

To Design An Induction Programme For Foreign Doctors To Increase Satisfaction Rating At Work

Suzanna Sulaiman, Manisha Mathur, Sonali Prashant Chonkar, Bryan Lim Boon Heng, Foo Huiling, Choh Weiqin, Tan Kok Hian
KK Women's and Children's Hospital

Introduction & Background

This project was selected to improve the preparation for new foreign doctors. In 2011, 7 Clinical Associates were recruited and only 1 renewed contract with the Division of Obstetrics & Gynaecology. When the doctors are mentally prepared and given ample guidance and introduction to the country and hospital, they will be able to cope and adapt better. This would ensure doctors to be able to blend in faster with the locals, be happier at work and hence able to manage patients better. Long term we believe that these doctors would be encouraged to extend their contract and stay on.

Methodology

The Accelerated Model for Improvement was adopted. 4 PDSA(Plan, Do, Study, Act) Cycles were performed :

- formalizing induction programme
- collecting number of patient complaints
- testing peer buddy system
- testing ways to improve communication

Questionnaires were answered by foreign doctors and their peer buddies over a period of three months. The monthly data were collated and analysed by SPSS.

Results

PDSA 1

An Induction programme was organised on 15 February 2013 to welcome and introduce the dept to all new foreign doctors. Peer buddies allocated were invited. The new doctors were given a 'Welcome' handbook. The handbook was designed specially for new foreign doctors.



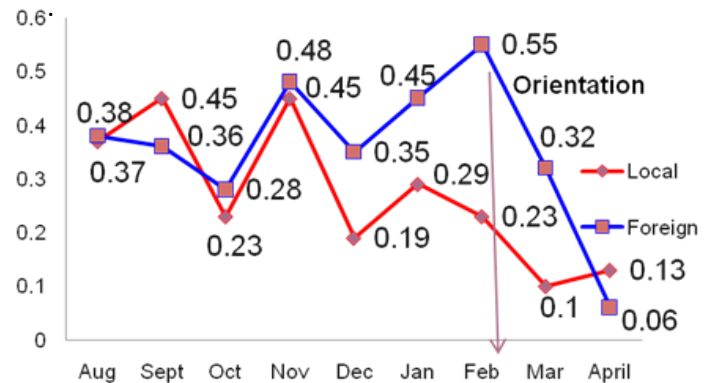
Pic 1. Attendance on 15 Feb 2013



Pic 2. Welcome Handbook

PDSA 2

No of complaints were obtained from Medical Affairs Unit. The trend was a reflection if the Induction Programme and peer buddy system had any impact on complaints.



Graph 1. Trend of complaints from August – April 2013

PDSA 3

Peer buddy system allows pairing up new doctor with a 'senior' peer. This aimed to allow communication between staff, provide advice for adaptation to hospital system and management issues. This ensured continuous support. 88.3% of the peer buddies felt allocated doctors will add value to KKH. Over 3 months review, the 50% new doctors strongly agree with 50% others agree that the peer buddy system helped them adapt better at work.

PDSA 4

This assessed the Induction Programme, peer buddy system and Welcome handbook. Altogether it would aid adaptation at work better. 100% of foreign doctors felt that welcome handbook was well-organised and easy to comprehend. 85.7% felt they could communicate more effectively with their patients and all felt that they could communicate more effectively with their colleagues.

Conclusion

By the end of the project, 100% had intention to extend their contract. Overall, 85.7% agree that they are satisfied working in KKH. This is a remarkable improvement compared to the feedback received from the previous foreign doctors who have left the department.

This project has initiated a new formal Induction Programme for all new doctors in Department of Obstetrics and Gynaecology in KKH. Not only does it provide excellent support to new doctors, but also encourages cohesion within the department .