



Tan Tock Seng  
HOSPITAL  
National Healthcare Group

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As we approach the new schooling semester, TTSH wants to wish all of you the very best. We thought you would be interested to know what has been happening here in the TTSH Kampung.

This quarter, we would like to share the great news of the graduation of our newest batch of interns. We have also officially opened the state of the art building—the Ng Teng Fong Centre for Healthcare Innovation (CHI) this May with the Minister of Health, Mr Gan Kim Yong. And finally, we celebrated PSA Day, a day dedicated to honouring the PSAs who have been working tirelessly to provide the best care experience for our patients.

*Dive right in to find out more!*

TTSH CELEBRATES  
**175** YEARS OF  
CARE

## INTERNSHIP CHATTERS

Our Jan 2019 batch of TTSH Interns have just graduated! Take a sneak peek at what happened during their graduation ceremony.

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## PSA DAY 2019

TTSH celebrates PSA Day 2019! On 11 & 12 July, we honour our Patient Service Associates (PSAs) for their contributions to patient care.

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## DEVELOPMENTS

The Ng Teng Fong Centre for Healthcare Innovation (CHI) opens up Singapore's healthcare to the world

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# Internship Chatters

**Graduation, a bittersweet moment that signifies both an ending and a beginning.**

Our interns always seem full of energy, each bringing their own warm and vibrant personalities. The interns who graduated in June were no different. We were fortunate to have them with us for 6 months. Each contributed positively in their respective departments, helping us to further our mission in serving, caring and healing patients.

Over 130 guests joined in in this celebratory event, including department colleagues, supervisors, senior management, school partners and other undergraduates who were keen to join our internship programme. Our interns brought smiles and laughter with their entertaining skit and video. They also shared stories about their experiences—what they learnt, who they worked with, the fun, and the challenges they encountered.

***“It is important to pursue something that resonates well with your values, principles, and goals in life. And it is alright if you cannot find something on the first try. It is alright to fail but fail fast and fail forward because eventually you will find what you are looking for. Err in the direction of kindness.” – Mr Mohammad Iqbal Firdaus, Management Intern (Jan 2017), Management Associate (since 2017).***

We really appreciate all the youthful spirit that our interns bring to TTSH. This graduation showcased the culmination of our interns’ hard work and grit. We are so proud of all of you! 😊

Recruitment for the next batch of interns has already begun! Find out more here:

<https://www.ttsh.com.sg/About-TTSH/Careers/Pages/default.aspx>





# Can you feel the CHI? Centre for Healthcare Innovation

<p>Transforming Work for the Future of Health</p>	<p>Forging Meaningful Work &amp; Care Relationships</p>	<p>Creating an Inter- Professional &amp; Team-based Workforce</p>	<p>Building a Sustainable Workforce</p>	<p>Co-learn, Un-learn &amp; Re-learn</p>
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"A workforce of skilled healthcare professionals that embraces change while constantly adapting to bring about better care outcomes as well as keeping pace with the evolving healthcare system." This is the transformation that CHI aims to bring about for Singapore's healthcare. It is the largest purpose-built healthcare innovation centre (25,000 sqm), and features System Innovations, Living Labs, Expert Knowledge Networks and Tools to spur new ways to deliver care.

"With rising healthcare demands from an ageing population and slowing local workforce growth, we need to innovate and transform our system to overcome constraints and seek new solutions" – Health Minister Gan Kim Yong.

CHI strives to be the place for healthcare professionals and partners to turn their thoughts, ideas and passion, into real world solutions. At CHI, we take a systems-based approach to Healthcare Innovation through our CHI Innovation Cycle. Starting with care redesign to optimise outcomes and value for patients; then applying technologies to enable the process; and finally, redesigning better jobs for our workforce. This continuous innovation approach enables sustainable change in healthcare.

Follow us on Facebook @CentreForHealthcareInnovation to stay updated!

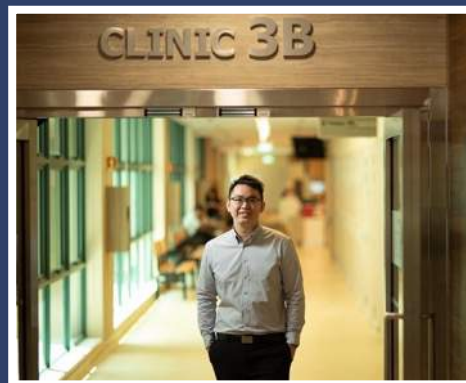


# CELEBRATING PSA DAY

Patient Service Associates (PSAs) play a vital role in ensuring the best standard of patient service and care in the hospital and their efforts have always been one of our key success factors. Therefore, we dedicate a day every year to honor their efforts—PSA Day!

This year, PSA Day celebrations spanned across 2 days with fun filled activities for the PSAs. They came together to participate in games, enjoyed delicious food and witnessed their fellow PSAs receive well deserved recognition awards for their excellent services. Various clinics and wards also made special arrangements to surprise their PSAs, to make sure that those who were unable to join the festivities were not left out on this special occasion.

To all PSAs (and to our PSA interns), we wish you a **Happy PSA Day** and thank you for your contributions in ensuring that the patients are well taken care of when they are with us.



Warm congratulations to Wee Zi Jun, Johnsten, Patient Service Executive at Clinic 3B for being a recipient of the Model Worker Award at this year's NTUC May Day Awards Ceremony. Capable, Caring and Confident are three C's that his colleagues would use to describe him. Johnsten is a role model to his colleagues and staff he mentors. He inspires them to continuously develop themselves professionally. He leads by example by going for skills upgrading training and courses, advocating for PSAs to make empowered decisions on the ground through collaborative discussion. Definitely a well deserved recognition!

