

Project Title

Digital Learning in Singhealth HQ: Build A Thriving Workforce by Empowering Learners in The Digital Age

Project Lead and Members

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Organisation(s) Involved

Singapore Health Services (SingHealth)

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Education, Learning & Development

Project Period

Start date: Aug 2021

Completed date: Mar 2022

Aim(s)

- Convenient access to knowledge attainment
- Up to date and extensive library of learning content
- Reduction of administrative process

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Training & Education

Education Platform, Virtual Learning Platform, Learning Management, Learning Approach, Self-directed Learning

Keywords

LinkedIn, Learning & Development, Self-directed Learning, Digital Learning

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Singapore Healthcare Management 2022

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INTRODUCTION

The COVID-19 pandemic has resulted in an unprecedented switch to remote working, which has accelerated the change in the way people work and learn.

The strongest driver of work culture is the provision of opportunities to learn and grow (GLINT, 2021). With the rapid evolving learning landscape and emerging technology trends, SHHQ launched the Digital Learning Platform – LinkedIn Learning in Aug 2021 to empower self-development amongst staff.

*2 Virtual Roadshows were conducted and received a total of **383** attendees

Following the launch, the Learning & Development (L&D) team continued to engage staff via Learning Challenges and monthly eDMs, to share trending topics to make learning “fun”.

OBJECTIVES

- Convenient access to knowledge attainment
- Up to date and extensive library of learning content
- Reduction of administrative process



METHODOLOGY

LinkedIn Learning Insights

- Analyze results achieved via LinkedIn Learning reports
- Insights on users’ usage on the Digital Learning Platform

Business Process Mapping

Submission of course requests traditionally via Learning Management System (LMS)

- Study the overall administrative process
- Time required for both staff and L&D team



Survey

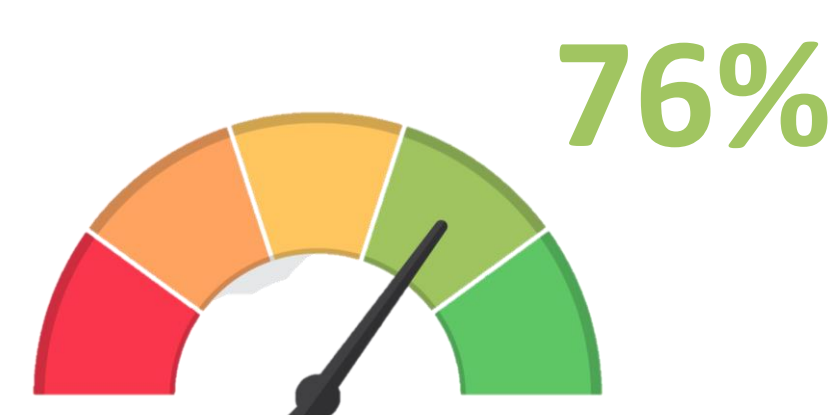
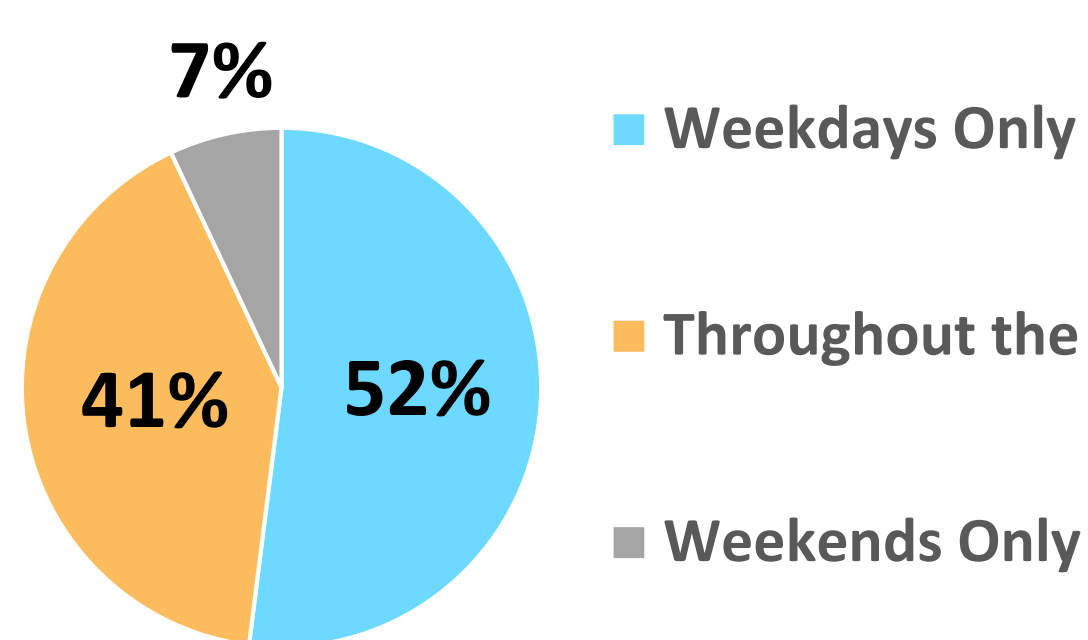
Find out the overall learning effectiveness and user satisfaction for:

- Staff who have activated their LinkedIn Learning accounts
- Staff who had experienced the traditional course application process via LMS (Joined in FY19 and before)

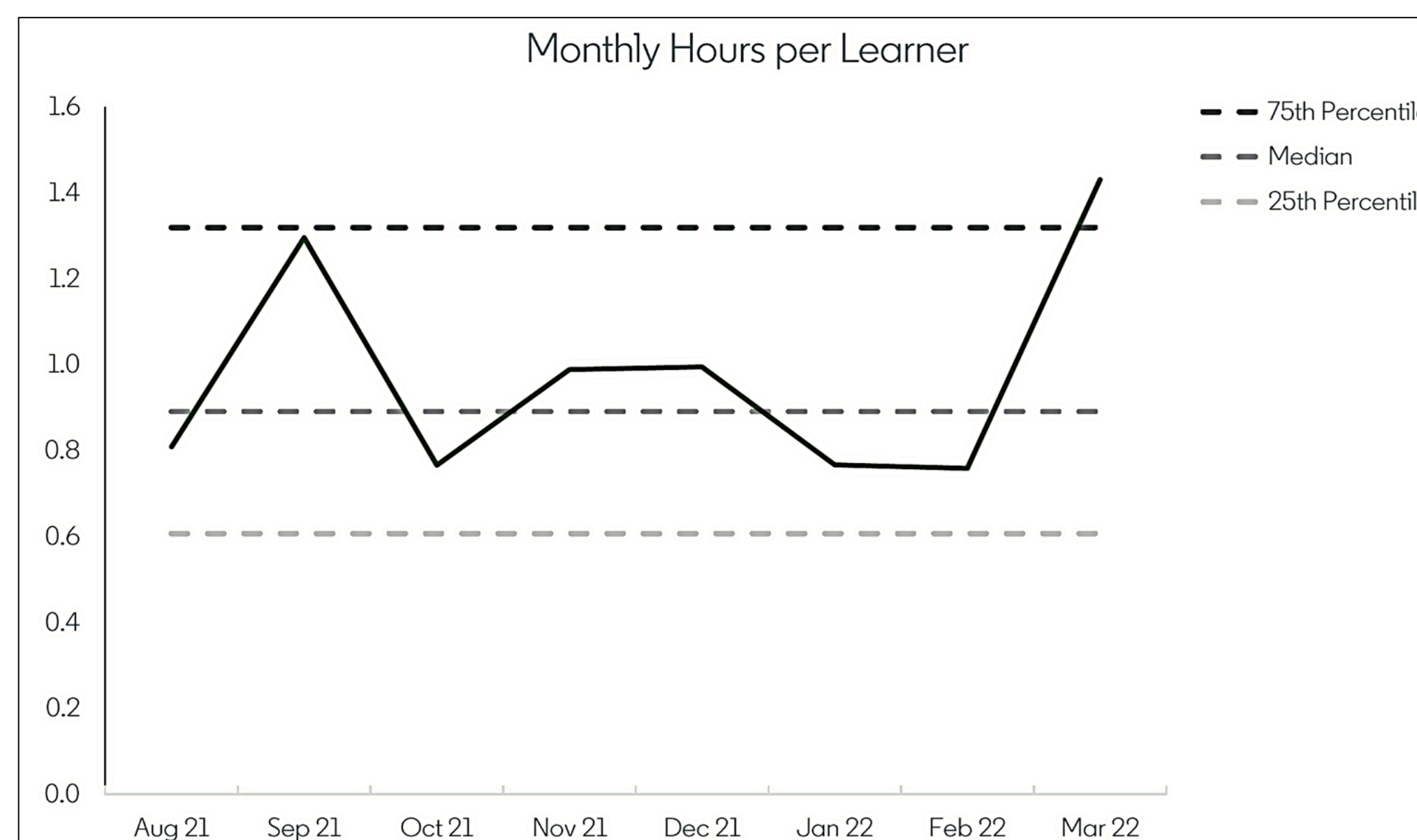
RESULTS

LinkedIn Learning Insights

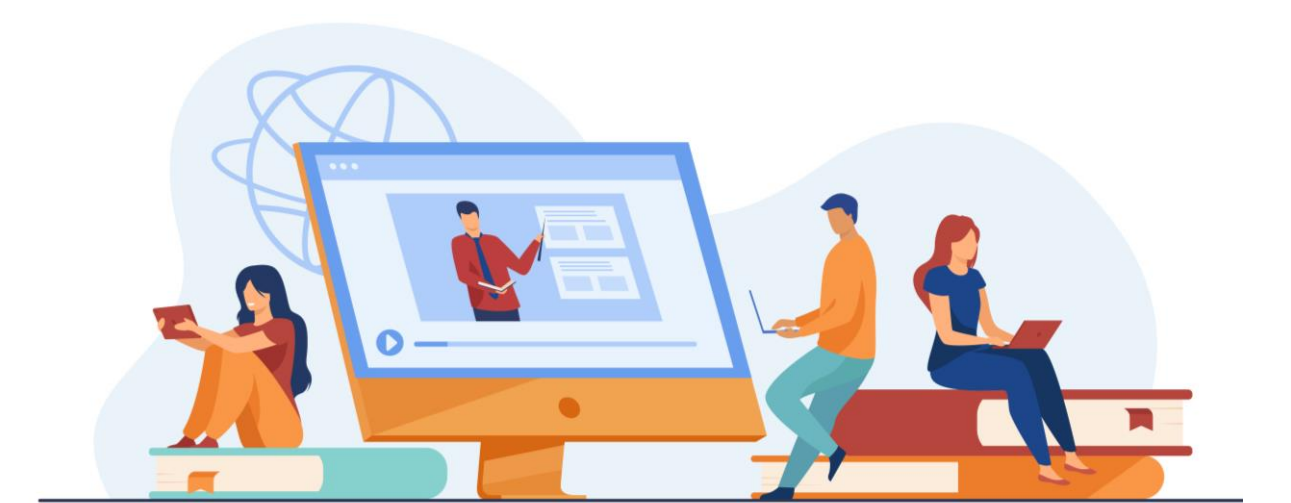
Activation rate as of Apr 2022



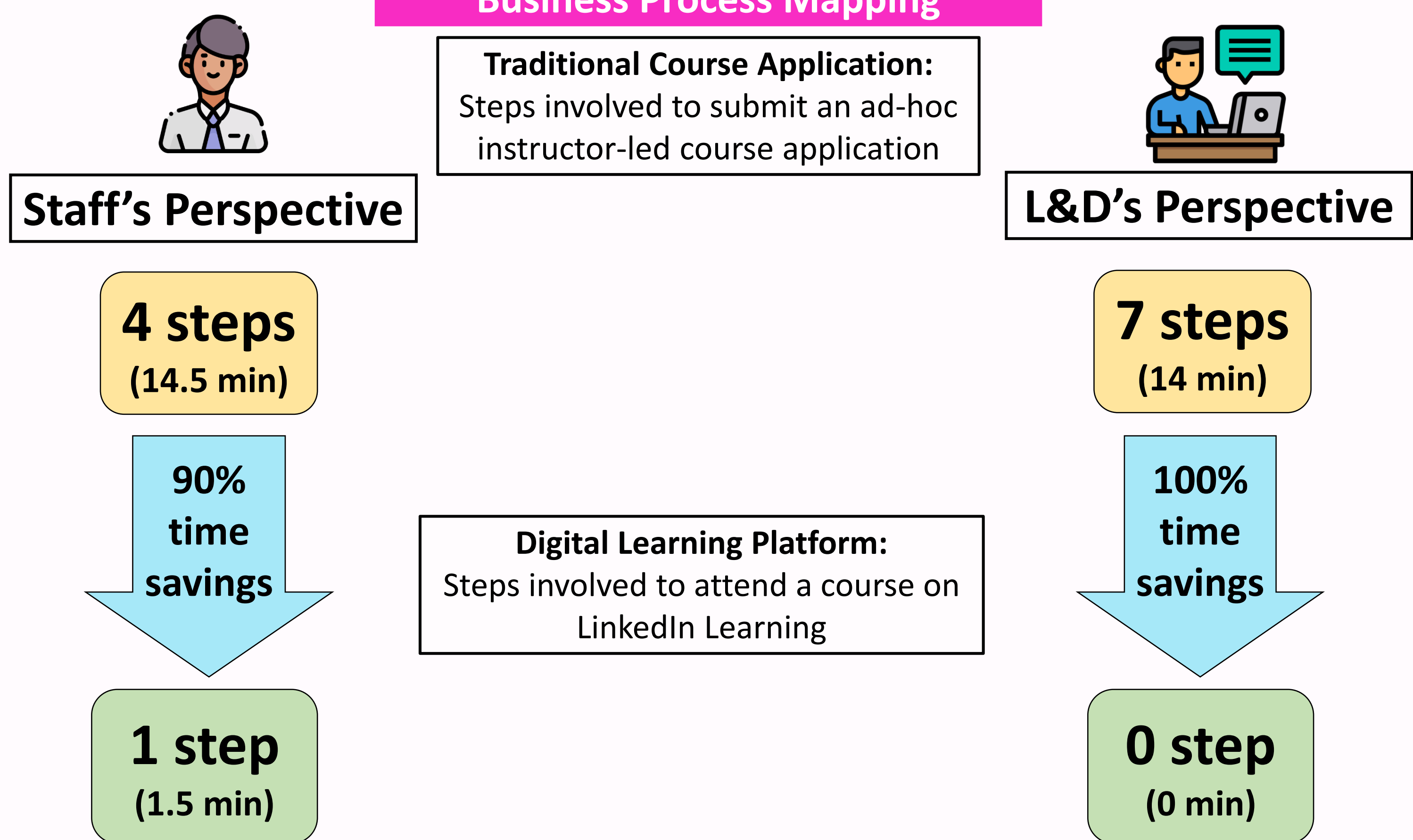
- **>17,000** courses available
- Accessible via **web & smart devices** throughout the week
- LinkedIn Learning provides both breadth and depth in terms of the content offered



- ✓ Total: **1789** hours viewed
- ✓ Average monthly learning per learner: **1 hour**
- ✓ Scored **above median** against companies in the Healthcare industry



Business Process Mapping



With the shift towards digital learning, both staff and L&D have benefitted from the elimination of steps required in course application and review, resulting in greater time savings.



Top 3 Benefits

- Learning at one's own convenience (22%)
- Easy access to learning materials (20%)
- Time saving (11%)

Top 3 Barriers

- Lack of dedicated time for learning (11%)
- Long buffering time accessing via corporate laptop (4%)
- Lack in-person training element (3%)

- 95% Beneficial to staff's continuous learning journey
- 88% Recommends LinkedIn Learning to peers
- 85% Learnt something new
- 74% Finds LinkedIn Learning easy to use

"There are tons of useful courses can be **accessed easily, anywhere, anytime**. The content of the courses ranges from basic to advance users; quick tips & short guides are also available. Its a great resource that is **readily available**."

- Steven Tan, OIA

"In my opinion, this is the **best learning initiative rolled out** in years in SHHQ. It's practical, convenient and makes learning accessible **without the cumbersome process of putting up courses** a year before we actually get to go for them (that's assuming the course is still available then!)"

Daniel Cheng, SHR



"I have **just picked up Tableau** at work and is required to **apply the skill almost immediately**, and hence find it **very convenient to learn** about the software and its functions remotely and selectively without having to sit through the entire course, especially for items that is not applicable to my work application..."

- Anonymous

Take Flight with Learning. Anytime. Anywhere.

CONCLUSION

In this rapidly evolving learning climate, it is essential to pivot towards digital learning which serves as a useful tool for staff to access bite-sized learning content at their fingertips to develop skills that are useful to both their personal and professional development. By making learning easily accessible to all staff, they are empowered to pick up future ready skills to stay relevant in this dynamic workforce and ever-changing world.

