



Singapore Healthcare Management **2023**



ENHANCING FAMILY CARE LEAVE AND REMOVAL OF DOCUMENTATION TO IMPROVE EMPLOYEE EXPERIENCE



SingHealth

Janet Lim, SHR

Strategic Compensation & Benefits

Team, SHR

AIM

Foster a Pro-Family Environment to help employees achieve work-life harmony by balancing work and family responsibilities

Review of FCL application process and reduction of manual steps in the application process



RESULTS

Historical FCL Utilisation
Rate for SingHealth Cluster
(per year)

33%

Post FCL Enhancements
(wef 1 Oct 2022)

57%

INCREASED MORE THAN 1.7X WITH FCL CHANGES ONLY IMPLEMENTED IN LAST QUARTER OF YEAR 2022



Time Savings
(using Year 2022's FCL transactions as proxy)

**3,000
MAN-HOURS
SAVED**

METHODOLOGY



Through Employees' Voices

GAH Support Staff Townhall, May 2022

"Regarding FCL, I noted that some organisations do not require supporting documents. I feel that FCL should not only be for when parents are sick but also to be taken to spend time with family"

Through Identifying the 'pain points' in the FCL application process

Pain Point #1: Staff's usual application process would require documentary proof to his/ her supervisor. However, this is only available after employee's family member visit to the doctor.

Pain Point #2: HRIS Leave Management system has a built-in mandatory document check box. To circumvent this, employees would have to:

- Obtain verbal approval from supervisor and FCL will be submitted retrospectively
- Submit FCL application without documentary proof and present hardcopy to supervisor post visit



CONCLUSION

With effect from 1st October 2022, Family Care Leave was repurposed to help employees balance their work and family responsibilities, allowing employees to spend time with eligible family members instead of previous restricted scope of taking care of unwell family members only. With this enhancement, documentary proof is no longer required.

We empower our employees and build trust and understanding within the organisation. Time savings by employees, supervisors and HR can now be re-directed to other more meaningful activities and enhancing joy at work. **Family Care Leave enhancements have met our intended objectives of improving the Experience of our SingHealth Employees.**