

PLAQUE OF COMMENDATION

Ng Teng Fong General Hospital

Nominated by the Healthcare Services Employees' Union.

Ng Teng Fong General Hospital, as a progressive employer, is dedicated to enhancing the wages, welfare and work prospects through Job Redesign for our healthcare staff through collaborative efforts with HSEU. A strong union-management relation with HSEU helps in facilitating this process, where union feedback is integral to negotiations. Recent initiatives to drive two projects, aim to raise productivity, redesign jobs and improve workers' wages, welfare and work prospects through enterprise transformation further highlighted the commitment of a unionised public hospital.

In alignment with the national strategy to build a future-ready workforce, Ng Teng Fong General Hospital priorities staff development and engagement. The hospital actively collaborates with Healthcare Services Employees' Union (HSEU) to address workers' interests, such as partnering alongside together on internal grievance handling procedures, resulting in improved staff performance.

To equip the middle management with the necessary knowledge and skills, the hospital has provided training on labour legislation and staff grievance handling to more than 70 middle managers.

As the first public healthcare institution to secure a Company Training Committee (CTC) Grant, the institution targets to innovate processes, such as digitising operating theatre inventory tracking and implementing the VitalScout Project. The latter leverages the Internet of Things to integrate vital signs monitoring wearables with the Next Generation Electronic Medical Record (NGEMR), enhancing patient care and nurses' efficiency. This reaffirms the institution's commitment to advancing healthcare transformation towards a future-ready workforce.