

# Making collaboration a habit in healthcare



Together on @workplace

Tan Tock Seng Hospital (TTSH) was founded in 1844.  
With 8,000 staff, 45 health departments and 16 specialist centres,  
today it's one of Singapore's largest multi-disciplinary hospitals.

79% claimed  
accounts

BOT

Bots



Integrations



Groups



Auto Translate



"Nurses are the largest part of our workforce at Tan Tock Seng Hospital. With nurses working in different shifts and sites, Workplace helps us to nurture a connected community while the hospital becomes larger and increasingly complex."

**Mr Yong Keng Kwang**, Chief Nurse at Tan Tock Seng Hospital

## How Workplace helped



### Powering everyday tasks

One of TTSH's most popular groups is one that's jointly run by the Facilities Management, Housekeeping, Security and Office Admin teams. In the past, reporting physical defects around the hospital meant calling a hotline or emailing a helpdesk. With Workplace, they can snap a picture of a leaky air conditioner, share it to the group, and know that the relevant team will respond quickly. The group also allows staff to express public appreciation for the workers rectifying the defects, which would never have been possible with a faceless hotline.



### Ongoing learning and improvement

With over 35% of staff actively using Workplace, learning can be continuous and lightweight. Managers run polls and quizzes in groups, and spread learning material virally through the News Feed to engage staff with relevant information, while making sure the right lessons stick. In 2017, a campaign was created on Workplace called Challenge- A-Rule, which invited improvement suggestions from staff of all departments and levels of seniority. A total of 15 hospital rules and processes were challenged, from patient care to HR policies.



### Powering everyday tasks

TTSH has introduced three bots to automate processes within the hospital. The Directory bot allows people to search for clinic hotlines on the go, and the Translation bot provides department names and designations in all four of Singapore's national languages. The Short Form bot allows staff to check the meaning of acronyms and abbreviations through Work Chat, or in a post or comment. The Pharmacy Drug Search bot will act as a virtual library of drug names, manufacturer information, and images of packaging and medication.