

# 2017 year in review

## Our People Our Heartbeat

May 2017

### May Day Awards

#### Comrade of Labour Award

Mastan Nachiyal Mohd,  
Assistant PSA Supervisor, Inpatient Wards

#### Partners Award

Institute of Geriatric and Active Ageing  
(IGA) for the Healthier Drivers, Happier  
Driver for Bus Captains project

#### Excellence in Public Service Awards

##### PS21 Distinguished Star Manager Award

Irene Lye Chew Leng,  
Senior Clinic Manager

##### PS21 Star Service Team Award

TTSH Outpatient Pharmacy  
Inventory Team

##### PS21 Star Manager Award

Karen Go Tsung Shyen, Manager,  
General Surgery

##### PS21 Star Service Award

Rose Ang Beng Choo,  
Senior Patient  
Information Associate

#### Healthcare Humanity Awards

8 Recipients

June 2017

### National Healthcare Innovation & Productivity Medals

#### Best Practice Medal in Automation, IT and Robotics Innovation

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#### Best Practice Medal in Care Redesign

Care Redesign by Engaging Nursing  
Homes through Value Stream Mapping

#### Tan Tock Seng Awards

**First female  
Emeritus  
Consultant  
in TTSH  
History**

July 2017

Associate Professor Prabha Unny Krishnan, Senior Consultant from Laboratory Medicine is well recognised and respected in the healthcare fraternity in Singapore. As Head of Laboratory Medicine (2006-2015), she was professionally responsible for establishing satellite laboratories and 24/7 laboratory services during outbreaks of infectious diseases and expanded the capability of the main laboratory to manage surge in other investigations. As a founding member of the Network of Antimicrobial Resistance Surveillance, she collated national antibiotic susceptibility data from all restructured hospitals in Singapore, enabling testing and reporting structures to be standardised across all hospitals.

July 2017

### NHG Recognition Awards

#### Team Recognition Award - Gold

Warriors against Diabetes

#### Team Recognition Award - Silver

- Care Redesign for Referral to Nursing Home through Value Stream Mapping
- Hospital Acquired Infection Elimination (HAIE) Collaborative
- TTSH ERAS Team

#### Team Recognition Award - Bronze

- Home Ventilation & Respiratory Support Service (HVRSS)
- Integrated Hip Fracture Care Programme

#### Distinguished Senior Clinician Award

A/Prof Suresh Sahadevan,  
Senior Consultant,  
General Medicine

#### Young Achiever Award

Heidi Tan Siew Khoon,  
Education Assistant Director (AHS),  
Occupational Therapy  
Hoi Shu Yin,  
Deputy Director of Nursing  
Adj A/Prof Tan Cher Heng,  
Deputy Clinical Director,  
Clinical Research & Innovation Office

#### Outstanding Citizenship Award

Paul Yong Yook Choy,  
Chief Financial Officer  
Stephen Loh Chee Leong,  
Chief Development Officer  
Jamie Lim Chuen,  
Assistant Director of Nursing  
Adj A/Prof Wu Huei Yaw,  
Senior Consultant, Palliative Medicine

## 2017 in numbers



ambulance cases  
**40,320**



inpatient admissions  
**60,360**



operations  
**93,820**



ED attendances  
**162,610**



radiological investigations  
**508,950**



therapy attendances  
**533,500**



laboratory investigations  
**5,418,970**



outpatient attendances  
**740,880**

#### NHG Education Leaders Award

A/Prof Alan Ng Wei Keong,  
Clinical Educator Lead (Medical),  
Respiratory & Critical Care Medicine  
Lawrence Lim Eng Huat,  
Principal Medical Social Worker,  
Care & Counselling  
Lim Pang Hung,  
Senior Principal Physiotherapist,  
Rehab Therapy Services  
Lim Siew Geok,  
Principal Nurse Educator

#### President's Award for Nursing

Dr Margaret Soon Mei Ling,  
Deputy Director of Nursing

#### Nurses' Merit Award

12 Recipients

August 2017

### National Day Awards

#### Commendation Medal

Dr Chan Ee Yuae, Assistant Director of Nursing  
Laura Ho Pei Wah, Assistant Director of Nursing  
Lim Siew Geok, Principal Nurse Educator  
Ng Tzer Wee, Head, Care & Counselling

#### Efficiency Medal

Ang Ching Ching, Senior Nurse Clinician  
Chee Pick Fong, Assistant Director of Nursing  
Julien Tan Cheun Woei, Senior Nurse Manager, Ward 12B  
Saraswathi Arumugam Selvaganapathy,  
Supervisor, Food & Beverage Services  
Toh Bee Tee, Senior Executive Assistant,  
Occupational Therapy

#### Long Service Medal

46 Recipients

#### National Medical Excellence Award

National Outstanding Clinical Educator Award  
A/Prof Tham Kum Ying, Senior Consultant, Emergency Medicine

October 2017

### Contact Centre Association of Singapore Awards

#### Best Customer Service Professional of the Year - Silver

Ellen Kuah Xiufen, Senior Customer Support Associate

#### Best Customer Service Professional of the Year - Bronze

Keng Zi Hui, Senior Customer support Associate

November 2017

### Tan Chin Tuan Nursing Awards

**Champion**  
Wirdany Khanip,  
Principal Assistant Nurse

**Top 10**  
Nurshilawaty Jamaludin,  
Senior Assistant Nurse,  
Communicable Diseases Centre

#### National Healthcare Innovation & Productivity Medals

#### Best Practice Medal in Automation, IT and Robotics Innovation

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#### Best Practice Medal in Care Redesign

Care Redesign by Engaging Nursing Homes through Value Stream Mapping

#### IHF Excellence Awards

Leadership & Management in Healthcare  
(Honourable Mention)

Nursing Shared Governance



# Notable milestones

## A Great Place for Deep Learning

Memorandum Of Understanding with Imperial College Healthcare NHS Trust (ICHT)

**September 2017**

TTSH and ICHT signed An MOU that will enable clinical training and development of staff, and share innovations across our hospital systems. The agreement will also extend to our affiliated institutions in NHG. Our medical school partnership with Lee Kong Chian School of Medicine (LKCMedicine) has now been extended to the collaboration between our two hospital systems on training and innovation.



MOU signing between TTSH and Imperial College Healthcare NHS Trust (ICHT)



Visit from the delegation of Imperial College Healthcare NHS Trust (ICHT) to TTSH on 23 June 2017.

## Transforming Healthcare for the Future

**November 2017**

FutureHealth, a three-day learning showcase organised by our Centre for Healthcare Innovation (CHI) along with our partners LKCMedicine and NTU Institute for Health Technologies, was brimming with thought-leaders, academics and industry experts from various industries in sync to the theme of Innovations Transforming Healthcare.



## Innovating to Create Value



### A Decade of Kaizen

**October 2017**

We celebrated 10 years of MyCare, our Lean Healthcare Transformation at TTSH's Value Festival. MyCare has empowered our people and put our patients first by delivering on what our patients value. The culture of improvement is deeply ingrained in our staff DNA. Any staff, who desires to make a change that brings can kick-start the process by making suggestions as an individual or rallying a team of colleagues to work on it.

### Redesigning Healthcare Jobs

Job Redesign, is an opportunity for us to focus on developing Better People to provide Better Care through upskilling, job substitution and value expansion. While the healthcare workforce is set to grow, we hope to be able to "bend" the demand for manpower by enabling our staff to redesign their jobs so that they can better deliver on what patients value.



## Co-learn, Collaborate and Inspire

The CHI Masterclasses serve as a platform to learn from leading experts and thought leaders. The masterclasses are an opportunity for TTSH staff and CHI partners to co-learn, collaborate and augment learning, and inspire and seed ideas in our workforce. This year's attendees met leadership expert Stephen M. R. Covey and British public health academic Dr Anant Jani, who spoke about fostering trust and generating value in healthcare.

## 3D Mapping to Locate Lung Cancer Cells

**December 2017**

TTSH is the first hospital in Singapore to introduce a new procedure – Navigational Bronchoscopy, that allows doctors to pinpoint cancer in the lungs more accurately, leading to faster diagnosis and treatment of Singapore's No. 1 killer cancer. The new procedure is a virtual reality and a GPS-guided system which aids in finding and extracting suspected cancer cells in the lungs, more efficiently than traditional methods.



## From Hospital to Community

Breaking Ground on Tomorrow's Healthcare



HealthCity Day  
Prof-Honour: Dr Amy Khor, Senior Minister

**March 2017**

The groundbreaking of the Integrated Care Hub (ICH) marks the beginning of construction of another component of HealthCity Novena. ICH, slated to open in 2022, will bring together all levels of rehabilitation and step-down care into a single building, with a focus on four care streams – Primary, Community, Intermediate, and End-of-Life – within an environment that empowers and encourages healing. This will allow TTSH to more holistically enable our patients to return to their homes, to work and their daily lives in the community.



## Volunteerism – Powering Change in Health and Social Care

**October 2017**

This year's Singapore Patient Conference was back on a bigger scale and oversubscribed – attracting close to 1,500 participants. 50% of them were patients, caregivers and volunteers, with the rest being healthcare professionals from public healthcare institutions and Voluntary Welfare Organisations. New this year was the SPC in the Community Charity Walk and Health Carnival held on 30 September, in support of the World Hospice and Palliative Care Day, and #WalkForPall movement. We clocked more than 190km, raising funds for a meaningful cause.



## A New Strategy for Community Health

**October 2017**

Our first Community Health Team, providing continuing care for the Ang Mo Kio zone, was formed following the establishment of Central Health. The team is the first of the pilot Community Health Teams

providing continuing care to residents in the central region of Singapore. The team will serve as a bridge from and back to the hospital, integrate and coordinate allied health and medical care for patients, and network with our care partners. The work done by this group will be used as a model for the teams to be formed for the other six zones.

