



Singapore Healthcare Management 2021

Learning Continuation: Shift Towards Virtual

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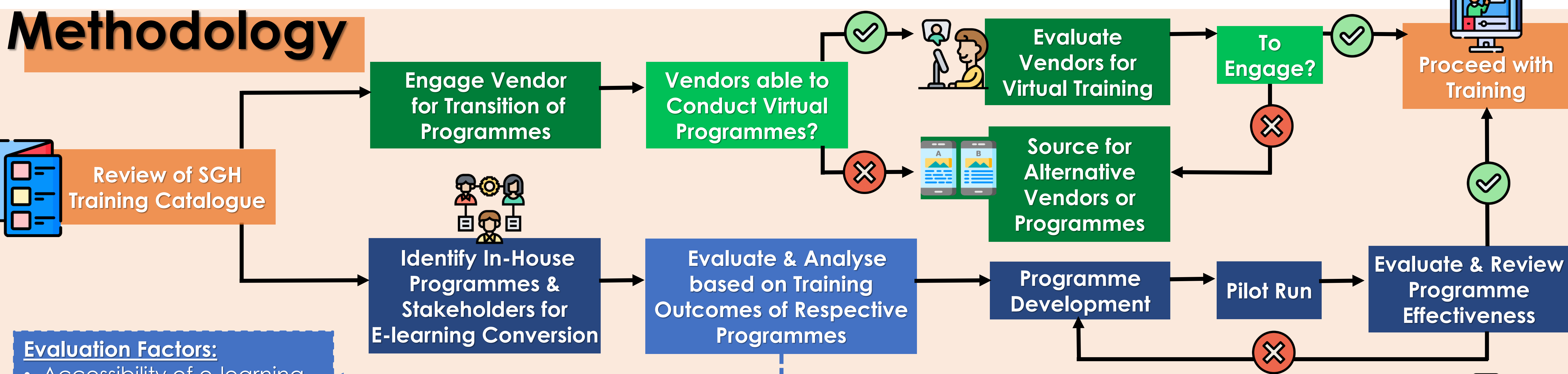
Introduction

E-learning is an existing mode of training and this trend accelerated during the Covid-19 pandemic outbreak. When the pandemic struck Singapore, face-to-face training was forced to a sudden standstill due to the need for social distancing, and the outlook to resume training remained uncertain. Moreover, SGH staff were deployed to support hospital, dormitories and other operational needs to fight the pandemic, resulting in tight manpower across the hospital. This situation provided an impetus for LCD to innovate and transit to e-learning, starting with our in-house programmes.

Aims

1. To allow training and induction to continue amidst the uncertain situation; and
2. To minimize disruptions to operational needs by streamlining training hours

Methodology



- Evaluation Factors:**
- Accessibility of e-learning
 - Engagement level of staff
 - Meet training effectiveness

What was evaluated?

Platforms	Delivery Method	Tools	Target Audiences
<ul style="list-style-type: none"> Infopedia Wizlearn Zoom Webinars <ul style="list-style-type: none"> • Accessible by staff? Intranet or internet? • Logistics requirements for deployment • Engagement level of staff? • Frequency of content maintenance? 	<ul style="list-style-type: none"> Synchronous Asynchronous Hybrid <ul style="list-style-type: none"> • What are the logistic requirements? • Effectiveness of training? • Engagement level of staff? 	<ul style="list-style-type: none"> Mentimeter Gnowbe Articulate Zoom functions Accessibility to Resources <ul style="list-style-type: none"> • Can the tools increase the engagement level of staff? • Ease of learning? • Do the staff have IT device? • Access to internet? 	<ul style="list-style-type: none"> IT Literacy Curriculum Design Curated Content Revised Duration <ul style="list-style-type: none"> For staff with no IT literacy, can dept provide support? • Able to engage the staff? • Achieve Training Outcomes?

Results

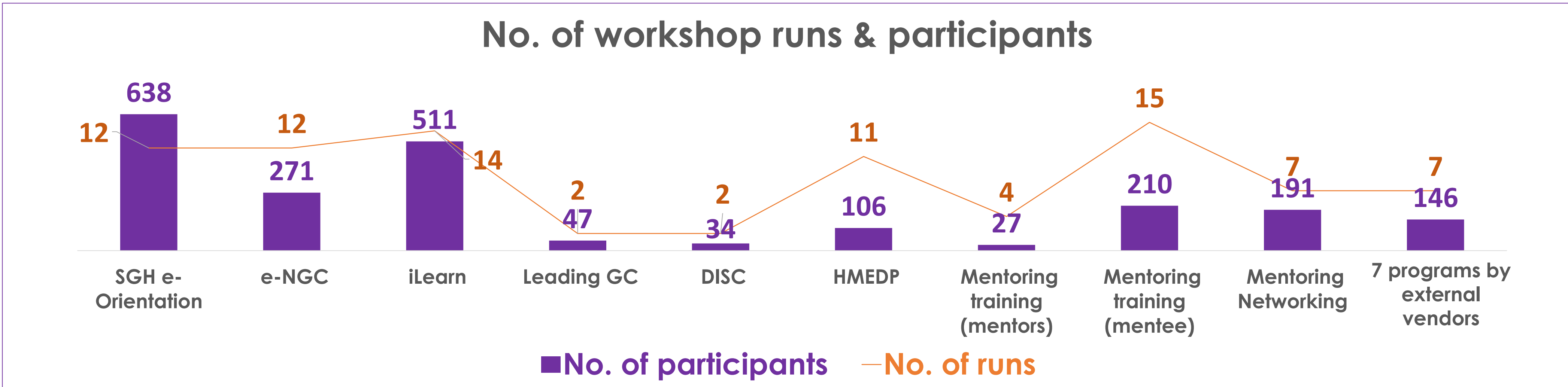
15 Programmes Converted

2,181 Staff Trained

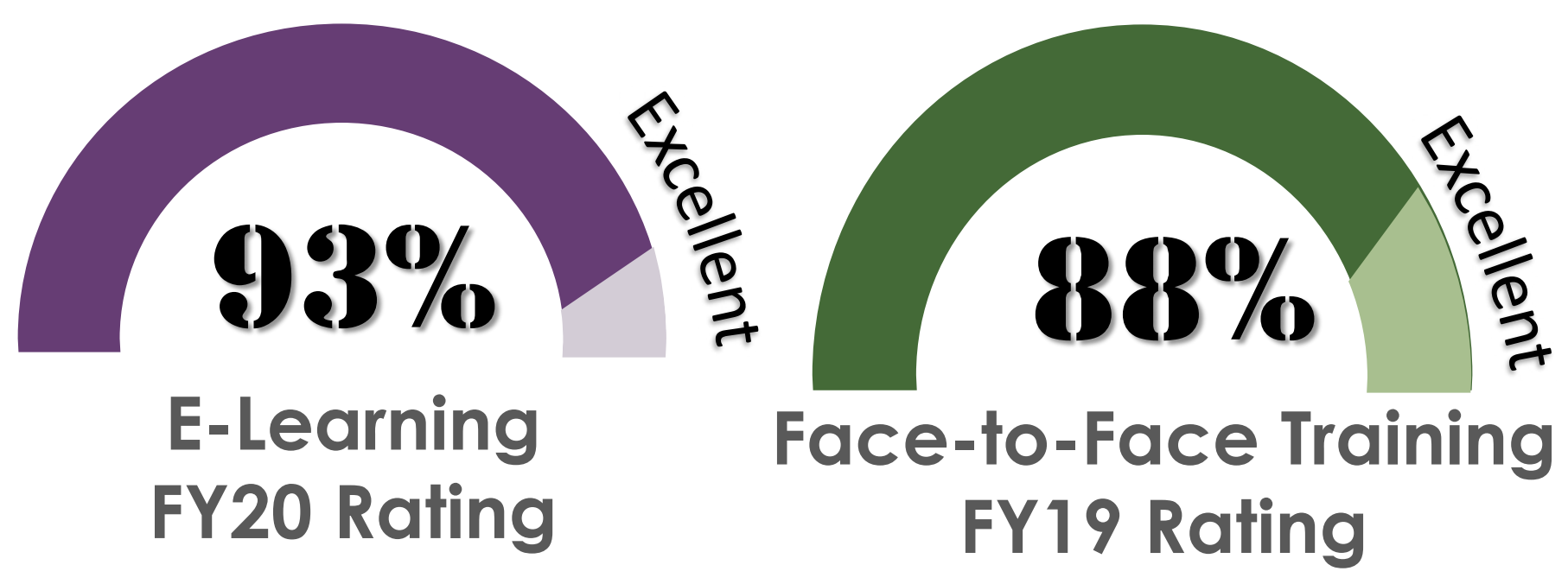
5% increase in overall satisfaction of programme

No. of programmes converted:

- 7 external vendors
- 8 in-house programmes



Overall Satisfaction of Programmes



In-house Programmes	Delivery Method	Platform	Hours reduced per session
SGH e-orientation	Asynchronous	Infopedia	3 hours
e- Nurturing Genuine Care (NGC)	Hybrid	Wizlearn & Zoom	3 hours
iLearn (bite-sized sessions)	Synchronous	Zoom	Nil
Leading Genuine Care (LGC)	Hybrid	Soft copy reading materials & Zoom	2.5 hours
Understanding Self & Others Through DISC	Synchronous	Zoom	Nil
Healthcare Management Executive Development Programme (HMEDP)	Synchronous	Zoom	Nil
Mentoring (Mentors/Mentees/Networking)	Synchronous	Zoom	(6 / 2 / 0.5 hours)

Savings from Conversion of In-House Programmes

679* Man-hours saved

- Asynchronous learning does not require speakers & facilitators
- Shortened training duration saved 170 hours for speakers & facilitators
- Logistics setup & packing for classroom are no longer required

\$7,126 saved

Refreshments and materials are not required for e-learning

*Hours not inclusive of travelling time to training venues

Conclusion

- Learners' positive feedback suggests e-learning is a viable training mode.
- Shortened training duration and elimination of need to travel reduced disruptions to departments and freed manpower for operational needs.
- Departments feedback that some staff lacked suitable devices and Internet-enabled corporate laptops were prioritized for operational needs.
- To facilitate staff's learning, LCD have purchased additional Internet-enabled laptops for training use as a long-term solution.