



**Singapore Healthcare
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**Changi
General Hospital**
SingHealth

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THANKS!

Thanks! Card and Thanks! Gift



Introduction

CGH believes that good staff service experiences contribute to good patient experiences. To address a gap in recognition of good internal customer service, we created the THANKS! card and THANKS! gifts to recognise those in non-patient facing roles.

Methodology

The postcard sized THANKS! card for staff to pen a “thank you” note their colleague(s) whenever they received good internal customer service. Before the note is presented from the sender to the recipient, a photo is sent by email to our patient relations department as a record of the compliment.

Supervisors and Managers present the THANKS! card with a small THANKS! gift to those who go above and beyond, on the spot. We have prepared 3 small gifts with a message. The first gift is mints with the message “Thank you for the EXTRA you bring”. The second gift is a glow stick with a blub with message “You light up my life!” The third gift is a hand sanitizer with message “Hands down, you are the best!”

Hospital-wide communication ensured visibility and awareness for this platform. Each THANKS! card is recorded as a compliment for the staff. The online THANKS! channel was implemented to improve ease and access.

Result

Since implementation, we receive an average of 63 staff to staff compliments monthly. Each compliment counts towards our staff’s achievement to support their nominations for Service Excellence Awards at the hospital and national levels. Staff feedback has been very positive.



“Thank you for the EXTRA you bring”.



“You light up my life!”



“Hands down, you are the best!”

Conclusion

Appreciation for staff who deliver good internal customer service generates compliments for those in non-patient facing roles. This channel has enabled both frontline and non-frontline staff to be recognised when they deliver service excellence.