

Project Title

Sustaining a Pipeline of New Foreign Healthcare Workers during COVID-19 Pandemic

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Human Resource

Aims

Maintain a consistent pipeline of new foreign Healthcare Workers (during COVID 19 despite border restrictions and the need for strict compliance to government travel regulations.

Background

See poster appended / below

Methods

See poster appended / below



Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project (Human Resource Category)

Project Category

Organisational Leadership, Human Resource, Staff Management

Keywords

Foreign Healthcare Worker, COVID-19, Border Restriction

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pipeline of new foreign Healthcare Workers during COVID-19 Sustaining a pandemic.



OFABSTR

Maintain a consistent pipeline of new Healthcare foreign Workers (HCWs) during COVID-19 despite border restrictions and the need for strict government travel compliance to regulations.



PRE-ARRIVAL

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Dedicated Stay Home Notice (SHN) team formed by colleagues from different HR teams. Team members continue to perform their BAU roles.



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Creation of shared database with new hire information for tracking purpose.

Timely update of the latest travel advisories to SHN team members via group Tiger Text/email.

Established 3 key work processes to expediently bring in foreign new hires and ensure full compliance to MOH/MOM regulations.



Approval from MOH/MOM for new hires to enter Singapore

SHN team contacts new hires to remind them on the SHN requirements



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Point of contact

Collect information (e.g. emergency contact & hotel room details)

POST-SHN

Day 1 of SHN SHN Team calls and sends "1st day" SHN email to new hire on the SHN requirements to ensure compliance

Day after COVID-19 PCR test

New hire informs SHN Team on COVID-19 PCR test outcome

Last day of SHN

SHN Team sends "last day" SHN email to new hire after receiving negative COVID-19 PCR test outcome

Prior to work commencement, new hire to complete work pass administration, pre-employment medical check-up and COVID-19 PCR test

Commence work if COVID-19 PCR test result is negative

RESULT

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Foreign HCWs joined SGH from September 2020 to April 2021

Positive case started work

All foreign hires from overseas to complete SHN with negative for COVID-19

Undergo preemployment medical checkup and negative COVID-19 PCR test prior to work commencement

case tested positive for COVID-19 at preemployment testing, Immediately isolated and hospitalized for treatment prior to commencement of work

CONCLUSION

Sustaining a pipeline ot new foreign HCWs during COVID-19 pandemic was made possible with:

HR Staffing Team

Prompt follow through and good engagement with HOD and foreign HCWs prior to joining SGH.



Great collaborative efforts between the 2 teams. Respective teams are familiar

with the required processes based on the established workflow.

SHN Team Members

With members from different HR teams provided the strength in diversity, with each team member playing an important part of the whole process. Good teamwork among SHN team members and a common desire to ensure new hires are wellinformed of the SHN requirements & ensuring zero non-compliance.

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