

# Signposts in Singapore: The hand that turns the wheel



Partners in Academic Medicine

## Human, a key factor to effective implementation

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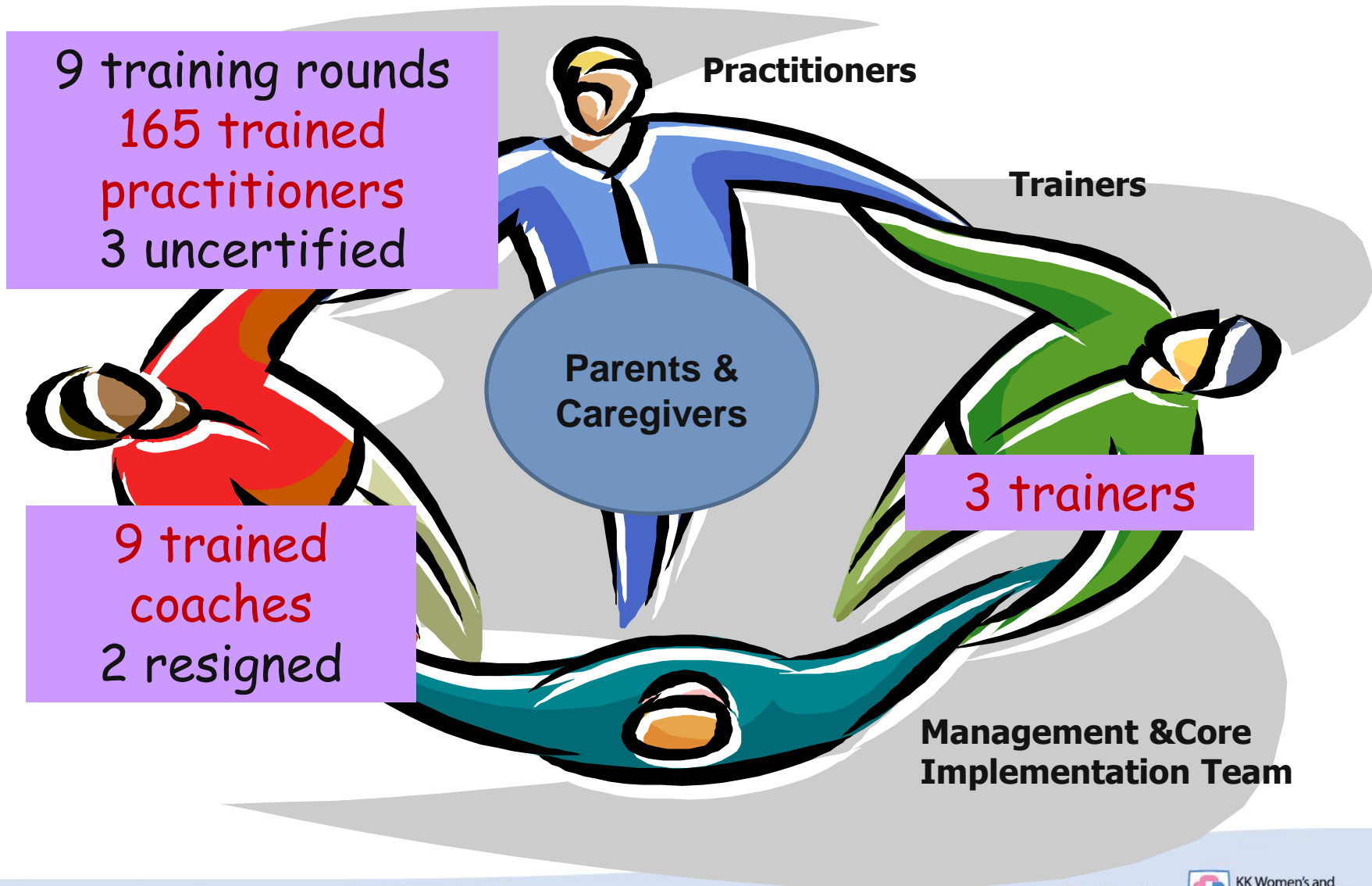
Reaching the next goal



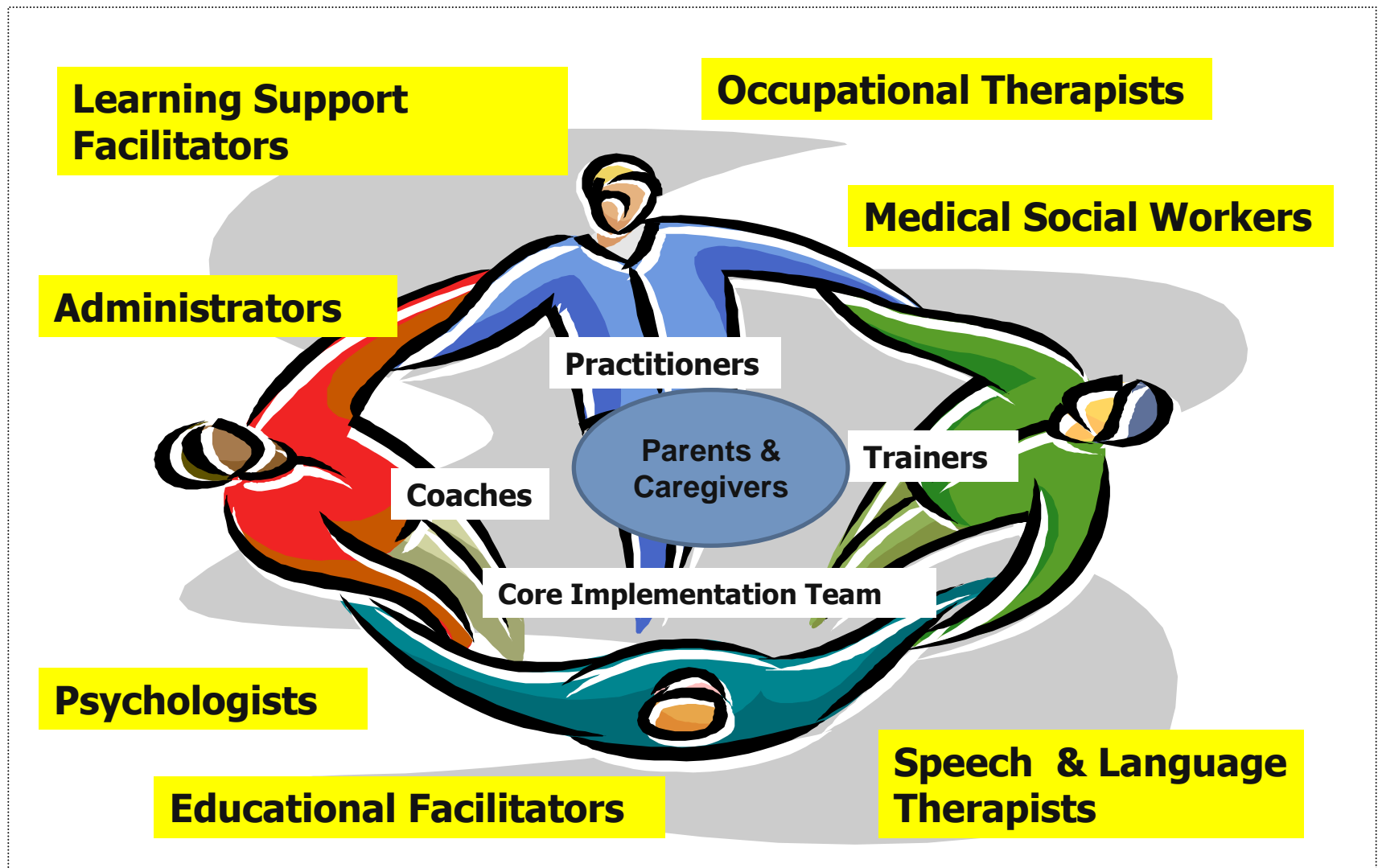
# Overview of Signposts Programme in Singapore



# The Human in the Signposts Implementation



# The different human roles



# The integral qualities in the human

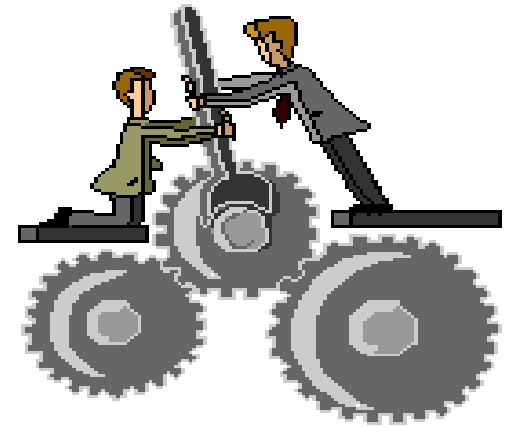
- **Adaptable**

- **Multi-tasker**

- **Committed**

- **Believe in the programme**

- **“Patients at the Heart of All We Do”**



# The Implementation Process



# The Implementation Process

**Phase One – Exploration**

**Phase Two – Programme Installation**

**Phase Three – Initial Implementation**

**Phase Four – Full implementation**

Fixsen et al, 2005



# Phase One

## Exploration Stage: Support

- **Perceptive and visionary leaders**
- **Pro-active in finding a programme which meets the needs of the clients**



# Exploration Stage: Barriers

- “Sole champion”
- Working from a blank page



- **Developing Champions  
(core implementation team)**
- **Setting outcome expectations-  
moving forward**
- **Setting up a formal working  
structure and processes**



# Programme Installation: Barriers

- **Staffing**
- **Lack of time for core team members**

## Phase Three

# Initial implementation: Support

- Training support from program developer
- Team members' ability to problem solve
- Continued high level of commitment of core team



# Initial Implementation: Barriers

- **General workforce issues relating to practitioners**
- **Lack of buy-in from clients**



## Phases of Practitioner Training

### Phase 1

Pre-reading : Signposts Parent programme &  
Completion of Quiz

### Phase 2

Two day workshop to become familiar with the content  
and format of the Signposts Materials and practise  
program delivery skills

### Phase 3

Delivery of the program with supervision from coaches

# Phase Four

## Full Implementation: Support

- **Open feedback mechanism**
- **Strategic partners - State human system beginning to gain interest in the program**





# Full Implementation: Barriers

- Resources to modify programme to meet linguistic and cultural needs of clients
- Breach of programme integrity

# Conclusion



# Conclusion

- **Innovation**
- **Sustainability**

# Reaching the next goal: The Human factor

- Visionary
- Adaptable
- Multi-tasker
- Committed
- Problem Solver

Fully Implemented at  
Department of Child  
Development



# Thank you



PATIENTS. AT THE HEART OF ALL WE DO.

