

# **ntuc**

## **MAY DAY**

# **AWARDS**

### **2 0 2 5**

## **PLAQUE OF COMMENDATION**

### **Sengkang General Hospital**

*Nominated by the Healthcare Services Employees' Union*

As a public healthcare institution committed to business transformation, Sengkang General Hospital's (SKH) Pathology Department collaborated with the Healthcare Services Employees' Union (HSEU) and NTUC Industry Training and Transformation (NTUC IT&T) to develop a business roadmap. This partnership operationalised the Company Training Committee and initiated the Operation & Technology Roadmap, culminating in the implementation of an E-Rostering System that streamlined rostering processes and benefited 80 pathology employees.

When the Ministry of Health's job redesign was being rolled out to support care staff across all public healthcare institutions, SKH engaged the union prior to informing affected employees. The Hospital organised regular meetings to discuss their communication plan and anticipated challenges. During scheduled dialogues and town hall sessions, the union participated as a panellist alongside management to address feedback and concerns related to the job redesign. This approach highlights the strong labour-management relationship between SKH and HSEU and reflects their commitment to staff welfare.

As a trusted partner of HSEU, SKH protects and advances workers' interests in consultation with the union. The Hospital's internal grievance handling procedure exemplifies this collaboration, as it works closely with the union to address members' grievances. SKH's HR proactively seeks the union's recommendations on measures to minimise the impact on members who are underperforming or diagnosed with chronic medical conditions affecting their attendance.

Further demonstrating its commitment to improving work prospects and wages, SKH's Operations Department presented the Non-Stock Inventory Management Systems project to HSEU and NTUC IT&T. This project will benefit 900 nurses through streamlined administrative processes. It allows nurses to focus on clinical care and professional development, enhancing advancement opportunities for those who demonstrate strong clinical competencies.