

## **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

## **Name and Email of Project Contact Person(s)**

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# WE-CARE for Junior Doctors at Sengkang General Hospital

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 **W**ell-being & **E**ngagement

Support **C**linical, **A**dministrative, **R**esearch & **E**ducation 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*