



Singapore Healthcare Management 2023

Train Like A Champion!



Polyclinics
SingHealth

Lucas Goh Chee Keong, Loke Chui Yee, Gwenda Chong Zhao Jie, Judy Chen Wan Zhu, Prema D/O Gunalan

INTRODUCTION

SingHealth Polyclinics (SHP) views new hire training for the PSA (Patient Service Associate) crucial for onboarding, providing roles and responsibilities. However, decentralized training across 10 clinics presents challenges, as inconsistencies arise in trainer quality and training materials. These inconsistencies may arise from differing instructional processes, competency assessments, and learning outcomes, leading to variations in the depth of content and varying levels of preparedness among new hires.



Aim



Create a centralized PSA training framework that will offer structured training to all new hires across SHP; and



Implement a centralized training approach, consistency and standardization are ensured as HQ manage trainings, training materials, trainers, and coordination.

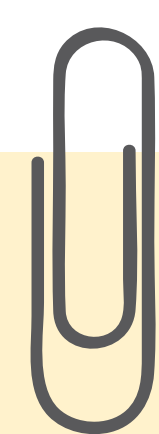
METHODOLOGY / IMPLEMENTATION

The strategies below were used by the team to plan for operations new hire PSAs centralized training.



- Analysis included identifying training gaps, required resources, target audience, and mode of training delivery.
- Centralized training objectives and roadmap were developed.

Analyze & Design



- Training curriculum developed.
- Centralized operations training subunit was established at HQ.
- Ops Trainers who were previously from the clinics were appointed to conduct the trainings.

Develop



- Centralized training was carried out for the new hires.
- Post-training evaluations conducted to gather feedback and assess the effectiveness of the training sessions.

Implement & Evaluate



RESULTS

Operations Centralized Training Results

20



Centralized Trainings Conducted

116



New Hires Attended

336



Trainings Hours Clocked

96%



★★★★★ Positive Reviews Received

CONCLUSION

In conclusion, it is crucial to offer structured and consistent training to new hires PSA, aligned with the centralized training approach. This will address the inconsistencies stemming from decentralized training, where some new hires were better prepared than others. Clinic Operations centralized training ensures all new hires receive consistent and sufficient training, enabling them to acquire the necessary knowledge and skills for their roles and fostering their career success like a champion. Additionally, it promotes a culture of learning within SHP. **'HAPPY STAFF; HAPPY US' !**

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