



# Building Sustainable Employee Well-Being through GME Wellness and Engagement Framework

Singapore Healthcare Management 2021

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## INTRODUCTION

Prior to the establishment of the GME (Graduate Medical Education Office) Wellness and Engagement Framework, initiatives enhancing staff wellness were mostly scattered and organized on an ad-hoc basis. Covid-19 has brought about unforeseen shifts to the mode of working and lifestyle, adding on to the pressure staff face in the midst of adjusting to the “new normal”.

In alignment with the SingHealth Duke-NUS Education strategic thrust of *Fostering Wellness*, GME recognizes the need of having a consolidated platform to provide continued physiological and psychological care for our staff.

The creation of the framework was further supported by 2019 EES results, which underlined the need for family-friendly initiatives and recognition of staff contributions as two key areas of opportunities.

## OBJECTIVES

The 3 key objectives the GME Wellness and Engagement Framework aims to attain are achieving continued Staff Recognition, Engagement and Well-Being. These overarching aims are anchored by 5 respective domains adapted from the 5 Languages of Appreciation.

Tailored to suit the context of GME and to resonate more effectively with our staff, the 5 key anchors are named appropriately to reflect each domain.

These anchors— **GMEmpower** (via words of affirmation), **GMEnable** (via collaborations and strategic alliances), **GMEnhance** (via tangible gifts of appreciation), **GMErich** (via shared experiences and quality time) and **GMEmpathy** (via peer support and mutual care), set the direction and tune of the wellness initiatives that are being planned and rolled out.

An icon of the GME Wellness and Engagement Framework, the umbrella diagram below shows how the initiatives are aligned to the objectives within the parameters of the 5 anchors.

### Umbrella Diagram—A Representation of the GME Wellness & Engagement Framework

## GME Wellness and Engagement Framework

Objectives

Recognition Well-being Engagement

Anchors

**GMEmpower**  
•Through words of affirmation

**GMEnable**  
•Through collaborations and strategic alliances

**GMEnhance**  
•Through tangible gifts of appreciation

**GMErich**  
•Through shared experiences and quality time

**GMEmpathy**  
•Through peer support and mutual care

- Staff Awards (Youshine, SHQSA, LSA)
- Staff e-Bulletin “GMEssenger”
- GME Get-togethers
- Festival Celebrations
- Residency Learning Fiesta
- Staff Awards (Youshine, SHQSA, LSA)
- Teambonding
- Birthday e-Greetings & Tokens
- Festive Gifts
- GME Townhalls
- Teambonding
- AA’s Lunch
- Quarterly Lunch Wellness Activity
- Healthy June
- Peer Support (S2C2/Pals at Work Committee)

## METHODOLOGY

All wellness initiatives and activities that are being planned and pushed out to staff under each anchor will echo their respective “purposes”. They offer different touch-points for staff to mingle and build rapport via non-work related activities. Some have overlapping categories as they fulfil the objectives via multiple anchors.

Categorized under the respective anchors as seen in the umbrella diagram, the initiatives include the quarterly GME Staff e-Bulletin “GMEssenger”, quarterly Lunch Wellness Activities, monthly Staff Birthday e-Greetings and Tokens, Festive Celebrations and Tokens, and themed months such as our Healthy June Campaign which focuses on promoting good physical health via internal fitness contests.

Eye-catching stamps are also designed for all anchors as visual reminders for staff, so that they are aware which areas the initiatives fall under whenever there are mass email blasts to the ground.

The framework also aims to close the gap between internal staff and cluster level recognition and wellness-related activities, such as the SingHealth YouShine Award as well as peer support initiatives headed by the S2C2/Pals at Work (PAW) committee.

## RESULTS

The formalization of the framework enables GME to cater to and enhance staff’s well-being more effectively within proximity, and offers a reliable avenue for staff to voice their concerns and needs. Instead of having dispersed efforts from multiple sources, it consolidates these wellness initiatives under one umbrella, and serves as the main platform to manage and promote long term employee well-being within GME. Since the launch of the framework in 2020, these wellness initiatives have been seeing high turn-up rates and gathering compliments from the staff, which further illuminated the positive effects these activities have brought to the ground and the workplace. Some of these initiatives include:

### GME Inaugural Virtual Townhall and Teambonding 2020

**Participation Rate: 82%**

6 NOVEMBER, 9AM-1PM VIA ZOOM VC

STAY TUNED FOR PRE-EVENT ACTIVITIES

ATTRACTIVE PRIZES TO BE WON!

DETAILS TO FOLLOW

RSVP BY 11 SEPTEMBER

TURN ON YOUR GAME FACE

### GME Inaugural Quarterly Lunch Wellness Activity 2021

You're warmly invited to...

**GME VIRTUAL O.S.C.A.R AWARDS & MOVIE REUNION**

May 14, 2021 12-2PM

**Participation Rate: 71%**

RSVP via voting buttons by 19 May!

### GME Virtual Townhall 2021

**GME Virtual Townhall**

31 May 2021, 1-2pm

**Participation Rate: 83%**

Update the list of voting buttons by 19 May!

### Staff e-Bulletin “GMEssenger”

APRIL 2021 **GMESSINGER** 2ND ISSUE A Quarterly Publication

**CELEBRATING SUCCESSES**

Our People: Cluster Representatives Internal Transfer

5-Year Continued Institutional Accreditation by ACGME-I

SingHealth Long-Service Award (LSA): 55 Residency Recipients

Self-Care Readings

### Birthday e-Greetings & Tokens

TO ALL MAY BABIES: Mona, Faizal, Veronica, Wei Peng, Fasihah, Crystal, Pooi San, Michelle & Connie

Happy Birthday!

“Cheers on your birthday! Have Fun!”

“Very nice (e-bulletin)!”- Jillian Ang Andrada

“Thank you for the gift!” - Irene Santos Hernandez

“Very nice inaugural issue!”- Joseph Li

“Thank you for the birthday gift! Felt so special.”- Rasidah Ismail

## CONCLUSION AND FUTURE DIRECTIONS

The framework forms the backbone to sustaining employee well-being and recognition, paramount in building a system of a healthy and supportive working culture, of which its benefits could be extended even beyond the department.

To better evaluate and cater to the changing needs of the staff, regular questionnaires will also be administered to allow refinement of the initiatives.