



Resource Information Guide for Foreign Doctors



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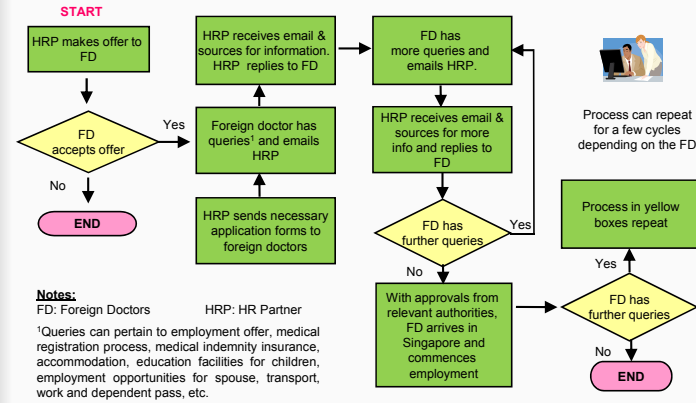
AIM: To provide important, sufficient and clear information to foreign doctors prior to their relocation to Singapore and joining KKH

BACKGROUND

The Medical Human Resource (HR) team provides advisory and human resource support to doctors in KK Women's and Children's Hospital. In the process of hiring, the team spent much time answering to Foreign Doctors' (FD) enquiries. The communication style and flow of providing information to FD varies with each team member and is lengthy due to differing queries. The information on relocation to Singapore is not available from a single source. The team reached consensus to work on this project titled 'A Resource Information Guide for FD', based on the selection criteria : feasibility, cost of implementation, relevance to work and benefit to HR.

METHODOLOGY

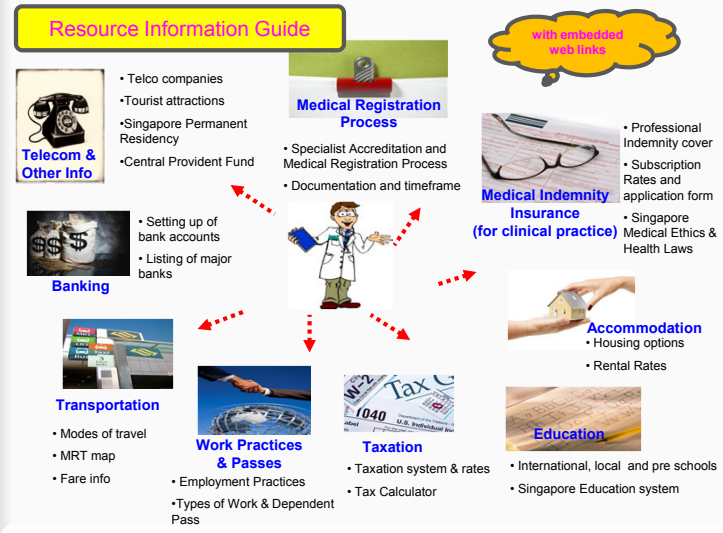
Workflow (Current)



Analysing the problem using the **cause and effect diagram**, the following key root causes were identified by the team to work on :

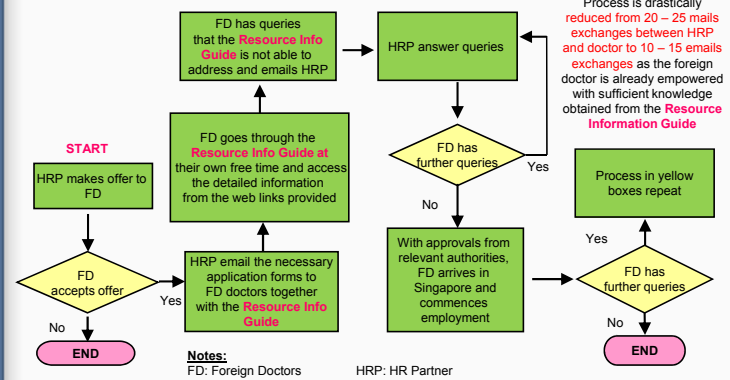
- Man** HR partner do not have the information and need to source for them
- Material** Lack of a single source/platform of information

The team agreed to work on a single platform of information to be given to the doctors upon acceptance of the offer of employment and to achieve a **target of 90% of respondents** indicating the resource information guide is useful. A **survey** on KKH foreign doctors was conducted to find out their needs, preferences and what they would like to see in the resource information guide.



RESULT

Workflow (New)



A revised recruitment workflow was also established incorporating the resource guide into our work process. A data analysis was conducted on the number of email queries received by each HRP and the results showed the number of email queries largely reduced by 50% to an average of 12 emails for each doctor.

Survey and Feedback

A second **survey** was conducted to candidates whom we had offered employment. 14 foreign doctors out of 20 responded to the survey and based on a 4 rating scale; 4 being most useful, 3 being useful, 2 somewhat useful and 1 being not useful, we achieved an average rating of 3.3 out of 4 for the 8 categories.

	Medical Registration	Medical Indemnity	Accommodation	Education	Taxation	Transport	Banking	Telecom	Average
Ave Score	3.4	3.1	3.1	2.9	3.4	3.5	3.4	3.4	3.3/4

From the survey feedback, we added information suggested by the foreign doctors:

Singapore Permanent Residency	Central Provident Fund	Local Tourist Attractions	Work Practices & Passes	Vehicle Licensing & Purchasing	List of Hotels/Hostels/Motels near KKH and Preschools	Emergency Contact Numbers
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Comments from foreign doctors given in the survey form...

- "Simple & easy to understand. Very comprehensive."
- "It is a great effort. It gives us all the information needed with useful links."
- "Comprehensive information about settling down in Singapore as an expatriate."

An overall question asking if the resource guide was useful had **100% respondents** who answered 'Yes'.

TARGET ACHIEVED !

CONCLUSION

- This project has certainly provided value-added services to our customers (ie foreign doctors) as well as build camaraderie and teamwork
- Information is now located in a single source and is readily available and accessible by both foreign doctors and HR partners
- Foreign doctors are better-informed and well-equipped on working and living in Singapore
- Higher level of satisfaction with HR partners from foreign doctors
- Time spent by HR partner to provide information is greatly reduced and is able to focus on other areas of work
- We have standardized our workflow and incorporated into our recruitment process. New team members are orientated on the usage of the guide