






# Strengthening Team: Cultivate staff wellness through bonding and collaboration

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<b>Aim</b>	Redesign existing office space to optimise office layouts for increased capacity and collaboration	
<b>Background</b>	With limited workstations to house new hires, SGH SOC reached out to SGH Ops for assistance. We were provided loaned stations in SingHealth Tower for 2 years to tide us over COVID period when safe management measures were in place, with the lease ending in Dec 2023. Location of workstations was the main concern, as the Ops team is frequently required to be at SOC areas (Blocks 3, 4, 7) multiple times in a day. The team was scattered in various locations, and it was hard to get together for discussions and team bonding sessions. After multiple discussions, the team eventually fall back on redesigning and optimising the existing SOC Basement Office space to suit the needs.	
<b>Endorsement Of Project</b>	Engagement with SGH FME and SGH Ops team for discussion to redesign existing office. Justifications were required for endorsement by Office Rooms and Workstation Allocation Workgroup. Justifications included floorplan (before and after), scope of work required, estimated cost and source of funding. Project will only start upon approval from the workgroup.	
<b>Workspace</b>	<b>What we had...</b>	<b>What we wanted...</b>
	<ul style="list-style-type: none"> <li>• Workstations were partitioned into multiple cubicles</li> <li>• Difficult for meetings, discussions, and team bonding</li> <li>• Space was limited and could not factor more seats and storage area</li> </ul>	<ul style="list-style-type: none"> <li>• Space to facilitate team meetings, open discussion and team bonding sessions</li> <li>• Ability to make changes in future</li> <li>• Storage space</li> </ul>
		
<b>Stakeholders</b>	Facilities Management & Engineering	<ul style="list-style-type: none"> <li>• Site planning on space and fixtures</li> <li>• Removal of old partitions</li> <li>• Installing new tables and top hung cabinets</li> <li>• Repurpose previous fixtures for additional storage space</li> </ul>
	Environmental Services	<ul style="list-style-type: none"> <li>• Site inspection post refurbishment</li> <li>• Post refurbishment wipe down and housekeeping touch up before reopening office</li> <li>• Daily housekeeping</li> <li>• Reinstate general waste and recycle bins</li> </ul>
	Specialist Outpatient Clinic	<ul style="list-style-type: none"> <li>• Packing and moving of office and important documents to alternate office for during refurbishment period</li> <li>• Comms to respective stakeholders to inform that office is under refurbishment</li> <li>• Arrange administrative support</li> </ul>
<b>Results</b>	<ul style="list-style-type: none"> <li>• Extra workstations were created for future hires</li> <li>• Improve team bonding and collaboration</li> <li>• Improved communication efficiency</li> <li>• Safe space for discussions</li> </ul>	
		
<b>Conclusion</b>	The team embraced the newly designed office, transitioning from the former scattered seatings across different offices. The change created a safe space for clinic executives and associates to have discussions with their peers. Given the chance to redesign this office, a common space was purposefully created where the team can convene for team meetings as well as providing a hub for impromptu discussions, fostering collaboration and idea sharing amongst the team.	