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Poster Abstract

Evaluating staff satisfaction in the Patient Centered Medical Home pilot project in Singapore

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Abstract

Objective: The patient-centered medical home (PCMH) model of care may bring about higher job satisfaction among staff but may also lead to staff burnout. We report the baseline results of a staff satisfaction survey as we refine the processes in implementing the PCMH for the first time in Asia.

Methodology: An abridged version of the Patient Aligned Care Team (PACT) Personnel Survey (30 items) was self-completed by staff of the Frontier Family Medicine Clinic in collaboration with National University Health System when it was newly opened in April 2013.

Results: Among 19 respondents, majority were female (74%), aged 40-49 years (42%), of Chinese race (79%), were less than 6 months into their current job (63%), and had a clinical job (53%). Majority (55%) experienced stress occasionally with 16% experiencing at least some degree of burnout. Majority (53%) were somewhat satisfied and 16% were very satisfied with their job. Majority (68%) agreed that they were involved in developing plans for improving quality. Majority (89%) felt that they spent at least 50% of their time on work that matched their training well.

Conclusions: The management needs to be aware that while staff felt involved in this new setup, the stress involved may have affected job satisfaction.

Keywords:

patient centered medical home, staff satisfaction, surveys, programme evaluation
