

Year In
Review

 Tan Tock Seng
HOSPITAL

2014

164,000

Emergency Department attendances.
Equivalent to the total residential
population of Ang Mo Kio



Over **80,000**
Surgical Procedures



About
156 people are
admitted each day

In 2014
we saw:



Over **430,000**
Radiological Investigations



More than
380,000
Therapy Sessions



More than **4.8m**
Laboratory Investigations
Approximately **560**
investigations per hour



More than
665,000
Specialist Outpatient Clinics
attendances.
More than the total
residential population of
Jurong West, the largest
HDB town



More than **24,000**
Dental attendances



Great **Moments**
are born from great
opportunities

~ Herb Brooks



We celebrate
the key
Great Moments
that have
shaped an
eventful year.



TOO COOL FOR TUMOURS FIRST TO PIONEER NEW TECHNIQUE

We were the first in Singapore to develop a new method of destroying tumour for kidney cancer patients who cannot undergo surgery.

This procedure pioneered by Dr Png Keng Siang from our Department of Urology and Adjunct Assistant Professor Pua Uei, from the Department of Diagnostic Radiology allows for sound recovery and short hospital stays for patients. The procedure involves inserting a probe into the tumour and rapidly cooling the probe to 40 deg C below zero. The temperature is then raised, causing the frozen water in the cancer cells to expand and destroying them completely. Safe for patients even in their 80s or 90s, the procedure which is minimally invasive is less painful and gives hope of recovery and better quality of life to patients who cannot undergo conventional surgical procedures.

Cool way to kill tumours in kidney cancer patients

A NEW method of destroying tumours may give hope to kidney cancer patients who cannot undergo surgery.

In fact, recovery is almost immediate, and patients stay in the hospital for a much shorter time.

The procedure involves inserting a probe into the tumour and rapidly cooling the probe to 40 deg C below zero.

The temperature is then raised, causing the frozen water in the cancer cells to expand and destroying them completely.

Tan Tock Seng Hospital is the first in Singapore to use this technique. It began performing the procedure in February. It has carried out the procedure on three patients so far.

"Sometimes patients may be too old or have too many problems to undergo surgery," said Dr Png Keng Siang, a consultant at the hospital's department of urology.

Typically, surgery to remove tumours on the kidney is done via robot, as it is a challenging area to operate on.

While this process is also minimally invasive, patients who have other complications such as diabetes or stroke may not be suitable.

The new procedure, on the other hand, is safe for use on patients even in their 80s and

90s. It takes about an hour, and patients need to stay only one night for observation.

Within the year, doctors say, it will become a day surgery procedure. There are similar techniques used to remove tumours on the liver, for instance, but these use heat.

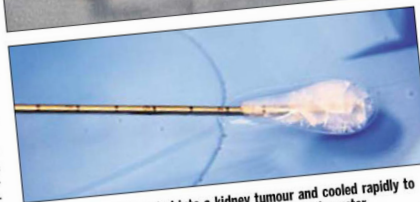
"The cold means it's less painful for the patient than heat-related techniques," said adjunct assistant professor Pua Uei, a consultant with the

department of diagnostic radiology.

The new technique is not intended to replace conventional robotic surgery, but to give patients who cannot undergo surgery an option they would otherwise not have.

"It causes a lot of anxiety otherwise," said Dr Png. "Every day you live with the knowledge that you have a cancer inside you."

LINETTE LAI



When the probe is inserted into a kidney tumour and cooled rapidly to 40 deg C below zero, the tumour freezes - as does the water surrounding the probe in the demonstration above. When the probe is warmed up again, the frozen water in the cancer cells melts and expands, destroying the cells completely. PHOTOS: LIANHE ZAOBAO

PURPOSEFUL WARDS, EFFECTIVE CARE



One of our many efforts to build tomorrow's healthcare today was recognised when we became the first healthcare institution to bag the Excellence in Public Service Best Practice Award for our Wards of the Future project. The project firmly focused on enhancing patients' care environment by promoting better care team-patient interactions and care coordination between medical disciplines. Our new wards won this accolade for implementing innovative and effective practices in areas that are important to the Public Service and contributed towards service excellence. The various improvements in the wards has had direct impact on service quality and patient care. Our nurses now walk on average of 3.6km less during their shifts and the time they spend on direct patient care increased significantly by 22%. Patient Satisfaction on care and concern by our nurses also increased from 80.2% to 82.6%.

BIG, STRONG AND FRIENDLY CLINIC FOR THE ELDERLY



Central Singapore District Mayor Denise Phua visited our Geriatric Clinic and was pleasantly surprised to see how the clinic has been transformed.

Navigating the healthcare system can be a challenging experience especially for our elderly patients and caregivers.

Taking the stress and anxiety of older patients and their caregivers was one of the motivating factors behind the patient-centred and geriatric-friendly design at our new centre for Geriatric Medicine.

Opened on our 170th Founder's Day this year, our centre sets itself apart from conventional clinics to make our patients and visitors right at home with special features such as the reminisce corner, a living room style waiting area and an indoor sensory garden. With key services such as the Geriatric Rehabilitation Gymnasium and Pharmacy co-located within the centre, same day consultations and rehabilitation sessions are now possible. The centre remains a pivot in partnering agencies to develop new digital innovations to improve the lives of our seniors.

NEW TREATMENT FOR OSTEOPOROTIC SPINAL FRACTURES PIONEERING PROCEDURE SHORTENS RECOVERY PERIOD FOR PATIENTS

Longer periods of bed rest and problems associated with prolonged bed rest and immobility are issues of the past for patients with osteoporotic spinal fractures. Thanks to Central Stentoplasty, a new minimally invasive procedure. Pioneered by Adjunct Asst Prof Pua Uei who specialises in vascular and interventional radiology, and doctors from the Department of Orthopaedic Surgery, this surgical technique uses a new real-time imaging technology called the Cone Beam CT that allows the surgeon to visualise the spine anatomy in detail. A tiny incision is then made in the lower back to allow a stent to be inserted with a small amount of bone cement injected into the fracture. Once the cement sets, the fracture is stabilised, preventing any further or potential collapse along the spine. This allows for rapid pain relief and reduces hospitalisation and bed rest duration. Suitable candidates include patients who are unable to get pain relief from medication or are unable to tolerate conventional treatment methods such as bracing.

Published on 27 August 2014

TODAY We set you thinking
THURSDAY 8 APRIL 2015

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2 MIN 38 SEC AGO

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S'pore mixed doubles pair through to quarter-finals
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BUSINESS
Greece will make \$485 million loan payment IMF on Thursday: government source
25 MIN 38 SEC AGO

WORLD
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health

New treatment for osteoporotic spinal fractures shortens recovery

Suitable candidates include patients who cannot get pain relief from medication or tolerate conventional methods

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BY EVELINE GAN
eveline@mediacorp.com.sg
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PAGE 1 OF 11 - #INDONATE

Singapore — When a 70-year-old woman fractured her lower spine after a fall at home, doctors could have had to prescribe her painkillers and bed rest for up to a month.

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MAKING IT HASSLE-FREE FOR PATIENTS ROLL OUT OF NEW ENHANCED HEALTH SUBSIDIES



In preparation for the Ministry's roll out of the new and enhanced subsidies at Specialist Outpatient Clinics (SOCs) in September, TTSH actively reached out to our outpatients to inform and help them apply for the higher subsidies. Prior to roll out, our staff had proactively reached out to more than 75% of our total outpatient population to ensure that patients are assessed early to enjoy subsidised bills.

Patient Service Associates (PSAs) who are the first point of contact for enquiries at our clinics went through a specially developed training programme to understand the requirements of the new initiatives so that help for patients could be rendered effectively and efficiently.

An Outpatient Office was also set up, staffed by trained PSAs to handle walk-in queries and educate patients on the government's new assistance schemes. Our efforts to help patients navigate through the new subsidies were lauded by Senior Minister of State, Health, Dr Amy Khor.

GROOVE TO GOOD HEALTH



Our Sports Medicine and Surgery Clinic collaborated with the National Arts Council to organise the first Dance Medicine Workshop Series in Singapore. Possessing a good knowledge of dance movement and its impact on intensity of teaching, rehearsing and performing, helps us as a healthcare institution better understand the causes of dance injuries and ensure more effective treatment to make an injured dancer's return to and continuation of dance possible.

WE PASSED JCI!



We have been granted accreditation by the Joint Commission International (JCI) for our continuous efforts to improve patient safety and care. We are also the third hospital in Singapore to attain the accolade of an Academic Medical Centre (AMC) Hospital. This affirms our hospital's commitment to meet international healthcare quality standards for patient care, medical education, organisation management and research.



Organization Accredited
by Joint Commission International

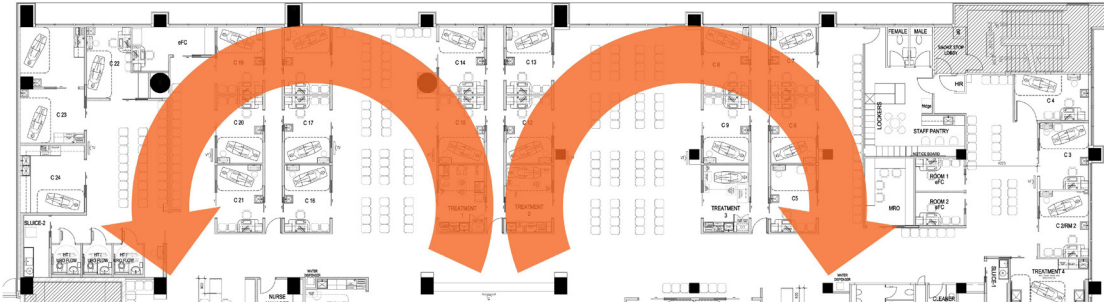
EARLY MOBILISATION PROGRAMME AT ICU



Asian Hospital Management Award Gold (Clinical Service Improvement)

Spearheaded by a multidisciplinary team consisting of physiotherapists, doctors, nurses and respiratory therapists, the Early Mobilisation Programme at our Intensive Care Unit (ICU) has received the honourable Gold recognition for its service improvement and better patient care outcomes. Believing in the benefits of early mobilisation for patients in ICU, our team introduced a slew of improvement initiatives such as empowering ground nursing staff to facilitate patients' mobilisation, setting clear eligibility criteria and guidelines for patients, monitoring of patients' condition as well as performance tracking with an electronic early mobilisation chart. This has not only added value to our nurses' work but also improved the level of care delivery. Positive clinical outcomes are being reported such as a shortened stay in ICU, cost-savings for patients, as well as improved outcomes in terms of physical functions.

TRANSFORMING OUTPATIENT CARE JOURNEY



Asian Hospital Management Award Excellence (Bio Medical Equipment/ Facilities Improvement)

When we had to redesign our Medical Centre, we took the opportunity to transform the way we deliver care in our outpatient clinics and in light of increasing future demands. We redesigned our clinic layouts and processes, focusing on the optimisation of space to allow for more convenient patient navigation and for a more pleasant patient experience. LEAN methodologies and Design Thinking were adopted in the planning of the layouts and processes. Initiatives such as the Electronic Queue Management System and Enterprise Appointment System were introduced to facilitate a more seamless patient-centric workflow. Where possible, patients are empowered to take charge of their own care with self-help technologies so as to increase their own awareness, shorten their waiting time and facilitate our nurses' work. Eg. self-registration and self-managed blood pressure taking kiosks. With these transformations in place, patients have reported higher satisfaction and have given good ratings to our SOCs in the MOH Patient Satisfaction Surveys in recent years.

ELECTRIC MOTORED TRANSFORMABLE CART



Asian Hospital Management Award

Excellence (Service Improvement for Internal Customers)

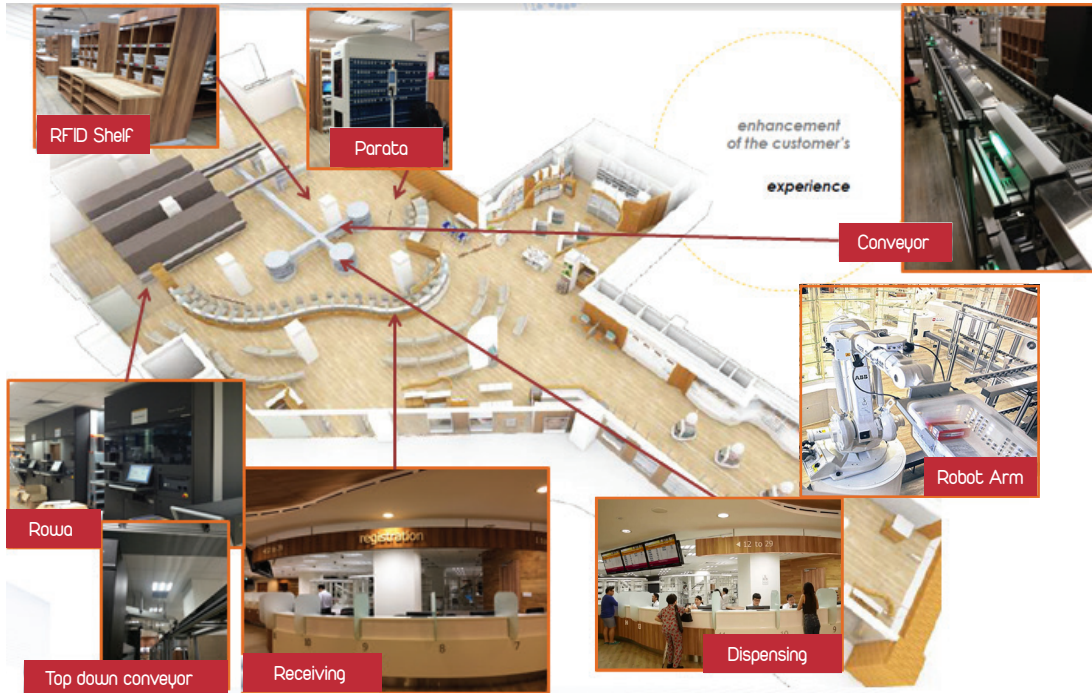
Our Tri-Cart (an ingenious flexible cart that can be easily pulled apart to pass through narrow aisles and corridors) had won this regional award in 2012. EMTRAC leverages on Tri-Cart's flexible design and capabilities, and comes equipped with better manoeuvrability and enhanced safety features, making it easier for storekeepers, many of whom are older workers, to better manage their workload. Delivery time is now shortened by 10 mins per trip and other groups of staff are now using it to convey records, linen, surgical/medical equipment and even wheelchairs around the hospital. This highly efficient and environment friendly initiative led has led to manpower savings, reduced frequency of trips and enabled more and different types of items to be transported.

ALL SUITED UP FOR EBOLA



When the World Health Organisation declared the Ebola outbreak an international public health crisis, our Hospital was activated and designated as Singapore's centre for Ebola patient cases. The disease can spread quickly within families and healthcare setting. A robust and rapid emergency healthcare response would be critical in the event Ebola hits our nation. We reviewed and stepped up our preparedness efforts and capabilities to ensure that our people, our equipment and our systems would be ever ready to manage the threat. Tighter infection control guidelines were drawn up and enhanced protective gear and equipment were put in place. To ensure our people are able to respond quickly and safely, there have been many simulation drills and exercises to improve the processes and prepare them. Today, we have a trained core team on standby. We were proud to showcase our Ebola Preparedness initiatives to Deputy Prime Minister Teo Chee Hean and Minister of State for Health, Dr Lam Pin Min during their visit to the Hospital.

FASTER, BETTER, SAFER CARE WITH PHARMACY AUTOMATION



Patients can look forward to better efficiency, safety and shorter waiting time when collecting medications at our B2 Main Pharmacy. Powered by the new Outpatient Pharmacy Automation System (OPAS), the integrated system which features the innovative integration of automation, robotic and RFID technologies helps save manpower costs, reduce medication errors and needless waiting time. The OPAS came in 1st Runner up in the National Infocomm Award for Most Innovative Use of Infocomm Technology, and was a winner in the MOH IT Excellence Award.

CAREGIVER'S GUIDE



A special 300-page guide, titled Ageing with Grace: The Complete Caregiver's Guide was launched by Minister of State for Health, Dr Lam Pin Min during our World Alzheimer's Day Celebrations. A collaboration between the hospital's Institute of Geriatric Ageing and Straits Times Press, the book compiles advice by 40 TTSH healthcare professionals from various disciplines and covers information from preventive to end-of-life care and topics such as chronic disease management and dementia. The book comes complete with step-by-step instructions and photographs and is a valuable resource for all those caring for their aged loved ones.



A KNEE FOR YOUR NEED



We are the first in Southeast Asia to fit patients with customised total knee replacement implants, which are moulded based on the unique size and shape of each patient's knee. This customisation delivers better care and comfort to patients compared to generic implants. In our continuous journey to become a Great Place for Healing, our departments embrace the latest technologies to offer the best options for patients' care and recovery.

THE JOURNEY OF THE PEOPLE'S HOSPITAL 170th FOUNDER'S DAY CELEBRATIONS



President Tony Tan, Mrs Mary Tan and Senior Minister of State, Dr Amy Khor honoured us with their presence at our 170th Founder's Day Celebrations. The President also launched the new Ng Teng Fong Healthcare Innovation Programme, which was established with a generous \$52 million donation from the late tycoon Ng Teng Fong's family. The Programme aims to enable community health through training and innovation to meet healthcare's current and future needs.

On the same night, we also celebrated the conferment of the Emeritus Consultant titles on two respected doctors, Prof Chee Yam Cheng, former Group CEO, NHG and Senior Consultant, General Medicine and A/Prof Ong Thiew Chai, Senior Consultant, Psychological Medicine.



“ ... compassion and care for the people – values on which the Tan Tock Seng Hospital was founded 170 years ago. I am heartened that Tan Tock Seng Hospital continues in its mission to be the people's hospital today. ”

~ PRESIDENT TONY TAN

HEALTH CITY DAY CELEBRATIONS



Give Today

A joint collaboration with Whampoa Community Development & Welfare Committee and Central CDC, we managed to raise \$7,200 to help the less privileged residents of Whampoa. Our staff volunteers along with LKCMedicine students also helped to put together an Essential Goodie Packs which were distributed to the residents by MP for Whampoa SMC, Mr Heng Chee How, TTSH Senior Management, staff and student volunteers.



Colours of Novena

Collaborating with Moulmein Constituency and Central CDC, residents, staff, patients and students painted four murals depicting the vibrancy of the Novena neighbourhood. The murals will surround the construction site in Health City Novena, and will serve as a visual reminder of our commitment to build a community of care for the people of Singapore.

OFFICIAL GROUNDBREAKING OF NCID & CHI



The new National Centre for Infectious Diseases (NCID) facility is set to enhance the nation's ability to respond to infectious diseases outbreak while the new Centre for Healthcare Innovation (CHI) will transform healthcare training, drive innovation and develop a new generation of workforce. This is a significant milestone in our continuous journey to prepare our Hospital, our people and our community to better meet the healthcare needs of tomorrow.





Even the wisest mind
has something yet to
Learn

~ George Santayana



We went beyond our borders and forged great partnerships with international healthcare organisations, enabling more learning and training opportunities for staff.



FOR STRONGER AND BETTER HEARTS LEVELLING UP ON HEART ATTACK MANAGEMENT



On 12 Feb 2015, we hosted His Excellency Dr Thang Aung, Union Minister of Health Myanmar and his ministry officials to exchange knowledge and experiences of the healthcare landscapes in the two countries. The visit was an enriching one which assisted our counterparts in their planning of a National Heart Centre in Nay Pyi Taw, Myanmar.

TTSH signed an agreement with the Myanmar Department of Health to enhance the acute management of heart attacks at two of the country's largest public hospitals, Yangon General Hospital and Mandalay General Hospital. This partnership, which also includes training and attachment stints of their medical teams at our very own Invasive Cardiac Laboratory will see the sharing of skill sets and best practices in caring for heart patients.



THE CAMBODIAN CONNECTION

ENHANCING TRAUMA CARE ACROSS BORDERS



The Skills in Trauma and Resuscitation (STAR) programme is part of a 3 year collaboration with Calmette Hospital to enhance the capability of trauma management in Cambodia. Our Trauma Training Centre, a renowned regional training hub will see to Basic, Intermediate and Advanced Modules to enhance our neighbour's doctors and nurses with various skills and techniques in managing patients with multiple traumatic injuries. This partnership emphasises our commitment in being a world-class trauma centre, where patient care is optimised and streamlined for better patient outcomes.



A GLOBAL WATCH ADVANCING SURVEILLANCE OF INFLUENZA STRAINS



To ensure readiness in fighting novel influenza strains, our Institute of Infectious Diseases and Epidemiology (IIDE) and the GISAID Initiative (a Global Initiative on Sharing All Influenza Data) joined forces to strengthen collaborations between scientific communities across the world. This was done over a one and a half day meeting where IIDE, with its global outlook in managing infectious diseases through innovative research and education capabilities, hosted international scientists and policy makers. The coming together of these international thought leaders strengthened the aim of facilitating timely development of vaccines, diagnostics and therapeutics.

CELEBRATE HEALTH, CELEBRATE LIFE SINGAPORE PATIENT CONFERENCE



Offering thoughts and perspectives from both a healthcare provider and consumer view point, the Singapore Patient Conference saw patients, the healthcare fraternity and the community gathered to take away insights on how patients' needs can be attended to collaboratively. One key highlight was the many ways in how Patient Volunteers enrich the lives of patients and are a steadfast component of the care journey.

IMPROVING PRODUCTIVITY THROUGH INNOVATIONS



At the National Healthcare Productivity Exhibition, we showcased and shared seven ideas on the adoption of these innovations to increase job productivity and simultaneously, improve the health and welfare of our older workers. Redesigning some job processes and reducing manpower for certain job functions allow us to devotedly channel our attention and effort to patient care.

RAMPING UP RESUSCITATION ENHANCING EMERGENCY CARE



TTSH and Temasek Foundation teamed up to enhance care for emergency life-threatening illnesses and incidents in East Java, Indonesia. This collaboration united by our Memorandum of Understanding with Muhammadiyah Organisation, one of the biggest non-profit organisations in Indonesia, will see our ED team develop a dedicated life support resuscitation training programme to enhance the expertise of 480 healthcare professionals from six hospitals in East Java over a period of three years. With a grant of approximately \$700,000, Temasek Foundation supports this initiative to strengthen the capabilities of these hospitals with standardised and current resuscitation skill-sets, aligned to recognised certification standards. While this partnership is a testament to our regional expertise in emergency life support care, it also emphasises our commitment to expose our medical and nursing teams to a different healthcare milieu in different countries.



The most divine art
is that of
Healing

~ Pythagoras



In 2014, we welcome
18 performing groups from
students, active seniors,
interest groups and clubs at our
Art of Healing programme,
where they transformed the
Hospital to a warm and
enriching healing environment
for patients and
their families.



A GREAT PLACE FOR HEALING THROUGH ARTS



Thank you to all the volunteer performers and artists for making our Hospital a Great Place for Healing!

- *Evergreen Chinese Calligraphy*
- *Mongkok District Cultural Recreational and Sports Association*
- *Just Live Dance Productions*
- *Ebury Bridge*
- *Chinese Heritage & Culture*
- *St Nicholas Girls School Choir*
- *RSVP*
- *Kuo Chuan Presbyterian Secondary School Band*
- *St Margaret's School Strings Ensemble*
- *Clay Art Exhibition*
- *SISAY*
- *NAFA Alumni Art Exhibition*
- *Little Musical Gems*
- *Medley Music School*
- *Paidion Children's Choir*



THE MAGIC OF VOLUNTEERS



We salute our volunteers who are the hands that lend magic and touch the lives of our patients, making a lasting impact on their healing journey. Their selfless giving and dedication to giving their time and effort to give love, care and support to our patients is admirable. This year, the volunteers organised a charity bazaar and a charity ride up to Thailand to raise funds for our needy patients. In December, we also welcomed the Clown Doctors Singapore into our family of volunteers. They have been sharing their special brand of laughter and happiness with our elderly patients who are in the midst of their recovery.



Really Great
People

Make you feel that you too,
can become great.

~ Mark Twain



Tan Tock Seng
HOSPITAL

We want to be a
Great Place for Working,
for Healing, for Learning and
for Becoming the Best.
We are proud of our colleagues
who touched lives and
made a difference to
our patients and the community
they serve.



HRM AWARDS 2014



Our Workplace Health Programmes have won the Best Health & Well-Being Award category. The hospital has shown commitment towards improving employees' health and well-being via effective programmes, policies that have increased staff productivity and retention. This has validated our efforts towards building a happy and resilient workforce.

Ms Khoo Shun Ting, HR Executive, also received the HR Young Achiever Award for her passion and contribution to new ideas.

HEALTHCARE HUMANITY AWARD



For going the extra mile and exemplifying the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity.

Chen Wei Ting, Advanced Practice Nurse
Felicia Tan Yun Li, Staff Nurse
Hazel Lee Mung Fung, Senior Staff Nurse
Jennifer Wong Chee Mei, Advanced Practice Nurse
Liang Min, Senior Staff Nurse
Dr Lieu Ping Kong, Senior Consultant
Loo Min Min, Care Coordinator
Prema Harrison, Nurse Clinician
Rachel Soh Tzer Shiang, Principal Physiotherapist
Sun Tao, Nurse Clinician
Dr Tan Kok Leong, Family Physician-Senior Consultant
Yong Lee Chiang, Senior Staff Nurse

MAY DAY MODEL PARTNERSHIP AWARD



As exemplary models to staff, both Sandrasekar Rajathi, Enrolled Nurse and Abdul Rahim Bin Awang, Senior Healthcare Assistant, have contributed to work place productivity by up skilling their knowledge, staying resilient and adapting to new challenges!

“ I attended the Health Care Assistant course because I know it would help me to do more for my patients. ”

ABDUL RAHIM BIN AWANG
Senior Healthcare Assistant

“ I want to deliver better care for my patients and I believe that this has to be achieved through building up my educational knowledge and skill sets. ”

SANDRASEKAR RAJATHI
Enrolled Nurse

SINGAPORE YOUTH AWARD



Dr Kumaran S/O Rasappan, Surgical Resident at Department of Orthopaedic is recognised for his all round career, sports and public service excellence and scaling Mt Everest in 2012 to raise funds for TTSH Community Charity Fund. He hopes to help patients to overcome their own 'mountains' and prove that no mountain is too high.

PRESIDENT'S AWARD FOR NURSES



Mr Yong Keng Kwang, Chief Nurse, is the first male recipient of this prestigious award in TTSH History. He is also the third male winner in the President's Award for Nurses' 15-year history. A strong believer of the "ground-up" approach to policy making, Keng Kwang introduced the Shared Governance, a first in TTSH history, where nurses elect council members as their representatives in making policy recommendations and decisions. He also spearheaded award-winning initiatives like Ward of the Future, and the SmartSense System.

“ *Nursing and nurses have greatly shaped my life and thoughts: As a career, there is stability for me and my family. As a profession, I learn not to judge people with coloured lenses and respect their different needs. As a mission, Nursing has given me a meaningful purpose in life.* ”

NHG RECOGNITION AWARDS 2014



LEE FOUNDATION NHG LIFETIME ACHIEVEMENT AWARD

Clinical A/Prof Thomas Chee Swee Guan
Senior Consultant, Department of Diagnostic Radiology Clinical Director, Office of Clinical Governance



NHG DISTINGUISHED ACHIEVEMENT AWARD

A/Prof Chia Sing Joo
Divisional Chairman, Surgery Senior Consultant, Department of Urology



NHG DISTINGUISHED ACHIEVEMENT AWARD

A/Prof Ponnudurai Kuperan
Senior Consultant, Department of Haematology & Laboratory Medicine



NHG OUTSTANDING CITIZENSHIP AWARD

Adjunct A/Prof Nicholas Chew
Senior Consultant, Department of Psychological Medicine



NHG OUTSTANDING CITIZENSHIP AWARD

Adjunct A/Prof Chan Kay Fei
Senior Consultant, Department of Rehabilitation Medicine



NHG OUTSTANDING CITIZENSHIP AWARD

Ms Susan Niam
Chairperson, Allied Health Services & Pharmacy

For their contributions towards the NHG's strategic objectives in clinical, operational, education and research disciplines.

MOH NURSES' MERIT AWARD



For their outstanding performances and dedication to the Nursing Profession.

Akhterun Nisha Binte Idris

Nurse Manager

Caren Mok Kar Yen

Senior Staff Nurse

Han Juat Ken

Nurse Manager

Lee Peiyun

Senior Staff Nurse

Leong Jan Mui

Clinical Nurse Educator

Magaswary D/O R. Balraju

Principal Enrolled Nurse

Ruth Dingcong Acopio

Senior Staff Nurse

Siti Zubaidah Binte Ibrahim

Principal Enrolled Nurse

Sui Huangbo

Nurse Manager

Yu Liang

Nurse Manager

NATIONAL DAY AWARDS



For their outstanding contributions and dedication to the nation.

Commendation Medal:

- Ms Lathy Prabhakaran, Senior Nurse Clinician
- Ms Yan Sui Wah, Assistant Director, Pearl Operations

Efficiency Medal:

- Mr Haris Mohamed, Principal Physiotherapist
- Ms Helen Clara Kueh Ai Lian, Nurse Manager
- Ms Lim Meow Gek, Nurse Clinician

Long Service Medal:

- 42 Winners

CONTACT CENTRE AWARD SINGAPORE



For their dedication towards service excellence and strong leadership.

“ Winning the 2012 Best Customer Service Professional award was a joint team’s achievement. The same applies to this award! Striving for constant service excellence as a team keeps me and my colleagues motivated. ”

~ Rebecca Banu, Assistant Supervisor,
Best Contact Centre Team Leader of the
Year 2014

“ Service at Contact Centre goes beyond skin-deep. Knowing that I’m an asset to the hospital encourages me to provide greater service for every patient and caller. ”

~ Kathijah, Senior Customer Service Associate,
Best Customer Service Professional of the Year

NHG EXCELLENCE IN ACTION



For demonstrating outstanding core values, sustained service excellence and contributing to improving work practices, services and patient safety.

NHG-Excellence-in-Action Award

Leader Category

Eiseli Loh Wan Cho
Deputy Director,
(Operations)

Zee le Chuen
Deputy Director
(Nursing Service Department)

Individual Category

Dr Rani Ramason
Senior Consultant,
Geriatric Medicine Department

Sherrie Lim Ei-Leen
Assistant Director,
Ops Team (Surgery)

Samaniah Bte Elias
Patient Information Associate,
(Visitor Experience Services)

Team Category

Treatment Room Improvement
Project by Clinic B2B



NHG EXEMPLARY PATIENT AWARD



Two of our volunteers, Michael Wong and Nellie Row were honoured the NHG-Exemplary Patient Award! Both have been active in helping patients overcome challenges during difficult times through the manning of the Colon Cancer Support Group hotline, visiting patients at the ward and raising funds through charity bazaars. Their altruism, despite their age, calls for our respect!

“ *What motivates me? My love and passion to give back to society.* ”

~ Nellie row

“ *Simple acts of kindness count. When I met others happy, I'm happy too.* ”

~ Michael Wong

TAN CHIN TUAN AWARD



Principle Enrolled Nurse, Ms Magaswary d/o R.Balraju was conferred the 2nd Runner Up at the Tan Chin Tuan Nursing Award for Enrolled Nurses. Magas who has over 30 years of experience, played an integral role in many of the Quality Improvement and Clinical Practice Improvement Programme projects in Ward 7D. She also played a vital role in the setting up of the Surgical Storeroom during the renovation works of the Ward of the Future.

“ Nursing has given me many opportunities to learn about other diseases and nursing care. Working alongside my colleagues to care and fight diseases makes me proud to be a nurse. ”

SIMPLY THE BEST!

Best Employers Award



We were named one of the Aon Hewitt's Best Employer in Singapore for two years in a row! Thank you for making TTSH a great place for working, healing, learning and becoming the best!



Tan Tock Seng
HOSPITAL

A Community of Care