



Singapore Healthcare Management 2017

Streamlining the Organisation of Singapore Healthcare Management (SHM)



SingHealth

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Introduction

The Singapore Healthcare Management (SHM) is a 3 day learning platform aimed at developing & training professionals and administrators to equip them to play integral roles in developing quality care and best possible experience for patients. It features 3 congresses namely:

- Singapore Healthcare Management Congress,
- Singapore Healthcare Enterprise Risk Management Congress, and
- Singapore Healthcare Supply Chain Management Congress.

The SHM features overseas and local speakers, Aspiring Executives Forum, Poster competition, as well as Product Exhibition.

Formation

The committee is made up of members from various departments within SingHealth HQ with support from SingHealth Academy staff to ensure the smooth planning of the Singapore Healthcare Management (Image 1).

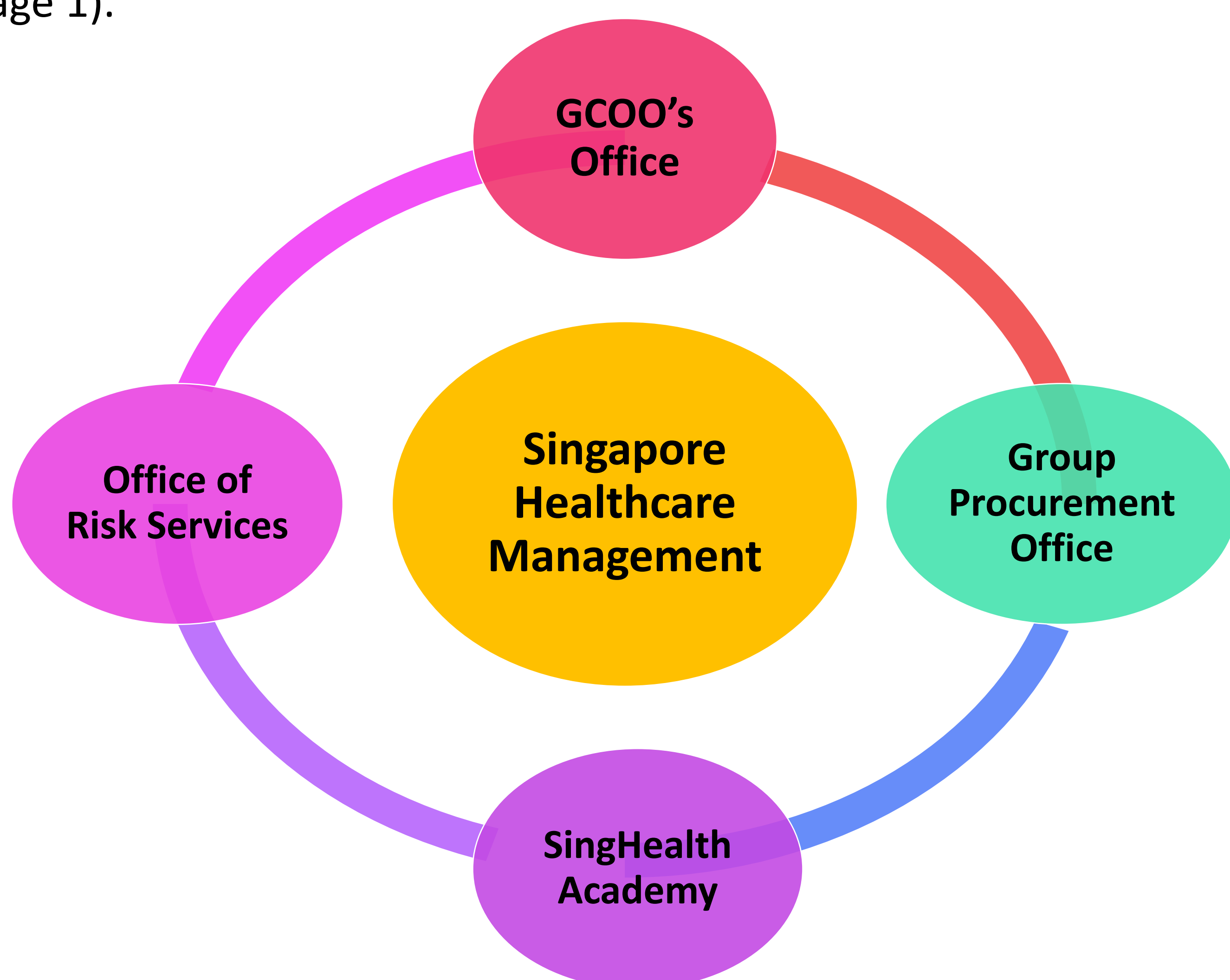


Image 1: Depiction of the departments involved in SHM.

Committee Tasks

Some of the tasks involved in organizing SHM includes but not limited to the following:

- Booking of venue and managing the daily programme for 3 SHM congress,
- Logistics for local and overseas speakers invited,
- GOH & VIP management,
- Sourcing and managing Emcees for the congresses,
- Selecting appropriate food and beverage for the congress,
- Coordinate for sponsors & product exhibitors,
- Design of stage backdrop and programme booklet,
- Conducting briefing session to volunteers on duties,
- Managing poster competition, including looking for judges and coordinating the poster judging session and logistics arrangements,
- Liaising with nominated executives and host of Aspiring Executives Forum,
- Managing registration of delegates and determine appropriate directional signs to be put up to enable delegates to locate the rooms.

Challenges

As the committee is small and organising a big scale event requires a tremendous amount of work by everyone in the team especially closer to the event date.

At the debrief session with committee members and volunteers and based feedback from SHM, some of the comments were as follows:

- Staff were roped in last minute to assist with the event and were not familiar with the location of rooms and programme,
- Food selection was not satisfactory (e.g. colours not attractive, food range not ideal),
- Registration was slow as delegates had a hard time looking for their names,
- Coordination of poster competition award ceremony was a great challenge due to the number of recipients, attendance taking and seating arrangement in between tea break,
- Printing errors on the SHM programme booklet.

Overcoming the Challenges

The committee decided to work on the feedback and categorise the tasks into various categories to be handled by the sub-groups to improve efficiency and effectiveness to tackle the identified key areas:



Conclusion

The Singapore Healthcare Management committee will continue to evolve as the congress itself matures over time. Feedbacks are taken into consideration to improve the event outcome.