

SMALL STEPS TO BIG CHANGES

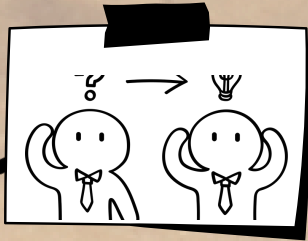


SPEAK & SPARK: EMPOWERING VOICES, DRIVING CHANGE

Transforming Approach and Improving Communication in Lobby Department

CHALLENGES

Recurring registration issues caused significant frustration among staff



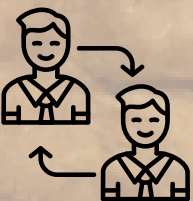
IMPLEMENTATIONS



Active Listening:
Listening to the intent
behind the complaint



Proactive Resolution:
Ensuring continuous
follow-ups and addressing
outstanding issues
promptly



Stakeholder-centric Focus:
Focus on solutions
that align with the
stakeholders' needs



Adopting solution-focused approach

Positive Reinforcement:
Recognising and affirming
positive behaviors that
contribute to team success.



Increased frequency of roll
calls to twice a week



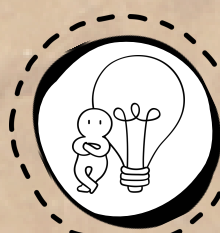
Enhanced Communication:
Increasing roll-call frequency to twice a
week for better information sharing.



OUTCOMES

- Staff felt **more comfortable articulating work issues**, fostering a **healthier workplace culture**.
- **Decreased frustration** allowed for **more compassionate and personable interactions** with patients and visitors.
- Registration processes became **more efficient**, eliminating priority queues without creating disruptions.
- Visitors now have **streamlined access** to floating team leaders or "floater" staff for urgent assistance, **enhancing satisfaction**.

THANK YOU FOR SHARING
Jessie Goh,
Manager, Inpatient Operations



KEY

- Involve team members when resolving problems
- Create a safe space and more opportunities for staff to speak up