AIM: To provide important, sufficient and clear information to foreign doctors prior to their relocation to Singapore and joining KKH

BACKGROUND

The Medical Human Resource (HR) team provides advisory and human resource support to doctors in KK Women’s and Children’s Hospital. In the process of hiring, the team spent much time answering to Foreign Doctors’ (FD) enquiries. The communication style and flow of providing information to FD varies with each team member and is lengthy due to differing queries. The information on relocation to Singapore is not available from a single source. The providing information to FD varies with each team member and is lengthy due to differing time answering to Foreign Doctors’ (FD) enquiries. The communication style and flow of doctors in KK Women’s and Children’s Hospital. In the process of hiring, the team spent much time answering to Foreign Doctors’ (FD) enquiries. The communication style and flow of providing information to FD varies with each team member and is lengthy due to differing time answering to Foreign Doctors’ (FD) enquiries.

THE METHODOLOGY

Workflow (Current)

START

HRP makes offer to FD

FD accepts offer

Yes

FD does not accept offer

No

END

HRP receives email & sources for information

HRP replies to FD

FD has queries and emails HRP

HRP sends necessary application forms to foreign doctors

FD has further queries

HRP makes offer to FD

FD has more queries and emails HRP

HRP makes offer to FD

FD has further queries

Process can repeat for a few cycles depending on the FD queries

FD has further queries

With approvals from relevant authorities, FD arrives in Singapore and commences employment

A revised recruitment workflow was also established incorporating the resource guide into our work process. A data analysis was conducted on the number of email queries received by each HRP and the results showed the number of email queries largely reduced by 50% to an average of 12 emails for each doctor.

Survey and Feedback

A second survey was conducted to candidates whom we had offered employment. 14 foreign doctors out of 20 responded to the survey and based on a 4 rating scale; 4 being most useful, 3 being useful, 2 somewhat useful and 1 being not useful, we achieved an average rating of 3.3 out of 4 for the 8 categories.

From the survey feedback, we added information suggested by the foreign doctors:

Comments from foreign doctors given in the survey form…

“Simple & easy to understand. Very comprehensive.”

“Comprehensive information about setting down in Singapore as an expatriate.”

An overall question asking if the resource guide was useful had 100% respondents who answered ‘Yes’. TARGET ACHIEVED!

CONCLUSION

• This project has certainly provided value-added services to our customers (ie foreign doctors) as well as build camaraderie and teamwork
• Information is now located in a single source and is readily available and accessible by both foreign doctors and HR partners
• Foreign doctors are better-informed and well-equipped on working and living in Singapore
• Higher level of satisfaction with HR partners from foreign doctors
• Time spent by HR partner to provide information is greatly reduced and is able to focus on other areas of work
• We have standardized our workflow and incorporated into our recruitment process. New team members are orientated on the usage of the guide