# **SIA-SGH Collaboration**

# **Deployment of Cabin Crew as Care Ambassadors**

Singapore Healthcare Management 2021

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### Background

As part of the Job Support Scheme announced by the Government to support industries affected by Covid-19, MOH initiated a programme where cabin crew from Singapore Airlines, SilkAir and Scoot were trained to become Care Ambassadors at public hospitals.



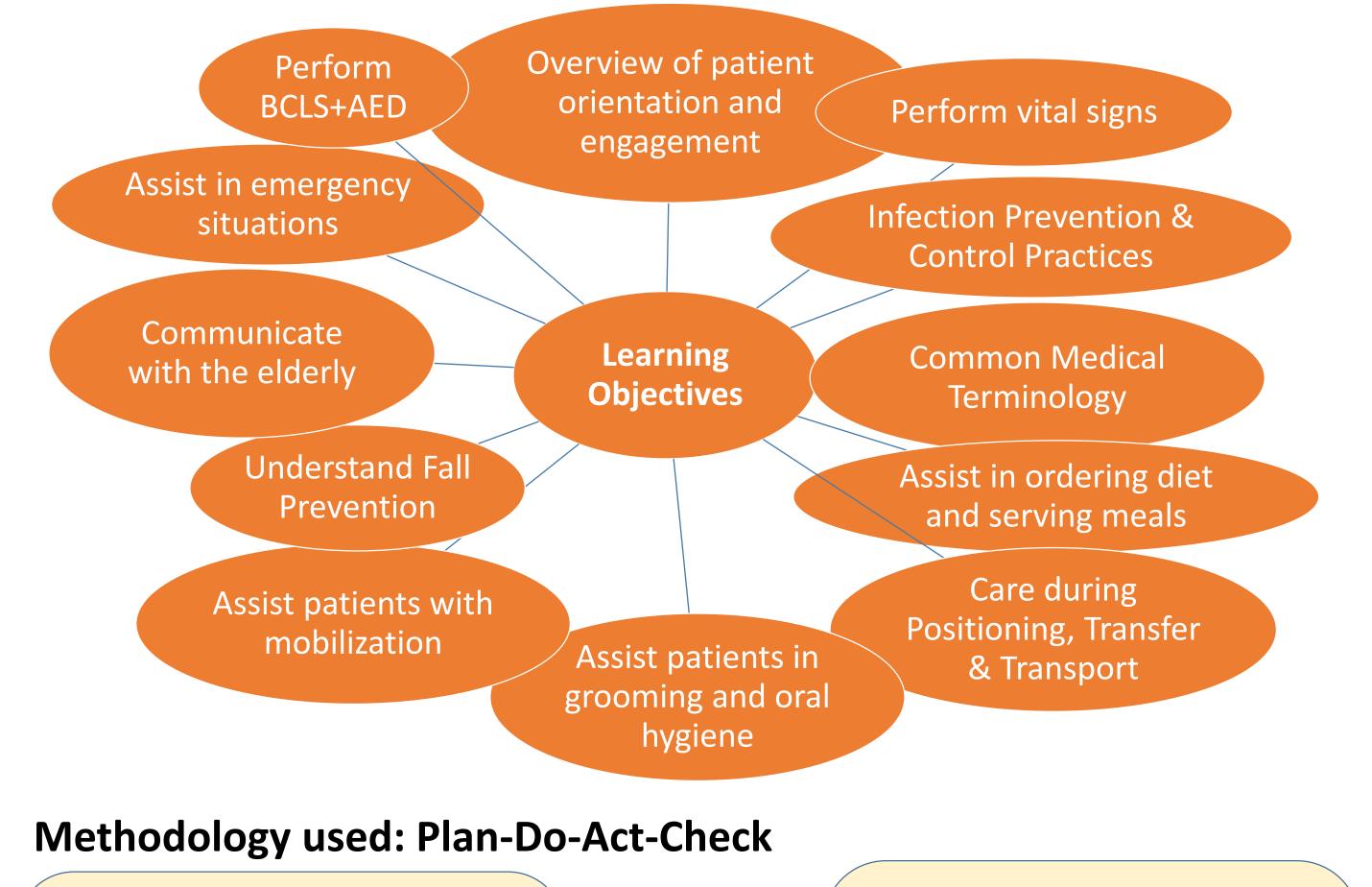
The Care Ambassadors are deployed to SGH Inpatient wards to assist the nurses with some patient care activities such as serving and feeding of meals, measuring the vital signs of patients etc.

## **Objectives**

Institute of Advanced Nursing (IAN) has customized a 5-day training programme to equip the cabin crews with foundational nursing knowledge, skills and professional behavior to perform the role of Care Ambassador.

# Methodology

#### **Developed learning objectives/outcomes**



Plan

Check

Do

Act

(Photo 1-6: Care Ambassadors undergoing various simulation training on safety measures and attending BCLS and AED Training.)

**Clinical Practice:** The Care Ambassadors were attached to the clinical wards and supervised by nurses to perform basic patient care services and caregiving activities.

**Certification:** The Care Ambassadors who have successfully completed the course were awarded with a Certificate of Achievement.

### Results

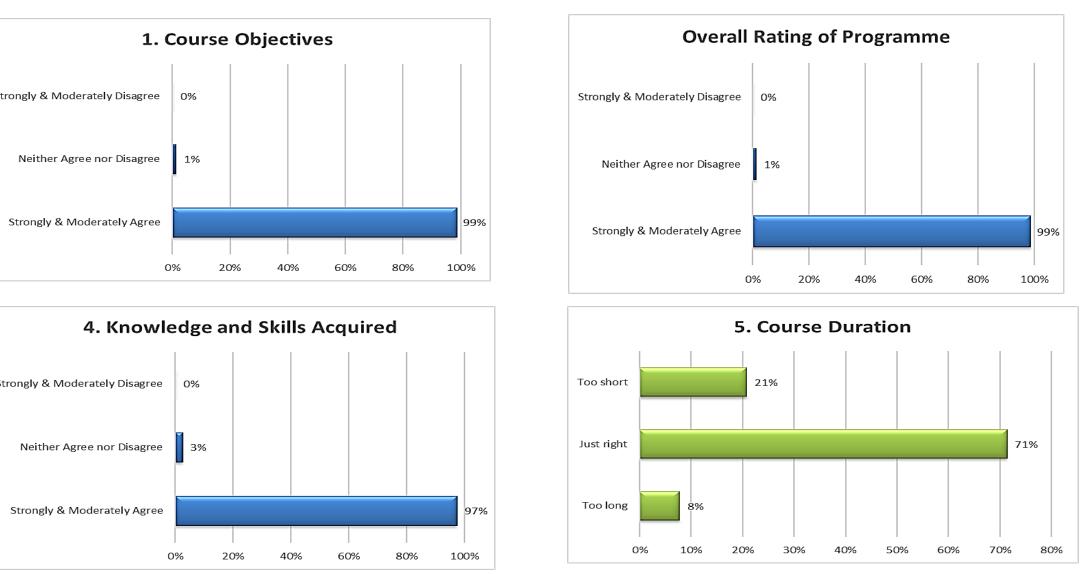
A total of 132 cabin crew were trained to take on the Care Ambassador role in SGH Inpatient wards. They worked alongside the care team to provide basic nursing care to patients. The 5-day training programme had provided confidence to the Care Ambassadors by empowering them with the required competencies to carry out the patient care activities effectively as well as improving the patient care outcomes. The feedback received from the post course evaluation was very positive (Figure 1). Care Ambassadors shared that the course was very well paced and organised. The onboarding of the Care Ambassadors had also helped to augment the nursing manpower on the ground during the peak of COVID pandemic. It also provides an opportunity for the cabin crews to gain insight into the healthcare industry.

IAN team worked closely with SGH Nursing Division, Human **Resource Department and SIA** management to conduct the 5day Care Ambassador Training in year 2020.

IAN team activated the plan and ran the 1<sup>st</sup> Care Ambassador Training during circuit breaker period. Independent training stations have to be created with real ward scenarios and equipment.

Training outcomes and evaluation from participants during circuit breaker 3 runs of Care Ambassador Training were considered for improvement of future training. Four graduation ceremonies were conducted by Nursing and Human Resource with Senior Management from SGH, Singapore Airlines, SilkAir and Scoot.

Training was further fine-tune for 2<sup>nd</sup> and 3<sup>rd</sup> batch training runs at SingHealth Academia in 15 to 19 June and 20 to 26 Oct 2020.



(Figure 1: Post course evaluation of Care Ambassador Training)

# Conclusion

The collaboration with Singapore Airlines Group amidst the COVID-19 pandemic brought about a great opportunity to showcase the world class service of the Care Ambassadors to our patients. It has also helped to support the nursing manpower in SGH while our nurses were deployed to support other COVID-19 related work.

#### **Assessment Methodology**

During Classroom Practical Assessment, Care Ambassadors were assessed on the necessary skills using a competency checklist during the training (Photo 1-6).

