



Joy at work by adopting "FISH! Philosophy" at SOC

Liza Goh Li Shan, SGH
Woo Shu Juan, SGH
Lois Goh Jie Yi, SGH
Eugene Sim Junying, SGH

Singapore Healthcare
Management 2024

Introduction

It is crucial to cultivate a positive work environment, hence the principles of the "FISH! Philosophy" is introduced. This initiative began by selecting a "FISH!" champion from each clinic to participate in "FISH! Philosophy" course led by a professional trainer to learn about the 4 principles through fun activities and to apply these principles in their clinics.



"FISH! Philosophy participants with certified trainer"

"FISH! Philosophy Principles

1. Play- Joy at Work
2. Be There
3. Make their Day
4. Choose Your Attitude



Methodology

To introduce the "FISH! Philosophy" at SOC, the following events and activities were launched:

- SOC team bonding
- Bond Over Breakfast at SOC (BOBs)
- Sea of Compliments
- Surprises for clinics (e.g. panty snack, flowers and bento)

1. Play- Joy at Work: Embrace joy at work and have fun while working. Introduced SOC bonding events which allow staff to mingle with their peers from other clinics and had fun.



Staff engagement through fun activities

2. Be there: Prioritize supporting colleagues with kind gestures and words. Staff shared their different experience and challenges. They also received encouragements from their peers at various events.



Bond over breakfast at SOC (BOBs)

3. Make their Day: Every interaction is an opportunity to reach out to their peers, even simple gesture like a thank you note.



Gestures and surprises for SOC staff

4. Choose your attitude: It is about being aware of what your attitude is and knowing that it does affect everyone around you.



Sea of Compliments winners

Events and Activities

Bond over Breakfast at SOC (BOBs)

BOBs is a bi-monthly event launched in September 2023 to foster bonding among staff from different clinics while breakfast was being served by clinics in-charge.



Staff mingled with their peers during BOBs

Sea of Compliments

"Sea of Compliments" encourages staff to send compliments for their colleagues via formSG, with gifts sent on behalf of the sender. This promotes a culture of appreciation for our internal colleagues who have displayed support to their colleagues.



Winners receiving their token of appreciation

Learning Fiesta Showcase

SOC presented on the "FISH! Philosophy" at the Learning Fiesta Event 2023. A dedicated booth was arranged to exhibit a range of games that exemplify the principles of the "FISH! Philosophy".



Learning Fiesta 2023

SOC Team Bonding

Aligned with the "FISH! Philosophy" principles, we emphasize the importance of cultivating a positive work environment at SOC. Therefore, an annual team bonding event, led jointly by LCD and SOC, was organized to reinforce these principles through interactive activities for all SOC staff.



SOC Team Bonding 2023 and 2024

Results

- Staff started practicing "FISH! Philosophy" in their daily work
- Staff have more interactions with their colleagues from other clinics
- Increased number of participants for events
- Positive feedback received after every event
- Ongoing effort by the whole SOC team to cultivate "FISH!" culture

Well done
Good organising
So far everything is good
Through games, we learned FISH Philosophy. Thank you for organizing
Fun engagement for all staffs.
Nice
Had so much fun and bonding time
Excellent team bonding with SOC colleagues. Enjoy the games
Very good facilitator
Great game!
Really fun and enjoyable, thanks for the organising team!
The event was good
Had a good time. A quick distribution helps too
handouts!
Thank you for organizing this!
Great job with the engagement this year! I enjoyed it!
All games are well organized! Kudos to all facilitators!
Good teamwork from the organizers!
It was wonderful to have connected
Yes, but I would like to say thank you to all the organisers who arrange this interesting event.

Feedback received via FormSG

Conclusion

Introducing "FISH! Philosophy" at SOC has led to increased work satisfaction for SOC staff which contributed to improved morale within SOC. This has resulted in improved patient care and a better outpatient experience, impacting 752,300 outpatients seen annually at SOC.



SOC Team bonding facilitators