



Singapore Healthcare Management 2022

LCD Transformation Journey – Empowering Division Partners and Strengthening Partnership

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1 INTRODUCTION

During COVID-19, Learning & Career Development (LCD) saw an opportunity to restructure the team and transform the way work was performed.

Contrary to how different staff handled different learning matters in the past, LCD groomed Division Partners to work alongside each division in their learning journey.

2 OBJECTIVES



Upskill and broaden our executives' competencies to be **Agile, Flexible and Competent HR Development Professionals** to effectively manage learning matters as learning partners



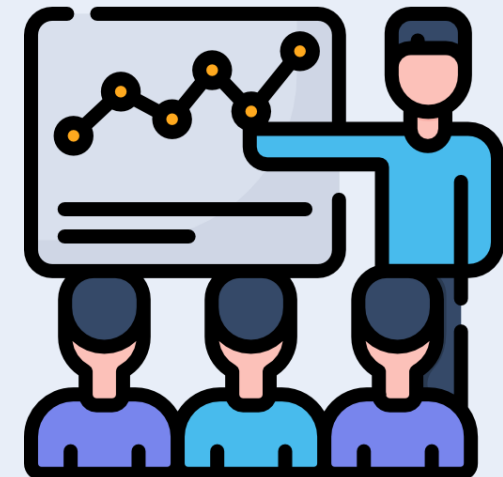
Provide **better experience** and **greater convenience** to Divisions and Departments where learning support is readily available through a single point of contact

3 METHODOLOGY

Phase 1: Data Interpretation

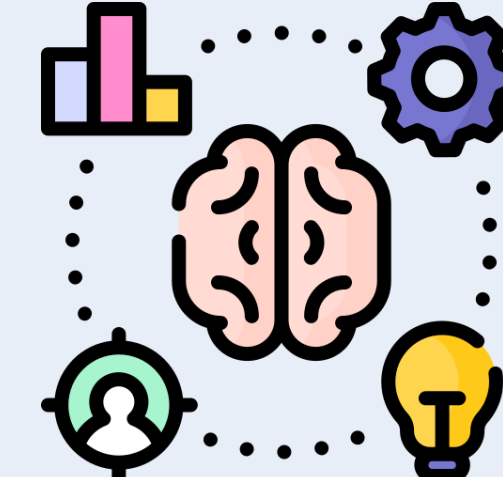


Trend analysis to determine learning statistics for portfolio allocation

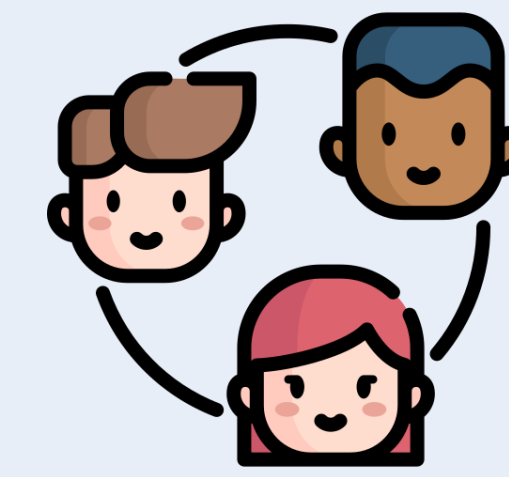


Cross-trainings to equip executives with necessary skillsets

Phase 2: Development



Weekly huddles to build collective knowledge and share best practices



Buddy system to ensure coverage and timely addressment of learning queries

Phase 3: Deployment



Data & Cybersecurity and Enterprise Risk Management 101 eLearning
Track completion



SingHealth Core Milestone Leadership Programmes
Identify nominations



SGH Mentoring Programme
Identify nominations and facilitate roadshows to garner participation



Professionalism
Manage sponsorship of conferences and courses for Medical and NPA³ staff*

*Nurses, Pharmacists, Allied Health Professionals, Administrative and Ancillary employees

4 RESULTS

For Divisions



Ease of access to advice through single contact point



Joy at work
Win-win

For Division Partners



Feel empowered and trusted to provide advice

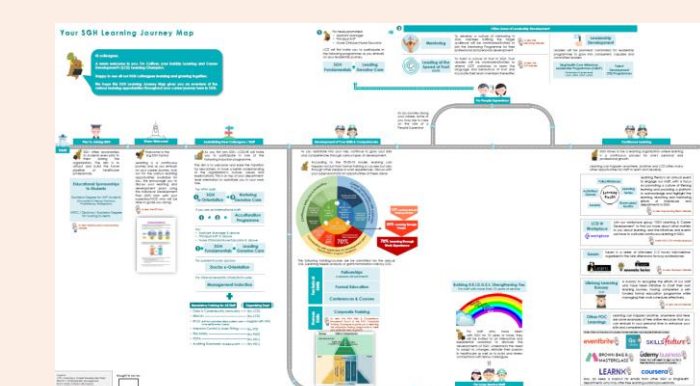
I very much appreciate having a Division Partner for learning. It's been very good to have a constant resource to reach out to clarify issues and to understand LCD processes. I think it's a great initiative and should continue.

I prefer having the same person managing different learning matters in my department. It is easier for me!

It is easy to communicate with my Division Partner. The current format is perfect!

As a Division Partner, I am pleased to be part of this transformation journey! I feel valued as staff approach me to seek advice on a variety of learning matters!

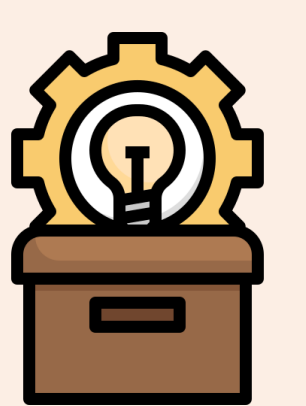
Positive feedback from departments and Division Partners#



Learning Trends
SGH's Staff Learning Journey



Digital Skills
Basic Zoom training for Specialist Outpatient Clinic staff



Bite-Sized Learning
Learning Resources

Capacity to explore other areas of learning intervention through POSSIBILITIES WORKGROUPS



LNA Indicative Budget
Fund allocation to empower departments to manage learning requests



Gamification
Learning Mascot

Harmonised and streamlined processes and workflows

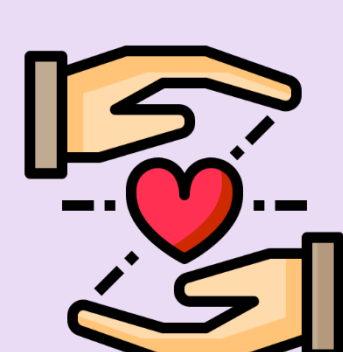
Greater work efficiency

Clearer communication

#Anonymous verbatims

5 CONCLUSION

Executives are empowered and upskilled and, now act as **proficient advisors of learning matters** for the Divisions and Departments under their care



Enhanced **working relationship** and **forged stronger bonds** among stakeholders



The **positive feedback** on the partnership is a testament to the successful transformation.