Learning Kit

Singapore Healthcare Management 2017

Sengkang Health — SingHealth

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Background

Learning Kit is a form of knowledge management system on shared network drive that we utilize for training and daily operations purposes.

Previously call agents were given a training file that consist of training materials in relations to Call Centre Operations in Sengkang Health. Call Agents refer to this file for instructions on various applications. With constant updates, the file becomes bulkier, heavy to be carried around.

Objective

- To create a hassle-free information sharing platform where all agents can access the training materials related to Call Centre daily operation
- Increase mobility of Call Centre agents.
- Standardization of updated information and workflows
- Trainers can also use the same platform to upload their revised training materials.
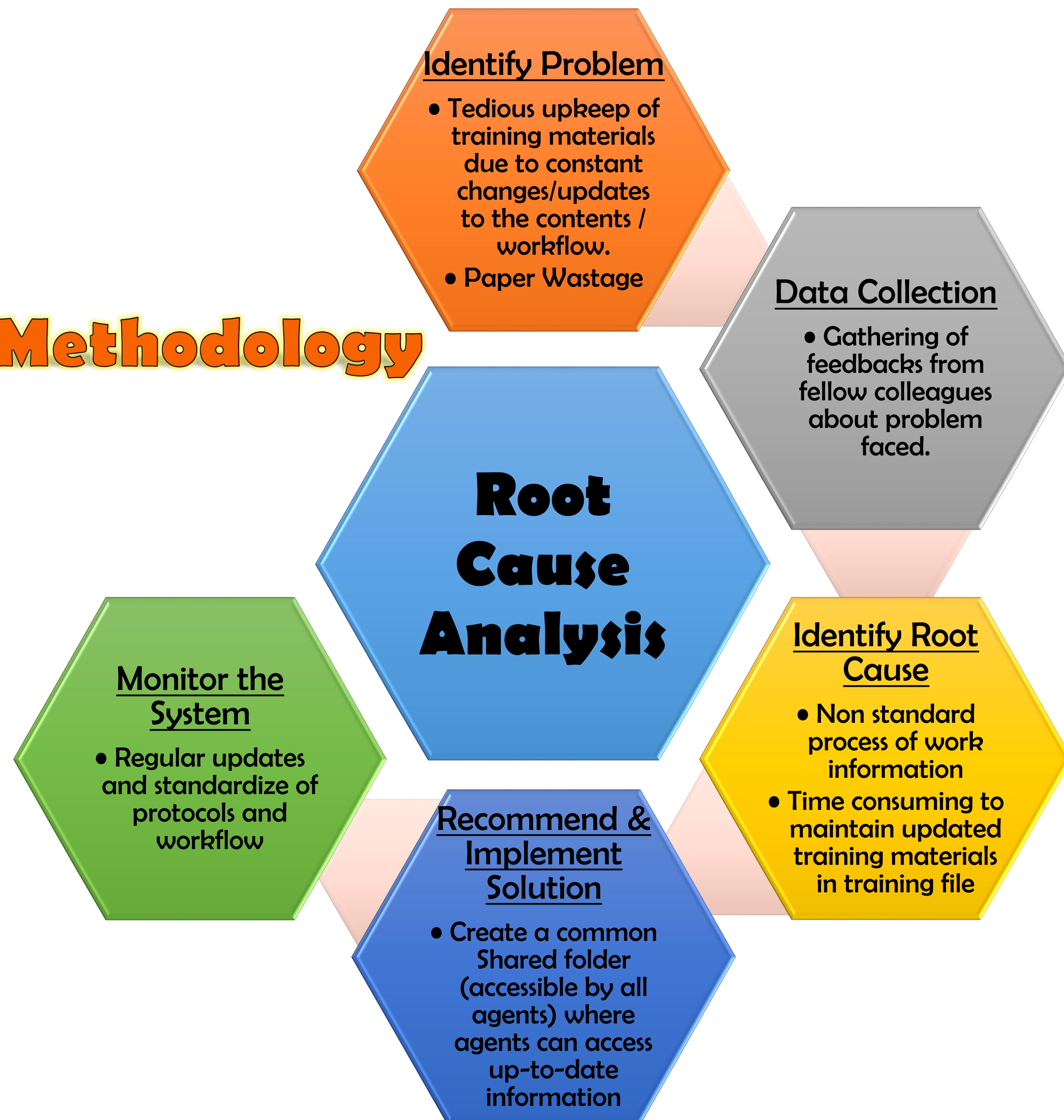
Results

- Learning Kit is implemented on 2nd August 2016 and to date, the Call Agents shared that with this learning platform it is easy to use and accessible at all locations within SingHealth Compound.
- Since then we have stopped printing of training materials for all the Call Agents
- Estimated cost saving is $112.14

Methodology

Root Cause Analysis

Identify Problem
- Tedious upkeep of training materials due to constant changes/updates to the contents / workflow.
- Paper Wastage

Data Collection
- Gathering of feedbacks from fellow colleagues about problem faced.

Identify Root Cause
- Non standard process of work information
- Time consuming to maintain updated training materials in training file

Recommend & Implement Solution
- Create a common Shared folder (accessible by all agents) where agents can access up-to-date information

Monitor the System
- Regular updates and standardize of protocols and workflow

Before

Agents carrying Files, laptop & CODE BLUE phone for Afternoon/Night shift to MRO Office/Security Office
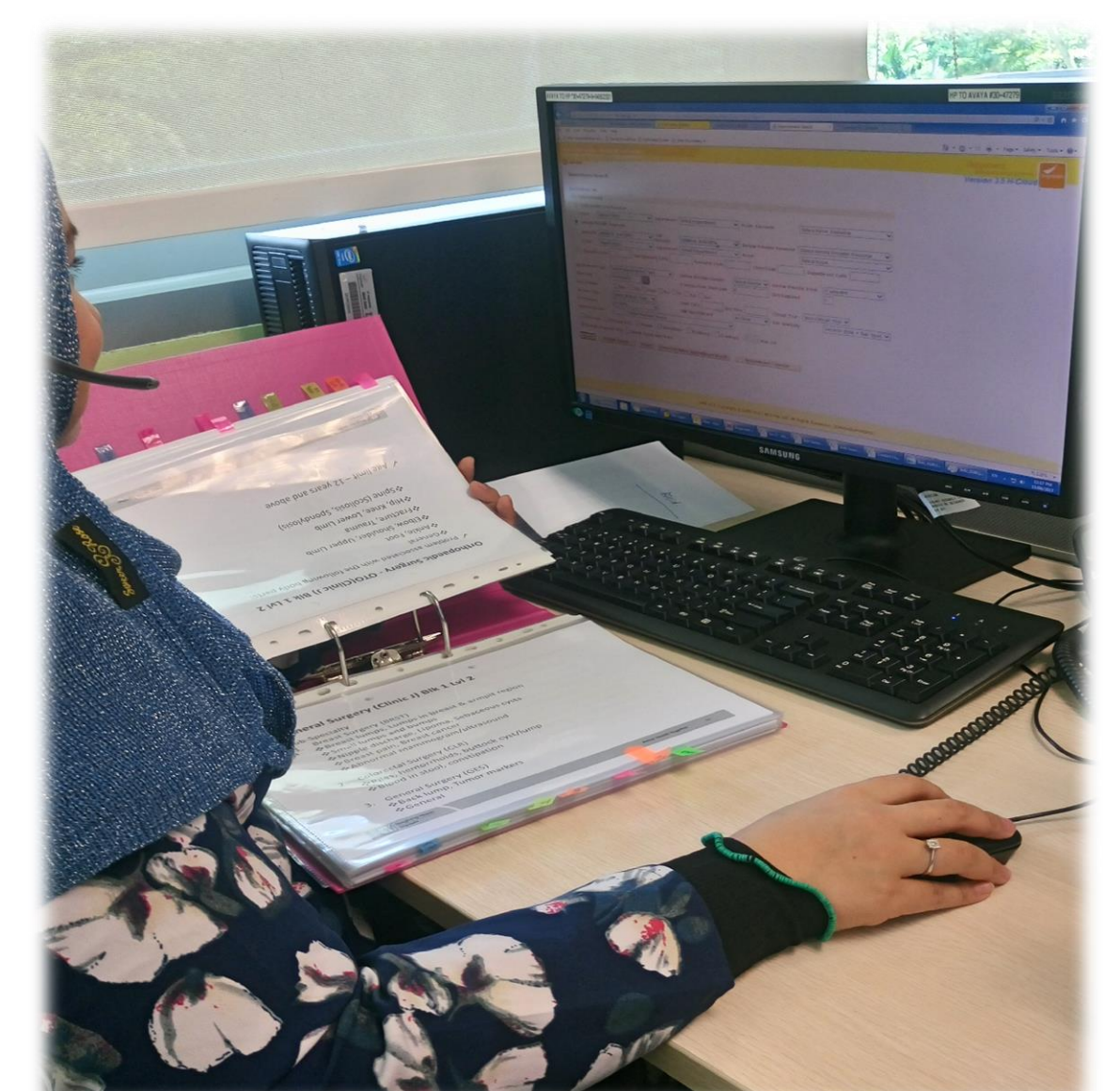
Call agent searching for information in the file while attending a call

After

Call Centre (\\skhfs01\skh-share) (L:)

AH - Sengkang Health Learning kit
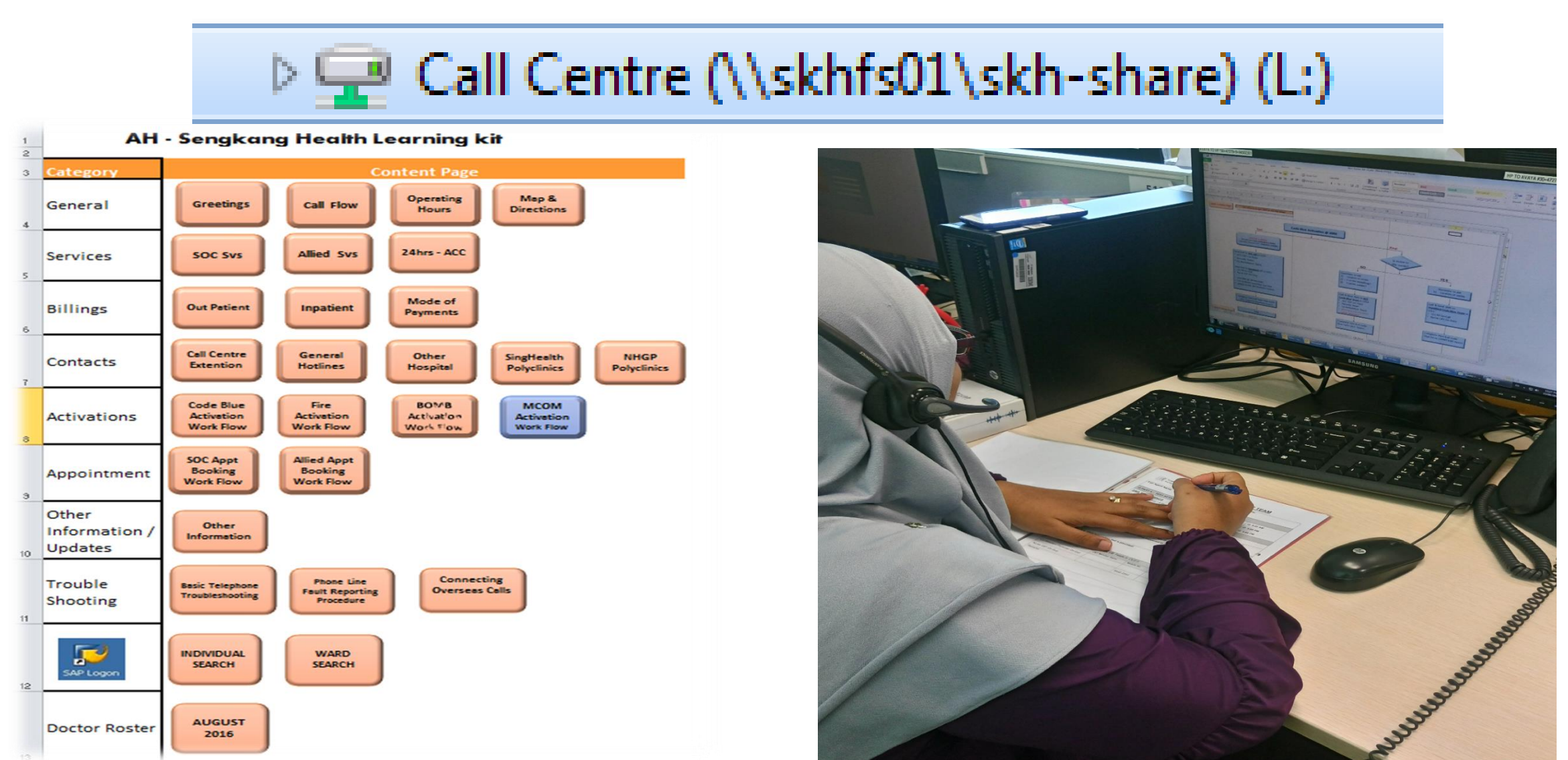
After implementation with the learning kit, information is just a click away. No more bulky files

Conclusions

The Learning Kit has allowed agents mobility in attaining updated information thus reduction in call handling time. The team will be working on improving our current learning platform and creating a Knowledge Management System for SKH Operations.   This will be aligned to Customer Relationship Management System that another team is working on.