

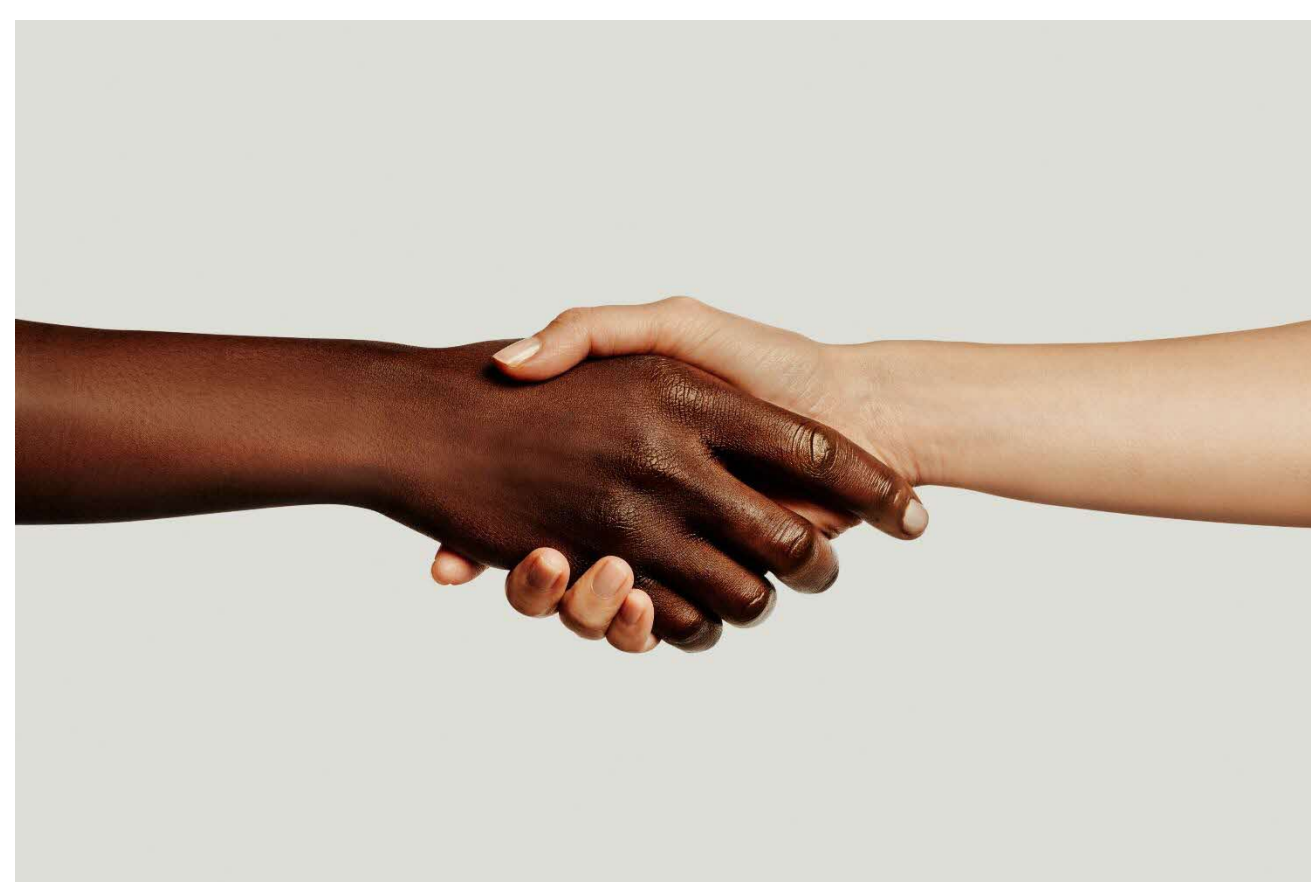
Aim

To enhance patient care and improve staff well-being in wards D48 and D108.

Background

Partnering with the Ministry of Health (MOH) Singapore Health Corp to provide trained volunteers to enhance patient care in the wards. This collaboration can help in several ways:

MOH



YCH

Team Members

Name	Designation	Department
Emelia Chan Tsz Yiing	Senior Staff Nurse	D108
Seri Farwizah Binti Anis	Senior Staff Nurse	D108
Han Shengli	Senior Staff Nurse	D48

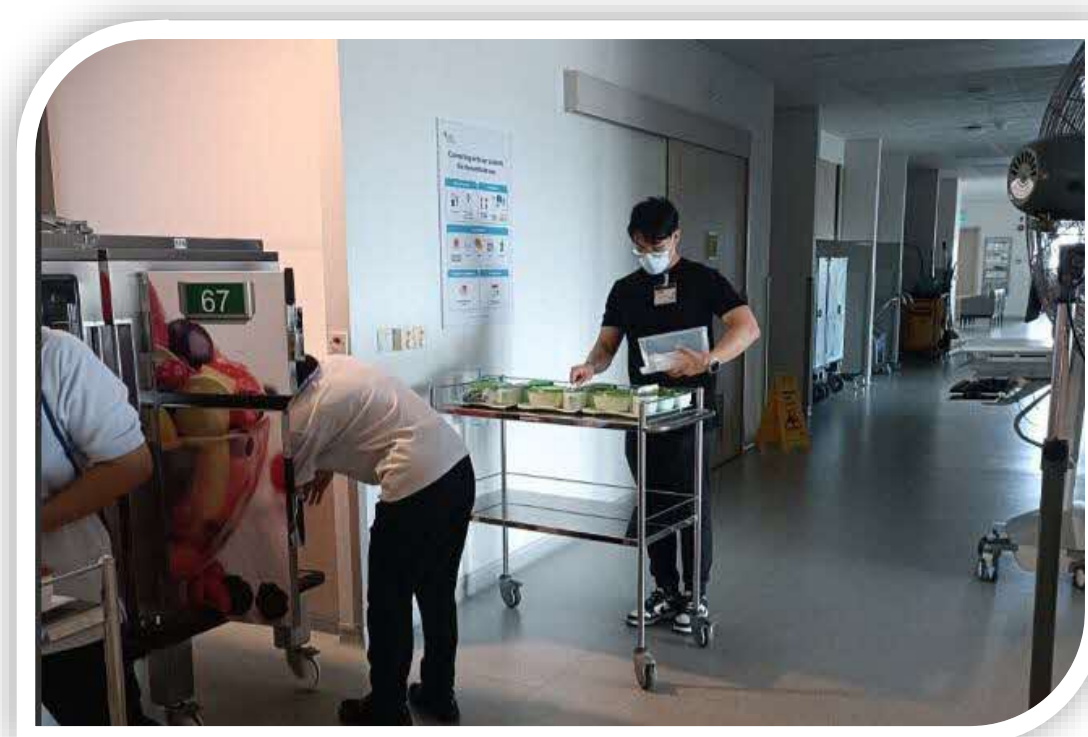
Interventions / Implementation

Implemented support from MOH trained volunteers to assist in the following tasks:

Assisted Feeding



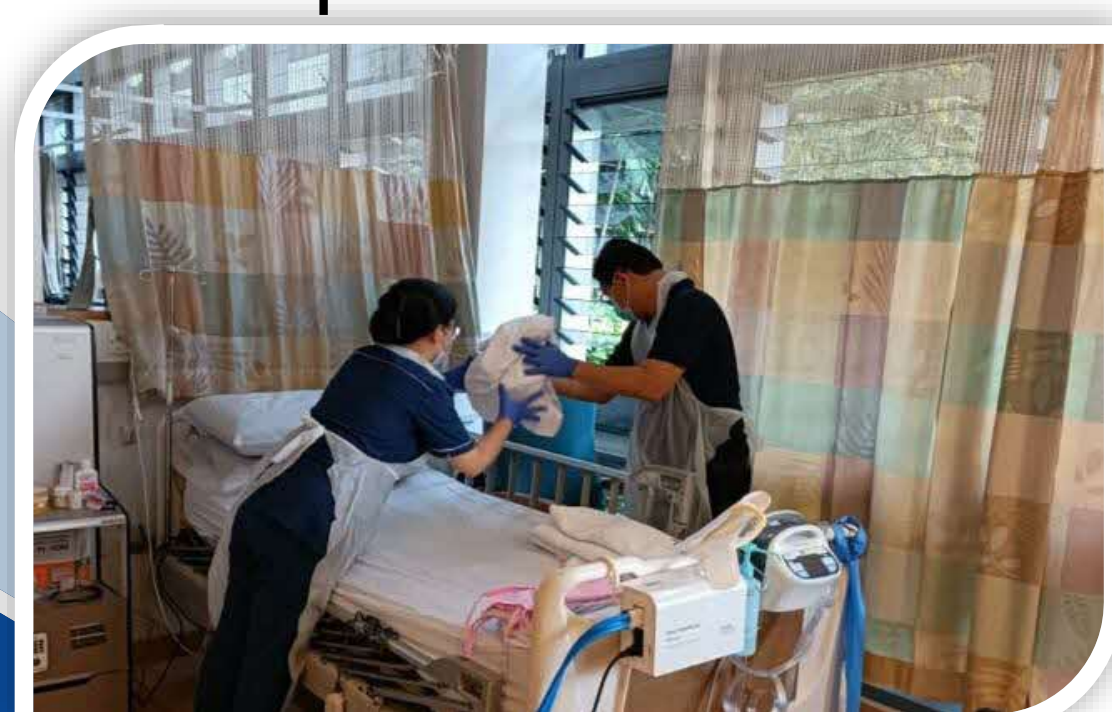
Mealtimes Support



Meal ordering



Changing linen & tidy patient's bed



Ferrying patients



Patient Engagement



Onward 2026

SP4 Management and Prevent Frailty

Volunteers play a crucial role in enhancing patient safety in clinical settings. By monitoring patients, they ensure that patients are attended to promptly, which can significantly reduce the frequency of non-urgent call bell usage. This proactive engagement not only helps in addressing patients' needs more efficiently but also minimizes the risk of adverse events, such as patients attempting to climb out of bed.

Quality and Patient Safety

Volunteers frequently offer companionship and emotional assistance to patients, helping to alleviate feelings of loneliness and anxiety, especially among those in long-term care.

Staff Well-Being

Volunteers handle non-clinical duties, which lightens the burden on hospital staff, enabling them to concentrate on their core responsibilities and helping to minimise burnout.

Results & Outcomes

- ➔ **Increased Support:** Trained volunteers assisted staff with non-clinical tasks, allowing healthcare professionals to focus more on direct patient care.
- ➔ **Enhanced Patient Interaction:** Volunteers provided companionship and support to patients, improving their overall experience and well-being.
- ➔ **Resource Optimization:** Utilising volunteers helped to optimise staff resources, ensuring that the healthcare team can operate more efficiently.
- ➔ **Improved patient hospitalisation experience and psychological well-being.**
- ➔ **Enhanced patient safety.**
- ➔ **Improved patient's nutritional status:** volunteers provided frequent encouragement and assistance to patients during oral feeding.
- ➔ **Potential cost savings:** Engaging volunteers to assist in care delivery can lead to potential cost savings exceeding \$38,000*. Additionally, volunteers contributed over 2,300* hours, which is equivalent to more than 90 workdays.

*annualised figures, from extrapolation of data

Conclusion

Volunteers can enhance patient care through personalized attention and emotional support, which helps reduce feelings of loneliness and anxiety. Volunteers also alleviate the workload of hospital staff by taking on non-clinical tasks, allowing staff to focus on their primary responsibilities and reducing burnout. Additionally, their involvement can lead to significant cost savings for healthcare facilities and foster a sense of community within the clinical environment.

Overall, the presence of volunteers contributes to a safer and more supportive environment for patients.