



**Singapore Healthcare
Management 2022**

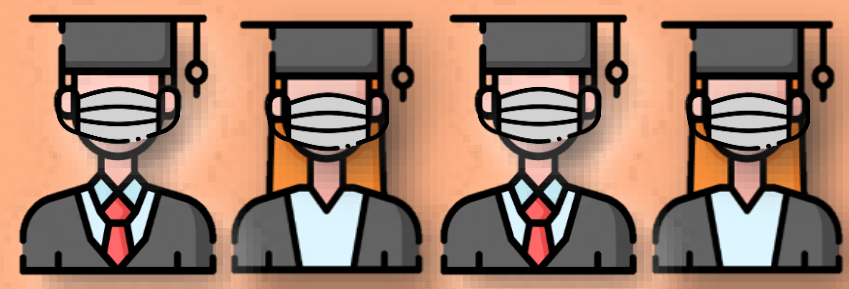
Awards Are Turning Over A New Leaf

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Singapore
General Hospital
SingHealth

INTRODUCTION



**SGH Lifelong Learning
Bursary (LLB)**



**FY21 DONOR - SPONSORED
EDUCATION AWARD
(DSEA)
[FOR CHILDREN OF SGH STAFF]**

Learning & Career Development Department administers multiple awards at hospital level. Two awards were being considered to be digitalized due to their simpler approval process and workflows:

- 🌱 Lifelong Learning Bursary (LLB)
- 🌱 Donor-Sponsored Education Award (DSEA)

The digitalization process has achieved the following outcomes:

- 🌱 Converted paper applications and announcement of results to online platform eliminated the possibility of lost mails;
- 🌱 Reduced time spent on administrative follow-ups;
- 🌱 Minimized human error in data entries;
- 🌱 Safe administration amidst COVID-19 pandemic; and
- 🌱 Provided HODs a holistic view of the applications within the department instead of reviewing on an ad-hoc basis.

METHODOLOGY

We aimed to achieve Joy@Work, go green and ease administration process by:

Leveraging on FormSG to collate applications



Batch review and approval by HODs via email

Leverage on eLetters via People Connexion to announce results



RESULTS

97

MAN-HOURS

SAVED

for administrators,
HODs and Senior
Management

DURING:

🌱 APPLICATION STAGE

🌱 RESULTS ANNOUNCEMENT

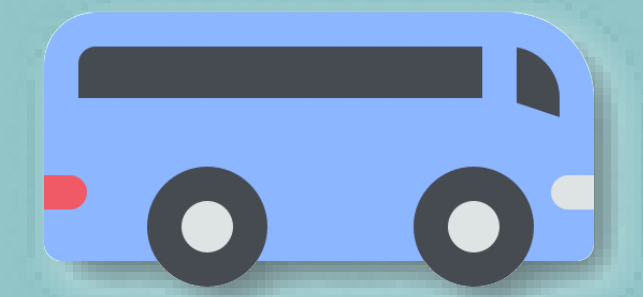
Both awards eliminated:



hardcopy application forms



preparation of hardcopy award letters



travelling to campus to obtain wet-ink signatures



obtaining C-suites' wet-ink signatures



mailing out hardcopy award letters



filing of hardcopy documents

➕ The entire process is more environmentally friendly while saving cost and time.

Overall efficiency increased with same outcome achieved with significantly lesser amount of time and brought much Joy At Work to administrators processing the applications.

CONCLUSION



Reduced

- 🌱 Time spent and data entries errors
- 🌱 Carbon footprint by going paperless and save cost

+



Eliminated

Contact points among HODs, applicants and administrators during COVID-19 pandemic by the removal of paper trail

+



Support

- 🌱 Easy & convenient mode of application
- 🌱 Ease HOD to provide justifications via email

+



Convert

Go green - Digital Signature



Cultivate

Joy@Work