

Kampung Times



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176 Years of Care: We are TTSH

As we celebrate 176 years of care, we would like to share an extract of our CEO Tribune with you and do watch our tribune video, We are TTSH on [YouTube](#).

Across TTSH, everyone is going above and beyond to keep our patients and community safe. We are constantly anticipating and planning ahead, trying hard to deal with the many complex balances, uncertainties and tensions, and responding to the changes in the situation to the best of our abilities. This challenging times during the COVID-19 pandemic has required us to be even more caring, agile and resilient, and I am immensely proud and grateful that our people of TTSH have shown up and stayed true to the mission and values we stand for. Our TTSH Kampung Spirit burns strong and bright.

This July, we mark 176 years of care here at TTSH. To celebrate, we have commissioned a special medallion to commemorate this year's Founder's Day to celebrate you, our Healthcare Heroes who have stayed the fight and will overcome COVID-19 together.

Extracted from CEO Tribune on July 24, 2020

CAREER OPPORTUNITIES

For more exciting career opportunities, please visit our [career webpage](#) or find us on [LinkedIn](#) and on [Instagram](#)!

TTSH Internships Venturing into the New Norm



Look out for the various initiatives launched to embrace the new normal and connect to you differently.

Career Clinics

Due to COVID-19, we were unable to participate in the typical career fairs. However, this limitation will not hinder our efforts to reach out to you! As such, we have initiated a series of virtual Career Clinics to connect with you.

Career Clinics were designed to be a small and conducive session for students to learn about our internship programmes and an opportunity for us to engage with all of you!

In July – August 2020, we have launched a series of career clinics to introduce our Management Internship Programme and Engineering Internship Programme. We have received overwhelming responses from students and we look forward to meeting all of you again at the virtual career fairs organized by the schools!

"The career clinic was informative and beneficial in helping me to understand MIP better. The session was engaging and was of an appropriate duration as well."

- Year 4 student from NTU, Biological Sciences (an incoming Management Intern Intake II)



Career Clinic for Management Internship Programme on 6th Aug 2020



Career Clinic for Engineering Internship Programme on 11th Aug 2020

Social Digital Platforms

We are on Instagram now! Follow us @TTSHInterns today!

We have lined up a series of exciting activities and posts for you on our Instagram account. Recently we have just post a video featuring 'A Day in Operations (Pharmacy)' for students to understand more about the departments they may be posted to during the Management Internship Programme. We hope that these activities will help students know more about TTSH which is usually achieved through a physical hospital tour. Follow us today for more information on TTSH Internships!



'A Day in Operations (Pharmacy)' Video uploaded @TTSHInterns

Transforming our training sessions

In Sep 2020, our new batch of Patient Service Associate (PSA) interns attended the new virtual Abridged Propel Course conducted by TTSH Outpatient Management Unit. This course is typically conducted as a 2 full day, classroom-based course. This course aims to equip our interns with essential skills and detailed workflows to help our interns better assimilate into the clinic operations.

It was the first time this course was conducted as a hybrid of sharing on Zoom and practical activity on-site (with safe distancing in place). Our interns enjoyed this new training style and we look forward to training more of our interns here at TTSH!

"The course was enriching and eye-opening to know the various functions of the system the clinic uses. It is definitely useful to attend the course and absorb all the skills in one setting."

- Dawn Chan, PSA Intern 2020



Day 1 of Abridged Propel Course conducted on Zoom



Day 2 of Abridged Propel Course conducted on-site



Our Learnings from Outbreak Management



One commonly asked question in the recent months was on how did we manage TTSH's resources during the outbreak of COVID-19 and what were our learning from this experience.

At TTSH, we learn that outbreak management at the hospital level has to be nimble; to quickly take on various postures and effectively tackle the fast-evolving situation, in tandem with public health efforts at each phase of the outbreak.

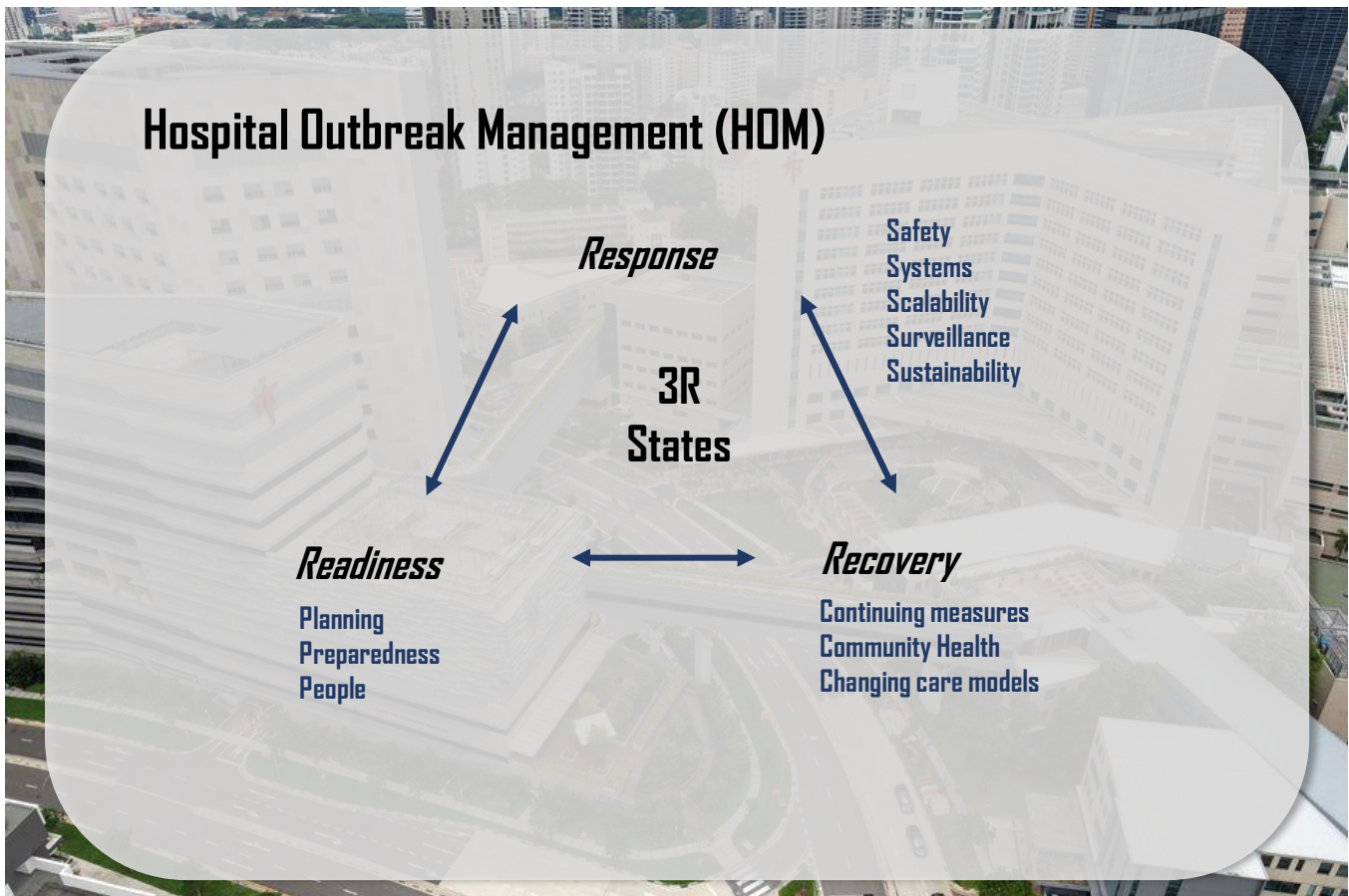
We have to, be ready, respond, and recover, only to be ready again.

The Hospital Outbreak Management framework can be summarized in 3 overarching levels – State of Response, State of Recovery and State of Readiness.

Healthcare is first into the outbreak, last out of the outbreak and always in between outbreaks. A continual learning approach is key for hospital to respond, recover and be ready for the next outbreak. To do so, we must re-learn, renew and build relationships. It is an unfinished framework that every hospital can build upon lessons learnt from every outbreak. These leadership lessons go beyond hospital to other organizations, especially those in the frontline and service industries as our new normal in readiness for the next outbreak.

“To be ready is to build relationships in between crisis. Relationships are the foundation of the deep learning cycle within the organization; the gel which brings people together to work as a system in readiness for the future.”

*Adj. Prof Eugene Fidelis Soh
CEO, TTSH & Central Health*



Extracted from The Business Times,
“TTSH, NCID battle plan passes test”, June 12, 2020



Digital Transformation PAVES OUR WAY FORWARD

In responding to COVID-19, we have taken a big leap towards digitalisation to ensure continuing care for our patients and to contain the outbreak. We have initiated telehealth programmes to substitute for clinic visits, and use digital technology to help in hospital operations, safe management and contact tracing. Redefining our new normal, digitalisation can go beyond just ensuring business continuity to transforming our health system such that Care can be Anywhere and Anytime.

The future hospital is one without walls, where care follows the patient and the hospital is responsible for the health of the population it serves. Our intent is to build Healthier and Happier Communities with our partners. To do so, digitalisation will be a key enabler as we build a future Hospital Without Walls.

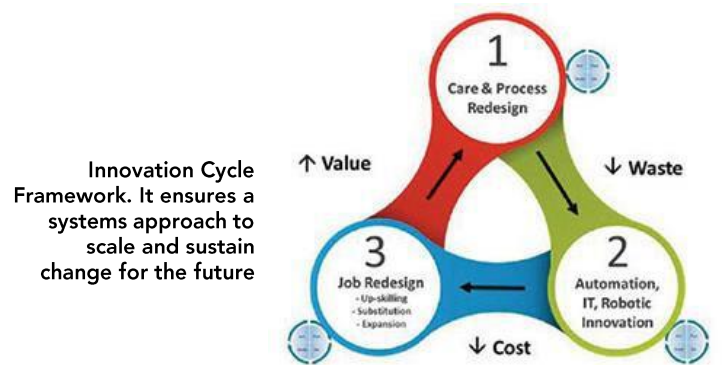
Digitalisation is less about the technologies and more about the use of technologies to support new models of care and workforce transformation. Our approach to Innovation starts with Care Redesign, Leveraging Technologies, and Job Redesign.

Our Hospital's Digital Transformation Strategy i.e. Hospital Without Walls comprises a matrix of Strategic Innovation Programmes (SIP) and Digital Innovation Technologies (DIT). SIPs serve to integrate multiple innovation projects into a coherent development roadmap towards a strategic goal. DITs on the other hand are technology driven workgroups that develop key technological platforms to support relevant use cases and operations.

The future hospital is neither one that waits for patients to fall ill and come to its doors, nor one that discharges patients and leaves them without support in the community. Healthcare must evolve from a facility-centric to person-centric model; from episodes of care to relationships in care; from a volume-based model to delivering what patients value. We must set new milestones in redefining care as a Hospital Without Walls. This is an opportunity for us to embrace digital technologies to transform care beyond boundaries, and to **deliver care anytime, anywhere**.



Aligning MOH's 3 shifts to Better Health with Central Health model of care



(Top Left to Right) Use of Technology for visitor registration. Image of TTSH Command Control Centre adopting the C3 System for hospital operations. (Bottom) Self-Registration kiosks at TTSH Specialised Outpatient Clinics.

Extracted from CEO Tribune on Sep 3, 2020

