



SingHealth Office of Patient Experience (OPE)
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PATIENTS. AT THE HEART OF ALL WE DO.®

Introduction

SingHealth Patient Experience Centre of Expertise - Finding Joy and Meaning at Work (JAM) was set up in August 2019, under the Office of Patient Experience Network (OPEN). Members comprised of staff from SingHealth HQ, CGH, SHP, SKH and SNEC.

The aim of JAM is to serve as a connector of OPE staff – find out what brings them fulfilment in their work, help them create meaning, and make a difference to those they touch.

By doing so, JAM hopes to activate all OPE staff to take on their work with a renewed sense of purpose, create a supportive environment conducive to learning and improvement, and at the end of the day, improve the patient experience in SingHealth.

Methodology



Members of JAM named themselves Care Bears, after the cartoon of the same name which features bears out to promote caring in the world. The Care Bears visited the OPE teams of every institution (mostly unannounced) from October to January 2019 to dialogue on what matters to staff. Tea-time snacks and tokens were given at the visits to create a comfortable setting for staff to share their views.

- Conversations centered around the following:
 - ✓ What brings you joy at work?
 - ✓ What do you dread at work?
 - ✓ What can we do to make your work more meaningful?



1. What brings you joy at work? ☺
2. What do you dread at work? ☹
3. If we can do 1 thing to make your work more joyful/meaningful, what would it be?
4. Any other thoughts to share with us?

We would love to hear from you!

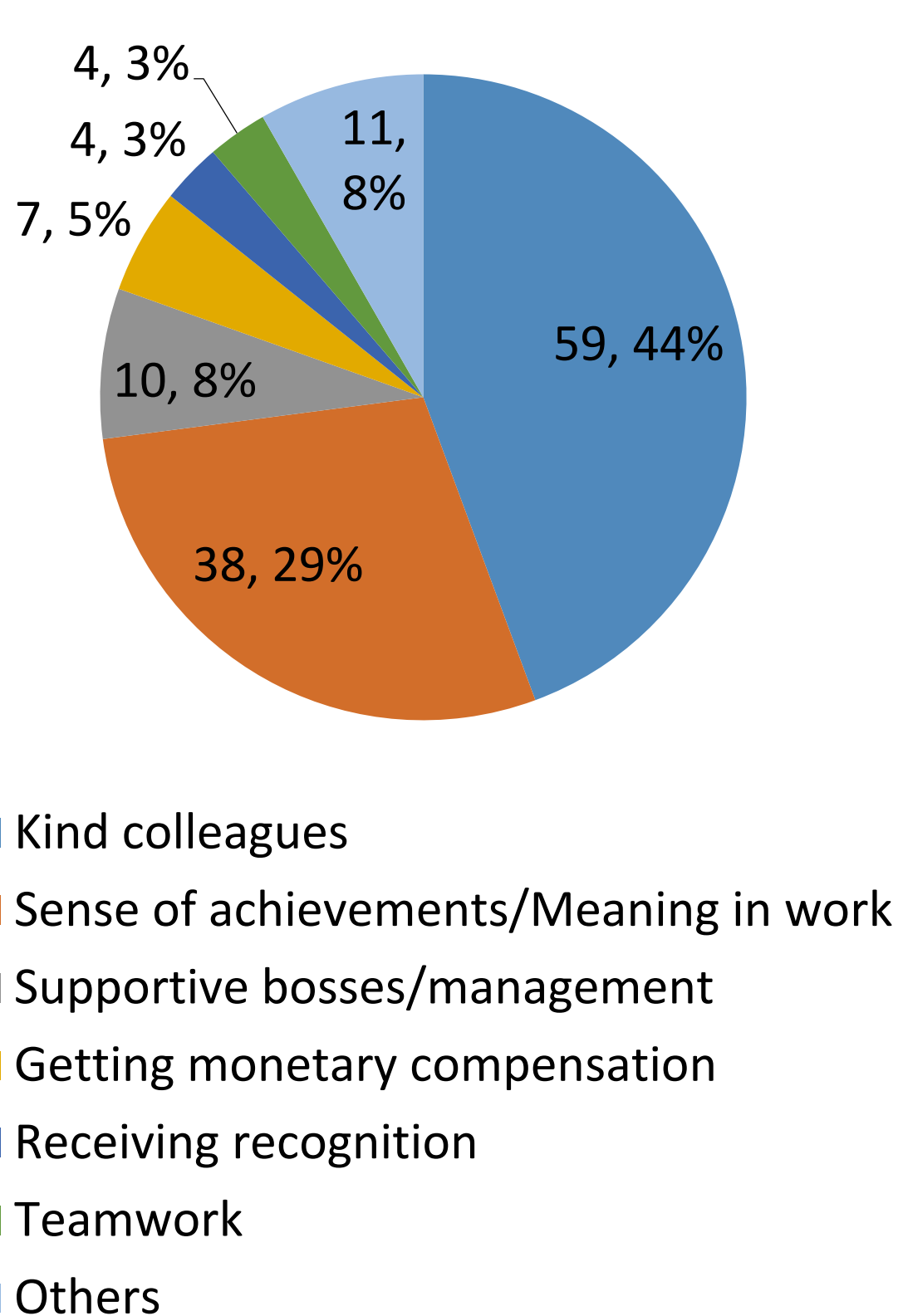


Findings

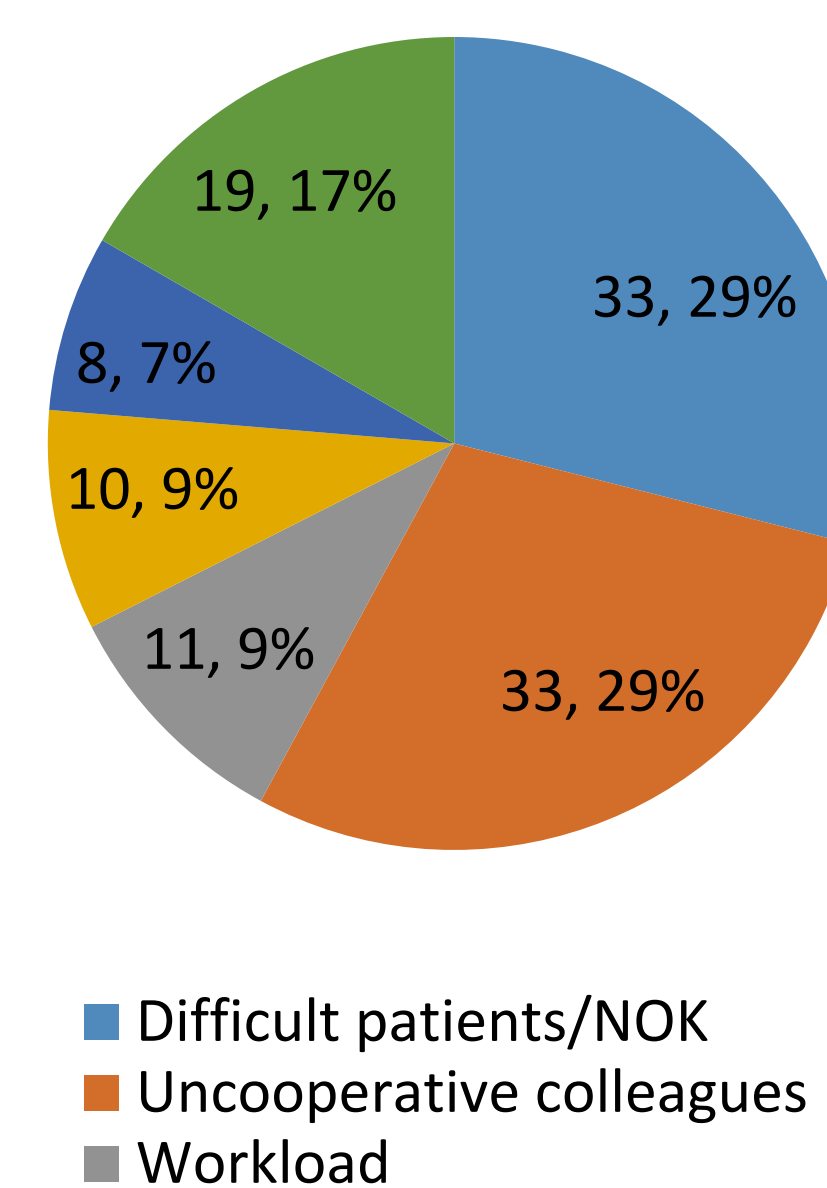
The Care Bears visited 11 institutions and received a heartening response from OPE staff with a 88.1% participation rate. Out of 109 OPE staff, 96 responded to the survey. Staff was appreciative of the engagement sessions and welcomed more of such gatherings.

Staff responses were analysed and presented to OPEN management and staff. As the feedback from ground was very encouraging, the same survey was extended to staff from the Communications and Development Department. A presentation was also done at the inaugural Communications, Patient Experience & Development Townhall on 24 April 2019.

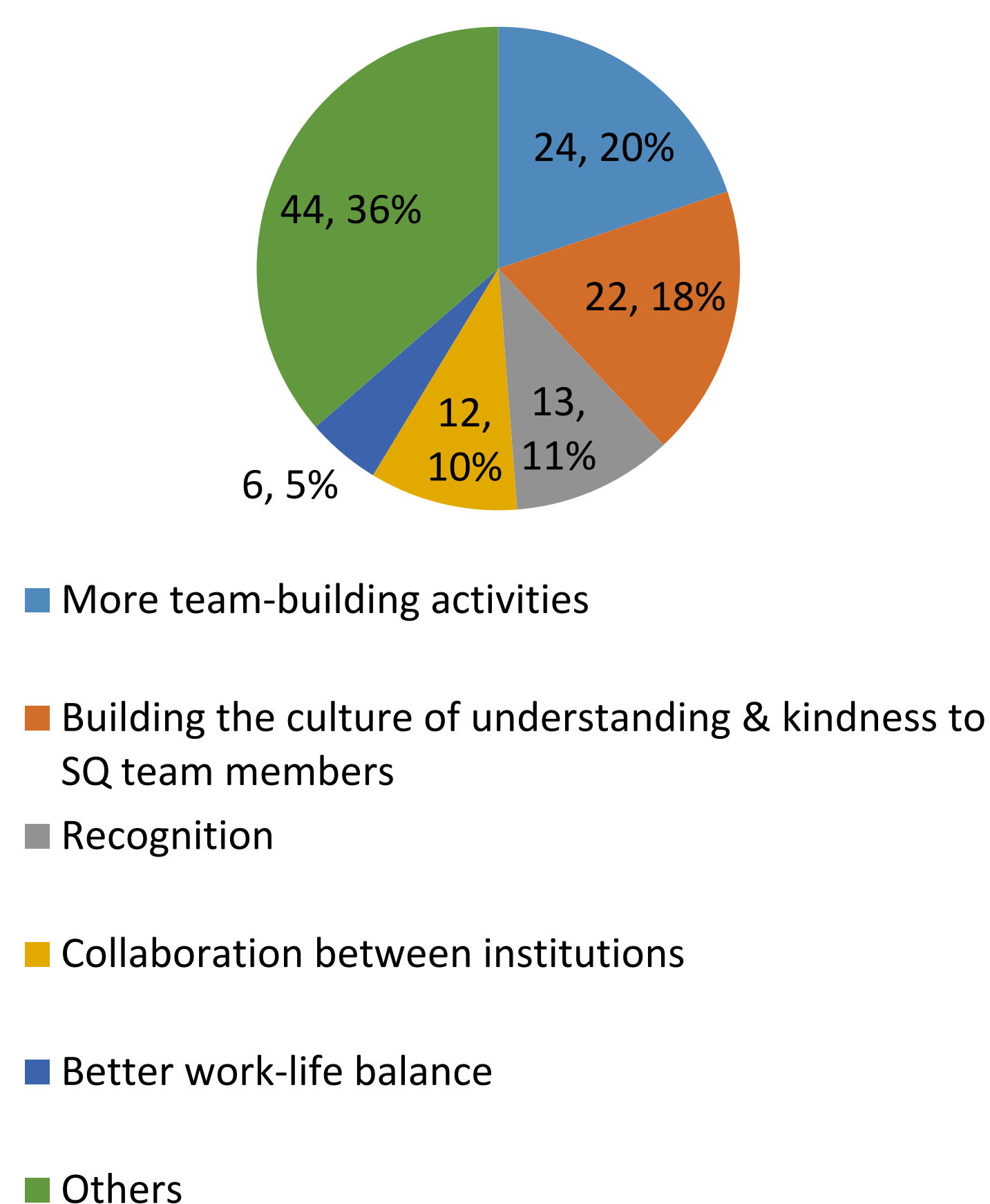
What brings you Joy at work?



What do you Dread at work?



What can we do to make your work meaningful?



Key Findings:

- 'Kind Colleagues' and 'Meaningful Work' are the main motivators that brought joy to OPE staff at work.
- As OPE staff manage public feedback, 'Difficult patients/NOKs' remains the main factor that causes unhappiness at work.
- OPE staff hope to **build a culture of understanding and kindness** towards OPE staff and to have more **bonding sessions** among the institutions.

Next Milestone

Based on OPE staff commitment and passion to service, the Care Bears decided to organise the first 'OPE Gratitude Day' to show OPEN's appreciation to OPE staff and further engage them.

Held at YWCA in August 2019, the teambuilding event brought together the OPE staff of all institutions, to celebrate OPE's hard work and achievements, exchange thoughts and ideas on improving the patient experience, share on the latest happenings at OPEN, and, most importantly, build camaraderie and strengthen the OPE Family ties.

Care Bears will leverage on the success of the event to build on future engagement sessions with the OPE Family.