BACKGROUND
In KK Women’s and Children’s Hospital (KKH), all new employees attend a one-day Employee Orientation Programme (EOP). The EOP was reviewed in 2016 to ensure relevancy and integrate new employees into the KKH Family. Following this review, 3 focus areas were identified for the revised EOP.

<table>
<thead>
<tr>
<th>Area</th>
<th>Objective</th>
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<tbody>
<tr>
<td>Welcome to the KKH</td>
<td>Welcoming new employees to the KKH Family</td>
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<tr>
<td>Patient Focus</td>
<td>Introduction to SingHealth Motto</td>
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<td></td>
<td>How employees can contribute to KKH’s purpose and vision</td>
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<tr>
<td>Employee Focus</td>
<td>Instil a sense of pride</td>
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<tr>
<td></td>
<td>Sharing on KKH’s achievements and milestones</td>
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<td></td>
<td>Sharing by long serving employees on their motivation and passion working in KKH</td>
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</tbody>
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METHODOLOGY
- Conducted feedback sessions to determine information new employees would find useful:
  1. What are the objectives of orientation for new employees?
  2. What would a new employee like to know?
  3. What would KKH as an organisation like to share?
- Brainstorming
  - Ideas from HR and Senior Leaders
  - Sharing of experience and best practices
- Review with Senior Leaders
- Conducting pilot session
- Reviewing of programme for improvements

APPROACH
The first revised EOP session was conducted on 20 September 2018. To increase employees’ engagement and retention of the 3 focus areas; stories from both patient and employees are shared and fun activities are introduced.

RESULTS
To date, 9 sessions with a total of 168 new employees attended the revised EOP. The average programme evaluation rating is 97% (Good and above).

From the feedback gathered, 67% of the participants rated the segment on Patients Focus as most beneficial.

IMPROVEMENT PLANS
Some suggestions received to improve EOP:
- More activities
- Organise guided visit to more departments
- To share key information on Human Resources (HR) policies or Hospital’s initiatives
There is an on-going effort to refine EOP’s content and activities to ensure the relevance and quality of EOP to our new employees. Another review with the various stakeholders will be done in September 2019.

CONCLUSION
An effective and engaging EOP helps to acclimatise new employees with KKH’s vision, core values and culture. From the positive responses received from the participants, KKH HR has achieved the intended objectives. KKH HR will continue to gather feedback and review the EOP to create an engaging and positive experience for our new employees who strive to always have ‘Patients. At the Heart of All We Do’. 