

SINGAPORE
PATIENT  
Action Awards™

VENUE THEATRETTE
TIME 12.00PM – 12.30PM

SINGAPORE
PATIENT  
Action Awards™

The inaugural Singapore Patient Action Awards (SPAA) is a dedicated platform to honour individuals and groups who are passionate about making a positive difference to healthcare. These are extraordinary role models who have demonstrated exemplary qualities of care, courage, empathy, resilience, generosity of spirit, emotional and mental strength.

This platform is created to acknowledge individuals and groups who had made significant and notable contributions in enhancing the healing journey of patients - from witnessing their personal triumphs of recovery to celebrating the joys of restored health and getting a new lease of life. They are our ordinary folks who are passionate about giving back to the community they live in - bringing with them a wealth of life experiences, contributing their precious resources and motivating others to move forth to achieve extraordinary things.

SPAA will debut at the annual Singapore Patient Conference (SPC) on 30 October 2015 in Tan Tock Seng Hospital.

We invite you to embark on this purposeful journey of transforming patient experience and to celebrate the wonderful spirit of giving support, hope and love.

AWARD CATEGORIES



2015 SINGAPORE PATIENT CAREGIVER AWARD

This award honours the caregiver who has demonstrated strength, resilience and unwavering dedication in caring for their loved ones, amidst healthcare challenges. The caregiver takes on the role as an active care partner with the healthcare team, to overcome these healthcare hurdles with a positive attitude.



2015 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD

This award honours an outstanding Patient Support Group or Patient Volunteer Group that has led the way in helping others in need and has contributed significantly to improving care delivery and services.



2015 SINGAPORE PATIENT ADVOCATE AWARD

This award honours an individual who is very passionate about advocating for meaningful healthcare causes and has contributed significantly to improving care delivery in partnership with the healthcare team/institution. Being personally involved in the healthcare journey as a patient, a volunteer and/or a caregiver, this individual uses his/her personal experiences to provide valuable learning for doctors, nurses, allied health professionals and other healthcare workers.



2015 SINGAPORE PATIENT ENGAGEMENT INITIATIVE AWARD

This award recognises an outstanding patient engagement project or initiative that is a collaboration with the healthcare team, contributing to the improvement of care and overall health well-being for public, patients and caregivers. Only projects involving active participation from public, patients, caregivers and/or volunteers, together with the healthcare team may apply.

DISTINGUISHED PANEL OF JUDGES

Ms Teoh Zsin Woon

Deputy Secretary (Development), Ministry of Health

Ms Teoh Zsin Woon is currently the Deputy Secretary (Development) in the Ministry of Health, overseeing the Ageing Planning Office, the Manpower Planning & Strategy Division, and the Infrastructure Planning & Policy Division. She graduated from University of Oxford in the United Kingdom in 1995, and started her career in the Civil Service as Senior Assistant Director (Personnel Department), Ministry of Environment.



Ms Teoh subsequently held leadership positions in Ministry of Defence, Ministry of Manpower, Workforce Development Authority and the Ministry of National Development, before her appointment as Group Director, Ageing Planning Office, Ministry of Health, in 2011. The Ageing Planning Office provides secretariat support for the Ministerial Committee on Ageing (MCA) and drive the City for All Ages (CFAA) project.

Dr Jason Cheah

Chief Executive Officer
Agency for Integrated Care

Dr Jason Cheah graduated with a Medical Degree and Master of Public Health (with Distinction) from the National University of Singapore. After his clinical training in general internal medicine, he completed his Masters in Health Care Management from Wales University (Swansea) and a obtained a MBA from Warwick University in 1998. In 2001, he was awarded the Fellowship of the Academy of Medicine (FAM) of Singapore.



Dr Cheah has worked in the Ministry of Health Singapore, dealing with a variety of health policy and planning, health regulation and accreditation issues. After helming NHG, Alexandra Hospital, Gleanegles Hospital and NHGP, Dr Cheah was appointed by the Ministry of Health Singapore as Chief Executive Officer (CEO) of a new National Agency for Integrated Care (AIC) in July 2009. This Agency is charged with integrating care for the numerous patients with chronic medical conditions across the continuum from acute hospitals to community hospitals, nursing homes and home care. In addition to his role as AIC CEO, in 2014, Dr Cheah was appointed to chair the planning committee to oversee the development of a new 1,800 bedded integrated healthcare campus in the northern part of Singapore.

DISTINGUISHED PANEL OF JUDGES

Ms Anita Fam

Board Member, National Healthcare Group
and Chairman, TTSH Institutional Committee



Ms Anita Fam was formerly a Partner at Khattar Wong & Partners and thereafter Senior Legal Counsel, Enron Capital & Trade Resources, before she retired 16 years ago to devote herself to her family. Since then, she has immersed herself in community work and is a full-time volunteer – both at charity and national levels – in the areas of family, palliative care, disability and mental health.

Ms Fam is the Co-Chairman of the Community Silver Trust Evaluation Panel and serves on the boards and committees of Assisi Hospice, Caregivers Alliance Limited, Enabling Masterplan 2 Implementation Committee, Families for Life Council, Sembawang Family Service Centre, Singapore International Foundation and St Andrew's Autism Centre among others.

Ms Fam was conferred the Public Service Star in 2014 and the Public Service Medal in 2008 for her work in the community. She joined the NHG Board in 2009.

Clinical Associate Professor John Abisheganaden

Head and Senior Consultant,
Department of Respiratory and Critical Care Medicine
Clinical Director, Case Management Unit
Tan Tock Seng Hospital



Associate Professor John Abisheganaden is a Senior Consultant and heads the Respiratory and Critical Care Medicine Department at Tan Tock Seng Hospital. He is also the Clinical Director of the Case Management Unit. He graduated in 1989 from the National University of Singapore and obtained his Membership of the Royal College of Physicians in United Kingdom in 1993 and the Master of Medicine (Internal Medicine) degree in 1994.

Prof John is involved in developing and implementing disease management, care transition and care integration programmes, as well as being the advisor to the innovative "Virtual Hospital" patient management programme.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT CAREGIVER AWARD (INDIVIDUAL)



Miss Agnes Ann Marie Yee May Tuck

"Hard work", that is basically how Miss Agnes Ann Marie Yee May Tuck would describe caring for her dementia stricken mother, Madam Boey Kim Chee. Since her mother's diagnosis of dementia, Ms Yee underwent a baptism of fire, transforming from a stressed out caregiver to a highly proactive and resilient one, as she coped with the progress of the disease. Today, she is still actively involved in maintaining a sense of normalcy and quality of life for her mother by planning her daily care activities.

Knowing the pains of care for a loved one with dementia, Miss Yee has also volunteered as a caregiving partner at the TTSH Centre for Geriatric Medicine where she shares her rich experiences on dementia from a caregiver's perspective, allowing medical professionals to devise better solutions to help these patients with dementia. Aside from her advocacy work at the hospital, she was also invited to share her caregiving experience at the Institute of Geriatrics and Active Ageing's Delirium and Dementia Care Forum.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT CAREGIVER AWARD (INDIVIDUAL)



Mrs Heng - Chang Ye Veng

"In sickness & in health, till death do us part". Nothing short of pure unconditional love could have driven Mrs Heng - Chang Ye Veng to press on and go the extra mile in caring for her dementia stricken husband for almost a decade till his passing in March 2015. Like many whose loved ones suffer from dementia, Mrs Heng was initially filled with doubt on her ability to care for her husband and the emotional pain of her husband forgetting about her due to the disease. However, through the support of the medical team and her family, she managed to overcome her initial struggles; picking up nursing skills to care for her husband.

Honouring the memory of her husband, she is a constructive partner of the healthcare team, offering feedback to improve healthcare delivery to their dependents and other patients. Mrs Heng has shared her caregiving insights with medical students, helping to shed light on the impact of dementia.

Mrs Heng is also a member of the Alzheimer's Disease Association's caregiver support group, where she has forged a strong sense of community support with other caregivers.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT ADVOCATE AWARD (INDIVIDUAL)



Madam M.C. Dincy Lim

At 82 years old, one might think that it is time to take a back seat, but certainly not for Madam M.C. Dincy Lim. Full of energy and zest for life, Dincy has always believed in helping others in need, founding the KK Women's and Children's Hospital (KKH) Menopause Support Group in 1996, followed by the Tan Tock Seng Hospital Colon Cancer Patient Support Group in 2004. Driven by a lack of support for patients suffering from these two medical conditions, Dincy took a proactive approach to form the two peer support groups to plug this gap between healthcare professionals and patients.

As a sufferer of menopause in the 1990s, she was suffering in silence as menopause was a fairly unknown condition back then. Wanting to improve the state of affairs, she mooted the formation of a patient support group and eventually founded the KKH Menopause Support Group with the help of the doctors at KKH. Through her advocacy work, she had learnt from her members at the KKH Menopause Support Group who suffer from colorectal cancer that there too is a lack of support for this population. Ever ready to help, she went on to set up the first colon cancer support group in Singapore at the age of 71.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT ADVOCATE AWARD (INDIVIDUAL)



Assoc. Prof Albert Teo Chu-Ying

As a volunteer at the Patient Care Centre at Tan Tock Seng Hospital for the past 14 years, A/Prof Albert Teo Chu-Ying hopes to break down social stigma and discrimination of the HIV/AIDS patients. He treats these patients as fellow human beings in need of a shoulder to lean on. Along with his team of volunteers, they have been visiting HIV/AIDS patients at the Communicable Disease Centre wards every Saturday. Noticing the stiffness in the joints of the patients, he initiated a touch therapy programme to provide massages which relieves the joint stiffness and mobility. More than providing physical relief, the purpose of the touch therapy programme was to convey the important message of love and acceptance.

Beyond his volunteer caregiver role, Albert is also a friend to these patients, often lending them a listening ear and attending their funerals when the time comes. Albert also provides counselling support to patients with HIV/AIDS and has repeatedly gone out of his way to raise funds and help jobless patients secure employment so that they may live out their lives with dignity.

An inspiration to others, Albert has always been actively encouraging his students and others around him to step up to volunteer their time and resources to the needy community.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT ENGAGEMENT INITIATIVE (TEAM-BASED)



Psychosocial Programme for Early Psychosis (EPIP), Institute of Mental Health

In the treatment of many conditions, early targeted intervention is often the best way of controlling the condition if not nipping it off all together. Mental problems are no different but are often neglected due to the social stigma involved. The Psychosocial Programme for Early Psychosis (EPIP) recognises this issue, and tackles this through their three pronged programme for youths:

- Empowering patients to lead normal lives
- Reintegrating patients into society
- Destigmatising and raising awareness of mental illnesses

This is achieved through psychosocial programmes such as Club EPIP and Peer Support Specialists (PSS) which empowers patients to help organise and lead their own outings and peer support sessions, enabling them to build their confidence and in turn help other fellow patients. Since 2013, 443 patients had undergone Club EPIP with many of the patients regaining normalcy in their lives.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD (GROUP)



Women's Care Team, National Skin Centre

Sex work is often a taboo topic swept under the carpet by most people. There is a special group of people who has been helping to control the spread of HIV and AIDs amongst the street-based sex workers.

Setup since 2007, the Women's Care Team from the National Skin Centre was set up to provide HIV screening and education to the street-based sex workers. This is achieved via the setting up of a screening centre and involvement of sex workers to serve as peer Sexually Transmitted Infections (STIs) champions to promote the awareness of STIs.

In addition, the Women's Care Team also conducts regular education outreach such as training sex workers in negotiation techniques to promote the use of sex protection such as condoms, preventing the spread of STI. As for sex workers infected with STIs, the Women's Care Team would also provide counselling support services to aid them in their treatment options.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD (GROUP)



Emerald Group, Dover Park Hospice

Walking their final leg in the journey of life, loneliness and the notion of memento mori are thoughts that often haunt hospice patients.

Hoping to offer love, joy and friendship to the hospice patients, dedicated volunteers from the Emerald Group of Dover Park Hospice will organise weekly outings to different places of interest and tourist attractions within Singapore.

These weekly outings offer great avenues for the volunteers to befriend the patients as they give solace, comfort, companionship and compassion from the littlest of gestures to the gentlest of touch. Volunteers at the Dover Park Hospice have also learnt life's most valuable lessons as they connect with the hospice patients.

Through the dedication and commitment of the volunteers and medical staff of Dover Park Hospice, the team has been able to deliver concerted efforts to brighten up the days of the hospice patients and most importantly, help them walk through their final journey of their lives with dignity and comfort.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD (GROUP)



SCS New Voice Club, Singapore Cancer Society

Imagine trying to speak but nothing comes out. Whilst grappling with a potentially life threatening disease, laryngeal cancer patients must also face the added challenge of losing their ability to speak. Through the collaboration of doctors, nurses, speech therapists and cancer patients, the Singapore Cancer Society's New Voice Club seeks to give back the voices to these patients.

Since its establishment in 1985, the New Voice Club has always believed in the active engagement of rehabilitated patients to volunteer as speech therapists to fellow patients. And it is through this shared gruelling experience of combating cancer that the volunteers are better able to reach out to fellow patients and inspire them to overcome the challenges of their disease to regain their speech where their medical team alone could not.

Aside from speech therapy, club members also conduct home and hospital visits to provide counselling to patients on their treatment options and rehabilitation programme. Furthermore, club members would often organise social and recreational activities together, to foster friendships and offer a ready helping hand to those in need of support.

AWARD RECIPIENTS



2015 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD (GROUP)



Colon Cancer Patient Support Group, Tan Tock Seng Hospital

For many whom have been diagnosed with cancer, it is often akin to a death sentence, leaving them in a state of shock and self-denial.

The Colon Cancer Patient Support Group was established to bridge the gap between medical practitioners and patients, through the recruitment of colon cancer survivors as volunteers.

Working closely with doctors and nurses, patients are referred directly to the patient support group stationed within the clinics, who would then be counselled by volunteers on coming to terms with their condition, their treatment options and most importantly, offering the much needed emotional support.

Wanting to reach out to patients more effectively, the volunteers has developed their own counselling guideline called SEEDS (Sleep, Exercise, Eating, Drinking and Stress management), and various communication platforms (hotline, email, face to face meet ups to name a few) and follow-up sessions. Aside from their work with cancer patients, the group also actively participates in Tan Tock Seng Hospital's patient-centred initiatives to promote better health in the community.