

# DOCTORS' REVAMP ORIENTATION

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## INTRODUCTION

Doctors' Orientation (DO) is organised to help Junior Doctors, who are newly posted to SGH, to get integrated to the culture and practice of our working environment. During past runs, LCD received repeated feedbacks that the orientation programme was too long, it lacked interaction and essential work items such as Access cards and IT access logins are not ready for collection.

## OBJECTIVES

- 1) Shorten the DO programme duration.
- 2) Create standardised workflows for Access card and IT access applications.
- 3) Increase interaction between Senior Management and Junior Doctors.

## METHODOLOGY

- 1) E-learning via Blackboard
  - Identify topics that are suitable for e-learning.
  - Speakers are able to focus more on sharing their clinical experiences, critical learning points and work culture during actual presentation.
  - E-quizzes are also incorporated to ensure that learning takes place.
- 2) Harmonise internal processes to create standardised workflows for Access card and IT access applications. LCD collaborated with Security and IT Team to streamline internal processes:
  - Draft memorandum for blanket coverage for access card applications; department secretaries no longer need to put up an individual application for every Junior Doctors.
  - Booth setup for Security to issue access cards.
  - IT access logins are given out at the end of the DO programme.
- 3) Engagement lunch with Senior Management
  - Chairman of Medical Board (CMB), Division Chairmen and Head of Departments (HOD) are invited for lunch with the Junior Doctors.
  - This provided opportunities for interaction and also to address concerns raised by Junior Doctors.



← A/Prof Ong (HOD of Anaesthesiology) mingling with our Junior Doctors.

→ A/Prof Chow (Chairman, Division of Medicine) extending her hospitality.



Prof Fong (Chairman, Medical Board) sharing his experiences with Junior Doctors.

## RESULTS

The first revamped DO was implemented in May'13 and a total of 7 runs have been conducted since 2013.

- ↓ programme duration by **17%**, from 9 hours to 7.5 hours.
- ↓ collection time for access card and IT access login by **33%**, from 3 days to 1 day.
- Average of **86%** of the Junior Doctors agreed that the engagement lunch is a good platform for interaction.



“Learnt a lot through the orientation. Please continue this orientation in the future as it helps a lot. Thank you!”

- DO on 1 July'14

## Our Junior Doctors say...

“Bosses were approachable and friendly. Setup encourages mingling and interaction.”

- DO on 3 Jan'14

“Gives us a chance to engage with other colleagues/seniors in a more relaxing atmosphere.”

- DO on 1 July'14

## CONCLUSION

The revamp ensures that the DO programme continues to be engaging, relevant and provides Junior Doctors with the necessary tools and knowledge to serve our patients more efficiently.