



**YEAR IN
REVIEW**
2012

In 2012, we saw

Over
651,900
treated at our
Specialist
Outpatient
Clinics

Over
162,000
treated at
Emergency
Department

Over
67,800
Surgical
Procedures

More than
55,800
Admissions

More than
473,000
Therapy Sessions

More than
4,684,800
Laboratory
Investigations

More than
426,600
Radiological
Investigations

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

Caring



20 Feb - The start of the transformation of our 10-yr old wards into more effective care facilities to provide greater comfort, accessibility, safety and convenience to our patients. With these **Wards of the Future**, we now respond faster, are more involved and able to give more time and attention to patients.



12–13 Mar - **Scouts from Yangzheng Primary School** lend a helping hand to fill in for hospital staff as part of Scouts' Job Week movement, greeting patients and visitors, wheelchair portering and cleaning the hospital's ambulances.



10 May - In conjunction with World Lupus Day, Our Department of Rheumatology, Allergy and Immunology and **Lupus Association** organised an exhibition at the atrium to educate the public about the disease. Handmade gifts made by volunteers were sold to raise funds for needy lupus patients.



26 May - **TTSH Medical Officer, Dr Kumaran Rasappan**, conquered Mount Everest, the world's highest peak at 8,848 metres and raised \$24,000 for TTSH Community Charity Fund.
<http://climbeverest2012.wordpress.com>



7 Jun - **TTSH Guiders Programme** comprising passionate volunteers with great compassion from all walks of life, looking out for patients and visitors who may need help finding their way around TTSH www.facebook.com/HappyVolunteerWithTanTockSeng

The Art of healing

Not the pride of knowledge,
but the humility of wisdom
Not the science of technology,
but the art of healing

Using arts to create a warm, welcoming and soothing experience for patients, families, staff and visitors.

05 Jan

4-Hand Piano Performance
by Dr Chiu Ming Terk,
Head and Senior Consultant
and Dr Julius Hoehne from
General Surgery



20–22 Mar

Oriental Calligraphy & Water Colour
Painting Exhibition
by Mongkok
District Cultural,
Recreational Sports
Association



24 Apr

Singapore Chinese
Orchestra



22–31 May



Chinese Paper
Cutting Exhibition
by veteran artist
Mr Tan Keng Seng

21 Aug

Temasek Wind Ensemble by
Temasek Secondary School



12 Sep

Singapore Broadway
Harmonica Ensemble



4 Oct

Elementary school students
from Korea





29 Jun - Some 110 cyclists took to Bintan at the **TTSH Charity Ride** and raised \$300,000 for needy patients to help them access proper treatment and care.
<http://www.ttsh.com.sg/charityride2012/>



13 Jul - Introducing **our Patient Ambassadors** who actively identify, motivate and meet the needs of patients. Thanks to them, our Specialist Outpatient Clinics emerged tops and our hospital was ranked amongst the top 3 for highest patient satisfaction in 2012.



18 Jul - Our new **Simulation and Integrated Medical Training Advancement Centre (SIMTAC)** allows for realistic training scenarios, from routine medical examinations to emergency resuscitations, minimising the chance of error with real-life patients and improving patient safety.



30 Jul - Our new clinics, **B1A & B1B**, a partnership between Orthopaedic Services and Rheumatology, Allergy and Immunology Services to treat musculoskeletal disorders received two thumbs up from patients!



31 Jul - TTSH's Nursing Service started a **Governance Council** to enable nurses from different ranks and settings to make concerted decisions. Nurses are empowered to make decisions and give their inputs and creative ideas to advance our healthcare mission in the key domains of Nursing Practice, Education & Development, Quality & Research and Work-Life development.



24 Aug - Staff and students from **Millennia Institute** set a record for the most number of paper-folded fishes (78,000 pcs) within an hour and raised \$17,000 for the TTSH Community Charity Fund.



30 Aug - Our Physiotherapists organised a Walkathon with **Cheng San Community Centre** for elderly residents on Physiotherapy Day.



14 Sep - At the launch of the Healthcare Cluster Tripartite Work Group, TTSH's Central Sterile Supply Department (CSSD) represented our hospital by showcasing the success of **Job Redesign for CSSD Attendants**. The initiative has helped workers attain sustainable wage increase through improved productivity and job training.

1 Oct - October is **Breast Cancer Awareness Month**. Our doctors got together with Paradise Group to produce a book on the benefits of Chinese herbal recipes for patients undergoing treatment.

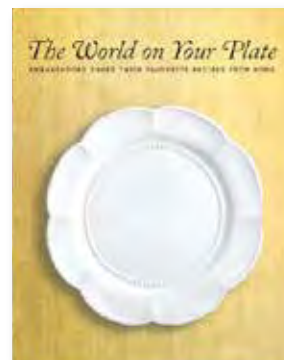


13 Oct - A special wowing performance by TTSH nurses raised \$36,000 for needy patients, titled '**So You Want to be a Nurse**'.

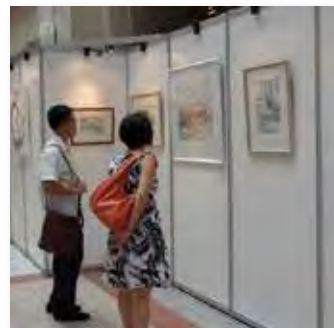
17 Oct - TTSH organised the **Malay Public Forum on Breast Cancer** with AIN Society to raise awareness amongst Malay women on this disease.



18 Oct - TTSH launched the recipe book **'The World on Your Plate'** featuring 84 home country recipes by the diplomatic community in Singapore to fund Program HELP (Helping Elderly Patients) under TTSH Community Charity Fund.
<http://www.ttsh.com.sg/theworldonyourplate/>



15 Nov - The **Nanyang Academy of Fine Arts** held a week-long oil painting exhibition at TTSH, featuring the works of some 60 artists from their Alumni Association. More than 80 paintings were displayed and partial proceeds from the sale of the paintings were donated to the TTSH Community Charity Fund.



3 Dec - TTSH's Art of Healing Christmas CD album was launched in support of needy patients. To celebrate the launch, our management and staff joined by Minister of State for Health and Manpower, Dr Amy Khor performed in **The Great Christmas Concert**.



Celebrating



Over the month of July, our hospital celebrated **Nurses' Day**. Themed "**More About We, Less About Me**", we lined up a slew of fun activities for our Nurses! Among them was a movie outing at Lido Cinemas, and a fair at our Multi-Purpose Hall which included make-up booths and massage



chairs. A well-deserved pampering for all their tireless efforts! We also had extravagant performances by our talented nurses and an award ceremony to acknowledge outstanding performers. Take a look at the many roles a nurse has to take on and how they make a difference to patients' lives at:

<http://www.youtube.com/watch?v=HHjOhdDp9wo&feature=share>



25 Jul - TTSH's 168th **Founder's Day** was marked with staff renewing commitment to patient care and to make TTSH a great institution (Vision 2016). Staff created works of art and voted for the winning slogan "**Embracing Life, Inspiring Lives**" to reiterate our aim to make possible healthier, better lives for all. The public also participated with their photographs of what care is about and many visited our fair to learn more about caring for their health.



28 Jul - TTSH's surgical practice first established in 1912, celebrated our **100th year of Surgical Excellence** with several activities, including a commemorative book, a photo exhibition, a conference for healthcare professionals and the public as well as a grand dinner celebration which was attended by some 900 guests including our ex-president of Singapore, Mr SR Nathan and Health Minister, Mr Gan Kim Yong.





Best Abstract for Poster Presentation

Jamie Lim
Advance Practice Nurse
9th Asia Pacific Medical Education Conference



Best Trauma Free Paper Research Competition

Valarie Chiang
Norman Lin
Trauma elective medical students
Annual Advanced Trauma Life Support International Meeting



50-yr Long Service Award Recipients

Cheong Yoke Ling
Cheo Cheng Kay
Shahrif Bin Ali
Harbhajan Singh

TTSH's Materials Management Team clinched the Excellence Award for their Tri-Cart System at the **Asian Hospital Management Awards 2012**. The innovation improves distribution time of medical supplies drastically and makes supplies' transfer less strenuous for our store staff.



MOH Nurses' Merit Award for their outstanding performance and dedication:

- Abdul Rahman Bin Tunek**, Nurse Manager
- Ang Wee Kiat**, Senior Staff Nurse
- Goh Bong Chee**, Nurse Manager
- Josephine Shantha Anthony A**, Nurse Clinician
- Lee Sim Yong**, Principal Assistant Nurse
- Lily Tan**, Nurse Manager
- Lum Yuat Soon**, Nurse Clinician
- Tan Pei Fern**, Nurse Clinician
- Tan Yew Hiang**, Nurse Educator



National Medical Excellence Award 2012



National Outstanding Clinician Educator Award

A/Prof Lim Tock Han

Deputy Group CEO (Education & Research), NHG and Senior Consultant, TTSH

National Outstanding Clinical Quality Activist Award

Adj A/Prof Tai Hwei Yee

Group Chief Quality Officer, NHG and Senior Consultant, TTSH

TTSH won the **Singapore HEALTH Award Platinum**, for the 3rd consecutive year.



NHG Recognition Award 2012

NHG Distinguished Achievement Award

1. Dr Lee Siew Khow, *Senior Consultant (Emeritus Consultant)*
2. A/Prof Eillyne Seow, *Divisional Chairman Ambulatory & Diagnostic*
3. Adj A/Prof Tai Hwei Yee, *Deputy Chief Quality Officer, Senior Consultant*

NHG Outstanding Citizenship Award

1. Dr Karen Chua Sui Geok, *Senior Consultant*
2. Laura Ho Pei Wah, *Senior Nurse Manager, Nursing Administration*



Pharmaceutical Society of Singapore-Shire Hospital Pharmacist of the Year 2012



Law Hwa Lin
Principal Pharmacist

Contact Centre Association of Singapore Award 2012



Best Contact Centre Manager of the Year (Silver)

Connie Quek
Manager, Contact Centre

Best Customer Service Professional of the Year (Gold)

Rebecca Banu
Senior Customer Service Associate, Contact Centre

NHG-Excellence-in-Action Award 2012

Leadership Award



Irene Lye Chew Leng
Senior Clinic Manager



Tan Siew Peng
Clinic Manager

Individual Award



Dr Chong Mei Sian
Senior Consultant



Fanny Ng Siang Leng
Senior Patient Service



Naw Angela Swe
Senior Staff Nurse

Team Award



Bishan Home Team



Pharmacists **Kwa Ca Lynn**, **Koh Chwee Ling** and **Lim Hong Yee** were commended for their poster, titled 'Moving Part of Dispensing Process Upstream and Into Clinics' at the **9th National Health Quality Improvement Poster Competition by MOH**.

Healthcare Humanity Award

2012 for their exemplary courage, compassion, dedication and selfless contribution.



Tan Thai Lian, Head & Senior Consultant Geriatric Medicine

Poi Choo Hwee, Associate Consultant General Medicine

Chionh Chai Kuei, Senior Therapy Assistant Physiotherapy

Ang Ching Ching, Advance Practice Nurse Palliative Care

Yang Juan, Staff Nurse Ward 10C

Joey Yeo Jiayang, Staff Nurse Continuing & Community Care

Koo Sie Liu, Staff Nurse Operating Theatre

Maggie Lim, Senior Staff Nurse Operating Theatre

Nadiah Erniyanti Binte Maliki, Senior Staff Nurse Ward 7A

Wang Na, Staff Nurse Ward 8A

PS 21 Star Service Award



Karen Kwa
Principal Social Worker
Public Service Division

Outstanding Young Urologist of Asia



Dr Gerald Tan
Consultant Urology
12th Asian Congress of Urology

Promising Social Worker Award 2012



Ivan Woo
Senior Medical Social Worker
Singapore Association of Social Workers

NHG Teaching Excellence Awards 2012

Education Leaders		
Dr Koh Nien Yue	Dr Vijayan Appasamy	
Non-Physicians		
Mr Christopher Lee	Ms Margaret Ng SW	Ms Wilma Supaat
Junior Clinicians		
Dr Chan YS Megan Dr Loong Tse Han Dr Seow Cherng Jye	Dr Endean Tan Zie Hean Dr Lynette Teoh SJ Dr Terence See KK	Dr Huey CW Terence Dr Rafael Saclolo Pulido Dr Zhang Jinbin
Voted Role Model (By Class 2012, NUS Yong Loo Lin School of Medicine)		
Dr Chan MY Patrick Dr Huey CW Terence Dr Koh Nien Yue Dr Lieu Ping Kong Dr Low Yin Peng Dr Ranjana Acharya Dr Tan ZH Endean Dr Wong Wei Chin	Dr Chong Mei Sian Dr Hum YM Allyn Dr Koh YH Mervyn Dr Lim Wee Shiong Dr Pandit Nihar Shailendra Dr Seow Cherng Jye Dr Tham Kum Ying Dr Wu Huei Yaw	Dr Choo WJ Philip Dr Julie George Dr Lee Keng Thiam Dr Low Cheng Hock Dr Pua Uei Dr Tan Hui Ling Dr Tjan Soon Yin
Best Tutor Awards 2012 (NUS Yong Loo Lin School of Medicine)		
Dr Low Cheng Hock	Dr Chia Yew Woon	Dr Endean Tan Zie Hean
The Friend of Medical Society Award (NUS Yong Loo Lin School of Medicine)		
Dr Low Cheng Hock		

Collaborating



23 Feb - A collaboration between the **Singapore Sports Institute, Tan Tock Seng Hospital, Changi General Hospital** and **Kho Tek Puat Hospital**, the Singapore Sports Medicine Network is Asia's first sports medicine network to provide more access and better quality services to national athletes. Mr Chan Chun Sing, then Acting Minister for Community Development, Youth & Sports, described this expansion as important to Vision 2030 - the framework for Singapore's sporting future.

19 May - A 3-year partnership with **Standard Chartered Bank** to help the elderly lead healthier lives. The bank committed \$300,000 and over 1,500 volunteers to support TTSH's "Stepping Out into Active Life" programme at this year's Fall Awareness Day.



26 Jun - Our Allied Health Team built a fruitful partnership with **Bishan Home's** therapists, extending them our expertise on advanced skills in fall prevention, and in improving cognitive and behavioural wellness.





4 Sep - TTSH and **Velocity** inked an MOU to promote the importance of leading a healthy and active lifestyle to the public and sports enthusiasts.



23 Sep - We kick-started a collaboration with **Health Promotion Board** to educate caregivers on making the home safer for family members with dementia at the World Alzheimer's Day.



10 Dec - For the second year running, artists from **Clay Connection** and volunteers from **Standard Chartered Bank** worked together to educate and engage the public on HIV through an exhibition and a charitable pottery event.



Learning from One Another



TTSH's CART has always been a centre of interest for those who are keen to learn about our successful rehabilitation programme. In the month of February, it hosted participants of the inaugural Singapore Rehabilitation Conference as well as healthcare counterparts from Hungary.

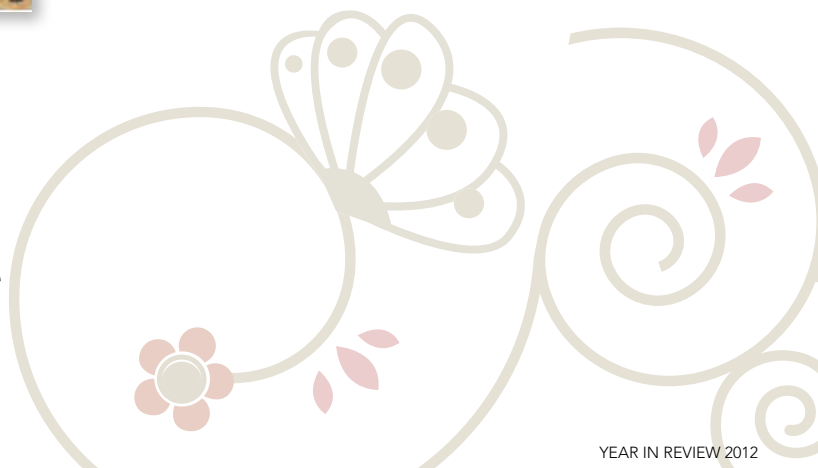
A team from Hong Kong SAR Government visited TTSH to learn about our expertise in managing infection control / infectious disease, engineering facilities and building services systems.



Senior Nursing leaders from the HK Hospital Authority learned about our risk management initiatives, lean implementation, hospital incident reporting system and nursing services.



At the biennial German-Singapore Business Forum to promote collaboration opportunities between the German and Singapore small and medium enterprises, our doctors and pharmacists exchanged ideas with representatives from SPRING Singapore, Global Mobility Laboratory Pte Ltd, Cadi Scientific Pte Ltd.



A Community of Care

