

Introduction

To Go Green by not printing BCLS/ Heartsavers certificates for KKH staff

Background

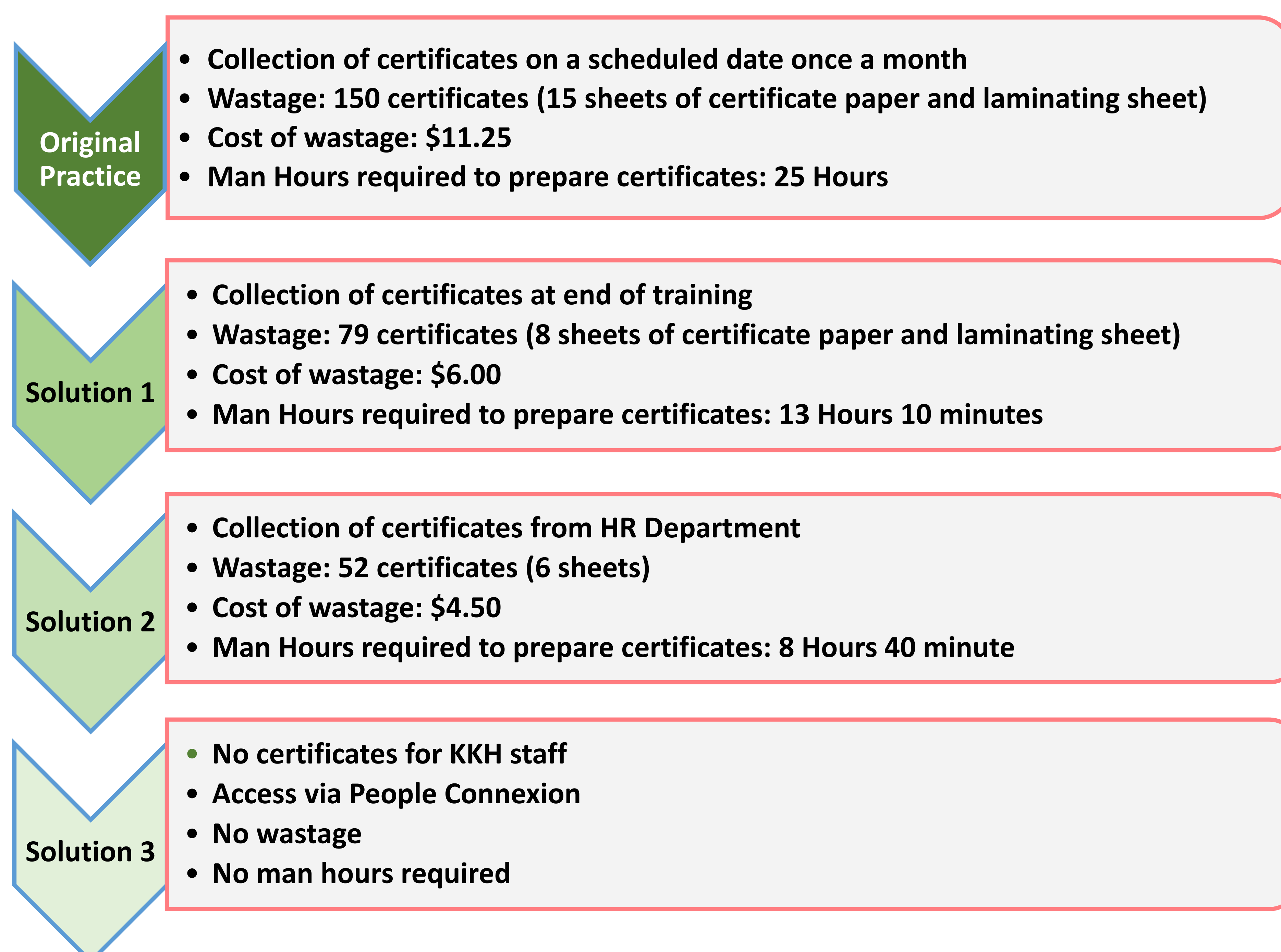
Human Resource Talent Development (HRTD) personnel would prepare the BCLS/ Heartsavers certificates for staff who had successfully completed BCLS/ Heartsavers training. The certificates would require participants' particulars to be printed onto custom perforated paper print templates. The printed certificates would be torn into individual pieces and laminated using thermal laminator. The prepared certificates were scanned, photocopied and stored in HRTD department. Once a month, HRTD personnel would disseminate emails to Head of Departments/ supervisors to inform their staff to collect the certificates on a designated date, time and venue. On the day of collection, HRTD personnel would walk over from their office at a different vicinity to station in a designated office at KKH for two hours waiting for staff to collect their certificates. Certificates that were collected would require a photocopy to be endorsed by the supervisor and filed into their personal file. Large number of certificates were not collected which result in wastage of prepared certificates as well as staff's personal files were not updated. Prior to audit dates, staff would call HRTD personnel for their certificates.

Table 1: Time taken to prepare certificates

| 10 classes/ month over 11 months/ year | Time taken to prepare 18 certificates per class | Total time taken |
|--|---|---------------------|
| 110 classes | 3 hours | 330 hours (41 days) |
| Time taken to prepare one certificate is 10 minutes | | |

Results

Number of certificates wasted, the cost of certificate paper and laminating sheet as well as number of man hours required to prepare the certificates are indicated below:



Conclusion

This go green initiative enabled the hospital to save cost as well as man hours in preparing certificates for participants. The HRTD personnel can utilise the time spent more productively to perform other duties.

Method

In order to reduce wastage, several solutions were explored and implemented over a trial period of three months each.

Solution 1

The administrative staff who collates the nominations would forward the Attendance Lists to HRTD personnel to preprint and laminate certificates for all participants. The prepared certificates would be sent to Life Support Training Centre (LSTC) and only issued to participants who completed the course successfully. There was wastage when participants did not pass their competency assessments or did not turn up for training.

Solution 2

After a period of three months, the second solution was implemented. HRTD personnel would walk over to LSTC to collect the attendance list to prepare the certificates. Participants who had successfully completed the training would go to Human Resource (HR) Department to collect their certificates. In this option, there were participants who did not collect their certificates. There was still wastage when participants did not pass their competency assessments or did not collect their certificates.

Solution 3

To review the wastage of prepared certificates, the nursing team discussed further with HRTD team on possible solution. The solution was to enter all training records into HRIS system which are accessible by KKH staff when they access People Connexion. This last option of going online was implemented on 1/4/2016. Attendance lists were sent to HRTD to verify non KKH staff and certificates were printed for this group. Since implementation, there was no wastage as compared to previous two solutions. Besides being able to check their own status online via People Connexion, HR personnel would also disseminate staff BCLS/ Heartsavers status to supervisors via email twice a year.