



A member of National Healthcare Group  
Adding years of healthy life



Tan Tock Seng  
HOSPITAL

# Year In Review 2011





TTSH's mission is to add years of healthy life.  
Our doctors, nurses, therapists and other professionals are  
committed to providing their very best in patient care.

In 2011, we saw

Over 636,000 patients treated at our Specialist Outpatient Centres  
More than 57,000 Admissions

Over 152,000 were treated at our Emergency Department

Over 67,000 Surgical Procedures performed

More than 448,000 Physiotherapy, Occupational Therapy,  
Respiratory Therapy and Speech Therapy treatment sessions

*Doing our best to serve, care and heal.*



# A Caring People's Hospital

## Shorter Stays With EDTC Opening

Our Emergency Diagnostic and Therapeutic Centre (EDTC) was officially launched on 17 January by then Minister for Health, Mr Khaw Boon Wan. It is designed to provide standardised treatment protocols which our doctors have established for 18 conditions. Patients with serious but stable conditions can be discharged within 24 hours. This means more cost savings and shorter stays coupled with more precise care and treatment for patients.



## 2nd in MOH Patient Satisfaction Survey

We came in second in the ranking of public hospitals for patient satisfaction and was recognised as the most improved hospital in Singapore. 78% of the patients surveyed gave us a thumbs up on their overall experience here. Our wards, in particular, received a resounding 81% for the care, empathy and professionalism they have treated the patients to.

## Greater Convenience with New Pharmacy on L4



Our level 4 satellite pharmacy started operations on 23 June. Subsidised patients from clinics on level 4 now have the convenience of picking up their medication at the same level. There are also new features in the pharmacy to help our pharmacists perform better, including all-in-one desktop computers, which save space and create more room for

staff and customised drug shelves, which are designed based on 6S principles, promote greater convenience and safety.

## TTSH Pearl Clinics

The first TTSH Pearl Clinic was opened in August to serve non-subsidised patients. Patients have given a thumbs up to the exceptional care and service provided.



## Stepping Stone for Research

For the first time in 2011, TTSH offered grants under its Pitch-for-Fund programme to help staff obtain funding for small research projects. Over 26 submissions were received and 10 presented their ideas to a panel of judges who eventually awarded the ultimate funding of \$10,000 to five researchers for a period of one year. A stepping stone for researchers, the TTSH Pitch-for-Fund programme not only helps researchers gain financial support to obtain preliminary data for national grants, but will eventually lead to advancement in patient care.

## Attaining JCI Accreditation

We were granted Accreditation in the JCI Audit in August. This means we are recognised internationally for our commitment to improving the quality of patient care and services, as well as ensuring a safe environment for our patients and staff.

## Collaborating For Better Health

We partnered Ren Ci Hospital and global healthcare company B.Braun to set up the first B.Braun Avitum Dialysis Centre in Singapore. This brings the 3Ps (Private, Public and People) partnership a step towards and beyond the government's call to adopt step-down care at appropriate settings and affordable costs.



## Inaugural TTSH Charity Ride

260 cyclists sweated it out over 2 days covering a distance of 300km to raise more than \$340,000 for TTSH needy patients at the inaugural TTSH Charity Ride 2011. The ride was our

first community sports and philanthropy project in celebration of our 167th Founder's Day. The contingent was led by Ministers, Dr Vivian Balakrishnan and Mr Teo Ser Luck who rode in together with the hand cyclists from the Singapore Disability Sports Council and other community partners.



## Celebrating 167 Years Of Legacy

Themed "Caring as One", our 167th Founder's Day was celebrated on 30 July with a big bang with the arrival of the Charity Ride contingent and the unveiling of a gigantic mosaic wall at the atrium. The wall was a 3-month commitment by more than 200 of our patients, staff, school students and volunteers. It was unveiled by Ministers Dr Vivian Balakrishnan and Mr Teo Ser Luck. A special sand art performance wowed all guests as the artist traced the heritage of the hospital and the legacy of our Founder, Mr Tan Tock Seng.



## Renovated Washrooms on L1

Our first phase of newly renovated washrooms are opened to the public on 7 October. With enhanced facilities such as elderly friendly cubicles with grab bars to assist the seniors and sanitisers to provide protection for all, we hope to bring a smile to all visitors and patients through these little touch points.



## From In To Out With OPAT

The Outpatient Parenteral Antibiotic Therapy (OPAT) clinic celebrated its official opening on 13 December. The programme allows patients who are clinically stable, do not require further medical treatment but need prolonged intravenous antibiotics, to be discharged. It reduces inpatient length of stay and relieves high bed occupancy by facilitating discharges. Patients can continue their antibiotic therapy in the outpatient clinic or in the comfort of their homes. OPAT also operates 365 days a year and provides a 24hr pager service.





## Leveraging On Innovation And Technology

### Convenience To Visitors

The Internet Visitor Registration Portal was launched in February to allow visitors to register from the comfort of their own home or office via our website, bringing about greater convenience. This is in addition to our current kiosks, counters and pre-registration forms.

### Transforming Patient Care With IT



We received the Healthcare Information and Management Systems Society Stage 6 EMR Adoption Model Award – an internationally recognised benchmark that measures the use of IT and electronic medical records to transform healthcare to benefit patients. This is a testament of how much we have advanced in using technology to not only deliver higher levels of patient care and safety, but also to increase staff productivity and efficiency.

## Enhancing Patient Safety with RFID

We are the first hospital that utilises RFID technology to track surgical instruments. This speeds up the process of tracking and retrieving contaminated or expired surgical instrument sets from an average of 7.6 minute to 1 minute, and enhances the hospital's ability to contain infection and ensure patient safety.



## New Cheaper and Safer Technique

Our Department of General Surgery has pioneered a new technique to remove tumours from the colon with less pain and shorter recovery time. It is a modified technique of the single port surgery, replacing the conventional surgical instrument with just a common glove, to similar effect. This costs only 10% of the conventional procedure.



## Robotics For Rehab

Our Rehab Centre expanded its operations with the opening of the Centre for Advanced Rehabilitation Therapeutics (CART) in August. Its rehabilitation programmes combine innovative robotics and virtual reality technologies with regular rehabilitation therapy. They are designed to increase patients' participation and interest in therapy, thereby helping them to achieve functional independence and improve quality of life.



## Keeping Track of Waiting Time

The Patient Information Board (PIB) is a new system at TTSH that helps predict the waiting time for patients waiting to see an ED doctor. It was developed in October 2011 to help ease patients' and their caregivers' frustration by keeping them informed of their expected waiting time. Besides this the system also helps tracks the movement of patients within the emergency department, keeping their loved ones waiting outside updated.

## Clinic 5A Officially Opens

Clinic 5A officially opened on 16 November housing disciplines such as General Medicine, Medical Oncology, Haematology and Palliative Medicine. It tested out new concepts to reduce patient turnaround time and congestion. The turnaround time for Clinic 5A improved by 38%. The clinic also featured better optimised consultation rooms to provide better doctor-patient interaction.



# Championing Good Causes, Caring As One

## Motivating Seniors to Continue Driving



In February 2011, our Occupational Therapy Department partnered the Land Transport Authority to kickstart the "Assessment on Fitness to Drive for Minibus Licence Holders aged 70 years and above" programme. To-date, 56 minibus drivers have been assessed and continue to drive minibuses till 73 years old. This service which is only available at our hospital, helps senior taxi drivers to stay employed, as well as ensure the safety of the community at large.

## Record Setting Largest Human Ribbon

1000 people turned up at TTSH on 3 June, carrying pink umbrellas to set a Singapore record for the largest human ribbon formed. The fund-raising initiative, which aimed to raise awareness of breast cancer, was also part of the event to mark the first anniversary of the Breast Clinic @ TTSH. The theme 'We are One', denoted how long the breast clinic had been in service, and also emphasised the holistic approach it took in battling breast cancer in patients. The Guest of Honour, Sembawang GRC MP, Ms Ellen Lee, completed the ribbon formation.



## A Closer Look At Nursing

Nursing has always been the backbone of the hospital. Last year's Nurses' Day celebrations showcased a photo exhibition portraying the diversified and numerous specialised fields within the nursing profession. Held at Square 2, the exhibition was made possible by the contributions of two renowned photographers, Ms Stephanie Yeow from The Straits Times, Mr Lee Tian Khee from Lianhe Zaobao, as well as our very own hospital photographer, Mr Henry Lim.



## Lending A Hand To The Disabled



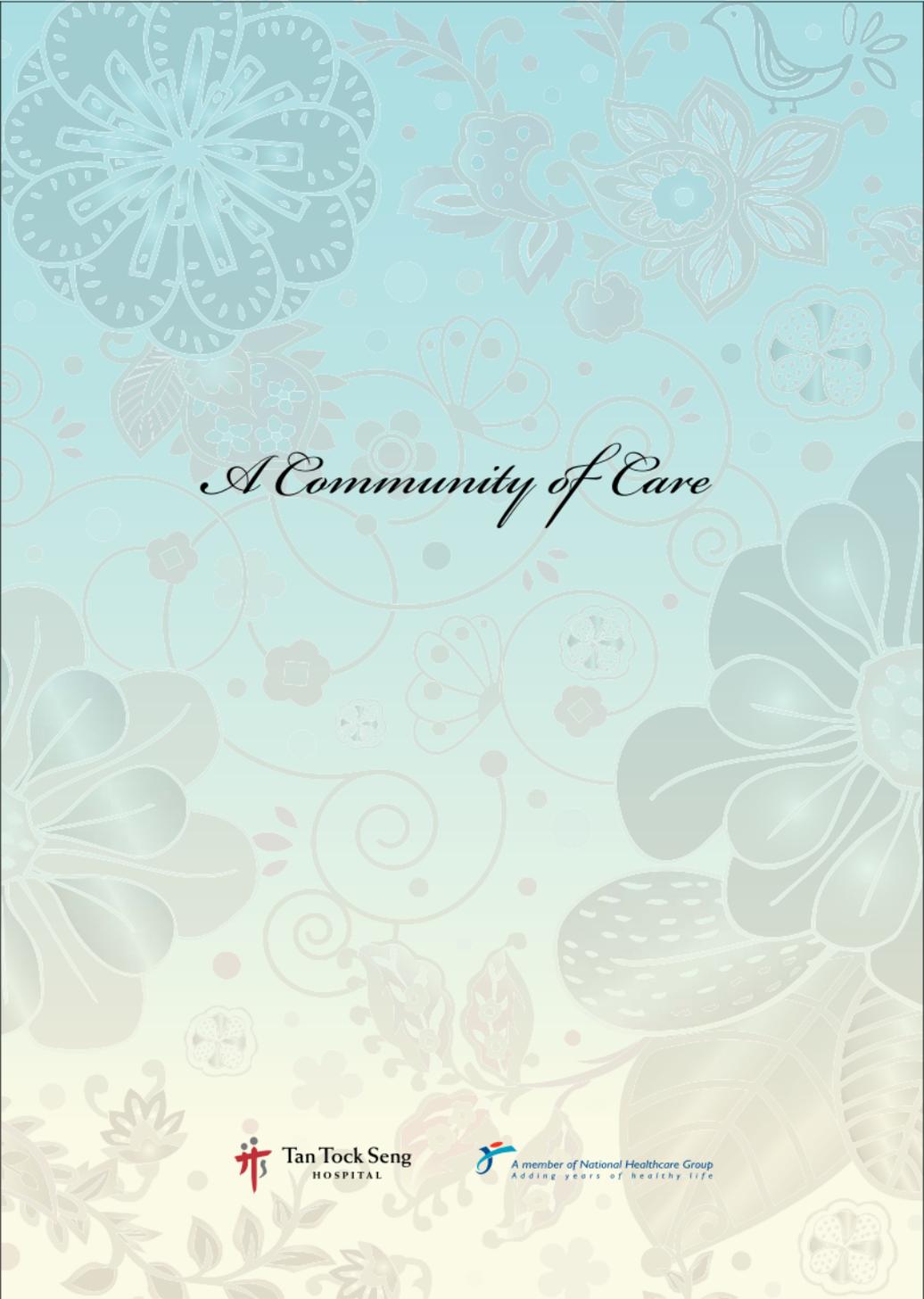
A Memorandum of Understanding was signed with The Singapore Disability Sports Council (SDSC) on 23 November to support 20 disabled athletes with sports medicine and rehabilitative services. Supporting SDSC's objective to enhance high performance sport for the Republic's disabled community, TTSH provides

services ranging from sports injury management, fitness testing and exercise prescription for health and sports performance enhancement. The MOU is a significant milestone to foster closer collaboration and promote the use of sports as an integral part of rehabilitation for patients with disabilities. The MOU signing ceremony also marked the 1st Anniversary of our Sports Medicine & Surgery Clinic.

## 1st Charity Pottery exhibition To Raise Funds For HIV Patients

In conjunction with World Aids Day, TTSH partnered community artists from Whampoa Clay Art and our HIV patients to organise a charity pottery exhibition in December. Over 150 art pieces by both patients and artists were displayed. Almost \$8,000 were raised for HIV patients to help in their medication, therapy and nutrition.





*A Community of Care*