Development of Induction Programme for New Appointment Holders and Staff:

i. SingHealth Medical Board (SMB) Members,
ii. SingHealth Duke-NUS Disease Centre (SDDC) Heads, and
iii. Group Chairman Medical Board Office (GCMBO)/SDDC Admin Staff

**Background & Aim**

It is important for new appointment holders/staff to have a better understanding of their job role and be provided with resources to support them. A structured induction programme was thus developed to enable these appointment holders/staff to perform their roles effectively with confidence.

**Methodology**

We engaged various stakeholders to identify information that would benefit new appointment holders/staff and developed the following induction materials:

- **SMB Member Induction Slides**
- **SMB Handbook**
  (For SMB members – Highlights key cluster policies and major SMB decisions)
- **SDDC Head Induction Slides**
- **SDDC Admin Handbook**
  (For admin staff - Overview on SDDC, Workplan Budget and operational matters)
- **Admin Staff Induction Slides**
- **IT Application Guide**
  (For admin staff - Detailed guides on commonly used IT applications, e.g. eForms)

- These materials were made available to new appointment holders/staff when they first joined.
- Electronic copies were used as they are environmentally friendly and could be easily updated.
- Resources for admin staff were also deposited in a shared folder to facilitate future access by staff.

**Induction Sessions**

- Face-to-face induction sessions were organised between new appointment holders/staff with key staff to clarify expectations and roles.
- Induction sessions for new appointment holders were conducted by Group Chairman Medical Board, while those for new admin staff were conducted by GCMBO.

**Results**

7 new appointment holders and 5 new admin staff had undergone the new induction programme to date.

In general, the feedback received were that:

- The induction slides were **succinct, informative and insightful**.
- The duration of the induction session was **just right**.
- The induction session **facilitated communications** and allowed inductees to seek further clarification with key staff/supervisors.
- The inductees felt that they were **more confident** in performing their roles after the induction session.

The pre-reading material was useful and allowed us to just focus on points for clarification during the face-to-face induction session.

The slides were insightful and provided an overall view of our role as SDDC Executives.

The induction was very insightful and helped me understand the department, as well as various workflows and duties.

**Conclusion**

New appointment holders/staff left positive feedback on the induction programme as they felt that they had benefitted from its content. Moving forward, we will continue to refine the programme to ensure its relevance and comprehensiveness.