



# Win-Win-Win Corporate Pass Management System

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### INTRODUCTION

Corporate memberships/passes to local attractions such as Singapore Zoo, River Wonders, Gardens By the Bay, etc. are provided to staff as part of staff welfare initiatives where staff can spend their quality time with families and friends. The booking of passes were managed via FormSG before the implementation of the management via the Facility Reservation System (FRS).

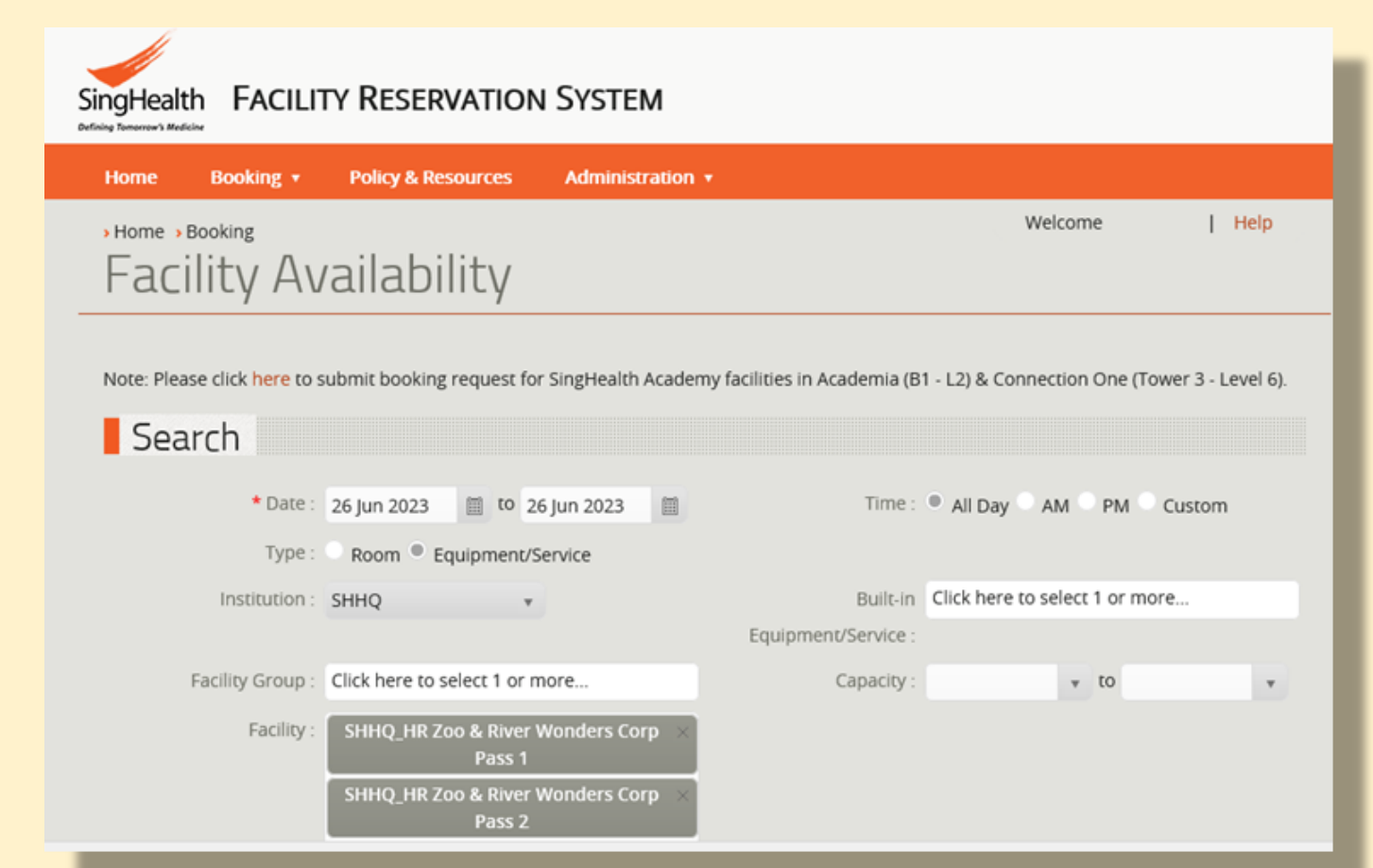
### OBJECTIVES

- To empower staff through self service reservation of corporate passes with access to real time pass availability.
- To create more Joy@Work for Worklife staff by reducing mundane tracking and updating of pass availability data for multiple attractions.

### METHODOLOGY

#### Why SingHealth Facility Reservation System?

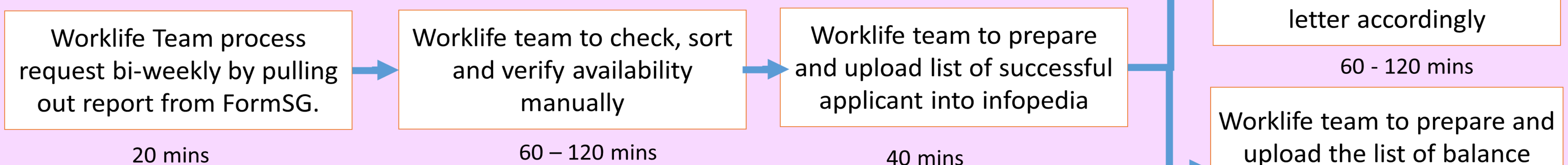
- Leverage on existing system. No additional cost needed to implement.
- Short lead time to set up the corporate passes in FRS.
- Staff are able to see any available passes in real time and make their reservation accordingly.
- Prevents overwhelming applications for the same dates as the availability of passes are visible to all staff.



### RESULTS (Quantitative)

#### Previous Process

Average time taken per month: 3.5 hours – 5.5 hours



#### Current Process

Average time taken per month: 1.5 hours – 2.5 hours



Time required to process the applications was reduced by **70%** after shifting to FRS.

### RESULTS (Qualitative)

- Staff anxiety in uncertainty of successfully getting a pass is eliminated as the pass availability is known upfront. Mental stress is reduced.
- Staff do not need to stress over having to contact HR to check on pass availability and allocation.
- Staff is able to make advance arrangements with families and friends as the pass availability is assured upfront.
- Disappointment of not getting a pass after waiting for allocation results is avoided.

### CONCLUSION

The improved process created a more pleasant experience for staff in enhancing their worklife (Win for the staff), significant time savings for the Worklife Unit in managing passes (Win for the administrator) and cost savings through using an existing system and resources (Win for the organisation).

