



Singapore Healthcare Management 2021

Dietetic & Food Services (DFS) Virtual Staff Orientation

Chuchu Ji, Magdalin CHEONG
Dietetic & Food Services



Changi General Hospital
SingHealth

Introduction



Dietetic & Food Services (DFS) Staff orientation programme is important as it provides an overview of the department and staff will be familiar with daily operation and understand the responsibility of their job role.

However, this three days face-to-face orientation is faced with many challenges, especially during COVID-19 pandemic period. Feedback gathered from staff also showed that duration of orientation was too long and often had to wait for the trainer to be available. In addition, training information can be tedious and new staff cannot remember or digest all the information immediately.

Aim

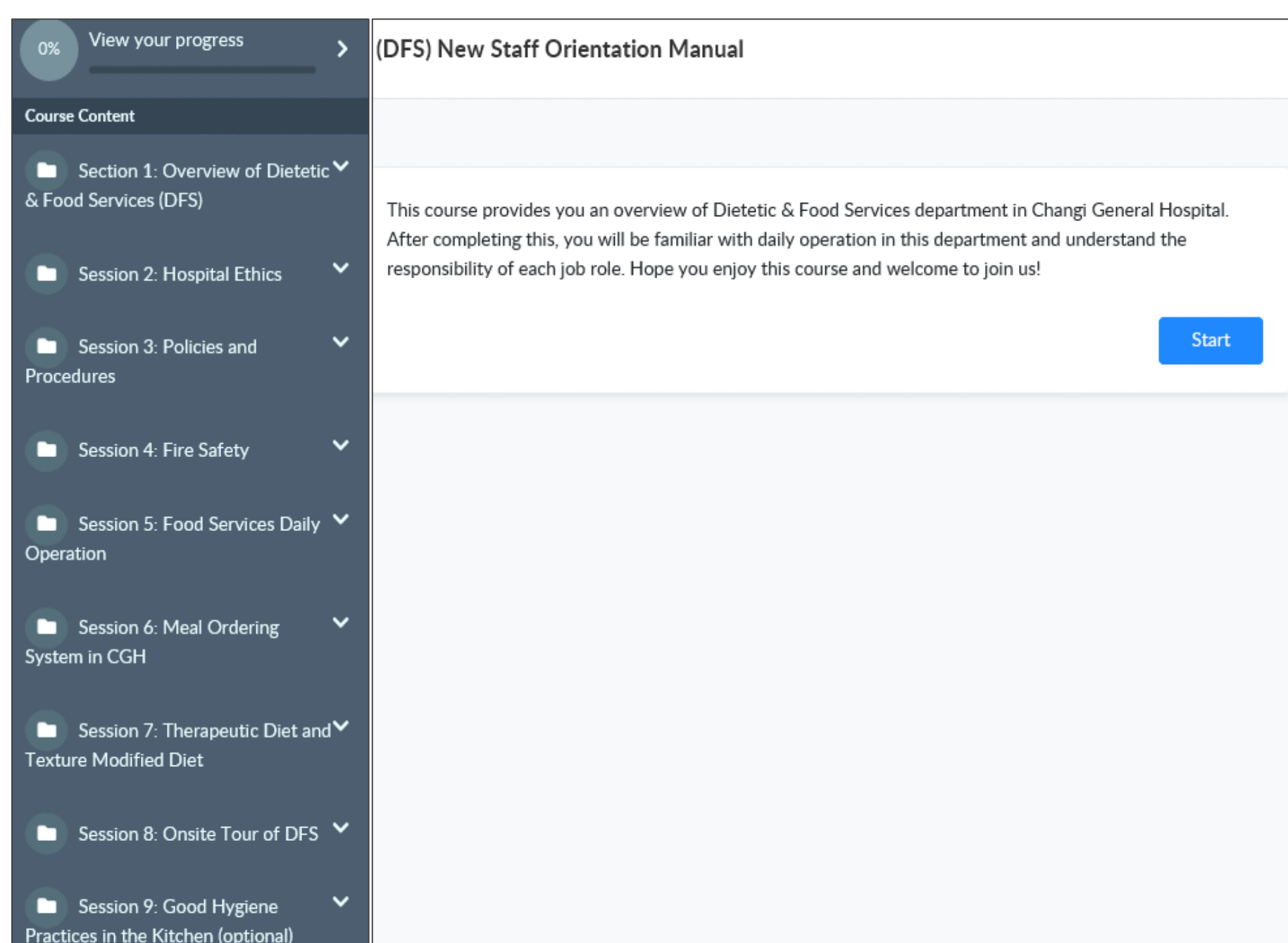


A new virtual learning model with videos and other interactive systems with specific content were adopted via the SingHealth e-learning portal. It aims to **improve efficiency** of orientation process and to provide a **better learning experience** for new DFS staff.

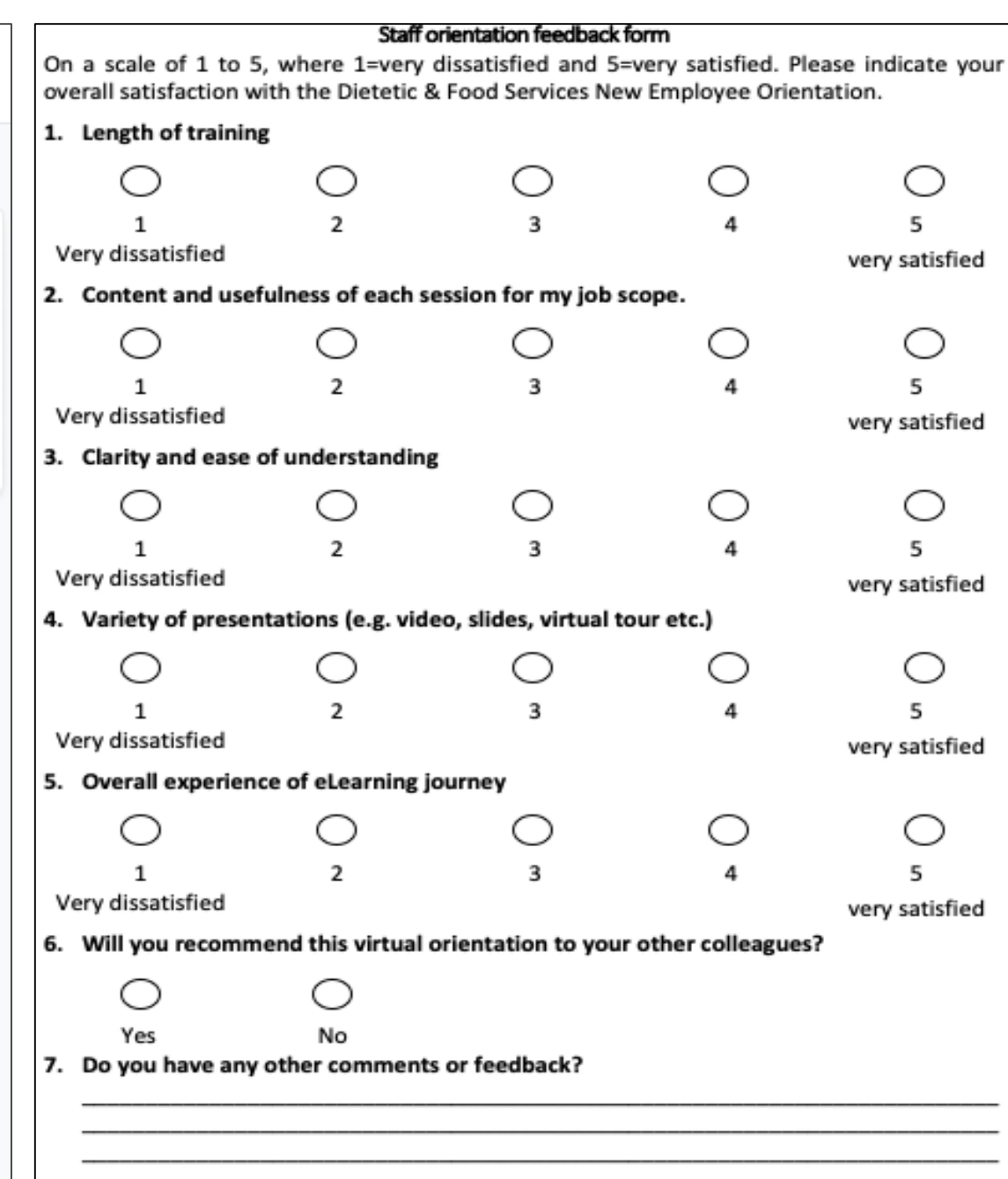
Methodology



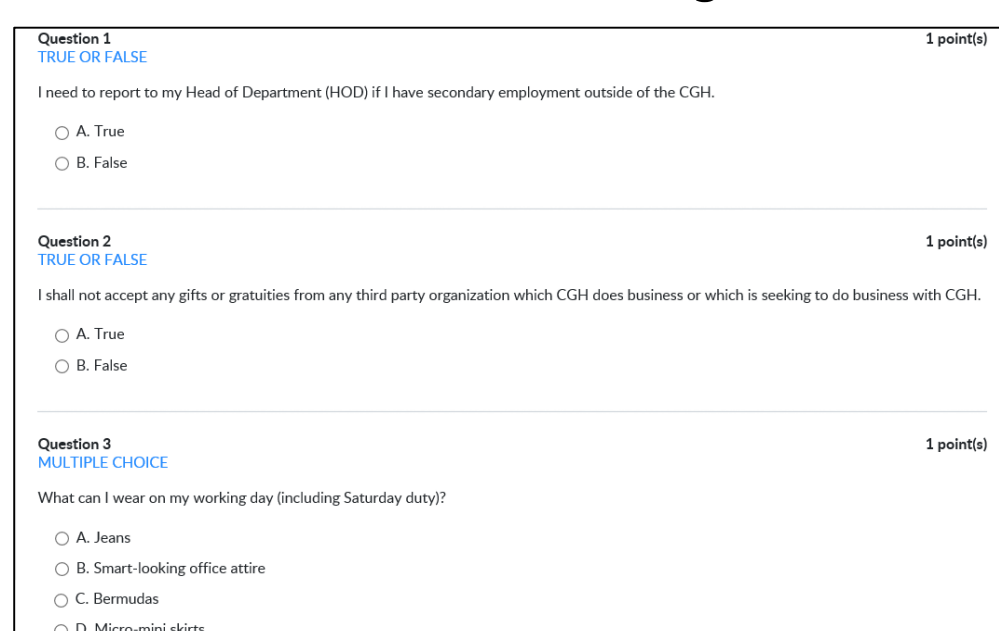
After reviewing the face-to-face orientation documents, areas for improvement were identified. A total of nine learning modules and a virtual DFS tour were included in the virtual orientation programme with follow up assessment after each module. Feedback was gathered after completing all learning modules.



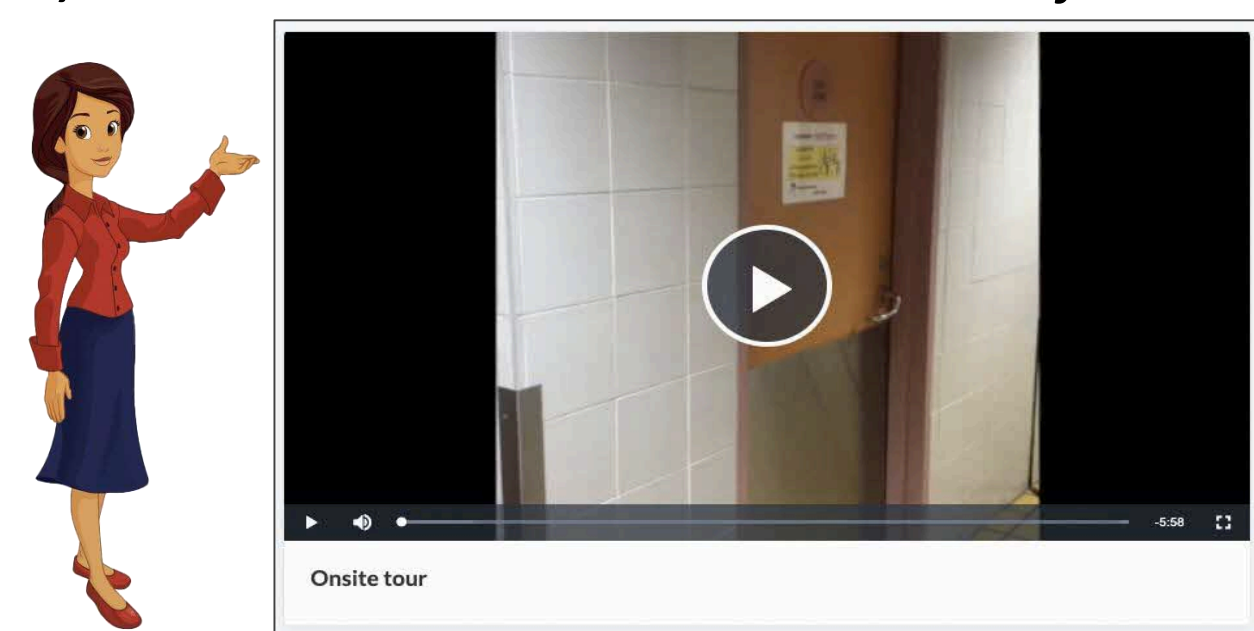
Picture 1: virtual learning session summary



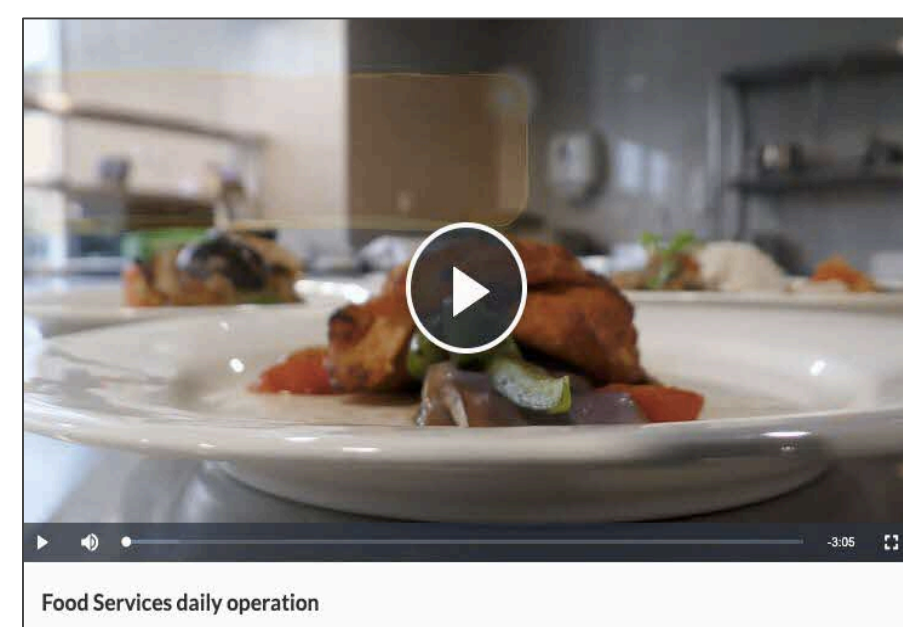
Picture 2: online feedback form



Picture 3: example of online assessment



Picture 4: virtual DFS onsite tour

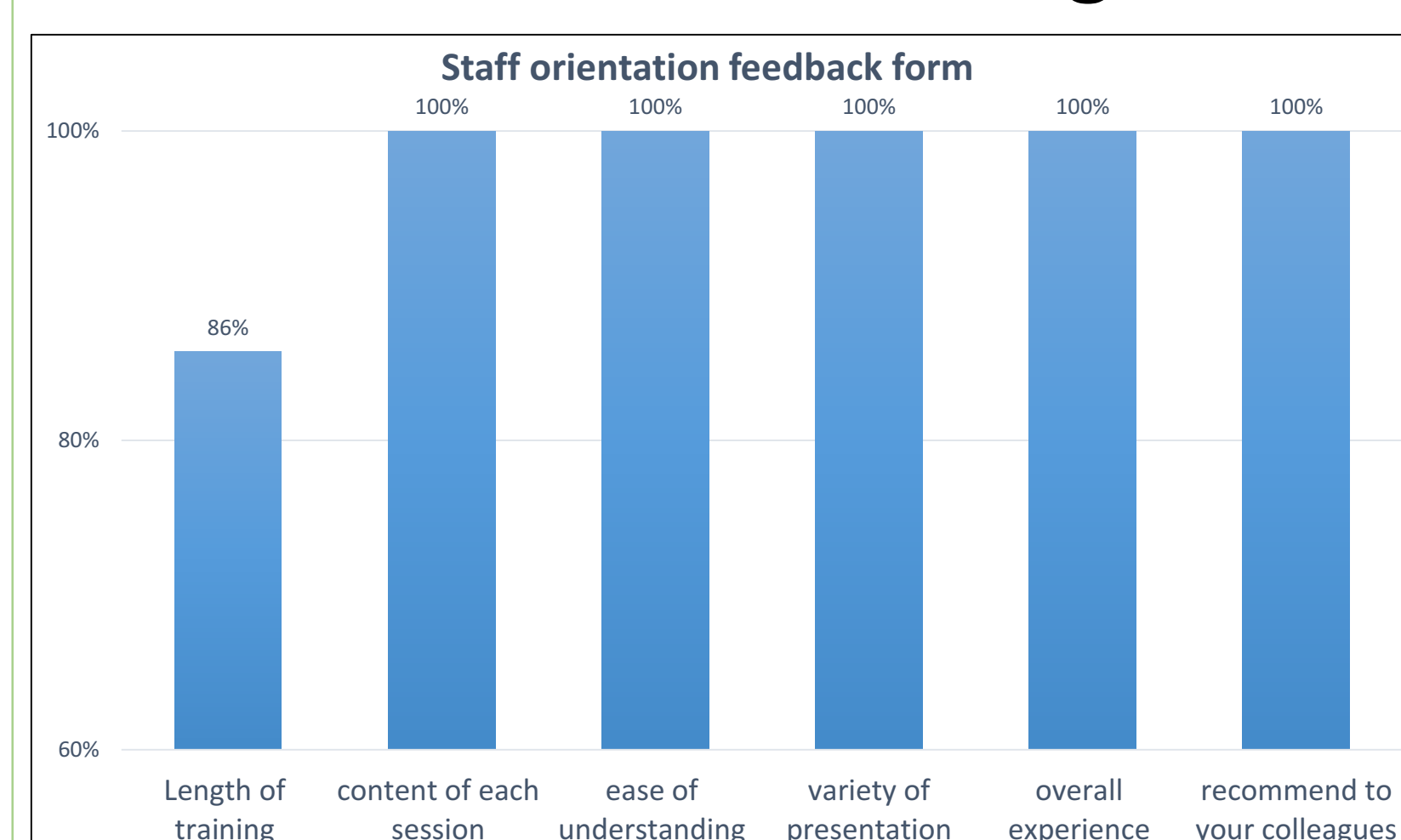


Picture 5: various delivery methods (PowerPoint/video/picture)

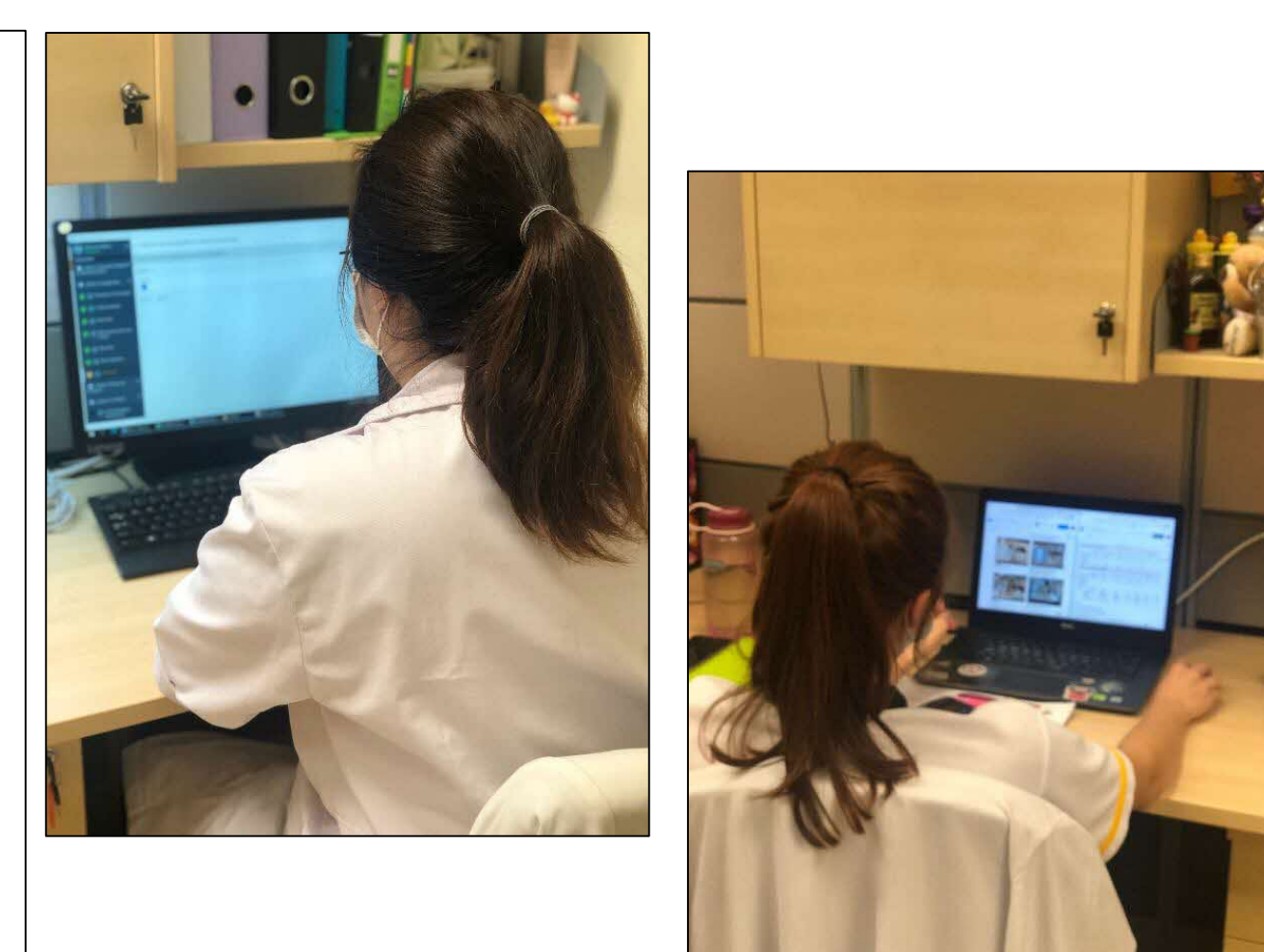
Results



Information gathered from feedback indicated that 97% of staff are satisfied with this new method of orientation in terms of length of training, content of each session, ease of understanding, variety of presentations, and overall experience of e-learning journey. 100% will recommend this virtual orientation to their colleagues.



Graph 1: staff orientation feedback form



Picture 6: new staff doing their online orientation

Compared to face-to-face orientation, the new e-learning model provided the following benefits:

- Reduced learning time from three full days to one full day
- More cost effective as there is no need for printed materials and is environment friendly
- Reduced need to repeat preparation of slides/materials for each orientation
- Reduced waiting time for trainer to be available
- Reduced face-to-face contact with others, thus ensuring safe distancing during the COVID-19 pandemic
- Offer greater flexibility and ensure training consistency and standardization

Conclusion



The new virtual learning model provides a better platform for staff as it enables ongoing access to key resources. Staff can check anytime if they forget a particular process, thus ensuring that they are able to follow standard procedures effectively. It is therefore a successful staff orientation model, creating a positive and enjoyable learning experience.