

GEARING UP FOR

GREATER PRODUCTIVITY

Corporate Services Group

We continue to adapt and innovate in the fast-evolving world to bring forth greater efficiency.



CELEBRATING OUR ACHIEVEMENTS

In recognition of our commitment to safeguarding public health, we received numerous awards during the year-in-review.

WINNING AWARDS FOR SERVICE EXCELLENCE

HSA won several awards for excellent service to customers and stakeholders, leadership and assay development of COVID-19 vaccines. The Corporate Services Group managed the administration for the following awards by shortlisting, collating and submitting the nominations.



●● HSA Outstanding Service to Customers Award (OSCA) 2022

Staff across the various HSA Groups have won the OSCA 2022, which will be presented during the National Day Observance Ceremony in August 2023.



PEOPLE AND VALUES

As one big family, we are committed to caring for each other and engaging the community around us.

HSA WELLNESS DAY

HSA's Wellness Day, which fell on 27 October 2022, aimed to create awareness and strengthen the support of mental well-being among HSAians.

Revolving around the theme of self-care, activities at the event included:

1. Workshop on Mindfulness for Self-care

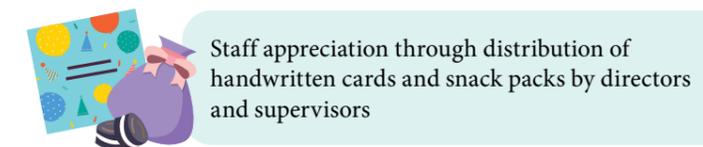


2. Fun Walk in Support of the Purple Parade



3. Chit-chat Session with HSA Wellness Ambassador

A series of pre-event initiatives were also organised in the month of October. These included:



WECARE INITIATIVES

HSA continued to strengthen the emotional well-being of our staff through a series of WeCARE initiatives that seek to create a more caring culture, as well as build a healthier and more resilient HSA. These initiatives included workshops on mental health and wellness, and appointing Wellness Ambassadors (WA) to facilitate staff outreach as well as to provide basic mental and emotional support.

11 masterclasses and workshops

were conducted on topics such as Mental Health First Aid, Finding Your Ikigai, Power of Likeability and Wellness in Transition for Supervisors

Close to **500 staff** attended these sessions

Our expanded WA Network now consists of **10 ambassadors** across the four Professional Groups



CORPORATE SOCIAL RESPONSIBILITY (CSR) ACTIVITIES – HSA CARES

At HSA, our commitment towards the needy and the environment is expressed through our Corporate Social Responsibility (CSR) Framework called **CARE** – “Community Action, Responsible for our Environment”. Through active volunteerism in CSR initiatives over the years, our staff have developed skills in helping the needy, as well as built up a sense of empathy and kindness to society.

Here are some of our CSR highlights for FY22/23:

MOH-HPB-HSA Hair for Hope 2022

Since 2013, HSA has been an active supporter of “Hair for Hope”, the Children’s Cancer Foundation’s flagship fundraiser programme. In June 2022, HSA joined efforts with our colleagues from the Ministry of Health (MOH) and Health Promotion Board (HPB) to hold a One-MOH Family Hair for Hope Satellite Event to raise awareness and funds.



23 volunteers from MOH, HPB and HSA shaved their heads to show solidarity with children with cancer, and their families

Together as a One-MOH family, we raised a total of **\$88,715**

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 contribute to a good cause.

This was done through a special “Read for Books” charity initiative, which saw books being donated to the National Library Board’s selected beneficiaries for 2022 – WondeRead and the Migrant Worker Library. For every **10 persons** that came together to read for **15 minutes**, **1 book** was donated.



In August 2022,

1 onsite and **2 virtual reading sessions** were held over lunchtime

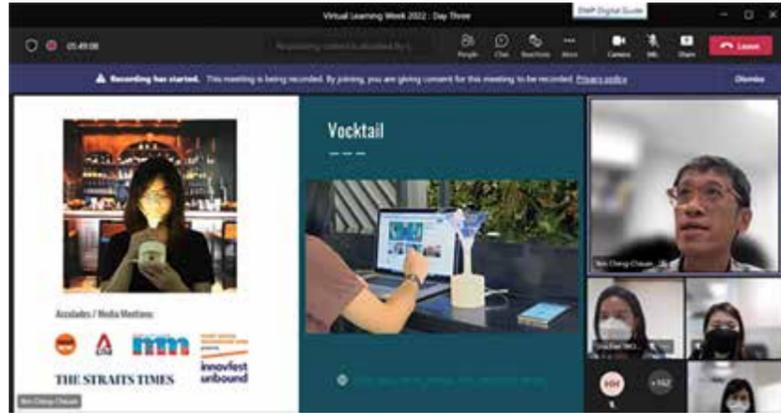
68 staff came together to support this meaningful initiative



DEVELOPING OUR PEOPLE

HSA places great emphasis on learning and innovation to equip our staff with relevant skills.

LEARNING IN HSA



Continuous learning is a key enabler for our people to be future-ready in a fast-moving and changing landscape. From 28 March to 1 April 2022, we held our inaugural Learning Week, which was aimed at strengthening the culture of continuous learning.

Features of the virtual event included:



Bite-size learning sessions on topics such as the Use of Virtual Realities in Healthcare, Healthcare Analysis, Decision-making in a VUCA World and Agile Leadership



Talks by speakers from the public and private sector, as well as academia, to expose our people to different perspectives, and the developments in other sectors

DIGITAL TRANSFORMATION EFFORTS

We continued to make strides in our efforts to raise our efficiency through digital transformation.

AUTOMATING AND STREAMLINING WORK PROCESSES

To raise productivity, we leveraged Robotics Process Automation (RPA) to free up our staff for higher value work. To improve awareness of RPA, external speakers were also invited to share on the technology and its applications.

HARNESSING DATA

To support data-driven decision making, we set up and implemented the HSA Tableau Server. In the initial rollout phase, we conducted training courses for our staff on data wrangling and data visualisation. Additionally, our Data Analytics Core Team had organised informal data analytics clinic sessions to address Tableau-related queries.



MEDIA ENGAGEMENT AND BRANDING

To build trust and inform the public, we work closely with the media to keep them apprised of the latest health and safety developments.

OUR EFFORTS TO SAFEGUARD PUBLIC HEALTH

To ensure the public stayed well-informed, we issued press releases on product alerts, authorisation of COVID-19 vaccines and treatments, and enforcement against illegal health products and e-vaporisers. For the first time, we also published an annual summary of HSA's enforcement and vigilance activities for safeguarding the public from illegal health products.

To highlight HSA's enforcement efforts, we hosted the media on a trip to Tuas South Incineration Plant to observe the disposal of seized e-vaporisers and components on World No Tobacco Day.



MAINTAINING BLOOD STOCKS

It has been challenging to keep blood stocks healthy due to various factors related to COVID-19. In response, we strategically pushed out stories and updates to appeal for blood donations when we observed a downward trend in blood collection. These stories on blood donors and beneficiaries, as well as updates on blood donation trends helped to reinforce the importance of blood donation.

SHOWCASING OUR FORENSIC EXPERTISE

We garnered good coverage on various media platforms through pitching stories to showcase our forensic advancements and scientific capabilities, as well as the work of our scientific experts.



We published **4 HSA updates** and **24 press releases**, as well as managed **252 media queries**, contributing to **1,839 media articles**.

We created a total of **135 marketing collaterals** and **21 event collaterals**.

TECHNOLOGY AND INFRASTRUCTURE

By harnessing technology, we can create a world-class infrastructure that better serves our stakeholders.

As part of our digitalisation efforts, we rolled out the following initiatives in FY22/23:

- 1 Enhanced HSA Helpdesk support with expanded operating hours and services
- 2 Increased mailbox size from 2GB to 8GB
- 3 Enhanced SPICE document search capability
- 4 Improved service levels from IT support vendors through review of resource levels, competencies of key personnel and resolution of critical issues
- 5 Expedited technology refresh of 380 laptops with enhanced performance and reliability

