

# KampungTimes



## MEET OUR INTERNS

This quarter, we will be featuring a segment on our interns and their experience during the current COVID-19 situation. Read on to find out how their job scopes have shifted and how they feel about the hospital's contributions!

## COMBATING COVID-19

With COVID-19, TTSH has never been busier! With the dual mission of serving our patients as well as being the epicenter of the outbreak response, now more than ever is when we need to stay united as a Kampung!



## SMART HOSPITAL FOR THE FUTURE

Read on to find out just how TTSH uses technology to optimise our patient experience!

**Dive right in to find out more!**

CAREER OPPORTUNITIES

For more exciting career opportunities, please visit our career webpage at [www.ttshhr.com](http://www.ttshhr.com)

# Meet Our **Ex-Interns**



**Cheong Jie Qi**  
Management Intern (2018)

## **Tell us a bit about yourself!**

Hello! I am Jie Qi, currently in Operations (Medicine) and now I am in the 7th month of my first posting. Prior to joining, I was from MI7 and I majored in Life Sciences at NUS.

## **How do you help to support the hospital during the current COVID-19 situation?**

My team works closely with our clinical Head of Departments to align ourselves with the latest directives from MOH. This includes pulling relevant data for the Ministry's tracking, planning for medical manpower augmentation, revising the Standards of Procedures (SOPs) to ensure that they can be actualized as planned.

In addition, I have been deployed to the NCID Screening Centre to support clinical operations and administration and I help with temperature screening efforts at the entry points of the hospital as needed.

## **How do you feel working in TTSH during this period of time?**

When I first started working at TTSH, the senior management often shared inspiring stories from their experience during SARS and the previous disease outbreaks they have gone through. It is slightly odd to be experiencing them first-hand now. Yet, if anything, it strengthens my belief in healthcare as a meaningful and purposeful career.

**The journey ahead is long; however, I have faith that we will continue to stand united during this time and help one another till the end.**



# Meet Our Ex-Interns

**Goutham Kanason**  
PSA Intern (2020)

## Tell us a bit about yourself!

My name is Goutham and I am from Republic Polytechnic, currently pursuing my Diploma in Health Services Management. I was a PSA Intern at Clinic 2A and worked there for 5 months!



## What is your main job scope and how has it shifted since the COVID-19 situation?

My main job scope is to perform frontline duties such as, assisting patients with registration, room assisting, billing, answering enquiries and to coordinate for support for a smooth flow.

During the COVID-19 situation, there were some changes to the clinic's usual standards-of-procedure. For instance, we had to get patients to declare their travel history and current state of health. We also did our best to help patients have a better understanding on the current situation by keeping updated on the latest precautionary measures put in place by MOH.

## How did you feel working at TTSH during this period of time?

During this point of time, **I felt like a hero**. Working front-line in the hospitals was an adrenaline-filled experience and it made me proud to be an intern here. There were even people who took the initiative to share their gratitude for our service during these hectic times.



# Meet Our Ex-Interns



**Muhammad Shahnadim  
Bin Roszani**  
Engineering Intern (2020)

## Tell us a bit about yourself!

I am Shahnadim pursuing a diploma in Electrical & Electronics Engineering with a specialisation in Biomedical at Singapore Polytechnic.

I was an intern at TTSH under the Biomedical Engineering division for 5 months.

## What is your main job scope and how has it shifted since the COVID-19 situation?

As an intern I was assigned to several roles which focused mainly on maintaining the medical equipment's functionality. I was given the opportunity to travel around TTSH and was exposed to several departments while conducting preventive and corrective maintenance on the equipment.

When the COVID-19 situation began to escalate, my work was adjusted for my well-being and safety. I was tasked with more paperwork and repair jobs that could be done within the department.

## How did you feel working at TTSH during this period of time?

I felt proud to be able to help my colleagues during this time. I was able to better understand the challenges faced by a public hospital and the general healthcare sector in the event of a health crisis like COVID-19.

Working in healthcare made me realise how important Biomedical Engineering is in a hospital. The department plays a key supporting role in ensuring the well-being and health of the people. It was truly inspiring to have worked among colleagues who were so motivated to help the people.





# Combating COVID-19



During SARS in 2003, TTSH was designated as the SARS hospital. Fast forward to 2020, we are now in heightened alert once again and in the midst of our response to COVID-19. Today, we have the dual mission of seeing regular patients and being the epicentre of the COVID-19 response.

While there are many differences in this outbreak compared to the previous ones, some things never change for TTSH. We have dedicated and committed staff across our hospital with a strong sense of duty. Our shared experiences will be most invaluable in our fight against the latest novel coronavirus.

Standard Operating Procedures (SOP) are never executed exactly the same way during crisis as the way they were planned or exercised. More importantly, **it is our people who bring their experiences, understand the context, and respond collectively that makes the vital difference.**

We have our Kampung Spirit and a Can-do Culture, with a strong Collective Leadership at all levels of TTSH. We have integrated operations across the hospital to function as a system together with national and international efforts to ensure we address this public health emergency of international concern.

From our frontline to our support areas, we stand forward and together to fight this outbreak!





# Smart Hospital for the FUTURE

Healthcare delivery has increased in complexity and coordination to meet the needs of our patients. It is our aim to optimise our systems such that the patient journey is smooth at every touch point at our hospital.

Our innovative TTSH Operations Command Centre (OCC) features the first-of-its-kind C3 (Command Control & Communications) smart hospital system in the world that has exciting new capabilities to manage hospital operations and now outbreak responses.

Our operations team together with IHIS and ST Engineering are fast ramping up the next phase of C3 development to use this outbreak to design the system to manage outbreak responses at scale and across our hospital system.

With our new Real-Time Location System (RTLS), live video streaming, and surveillance data, we can also have better real-time appreciation of our response across our hospital. These capabilities when fully developed can enable better and timely decision making to aid our response, and free up frontline staff from manual reporting when they are already busy caring for our patients.

This exciting technology has transformed our efforts in responding to this and future outbreaks. **It is important we learn as we do, and not just learn after it is done.**

