



## Singapore Healthcare Management 2019

### OBJECTIVES

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.

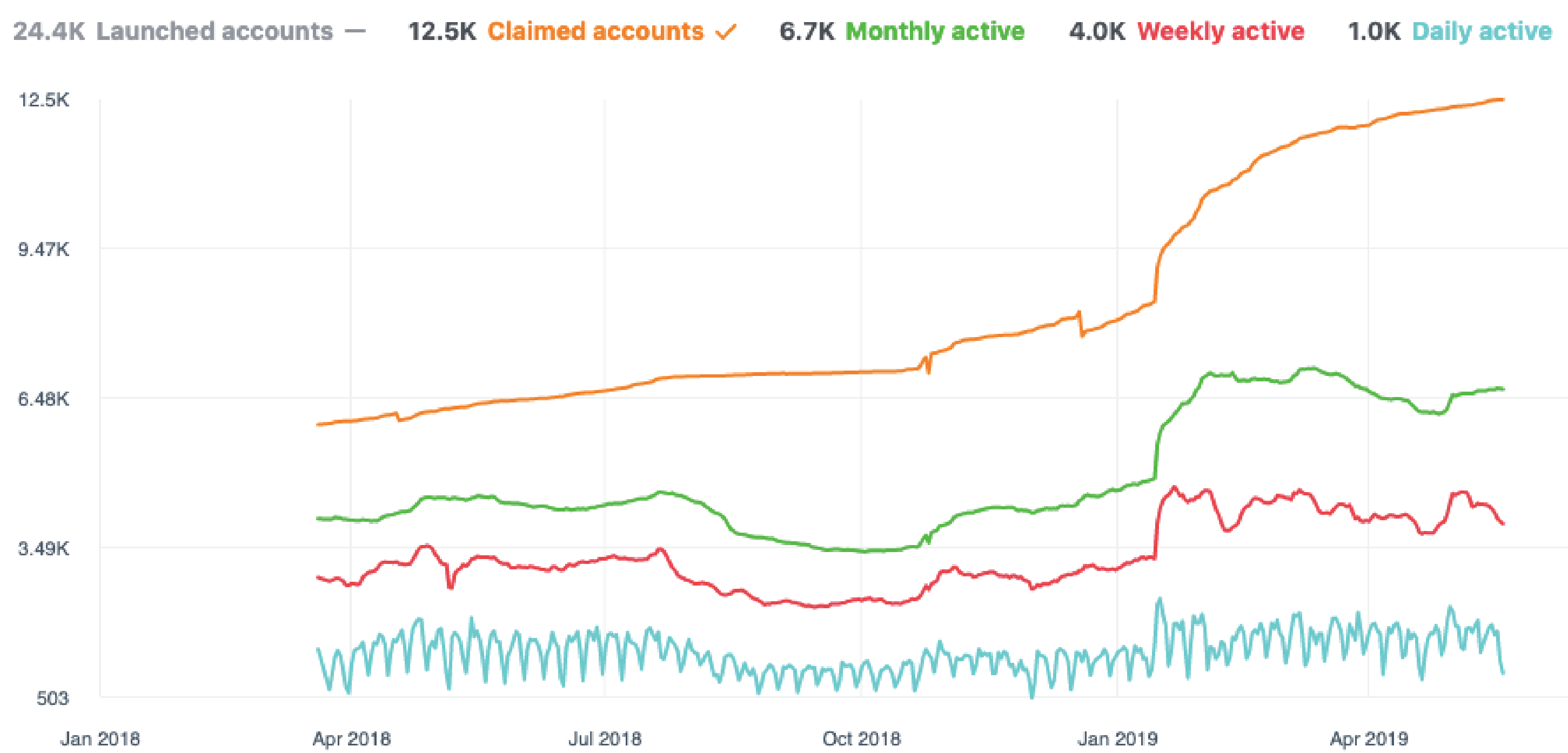
Can organisational news be social and shareable? How can staff easily access this news anytime and anywhere they want? More importantly, how can two-way communication between staff and leadership be improved, given that the Employee Engagement Survey in 2016 indicated that 46% of staff felt unsafe to 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.

### RESULTS

As of April 2019:

- 24,380 SingHealth staff were added to Workplace
- 12,181 or 50% of staff have claimed their accounts
- 6,400 staff were using Workplace on a monthly basis
- On average, about 540 messages were posted on the platform



- The top 20 posts in the major groups on the platform, such as Joy At Work, garner an average of 2,200 views each

	Margaret Lee Mui Pheng - Congratulations Luke on winning the SingHealth Distinguished Young Leader Award!! 🎉🎉🎉 We are so proud of you - SCH's first SingHealth Excellence Awards.	1.5K
	Jennifer Wee - Sharing this powerful video. Incident plan came alive at Christchurch Hospital on the sad day of the NZ shooting. 31 surgeries in 24 hours, some requiring multiple surgeries. Teams came together, each knowing their role. <a href="https://m.facebook.com/story.php?story_fbid=2209165212454686&amp;id=191569640881030">https://m.facebook.com/story.php?story_fbid=2209165212454686&amp;id=191569640881030</a>	2.2K
	Tracy Carol Ayre - So happy to see 52 teams of enthusiastic SGH nurses at today's Nurse Amazing Race, clocking in more than 10,000 steps each. Tks to all participants for coming back on a Sunday, running and walking thru/out our SGH campus going to places many have not visited before. Special thanks to our group of...	1.8K
	Venus Yong - **What is chicken rice without the chicken? That's what healthcare is without proper hand hygiene practices! Let's partner our patients to ensure the care we deliver is the safest possible.** **Check out this video specially produced in line with Hand Hygiene Day for more!**	2.0K
	Ivy Ng - Celebrated 70 years of medical social services in Singapore with ESM Goh Chok Tong and MSW pioneers and practitioners from both public and private healthcare institutions this morning. Deeply appreciate your devotion and the good quality of care that you provide to our patients. Thank you, and happy anniversary!	3.2K
	Ivy Ng - Attended the SingHealth Excellence Awards last night and had a wonderful time 🎉🎉 Congrats to all 65 Awardees! Thanks for putting patients at the ❤️ of all you do.	2.0K
	Ivy Ng - Prof Victor Dzau, former SingHealth Board Member, has been conferred the Honorary Citizen Award! Really appreciate Prof Dzau's guidance over the years, and we look forward to more of his wise counsel in the future.	3.8K

# @workplace

## by facebook

Jerry Wong Singapore General Hospital		 Caroline Chia Li Ian National Dental Centre Singapore
Tian Yee Shin, May Lum, Elizabeth Kao Singapore Health Services		 Jenn Toh, Belinda Lim National Heart Centre Singapore
Rebecca Chong, Cindy Yong Changi General Hospital		 Amy Lim Singapore National Eye Centre
Tan Ping Yang KK Women's and Children's Hospital		 Muhammad Azhar bin Abdul Rahim SingHealth Community Hospitals
		 Joanna Han, Geraldine Lee, Jessica Ng SingHealth Polyclinics

### METHODOLOGY

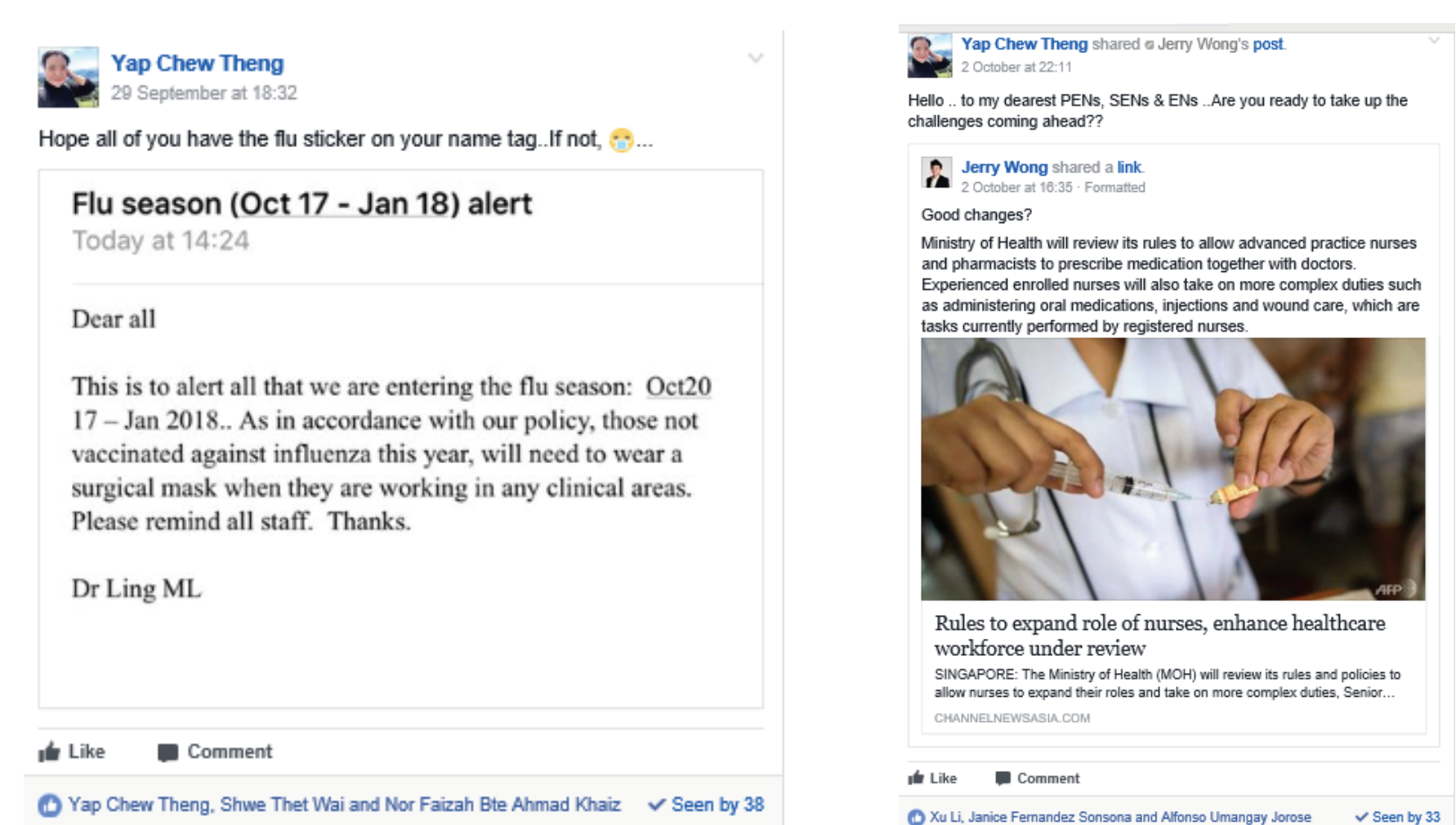
The project team conducted a market analysis on the platforms available and decided to adopt Workplace for implementation across the SingHealth cluster. The benefits of Workplace are:

- 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

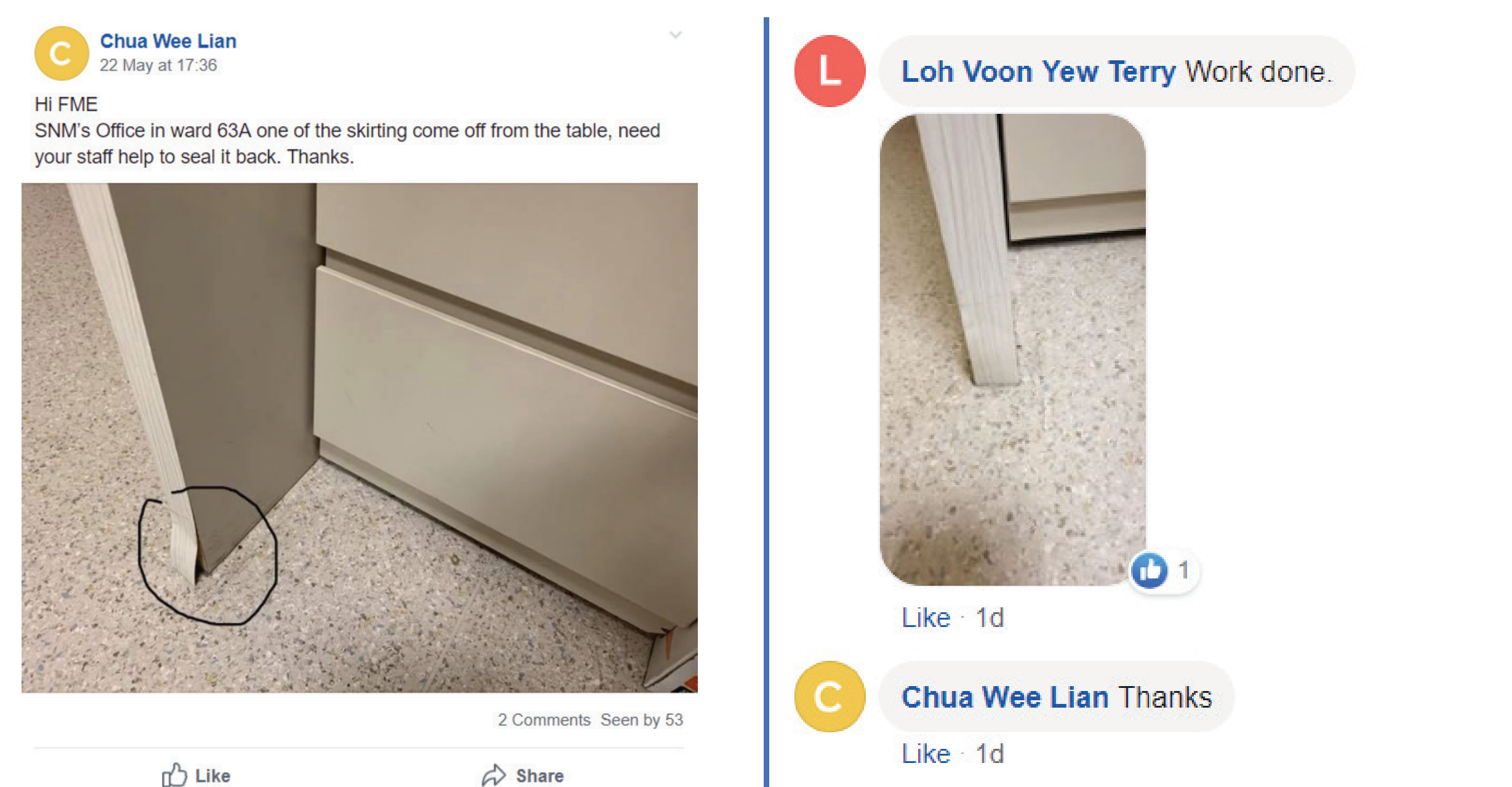
Workplace was implemented progressively across all SingHealth institutions, with SGH implementing it first in November 2017. Within 6 months, SGH had over 7,000 claimed accounts - approximately 70% of their staff strength.

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



### CONCLUSION

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