Parkway Pantai pays tribute to nurses around the region

HAPPY INTERNATIONAL NURSES’ DAY!

14 SPOTLIGHT
Groundbreaking of Gleneagles Shanghai

26 SERVICE
Four hospitals, one team and JCI reaccreditation success in Singapore!

34 COMMUNITY
Pantai Hospital Ampang launches health awareness carnival
The Mount Elizabeth experience is now available in not one but two hospitals in the heart of Singapore. Consult our qualified specialists accessible at either hospital and benefit from a brand serving patients for over 30 years.

Call 6735 5000 now to secure an appointment within 48hrs at either Mount Elizabeth Novena or Mount Elizabeth Orchard.
Nature and Nurture
It’s not one or the other, but both. Together, they enable our people to deliver quality healthcare every day.

At Parkway Pantai, we are committed to making a difference in people’s lives through excellent patient care. Our people are passionate about helping others and dedicated to giving their best. As an organisation, we give them the wings to fly through opportunities for growth and development.

In this issue, we pay tribute to our frontline staff around the world on International Nurses’ Day (page 8) and celebrate the loyalty and dedication of 669 employees in Singapore at our annual Long Service and Golden Years Awards (page 16). We also applaud four nurses in Singapore, one from each of our hospitals here, for receiving the prestigious Nurses’ Merit Award 2017 from the Ministry of Health (page 22).

With our people’s support, we continue to grow our presence in China, most recently with the groundbreaking of Gleneagles Shanghai (page 14). We have plenty to be proud of in India as well. Continental Hospitals has responded to patient needs with a new specialist mother and child centre, Gleneagles Maternia (page 28) and BGS Gleneagles Global Hospitals has made headlines for succeeding in South India’s first sutureless aortic valve replacement surgery and for saving the life of an ailing 82-year-old patient (page 29).

In Malaysia, we are delighted to share how Pantai Hospital Ampang is engaging the public on health awareness with a fun, new initiative called ‘Health is Wealth’ (page 34) and how Gleneagles Kota Kinabalu chose to spend its second anniversary raising funds for the Society for Sabah Heart Fund (page 36).

Read on for more examples of the wonderful results that nature and nurture can bring to people!

Lim Bee Ling

Mosaic is published quarterly by Parkway Pantai Limited and printed by Toppan Security Printing Pte Ltd. All rights reserved. No portion of this publication may be reproduced without the written permission of the publisher. We take every care and precaution to ensure that information published in Mosaic is accurate at the time of publication, but Parkway Pantai cannot guarantee its accuracy and we may change the information at any time without prior notice. The information contained in Mosaic magazine is not an invitation to invest in the shares, or any other products or services or otherwise deal in these or enter into a contract with “Parkway Pantai” or any other Parkway Pantai Company.

Parkway Pantai Limited, TripleOne Somerset, 111 Somerset Road #15-01, Singapore 238164. Tel: (+65) 6307 7880 Fax: (+65) 6738 7341. ©Parkway Pantai Limited 2017. This publication and information contained herein is strictly for internal use only and contains Parkway Pantai proprietary information which is restricted to Parkway Pantai employees and within the Parkway Pantai Group. Access to, use or copying by non-Parkway Pantai employees in any form or other, is strictly prohibited. For information about Parkway Pantai, visit www.parkwaypantai.com. All information correct as of date of print.
<table>
<thead>
<tr>
<th>CONTENTS</th>
<th>PAGE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEWSFLASH</td>
<td>04</td>
<td>A regional round-up of what’s happening across Parkway Pantai</td>
</tr>
<tr>
<td></td>
<td>08</td>
<td>Parkway Pantai celebrates International Nurses’ Day!</td>
</tr>
<tr>
<td>SPOTLIGHT</td>
<td>14</td>
<td>Advancing the China care plan with the groundbreaking of Gleneagles Shanghai</td>
</tr>
<tr>
<td></td>
<td>16</td>
<td>Honouring staff loyalty with Long Service and Golden Years Awards in Singapore</td>
</tr>
<tr>
<td></td>
<td>22</td>
<td>Meeting the four recipients of the prestigious Nurses’ Merit Award 2017</td>
</tr>
<tr>
<td>SERVICE</td>
<td>26</td>
<td>Four hospitals, one team and JCI reaccreditation success!</td>
</tr>
<tr>
<td></td>
<td>28</td>
<td>Introducing Gleneagles Maternia, a new specialist mother and child centre in India</td>
</tr>
<tr>
<td></td>
<td>29</td>
<td>Succeeding in South India’s first sutureless aortic valve replacement surgery</td>
</tr>
<tr>
<td>PERSONALITIES</td>
<td>30</td>
<td>Dr Nor Hayati Shaharuddin discusses a career in infectious disease control</td>
</tr>
<tr>
<td></td>
<td>32</td>
<td>From sportsman to sports doctor, Dr Andy Wee shares his story</td>
</tr>
<tr>
<td>COMMUNITY</td>
<td>34</td>
<td>Pantai Hospital Ampang launches health awareness carnival</td>
</tr>
<tr>
<td></td>
<td>36</td>
<td>Gleneagles Kota Kinabalu dedicates its second anniversary to a good cause</td>
</tr>
<tr>
<td></td>
<td>38</td>
<td>Mount Elizabeth Novena awarded for hiring people with special needs</td>
</tr>
<tr>
<td>KNOWLEDGE</td>
<td>40</td>
<td>Seven super fruits to boost health and immunity</td>
</tr>
<tr>
<td>LIFESTYLE</td>
<td>42</td>
<td>Keeping each body part in tip-top shape for better overall health</td>
</tr>
</tbody>
</table>
Regional Round-up
Get up to speed on what’s happening across Parkway Pantai.

TALK OF THE TOWN

Doctors for a Day
HONG KONG - Parkway Pantai’s signature Doctors for a Day programme has arrived in Hong Kong with the recent opening of Gleneagles Hong Kong Hospital. To give children insights into healthcare work and instil the virtue of empathy for those in need, the cardiology and orthopaedic doctors, nurses and physiotherapists of Gleneagles Hong Kong hosted two public sessions for children aged four to nine on 24 June this year. Over 430 children enjoyed the role-play activity, which covered six different medical scenes including human anatomy, Accident & Emergency, X-ray, operating theatre, cardiovascular laboratory and rehabilitation.

“As a corporate citizen, we believe that we can go beyond providing quality healthcare services. With our knowledge and expertise, we can also inspire the next generation and give them insights into the diversities of healthcare.”

DIRK SCHRAVEN, CHIEF EXECUTIVE OFFICER, GLENEAGLES HONG KONG HOSPITAL
Therapeutic Potential of Animals
SINGAPORE - Two Golden Retrievers and one West Highland White Terrier brought 90 minutes of joy to five patients in the first PATME (Pet Assisted Therapy at Mount Elizabeth) event held at Mount Elizabeth Hospital on 30 June this year. It was initiated by Senior Consultant Ophthalmologist Dr Leo Seo Wei.

“The aim of this event is to make use of the human and animal bond in the recovery of our patients,” said Dr Leo.

The patients were guided in petting, feeding and playing fetch with their new four-legged friends — activities that Dr Leo believes are beneficial in reducing their stress levels and helping them stay calm.

Clean City, Healthy Community
MALAYSIA - Gleneagles Kota Kinabalu Hospital has recently joined hands with the local city hall, Dewan Bandaraya Kota Kinabalu, to launch the ‘Clean City, Healthy Community’ awareness campaign. To kick things off, a team of 58 hospital employees, led by Chief Executive Officer Jean-Francois Naa, participated in the first clean-up activity in the areas surrounding the hospital as well as KK Times Square, Imago Shopping Mall and along the coastal highway on 20 June 2017. Moving forward, the partners will organise clean-up activities on a regular basis.

Connecting, Sharing and Learning
CHINA - Parkway Pantai continues to engage the wider healthcare community with the second edition of its ParkwayHealth China Medical Seminar, designed for insurers. Held in Shanghai on 11 May 2017, the event brought together over 80 attendees from key insurance partners and corporate organisations for an informative sharing session.
Sweeping Wins

INDIA - The first first edition of the Times Healthcare Achievers Telugu States 2017 Awards, hosted by Times of India, was held in on 27 February to honour stalwarts in local healthcare. After numerous rounds of assessment by a jury of renowned healthcare practitioners, Continental Hospitals took home as many as 31 awards! Its wins spanned multiple specialties and included accolades for individual doctors and at an institutional level. Notably, Continental Hospitals was awarded Best Hospital in Paediatrics, Radiology, Emergency Medicine & Trauma, Neurology & Neurosurgery, Cardiology & Cardiac, Thoracic and Vascular Surgery, Gastroenterology & Gastro-Intestinal Surgery as well as Best Multi-specialty Hospital of the Year! Its physicians, nominated under multiple categories, also bagged accolades as Rising Stars and Legends.

Walk the Talk

INDIA - Aware Gleneagles Global Hospitals, LB Nagar commemorated World Asthma Day 2017 with a 4km walk in association with the traffic police of Rachakonda Commissionerate in Hyderabad on 2 May. Called ‘Live Breathfully’, the walk underscored the importance of breathing with full lung capacity and was supported by approximately 100 residents of LB Nagar and Saroor Nagar. They were flagged off by N Divya Charan, Rao Deputy Commissioner of Police Traffic and Ch Sridhar, Assistant Commissioner of Police Traffic in the presence of Aware Gleneagles’ Chief Operating Officer Dr Sharath Chandran.

In conjunction with Live Breathfully, the hospital also launched a two-day awareness drive, where five ambulance teams travelled around the city, conducting free lung capacity testing for members of the public.

Saying No to Tobacco Together

INDIA - World No Tobacco Day in May 2017 saw Continental Hospitals rallying its doctors and staff to educate visitors on tobacco-related health disorders. In a public health talk, the hospital shared how tobacco worsens poverty, damages health and causes devastating social, economic and environmental harm. It also created a model display of lungs filled with cigarettes to depict the deteriorating health of smokers and launched a special offer for smokers to receive counselling and kick the habit.

Speaking on the prevalence of tobacco use, Consultant Pulmonologist Dr Vishwanath Gella said, “According to the World Health Organisation, nearly six million deaths occur every year due to tobacco use. This may escalate to eight million by 2030. There is an urgent need to curb the use of tobacco, especially in the 14-to-35 age group. Nipping this habit in the bud by spreading awareness is one way to ensure our youths do not get hooked on tobacco.”
Mid-year Round-up

SINGAPORE - On 14 July 2017, Parkway Pantai held its mid-year town hall for staff in Singapore. Staff attending the event at Suntec Convention and Exhibition Centre were treated to a little surprise this year. Upon arrival, attendees were greeted by a live Teh Tarik station where delicious cups of local ‘pulled tea’ were served. This extra touch proved a welcome hit with staff as seen from the queue that quickly formed prior to the start of the session.

This town hall also marks the first time Acting Chief Executive Officer of Singapore Operations Division, Phua Tien Beng, took to hosting the event. During his address, Tien Beng shared a specially compiled photo montage, as tribute to the hard work and team effort of all staff for pulling off a successful Joint Commission International reaccreditation exercise a few months earlier. He was joined by Dr Lim Suet Wun, Group Chief Operating Officer, Yeo Swee Har, Vice President, Head of Human Capital Management and Elaine Ng, Group Director of Nursing, on the management panel where they took turns to answer questions and take feedback from the floor.

Thank you, Gleneagles Hong Kong staff!

HONG KONG - In March 2017, Gleneagles Hong Kong Hospital opened its doors as the city’s first private hospital since 1995. Its smooth opening and commissioning was made possible by the hard work and support of its pioneering team.

The hospital tailor-made a commemorative souvenir of pure gold as a token of appreciation for its people. The gift is also a wonderful memento of the journey that the team shared.
In the 150 years since Florence Nightingale’s time, the nursing profession has developed immensely. Nurses have gone from being simple caregivers to essential patient advocates. Parkway Pantai believes that the future is bright for nurses seeking promising careers and job satisfaction across its vast network of 28 hospitals and more than 60 medical centres and clinics across Asia.

For this year’s International Nurses’ Day, the International Council of Nurses adopted the theme ‘Nurses: A Voice to Lead’ and this parallels Parkway Pantai’s own commitment to achieving nursing excellence.

In her annual message to her colleagues, Parkway Pantai’s Group Director of Nursing Elaine Ng honours the hard work and determination of her nurses, “Undeniably, nurses play a key role in the healthcare system. We are the communicators, vitals-checkers, caregivers as well as the around-the-clock bedside supporters. We bring new life into the world, caring unconditionally for the sick and injured and sometimes providing comfort to those who have lost their loved ones. Although physically exhausting and emotionally draining on some days, we persevere as we know that these difficulties will be outweighed by the satisfaction we get from our patient’s healing process.”

This holds true whether in Singapore, where Nurses’ Day is observed on 1 August, or around the world where International Nurses’ Day is celebrated on 12 May.

Read on to learn how Parkway nurses in China, Malaysia and India marked International Nurses’ Day!

“As a Parkway Pantai nurse, your future is exciting. You are now part of a global healthcare network run by the second largest healthcare provider in the world. You have access to best practices, knowledge and resources at Group level. For nurses who are keen to learn and do more, you now have opportunities to train and work overseas. You can look forward to promising careers and immense job satisfaction.”

Dr Tan See Leng, Group Chief Executive Officer & Managing Director, Parkway Pantai
This International Nurses’ Day, ParkwayHealth China chose to honour its nurses in the most meaningful way — with patient recognition! In its most successful WeChat campaign to date, the organisation invited patients to nominate their favourite nurse. The campaign page gathered over 17,500 views before the top 10 names were finalised. Congratulations to the honourees and kudos to all ParkwayHealth China nurses for their dedication to quality patient care!

**Winners by Popular Vote**

1. Chelsea Cheng
2. Neva Niu
3. Wendy Wang
4. Jamie Ning
5. Helen Huang
6. Ruby Li
7. Lilian Li
8. Pauline He
9. Miya Zhou
10. Tara Yang

Over 300 nursing colleagues had a grand time celebrating International Nurses’ Day at Gleneagles Hong Kong Hospital. At a tea party held in their honour, then Deputy Chief Executive Officer Lee Cheow Seng personally handed gifts and flowers to each nurse as a gesture of appreciation. The hospital also participated in an activity organised by the Association of Hong Kong Nursing Staff, which delighted nurses with an ice-cream van delivering sweet treats on a hot summer day.
Together was the order of the day as Malaysia Operations Division gathered to honour their nurses on International Nurses’ Day.

For the first time, a Central Nurses’ Day celebration was held in Malaysia which brought over 250 nurses from different hospitals to Pantai Hospital Kuala Lumpur’s Dewan Pantai for the occasion. Tokens of appreciation were presented to each hospital, cake was shared and gifts were generously given out through a lucky draw session.

Mini celebrations were also held at Parkway Pantai’s 14 hospitals across the country, with each team eager to take the opportunity to give thanks to their nursing colleagues.

Whether big or small, grand or simple, each event was memorable to the nurses as they graciously accepted recognition for their dedication to the profession and their role in the community.

A gift for each nurse as a show of appreciation!

Brought together by a passion to serve.
“Throughout our 40 years of serving society, we have always endeavoured to achieve excellent quality service for our patients. I strongly believe that our nurses are the driving force behind the many awards and accreditations that our hospitals have received. I thank all of you for your tireless efforts in caring for our patients.”

AHMAD SHAHIZAM, THEN CHIEF EXECUTIVE OFFICER, MALAYSIA OPERATIONS DIVISION

1. All smiles at Gleneagles Kota Kinabalu.
2. The nurses of Pantai Hospital Klang let their hair down for a jolly time.
3. The nurses of Pantai Hospital Ampang standing tall.
4. Good company makes all the difference at Pantai Hospital Manjung.
5. Pantai Hospital Batu Pahat says ‘thank you’ with thoughtful gifts.
6. Sharing food, cheer and laughter at Gleneagles Penang.
7. Togetherness was what made Pantai Hospital Sungai Petani’s celebration meaningful.
8. Cheers at Pantai Hospital Cheras.
To Continental Hospitals, nurses play many roles. They can be a technical expert, an educator, a counsellor or even a resource for families of the infirm. Every day, they give their all to care for their patients. Fittingly, its International Nurses’ Day celebrations were dedicated to the many talents of its nurses.

With skits, dances and even a fashion show, the nurses put on a wonderful performance! The event also saw them receiving well-deserved awards such as Best Bedside Nurse and Patient’s Favourite, among others. It was just as rewarding for many nurses to hear grateful and encouraging words from the many doctors and senior management in attendance.

Full house attendance as Continental Hospitals gathers to honour nurses.

Doctors and staff showed their support for nurses too.
With nurses at the heart of its healthcare system, Gleneagles Global Hospitals pulled out all the stops for its annual International Nurses’ Day celebrations. An entire week of events were organised, ranging from educational seminars and community events to competitions and debates. 230 nurses were honoured with the Florence Nightingale Award as well as the Best Nurse Manager, Best Performing Unit and Best Nurse Awards. A highlight was certainly the Gleneagles Global Hospitals Nursing Directorate Alumni Award, which was conferred to those who had contributed in the past as nurses and nursing leaders.

Each hospital also celebrated the occasion in its own way. Gleneagles Global Hospitals, Parel hosted a fashion show and leadership workshop; BGS Gleneagles Global Hospital, Kengeri held a star-studded event graced by leading actress Abhinaya Omkarnath; and Gleneagles Global Health City, Chennai, inaugurated the Kelvin Momanyi Library, dedicated to the late nurses Lydia Annie and Midhun Jacob. For the nurses of India Operations Division, each event was meaningful in its own way.
Caring for China

Parkway Pantai breaks ground for Gleneagles Shanghai as it continues to grow in Greater China with a RMB8 billion pipeline of hospital projects.

To celebrate Parkway Pantai’s latest hospital development in China, a groundbreaking ceremony for Gleneagles Shanghai was held on 9 June 2017, as work begun on the new 450-bed multi-specialty general hospital. The facility, which is expected to cost RMB1.36 billion (S$272 million), holds the notable distinction of being the first and only foreign private joint venture hospital in the Shanghai New Hongqiao International Medical Center (NHQIMC).

Set to open in 2020, Gleneagles Shanghai is an integral part of IHH Healthcare’s plans to make China its fifth home market after Malaysia, Singapore, Turkey and India. IHH, which is the parent company of Parkway Pantai, has announced an RMB8 billion (S$1.3 billion) pipeline of hospital projects that will deliver quality healthcare options for patients across Greater China.

Following the hospital’s groundbreaking ceremony in June 2017, completion is expected by 2020.

### CHINA’S CHANGING HEALTHCARE NEEDS

<table>
<thead>
<tr>
<th>Rising affluence and changing lifestyles</th>
<th>430 million seniors above 65 years old by 2050</th>
<th>RMB6 trillion (S$1.2 trillion)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Higher incidence of chronic or complex illnesses</td>
<td>Increased demand for higher level healthcare services</td>
<td>Healthcare expenditure by 2020</td>
</tr>
</tbody>
</table>
“Greater China is our key growth market and we are committed for the long haul. We are confident of our prospects, given the rising demand for quality healthcare and recent reforms by the government to open access for private investors to develop private hospitals and broaden health insurance coverage. With our global track record in delivering outstanding patient care and clinical outcomes, we are in a strong position to meet China’s enormous healthcare needs,” said Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare and Group Chief Executive Officer and Managing Director of Parkway Pantai.

Gleneagles Shanghai is jointly developed by Parkway Pantai, Taikang Insurance Group and Shanghai Hongxin Medical Investment Holding.

Sited on a 35,800-square-metre plot near the Shanghai Hongqiao International Airport and high-speed railway station, Gleneagles Shanghai will offer a comprehensive range of specialties and healthcare services with a focus on seven key specialties: cardiology, cardiac surgery, gastroenterology, urology, minimally invasive surgery, general surgery and internal medicine. It will serve residents in the Yangtze River Delta and beyond.

PARKWAY PANTAI’S CHINA CARE PLAN

- Entered China market
- Established first medical centre in Shanghai
- Acquired equity interest in Shanghai-based network of medical centres and clinics, gradually expanded primary care network to other cities including Beijing, Suzhou and Chengdu
- Opened Gleneagles Hong Kong (first commissioned private hospital in Hong Kong since 1995 with 500 beds and over 35 specialties)
- Formed strategic partnership with Taikang Insurance Group to accelerate China growth – Jointly fund future projects for Parkway Pantai’s Mainland portfolio of primary care clinics and greenfield hospitals in proportion to shareholding (Parkway Pantai: 70.1%; Taikang: 29.9%)
- Planned opening of Gleneagles Chengdu (350-bed multi-speciality hospital)
- Planned opening of Gleneagles Shanghai (450-bed multi-speciality hospital)
- Planned opening of Gleneagles Nanjing (70-bed Obstetrics and Gynaecology hospital)

‡ Parkway Pantai and guests commemorate the occasion together.
How Time Flies!

The Singapore Operations Division of Parkway Pantai applauds 669 employees for their loyalty and contributions at its annual Long Service and Golden Years Award Ceremony.

Each year, Parkway Pantai Singapore Operations Division honours its long-serving employees and, year on year, the number of loyal and dedicated staff grows. The 2017 Long Service and Golden Years Award Ceremony saw a record number of 669 recipients — 24 per cent more than last year. This included 632 employees who have served between five and 35 years and 37 individuals who have chosen to serve beyond Singapore’s official retirement age.

In honour of their contributions, an event was held on 21 April at Swissotel the Stamford. An inspiring video montage

Full-house attendance as the Singapore Operations Division gathers to celebrate the dedication of their colleagues.

The Long Service & Golden Years Award Ceremony is the perfect occasion for a family portrait!
of recipients sharing their stories was screened before the awards were presented.

“I want to say a big thank you on behalf of our management and board of directors for all that you, our long-serving staff, have done,” said Dr Kelvin Loh, then Chief Executive Officer of Singapore Operations Division. “Thank you for choosing Parkway Pantai and helping to build this healthcare legacy. You are responsible for creating value to build one of the biggest and most reputable healthcare providers worldwide. This is something that you should be very proud of. We are very proud of all of you!”

Many smiles, many memories! For the award recipients, the joyous occasion was made even more special thanks to the company of their colleagues, many of whom attended the event as a show of support and appreciation.

Joining the celebrations was Dr Tan See Leng, Group Chief Executive Officer and Managing Director (right) who presented Dr Lim Suet Wun, Group Chief Operating Officer (left), with his 5-year Long Service Award.
Family at Work

Working side by side in Mount Elizabeth Hospital’s Intensive Care Unit has turned Beak Soon Eng, Wong Lili and Tadd Wun from colleagues to friends, and from friends to family.

From left:
BEAK SOON ENG Nurse Manager
TADD WUN Nurse Clinician
WONG LILI Nurse Clinician

Intensive Care Unit,
Mount Elizabeth Hospital
How has the nursing profession changed over time?

Soon Eng: Life was much simpler back then. The cases, treatments, processes and even the role of nurses used to be more straightforward. Now, nurses are more empowered but that also means we take on greater responsibilities.

Lili: That is why continuing education is really important. Nurses today need to keep upgrading themselves in order to be effective advocates for our patients. Taking courses, attending conferences and seminars have become part of a nurse’s duty.

Tadd: I think with the new generation of young nurses, ‘old-timers’ like us also need to learn how to work effectively as a team with them. Rather than issuing instructions, it’s about communicating, guiding and mentoring them.

All three of you have chosen to serve in the Intensive Care Unit (ICU) for a long time. Why?

Soon Eng: It’s a very challenging environment but, correspondingly, the job satisfaction is equally high. In ICU, you need to be alert and observant all the time. If you’re able to catch something before it goes wrong and act fast enough, you could save a life. Knowing that I can make a difference in another human being’s life is a feeling that I cannot put into words.

Lili: I agree. Every patient who comes to us is critically ill and our actions could spell the difference between life and death for them. It’s stressful but immensely rewarding.

Tadd: I have actually learnt to thrive on that stress! ICU is so fast paced that it’s almost like an adrenaline rush. Even though I often end my shift with aches and pains, I love every moment of it.

What’s your secret to a long and fulfilling career with Parkway Pantai?

Lili: In our line of work, we spend more time with our colleagues than our families, so we naturally become very close. This sense of family, and the familiar, is what has kept me going.

Tadd: That’s particularly true in the ICU environment, I think, because teamwork is everything. We have to build rapport and earn each other’s respect quickly. Over time, this deepens into friendship and familial bonds.

Soon Eng: I would add that a personal support network is important too. If my husband was not so understanding about the demands of my work, I’m not sure I could have come this far.

“"I completed my Diploma in Nursing when I was 40 years old. It wasn’t easy at my age but I think it’s important for nurses to keep upgrading themselves. I later pursued an Advanced Diploma in Critical Care as well and hope to inspire fellow nurses to embrace lifelong learning too.”

- WONG LILI

“"From a staff nurse to a nurse manager now, my role has grown from focusing on patients to include managing other nurses too. As a member of the Clinical Practice Nursing Taskforce, I hope to help equip my fellow nurses with the knowledge they need to deliver best-in-class, evidence-based patient care.”

- BEAK SOON ENG

“"In my second year of nursing, I considered quitting. I only decided to stay because I liked the people and environment. I’m thankful I did because I soon grew to love my job so much that now, I can’t imagine myself doing anything else.”

- TADD WUN
A Balancing Act

Just minutes into a conversation with Mount Elizabeth’s Principal Radiation Therapist June Sim, it becomes clear that she has set goals in her life.

From young, June was interested in medicine and a career in helping the sick so, as a student, she enrolled in a paramedical course. When that experience opened her eyes to the field of oncology, she knew she had found her calling to serve.

“I chose radiation therapy because it allows me to help others medically while keeping regular hours,” said June. This statement is pragmatic but belies a burning passion and strong sense of responsibility. Maintaining work-life balance is important to June, as it keeps her centred and in tip-toe shape to provide excellent care and treatment for her patients.

“Every day is unpredictable and that makes it a challenge. Every patient and every case is different, and their conditions can change swiftly in a matter of hours. A course of radiation therapy can last two to six weeks and in this time, we get to know our patients, their hopes and struggles. The emotional bond can make balancing empathy and professionalism a challenge but I remind myself and my team that our job is to do what’s best for the patient.”

For June, her 20-year-old career with Parkway Pantai has afforded her many opportunities to learn and grow as a professional. In addition to continued education through conferences, she’s been able to network and exchange knowledge with fellow professionals from other hospitals locally and internationally. This gives her great opportunities to bring back insights to her team. This virtuous cycle of learning and sharing also applies in her personal life. As a passionate home-cook, June enjoys learning new recipes and donating her expertise to volunteer welfare organisations. She supports numerous organisations by cooking meals that are then distributed to the underprivileged in the community. She also does missionary work when time permits, for the simple reason that helping others gives her joy and gratitude.
At 72 years old, Yusoff Bin Mohamed is the oldest Ambulance Medic in the Parkway Pantai Singapore Operations Division. He passed retirement age nine years ago but the feisty senior has no intention of slowing down.

“I’ve been with Parkway Pantai for 37 years. As long as I’m able to, I want to keep working,” said Yusoff.

“I started out as an ambulance driver with Gleneagles Hospital. This was in 1981. After a few years, I was offered a fully sponsored course in first response emergency. Of course, I said yes! I was keen to learn.”

“After I completed the course, I became an Ambulance Medic. It’s a physically taxing job. We work shifts and transferring patients often involves carrying them up and down stairs. But I enjoy it and it gives me the opportunity to help others. Maybe that’s why I have been blessed with good health — because I lead a good life,” he adds with a laugh.

While Yusoff said that in jest, it’s true that he looks nary a day past 50. He has regular health checks and eye examinations to make sure that he is primed for duty. So even though his son would prefer that he take things easy at home, Yusoff is determined to keep working, keep contributing and keep helping others.

When asked about his ‘secret’ to staying fit and healthy, Yusoff laughs, saying that he gets that question a lot — even from doctors at Mount Elizabeth.

“My wife makes sure that I take vitamins. I also watch my diet and tend to have light, carb-free dinners. I don’t have an exercise routine but I like to take walks around my neighbourhood. Sometimes I go cycling and bowling. That’s about it,” said Yusoff, but he also brings up peace of mind. “Every day is a new day. When I encounter unhappiness, I don’t keep it in my heart. I think you have to learn to let go. If you let it build up, it will weigh you down,” he said, proving that a happy man is indeed a healthy man!
Real-Life Role Models

A commitment to caring for patients, a dedication to the nursing profession and outstanding on-the-job performance has earned four nurses from Parkway Pantai Singapore Operations Division the prestigious Nurses’ Merit Award 2017, conferred by the Ministry of Health.

NEVER SAY NEVER

For Nurse Manager Yong Wee Joan, keeping an open mind has led to surprising—and rewarding—results. As a young woman fresh out of school, she was going to become a teacher when a friend introduced her to nursing.

“I hadn’t considered nursing as a career before that, but I decided there was no harm giving it a chance. Who knew I would fall in love with it right away!” said Wee Joan.

Once on this path, she set her heart on becoming a specialised nurse. After a two-year stint in the General Ward, she joined the Intensive Care Unit (ICU) and never looked back. She spent 20 years in ICU, learning and growing and eventually becoming a Nurse Manager with 55 nurses under her care. She never imagined leaving ICU but two years ago, she did.

“I’m now the Quality Improvement Lead for our nursing division. It’s a very challenging role but I accepted it with an open mind and I’m glad to be contributing to a better patient experience, albeit in a different way.”

Quality is Queen

Today, Wee Joan works in an office, instead of a ward, but patients remain her focus. As Quality Improvement lead for Mount Elizabeth Hospital’s nursing division, her portfolio includes chairing the fall prevention committee and collaborating with Nurse Managers and various department heads to improve existing initiatives and safety standards.

“As part of our fall prevention programme, we’ve outlined an improvement process and target interventions, like introducing grab bars, anti-slip mats and slip-resistant flooring. We also developed a fall education video for patients and caregivers that is now screened in other Parkway Pantai hospitals as well, so that’s really rewarding,” said Wee Joan.
In December 2013, Tay Hai Gek joined Mount Elizabeth Novena with a momentous task — to set up the hospital’s maternity services unit. In four months, six delivery rooms and a first-stage room, a six-bed Neonatal Intensive Care Unit, 12 single-room pre- and postnatal wards and a nursery were operational. It was a feat but Hai Gek is not ready to stop.

“I tend to imagine the future when I look at the present. When I was setting up maternity services, I already had expansion plans in mind,” she said. She has already turned some of these plans into reality with the addition of a delivery room, 15 single rooms and a nursery for neonatal jaundice babies.

Thanks to her foresight, Mount Elizabeth Novena was well equipped to welcome over 4,400 babies in just three years.

Hai Gek may be a Senior Assistant Director of Nursing today but her 41-year nursing career was not always smooth sailing.

“My first attempt at becoming a Registered Nurse was rejected. I was told that I wasn’t qualified. This was back in 1976. Instead, I was offered a job as a midwife,” she said.

Undeterred, she took it, did her best and in 1984, finally began training as a Registered Nurse. After completing the programme, she chose to continue serving in the maternity ward and even went on to specialise in neonatology.

“I believe that everyone deserves an opportunity at life but not all of us are given that chance. Having come from a humble background, I hope to help others — whether it’s caring for premature babies and supporting my nurses’ development journey or helping less privileged students complete their education. What defines me as a person, defines me as a nurse too.”
When I went for my nursing interview in 1982, I was asked why I wanted to be a nurse. I said, ‘Because I’m helpless.’ What I meant was that without any medical knowledge, I was unable to help people in need,” revealed Liew Swe.

Today, she cherishes every opportunity to use her skills and knowledge to help others. In 2012 and 2014, she put her hand up for the Himalayan Women’s Health Project led by Gleneagles’ Obstetrics & Gynaecology specialist Dr Quek Swee Chong. Together with the team, she travelled to Nubra Valley and Leh in India, on personal time and expense, to help create awareness on prevention and treatment of cervical cancer and provide gynaecological care to the villagers.

“I registered and paid for the 2016 expedition too but decided to withdraw because the ward was short of staff. My nurses needed me too,” she said.

Knowledge is important but, of course, it is not everything. There are things that only experience can teach you. I remember a paediatric patient whom everyone thought was fast asleep but I felt that something was amiss. I alerted the doctor, who discovered that the child’s air passage was blocked and called for surgery immediately,” she shared.

“In those moments, I am deeply grateful for the medical knowledge that I have.”
CARING IS CONTAGIOUS

Dylia Syahniza’s love for nursing is so palpable that she unknowingly inspired her best friend to join the profession too.

“I didn’t know that I was part of the reason why my best friend and her twin sister decided to become nurses until sometime later. They said it was because I look so happy doing what I do. If they had sought my advice beforehand, I would have asked them if they were sure that this is what they want. I think that’s really important because nursing is tough and the only thing that will sustain you in the long run is self-motivation,” she said.

“The ward environment can be very challenging for those new to it. For my junior nurses, I do my best to guide them by lending a listening ear whenever they need support and make sure that they know that they are never alone.”

DYLIA SYAHNIZA SAMSUL BAHROM
Nurse Clinician
Parkway East Hospital

All About Dignity

Nurses learn not only from textbooks but also from experience and from patients. Early in her career, Dylia encountered a patient who said to her, “Teach your nurses to have pride and dignity in what they do.” That was when she realised that patients can tell the difference between a competent nurse and a caring one. Inspired, Dylia now encourages her junior nurses to care for patients the way they would care for their own parents.

“I teach them to attend not only to patients’ requests but also to their unspoken needs by being observant. People may forget what you say and do, but they won’t forget how you made them feel,” she said.
Four Hospitals, One Team

Parkway Pantai Singapore Operations Division makes history by achieving the seal of approval from Joint Commission International as one integrated healthcare network.

For the Singapore Operations Division team, extra care and preparations went into getting themselves ready for 10 days of close scrutiny by an expert team of Joint Commission International (JCI) surveyors.

This was part of a reaccreditation exercise that the hospitals must pass once every three years in order to maintain their JCI-accredited status, which is regarded as the gold standard in global healthcare delivery. This round’s survey is a milestone because it marks the first time that all four Parkway Pantai hospitals in Singapore are being surveyed as one integrated healthcare network.

The excitement and nervousness was palpable during the on-site evaluation, where each hospital was
assessed on over 1,000 measurable elements. From physical inspections and record reviews to interviews with staff, patients and leadership, the JCI survey is a stringent appraisal of an organisation’s patient safety and quality system — and the team passed with flying colours!

“This was my first JCI exercise and it was an eye-opener! I had the opportunity to accompany one of the surveyors as a scribe. In addition to learning many things from him, it was also quite an experience to present his observations based on my notes to everyone!” said Connie Lee, Operation Executive of Parkway East Hospital.

Indeed, by working as one, the Singapore Operations Division had impressed the JCI surveyors with a high level of performance and consistency of processes across all four hospitals.

Post-audit, the JCI surveyors shared praise for Parkway Pantai, singling out, among other things, the electronic medical record documentation used by the Endoscopy units in all four hospitals — calling it “complete and comprehensive”.

“It was a busy period, but the positive outcome of the survey could not have happened without teamwork and unity within and across all four hospitals. Indeed, our strength greatly lies in being one.”

PHUA TIE N BENG, ACTING CHIEF EXECUTIVE OFFICER, SINGAPORE OPERATIONS DIVISION

The dedication and hard work of every member of the team has produced stellar results for the organisation and each hospital said ‘thank you’ in a different way.

- Gleneagles Hospital marked every milestone with mini celebrations, starting with wine and sparkling juices after the first week, a small feast for staff after the second week and ice-cream treats to round things off!

- It was donuts galore at Mount Elizabeth Hospital! As many as 1,500 donuts were handed out as a sweet treat for staff, along with hand-made photo props, as photographers went around capturing happy moments.

- Special brownies for a special occasion is how Mount Elizabeth Novena Hospital thanked its people. The customised treats were ordered in advance and enjoyed right after the final surveyor briefing.

- It was time to relax at Parkway East Hospital with six mobile masseurs from Singapore Association of the Visually Handicapped treating staff to rejuvenating massages that released built-up tension and soothed the senses.
Continental Hospitals introduces Gleneagles Maternia, a new specialist mother and child centre, to support women in their motherhood journey and to provide care for children of all ages.

One day ahead of Mother’s Day this year, Continental Hospitals presented a gift to all mothers in the form of Gleneagles Maternia. The new specialist mother and care centre is led by a board of medical care providers trained in the sub-specialties of Obstetrics & Gynaecology as well as Paediatrics & Neonatology, and is committed to providing a wide range of medical services and health resources to women and children.

The launch of Gleneagles Maternia was celebrated at an event on 13 May 2017. It was attended by 150 guests and graced by two leading ladies: Assistant Commissioner of Police - Criminal Investigation Department Sirisha Raghavendra and Telugu Film Chamber Producer Council Secretary Padmini Naglupalli. As guests of honour, they unveiled the Gleneagles Maternia Guidebook, a comprehensive read on the pregnancy journey, as well as a 24/7 WhatsApp Maternity Health-line (8184988880) that is dedicated to provide round-the-clock assistance to women with health queries.

Gleneagles Maternia’s commitment to supporting mothers and children goes beyond medical care. Its brand of comprehensive care also includes empowering women with emotional and educational support throughout and beyond the pregnancy journey.

- Pre-pregnancy from couple counselling to tests, evaluations and more
- During pregnancy with exercise and Lamaze classes
- Post-pregnancy support including healthcare for newborns

Visit its website at www.gleneaglesmaternia.com for more information.

With the new 24/7 WhatsApp Maternity Health-Line, women are assured of assistance and advice whenever they need it.
BGS Gleneagles Global Hospitals succeeds in South India’s first sutureless aortic valve replacement surgery for an ailing 82-year-old patient.

Eight years ago, an elderly woman named Vatsala underwent an aortic valve replacement surgery in another hospital. But earlier this year, at age 82, she began suffering from breathlessness. When she visited BGS Gleneagles Global Hospitals, an echo scan revealed that the old valve had failed, creating an obstruction of blood from the pumping chamber of her heart to the organs in the body. This created high pressures to get blood through the valve. Doctors feared that she was at risk of serious heart failure or even death in two to four years if the condition was left untreated.

Dr Thasee Pillay, Consultant Cardiac and Cardiopulmonary Transplant Surgeon and Chief of Surgery at BGS Gleneagles Global Hospitals, explained, “The patient was brought in in critical condition as she had previously endured a double valve surgery. As a result, the heart was welded to its surrounding tissue and had to be freed meticulously without damaging the heart. The age factor was an added risk.”

Dr Pillay and his team chose sutureless aortic valve replacement surgery for Vatsala. Even though it had never been performed in South India before, it has been used in Europe and other parts of the world for over a decade now. There are more than 22,000 implants worldwide and results have been encouraging. The procedure eliminates the need for stitches to attach a foreign valve to the heart, allowing a larger orifice for blood to pass through and ensuring better function. It is also much quicker, has a shortened recovery period and facilitates a minimally invasive approach suitable for higher-risk patients.

The surgery, conducted in early April, lasted approximately four hours. Vatsala was extubated immediately after surgery and did not require ventilator support. At present, she is comfortable and doing well.

“This surgery is the first case of its kind in South India. We are thrilled that our team of specialists was able to successfully plan and treat this complex case through detailed preparation.”

THOMAS MATHEW, CHIEF OPERATING OFFICER, GLENEAGLES GLOBAL HOSPITALS

KUDOS TO THE TEAM

Their efforts have saved Vatsala and proven that BGS Gleneagles Global Hospitals is indeed a leader in cutting-edge medical care in India.

- Dr Thasee Pillay, Consultant Cardiac and Cardiopulmonary Transplant Surgeon and Chief of Surgery
- Dr Sanjay, Senior Consultant and Head of Cardiac Anaesthesia and Critical Care
- Dr Maruti, Cardio Thoracic Consultant and Vascular Surgeon
- Dr Bhaskar, Cardio Thoracic Consultant and Vascular Surgeon
- Dr Umesh, Cardio Thoracic Consultant and Vascular Surgeon
- Dr Shivaprakash, Cardiac Anaesthesia Consultant
- Dr Shrinivas, Cardiac Anaesthesia Consultant
Working in the field of infectious diseases is both exciting and fulfilling for Dr Nor Hayati Shaharuddin.
Doctor Detective

Pantai Hospital Ayer Keroh’s Infectious Disease Consultant Dr Nor Hayati Shaharuddin considers herself a Sherlock Holmes of the medical sort.

Fever, as we know, is not an illness but a symptom. Imagine the frustration and anxiety of a patient and his doctor when faced with a persistent fever that shows no sign of breaking.

“That is how most patients find themselves outside my door,” says 45-year-old Dr Nor Hayati Shaharuddin, an infectious disease specialist at Pantai Hospital Ayer Keroh. As the only Infectious Disease Consultant in the Southern Region of Malaysia, she sees patients from all backgrounds, mostly referred by other specialists. In the recent years, however, more have found her online, after relentless searching for an answer to their ailments.

Once a patient comes under her care, the good doctor will comb through the patient’s medical records, family history, lifestyle, environment and more to find and treat the root cause of the condition. It can be immensely fulfilling to see a patient who has been severely ill get well after they have received appropriate treatment, she shares.

The youngest child in a family of seven, she remembers being annoyed, as a teenager, when her mother announced to everyone that she would grow up to be a doctor. This turned out to be a self-fulfilling prophecy when she earned herself a sponsorship to Australia to study medicine.

She had wanted to be a surgeon, because dealing with life and death situations on a daily basis fired her imagination. But this changed when she served as a Medical Officer at a government hospital and was faced with one of the biggest scourge of the tropics – dengue.

“There were so many dengue deaths,” she reveals, adding that while the key to recovery is accurate diagnosis and early treatment, this is challenging as dengue and most infectious diseases have symptoms that mimic other conditions. Exciting developments in the discipline, and the ability to practise anywhere without complex equipment, convinced her that she made the right choice.

“It’s a misconception that infectious diseases will reduce as modern hygiene and living standards improve. Pathogens are continuously mutating, so we need to stay abreast with the developments in the field at all times. It’s nerve-wrecking at times, but it’s also what makes this field so exciting!”

been translated into something closer to home, where she founded the Malacca Association of Women with HIV/AIDS (MAWAR), a support group to empower and provide hope to women and children with HIV/AIDS.

Doctor’s Note

My name is Nor Hayati Shaharuddin and I grew up in Negeri Sembilan, which practises the Adat Perpatih matriarchal system. My grandmother, who had no formal education, was among the most intelligent and insightful people I’ve met. She refused to let us take Home Science at school, saying we could learn that at home and chose Commerce for us instead. I guess I inherited her steadfast faith and courage, because people are always asking me if I am afraid of being infected when treating patients with diseases such as HIV/AIDS — but I’m not. This is one of the most satisfying group of patients to work with, especially when I hear them say, “Thank you, doctor. I don’t feel like I have HIV; I feel well.”
Sportsman to Sports Doctor

Having been a national squash player himself, Dr Andy Wee, Senior Consultant and Orthopaedic Surgeon at Parkway East Hospital, has built a career helping competitive athletes perform at their best.

If doctors were scored on the three big ‘E’s of experience, expertise and empathy, Dr Andy Wee would have a pretty impressive score card.

The Senior Consultant and Orthopaedic Surgeon at Parkway East Hospital had the rare privilege of completing two prestigious North American fellowships. He did a Shoulder and Elbow Fellowship at Mayo Clinic in the USA before going on to do an Orthopaedic Sports Medicine Fellowship at the Fowler Kennedy Sports Medicine Clinic in Canada. After returning to Singapore, he joined a restructured hospital where he led the Department of Orthopaedics before entering private practice.

But for his patients, many of whom are competitive athletes, it’s Dr Wee’s empathy that really distinguishes him from others. This comes naturally as the good doctor was a former national athlete himself.

“I picked up squash in secondary school and went on to become a national squash player. I also represented the National University of Singapore and the Singapore Armed Forces,” revealed Dr Wee. Squash gradually became less of a priority as the demands of medical school increased, but the young undergraduate found a different way to bring it back into the picture.

“I should probably explain that, before university, I didn’t have any specific interests or career aspirations. I qualified for medical school, so that’s the path I took. You could call me a late bloomer, I guess, because I only discovered a passion for medicine when I started treating patients,” he said. “So, when I was still in school and had to choose a specialty, I decided to go with what I was good at (surgery) and combine it with what I love (sports). Hence, orthopaedic surgery.”

Today, Dr Wee manages many sports-related injuries, especially among competitive athletes. This group of patients can be particularly demanding about treatment efficacy and may have what others view as unrealistic treatment goals but having been on the court himself, Dr Wee understands where they’re coming from.

“Competitive athletes are actually a very rewarding group of patients to work with. They cooperate well and take treatments and post-surgery care seriously. It’s an amazing feeling to help them get back in action,” he shared. While he does admit that it’s a heavy responsibility, since an injury can put a competitive athlete’s career on line, Dr Wee loves every moment of his work and wouldn’t trade it for anything else.

“In addition to my patients, I also feel a sense of responsibility towards our next generation of doctors. I’m actively involved in both undergraduate and post-graduate medical education, which is my way of giving back.”

“Doctor’s Note

My name is Andy Wee and I’m an avid sportsman. My national athlete days may be over but I still enjoy recreational squash and other sports. I always advise my patients to give their bodies sufficient time to recover after each game. So, in the spirit of practising what I preach, I allow myself lots of sleep on weekends… much to my wife’s dismay.
Former national squash player Dr Andy Wee took his love for sports and combined it with an aptitude for surgery to build a rewarding career as an orthopaedic surgeon.
Wealth of Health

A new initiative by Pantai Hospital Ampang seeks to engage and educate the community on the importance of good health in a fun way.

From a calming session of Taichi to family-friendly activities like a colouring contest, a fancy dress competition and a healthy cooking live demonstration, Pantai Hospital Ampang’s first ‘Health is Wealth’ Carnival was buzzing with activity!

Organised with the aim of sharing that good health is our greatest asset, the hospital welcomed participants of all ages to the fun-filled event at Padang Kelab Belia, Kampung Baru in May this year.

“A healthy community leads to a healthy nation, and here at Pantai Hospital Ampang, we are determined to give our community the precious gift of wellness. Our team at the hospital is also dedicated to serving the wider community and equipping them with the tools to take charge of

Thank you, Member of Parliament YB Hajjah Zuraida Kamaruddin (fifth from left) for gracing the event!
A Flexi Clinic was in session at the carnival, where specialists from Pantai Hospital Ampang provided free consultations in the areas of Orthopaedics, Optometry, Urology and General Surgery. These specialist-led sessions helped address many health concerns among participants and offered insights into the benefits of regular health screening. The doctors also shared ways to identify risk factors and hereditary patterns as well as preventive actions for common illnesses that afflict Malaysian society.

"It is truly amazing to witness how health and wellness can bring people together, and we are extremely thrilled to have this opportunity to serve and connect with the community."

HOO LING LEE, CHIEF EXECUTIVE OFFICER, PANTAI HOSPITAL AMPANG
Give to Receive

Gleneagles Kota Kinabalu Hospital marks its second anniversary with a fundraising event to benefit the Society for Sabah Heart Fund.

It was Gleneagles Kota Kinabalu’s birthday celebrations but instead of receiving, the hospital chose to give back to the community. This year, it dedicated its annual Open Day to raising funds for the Society for Sabah Heart Fund (SOSHF), a non-profit organisation that provides financial assistance to patients whose conditions require treatments outside Sabah.

> Fundraising fun! Gleneagles Kota Kinabalu gets creative in support of the Society for Sabah Heart Fund.
Medical treatment for patients with heart conditions can cost an average of RM24,000 (S$7,700). The Society for Sabah Heart Fund (SOSHF) exists to help ease this financial burden on financially-needy patients and their families.

Since November 2016, the hospital has been working closely with SOSHF to identify underprivileged pediatric patients to receive financial sponsorship for cardiac surgeries under the IHH Khazanah Healthcare Fund. To date, it has supported three cases.

As a continuation of its commitment to the community, Gleneagles Kota Kinabalu organised a carnival-like event in May 2017 at the Central Plaza, Riverson, where members of the public enjoyed games and photo opportunities, colouring contests, face painting and performances by local artists. Donations were collected from the sale of t-shirts, with the full proceeds of RM7,699 (S$2,470) going to SOSHF. The hospital also held a blood donation drive and offered free basic health screening.

The meaningful event was graced by Yang Berhormat Datuk Edward Yong Oui Fah, Assistant Minister to the Chief Minister of Sabah Yang Amat Berhormat Datuk Seri Panglima Musa Haji Aman. Also in attendance was the hospital’s first pediatric open-heart surgery patient, whose operation was fully funded by the IHH Khazanah Healthcare Fund.

“"This fundraising event is part of our ongoing efforts in giving back to the community.

JEAN-FRANCOIS NAA, CHIEF EXECUTIVE OFFICER, GLENEAGLES KOTA KINABALU HOSPITAL

Encouraging members of the public to save lives through a blood donation drive.

Sharing the importance of a healthy lifestyle with children through engaging activities.

THE HEART TO HELP

Medical treatment for patients with heart conditions can cost an average of RM24,000 (S$7,700). The Society for Sabah Heart Fund (SOSHF) exists to help ease this financial burden on financially-needy patients and their families.
Mount Elizabeth Novena Hospital redesigns job roles for special needs employees and receives the Best Newcomer Achievement Award at Singapore’s 4th Enabling Employers Awards for contributing to an equal and inclusive society.

While waiting in the spacious lobby of Mount Elizabeth Novena Hospital, visitors are offered a cookie and a bottle of water. It’s a thoughtful but not particularly surprising gesture — except that the Lobby Attendant could be a special needs person.

It may be uncommon to have special needs people in customer-facing roles but that’s exactly the type of inclusive society that Mount Elizabeth Novena hopes to help create, one job at a time.

It all started last year when the hospital decided to serve simple refreshments to enhance the lobby experience for visitors and patients. Despite the many commercial options available in the market, the hospital chose to support the bakery enterprise of the Association for Persons with Special Needs (APSN). Soon after, the hospital went a step further by hiring Roles such as the Food & Beverage Server and Environment Services Attendants have been redesigned to allow special needs employees to excel.

Just a year after Mount Elizabeth Novena integrated special needs people into its workforce, its efforts have caught the attention of SG Enable, the local government agency dedicated to empowering people with disabilities. At the 4th Enabling Employers Awards this year, Mount Elizabeth Novena was honoured with the Best Newcomer Achievement Award.

Chief Operating Officer Dr Louis Tan (left) and Assistant Operations Manager Cassandra Loh accepted the award on behalf of Mount Elizabeth Novena Hospital.
"We are truly honoured to have Mount Elizabeth Novena Hospital as our partner. When it comes to providing great support and a boost to APSN’s cause, Mount Elizabeth Novena Hospital has been there for us. We continue to strive towards more collaborative and meaningful initiatives together in the hope of improving the lives of people with special needs."

GARY LIM, DEPUTY CHIEF EXECUTIVE OFFICER, ASSOCIATION FOR PERSONS WITH SPECIAL NEEDS

five APSN trainees to date in three full-time roles: Environment Services Attendant, Food & Beverage Server and Lobby Attendant.

“We continue to purchase cookies from APSN even though there are cheaper options. We do so in a bid to extend our help not only to those we hire, but those who are working behind the scenes as well. We believe our special needs employees will also feel a sense of pride as they deliver the cookies made by their friends back at the centre,” shared Cassandra Loh, Assistant Operations Manager of Mount Elizabeth Novena. The hospital operations team continues to advocate jobs for special needs people internally and expanding the initiative’s reach to other departments.

Helping Special Needs Employees Excel
It’s been a year since Mount Elizabeth Novena welcomed special needs employees into its workforce but the learning journey for everyone continues. From the beginning, the hospital has worked closely with job coaches to help integrate its special needs employees. This includes redesigning their job tasks to ensure success, and looking into training and development courses to help them grow professionally.

Becoming Part of the Family
Besides providing an opportunity for learning and growth for these special needs people, this initiative has also been an enriching experience for existing staff and management of the hospital in better understanding the work dynamics of special need workers, and how to adapt and work seamlessly with each other. Training courses are being conducted for existing employees to help them better relate to their new colleagues.

“As supervisors, we are also learning how to manage these employees by observing the job coaches. This includes how to be firm with them when necessary but, most importantly, how to help them find joy and meaning in the work they do,” explained Cassandra.
The Super Seven

You’ve heard of super foods but what about super fruits? These seven fruits are our pick of the crop — full of antioxidants, vitamins and fibre to boost your health and immune system.

BLUEBERRY
These tasty blue gems pack a punch. Although small, they are one of the most powerful sources of antioxidants among fruits.

• Healthy heart: Studies suggest that the high content of anthocyanins in berries may help counter the build-up of plaque in arteries and improve cardiovascular health. The antioxidants in blueberries have been linked to reduced levels of bad cholesterol, which lowers the risk of heart disease.

• May help protect the brain: Blueberries may aid in improving memory and delaying cognitive problems associated with ageing. Studies suggest that this is likely due to blueberries’ vast array of antioxidant nutrients that help to protect the nerve cells from oxygen damage.

• Reduces free radical damage: DNA damage is part of the reason we age, and it also plays an important role in the development of diseases like cancer. Because blueberries are high in antioxidants, they can help neutralise some of the free radicals that cause damage to our DNA.

AVOCADO
Also known as the ‘alligator pear’, this fruit contains a whole host of benefits for your heart.

• Healthy heart: Avocados are loaded with heart-healthy monounsaturated fatty acids which, when eaten in place of saturated fat, may help lower blood cholesterol.

• Reduces blood pressure: Avocados contain four per cent more potassium than bananas, which is well-known for its high potassium content. Studies suggest that a high potassium intake may help to reduce blood pressure — a major risk factor for cardiovascular disease and kidney failure.

• Great for vision: Avocados contain lutein and zeaxanthin — phytochemicals that provide antioxidant protection to minimise cell damage, including from ultraviolet light.

• Promotes bone health: Half an avocado provides approximately one quarter the daily recommended intake of vitamin K — a nutrient that is often overlooked but essential for bone health.
PAPAYA
Papaya is a favourite among many for its smooth texture and delightfully sweet flavour.

- **Protects against retinal degeneration:** The antioxidants lutein and zeaxanthin found in papaya filter out harmful blue light rays, playing a protective role in eye health and possibly warding off damage from retinal degeneration.
- **Aids digestion:** Papaya is high in fibre and water content, both of which help to prevent constipation and promote a healthy digestive tract.
- **Anti-cancer properties:** Several studies have suggested that papaya has cancer-fighting properties, which appear to stem from its ability to reduce free radicals that contribute to cancer development.

KIWI
Kiwi’s super fruit status stems from its abundance of vitamin C; it has one of the highest densities of vitamin C among all fruits.

- **Boosts immune system:** Vitamin C is an essential nutrient when it comes to boosting the immune system and warding off disease. One cup of kiwi provides about 273 per cent of the recommended daily intake.
- **Healthy skin:** The vitamins present in kiwi (C and E) are said to be great for the skin as they act as antioxidants to prevent skin degradation. Vitamin C is also essential for collagen production.
- **Aids digestion:** Kiwi has plenty of fibre and is low in fermentable oligosaccharides, disaccharides, monosaccharides and polyols, making it suitable for people with irritable bowel syndrome.

ACAI BERRY
Pronounced ah-sa-ee, this tart purple berry comes from a particular Amazon palm species.

- **Promotes heart health:** Acai berries are extremely high in anthocyanins – a type of antioxidant that improves cholesterol levels.
- **Resists harmful organisms:** The same antioxidant teams up with plant compounds to combat harmful free radicals that are responsible for damaging diseases and conditions including heart disease.
- **May aid weight loss:** One interesting study found that the pulp from the acai berry has the ability to reduce fat deposits in the human body, making it an excellent choice for weight loss.

APPLE
There is some truth to the old saying, ‘An apple a day keeps the doctor away’.

- **Promotes heart health:** Apples contain a type of soluble fibre known as pectin that has been linked to lower levels of bad cholesterol.
- **Helps reduce risk of type 2 diabetes:** It has been reported that women who consume at least one apple a day are 28 per cent less likely to develop type 2 diabetes. The soluble fibre in apple is key to blunting blood sugar swings.
- **Prevents breathing problems:** Consuming five or more apples a week has been linked with better lung function most likely because of an antioxidant called quercetin found in apple skin.

POMEGRANATE
Pomegranates are a gem of a fruit – cut one open and you are greeted with many little sparkling seeds that resemble rubies.

- **Impressive anti-inflammatory effects:** Test tube studies have shown pomegranate can reduce inflammatory activity in the digestive tract.
- **Helps to maintain healthy blood flow:** Pomegranate contains iron - a mineral needed to make red blood cells in our body. Iron deficiency can cause anaemia, resulting in exhaustion, dizziness and weakness.
- **Guards memory and brain function:** Studies have reported memory and other cognitive benefits of polyphenols, which are found in abundance in pomegranate seeds and juice.

This article was originally published in Health Plus, an online health and wellness web resource developed by Mount Elizabeth Hospitals. Visit www.mountelizabeth.com.sg/healthplus to learn more.
THE SUM OF THE PARTS

The human body operates like a symphony, so staying healthy means keeping each part in tip-top shape. Here’s how!
Work the Body, Benefit the Brain

Brain health conjures images of mental exercise, which is certainly great for stimulating learning and keeping the brain sharp, but don’t forget physical exercise too. It has been found that regular exercise not only reduces the risk of neurodegenerative diseases, but may also help slow down the course of existing conditions such as Alzheimer’s Disease.

Source: Reader’s Digest

Go Easy on Your Kidney

Long-distance running has been associated with many health benefits, from boosting longevity to reducing the risk of diabetes but going the distance does take a toll on the body. In addition to potential physical injuries and a momentarily weakened immune system, completing a 42km marathon may cause acute kidney injury as well. While researchers note that kidneys are generally able to repair themselves within two days, there are certain groups of runners who should be mindful of the impact of long-distance running on their kidneys — specifically, those with kidney disease, diabetes, hypertension, those taking non-steroidal anti-inflammatory drugs and those above 60 years of age.

It’s always best to listen to what your body is telling you, and consult a doctor if ever in doubt.

Source: CNN & Department of Health & Human Services, State Government of Victoria, Australia

FOLLOW YOUR GUT

Emerging research seems to indicate that good gut health means more than a healthy and happy digestive system — it can also have an impact on general wellness. The gut is home to 70 to 80 per cent of our immune cells and is swarming with about 100 trillion bacteria of both the good and bad variety. By taking care of your gut, you’re raising an army of inflammation-reducing bacteria that can help reduce your risk of health conditions ranging from cancer to heart disease and infection. And the ‘how’ really isn’t that complicated:

1. Protect yourself with probiotics, the good bacteria commonly found in fermented foods like yoghurt.
2. Get plenty of prebiotics from whole grains, onions, garlic, asparagus and other sources to promote growth of good microorganisms in the intestines.
3. Cut the fat! Dietary fats may damage the gut lining and raise the population of unfriendly bacteria.
4. Go stress free. Stress can trigger changes in the immune system, suppressing its ability to fend off foreign invaders.

Source: CNN
YOUR TEETH ARE WHAT YOU EAT

Good oral health starts with good oral hygiene (brushing and flossing at least twice a day) but your diet also plays a part. This can mean more than just loading up on fresh fruits and vegetables for your daily dose of vitamins A and C. There are plenty of other foods that your teeth and gums will thank you for.

• Aged cheese may help prevent cavities when taken at the end of a meal.
• Sugarless gum stimulates the flow of saliva, which lowers acidity in the mouth and flushes out food particles.
• Tea, as a good source of fluoride, may help make your teeth more decay-resistant.

Source: Reader’s Digest

STAY IN (BLADDER) CONTROL

There are many reasons for incontinence, whether caused temporarily by diuretic foods like alcohol and caffeine or made persistent by menopause or age. Whatever the cause, strengthening your pelvic floor muscles can help put you in control of your bladder. These are the muscles around the urethra (the tube through which urine passes) and keeping them toned may help prevent leakage and claim the urge to go. Try this simple exercise!

1. Squeeze your pelvic floor muscles for five seconds then relax them for five seconds. This counts as one repetition. To figure out if you’re tightening the right muscles, try squeezing your pelvic floor muscles while sitting in front of a mirror. If you notice your body moving, it means you’re also using your buttocks or thigh muscles. When done right, no one should be able to tell that you’re squeezing your pelvic floor muscles.
2. Do 10 repetitions lying down, 10 sitting down and 10 standing up.
3. Make this a daily routine, morning and night.

Source: Urology Care Foundation
**Alcohol and the Heart**

For every piece of research that suggests alcohol is good for your heart (when consumed in moderate amounts, of course), there’s probably another refuting it. A group of researchers in the United Kingdom believes that a reason for this is that most studies classified people who have never drank alcohol and those who did but stopped as “non-drinkers”. In their study, they made it a point to distinguish between non-drinkers, former drinkers, occasional drinkers, moderate drinkers and heavy drinkers.

Their findings showed that there were no heart conditions for which non-drinkers had the lowest risk.

In fact, compared with people who never drank, moderate drinkers were less likely to be diagnosed with several conditions, including chest pain, heart failure, stroke and peripheral artery disease. While the study does support the suggestion that moderate drinking is associated with a lower risk for certain heart conditions, researchers do not recommend that non-drinkers start drinking in an attempt to improve their heart health.

Exercise, for example, may be a safer way to protect the health since alcohol does come with other health risks.

Source: Fox News

---

**HEY, SKINNY BONES!**

Most people hit the tracks or treadmill to burn body fat, without realising that they are also burning bone fat (the fat found within the bone marrow) and, in turn, improving their bone quality. This is according to a new study, which also offers evidence that better bone health can happen in a matter of weeks and tends to be more pronounced in people suffering from obesity. Researchers have also gone a step further to suggest that running could possibly reverse some of the effects of osteoporosis and fractures by significantly increasing the quality and strength of the bone.

Source: University of North Carolina School of Medicine
Expecting a baby?
We’ve got you covered.

Prepare for parenthood with added peace of mind. Our maternity bundle includes health coverage for both your newborn and family, so that you can focus on what matters.

Learn more today. Please call 6349 6529 or email parkwaybaby@aia.com.sg.