

Project Title

Enhancing Family Care Leave and removal of documentation to improve Employee Experience

Project Lead and Members

Project members: Janet Lim

Organisation(s) Involved

SingHealth

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Human Resource

Project Period

Start date: 01 May 2022

Completed date: 01 October 2022

Aims*

- Foster a Pro-Family Environment to help employees achieve work-life harmony by balancing work and family responsibilities.
- Review of FCL application process and reduction of manual steps in the application process.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category* *(refer file attached for more info)*

Organisational Leadership

Human Resource, Staff Wellbeing

Keywords*

Family care leave; Documentation; Employee experience

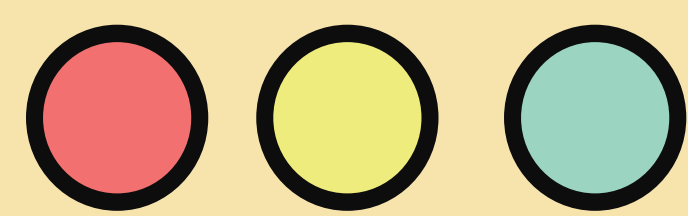
Name and Email of Project Contact Person(s)*

Name: Janet Lim

Email: singaporehealthcaremanagement@singhealth.com.sg



Singapore Healthcare
Management **2023**



ENHANCING FAMILY CARE LEAVE AND REMOVAL OF DOCUMENTATION TO IMPROVE EMPLOYEE EXPERIENCE



SingHealth Team, SHR

Janet Lim, SHR

Strategic Compensation & Benefits

AIM

Foster a Pro-Family Environment to help employees achieve work-life harmony by balancing work and family responsibilities

Review of FCL application process and reduction of manual steps in the application process



RESULTS

Historical FCL Utilisation
Rate for SingHealth Cluster
(per year)

33%

Post FCL Enhancements
(wef 1 Oct 2022)

57%

**INCREASED MORE THAN 1.7X WITH FCL
CHANGES ONLY IMPLEMENTED IN LAST
QUARTER OF YEAR 2022**



Time Savings
(using Year
2022's FCL
transactions
as proxy)

**3,000
MAN-HOURS
SAVED**

CONCLUSION

With effect from 1st October 2022, Family Care Leave was repurposed to help employees balance their work and family responsibilities, allowing employees to spend time with eligible family members instead of previous restricted scope of taking care of unwell family members only. With this enhancement, documentary proof is no longer required.

We empower our employees and build trust and understanding within the organisation. Time savings by employees, supervisors and HR can now be re-directed to other more meaningful activities and enhancing joy at work. **Family Care Leave enhancements have met our intended objectives of improving the Experience of our SingHealth Employees.**

METHODOLOGY



Through Employees' Voices

GAH Support Staff Townhall, May 2022

"Regarding FCL, I noted that some organisations do not require supporting documents. I feel that FCL should not only be for when parents are sick but also to be taken to spend time with family"

Through Identifying the 'pain points' in the FCL application process

Pain Point #1: Staff's usual application process would require documentary proof to his/ her supervisor. However, this is only available after employee's family member visit to the doctor.

Pain Point #2: HRIS Leave Management system has a built-in mandatory document check box. To circumvent this, employees would have to:

- Obtain verbal approval from supervisor and FCL will be submitted retrospectively
- Submit FCL application without documentary proof and present hardcopy to supervisor post visit

