

Kampung Times



Sharing from Alumni Intern

In this issue, we are featuring an alumni intern who dived into uncharted waters and continue to enrich her experience at TTSH!



An INTENSIVE Ramp-Up!

With the daily spikes in confirmed patients, we will see more patients at the outbreak wards. Read on to find out how we moved quickly to provision manpower and resources for NCID's ramp-up!



In time of test, TTSH Kampung is the best!

Our resilience and emotional support are important for us to face a prolonged crisis. Here at TTSH Kampung, we constantly remind each other to keep safe and well, and that we are cared for and are not alone.

Dive right in to find out more!

CAREER OPPORTUNITIES

For more exciting career opportunities, please visit our career webpage at www.ttshhr.com or find us on LinkedIn!



Start your new
Adventure here!



Meet Our Intern Alumni

who tried something different!

Tell us a bit about yourself!

I am Sok Fang, currently working in Specialist Outpatient Unit (SOCU) as a Senior Patient Information Associate for more than a year now.

I graduated from Republic Polytechnic in 2019 with a Diploma in Health Services Management. During my last semester in school, we had an internship programme. I was posted to Subacute Ward 10 at TTSH Renci as a PSA intern for 5 months.



Jew Sok Fang
PSA Intern (2019)

Share with us more about the department you worked with and what was the most memorable experience during your internship?

Subacute ward is a stepdown care service where patient get transfer down from acute ward when their condition progress but still requires rehabilitation. Subacute Ward 10 has patients mainly from the Neurology and Neurosurgery department.

My job scope includes fostering a relationship with patients and ensuring a smooth and hassle-free patient experience during their stay by managing important touch-points in the patient journey – admission, daily charging, and discharges.

The most memorable thing that happened to me was being able to work alongside different healthcare professions, such as doctors, nurses, and allied health staff. I got to understand their line of work better and had the opportunity to assist them during consultations to ensure that patients have an enjoyable stay in the hospital.

Why did you decide to join a different department and how is the experience different? Any advice for your juniors?

I wanted to explore something different and learn something new which has encouraged me to join my current department, SOCU. I had opportunities to interact with patients when I was a PSA while in SOCU, I work closely with clinic managers to improve the utilisation of clinic resources. This involves analysing large amounts of SOC statistics using Microsoft Excel and Python enabling my data analytics skills to improve since working in SOCU!

Don't be afraid to try out something new 😊





AN INTENSIVE RAMP-UP!

With increasing attendances at the start of the pandemic, we opened the Screening Centre at NCID on 29 January and barely two months later, we expanded our screening capacity to about 260 seats by optimising our spaces and workflows and outfitting our Screening Centre with an external tentaged area. At our peak, we were able to cater to up to about 490 patients at any one time! The highest daily attendance recorded at our Screening Centre was 520 on 23 March.

Elderly are the most vulnerable group of patients in this pandemic. We waste no time to quickly ramp up our hospital capacity for those who need acute and intensive care.

When COVID patients from NCID overflowed to TTSH main ward, all hands were on deck across family groups to convert few TTSH wards into outbreak wards. To make the main hospital COVID-ready, efforts were made to retrofit infrastructures, to refine workflow and redeploy manpower redeployment within tight timeframe.

A TTSH ICU Coordinating Taskforce had been set up to ensure there are adequate manpower. They conduct training and work with operations to ramp up our ICU support. Physical and IT infrastructure were also in place to keep our colleagues safe while treating ICU patients. For instance, the ability to access patient records from any location in our ICU allows clinicians to monitor the patient, without needing to suit up and meeting the patient physically.

Many departments are working together to care for our patients and constantly planning and preparing for increasing demand for critical care and resources. *The road ahead is a long one and there may be some setbacks, but with everyone's continued support and collaborative efforts, we shall overcome this tough situation together!*

Extracted from CEO Tribune on 16th Apr and 1st June 2020



Exhaust fans installed to create negative pressure cohort wards at TTSH Main Building



Full capacity at Screening Centre



Nurses undergoing two-weeks ICU orientation



Housekeeping staff donning PPE which takes about three to five minutes every time





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TTSH Kampung

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Badges for TTSH and NCID staff

We are 9,000 strong and growing. We work different shifts in a 24 by 7 hospital. We work in multiple teams. We work at multiple sites. For our 9,000 to be united, we need to connect everyone and make this big hospital feel like a small kampung!



Ward 13A nurses with distributed care packs

With the ongoing COVID-19 situation, the TTSH Kampung spirit is stronger than ever. The TTSH Staff Support Staff (3S) Program and Wellness Committee promote the mental health and well-being of our fellow TTSH colleagues. One key initiative of the 3S Program is the managing of a hotline that provides a listening ear to any staff facing emotional distress.



Kind gesture from RUS art studio

During this trying period, we have received a public outpour of various donations and kind gestures showing support to our TTSH Kampung. We are extremely thankful to the public for all the love we have received and from our frontline to our support areas, we will stand forward and together to fight this outbreak as one kampung.

The moments we share and the stories that we make today will one day be our legacy of care and the reason why we stand together as TTSH to do our duty.



Donations from public



Notes of encouragement from public



Valentine's Day celebration in TTSH and NCID

