

SMALL STEPS TO BIG CHANGES

MANAGERS ENGAGEMENT FORUM
22 SEPTEMBER 2023



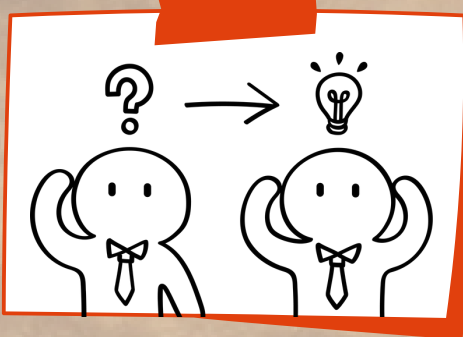
**CARVE OUT TIME,
IT'S WORTH IT**

Staff briefing

Group Food Service

CHALLENGES

1. **INFREQUENT** staff briefings (e.g. once or twice in a month)
2. **MANY** processes to follow in the kitchen
3. **MANY** compliance matters and negative feedback to address



IMPLEMENTATIONS

Staff feel **SAFE TO SPEAK UP** about their challenges and discuss matters for better changes

MORE DEDICATED TIME to guide and remind ground staff on Standard Operating Procedures (SOPs)

OPPORTUNITY TO SAVE COST with less wastage as these wastage costing will be shared during the briefings

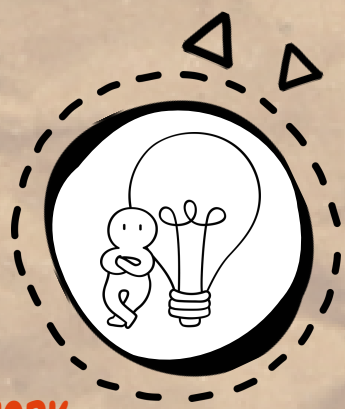


Twice weekly staff briefings led by different staff based on rotation

GREATER TEAMWORK & MORAL SUPPORT as staff start to provide suggestions and some are good ideas which the team will try to implement

OUTCOMES

- Most staff are **WILLING TO SPEAK** during the briefings to improve workflow/arrangements
- Daily issues are **BETTER MANAGED** with corrective actions
- **PROMPT REPLACEMENT** from supplier as a result of **PROACTIVE FEEDBACK** on compromised fresh and frozen items
- Less blame shifting and justifications, resulting in **GREATER TEAMWORK**



KEY

LISTEN & TALK
as a TEAM

THANK YOU FOR SHARING
Mr Vijayasekaran S/O S Maniyam,
Junior Sous Chef, Group Food Service



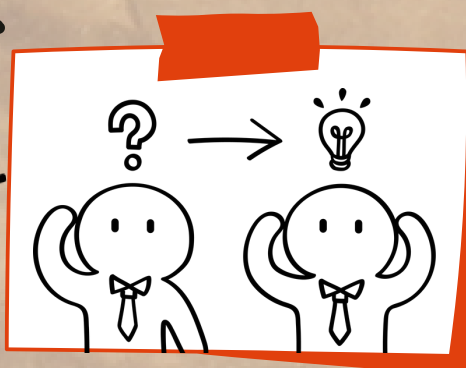
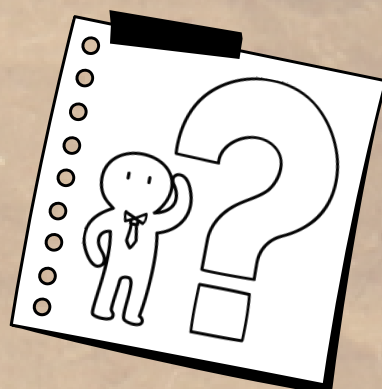
MAKING IT A "HEART" AFFAIR

Foster positive behaviour with patient's appreciation messages



JCH Nursing CHALLENGE

Service Quality shares positive feedback once every 3 months



IMPLEMENTATIONS

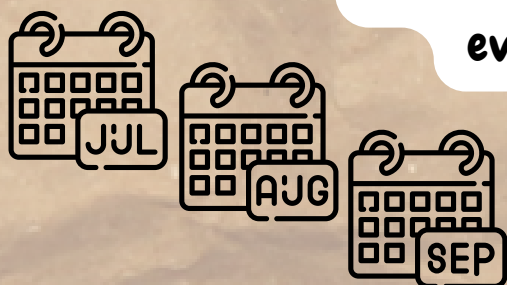
Nurses are **MOTIVATED** by just a "thank you"

INCREASED SENSE OF VALUE leading to greater productivity

GREATER INSPIRATION foster positive behaviour

MONTHLY positive feedback, instead of once every 3 months

TWO-WAY APPRECIATION If the team can receive real-time feedback, the nurses could thank the patients too



OUTCOMES

- Staff work and **BEHAVE RESPECTFULLY** towards patients, visitors and fellow colleagues
- Received **MORE POSITIVE PATIENT FEEDBACK** & appreciation even for small gestures
- **IMPROVED PATIENT EXPERIENCE OUTCOMES**
- Staff start **TAKING INITIATIVES** to innovate and make positive change at work
- **LESS BURNOUT** due to better managed wellness thus achieving better performance



KEY

COMPLIMENT MORE!

THANK YOU FOR SHARING
Ms Tan Wooi Lin Mag,
Senior Nurse Manager, JCH Nursing

