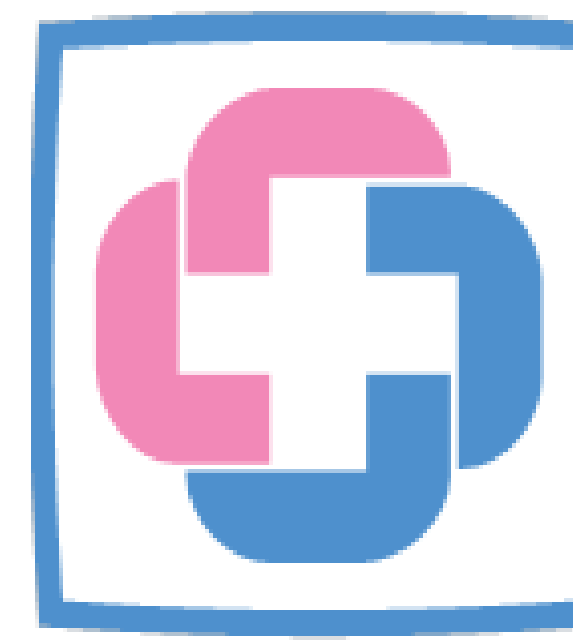




ENHANCING THE ON-BOARDING AND SETTLING-IN EXPERIENCE OF NEW STAFF JOINING KKH



KK Women's and
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Aim: To enhance the overall on-boarding and settling-in experience of new staff joining KKH with ease of finding HR information and guides for using the HR portal.

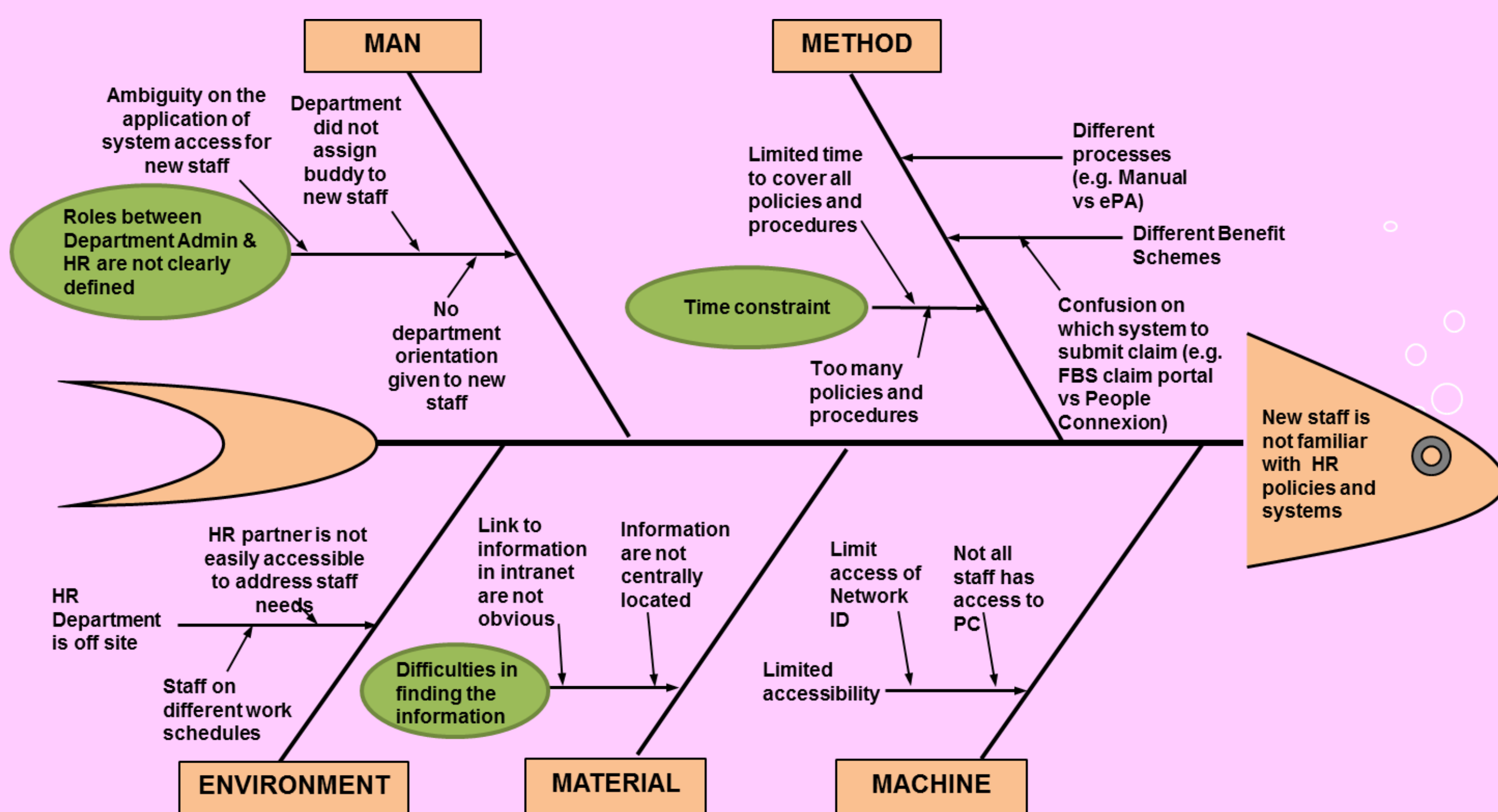
1 Background

The Human Resource (HR) team provides advisory and HR services to all staff in KKH. In reviewing our process of offer signing, the team spends a lot of time going through employment terms and new hire forms. Hence, other information can only be explained briefly. Once the commencement date of the new staff is confirmed, HR will notify Head of Department (HOD) and Department Admin on the commencement and orientation dates via email. However, both HR and Department Admin are unclear on their roles causing certain administrative tasks to be overlooked affecting new staff's start work experience.

The team conducted a pre-survey to gather feedback from new staff, department admin and HOD to analyse the root causes.

2 Methodology

The cause and effect diagram was used to identify the key root causes for the team to work on.



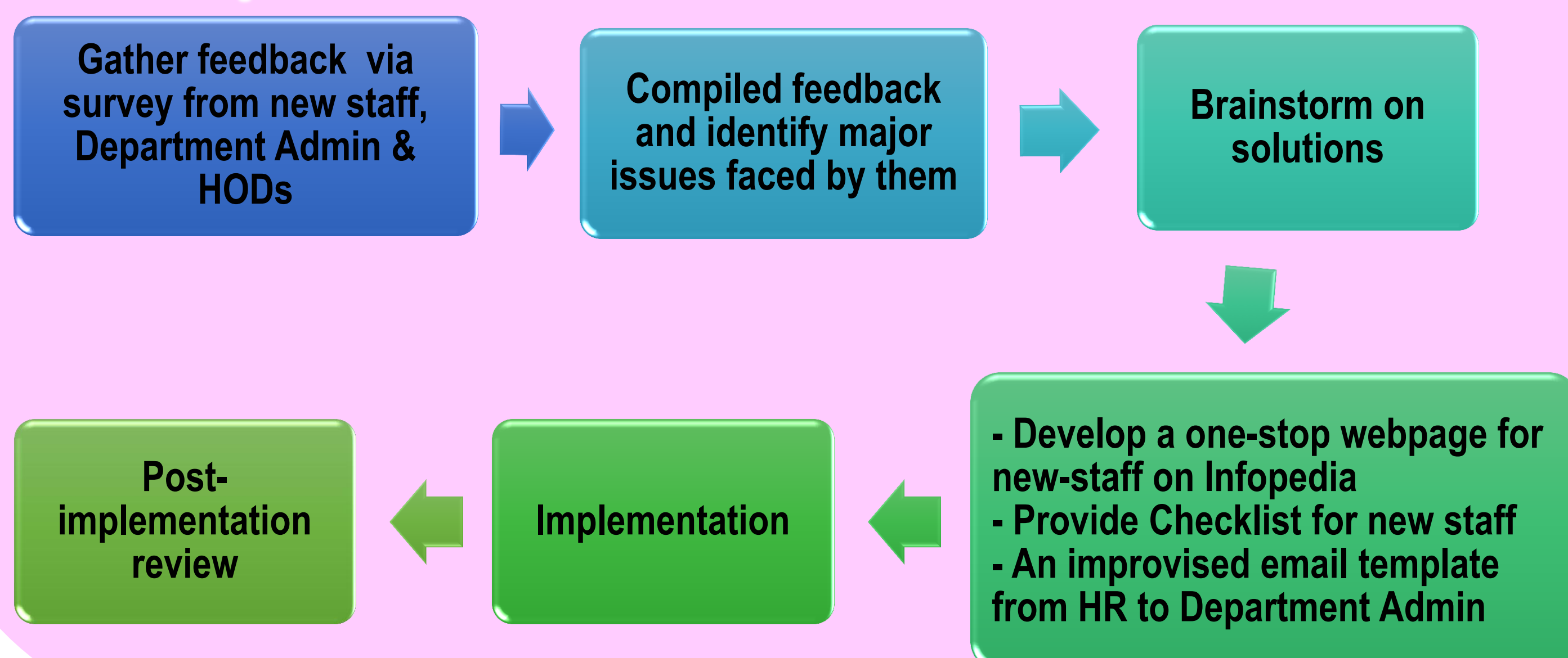
With the above root causes, the team used the following method to derive the solutions:

- Survey
- Brainstorm
- Decision Matrix

Solution Development

Problems	Selected Solutions
Roles between Department Admin & HR are not clearly defined	❖ An improvised template from HR partner to Department Admin for clearer definition of role and responsibilities
Time constraint	❖ Revised checklist for HR consistency and prioritization of information shared with new staff
Difficulties in finding the information	❖ Develop a one-stop webpage for new staff on Infopedia for ease of locating relevant HR information

Solution Implementation



3 Results

New Process Workflow



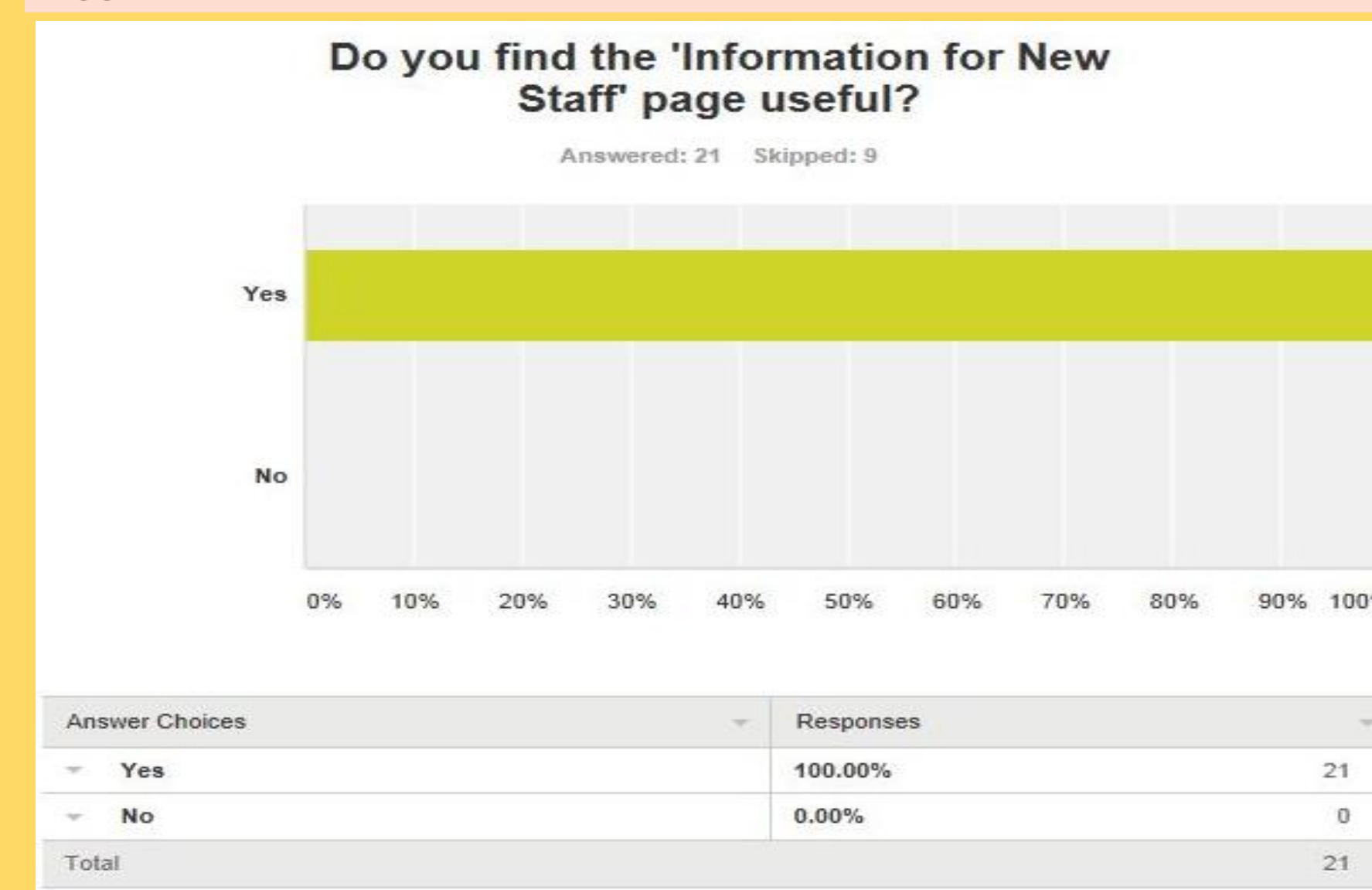
- HR Partners to ensure that all items stated on the revised checklist are communicated to the new staff
- HR Partners to share with new staff the one-stop webpage found in Infopedia

- An improvised email is sent from HR to HOD / Department Admin defining our respective roles (e.g. Department Admin to apply for network ID, email account, systems access, carpark access, BCLS training (if applicable) while HR will issue nametag, photo ID & inform of orientation dates)

Project Achievements

Post implementation survey was done to evaluate our proposed solutions and a total of 30 new staff (joined less than 3 months) responded to our survey.

Do you know...	Respondents who answered 'Yes'	
	Before Implementation	After Implementation
Where to find the HR Policies?	81%	95%
How to submit Medical/Dental Claims?	54%	75%
What is your Family/Childcare Leave entitlement?	73%	80%
How to apply leave and view your leave entitlement?	65%	80%
Where to find the list of contacts on whom to look for specific areas of enquiries? (i.e. Claims, Conference Leave / Training related course, others)	62%	70%
Who is your HR Partner?	65%	90%
When to complete your Confirmation Appraisal?	54%	65%
How to complete your Confirmation Appraisal?	35%	45%



An overall question asking if the 'Information for New Staff' page was useful had 100% respondents who answered 'YES'.
TARGET ACHIEVED!



Sections of our One-Stop Webpage include

- KKH vision, mission & core values
- Employee handbook
- Medical benefit and claims
- Leave and Pay matters
- Confirmation appraisal
- Work Injury Compensation
- Code of Conduct in the Public Healthcare Family
- HR contact list

4 Conclusion

The one-stop webpage which comprises of all HR information for new staff has greatly enhanced their on-boarding experience and helped them to settle down quickly in KKH with better knowledge on the work environment and culture of the hospital.

Benefits:

- ✓ Higher level of satisfaction for new staff
- ✓ Staff is better educated on where to locate HR information and how to use People Connexion etc.
- ✓ HR information is now available in a one-stop webpage and is made more accessible to all staff
- ✓ Increase the productivity of HR Partners as time spent to attend to queries are reduced