



Doing it Differently,

the e-Orientation way

Singapore Healthcare Management 2017

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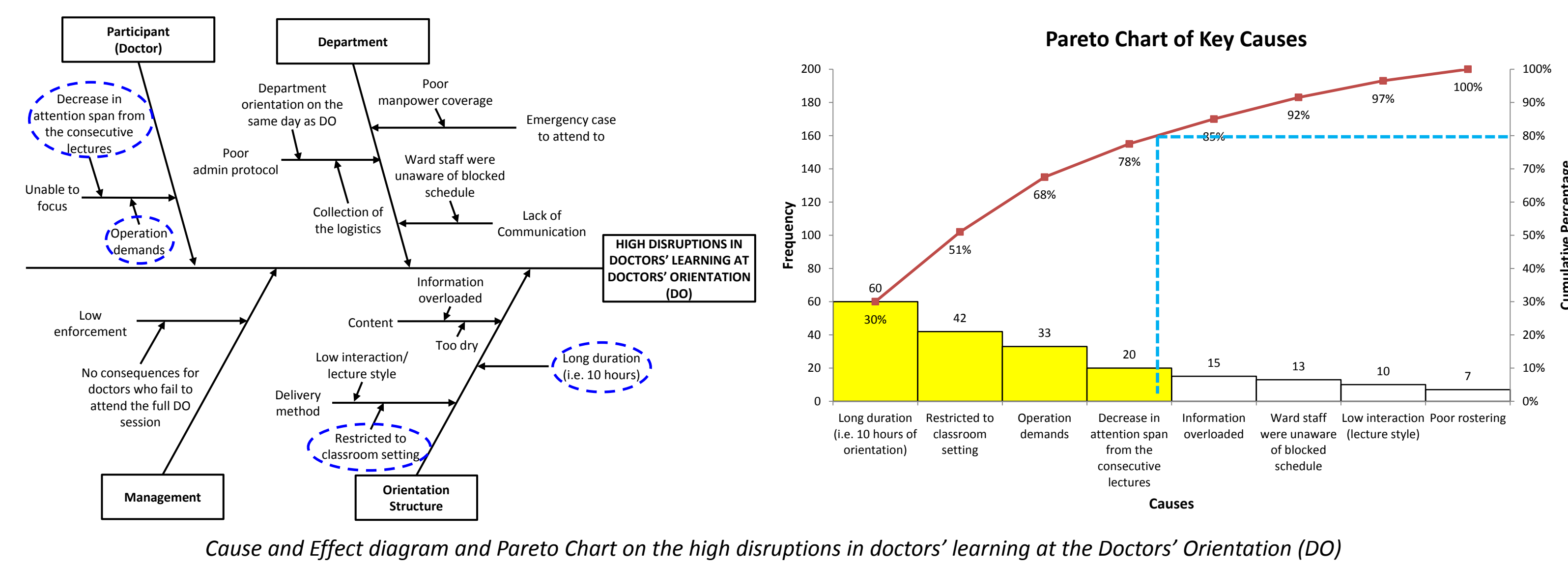
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BACKGROUND

SGH Learning & Career Development Department (LCDD) organises the Doctors' Orientation on the 1st day of House Officer Posting Exercise (HOPEX) and Medical Officer Posting Exercise (MOPEX) cycle for doctors who are posted to SGH for the first time. This is to help them integrate into our working culture and familiarise with SGH's practice. Through the recent years, feedback was gathered that it was challenging for doctors to attend a full day (10 hours) of orientation. Therefore, LCDD initiated the revamp which aims to minimize disruptions to their learning without affecting hospital operations.

METHODOLOGY

To find out the **root causes** of doctors being unable to attend the full physical orientation, surveys were conducted over past orientations from FY15 to FY16 and analyses were done using the **Cause and Effect diagram** and **Pareto chart**.



Cause and Effect diagram and Pareto Chart on the high disruptions in doctors' learning at the Doctors' Orientation (DO)

KEY CAUSES identified from the analyses

- Long duration (i.e. 10 hours of orientation)
- Restricted to classroom setting
- Operation demands
- Decrease in attention span from the consecutive lectures

1st PROPOSAL based on available resources

- Conversion of all 16 topics to e-modules
- Distinction between cores & electives
- Choice of PDF and flash format
- Pre/post survey and assessment

BUY-IN from management and speakers

- The team surfaced the challenges to our management through meetings
- **e-Orientation** was proposed to address the key causes
- Introduced the e-Orientation format and recommended the **interactive flash format**

IN-HOUSE DEVELOPMENT

- **Distinction between core & elective modules was removed** as the team received feedback that doctors may place less emphasis on electives
- **Early access to the information and query channel were established** so that doctors are equipped with knowledge before their posting starts and provide them with a channel to seek clarification

SOLUTION: e-Orientation, learning on-the-go

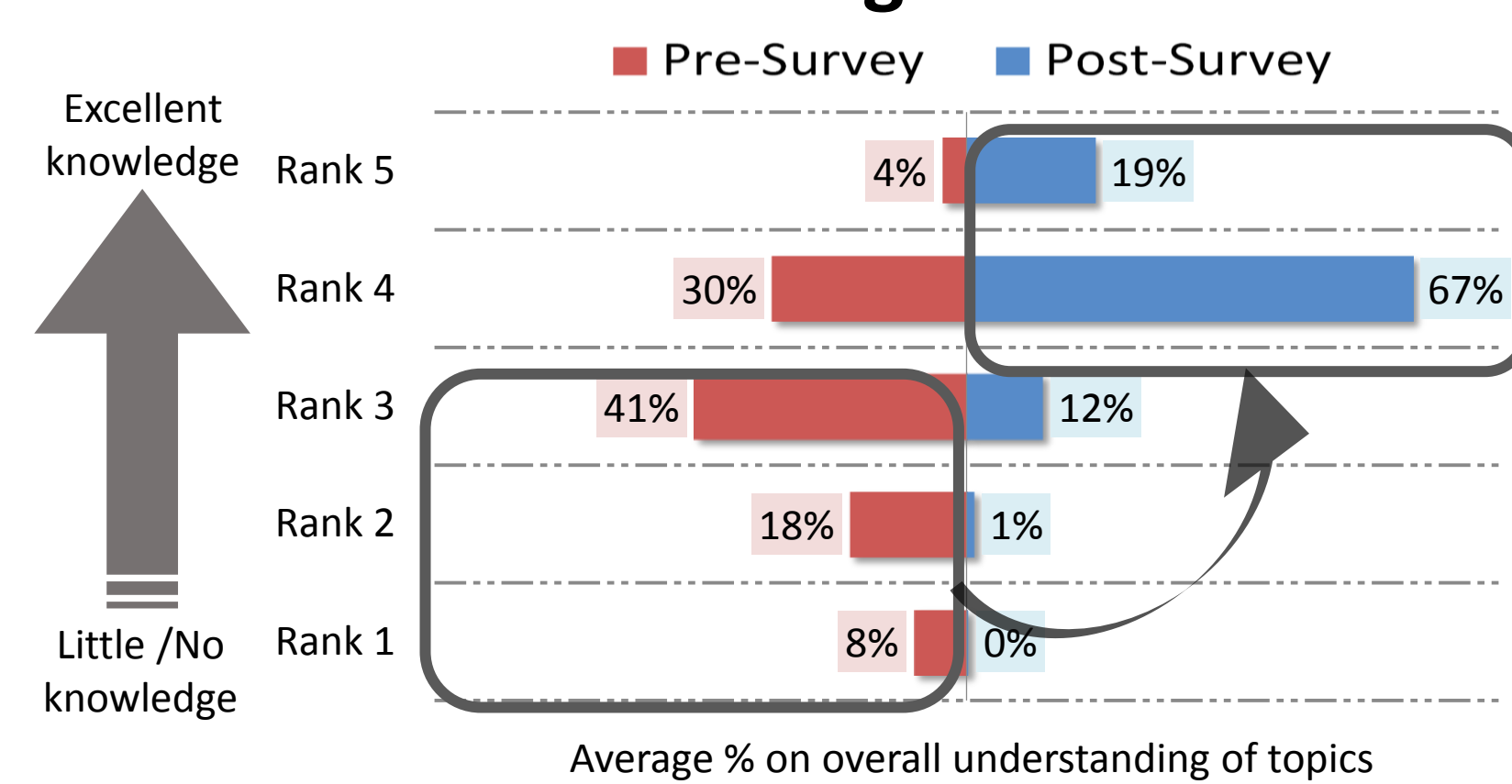
- **All 16 topics were converted to flash format** on Blackboard, categorized by nature of topics, with CMB's welcome speech video
- Doctors will be provided with **early access to information prior to their posting**
- Measurement of learning outcome through **pre/post surveys and assessment**, to be completed within 1st week of posting
- **Direct query channel** for doctors to seek clarification from speakers

RESULTS

Birth of e-Orientation

The e-Orientation was launched in January 2017 and till May 2017, **184** doctors have been enrolled.

Positive outcome from Doctors attending the e-Orientation...



54% increase in the overall understanding of topics (ranked 4 and above) after completing e-Orientation.

- ✓ **100%** deemed that the e-Orientation provided **more flexibility in learning**
- ✓ **92%** felt that it **minimised work disruptions**

Freeing up capacity

- ✓ Doctors can **assume duties on their 1st day of posting**
- ✓ **Physical presence** of speakers were no longer needed
- ✓ Learning administrators were no longer required to provide **on-site support**
- ✓ A total of **3,285 (\$58,000) man-hours is estimated to be optimised annually**

Cost Efficiency

- ✓ An estimated **\$10,000 annual savings** from facilities, refreshments and printing cost required to conduct the orientations

EXTENDING OUR REACH BEYOND HOPEX/MOPEX

The e-Orientation is being extended to out-of-phase doctors and will also be contextualized to orientate SGH-employed doctors, specialists, locums and fellows.

CONCLUSION

With the e-Orientation, doctors are now equipped with knowledge essential to their job functions before their posting, allowing them to commence work on the 1st day without any delay. LCDD will continue to review and monitor the programme, to meet the demand of an evolving healthcare landscape.

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