Project Title

Staff Info Hub: A Knowledge Hub For All SHHQ Staff

Project Lead and Members

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Organisation(s) Involved

SingHealth HQ

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Human Resource

Project Period

Start date: Not available

Completed date: Not available

Aim(s)

To be an accessible and relevant staff information repository

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

Singapore Healthcare Management (SHM) Congress 2023 – 1st Prize (Human Resource category)

Project Category

Care & Process Redesign

Quality Improvement, Design Thinking, Productivity

Keywords

Knowledge Management

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Staff Info Hub :
A Knowledge Hub For All SHHQ Staff

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Singapore Healthcare Management 2023

Introduction

Staff Info Hub was designed to be an **Employee-Centric & Resource Repository** for all SingHealth HQ staff.

As a **One-Stop Portal**, specially curated and pertinent information keeps our staff updated and empowers them to perform their roles competently and confidently.

Staff Info Hub
Highlights of an Employee Journey in SingHealth HQ

Onboarding | Staff Benefits | Staff Conduct & Declaration
Staff Development | Work-Life & Wellness | Performance Management
My Role as a Supervisor | Rewards & Recognition | Continued Employment

Problem Statement

Before Staff Info Hub, it was challenging to retrieve information related to an employee's journey as it was scattered across various HR departments' Infopedia sites.

- **Structured independently:** Departments built their sites independently and missed opportunities to present information holistically.

- **Fragmented Design:** Departments had creative and appealing sites but lacked a consistent user experience.

- **Outdated Content:** Sites may host outdated information which led to confusion and frustration.

Methodology

1 Design Thinking
Applied using 3 principles:

I. Organisation: Logically organised information. Resources conveniently located in an integrated site.

II. Content: Updated, informative and easy-to-understand content.

III. User Experience (UX): Designed with a cohesive theme, appealing elements and consistent UX.

2 Agile Methodology
Completed the project in 3 phases each with focus on a specific theme. Within each phase, the team completed features in short sprints.

New Hires — **PHASE 1**
Supervisors & Leaders — **PHASE 2**
Staff Development & other topics — **PHASE 3**

3 Sustainability
Created a structured set of meta-site resources for ease of maintenance and future updates:

✓ Site & Page Templates
✓ How-to Guides, library of resources & materials
✓ A comprehensive Site Map and Content Index
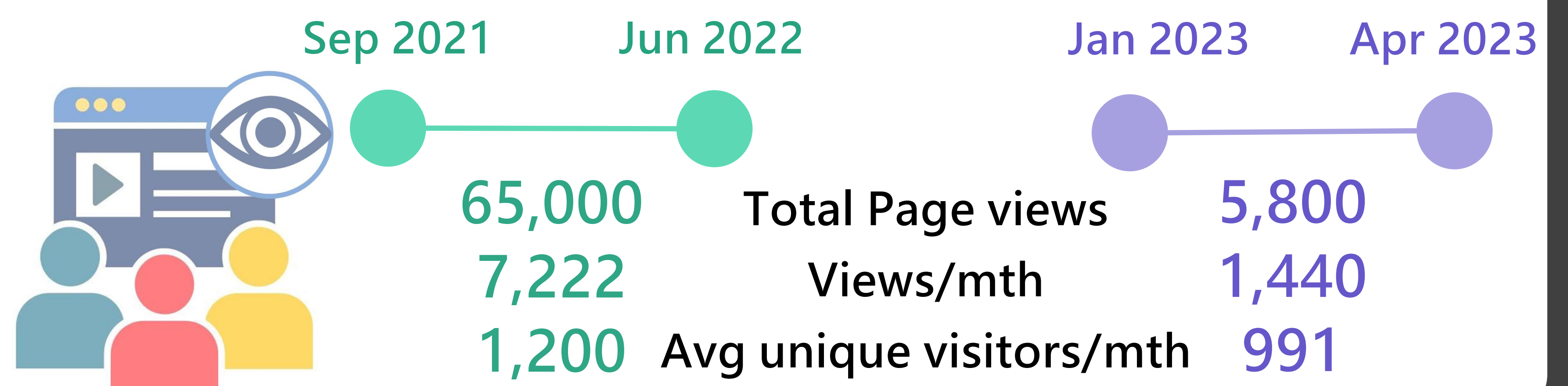✓ Post-Implementation Maintenance Strategy

Conclusion

With **continued viewership**, Staff Info Hub has achieved its goal of being an accessible and relevant staff information repository. Regular maintenance works and improvement projects have been planned to continuously enhance the content, utility, and user experience.

With this, it is the authors' hope that Staff Info Hub will continue to **empower all staff to perform their roles confidently and effectively** through all times.

Results

TRAFFIC VIEWS

	Sep 2021 – Jun 2022		Jan 2023 – Apr 2023
Total Page views	65,000		5,800
Views/mth	7,222		1,440
Avg unique visitors/mth	1,200		991

97% agreed that the content was **Useful & Relevant**

9 in 10 supervisors agreed that the content curated in "My role as a Supervisor" was **Useful**

94% had a **Positive Experience** using Staff Info Hub

Oh wow! Very very eye-catching and insightful webpage!
- *Ng Whee Ling, Human Resource, SHP*

Very comprehensive, well designed so that user experience is seamless. Easy to find the info needed, and it was great that the different policies were linked through the info hub as well.
- *Jeanaline Fan, Group Allied Health*

The content was presented in an attractive and engaging manner … answers the key question I may have about working at SingHealth … it makes me want to browse and explore.
- *Marilvyn Loo, RHS Operations*