MEDAL OF COMMENDATION

Professor John Eu-Li Wong
Senior Advisor
National University Health System

Nominated by Healthcare Services Employees’ Union

During his time as the Chief Executive of National University Health System (NUHS), Prof John was a strong advocate of bipartism and cordial Labour-Management Relations. He upheld good Industrial Relations by collaborating with the union in discussions on fair and progressive employment practices, including wage-related matters.

He ensured that his senior management and human resource work closely with the Healthcare Services Employees' Union (HSEU) on employees’ work-related matters such as workplace grievances and others that impact staff's employment and well-being. Under his stewardship, NUHS’ pay and rewards philosophy was very much aligned with the National Wages Council recommendations, with pay adjustments and lump sum payments to benefit low-wage workers.

Prof John believed that an effective Workplace Safety and Health (WSH) programme must demonstrate effective management leadership, a firm commitment to the programme and a willingness to improve the workplace safety culture. With this in mind, he jointly took the lead with Professor Teo Yik Ying, Dean School of Public Health, in chairing the NUHS Total Workplace Safety & Health (TWSH) Steering Committee.

Following the report on rising burnout among junior doctors, Prof John took immediate action by setting up a Staff Burnout Taskforce at NUHS level. He directed the formation of two workgroups for junior doctors and nurses. They are currently working on workplans to address burnout. He was aware of the importance of providing support to staff who were experiencing emotional stress. He endorsed the partnership, through the inking of a Memorandum of Understanding (MOU) on 29 August 2019, between NUHS with HSEU, Association of Psychotherapists and Counsellors Singapore and NTUC LearningHub (LHUB) to provide training and counselling services in a bid to ensure the mental well-being of all NUHS staff.

Apart from WSH, he worked closely with the Union on the annual event “Helping Hands, Moving Hearts”, an annual project kick-started by HSEU and NUHS 10 years ago. The project aims to “do good” to the community by providing groceries to underprivileged families and senior citizens in various HDB estates within the western zone. Through this community initiative, he ensured that the Organisation as well as his staff promoted Corporate Social Responsibility.

Prof John is also a strong believer in lifelong learning. Under his leadership, NUHS was the first public healthcare cluster to sign an MOU with the Healthcare Academy comprising HSEU, LHUB and NTUC’s e2i (Employment and Employability Institute) on training and continuous education of healthcare staff, especially those affected by industry restructuring, job redesign and technological disruptions. Through this MOU collaboration, a series of change management training was first rolled out successfully for affected staff under NUHS Operations’ Functional Integration. The training helped to prepare healthcare staff to embrace changes and shape positive mindset. He also spearheaded NUHS’ partnership with NUS SCALE under their “All You Can Learn” scheme for NUHS institutions. Healthcare staff now have more access to emerging and future ready skills training such as digital awareness, artificial intelligence and data analytics, among others.