



Singapore Healthcare Management 2021

New Employee Orientation – Anytime, Anywhere

AUTHORS:

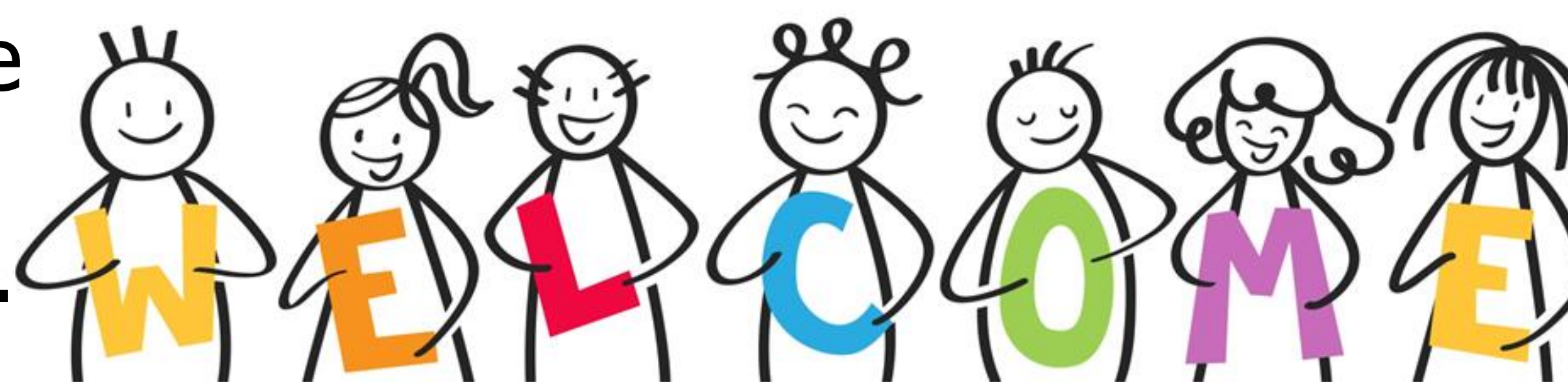
- Winnie Chew, Asst Director
- Amy Yen, Snr Executive
- Paulyn Ling, Asst Manager
- Roy Lau, Executive



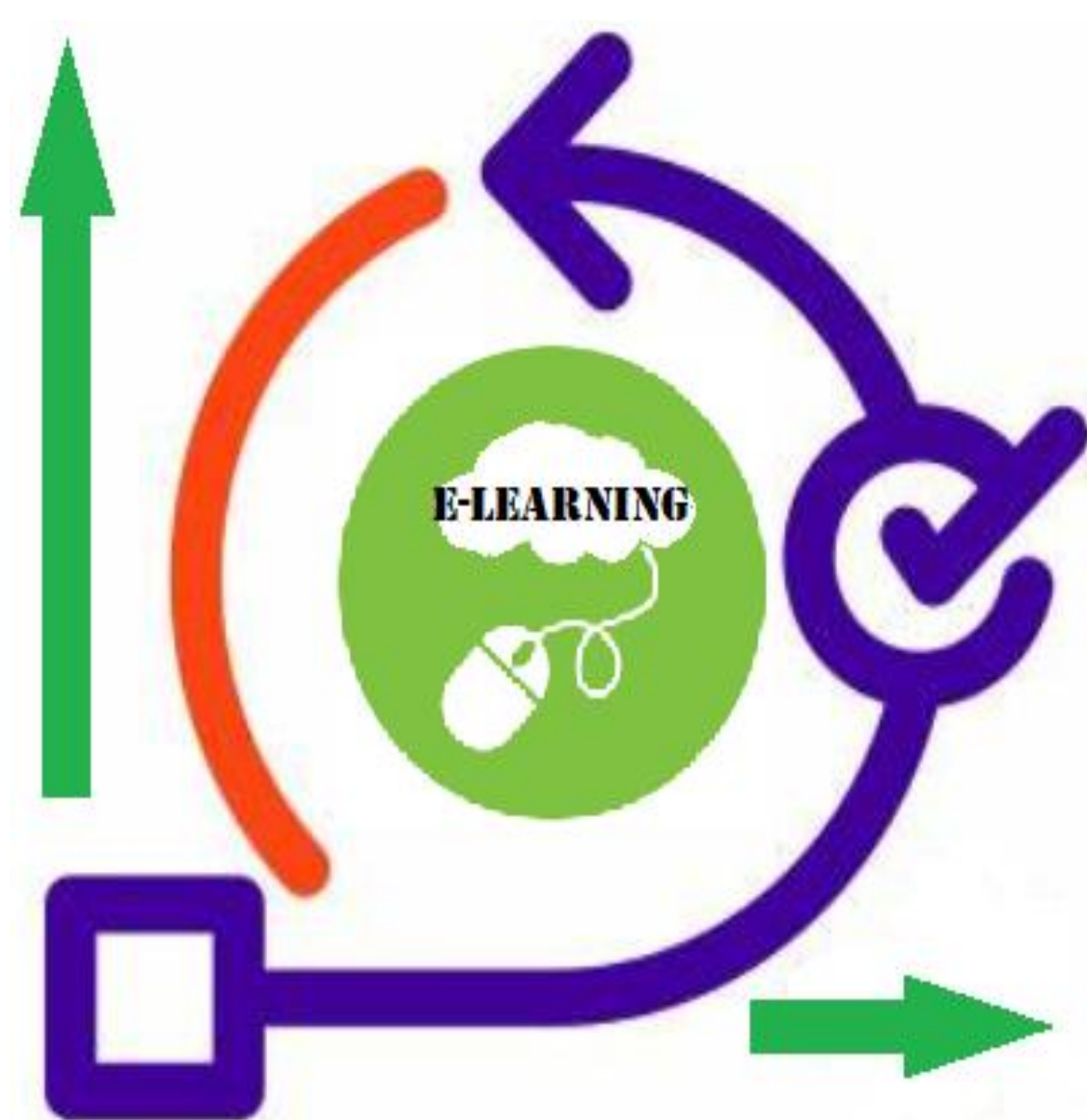
Introduction

It is important to welcome new employees and guide them through the organisation’s vision, mission and core values, and their roles as part of the team. Our employees are deployed across the Public Healthcare Institutions at 55 sites. As such, we redesigned the orientation programme in order to effectively and seamlessly introduce the organisation and leadership to new employees no matter where they are sited.

We believe in giving new employees a positive onboarding experience, engaging and supporting them, as they integrate into the organisation; fuel their enthusiasm and build their sense of identity within the organisation.



Methodology



From February 2020, New Staff Orientation are done virtually. Now, new staff participates in e-Orientation as soon as 1st day on the job. The e-Orientation Programme is designed to be interactive with videos and quiz; and comprehensively covers the organisation overview, leadership and key focus; as well as information useful to new employees. The content is constantly reviewed and updated to ensure it remains current, relevant and interesting.

Results

The e-Orientation has helped new employees assimilate and know the organisation better, the organisation’s and their roles within the healthcare value chain.

175 new employees completed the e-Orientation in FY20. 73% completed the programme within 2 weeks; out of which 37% completed it within 1 day.

The feedback received has been positive with the average evaluation rating of 8 out of 10-pt scale.

Evaluation Verbatim



Conclusion

The positive feedback from new employees affirmed we have achieved the objectives. As elearning becomes a common mode of training delivery; we are mindful we need to keep up with the rising demand and changes; and provide support to employees to overcome any e-learning challenges.