

## **Project Title**

SingHealth Polyclinics (SHP) Induction Framework for our New Employees to  
Connect, Acclimatise and Integrate

## **Project Lead and Members**

- Priscilla Soh
- Winnie Tan
- Keena Tay
- Jennifer Ng

## **Organisation(s) Involved**

SingHealth Polyclinics

## **Healthcare Family Group(s) Involved in this Project**

Healthcare Administration

## **Applicable Specialty or Discipline**

Human Resource

## **Aims**

The New SHP Induction Framework aims to create a great employee experience with  
the focus on Purpose, Culture & Patients.

## **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 – Shortlisted Project  
(Human Resource Category)

### **Project Category**

Training & Education, Learning Approach, Self-Directed Learning, Organisational  
Leadership, Human Resource, Staff Management

### **Keywords**

SHP Induction Framework, Virtual Engagement, Connect, Acclimatise and Integrate

### **Name and Email of Project Contact Person(s)**

Name: Priscilla Soh

Email: [singaporehealthcaremanagement@singhealth.com.sg](mailto:singaporehealthcaremanagement@singhealth.com.sg)



**Singapore Healthcare Management 2021**

# New SHP Induction Framework for our New Employees to Connect, Acclimatise and Integrate

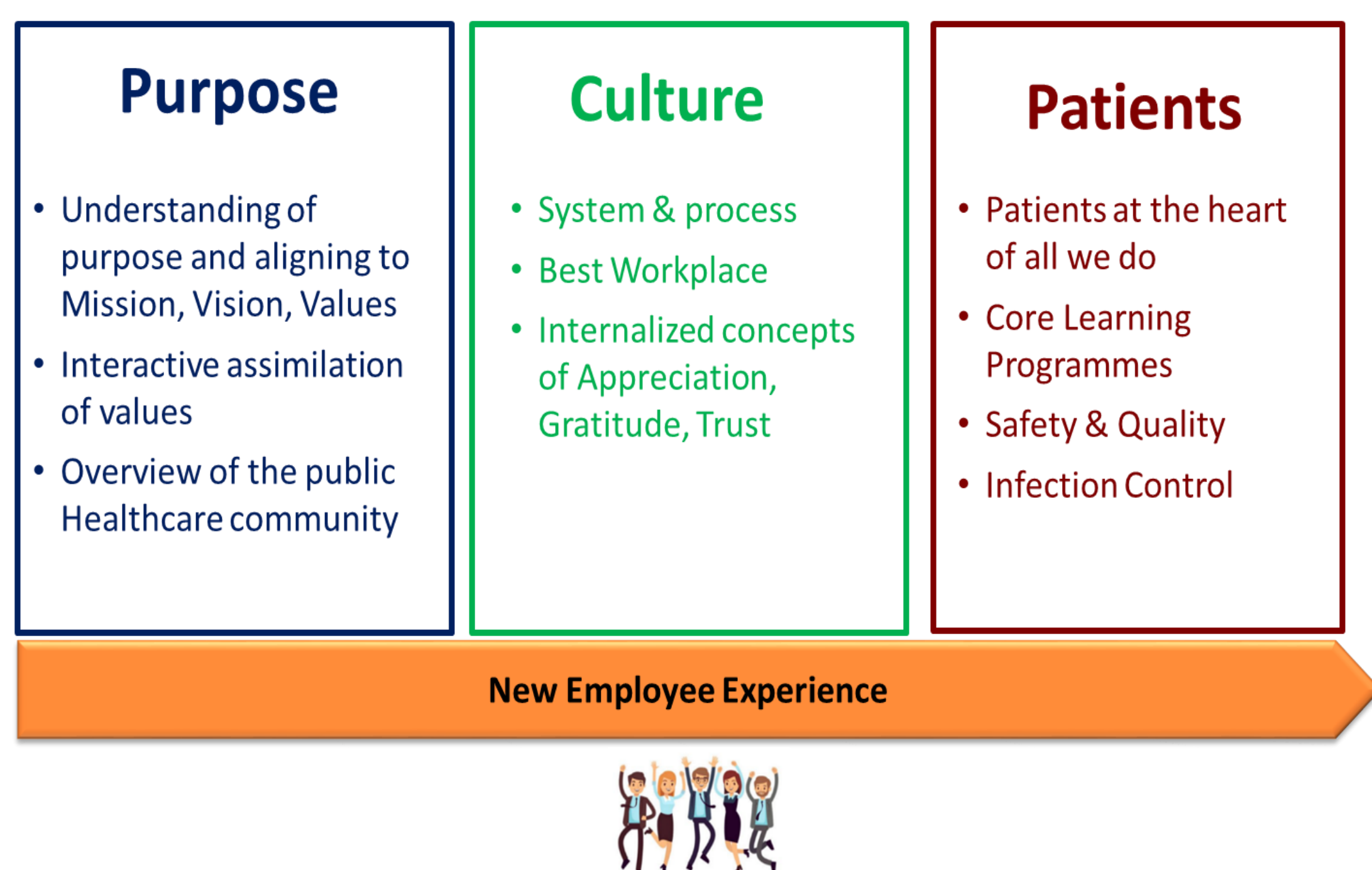
Priscilla Soh, Winnie Tan, Keena Tay, Jennifer Ng  
SingHealth Polyclinics



## Introduction

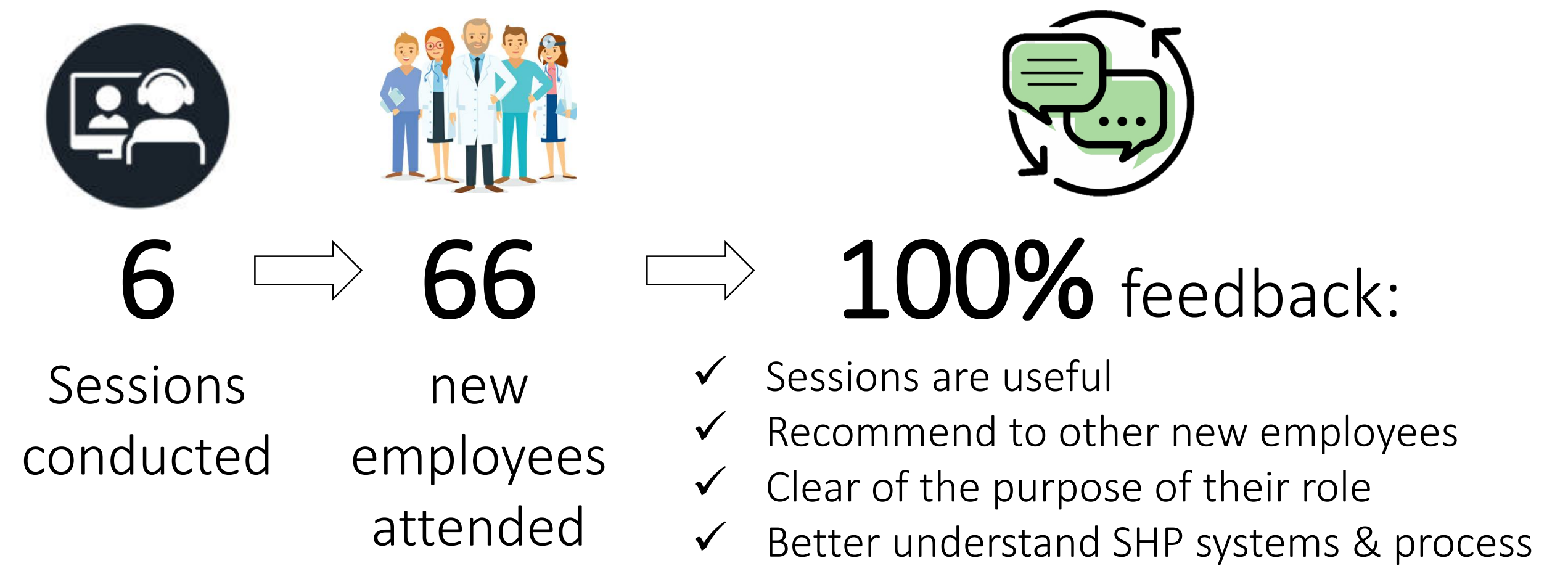
The New SHP Induction Framework aims to create a great employee experience with the focus on Purpose, Culture & Patients.

### The New Employee Experience



## Result

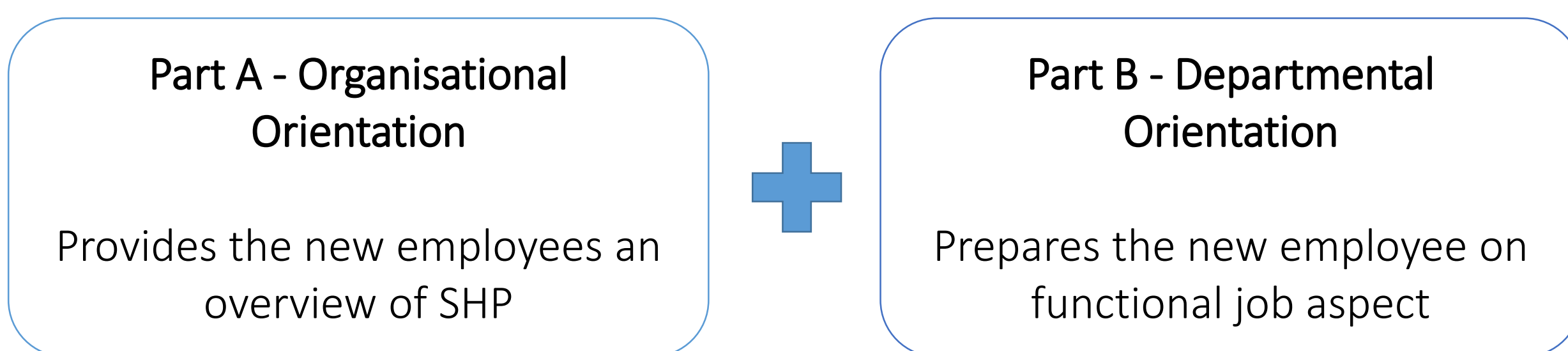
### 1 & 3 Virtual Engagement NEW



**99%** participation rate via Virtual Engagement, eliminating the issue of in-person session where clinics are unable to release manpower and conflicting schedule of Senior Management

## Methodology

**TRADITIONAL**  
Staff Induction Programme



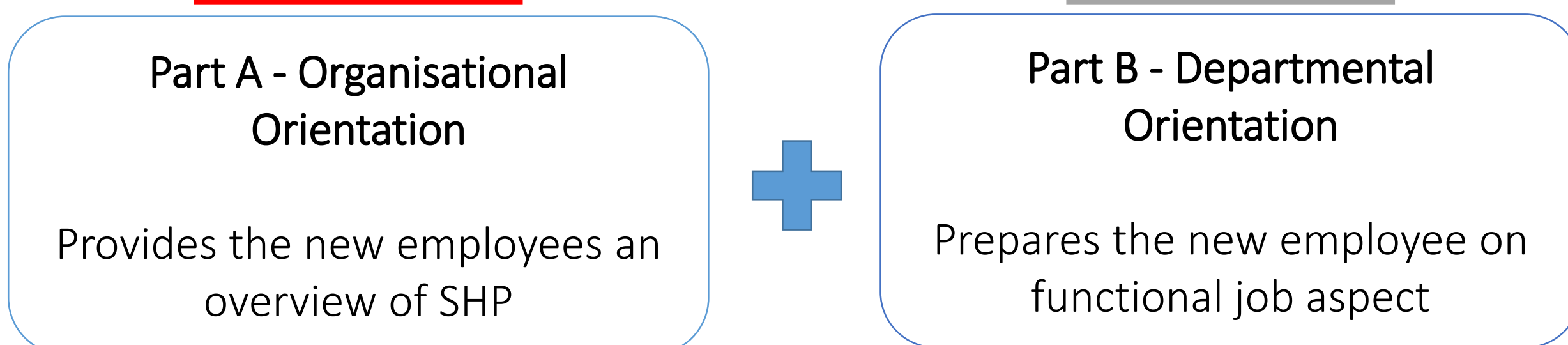
### How is it conducted?

- Supervisor uses centralised resources (PowerPoint slides) from Infopedia to run through with new employee. Employee is also required to complete a few core eLearning modules via Wizlearn Portal.
- Upon completion, employee and supervisor sign off on the hardcopy induction checklist and submit HR.
- HR manually tracks the completion and sends reminders to both supervisors and employees on non-compliance.

### What are the issues?

- Feedback from employees on the need for a more structured induction as the SHP induction programme is apparent to the new employees.
- Delivery of the organisational orientation can be inconsistent (supervisor dependent) and tracking was cumbersome.
- Feedback on the induction programme are only gathered once a year via the Learning System Effectiveness Review which is not timely to make improvement.

**NEW**  
Staff Induction Programme



### 1 Virtual Engagement NEW

Meet the Senior Management Team (Centralised Orientation)

1<sup>st</sup> engagement within the first month of service where new employees meet the Senior Management to reinforce the purpose, core values & patients.

### 2 Self-Pace Learning REVISED

Employees learn the organisational essentials deploy through SingHealth eLearning Portal (Wizlearn). All induction topics are digitalised with newly developed modules on digital workplace, performance management and appreciation languages at workplace.

Digital induction checklist, programme feedback & certificate of completion is incorporated as part of eLearning module.

### 3 Virtual Engagement NEW

Get Together (Centralised Orientation)

2<sup>nd</sup> engagement after three months of service where new employees meet the Senior Management to reinforce of the desirable demonstration of the core values, trust behaviours and appreciation through stories sharing.

### Implementation Progress

- Soft launched in December 2020
- All parts of the new induction were launched by April 2021

### Virtual Engagement Frequency

- Virtual Engagement 1 – bi-monthly (3<sup>rd</sup> week) with effect from April 2021
- Virtual Engagement 3 – bi-monthly (3<sup>rd</sup> week) with effect from May 2021

### 2 Self- Pace Learning REVISED

**20.5%** higher compliance rate for induction

**50%** reduction in admin work, resulting in more time for strategic work areas

- Encourages employees to take accountability of their own learning and
- Promotes self-directed learning

## Improvement

There are upcoming plans to organise a **workplace tour** to various healthcare partners to provide a better understanding of the role SHP plays in supporting the Regional Health System (RHS) in Singapore.



## Conclusion



The new SHP induction framework addressed the identified issues:

- Providing a structured induction programme for our new employees
- Consistent delivery of the organisational orientation via Virtual Engagement
- Regular feedback & reduction of manual tracking via Self-Pace learning

With the new SHP induction framework, our employees:

- Are clear of the purpose of their role in providing safe and quality care to our patients.
- Have good understanding of SHP systems and processes that helps them to navigate and adapt to the new workplace.
- Are aware of the trust behaviours and appreciation language to cultivate gratitude mindset and make SHP the Best Workplace.