Project Title

Introducing Video Consultation Platform (VCP) Application

Project Lead and Members

- Faith Ng Shu Yi
- Peh Kai Li
- Rike Oktavianti Toyip
- Yeo Shuan Khiag
- Chang Rui Fen

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group Involved in this Project

Allied Health, Ancillary, Medical, Nursing, Healthcare Administration

Applicable Specialty or Discipline

All

Project Period

Start date: Nov 2022

Completed date: Mar 2023

Aims

This project aimed to engage all impacted staff through purposeful communication and a structured training plan, with the objective to prepare staff for change, increase system adoption rate, and minimise risk of VC service disruptions during implementation.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Technology

Digital Health, Telehealth, Tele-consultation

Keywords

Video Consultation, Automated Scheduling, Digital Transformation, Zoom

Name and Email of Project Contact Person(s)

Name: Faith Ng Shu Yi

Email: singaporehealthcaremanagement@singhealth.com.sg

Introducing Video Consultation Platform (VCP) Application

Singapore General Hospital
SingHealth

Faith Ng Shu Yi, SGH
Peh Kai Li, SGH
Rike Oktavianti Toyip, SGH
Yeo Shuan Khiag, SGH
Chang Rui Fen, SGH

INTRODUCTION

The Video Consultation Platform (VCP) application **integrates the outpatient appointment system with Zoom** to **automatically schedule Zoom** sessions for outpatient Video Consultations (VC) and **communicate appointment details to patients.**

Implementation of VCP has introduced **changes to the work processes** impacting various staff groups, i.e., Doctors, Nurses, Allied Health, Administrative and Ancillary Team. Healthcare Providers can see and start their VCs seamlessly. Room assistants no longer need to schedule and email patients Zoom meeting details in advance. With VCP, at least 5 minutes is saved for every appointment which add up to 60 manhours monthly.

This project aimed to **engage all impacted staff through purposeful communication and a structured training plan,** with the objective to prepare staff for change, increase system adoption rate, and minimise risk of VC service disruptions during implementation.
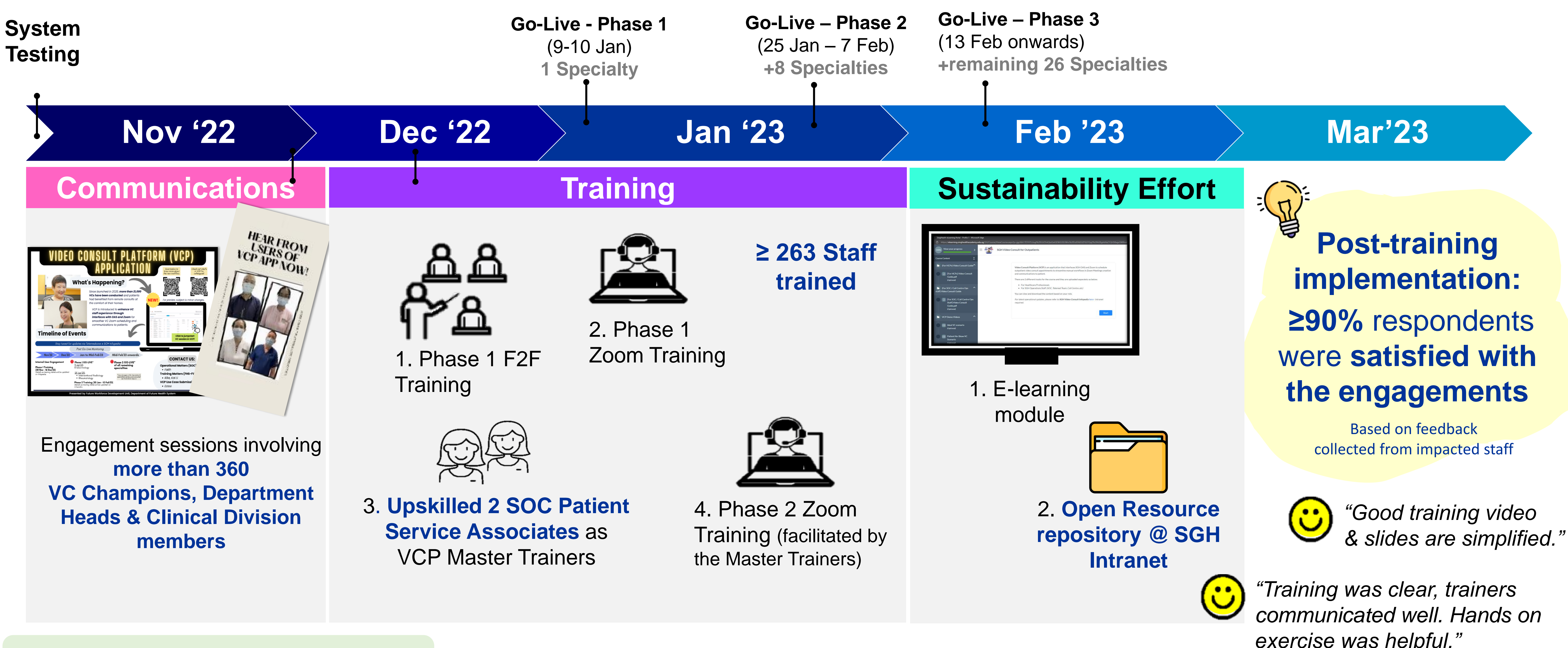
METHODOLOGY

The following approach was taken to plan the staff communication and training.

1 **Customised communication & training activities** for each staff group, with the timeline aligned with VCP implementation plan

2 **Leveraged network** of VC Champions, Division Chairs, Department Heads, and Operations In-Charge to raise awareness

3 **Adopted a phased model of system implementation** to allow sufficient time for staff to adopt and adapt to changes

4 **Established communication network** to facilitate quick update and escalation of operational issues for rapid troubleshooting during go-live

IMPLEMENTATION & RESULTS

Calendar of activities for the staff communication and training for VCP is depicted below.

System Testing

Go-Live - Phase 1
(9-10 Jan)
1 Specialty

Go-Live – Phase 2
(25 Jan – 7 Feb)
+8 Specialties

Go-Live – Phase 3
(13 Feb onwards)
+remaining 26 Specialties

Nov '22	Dec '22	Jan '23	Feb '23	Mar '23

Communications

Engagement sessions involving **more than 360 VC Champions, Department Heads & Clinical Division members**

Training

1. Phase 1 F2F Training

2. Phase 1 Zoom Training

≥ 263 Staff trained

3. **Upskilled 2 SOC Patient Service Associates** as VCP Master Trainers

4. Phase 2 Zoom Training (facilitated by the Master Trainers)

Sustainability Effort

1. E-learning module

2. **Open Resource repository @ SGH Intranet**

Post-training implementation:
≥90% respondents were **satisfied with the engagements**

Based on feedback collected from impacted staff

"Good training video & slides are simplified."

"Training was clear, trainers communicated well. Hands on exercise was helpful."

CONCLUSION

VCP is a digital initiative to improve the delivery of Telemedicine services. To ensure **successful system implementation** with **high adoption rate**, a **purposeful staff engagement plan is critical** to familiarise and enable staff throughout the journey. By making staff engagement an integral part of the change, the project has received strong commitment from staff, demonstrating their readiness to support digital transformation.