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KK Women's and
Children's Hospital
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Review of the Computation of Medical Social Worker's (MSW) Workload

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Aims

1. To review the existing work distribution of the MSWs in the Department
2. To ensure a fairer distribution of workload across the Department

Problems

1. There were 3 teams in MSW Department and each team had its own way of calculating workload.
2. The independent nature of calculating workload across the Department did not take into account the work distribution across the 3 teams.
3. The current methods of calculating workload does not take into account the nature of the social problems e.g. a case which requires only financial assistance for hospital bills takes lesser time and effort compared to a case which requires counselling for patient and parents, referrals to suitable community agencies and has financial difficulties.

Introduction

With varying factors affecting workload e.g. changes in MOH policies, doctors' & their schedules, the MSW Department conducts annual reviews of their workload in order to ensure that there is a uniform distribution of work across the members in each individual team.

Methodology

To capture time spent more accurately, multiple discussion groups were set up to list down the social problems typically referred for each medical discipline and the time required for each problem. This was derived based on experiences from current and former MSW of the medical discipline and seniors in the Department. There were a total of 20 such discussion groups which met over the month of October 2015.

The new basis for the calculation of the MSW Workload is:

Time spent per type of case X Number of cases seen by the MSW = Total Man hours

The number of cases seen by the MSW were extracted from the MSW Online System.

Results

According to the total number of hours per type of case, there was a:

1. Redistribution of the portfolios that MSWs held
2. Redistribution of 2 manpower from one team to another

Conclusion

With the revision of how workload was computed in the MSW Department, it has allowed a more concrete and consistent comparison of workload across the different MSW teams. Thus, optimising the use of existing pool of manpower in the department.