

Empowering Workforce with Automation Capabilities: SGH IN-HOUSE RPA TRAINING PROGRAMME

Workforce Transformation Category

SGH RPA Core Team: Chan Wai Ching · Natalia Fernandez Heng · Iffat Bin Mohamad Rafi

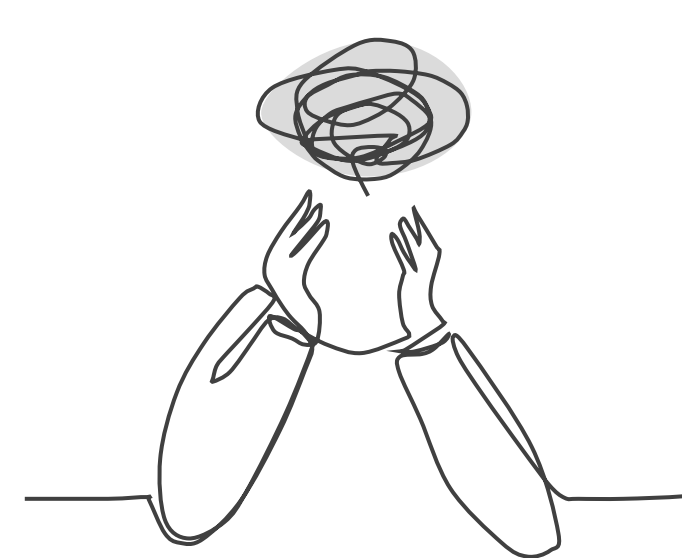


BACKGROUND

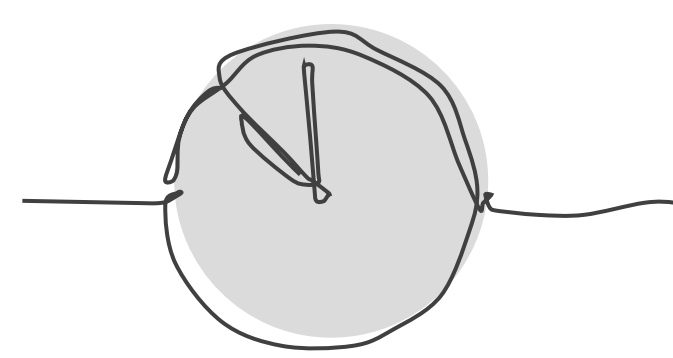
Today, as healthcare staff face pressure to maintain care quality amid rising costs and staffing challenges, Robotic Process Automation (RPA) comes in timely to help with automating routine, repetitive tasks.

PROBLEM

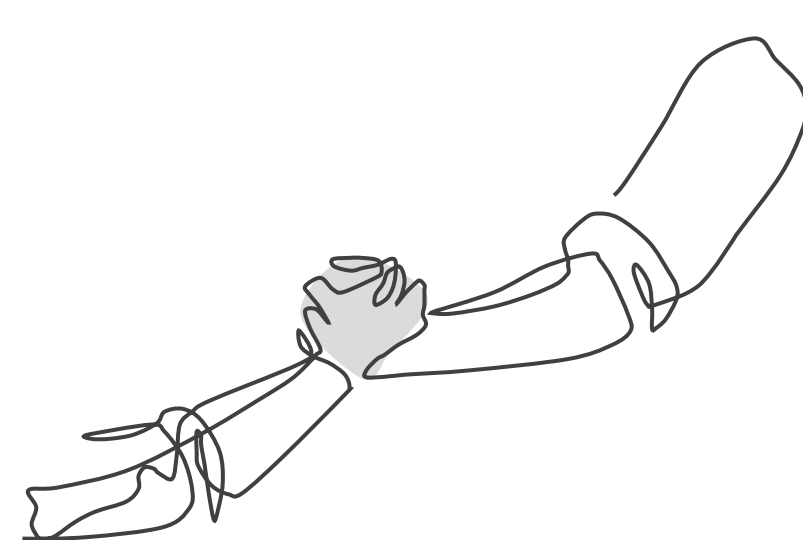
While citizen development is key to scaling RPA adoption, challenges persist:



RPA programming can be **intimidating** for staff despite being 'low-code'



Finding time among core duties for RPA script development can be difficult



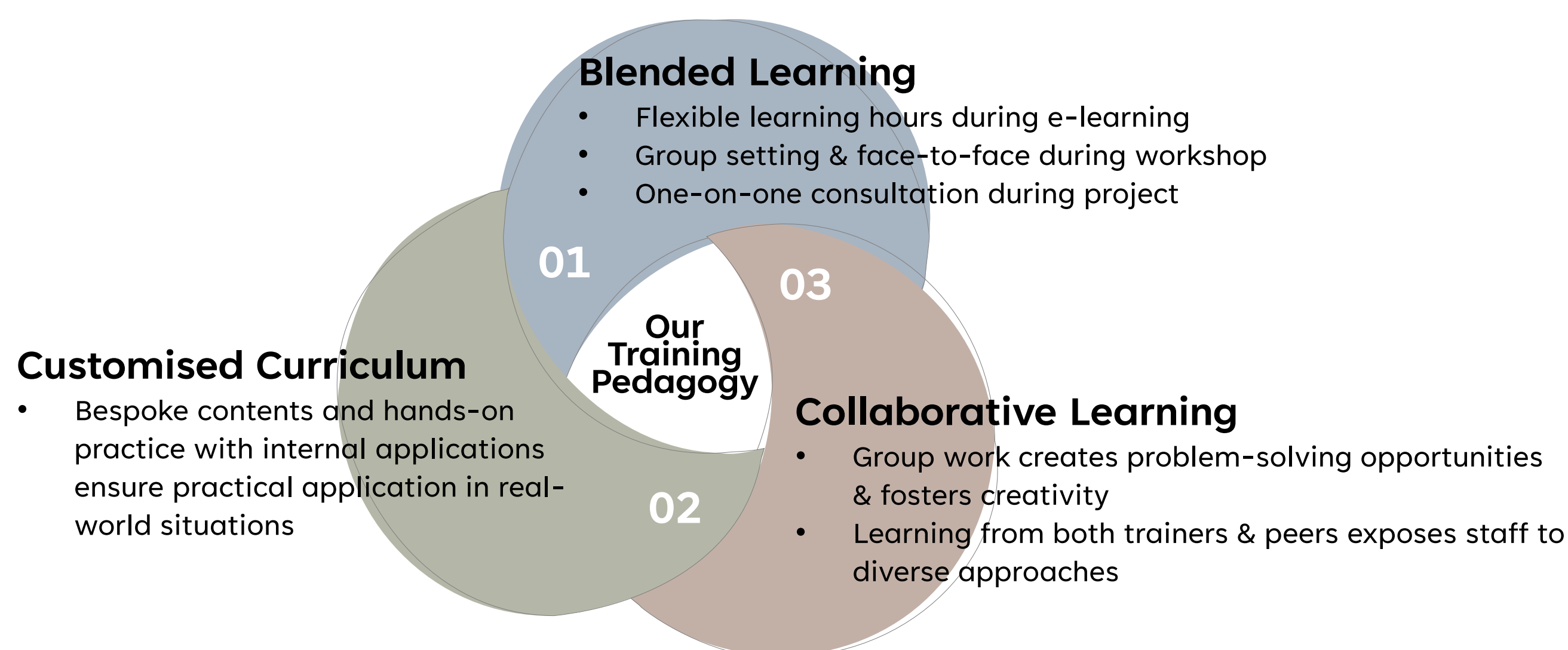
Many need **ongoing support and guidance** beyond initial training

These challenges cannot be addressed through external RPA courses as they often deliver **non-healthcare-specific content** and **lack post-training support**.

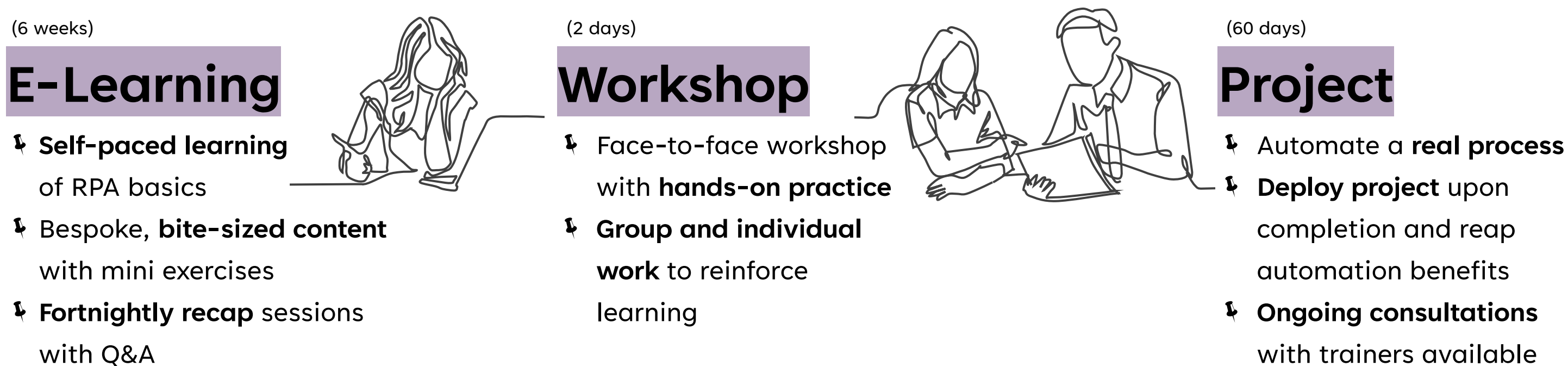
SOLUTION

In FY22, SGH rolled out a 3-part RPA training programme with in-house trainers and customised content tailored to the public healthcare IT ecosystem and is open to all SGH staff at no cost.

Our Training Pedagogy



Our Programme Design



Our Unique Features



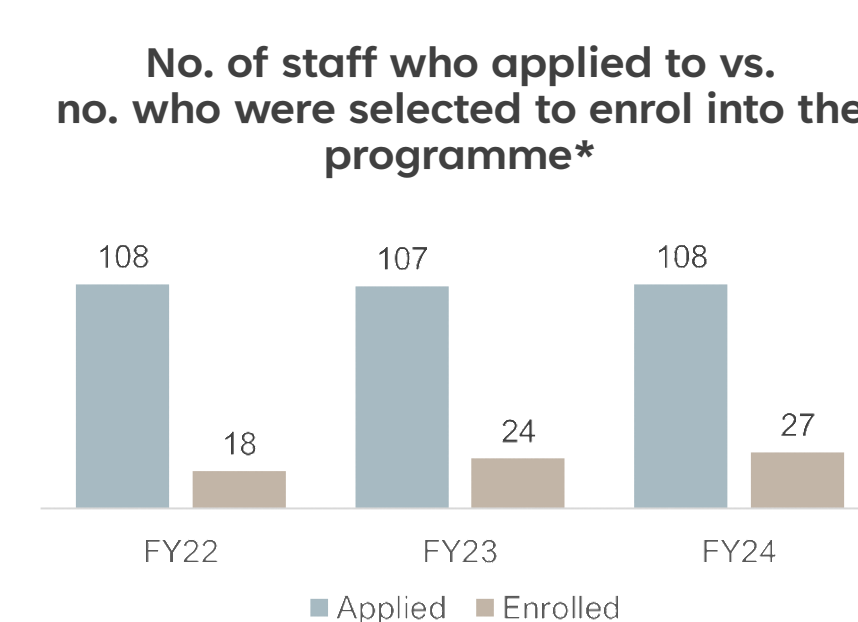
SOLUTION (cont'd)

Participant feedback has been the driving force behind the programme's enhancements every year:

- In FY23, recap sessions were introduced to reinforce key concepts; and
- In FY24, in-house e-learning materials and guest trainers were introduced to enrich the learning experience.

OUTCOMES

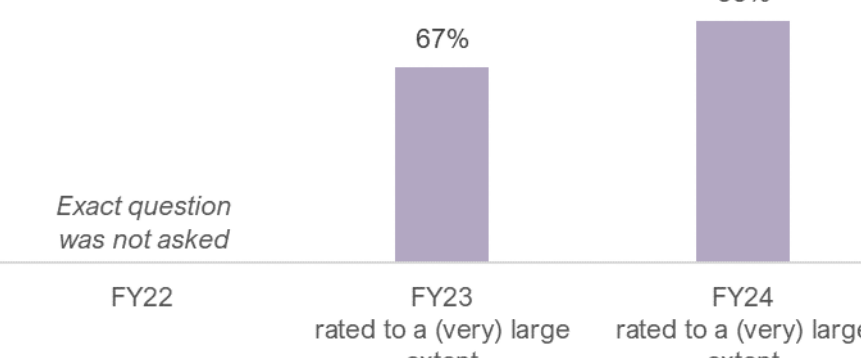
The programme has been consistently oversubscribed and well-received, and our commitment to incorporate participant feedback to better the next year's programme has led to demonstrable success, as shown in the feedback received across iterations:



*No. selected to enrol is limited by no. of vacancies available

Overall

The training programme has prepared me well for the responsibilities I have to take on as an RPA Citizen Developer.

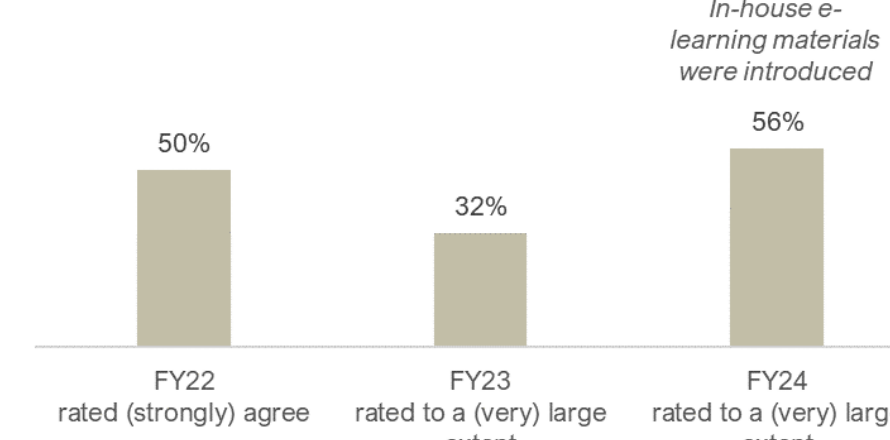


Verbatim feedback include:

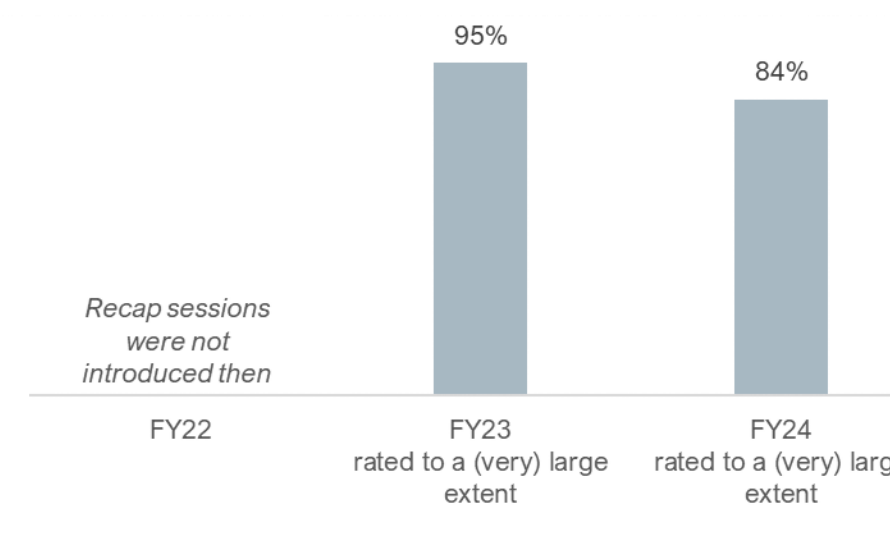
- "The trainers have been an amazing source of support."
- "The recap sessions were very useful to consolidate our knowledge."
- "It was really eye opening! ... Will definitely give it a 10/10 if there was a Google review"

E-learning

I have had no issues with following through most, if not all, of the e-learning material.

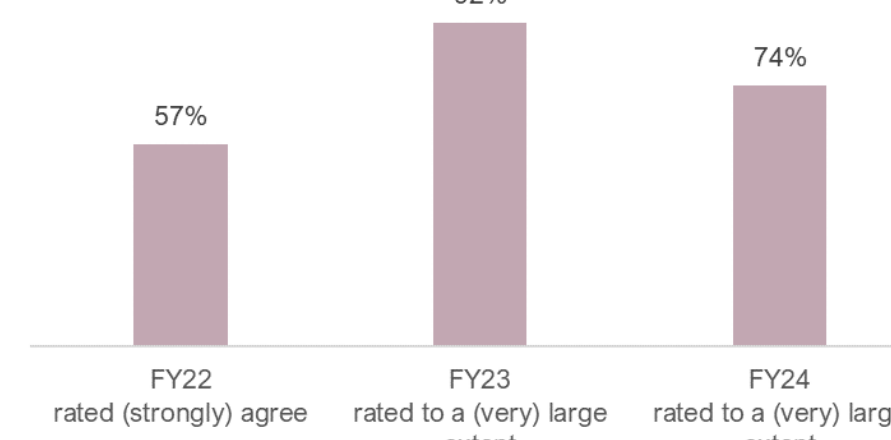


The recap sessions were useful and relevant to the e-learning topics.

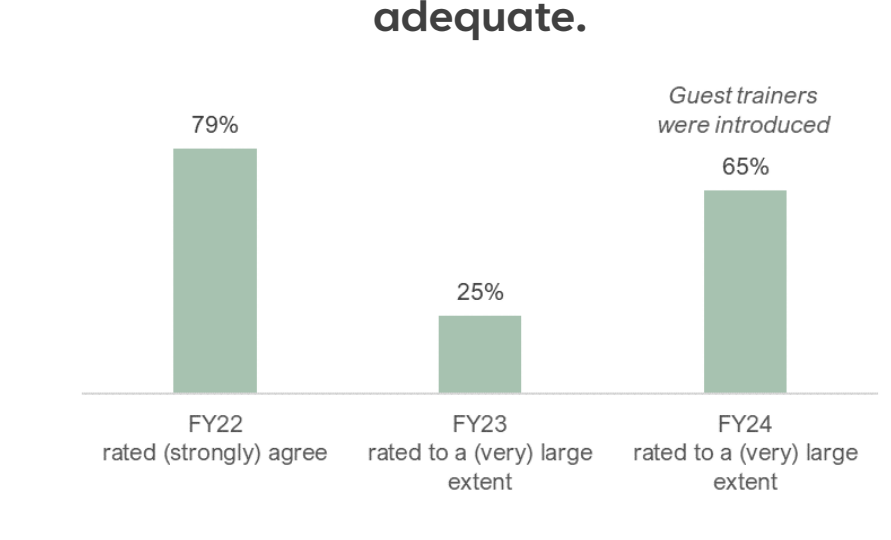


Workshop

I have had no issues with following through most, if not all, of the workshop material.



The participant-to-trainer ratio was adequate.

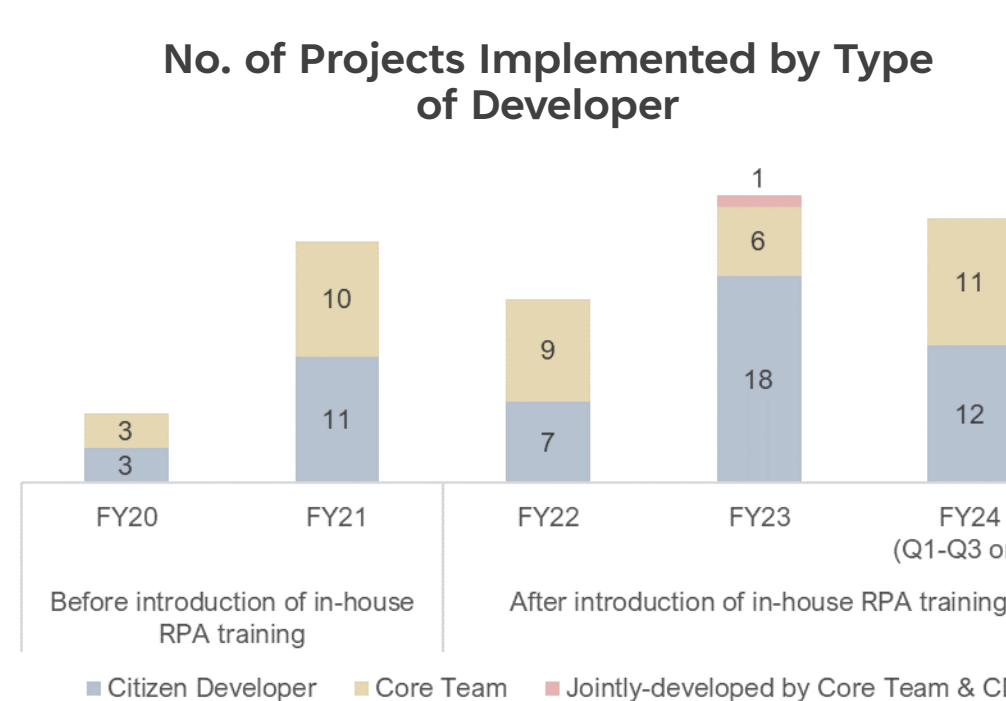


CONCLUSION

The in-house training programme has outperformed external alternatives as evidenced by the increase in automations developed by citizen developers. By running it in-house, we were able to:

- Ensure that training curriculum was **relevant**;
- Allow for **more staff** to be trained; and
- Reduce the cost** of training.

Most importantly, an in-house programme with support from an internal Core Team fostered innovation and ownership amongst staff, promoting a healthy and sustainable RPA ecosystem in SGH.



Note: Most training runs were held at the end of the FY. As such, CDs may only start working on projects in the next FY.