



Clinic Orientation

Singapore Healthcare
Management 2019

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Introduction

The Specialist Outpatient Clinics (SOCs) is a very big department consisting of 28 clinics and centres, thus there are a lot of information to share with the newly joined staff. It is important that we engage the new staff from day one and ensure that they do not feel overwhelmed and lost on their first few days of work.

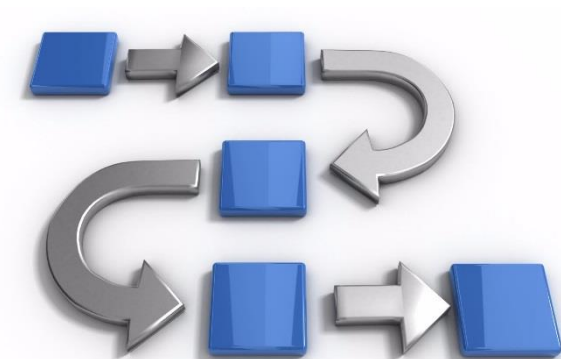
Aims



- ❖ To ensure the new joiners acquire basic information about the assigned clinic.
- ❖ To make use of visual tools to engage new joiners.
- ❖ To enhance communication to new joiners.



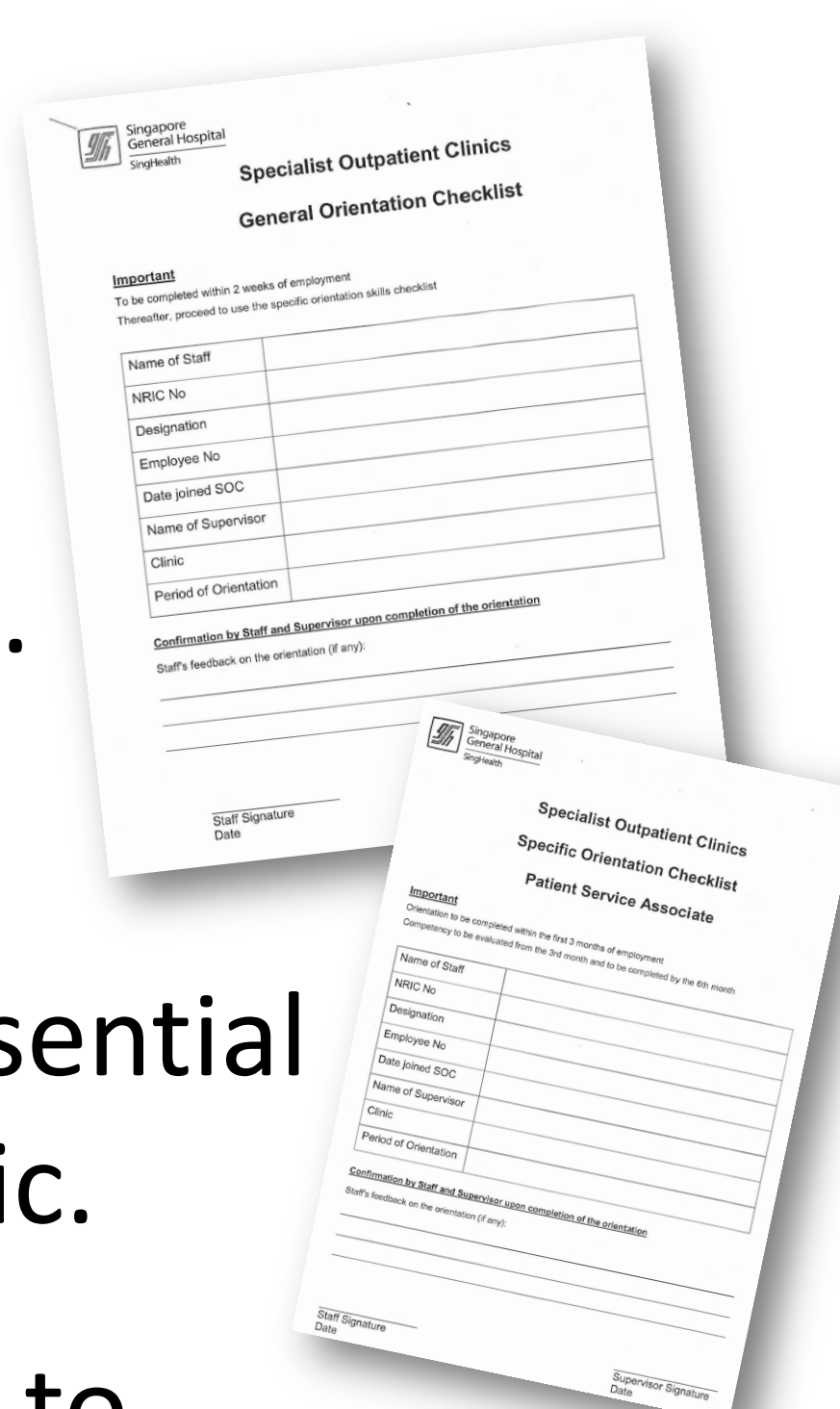
Methodology



1 The team reviewed the old orientation checklist to identify areas for improvement.

2 We gathered feedback and suggestions to identify information that are useful and essential to help the new staff adapt well to the clinic.

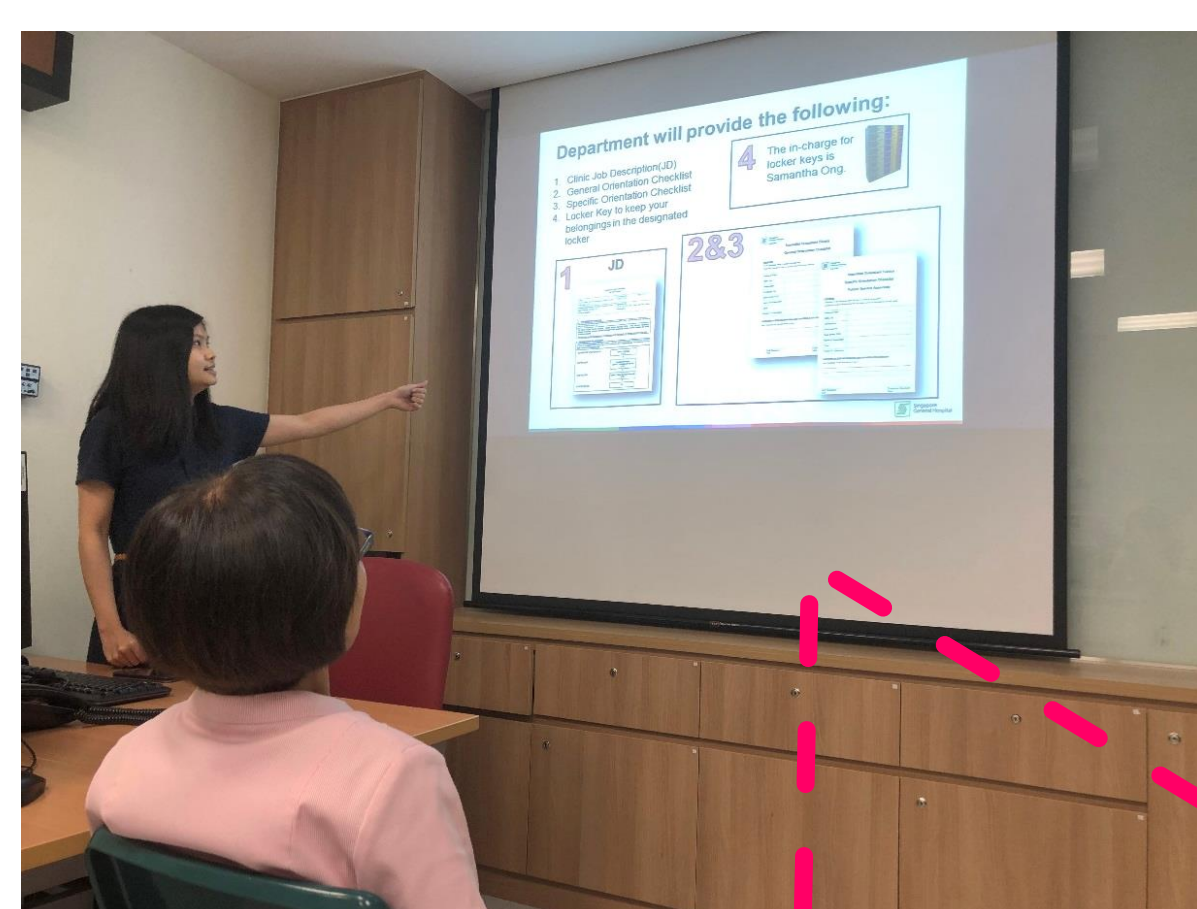
3 Orientation guide was created with images to achieve better visual effect and understanding.



4 Piloted the guide on new staff and obtained feedback for improvement.

5 Shared this initiative at the SOC meeting to all clinic-in-charge to adopt this new initiative.

6 The guide was updated promptly and saved in the **shared drive** for sharing to all SOC staff.



Results



- ✓ Establish a framework to orientate new joiners.
- ✓ Uploaded clinic information in the SOC Infonet for easy reference.



SPSA Stacey, SOC B

I have a better overview of the clinic workflows.



SPSA Krish, SOC L

I do not feel so lost on my first day of work.



SPSA Hema, MSC

I understand what are my job scopes better.

Conclusion

It is important to engage a new joiner right from the start. The first impression will form at the beginning. This orientation tool serves as a communication guideline for all supervisors to run through the essential information needed to be shared with a new staff. The visual tool will have a greater impact on helping the new staff understand the clinic better.

