The SingHealth Manpower Development Plan (HMDP) Fellowship annual grant call is opened for submissions for approximately 7 weeks in June. There was an increase in the number of appeal cases and issues were identified to have stemmed from details submitted during application which could potentially be reduced.

<table>
<thead>
<tr>
<th>Problems &amp; Proposed Solutions</th>
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<tbody>
<tr>
<td><strong>Grant Call</strong></td>
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<tr>
<td>Administrators have to work overtime</td>
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<tr>
<td>Many follow-up</td>
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<tr>
<td>Errors in application forms</td>
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<tr>
<td>Personal information incorrectly filled</td>
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<tr>
<td>Dept assisted to complete</td>
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<tr>
<td><strong>Deployment</strong></td>
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<tr>
<td>Complaints from awardees on deployment process</td>
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<tr>
<td>Awardees put up for appeals</td>
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<tr>
<td>Training centres did not respond to offer placement</td>
</tr>
<tr>
<td>Applicants only send emails when grant call is opened</td>
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</tbody>
</table>

**PUBLICITY**
- Heads-up initiated at least 2 months before grant call
- Email Blast
- SGH Infopedia Spotlight Page
- Nominations collated using online forms
- Roadshows conducted

**COLLABORATION**
- Feedback provided for SingHealth to enhance application form
- Established close working relationships with departments & other institution HRs

**RESOURCES**
- Created FAQs
- Checklist on eligibility criteria
- Condensed checklist (Acceptance of award, Acceptance by Training Centre, Pre-departure, Post-training)
- Resources readily available on LCD Infopedia Page

**Heads-up Roadshows**
- Applicants attended: 51
- Dept secretaries attended: 12
- 111 Applicants (97%) adhered to the submission deadline. *Heads-up roadshow conducted before grant call

**Deployment Roadshows**
- Awardees attended (91%): 53
- Complaints on being unaware of submission process: 0
- Comparing FY18 to FY17, the number of appeals for change in training centres reduced by 7%.
- *Deployment roadshow conducted after announcement of results

**Enhanced Application Forms**
Collaboration with SingHealth to change the format to MS word and automation of selected fields proved to be effective as the number of errors found reduced by more than 50%.

**Application Forms**
- Heads-Up Eligible: 81 (71%)
- Heads-Up Ineligible: 7 (6%)
- Grant Call Eligible: 27 (23%)
- Resources Page: 1,045
- Grant Call Page: 967
- Heads-Up Page: 1,022

**Prior Checks**
- 40.5 hours
- 14 hours

**Results**
- 54 hours saved
- Overtime hours reduced significantly during the 3-week checking as prior eligibility checks were done, saving 40.5 hours; and
- 7 ineligible applicants identified prior to grant call, saved 14 hours as applications were not submitted.

**Conclusion**
Prior planning of the grant call and a streamlined process, helped to:
- Reduce redundant paperwork and follow-ups
- Mitigate anxiety on administrators as there was more time for panel preparation
- Provide more preparation time for applicants to draft proposals, find team members and liaise with training centres

Roadshows are now conducted annually. In FY2020, heads-up was called out 4 months earlier to create awareness and prepare applicants for grant call. The team will continue to review and enhance process.

**HMDP Fellowship Journey from Application to Deployment**
Candy Lee Kai Li
Nuraishah Ismail
Agnes Chin
Learning & Career Development (LCD), HR

**SFH Infopedia Spotlight Page**

**Resource Page**

**Grant Call Page**

**Heads-Up Page**

**Prior Checks**

**Roadshows**

**Heads-Up Roadshows**

**Deployment Roadshows**

**Enhanced Application Forms**

**Application Forms**

**Prior Checks**

**Results**

**Conclusion**