



SingHealth

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Staff Info Hub : A Knowledge Hub For All SHHQ Staff

Daniel Cheng Weijie, Koh Li Hoon, Nur Syafiqah Binte Saman, Teo Xin Rui, Gabriel Wong Keng Kit, Lin Weili, Tan Yi Lin, Alicia Zheng Lin, Pot Mei Qing, Augustine Lee Yan Shan
Strategic HR, SingHealth HQ

Introduction

Staff Info Hub was designed to be an **Employee-Centric & Resource Repository** for all SingHealth HQ staff.

As a **One-Stop Portal**, specially curated and pertinent information keeps our staff updated and empowers them to perform their roles competently and confidently.



Problem Statement

Before Staff Info Hub, it was challenging to retrieve information related to an employee's journey as it was scattered across various HR departments' Infopedia sites.

- Structured independently:** Departments built their sites independently and missed opportunities to present information holistically.
- Fragmented Design:** Departments had creative and appealing sites but lacked a consistent user experience.
- Outdated Content:** Sites may host outdated information which led to confusion and frustration.

Methodology

1 Design Thinking

Applied using 3 principles:

I. Organisation: Logically organised information. Resources conveniently located in an integrated site.

II. Content: Updated, informative and easy-to-understand content.

III. User Experience (UX): Designed with a cohesive theme, appealing elements and consistent UX.

2 Agile Methodology

Completed the project in 3 phases each with focus on a specific theme. Within each phase, the team completed features in short sprints.



3 Sustainability

Created a structured set of meta-site resources for ease of maintenance and future updates:

- ✓ Site & Page Templates
- ✓ How-to Guides, library of resources & materials
- ✓ A comprehensive Site Map and Content Index
- ✓ Post-Implementation Maintenance Strategy

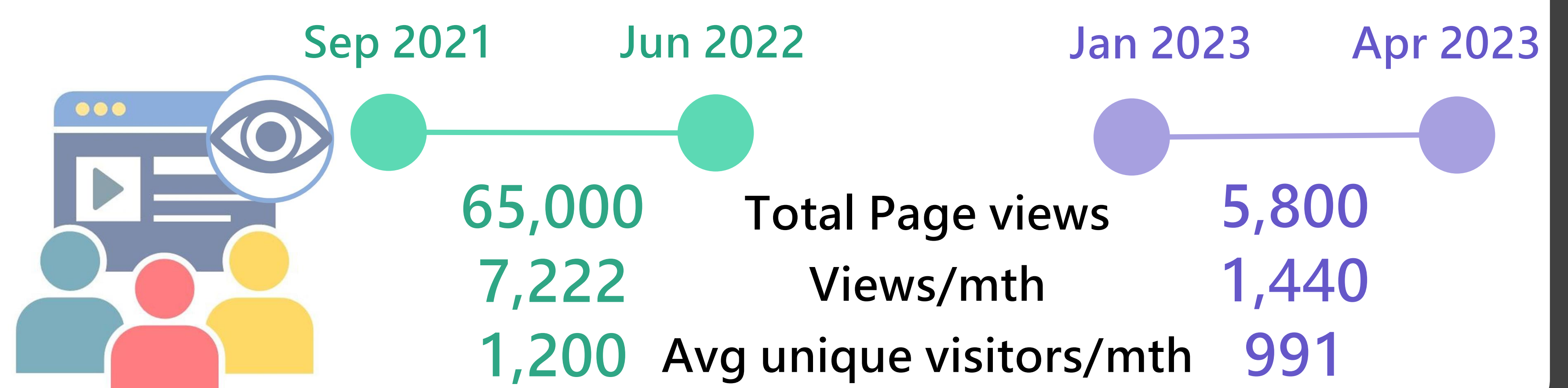
Conclusion

With **continued viewership**, Staff Info Hub has achieved its goal of being an accessible and relevant staff information repository. Regular maintenance works and improvement projects have been planned to continuously enhance the content, utility, and user experience.

With this, it is the authors' hope that Staff Info Hub will continue to **empower all staff to perform their roles confidently and effectively** through all times.

Results

TRAFFIC VIEWS



97% agreed that the content was **Useful & Relevant**

9 in 10 supervisors agreed that the content curated in "My role as a Supervisor" was **Useful**

94% had a **Positive Experience** using Staff Info Hub

Oh wow! Very very eye-catching and insightful webpage!
- Ng Whee Ling, Human Resource, SHP

Very comprehensive, well designed so that user experience is seamless. Easy to find the info needed, and it was great that the different policies were linked through the info hub as well.
- Jeanaline Fan, Group Allied Health

The content was presented in an attractive and engaging manner ... answers the key question I may have about working at SingHealth ... it makes me want to browse and explore.
- Marilynn Loo, RHS Operations