



Singapore Healthcare Management 2024

Diversifying our Volunteer Manpower Pool for Health Buddy Ambassador Programme in SOC Clinics

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BACKGROUND

SKH Outpatient Clinic Operations (OCO) Health Buddy (HB) App Ambassador programme was implemented in March 2023 to deploy front-line ambassadors within the clinics to guide patients on the key features of HB App and encourage patients to download the App, as part of Go-Digital Campaign. During COVID period, rostered clinic staff were able to act as a HB App Ambassador to promote the use of HB App as clinic patient volume was low. However, post COVID period where clinics start to assume BAU operations, there is a need to identify other manpower sources to relieve the immediate manpower shortage to perform this role.

AIM

Increase Manpower Pool to promote the use of Singhealth Health Buddy (HB) App amongst SKH patients

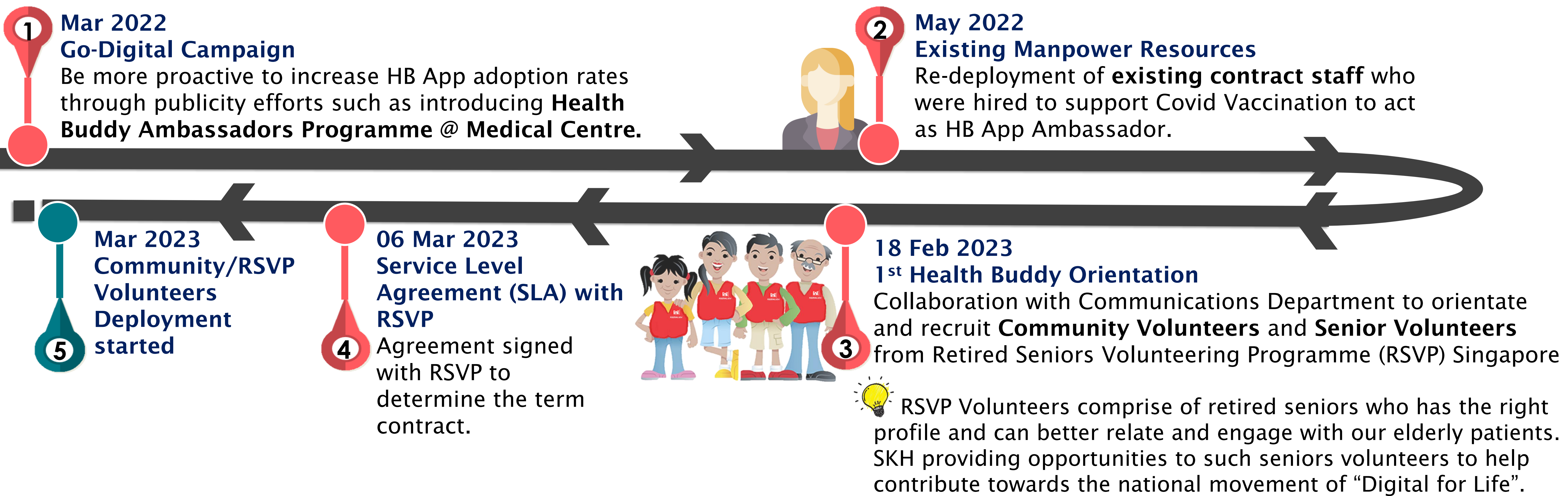


Increase Adoption of the various e-Services in HB App i.e. Appointment, Register & Track Queue, Payment, Medicine, Profile etc



METHODOLOGY

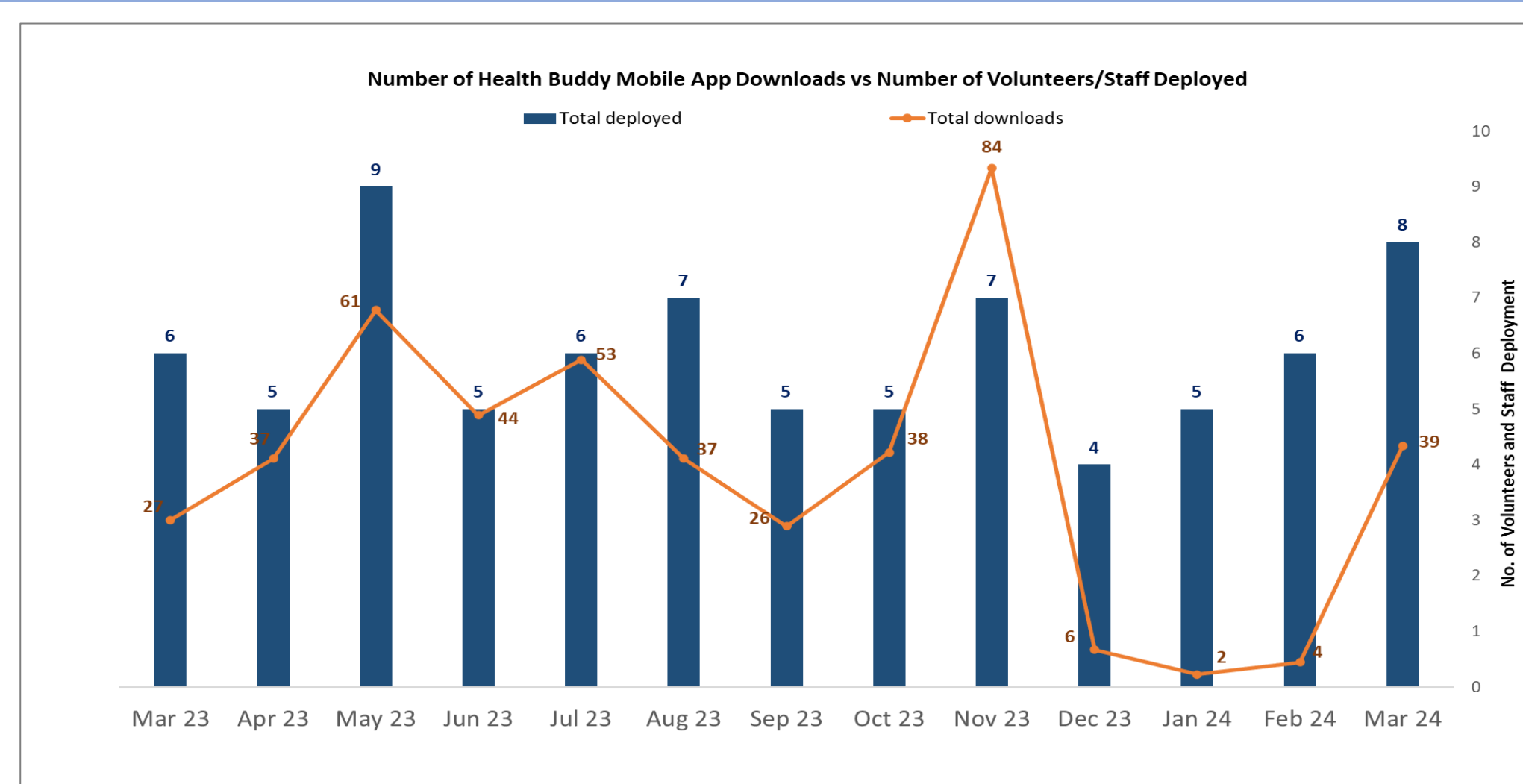
To relieve the immediate manpower shortage, the team looked to tap on other manpower sources –



RESULTS



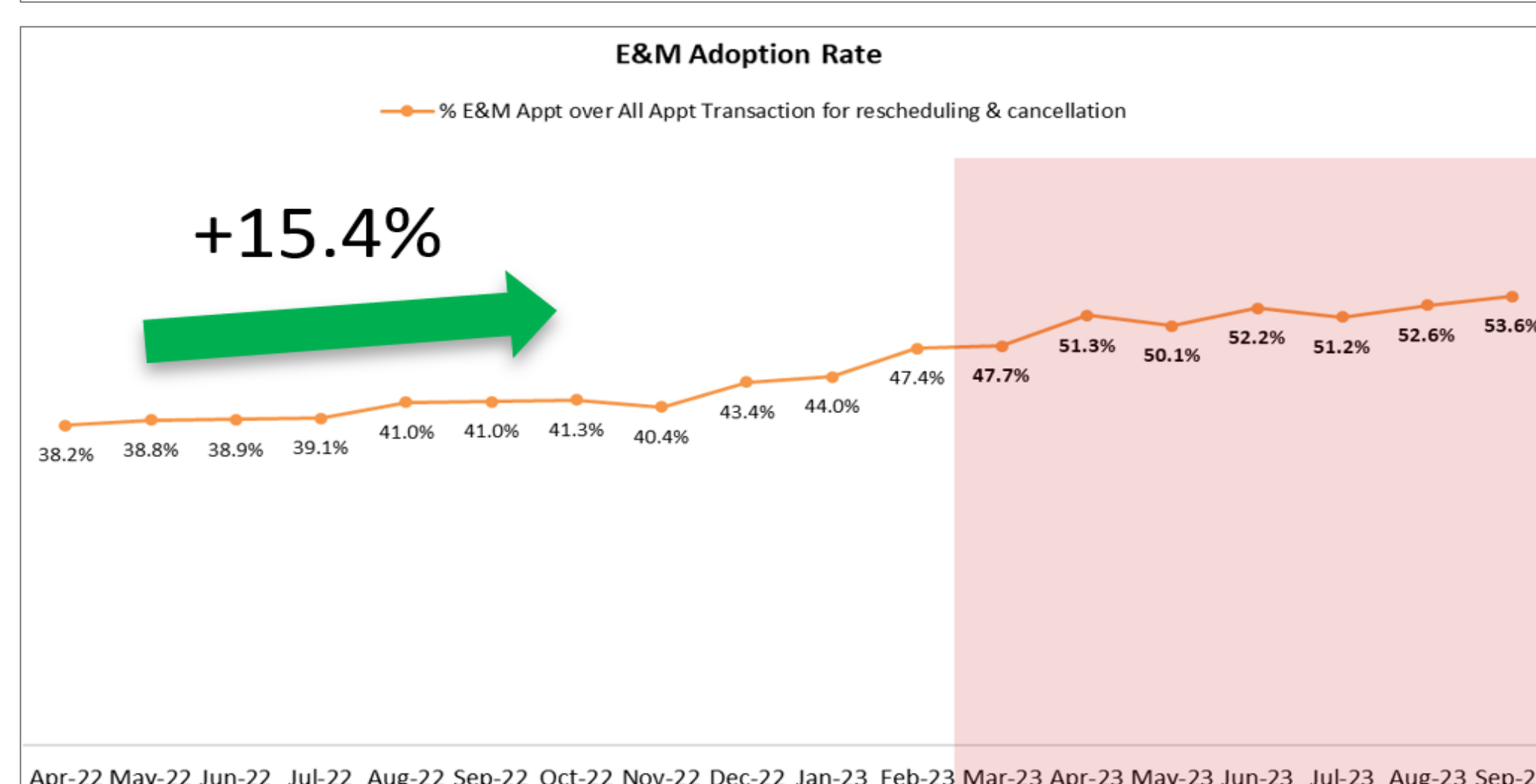
- Total of **6 Orientations** conducted over Feb 2023 – Mar 2024.
- 43 volunteers completed orientation and out of which, **30 volunteers** successfully deployed.



- Total number of HB App downloads achieved over Mar 2023 – Mar 2024 is **458 HB App downloads**.



- Total of **535 volunteering hours** contributed over Mar 2023 – Mar 2024.



- Increased in Electronic & Mobile **adoption rate by 15.4%** from Apr 2022 to Sep 2023.

CONCLUSION

HB App Ambassador programme has proven to be successful, achieving its intended goal (e.g. improved adoption rate for HB App) without the use of hospital's SOC manpower. It has shown the importance and value of developing alternate volunteer manpower resource to supplement hospital's regular full-time staff and offered retired seniors a meaningful opportunity to connect with the community and contribute towards digital initiatives. The team actively collaborate with volunteers by ensuring there is a continuous monitoring through the usage of Session Form for each volunteering session. The Session Form acts as a survey evaluation and are in place to ensure that the programme remains effective and responsive to any emerging opportunities such as getting the volunteers to promote the activation of Personal Notification (PN). The ongoing oversight of the evaluation enables the team to collate data efficiently and guarantees sustained and continuous progress.