

04. CORPORATE SERVICES GROUP

We approach our work and processes with dynamism and agility to support and respond to evolving needs.



**DYNAMIC
& AGILE**

CELEBRATING OUR ACHIEVEMENTS

Our staff gained recognition for their hard work and dedication through various awards.

PUBLIC SECTOR TRANSFORMATION AWARDS 2021

The Public Sector Transformation (PST) Awards recognises and rewards public officers and public agencies for excellence in their work and organisational practices.

HSA won a total of 3 team awards for the nation's fight against COVID-19:



1
"One Public Service Award"

nominated by the Ministry of Health, for building capacity and capability for COVID-19 testing



1
"One Public Service Award"

nominated by the Economic Development Board, for securing access to COVID-19 vaccines



1
"Agility Award"

a new award that recognises efforts in swiftly supporting Singapore's fight against COVID-19

Through our prompt, proactive facilitation and regulatory agility, HSA was able to ensure that Singapore had timely access to diagnostic tests, medicines and vaccines, while ensuring their safety, quality and efficacy.

SINGAPORE HEALTH QUALITY SERVICE AWARDS 2022



There were a total of 24 individual winners from HSA:



The Singapore Health Quality Service Awards (SHQSA) honours and celebrates the exemplary efforts of healthcare professionals in improving patient experience. This past year, our staff were recognised for their service excellence and contributions to the COVID-19 fight. This is the third time HSA has participated in this award.

HSA OUTSTANDING SERVICE TO CUSTOMERS AWARD (OSCA) 2021

This award is given to staff who exemplify excellent customer service in HSA.

There were **47**

OSCA 2021 winners:



PEOPLE AND VALUES

HSAians take pride in having a strong sense of purpose that extends beyond the workplace. We took part in activities which allowed us to give back to the community.

HSA CAREs – Corporate Social Responsibility (CSR) Activities

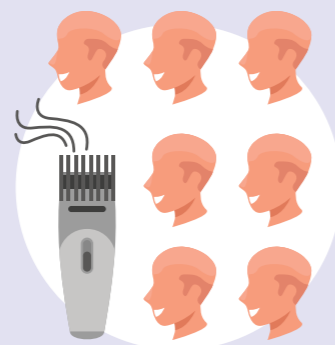
We are committed to giving back to society through our Corporate Social Responsibility (CSR) Framework, known as CARE – “Community Action, Responsible for our Environment”. Over the years, our staff have actively volunteered in CSR initiatives which have helped them to develop skills for helping the needy, as well as build up a sense of empathy and kindness to society.



Hair for Hope

The Children's Cancer Foundation's flagship fundraiser, Hair for Hope, returned after being suspended for a year due to the COVID-19 pandemic. HSA has been an active supporter of the programme since 2013.

Between June and July 2021, various activities were held to create awareness of childhood cancer, garner support from families and friends, and raise funds for children with cancer.



As a sign of solidarity to children with cancer and their families, **7 of our staff shaved their heads**



Through generous contributions from our staff, a total of **\$11,620 was raised**

Reading Together for Charity

In support of the National Reading Movement, HSAians came together to nurture their love of reading while at the same time contributing to a good cause.

This was done through a special “Read for Books” charity initiative, where

1 book would be donated by the National Library Board

every time 10 persons came together to read for 15 minutes



To support the good cause, HSA organised **3 virtual reading sessions** over lunch in July 2021



We were very encouraged by the strong support despite the challenges of team segregation and hybrid work arrangements that were part of COVID-19 safe management measures.

COVID-19 Vaccination Buddy Programme

In April 2021, a number of HSAians spent a day volunteering for the COVID-19 Vaccination Buddy Programme. Organised as part of the Public Service (PS) Cares Day, each volunteer was paired up with a Silver Generation Ambassador from the Silver Generation Office.

Together, they went door-to-door reminding seniors to stay safe during the pandemic, sharing information about COVID-19 vaccinations, and gathering feedback from those already vaccinated. They also offered their assistance in booking appointments online and accompanying seniors to vaccination centres.



DEVELOPING OUR PEOPLE

As one big HSA family, we are committed to caring for our staff both professionally and for their personal well-being.

HSA WELLNESS AMBASSADORS INITIATIVE



To better support our fellow officers' well-being, we onboarded the Public Service Division's Wellness Ambassador Initiative in March 2021. As part of this initiative:

- Wellness Ambassadors (WAs) are trained to identify signs of distress, provide non-professional basic mental and emotional support, encourage help-seeking behaviour, and recognise and escalate cases where fellow colleagues pose immediate danger to themselves or others
- We strive to create a more caring culture within HSA, and at the same time, build a healthier and more resilient HSA



We trained **8 staff**, who are now actively playing the role of **mental well-being ambassadors**. More WAs will be trained to better serve the needs of all HSAians.

HSA PROFESSIONAL PERSONAL MASTERY PROGRAMME – "LEADERSHIP REIMAGINED"

To better drive leadership transformation and serve our stakeholders, HSAians need to build their capabilities and grow capacity to lead more effectively in the rapidly changing landscape of scientific and technological advancement.

With this aim, the inaugural HSA Leadership Reimagined programme was launched in January 2022. Designed in collaboration with Civil Service College's consultants, this programme provides our senior professionals with the necessary tools to lead effectively, build their personal and team resilience, and lay the foundation to grow together as a learning community.



INAUGURAL HSA FORENSIC ODONTOLOGY SCHOLARSHIP

Forensic Odontology is an interdisciplinary field where dental expertise is applied to law, forensic medicine and forensic science. It is one of the specialist disciplines employed in Singapore's criminal justice system to determine the identity of perpetrators and victims through the examination and evaluation of dental evidence.

To ensure a pipeline of qualified specialists, HSA launched the inaugural HSA Forensic Odontology scholarship in 2021. Our first-ever scholarship recipient, Dr Dennis Heng, is currently pursuing his Masters in the University of Dundee, where he is being trained in a broad spectrum of topics within the discipline of Forensic Odontology. He will also gain practical experience through post-mortem dental identification casework at a working mortuary.



HSA'S DIGITAL TRANSFORMATION EFFORTS

Our staff gained recognition for their hard work and dedication through various awards.

OUR DIGITAL STRATEGY

HSA's Digitalisation Framework

Why

To transform how HSA operates and how it interacts with its stakeholders by digitalising our operations, service delivery and insights

What

DIGITALISE CORE BUSINESS

Digitalises Insights

Leveraging data to anticipate and respond to the stakeholders' needs

Digitalises Operations Management

Digitalising, automating, and streamlining key work processes

Digitalises Service Delivery

Digitalising to make transactions easy, seamless and secure for our stakeholders

How



PEOPLE & PARTNERS

Develop People, Organisation and Culture

Leverage Ecosystems



PROCESS

Employ User-Centric Design

Adopt Agile Practices



DATA & TECHNOLOGY

Leverage Data

Leverage Smart Tech

SCIENCE, INNOVATION AND TRANSFORMATION FIESTA



In October 2021, we organised an online Science, Innovation and Transformation (SIT) Fiesta. The theme was "We ADAPT", which highlighted the need for HSAians to adapt fast and be future-ready.

Highlights of the fiesta included:

- Showcase of research, innovation and transformation projects by HSAians
- Laboratory workshops and virtual laboratory tours
- Keynote speeches by Dr Zhou Lihan from MiRXES and Ms Sarah Espaldon from GovTech's Open Government Products Unit on their organisation's approach to agility and innovation
- A celebration of HSA's 20th Year Anniversary with a video featuring the collective achievements of our four Professional Groups

Catering to Our Stakeholders

In consideration of our diverse stakeholders with different digital maturity levels, we have built a holistic digitalisation strategy that serves varying needs. We have leveraged data analytics to help us make better decisions to meet stakeholders' needs. We also streamlined and automated work processes to make all transactions easy and secure for all stakeholders.

Shifting away from a waterfall model to agile methodologies, our digital solutions now embrace UX Design, customer journey mapping and beta-testing of solutions.

Driven by Data

We updated our Data Analytics Strategy to enable more effective use of data in developing insights, and decision making in the organisation. Data Champions were also appointed to drive and initiate strategic data analytics projects across HSA.

Other initiatives included organising a Data Arcade Tournament to promote the use of data analytics across departments, as well as onboarding of GovTech's Workflow Management System to automate our internal workflows and processes.

Equipping Our People

To ensure effective management of our digitalisation projects, we equipped our people with the necessary skills such as agile methodology and UX Design. We also made continuous efforts to effect change and instil in HSAians the right digital mindset.

We employ a variety of channels to raise the capabilities of our staff, including digitalisation seminars, a digitalisation microsite, roll out of primers to facilitate knowledge building, development of a digital skills framework, and specialised training for scientific staff.



MEDIA ENGAGEMENT AND BRANDING

To ensure transparency and inspire the public's confidence, we work closely with the media to share our scientific and regulatory efforts and achievements.

We engaged with various media platforms including print, broadcast and online media to highlight HSA's authorisation of COVID-19 vaccines and medication, product safety alerts and various enforcement activities.

We also profiled our forensic experts on TV programmes such as Inside Crime Scene, Crimewatch and Mind Blown. Through the CNA documentary - Singapore in Red, Green and Blue, the public got to hear more about the story of blood donation through the years, both in terms of the challenges and progress.

We published



resulting in **678** media articles

We also created a total of



In the pursuit of greater efficiency, we are constantly reviewing and adopting new technologies to enhance our workflow and processes.

TECHNOLOGY AND INFRASTRUCTURE

We made the following enhancements to our IT infrastructure:

- Launched Microsoft SG-Teams to transform the digital workspace in line with the demands of remote working brought about by COVID-19. HSAians benefited from using tools such as chatrooms, video conferencing, content collaboration and file sharing
- Expanded Wi-Fi coverage for the laboratories in our Outram building and the Synapse office to bring about more reliable and faster network connectivity
- Onboarded HSA application systems to GovTech's Operations and Management Tools. This has enabled us to have better visibility of our vulnerabilities, and to take prompt remedial action on security lapses, anomalies, and misconfigurations
- Promoted and increased cybersecurity knowledge amongst HSAians through sharing on topics such as phishing, Cyber Supply Chain Risk, and Remote Working Risk
- Accelerated the modernisation of IT infrastructure by adopting cloud computing for scalability of computing resources and efficiency in managing systems. The applications implemented include the National Blood Supply Management system and budget planning software

