

National Quality Improvement Conference

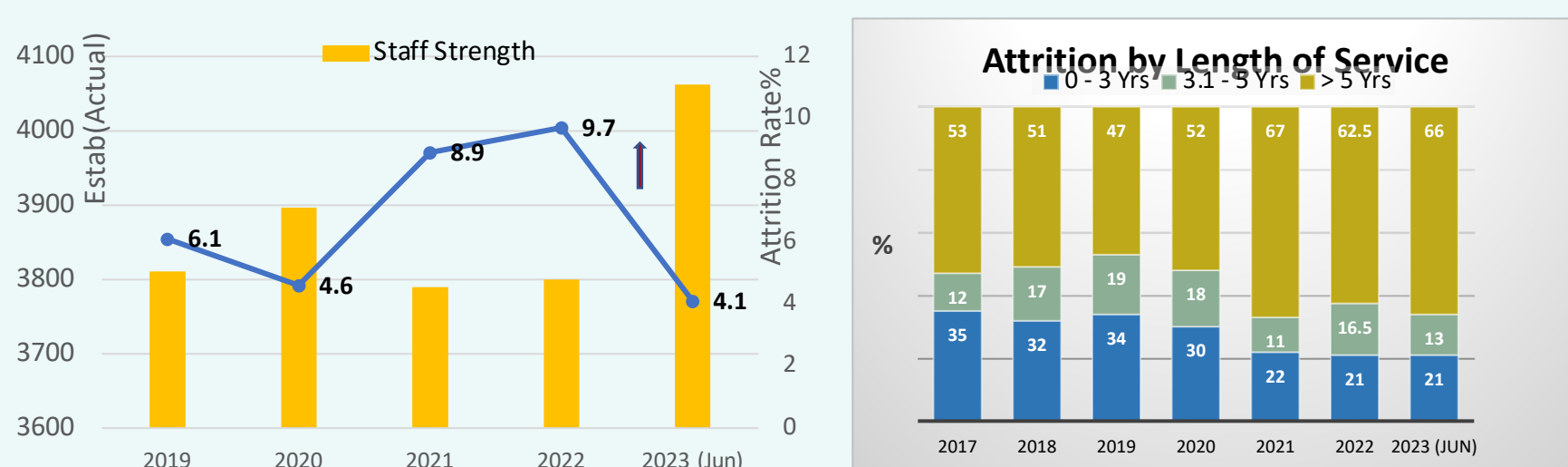
DDN Nirmala Kamaroon, SNM Ranjeeta Kaur
Nirmala_kamaroon@ttsh.com.sg, Ranjeeta_kaur@ttsh.com.sg



Harnessing on Fluid Workforce: Part Time Locum Scheme (PaLs) to support and meet real-time Nursing manpower needs

Problem Statement

Attrition rate amongst experienced nurses (> 5 yrs) has increased by 29% since Covid-19 pandemic which has caused a disruption in Nursing operations in the clinical setting.



Potential Solutions

- Create Part Time Locum Scheme (PaLs) to provide an avenue for ex nurses to remain in the system and contribute to the workforce while enjoying the flexibility of planning their own schedule.
- Adopt central approach to manage pool resources (PaLs) for manpower distribution on demand

Part-Time Locum Scheme (PaLs)

Concept & Value



Pool of resigned nurses with good working attitude and performance

To retain experienced & skilled nurses within the system

Familiar with hospital processes and protocols

Safest agency nurse

Minimise training time

Cost-effective & time-saving

Less administrative hassle

Reference check not required

Minimal orientation needed

Potential for rehiring

Project Aim

- Provide flexible fluid/alternative workforce of skilled nurses on demand
- Alleviate manpower crunch by re-hiring ex-nurses into PaLs to support manpower needs
- Retain expertise of experienced nurses in the system
- Provide autonomy to the nurses to plan their own schedule

Lessons Learnt

- Limiting scheme to only ex-nurses** resulted in a smaller pool which posed challenges in utilizing PaLs to meet the demands of manpower needs especially during surge periods.
 - ✓ Scheme was extended to students with prior attachments in TTSH which resulted in a bigger pool of experienced staff who were able to support the workforce better.
- Use of Telegram bot**
 - ✓ Use of Telegram proved less effective than expected as a lot of time was taken up to maintain group members, post vacancies and updates regularly. As PaLs gained popularity, applications were from word of mouth.

Outcomes & Impacts

- Number of PaLs staff in the organization has grown from **15 (Sept 2022) to 46 Active staff (Oct 2023)**.
- PaLs staff able to **complement daily manpower needs; On average 1 PaLs staff works 8 days/month**.
- PaLs has been **extended to beyond inpatient units** in the hospital eg, ED, SOC.
- PaLs satisfaction survey** administered to nurses showed favorable results.

PaLs Satisfaction Survey Results

