Huddle Board for Transformation Journey in SOCs

Tina Phua Yen Tin, SOC
Gladys Ang Si Ying, SOC
Josephine Ng Ying Tian, SOC
Julia Thong Wen May, SOC
Samantha Ong Yu Shan, SOC
Koh Mei Qi, SOC

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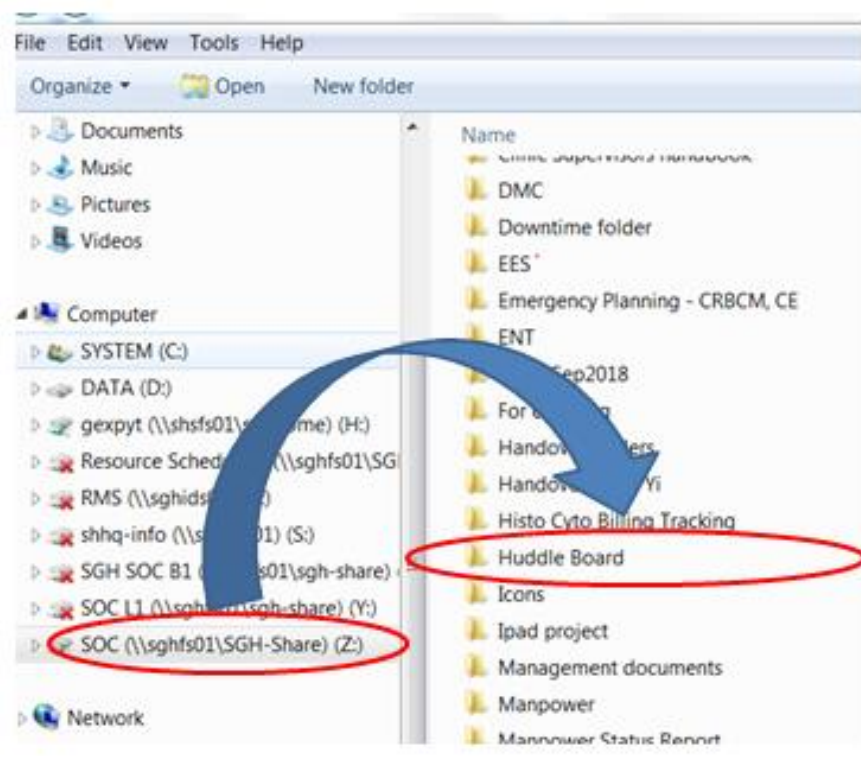
Singapore General Hospital — SingHealth

Introduction

The transformation journey in SOCs requires an enormous effort in communicating to all staff and hence, it is important to create a common platform to **C**ascade , **I**nfluence and **D**eliver the desired outcome.

Aims

1. To provide a visual management for tracking and update of the initiatives and projects.
2. To involve all employees in the effort to create a positive change.
3. To provide an opportunity for consistent recognition, support and direction.

Methodology

1 A team was formed to **Review** the current communication channels to the clinic team members.

2 The team decided to **Adopt** the Huddle Board concept in Lean Management. A **Draft** design of the board was **Piloted** at the staff Tearoom .

3 **Pilot** huddle board session conducted for 1 clinic for feedback and suggestions.

4 The team identified a **workgroup** to be in charge of updating the board.
A **shared drive** created to deposit all the updates for the board to keep the information relevant.
Endorsement and approval obtained from Div and Dept HOD.

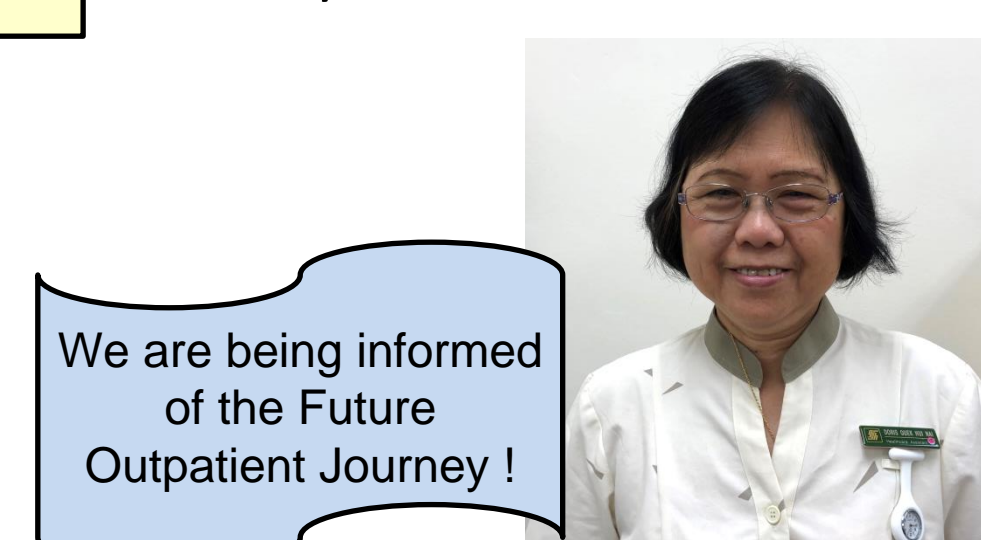**5** **Communicate** to clinic in-charge to roll out the Huddle Board Session.

Communication

Emails Messaging

Social Media

Clinic engagements

Townhall

Conc...   Board

Huddle Board

Outcome

Clinic A   Clinic B   CDLD
ENT Ctr   Clinic H   Clinic M
Clinic J   Clinic K   Clinic L

Monthly Huddle board sessions Scheduled & conducted

We are able to contribute ideas to new development, ECC and NNI@H9A.
SPSA Faye, MSC

Yes , we are informed of more updates !
SPSA Xiu Ying, SOC B

We are being informed of the Future Outpatient Journey !
HCA Doris, SOC L

We are able to motivate the team to work towards the Clinic KPIs !
Ops Exec Ignatius

Overall positive feedback received from the clinic team members and the workflow is sustainable. Supported by the Division and Department HOD to roll out to all clinics.

Conclusion

A communication and engagement tool is essential to help supervisors cascade information and drive changes. The visual management tool has great impact for reviewing of the team's performance and creating an avenue for team's participation.

The huddle board is part of a framework for structured activities and responsibilities for clinic leaders to establish good conversation and dialogue with the team members to achieve a meaningful transformation journey in SOCs.