

HMDP Fellowship Journey from Application to Deployment

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018 Nomination

FY2018 AWARD CATEGORIES AND ELIGIBILITY CRITERIA

This is an extraction by SGH LCD from the SingHealth Grant Call Annex A

Please click here for the full version of the SingHealth Grant Call,

SUBMIT TO DEPT SECRETARY &

LEARNING COORDINATORS BY

FY18 HMDP SUMMARY CHECKLIST

EDUCATION

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 Administrators Many phone calls **Applicants unware of** have to work and emails enquiries grant call information overtime **Application form in Excel format – cells** get truncated during printing Many follows-Ad-hoc **Unware of** up Checking of submissions grant call during grant call timeline Errors in

2 main issues were identified:

- 1. Administrators had to work overtime to manage the heavy volume and rush to meet the grant call deadline.
- 2. During deployment stage, there were complaints received from awardees on the tedious and complicated paperwork.

The team used the 5 WHYs approach to identify the root causes:

- 1. Applicants were unware of grant call information/timeline
- 2. Short timeline for applicants to complete application forms or read through the guidelines and terms of award.
- 3. Format of the application forms resulted in a lot of follow-up work

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

Complaints from awardees on deployment process

Awardees put up for appeals

Details submitted during application are inaccurate

Training centres did not respond to offer placement

Training centres took more than 1 month to respond

Applicants only send emails when grant call is opened

Short application timeline

Incognizant of Heavy deployment guidelines

Proposed Solutions:

PUBLICITY

- Heads-up initiated at least 2 months **before** grant call
- Email Blast
- SGH Infopedia Spotlight Page
- Nominations collated using online forms
- Roadshows conducted

COLLABORATION

- Feedback provided for SingHealth to enhance application form
- Established close working relationships with departments & other institution HRs

RESOURCES

- Created **FAQs**
- Checklist on eligibility criteria
- Condensed checklist (Acceptance of award, Acceptance by Training Centre, Predeparture, Post-training)
- Resources readily available on **LCD Infopedia Page**

Hours

saved

Results

HEADS-UP* ROADSHOWS

Applicants

application

forms

Personal

information

incorrectly filled

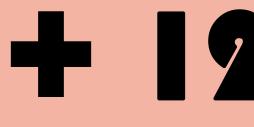
Dept assisted to

complete

Insufficient

time to

complete



Dept secretaries

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

*Heads-Up roadshow conducted before grant call

Awardees attended (91%)



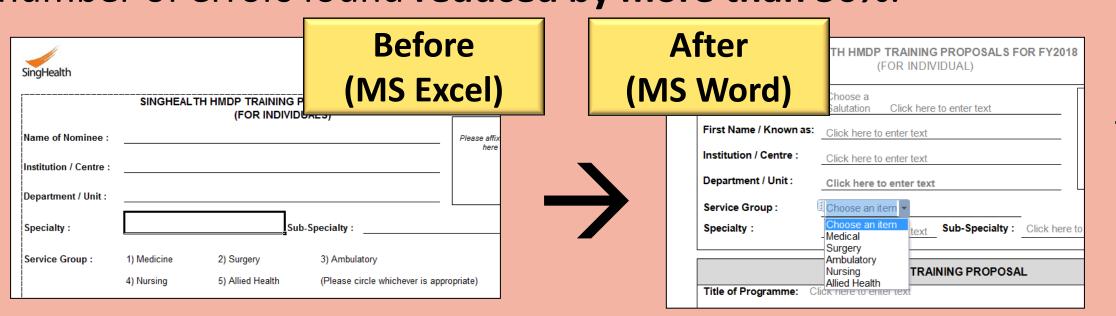
Complaints on being unware of submission process

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%.



Heads-Up Heads-Up Ineligible Eligible 7 (6%) 81 (71%) **Grant Call** Eligible 27 (23%)

LCD INFOPEDIA PAGE

TOTAL VIEW COUNT Resources Page 1,045 **Heads-Up Page** 1,022 **Grant Call Page** 967

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.

Prior Checks Overtime hours reduced significantly 40.5 hours

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.

Conclusion

Ineligible

14 hours

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, headsup was called out 4 months earlier to create awareness and prepare applicants for grant call. The team will continue to review and enhance process.