



Singapore Healthcare Management 2021

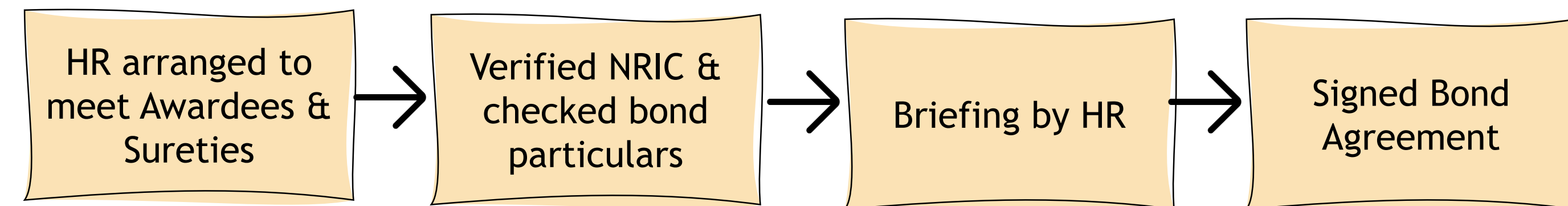
# BOND ADMINISTRATION IN A VIRTUAL WORLD

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## INTRODUCTION

Prior to Covid-19 pandemic, bond agreements were administered face-to-face by HR administrators at office premises during/after office hours.



Challenges faced in the above process:

- Address on NRIC does not match the address on bond agreement. Administrator would have to revise and reprint the agreements.
- Awardees and sureties requested for on campus / after office hours appointment

With the persistent Covid-19 crisis, there is duty to safeguard the well-being of our staff and their loved ones by minimising social contact. Besides, there is a NATIONAL requirement for safe management measures to be implemented at workplace.

- The team:
- Relooked into the process of bond agreement administration; and
  - Enhanced the workflow to boost work efficiency

## METHODOLOGY

### How did we start?

Conducted phone surveys to learn best practices from MOH and SingHealth's institutions.

Consulted SingHealth Legal on compliance to PDPA regulations

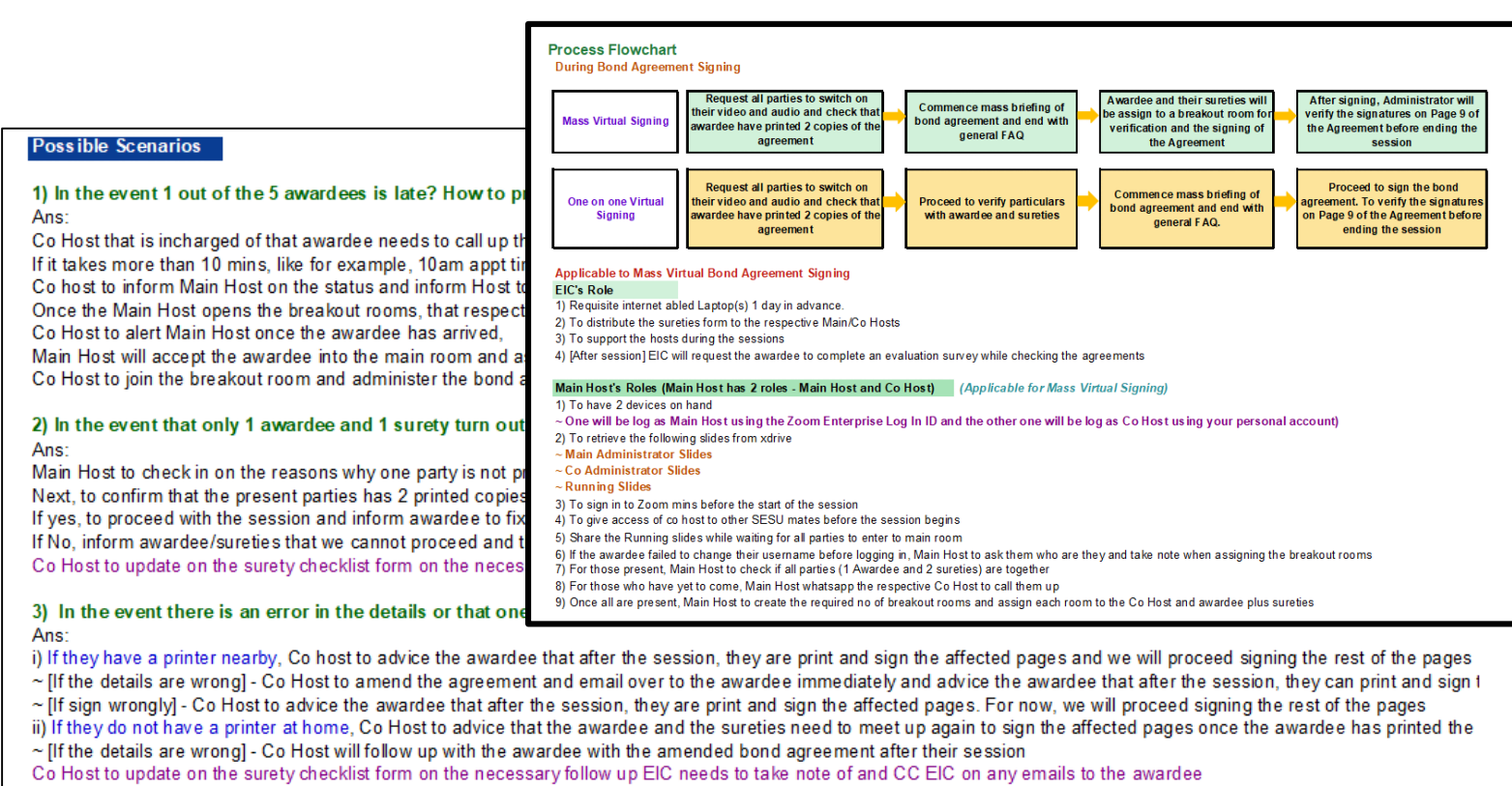
### Why virtual?

Able to witness the signing of the agreement.  
Leverage on **zoom** Enterprise to ensure confidentiality and security.

### Who were affected?

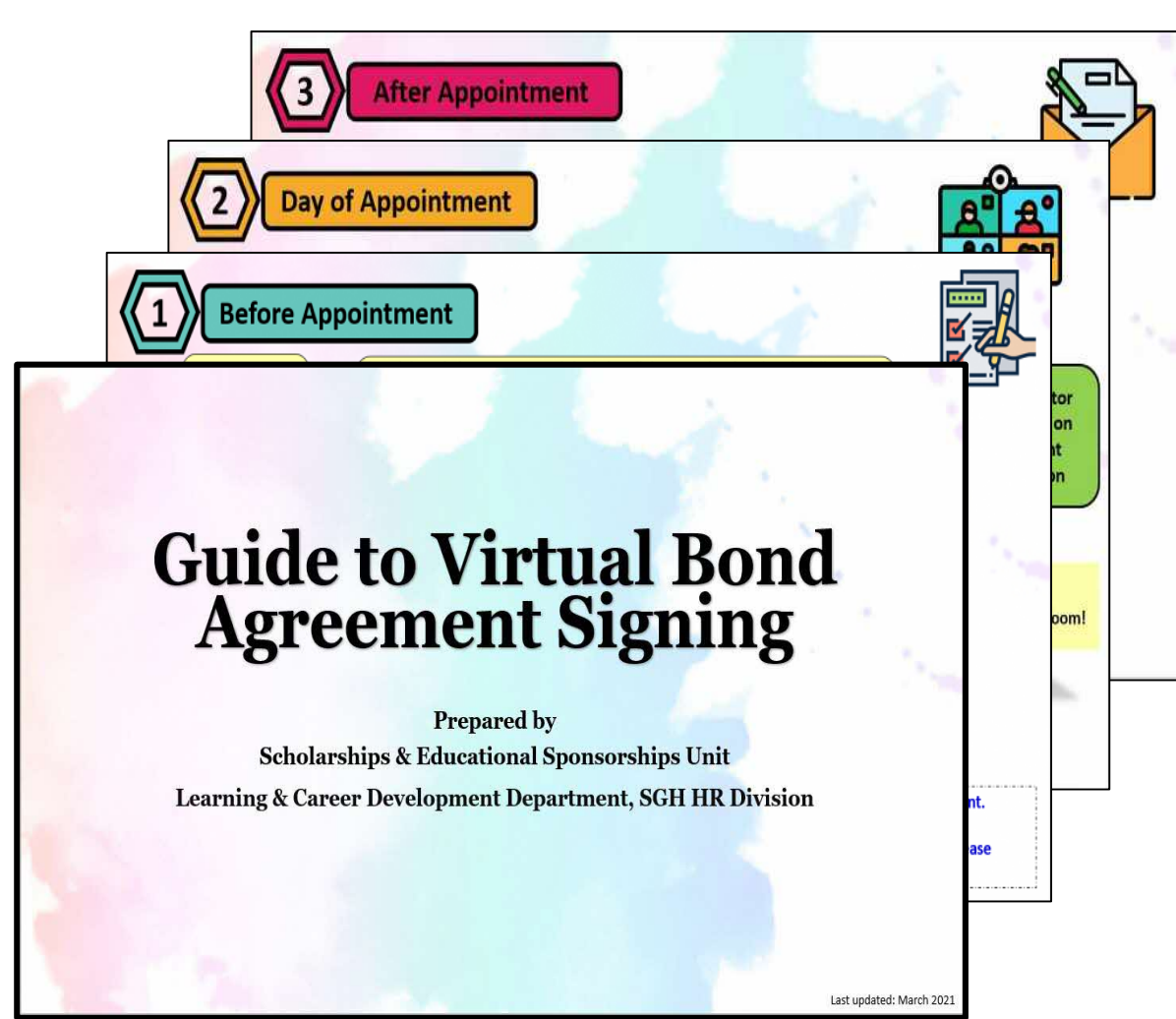
#### Bond Administrators

1. Conducted 2 role-play sessions to learn ZOOM functions and identify potential issues.
2. Created instructions guide.



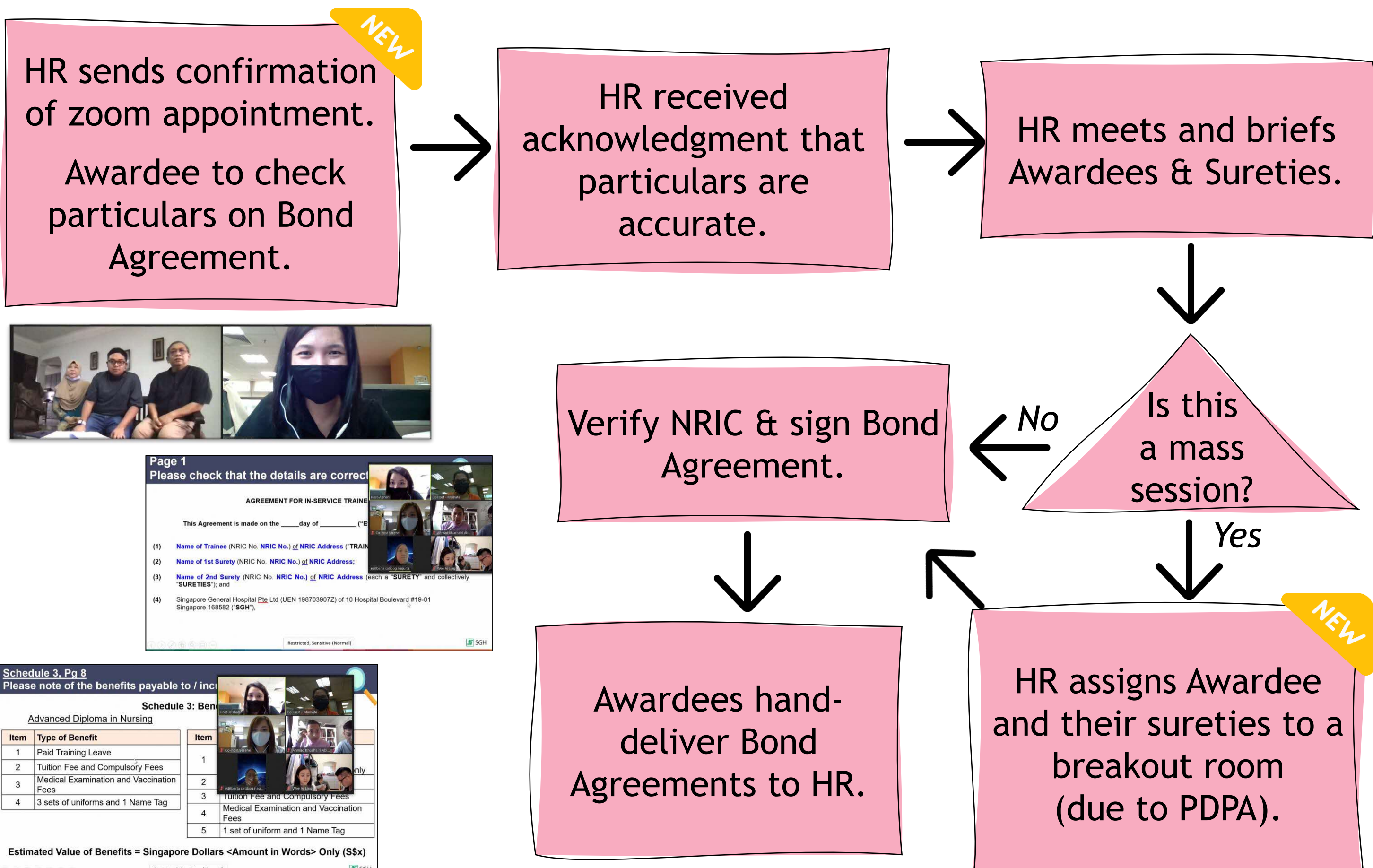
#### Awardees and Sureties

Created Zoom instructions guide



### What is the process?

To conduct the bond signing sessions virtually with 2 additional steps.



## RESULTS

- ✓ Minimised social contact between administrators, awardees and sureties
- ✓ Zero requests for on-campus and after office hours appointments
- ✓ Empowered awardees to take charge of their scholarships by checking and printing their own bond agreements
- ✓ Reduced number of errors in personal particulars

### Survey findings from our Administrators

Reduced time taken in	Individual	Mass
Administration of bond agreements	✓	✓
Logistics arrangements (e.g. meeting rooms, printing, checking and consolidation of bond agreements by programme)	✓	✓
Day of bond signing - registration, runner for reprinting of bond agreement and ushers	N.A	✓
<b>Total hours saved per session</b>	<b>0.25 hours</b>	<b>22 hours</b>

### Survey findings from our Awardees

Pilot Mass Session in September 2020 : Administered 65 sessions.



- ✓ Easier to gather the sureties..
- ✓ Like the virtual bond signing!
- ✓ Thank you Miss Mamata and team for helping with the advanced diploma application.



- ✓ The instructions are clear and easy to follow.



### Challenges from Pilot Run

- Less time given to check and confirm the personal details
- Multiple instructions were sent to awardees during deployment process
- Faced zoom technical issues on both ends (e.g. unable to log in, settings for breakout function were not activated, audio issues faced by awardees)

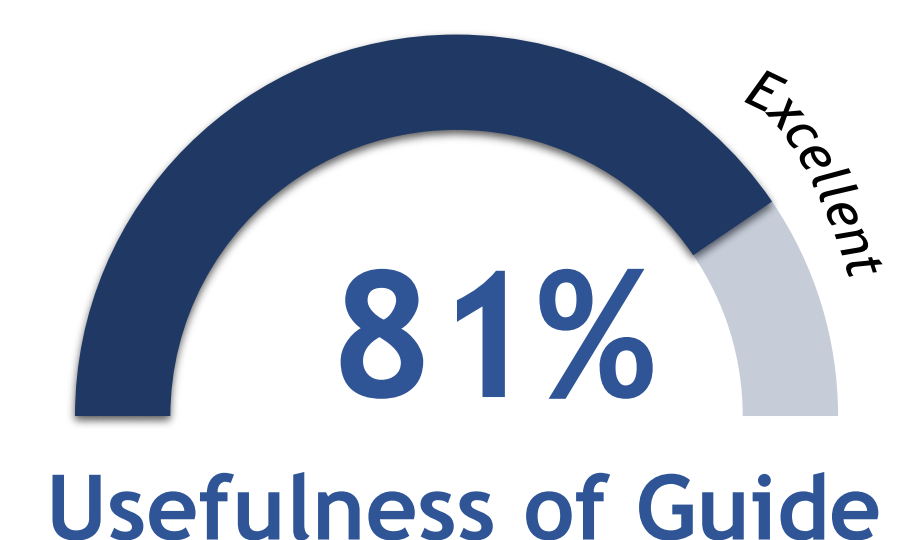
### Enhancements from Pilot Run

- Increased lead-time to check and confirm the personal details
- Summarized all instructions into 1 email for easy reference
- Enhanced instructions guide to include checklists for administrators' preparation to mitigate technical issues

2nd Mass session in March 2021: Administered 47 sessions



- ✓ Was good and clear by using zoom to sign bond agreement and is more convenient for us.



- ✓ Simpler and more straight forward
- ✓ Seamless

## CONCLUSION

Administration of in-service bond agreements will continue virtually!

134 Mass and individual virtual sessions conducted

49.5 hours saved

71% Awardees prefer virtual bond agreement signing.

LCD will continuously strive for excellence by identifying areas of opportunity to enhance efficiency:

