



Singapore Healthcare Management 2024

Quick Onboarding Guide For Procedural Clinic PSAs

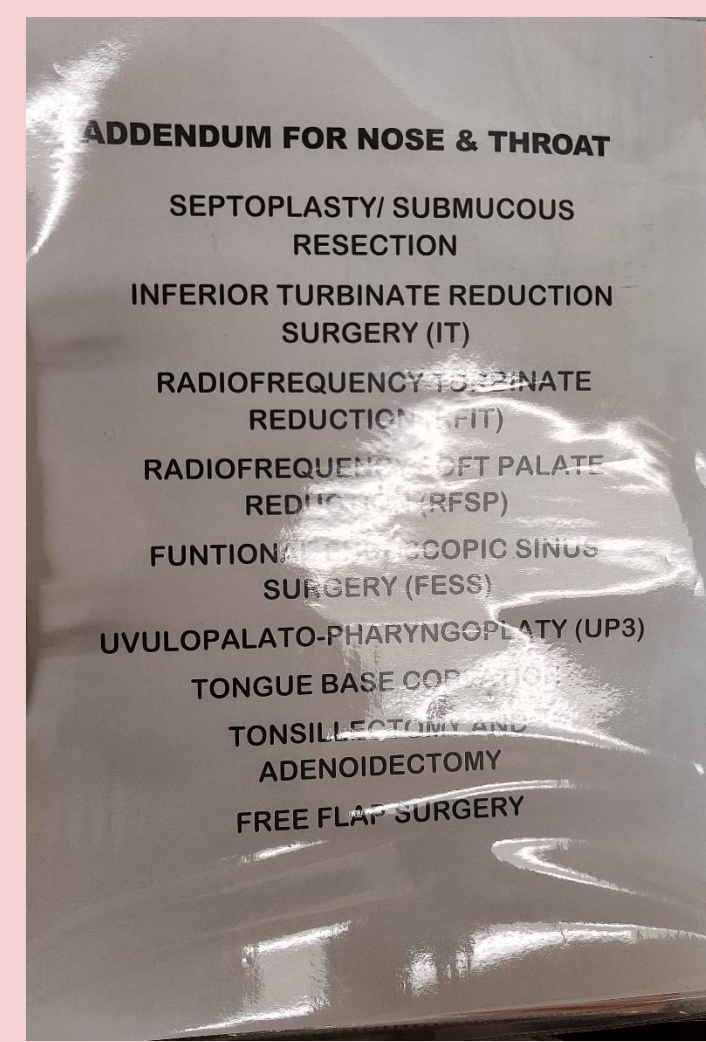
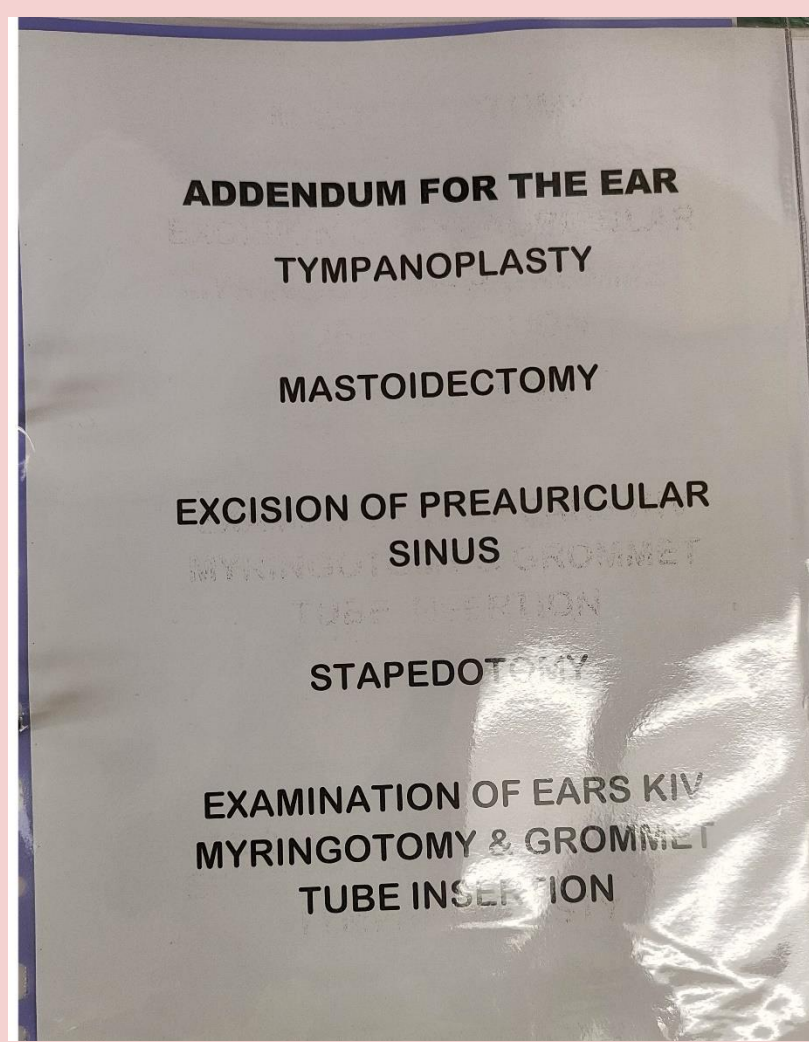
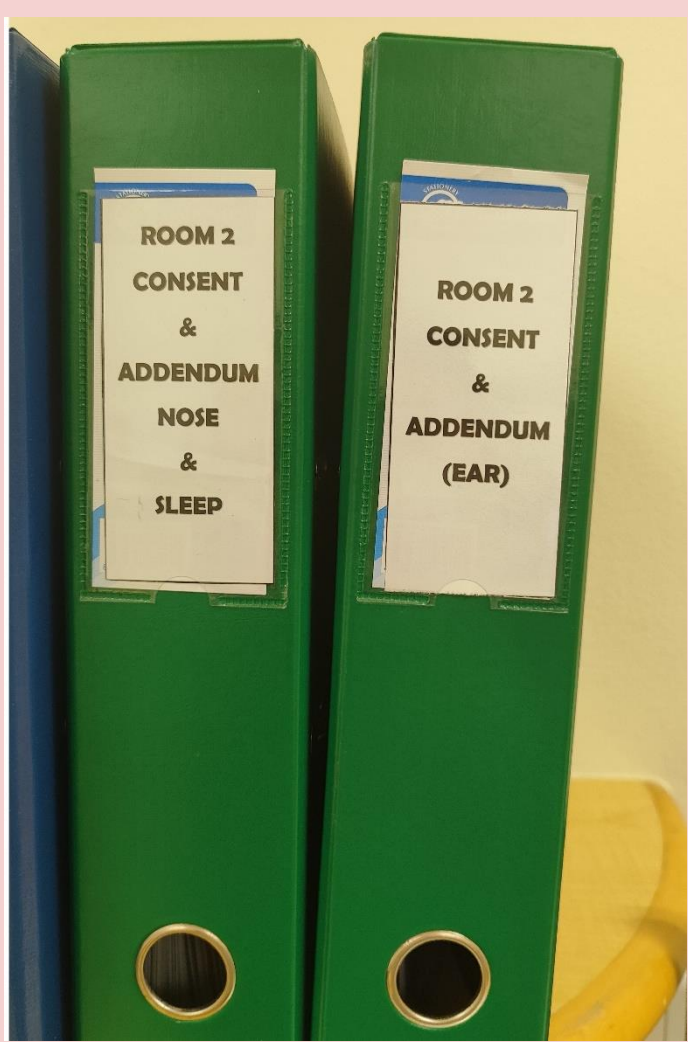
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Introduction

- Most SGH clinics are multi-disciplinary where Patient Service Associates (PSAs) room assist doctors from various specialties.
- There are about 40 documents/forms that the PSA needs to be familiar with.
- This is a challenge for new PSA to familiarize and quickly retrieve the correct documents/forms required while assisting doctors with procedures concurrently.

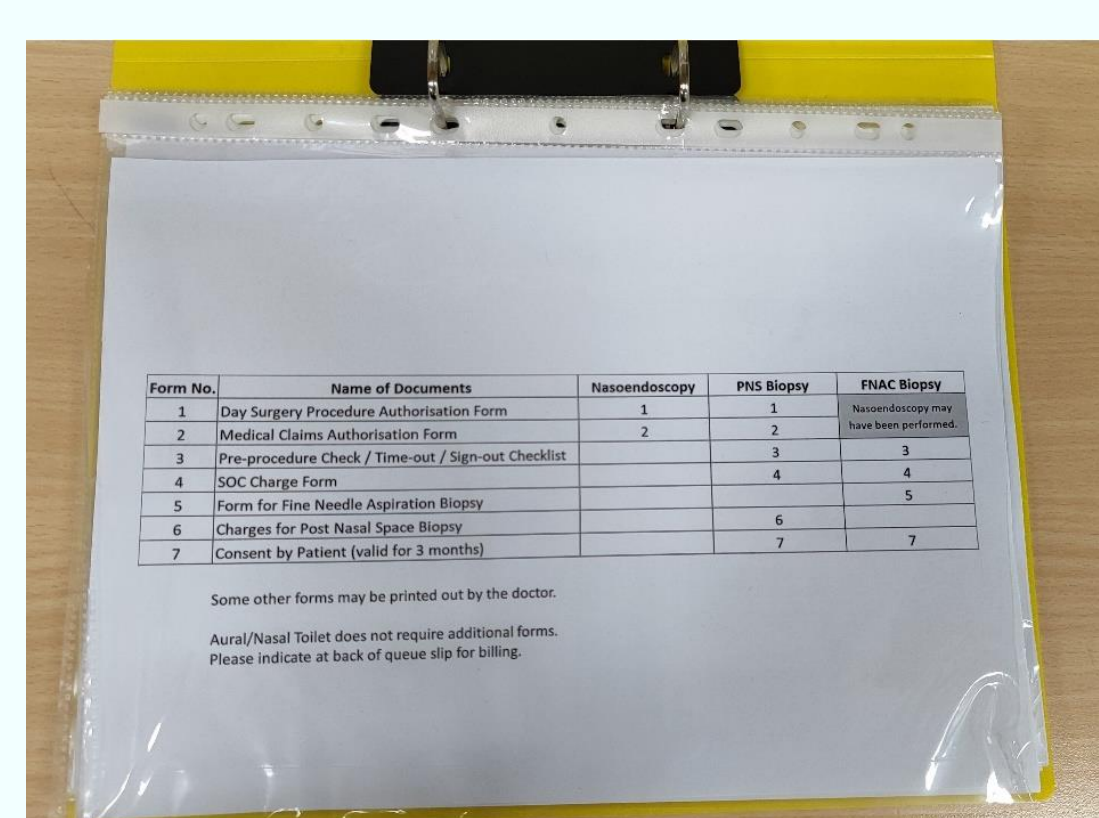
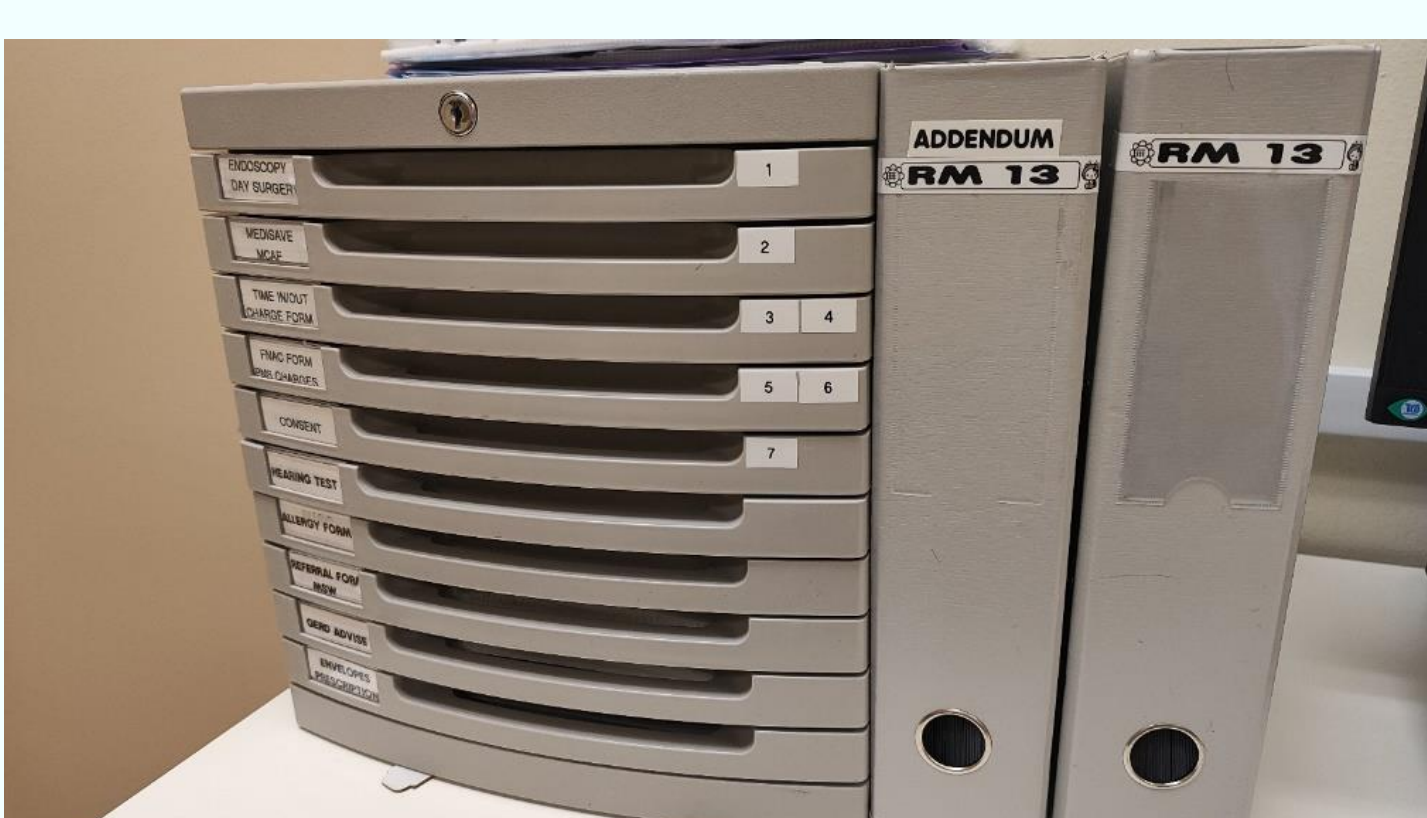


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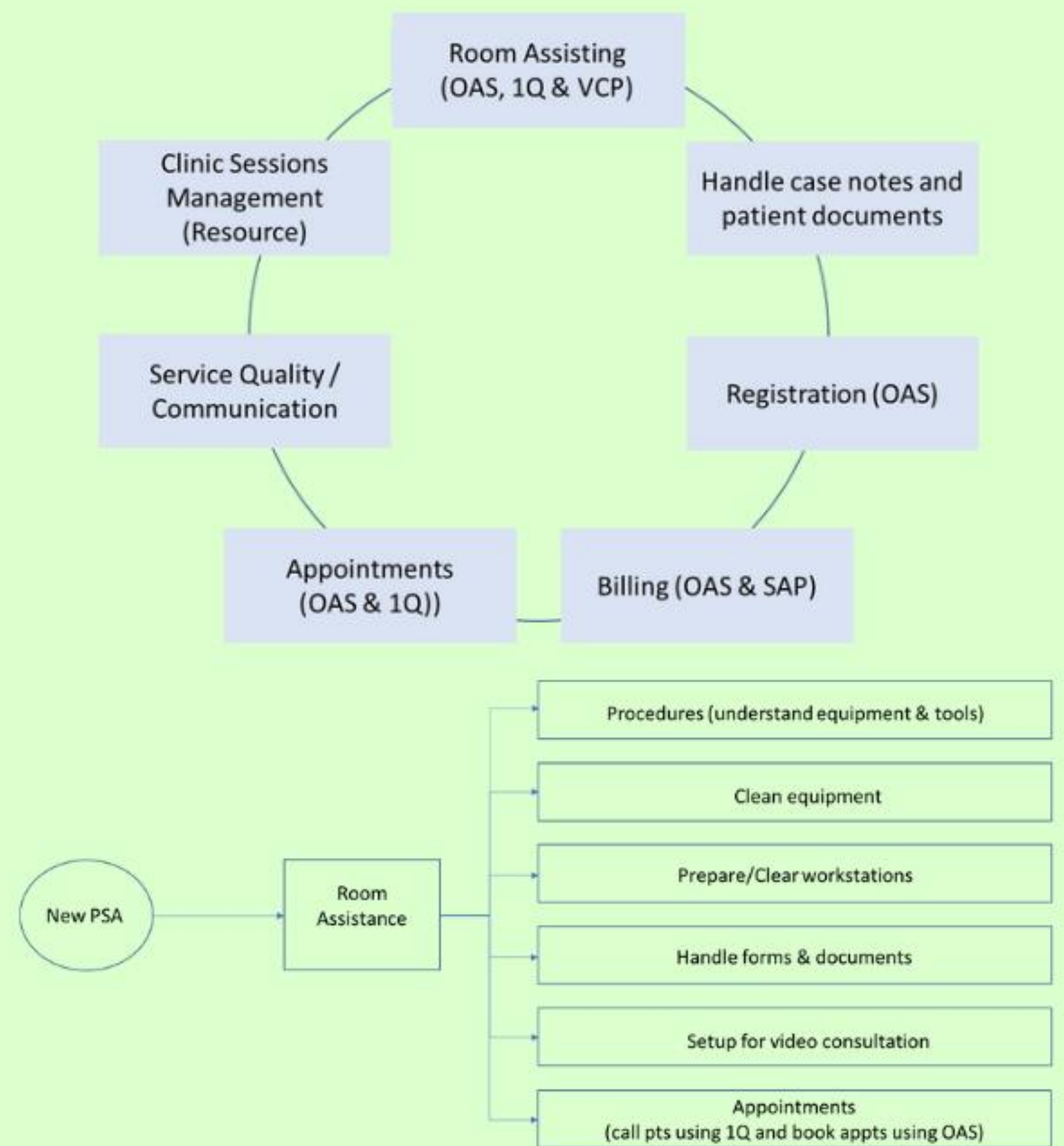
- The aim is to create a guide for new PSAs.
- Guide is to be used during their on-the-job training with corresponding standardized location of the documents/forms in the clinic consultation rooms for easy retrieval.

Methodology

- Sit in during doctor's consultation to observe and understand what goes on throughout the consultation and what the PSA is required to do. Mapped out the required documents/forms for common procedures.
- A guide is created for new PSA for their reference and familiarization, to be used while understudying their colleagues:
 - Cover: table clearly indicated the mix-n-match of up to 7 documents/forms required for procedures
 - Template document/form: necessary fields on each document/form are highlighted as visual indication standard template
- Rearrange the location of the documents/forms and label the commonly used forms at the styrokay drawer against the table in cover.



New PSA Competency



Result

- Pilot was done in SGH Clinic A for 2 months. We have gathered feedback from existing PSAs on the ease of teaching and new PSAs for their OJT. Both groups expressed that the OJT has been made easier with the use of the guide.
- Moving forward, all newly joined PSA will receive the guide from the clinic-in-charge on their first day. There is potential to expand the guide concept across other procedural clinics in SGH.

Conclusion

- It is important that all PSAs understand and are familiar with the documents/forms, roles and responsibilities during room assisting and shortening the onboarding period required.
- This helps ensure that correct documents have all been signed and filled up before any procedures are performed.