

YEAR-END MESSAGE

Hello everyone,

How time flies! We are at our fifth and year-end issue of LearnINHG, and hope that you have enjoyed reading our publication so far! What an incredible year for NHG Education – the commencement of the National Pharmacy Residency Programmes, MOU signing between NHG and London South Bank University, the launch of Zheng He’s Art of Collaboration game, and many more. As we move into 2017, we hope to bring you more exciting news, developments and accomplishments within education across NHG and its institutions. Thank you for your continued support, and here’s wishing everyone happy holidays!



Associate Professor Nicholas Chew
Group Chief Education Officer, NHG



UPCOMING EVENTS

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(One of the PIs must be practicing in an NHG institution)

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Education @ SHBC 2016 – Collaborating for the Future of Healthcare

A momentous 14th Singapore Health & Biomedical Congress for NHG Education as it launched the first-ever National Joint Healthcare Education Symposium, the Zheng He Seven Voyages board game, and NHG HOMER’s half-decade report.

[Read more](#)

HIGHLIGHTS



IN FOCUS



New Award Category Introduced at NHG Teachers' Day 2016

14 NHG educators from various healthcare professions received the new NHG Interprofessional Teaching Award at this year’s NHG Teachers’ Day held on 2 September. [Read more](#)

VOICES

The Integrated Resuscitation Drill: Communicate, Collaborate and Conquer!



“Apart from assessing the participants on the application of clinical knowledge during Integrated Resuscitation Drill simulation trainings, the trainees are also evaluated on their collaborative abilities in a crisis situation,” shared Dr Dorai Raj, Associate Consultant, General Medicine (TTSH). [Read more](#)

HAPPENINHG

“Thank You”: NHG Clinicians Treated to Appreciation Lunch



Nanyang Technological University Lee Kong Chian School of Medicine (LKCMedicine) said a big “Thank you” to the NHG clinicians at the inaugural LKCMedicine Appreciation Lunch on 28 September 2016. [Read more](#)

Education @ SHBC 2016 - Collaborating for the Future of Healthcare



Over 2,500 local and overseas delegates attended the Singapore Health & Biomedical Congress (SHBC) 2016 that was held on 23 and 24 September. Themed “Forging a Sustainable Relationship-Based Healthcare System”, this year’s congress kick-started with the inking of not one but three MOUs (Memorandum of Understanding) between National Healthcare Group (NHG) and Nanyang Technological University: MOU for the Centre for Primary Health Care Research and Innovation; MOU for Games for Health Innovation Centre (ALIVE); and MOU for interdisciplinary research partnership for infectious diseases. The Education@NHG track was no exception as its programme line-ups closely aligned with that of this year’s collaborative theme.

Here are some of the highlights from the Education@NHG track:

Live-telecast National Joint Healthcare Education Symposium

The first-ever National Joint Healthcare Education Symposium co-organised by the National Healthcare Group (NHG) and SingHealth Duke-NUS Scientific Congress took place at SHBC on 23 September.

Titled ‘Education for Tomorrow’s Healthcare’, the joint symposium was simulcast to both venues –Singapore Expo and SingHealth Academia. Audiences from both congresses had the fortune of ‘attending’ talks by speakers from both venues in the comfort of their seats.

Four expert speakers from both congresses were invited to share their ideas and expertise on a wide range of topics: Associate Professor Nicholas Chew, Group Chief Education Officer, NHG touched on the required skillsets of future healthcare professionals; Mr Lim Yong Hao, Senior Research Analyst, NHG HOMER (Health Outcomes & Medical Education Research),



The simulcast panel discussion between the SHBC and Singapore Duke-NUS Scientific Congress presenters.

shared his study on rethinking the use of big data in decision making; Prof Celia Tan, Group Director, Allied Health, SingHealth, talked about the effectiveness of assessing interprofessional skills; and Dr Tracy Carol Ayre, Chief Nurse, Singapore General Hospital, discussed the potential of academic nursing.

The joint symposium concluded with the four experts engaging in a joint panel discussion, taking questions from audiences at both venues.

Game to Collaborate

In collaboration with NUS Business School's Professor Hum Sin Hoon and the Institute of Technological Education (ITE) College West's Service Innovation Team, NHG Education developed an interactive board game - Zheng He's Seven Voyages, which officially 'set sail' at this year's SHBC.

Based on Prof Hum's book *Zheng He's Art of Collaboration* (AoC), the game draws upon concepts from the management and collaborative practices of the 15th-century Chinese admiral Zheng He, as the focal point of its gameplay.

Players are required to form groups, collaborate and negotiate as they follow in Zheng He's footsteps to advance and complete the voyages to various destinations in Asia.

Introducing the board game for the first time at SHBC, Associate Professor Nicholas Chew, Group Chief Education Officer, NHG said: "It is evident that people learn through playing games. And through this game, people will get the opportunity to work together and learn about the art of collaboration."

The idea to create a game based on the AoC book came about at this year's NHG Leadership Moments seminar, where Prof Hum was invited to give a talk on "Art of Collaboration for a Relationship-based Healthcare". As the AoC concepts resonated with how NHG envisages it should work with its partners and the community, NHG Education decided to adopt AoC's concepts as an education model for relationship building.

Instead of conveying the concepts through didactic lectures or workshops, Ms Yvonne Ng, Senior Director (Education), NHG



"Game Master" Ms Yvonne Ng officiating the launch of NHG Education's *Zheng He Seven Voyages*.



Prof Philip Choo (second from left) presented tokens of appreciation to the game's contributors (from left): Associate Professor Nicholas Chew, Professor Hum Sin Hoon, Author of *Zheng He's Art of Collaboration*, and Mr Peh Wee Leng, Director (School of Business & Services), ITE.

who co-created the game felt that "the concept and principles of AoC are best experienced rather than taught", quoting Benjamin Franklin: "Tell me and I'll forget, show me and I may remember, involve me and I learn." Ms Ng and her team brainstormed for a suitable platform and pedagogy for a while, but came to nought. Their eureka moment came when Ms Ng had a discussion with Ms Koh Huey Bing, Director, Transformation, Organisation Development, Tan Tock Seng Hospital who suggested that gamification would be the way to go.

Translating the AoC concepts into a game was a challenge. With no prior experience in game design, Ms Ng had to seek external expertise. And through her contacts, Mr Peh Wee Leng, Director (School of Business & Services) from ITE responded, and shared his team's expertise in game design.

"It is one of the more challenging board games

that the team had to design, as we had to keep true to the integration of leadership and collaboration values,” said Mr Peh. He elaborated that many collaborative board games “preach” the generic values of teamwork and collaboration, and always constitute the binary of “winners and losers”. But what sets Zheng He’s Seven Voyages apart is that the game propagates win-win situations, focuses on the players’ behaviours, and conveying AoC concepts through its challenges, which Mr Peh feels is the game’s subtle way of “educating” its players.

Seeing the game for the first time at SHBC, Prof Hum was impressed and surprised by how well the concepts of AoC were adapted into the game. He complimented the game’s innate ability to convey the concepts of AoC through application and experiencing it, commending on its potential. “The game’s versatility allows for it to be adapted by different groups and organisations, with different perspectives and background; it also makes it possible for them to relate the AoC concepts to their contexts in their own way,” said Prof Hum.



Players had to collaborate and negotiate with each other to ensure sufficient resources have been gathered before embarking on the voyage.

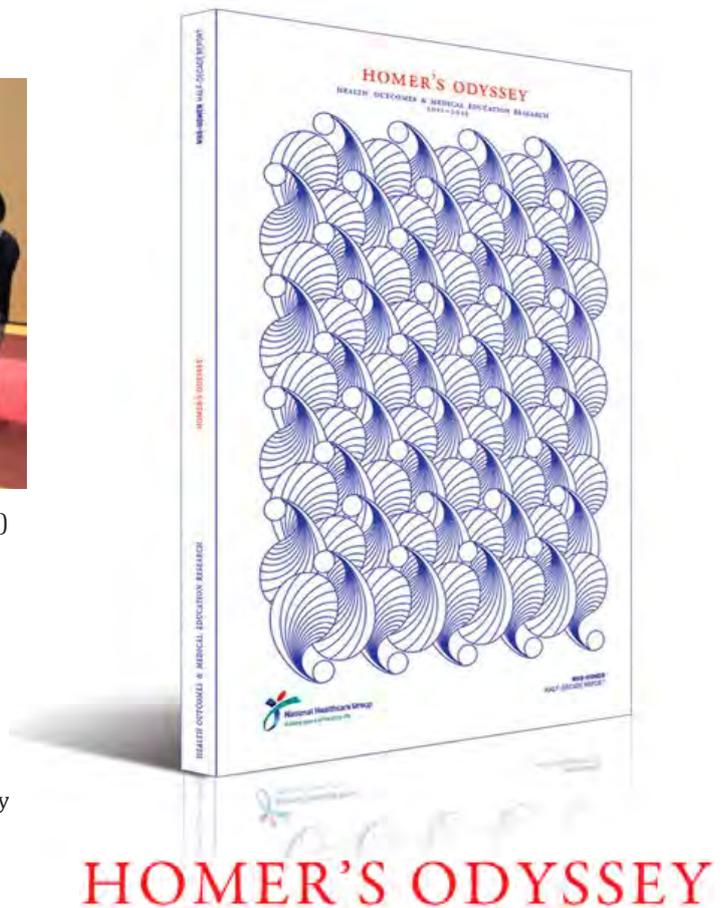
NHG HOMER Turns Five



NHG HOMER (Health Outcomes & Medical Education Research) commemorated the first five years of its journey (2011 to 2015) with the launch of the HOMER half-decade report titled “HOMER’s Odyssey” at SHBC. The endeavours of HOMER’s collaborators in health professions education as well as HOMER’s partnerships, and accomplishments locally and globally are documented in the report.

Follow the link to view the report: <http://bit.ly/homerHDR>

During the launch, Associate Professor Lim Wee Shiong, Faculty Advisor for HOMER also revealed that in 2017, HOMER will be signing an agreement with the Wilson Centre, Toronto, Canada to offer qualitative research training programmes for Health Professions Education researchers locally.



New Award Category Introduced at NHG Teachers' Day 2016



The recipients of the new NHG Interprofessional Teaching award.

14 NHG educators from various healthcare professions received the NHG Interprofessional Teaching Award at this year's NHG Teachers' Day, which was held on 2 September at the Tan Tock Seng Hospital (TTSH) Atrium. This new award is part of NHG Education's push to recognise NHG clinical educators who have displayed interprofessional collaboration and teaching qualities in their workplace.

"These are educators who committed their time and expertise in training people outside their area of expertise," said Associate Professor Nicholas Chew, Group Chief Education Officer, NHG in his opening address.

He singled out three exceptional individuals who exhibited exemplary interprofessional qualities: Miss Estonie Yuen, a dietician at NHG Polyclinics who trains NHG pharmacists on the new nutrition scorecard and healthier beverages guidelines; Associate Professor Chong Wei Sheng, a dermatologist at the National Skin Centre, who commits his time to train nurses and support service staff engineers in reviewing preventive



Associate Professor Nicholas Chew giving his opening address.

protocols and maintenance procedures of phototherapy machines; and Miss Clarence Eduardo Diesto, a clinical support technologist at TTSH, who dedicates her time to train NTU Lee Kong Chian School of Medicine (LKCmedicine) students, Patient Services Associates in TTSH and National Neuroscience Institute nurses in areas such as venepuncture training, blood collection techniques, and blood culture collection techniques.

This year's NHG Education Leaders Award recipients were recognised not once but twice for their exceptional leadership and contributions towards health professions education (HPE); aside from receiving the highest accolade at the NHG Teachers' Day award ceremony, all six recipients were also commended at the NHG Awards held in July.

Ms Brenda Lim, Head, Nursing from the National Skin Centre (NSC) was one of the recipients. Recognised as an agent of change, and a strong advocate of HPE and research, Ms Lim established the NSC Nursing Education Unit to provide a more structured training programme for the nurses at NSC, and help them to advance professionally. She also actively encourages her nurses to embark on nursing research studies, resulting in the number of studies stemming from NSC



reaching an all-time high since its establishment in 1988.

Another recipient lauded was Dr Glenn Tan, Consultant, General Surgery from TTSH. Despite being the youngest amongst the recipients, the 39-year-old's accomplishments towards HPE were unrivalled. In March 2015, he was called upon to lead Surgery for LKCmedicine when the late Associate Professor Vijayan Appasamy passed on unexpectedly. Not only did Dr Tan take on the challenge, he performed well beyond expectations.

Dr Tan also oversees the development of LKCmedicine's surgical curriculum, undertakes the teaching and training of medical students and junior doctors, and spearheaded various interprofessional collaboration initiatives involving surgeons, allied-health and nursing professionals in his training sessions.

"We would like to honour these people for the great work that they've done, and we also like to extend our heartiest congratulations to the 145 award winners; the largest number of awardees that we had for a very long time," said A/Prof Chew. "Today is really to thank the people who have impacted our lives, and helped us grow as clinicians."



Professor Philip Choo (left), Group CEO, NHG with the recipients of this year's NHG Education Leaders award.



Congratulations and keep up the good work!

NHG Teaching Award for Nursing Preceptors

Mr Abdul Halim Bin Bidin	IMH
Mrs Beena	IMH
Mr Roderick Benedicto	IMH
Mr Rufino C Cera Jr	IMH
Mrs Vinodha	IMH
Mr Chng Yii Leh	IMH
Ms Chua Wan Chin	IMH
Ms Doris Koh	IMH
Mr Hla Win	IMH
Ms Iryanty Ismail	IMH
Mr Jia Dongyang	IMH
Mr Jonathan Quilet Ubana	IMH
Ms Jurianah Basri	IMH
Mr Koh Chee Meng	IMH
Mr Lai Kwok Fern	IMH
Ms Li Suying	IMH
Ms Fevelyn Ng	IMH
Mr Ong Seng Hong	IMH
Mrs Priya Bijoy	IMH
Mr Raveen Dev Ram Dev	IMH
Mr Roslan Bin Ali	IMH
Mr Jerin Selva Jose	IMH
Ms Khatijah Ibrahim	IMH
Mrs Swe Nwe Aye	IMH
Ms Prisca Tan	IMH
Mr Kelvin	IMH
Ms Umi Salmi Binte Nani	IMH
Mr Win Min Htet	IMH
Mrs Wong Chui Ping	IMH
Mr Yao Qi	IMH
Mr Zhou Zhenyu	IMH
Ms Lee Ching Lian	NHGP
Ms Goh Ah May	NSC
Ms Tan Kim Lian	NSC
Ms Ang Ching Ching	TTSH
Mrs Gaytari Devi	TTSH
Ms Grace De Suyo Idagdag	TTSH
Mrs Irene San Jose De Vera	TTSH
Ms Maa Li Ling	TTSH
Ms Ng Li Yuen	TTSH
Ms Ng Shu Lin Vanessa	TTSH
Ms Cheryl Crystal Pereira	TTSH
Ms Ruth Dingcong Acopio	TTSH
Ms Wu Man	TTSH

NHG Education Leaders Award

Dr Tang Wern Ee	NHGP
Ms Brenda Lim	NSC
Dr Joyce Lee	NSC
Ms Chee Pick Fong	TTSH
Dr Glenn Tan	TTSH
Dr Kenneth Heng	TTSH
A/Prof Bernard Thong	TTSH

Ms Alice Goh Khooon Chin	NHGP
A/Prof Chong Wei Sheng	NSC
Ms Clarence Eduardo Diesto	TTSH
Ms Choy Wei Joo	TTSH
Mr Christopher Lee Kong Leng	TTSH
Ms Joyce Lian Xia	TTSH
Ms Mariana Binte Abdullah	TTSH
Ms Ng Poh Leng	TTSH
Ms Tan Hongyun	TTSH

NHG Inter-professional Teaching Award

Ms Chermain Wong	IMH
Dr Gwee Kenji	IMH
Ms Estonie, Yuen Wing Ting	NHGP
Ms Kau Chung Ping	NHGP
Ms Wong Yuefen	NHGP

NHG Outstanding Education Partners Award

Dr Ang Chia Chun	CGH
Dr Monica Saini	CGH
Ms Claudia Su	NYP
Mr Teng Chiun How	SGH

NHG Teaching Award for Pharmacy Preceptors

Ms Rena Limwipuwat	IMH
Ms Joanne Sng	IMH
Dr Celine Tan	IMH
Mr Gavin Cheah	NHGPh
Ms Lee Poh Ling	NHGPh
Ms Hoo Si Ru Grace	TTSH

NHG Teaching Award for Pharmacy Senior Preceptors

Ms Gwee Xiao Lin	IMH
Ms Yen Lee Chen	IMH
Ms Kim Tan Lay Khim	NHGPh
Ms Kng Kwee Keng	TTSH
Ms Lee Jye Chyi	TTSH
Ms Tan Keng Teng	TTSH

NHG Teaching Award for Allied Health Educators

Mr Gan Chee York	IMH
Mr Goh Zhengqin	IMH
Ms Ng Si Xian Desiree	IMH
Ms Pearl Lock Shern Xi	IMH
Ms Vivian Tan Si Ying	IMH
Ms Tang Loo Gaik (Anna)	NHGD
Mr Mathew Tay	NHGP
Ms Eugenia Pereira	TTSH
Ms Lee Sin Yi	TTSH
Mr Tay Kian Lee	TTSH
Mr Wallis Sultan	TTSH

NHG Teaching Award for Junior Clinicians

Dr Lu Vincent John Magat	IMH
Dr R Jaganmohan Raja	NHGP
Dr Tan Wee Hian	NHGP
Dr Wang Dingyuan	NSC
Dr Chan Li Huan Angela Marie	TTSH
Dr Rachel Cheong C Y	TTSH
Dr Chin Han Xin	TTSH
Dr Chuang Ding Fang	TTSH
Dr Teo Min-Li Claire	TTSH
Dr Desmond Ho Yu Mun	TTSH
Dr Edward Chong	TTSH
Dr Ho Quan Yao	TTSH
Dr John Hsu	TTSH
Dr Khin Khin Win	TTSH
Dr Lester Tan Teong Jin	TTSH
Dr Lim Jianri	TTSH
Dr Lim Jun Pei	TTSH
Dr Lim Ziying Vanessa	TTSH
Dr Marc Ong	TTSH
Dr Quek Yong Jing Daniel	TTSH
Dr Quek Zhi Han	TTSH
Dr Remesh Kunnasegaran	TTSH
Dr Tan Chong Keat	TTSH
Dr Tan Yen Pin	TTSH
Dr Daphne Yang	TTSH

NHG Outstanding Nurse Teachers Award

Ms Li Ziqiang Amy	IMH
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Mr Liu Lei	IMH
Ms Nurul Nadiyah binte Abdul Malik Chia	IMH
Ms Tan Chun Hua Jeslin	IMH
Ms Chan Su Sie	NHGP
Mrs Srimathi d/o Litshumanan	NHGP
Ms Wong Bee Yin	NSC
Ms Fu LiQing	TTSH
Ms Kho Siok Ee Sharon	TTSH
Ms N Raja Letchemy	TTSH
Ms Ong Siew Chen	TTSH
Ms Umadevi Panneer Selvam	TTSH
Ms Zixin Xiao	TTSH

NHG Teaching Award for Allied Health Senior Educators

Mr Sudhasan Krishnasamy	IMH
Mr Kamaldin bin Ibrahim	IMH
Mr Leo Tai Suan	IMH
Ms Tan Peck Yan	IMH
Mr Raymond Vamadevan T	IMH
Mr Yip Chee Keat, Bryan	IMH
Ms Esther Seah Swee Khoon	NHGD
Ms Chan Lai Hwa	TTSH
Ms Chok See San	TTSH
Dr Wee Seng Kwee	TTSH
Ms Lee Jiwen	TTSH
Ms Ng Puay Shi	TTSH
Ms Sii Lang Hiong	TTSH
Ms Suhana Bte Salim	TTSH
Ms Sylvia Liew	TTSH

The Integrated Resuscitation Drill: Communicate, Collaborate and Conquer!

by Dr Dorai Raj

The Integrated Resuscitation Drill (IRD) by the Department of General Medicine, Tan Tock Seng Hospital (TTSH), has been a regular feature in its education itinerary over the recent years. This IRD training programme piloted by Dr Ranjana

Acharya, Associate Programme Director, NHG Internal Medicine Residency Programme, and a team of facilitators comprised of mainly consultants and registrars; has the sole intent of introducing a hands-on and reflective learning process which is devoid of the usual didactic sessions to its learners.

The drills are conducted in a simulated setting at The Simulation and Integrated Medical Training Advancement Centre (SIMTAC), TTSH at various times throughout the year, catering to junior doctors, nurses and allied health professionals. The state-of-the-art facilities at SIMTAC e.g. high fidelity mannequins and an integrated audio-visual system facilitate an ideal, safe and substantive training experience for the participants.

Apart from assessing the trainees on the application of clinical knowledge, they are also evaluated on their collaborative abilities in a crisis situation. Collaboration is of the essence in ensuring a successful outcome in the event when resuscitation is required. Hence, it is among the major learning objectives highlighted in simulation training.

Participants are divided into smaller groups of 4 to 5, and each group is required to attend to a specific acute medical scenario. As a team, the candidates work on identifying the impending clinical problem, establishing their respective roles and managing (often) complex medical situation(s) assigned to them within a stipulated time of around 10 minutes.

In the critical few minutes of managing an acute medical scenario, the candidates need to delegate their responsibilities efficiently, communicate in a clear and organised manner



Apart from assessing the participants on the application of clinical knowledge, they are also evaluated on their collaborative abilities in a crisis situation.

Dr Dorai Raj, Associate Consultant, General Medicine, TTSH

and establish the leader's role. Aside from handling a designated task, the leader is expected to disperse instructions in a systematic manner. Participating members are required to communicate with one another using a combination of verbal and non-verbal cues. Collaborative effort on the ground also entails the effective utilisation of available resources, usage of cognitive aids, adopting situational awareness and ensuring proper case escalation or handover.

The need for emphasis on effective collaboration amongst healthcare personnel to bring about optimal outcomes is inarguable. Therefore, simulation-based training is useful in enhancing these crucial skills and building resilience amongst junior clinicians and nurses in a safe environment. Quoting an excerpt by Wald et al. in the Academic Medicine journal, resilience is defined as "the ability to maintain personal and professional wellbeing in the face of on-going work stress and adversity".

So far, the majority of the feedback received from both doctors and nurses affirmed a heightened sense of confidence and morale in translating their experience to the real world.



Dr Dorai (right) guiding the trainees during the integrated resuscitation drill.

Dr Dorai Raj is an Associate Consultant at the Department of General Medicine, TTSH. A graduate from the NHG Advanced Internal Medicine residency programme, he is involved in various educational ventures within the department. He is an appointed Clinical Lecturer to the Clinical Faculty scheme, NUS and is also a Core Tutor at the Lee Kong Chian School of Medicine. Dr Dorai is currently a Lead Facilitator for the Integrated Resuscitation Drill (IRD) programme.

"Thank You": NHG Clinicians Treated to Appreciation Lunch



The inaugural NTU Lee Kong Chian School of Medicine (LKCmedicine) Appreciation Lunch took place on 28 Sept 2016 at Tan Tock Seng Hospital, to acknowledge the efforts and contributions of NHG and its clinicians for teaching and mentoring the LKCmedicine students.

Associate Professor Naomi Low-Ber, Vice Dean (Education), LKCmedicine took the opportunity to express her deepest appreciation to the NHG clinicians who trained the first cohort of LKCmedicine students during their Pre-Employment Clinical Training last August.

"We're very proud of our students, and appreciate that they are a very talented bunch, but that clearly does not happen without a lot of hard work and dedication from you (NHG clinicians) as their educators, we are appreciative of that," A/Prof Low-Ber said. "Our first cohort of students have just started their year 4 clinical



Associate Professor Nicholas Chew addresses the clinicians during the inaugural NTU LKCMedicine appreciation lunch.

postings, and they had a good start that is largely because of the foundations they received in their year 3 (clinical rotations).” She added that all 53 LKCMedicine students from the first cohort passed the OSCE (Objective Structured Clinical Examination) and written exams on their first attempt.

“It’s a rare opportunity to have the privilege of partnering with a new medical school, and it’s been an exciting phase of start-up,” reciprocated Associate Professor Nicholas Chew, Group Chief Education Officer, NHG during his speech.

A/Prof Chew recognised the clinicians’ hard work that helped NHG, as LKCMedicine’s Principal Clinical Training Partner, through the initial phase of the partnership. He thanked the clinicians for their efforts over the last few years, however he stressed that the work is not done. “It’s more hard work and we do look at all of the clinicians to support the journey ahead,” said A/Prof Chew. “We hope to drive this partnership forward for many years to come.”



Associate Professor Naomi Low-Ber, Vice Dean (Education), NTU LKCMedicine expressing her gratitude to the NHG Clinicians.