



Singapore Healthcare Management 2021

TIME SAVING

As a result of publishing courses in SingHealth LMS online catalogue

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Aim



SingHealth Office of Biosafety (OoB) has been delivering safety training to SingHealth researchers for many years. OoB aims to streamline the registration process for our safety training courses hosted on SingHealth elearning platform by publishing on the online course catalogue. Coupled with a comprehensive workflow for course management and registration, this study is to review the outcome of the efforts, and the area for future improvements.

Result



80 man hours saved



858 emails saved

Since publishing to Online Course Catalogue in Jan 2020, a total of 957 enrolment request was processed annually. Assuming 5 min was required for each enrolment, that's 80 man hours saved!

Before publishing to Online Course Catalogue, 429 emails were received each year, for staff enrolment. Minimally 2 emails were required to communicate between OoB and coordinators for each enrolment. This also meant time saved from sending e-mails!

With this initiative, we still managed to maintain a high level of learner's satisfaction.

Overall Satisfaction of Learner's Evaluation

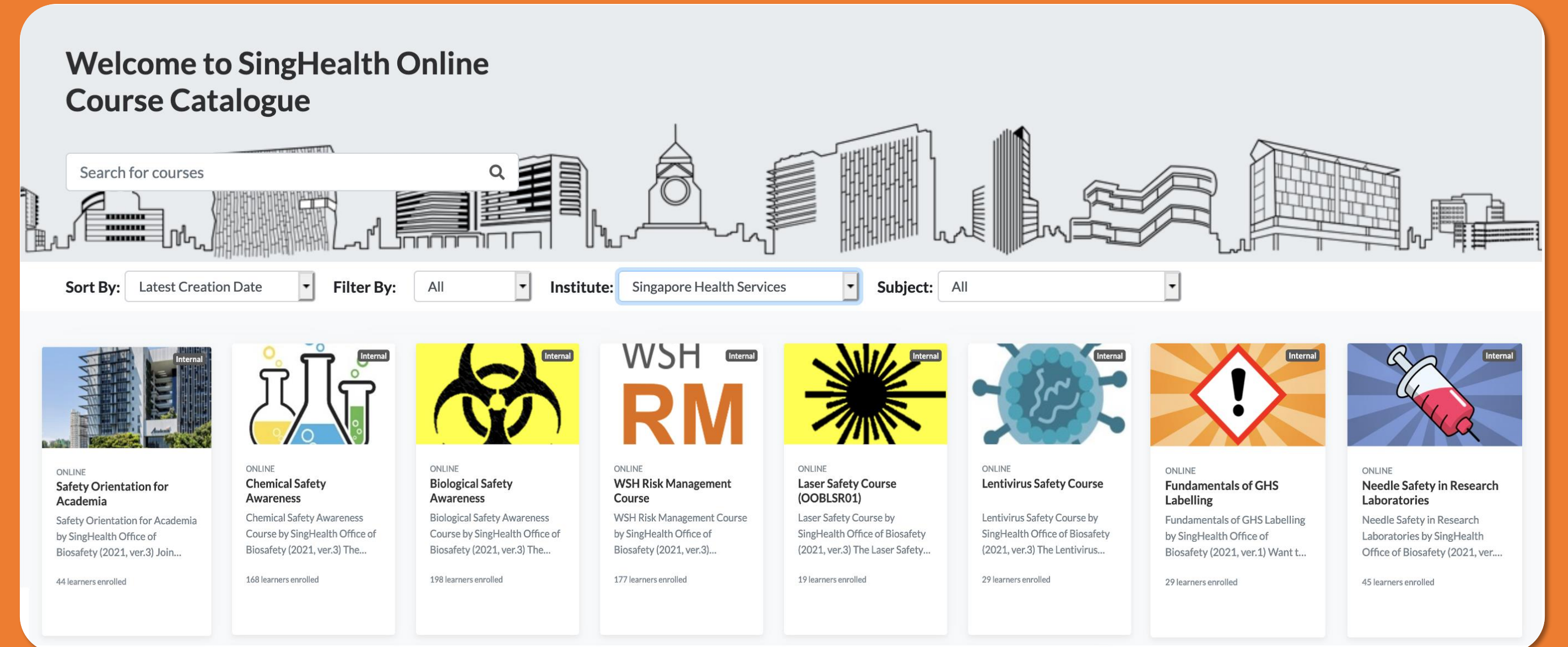
90.4%

2019

90.8%

2020

Methodology



OoB has eight active safety training courses hosted on the SingHealth LMS Platform for safety courses for SingHealth researchers, including trainings in chemical safety, biological safety, workplace risk management and other special courses.

To streamline the registration process, OoB published the safety training courses on the Online Course Catalogue to allow our learners to take ownership, and to manage their trainings. This is complemented by a dedicated elearning webpage to provide information on the courses available, and a training matrix developed to identify the training courses which the learner should register for depending on their work nature.

Training Course Title	Safety Orientation for Academia	WSH Risk Management	Biological Safety Awareness	Chemical Safety Awareness	Chemical and Biological Spill Drill	Responsible Care and Use of Laboratory Animals (RCULA)	Radiation safety training required by NEA
Training Provider	SingHealth OoB	SingHealth OoB	SingHealth OoB	SingHealth OoB	SingHealth OoB	SEMC	Unspecified
Time frame to complete (From start of employment)	Within 1 week	Within 1 month	Within 1 month	Within 1 month	Within 6 months	Before commencement of animal work	Before commencement of radiation work
Proof of completion	Certificate of completion	Certificate of completion	Certificate of completion	Certificate of completion	Attendance record	Certificate of completion	Certificate of completion
Refresher	Not required	3 years	3 years	3 years	Not required	Not required	Not required
Work activities*							
Strictly administrative only (Do not work in labs)		✓					
Working with any biological materials		✓	✓		✓		
Working with any chemicals (including nanomaterials)	Mandatory for all personnel working at the Academia for the first time	✓		✓	✓		
Working with any laboratory animals		✓	✓			✓	
Working with radioactive substances or irradiator		✓					✓
Working with high powered laser (Class 3b or 4)		✓					✓

Training Matrix

Conclusion

By making the safety courses available on the Online Course Catalogue, this not only streamlined the registration process but also reduced the time required for both OoB and research institutions to manage the learners' trainings. It also inadvertently caused a paradigm shift in the way learners managed their trainings, as they now take over the learning process, and learning at their own pace.

This is a win-win situation!