



Singapore Healthcare  
Management 2019

# HMDP Fellowship Journey from Application to Deployment

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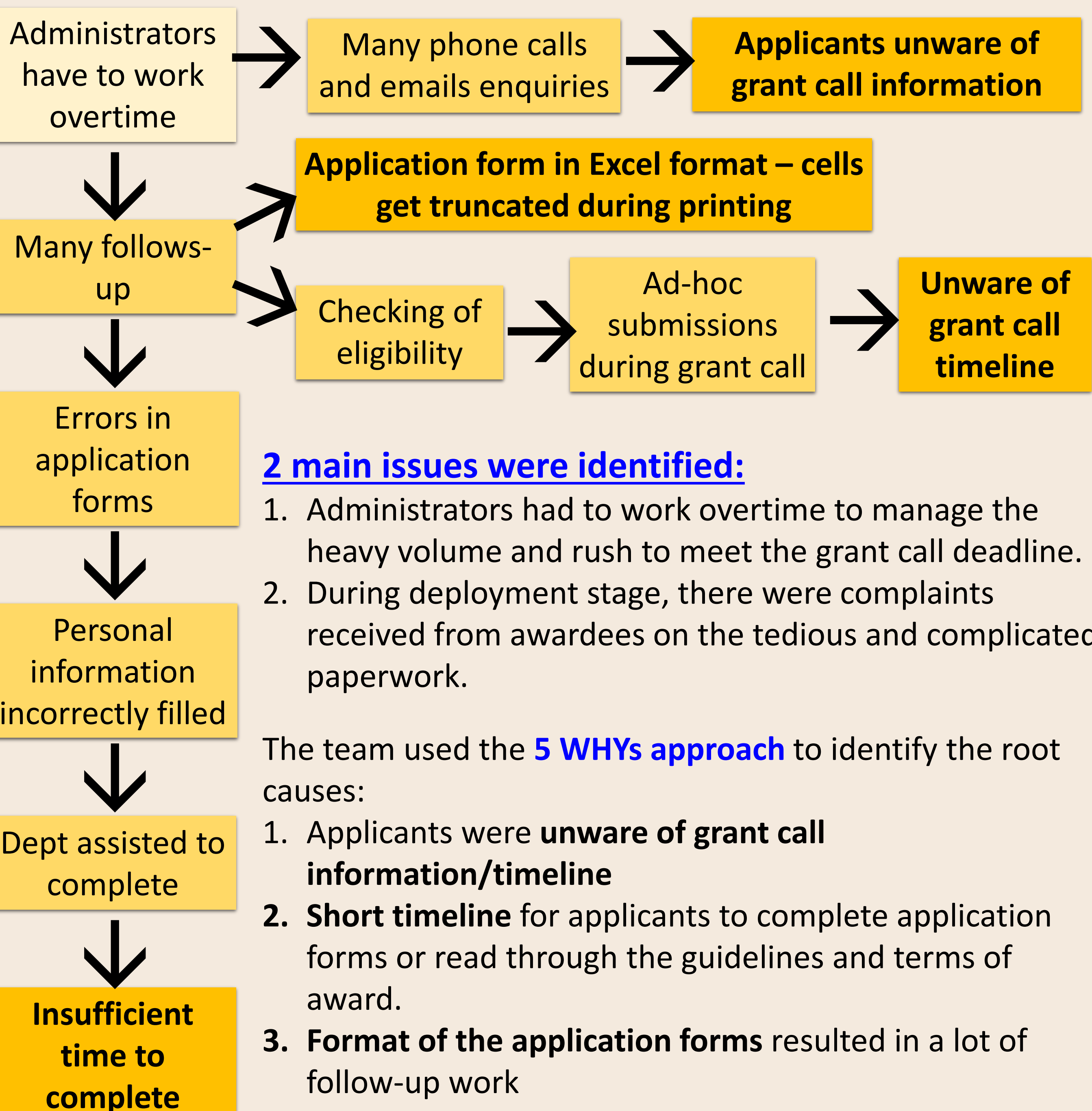
Learning & Career Development (LCD), HR

## Introduction

The SingHealth Health Manpower Development Plan (HMDP) Fellowship annual grant call is opened for submissions for approximately 7 weeks in June. There was an increase in the number of appeal cases and issues were identified to have stemmed from details submitted during application which could potentially be reduced.

## Problems & Proposed Solutions

### Grant Call

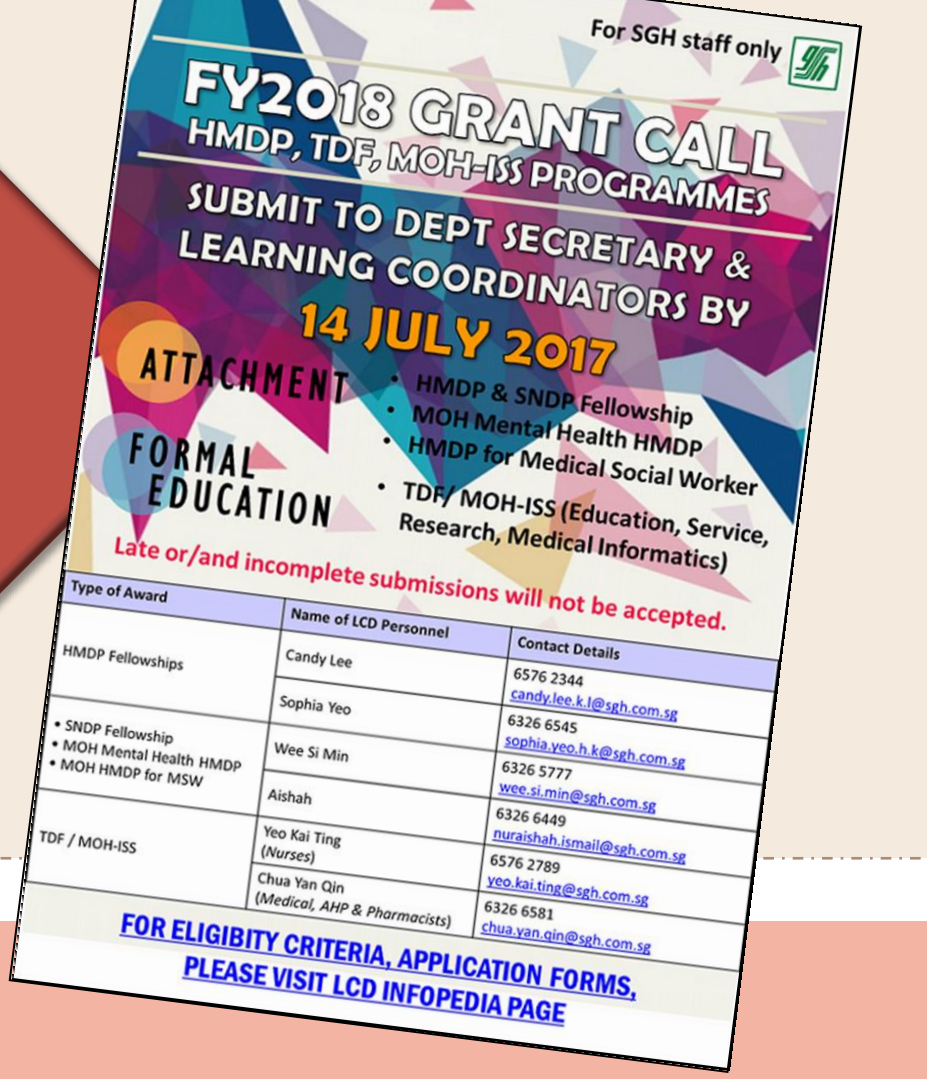
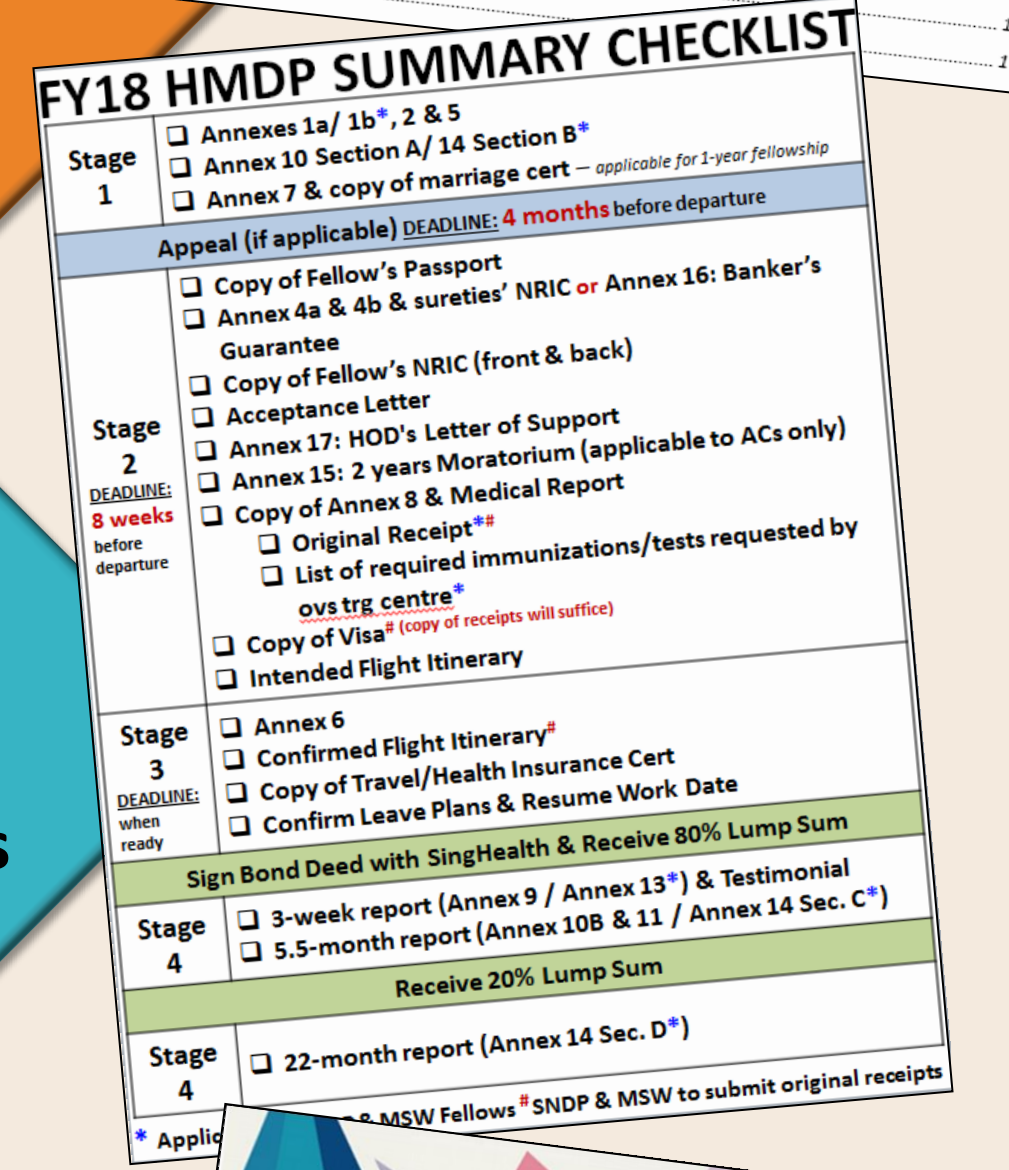
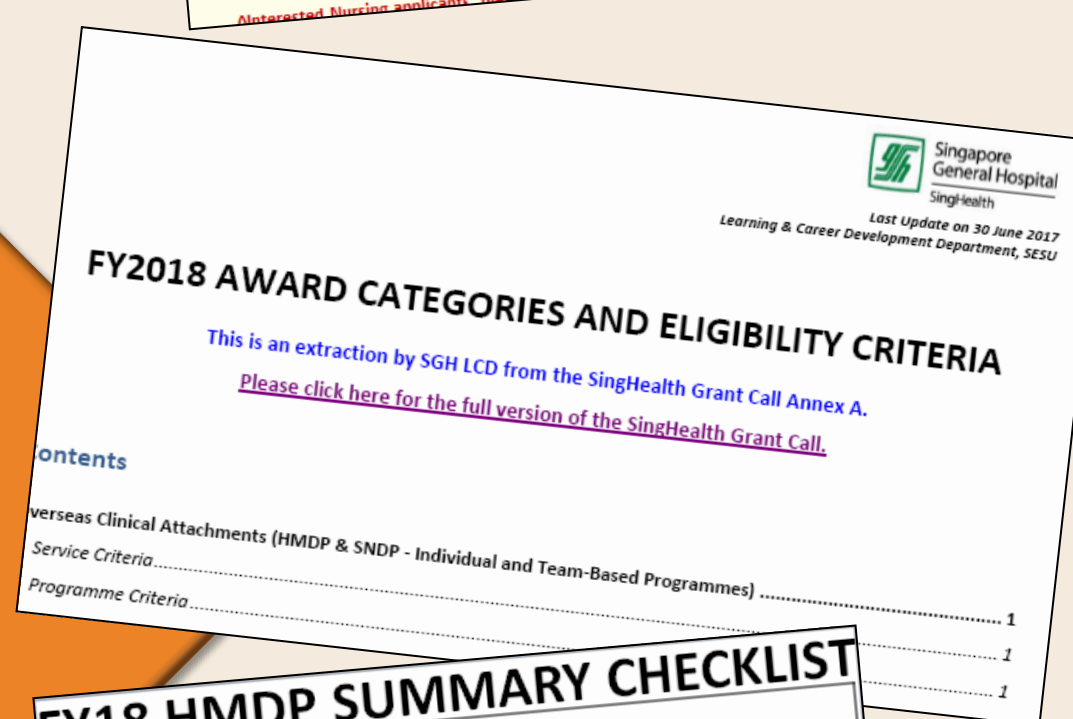
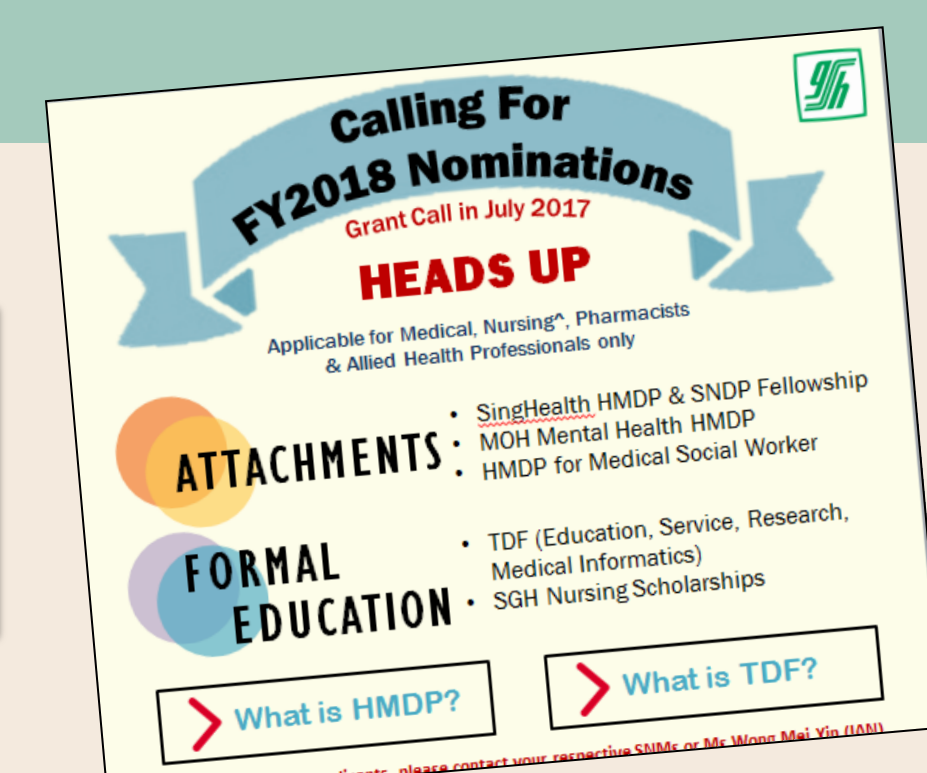
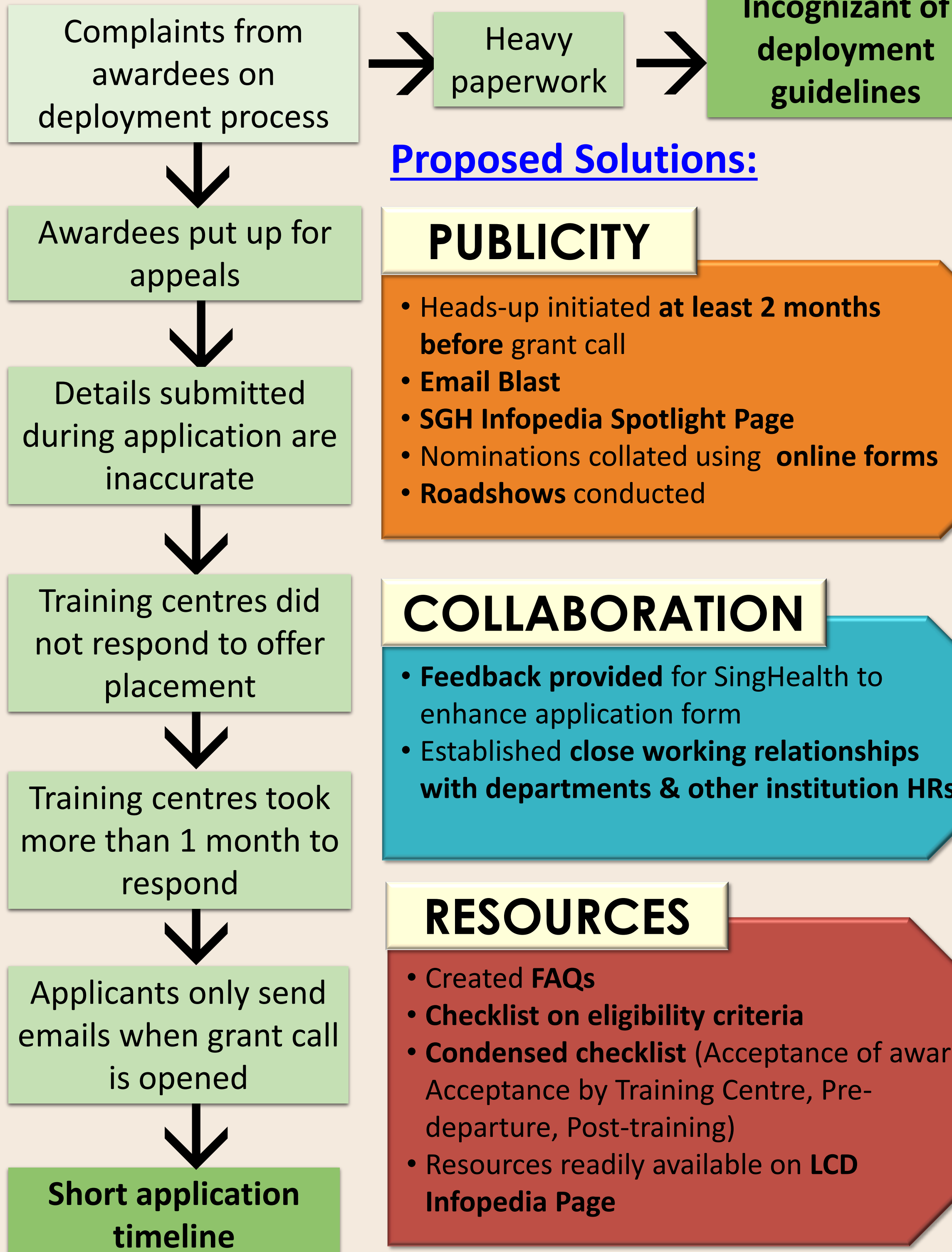


After further analysis of the results, team noted that **actions taken in grant call have a direct impact on deployment**. Therefore, deployment issues needed to be addressed during the grant call as well.

## Objectives

- Facilitate a smooth administrative process for staff from application to deployment
- Create awareness on the ground to ensure ample time for planning
- Highlight important terms and conditions of award and things to note prior to training

### Deployment



## Results

### HEADS-UP\* ROADSHOWS

**51** Applicants attended + **12** Dept secretaries attended

111 Applicants (97%) adhered to the submission deadline.

\*Heads-Up roadshow conducted before grant call

### DEPLOYMENT\* ROADSHOWS

**53** Awardees attended (91%) **0** Complaints on being unaware of submission process

Comparing FY18 to FY17, the number of appeals for change in training centres **reduced by 7%**.

\*Deployment roadshow conducted after announcement of results

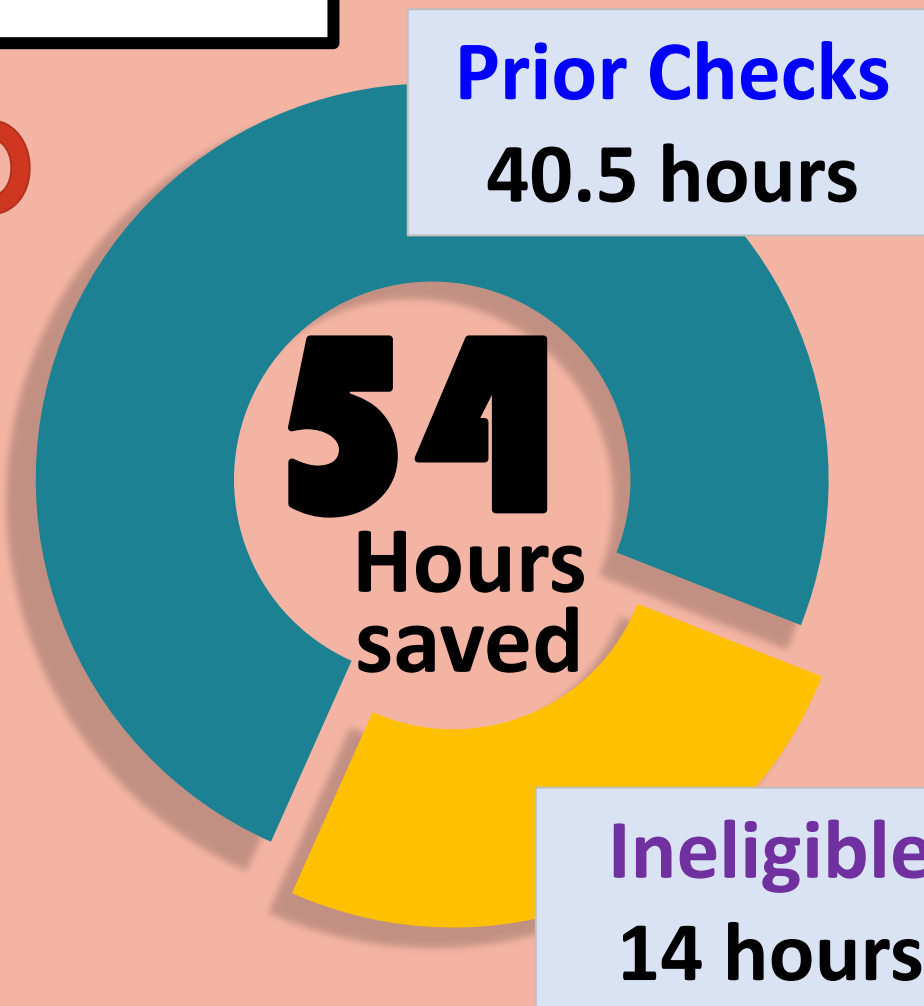
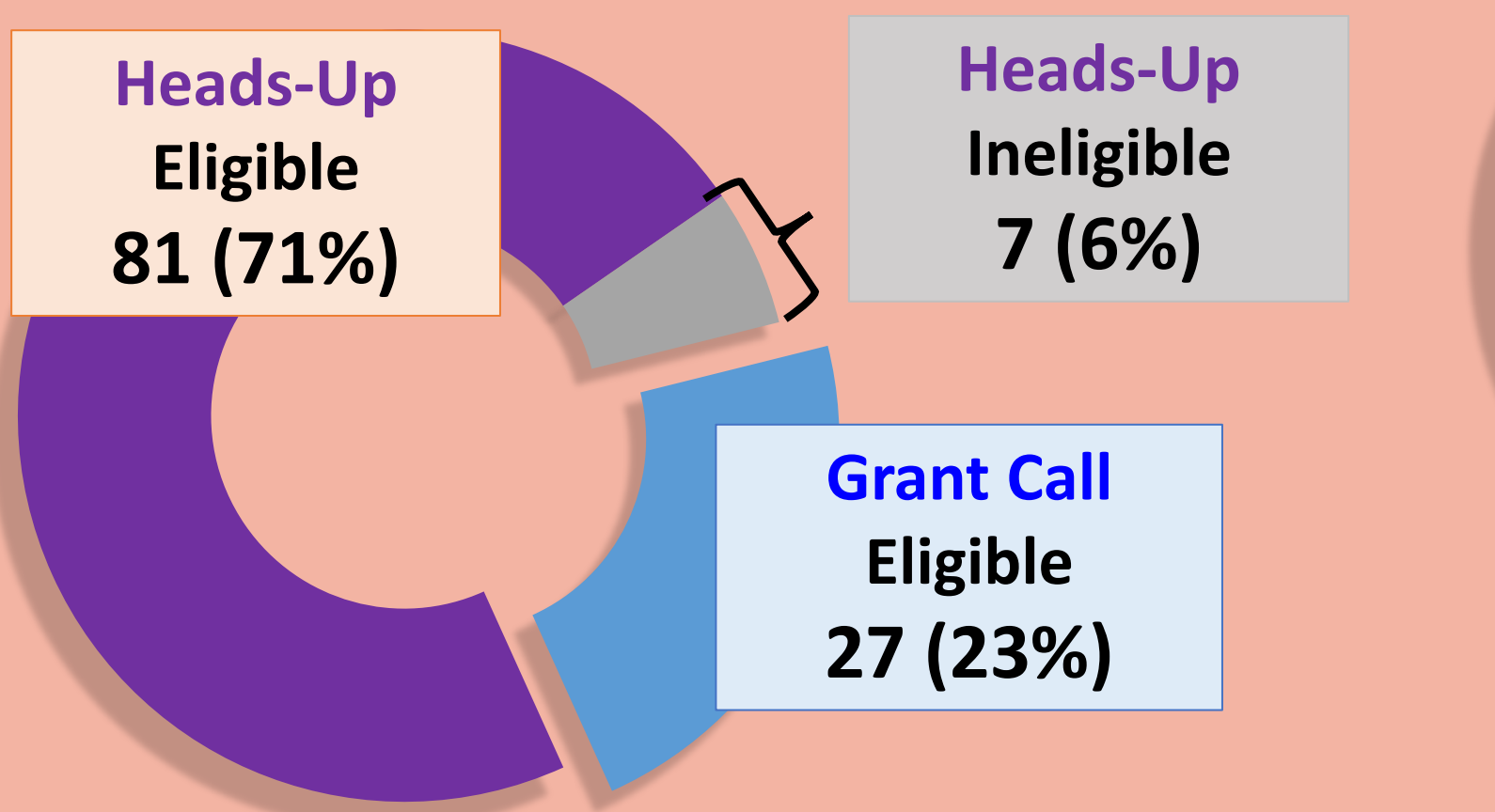
### ENHANCED APPLICATION FORMS

Collaboration with SingHealth to change the format to MS word and automation of selected fields proved to be effective as the number of errors found **reduced by more than 50%**.

**Before (MS Excel)**

**After (MS Word)**

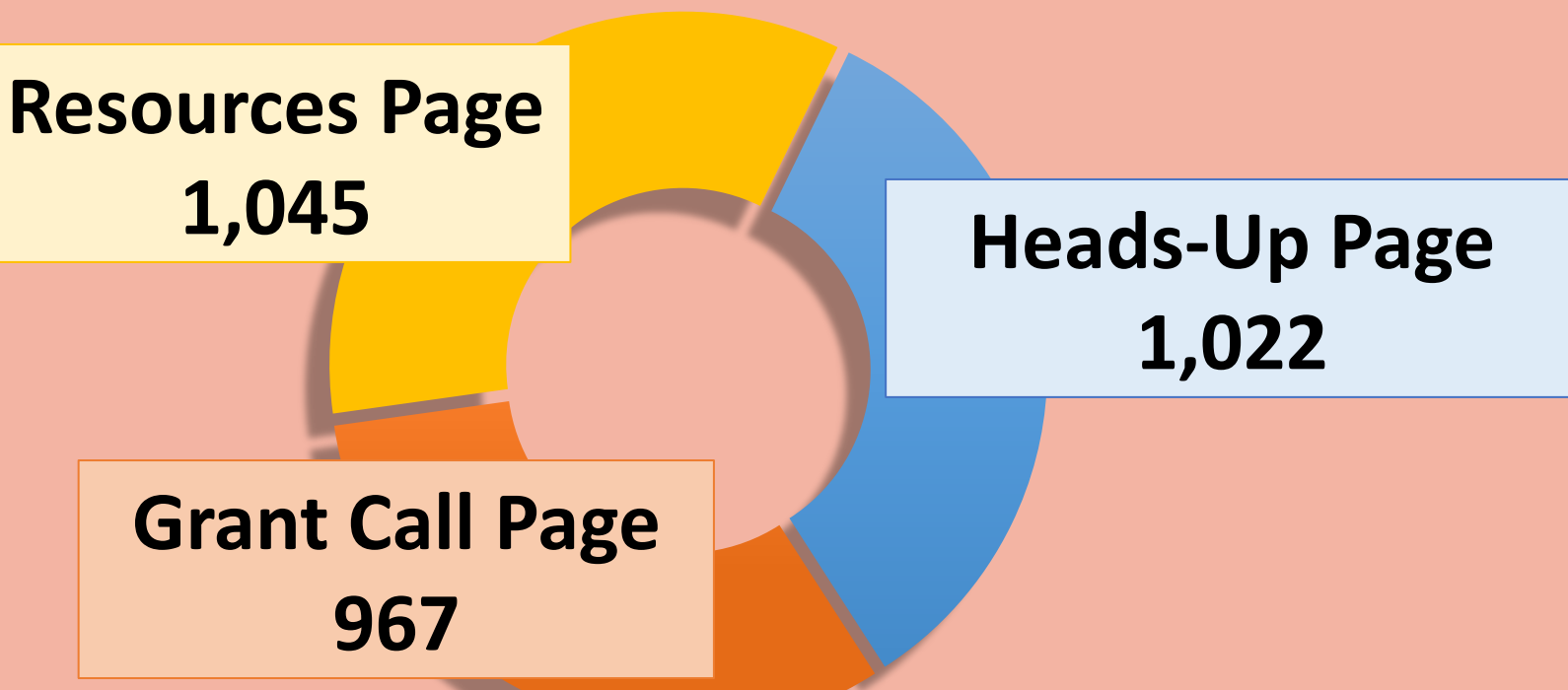
### APPLICATIONS RECEIVED



Overtime hours reduced significantly during the 3-week checking as

- prior eligibility checks were done, saving 40.5 hours; and
- 7 ineligible applicants identified prior to grant call, saved 14 hours as applications were not submitted.

### LCD INFOPEDIA PAGE TOTAL VIEW COUNT



There is a **significant reduction** in emails and phone calls. Also, when handling emails and phone calls, **lesser time** spent as they are directed to online resources.

## Conclusion

- Prior planning of the grant call and a streamlined process, helped to:
- ✓ Reduce redundant paperwork and follow-ups
  - ✓ Mitigate anxiety on administrators as there was more time for panel preparation
  - ✓ Provide more preparation time for applicants to draft proposals, find team members and liaise with training centres

Roadshows are now conducted annually. In FY2020, heads-up was called out 4 months earlier to create awareness and prepare applicants for grant call. The team will continue to review and enhance process.