

Project Title

WE-CARE for Junior Doctors at Sengkang General Hospital

Project Lead and Members

Project Lead(s): Dr Pek Jen Heng, Consultant

Project Members:

- Dr Hamid Rahmatullah Bin Abd Razak, Consultant
- Dr Mayank Chawla, Consultant
- Dr Chua Hui Wen, Consultant
- Dr Iris Rawtaer, Consultant
- Dr Thomas Chan Kong Ngai, Associate Consultant
- Dr Christina Ng Hui Lee, Associate Consultant
- Ms Agnes Tan Pei Pei, Senior Manager

Organisation(s) Involved

Sengkang General Hospital

Healthcare Family Group(s) Involved in this Project

Medical, Healthcare Administration

Applicable Specialty or Discipline

Medicine, Surgery, Hyperacute, Inpatient, Ambulatory, Human Resource

Project Period

Start date: Aug 2020

Completed date: Ongoing

Aim(s)

- To ensure well-being and engagement of junior doctors in SKH

- To support clinical, administrative, research and education activities which junior doctors are involved in

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

- 1) Junior Doctor Well-Being Committee (JDWBC) has to take an active role to engage the junior doctors
 - We make efforts to create awareness about who we are, reach out via email or in-person on a regular basis, and show that we are serious about our roles in JDWBC.
- 2) JDWBC has a pivotal role in well-being of the junior doctors
 - We understand our sphere of influence and work closely with Department Welfare Officers to reach out to the junior doctors. We also understand the limitations in what we can achieve as JDWBC and therefore, we act as a strong representation for junior doctors in SKH by surfacing issues such as work hours and remuneration which JDWBC have no direct control over.
- 3) JDWBC has a role which must be aligned to the needs of the junior doctors
 - The feedback from the junior doctors define our roles and responsibilities and therefore it is important for JDWBC to constantly engage them to understand their needs. Our initiatives need to be relevant for them so they can benefit most from it.

Conclusion

See poster appended/ below

Additional Information

SKH JDWBC has been established since August 2020 and our tireless efforts for the junior doctors are ongoing.

Our initiatives are shared with other JDWBCs within SingHealth on a 3-monthly basis. This will allow other JDWBCs to consider adopting our initiatives and thus benefitting the junior doctors in their respective hospitals.

Project Category

Organisational Leadership

Human Resource, Staff Engagement, Staff Wellbeing

Keywords

Organisation Culture, Joyful Workplace, Joy at Work

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WE-CARE for Junior Doctors

at Sengkang General Hospital



Sengkang
General Hospital
SingHealth

By Pek Jen Heng, Hamid Rahmatullah Bin Abd Razak, Mayank Chawla, Chua Hui Wen, Iris Rawtaer, Chan Kong Ngai Thomas, Ng Hui Lee Christina and Tan Pei Pei Agnes

Junior Doctors are integral to Singapore's healthcare system.

The **Ministry of Health's** national wellness committee focuses on 3 key areas for junior doctors:

1. Workflow models & work hours
2. Career development & training
3. Culture to speak on matters related to safety and wellness

SingHealth prioritises creating a joyful workplace through its cluster-wide 'Joy at Work' initiative.

Sengkang General Hospital established its Junior Doctor Well-Being Committee in August 2020 to care for and support junior doctors in their growth as healthcare professionals and individuals.

WE-CARE

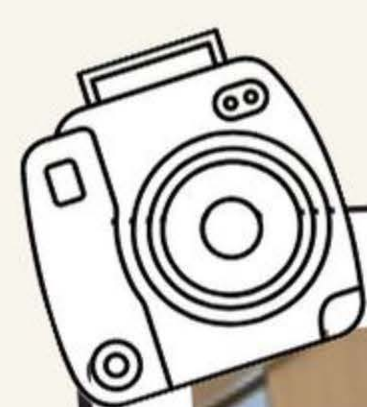
Ensure
Well-being &
Engagement

Support
Clinical,
Administrative,
Research &
Education activities

FRAMEWORK

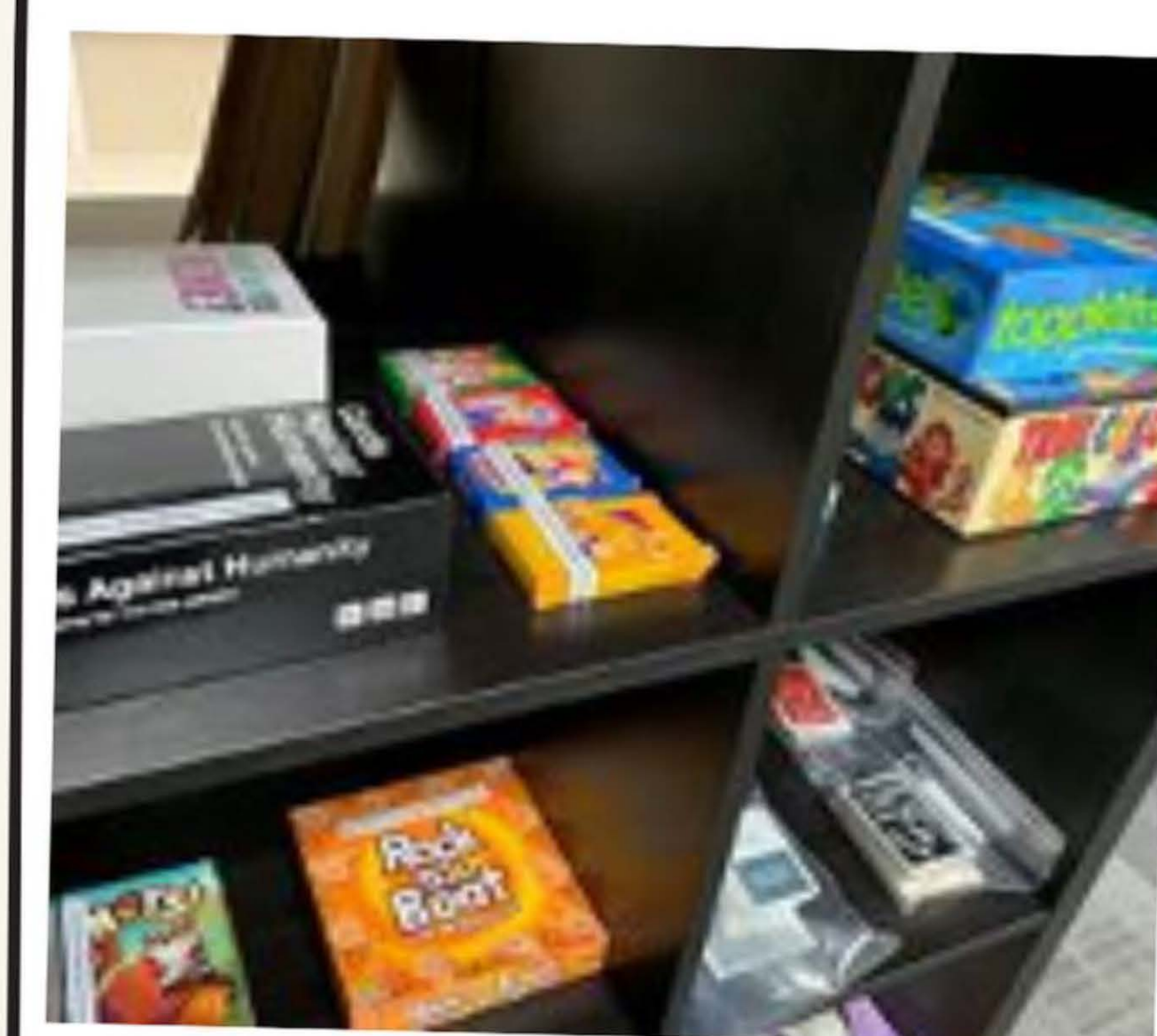
ABCD Initiatives

Appreciation



Appreciation lunches, achieve awards, refreshment corners

Balance



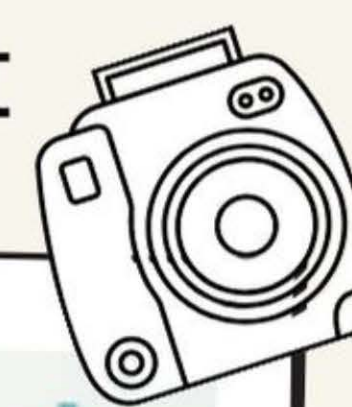
Recreation & recharge corners, cohesion activities

Communication



In-person engagement, feedback channels, department welfare officers

Development



Resources for work, training & learning, career roadshows

Impact

1) Increase in engagement of SKH's junior doctors:

38.0% → **74.7%**
in 2020 in 2021

2) Percentage of SKH junior doctors who feel their well-being is taken care of:

78.6%

Joy at work is attainable - identify the needs and take practical steps to ensure junior doctors' well-being and engagement