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SINGAPORE  
**HEALTH &  
BIOMEDICAL**  
CONGRESS

12 - 13 October 2017  
Max Atria, Singapore EXPO  
14 October 2017  
LKCmedicine, Novena Campus  
<https://shbc.com.sg/>



JOIN US ON  
**TEACHERS' DAY**  
15 September 2017, Friday  
12pm - 2pm  
LKCmedicine Clinical Sciences Building (Level 4)



we have a new  
**WEBSITE!**  
<http://bit.ly/nhgresidency>

## NHG Education

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INSPIRING Professionals  
IMAGINING Tomorrow  
Re INVENTING Healthcare

NHG EDUCATION

# SET-ting the Stage for SHBC

BY MS CHEE HUI SHAN AND EUGENE SENG

As the preparations are underway for this year's Singapore Health and Biomedical Congress (SHBC); the chairpersons appointed for SHBC 2018 and 2019 have already started working on the programmes. Ms Eileen Hor, Assistant Director, National Healthcare Group (NHG) Education Special Events Team (SET), who leads the organising team explained that the annual three-day congress which hosts an estimated 3,000 healthcare participants, 150 VIPs, 250 speakers and more than 500 abstract submissions, is a massive logistical challenge for her team of seven members, that is why planning has to start three years in advance.

"We have to constantly hold the big picture and function as professional conference organisers to ensure that everything is coherent and synchronised," she stressed. The immense level of detail and coordination required in securing venue(s), inviting track champions, marketing and publicity, sponsorship acquisition, etc., becomes challenging for the SET members as their roles and responsibilities expand.

It was a struggle for Ms Hor and her team in the beginning to organise SHBC, as the team was small (and still is) and fairly inexperienced, with several who were fresh graduates. However, over time, SET grew in experience and expertise. They became very forward looking and adaptive; planning the SHBC programme(s) to reflect and suit the evolving



From left: Ms Eileen Hor with Dr Yeo See Cheng, SHBC Scientific competition Chairman.

healthcare landscape, the different working style of the chairpersons, and constantly looking for fresh and new ways to enhance the SHBC experience. "I am grateful to have a team who possess an unflagging passion for organising events and conferences, as well as, commitment to the NHG mission and vision." said Ms Hor.

Since 2011, SET has grown in scope from running SHBC, to running more than 10 corporate events annually such as co-organising the Singapore Mental Health Conference with IMH, the Healthcare Humanity Awards with NHG Group Corporate Development, and the Healthcare Supplier Awards with NHG Group Purchasing Office.

"Many of our colleagues still think that we only run SHBC." she chuckled. "We now actively lend our expertise and capabilities to planning and organising Group Education events, NHG HQ events and as well as cluster-level events."

**The Special Events Team at last year's SHBC.**





**From left: Mr Alvin Lim and Ms Dian Helyana Abdullah from the NHG Education Special Events Team.**

“We are really thankful for bosses and colleagues who are very supportive, and we will continue to work hard to improve on our capabilities, capacity and value-add even more to NHG,” she concluded.



**Working in the background, Ms Ann Phun (background, right) at last year's SHBC.**

## Seeing the ‘U’ in Us

BY EUGENE SENG



Khoo Teck Puat Hospital (KTPH) held a welcome session to engage residents, medical officers (MOs) and students to the Yishun campus on 7 July, 2017, to mark the commencement of the new academic year. A host of activities were lined up to help both current

and new medical residents, MOs and students working and training at KTPH to better assimilate into their working environment.

“We wanted to welcome them to the Yishun family, and let them know who we are, our culture and what we stand for,” said Dr Ong Chin Fung, Associate Designated Institutional Official, NHG Residency. “Looking back at my junior [doctor] days, I remembered flowing through a big space, feeling totally lost, and I didn't know many people, it can be lonely and overwhelming.”

Representatives from Peers Around Lending Support (PALS), Patient Safety Committee, Infection Control team and Wound Care team were present to provide trainees with a better idea of the various support networks available, said Dr Ong. She believed that these booths would create opportunities for interdisciplinary interactions, and rapport building; which are vital for good teamwork, and in turn better patient outcomes.

A strong emphasis was also placed on introducing the trainees to the work that is done in the community at the inaugural Trainee Engagement Day, as trainees and guests were greeted by two exhibits: ‘Project Orange’, which featured an ethnographic study of the Chong Pang area undertaken by the Innovation and Research team; and ‘Population Health and Ageing in Place’, which showcased KTPH’s various

other community engagement efforts. The main theme shared was about building of an ecosystem of supported self-management for the residents, said Dr Ong.

"A lot of the medical training happens within the hospital in-patient setting, hence there is a need to expose the trainees to community and population health efforts.... the real environment that people we take care of live in."



^ Second from left: Dr Ong Chin Fung, Associate Designated Institutional Official, NHG Residency, interacting with the NUS Yong Loo Lin School of Medicine students.



^ The 'Wellness Kampung' was one of the highlights at the inaugural Trainee Engagement Day



Medical students, residents and trainees mingling with representatives from other teams.

# SEEING BEYOND STATISTICS, GOING BEYOND DUTY (PART II)

BY MS GLENNICE YONG

For three of 2017's Healthcare Humanity Awards (HHA) winners -Dr Ker Khor Jia, Dr Kee Kok Wai, and Mr Ashley Jayapaul, healthcare is more than curing diseases. In this second part of the interview, they reveal the motivations behind their frequent mission trips, what this award means to the profession, and offer some advice to help fellow healthcare professionals persevere in their vocation.

Follow the link to read the first part of the interview: <http://bit.ly/LearnINHG8HHA>

**I know you've participated in several humanitarian missions locally and overseas. Sometimes work can get so tiring and draining, the last thing one would do is to go for missions to help others. Why is doing humanitarian missions important to you?**

**Khor Jia (KJ):** It boils down to why I wanted to enter medicine in the first place. I have the skills to help people so for those who are unable to seek help, it makes sense that we make a concerted effort to go to them directly.

**Kok Wai (KW):** I grew up in a poor family and have received a lot of help from the community to complete medical school. But now, working as a doctor, I feel that I am not really contributing to the community because I get paid. So I need to give back to the society.

**Ashley Jayapaul (AJ):** I grew up in a third world country, and I know how much knowledge means to others. There are a lot of people willing to serve the disadvantaged but get burnout because they don't have support systems to help them. That is why I'm motivated to help out on mission trips because when you impart your knowledge, you know that your work is continuing.

**Were you surprised by your nomination and win? How do you feel about winning and what does this award mean to you?**

**KJ:** Yes, I was surprised because there are many other people in the institution who are worthy of this award. You don't need to do big things I suppose. A little extra effort from us everyday will make an impact in patients' lives – that embodies the spirit of



**All of us who enter the healthcare profession, no matter which department, set out to help people. So, always go back to the reason why you did this so that you don't lose track.**

**Dr Ker Khor Jia**



**Mr Ashley Jayapaul**

this humanity award. There was also an honourable mention of four colleagues during the award ceremony, and they are people whom everyone can look up to as role models. This award inspires others to take up humanitarian work and to carry things forward.

**KW:** I feel fortunate receiving this award but now it's also my responsibility to remember that I'm an HHA award winner, so how should I influence my colleagues around me? How do I spread the humanity culture in my workplace next?

**AJ:** Yes, I was surprised because I didn't know why I was winning – it's part of my job! I'll take the award as recognition for my clients and my colleagues because every day for us is a learning journey. Every day we come to work, we come here and learn to understand our clients and to see how we can help them. At least now people know that there's this group of people who need such services – I'm honoured in this sense.

**It takes a lot of commitment and resilience to work in the healthcare industry. What would you say to those who are working tirelessly and to encourage them in their work?**

**KJ:** All of us who enter the healthcare profession, no matter which department, set out to help people. So, always go back to the reason why you did this so that you don't lose track.

**KW:** Continue to do our best to serve. But, without being in our best condition, it's hard to give our best to others. So, it's important to care for ourselves besides caring for others.

**AJ:** To create and develop something for these clients [or patients], rather than just practising what you've learnt. Our training in Occupational Therapy teaches us to be adaptable, so if you keep the mindset correct, you'll be able to do it.



**Dr Lee Kok Wai**

Dr Ker Khor Jia is a consultant dermatologist at the National Skin Centre. Apart from clinical work, she is an active clinical tutor to students from NUS Yong Loo Lin School of Medicine and NTU Lee Kong Chian School of Medicine. She also volunteers at local health screenings and free clinics, and has been actively involved in overseas humanitarian mission trips since her medical school days.

Mr Ashley Jayapaul is a principal occupational therapist at the Institute of Mental Health's Department of Child and Adolescent Psychiatry & Adult Neurodevelopmental Service. His 23 years of clinical expertise includes leading the training of staff from various nursing homes and voluntary welfare organisations to manage adults with behavioural and psychiatric disabilities. He also frequently volunteers in Surabaya, Indonesia to equip medical professionals with the skills to carry out assessment and therapy interventions for clients with various development disabilities.

Dr Kee Kok Wai is a Family Physician with Toa Payoh Polyclinic, NHGP, where he pays special medical attention to seniors who are encumbered with medical and psychosocial issues. He is passionate and active in both undergraduate and postgraduate education in Family Medicine. Dr Kee also regularly volunteers at local health screenings and free clinics, and participates in overseas humanitarian mission trips when his schedule permits. Till today, he has provided medical aid to the underprivileged in Sri Lanka, Philippines, and Cambodia.

# Fostering the Next Generation of Healthcare Professionals

BY GLENNICE YONG

On 5 May 2017, the Tan Tock Seng Hospital Pre-Professional Education Office (PPEO) coordinated its first student-led Multi-Disciplinary Round (MDR).

Students across various healthcare disciplines convened to discuss and exchange their viewpoints on a case. At this inaugural session, the group included nurses, nutritionists, physiotherapists, and geriatric physicians.

Aimed at fostering inter-professional education and collaboration amongst the students, the 45-minute discussion provided them with the opportunity to approach the case from multiple standpoints; whilst exposing them to the different challenges that each discipline may face during patient care. This in turn contributes to a more holistic system of care that will address and cater to the needs of the patient with added specificity.

By the end of the session, the students formulated a care plan that serves as an alternate perspective to the patient's existing prescribed care. Assistant Manager of the TTSH PPEO, Ms Rachel Chong concluded, "Students found the MDR a very helpful platform to learn from one another about how the different professions are involved in care for the patient. They hope to see more of these sessions where they can exchange ideas and thoughts."



**Students from various healthcare disciplines convened to discuss and exchange their viewpoints on a case.**



**< The team from the first student-led Multi-Disciplinary Round**

# ALIGNing Goals, Sharing Expertise

BY MS GERALDINE YEO AND MS ESTHER HO

The National Healthcare Group (NHG) Group Purchasing Office (GPO) partnered NHG College earlier this year to rollout the inaugural Structured Training Programme known as 'ALIGN', under the NHG Procurement Transformation initiative to upskill procurement professionals within NHG institutions by equipping them with 'future-ready' skills to respond to fast changing business needs.

Aimed at creating a synergistic and engaging procurement community, build capability and forge a stronger bond within the community, the approaches and concepts taught during the longitudinal programme will help procurement professionals: Align procurement approaches; Lead procurement conversations as business stakeholders; Initiate new projects; Grow in leadership and confidence; and Network with internal staff, collectively described by the acronym 'ALIGN'.

Adopting the 70:20:10 approach, participants were required to apply what they learnt to their work-based project – to solve a workplace issue of challenge-, as agreed with their Reporting Officers (ROs).

Modelling a Community of Practice (CoP), the participants will meet regularly over a 10-month period, learn from each other, and support each other through peer coaching, as well as support and guidance from their ROs.



**Ms Lavinia Lim, Manager, NHG Education PPEO, facilitating the CoP discussion.**

"We hope that this initiative would help procurement professionals share their experiences and knowledge, creating greater value for Healthcare," said Ms Esther Ho, Deputy Director, GPO, adding that the programme will culminate with a showcase of the work-based projects, as well as the formation of an actual Procurement CoP in NHG.

Ms Esther Ho is the Deputy Director of the Group Purchasing Office (GPO) at National Healthcare Group. GPO collaborates with hospitals, institutions, and partners with doctors, nurses and stakeholders to drive cost containment activities for the healthcare institutions through demand aggregation, and product standardisation.



**Trainers from NHG College, and participants from the inaugural ALIGN programme.**