



Singapore Healthcare
Management 2019

'SUPERSIZED'

Patient Experience with pairs of Helping Hands!

Geraldine Lee Sow Kuin, SingHealth Polyclinics (SHP)
Pinkie Goh Sook Ping, SingHealth Polyclinics (SHP)



Background



Aim(s)

- 1 Roll out SHP Helping Hands Programme (SHHP) across SHP so other patients can **experience the same personal touch** that SHP-Marine Parade patients have experienced.
- 2 Create a **standard orientation and training programme** for volunteers to be **SHP service ambassadors** and **provide assistance to patients, especially the elderly**, in a **safe and consistent** manner.
- 3 Enhance volunteer appreciation efforts as they have given time to our patients.
Happy Volunteers = Happy Patients!



Methodology

- Face-to-face interviews with Clinic Director and lead volunteer from SHP-Marine Parade.
- Meetings with SHP domains in SHP on volunteer duties, training and vaccinations required.
- Learning from experienced volunteer programme leads from sister institutions such as SGH and KKH.
- Online research for local grants to support roll out to all our polyclinics.

Conclusion



SHHP is a **mutually beneficial programme** which promotes **active aging** and **enhances patient experience**. With proper training, our **volunteers are better equipped to assist our patients** in their healthcare journey; becoming true **SHP service ambassadors**.

Results



Successfully applied for Silver Volunteer Fund (SVF) in Dec 2017, which supports up to **80%** of SHHP expenses for senior volunteers (includes a contract headcount).



Programme rolled out to **6** clinics. As of now, we have a pool of **62** volunteers. SHHP will be rolled out to SHP-Sengkang and Punggol by end of 2019.



Institutions both within and outside of SingHealth, who are starting their volunteer programmes, have been approaching SHP to share our volunteer journey.



The new framework provides structure and consistency in terms of support and appreciation for volunteers. Volunteers are equipped with the skills to carry out duties, and regular feedback sessions allow us to further improve the programme.

Future Plans

To further enhance the experience of our volunteers and patients, we are reviewing the scope of duties and trainings to upskill our volunteers in areas of service quality and technology to assist patients on more IT innovations in our polyclinics.

