

Project Title

It takes TWO to Clap – Collaboration Works Wonder

Project Lead and Members

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- Olivia Hanafi Jakarias
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Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Patient Liaison Service, Postgraduate Medical Institute

Aims

- **Consistent** support for clinical departments and stakeholders
- **Develop** structured programme for collaboration between departments
- **Foster relationship** and establishing of team work between two departments
- **Utilize** each department's strength for greater performance

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Human Resource Category)

Project Category

Organisational Leadership, Organisation Development, Culture Building, Human
Resource, Staff Management

Keywords

COVID-19, Inter-departmental Collaboration, Stakeholder Engagement

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It Takes TWO To Clap – Collaboration Works Wonder



Singapore Healthcare Management 2021

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PATIENTS. AT THE HEART OF ALL WE DO.

BACKGROUND

Patient Liaison Service (PLS)

PLS at Singapore General Hospital is the coordinating liaison point for assistance with Patient Referral from General Practitioners (GPs).

Completed tele-calling of 1700 GPs and provide updated database for disseminating updates and information for events.

SGH Postgraduate Medical Institute (PGMI)

PGMI organises and provides secretariat support to a wide range of continuing medical education programmes such as GPCMEs, training workshops, seminars and scientific meetings that cater to the learning needs of healthcare professionals.

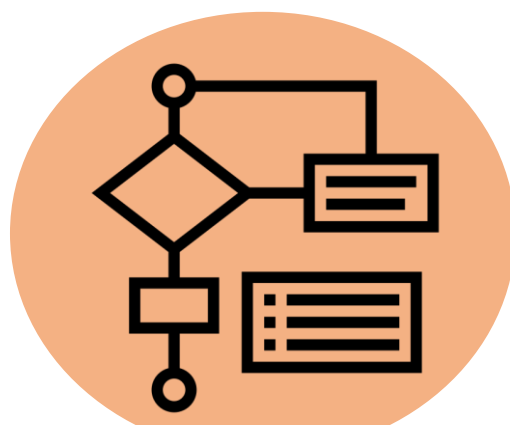
PLS and PGMI are learning to adjust to engage respective partners in this Pandemic Situation.

With a common aim in mind, the two departments decided to share skills and tap on the team's capabilities to reach out both internal and external stakeholders. Opportunity was identified for a synergistic collaboration.

OBJECTIVES



Consistent support for clinical departments and stakeholders



Develop structured programme for collaboration between departments

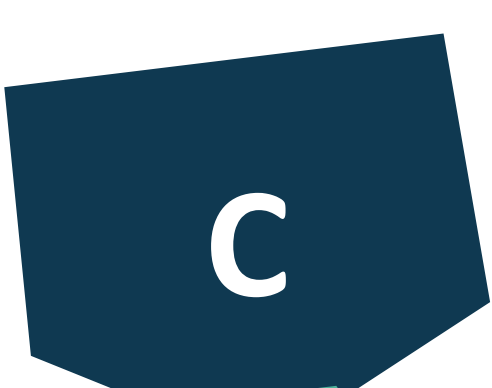


Foster relationship and establishing of team work between two departments



Utilize each department's strength for greater performance

METHODOLOGY



Communicate to the team members in both departments on objective of the collaboration



Organize engagement session with internal stakeholder such as HODs for their support on collaboration



Understand the skills set required and distribute the roles accordingly



Review and amend the plan to cater to the needs of the stakeholders



Actively engage team members to address challenges and provide encouragement

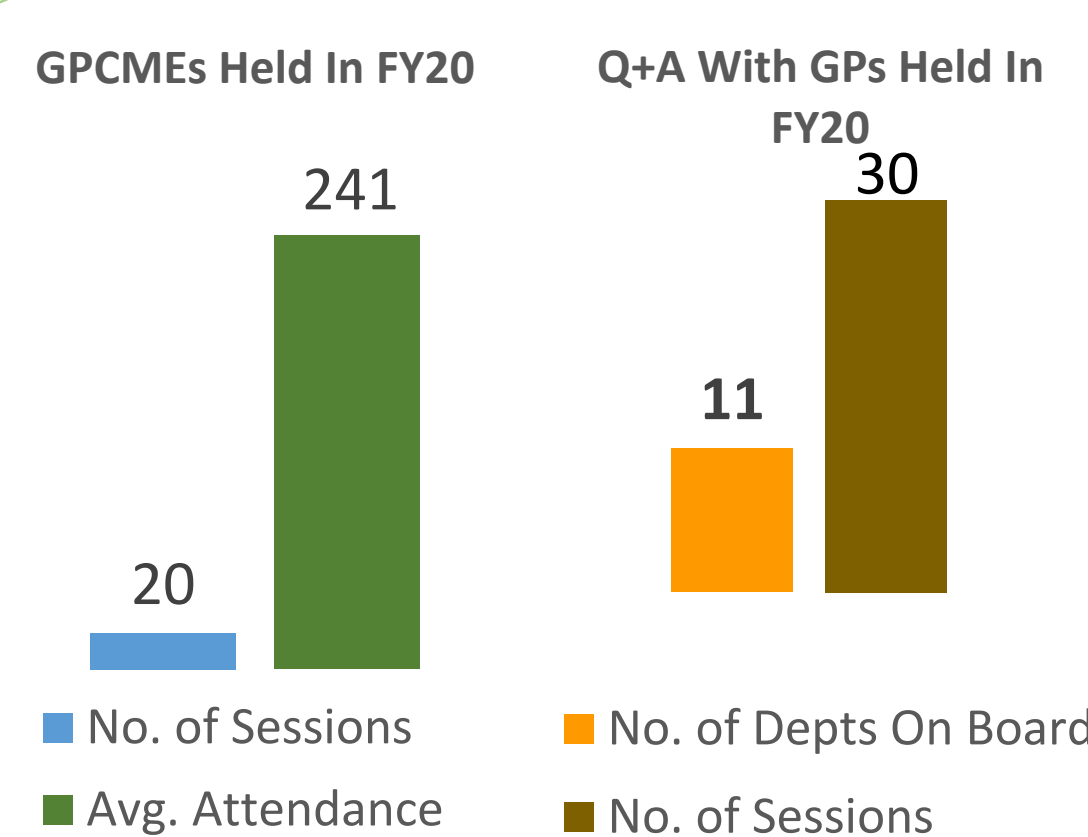


Gather feedback from the both internal and external stakeholders for improvement



Established a calendar of events and communication platforms for GP engagement

RESULTS

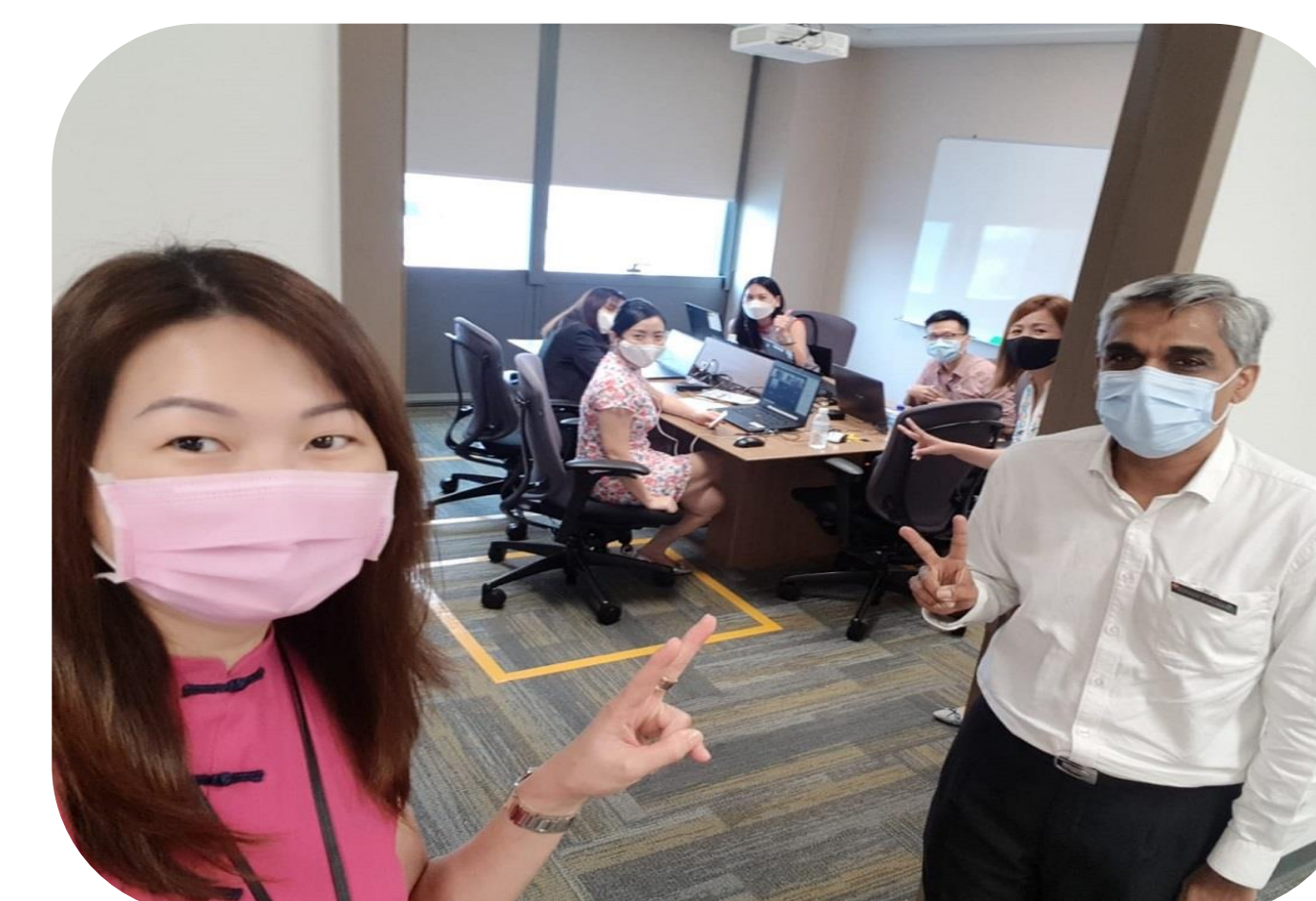


- **118 GPs attended** the webinar with SGH Senior Management on New updates on SGH's infrastructure and clinical services

Upcoming Webinars by SGH



- Conducted **30 Weekly Q&A sessions**, with **76 slots** all taken up for 2021
- PGMI and PLS has hosted **26 webinars** to-date with an average of **241 attendees**



- PGMI and PLS Team coordinating on site to support the GP Webinar in February 2021
- PGMI and PLS has established a process flow in organizing GP Engagement events. Standard Work Instructions (SWI) has been documented and saved in shared drive for all team members
- We have achieved all time highest monthly GP referral in 10-year record for March 2021

CONCLUSION



Team members to be open-minded to learn from each other to meet the objectives



Empathy in sharing and willingness to learn is important to achieve good outcome



All communication is key factor when departments are working together to engage stakeholders and partners



Manage expectations to collaborate between different department to achieve greater performance

"Together Everyone Achieves More"

By Brian Birdow