



# Your Health, Your Pal!



**Singapore Healthcare Management 2023**

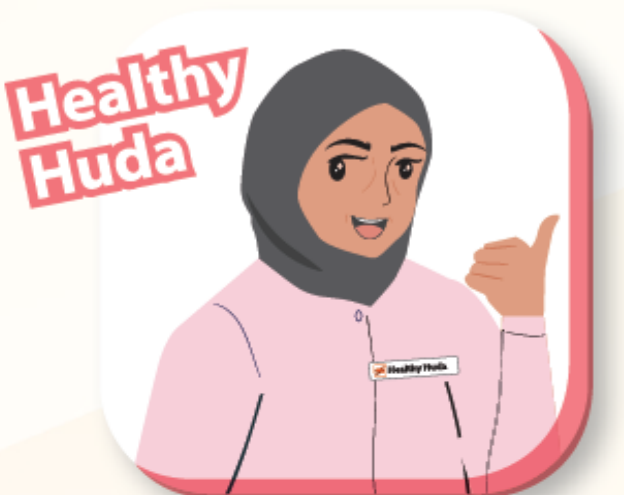
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## INTRODUCTION

My Care Team (MCT), SHP's team-based care, is a transformation of our care delivery model which aims to deliver comprehensive care effectively and efficiently in the increasing complex healthcare landscape. To support the MCT team in coordinating and executing patient enrolment, care activities, and addressing preventive and chronic care needs, SingHealth Polyclinics (SHP) has introduced the role of 'Health Pals' which will work collectively with the doctors and nurses in the care of the patients in a team-based approach.

### Who is part of My Care Team?



#### Doctors

- Take care of your medical needs
- Lead the team to provide holistic care for you

#### Care Managers

- Conduct clinical assessments
- Share practical health tips
- Coordinate your social needs

#### Health Pals

- Coordinate appointments
- Coordinate your preventive care needs



#### Aim

- ✓ Redesign the job of our PSA (Patient Service Associate) to enable them to provide higher value-added clinical support, supporting the MCT and meeting the care needs of our patients.

## METHODOLOGY / IMPLEMENTATION

The job redesign for 'Health Pals' was carried out at SHP.

01

### Identify Job Requirements

- ✓ Determine the skills and knowledge required for the 'Health Pals' role which is different from a PSA.

02

### Job Re-design

- ✓ Job redesign plan was developed which includes change to the job duties and responsibilities.
- ✓ Training roadmap was created.
- ✓ Competency assessments were created.

03

### Implementation

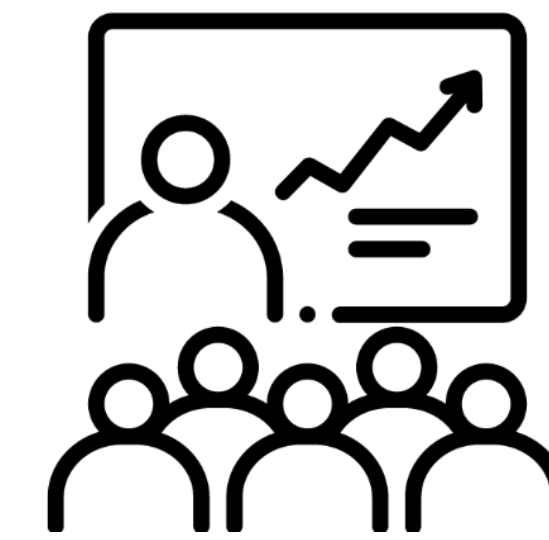
- ✓ Job redesign plans were implemented in phases, beginning with the pilot clinics with 18 'Health Pals'.
- ✓ Trainings were conducted.
- ✓ Competency assessments were completed.
- ✓ Communication sessions were conducted to assist our 'Health Pals' in transitioning to their new responsibilities.

04

### Post-Implementation

- ✓ Regular check-ins were offered to the 'Health Pals' to discuss any concerns that require improvement.

## RESULTS

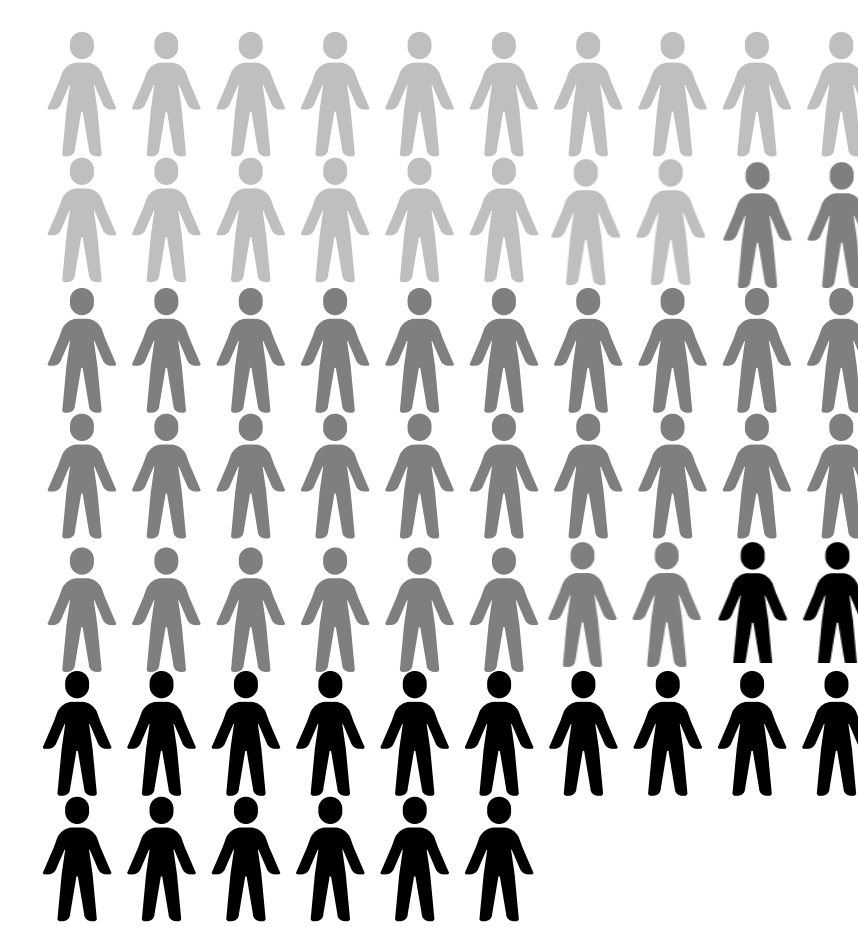
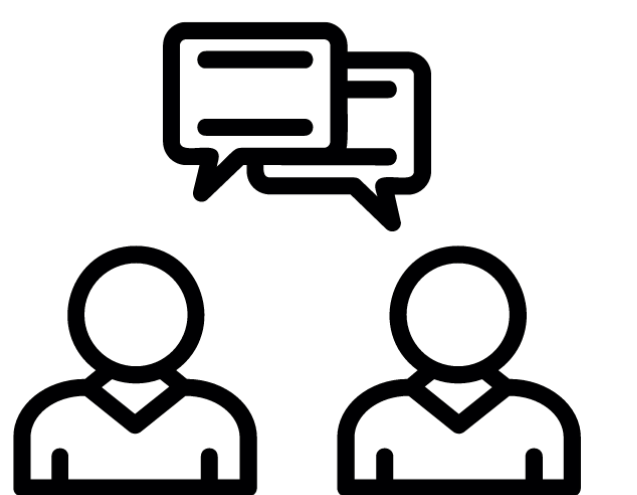


### 16 Training Classes

'Health Pals' will undergo training and competency assessments to ensure they are fully prepared to formally serve.

### 30 Engagements

Employee engagement sessions were held, providing a space for discussion and feedback.



### 66 'Health Pals'

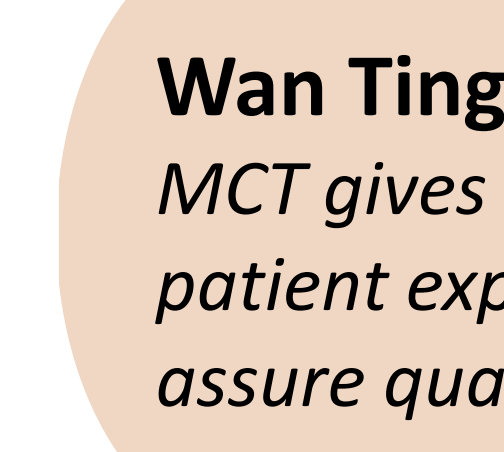
The first 18 PSAs were trained and deployed to clinics as 'Health Pal' in March 2023. Another 48 will be trained and be ready for deployment by July 2023.

### 100% Job Satisfaction



#### Atiqah (Health Pal, SHP - Marine Parade)

MCT allows me to build a higher level of trust with the patients in our care team. By making sure that their preventive care needs are up to date, we can guide them to the right care.



#### Wan Ting (Health Pal, SHP - Bukit Merah)

MCT gives me the opportunity to enhance patient experience, promote patient safety and assure quality of care!



## CONCLUSION

'Health Pals', former PSA at the clinics, had undergone training & competency assessment to acquire the skills and knowledge required to perform their new roles in MCT where they will focus on closing preventive care gaps for our enrolled patients. This job redesign initiative has helped the Health Pals adapt to new demands brought about by the national initiative on Healthier SG. From the feedback received, it is evident that this well-planned role redesign plan had led to a more effective and engaged workforce with a focus on getting the most out of each of our staff's unique strength.