



DOVER PARK HOSPICE
Every Moment Matters

The DOVER PARK HOSPICE EXPERIENCE

Theme: Workplaces

WHAT IS THIS INITIATIVE ABOUT?

“I am so glad to have had the opportunity to witness how our home care nurses work”.
This quote from a non-patient facing staff member highlights the impact of the Dover Park Experience, an HR programme that encourages new staff to be attached to another department, to have a ‘taste’ of what colleagues in other roles do. This is particularly well-received when colleagues in non-patient facing roles get to be attached to colleagues on the Care Team. Having closer contact with patients and their families can help non-patient facing staff feel more connected to the core mission of DPH – providing holistic care for patients and their families. On the other hand, clinical staff can also be attached to another department they are interested to know more about how each department contributes to the overall mission. An example is participating in an activity helmed by the Volunteer Programme Department, working alongside volunteers, like Project Lim Kopi.

INITIATIVE’S IMPACT

- Creates stronger bond within the organisation as ‘one Dover Park Hospice’
- Fosters mutual respect within the organisation
- Creates better understanding of the day-to-day work of other colleagues
- Staff becomes better informed of what the organisation does
- Staff (in non-patient facing roles) find meaning in what they do, contributing towards the organisation’s mission in their respective roles

PLANS AHEAD

- Operational: Have run a few rounds
- Feedback has been positive
- To continue with this programme internally



OUR OFFER

Could something similar work in your organisation? If there is a way to give people a taste of how other departments work, why not try something similar?