



**Singapore Healthcare
Management 2022**

5-pillar Star of Joy@NDCS

Ms See Li Peng (Pauline)
Ms Carol Wee Ping



National Dental
Centre Singapore
SingHealth

AIM

Promote staff wellness and joy at work through 5-pillar Star of Joy.

METHODOLOGY

The following steps were taken to build the 5-pillar Star of Joy.

Stakeholder Engagement

Engage stakeholders to gather a preliminary sensing of what matters to staff in terms of staff engagement.

Determine the Structure

Formalize a cross-departmental NDCS Staff Experience Committee (NSXC) where members brainstormed the 5-pillar Star of Joy to promote staff wellness and joy at work.

Guidance and Implement

Guided by the leaders from NDCS Joy At Work Task Force (JAWTF) and NDCS Staff Experience Council (SEC), the NSXC executes the staff activities with support from SEC. The work year calendar of activities and implementation details are constantly refined.

Review and Improvement

The NSXC conducted extensive research to determine the activities to be carried out. Some of the survey methodology used to establish the key priorities include polling and informal check-in with staff via the NSXC members.

RESULTS

This approach ensures alignment with management's strategic direction to promote staff wellness and joy at work. With the support from management and department heads, we were able to gather more participation from ground staff.

Some of the key initiatives implemented are Mindfulness Audio Sessions, Healthy Snacks, Bring Your Kids to Work, Nature Walk, Eat With Your Family Day, You're Our Superhero Appreciation Campaign and partnership with the SingHealth Worklife Hub.

Overall, we have received positive staff feedback on the committee's deliverables and on-going efforts to promote staff wellness and joy at work.



1. PROMOTING WELLNESS & RESILIENCE
2. FUN & HEALTHY WORK-LIFE
3. STAFF APPRECIATION & RECOGNITION
4. STAFF DIALOGUE & ENGAGEMENT
5. DO-GOOD, FEEL-GOOD

CONCLUSION

The NSCX 5-pillar Star of Joy has achieved its purpose by bringing positive impacts on staff wellness.