



**Singapore Healthcare Management 2023**

# Ownership of Health through Self-Service and Digital Results 24/7



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## INTRODUCTION

A healthy workforce is a happy workforce. SKH recognises that the health of our employees plays a crucial role in their productivity, job satisfaction, and overall well-being. To empower employees to take ownership of their health, we leveraged on the digital platforms and existing systems to introduce a seamless, self-service health screening journey in FY22, with 24/7 access to the digital health screening results via HealthHub.

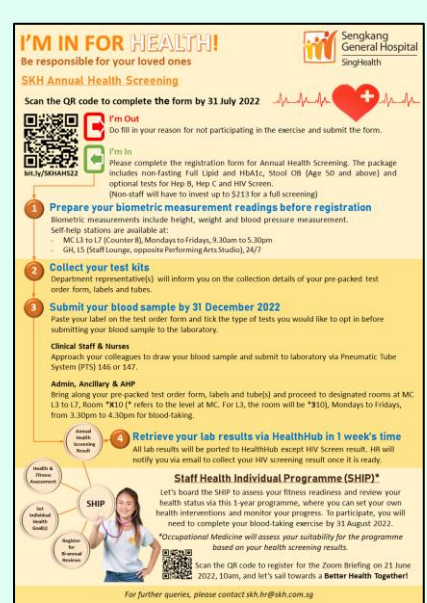
## I'M IN FOR HEALTH

Using "I'm in for Health" as the tagline, SKH's in-house FY22 Mass Health Screening exercise was launched from June to December 2022. HR collaborated with various internal stakeholders, including Pathology, Outpatient Clinic Operations, Occupational Medicine, Nursing and Information Technology, to streamline the workflow and optimise the resources.

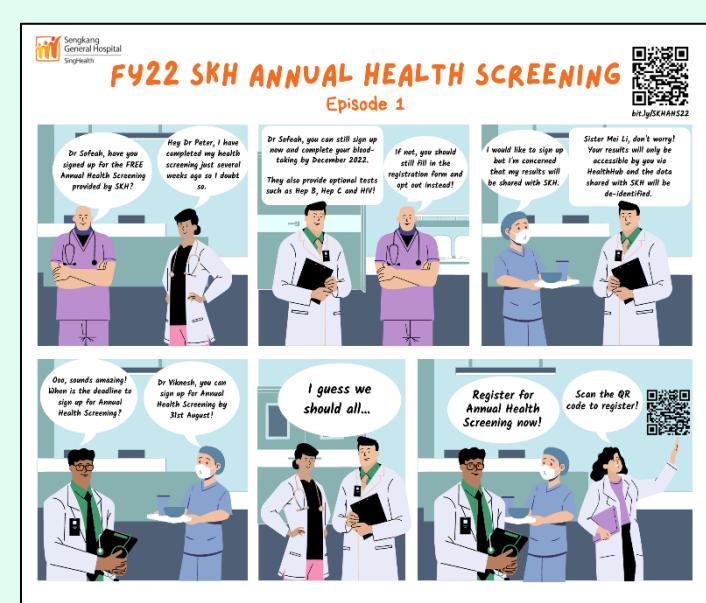
### 1. Publicity & Registration

The registration form was launched via FormSG and all staff were encouraged to complete it to indicate if they wish to opt in or out for the exercise. A series of publicity efforts was launched through various platforms to **drive the participation rate** and help staff make **informed choices**.

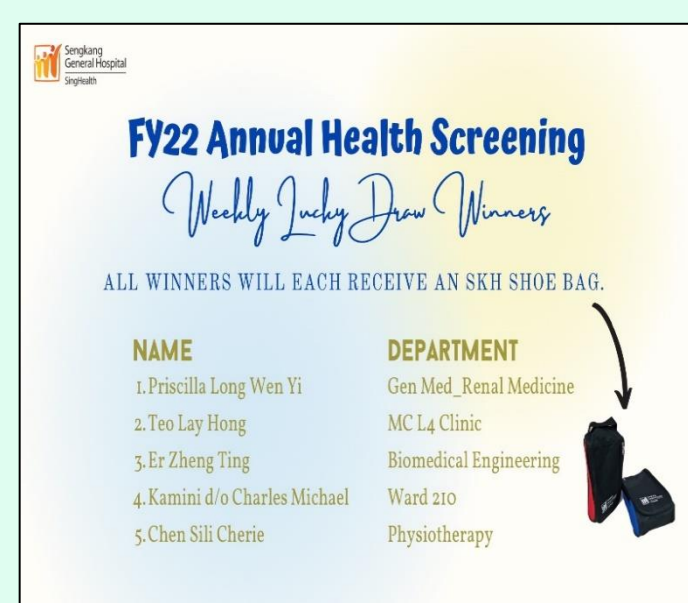
**85%** of staff responded to the form and **71%** of staff opted in.



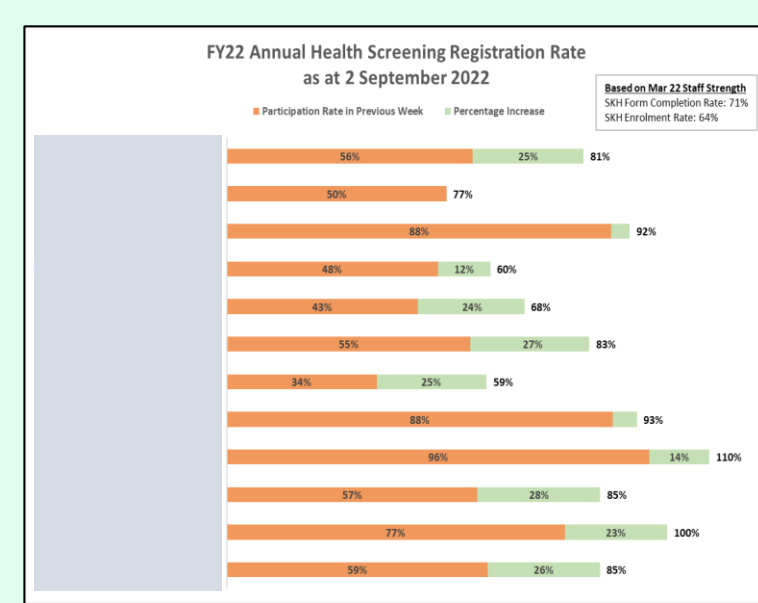
Poster to guide staff through the process



Weekly comic strips to address FAQs



Weekly lucky draws to encourage participation

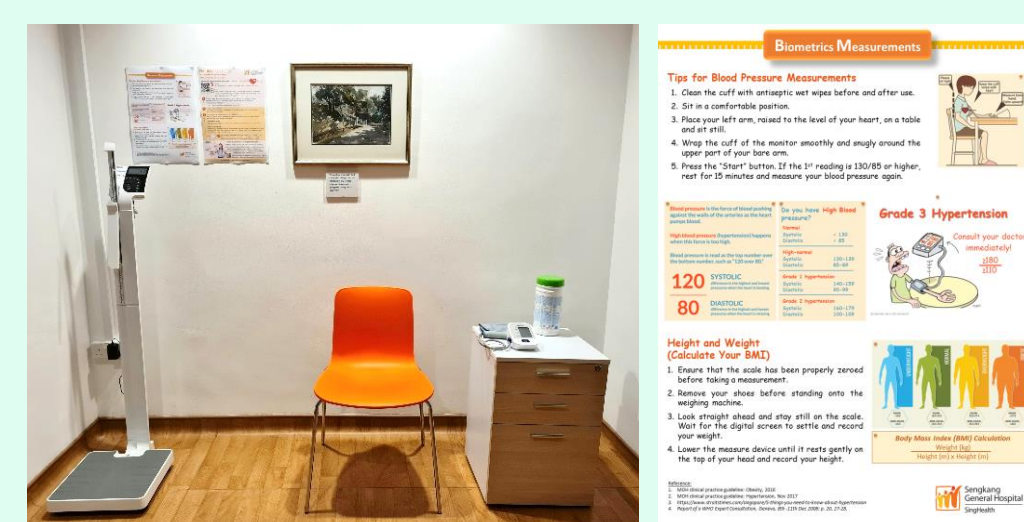


Weekly update on divisional enrolment rate for HODs to rally participation.

### 2. Self-help Biometric Measurements

Staff were required to take their own biometric measurements (height, weight & blood pressure) and submit the measurements during their registration.

**Self-help kiosks** with poster guides were set up at various locations for staff to take the measurements themselves anytime.



Self-help kiosk and poster guide

### 3. Blood-taking Exercise

Upon successful registration, each participant would receive a health screening test kit (tubes, labels and test order form) from department representatives to complete the blood-taking exercise.

#### Clinical Staff and Nurses

Approach their colleagues to draw blood for them and submit to Lab via the Pneumatic Tube System

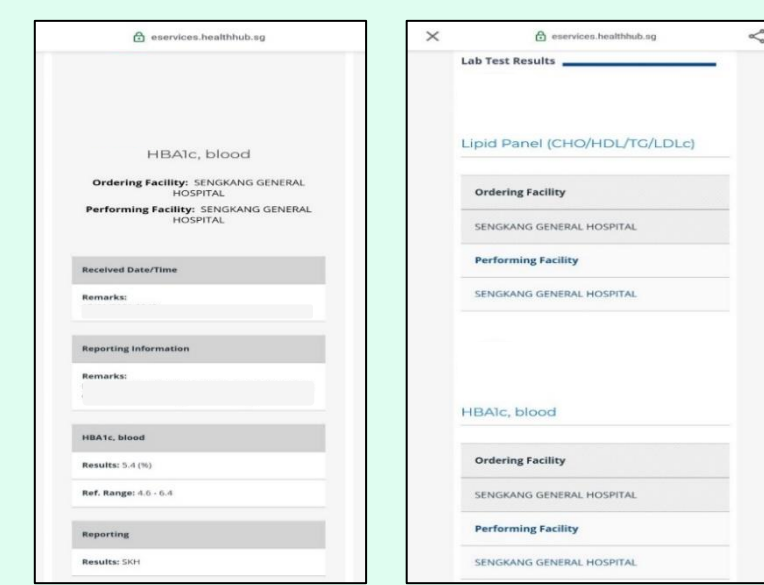
#### Admin, Ancillary & Allied Health Staff

Proceed to designated stations at Medical Centre during non-peak hours to complete blood-taking

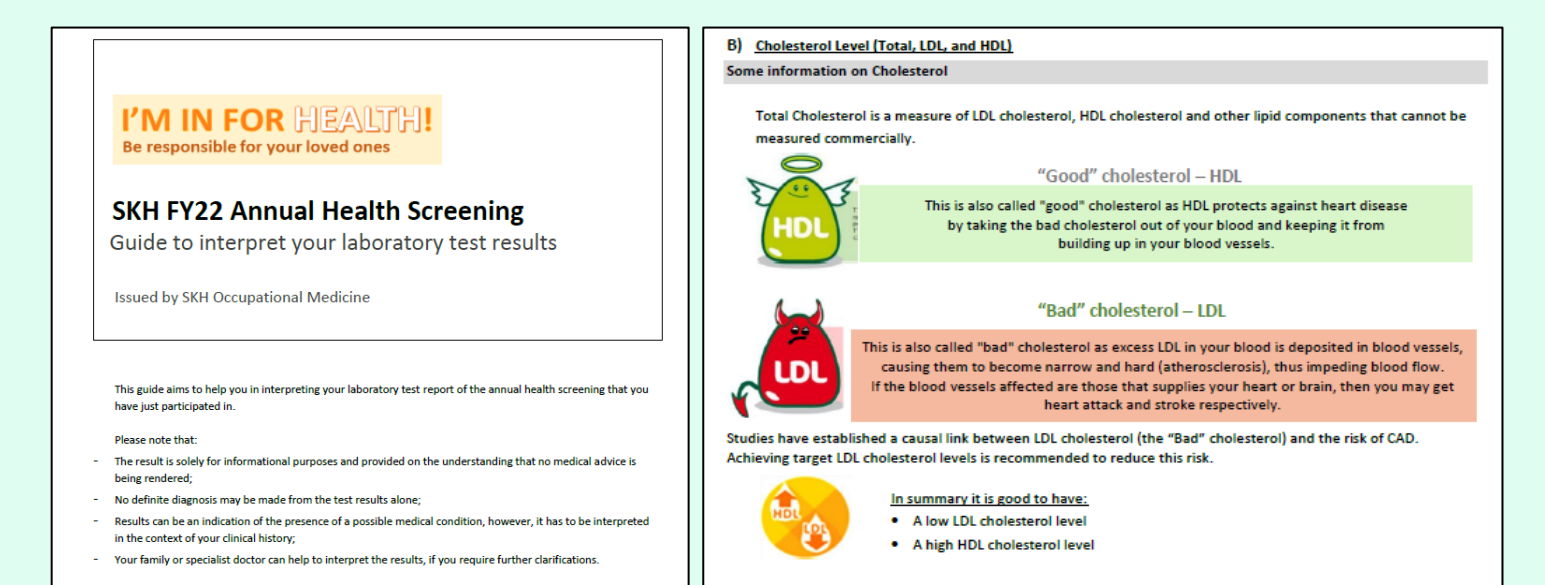
- ✓ **Flexibility** and **convenience** for staff to complete the blood-taking exercise almost 24/7 within the 5-month period
- ✓ **Minimal disruption** to clinic operations to ensure sustainability

### 4. Release of Health Screening Results via HealthHub

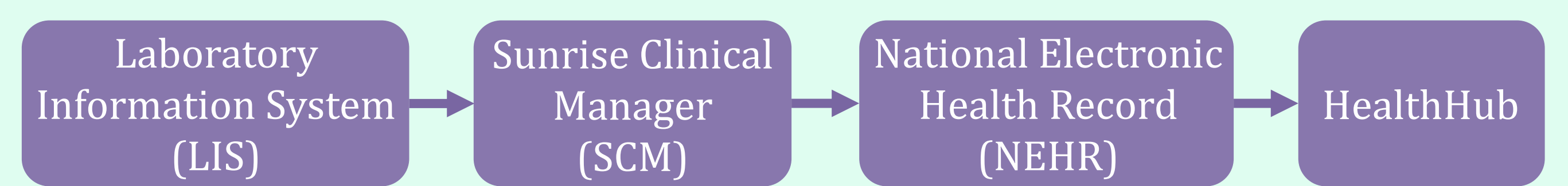
Upon completion of blood-taking exercise, staff would be able to access their digital health screening results on HealthHub **within 1 week**, instead of receiving the hardcopy report. HR would send staff an email notification along with Occupational Medicine's guide to interpret the results.



Sample of health screening results on HealthHub



Guide prepared by Occupational Medicine to help staff interpret the lab test results



Backend system flow of health screening results from LIS to HealthHub

### 5. Towards a Better Health Together

Greater assurance on **data confidentiality** and **ease of access** to results anytime and anywhere

Participation rate increased significantly from 40.8% in FY19 to **67.4%** in FY22

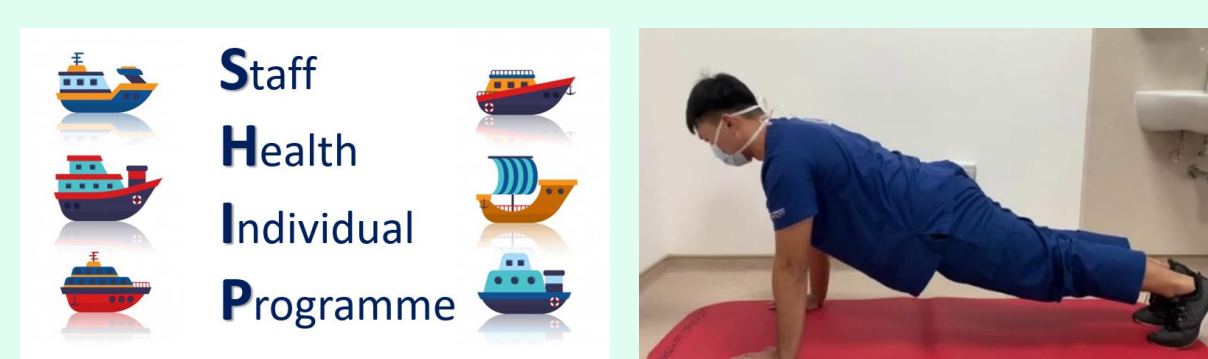
Reduced waiting time for health screening results from 1 month to **1 week**

Reduced **paper waste** and **administrative workload** for printing and distribution of hardcopy health screening report

Greater **ownership of health** and **employee engagement**  
**442** staff were also enrolled in the 3 health management programmes introduced by HR as follow-up initiatives from the Mass Health Screening exercise to support our staff in their journey towards better health.

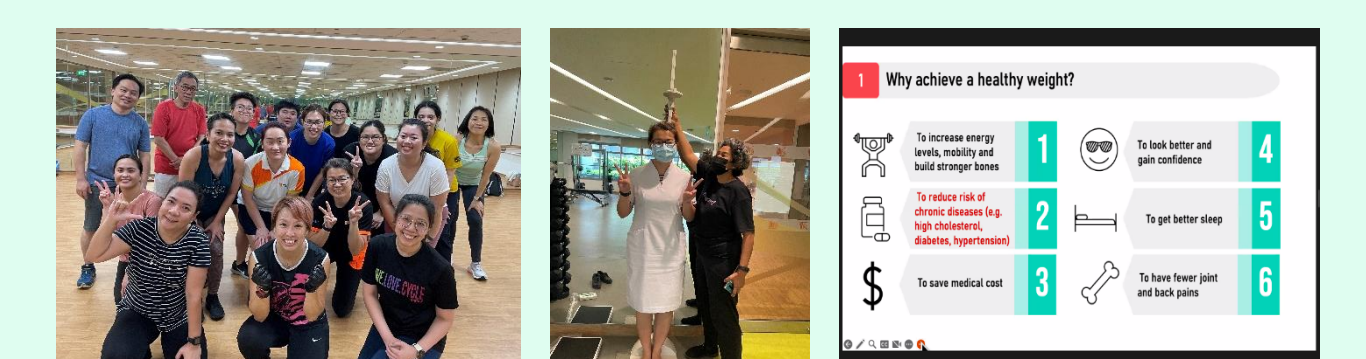
#### Staff Health Individual Programme (SHIP)

A one-year programme conducted in-house to promote ownership of health, which included doctor consultations, fitness assessments and fitness classes.



#### HPB Health Programmes

HR partnered HPB to introduce the Weight Management Programme and Health Coaching Lifestyle Intervention Programme, in view of overwhelming response for SHIP.



## CONCLUSION

**It takes a kampung to raise a child.** The implementation of the enhanced health screening process would not have been successful without the pivotal collaboration with various departments, continual support from the Senior Management and HODs and most importantly, the commitment from our staff to take ownership of their health. Overall, the convenience of the health screening process and ease of access to the results empowered our staff to make informed decisions and improve their well-being, leading to a more positive work environment in SKH. We are **in for health**, how about you?