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Sustenance of a successful pilot Therapy-Assistant (TA) 1-on-1 programme

Problem Statement

Against the backdrop of a rapidly aging population with increasingly complex care needs, there is an impetus **to re-innovate the way we design our care** especially when faced with finite healthcare resources. The **Therapy-Assistant (TA) 1-on-1 (TA101) programme** was first established back in 2018 as part of Physiotherapy department's **workforce transformation initiatives** by tapping on an alternative workforce for care delivery.

Project Aim

The project aims to **sustain good productivity outcomes** as well as **costs savings** from patients' end by (i) **standardization of workflows** across separate clinical units and (ii) **innovation** of a **sustainable** training approach

Lessons Learnt

1. The programme demonstrated **good productivity outcomes** as TAs can now take on the workload of Physiotherapists and this allows the Physiotherapists to attend to more complex cases and **perform at the top of their competencies**
2. **Workforce transformation** allows the department to ensure **sustainable manpower growth** by **driving productivity and enhancing care delivery**.

Potential Solutions

Cross audit for all upskilled TAs

Standardized workflow across teams

Roll out of new workflow across teams

1

Teacher-centred approach to Learner-centred approach (Self-directed learning).



2

Traditional F2F To Remote learning



3

PT led practicum To TA led practicum

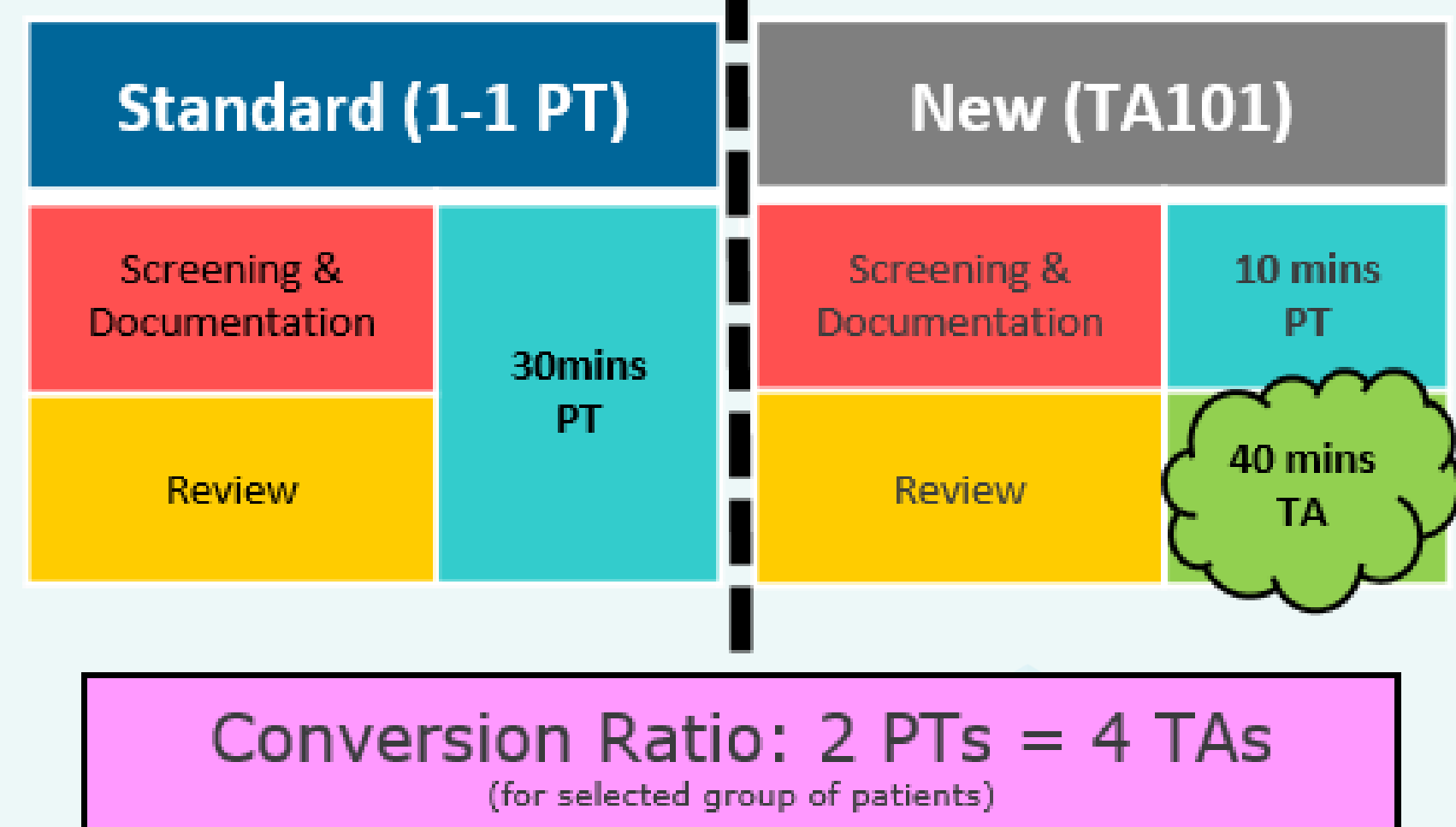


3 major shifts in new training approach

Cut down on manpower needed to conduct teaching
> PT can re-invest training time on clinical activities

Outcomes & Impacts

(i) Productivity of alternative workforce ensured



(ii) 53.6% Costs Savings at patients' end

(iii) 44% reduction in time spent on training

