



Singapore Healthcare
Management 2019

One Touchpoint – Improving The Employee's Journey in SHHQ

SingHealth
Defining Tomorrow's Medicine
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I am Ashley.

I have just been promoted to Assistant Manager in the recent May promotion exercise and would like to understand more about my new role and expectations but I do not know where to start. I am also expecting a staff to be transferred into my department but am clueless about what I need to do ensure a smooth transition for the staff. I have also applied for the Well Women Programme but have no time to visit the Staff Clinic to obtain the appointment date, leading to delays in the health check-up.

Frustrated and helpless, I decided to turn to HR for assistance.

CHR adopts a proactive approach in engaging staff and enhancing employee experience within SHHQ. In FY18, the CHR team took the opportunity to review internal work processes to improve employee's experience within the organisation as well as taking Ashley's feedback into consideration.

Based on Ashley's feedback, the workgroups have identified that the lack of timely information in a more streamlined approach on HR processes has often led to employee confusion and unnecessary delays. Three areas identified for improvement includes (i) Promotion, (ii) Transfers and (iii) Well Women Programme.

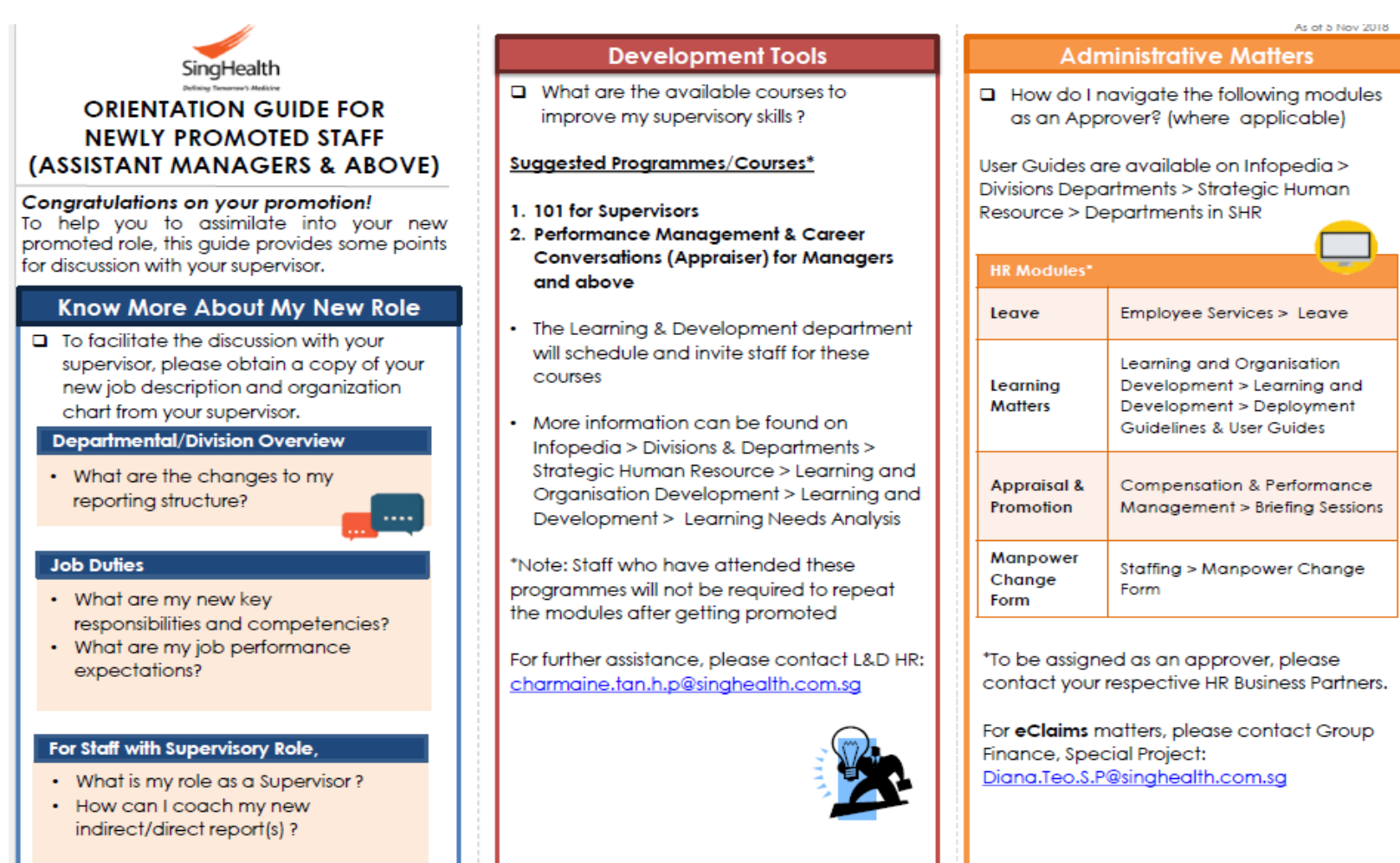
Gap Analysis



Solution

Promotion

Orientation guide on essential information is provided to newly promoted staff (AM & above)



Transfer

Consolidated email on follow-up actions required by both releasing and receiving departments on the transfer staff

Well Woman Programme

One step appointment making process for Well Women Programme

Results

Feedback

Mr Narayanan Ragavendran
Health Services Research Centre

"The revised transfer process was really seamless."

Ms Nicolli Chan
Strategic Human Resource

"The guide helps to encourage confidence and helps promotees adapt faster to the role by providing discussion points, as well as information on administrative matters and development tools."

Chen Shu Jin, Serene
Group Education - Residency

The new process for Well Woman Programme was hassle free and faster turnaround time as well.

01

The information guides provide clarity to staff on their new roles and expectations.

02

Allows staff to better assimilate and empower them to succeed into their new roles.

03

Provides direction to the departments on their role in ensuring a smoother transition for the staff.

04

With collaboration between SingHealth institution/clinics, staff can now book their appointments directly with the respective SingHealth institutions / clinics resulting in cost and time savings of approximately **\$67,182.12**.



Conclusion

Studies have shown that with a higher engagement level, employees tend to be happier and experience greater employee satisfaction which in turn promotes greater employee loyalty and higher retention rate. (Quantum Workplace, 2018)

The revised processes result in time savings and better productivity as information is readily available and processes are streamlined, reducing confusion and anxiety for all stakeholders.