



Singapore Healthcare Management 2022

“Learn Over Lunch” (LOL!)



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Introduction



Due to the Covid pandemic, precautionary efforts such as the Safe Management Measures (SMM) guidelines were imposed and many healthcare workers had to adjust to new working arrangements. Social interactions amongst employees were greatly reduced and along with the uncertainties, these lifestyle changes unknowingly increased one’s stress levels.

With the SCH employee’s interest at heart, the project team explored ways to engage staff and the “Learn Over Lunch” (LOL!) initiative was conceptualized as a virtual interactive learning platform to bring people closer.

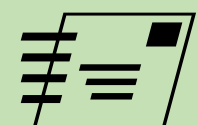


Methodology



Topics

Partnering our internal departments as in-house subject-matter-experts, wellness and mindfulness topics were specially curated. Colleagues from various departments were invited as guest speakers to share useful tips at each week’s LOL! episode, including debunking diet myths, demonstrating of stretching exercises, and sharing of ones’ native country’s food/culture.



Publicity

Weekly EDMs and posters were shared and displayed in common pantry/work areas to generate awareness and staff could easily RSVP/dial in to join the Live sessions held weekly over Zoom and Webex during lunch hours.



Outreach

Catering for colleagues who were unable to attend the live LOL! Sessions due to operational constraints, these LOL! episode recordings were also published on SCH Workplace. This made LOL! easily accessible as colleagues could watch the playbacks anytime at their own conveniences and it is cost-effective.



Results

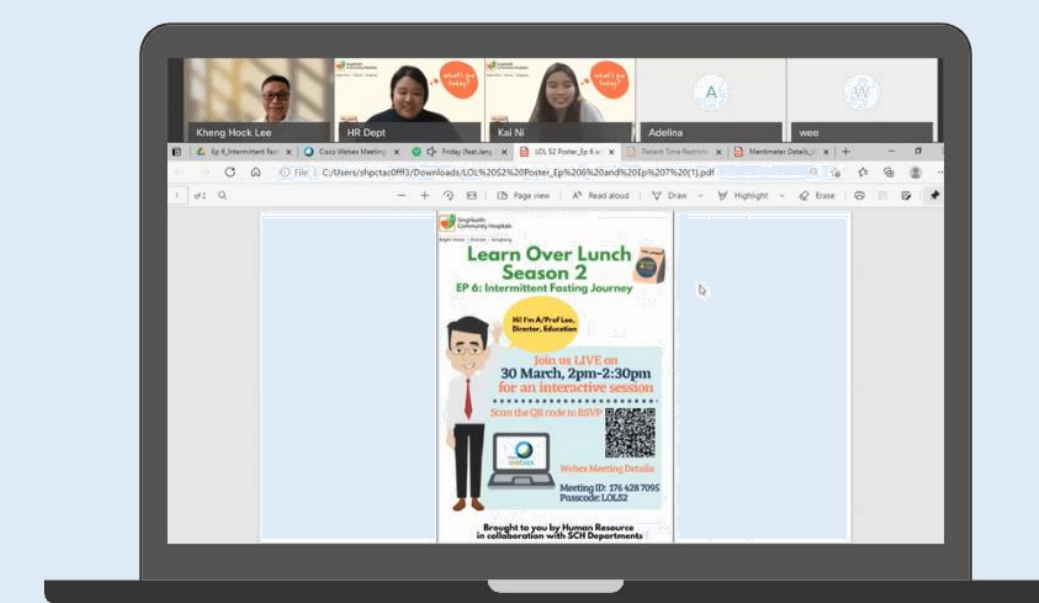
Conducted over the lunch-hour, the 10-episode LOL! Season 1 was well received by viewers as we covered techniques of stretching exercises, dietary habits and informative tips for poster designing. These knowledge sharing by our internal SCH subject-matter-experts encouraged peer learning and fostered relationships across departments. As SCH is a unique set-up with 3 hospital locations, this virtual interactive learning platform also promoted opportunities for colleagues to meet new friends.



Encouraged by the positive support/feedback received from Season 1, the team curated Season 2’s topics with the focus of promoting staff’s wellness, resilience and mental wellness. Promoting better integration within our SCH family, special episodes were also dedicated to encourage a deeper level of appreciation of the different cultures, such as Taiwan and Philippines. Colleagues from SCH Rehabilitation Services and Nursing department were invited to share about their native country’s festivals, cultures and a cooking demonstration of their local cuisine.

20 Virtual Episodes over 2 Seasons

518 LIVE Attendees



More than 5,300 Playbacks on SCH Workplace



LOL! attendees learnt new knowledge and had fun as they tried hands-on art therapy and participated in interactive quizzes/activities over the different sessions. Colleagues who were unable to attend the live LOL! Sessions watched the recordings on SCH Workplace and showed their support with “Likes” and by leaving encouraging comments. These morale boosters kept the SCH family closely knitted and increased overall staff engagement levels.



And many Positive Comments

Have learned a lot from the LOL! sessions. The short quizzes at the end of the sessions have also helped me to understand the topics better. Great job and keep it up!

Lim Geok Kheng, SCH Finance

Was having my lunch while tuning in when Edward from the OCH Dietetics team talked about ways to Fire Up My Diet! I learned about the different methods to include more dietary fibre when preparing meals for myself and my family. Thanks HR and the presenter for organizing the sessions!

Clara Poh, OCEAN-Education Office

Great engaging sessions! Thank you to our HR colleagues and “Instructors” for organizing and sharing with us your knowledge and helpful tips. LOL! has also helped to bring about a sense of connectedness for all of us at SCH despite being physically apart from each other!

Tan Li Hao, SKCH Community Relations

Conclusion



LOL! was an effective virtual interactive learning platform that promoted cross-site interactions amongst the SCH family across 3 hospital locations during the peak of the pandemic. Colleagues came together to learn, interact and have fun over the lunch hour. These interactions brought people closer together and resulted in better mental and personal well-being; and the acquired skills and knowledge were applicable both at the workplace and in their personal lives with their friends/family.

The team will leverage on the experiences gained from this LOL! Initiative and continue to provide fun, engaging learning platforms for our SCH family.