

Project Title

Management of Staffing for External Operations

Project Lead and Members

- Tan Ee Hui Christina
- Goh Kee Wee
- Eugene Sim Junying
- Koh Mei Qi

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Operations

Aims

The aim of this project is to manage the staffing for external operations and maintain an active list of staff volunteers that who able to be commit within a short notice in light of the COVID-19 pandemic.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Human Resource Category)

Project Category

Organisational Leadership, Human Resource, Staff Management

Keywords

Mobile Medical Team, Staff Volunteer

Name and Email of Project Contact Person(s)

Name: Tan Ee Hui Christina

Email: singaporehealthcaremanagement@singhealth.com.sg



Introduction

In times of disease outbreak, healthcare workers are often called upon to take up roles beyond their regular job of scope. In interest of time, it is important to maintain an active list of staff volunteers that who able to be commit within a short notice. In the recent COVID-19 pandemic, Mobile Medical Team (MMT) was formed to support extensive external operations (dormitories and SIFs) under the charge of SGH.

Methodology

Acquired list of staff volunteer with details from COVID Command Centre. Filter against selection criteria.

Selection Criteria:

- 1) N95 fitted and mask size
- 2) PPE competency
- 3) Language spoken / written
- 4) Dietary preference

Staff must attend pre-activation briefing between 2 days to 1 week before their actual deployment date. This is important as it consists of:

- 1) Workflow for the patient journey (in medical post)
- 2) Roster of work schedule
- 3) Role requirements
- 4) Education on infection control and preventive measures
- 5) PPE competency (Donning / Doffing)
- 6) Daily must-do (Temperature recording, Safe Entry)
- 7) Tour of MMT deployment site
 - Reporting location
 - Bus deployment
 - Clean and dirty area
 - Shower facilities as it is mandatory process after daily deployment
 - Scrubs and towels are provided daily by the SGH Linen department

Manpower team (MMT Command Post) and Doctor-in-charge (External Ops) derived team dynamics required for each medical post:

- 1) Dormitory
- 2) Swab and Isolation Facility (SIF)

MMT Command Post assigned selected staff for the medical post based on the requirements derived

Activate staff using customized SMS template consisting of:

- 1) Briefing venue and time
- 2) Things to bring and take note for deployment (e.g. working hours, changing of scrubs, well covered shoes, showering)

Results

				Met compliance rate
--	--	--	--	--------------------------------

Conclusion

Effective management of external ops staffing, the team must:

1. Maintaining an active list of staff volunteers with most updated records and personal details (PPE records, contact numbers etc..)
2. Ensure seamless coordination between various departments to support the operations, safety and welfare of staff
3. Able to activate volunteers with short notice and support from their department (exigency of service)

