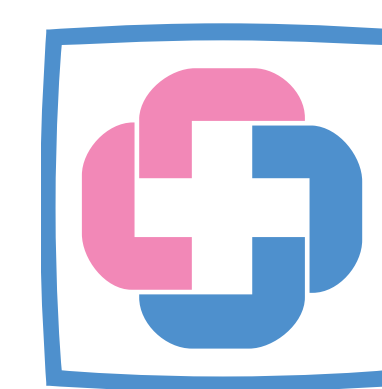




**Singapore Healthcare
Management 2019**

KKH EMPLOYEE ORIENTATION PROGRAMME

Building an Engaged Workforce



**KK Women's and
Children's Hospital**
SingHealth

**Deborah Fen Yap Soh Hoon
Kayathri D/o Mannan Bedayan
Tan Juan Fiu Louis**

**Human Resources Division
KK Women's and Children's Hospital**

BACKGROUND

In KK Women's and Children's Hospital (KKH), all new employees attend a one-day Employee Orientation Programme (EOP).

The EOP was reviewed in 2016 to ensure relevancy and integrate new employees into the KKH Family. Following this review, 3 focus areas were identified for the revised EOP.

Area	Objective
Welcome! ☺	• Welcoming new employees to the KKH Family
Patient Focus	• Introduction to SingHealth Motto PATIENTS. AT THE HEART OF ALL WE DO.® • How employees can contribute to KKH's purpose and vision
Employee Focus	• Instil a sense of pride • Sharing on KKH's achievements and milestones • Sharing by long serving employees on their motivation and passion working in KKH

METHODOLOGY

- Conducted feedback sessions to determine information new employees would find useful:
 - What are the objectives of orientation for new employees?
 - What would a new employee like to know?
 - What would KKH as an organisation like to share?

Information Gathering



Brainstorming

- Ideas from HR and Senior Leaders
- Sharing of experience and best practices

- Review with Senior Leaders
- Conducting pilot session
- Reviewing of programme for improvements

Review

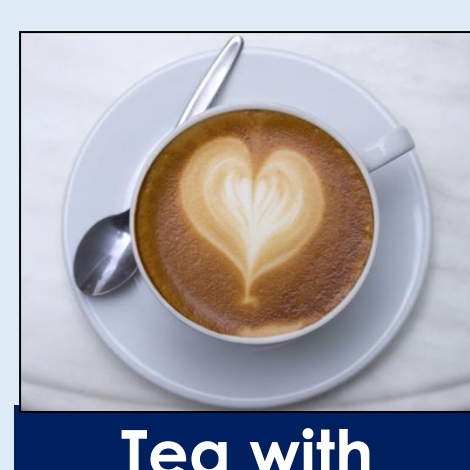
APPROACH

The first revised EOP session was conducted on 20 September 2018. To increase employees' engagement and retention of the 3 focus areas; stories from both patient and employees are shared and fun activities are introduced.

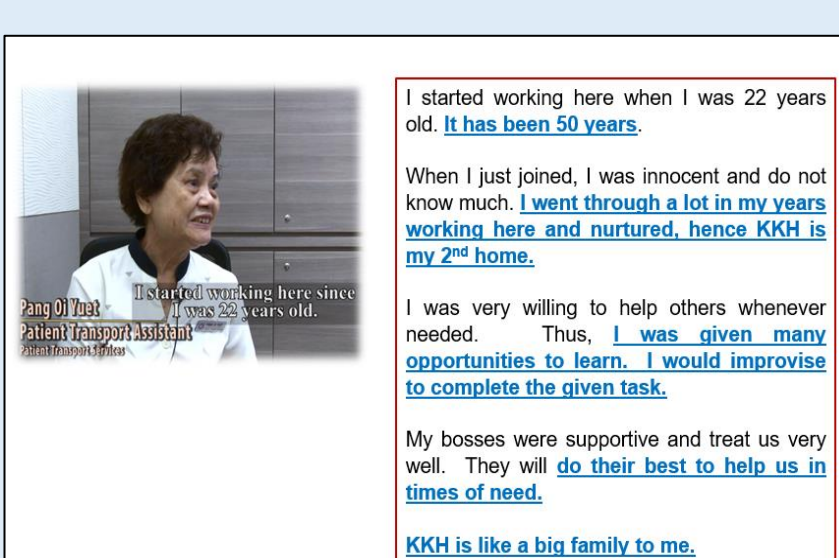
EOP Highlights



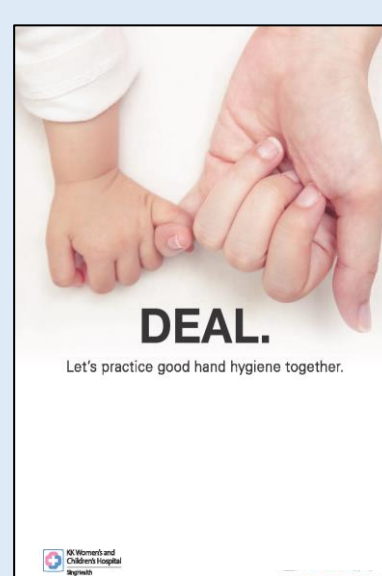
**Welcome! ☺
by a Senior Leader**



Tea with Senior Leaders



Videos of Long Service Award (LSA) Recipients



Puzzle Activities to Reinforce Key Messages



KKH Amazing Hunt



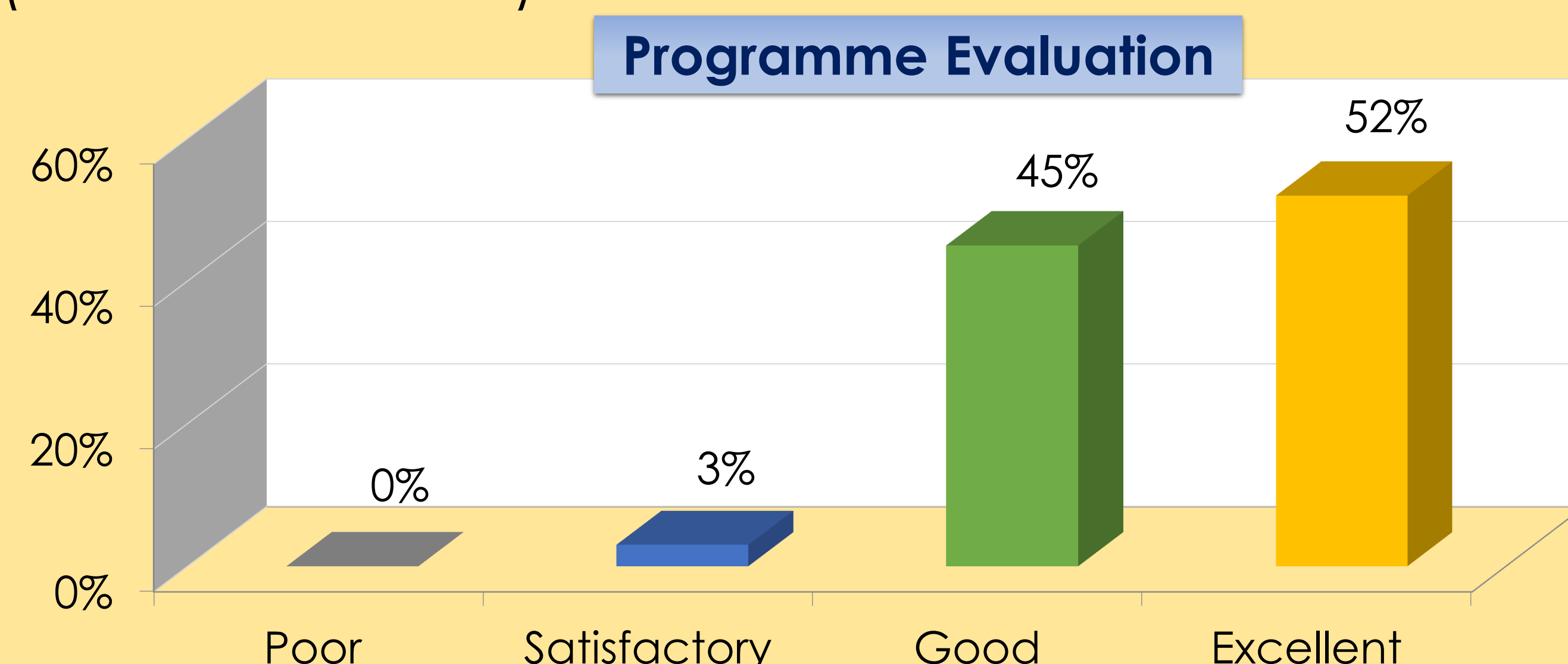
Table Activities to Enhance Learning Experience



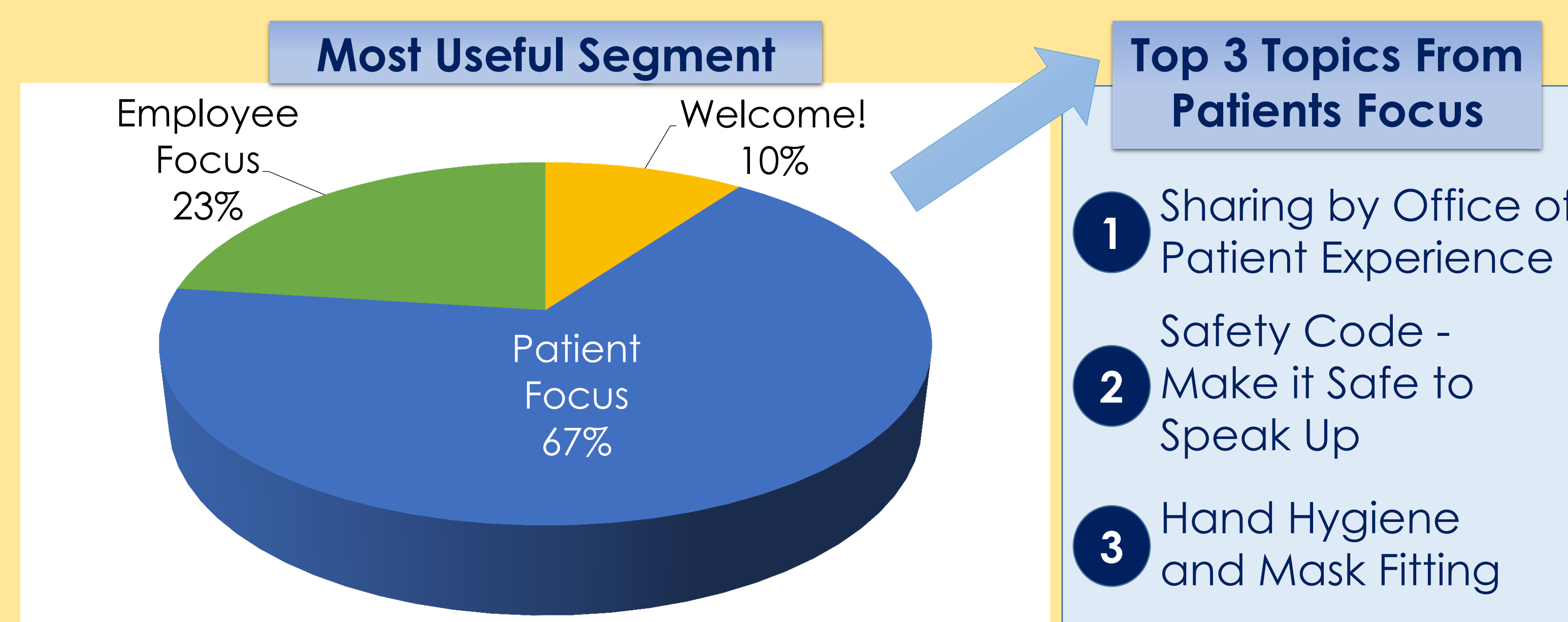
Tour to Departments

RESULTS

To date, 9 sessions with a total of 168 new employees attended the revised EOP. The average programme evaluation rating is 97% (Good and above).



From the feedback gathered, 67% of the participants rated the segment on Patients Focus as most beneficial.



Top 3 Topics From Patients Focus

- Sharing by Office of Patient Experience
- Safety Code - Make it Safe to Speak Up
- Hand Hygiene and Mask Fitting

Verbatim Feedback Received From EOP Participants:

- Sharing of patients' experiences provided useful insight and highlighted the importance of empathy in our work
- Safety CODE: To speak up when things are not right at work and ensure work is done properly to ensure patients' needs are fulfilled
- Watching videos of LSA recipients was inspirational and instilled a sense of pride in working in KKH
- CEO took time to speak to us despite his busy schedule
- The hands-on games were fun and well-planned
- An excellent and engaging programme!

IMPROVEMENT PLANS

Some suggestions received to improve EOP:

- More activities
- Organise guided visit to more departments
- To share key information on Human Resources (HR) policies or Hospital's initiatives

There is an on-going effort to refine EOP's content and activities to ensure the relevance and quality of EOP to our new employees. Another review with the various stakeholders will be done in September 2019.

CONCLUSION

An effective and engaging EOP helps to acclimatise new employees with KKH's vision, core values and culture. From the positive responses received from the participants, KKH HR has achieved the intended objectives. KKH HR will continue to gather feedback and review the EOP to create an engaging and positive experience for our new employees who strive to always have **'Patients. At the Heart of All We Do'.**