



# Singapore Healthcare Management 2017

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## To Create a Culture of Appreciation and Start a Wave of Kindness Movement in NNI

### BACKGROUND

Staff feedback that there is AHP Day, PSA Day and Nurses' Day but no special day set aside for the medical staff, administrative staff and HCA/HA.



### METHODOLOGY

**Guidance from Medical Director (MD)**

Should aim to create a culture of appreciation and start some form of kindness movement so that the effects can be long lasting.

**Information Gathering**

Gather ground feedback from HODs and review feedback in the 2014 Employee Engagement Survey (EES)

**Brainstorming**

Brainstorm for ideas to run the event for a few days so that the event can be more impactful. Where we were unsure if some of the ideas would impact work or service, we run by the HODs to get their inputs.

**Devise Plans to Sustain Staff Interest**

To do this, we have theme for the kindness movement to help us bring the message across in short and simple words.

**Proposal and Costing**

Budget was approved to hold it in October every year, starting from year 2015.

### RESULTS

There are 3 Levels of Appreciation in our Celebration Pack

**From NNI to HOD**

Tokens for HODs



**From Staff to Staff**

Tokens in staff pantry for staff to pick and give it to their colleagues.



Gift making workshop for staff to make simple handicraft for give away on AHP Day, PSA Day, Nurses' Day and NNI Staff Celebration & Kindness Week



### How was the response from staff?

The turnout at the event was good for the past two years. We also have very good staff feedback.

Thank you so much for making this week such a memorable one for everyone in NNI. This is evident in the clinic where the PSA group all come forward with their own small gift on top of those given by HR team to shower appreciation to other fellow clinic colleagues. A way to say 'thank you' on their small act of kindness. It will come a long way for NNI indeed. A week that will transcend differences and history! Congratulations on your achievement! Looking forward to another year with more....☺

Thank you very much.  
- Tay Lee Lian, Manager Ambulatory Services

Thanks for coordinating all this. We like the token =)  
Appreciate all your efforts  
- Amy Chew, Assistant Nurse Clinician, Neuroscience Clinic

On behalf of all Neuroradiology staff, we would like to say a big Thank You to HR for organising this meaningful event for everybody at NNI. We appreciate each and every one of you in your effort for all the nice things that we have received.

- James Tan, Principal Radiographer, Neuroradiology

Thank you and your dept for putting in all the hard work to make this event a meaningful one. Personally, I have been in NNI for last 13 years and this is the first time we have this sort of event. It focused on building positive attitude, remind us of good value and bring us together for a new culture, as NNI embarks on ONE NNI vision. Keep up the good work! Cheers!

- Emily Ang, Nurse Clinician, Neurosurgery

Thank you Ladies for the great appreciation week we had. Appreciate your thoughtfulness and great effort very much Kudos

- Eveline D/O Nicholas John Silva, Senior Psychologist Neurology

**From NNI to Staff**

Tokens for staff



Appreciation lunch with staff performance, quizzes, guessing game, caricature drawings, photo booth, toy catcher machine and scratch and win cards



Vouchers at bazaar



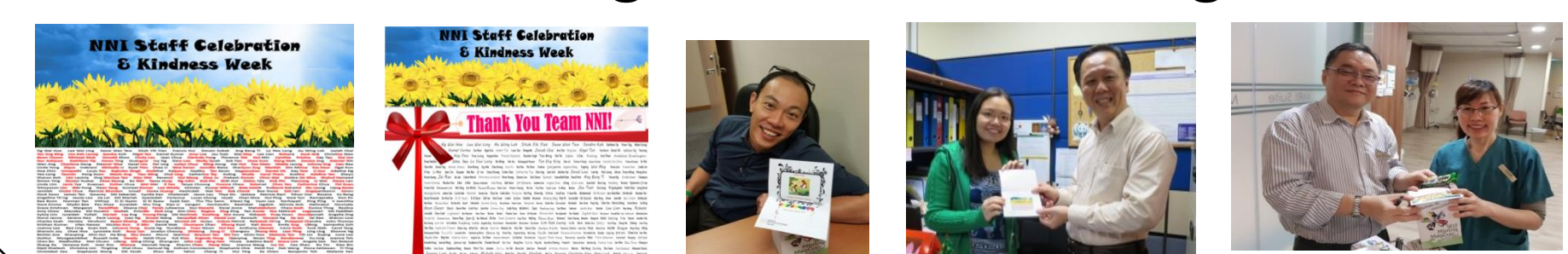
Sweet treats for staff



Early release of 1 hour subject to exigency of service on Day 5

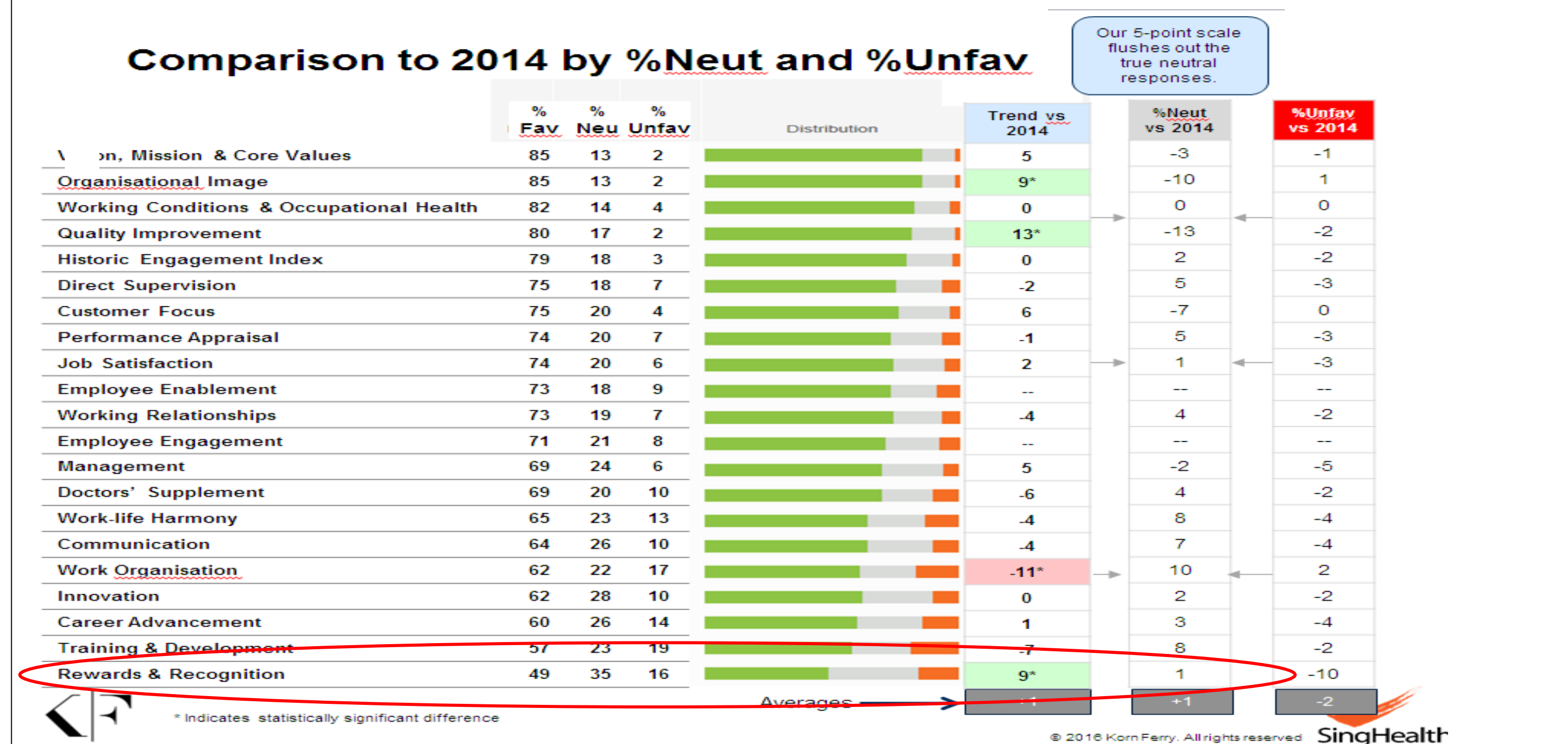
**From HOD to Staff**

Hand written messages in in-house designed Thank You card



### How was the Rewards & Recognition score in the 2016 Employee Engagement Survey?

Rewards and Recognition score improved by 9 points in 2016 EES. This event would have made some impact.



### CONCLUSION

Many would agree that saying "Thank You" is vital and yet something we do far too little. Someone wrote "We are so often caught up in our destination that we forget to appreciate the journey, especially the goodness of the people we met on the way. Appreciation is a wonderful feeling, don't overlook it."

While giving thanks to all NNI staff, this event also reminds the staff to appreciate one another.