



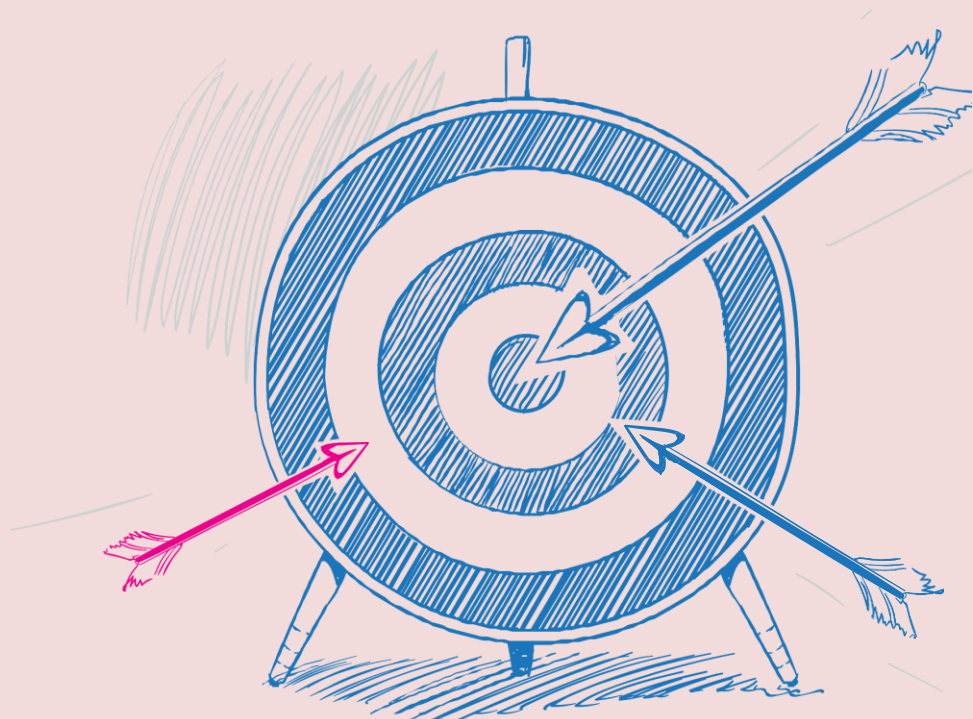
**Singapore Healthcare Management 2023**

# BETTER WITH YOU!

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## BACKGROUND

Between 2019 and 2020, multiple centers and services relocated to Singhealth Tower, resulting in a multi-disciplinary specialist outpatient clinic, SOC@SingHealth Tower L3 (SH3). It was formed with a combination of new and experienced staff from different departments working together in a new and unfamiliar environment.



## OBJECTIVES

- ❖ To ensure staff can cope with the daily demands at work
- ❖ To forge new bonds and supportive working relationships within the team
- ❖ To ensure staff are aware of the various channels to seek help and support

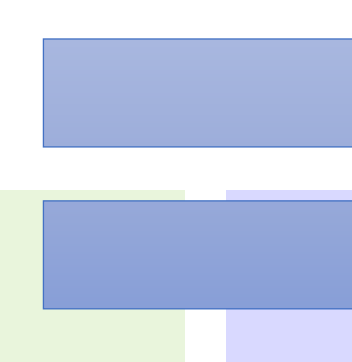
## METHODOLOGY

## RESULTS

### Learning & Improvement

### Teamwork & Camaraderie

### Competent Staff, Great Teamwork!



Clinic staff are cross-trained in different specialties under Obesity Centre, Eating Disorder Clinic, Rehabilitation Medicine and Sleep Centre.

Potential staff with leadership qualities are tasked to assume additional responsibilities to be "Leader-Mentors" to guide newer staff, expanding their portfolio & deepening exposure in various specialties in the clinic.

This allows staff to enhance their competencies to assist doctors for consultation and clinic procedures (ENT scopes, Dental services). Additionally, with one staff handling financial counselling and admission for Sleep Centre inpatient sleep study, patients enjoy a seamless journey.

This way, new staff are assured and aware of who to reach out to for help when needed, and "Leader-Mentors" are provided with the opportunities to develop their leadership skills.

Selected PSAs are granted restricted rights to take on clinical roles to support assessment duties during nursing manpower crunch.

Clinic also leverages on team bonding opportunities to foster strong teamwork and have fun, with interactions not being limited to work related activities.

Overall, clinic staff are provided with ample learning opportunities to develop themselves and upgrade their skills sets through various platforms (courses, PSA Transformation, Trust Awareness Workshop, Zoom Training).

- President's Challenge Fundraising Events
- Regular clinic roll call during pandemic (via Zoom) and endemicity (in-person)
- Regular clinic events (Christmas Celebration, SH3 Day, SH3 Year End Dinner)

All PSAs gained **clinic competency in at least 7 specialties** in SOC@SingHealth Tower L3.

**Positive results** in the recent Employee Engagement Survey, with entire clinic team agreeing that:

- ✓ The **TEAM** is able to meet its work challenges effectively
- ✓ The **PEOPLE** they work with get along well together
- ✓ They know how to **SEEK HELP** through the support channels available when they are not able to cope with work stress
- ✓ There is good **COOPERATION** among the team (Doctors, Nurses, AHPs, PSAs, HCA)

From internal surveys conducted in Oct 2022 and May 2023, staff demonstrated that they were motivated and driven, sharing the following quotes:

"The past few weeks have been really stormy & difficult, but the team still managed to cope (barely) by encouraging and relying on each other." -Liyana

"Everyone contributes differently and help each other" -Hidayah

"I am happy that everyone is working in the same direction and towards the same goal. May 2023 be a better year and I will work harder and stay healthier to support the clinic whenever I can."

"Whenever I am in doubt or need assistance on some cases, Selina helps without hesitation. And would always get back to check on the progress." -Raudhah

"Love my job very much. Please do not post me out permanently. Thank you!"

"It was Nurse Siti's lunch time. There was an ED admission case. By right she was supposed to leave & her colleague was to take over. But she took charge of that case by doing the admission & calling the ward to check for bed & went extra mile to comfort patient & her parents." -Christina

"Everyone is doing their part and helping everyone when in need. Working as a team" -Thila

Despite the various challenges and steep learning curve, our team was able to collaborate to overcome them, while growing and developing individually. 😊

