

“Our *People* at the Heart of All We Do”

Why is Staff Well-Being so Important?

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Disclosure

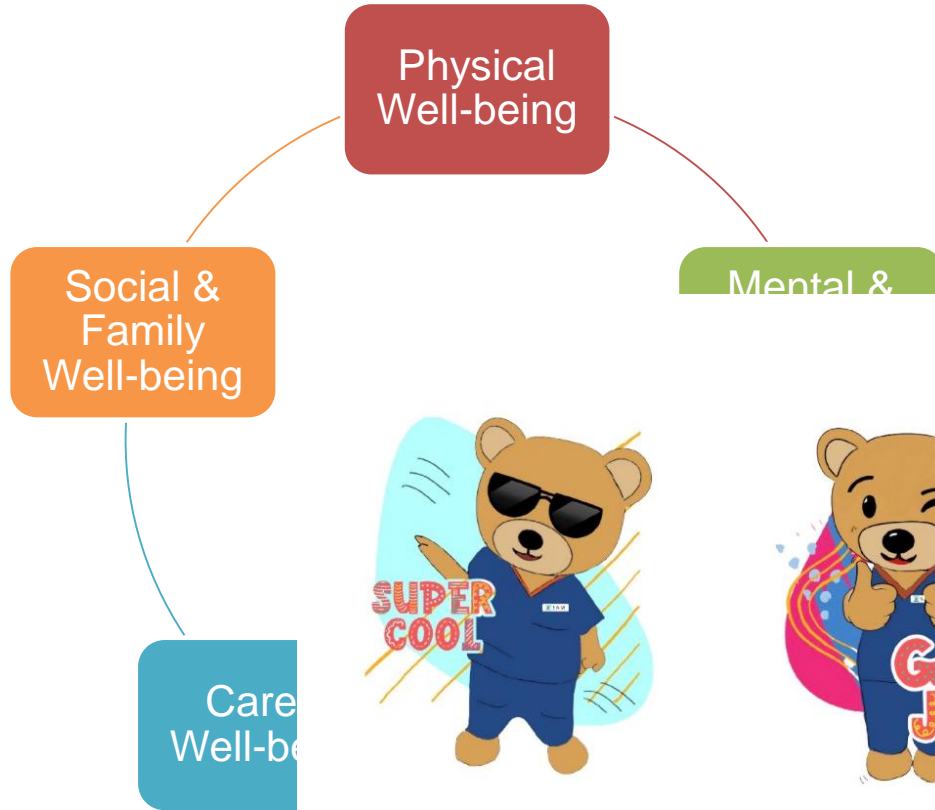
- **I am neither a psychologist nor psychiatrist.**
- **I am a Respiratory and ICU physician who has experienced pandemic fatigue first-hand**
- **I am a former Residency Program Director who has supported junior doctors experiencing burn-out**

**What is Well-being?
What does it mean to you?**



What is Well-being?

What does it mean to you?



What are the ingredients for Well-Being – 3Cs

COMMUNITY

A strong “family” bond between colleagues and organization



CONTROL

Autonomy & Empowerment in how we do things and opportunities for personal growth.



CONNECTED to MEANING

Purpose and personal fulfillment in what we do



Why is well-being important to you? Why is Staff Well-being important in Health Care?



Burnout in Healthcare Workers

A syndrome conceptualized as resulting from chronic workplace stress that has not been successfully managed.

It is characterized by **Three Dimensions**:

1. Feelings of energy depletion or exhaustion (emotional exhaustion)
2. Increased mental distance from one's job or feelings of negativism (depersonalization)
3. Reduced professional efficacy (personal accomplishment)

In May 2019, **WHO** officially started to recognize burnout as occupational phenomenon.



Survey of Burnout in SingHealth 2019 (n=6048 staff)

38% of respondents had high **Emotional Exhaustion**

30% of respondents had high **Depersonalization**

55% of respondents had low **Personal Accomplishment**.

Respondents with either high EE score or high DP score constituted 44% (n=2,654).

Maslach Burnout Index - MBI HSS (1981) measures three dimensions of burnout : Emotional Exhaustion (EE), Depersonalization (DP) and Personal Accomplishment(PA).

Tan KH, Lim BL, Foo Z, Tang JY, Sim M, Lee PT, Fong KY.

Prevalence of Burnout among Healthcare Professionals in Singapore.

Ann Acad Med Singapore 2022;51:409-16

<https://doi.org/10.47102/annals-acadmedsg.2021338>

Table 2. Maslach Burnout Inventory emotional exhaustion, depersonalisation and personal accomplishment by professional groups

Profession	— Emotional Exhaustion			— Depersonalisation			— Personal Accomplishment		
	Burnout level Mean (SD)	<i>P</i> value compared with Allied Health	High burnout No. (%)	Burnout level Mean (SD)	<i>P</i> value compared with Medical	High burnout No. (%)	Burnout level Mean (SD)	<i>P</i> value compared with Non-clinical	Low PA No. (%)
Medical n=608	23.7 (12.8)	0.028	227 (37.3)	8.7 (7.1)	-	230 (37.8)	33.9 (8.6)	<0.001	259 (42.6)
Nursing n=3,032	23.7 (13.1)	0.004	1,194 (39.4)	7.4 (6.6)	<0.001	928 (30.6)	31.6 (9.5)	<0.001	1,641 (54.1)
Allied Health n=764	25.3 (12.9)	-	350 (45.8)	7.9 (6.7)	0.031	257 (33.6)	32.7 (8.6)	<0.001	385 (50.4)
Non-clinical n=1,644	21.1 (12.7)	<0.001	513 (31.2)	6.2 (5.7)	<0.001	381 (23.2)	29.0 (9.8)	-	1,057 (64.3)
Total N=6,048	23.2 (13.0)	-	2,284 (37.8)	7.2 (6.5)	-	1,796 (29.7)	31.3 (9.5)	-	3,342 (55.3)

DP: depersonalisation; EE: emotional exhaustion; MBI: Maslach Burnout Inventory; PA: personal accomplishment; SD: standard deviation

Tan KH, Lim BL, Foo Z, Tang JY, Sim M, Lee PT, Fong KY. Prevalence of Burnout among Healthcare Professionals in Singapore. *Ann Acad Med Singapore* 2022;51:409-16 <https://doi.org/10.47102/annals-acadmedsg.2021338>

**How can we promote Well-being?
What are important areas in Well-being you feel we
should address in our health care organization?**



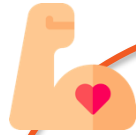
How can we promote well-being?
4 Pillars of Well-being

How can we promote well-being?

4 Pillars of Well-being

Promoting **physical and mental health** as a tenet of well-being.

Health @ Work



Transformations @ Work



Promoting a **transformations** in our work practices & environment that promote well-being and joy.

Joy @ Work



Family @ Work

Promoting a strong "**family**" culture defined by a strong sense of kinship and commitment to one another.



Kindness @ Work

Promoting a culture of **kindness** and respect at the workplace, to build a supportive and joyful work environment.

Composition of Staff Wellness Council Members



Institution Wellness Officers

Wellness leads from each institution overseeing the strategic direction and implementation of Staff Wellness initiatives

Expert Panel

Consisting of domain experts, the panel that provides expertise to support areas in mental health and wellbeing:

- Psychologists
- Social Services
- Human Behaviour

Professional Group Leaders

Community Representatives providing a voice from the ground

- Junior doctors
- Nurses
- Allied Health
- Administrative and Ancillary staff
- Union

Domain Leaders

Representatives contributing domain knowledge in the areas of:

- Communications
- HR
- IT
- Ops





Learning from Others

M	To have M ore than one resource available
E	E ars on the ground <ul style="list-style-type: none">- Identify the “real” representatives- Do not make strategy in boardroom that are irrelevant, attract cynicism
T	T ransparent communications. <ul style="list-style-type: none">- Reduce dis-coordination and silos.
A	A gile <ul style="list-style-type: none">- Strategy is good but it is important to possess agile mindset to revise
L	L earn from the past, L earn the challenges, L earn what works and what doesn't



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and check "My Giftcards" to access giftcard
details.



Message

SGH200 eGift Card -
This is a token and a
gesture of our
appreciation for your
contributors, for
being part of the
SGH Story



Activities to promote Well-being



- Jun - Bowling Competition
- Jul - Futsal Competition
- Sep - ACTIVE Month : Cycle & Walk Challenge



Looking for a Recharge?

Our Doctors are ready to attend to you at the upcoming pop-up Wellness Clinic!

10 August 2022
11.30am - 12.30pm
Academia White Space L2

Limited Slots Only.
Registration Required, No Walk-Ins.
Scan the QR Code below to Register by 29 July 2022



This Pilot is Brought To You By:



In Partnership With:



Prevention of Abuse & Harassment of Healthcare Workers



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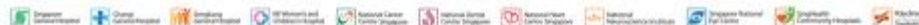


PATIENTS AT THE H



TeamJOY™

A Programme for Team Leaders
to Build A Healthy & Joyful **'NEW'** Workspace



Revised on
20190527

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Well-being starts with you – Be Kind and Appreciate Each Other



Everyone of you is making a difference every day. So let us remind ourselves to appreciate one and another with a little kindness. Let it begin with you...

Drop an appreciation message to your colleague or staff today.



4 Pillars of Well-being

