

Improving the Operational Efficiency in the Family Medicine (FM) Residency Administrative Team



Wong Lu Yi Eve
Program Executive

Dr Joanne Quah Hui Min
Program Director

SingHealth Group Medical Education Residency



❖ INTRODUCTION

To efficiently,

- Support FM residency training of 80 residents and the teaching duties of 18 core faculty and other physician faculty
- Allocate resources
- Enhance communications
- Forecast events preparation
- Improve job knowledge

❖ CHALLENGES

No work flow and duties allocation scheduled. Teammates unaware of upcoming events.

Only the person anchoring the event would be familiar with the processes and all events were under one person portfolio.

Other team-mates were not familiar and do not have exposure to manage events.

Too much work items to take note when events, meetings could fall on the same month.

❖ METHODS

New Workflow

Created an Excel document "Admin Duties Allocation" with planned schedule for the entire year.

Work items were listed on the month that required administrative support with allocated team members in-charge.

Program events were allocated to different members to anchor per Academic Year.

Excel document saved in shared drive for all team members to access conveniently.

	Jan	Feb	Mar	Apr	May	Jun	Jul
to GME	Dashboard Submission FTE & PFI Felicea, SJ	Hosp Rotation Submission FTE & PFI Felicea, SJ	Request faculty for scholarly and fac development FTE & PFI Felicea, SJ	Request faculty for scholarly and fac development FTE & PFI Felicea, SJ	Request faculty for scholarly and fac development FTE & PFI Felicea, SJ	Dashboard & Rise award Submission FTE & PFI Felicea, SJ	OPEX budget FTE & PFI Felicea, SJ
CCC/PEC		Posting Announcement R1-R2 Posting Announcement R3	SOC Planning R3 Posting Announcement R3	SOC Planning R3 Posting Announcement R3	Posting Announcement R1-R2 Posting Announcement R3	SHPL Leave Chart & Fac. Day for 6 months Posting Announcement R3	Posting Announcement R3
Sat Core admin support (rotator to also keep events/ volunteers in mind)		send email to residents to submit portfolio for CCC		SIDS (Nic - registration)		PEC ADS Milestone	
Minutes (Fac, CCC, PEC)	Fac Meeting Keng Hui	Fac Meeting Gern	Fac Meeting Nicole	Fac Meeting Felicea	CCC	PEC Eve	Fac Meeting Keng Hui
Events	1 SMS ANZ-NZ 8 Jan 2018 Keng Hui	Submit rotation plan	FM Residency Get-Together 22 Mar Thur evening	SH Residency Orientation 22 Apr full day Keng Hui	Program Retreat Felicea	FM Program Orientation for New B2B3 10 Jun (1hr before/after Sat Core)	SMS UK-J Nicole

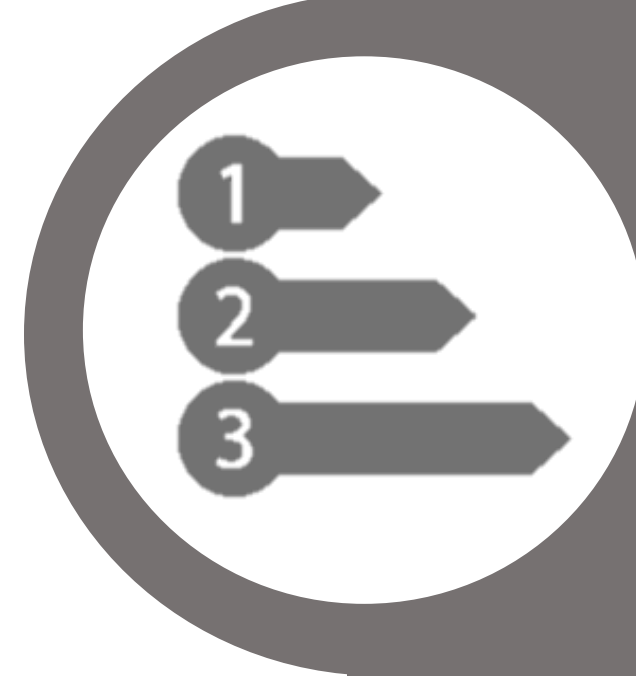
❖ RESULTS



Teammates agreed that the shared document that they could refer to at any time was useful in **enhancing work efficiency** without having too many meetings to provide team updates.



Given the opportunities to anchor different events, teammates had **gained more job knowledge** through job rotational basis.

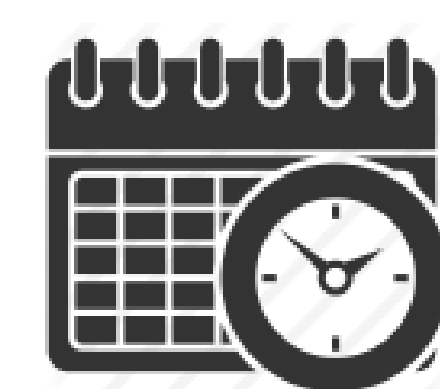


Team-mates were **clear** of their allocated tasks. Able to **plan and prioritise** the different tasks on hand.

❖ FEEDBACK



"It definitely helps. Also, It is fair that we can see the number of events that has been scheduled among our colleagues"



"With this spreadsheet, I will know the different submission deadlines, allows me to have advance notice so as to have ample time to prepare for events, periods to map the different evaluation forms"



"very useful! – will take into account before applying for leave"

❖ CONCLUSION

The implementation of the new workflow:

- Provides transparency and shared understanding in the team
- Further motivates the team to strive to enhance other operational administrative processes
- Provides a sense of achievement and benefits everyone in the team
- Generated positive feedback