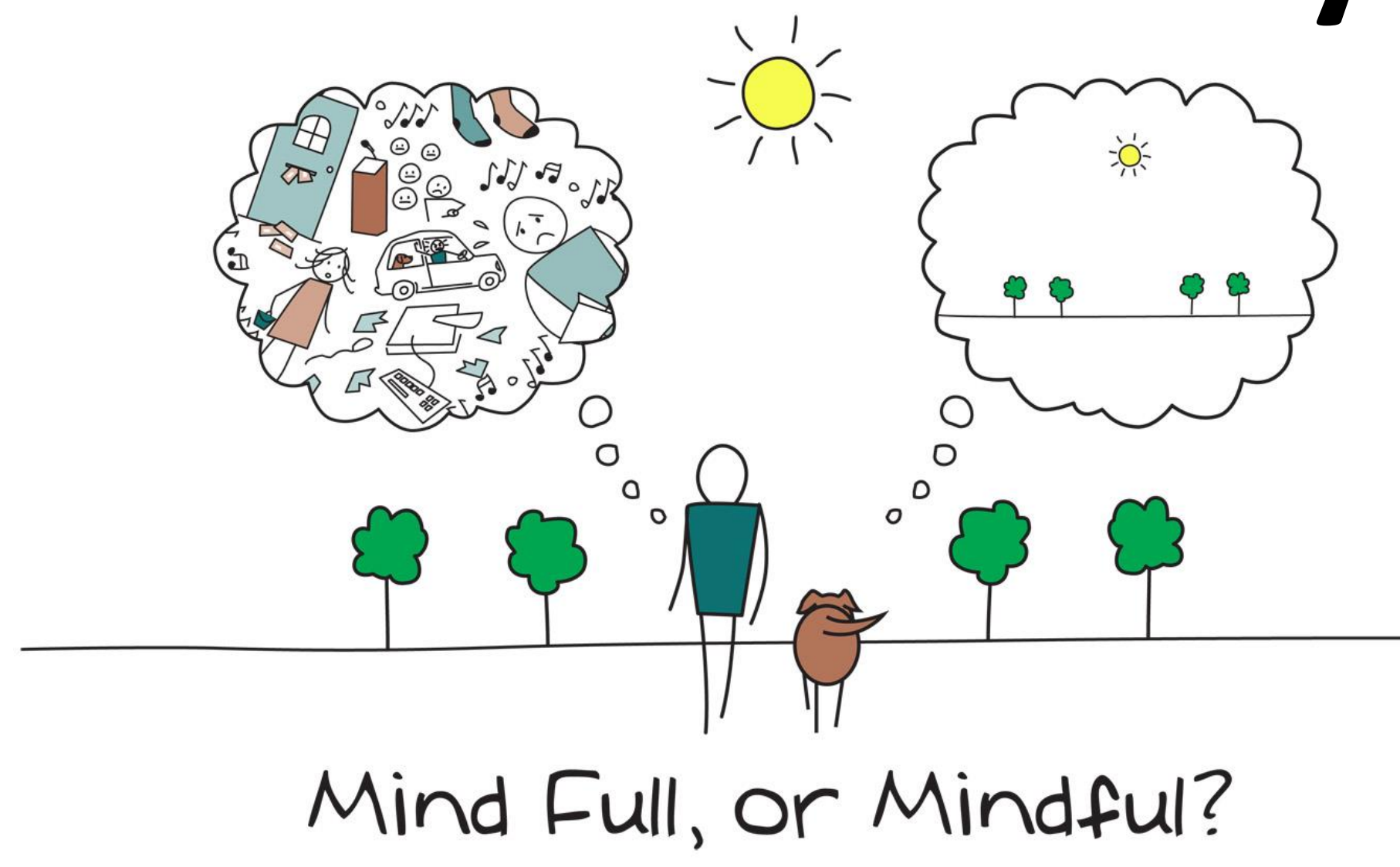




Singapore Healthcare Management 2017

Sengkang Health's Mindfulness Journey



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1. Introduction

A relationship-centric organisational culture brings together the key driving force behind any sustainable initiative – Our People. It is in this light that Sengkang Health (SKH), being a relatively young organisation, has embarked on a journey of Mindfulness - a common dialect that defines the way we interact with our colleagues, patients and stakeholders.

Mindfulness can be encapsulated as paying attention in the present moment, non-judgmentally. SKH has adopted these 7 values (Patience, Kindness, Acceptance, Awareness of Judging, Presence, Letting Go, Beginner's Mind) as key pillars to anchor our culture. These shared values will enable SKH to work together collectively to realise our common purpose in building better health and achieving fulfilling life.

2. Objective

To raise awareness of mindfulness values in SKH so as to foster effective and trusting relationships with colleagues, patients and stakeholders.

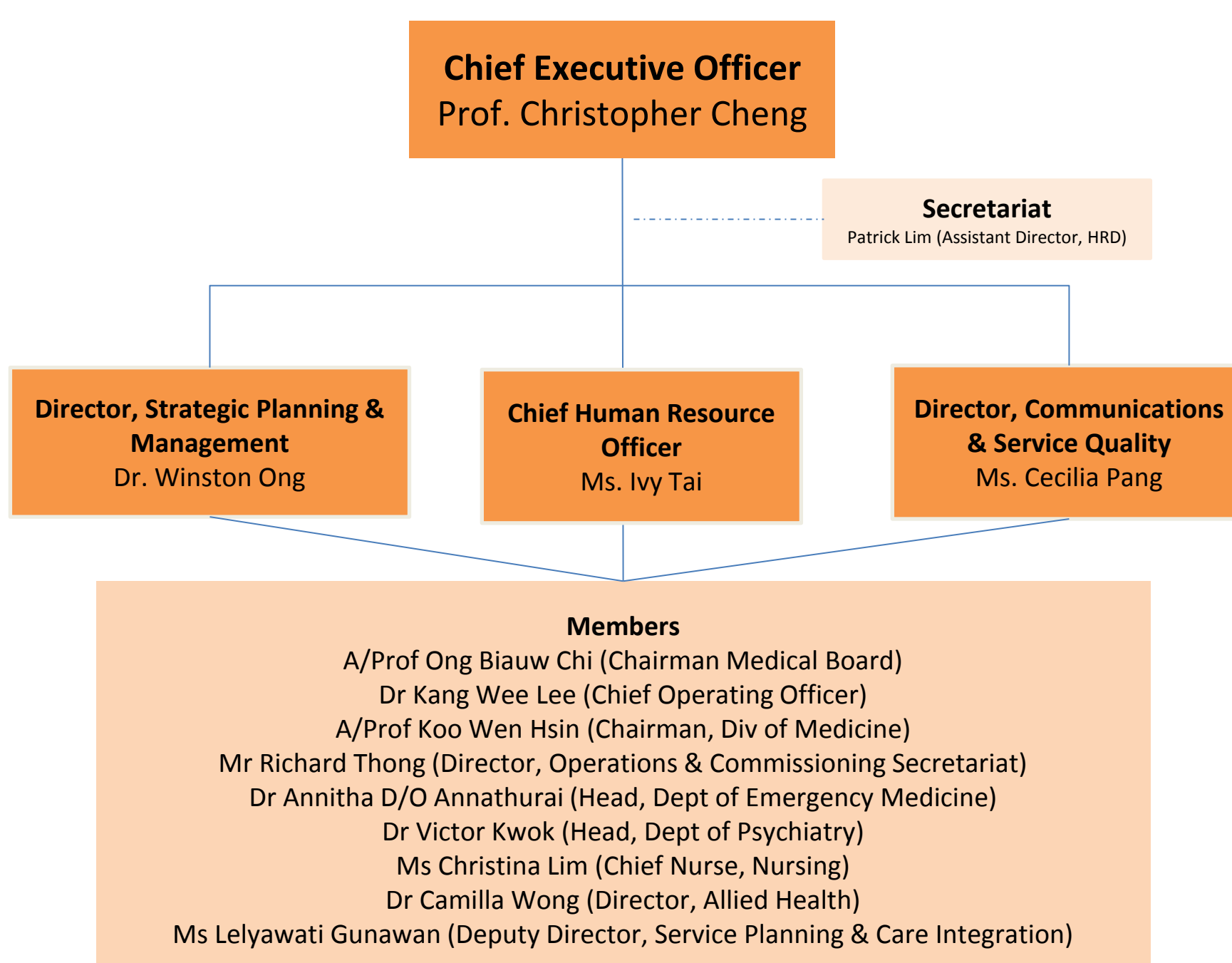


3. Methodology

SKH adopts a three-pronged approach to spearhead and promote the cultivation of mindfulness awareness and practice throughout the organisation.

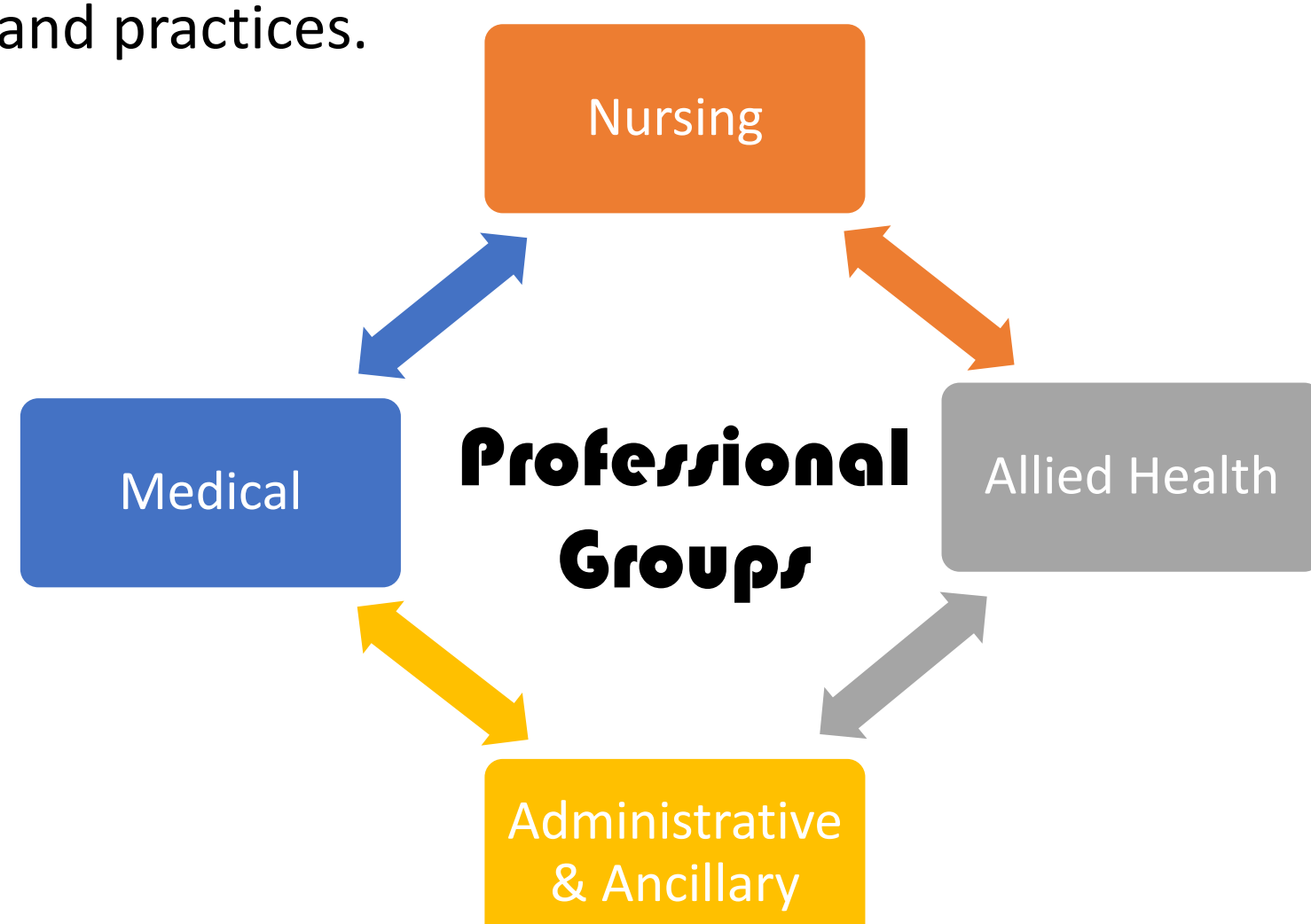
➤ Formation of Mindfulness Committee

The role is to drive and promote a culture of mindfulness through training programmes and engagement initiatives.



➤ Appointment of Mindfulness Advocates

Representatives across various professional groups were officially appointed by the Mindfulness Committee to serve as catalysts to communicate and nurture mindfulness values and practices.



➤ Leverage on Communication Channels

Social media, collaterals, screensaver and management bulletin.

4. Results

a. Increased Staff Awareness

➤ Mindfulness Awareness Training & Retreat for Senior Management



Mindfulness Retreat in Bali

➤ Mindfulness Practice



Yoga Session - Led by Senior Consultant & Head of Emergency Medicine, Dr. Annitha.

➤ Social Media

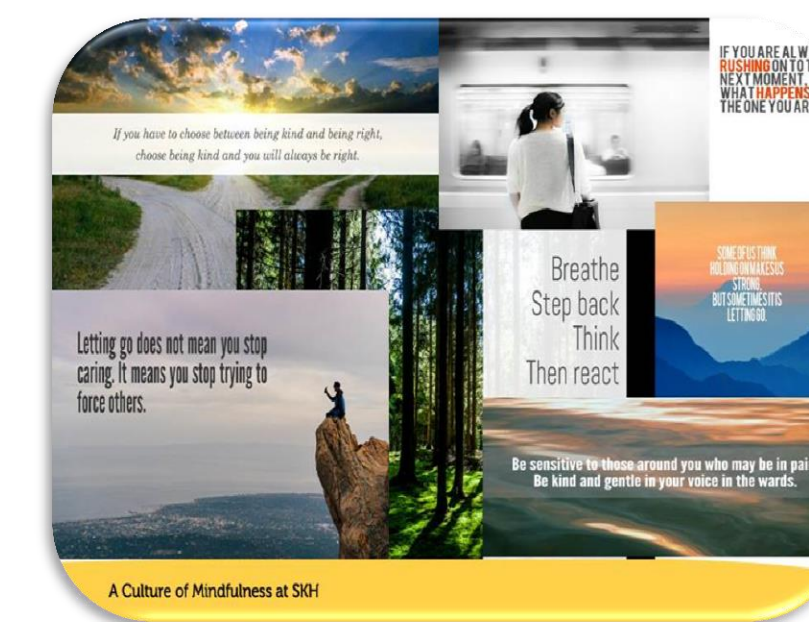


Leveraging on Social Media, CEO Facebook & Intranet to promote Mindfulness

➤ Management Bulletin - CEO views and stories on Mindfulness



➤ SKH Screensaver



Creative use of screensaver incorporating Mindfulness quotes to reach out to staff

➤ Basic Mindfulness Training for Advocates by SMU



➤ Collaterals to remind staff of Mindfulness Values



Mindful Care Behavior Book & Cards are given to staff during Orientation

b. Stronger Staff Engagement

- Weekly CEO Connect Session with Staff
- Bi-monthly CEO Dialogue Session with Mindfulness Advocates/HODs
- Contemplative Healthcare Talk
- Staff Orientation
- New Managers Induction



CEO & CMB Conversations on Mindfulness at monthly Staff Orientation and New Managers Induction Programme



About 400 participants comprising SKH staff, SingHealth colleagues, partners and friends from other healthcare institutions and the community attended the Contemplative Healthcare Talk.

➤ SKH Townhall



Dr Victor, Head of Psychiatry leading 200 staff for Mindfulness practice at Townhall.

c. Embracing SKH Mindfulness Culture

➤ Mindfulness Initiatives @ Departmental Level

- Introduced a 1-minute mindfulness practice before meetings
- Customised mindfulness training for staff
- Introduced a 5-minute breathing exercise during meetings and video clip presentation related to Mindfulness

➤ Internal Survey



Conducted to assess staff awareness of SKH's mindfulness values

- respondents indicated they are aware and supportive of SKH's mindfulness values; and
- they can apply the Mindfulness values at work and in their personal lives.

➤ Transfer of Learning

Participants felt that the training on communication and engagement has equipped them with effective communication skills and they will embrace Mindfulness values at work.

5. Conclusion

The culture of mindfulness is gradually taking root in SKH, evidenced by an increase in staff awareness and active mindfulness practice. It is paramount for every staff to embrace mindfulness values so that they become an integral part of SKH's DNA.