Singapore Healthcare Management 2021
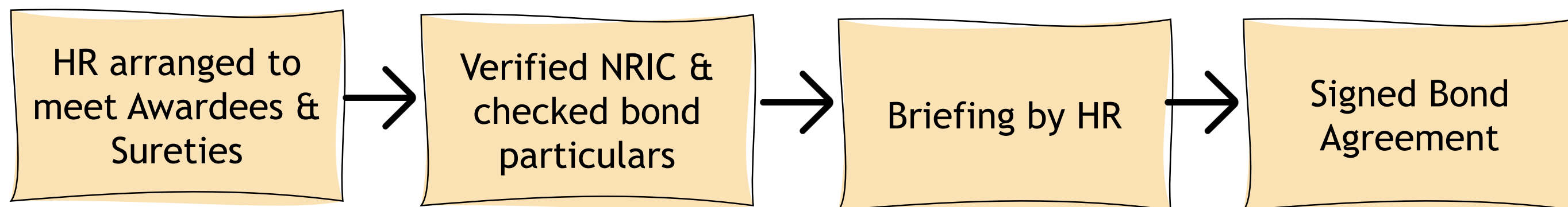
BOND ADMINISTRATION IN A VIRTUAL WORLD

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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.

HR arranged to meet Awardees & Sureties → Verified NRIC & checked bond particulars → Briefing by HR → Signed Bond Agreement

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.

The team:
- 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 SingHealth's institutions.

Consulted SingHealth Legal on compliance to PDPA regulations
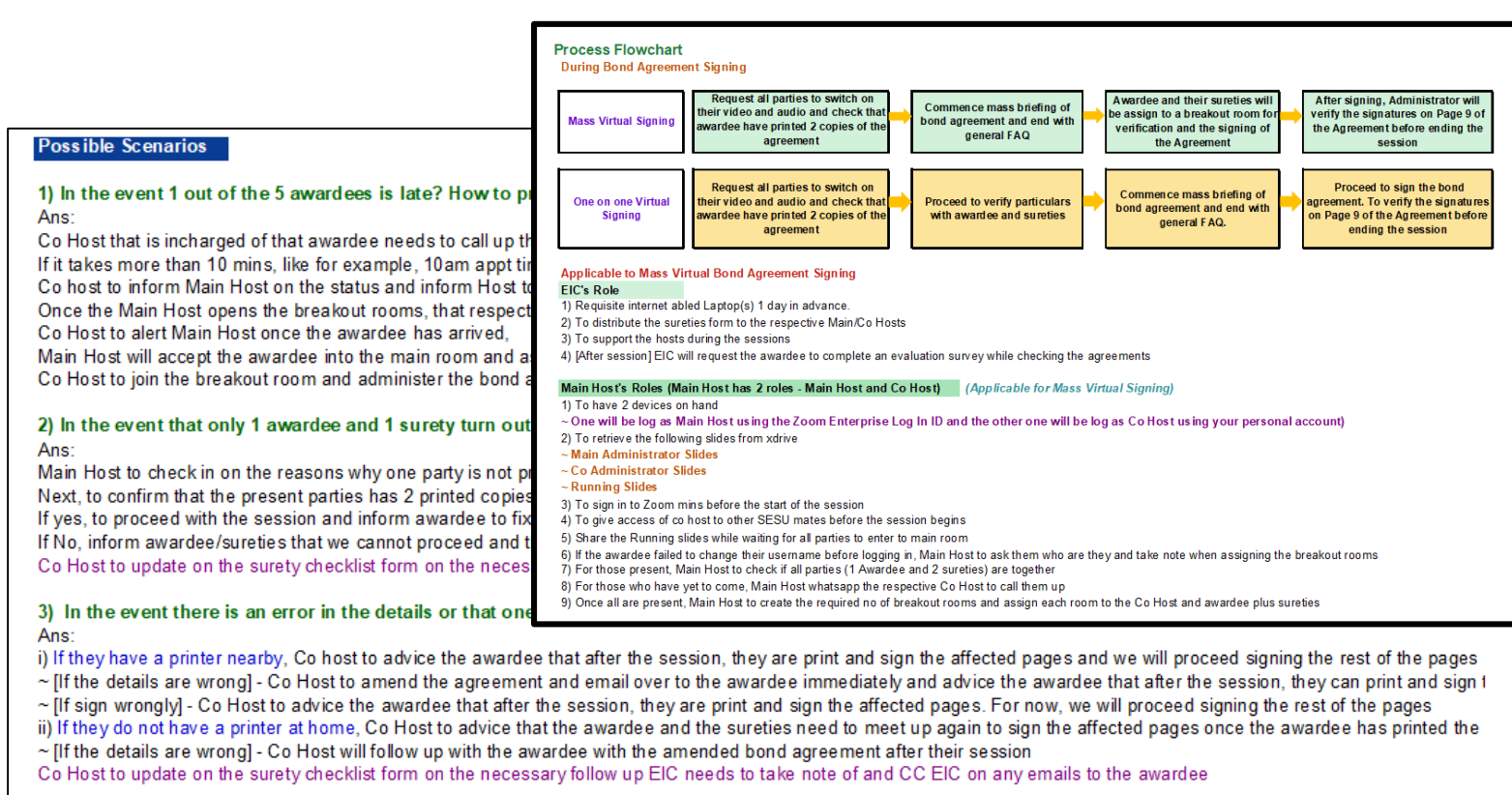
Why virtual?

Able to witness the signing of the agreement.
Leverage on ZOOM Enterprise to ensure confidentiality and security.
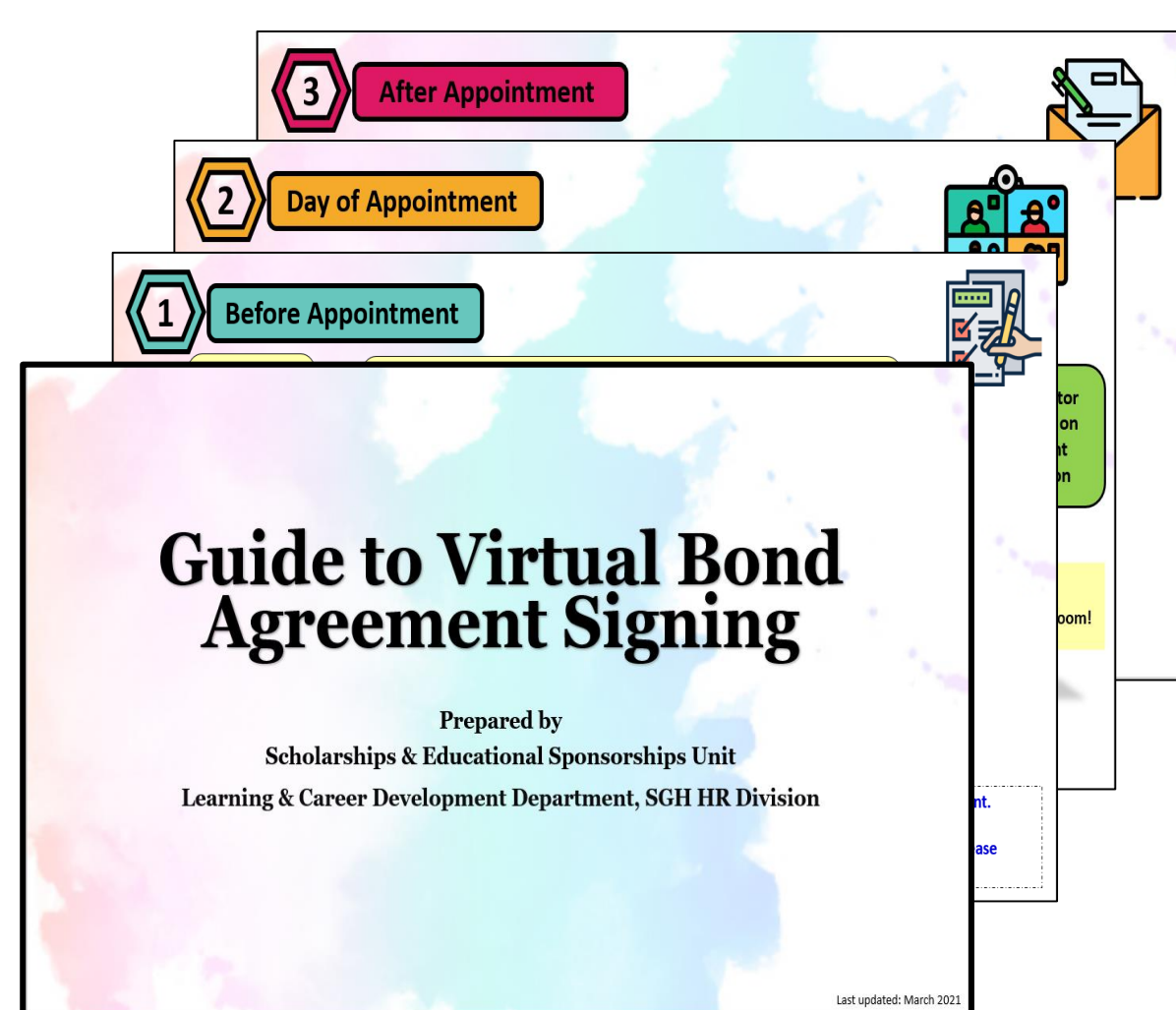
Who were affected?

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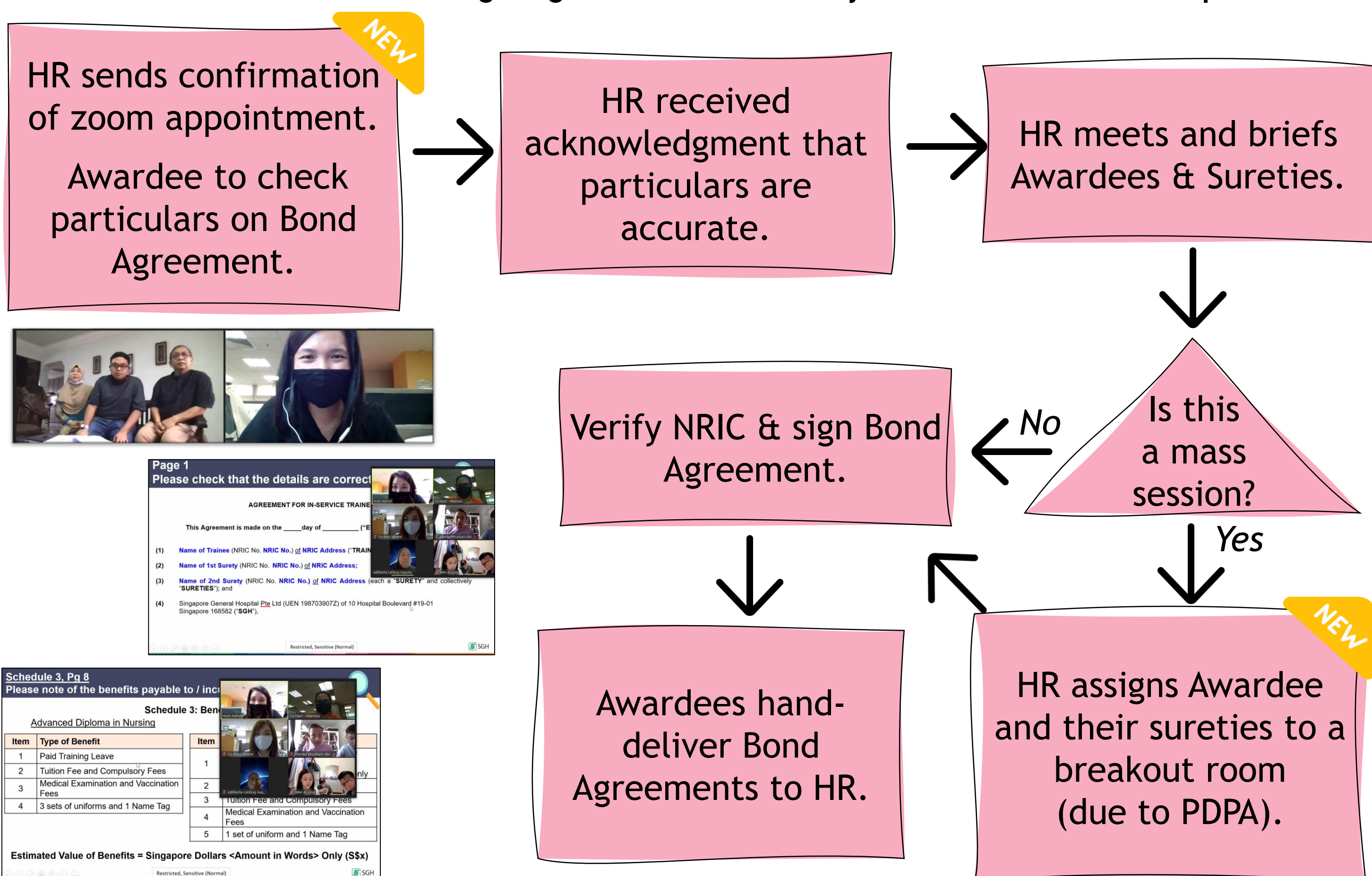2. Created instructions guide.

**Awardees and Sureties**
Created Zoom instructions guide

Guide to Virtual Bond Agreement Signing
Prepared by
Scholarships & Educational Sponsorships Unit
Learning & Career Development Department, SGH HR Division

What is the process?

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

HR sends confirmation of zoom appointment. **NEW**

Awardee to check particulars on Bond Agreement. → HR received acknowledgment that particulars are accurate. → HR meets and briefs Awardees & Sureties.

↓

Verify NRIC & sign Bond Agreement. ← No ← Is this a mass session?

↓ Yes

Awardees hand-deliver Bond Agreements to HR. → HR assigns Awardee and their sureties to a breakout room (due to PDPA). **NEW**

RESULTS

- 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
- Reduced number of errors in personal particulars
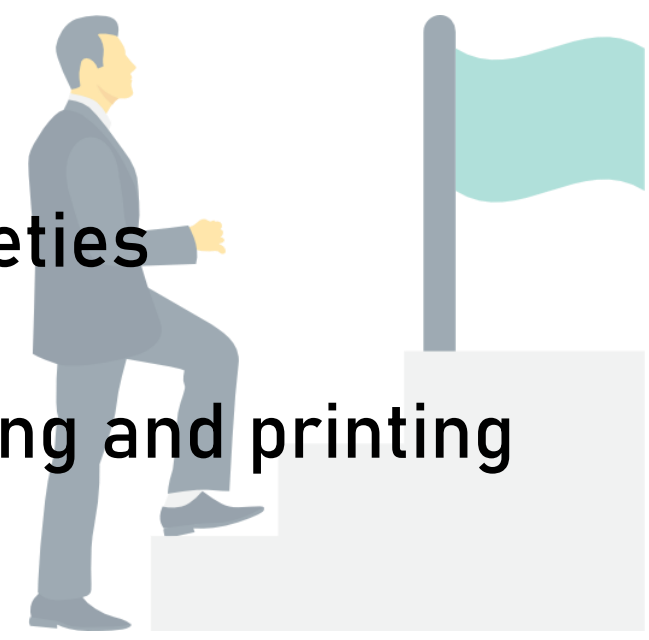
Survey findings from our Administrators

Reduced time taken in	Individual	Mass
Administration of bond agreements	✔	✔
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.

86% Overall Experience — Excellent
84% Usefulness of Guide — Excellent
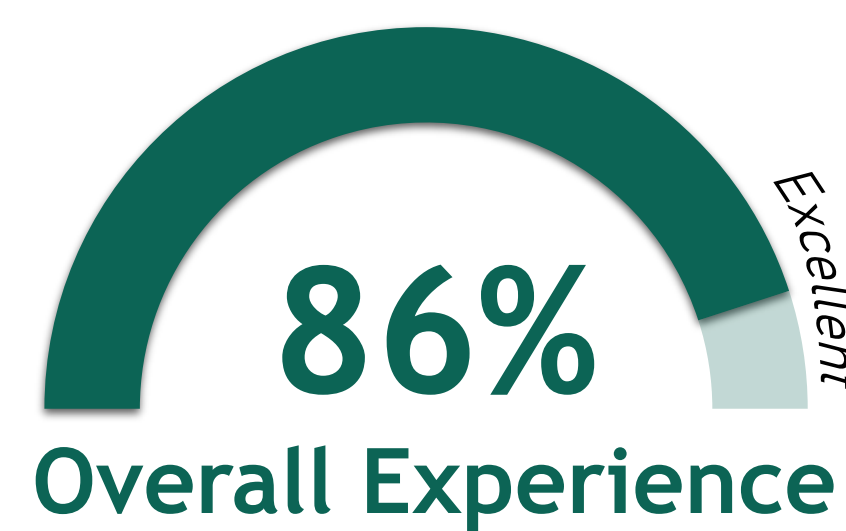
💬 Easier to gather the sureties..
💬 Like the virtual bond signing!
💬 Thank you Miss Mamata and team for helping with the advanced diploma application.
💬 The instructions are clear and easy to follow.

Challenges from Pilot Run
- 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

90% Overall Experience — Excellent
81% Usefulness of Guide — Excellent

💬 Was good and clear by using zoom to sign bond agreement and is more convenient for us.
💬 Simpler and more straight forward
💬 Seamless

CONCLUSION

Administration of in-service bond agreements will continue virtually!

134 Mass and individual virtual sessions conducted

49.5 hours saved

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
- Use Infographics for instructions to awardees
- Implement Virtual administration for pre-service awardees by June 2021
- Conduct sessions on zoom functions for Administrators