NEW HIRE INDUCTION — THROUGH THE EYES OF A PATIENT

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BACKGROUND
In the past, new hire inductions have been arranged separately for SNEC and SERI. While staff knew their own job roles well, they may have felt isolated from one another.

AIMS
To harmonise the induction for new hires of SNEC and SERI, enabling them to gain a holistic overview of the essence of SNEC and SERI’s business and how they play a part in our patients’ experience. Through this experience, they are able to see how both institutions can work collaboratively and contribute to one another and develop a common identity.

While the programme focus will change to revolve around our patients’ journey, emphasis will be placed on interaction and engagement through quizzes and games to strengthen knowledge retention on important policies for our new hires.

METHODOLOGY

This has been rolled out in two phases:

PHASE 1
Integration of SERI’s new hires into the SNEC induction programme. This created greater understanding and awareness of the different job roles in both SNEC and SERI, allowing new hires to have a holistic overview of both institutions.

PHASE 2
With engagement and interaction with new hires as a key focus, the following initiatives were introduced:

- New hires participate in the experiential activities as part of the programme, supporting our perspective that attendees will feel integrated into the organisation.

RESULT
The integrated induction for SNEC and SERI’s new hires, mapped over a patient’s experience through a First Person Perspective, enables learning in an interactive and engaging way. The involvement of the various key departments in SNEC and SERI has also helped put the spotlight on areas that have previously been in the shadows.

STREAMLINING OF HR PROCESSES
New hires have a better understanding and retention of key information due to their active participation and high scores as reflected in the quiz platform. Prior to the launch of the new programme, there was minimal facilitation of quizzes and activities. With the introduction of the interactive games and quizzes, there has been a 100% participation rate with each participant scoring an average of 83%.

CONCLUSION
The re-invention of the induction programme through various new initiatives has set the tone for new hires entering SNEC and SERI, equipping them with knowledge essential to take on their respective functions as well as understanding their role and how they can meaningfully contribute to SNEC and SERI, as well as SingleHealth. The induction has also further strengthened the integration and branding of SNEC and SERI as the leading global ophthalmology centre and research institute.