



Background

There is an increasing trend of international Medical, Nursing and Allied Health staffs in SGH since 2008. Therefore, there is a need to aid newly hired international staff working in SGH to understand and embrace local culture so as to ensure smooth integration into SGH and the Singapore society.

This project aims to address the negative feedback provided by past participants over 6 programme runs, increase diversity of participants and participation rate.



Current Conditions

Feedback from Participants:

(Data gathered over 6 sessions)

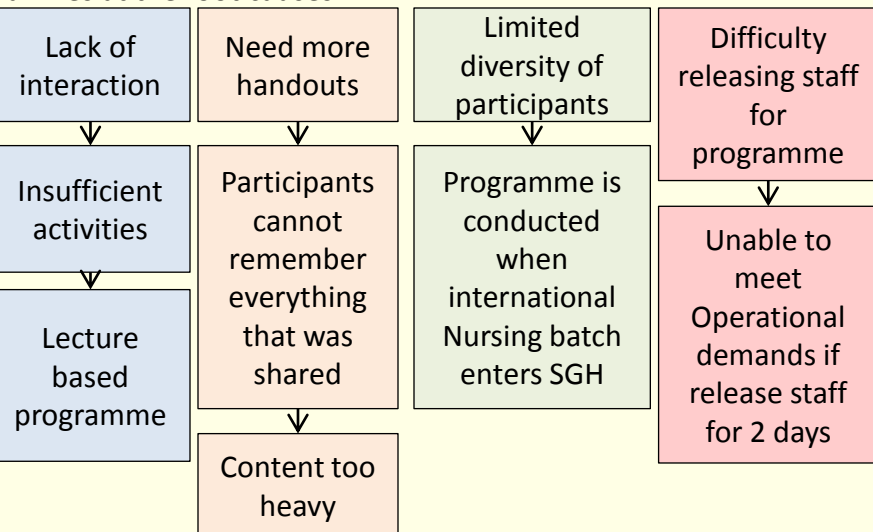
1. Lack of interaction (occurs 12 times out of 27 negative verbatim)
2. Need more handouts & heavy content (occurs 3 times out of 27 negative verbatim)

Observations from Project Team Members:

1. Limited diversity of participants (80% Nursing staff, 20% Allied Health & Ancillary staff)
2. Low participation rate from email invitations (Participation Rate = 90%)

Analysis

The team analysed the situation using the **5 WHYS approach**. The method involves asking "Why?" multiple times until the team arrives at the root causes.



From the analysis, the team discovered **4 main root causes**:

1. Lecture based programme resulted in lack of interaction among participants and facilitator
2. Content delivered was too heavy hence participants requested for handouts.
3. Diversity of participants was limited as the programme targeted mainly at International Nursing staff.
4. Due to operational demands, departments faced difficulty in releasing staff for 2 full days of programme

Proposed Solutions

1. **Cultural booths** with quizzes; food sampling of various cultural cuisines; group activities and discussion questions; engagement lunch with HODs and supervisors.
2. **Induction booklet** which includes information on Singapore's demographics, cultural and religious groups, transportation, food, laws, language and emergency contacts.
3. **Invitation** extended to all newly hired international Medical (Non-specialists) & Allied Health professionals.
4. **Programme duration** reduced to 1 day.



Results

(Data gathered over 3 sessions)

Negative feedback from participants:

- ✓ "Lack of interaction" → reduced from 12 negative feedback to **1**.
- ✓ "Need more handouts" → reduced from 3 negative feedback to **none**.
- ✓ Total negative verbatim reduced by **11**.

+ Additional positive comments include: Great food & cultural booths, interesting & useful.

Participant Demographics:

- ✓ Proportion of Medical, Allied Health and Ancillary staff increased by close to 3 times. (27% Nursing, 73% Medical, Allied Health and Ancillary staff).

Participation Rate:

- ✓ Participation rate increased from 90% to 96%.



Follow Up

The newly set up International Staff Office has taken over the continuation of programme from April 2014. The Office strongly recommends this programme for all international new hires.

