

Enhancing Allied Health Professional Satisfaction Through Structured Engagement

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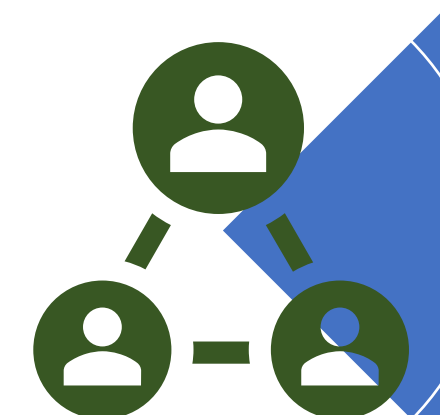
Introduction

An initiative was developed by the Allied Health Division HQ (AHD HQ) to enhance Allied Health Professionals' (AHPs) satisfaction through a structured engagement with multi-level perspectives and developing a targeted interventions – in the form of focus group discussions (FGDs).

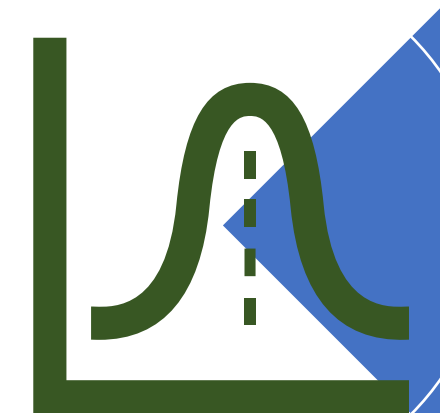
Why this matters?

AHPs are integral to SGH's healthcare delivery, with 1,700 professionals and support staff representing 17% of the hospital workforce. This diverse group spans 30 professions across 9 divisions, making effective engagement crucial for organizational success as staff satisfaction directly influences patient care quality and outcomes. Moreover, retaining these skilled professionals ensures continuity of care and maintains high standards of healthcare delivery.^{1,2}

Methodology



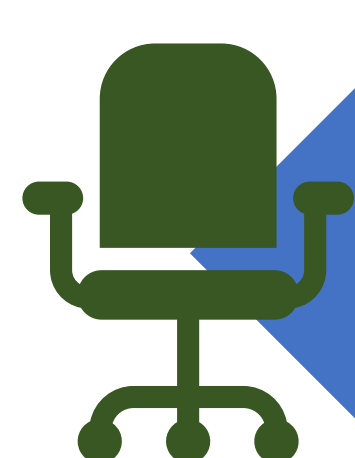
FGDs were done **between 2021 to 2023** across all Allied Health departments



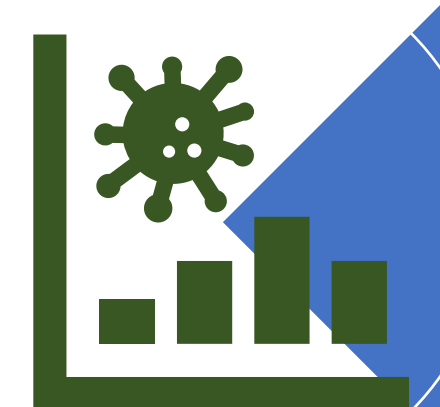
Participants were randomly selected, representing 30% of each department's workforce



Each department underwent two separate sessions – one for junior staff (JG14 & below), another for senior staff (JG15 & above)



Sessions were attended by key institutional stakeholders, including the Chief Executive Officer, Chairman Medical Board, and Chief Human Resource Officer



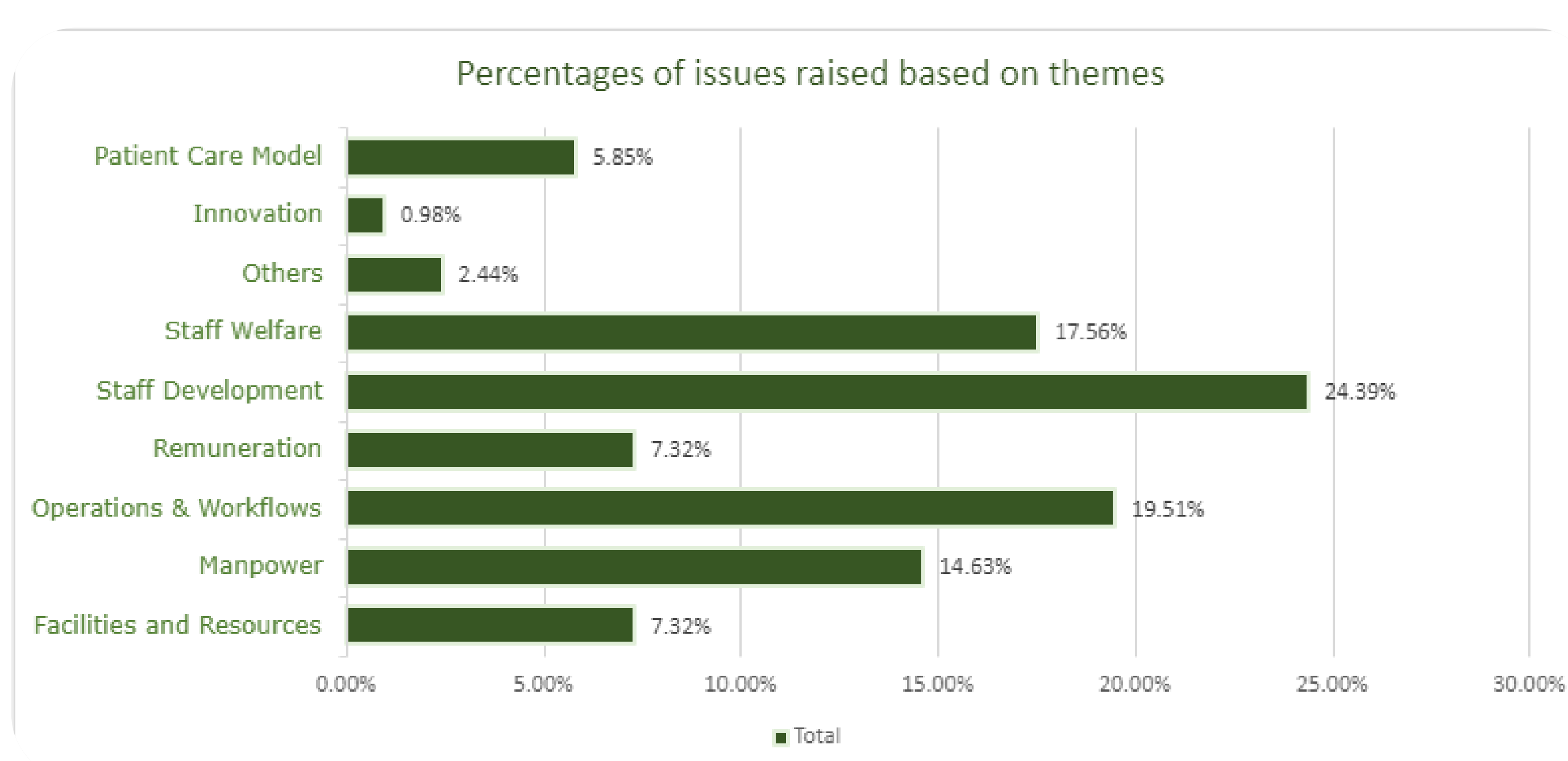
Findings were subsequently discussed with AHPs along with respective stakeholders, including finance, human resource, data office and heads of departments to develop targeted interventions



Department-wide meetings were then conducted to communicate outcomes and implementation progress to all staff members

Results

205 issues across different job grades & AHP groups, were raised, discussed and resolved



Significant improvements in Allied Health staff engagement metrics noted in Employee Engagement Survey (EES) 2023 as compared to EES 2021

- ✓ **Staff Wellness Index** increased by **6 points**
- ✓ **Communication** metrics improved by **5 points**
- ✓ **Most improved question:**
'Senior Management's interest in staff well-being' improved by **16 points**

Conclusion

The structured, multi-tiered engagement along with direct involvement of senior leadership, proved effective in enhancing AHPs satisfaction.

This resulted in measurable improvements in staff engagement metrics, particularly in Staff Wellness Index and Communication.

The success of this initiative demonstrates the value of systematic stakeholder engagement and transparent communication in driving positive workplace culture change.

Acknowledgements

We extend our sincere gratitude to all Allied Health HODs, Directors and Leads for their unwavering support of AHD HQ's FGD sessions. We are equally thankful to our Allied Health colleagues who generously shared their time and valuable insights during these discussions.

References

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