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SHBC 2019 - Learning through Experiences, People and Art

Some 3,000 local and international healthcare professionals convened at the 17th Singapore Health and Biomedical Congress (SHBC), held from 10 to 12 October 2019, at Max Atria @ Singapore Expo, and the Ng Teng Fong Centre for Healthcare Innovation, to learn, exchange and discuss topics centred on the theme of “Sustainable Healthcare through Innovation”.

The three-day congress saw the introduction of 10 new tracks, such as “Training the Professionals for Tomorrow’s Healthcare”, “Crisis & Complex Care” and “Empowerment through Digitalisation”, and the inking of a Memorandum of Understanding between National Healthcare Group (NHG) and Nanyang Technological University Lee Kong Chian School of Medicine (LKC Medicine) to establish a Joint Programme for Translational Research as part of both institutions’ continued efforts to bring translational research from bench to bedside.



MOU Signing ceremony between NHG and NTU LKC Medicine



< SHBC Medical Humanities 2019 first prize winner Dr David Mathew (right) receiving his award from Guest-of-Honour, Mr Edwin Tong, Senior Minister of State for Health and Law.

Re-innovating Health Professions Education for a Sustainable Healthcare

Aligned with this year's theme, the Education track also focused its content on building a sustainable healthcare through re-innovating health professions education (HPE). Speakers comprising of residency graduates, educators and education leaders, reflected on past lessons, shared unique aspects of current HPE training, and discussed various innovative approaches to address the challenges ahead.

"There is an immense wealth of knowledge and wisdom within NHG, and we can certainly learn from one another across NHG institutions and different healthcare professional family groups," noted track lead, Mr Benny Li, Clinical Educator Lead (Pharmacy), National Skin Centre.

"It is my privilege to witness the steadfast commitment of our NHG clinical educators in delivering high-quality clinical education and training to our students and trainees, and taking care of their welfare and well-being throughout their learning journey with us."

Echoing the same sentiment, fellow track lead, Dr Phua Dong Haur, Programme Director (NHG Emergency Medicine Residency Programme), added, "It is wonderful to see the applications of education principles tailored to our local environment(s) and needs. It really opens my eyes



Mr Benny Li, Education & Pedagogies Track lead

to know we have all these rich learnings in our Education family we can tap into when training our future generations."

Expressing Compassion through Art

27 artworks based on the theme of 'Compassion' were showcased at this year's 7th SHBC Medical Humanities exhibition.

Ranging from reflective poems to sculptures, the artworks were selected from a pool of 80 public entries which best captured the essence and complexities of 'Compassion' in the context of healthcare.

One of the judges, Dr Puah Ser Hon, Programme Director (NHG Respiratory Medicine Residency Programme), shared that the theme 'Compassion' was "very apt to remind medical professionals about the humanistic side of medicine. We were hoping to see how people will draw meaning from this, and (to learn) where does one reach to feel compassion."

"We could see from the submissions that there were a lot of deep reflection from the participants themselves. Some were reflections in pain, - pain from lost or pain from suffering, some were of grit and motivation, and some were of gratitude." he said.



"Most of the submitted artworks triggered my own self-reflections, and self-discovery... I hope that it did the same for the artists and the SHBC participants."

This year's winning artwork, 'The Anaesthetist's Soliloquy', was won by Dr David Mathew, NHG Anaesthesiology resident, for his poem about the pain and emotions he felt when losing a patient. He received a \$500 cash prize sponsored by LKCMedicine.

"The words of the poem served a cathartic purpose, through them I expressed emotions I experienced," Dr Mathew said. "My ultimate goal was to attempt to use words to translate my feelings, and share them with the rest of the community. Words might never be able to replicate feelings, but sometimes when pieced together come close to striking a chord in the readers' emotions."

< Dr Puah (seated), completing his artwork "live" at the Medical Humanities exhibition booth.

[Click here](#) to view the art pieces.

Bringing Medicine to the Community



(From left) Drs Joyce Yap and Celestine Lim at a home visit.

"Being in the community made me realise how medicine is like outside of the hospital... and the pressure and responsibility on the caregivers," shared Dr Celestine Lim, National Healthcare Group (NHG) Internal Medicine (IM) Residency graduate, who was part of the inaugural batch of NHG residents who embarked on the Medicine in the Community elective in January 2019.

"It made me appreciate the seamless transition between hospital and home, the community support that continues with the care of the patients, and highlighted the importance of ensuring that patients receive adequate community support upon discharge."

The month-long elective pioneered by the NHG IM Residency Programme in collaboration with the Tan Tock Seng Hospital (TTSH) Continuing and Community Care Department, aims to expose residents to some of the community healthcare services, and equip them with the requisite skills to manage patients in the community.

Working in an interprofessional team, the residents head to the community e.g. nursing homes, residential homes, etc., to provide care to patients who are home or bed-bound, and learn the appropriate medical and psychosocial interventions that would enable the patients to age and live well in the community.

Dr Faith Chia, Designated Institutional Official, who initiated this elective when she was Programme Director for NHG IM Residency Programme shared that "it was shortly after MOH (Ministry of Health) announced the '3 Beyonds' (Beyond healthcare to health, Beyond Hospital to Community, and Beyond quality to value), and NHG's focus on the future of healthcare 'from hospital to community', when we realised that one of the issues we face is that all our medical training occurs within acute hospitals".

Dr Chia believes that it would mutually beneficial to all parties if the patient can receive care in his or her community. The support from community care services, and the closeness of the patients' families and

friends would aid in the recovery process. And for doctors, with the reduced readmissions, more time can then be allocated to attend to critical and acute cases.

"In order for this model to work, we (in healthcare) need to assure the patients that the quality of treatment from their community is similar to the hospitals," she said. "Aside from ensuring ease of access to community care services, doctors would need to understand the patients in their own living environment, so that they can better tailor their treatment plans."

Dr Joyce Yap, Clinical Core Faculty Member (NHG Geriatric Medicine Residency Programme), who is currently the site director for this elective elaborated that only through home visits can residents and doctors see and experience a whole different side of the patients' lives.

"Everyone (in healthcare) should see how it is like to work outside the hospital... the bulk of people's lives are outside the hospital but yet we don't manage them there. I think it should be something that every doctor should go through at least once in their training," she said.

"I would definitely recommend to incoming residents to take on this elective. It is an eye-opener, and there are many lessons learnt during this elective that I will carry with me for the rest of my career," said Dr Lim.

Dr Joyce Yap is a geriatrician who is part of the Community Health Team and runs FAITH, a transitional care team that manages patients with complex medical issues. She is a Clinical Core Faculty Member of the NHG Geriatric Medicine Residency Programme. Her current HPE research involves examining the modified TBL (Team-based Learning) pedagogy in Geriatric Medicine Medical Officer teaching.

NHG Anaesthesiology Residency Programme Visits 3M

BY DR M PRIYA DHARSHINI

Some time in early September this year, a group of about 20 of us from NHG Anaesthesiology Residency Programme trooped down to one of the giants of Innovative Solutions, 3M to gain some insights into the thought and work processes behind the products that have now become ubiquitous in our lives.

The day began with an introduction of 3M, its philosophies, processes and products by its enthusiastic representatives, who evidently emanate their strong allegiance to its products, the working environment, and its ethos.

This was followed by a walkthrough of various 3M products that we encounter in our daily lives, and the innovative science behind them. Unsurprisingly, the section of the tour that focused on medical products was of greatest interest to us.

It was eye opening to learn about the long work processes, hours and the multitude of people involved in producing the end products we see. It was also great to be able to test out some of the products and clarify things about them.

The greatest takeaway from the entire experience was in line with the overarching themes of initiative and innovation, in particular from the very enthusiastically recount of how Post-it® came to be; that while at times progress is about identifying and fixing problems that lie in front of us, more often it is looking for ways to improve processes or situations that are perceived as adequate or functional, that results in greater improvements.

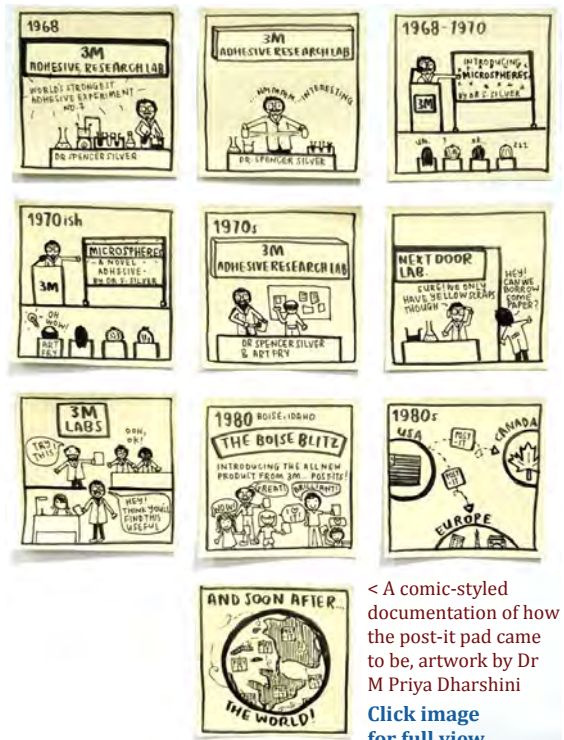
I am sure what we took away from the visit will be of importance not just in our future practice in anaesthesia, but also our personal journeys as medical practitioners. It was truly a morning well spent!



A resident testing out the latest Bair Hugger (warming blanket)



The 3M representatives, and the team from NHG Anaesthesiology Residency Programme



< A comic-styled documentation of how the post-it pad came to be, artwork by Dr M Priya Dharshini

[Click image for full view](#)

Dr M Priya Dharshini is a third year NHG Anaesthesiology resident. In her spare time, she enjoys recreating situations and issues using basic line drawings.

A Toddler Changing a Baby's Diaper: Tensions in Juggling Competing Job Demands

BY MS ONG SIK YIN, DR MARY LEE AND MS LEE LEE SIAN

Do you wear many hats at work? Do you feel flustered juggling the different job roles?

When we asked our research participants to describe their roles as a clinician and an educator, they used metaphors such as "a toddler trying to change a baby's diaper", "a bee that goes on non-stop, buzzing here and there" and "an octopus", to depict the frenzied and multi-tasking nature of handling two apparently competing job roles.

HOMER (Health Outcomes and Medical Education Research) conducted a qualitative study to better understand the tensions experienced by physiotherapy and occupational therapy clinician-educators (CEs) in managing their two roles. CEs working in high patient load clinical settings often find it challenging when they have to balance patient care and learners' growth simultaneously. Novice clinicians in particular, find it distressful to develop an additional identity, that of the educator, on top of their fledgling clinician identity.

We found that CEs who focused more on their clinical priorities, and perceived themselves to be lacking teaching competencies were less likely to see the parallels and significance of teaching to being a clinician. They would also be less likely to identify themselves as educators.

Exercising Cognitive Flexibility

One possible concept that can help CEs see the relevance of their educator roles is cognitive flexibility – the ability to shift a perspective or behaviour to adapt to changes in the environment.

Clinicians who exercise cognitive flexibility are able to re-frame the way they see their educator roles, and recognise that teaching in fact helps to improve patient care. Cognitive flexibility also allows for the generation of new ideas and alternative perspectives.

Coupled with positive role models and peer advocates, cognitive flexibility can bolster the parallels of teaching and clinical roles and in that way, align the value of teaching to clinical work.

Creating a Collaborative Culture

At the organisational level, healthcare institutions should move away from a culture that solely emphasises on patient statistics (e.g. number of patients attended to in a given timeframe) as CEs not only deliver patient care and hold administrative responsibilities, but also raise the level of teaching standards. Cultivating a collaborative culture within the department can encourage CEs to seek assistance from their peers to manage competing demands from multiple job roles.



From left: Dr Mary Lee, Ms Ong Sik Yin, and Ms Lee Lee Sian

Follow the link to learn more about how PT and OT CEs manage their conflicting job demands:

<https://www.nhgeducation.nhg.com.sg/homer/Pages/Research/Perspectives-matter-Juggling-clinician-and-educator-identities.aspx>

Ms Ong Sik Yin, a former Senior Research Analyst at HOMER, Dr Mary Lee, Principal Research Analyst (HOMER), Mr Issac Lim, Head (HOMER), collaborated with Ms Lee Lee Sian, Senior Occupational Therapist (Woodlands Health Campus) and A/Prof Tham Kum Ying, Emergency Physician (TTSH) to carry out this research.

Inaugural NHG ENT Book Prize

The inaugural National Healthcare Group (NHG) ENT ('Ear, Nose, and Throat')- Book Prize was held at Ng Teng Fong Centre for Healthcare Innovation (CHI), on 3 August 2019. The event co-organised by the Department of Otorhinolaryngology at Tan Tock Seng Hospital (TTSH) and Khoo Teck Puat Hospital (KTPH), and TTSH Pre-Professional Education Office, aimed to create interest in the medical specialty, Otorhinolaryngology (commonly known as ENT).

The main organisers of the event, Drs Chong Yaw Khian (Programme Director), Ernest Fu Weizhong (Faculty member), and Fung Chak Yuen (Faculty member) from NHG Otorhinolaryngology Residency Programme, shortlisted 15 medical students from the Nanyang Technological University Lee Kong Chian School of Medicine (LKCmedicine) who had their ENT posting in TTSH and KTPH to compete for the book prize.

The students were tested on their knowledge on ENT through a series of interactive activities. After two challenging rounds, Mr Seet Wei Sheng Bryan, Ms Koh Yu Qian and Mr See Ye King Clarence, were declared the top-three winners, respectively. TTSH Clinical Educator Lead (Medical), Associate Professor Alan Ng Wei Keong, and LKCmedicine Year 3 Assistant Dean, Associate Professor Koh Nien Yue, who graced the event, presented the prizes to the winners. With the positive feedback received from the students who attended, the organisers hope to host this event again on an annual basis.



A/Prof Alan Ng (second from right) presenting the prizes to the top three winners.



The NTU LKCmedicine students with the organisers of the first NHG ENT Book Prize.

Coaching Tools for GROWth

The Coaching Tools for Clinical Educators (CTCE) programme made its first debut with 18 Allied Health Professions (AHP) educators from National Healthcare Group (NHG), on 20 Sept 2019 at the Ng Teng Fong Centre for Healthcare Innovation.

Initiated and facilitated by NHG AHP educators: Ms Suhana Salim, Principal Physiotherapist, Tan Tock Seng Hospital (TTSH); Mr. Lawrence Lim, Principal Medical Social Worker, (TTSH); and Ms Wong Hui Mei, Senior Medical Social Worker, (TTSH), the programme aimed to equip participants with the essential coaching skills and knowledge, which they can share with their colleagues in their respective institutions.

Interactive activities, including formulating and voting for the most 'powerful' Coaching Questions in a 'world-cafe' styled format, were among the highlights of the day's session. The participants were also given the opportunity to coach, and be coached using the GROW (Goal, Reality, Options, Way Forward) conversation model, based on their individual professional goal(s).

The participants agreed that the skills and knowledge shared have enhanced their ability to facilitate the professional development of their learners and fellow colleagues.

"Now that I am cognisant of the coaching tools, I would use GROW to guide me during my moments of coaching," said one of the participants. "I am now confident to take on different roles as an educator."



The participants and facilitators of the inaugural Coaching Tools of Clinical Educators programme.



Participant presenting a segment of the GROW conversation model