

Development of Induction Programme for New Appointment Holders and Staff:

- SingHealth Medical Board (SMB) Members,
- SingHealth Duke-NUS Disease Centre (SDDC) Heads, and
- Group Chairman Medical Board Office (GCMBO)/SDDC Admin Staff

Background & Aim

It is important for new appointment holders/staff to have a better understanding of their job role and be provided with resources to support them. A structured induction programme was thus developed to enable these appointment holders/staff to perform their roles effectively with confidence.

Methodology

We engaged various stakeholders to identify information that would benefit new appointment holders/staff and developed the following induction materials:

Duties of SMB Members

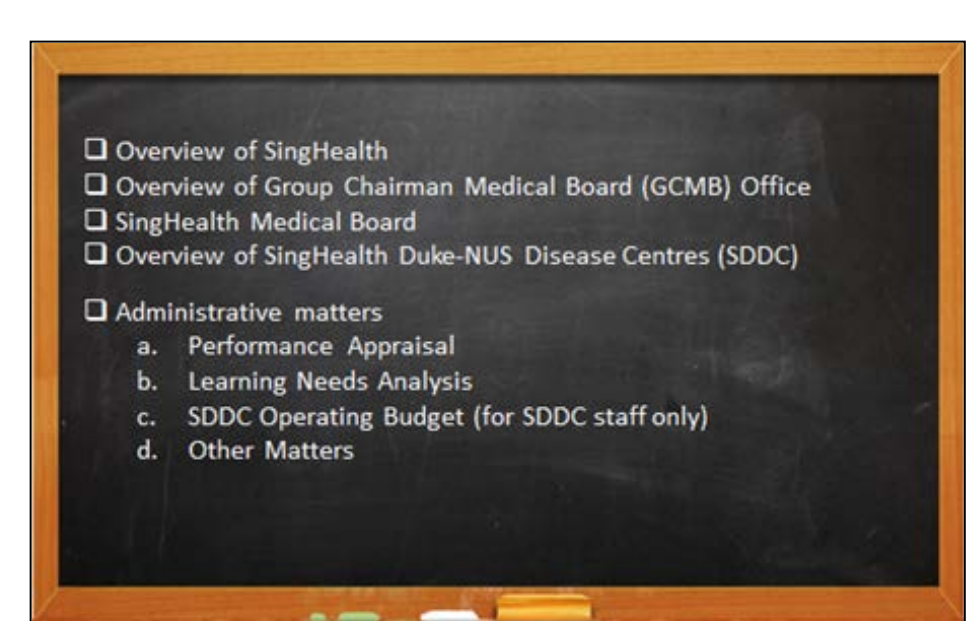
- Agree on Cluster-level medical and clinical policies and procedures and coordinate activities and policies which transcend institutions.
- Provide advice, review and report to Core Leadership on Cluster-level medical or clinical policy-related matters and professional practices.
- Recommend to Core Leadership action needed for policies affecting medical and clinical staff organisation and medical care within Cluster.

SMB Member Induction Slides

Main Roles & Accountabilities

- Work together with the EXCO for strategic planning, setting directions and targets for the SDDC:
 - Define and identify conditions or procedures
 - Protocols for best care
 - Review performance indicators
 - Wait times, outcome, patient experience, costs (value-driven outcomes)

SDDC Head Induction Slides



Admin Staff Induction Slides

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2.	SingHealth Alert, Escalation & Notification Framework	5
3.	Management of Sponsorships, Gifts and Conflicts of Interest	5
3.1	Sponsorship of Conferences and Courses Offered by Vendors	
3.2	International Conferences and Courses Sponsored by Health Products Industry	
4.	Classification and Access to Electronic Medical Records of VIPs	6
5.	Infection Control	6 - 7
5.1	Infectious Diseases-related Employee Health	
5.2	Employment of Personnel with Hepatitis B, Hepatitis C or Human Immunodeficiency Virus	
5.3	Framework for Planning, Coordination and Conduct of Seasonal Influenza Vaccination Exercise	

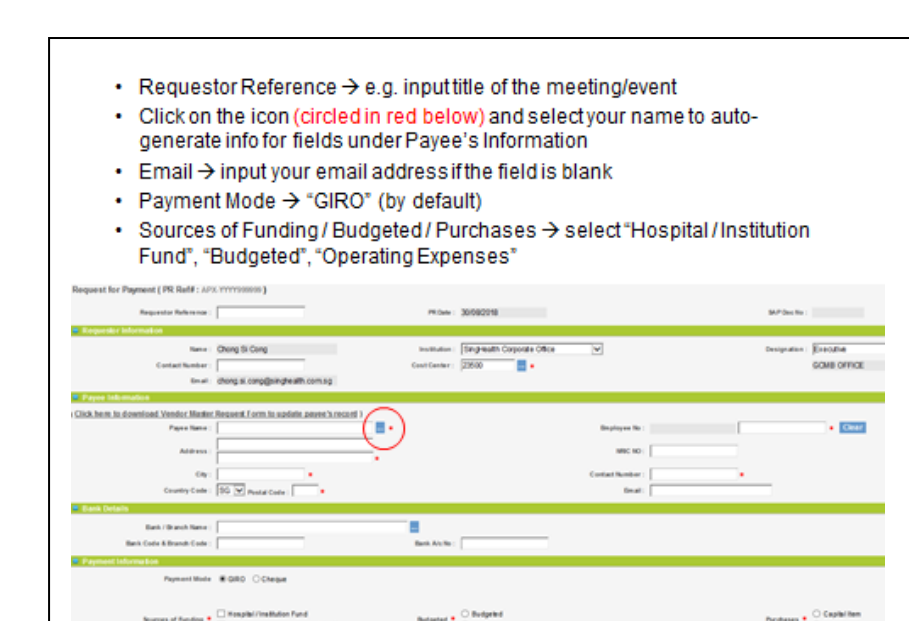
SMB Handbook

(For SMB members – Highlights key cluster policies and major SMB decisions)

S/N	Topics	Page
1.	Introduction	
1.1	Broad Overview	4
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2.4	Administrative Support	6
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3.	Work Plan and Budget Cycle	
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3.2	Submission of Work Plan and Budget	6
3.3	Timeline for Work Plan and Budget Cycle	7

SDDC Admin Handbook

(For admin staff - Overview on SDDC, Workplan Budget and operational matters)



IT Application Guide

(For admin staff - Detailed guides on commonly used IT applications, e.g. eForms)

- These materials were made available to new appointment holders/staff when they first joined.
- Electronic copies were used as they are environmentally friendly and could be easily updated.
- Resources for admin staff were also deposited in a shared folder to facilitate future access by staff.

Induction Sessions

- Face-to-face induction sessions were organised between new appointment holders/staff with key staff to clarify expectations and roles.
- Induction sessions for new appointment holders were conducted by Group Chairman Medical Board, while those for new admin staff were conducted by GCMBO.



Results

7 new appointment holders and **5** new admin staff had undergone the new induction programme to date.

In general, the feedback received were that:



The induction slides were **succinct, informative** and **insightful**.



The duration of the induction session was **just right**.



The induction session **facilitated communications** and allowed inductees to seek further clarification with key staff/supervisors.



The inductees felt that they were **more confident** in performing their roles after the induction session.

The pre-reading material was useful and allowed us to just focus on points for clarification during the face-to-face induction session.



A/Prof Ruban Poopalalingam
Deputy Chairman,
Medical Board, SGH

It is certainly good to include the induction as part of the onboarding process. The session was useful as the relevant individuals were there. The slides were succinct and the allocated time was just nice.



Adj A/Prof Benedict Tan
Head, SingHealth Duke-NUS
Sport and Exercise Medicine
Centre

The slides were insightful and provided an overall view of our role as SDDC Executives.



Ms Woo Jinsi
Executive, SingHealth Duke-NUS
Sport and Exercise
Medicine Centre

The induction was very insightful and helped me understand the department, as well as various workflows and duties.



Ms Sharon Long
Executive, Group Chairman
Medical Board Office, SingHealth

Conclusion

New appointment holders/staff left positive feedback on the induction programme as they felt that they had benefitted from its content. Moving forward, we will continue to refine the programme to ensure its relevance and comprehensiveness.