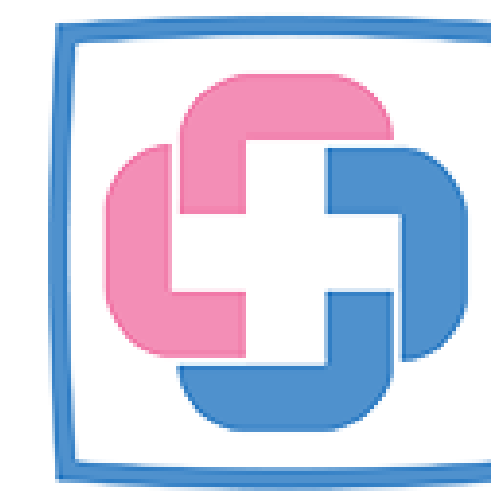




Singapore Healthcare Management 2024



KK Women's and Children's Hospital
SingHealth

Douglas Chew, Deputy Director
Magdalene Tan, Manager
Kavitha, Manager

Wong Han Yong, Senior Executive

Abirami d/o Jairum, Patient Service Associate Executive

0.5 FTE + 0.5 FTE to make 2.0 HEADCOUNT



1 INTRODUCTION

- a) Department is facing low application rate for vacant positions
- b) The issue is exacerbated with exiting team members



2 METHODOLOGY

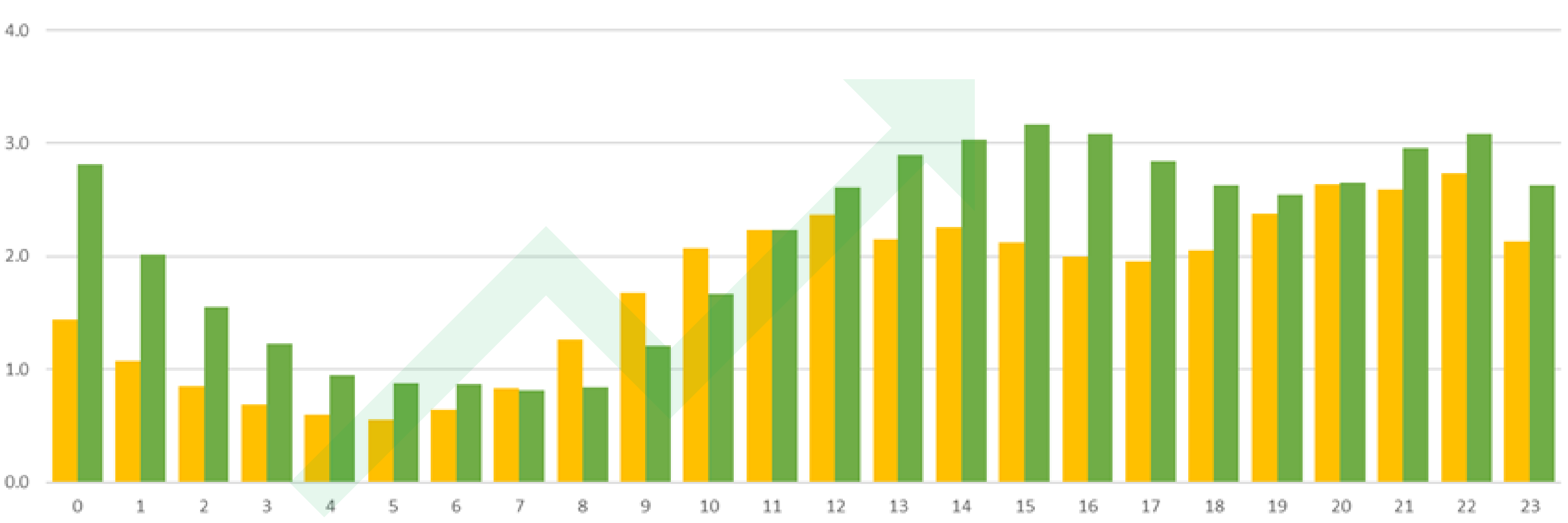
a) Extraction of historical workload data, stacking them by hourly bucket to identify peak period



b) Working with HR partners to incorporate Flexible Work Arrangements



c) Engaging HR partners to facilitate interviews and onboarding



Before intervention workload

3 RESULT

- ✓ a) No additional FTE request
- ✓ b) Part-timer to be deployed during peak hours
- ✓ c) Part-timers on 20 hours work week are job-sharing (i.e. 2 headcounts per 1.0 FTE)

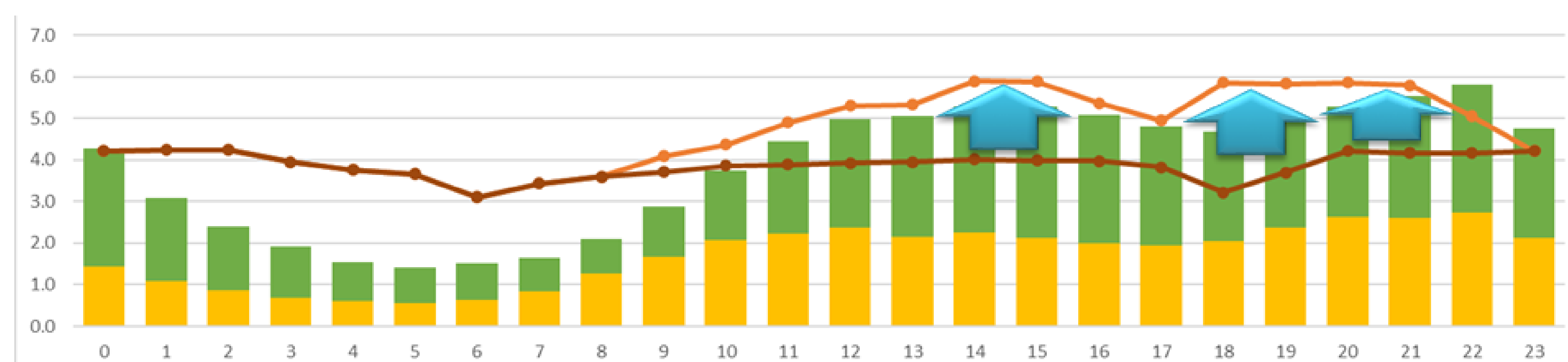
KK Women's and Children's Hospital Pte. Ltd.

Senior/Patient Service Associate, Admissions (Part-Time)

You will be the ambassador of the hospital to provide excellent front-line services to our patients for admission. You are required to assist in the registration of patients, maintain complete information and accurate records in the patients' system database.

Your duties and responsibilities include general administrative duties, handling enquiries on patients' admissions, scheduling of patients' appointments, collect deposits and payments from patients and offering pre-admission financial counselling as part of the admission process.

Snippet of Position Opening



Projected intervention of Staffing with Workload

4 CONCLUSION

With changing demographics and needs of working population, we will need to collaborate closer with our HR partners in address the changing employment landscape. This is supplemented with operational data to make informed decision as

People, AT THE HEART OF ALL WE DO.®