



Singapore Healthcare  
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# To increase the number of clinic PSAs trained in OAS Resource Management

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## INTRODUCTION

START

The doctor's resource has been centrally managed by a team of back room Patient Service Associates (PSA). The job of a Clinic PSA has always been focusing on counter duties, room-assisting and management of case notes. With the drive for workforce transformation, focusing on productivity and creating value for our patients, there is a need to expand the role of the clinic PSAs, equipping them with new skills to deliver the expected outcome.

## AIM



To expand **SKILLS** and to improve job **COMPETENCY** of the clinic PSAs in clinic resource management

## METHODOLOGY



1

Each clinic in-charge to collate the competency of each PSA



2

**Review** the gap and shortlist potential PSAs to be trained



3

**Identify** trainer and run through the checklist



4

**Communicate** the plan to the clinic team and seek clarification



5

**Plan** the schedule and review feedback



6

**Monitor** the training progress and update the competency of the team



7

**Endorsement and approval** by the department HOD and share with Clinic Team at the Ops meeting to standardise resource workflow and continue to train the rest of the team



8

Update the training slides, workflow and share in the **shared folder** for reference

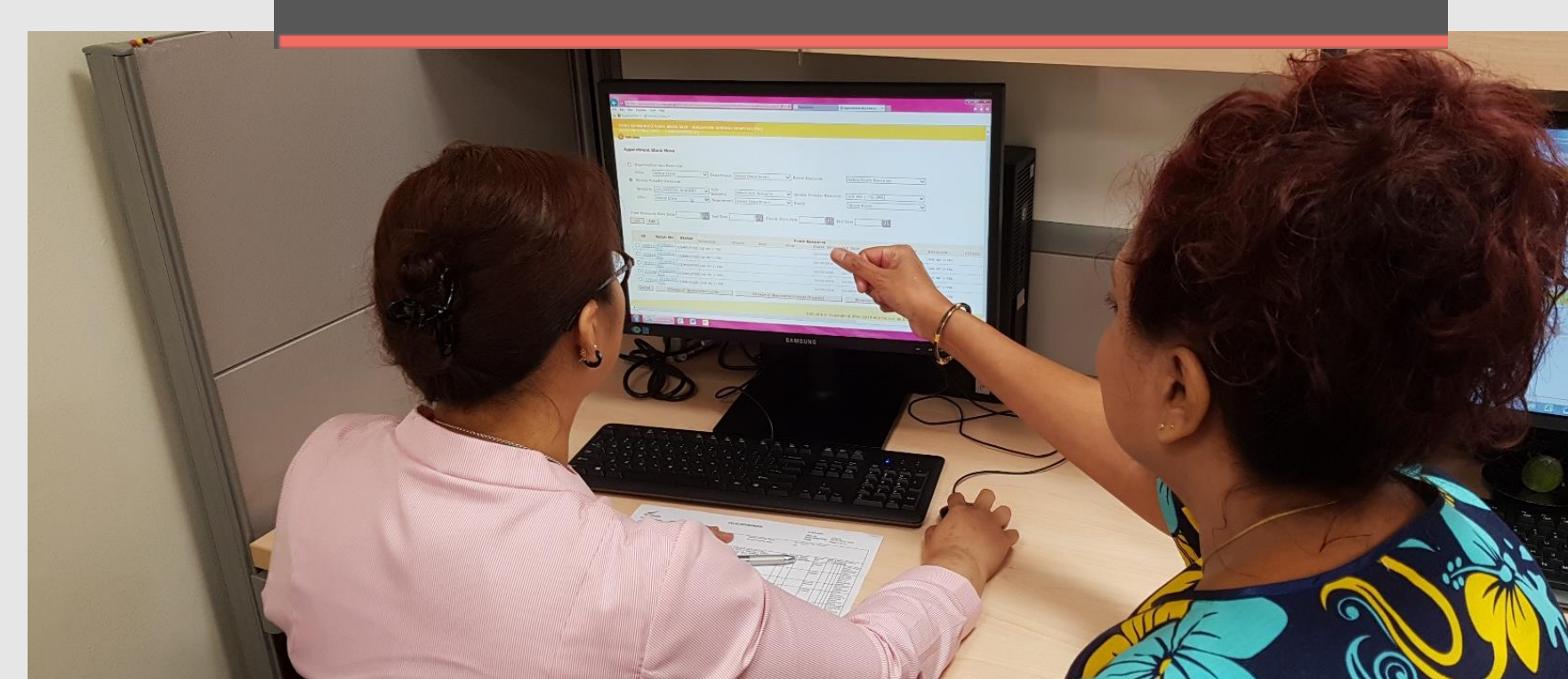
## RESOURCE COMPETENCY CHECKLIST

| Staff Name                     | Clinic | Moving | Blocking | Modification | Rescheduling | Setting up of Service Provider | Mail Merge/Letter Printing | Send SMS | Competency |
|--------------------------------|--------|--------|----------|--------------|--------------|--------------------------------|----------------------------|----------|------------|
| Rafidah                        | N.A.   | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Leela                          | N.A.   | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Loges                          | N.A.   | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Helen                          | N.A.   | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Nivetaa                        | M      | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Lidya                          | A      | ✓      | ✓        | x            | ✓            | ✓                              | ✓                          | ✓        | 86%        |
| Nur Umairah Binte Hairoman     | A      | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Sarita Rai                     | B      | ✓      | ✓        | x            | ✓            | x                              | ✓                          | ✓        | 71%        |
| Jarinah                        | B      | ✓      | ✓        | x            | ✓            | x                              | x                          | ✓        | 57%        |
| Maheswari                      | B      | ✓      | ✓        | x            | ✓            | x                              | ✓                          | ✓        | 71%        |
| Dewi Ratnawati Binte Mohd Taib | CDLD   | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Nor Aishah Bte Abu Bakar       | CDLD   | ✓      | ✓        | x            | ✓            | x                              | ✓                          | ✓        | 71%        |
| Razia Begum Binte Subedar      | CDLD   | ✓      | ✓        | x            | ✓            | x                              | ✓                          | ✓        | 71%        |
| Nur Adha Binte Sunny Kamal     | CDLD   | ✓      | ✓        | x            | ✓            | x                              | ✓                          | ✓        | 71%        |
| Kanaga Pushpam                 | ENT    | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |
| Thana Letchumi D/O Rajagopal   | ENT    | ✓      | ✓        | ✓            | ✓            | ✓                              | ✓                          | ✓        | 100%       |

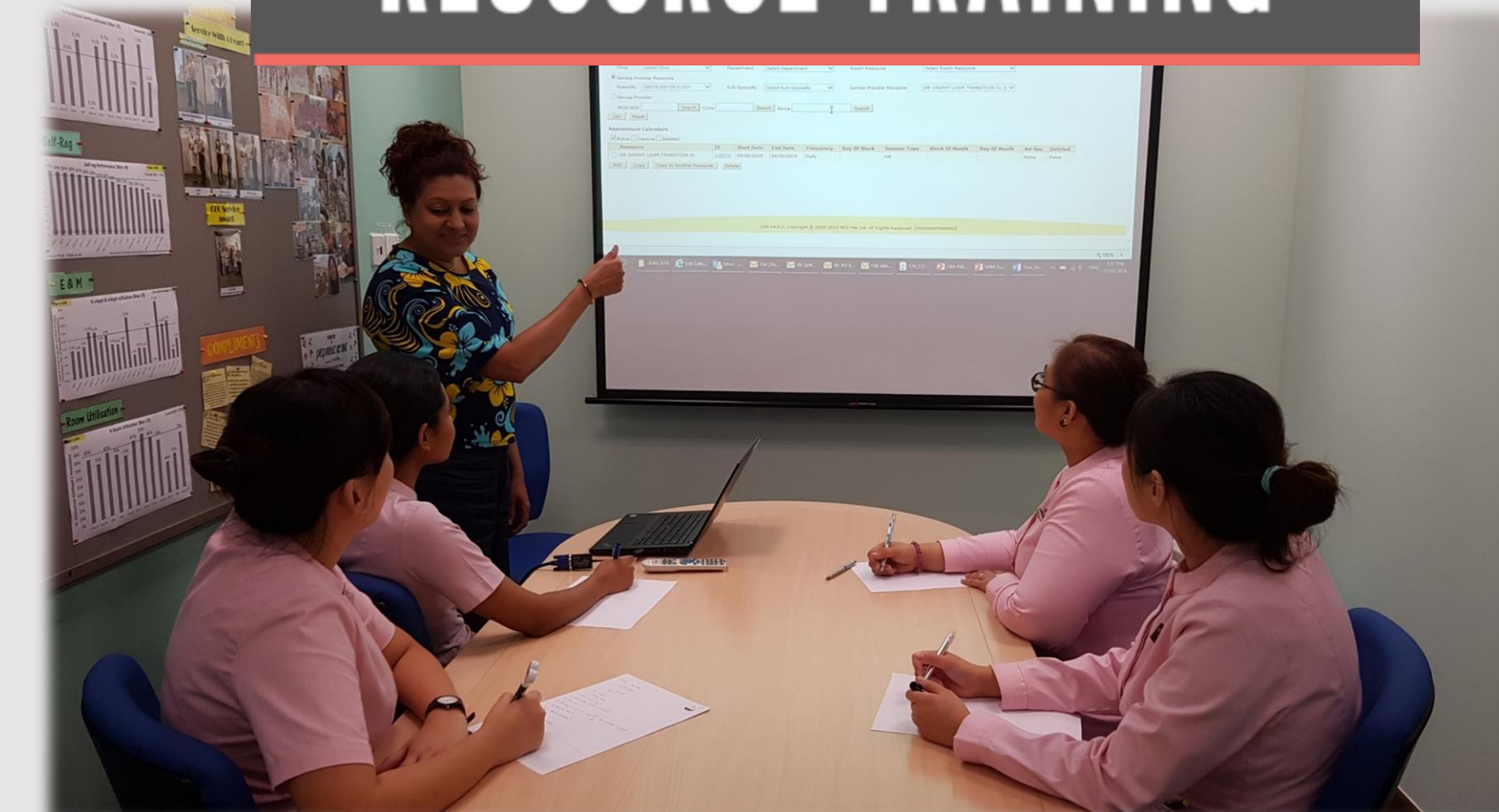
## CONCLUSION

It is important for the Clinic Supervisor to build a competent task force to maintain an efficient clinic operations in anticipation of meeting the changes in the future outpatient journey. The supervisor plays an important role to plan, drive and implement changes to deliver the expected outcome. This initiative to expand the job role will not be possible without the support of the management team in SOC as well as the “buy in” from the PSAs. It had proven that the PSAs are willing to take on changes in a positive way and work towards meeting the organizational goal. In addition, there is better job satisfaction amongst the clinic team members as they are able to contribute more to the clinic operations.

## RESOURCE HANDS-ON



## RESOURCE TRAINING



## RESULTS



1

Increase in the number of PSAs trained in resource management.



2

Minimise backlog due to competency issues



3

Reduction of calls for clarifications from respective departments and call centre



4

Expand the job role of clinic PSAs



5

An established resource workflow in the shared drive for reference

88%

TOTAL  
AVERAGE  
PERCENTAGE  
TRAINED

450%

INCREASE  
FROM YEAR  
2016

No. of PSA trained in Resource

