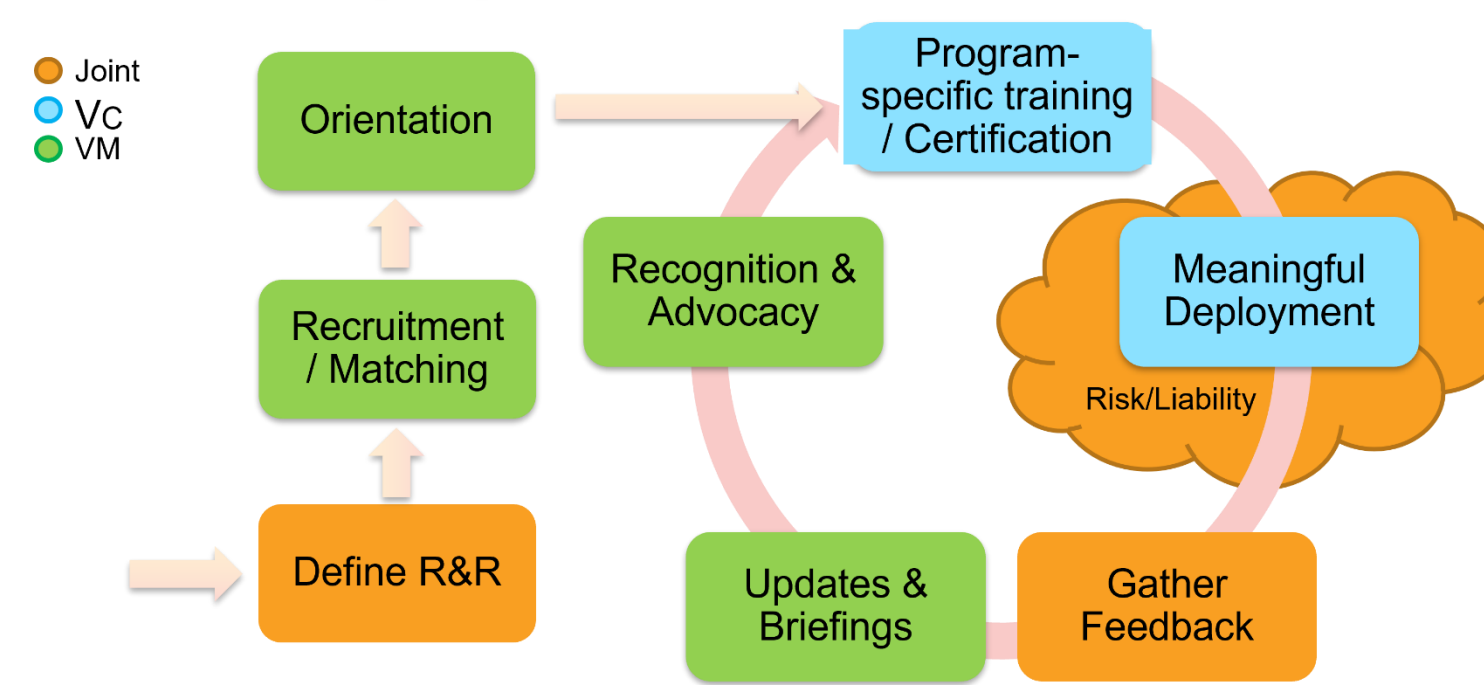
A robust methodology allows for clear communication, tracking of volunteer hours, and evaluation of their impact, leading to improved programme outcomes and overall success in engaging and retaining volunteers.

### Structure



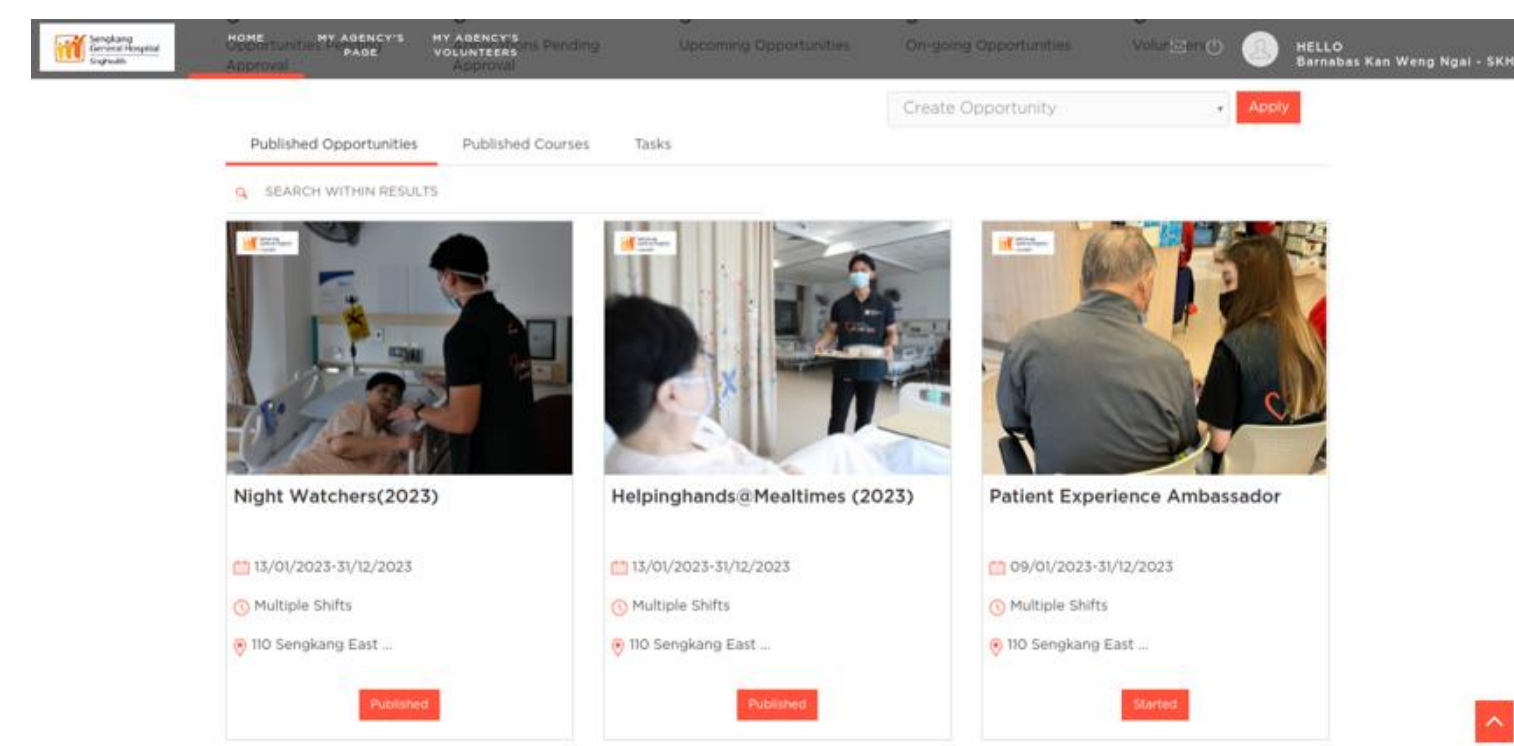
A tripartite collaboration structure between the Volunteers, Volunteer Coordinator (VC) and Volunteer Manager (VM). Volunteers are tagged to a VC, who is from the requesting department and oversees the daily operations of a specific volunteer programme while the VM has oversight of all volunteer programmes in SKH. This optimizes volunteer management by providing organization, coordination, and efficient use of manpower for effective engagement and productivity.

### Engagement Model



This model assigns responsibility to different parties, ensuring effective coordination, motivation, and retention of volunteers. Having a platform for volunteers to express their opinions and ideas helps us refine our programme. It also boosts the morale of volunteers by demonstrating that their input is valued and taken into consideration.

## SingHealth Volunteer Shared Service



SKH is also a founding member of the SingHealth Volunteer Shared Services (SS), which brings together Volunteer Managers from across the SingHealth cluster. The Volunteer SS is a useful forum to share best practices and expertise amongst member institutions.

In line with the Volunteer Shared Service's vision of "Volunteer. Ambassador. Family.," a harmonized identification kit allows for consistency and gives volunteers a sense of belonging.

SKH also leverages on the SS's cloud-based attendance tracking system which improves efficiency by automating calculations, enabling decentralized location tracking, and preventing double counting of entries

## Results achieved in 9 months

>100 unpaid volunteers

>1,211 hours of service

>7,000 patients benefitted

>12 Volunteering Programmes



**Helpinghands@Mealtimes/Patient Sitters/Night Sitters (Jul 22)**  
66 volunteers deployed  
383 hours contributed  
> 3000 beneficiaries

**Radiology Ambassadors (Oct 22)**  
5 volunteers deployed  
130 hours contributed  
> 2600 beneficiaries

**Outpatient Clinics (Feb 23)**  
6 volunteers deployed  
20 hours contributed  
> 300 beneficiaries

**Community Health Screening (Nov 22)**  
7 volunteers deployed  
49 hours contributed  
> 300 beneficiaries

**Event Based (Mar 23/Adhoc)**  
5 volunteers deployed  
20 hours contributed  
300 beneficiaries

**Volunteer Orientation (18 Feb 23)**  
77 volunteers Orientated  
Attended by CCO and COO

**Volunteer Appreciation (14 Jan 23)**  
Awards for Top 3 Volunteers (2022)  
Attended by CEO, CCO and CN



**Mindfully Me (May 23)**  
4 volunteers deployed  
Requested by OT

**Patient Experience Ambassadors (Oct 22)**  
2 volunteers deployed  
27 hours contributed  
180 beneficiaries

**RSVP @ ED (Oct 22)**  
5 volunteers deployed  
532 hours contributed

**Centre-based Telehealth (Dec 22)**  
7 volunteers deployed  
34 hours contributed  
29 beneficiaries

**Volunteer Orientation**  
Specific Training by Staff catered to the programme

**Profiling our volunteers on Social Media**  
Shawn Lau, From Patient to Volunteer & Adeline Lau  
SKH Volunteer

## Quotes

"The seniors here used to have doubts on teleconsultation as they prefer a face-to-face session with the nurse on duty. However, after trying it out themselves, the seniors have told us that the volunteer team have made the teleconsult a smooth and pleasant experience for them (e.g setting up the zoom sessions etc). As such, we would like to thank the volunteer team on behalf of the seniors and MWS as a whole" – **Methodist Welfare Services @ Fernvale - Telehealth Volunteer Programme**

"The volunteers rushed down from school and while they do not know dialects, they try to communicate with the patients nonetheless in dialect" – **Sis Hui Fung**  
**SNM Ward 38 - Helpinghands@Mealtimes/Patient Sitters/Night Sitters Programme**

## Conclusion

SKH believes that the fostering of community volunteers is important for many reasons: Apart from supporting the efforts of SKH staff, it also fosters a sense of affinity with the hospital, a sense of shared ownership in healthcare, and increased capabilities and confidence in the general population. Through immense dedication and effort, SKH has successfully deployed over **100 volunteers** within a short span of **9 months** (Q2-Q4, FY22). These volunteers contributed **1,211 hours** of their time and effort which benefitted over **7,000 patients both inside & outside SKH**. With the launch of Healthier SG and a greater focus on Population Health, there is also a growing need for community volunteers to support hospital initiatives in the neighbourhood. Hence, the number of programmes and volunteers needed is expected to increase over time. Hospital staff will be better able to focus on tasks which they are specially trained for, whilst community members have an opportunity to be involved in healthcare and take these skills home to serve their families and friends. These initiatives actualise the spirit of collaboration and partnership between the community and the hospital.

## Future Plans

