

## **Project Title**

Structured Training Increased Self-Perceived Competence Among Health Professionals to Become Return-to-work Coordinators in Public Hospitals in Singapore

## **Project Lead and Members**

- Giam Yu Ting Joanna
- Lim Shermaine
- Tan Siew Khoon Heidi

## **Organisation(s) Involved**

Tan Tock Seng Hospital

## **Project Period**

Start date: Nov 2017

Completed date: Sept-2018

## **Lessons Learnt**

- Establishing competency domains in future training programmes is useful in ensuring that the training addresses the participants' needs and to enhance the participants' self-perceived competencies in managing diversity of cases.
- This structured training enabled participants to gain more confidence in all of the ten competency domains, particularly in the knowledge of legal aspects, RTW facilitation skills and RTW focus. These were largely attributed to the aspect on legislation, engagement session of key stakeholders and role plays on assessment, RTW plan and conflict resolution that were incorporated in the workshop.
- What I could have done differently was to gather self-efficacy scores in the workshop planning phase if possible so as to have a gauge of where to emphasis the content of the workshop on.

## **Project Category**

New Pedagogy, Workforce Redesign

## **Keywords**

New Pedagogy, Workforce Redesign, Education, Structured Training, Workplace Capabilities Building, Tan Tock Seng Hospital, Allied Health, Occupational Therapy, Return-To-Work Programme, Return-To-Work Coordinators, Self-Perceived Competency.

## **Name and Email of Project Contact Person(s)**

- Giam Yu Ting Joanna, Senior Occupational Therapist,  
joanna\_yt\_giam@ttsh.com.sg
- Lim Shermaine, Executive, lim\_shermaine@ttsh.com.sg
- Tan Siew Khoon Heidi, Senior Principal Occupational Therapist,  
heidi\_tan@ttsh.com.sg

# Structured Training Increased Self-Perceived Competence Among Health Professionals to Become Return-to-work Coordinators in Public Hospitals in Singapore

Giam Yu Ting Joanna, Lim Shermaine, Tan Siew Khoon Heidi  
Department of Occupational Therapy, Tan Tock Seng Hospital, Singapore

## BACKGROUND AND AIMS

A National Return-to-Work (RTW) programme was launched in Singapore in November 2017. This led to the impetus of a training programme for health professionals to become RTW coordinators. Ten competency domains of RTW, defined based on literature<sup>1,2</sup> and a local randomised controlled trial<sup>3</sup> were incorporated into the training programme. The objective of this study is to explore if a structured training programme increases self-perceived rating of competence among health professionals as RTW coordinators.

## METHODS

A total of 42 participants from public hospitals in Singapore attended three runs of the training programme (Fig. 1). The training programme consisted of two pre-workshop online modules; a two-day workshop with case discussions and role plays; and a post-workshop assignment. Participants were asked to rate their level of competence on a scale from 1 (limited competence) to 9 (proficient competence) in ten domains pre- and post-workshop.

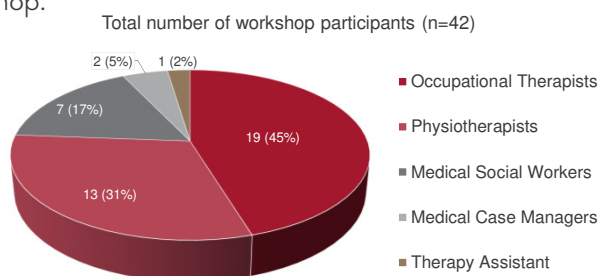


Fig. 1: Participants profile according to professions

## RESULTS

At pre-workshop, the top three highest competency domains rated were knowledge of medical conditions, communication skills and interpersonal skills while the three lowest competency domains were knowledge of legislation, RTW facilitation and RTW focus (Fig. 2).

Competency domains	Mean scores	
	Pre-workshop	Post-workshop
Knowledge of medical conditions	5.60	6.48
Communication skills	5.12	6.31
Interpersonal skills	5.10	6.40
Conflict resolution skills	4.93	6.00
Organisation and administration skills	4.83	5.93
Problem-solving skills	4.29	6.02
Assessment skills	4.21	6.26
Return-to-work focus	3.88	6.07
Return-to-work facilitation skills	3.60	5.83
Knowledge of legal aspects	3.33	5.67
Overall confidence level	4.76	6.60

Fig. 2: Mean scores of ten competency domains pre- and post-workshop

At post-workshop, participants rated an increase of more than 55% in their self-perceived competence rating in the three lowest rated competency domains identified at pre-workshop (Fig. 3).

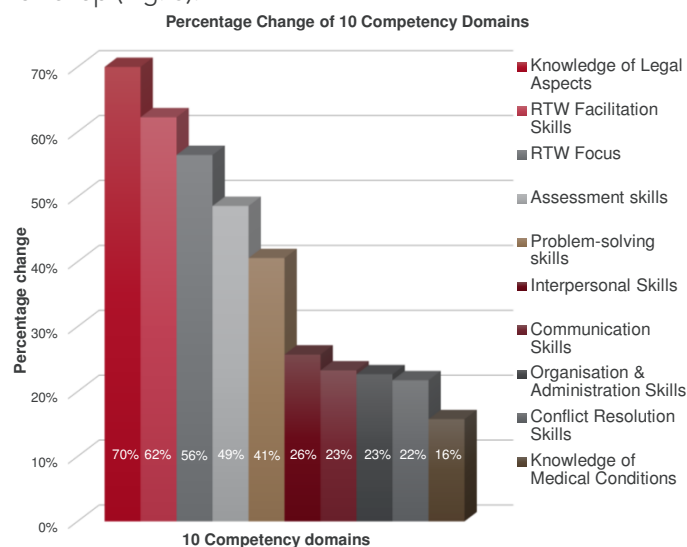


Fig. 3: Percentage change of self-perceived competency in ten domains

## DISCUSSION

In this study, pre- and post-workshop self-perceived competency ratings were used to determine the effectiveness of the structured training programme. The structured training enabled participants to gain more confidence in all of the ten competency domains, particularly in the knowledge of legal aspects, RTW facilitation skills and RTW focus. The results were largely attributed to the aspect on legislation, engagement session of key stakeholders and role plays on assessment, RTW plan and conflict resolution that were incorporated in the workshop. Future training for other healthcare professionals can be tailored based on participants' pre-workshop self-efficacy ratings. Learners with high self-efficacy are expected to transfer learning to the workplace<sup>4</sup>. Hence, a six-month post-training review of the self-perceived competency may be conducted to determine transference of skills to the workplace, especially in the lowest rated domains post-workshop.

## CONCLUSION

Following this structured training programme, continuous learning through community of practice for these RTW coordinators would be beneficial to enhance their self-perceived competencies in managing the diversity of RTW cases. This study serves as a stepping stone in establishing competency domains for future RTWC trainings among different health professionals and building capabilities at the workplace.

### References

- Gardner B, Pransky G, Shaw W, Nha Hong Q, & Loisel P. Researcher perspectives on competencies of return-to-work coordinators. *Disability And Rehabilitation*. 2009; 32(1): 72-78.
- Shaw W, Hong Q, Pransky G & Loisel P. A literature review describing the role of return-to-work coordinators in trial programs and interventions designed to prevent workplace disability. *Journal of Occupational Rehabilitation*, 2008; 18(1): 2-15.
- Tan HSK, Yeo DSC, Giam JYT, Cheong FWF & Chan, KF. A randomised controlled trial of a Return-to-Work Coordinator model of care in a general hospital to facilitate return to work of injured workers. *Work*. 2016;(54): 209-222.
- Celestin B, Shao Y. The Influence of Pre-training Factors on Motivation to Transfer Learning at the Post Training Stage. *Human Resource Research*. 2018;2(1):1-17.