

Project Title

Para Care Volunteers: Enhancing Care, Expanding the Workforce

Project Lead and Members

Project lead: Ms Xie Xiao Yun

Project members: Ms Pauline Ang, Ms Kumutha D/O Muthu, Ms Samantha Lee Yuen Yun, Ms Christina Oh Siew Toh

Organisation(s) Involved

Ren Ci Hospital

Healthcare Family Group Involved in this Project

Nursing

Applicable Specialty or Discipline

Community Care

Aims

To overcome lean manpower in healthcare; to support seniors in need of psychosocial support as well as worried next-of-kin

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Workforce Transformation

Informal Workforce Transformation, Volunteer

Keywords

Volunteer Activation

Name and Email of Project Contact Person(s)

Name: Ms Xie Xiao Yun

Email: xiaoyun_xie@renci.org.sg

Para Care Volunteers: Enhancing Care, Expanding the Workforce

INTRODUCTION

Background

The COVID-19 Omicron wave in the early part of 2022 threw the healthcare sector's manpower crunch into sharp relief. The surge in infections, necessary lockdowns, and the strict movement control to minimise cross-infection meant that the higher demand for care could not be sufficiently supported by the shrinking manpower resources.

Patients and residents were also under Ren Ci's care were also affected by the pandemic.

A team of Para Care Volunteers comprises of Ren Ci staff and volunteers was formed to bring extra hands on deck and to fill the gap.

Challenges

Lean Manpower

Seniors in need of psychosocial support

Worried Next of Kin

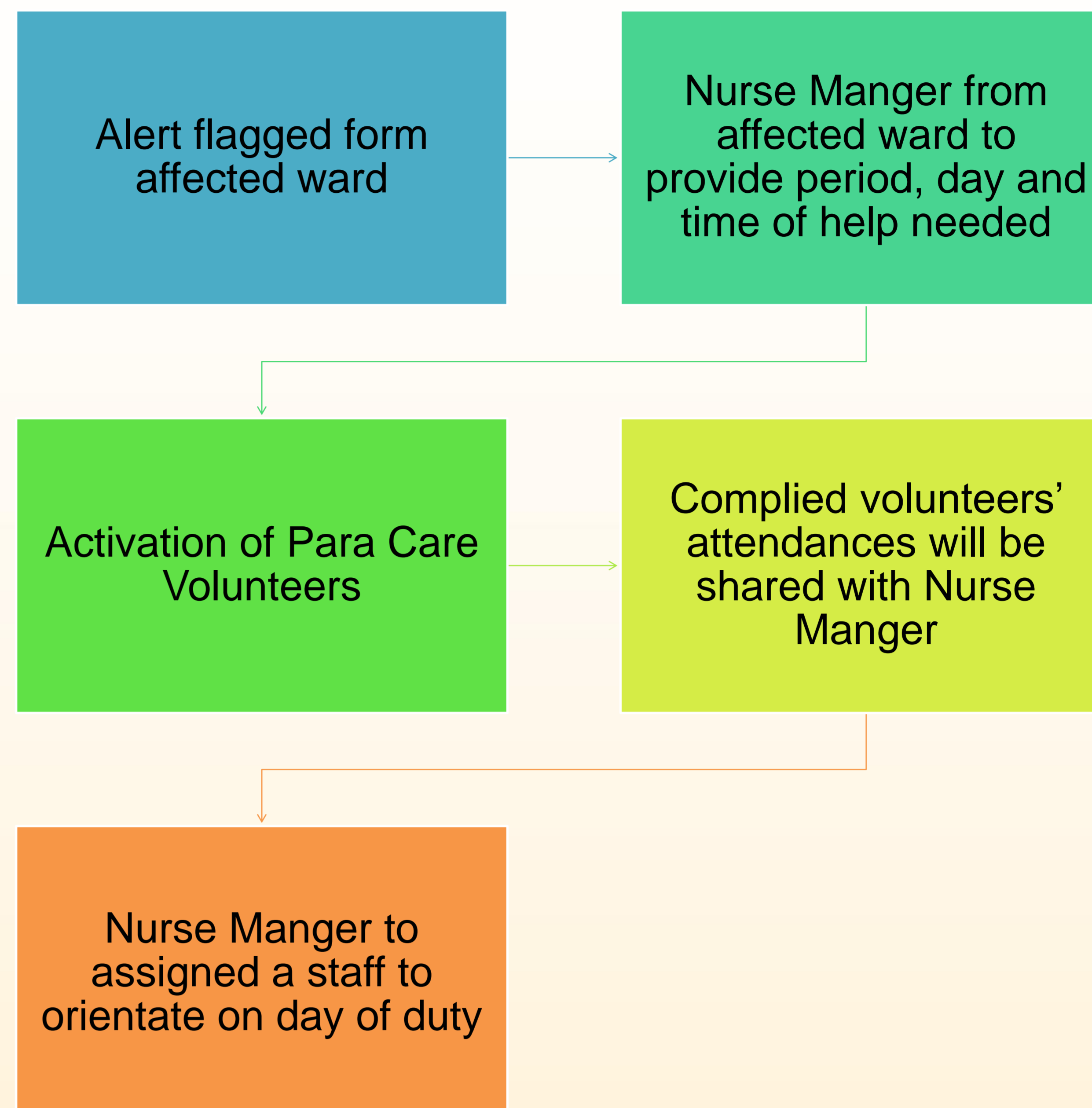


IMPLEMENTATION

Period	Phase
January 2022	Preparation <ul style="list-style-type: none"> Conduct needs assessment and establish the role and competencies required of para care volunteers Design the training curriculum Publicise and recruit volunteers from Ren Ci's backend office and Ren Ci volunteers Coordinate the training to impart basic caregiving and nursing skills to the volunteers Putting in place a system and protocol so that as and when the need arises, Ren Ci could activate its para care volunteers within 24 hours
End February 2022	Implementation <ul style="list-style-type: none"> Deployment of para care volunteers



Workflow



RESULTS

Value for Staff

Manpower Optimization

- Frontline staff can concentrate on managing higher clinical care needs
- Can redeployed to submit lock down wards

Morale booster

- Frontline staff to know that the rest of the organisation was rallying with them while riding the COVID-19 wave.

Value for Residents

Better Cognitive Health

- The volunteers provide a much needed companionship for the residents.

Value for Next of Kin (NOK)

Better Peace of Mind

- NOKs are comforted knowing that an auxiliary force of para care volunteers was helping to look out for their loved ones.

Value for Volunteers

Upskilling and to play a part during pandemic

- Appreciate the opportunity to gain valuable experience and insight into caregiving.

SCALE-UP

- From the onset, Ren Ci implemented the initiative with a view to continuously review and streamline the recruitment and training so that more volunteers would sign up, get trained, and get deployed to help out in the wards/households/SCCs even during non-pandemic times.

- Para Care Volunteer programme has established itself as a full-fledge volunteer programme within Ren Ci.