



Tan Tock Seng
HOSPITAL

Year in Review 2015

In **2015** we saw



About **57,400** patients



More than
679,000
Specialist Outpatient Clinics
attendances



More than
23,800
Dental attendances



More than
162,000
Emergency Department
attendances



More than **5Million**
Laboratory Investigations



More than
23,800
Therapy attendances



Over **462,000**
Radiological Investigations



More than
86,000
Surgical Procedures

The background features two thick, diagonal brown brush strokes, one in the top right and one in the bottom left. In the top left and bottom right corners, there are delicate floral and leafy branch illustrations in shades of green, blue, and purple. The text is centered on a white background.

We celebrate the

Great Moments

that have shaped the year

Big relief with new liver cancer technique

The Straits Times | 28 January 2015

Our diagnostic radiology department introduced Transradial Chemoembolization, a new technique to treat liver cancer. This new treatment reduces risk of internal bleeding and urinary tract infection, on top of early mobilisation post-surgery.

“The real benefit (from the new technique) is patient comfort...If my mother had to do this, I would choose the radial (technique) any day.”



Big relief with new liver cancer technique

Faster procedure and more patient comfort possible from simple change in treatment

Limette Lai

Liver specialists at Tan Tock Seng Hospital (TTH) have pioneered a technique to treat liver cancer in a way that is simpler and less invasive than the current standard of care. The patients, who require a faster, more comfortable procedure, were able to get the treatment in a shorter time. The new technique, however, is faster, simpler and more comfortable than the current standard of care.

“I was more comfortable with the new technique. I could walk after the procedure. I was discharged the same day.”

HERALD EXCLUSIVE
The real benefit (from the new technique) is patient comfort...If my mother had to do this, I would choose the radial (technique) any day.

AN EXCLUSIVE REPORT FROM THE STRAITS TIMES



Dr. Limette Lai, a liver cancer specialist at Tan Tock Seng Hospital, is shown performing a transradial chemoembolization procedure on a patient. The procedure is performed through the radial artery in the wrist, instead of the femoral artery in the groin. PHOTO: SHEN GUANG/STC





Becoming the Best



Year in Review 2015

February

The Business Times | 27 February 2015

Winning Aon Hewitt's Best Employers award for the second time is an indication that we are making progress and moving in the right direction.

“As we consolidate and take stock, we will continue our journey to further engage our staff on how the work they do can fulfil their aspirations and make their work meaningful.”



TTSH attained its best ever PSS score of **78.9%** to emerge second amongst six restructured hospitals.

I Have Washed My Hands!

Hand Hygiene Day | 5 May
Hand Hygiene Campaign | 5 May to 16 Jun 2015

An Initiative by:
CareConnect Volunteer Committee
and Infection Control Unit

Supporting
The
Health
Innovation Pro



 Sunshine
Enjoy a tastier slice of life

Stepping up hand hygiene

The Straits Times | 6 May 2015

In conjunction with World Hand Hygiene Day, the Care Connect Volunteer Committee launched a six week campaign, "I have washed my hands" to raise awareness of getting in the habit to keep our hands clean.



“ This is the first time where patient leaders and volunteers are leading a hand hygiene campaign with the support from a hospital. As a patient myself, it is reassuring to know that the hospital is prioritising our safety and involving us in this meaningful endeavour. ”

Faster treatment for seniors with hip fractures

The Straits Times | 9 May 2015



Our integrated hip fracture programme made news in May for helping elderly hip fracture patients to gain access to treatment earlier and better taken care of at all levels.

“If you just keep them lying on bed, their muscles will start getting weak. This makes them more prone to infections of the lungs and urinary tract, which could lead to complications after surgery.”

Year in Review 2015

May



Robot arms ensure fast recovery in thoracic surgery

The Straits Times | 25 June 2015

Our surgeons gave Thoracic Surgery a new boost with the use of robot arms during surgery. This less invasive robotic surgery technique helps patients to recover faster and start on their follow-up treatments earlier.

“ I recovered very quickly because the wounds were not big, to me the operation was a success. ”



Year in Review 2015

June

Robot arms ensure fast recovery in thoracic surgery

By LINETTE LAI



Dr Aneez Ahmed successfully operated on Madam Woo Quai Kuen using robot arms. The 68-year-old cook was discharged three days after a lump in her lung was removed. PHOTO: MIKE LEE FOR THE STRAITS TIMES

BENT over a console 3m away from his patient, Dr Aneez Ahmed represents the new face of thoracic surgery.

Robot arms keep his instruments stable as he makes tiny, precise movements through incisions barely a centimetre wide.

He is the first local surgeon to be fully accredited to perform such surgery in this manner.

But he is looking to teach this method of surgery to other doctors, both locally and overseas.

“Our idea is that using this method, we can get people back to society faster”, said Dr Aneez, who is chief of Tan Tock Seng Hospital’s (TTSH) thoracic surgery division. “I think this method is here to stay.”

Most of his patients are early-stage lung cancer patients who go under the knife to have tumours removed.

Unlike conventional open surgery, which involves a large cut about 8cm long, robotic surgery is much less invasive and patients recover faster.

This means they can go for follow-up treatment – such as chemotherapy – almost immediately, rather than having to wait for up to six weeks for their wounds to heal.

It also has an edge over other minimally invasive techniques using video cameras, said Dr Aneez, as surgeons get a clearer, 3D view of the patient’s insides.

“The video camera is operated by hand, so you get a lot of the shakes and fuzziness,” said the senior consultant. “But when you can see better, you can do the surgery better. It’s safer.”

Dr Aneez has performed more than 130 such operations since 2012, when TTSH first started offering the procedure.

He is one of two surgeons in Singapore who can perform this surgery.

The other is also from TTSH. One patient who has gone under the knife is 68-year-old Madam Woo Quai Kuen, who discovered a lump in her lung during a regular health check last year.

Dr Aneez made five incisions to remove it – one each in her front and side, and three on her back.

She was discharged three days after the surgery, and said she felt very little pain afterwards.

“I recovered very quickly because the wounds were not big,” said the cook. “To me, the operation was a success.”

linette@tsh.com.sg





Being prepared to deal with MERS



Straits Times | 12 June 2015

Prime Minister Lee Hsien Loong and his wife Ho Ching visited TTSH – Singapore’s designated isolation centre for suspected and confirmed Mers patients – to observe emergency preparedness.

“For us it’s a matter of time, and for us, I wanted to be quite sure that our medical facilities our medical staff, the hospitals, the whole team are ready and they know how to deal with it. They don’t fumble and we can contain it, and then put a stop to the disease in Singapore as quickly as we can.”



Spreading the love after work

The Straits Times | 6 August 2015

During the day, they serve as nurses in various hospital wards, tending to everyone from cancer patients to distraught family members. But even after hours of standing on their feet, these nurses go on to spread the love after work.

“What I do in the ward is not enough.”

What started out as a group of five nurses has grown to 30 in the past six years. They visit nursing homes or volunteer their medical expertise in neighbourhoods, taking blood pressure and giving advice on medication.





Family who volunteers together, stays together



The Straits Times | 3 September 2015

Our volunteers at the Patient Care Centre have been buying meals for patients and massaging their feet since 2009. The invaluable experience with patients have taught them different life lessons.

“We gain more than we can give.”

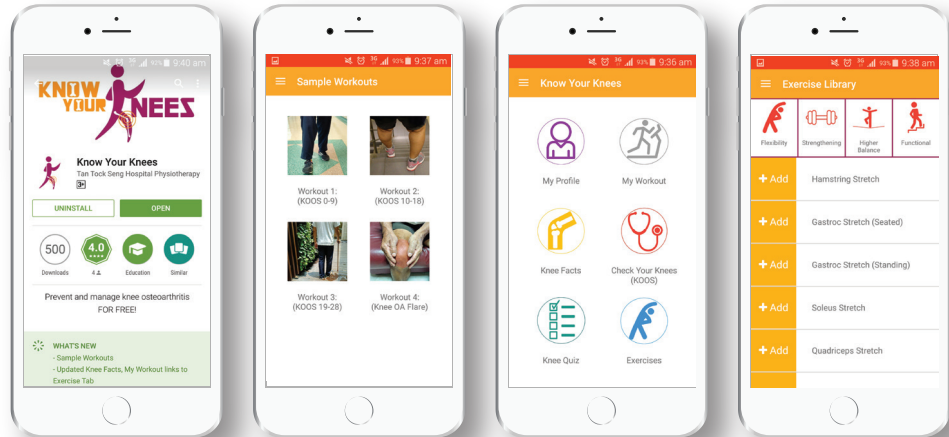


Moving towards a technology savvy era!

8 September 2015

'Know Your Knees'

mobile application which empowers older adults to prevent and manage Knee Osteoarthritis was officially launched on Physiotherapy Day.





A great place for healing through arts

22 October 2015

Visitors were drawn to Tan Tock Seng Hospital's art installation, A Book Maze, which was made up of 3,500 books as part of our hospital's Art of Healing programme. Carefully pieced together by British artist, Wee Wai Ming, the books were available for patients and their visitors to take away and encourage reading.

Reading for healing



Visitors are drawn to Tan Tock Seng Hospital's art installation, A Book Maze (above), which is made up of 3,500 books of different genres. It is part of the hospital's Art of Healing programme that aims to use the arts to help patients relax. The books are available for patients and their visitors to take away. The exhibit, put together by British artist Wee Wai Ming, opened in the hospital's atrium and will end next Wednesday. ST PHOTO: YEO KAI WEN

5th ANNUAL TISH CHARITY RIDE 2015
ANAND & PHENEEY
A Journey of Friendship & Hope
to help the Needy Sick in the Community
15 - 17 MAY 2015

Charity Partner: **tote** **boost**

Official Race Partner: **tigerair**

Official Charity Partner: **1000PARTS**

Official Charity Partner: **JUST WONY**

Go the Distance. Make a Difference!



A Journey of friendship and hope

22 to 25 May 2015

Charity Ride 2015 saw our riders conquering the challenging terrains of Phuket. The 190km race raised over \$220,000 for our Community Fund in aid of needy patients.





171st Founder's Day

24 & 25 July 2015



Year in Review 2015

July

171st Founder's Day was made extra special with an SG50 year. More than 500 staff and family came together over two days and took a ride down memory lane in a vintage tram. The heritage trail saw them gaining a better understanding of TTSH history.





Happy Nurses' Day!

31 July 2015

This year our elder nurses received the Marigold Awards presented by Minister for Health, Mr Gan Kim Yong. We also launched the music video for *Believe* – a song written by our nurses, for future generations of nurses!





TTSH – Our Second Home

4 August 2015

We had our inaugural National Day Observance Ceremony to commemorate Singapore's Golden Jubilee. It was heart-warming to see everyone come together as one to sing *Majulah Singapura* and recite our National pledge.



Embracing

the Gift of Life





Embrace – the gift of giving

The biennial Patient Care Centre Charity Dinner raised more than \$250,000 that would benefit around 500 needy HIV patients. Guests at the dinner were also enchanted with a performance by international song bird Ms Olivia Ong, along with accomplished pianist David Lim and singer Michelle Chua.



Continuous learning and building

Stronger Ties





Dr Eugene Fidelis Soh
Tan Tock Seng Hospital
Chief Executive Officer

Dr K Thomas Abraham
SATA CommHealth
Chief Executive Officer

Mr Eric Cheong
SATA CommHealth
Senior Project Manager



Extending greater step-down care in the community

4 May 2015

SATA CommHealth and TTSH signed a Memorandum of Understanding to extend the Hospital's new network of community partners. This will help ensure continuity of care for patients within the community especially homebound patients who are able to tap on these services more easily.





Towards a smart nation

22 July 2015

As part of our commitment towards a Smart Nation, TTSH and Infocomm Development Authority of Singapore (IDA) gathered to build mindshare and explore potential collaborations in technology and innovation, especially those directly relevant to HealthCity Novena.






Sharing Best Practices

24 October 2015

Dr Thiravud Khuhaprema, Director of Wattanosoth Hospital, and Dr Nithiwat Gusriurai, Deputy Director of Bangkok Hospital visited TTSH to learn best practices of our pharmacy medication management system. We took this opportunity to introduce our Outpatient Pharmacy Automation System (OPAS), Pre-Admission Counselling and Admission (PACE) and Day Surgery Centre.







Deepening thought leadership and development



13 November 2015

Our ties with Siriraj Hospital go back more than 100 years with Mr Tan Tock Seng's eldest son appointed as Consul General for Siam in the Straits Settlement by King Chulalongkorn. The King later visited TTSH and made a donation of 1,000 dollars in Thai gold coins.

Both institutions have continued to strengthen the collaboration through co-learning of best practices, clinical and administrative exchanges. On 13 November, TTSH signed an MOU with Siriraj Hospital to drive innovation, clinical education, leadership development and benchmarking.



We celebrate the
*Great
Successes*

27 April 2015

HEALTHCARE HUMANITY AWARDS 2015

Guest-of-Honour
DR TONY TAN KENG YAM
President of the Republic of Singapore

27 April 2015

Year in Review 2015

April



Beyond our Walls

27 April 2015

14 of our colleagues were honoured the Healthcare Humanity Award by Mr Gan Kim Yong, Minister for Health for going the extra mile and exemplifying the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity.

Name

Cheng Hong
Cheong Wai Fong Florence
Chew Mei Mei Melissa
Chng Hiok Hee
Fu Qixin
Ho Pei Wah
Lim Hen Jia

Designation

Senior Staff Nurse
Head, Occupational Therapy
Principal Medical Social Worker
Senior Consultant
Senior Staff Nurse
Assistant Director of Nursing
Senior Nurse Manager

Name

Lim Tin Tin
Low Ei Fern
Moreno Jennilyn Repulda
Neo Yu Shan
Qua Ruo Qi Evelyn
Rozana Bte Arshad
Yeoh Lin Dai

Designation

Senior Staff Nurse
Senior Staff Nurse
Senior Staff Nurse
Staff Nurse
Senior Staff Nurse
Senior Nurse Manager
Senior Staff Nurse

NHG Recognition Awards

26 May 2015

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



NHG Outstanding Citizenship Award

Dr Tan Hui Ling
*Senior Consultant
(Anaesthesiology, Intensive
Care and Pain Medicine)*



NHG Outstanding Citizenship Award

Dr Wong Hon Tym
*Senior Consultant
(Ophthalmology)*



Lee Foundation NHG-NUHS Lifetime Achievement Award

Prof Chng Hiok Hee
*Senior Consultant
(Rheumatology, Allergy and
Immunology)*



NHG Distinguished Achievement Award

A/Prof Alan Ng
*Senior Consultant
(Respiratory and Critical
Care Medicine)*



NHG Distinguished Achievement Award

Late Adj A/Prof Vijayan
Appasamy
*Senior Consultant
(General Surgery)*

Making a green mark

13 & 20 July 2015

“ I have always believed that a blighted urban landscape, a concrete jungle always destroys the human spirit. We need the greenery of nature to lift our spirits. ”
– Mr Lee Kuan Yew

We reduced energy and electricity consumption, raised awareness for recycling and encouraged responsible printing. This year Annex 1 and 2 have been successfully certified with the BCA Green Mark for Office interior, the first hospital to receive this recognition!



Tan Tock Seng Awards

24 July 2015

In conjunction with our 171st Founder's Day celebrations, the inaugural Tan Tock Seng Awards were launched to honour individuals and teams for their exceptional and outstanding achievements. In 2015, we marked changes to the Emeritus conferment and extended it to other family groups – Nursing, Administration, Ancillary and Allied Health professionals.

Staff Excellence Award (Gold)

12 Winners

Staff Excellence Award (Silver)

12 Winners

Associate Professor Kuperan Ponnudurai

Emeritus Consultant, Department of Haematology

A/Prof Kuperan is passionate about blood. He developed processes and means to diagnose lab tests and helped TTSH's laboratory soar to greater heights.



“We must remember that we are learning every day and from every one too.”

Professor Sonny Wang

Emeritus Consultant, Department of Respiratory & Critical Care Medicine

A veteran with more than 40 years in public service, Prof Wang is best known for his role in tuberculosis management in Singapore.





Mr Harbhajan Singh

Emeritus Fellow, Nursing Service

A humble man with a big heart, Mr Singh is one of our longest serving nurses in TTSH history. He continues to serve today, helping to guide our next generation of nurses.

Mr Ow Chung Kin

Emeritus Fellow, Radiography Service

Mr Ow is one of the earliest pioneers in the local radiography industry. He was a leader in establishing scanning protocols and essential CT techniques.



MOH Nurses' Merit Award

24 July 2015

For their outstanding performances and dedication to the Nursing Profession.

Jasmine Tay Lip Shin
Senior Staff Nurse

Joni Chiang Wai Hing
Senior Staff Nurse

Laley Bin Senawi
Nurse Manager

Ranhbir Kaur
Nurse Manager

Roslin Binte Salihan
Nurse Manager

Tan Siew Kin
Nurse Manager

Tan Tit Chai
Nurse Clinician

Tan Tzuu Ling
Nurse Manager

Usha D/O Kumaran
Senior Enrolled Nurse

Zawiyah Binte Abu Bakar
Nurse Manager

Zhong Lihua
Senior Staff Nurse

President's Award for Nurses

31 July 2015

Ms Pua Lay Hoon received the President's Award for Nurses from his Excellency President Tony Tan in recognition of her immense contribution to Nursing Education. She is a passionate and inspiring role model to her students!





Staff Recognition Award 2015

GREAT People, GREAT Pride

18 August 2015

Tan Kah Seng *A Community of Care* 

National Day Awards

18 August 2015

For their outstanding contributions and dedication to the nation.

The Commendation Medal

Christopher Ng Thong Lian
Quality Assistant Director, Allied Health

Hoi Shu Yin
Deputy Director of Nursing

Samuel Tiang Shee Tiung
Deputy Head, Medical Laboratory and
Principal Medical Technologist

The Efficiency Medal

Christina Tan Hwei Hian
Senior Nurse Manager

Kalaichelvi D/O Govindaraju
Senior Nurse Manager

Tim Jee Ya
Supervisor

The Long Service Medal

22 Winners

National Outstanding Clinical Quality Champion Award

21 August 2015

Associate Professor Thomas Chee was conferred the National Outstanding Clinical Quality Champion Award for his exceptional care and standards that helped shape diagnostic radiology at Tan Tock Seng Hospital and in Singapore.





CH EXPERT IN C
NCE MEASURE
CONTACT
DS 2015
en



CCAS International Contact Centre Awards

18 September 2015


Our hospital won Silver and Bronze awards at the prestigious CCAS International Contact Centre Awards.

Silver Award for Best In-House Programme/- Section Contact Centre

Our contact Centre's General Enquiry Hotline were pivotal in ensuring that emergencies and resuscitation timelines were met.

Bronze Award for Best Contact Centre Customer Service Professional of the Year

Ms Jayanthi was shortlisted among nominees from different sectors in Singapore and around the Asia-Pacific region. She was recognised for her steadfast dedication towards service excellence.



Public Service Awards Ceremony

Year in Review 2015

October

15 October 2015

Celebrating
Public Service Excellence
with you



Serving with Excellence

15 October 2015

Our people and our efforts have been lauded for exceptional service and innovation at the Public Service Awards 2015.



PS21 Star Service Award

Mr Collin Bernard Kandiah
Senior Patient Service Associate

Collin is a role model and prime example. He is best known for his fervent dedication in caring for his patients.



PS21 Innovation Champion Award (Merit)

Mr David Dhevarajulu
Director for Transformation

David is a strong force behind the drive for innovation and engagement. He has led and facilitated the best outcomes through our people.

Tan Chin Tuan Nursing Award for Enrolled Nurses

16 November 2015

The Tan Chin Tuan Nursing Award for Enrolled Nurses is Singapore's highest accolade for Enrolled Nurses. This year, TTSH is honoured to have two accomplished nurses receive this distinguished award.



Principal Enrolled Nurse Mageswary's dedication and drive to learn led her to become NHG's first Enrolled Nurse to be certified as a Clinical Instructor. She is a well-loved and respected face in Ward 9A.



Senior Assistant Nurse Usha's hunger to learn has given her excellent knowledge in her role and responsibilities. This distinguished award shines a well-deserved light on Usha's wonderful work ethic and leadership capabilities.

Promising Social Worker Award

30 November 2015

Honoured for her outstanding work in chronic disease management and her initiative of World Diabetes Day at TTSH, Ms Kitty Lee received the Promising Social Worker Award 2015 from President Tony Tan.

“As an MSW, you need to be able to wear different hats and have different skill sets to better interact and care for your patients.”





We Remember

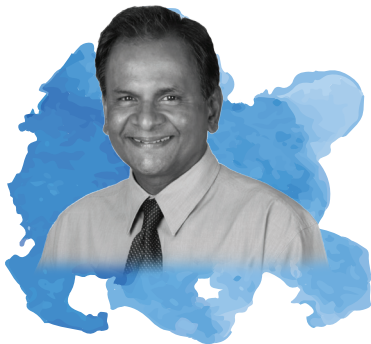




Professor Feng Pao Hsii
(1936-2015)

Emeritus Consultant, Rheumatology,
Allergy and Immunology Department

Fondly known as Father of Rheumatology, Prof Feng played an integral role in starting rheumatology in other hospitals and personally trained the first generation of rheumatologists.



A/Prof Vijayan Appasamy
(1953-2015)

Senior Consultant,
Department of General Surgery



Caring doctor and inspiration teacher that left behind a legacy of love care and dedication to his profession and patients.



Mr Freddy Soon
(1940-2015)

Chairman of Medifund Committee

Instrumental in helping needy patients, especially the elderly.



2015 has been a great year. Let's continue to make TTSH a great place for working, healing, learning and becoming

The Best!

