



# Singapore Healthcare Management 2018

# One SingHealth Staff Welfare Portal – Synergy to Achieve Savings

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## 1. Introduction



As a caring and compassionate employer, SingHealth extends the following to staff :



Get-well gifts when they are hospitalized



Congratulatory gifts for staff's marriage and birth of a newborn.

Wreaths for demise of employee or immediate family member



Before the implementation of the portal, wreaths, congratulatory and get-well gifts for staff were sourced and purchased on an ad-hoc basis and reimbursed as individual claims.



Given the volume of such purchases, we identified that there can be potential to simplify and streamline the process to generate **productivity** and **cost savings** through a common SingHealth Staff Welfare Portal.



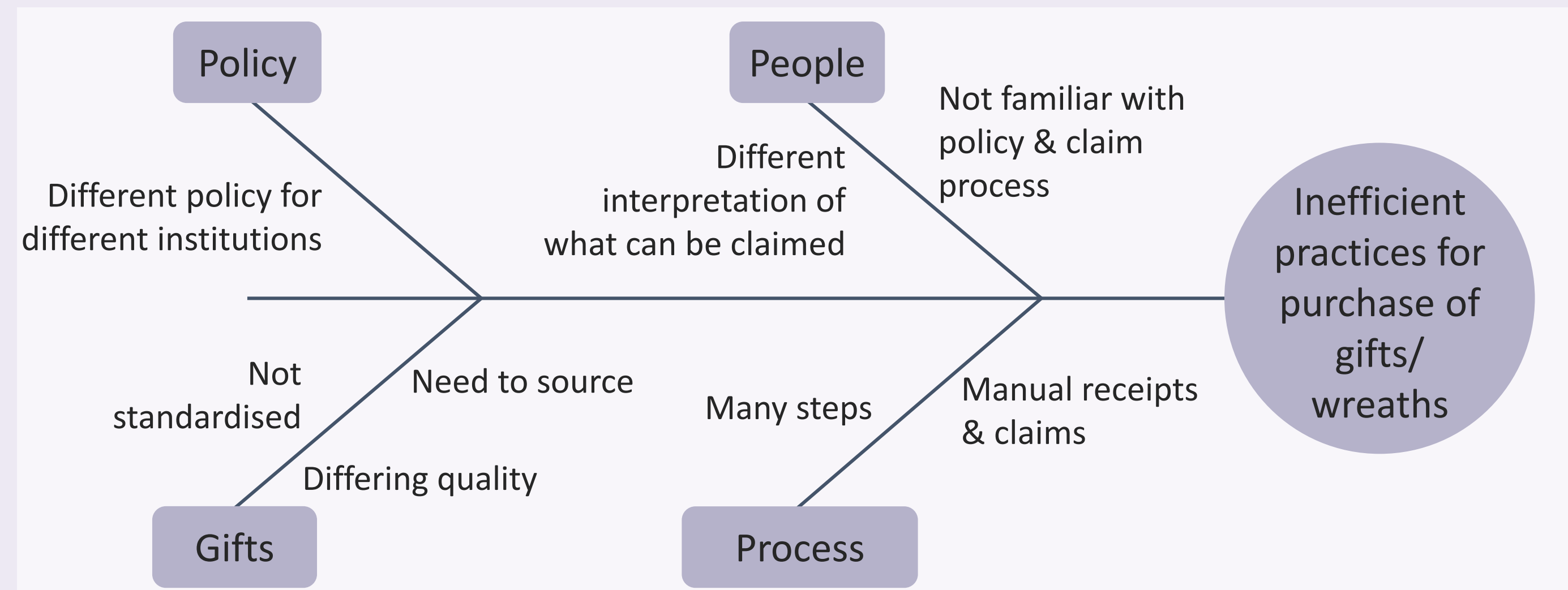
Average of **2,500** claims per year across all SingHealth institutions

## 2. Analysis



### Fishbone analysis

Using the fishbone diagram, we identified the root causes:



### Solution

To address the root causes, we proposed:



Harmonized Staff Welfare Benefits policy to standardize the policy and practice across the SingHealth cluster



Set up "Staff Welfare Portal" to facilitate one-stop ordering of staff welfare items and direct billing for the purchases

Through this, we aim to:

- Cut down on time to source for gifts, bring convenience
- Cut down on administrative hassle to do the buy & claim process
- Negotiate for better gifts, achieve greater value for the dollar
- Standardize practice and benefits across the whole SingHealth

## 3. Implementation

### Harmonisation of Policy

Staff Welfare Benefits Policy harmonised for all institutions:

- Standardized benefits
- All gifts to be ordered through the portal

### New Process



Department reps log in to the portal, select the gift for staff from the online catalogue and submit the order request.



The gift will be delivered by the vendor to the staff with pre-customized messages.



The monthly consolidated invoice will be sent to Finance



HODs only need to log into the finance system to verify and approve the orders made in the month for payment by Finance.

### Request for Proposal (RFP)

Open Request for Proposal (RFP) was initiated for the Supply and Delivery of Staff Welfare Gifts. 4 vendors responded with their offers and 3 vendors were selected by the evaluation panel.



## 4. Results



### Time Savings



Old Process New Process

Departments need not individually source, purchase and arrange for the delivery of gifts to their staff. The gift order can be placed through the online Staff Welfare Portal in less than 5 minutes. They also need not raise claims for reimbursements, cutting down one administrative step.

### Productivity Savings

- Departments need not coordinate with multiple parties for each purchase with the streamlined process.
- Finance need not process reimbursement claims individually or recover monies from staff when they exceed the allowed budget for the staff welfare purchase.

### Better staff welfare

Staff enjoy better quality welfare gifts.

### Better value for the dollar

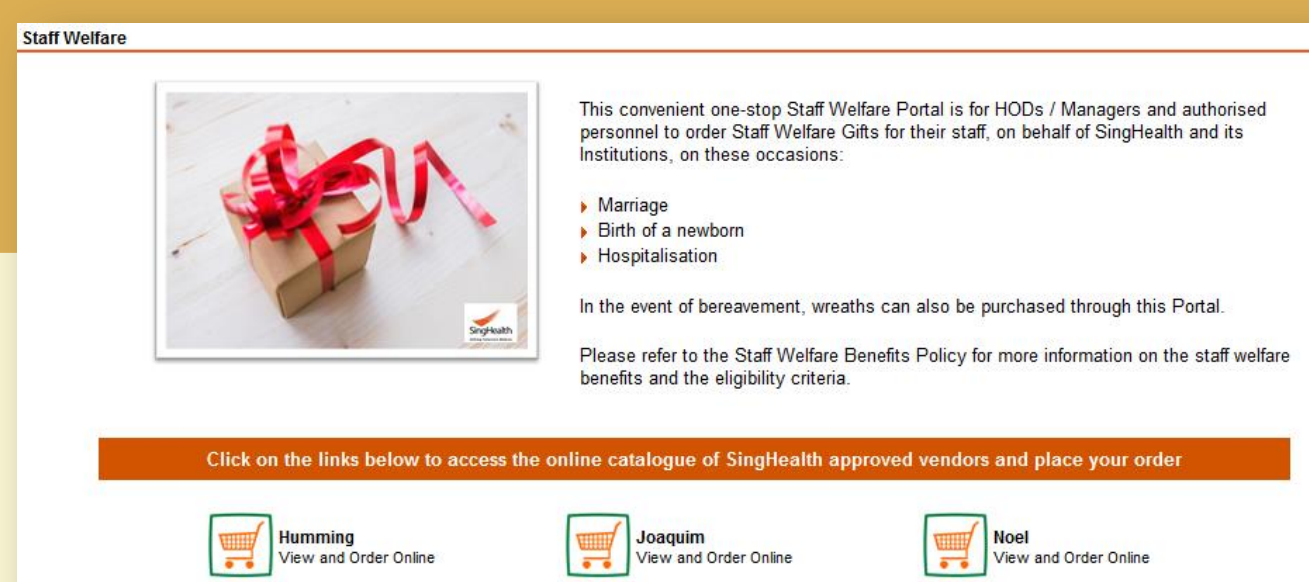
Able to negotiate for better quality gifts at the same budget due to economies of scale.



## 5. Conclusion

As at 5<sup>th</sup> Jun 2018, 2 months since the launch of the Portal, 368 orders have been placed by SingHealth institutions.

The new staff welfare gift portal has generated both time and productivity savings and benefited multiple stakeholders (i.e. staff, HODs, Finance, HR) across various departments and institutions.



"Easy to use, more variety of items for selection and experienced vendors."  
- Staff of NDCS

"Greater choice of gifts and greater convenience for ordering with standardized gift messages."  
- Staff of SHHQ

Compliments from users