



Journey of Office of Patient Experience (OPE) Well-Being Warriors: Empowering Staff to Thrive

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Introduction



The OPE team plays a crucial role in our hospital's service delivery by providing valuable insights and feedback on the quality of patient care and overall operations. One way to enhance the mental well-being of the team is to create a supportive and positive work environment. This can be achieved by fostering a culture of open communication, collaboration, and teamwork; and providing them with opportunities and access to resources for professional development and growth such as mental health workshops which can help boost morale and reduce stress.

Objective



This project focuses on the importance and benefit of enhancing the mental well-being of OPE team.

Methodology

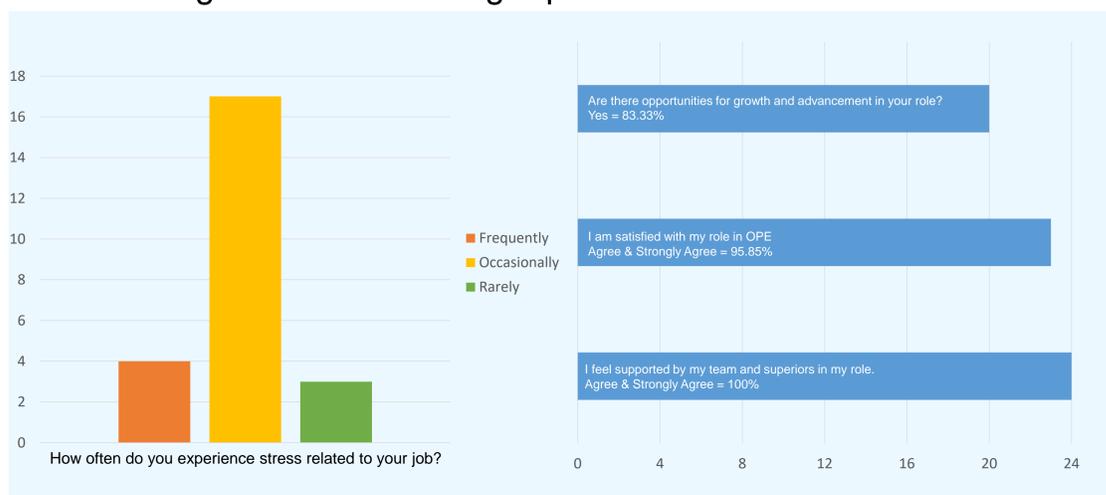


Data was collected through an anonymous quantitative survey to evaluate our team's self-reported perception of their well-being at work. The survey consisted of 8 questions on a 5-point Likert scale.

Results



We received 24 responses, out of which 20 respondents rated their overall emotional well-being at work to be good or very good. Although 21 out of 24 respondents reported that they experience stress related to their job occasionally / frequently, the average overall wellbeing reported is **7.58** out of 10.



The extremely positive results reported above showcase the effects of various initiatives by the department, including the continuation of flexible work arrangement even after COVID, regular huddles to check ins with staff, and encouragement to participate in Joy @ Work and mindfulness programmes. In addition, staff also attended the following:

Participation in Hospital Wide Events



Appreciation and Affirmation



Celebrations



Team Engagement

- Flexible work arrangement - continuation of hybrid system even after the pandemic has ended as we have shown that our team can function productively even with officers working from home
- Daily, Weekly and adhoc chats
- Participation in division townhall
- Joy @ Work Day by Office of Patient Experience Network (OPEN)
- Mandatory Mutual Care and Peer Support Training
- Open Door Policy
- Encouraged to attend JOY@Work and other worklife programmes to support mental being
- Gratitude Day

Conclusion



With the implementation of the initiatives, OPE department had achieved and established a strong culture of care, optimal work-life balance, and positive work environment where team's views and opinions are heard consistently and constructively. As a result, OPE team's mental well-being has improved, leading to enhancement of patient experience with patients, stakeholders, and colleagues.

"The entire OPE team has grown to be a true jewel in SGH and we are all so proud of the wonderful work for our patients and colleagues every single day"... CEO Prof Kenneth Kwek

