

Project Title

Our Workforce Transformation Journey – Up-skilling Portering Attendants to Healthcare Chaperones/ Basic Care Assistants

Project Lead and Members

Project lead: Jolia Low

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Organisation(s) Involved

Khoo Teck Puat Hospital

Project Period

Start date: May 2019

Completed date: Mar 2020

Aims

Upskilling Portering Attendants to Healthcare Chaperones/ Basic Care Assistants

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

- 1) The support and guidance from management helped set the direction and allow the ground teams to work towards a common goal, i.e. addressing the shortage of nurses by 2030. It also garnered trust from the team to reduce resistance and advance with the change.
- 2) At the ground level, various stakeholders should continue to work together, share learning and be flexible in order to stay aligned with the target goals and outcomes towards Care Service Transformation of the future ward.
- 3) At the individual level, team based approach reduced staff discomfort and resistance towards change.

Conclusion

See poster appended/ below

Project Category

Workforce Transformation

Keywords

Workforce Transformation, Job Redesign, Change Management, Ancillary Care, Khoo Teck Puat Hospital, Basic Care Assistant, Porterage Attendants, Singapore Industry Transformation Map

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Our Workforce Transformation Journey - Up-skilling Portering Attendants to Healthcare Chaperones/Basic Care Assistants

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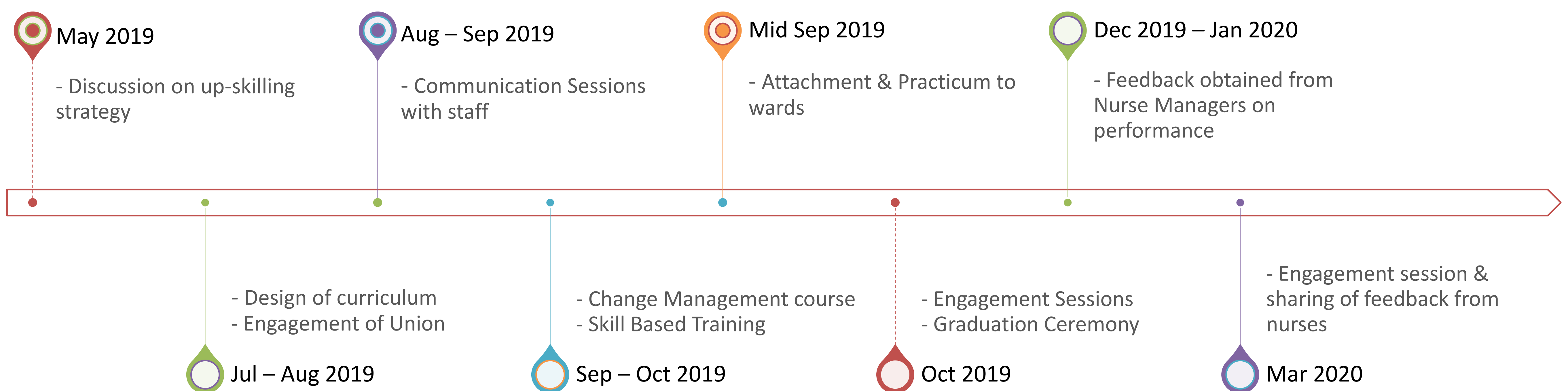
Khoo Teck Puat Hospital

Background

Despite efforts “to bend the curve”, the demand on inpatient beds is expected to continue rising at about 4 per cent per year in Yishun Health. With this projected increase and a projected reduction in availability of nursing manpower, there is a need to ensure care for patients is not compromised. With basic care being conducted by a non-clinical staff, nurses can be further up-skilled to take on more clinical tasks.

Concurrently with technological advancements, Portering Services is expected to become highly automated in the near future. As part of the hospital’s journey towards Industry 4.0, the job re-design was conceived to equip Portering Attendants with necessary technological and technical skills for them to adapt effectively to the modern labour market and remain relevant in the ever-evolving healthcare industry.

Strategy



Result

In March 2020, 39 staff officially changed their business title as Healthcare Chaperone (now known as Basic Care Assistant-BCA).

Total	Inpatient HCC	Pri-Ops HCC	Other Department	Left the Organization
45	36	3	3	3

Since September 2019, there are 117 compliments received from patients to compliment our HCC for their care, services and hospitality. Our more senior workforce had also inspired patients and their colleagues to embrace active and graceful aging.

Nurse Managers

- She **takes pride** in meeting her patient’s needs and has been complimented for her care.
- He is a **hardworking** staff and able to provide safe care to his patient. He is able to get along well with ward staff.
- He is very **proactive** and **polite** when approached by ward staff. He is also **receptive** to feedback.
- She is **matured** and **positive** about ward’s response towards outbreak.

Patients

- He is very **caring, kind** and **understanding**. His patience and swift interaction made me feel very happy.
- He is very **friendly, courteous, patient** and **understanding**. Every morning, he **greeted** me with **smiles**. He explained **clearly** and **carefully** the food menu to us.
- She is wonderful to talk to. A woman with **compassion** and **empathy**.
- She is very **nice**. She encouraged grandma to eat and fed her when she has no appetite. Most importantly, when she showered her, she **took extra attention** when grandma is sick.

Impact

In December 2020, there are 2 BCAs who successfully achieved WSQ higher certificate in Health Support (Nursing Care) and advanced to become Healthcare Assistants. The introduction of BCA as non-clinical staff to provide basic patient care will relieve nurses from basic care. As the group of non-clinical staff takes up more basic care roles, nurses can be further up-skilled to take on more clinical tasks as part of care re-design.

Summary

It is important to ensure care is not compromised in the journey to transform care for patients. This pilot demonstrated the ability for non-nursing staff to provide basic care to patients with customised curriculum and training. With the introduction of BCAs in Ancillary Care Support Team in acute inpatient wards, nurses can be relieved of basic care duties and hence take on more clinical duties and have band-width to practise at the top of their license.