PEOPLE are central to our hospital’s customer-focused approach and delivery of care and service to our patients. People are NUH’s most valuable asset.

At NUH, we are guided by 5 People Principles:
¥ Everyone has a sense of purpose — each staff must see himself or herself as part of a team, to make a difference in the lives and well-being of our patients.
People like challenges — we are constantly looking for ways to make healthcare delivery safer, faster and cheaper for patients and the public.

Staff are trained and developed to do their best — the hospital adopted the People Excellence framework to achieve this.

Good people need to be recognised and rewarded for their commitment, value and contributions.

Create a fun workplace and facilitate work-life balance for staff.
Our NUH Family

A big and diverse family but united as one as we pursue our vision of Adding years of healthy life to the people of Singapore.

Our Growing Family

When we opened our doors in 1985, we had only 180 employees. Today, we have grown strong with over 3,000 staff comprising medical, nursing, allied health, administrative and ancillary staff.

Upholding Timeless Principles

Instituted in 1988, our core values help define our character as a healing and learning institution and shape our future as the hospital of choice in Singapore and the region.

Developing and Nurturing our Staff

We strongly believe that staff is our key asset to achieving our mission to provide cost-effective and quality healthcare services. We are committed to developing our staff to their fullest potential, creating job satisfaction and a sense of purpose, as well as recognising and rewarding good performance. Be it through local or overseas programmes, there is abundant opportunities for staff development.

In 1989, NUH’s efforts in training staff was first recognised by the National Productivity Board with a Certificate of Commendation. Through strong management support in staff training and development and the dedicated efforts of all levels of staff, we successfully attained the People Developer Standard in March 2001.

We received further affirmation of our outstanding people development practices with the achievement of the People Excellence award in 2004. This award is a tribute to our staff — it reflects the professionalism, passion, commitment and willingness to better serve our patients and the community.

Working in Partnership with the Union

NUH is the first local hospital to register a house union in 1987. Since its inception, NUH Employees’ Union has worked hand in hand with the Management to address the interests and concerns of staff in the areas of staff welfare and work environment.
Always Remembering to CARE

Our CARE service standards were introduced in 2001. By showing Confidence, Attentiveness, Respect and Empathy, we want to make a difference in the lives of the patients we care for.

Hearing the Voices of our Staff

In a family, communication is important. Through i-Suggest (a system for staff to share ideas), sharing sessions and employee climate surveys, we strive to maintain open communication between the management and staff.

R&R (aka Recognising and Rewarding)

Employees who constantly go beyond their duties to raise our service level to a higher realm are our role models and are rewarded and recognised through various schemes. Regular staff appreciation receptions are our way of thanking every staff for their hard work and commitment.

Winning the Balancing Game – Work and Life

We aim to provide a great workplace for our staff — one that helps employees stay healthy and manage their work and family commitments effectively.

The establishment of the NUH Recreation Club in 1989 was the first step to looking after the welfare of our staff. Later renamed as NUH Total Lifestyle Connection (NTLC) Club in 2002, it organises a series of social and recreational events that promote the physical, mental and social well-being of our staff as well as a good working environment that encourages staff interaction and team-building.

Since 1996, we have gradually implemented family-friendly initiatives such as flexible work arrangements and family-related leave and initiatives.

Our efforts and commitment in nurturing and supporting a pro-family workplace culture was recognised with the achievement of the Family Friendly Employer Award in 2004.

Being presented with the Singapore H.E.A.L.T.H. Award for three consecutive years (1 Silver and 2 Golds in 2002, 2003 and 2004 respectively) reaffirms our efforts in promoting a healthy lifestyle among our staff.
Our Family Reunions
At our NUH Family, the Fun Never Ends

Work Overflow! Abandoned PCs put away scrubs, stethoscopes and office attire!
Yes, we all feel like that every once in a while. That’s why we have our NUH Total Lifestyle Connection (NTLC) Club
organising Staff Appreciation Days, Dinner & Dances, Family Days etc. And we even threw in other celebrations
for good measure! All in the name of having fun, or simply coping with that work overflow!

What the NUH spirit is all about

While we worked hard, we also played hard

At times, we got ourselves wet, sweaty and soapy

Our very 1st telamatch at a pool (1986)
Attending a Christmas party (1996)
Pitting their skills in a Canon competition (1996)
Enjoying a foam party at NHG’s Beach Bonanza (2002)
Doing our bit for charity at a Charity Car Wash (2005)

Enjoying a sizzling BBQ at our Roof Garden (InspiRound 2004)
Games were a great way to de-stress (Staff Appreciation Day 2004)
Doing our bit for charity at a Charity Car Wash (2005)
Heartsavings Walk 1998
NHG Road Run 2005
JPMorgan Chase Corporate Challenge 2005
At times, we got ourselves wet, sweaty and soapy
But at other times, we went wild and wacky. It was high time to rock and roll. Cowboy and girl @ work (Nurses’ Day 2001).

The NUH Survivors (Dinner & Dance 2003).

Boogie, boogie all the way (NHG Family Fun Fiesta 2004).

But hey, we are quite a multi-talented bunch. Our karaoke crooners (Nurses’ Day 1990). We’ve got both beauty and brains (Ms NUH Pageant 1986).

We composed and sang our own songs (Staff Appreciation Day 2003). And our senior management could create a STOMP! (Dinner & Dance 2003).

We also took time to enjoy nature and care for the environment. Planting trees on NUH’s ground (Clean & Green Week 2000).

Enjoying a walk in the rainforest (2003). More than delighted to be close to nature (2004).

The final touch to our Roof Garden — adding fishes into the pond (Launch of Roof Garden 2004).

Party time for NUH’s little friends (1986). These little darlings certainly made our day (Staff Appreciation Day 2003).

Our Service Partners and kids of our staff are part of the big NUH family too! Our Service Partners play an important role in our smooth delivery of patient care... Our Team partners play an important role in our smooth delivery of patient care... We made time to catch up and network with them through corporate events... Staff Appreciation Days and annual Service Partners Appreciation Receptions.
In our 20 years of healthcare journey, our greatest challenge and test of tenacity was probably in the dark days of the SARS virus, which attacked our country (in March 2003) and crept into our hospital system even before it was given a name. It was definitely not a time for ifs and buts ... and our people stood to the test by answering the call of duty readily and courageously to care for those who were down. Together, we overcame our fears, pressed on in our battle against this deadly virus and we triumphed.
Unveiling Our Unsung Heroes

Frontline warriors who guarded the gates against the enemy

Ammunitions — arming our warriors with the protection they needed

Operations Centre — where discussions translated into decisions and actions

Masked heroes who stood unfazed in the midst of adversity

It was your (the nation’s) kind words and gestures that saw us through that dark period
Our Men In Charge

— Our past and current CEOs and MDs / CMBs

They are the driving force behind the hospital. They are driven by a common mission — to challenge the frontiers of healthcare in Singapore.

Chief Executive Officer (CEO)

Medical Director (MD) / Chairman, Medical Board (CMB)
Here, we play back and give the impressions of some of our men in charge...

Mr Chua Song Khim
Chief Executive Officer
2001 till current

It is a privilege to be part of the NUH family. I am constantly encouraged by the dedication and professionalism of the doctors, nurses, paramedical and administrative staff in serving our patients and the community.

NUH has made significant contributions in the areas of patient care, medical education and research over the past 20 years. While we take pride in this, we must continue to build on its strong foundation and strengths. At the same time, we must remain open to continue learning from our experiences and from others. We should also be prepared to try out new and different ways to better deliver care.

I am confident that with the excellent team at NUH and a deep commitment to hold the interest of the patient paramount, we will achieve our twin goals to be a hospital and an employer of choice.

Mr Khaw Boon Wan
Then: Chief Executive Officer, 1985 – 1987
Now: Minister for Health

We started off without any preconceived ideas, except to be different and help transform public hospitals for the benefit of our patients and hospital staff.

We used our autonomy to try out new ideas, implementing those that worked and discarding the rest. We learnt from others, not just from the hospital sector but also from the hotels, airlines and successful statutory boards like the Economic Development Board.

We started collaborations with private sector specialists. We outsourced hospital cleaning, food catering, building maintenance and other non-core activities to private professional companies. We changed work processes to make it easier for our patients and their visitors. We pushed for greater use of IT.

We took pains to enhance human resource management to make the workplace more employee-friendly. We achieved great rapport and mutual respect among the doctors, nurses and administrative staff. We worked hard but played hard too, and enjoyed each other’s company.

After 20 years, I see much more that still needs to be done. IT adoption has to be pushed even more aggressively. More hospital processes can still be simplified and standardised. The other economic sectors can continue to teach us useful lessons that should be adapted for healthcare. This is a ceaseless endeavour.

A/Prof Lim Yean Teng
Chairman, Medical Board
2003 till current

The NUH that I have in mind is a tertiary university hospital that excels in patient care, education and research; a hospital with cutting-edge technologies and state-of-the-art facilities; a workplace where the staff are happy and proud to be associated with.

Moving into our 3rd decade, let us continue to build on what we have achieved and make quality and safety as hallmarks of patient care. These, coupled with basic research and translational medicine, will distinguish us from the other hospitals in Singapore.

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Dr Lim Suet Wun,
Chief Executive Officer
1996 – 2001

Over the past 20 years, many people, including myself, have grown up in NUH. For all of us who have worked and are working in NUH, its special test, flavor and experience will always be something we treasure. We each do our bit to keep it growing from strength to strength.

It’s thus my pleasure to congratulate the staff and leadership of NUH in celebrating 20 years of renown and success. My best wishes to you and NUH as it strides forward into the decades to come.

Prof John Wong
Then: Chairman, Medical Board, 2000 – 2002
Now: Director, The Cancer Institute, NHG; Senior Consultant, Department of Haematology-Oncology, NUH; Dean, Faculty of Medicine, NUS

NUH, being a university hospital, is not just any hospital. Firstly, it must lead in the quality of its patient care so as to fulfill its second mission - to lead and teach the next generation well. Thirdly, it must work on finding out why we cannot do things better, and this research is on all fronts — medical, nursing, pharmaceutical and administrative.

I was privileged to be part of a team that believes in what a university hospital stands for.