



# HEAR FROM OUR COLLEAGUES



## Ms Phyllis Ng

Senior Manager, Service Quality  
Secretariat, Patient Experience & Culture Steering Committee

**What are your personal thoughts and benefits that EES and Pulse Survey has provided to them dept/division? How has it helped your team?**

The integrity of how NUHS EES and Pulse Survey is being administrated is of paramount importance to the employees. It has given me the confidence and courage to speak up constructively on areas where JHC is succeeding and where more support is needed.

The outcome of the results provided the management team to take deeper dive with the employees through different workgroups, to collectively address the different needs of the employees – physiological, safety, esteem, belongingness and self-actualisation, progressively.

Having HOD held accountable for the results, that created a sense of urgency to act proactively for and with their team to address the unmet needs was a great approach for the Medical team.

At the same time, encouraging dept/ division who met the engagement goal to do from good to great.

**What are some of the visible improvements that the team has undergone following the action plans or changes implemented?**

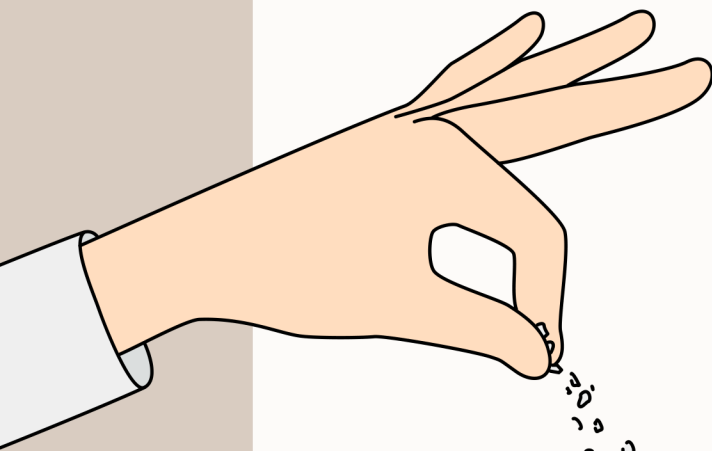
Dentistry who is undergoing structural changes, is faced with volatilities, uncertainties, complexity and ambiguities. HOD active engagement with the team in true openness and honesty on latest development, has helped to alleviate concerns, boost morale of the Dentists, and build trust with the HOD with regards to the forward trajectory of the team.

The efficiency of the Ophthalmology team has significantly improved during my recent visit to the clinic as a caregiver.

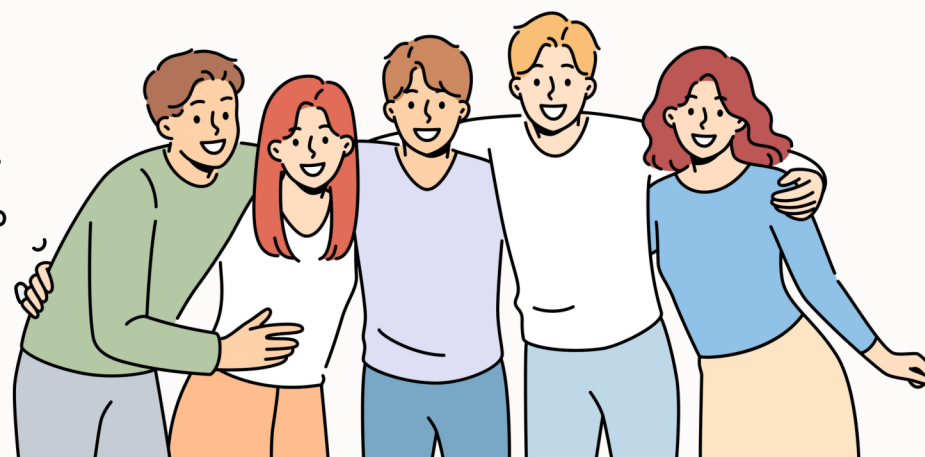


Applause to all the dedicated staff from various departments at Clinic A41 for their contributions in creating a holistic patient journey and ensuring a wholesome patient experience!

Our visitation completed almost 30mins ahead of the actual planned time, and the process was seamless. Though a machine has broken down that day, staff took the time to explain to us that the test would be by another compatible one. This relieved my anxiety as I do not need to take another day of leave for the patient just to cover that particular test. Furthermore, there was observable team work between Nurses, Doctor and PSA (room attendance supporting doctor) too



Performing medical department were invited to share their secret sauce for successful employee engagement outcomes. This provided a good learning opportunity for the other departments/ divisions to learn from the best.







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## Ms Chan Mei Mei, May

Head, Nursing (JCH) & Deputy Director, Nursing

**What are your personal thoughts and benefits that EES and Pulse Survey has provided to them dept/division? How has it helped your team?**

The ESS and Pulse survey is a sounding board or barometer as a loopback to us as leaders on the organisational climate as well as on the respective unit which we manage. It has helped me as a leaders and our team to close the gap or strengthen areas such as which we are weak in so that there is joy @ work.

**What are some of the visible improvements that the team has undergone following the action plans or changes implemented?**

Following the implementation of action plans based on EES 2022 results, including increased recruitment efforts, we've witnessed significant improvements. Notably, there's been a rise in the number of newly hired nurses and support staff like Ward Service Associates (WSAs).



Ward Service Associates (WSAs)

This influx of manpower has considerably lightened the workload for the Nursing team. For example, WSAs have assumed non-clinical responsibilities that were previously handled by the Nursing team.

With a larger nursing workforce to support hospital operations, Nursing Leaders have been able to efficiently manage tasks like coordinating and scheduling pre-planned leave, such as Family Care Leave, and handling days off necessitated by public holidays falling on Saturdays.

Furthermore, we've introduced various engagement platforms tailored for nurses and nursing staff, such as the Nursing Quality Forum and CN Dialogue. These platforms have created opportunities for our staff to openly discuss issues and learn from one another. This newfound ability to express their concerns has significantly bolstered the sense of psychological safety within the nursing team.



Chief Nurse (CN) Dialogue



Nurse Leaders (NL) Meeting



Winners for the Kahoot Quiz at Nursing Quality Forum on 23 September 2023



Patient Safety Star Award Recipients at Nursing Quality Forum

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Nurses now feel better supported as issues are promptly addressed and resolved through follow-through actions and a closed-loop feedback system. Additionally, the nursing engagement activities at both the institutional and ward levels have reinforced team-building, fostering a strong "ONE Nursing Team" identity and culture.



Distribution of Nurses' Day gifts at Ward C6 with Dr Kelvin Koh, Medical Director (MD), Jurong Community Hospital (JCH)



JCH Nursing administrative staff with Ms Chan Mei Mei and Ms Ng Sow Chun, Chief Nurse (CN)

In addition to these measures, we've made changes to work-shift patterns and shift handover arrangements. These adjustments have allowed staff to end their shifts earlier, leading to a substantial increase in our team's overall happiness index.