

Project Title

Enhancing our Declaration of Interest Process

Project Lead and Members

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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Human Resources

Aim(s)

As part of the continuous improvement of our processes, we enhanced the review and escalation process for SGH Annual Conflict of Interest Declaration to ensure that there is a close loop for staff who declared any conflict of interest.

Background

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Methods

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Results

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Conclusion

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Project Category

Care & Process Redesign

Quality Improvement, Workflow Redesign

Keywords

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Enhancing our Declaration of Interest Process

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Singapore
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INTRODUCTION

All employees are required to declare any potential conflict of interest using the online “Declaration of Interest” form via People Connexion, as and when conflict may arise. An annual declaration exercise is also triggered at the start of each calendar year, however, the online application form only allows for 1 level of approver to be captured.

PROBLEM

1. As only 1 level of approver is allowed in the system, Division Head’s response to the Declaration is not captured.
2. HOD may not know what is the potential areas of impact and appropriate mitigation course of action to take.
3. Staff may not know the appropriate action to take to remediate the potential conflict of interest.

OBJECTIVE

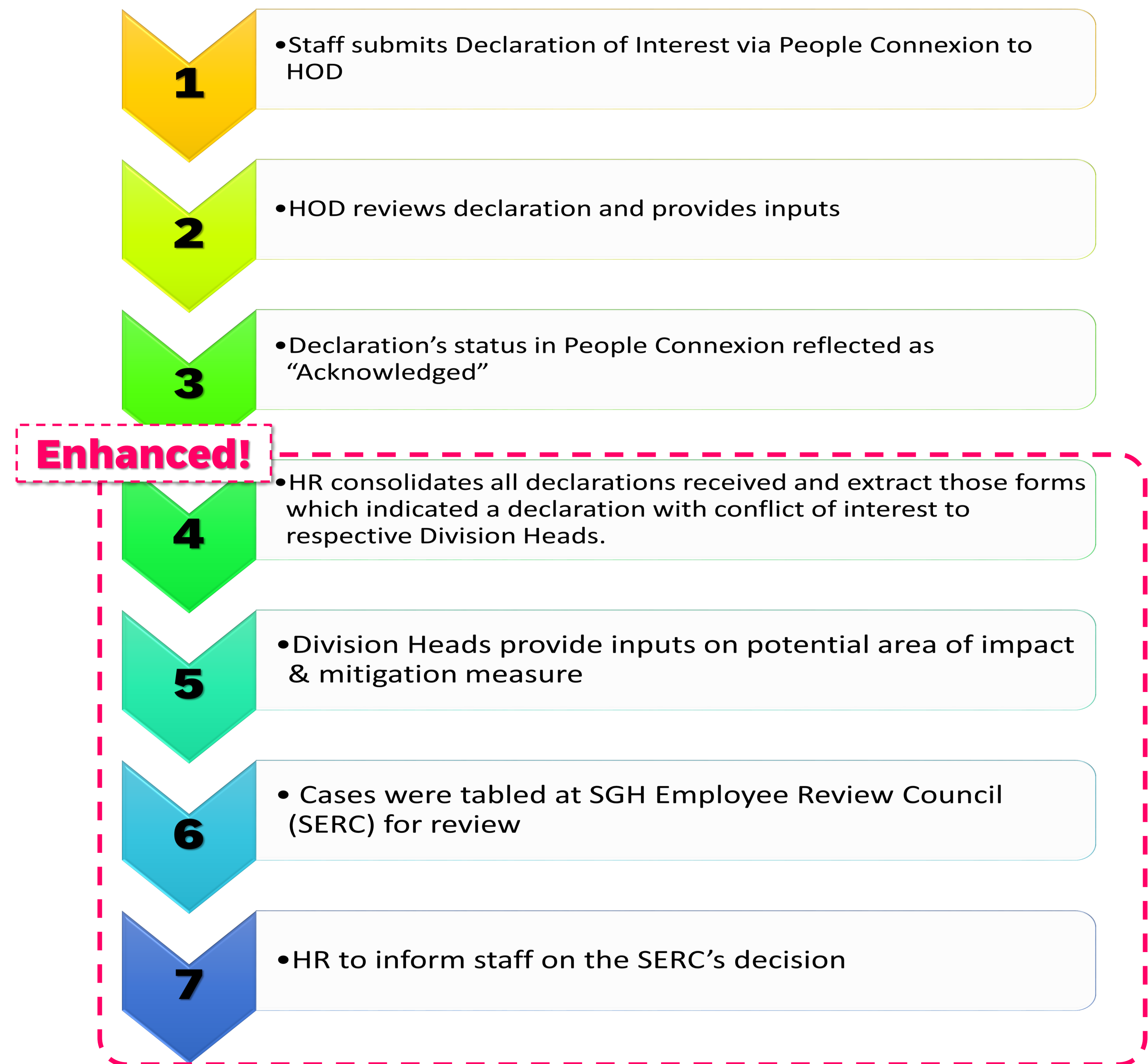
As part of the continuous improvement of our processes, we enhanced the review and escalation process for SGH Annual Conflict of Interest Declaration to ensure that there is a close loop for staff who declared any conflict of interest.

METHODOLOGY

We have extracted all Declaration of Interest submitted for Division Heads’ review and advice and included a list of suggested potential areas of impact and mitigation measures for them to select.

Subsequently, cases were tabled at SGH Employee Review Council (SERC), appointed and chaired by CEO. HR will then close the loop with the respective staff and inform them on the appropriate course of action decided by SERC.

The enhanced review process with Division Heads and SERC members will take place annually.



An email guide on the suggested mitigation measure was also sent out to all HODs during the start of 2022 annual exercise for their consideration when reviewing the declarations.

RESULTS

1. Division Heads / Directors and members of SERC were more aware of the cases who have been assessed to have a conflict.
2. Employees would be well informed on the appropriate course of action to take to avoid being caught in situations of conflict.
3. HODs were more aware of the areas of impact and mitigation measures to address situations of conflict.
4. In the long run, it helps to safeguard the integrity, reputation and interests of SGH and our employees.

CONCLUSION

With this enhanced process in place, it ensures that we are in compliance with our policy and it helps to improve and tighten our Declaration of Interest processes.