About 60% of SingHealth staff are constantly on the move, whether they are doctors going from wards to their operating theatres, nurses out in the community helping patients, or allied health professionals moving between therapy sessions. Most do not have time to read news at their office work stations. Our news consumption habits have also changed, with many sourcing their news from social media channels.

Can organisational news be social and shareable? How can staff easily access this news anytime and anywhere they want? More importantly, how can two-way communication between staff and leadership be improved, given that the Employee Engagement Survey in 2016 indicated that 46% of staff felt unsafe to speak up, with 1 out of 3 indicating that there were no opportunities for them to contribute ideas?

With these questions in mind, the project team’s aim is to make organisational news accessible and to provide a cluster-wide platform to drive deeper engagement between staff and leadership, in a secure, user-friendly environment.

The project team conducted a market analysis on the platforms available and decided to adopt Workplace for implementation across the SingHealth cluster. The benefits of Workplace are:

- Best-in-class user engagement technology by Facebook
- Analytics to gather insights
- Familiar and intuitive user interface
- Able to communicate with staff without emails
- Mobile-first

Workplace was implemented progressively across all SingHealth institutions, with SGH implementing it first in November 2017. Within 6 months, SGH had over 7,000 claimed accounts - approximately 70% of their staff strength.

Since then, as of April 2019, CGH, KKH, SCH, SHHQ, NHCS, SNEC, SHP and NDCS have also rolled out Workplace.

Departments across SingHealth have partially replaced their daily roll-call by posting messages in their department groups instead - this helps to save an average of 25 minutes per day.

Institutions are also leveraging Workplace as a fault reporting function within groups - this significantly streamlines reporting processes.

With the encouraging statistics and usage in the first half of 2019, the project team will continue to drive the adoption of Workplace.