

Project Title

SIA-SGH Collaboration – Deployment of Cabin Crew as Care Ambassadors

Project Lead and Members

- Teh Nguan Kheng
- Tracy Carol Ayre
- Lee Min
- Kathlyn Wang Yu Ting
- Tan Ah Pang
- Lim Fong Chee
- Tan Zhiyi
- Phua Jun Yuan

Organisation(s) Involved

Institute of Advanced Nursing, Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Nursing

Aims

Institute of Advanced Nursing (IAN) has customised a 5-day training programme to equip the cabin crews with foundational nursing knowledge, skills and professional behavior to perform the role of Care Ambassador.

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, Care Continuum,
Inpatient Care

Keywords

Job Support Scheme, COVID-19, Lean Methodology

Name and Email of Project Contact Person(s)

Name: Teh Nguan Kheng

Email: singaporehealthcaremanagement@singhealth.com.sg



Singapore Healthcare Management 2021

SIA-SGH Collaboration

Deployment of Cabin Crew as Care Ambassadors

Teh Nguan Kheng, Tracy Carol Ayre, Lee Min, Kathlyn Wang Yu Ting, Tan Ah Pang, Lim Fong Chee, Tan Zhiyi, Phua Jun Yuan



Background

As part of the Job Support Scheme announced by the Government to support industries affected by Covid-19, MOH initiated a programme where cabin crew from Singapore Airlines, SilkAir and Scoot were trained to become Care Ambassadors at public hospitals.

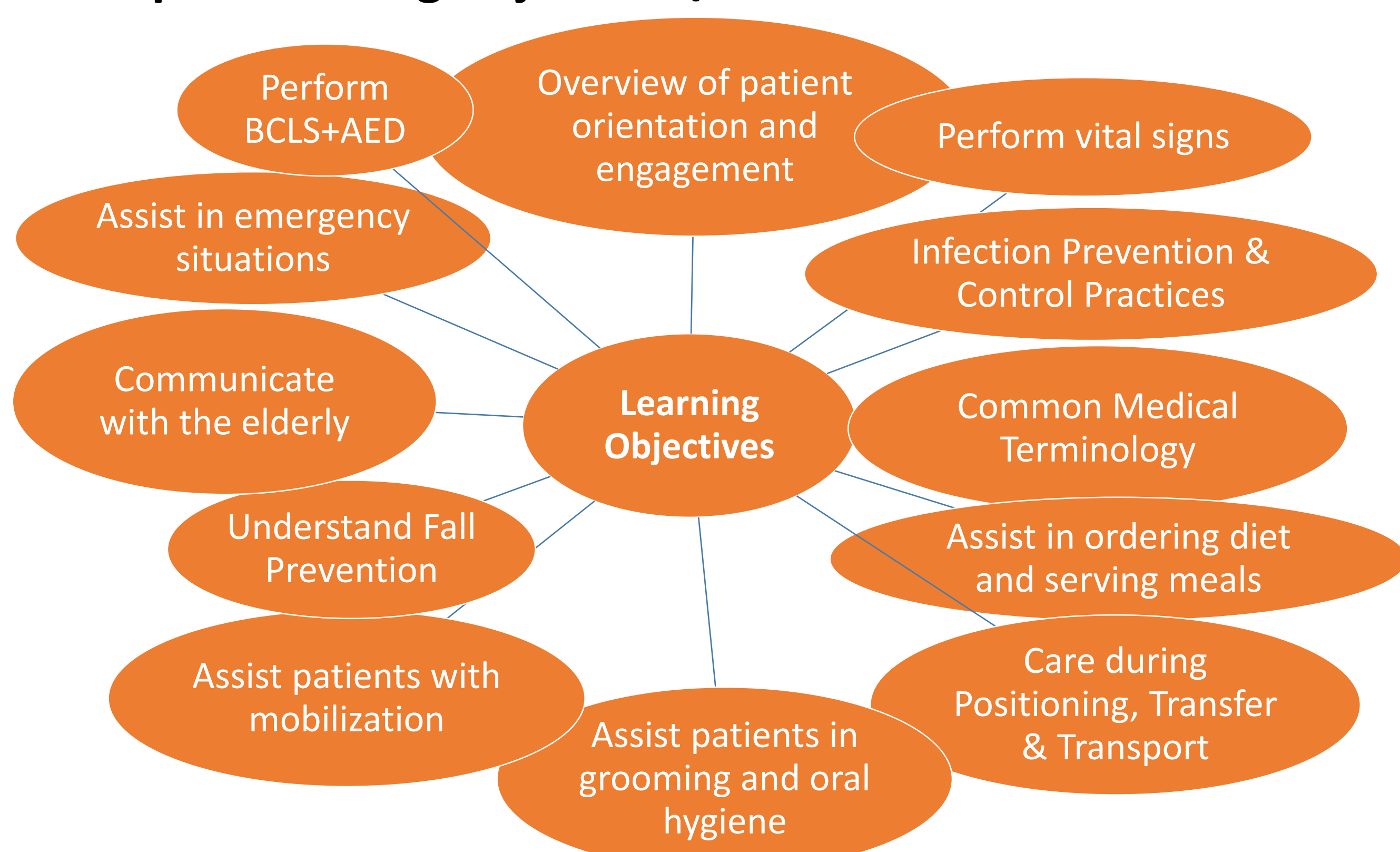
The Care Ambassadors are deployed to SGH Inpatient wards to assist the nurses with some patient care activities such as serving and feeding of meals, measuring the vital signs of patients etc.

Objectives

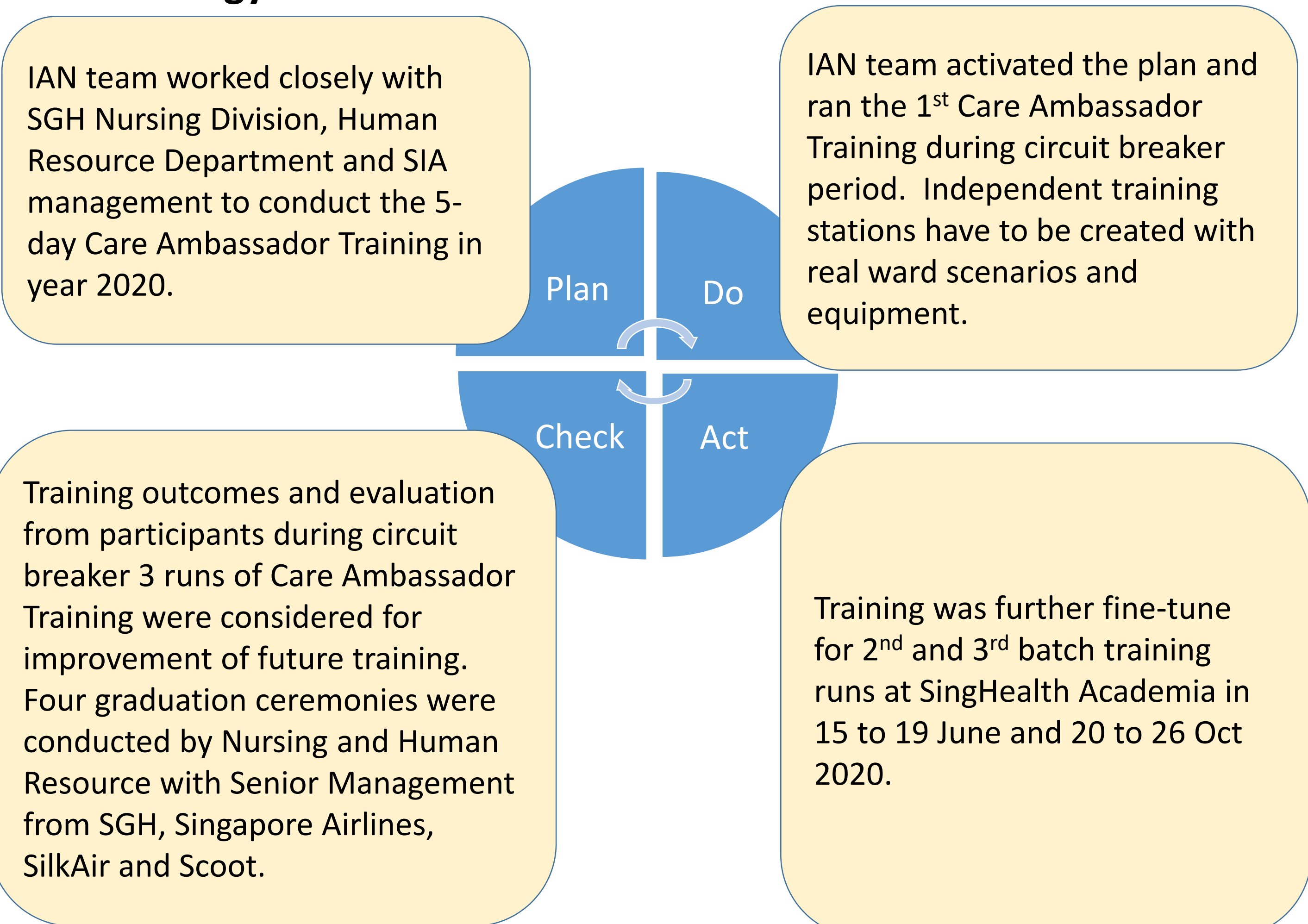
Institute of Advanced Nursing (IAN) has customized a 5-day training programme to equip the cabin crews with foundational nursing knowledge, skills and professional behavior to perform the role of Care Ambassador.

Methodology

Developed learning objectives/outcomes



Methodology used: Plan-Do-Act-Check



Assessment Methodology

During Classroom Practical Assessment, Care Ambassadors were assessed on the necessary skills using a competency checklist during the training (Photo 1-6).



(Photo 1-6: Care Ambassadors undergoing various simulation training on safety measures and attending BCLS and AED Training.)

Clinical Practice: The Care Ambassadors were attached to the clinical wards and supervised by nurses to perform basic patient care services and caregiving activities.

Certification: The Care Ambassadors who have successfully completed the course were awarded with a Certificate of Achievement.

Results

A total of 132 cabin crew were trained to take on the Care Ambassador role in SGH Inpatient wards. They worked alongside the care team to provide basic nursing care to patients. The 5-day training programme had provided confidence to the Care Ambassadors by empowering them with the required competencies to carry out the patient care activities effectively as well as improving the patient care outcomes. The feedback received from the post course evaluation was very positive (Figure 1). Care Ambassadors shared that the course was very well paced and organised. The onboarding of the Care Ambassadors had also helped to augment the nursing manpower on the ground during the peak of COVID pandemic. It also provides an opportunity for the cabin crews to gain insight into the healthcare industry.



(Figure 1: Post course evaluation of Care Ambassador Training)

Conclusion

The collaboration with Singapore Airlines Group amidst the COVID-19 pandemic brought about a great opportunity to showcase the world class service of the Care Ambassadors to our patients. It has also helped to support the nursing manpower in SGH while our nurses were deployed to support other COVID-19 related work.

