

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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TITLE

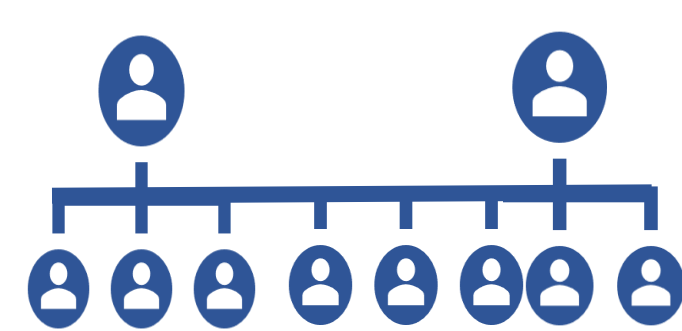
Sustaining a pipeline of new foreign Healthcare Workers during COVID-19 pandemic.

AIM OF ABSTRACT



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

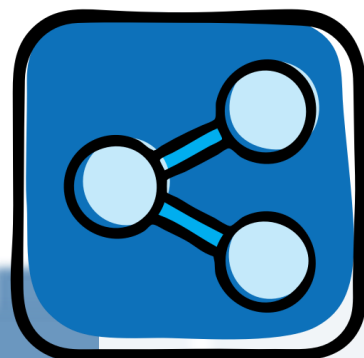
METHODOLOGY



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



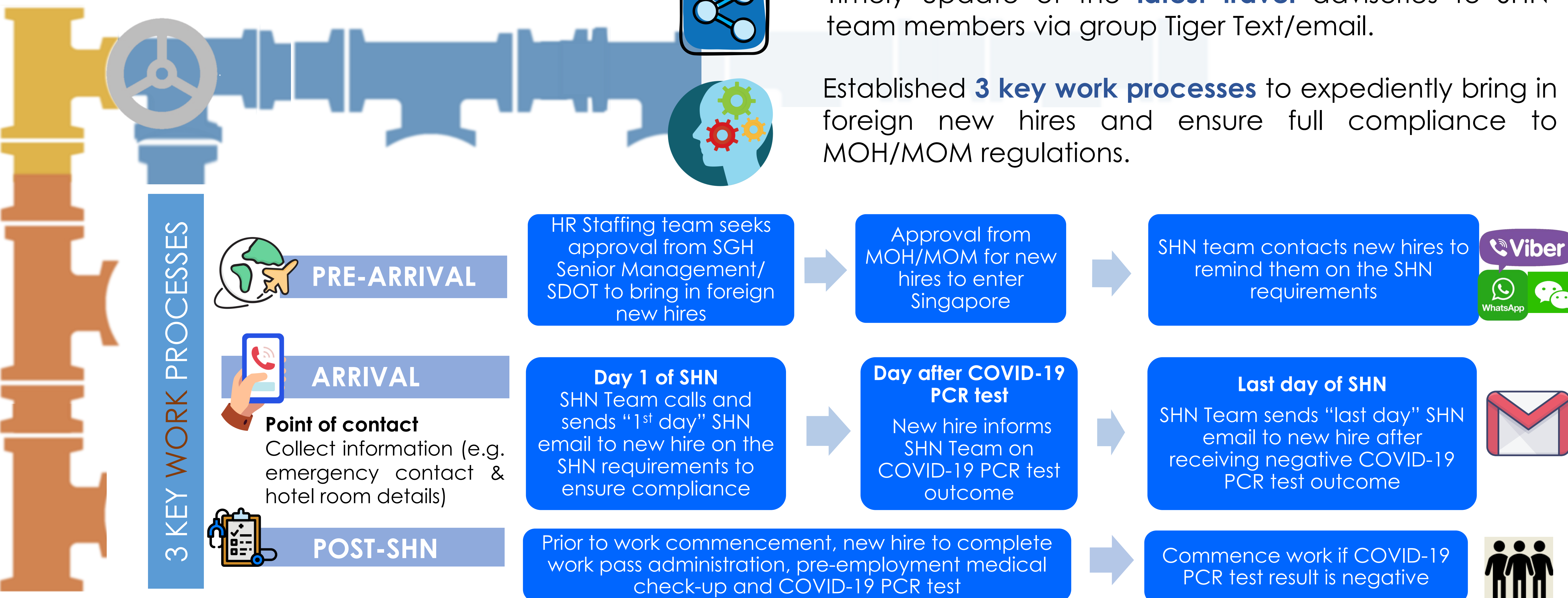
Creation of shared database with new hire information for tracking purpose.



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



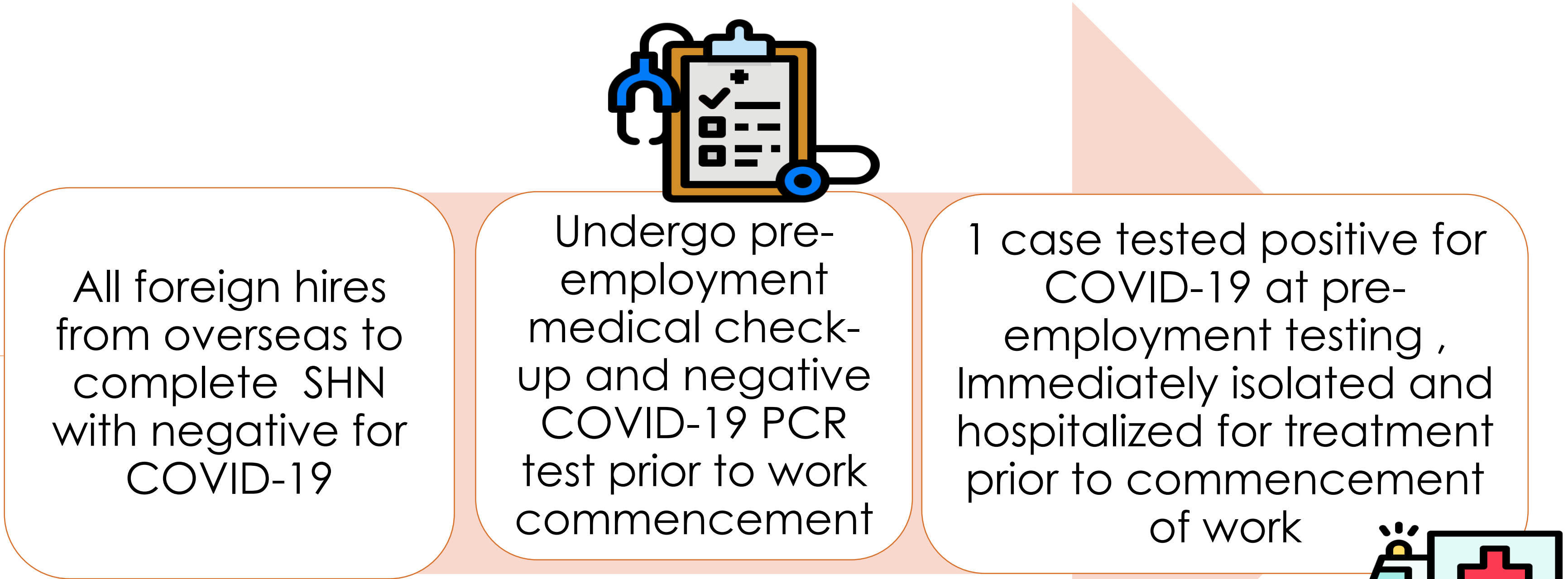
Established 3 key work processes to expediently bring in foreign new hires and ensure full compliance to MOH/MOM regulations.



RESULT

93 Foreign HCWs joined SGH from September 2020 to April 2021

0 Positive case started work



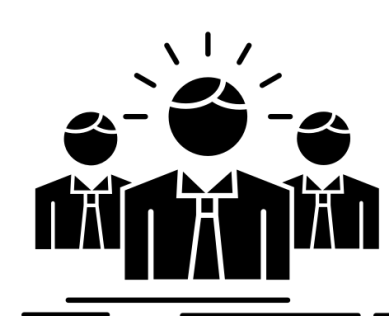
CONCLUSION

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



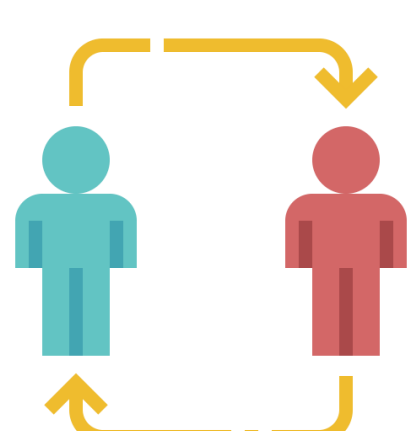
HR Staffing Team

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



Collaboration between HR Staffing and SHN team

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 well-informed of the SHN requirements & ensuring zero non-compliance.