

It Takes TWO To Clap – Collaboration Works Wonder



Singapore Healthcare Management 2021

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PATIENTS. AT THE HEART OF ALL WE DO.

BACKGROUND

Patient Liaison Service (PLS)

PLS at Singapore General Hospital is the coordinating liaison point for assistance with Patient Referral from General Practitioners (GPs).

Completed tele-calling of 1700 GPs and provide updated database for disseminating updates and information for events.

SGH Postgraduate Medical Institute (PGMI)

PGMI organises and provides secretariat support to a wide range of continuing medical education programmes such as GPCMEs, training workshops, seminars and scientific meetings that cater to the learning needs of healthcare professionals.

PLS and PGMI are learning to adjust to engage respective partners in this Pandemic Situation.

With a common aim in mind, the two departments decided to share skills and tap on the team's capabilities to reach out both internal and external stakeholders. Opportunity was identified for a synergistic collaboration.

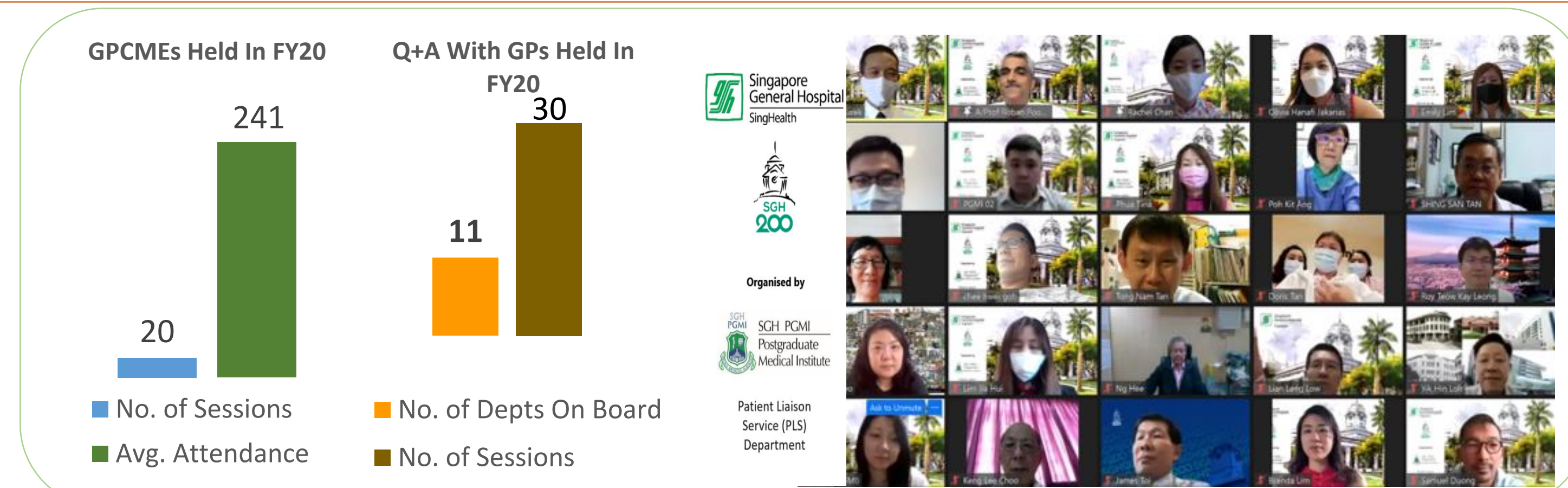
OBJECTIVES

- Consistent** support for clinical departments and stakeholders
- Develop** structured programme for collaboration between departments
- Foster relationship** and establishing of team work between two departments
- Utilize** each department's strength for greater performance

METHODOLOGY

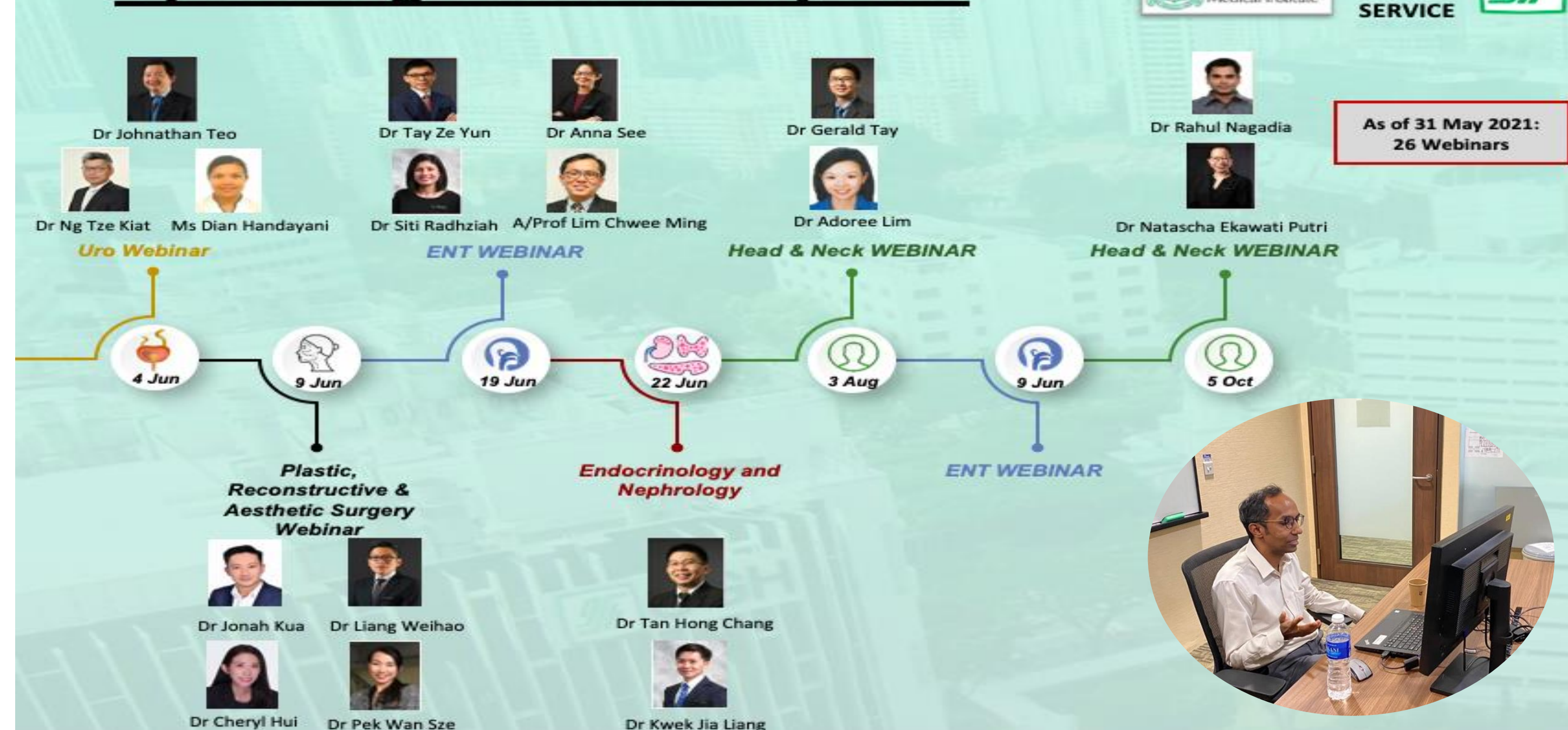
- C** **Communicate** to the team members in both departments on objective of the collaboration
- O** **Organize** engagement session with internal stakeholder such as HODs for their support on collaboration
- U** **Understand** the skills set required and distribute the roles accordingly
- R** **Review** and amend the plan to cater to the needs of the stakeholders
- A** **Actively** engage team members to address challenges and provide encouragement
- G** **Gather** feedback from the both internal and external stakeholders for improvement
- E** **Established** a calendar of events and communication platforms for GP engagement

RESULTS



- **118 GPs attended** the webinar with SGH Senior Management on New updates on SGH's infrastructure and clinical services

Upcoming Webinars by SGH



- Conducted **30 Weekly Q&A sessions**, with **76 slots** all taken up for 2021
- PGMI and PLS has hosted **26 webinars** to-date with an average of **241 attendees**



- PGMI and PLS Team coordinating on site to support the GP Webinar in February 2021
- PGMI and PLS has established a process flow in organizing GP Engagement events. Standard Work Instructions (SWI) has been documented and saved in shared drive for all team members
- We have achieved all time highest monthly GP referral in 10-year record for March 2021

CONCLUSION

- T** **Team members** to be open-minded to learn from each other to meet the objectives
- E** **Empathy** in sharing and willingness to learn is important to achieve good outcome
- A** **All communication** is key factor when departments are working together to engage stakeholders and partners
- M** **Manage expectations** to collaborate between different department to achieve greater performance

"Together Everyone Achieves More"

By Brian Birdow