



## CHAPTER 4



# CELEBRATING OUR ACHIEVEMENTS



# CELEBRATING OUR ACHIEVEMENTS

Despite a challenging year, Yishun Health carried on to pursue care improvements and process innovations that build on our mission of person-centred care – and were recognised and rewarded for the efforts.



## CELEBRATING OUR NATIONAL DAY AWARDEES

As Yishun Health celebrated Singapore's 55th birthday at the National Day Observance Ceremony, we also gave out the annual National Day Awards to 34 recipients! Comprising two Commendation Medals, 16 Efficiency Medals, and 16 Long Service medals, this was our biggest haul yet.

In her address to Yishun Health, Ms Carrie Tan, Member of Parliament for Nee Soon GRC,

expressed her gratitude to the frontliners, and shared her commitment to work alongside Yishun Health towards a cohesive and bonded community.

## NURTURING AND INSPIRING THE NEXT GENERATION

Teachers are an indispensable part of any organisation; they play a crucial role in cultivating a spirit of learning in their students. This is especially so in Yishun Health, where continuous learning and improvement is a hallmark of our DNA.

On Teacher's Day, we recognised and honoured a group of colleagues who have a heart for passing on their wealth of knowledge and experience to the next generation.

At the NHG Teaching Excellence Awards, 46 Yishun Health educators were conferred awards across eight categories. These winners are primarily clinicians, nurses or allied health professionals who have also taken up the mantle of teaching.

The National University of Singapore (NUS) Medicine Appreciation for Clinical Educators Ceremony on 11 November 2020 recognised these contributions by healthcare clinicians to the medical education of NUS students. At this virtual event – hosted by NUS Medicine in conjunction with NHG – KTPH received a total of 10 awards!

### PROPS FOR YISHUN HEALTH'S CARE INNOVATOR! 'MED SCIENTIST'

Dr Daniel Chia, Director, Clinical Research Unit (Innovation), received the Exemplary Innovator Award at the Public Sector Transformation Awards on 21 October 2020. Dr Chia has been responsible for collaborating and leading

numerous contributions to Yishun Health that create solutions for better patient care. This accolade is a testament to his ability to realise his vision of smart, digitalised and innovative hospitals through frugal, practical and innovative solutions!

### IMPROVING EMERGENCY RESPONSE AND RESUSCITATION EFFICACY

A&E Consultant Dr Desmond Mao's team, comprising A&E Resident Physician Dr Bang Chungli and two others from Tan Tock Seng Hospital and Singapore General Hospital, was awarded the NHG Research Impact Award at the 2020 NHG Research and Innovation Awards.

Their two-year-long study identifying gaps in Termination of Resuscitation (TOR) Protocol training led to the development of a robust framework for Singapore that covers standards of practice, communication skills, and emotional support for paramedics – the first in Asia. This framework addresses the challenging area of pre-hospital TOR



(L-R) Dr Desmond Mao and Dr Bang Chungli were prize winners at the 2020 NHG Research and Innovation Awards





## CHAPTER 4: CELEBRATING OUR ACHIEVEMENTS

Protocols, which are used by paramedics and A&E doctors to make timely and accurate judgement calls in time- and resource-limited emergency scenarios.

The protocols help them more accurately predict the success rate of resuscitations. This reduces unnecessary and stressful interventions, better manages limited A&E resources, and lowers the need for potentially hazardous high-speed transport.

It also helps to allow more end-of-life patients to pass away peacefully in their place of residence.

### A SHINING EXAMPLE OF LEADERSHIP

A/Prof Sum Chee Fang, Senior Consultant, General Medicine, KTPH, has made lasting impact on diabetes care for over 36 years. In recognition of his dedicated service and contribution, he was conferred the prestigious National Outstanding Clinician Award at the MOH National Medical Excellence Awards on 29 October 2020.

A/Prof Sum is greatly respected for his vast clinical knowledge in diabetes care and research, as well as his pioneering and visionary work in developing and enhancing diabetes care in the public healthcare sector.

Since setting up the Diabetes Centre in Alexandra Hospital in 2001, he has led the push for comprehensive interdisciplinary approach in the management of patients with complex diabetes, with a strong emphasis on patient engagement and education. A/Prof Sum has also been instrumental in advocating for specialist training for nurses, and is credited in co-establishing the Specialist Diploma in Nursing (Diabetes Management and Education) in 2000.

At KTPH, A/Prof Sum has led many improvements in diabetes care through contributing to programmes and training clinicians. He has also chaired the NHG Diabetes Disease Management Committee and the MOH Diabetes Strategy Advisory Committee.



A/Prof Sum Chee Fang was recognised for his dedicated service and contribution at the MOH National Medical Excellence Awards



A socially distanced group photo at the CCEA

## A 40-AWARD COUP FOR YCH AT THE 2020 COMMUNITY CARE EXCELLENCE AWARDS

YCH received a total of 40 individual and team awards at the 2020 Community Care Excellence Awards (CCEA), organised by the Agency for Integrated Care (AIC). This includes 35 individual awards for its healthcare staff. One of these winners was Senior Nurse Manager Pauline Tan, who won a Gold Award.

Pauline is known for her exemplary service and commitment, having won four Service Champion Awards in 2019. On top of her day-to-day work, she also leads the Nursing Quality Improvement Committee, and contributes to improving service, processes and clinical quality.

Under Team Awards, there were two winning teams. One of these was, 'Cognitive Spark – Opportunistic Screening of Impairment of the Elderly'. The project uses cognitive screening tools and guidelines to provide early intervention of reversible factors for a group of patients with dementia, who were stable but had an abnormal cognitive score. Other positive results included family cost savings and sustainable follow-ups.

Another winner was the 'Ultrasonic-Assisted Wound Debridement' project, which uses low-frequency ultrasonic vibrations to remove wound

tissues to aid healing [turn to page 36 to read about the project].

## A CAREER OF COMPASSION AND COMMITMENT

This year's Tan Chin Tuan Nursing Awards recognised Senior Enrolled Nurse Wee Seow Keng among its awardees. The national award represents the pinnacle of distinction for Enrolled Nurses, and honours them for outstanding commitment in advancing the nursing profession.



Senior Enrolled Nurse Wee Seow Keng receiving her Tan Chin Tuan Nursing recognition from Chief Nurse Ms Shirley Heng





Recipients of the Healthcare Humanity Awards were honoured at a decentralised ceremony

Seow Keng, who is part of the Population Health & Community Transformation team, has shown great compassion in her nursing duties. She is known for her efficiency and dedication, as well as her high level of commitment towards her daily tasks, engaging with her residents, and pursuing professional development.

**RECOGNISING OUR HEALTHCARE HEROES**

Yishun Health received seven awards at the 17th Healthcare Humanity Awards in 2020. The event recognises outstanding healthcare professionals who go out of their way to support, comfort and care for patients, and also celebrate caregivers and volunteers for their care efforts in the community.

**A MUCH-NEEDED HELPING HAND FOR VULNERABLE ADULTS**

Yishun Health’s Medical Social Services department received the Family Violence Dialogue Group Appreciation Award (Team) at the 2020 National Family Violence Networking System Virtual Conference.

The team, which deals with a wide range of cases, was commended for its sensitivity, awareness and timeliness in supporting victims facing challenging family situations. The members were praised for their empathy, compassion and commitment in delivering client-centric care for vulnerable adults in and beyond the hospital.

**Yishun Health winners at the 17th Healthcare Humanity Awards 2020**

OPEN CATEGORY	Dr Teoh Chin Sim, Clinical Director & Senior Consultant, Sports and Exercise Medicine Centre, KTPH
	Dr Wong Kuan Yee, Registrar, Dental Surgery, KTPH
	Sharon Claire Ang Chor Kiang, Nurse Manager, Nursing Administration, KTPH
INTERMEDIATE AND LONG-TERM CARE CATEGORY	Tham Juncheng, Senior Staff Nurse, Ward D58, YCH
CAREGIVER CATEGORY	Ms Pamela Lee
	Mr Victor Lim
	Mdm Neo Bee Then