

Background

The management team of outpatient came together for its bi-annual retreat to discuss how to create a high performance team so as to achieve the followings :

- (1) Increase teamwork and unity
- (2) Increase productivity
- (3) Increase efficiency



One of the key success factor to create a high performance team is to create a platform for communication and sharing. This will trigger a positive team performance by creating synergy across the division.



Methodology

The team reviewed the current quarterly division meeting platform and decided to improve on it rather than to recreate another communication channel.

A quick survey was conducted with majority of the staff and their feedback is taken into redesigning the programme.

First Phase	Rolled out new agenda according to feedback collected through survey.
	New agenda includes role-play and Risk Management System (RMS) sharing to create awareness
	Engaging staff through Q & A session.
	
Second Phase	Giving out quarterly awards to most improved and best performing clinic across the division.

Results

80% of staff prefer the new agenda as they can better relate and comprehend the situations through role-play and sharing. Using this method, staff is able to internalise the issues.

Conclusion

Awareness of important issues to staff was successfully raised through this approach. With the positive feedback received at this first phase, we will continue to implement the next phase. Results will be continuously monitored.

The process of building a high performance team is a continuous process. We will continue to review and improve so as to strike a harmonious alignment with staff to achieve effective communication and accomplishment of excellence in performance.

“Alone we can do so little; together we can do so much” — Helen Keller