Dietetic & Food Services (DFS) Virtual Staff Orientation Singapore Healthcare Management 2021

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RESULTS

Introduction



Dietetic & Food Services (DFS) Staff orientation programme is important as it provides an overview of the department and staff will be familiar with daily operation and understand the responsibility of their job role.

Results

Information gathered from feedback indicated that 97% of staff are satisfied with this new method of orientation in terms of length of training, content of each session, ease of understanding, variety of presentations, and overall experience of e-learning journey. 100% will recommend this virtual orientation to their colleagues.

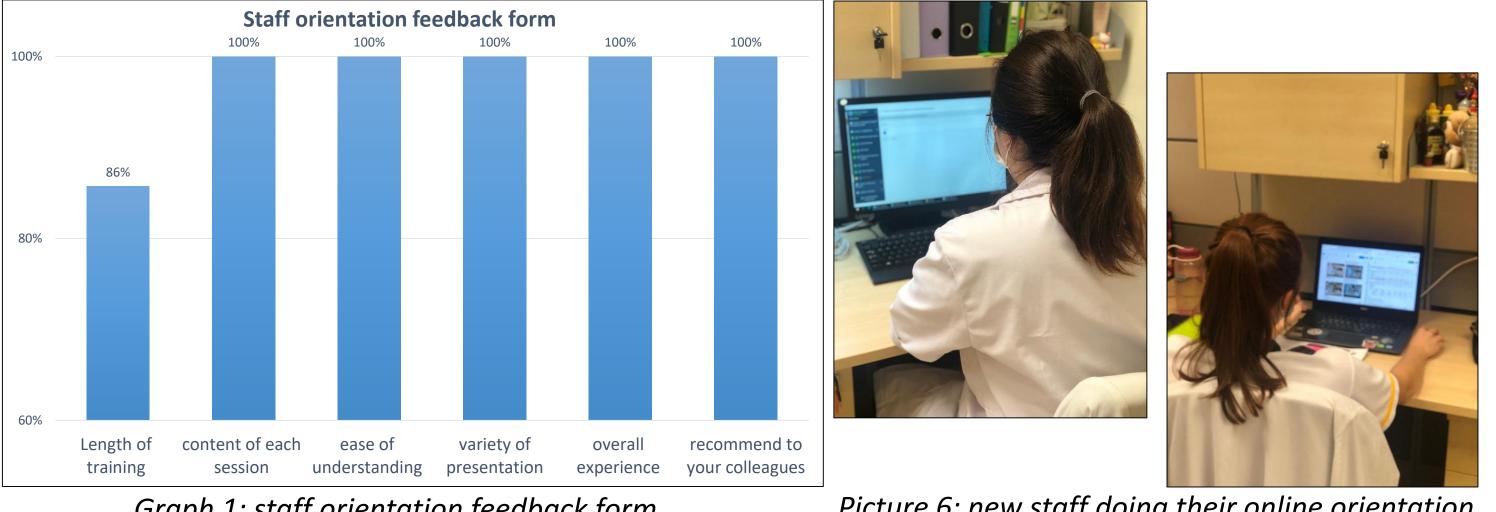


However, this three days face-to-face orientation is faced with many challenges, especially during COVID-19 pandemic period. Feedback gathered from staff also showed that duration of orientation was too long and often had to wait for the trainer to be available. In addition, training information can be tedious and new staff cannot remember or digest all the information immediately.

Aim



A new virtual learning model with videos and other interactive systems with specific content were adopted via the SingHealth e-learning portal. It aims to improve efficiency of orientation process and to provide a **better learning experience** for new DFS staff.



Graph 1: staff orientation feedback form

Picture 6: new staff doing their online orientation

Compared to face-to-face orientation, the new e-learning model provided the following benefits:



Reduced learning time from three full days to one full day

Methodology



After reviewing the face-to-face orientation documents, areas for improvement were identified. A total of nine learning modules and a virtual DFS tour were included in the virtual orientation programme with follow up assessment after each module. Feedback was gathered after completing all learning modules.

	Staff orientation feedback form On a scale of 1 to 5, where 1=very dissatisfied and 5=very satisfied. Please indicate your overall satisfaction with the Dietetic & Food Services New Employee Orientation. 1. Length of training				
O% View your progress > (DFS) New Staff Orientation Manual					
Course Content					
	0	0	0	0	0
Section 1: Overview of Dietetic	1	2	3	4	5
& Food Services (DFS) This course provides you an overview of Dietetic & Food Services department in Changi General Hospital.	Very dissatisfied				very satisfied
After completing this, you will be familiar with daily operation in this department and understand the	2. Content and usefulness of each session for my job scope.				
Session 2: Hospital Ethics responsibility of each job role. Hope you enjoy this course and welcome to join us!	0	0	0	\circ	0
	1	2	3	4	5
Session 3: Policies and Y	Very dissatisfied				very satisfied
Procedures	3. Clarity and ease of understanding				
	0	\bigcirc	\bigcirc	\bigcirc	0
	1	2	3	4	5
Session 4: Fire Safety	Very dissatisfied	-	2	-	very satisfied
	4. Variety of presentations (e.g. video, slides, virtual tour etc.)				
Session 5: Food Services Daily 💙	0	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Operation	1	2	3	4	5
	Very dissatisfied	-	5	-	very satisfied
Session 6: Meal Ordering	ace of eLearning journey				
System in CGH	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
		,		\smile	
Session 7: Therapeutic Diet and	Very dissatisfied	2	3	4	o very satisfied
Texture Modified Diet	6. Will you recommend this virtual orientation to your other colleagues?				
	()				
Session 8: Onsite Tour of DFS 💙	Yes				



More cost effective as there is no need for printed materials and is environment friendly



Reduced need to repeat preparation of slides/materials for each orientation



Reduced waiting time for trainer to be available



Reduced face-to-face contact with others, thus ensuring safe distancing during the COVID-19 pandemic



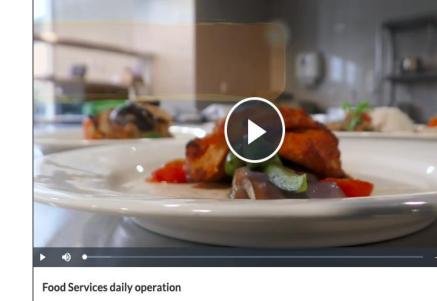
Offer greater flexibility and ensure training consistency and standardization

Picture 1: virtual learning session summary

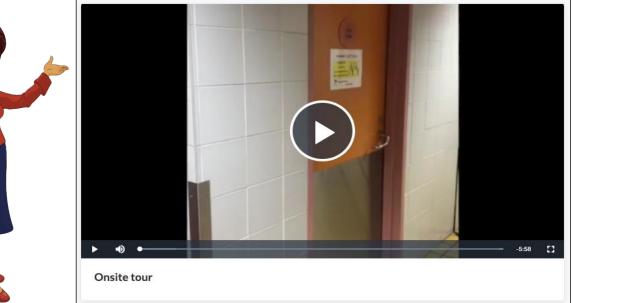


Picture 3: example of online assessment





Picture 2: online feedback form



Picture 4: virtual DFS onsite tour



Picture 5: various delivery methods (PowerPoint/video/picture)

Conclusion



The new virtual learning model provides a better platform for staff as it enables ongoing access to key resources. Staff can check anytime if they forget a particular process, thus ensuring that they are able to follow standard procedures effectively. It is therefore a successful staff orientation model, creating a positive and enjoyable learning experience.