# **BOND ADMINISTRATION** IN A VIRTUAL WORLD

## Singapore Healthcare Management 2021

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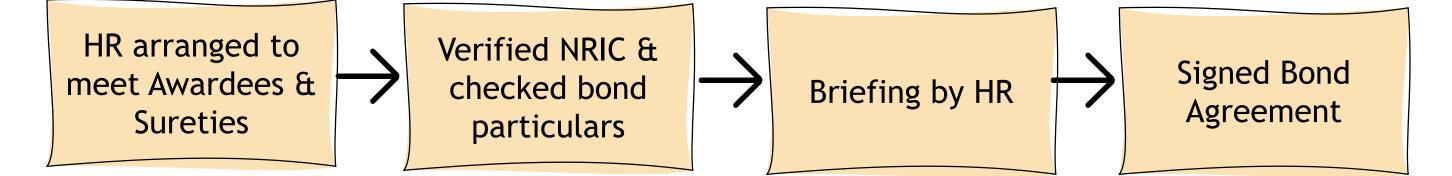


# INTRODUCTION

Prior to Covid-19 pandemic, bond agreements were administered face-to-face by HR administrators at office premises during/after office hours.



- Minimised social contact between administrators, awardees and sureties
- Zero requests for on-campus and after office hours appointments
- Empowered awardees to take charge of their scholarships by checking and printing their own bond agreements



Challenges faced in the above process:

- Address on NRIC does not match the address on bond agreement. Administrator would have to revise and reprint the agreements.
- Awardees and sureties requested for on campus / after office hours appointment

With the persistent Covid-19 crisis, there is duty to safeguard the well-being of our staff and their loved ones by minimising social contact. Besides, there is a NATIONAL requirement for safe management measures to be implemented at workplace.

- Relooked into the process of bond agreement administration; and
- Enhanced the workflow to boost work efficiency

# METHODOLOGY

### How did we start?



Conducted phone surveys to learn best practices from MOH and

Why virtual?

Able to witness the signing of the agreement.

Leverage on **ZOOM** Enterprise to

ensure confidentiality and security.

**W** Reduced number of errors in personal particulars

Survey findings from our Administrators

Reduced time taken in	Individual	Mass
Administration of bond agreements		$\checkmark$
Logistics arrangements (e.g. meeting rooms, printing, checking and consolidation of bond agreements by programme)	✓	✓
Day of bond signing – registration, runner for reprinting of bond agreement and ushers	N.A	✓
Total hours saved per session	0.25 hours	22 hours

Survey findings from our Awardees

Pilot Mass Session in September 2020 : Administered 65 sessions.



**Usefulness of Guide** 

84%

The instructions are clear and easy to follow.





Consulted SingHealth Legal on compliance to PDPA regulations



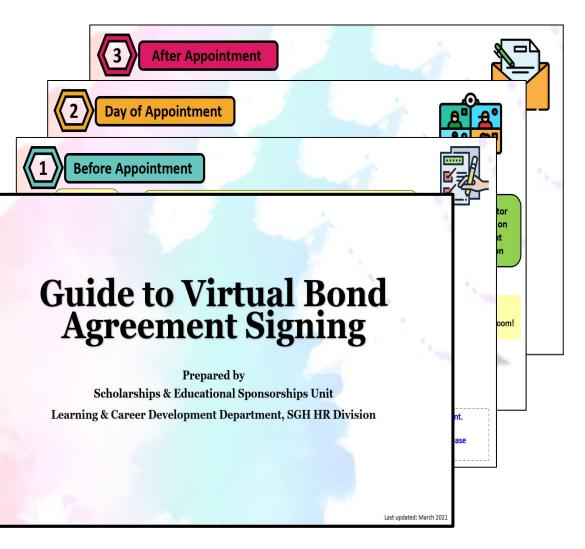
### Who were affected?

#### **Bond Administrators**

- I. Conducted 2 role-play sessions to learn ZOOM functions and identify potential issues.
- 2. Created instructions guide.

Possible Scenarios	Mass Virtual Signing         Request all parties to switch on the video and audic and check that awardee have printed 2 copies of the agreement         Commence mass briefing of bond agreement and end wth general FAQ         Awardee and their sureties will be assign to a breakout noom for verification and the signing of the Agreement         After signing, Administrator will verify the signing administrator will be assign to a breakout noom for the Agreement
I) In the even t 1 out of the 5 awardees is late? How to pi Ans: CoHost that is in charged of that awardee needs to call up th	One on one Virtual Signing         Request all parties to switch on their video and audio and check that awardee have printed 2 copies of the agreement         Proceed to verify particulars with awardee and sureties with awardee and sureties         Commence mass briefing of bond agreement and end with general FAQ.         Proceed to sign the bond agreement. To verify the signatures on Page 9 of the Agreement before ending the session
f it takes more than 10 mins, like for example, 10am appt tir	Applicable to Mass Virtual Bond Agreement Signing
Cohost to inform Main Host on the status and inform Host to	EIC's Role 1) Requisite internet abled Laptop(s) 1 day in advance.
On ce the Main Host opens the breakout rooms, that respect Co Host to alert Main Host on ce the awardee has arrived.	2) To distribute the sureties form to the respective Main/Co Hosts
Main Host will accept the awardee into the main room and a	<ol> <li>To support the hosts during the sessions</li> <li>[After session] EIC will request the awardee to complete an evaluation survey while checking the agreements</li> </ol>
Co Host to join the breakout room and administer the bond a	
	Main Host's Roles (Main Host has 2 roles - Main Host and Co Host) (Applicable for Mass Virtual Signing) 1) To have 2 devices on hand
2) In the event that only 1 awardee and 1 surety turn out	~ One will be log as Main Host using the Zoom Enterprise Log In ID and the other one will be log as Co Host using your personal account)
Ans:	2) To retrieve the following slides from xdrive - Main Administrator Slides
Main Host to check in on the reasons why one party is not pr	~ Co Administrator Slides
Next, to confirm that the present parties has 2 printed copies	~ Running Slides 3) To sign in to Zoom mins before the start of the session
f yes, to proceed with the session and inform awardee to fix	3) to sign in course in the second of the second of the second se
f No, inform awardee/sureties that we cannot proceed and t	5) Share the Running slides while waiting for all parties to enter to main room 6) If the awardee failed to change their username before logging in, Main Host to ask them who are they and take note when assigning the breakout rooms
Co Host to update on the surety checklist form on the neces	6) If the available tailed to change own username bench logging in, wain nost to ask ment who are they and take note when assigning the breakout rooms 7) For those present, Main Host to check if all parties (1) Awardee and 2 Sureties) are together 7) For those present, Main Host to check if all parties (1) Awardee and 2 Sureties) are together
	<ol> <li>For those who have yet to come, Main Host whatsapp the respective Co Host to call them up</li> <li>Once all are present, Main Host to create the required no of breakout rooms and assign each room to the Co Host and awardee plus sureties</li> </ol>
B) In the event there is an error in the details or that one	
Ans:	
	hat after the session, they are print and sign the affected pages and we will proceed signing the rest of the pages
	and email over to the awardee immediately and advice the awardee that after the session, they can print and sign t
	e session, they are print and sign the affected pages. For now, we will proceed signing the rest of the pages

#### **Awardees and Sureties** Created Zoom instructions guide



#### **Challenges from Pilot Run**

Thank you Miss Mamata and team for helping

with the advanced diploma application.

- Less time given to check and confirm the personal details
- Multiple instructions were sent to awardees during deployment process
- Faced zoom technical issues on both ends (e.g. unable to log in, settings for breakout function were not activated, audio issues faced by awardees)

#### **Enhancements from Pilot Run**

- Increased lead-time to check and confirm the personal details
- Summarized all instructions into 1 email for easy reference
- Enhanced instructions guide to include checklists for administrators' preparation to mitigate technical issues

#### 2nd Mass session in March 2021: Administered 47 sessions



#### **Overall Experience**

Was good and clear by using zoom to sign bond agreement and is more convenient for us.





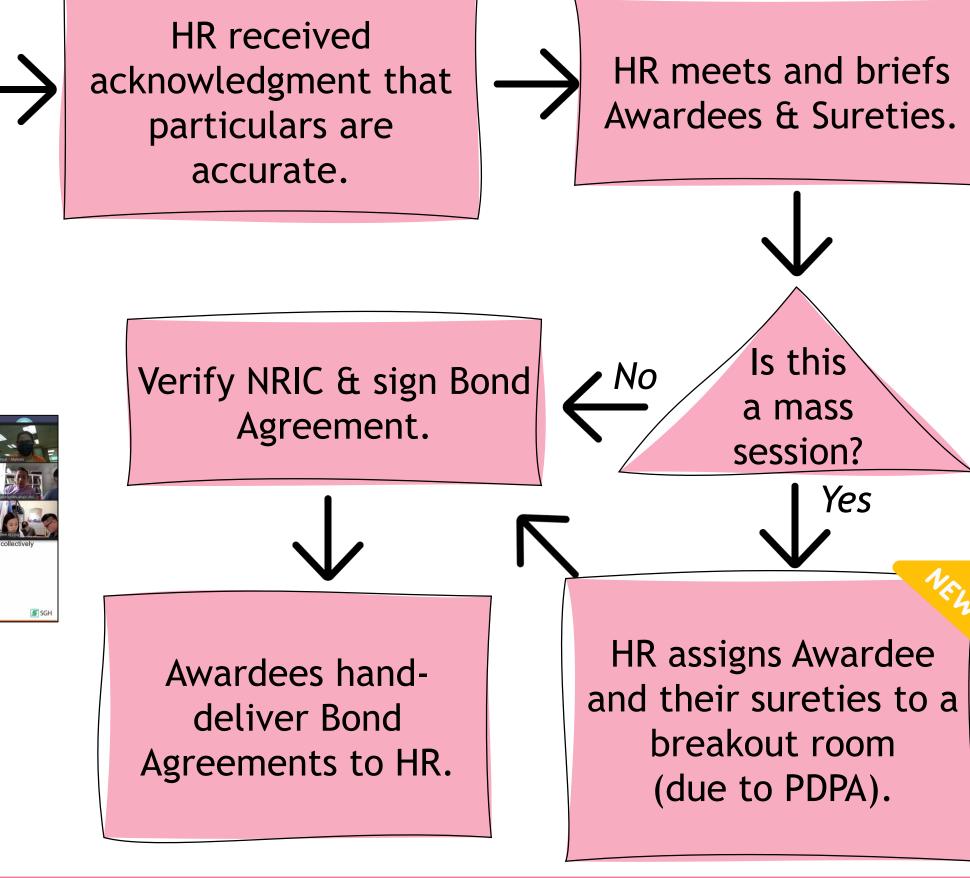
## CONCLUSION

### What is the process?

To conduct the bond signing sessions virtually with 2 additional steps.



HR sends confirmation



**Administration of in-service bond agreements will continue virtually!** 

134 Mass and individual virtual sessions conducted

49.5 hours saved

June 2021

71% Awardees prefer virtual bond agreement signing.

LCD will continuously strive for excellence by identifying areas of opportunity to enhance efficiency:

Video presentation of bond administration

Implement Virtual Use Infographics for administration for preinstructions to service awardees by awardees

Conduct sessions on zoom functions for Administrators

The team: