

Project Title

SingHealth Polyclinics (SHP) Staff Support Programme - A Balm for Mental Health and Psychosocial Wellbeing During the COVID-19 Pandemic

Project Lead and Members

Hammie Yeo Hui Ching

Chee Ching Yee

Organisation(s) Involved

SingHealth Polyclinics

Healthcare Family Group Involved in this Project

Allied Health

Specialty or Discipline (if applicable)

Medical Social Workers

Aims

Using 'A Better SHP for You & Me' as an anchoring vision, SHP Staff Support (S3) Programme aims to support our healthcare workers' mental health and psychosocial wellbeing.

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Communications Category)

Project Category

Organisational Leadership, Organisation Development, Culture Building, Human
Resource, Staff Wellbeing

Keywords

Mental Health, Psychosocial Wellbeing, Staff Support Programme, COVID-19, SHP
Staff Support, S3

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Management **2021**



Polyclinics
SingHealth

SHP STAFF SUPPORT PROGRAMME

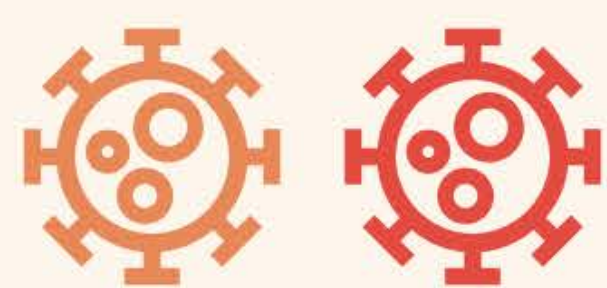
A BALM FOR MENTAL HEALTH & PSYCHOSOCIAL WELLBEING DURING THE COVID-19 PANDEMIC

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INTRODUCTION

SHP STAFF SUPPORT (S³)

In 2015, Staff Support Programme was introduced to support the mental wellbeing of SHP staff.



COVID-19

As the pandemic rages on, it resulted in tremendous strain on the healthcare system globally. Healthcare workers experienced the pressure of delivering best care to patients whilst managing their own apprehensions during times of uncertainty.

IMPACT ON STAFF

HEALTH

EMOTIONAL

PSYCHOLOGICAL

PATIENT CARE

The stressors may translate into adverse impact on staff's wellbeing and work performance, and ultimately on patient care and experience.

AIMS



Using a Better SHP for You & Me as an anchoring vision, SHP Staff Support (S³) Programme aims to support our healthcare workers' mental health and psychosocial wellbeing.

METHODOLOGY APPROACH



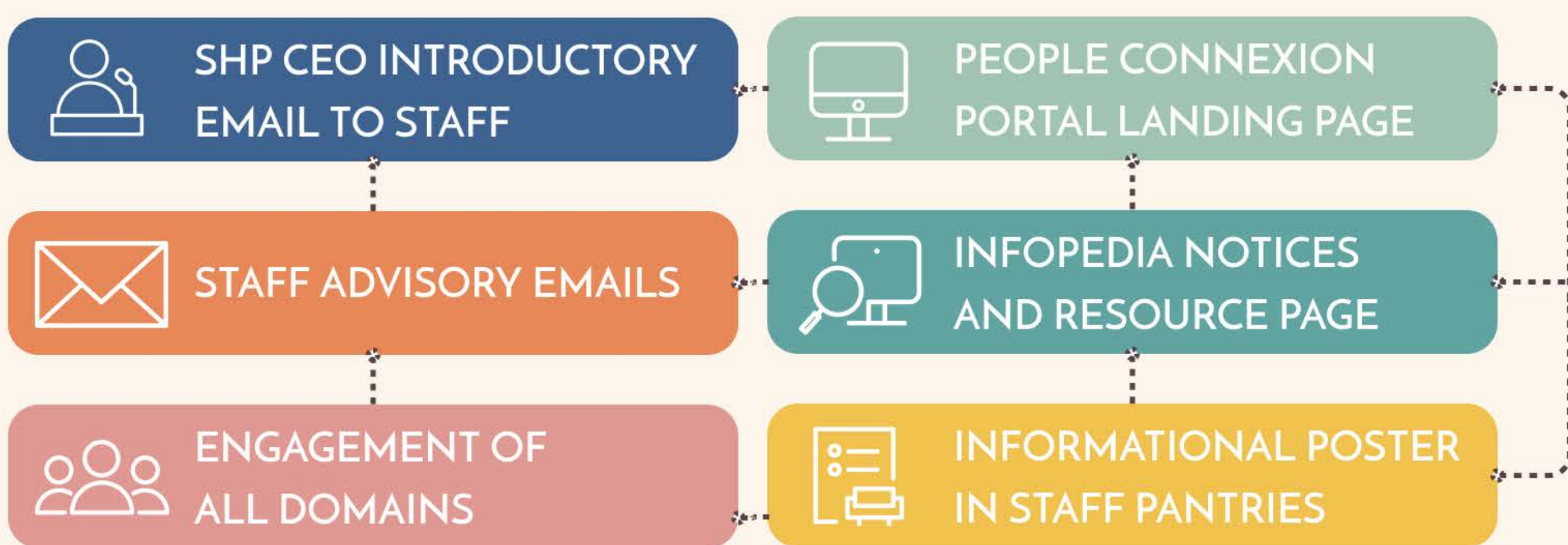
With the guiding vision as principle, the MSW team embarked on a series of outreach initiatives to build awareness of the programme amongst SHP staff.



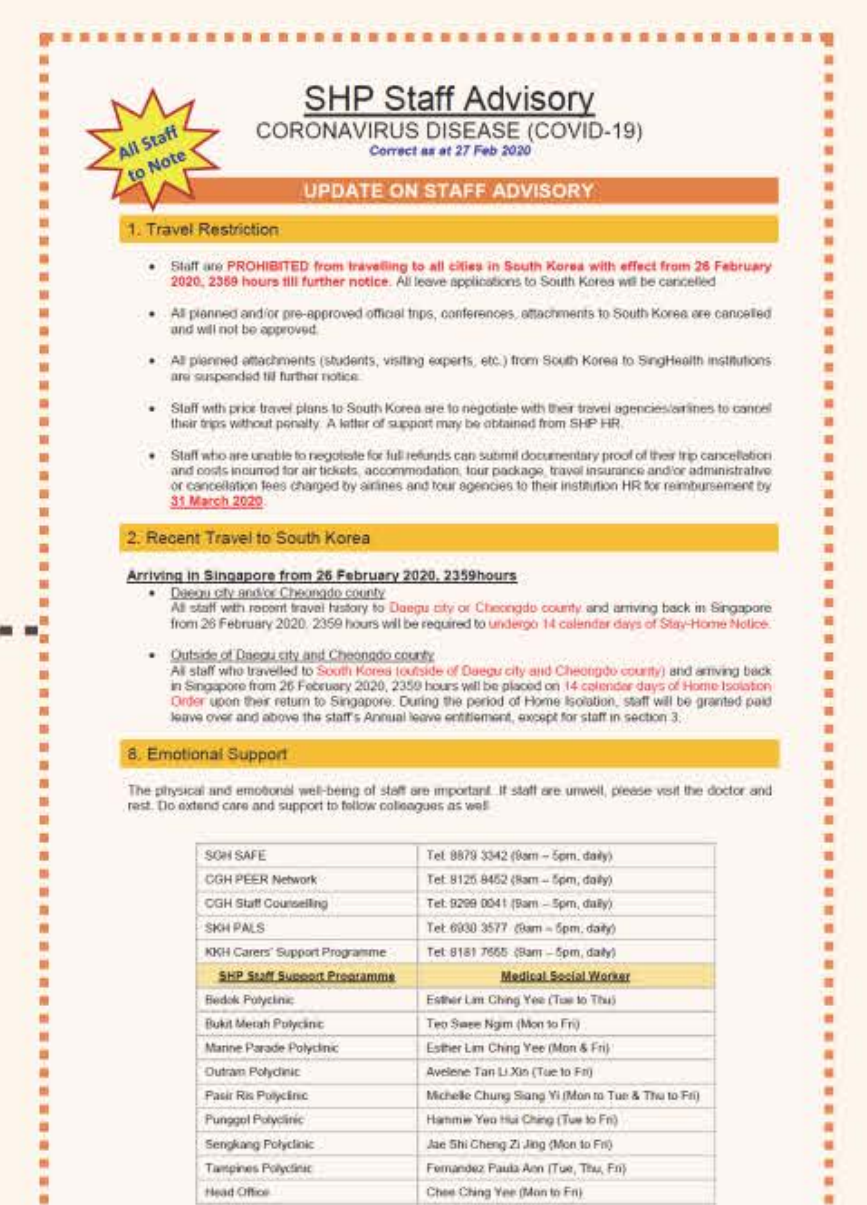
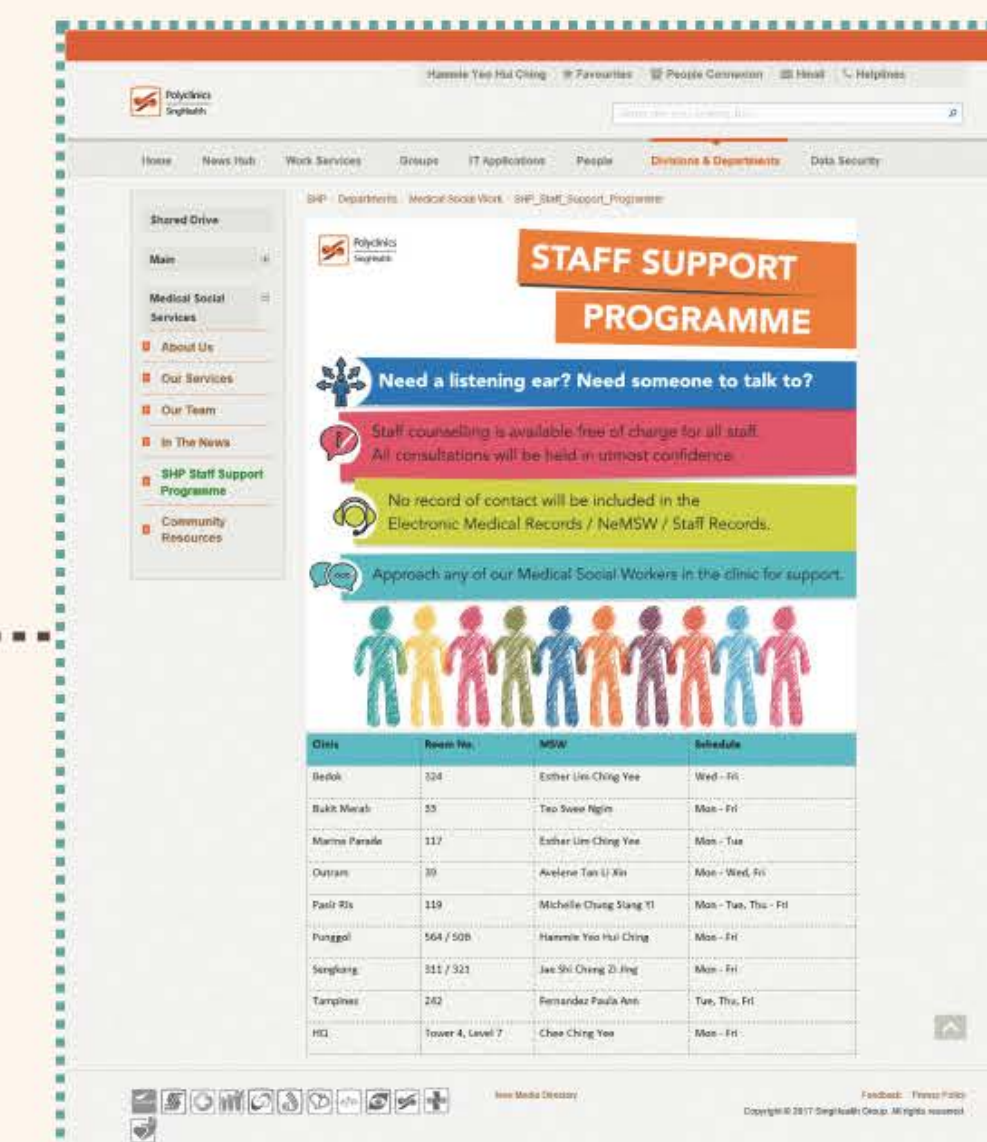
Staff were assured that information disclosed in the session will be held in strictest confidence with no documentation in institution's IT systems nor staff personal records.



IMPLEMENTATION



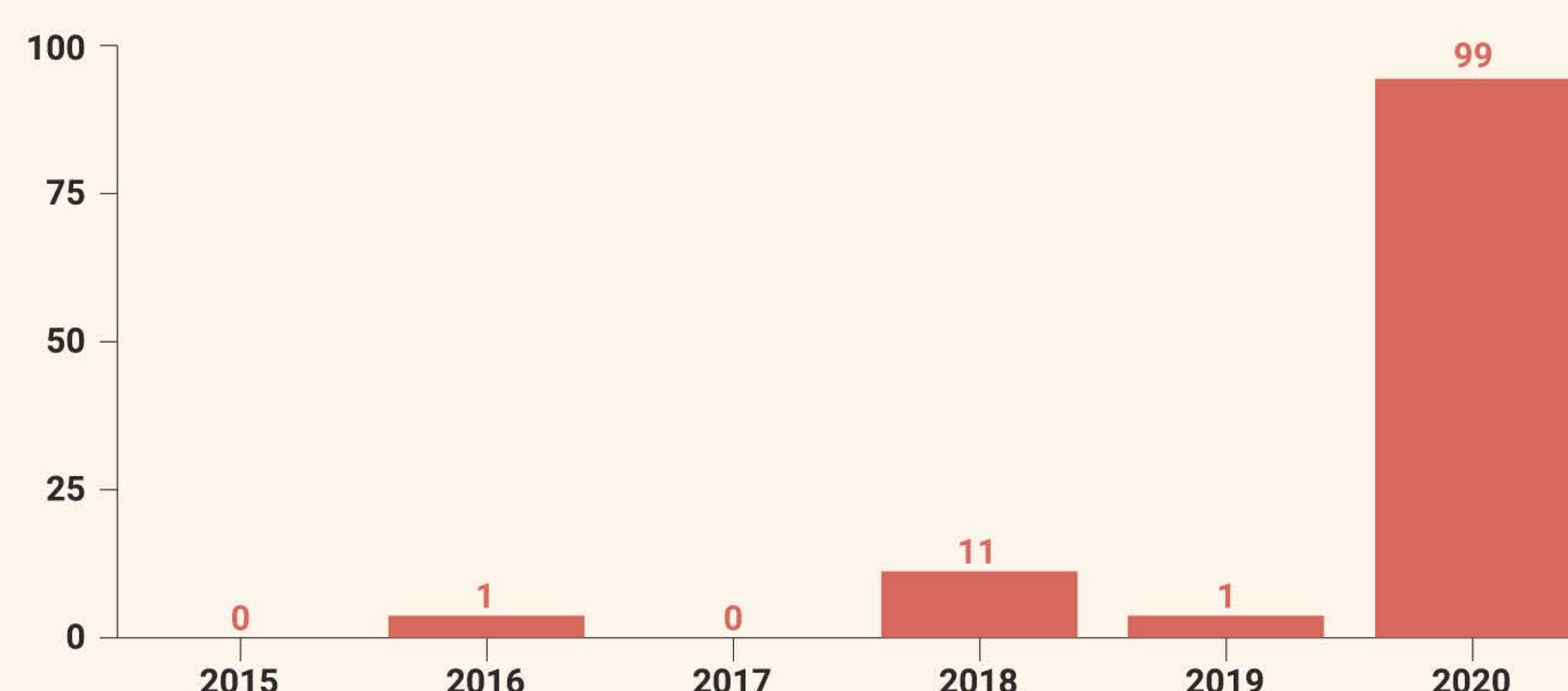
Building a positive staff support culture includes promoting communication and empowerment as psychoemotional needs amongst healthcare workers grow. In February 2020, Staff Support Programme was actively communicated to all SHP staff on multiple platforms.



RESULT

With proactive outreach efforts by the MSW team, the programme had achieved promising results with 99 cases enrolled in 2020, which affirmed the efforts to increase awareness amongst SHP staff.

STAFF SUPPORT PROGRAMME



HWC / PSY
REFERRAL

PROFESSIONAL
COUNSELLOR

STAFF SUPPORT

PEER SUPPORT

SELF-CARE

CONCLUSION

The worldwide outbreak of COVID-19 has created an unprecedented level of stress and adversity for many healthcare workers. Staff Support Programme had started off modestly, and grown exponentially during the pandemic as staff began to recognise the value and importance in supporting their mental wellbeing.

Living in uncertain times breeds anxiety. Moving forward, SHP Staff Support aims to support staff in preventive care, early detection, and intervention. In order to further strengthen resilience in the workplace, the MSW team is working collaboratively with other domains towards expanding the programme to an escalation framework in SHP that involved multi-tiered system of supports, and start interventions early for staff who require help.