

Project Title

Changing Mindset through Learning Management System (LMS)

Project Lead and Members

Lim Mui Huang Geeta Daryanani Ang Hooi Khim Carina Yeo Yan Ling

Organisation(s) Involved

Singapore National Eye Centre, Singapore Eye Institute Research

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Human Resource

Aims

To leverage on technology to redesign learning application process and encourage self-directed learning

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Training & Education, Education Platform, Virtual Learning Platform, Learning Approach, Self-Directed Learning

Technology

Keywords

Learning Management System, Learning Process

Name and Email of Project Contact Person(s)

Name: Lim Mui Huang

Email: singaporehealthcaremanagement@singhealth.com.sg



AIM

To leverage on technology to redesign learning application process and encourage self-directed learning

BACKGROUND

BEFORE IMPLEMENTATION

Employees were dependent on HR to make all arrangements related to their training.

The practice of using hardcopy forms and the comfort of a manual process brought resistance to a paperless application process.

THE TURNING POINT

HR identified the need for employees to take ownership of their own learning through a seamless process. With this in mind, we reviewed our training procedures and initiated an online application process with the use of LMS.

METHODOLOGY

CONDUCT TRAINING AND ENGAGEMENT SESSIONS

- To prepare managers and employees for the changes and to address their concerns and discomfort
- To instill the culture of self-management to the managers and employees

DESIGN USER-FRIENDLY TRAINING MANUALS

- To guide employees during the transition to the system

LAUNCH LMS

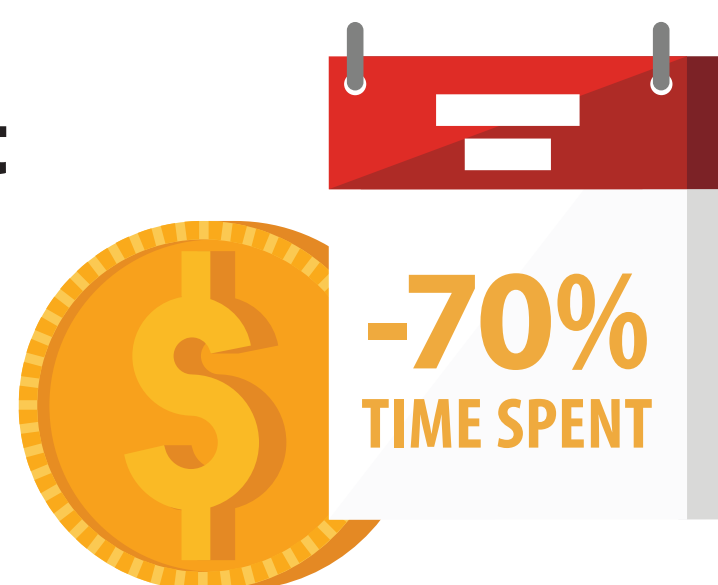
- Extensive work was done to set up the system and maintain the course catalogue, approval matrix and training data in the system for employees.
- The pilot project was first launched to the largest department in the institution, the nursing department.
- Subsequently, LMS was officially rolled out to all other NPA³ employees in late 2017.

IMPLEMENT NEW PROCESSES

- Substitute hardcopy forms with online submissions, including approvals from HODs.
- Upload the training calendar and course details on Infopedia instead of disseminating the information via emails or hardcopy posters.
- Employees register directly for ad-hoc courses after receiving approval notifications from LMS.
- Track and generate reports via LMS.

RESULTS

Time and cost savings for both HR and employees



- 0 cases of lost forms and overlooked applications
- At least 250 man-hours savings for HR
- 70% reduction in time spent on course application for the employees

Good take up rate and feedback by stakeholders



- 100% implementation for over 250 staff in the nursing department since September 2017

Immediate access to real-time training-related information and statistics for HR and stakeholders



- Timely management and optimisation of learning plans, training hours, budget etc.

Successful change in mindset



- Self-directed learning via LMS
- Leveraging on technology to improve work processes

CONCLUSION

By encouraging employees to **embrace technology to improve their learning work processes**, employees are now **empowered to take charge of their learning**.

The **improved effectiveness and efficiencies in learning processes** led to a significant reduction of time employees spend on administrative work for training matters, enabling them to **engage in more meaningful value-added activities to provide better patient care**.