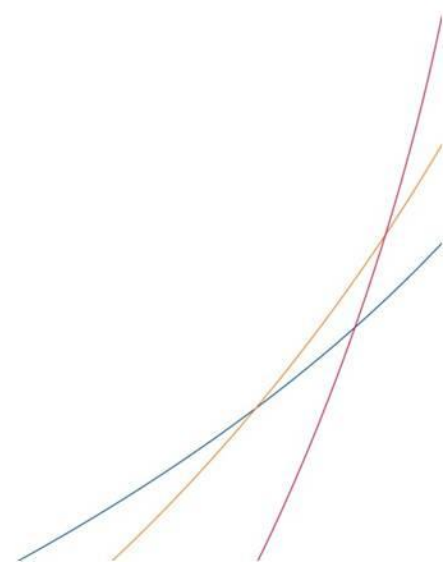




Better Jobs For Life
Employment and Employability Institute

Briefing Session for Private Ambulance Operators

9 Jan 2015



e2i (Employment and Employability Institute)

Officially launched on 1 Feb 2008

An initiative of the National Trades Union Congress (NTUC), supported by:

- Workforce Development Agency (WDA)
- Singapore Labour Foundation (SLF)
- Singapore National Employers Federation (SNEF)



Our services:



Placement



**Professional
Development**



Productivity

PLACEMENT: Job Fairs & Matching

e2i offers:

1. Career Fairs

Attend interviews face-to-face with employers at monthly career fairs for different sectors

2. Events, Talks and Networking Sessions with employers and industry experts

3. Job Matching and Referral



PLACEMENT: Job Fairs & Matching

Khoo Teck Puat Hospital



Mount Elizabeth Novena Hospital



Farrer Park Hospital



Ng Teng Fong General Hospital



PROFESSIONAL DEVELOPMENT

e2i can help to:

- **upgrade skills and employability of workers**
- **provide funding support to pilot new training programmes**



PROFESSIONAL DEVELOPMENT

Possible course:

- **communication skills to engage those in emotional stress / trauma**



IGP: Inclusive Growth Programme

IGP is a \$100 million grant, 5-year programme

To help workforce earning salary <\$1,700

- Covers all industries
- Lower-wage workers

Productivity Improvement must be measurable

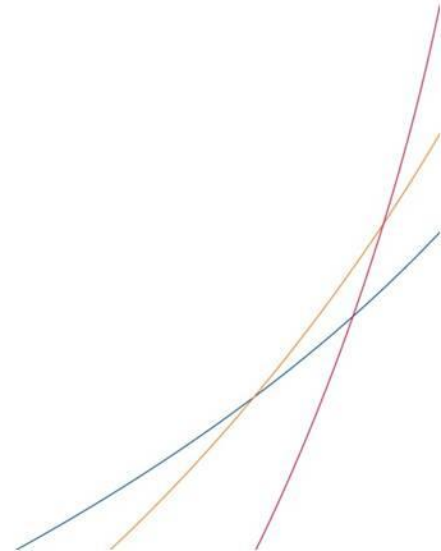
- Reduce costs
- Save time
- Decrease manpower ratio;
- Increase output per worker

Improve Value of low-wage job

- Make job safer, smarter, or easier
- Raise wages

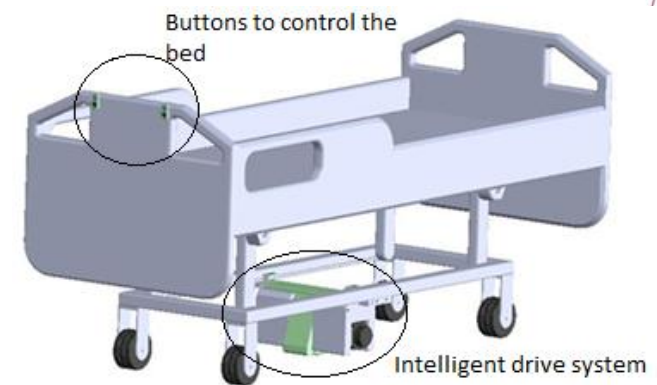
IGP: Inclusive Growth Programme

What projects have e2i
supported with **IGP funding**?



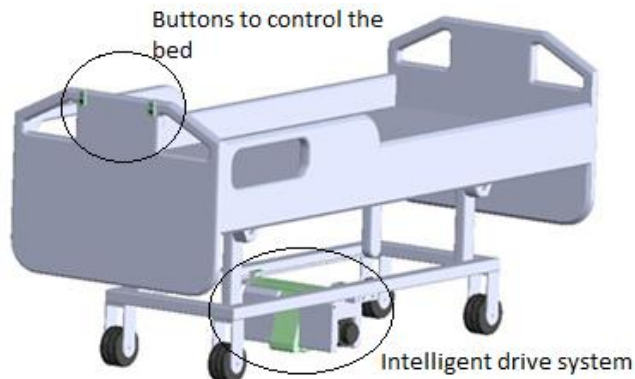
PRODUCTIVITY → IGP: Success Stories

Smart Beds



PRODUCTIVITY → IGP: Success Stories

Smart Beds



Challenge

Difficulty in negotiating bends and to overcome inertia due to carpeted surfaces

2 staff to push bed

Solution

Intelligent drive systems are installed to the beds

Benefit for Company

Time and labour savings

Only 1 staff needed to push bed + transport is faster too

Benefit for Workers

Safer and easier with Improved ergonomics + less chance of injury

PRODUCTIVITY → IGP: Success Stories

GPS and Order Dispatch System



Challenge

Orders previously were hand written and conveyed over the phone

Solution

SMS System + GPS device to deploy riders to determined location

Benefit for Company

Less errors and shorter response time.
Company able to take in additional 16% more cases

Benefit for Workers

EMTs benefited from wage increment

PRODUCTIVITY → IGP: Success Stories

Macerator



NUH switching to disposable bedpans for all patients

New system is more convenient and hygienic, and will save nurses' time

By POON CHIAN HUI

THE "sharing" of bedpans, portable urinals and vomit bowls among National University Hospital (NUH) patients will soon be scrapped for a more hygienic system.

Earlier this month, the hospital started replacing such items with disposable versions, which can be easily shredded and flushed away after a single use.

By March, all 38 wards and seven other sections, including the emergency department and operating theatres, will be fully converted to the disposable system. This means no more bad smells and higher hygiene standards for patients, said Mrs Lee Siu Yin, NUH's director of nursing.

The move, a first for a Singapore hospital, follows a successful 2012 trial by NUH in which patients used containers made of wood pulp. These were then thrown into a machine, called the

macerator, to be flushed away like toilet paper.

Forty-seven macerators have now been bought by the hospital for about \$500,000. The supply of pulp containers will cost up to \$2,500 a month for each of the 45 sections. That works out to \$112,500 a month or \$1.35 million a year.

But the costs will not be passed on to patients, said Mrs Lee.

Currently, nurses have to empty soiled bedpans down a sluice and place the items, one by one, into a sanitiser machine for sterilisation, so that other patients can use them. Urinals and vomit bowls are cleaned using similar methods.

But bacteria such as the clostridium difficile, which can cause diarrhoea and is a growing problem at health-care facilities, are often shed in faeces.

"We don't want our patients to catch these bugs," said Mrs Lee, explaining that the disposable sys-



Senior staff nurse Moe Oo Khin holding a disposable bedpan, which sits in a blue plastic holder. (Top) After use, the bedpans, portable urinals and vomit bowls can be thrown into a macerator, to be flushed away. ST PHOTOS: JASON QUAH

tem can help with infection control, especially among the elderly and more seriously ill patients.

And then there is the smell after the items are used.

Although staff will try to remove them from the patient's bedside as quickly as possible, in C-class wards which do not have air-conditioning, for instance, the smell is "not very nice", she said.

The hot water which staff use to clean bedpans produces steam, which can worsen the stink.

"I am all for it because it is more hygienic - just use and throw. It's convenient," said 72-year-old retired engineer John Chee, who used a disposable urinal during his four-day hospital stay two weeks ago.

But the appearance of the containers could be improved, for instance, with a coat of paint or lacquer, suggested Mr Chee, who was warded after complaining of dizzy spells. "It looks like cardboard, so people may have the impression that it will leak."

Generally, the containers do not leak but they may get soggy if liquids are left inside for hours.

For nurses, the disposable system means the end of having to wash bedpans, which sometimes remain stained and have to be cleaned again. Also, sanitiser machines can hold only one to four bedpans at a time, with each wash cycle lasting 12 minutes.

This means nurses often have to keep checking on the cleaning's progress. Said senior staff nurse Moe Oo Khin: "As nurses, we want to spend more time with the patients, not on cleaning."

Removing patients' waste and vomit can take up to four hours of a nurse's time each day. The disposable system greatly cuts down the time spent on this, she added.

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PRODUCTIVITY → IGP: Success Stories

Macerator



Challenge

Disposing and clearing waste was manual and unproductive.

Process can take up to 15 minutes with waiting!

Solution

Macerator with disposable bedpans

Benefit for Company

Greater hygiene and more convenience

Shorter times needed to clear waste

Benefit for Workers

Waste clearing time shortened from 15 mins to 2 mins

IGP: Embark on your productivity journey with us

Possible ways to boost productivity:



Assistive Devices or Equipment

- Vein Finder
- Wheelchairs / Beds

Software or Systems

- GPS
- Order Dispatch Systems

Mobile Phone Applications

- Booking of Appointment / Facility

Technology

- e.g. Robots or Drones

How IGP helps your Company

IGP can help fund:

- **Up to 50% funding for equipment, tools, software & related training**

e.g. Equipment costs \$200,000.
 e2i can fund up to \$100,000

- **Maximum of \$150,000 per project**



Thank you