

3RD YEAR RUNNING

SINGAPORE
PATIENT  **2017**
Action Awards[®]
CEREMONY

Friday, 20 October 2017

Theatrette, Tan Tock Seng Hospital

11.45am – 12.30pm

**Visit the Singapore Patient Action Awards Exhibition
at the TTSH Atrium, Level 1,
on 20 October, 9 November and 10 November.**

**View the Singapore Patient Action Awards 2017 Video
via Tan Tock Seng Hospital YouTube Channel.**

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TOGETHER FOR PATIENTS

Jointly organised by Tan Tock Seng Hospital, Institute of Mental Health, National Healthcare Group (NHG), NHG Polyclinics and Agency for Integrated Care, the Singapore Patient Action Awards (SPAA) is created to acknowledge individuals and groups who have made significant and notable contributions in enhancing the healing journey of our patients - from partnering in their care journeys to giving them hope and encouragement to overcome their illnesses and getting a new lease of life.

In the 3rd edition of the awards ceremony, we continue to acknowledge the unsung heroes who have made a positive difference to the community and demonstrated exemplary qualities of care, courage, empathy, resilience, generosity of spirit, emotional and mental strength.

This year, there are 13 extraordinary individuals and groups who will be acknowledged across the 4 award categories:

- Singapore Patient Advocate Award
- Singapore Patient Caregiver Award
- Singapore Patient Engagement Initiative Award
- Singapore Patient Support Group / Volunteer Group Award

AWARD CATEGORIES



2017 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 roles as an active care partner with the healthcare team, to overcome these healthcare hurdles with a positive attitude.



2017 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.



2017 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.



2017 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.

DISTINGUISHED PANEL OF JUDGES

MS TEOH ZSIN WOON

Chairperson, SPAA Judging Panel
Deputy Secretary (Development), Ministry of Health

Ms Teoh Zsin Woon is currently 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 drives the City for All Ages (CFAA) project.

MS ANITA FAM

Board Member, National Healthcare Group
Vice President, National Council of Social Service
Chairman, Assisi Hospice

Ms Anita Fam was formerly a Partner at Khattar Wong & Partners and thereafter Senior Legal Counsel, Enron Capital & Trade Resources, before she retired 17 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. She was a caregiver for many years to both her parents until their recent passing.



Ms Fam is currently the Chairman of Assisi Hospice and the Enabling Masterplan 3 Steering Committee (which is the Government's five year strategic plan for disability). She is also Vice President of the National Council of Social Service and serves on the boards/committees of Caregivers Alliance Limited, Singapore Totalisator Board and St Andrew's Autism Centre, among others. Also a Justice of the Peace, 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.

DISTINGUISHED PANEL OF JUDGES

DR WONG LOONG MUN

Principal Consultant and Chief, Care Transition Division, Agency for Integrated Care

Dr Wong Loong Mun holds a Doctorate in Social Psychology from The Graduate Center of the City University of New York. He is currently the Principal Consultant and Chief of Care Transition Division of the Agency for Integrated Care (AIC). Under his portfolio, he oversees the referral management team.



He is also the Principal Consultant to CEO where he supports and advises the divisions within AIC on aged care matters, represent and be a standing member for internal AIC committees, advises the CEO on all relevant professional matters pertaining to AIC's programmes and initiatives, with a focus on fostering cross-functional collaborations among the Divisions. He also assists MOH on the Community Network of Seniors. Within his 18-year experience in the aged care field, Dr Wong has set up a national referral management programme in 2001, previously known as Integrated Care Services (ICS).

ASSOCIATE PROFESSOR CHIN JING JIH

**Deputy Chairman Medical Board
Chairman, Division of Integrative and Community Care
Director, Institute of Geriatrics and Active Ageing
Senior Consultant, Department of Geriatric Medicine
Tan Tock Seng Hospital**

Associate Professor Chin Jing Jih is Deputy Chairman Medical Board and Senior Consultant Geriatrician at Tan Tock Seng Hospital, where he is also Divisional Chairman of the Division of Integrated and Community Care, a cluster of clinical departments tasked with integrating care between TTSH and the primary care and community care services.



He is also the Assistant Dean for Integrated Care and Lead for Ethics and Professionalism at the Lee Kong Chian School of Medicine, where he is Adjunct Associate Professor. He is a Board Member of Agency for Integrated Care and a Council Member of Dover Park Hospice and a member of the Medical Advisory Board of Ang Mo Kio-Thye Hua Kwan Hospital.

DISTINGUISHED PANEL OF JUDGES

MS PAULINE TAN

Chief Executive Officer, Yishun Community Hospital

Ms Pauline Tan is the Chief Executive Officer of Yishun Community Hospital. She was the immediate past Chief Nursing Officer at the Ministry of Health and Registrar of the Singapore Nursing Board. She served on national, academic and international committees as Chairman or Member to advance the development, regulation and empowerment of the nursing profession.



She also chaired the National Nursing Taskforce which recommended key strategies to transform nursing nationally through the CARE framework.

Ms Tan has a Bachelor of Nursing, MSc (Asia-Pacific Human Resource Management) and a Master of Public Administration. She has received several awards and distinctions for her unstinting leadership in nursing. In 2011, La Trobe University Australia conferred her Doctor of Nursing (honoris causa) in recognition for her outstanding contributions to the profession. She was inducted into the American Academy of Nursing in 2011. In 2012, she received the National Day Public Administration Medal (Silver).

AWARD RECIPIENTS

At the Singapore Patient Action Awards, we recognise exceptional individuals, teams and community initiatives that have inspired hope and compassion in the community.



2017 SINGAPORE PATIENT CAREGIVER AWARD



MDM CHOONG SIET MEI

“Never give up!” These simple yet powerful words of encouragement by Madam Choong Siet Mei have been a light to the path of recovery for her husband, Mr Tan Whee Boon, since his near death experience. In July 2015, Mr Tan was admitted to the hospital for a severe bout of food poisoning. Although the doctors managed to save his life, they had to amputate his upper and lower limbs. Since the incident, Madam Choong has always been there for her husband throughout his recovery journey as an amputee patient – attending to all his physical needs and being his greatest cheerleader to give him the much needed mental support.

Her unwavering love, dedication and encouragement have also fuelled Mr Tan’s renewed enthusiasm and zest for life. Understanding the emotional trauma and physical struggles that an amputee would go through, and spurred on by Madam Choong’s constant encouragement, Mr Tan decided to join TTSH’s Amputee Patient Support Group as a volunteer. Together as a team, the loving couple would often visit other amputee patients in the hospitals to befriend them, share their story of perseverance and at most times just to lend a sympathetic ear.

Not wanting to let his disability hinder his passion for sports, Mr Tan engages in physical activities such as swimming and wheelchair rugby. Hoping to re-enter the workforce very soon, Mr Tan has also been taking courses to upgrade his skills with the support of his wife. Through this ordeal, their love for each other has grown stronger as they continue to persevere and bravely face up to life’s challenges as a couple.



2017 SINGAPORE PATIENT CAREGIVER AWARD



MDM ALICIA CHIA KIM HWA

Patience, Compassion and Commitment – Madam Alicia Chia Kim Hwa truly embodies these characteristics, as she shouldered on the role as the main caregiver for her late mother-in-law, late husband and her mother, who were beneficiaries of HCA Hospice Care. After her late mother-in-law was diagnosed with lung cancer in 2006, Madam Alicia took on the role of caring for her till her passing in 2008.

Shortly after her late mother-in-law's death, her husband was diagnosed with prostate cancer. Despite the emotional turmoil she faced, she persevered through and cared for her husband, staying vigil by his side till his passing. Madam Alicia's strength was further exemplified when she had to overcome fear of injections because of the need to administer medications for her husband. In 2017, her own mother suffered a stroke, and this led to her decision to give up her job and become a full-time caregiver despite the uncertainties of this new role transition.

Having experienced multiple adversities and understanding the difficulties of caregiving, Madam Alicia became an avid volunteer in numerous charitable activities, which included befriending patients at Bright Vision Hospital. Her stories and struggles have served as a great source of encouragement for other caregivers and patients.



2017 SINGAPORE PATIENT CAREGIVER AWARD



MS TABYTHA TAN

From a free-spirited individual, Ms Tabytha Tan became a committed and dedicated caregiver to her father who had suffered from a sudden heart attack. Tabytha's father ended up in a vegetative state as a result of a lack of oxygen during the heart attack. Despite having to cope with the immense shock and grief, Tabytha courageously took up the responsibility to be the decision-maker of his recovery journey. It was this same strength and resilience that held her family together during this difficult time.

To better care for her father, Tabytha would conscientiously plan daily schedules for her mother and helper to follow. To ensure that her father received the utmost care, she took the initiative to research more about her father's medical conditions and to consult the relevant therapists so that she could tailor specific exercises to support his recovery.

Tabytha is truly someone who can be said to have a heart of gold. During her father's hospitalization, Tabytha also reached out to other caregivers and patients. On several occasions, she would sing for her father and the patients around her, simply to bring a smile to their faces.

She has even gone the extra mile for other patients who were struggling financially by engaging various stakeholders in an effort to seek additional financial assistance for them.



2017 SINGAPORE PATIENT CAREGIVER AWARD



MS SERAPHINA TAN EN LING

At a young age of 16 years old, Ms Seraphina Tan bravely stepped up to take up the responsibility of being the sole caregiver for her older sister, Janetta. In 2010, Janetta suffered a spinal injury after a road traffic accident, which left her wheelchair bound. As a thoughtful daughter, she wanted to lighten the burden of her ageing parents, who were already in their 60s at that time. This motivated her to be more involved in her sister's care needs. Despite her academic commitments, Seraphina would prioritise time to help her sister with her daily needs and activities.

With little knowledge on caregiving, Seraphina took the initiative to seek help and advice from her sister's care team in the hospital. Her courage and unwavering love for her sister led her to attend intensive caregiver training sessions on bowel and bladder care. To ensure that her sister would not have any medical complications, Seraphina went the extra mile to learn how to ensure sterility for all caregiving procedures from the healthcare professionals around her. Inspired by Seraphina's resilience and determination, Janetta managed to complete her degree with Singapore University of Social Sciences (formerly known as Singapore Institute of Management) and is currently pursuing a graduate diploma in social work.

Their relationship has deepened over the years, from independent individuals to loving and closely knitted siblings. A dedicated sister, a filial daughter and a tenacious caregiver, Seraphina embodies selflessness and courage.



2017 SINGAPORE PATIENT ADVOCATE AWARD



MR BILLY NG (HUANG PEILI)

Mr Billy Ng's story is one of courage, resilience and hope. A passionate advocate at the National Addictions Management Service (NAMS) from 2015, he has been actively sharing his story of recovery and associated struggles with others who are also trying to stay clean. His perseverance to stay clean and start life anew, despite numerous setbacks, is truly an inspiration to many patients seeking help.

As a firm believer of equal opportunities, Mr Billy has set up his own cleaning business to help those who are in recovery to find a job. His cleaning business provides a platform for former substance use addicts, enabling them to be integrated back into the society. His commitment to this meaningful cause has earned the respect of many, who look up to him as an individual who provides unyielding support, encouragement and motivation to move forward.

As a way of giving back, Mr Billy shares his experience for treatment and support services via patient engagement platforms such as BRIDGE Recovery Support Group activities and Halfway Houses, and WE CARE briefings conducted at NAMS. Billy has also attended the Asia Pacific Behavioural and Addiction Medicine (APBAM) conference in Singapore, and Narcotic Anonymous (NA) conferences held in Bali and Jakarta. He hopes that through his own personal journey, he can help to empower other recovering addicts, boost their confidence and combat social stigma through self-advocacy.



2017 SINGAPORE PATIENT ADVOCATE AWARD



MR AZMI BIN SAINI

A dialysis patient for 18 years, Mr Azmi bin Saini decided to be a patient advocate in 2015. Grateful for the emotional support and assistance that NKF had rendered to him and his family for the past few years, Mr Azmi hopes to reach out to other dialysis patients who are also struggling. He leverages on his wealth of knowledge and experience to engage with other dialysis patients.

Mr Azmi even volunteered to lead a NKF Caregroup, which is a support group for dialysis patients. His constant encouragements and reassurance for the patients have built an indispensable network of support. Apart from the support group, Mr Azmi would carry out home visitations and patient surveys to help patients who had been newly diagnosed with kidney failure.

With a positive attitude, Mr Azmi believes that nothing can hinder him from carrying his life as a normal human being. His personal and empathetic gestures, coupled with his optimism, has served as an exemplary example for many other patients.



2017 SINGAPORE PATIENT ADVOCATE AWARD



MS CHONG LAI LING

The epitome of selflessness, Mdm Chong Lai Ling exhibits sacrificial love and support for all those who are in need. Going beyond her call of duty as a nurse, she would approach patients, especially foreign patients, who are often very ill and in need of financial aid. Her selfless acts are countless, from opening up her home and heart to a few patients from China, who were part of the clinical trials in Singapore, to continuous communication between a Nigerian patient and his doctor, to ensure that this Nigerian patient received proper medical care.

An avid advocate of patient support groups, Mdm Chong re-initiated the Bone Marrow Support Group when she was transferred to work at the Haematology Centre in 2004. She constantly engages long-term survivors and encourages them to share their experiences with newly diagnosed patients. She was even part of the SGH Haematology Department's Book project titled 'Embracing Hope', where first-hand accounts of patients, caregivers and healthcare providers were shared. Although she is no longer the Chairperson, she has left her legacy for nurse volunteers to carry on engaging survivors at the centre.

Her selfless love for others has served as an inspiration for other nurses and especially her daughter, who decided to follow in her footsteps to join nursing.



2017 SINGAPORE PATIENT ADVOCATE AWARD



MDM IRENE LIM SUAN KIM

Overwhelmed with the grief of her sister who passed on from Lupus, Mdm Irene Lim Suan Kim had to brace herself after learning that she was diagnosed with the same condition. Today, as a patient advocate, her glowing complexion and stylish hairstyle belie the fact that she was once at the brink of despair. Having received the support from the TTSH Lupus Patient Support Group, Mdm Irene took the initiative to join as a volunteer to encourage and motivate other Lupus patients.

Mdm Irene's tenacity and passion propelled her to join the Lupus Association Singapore (LAS), where she was appointed as the Honorary Treasurer in 2009. With strong leadership skills and determination to raise awareness for Lupus, Mdm Irene was appointed as the President for LAS in 2011. She actively liaises with healthcare experts from various hospitals to organize talks, keeping patients and caregivers abreast of the latest healthcare developments. Understanding the emotional stresses as a Lupus patient, she empowers other patients with skills to manage their stresses and fears, boosting their morale and confidence.

Likening Lupus patients to beautiful butterflies, Mdm Irene advocates that Lupus patients, who typically have the infamous butterfly rash, are still alluring and should always maintain a positive attitude toward living fulfilling lives.



2017 SINGAPORE PATIENT ENGAGEMENT INITIATIVE

ONE-HEART BEFRIENDING GROUP

The National Kidney Foundation

With the common aim to bring love and cheer, the One-Heart Befriending Group was a ground-up initiative by a group of volunteers. The group provides unrelenting support to the NKF's kidney patients.



One-Heart Befriending Group believes in extending the gift of friendship to the kidney patients as they engage in meaningful activities based on the needs of patients. As these patients often have to face long trying hours of dialysis, at a frequency of three times a week and at a duration of four hours for each session, the support and encouragement this group provides is imperative to relieving the emotional burden of patients on dialysis.

To date, the group has touched the lives of more than 150 NKF patients and are continually reaching out to more. Their dedication and devotion to seeing that the patients' quality of life continue to improve is truly commendable.



2017 SINGAPORE PATIENT ENGAGEMENT INITIATIVE

L.I.F.E. (LEARN, INTERACT, FLOURISH AND ENGAGE) AFTER STROKE PROGRAMME

Singapore National Stroke Association & NTUC Health

Stroke can be a debilitating disease that often leaves survivors in a state of disability, with many sinking into depression. Seeking to be like a family to these patients, dedicated volunteers from L.I.F.E. After Stroke programme would offer their support and companionship to stroke survivors.



This programme was started with the intention of reintegrating stroke survivors back into the community by empowering them with skills. Today, the programme offers a comprehensive list of activities tailored to the needs of stroke survivors, ranging from exercise classes to health talks.

Many of the stroke survivors who were supported through the L.I.F.E. programme have become volunteers, in hopes of sharing their experiences with others in a similar plight. Some even took roles and responsibilities as staff members of the Singapore National Stroke Association (SNSA). The programme continues to enhance the well-being and quality of life for stroke survivors through education which enables them to LEARN, to INTERACT with society, to FURNISH through innovative programmes such as dancing and to ENGAGE through outings that provide a support system to cope with their disease.



2017 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD

THE ACHIEVERS

Friends of IMH

There is often a social stigma around patients suffering from mental illness, which translates into a sense of hopelessness and lack of confidence amongst patients.



The Achievers is a dedicated volunteer group established in 1999 to befriend and bring joy to the lives of the inpatients at IMH. Apart from the regular visitations, outings and birthday celebrations, this group believes in empowering them to reintegrate them back into society with a sense of normalcy. To inculcate confidence, a "Boss of the Day" initiative was developed to provide their special friends with a platform to act as bosses where they would have the opportunity to sell items, some of which are handmade, to the public. Other activities such as IMH Ringers was developed to encourage patients to work in groups.

To date, the team has expanded their outreach to other facilities in the vicinity like Singapore Leprosy Relief Association, St Andrew's Nursing Home and Econ Nursing Home through the PHAngel programme that distributes snacks to their special friends during public holidays as an assurance that they have not been forgotten. Through concerted efforts, The Achievers hope to destigmatize mental illness and raise awareness on mental health in today's society.



2017 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD

PARKINSON SOCIETY SINGAPORE

Being told that one has Parkinson can be a crippling piece of news due to the nature of the illness being chronic, degenerative and having no known cure.



Parkinson Society Singapore (PSS) was established in 1996 by a group of doctors and caregivers to support people living with Parkinson. PSS offers a variety of programmes including physiotherapy and rehabilitative exercises and other social and recreative activities such as taichi, yoga, dancing, singing, etc, all aimed at improving the lives of people with Parkinson.

Parkinson Singapore Society is the first community-based centre outside the hospital to organise physiotherapy classes. Patients attend group physiotherapy classes once a week to exercise and be active. Through this programme, patients' physical and psychological well-being are enhanced, renewing their hope and confidence in getting better.

PSS is grateful to have a group of volunteers who go to the Centre to support and help Parkinson patients in their activities. With unceasing patience, these volunteers dedicate their time to assist and encourage the patients in the various activities. This has inspired many patients who have received support from the volunteers to become volunteers themselves. With the establishment of PSS, patients' lives and well-being have improved significantly.



2017 SINGAPORE PATIENT SUPPORT GROUP / VOLUNTEER GROUP AWARD

SMILEZ

Ren Ci Hospital

It is easy for the elderly and handicapped to feel a sense of hopelessness and detachment from society. A special group of youth volunteers would free up their Saturday mornings to empower these individuals and brighten their day with smiles.



Smilez was started by a group of young volunteers 15 years ago, who wanted to continue and do more than just a secondary school's mandatory Service Learning project. From assisting the physiotherapists and occupational therapists in their work in the early days, the group grew from two to the current 30 odd size. Smilez went the extra mile to plan and create activities for the residents at Ren Ci Nursing Home. These activities such as crafts, karaoke, snacks-making and games are tailored to the preferences of the residents. The group also celebrates the residents' birthdays every month and organises outings. Experienced volunteers also assist in errands such as accompanying cognitively-alert residents to the bank or buying groceries with them. Gradually, Smilez got to understand the residents' stories, emotions, habits, behaviour, likes and dislikes, becoming family to them.

Through simple, but impactful acts, the volunteers aim to put a smile on every resident's face. The group's unwavering love and support, have encouraged the residents' to be optimistic, ensuring that everyone knows that they have a purpose in life.