

Introduction

The SingHealth Quality Priorities (QPs) or **SPREE** - Safety, Professionalism, Respect, Experience and Efficiency was launched in 2011. It aims to strengthen the SingHealth quality culture and serve as signposts to guide all staff in putting our patients at the heart of all we do, regardless of the role we play, directly or indirectly, in delivering patient care across all SingHealth institutions.

SPREE Efforts and Initiatives

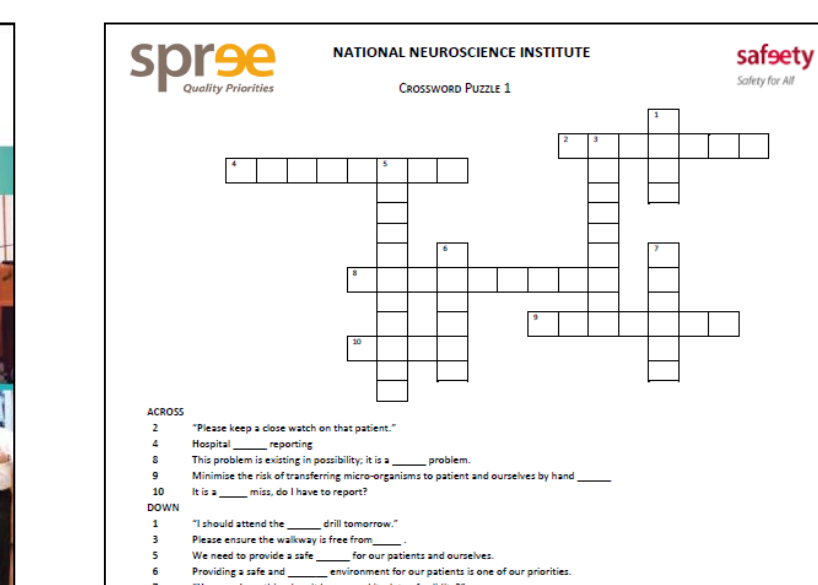
2014-Present

- SPREE incorporated as part of staff performance appraisal forms for FY2014.
- Video on SPREE QPs for institutions to screen to staff from mid 2014.



Since 2012

- Institutions engaged staff on SPREE at various platforms (on-going)
- Orientation Briefing for new staff in NHCS, SGH, SHHQ (on-going)



SGH Newsletter



NHCS Quality Week 2014



2011-2012

- Publicity collaterals include Posters, Post-it pads, Pens, Screen Saver, Articles.



2010-2012

- Staff attended workshops facilitated by Disney and consultants to develop and refine the desired universal goals, definitions and behaviours for each of the Quality Priorities (QPs)
- SPREE QPs launched on 17 Sep 2011.
- SPREE shared at Operations Excellence Forum on 25 Nov 2011.
- Workshop was conducted for staff in Research and Education groups on 4 Mar 2012.



Results and Effectiveness

Question on SPREE was incorporated in bi-yearly Employee Engagement Survey (EES) – whether staff agree/tend to agree that their day-to-day work is guided by SPREE QPs. The 2014 EES results showed a 2% significant improvement in the cluster score from 86% (in 2012) to 88% (in 2014). Improvement in scores were noted for all institutions, of which 4 were significant (highlighted in yellow).

By Institution	2014	2012
SingHealth Cluster	88%	86%
NCCS	80%	74%
NDCS	89%	87%
NHCS	91%	90%
NNI	82%	71%
SERI	71%	66%
SNEC	91%	87%
SHP	89%	88%
KKH	89%	88%
SGH	89%	88%
SHHQ	86%*	76%

N (2014)=17,439; N(2012)=15,218
* Include SKH staff (n=176)

There was also significant increase (highlighted in yellow) in the score for most professional groups such as medical (clinicians), allied health professionals, ancillary, administrative, and research staff.

By Profession	2014	2012
SingHealth Cluster	88%	86%
Medical	79%	72%
Nursing	91%	92%
Allied Health	87%	85%
Ancillary	91%	88%
Administrative	86%	81%
Research	71%	61%
Outsourced	83%	85%

N (2014)=17,439; N(2012)=15,218

Moving Forward

Cluster

Provide collaterals to institutions to promulgate SPREE viz staff events. Organise regular engagement sessions with SHHQ staff on promoting SPREE.

Institutions

Screen SPREE video at staff event. Engage targeted groups of staff with lower scores. More articles and activities to reiterate how SPREE can be applied to work.