

Project Title

Awards Are Turning Over A New Leaf

Project Lead and Members

- Nuraishah Ismail
- Ng Shi Yuan
- Agnes Chin

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Healthcare Administrators

Aims

We aimed to achieve Joy@Work , go green and ease administration process by:

- Leveraging On FormSG to collate applications
- Batch review and approval by HODs via email
- Leverage on eLetters via People Connexion to announce results

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Technology

Digitalization

Care & Process Redesign

Productivity, Manhour Saving

Keywords

Going Green, Paperless, Digitalization

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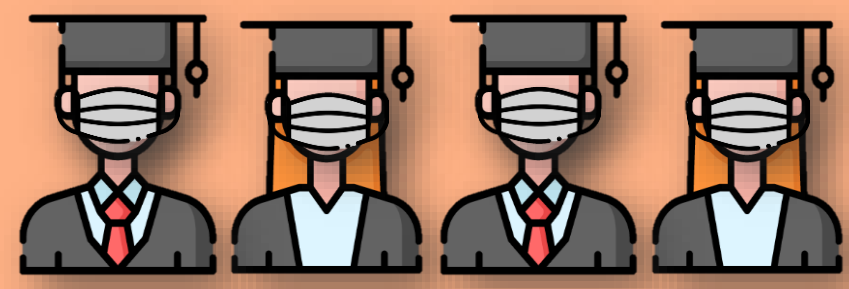
Awards Are Turning Over A New Leaf

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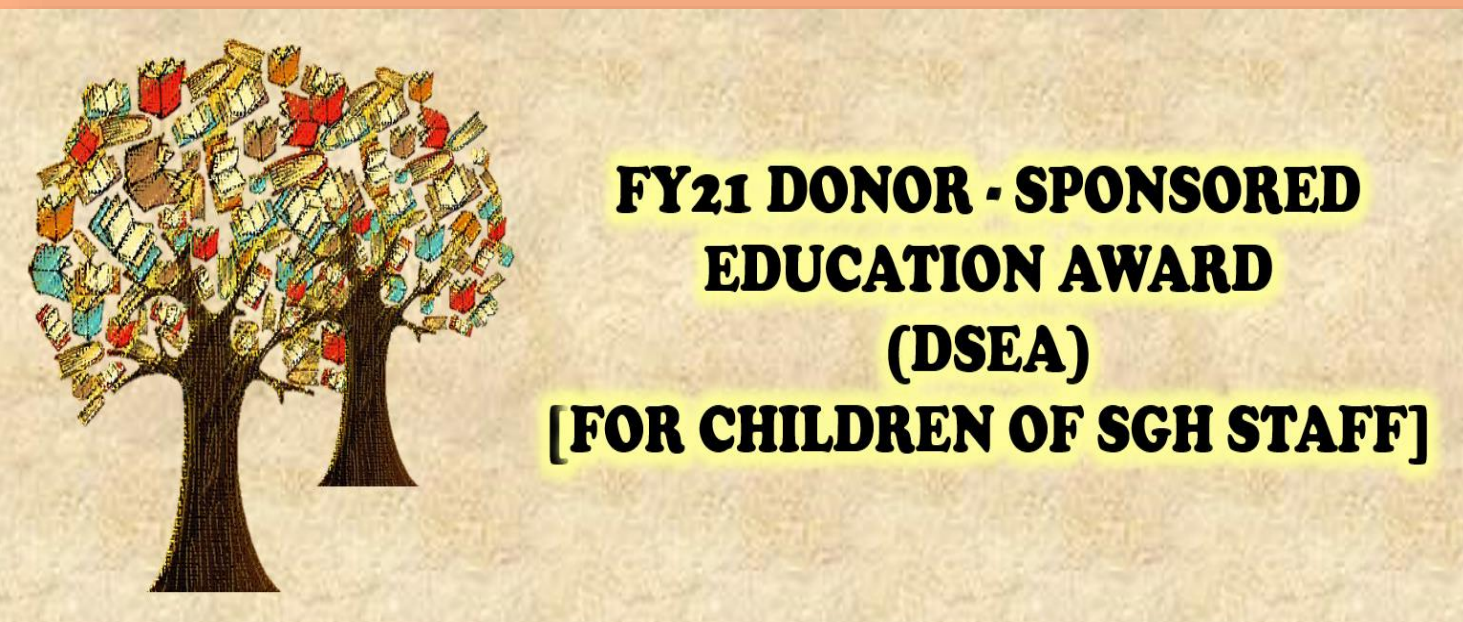


Singapore General Hospital
SingHealth

INTRODUCTION



SGH Lifelong Learning Bursary (LLB)



FY21 DONOR - SPONSORED EDUCATION AWARD (DSEA)
[FOR CHILDREN OF SGH STAFF]

Learning & Career Development Department administers multiple awards at hospital level. Two awards were being considered to be digitalized due to their simpler approval process and workflows:

- Lifelong Learning Bursary (LLB)
- Donor-Sponsored Education Award (DSEA)

The digitalization process has achieved the following outcomes:

- Converted paper applications and announcement of results to online platform eliminated the possibility of lost mails;
- Reduced time spent on administrative follow-ups;
- Minimized human error in data entries;
- Safe administration amidst COVID-19 pandemic; and
- Provided HODs a holistic view of the applications within the department instead of reviewing on an ad-hoc basis.

METHODOLOGY

We aimed to achieve Joy@Work, go green and ease administration process by:

Leveraging on FormSG to collate applications



Batch review and approval by HODs via email

Leverage on eLetters via People Connexion to announce results



RESULTS

97

MAN-HOURS

SAVED

for administrators, HODs and Senior Management

DURING:

APPLICATION STAGE

RESULTS ANNOUNCEMENT

Both awards eliminated:

hardcopy application forms

preparation of hardcopy award letters

travelling to campus to obtain wet-ink signatures

obtaining C-suites' wet-ink signatures

mailing out hardcopy award letters

filing of hardcopy documents

+ The entire process is more environmentally friendly while saving cost and time.

Overall efficiency increased with same outcome achieved with significantly lesser amount of time and brought much Joy At Work to administrators processing the applications.

CONCLUSION



Reduced

- Time spent and data entries errors
- Carbon footprint by going paperless and save cost

+



Eliminated

Contact points among HODs, applicants and administrators during COVID-19 pandemic by the removal of paper trail

+



Support

- Easy & convenient mode of application
- Ease HOD to provide justifications via email

+



Convert

Go green - Digital Signature



Cultivate

Joy@Work