

Joyce Mak, Isabel Yong, Teo Cheak Han
SingHealth Group Service Quality

Carol Wee, Pamela Poh
SingHealth Group Communications

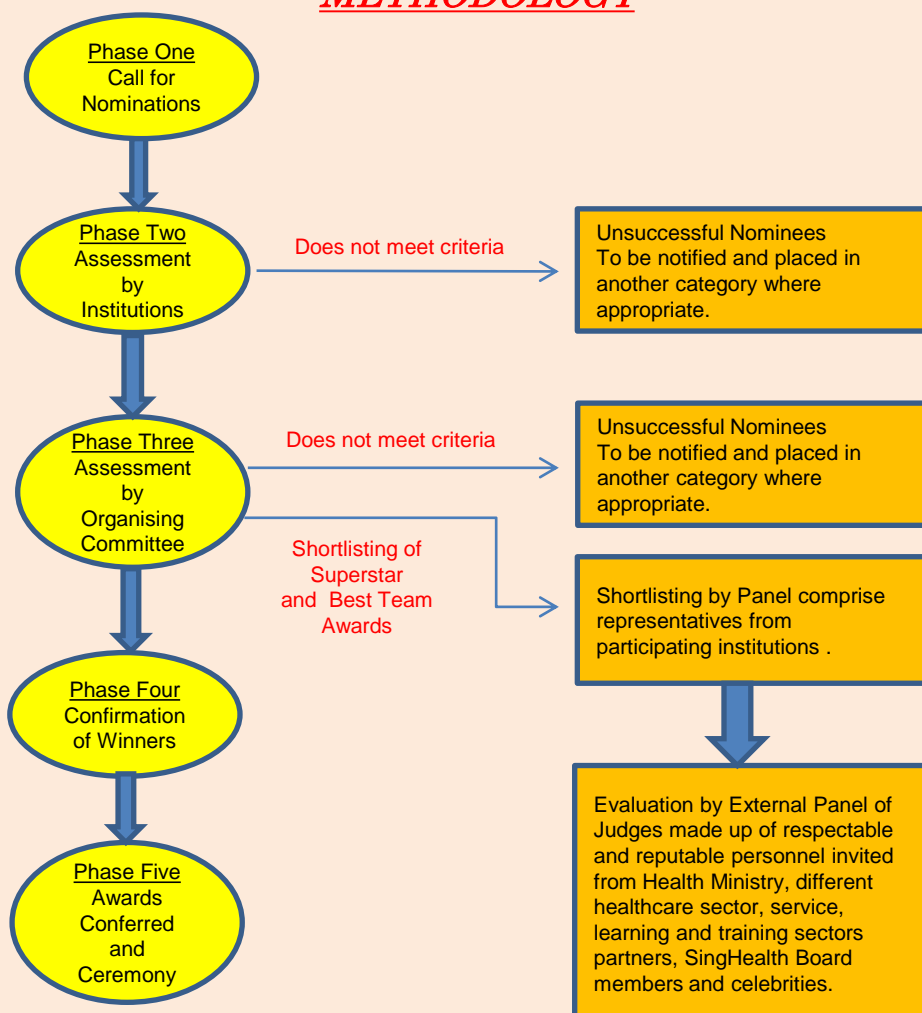
ABOUT THE AWARD

Singapore Health Quality Service Award (SHQSA) was established in 2011, as a platform to honour healthcare professionals who have demonstrated remarkable commitment to delivering quality care and excellent service. More importantly, the award aims to pay tribute to healthcare professionals of diverse backgrounds who have worked together to deliver better care for the patients.

There are various types of awards conferred :

- Individual Award- Silver, Gold and Star Category
- Superstars Award- Clinical, Nursing, Allied Health, Ancillary and Administration
- Best Team Award- Service Initiative Improvement Team and Clinical Practice Improvement Team

METHODOLOGY



MOVING FORWARD

SingHealth aspires to position this award at the national level with greater number of participation from external private and public healthcare institutions.

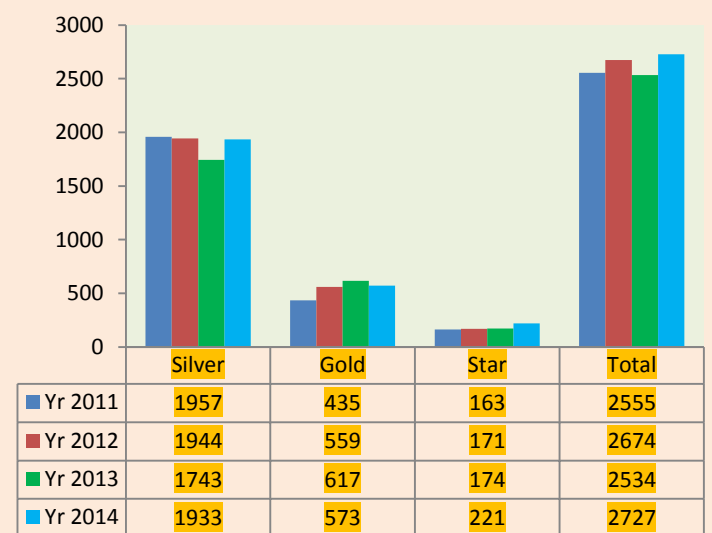
For the Award in 2015, SingHealth will continue to :

- Encourage ILTCs and institutions to nominate deserving staff for the Superstar Award
- Moot cross-functional/institutions projects submission for the Best Team Award

RESULTS

Since the launch of the award in 2011, the number of participating healthcare institutions has increased from 10 institutions to 17 institutions in 2014.

No of Winners over 4 years



No of Team Submission over 4 years

