

CHI Learning & Development System (CHILD)

Project Title

Dietetic & Food Services (DFS) Virtual Staff Orientation

Project Lead and Members

- Chuchu JI
- Magdalin CHEONG

Organisation(s) Involved

Changi General Hospital

Aims

A new virtual learning model with videos and other interactive systems with specific content were adopted via the SingHealth e-learning portal. It aims to improve efficiency of orientation process and to provide a better learning experience for new DFS staff

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Merit Award (Human Resource Category)



CHI Learning & Development System (CHILD)

Project Category

Automation, IT & Robotics

Keywords

Automation, IT & Robotics, Orientation, E-Learn, Process improvement, Time Saving, Cost Effectiveness, Human Resource, Changi General Hospital, Dietetic & Food Services, Staff Orientation, Virtual Learning Model

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Singapore Healthcare Management 2021

Dietetic & Food Services (DFS)
Virtual Staff Orientation

Chuchu JI, Magdalin CHEONG
Dietetic & Food Services



Introduction

programme is

Dietetic & Food Services (DFS) Staff orientation programme is important as it provides an overview of the department and staff will be familiar with daily operation and understand the responsibility of their job role.

However, this three days face-to-face orientation is faced with many challenges, especially during COVID-19 pandemic period. Feedback gathered from staff also showed that duration of orientation was too long and often had to wait for the trainer to be available. In addition, training information can be tedious and new staff cannot remember or digest all the information immediately.

Aim



A new virtual learning model with videos and other interactive systems with specific content were adopted via the SingHealth e-learning portal. It aims to **improve efficiency** of orientation process and to provide a **better learning experience** for new DFS staff.

Methodology

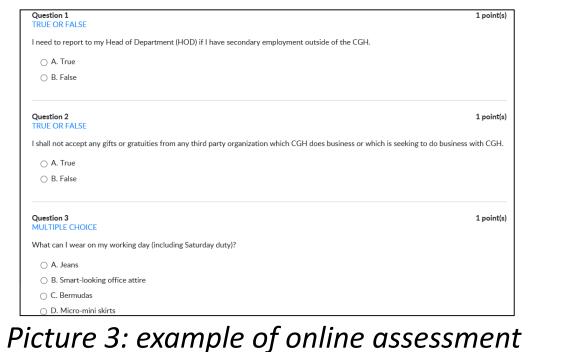


After reviewing the face-to-face orientation documents, areas for improvement were identified. A total of nine learning modules and a virtual DFS tour were included in the virtual orientation programme with follow up assessment after each module. Feedback was gathered after completing all learning modules.

0% View your progress	>	(DFS) New Staff Orientation Manual	
Course Content			
Section 1: Overview of Dietet & Food Services (DFS)	ic 💙	This course provides you an overview of Dietetic & Food Services department in Changi General Hospital. After completing this, you will be familiar with daily operation in this department and understand the	
Session 2: Hospital Ethics	~	responsibility of each job role. Hope you enjoy this course and welcome to join us!	
Session 3: Policies and Procedures	*	Start	
Session 4: Fire Safety	~		
Session 5: Food Services Daily Operation	, ~		
Session 6: Meal Ordering System in CGH	~		
Session 7: Therapeutic Diet ar Texture Modified Diet	nd❤		
Session 8: Onsite Tour of DFS	; v		
Session 9: Good Hygiene Practices in the Kitchen (optional)	*		

On a scale of 1 to 5, overall satisfaction wi				
. Length of training				
0	0	0	0	0
1 Very dissatisfied	2	3	4	5 very satisfied
. Content and usef	ulness of each s	ession for my job so	ope.	very sucisited
0	0	0	0	0
1	2	3	4	5
Very dissatisfied				very satisfied
. Clarity and ease o	f understandin	g		
\circ	\circ	\circ	\circ	\circ
1	2	3	4	5
Very dissatisfied				very satisfied
. Variety of present	tations (e.g. vid	eo, slides, virtual to	ur etc.)	
\circ	\circ	\circ	\circ	\circ
1	2	3	4	5
Very dissatisfied	f -li			very satisfied
Overall experience	e or elearning	journey		
\circ	\circ	\circ	\circ	\circ
1 Very dissatisfied	2	3	4	5
i. Will you recomme	and this virtual	orientation to your	other colleggue	very satisfied
. wiii you recoiliiii	C C	orientation to your	other coneague	31
\circ	\circ			
Yes '. Do you have any	No	s or foodbook?		

Picture 1: virtual learning session summary





About ISO 22000

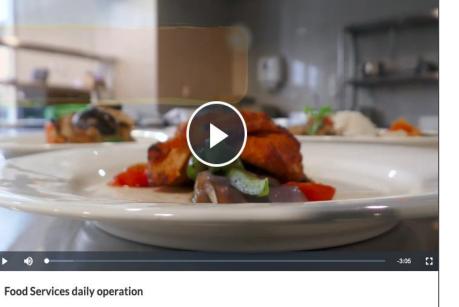
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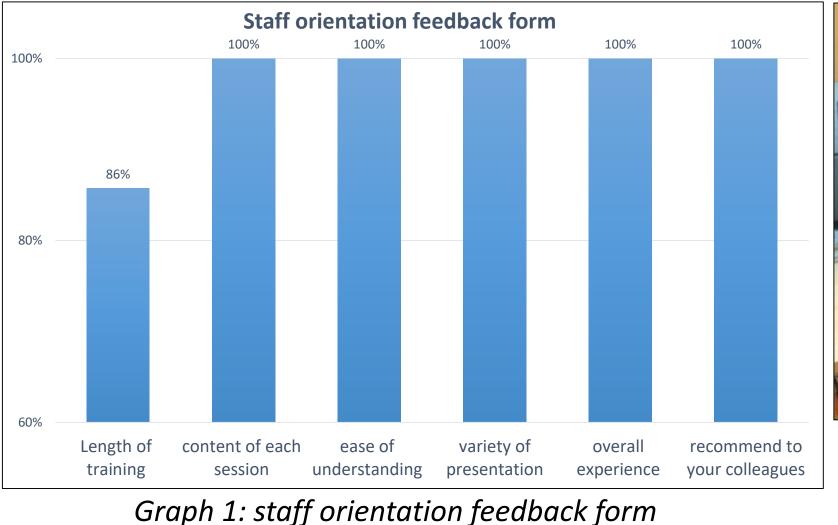


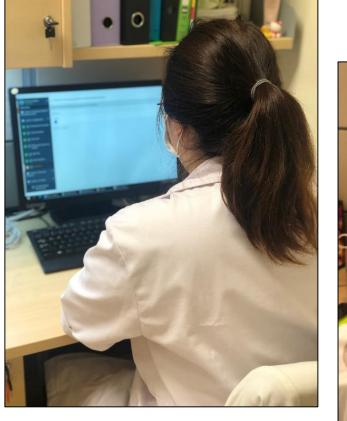
Picture 5: various delivery methods (PowerPoint/video/picture)

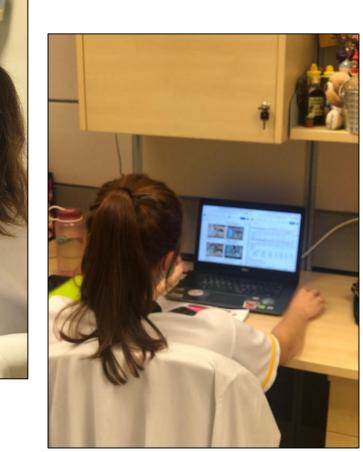
Results



Information gathered from feedback indicated that 97% of staff are satisfied with this new method of orientation in terms of length of training, content of each session, ease of understanding, variety of presentations, and overall experience of e-learning journey. 100% will recommend this virtual orientation to their colleagues.

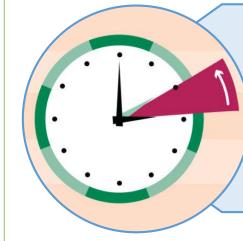






rm Picture 6: new staff doing their online orientation

Compared to face-to-face orientation, the new e-learning model provided the following benefits:



Reduced learning time from three full days to one full day



More cost effective as there is no need for printed materials and is environment friendly



Reduced need to repeat preparation of slides/materials for each orientation



Reduced waiting time for trainer to be available



Reduced face-to-face contact with others, thus ensuring safe distancing during the COVID-19 pandemic



Offer greater flexibility and ensure training consistency and standardization

Conclusion



The new virtual learning model provides a better platform for staff as it enables ongoing access to key resources. Staff can check anytime if they forget a particular process, thus ensuring that they are able to follow standard procedures effectively. It is therefore a successful staff orientation model, creating a positive and enjoyable learning experience.