Synergy Across Borders

Working in tandem to deliver continuous improvements for patients

04 SPOTLIGHT
Celebrating Nurses’ Day in Singapore

22 SERVICE
Serving your rehab needs in Singapore

36 COMMUNITY
A heart-healthy lifestyle with Pantai Hospital Ipoh
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Strength in Unity

We are bound by a shared purpose of delivering quality healthcare and a common passion for doing what we love — and doing it well.

or us at Parkway Pantai, excellence is a way of life. Even as one of the largest integrated healthcare providers in Asia, we are continually striving to scale new heights and to exceed the expectations of the people we serve and those we set for ourselves.

This issue of Mosaic is a celebration of our journey and the new milestones that we have achieved along the way. In September this year, we held our first-ever multinational Quality Summit that brought together over 550 attendees from our Singapore, Malaysia and India Operations (page 10). We have also debuted the Risk Forum in Singapore and Malaysia as a learning and sharing platform to strengthen our risk management model across the Group (page 28).

It is deeply encouraging that our ongoing commitment to excellence has been recognised. Please join us in congratulating four nurses who have received the Nurses’ Merit Award from the Singapore Ministry of Health (page 30), and staff and teams who made outstanding contributions to service excellence and quality improvement (page 26).

We also share how Parkway Pantai’s India Operations has joined the global movement against hepatitis with free community screening (page 35) and how Pantai Hospital Ipoh made its 20th anniversary more meaningful by organising a heart-healthy event for the community (page 36).

If you’re ready to be inspired by these and more, I invite you to read on!

Lim Bee Ling
SPOTLIGHT
04 Celebrating Nurses’ Day in Singapore
08 Pantai Hospital Ayer Keroh celebrates 30 years of serving the community

FOCUS
10 Quality takes centre stage as Parkway Pantai rallies its people to deliver continuous improvement

PERSONALITIES
16 Talking about results with Consultant Orthopaedic Surgeon Dr Adrian Yeo
18 Gastroenterology specialist Dr Kelvin Thia reveals his investigative streak

SERVICE
20 Our rehab services in Singapore
26 Mount Elizabeth launches Hospital Improvement & Productivity Day

COMMUNITY
35 Parkway Pantai’s India Operations joins the global movement against hepatitis
36 Pantai Hospital Ipoh holds a heart-healthy event to mark its 20th anniversary

SNAPSHOTS
38 Through the lens at Parkway Pantai

LIFESTYLE
42 Hunting for the truth in common health myths
On 1 August 2016, Parkway Pantai’s Singapore Operations had 2,000 reasons to celebrate! To mark Nurses’ Day in Singapore, the Group gave thanks to the 2,000 nurses who stand at the frontline of its four hospitals and Parkway Shenton clinics with a series of festivities. At the heart of it was the central commendation event at the Shangri-La Hotel, with the respective facilities holding their own celebrations in the subsequent days. It was aptly themed #proudtobeaparkwaynurse.

Paying tribute to the nurses on behalf of the senior management team, Dr Vincent Chia, Chief Executive Officer of Gleneagles Hospital, said, “Parkway Pantai nurses are resilient. In tough times, be it higher patient expectations, belt tightening measures and recruitment difficulties, we all stand united and face these challenges with determination and dignity. Through your professionalism, expertise and advocacy, you bring comfort, care and empathy to our patients.”
His appreciation for the work that nurses put in every day was echoed by Elaine Ng, Group Director of Nursing, who thanked her colleagues for their dedication in caring for patients and constantly striving to raise the bar for themselves.

The joyous event, which featured rousing performances by the nurses themselves and a video montage carrying several doctors’ well wishes, was also the perfect occasion to honour 15 nurses for their exceptional work.

Flip the page to meet the Nurses’ Day Awards 2016 recipients!

“Nursing is about having a strong foundation of professional knowledge and skills, in addition to our passion, compassion, commitment, trust and integrity. We care for our patients; we must also care for our colleagues.”

ELAINE NG, GROUP DIRECTOR OF NURSING

“Parkway Pantai has nurtured me since I joined in 2011. I’ve gained a lot of experience and knowledge through the years. Nursing is certainly not an easy job — we are faced with challenging situations very often. As a male nurse, I do not think that nursing is only for females. It is for anyone who has a passionate and loving heart.”

Jim Ang, SENIOR STAFF NURSE

“I’ve spent half my life as a Parkway nurse. I started out thinking I could conquer the world with a degree and lots of enthusiasm. How wrong I was! The real learning comes from everyday work and putting theory to practice. I’m lucky to have supportive bosses and role models to learn from. Being a Parkway nurse has made me a better, more tolerant person.”

Indy Gui, NURSE MANAGER
Congratulations to the 15 nurses who received Parkway Pantai’s special nursing awards this year! They are lauded for demonstrating passion, commitment, capability and leadership in their roles.

**Talent Recognition**

**INSPIRING NURSE LEADER AWARD**

This is the highest nursing accolade within the organisation, conferred to outstanding nurse leaders who have elevated their hospital’s or department’s image and standards of care.

**Nurse Manager Say Poh Kin** (pictured above, left)
Mount Elizabeth Hospital, Endoscopy
Poh Kin is a highly motivated individual who takes on challenges with a determination to do well. In 2015, in addition to completing her Master’s degree, she planned and oversaw renovation works for the Endoscopy Centre while getting the department ready for a JCI audit — all within two months. The mark of a capable leader, indeed!

**Nurse Manager Lan Sze Denise Megan**
(pictured above, right)
Mount Elizabeth Novena Hospital, Day Ward
Denise is a committed, resilient and mature nurse. With her passion for the job, she walks the talk and can often be seen on the ground, working alongside and guiding her staff. An active participant in quality improvement projects, she was recently nominated for training to teach the organisation’s service programme. Definitely a role model to follow!

**CORRECTIONAL CARE NURSE AWARD**

This award is in honour of an outstanding nurse who has earned respect and admiration through his/her work.
OUTSTANDING NURSE PRECEPTOR AWARD
This award is in recognition of outstanding nurses for their excellent preceptorship qualities and dedication in imparting professional expertise to new nurses.

(Normal from left to right)
Senior Enrolled Nurse Lee Kar Ying
Mount Elizabeth Hospital, Operating Theatre
Staff Nurse Evelyn Mondala
Mount Elizabeth Novena Hospital, Ward 8
Staff Nurse Aquino Amada Josephine C
Parkway East Hospital, Neonatal Intensive Care Unit
Senior Staff Nurse Rasool Beevi Bte Hisop
Gleneagles Hospital, Labour Ward (not pictured)

NURSE I ADMIRE MOST AWARD
This is conferred to nurses with at least three years of post-graduation experience who are respected and admired most by the nursing community.

(Bottom from left to right)
Senior Staff Nurse Seemol Chacko Jaison
Gleneagles Hospital, Intensive Care Unit
Senior Staff Nurse Navamani Gracy Krishnasamy
Mount Elizabeth Hospital, Labour Ward
Staff Nurse Ritty Anak Andom
Mount Elizabeth Novena Hospital, Intensive Care Unit
Staff Nurse Chong Wuan Yen
Parkway East Hospital, Ward 4B

PROMISING YOUNG NURSE AWARD
This award serves as recognition and encouragement of young outstanding nurses who have graduated from nursing school no more than three years ago.

(From left to right)
Staff Nurse Nguyen Hong Nhung
Gleneagles Hospital, Ward 6 West
Staff Nurse Su Myat Htun
Mount Elizabeth Hospital, Ward 9
Staff Nurse Ronnica Ng Ni Ge
Mount Elizabeth Novena Hospital, Ward 11
Staff Nurse Penelope Panganiban Reyes
Parkway East Hospital, Ward 4A
Better with Time
Pantai Hospital Ayer Keroh celebrates 30 years of serving the community.

In 1986, Pantai Hospital Ayer Keroh started with a small group of consultants – the late Dr Siow Sin Kiat, the late Dr Goh Tiong Peng, Dr Chan Heng Kwan, Dr Thomas Varghese, Dr Lee Boon Leong, Dr Ramesh Kumar, Dr Datin Mrs Athi, Dr S Duraisingam, Dr Ho Whye Choon, Dr Victor Pang, Dr Chia Kewi Seng and Dr T Ravikumar.

From a humble two-storey building along Jalan Ong Kim Wee, the team began serving patients.
The world is its oyster as Pantai Hospital Ayer Keroh celebrates its pearl anniversary this year. Its 30th Anniversary Dinner & Dance Celebration, held on 30 July 2016 at Equatorial Hotel Melaka, was a fitting opportunity to look back and look to the future.

“As we reflect on the many chapters that have come and gone, witnessing the growth of this place which many call our second home, it is an honour to be celebrating our 30th anniversary with all of you tonight,” said Chief Executive Officer Gan Kong Hoe.

In the 30 years since its founding, Pantai Hospital Ayer Keroh has become the preferred healthcare choice for patients in Malaysia’s southern region. It also serves medical tourists with an extensive suite of services and specialties. For more information, please visit www.pantai.com.my/ayer-keroh.

“I am already looking forward to our golden anniversary in 20 years’ time. By then, I hope that our hospital will be bigger and better, with more advanced technology and more niche specialties in place.”

GAN KONG HOE, CHIEF EXECUTIVE OFFICER, PANTAI HOSPITAL AYER KEROH

By 1995, the hospital had outgrown its premises. It moved to a new five-storey building in Lebuh Ayer Keroh, where it continues to operate today.

In 2001, a new wing was added as the hospital continued to grow. Today, the 250-bed hospital houses more than 80 medical specialists, committed to serving the community with quality healthcare.
For the first time, staff from Singapore, Malaysia and India gathered together to share knowledge and recognise excellence at the Parkway Pantai Quality Summit on 29 September 2016.

The large-scale cross border event signified that Parkway Pantai has come of age as a global healthcare provider, said its Group Chief Executive Officer and Managing Director Dr Tan See Leng. It also paved the way for its future growth, grounded in quality, innovation and synergies.

“Think of yourselves as leaders in innovation. We talked about the quality trilogy, where we monitor and control processes, improve upon them and invent new ways of doing things better. To achieve that, we must equip ourselves with the right knowledge, skillset and attitude,” said Dr Tan in his opening speech.
Echoing a need to reinvent the way healthcare solutions are delivered was guest speaker Maureen Bisognano, President Emeritus and Senior Fellow of Institute for Healthcare Improvement in America. And this begins with promoting diversity within work teams to generate new ideas.

Building on the treasure trove of knowledge within Parkway Pantai’s extensive network – which today comprises 31 hospitals across six countries – the Quality Summit showcased four best-of-the-best quality projects from its Singapore, Malaysia and India Operations. There was also a poster exhibition featuring more than 20 quality improvement projects from these three home markets.

As a mark of its commitment to clinical and service excellence, an awards ceremony was held with Dr Kelvin Loh, Chief Executive Officer of Parkway Pantai’s Singapore Operations and Organising Chairman of the Quality Summit, giving recognition to outstanding staff and teams from his division.

The event at Suntec Singapore Exhibition and Convention Centre was graced by Chairman of IHH Healthcare Tan Sri Dato Dr Abu Bakar, Chairman of Parkway Pantai Dato Mohammed Azlan and Chairman of Pantai Holdings Datuk Khairil Anuar.

The best of...
Here are the top quality improvements projects hand-picked for showcase at the Parkway Pantai Quality Summit.

- **SINGAPORE - NURSING ADMINISTRATION**
  Sustained improvement in the prevention and management of pressure ulcer and wounds by implementing the new initiative across all four hospitals.

- **MALAYSIA - GLENEAGLES MEDINI**
  Applied LEAN principles to speed up the discharge process for cash paying patients, improving turnaround time by 65 per cent.

- **INDIA - GLOBAL HOSPITALS**
  Reduced Code Blue events by detecting early warning signs.

- **INDIA - CONTINENTAL HOSPITALS**
  Initiated nursing preceptorship programme which standardised and improved the delivery of patient care.

Quality bonding time for staff at the Quality Summit!
Celebrating Excellence in Singapore

Every year, Parkway Pantai’s Singapore Operations recognises outstanding staff and teams with these top awards for clinical and service excellence.

**GCEO SERVICE EXCELLENCE**

- **Deliver superior service to patients consistently**
- **Contribute to service improvement initiatives**
- **Serve as role models for other staff**

**WARD 12 Mount Elizabeth Novena Hospital**

- Three-time winner of the 2015 quarterly Service Excellence Team Award
- Engaged in two work improvement projects in 2015 which shortened response time to paediatric emergencies and improved the work productivity of nurses through better inventory grouping

**The Team Award Goes to >**

- They made sure I was warmly tucked in bed and that the TV remote control, my mobile phone and the call bell were within easy reach
- Always cheerful and bright, not to mention thorough and meticulous in their work
- Responded to every call and request quickly

**Exceptionally polite and competent**

- Wonderful and prompt response
- Caring and compassionate

**Excellent memory – he remembers my food preferences and diet requirements**

- He takes his job seriously, even suggesting dishes that are not on the menu

**He would inform the ward nurse if he notices the patient is not eating well**

**The Individual Award Goes to >**

- NELLIAN A/L MUTHIAH
- Senior Waiter, Food, Nutrition & Beverage Department, Mount Elizabeth Novena Hospital

- Exceptionally polite and competent
- Wonderful and prompt response
- Caring and compassionate
- He takes his job seriously, even suggesting dishes that are not on the menu
- He would inform the ward nurse if he notices the patient is not eating well
GAEC PATIENT SAFETY

Vigilance in catching near-misses before medical errors reach the patient

NAVAMANI GRACY
KRISHNASAMY
Senior Staff Nurse, Labour Ward
Mount Elizabeth Hospital

KRIZYL ANNE RABAYA
DELA CRUZ
Staff Nurse, Intensive Care Unit
Mount Elizabeth Novena Hospital

YEONG JIE YING
Staff Nurse, Operating Theatre
Parkway East Hospital

QUALITY AWARDS

Excellence in improving the quality of care and service to patients

CLINICAL QUALITY IMPROVEMENT AWARD

RADIOLOGY DEPARTMENT,
MOUNT ELIZABETH HOSPITAL
Improved turnaround time of mobile X-ray examinations in wards

NURSING ADMINISTRATION
Reduced non-compliance in adult blood transfusion process

SERVICE QUALITY IMPROVEMENT AWARD

FOOD, NUTRITION & BEVERAGE
DEPARTMENT, GLENEAGLES HOSPITAL
Increased productivity in food purchasing workflow

NURSING ADMINISTRATION
Enhanced bereavement support for fetal loss patients
From 28 to 30 July 2016, Parkway Pantai’s Malaysia Operations held its Quality Conference for 90 participants including Chief Executive Officers, Chief Operating Officers, Quality Representatives, Directors of Nursing and Infection Control Managers from its 14 Gleneagles and Pantai hospitals nationwide. The conference aims to provide a holistic approach to improving patient safety by addressing the various issues facing the healthcare industry today.

The delegation met at The Haven Resort Hotel & Residences in Ipoh for three days of seminars, leadership coaching, presentations, teambuilding exercises and social activities themed on ‘The Heart of Safety’.

The event was also graced by Nellie Yeo, Vice President of Quality.

Ahmad Shahzam, Chief Executive Officer of Malaysia Operations Division, welcomed staff and management to the Quality Conference.
In his opening speech, Ronald Koh, Chief Operating Officer of Pantai Hospitals Malaysia, shared, “We adopt and practise the six Patient Safety Goals across all our 14 hospitals in Malaysia. One common thread we observed is the close collaboration between quality, clinical/nursing, allied health and hospital departments in ensuring safe delivery of healthcare services. With effective teamwork, we can overcome new obstacles and create a much safer environment for our patients and their caregivers.”

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**PATIENT SAFETY GOALS**

**GOAL 01** Identify Patients Correctly

**GOAL 02** Improve Effective Communication

**GOAL 03** Improve the Safety of High-Alert Medication

**GOAL 04** Ensure Correct-Site. Correct-procedure, Correct-Patient Surgery

**GOAL 05** Reduce the Risk of Health Care-Associated Infections

**GOAL 06** Reduce the Risk of Patient Harm Resulting from Falls

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At the annual Quality Conference, hospital teams in Malaysia also competed for the Chairman’s Award for Best Quality Project, started in 2015 by Datuk Khairil Anuar Bin Abdullah, Chairman of Pantai Holdings. Kudos to our 2016 awardees:

**WINNER: Gleneagles Medini**
- Improving discharge waiting time for cash paying patients

**1ST RUNNER-UP: Gleneagles Kota Kinabalu**
- Improving accuracy of patient identification in the Medical & Surgical Ward

**2ND RUNNER-UP: Pantai Hospital Penang**
- Promoting hand hygiene

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The three-day conference also gave participants plenty of opportunities to socialise and strengthen team bonds.
Dr Adrian Yeo, Consultant Orthopaedic Surgeon at Pantai Hospital Manjung, likes it that his work produces visible, objective and immediate results that benefit his patients and their families.
Public perception plays an important role in shaping how people view the world. That was what made Consultant Orthopaedic Surgeon Dr Adrian Yeo choose to practise medicine, after seeing how doctors are held in high esteem by his family members and the general public.

Orthopaedic surgery became his specialty of choice because he liked the fact that treatment results are visible, objective and immediate.

“It’s a fun specialty because you get to ‘play’ with all kinds of fancy tools and gadgets,” Dr Yeo admitted gleefully, recalling his awe when his lecturer at medical school brought a box of shiny knee prosthesis to class a decade ago.

Even after conducting thousands of surgeries especially on the knee, he continues to love his specialty for the impact it has upon his patients and their families. One of his most indelible memories was of a patient in his 60s with osteoarthritis, who was wheelchair-bound and in a state of depression.

“After surgery, the whole family was ever so grateful because their father was back to his normal, jovial self. At his next visit, he showed me photos of their family trip to Bangkok where he was happily walking around!” said Dr Yeo.

He added that the discipline remains exciting, with fast-moving advancements and developments. These include the use of biologics such as stem cells or Platelet-rich Plasma (PRP) for treatment and minimally-invasive surgeries that allow faster recovery and reduced pain due to smaller incisions—just 4-5cm compared to 10cm before.

“Patients now want a better quality of life. They expect better results from surgery, unlike before when simply being out of pain was good enough. Advancements in orthopaedics is making that possible.”

“There are also better quality and longer-lasting implants today such as those made of titanium and oxinium. Newer surgery techniques such as the Partial Knee Replacement also augur well for patients with less damaged knee joints because it gives better range of motion post-surgery, like squatting, for example,” said Dr Yeo.

Modern lifestyles and an increasingly ageing population both bear impact upon the field of orthopaedics. For a start, longer life spans mean more people will experience wear and tear on the bones and joints. At the other end of the spectrum is an increase in younger patients who incur injuries or joint problems due to obesity and sedentary lifestyles.

The heart of the matter is motion, which spells independence and freedom. “I believe that life is not just about staying alive but doing your best with what God has given,” said Dr Yeo. What’s most fulfilling for him is being able to help his patients apply the same principle in their lives.

My name is Adrian Yeo Han Liang. Although I am the ‘new kid on the block’ at Pantai Hospital Manjung, I am a true-blue Perak boy from Ipoh. After moving around several hospitals over the last decade, I am ready and excited to settle in Manjung where there is a growing community of young and vibrant entrepreneurs and families. My dream is to establish a sound orthopaedic practice in this locality so that patients need not travel for hours to Ipoh or Penang. In my free time, I enjoy working out at the gym because I want to be fit and strong enough to lift ailing or recuperating patients.
Dr Kelvin Thia enjoys the investigative nature of gastroenterology diagnoses.
Having been raised in a humble home, Dr Kelvin Thia believes that the idea of helping others has been ingrained in him from a young age. He chose to pursue a medical career with this aspiration in mind after watching doctors care for his family members.

“I was impressed by how much you can do as a medical doctor,” he said. “I decided to become a physician even though I did best in surgery during my final exams. By specialising in gastroenterology, I also get to conduct procedures like endoscopies, so it’s a great fit with both my strengths and interests.”

Describing himself as a detailed and thorough person, Dr Thia enjoys interacting with his patients and getting to know them beyond their symptoms. Private practice allows him to spend more time with each patient and to better appreciate the impact of the illness on their personal and social life. This in turn gives him better insights when forming a diagnosis and a treatment plan.

“In gastroenterology, we deal with an extensive organ system. Separate organs, like the stomach, liver and intestines, have to work together for a healthy gastrointestinal tract,” he explained. This creates a complex backdrop for gastroenterologists like himself to deliver quick and precise diagnoses.

“My goal is to help patients get their chronic conditions under control, so they can go back to leading productive lives.”

“Abdominal pain and bloating, for example, could be symptoms of a condition as benign as indigestion or as severe as pancreatic cancer. It takes some detective work to differentiate between functional disorders and chronic diseases and, to me, that makes this field very exciting.”

Sharing hope
Dr Thia’s sub-speciality is in Inflammatory Bowel Disease (IBD), which is a chronic condition that tends to develop early in life. While IBD has been more commonly associated with the Caucasian population, it seems to be rising in prevalence in Singapore.

“My IBD patients are mainly in their 20s and 30s. They’re young, in the most exciting stage of building their careers and lives, and all of a sudden, they find themselves burdened by a chronic condition. Even so, many of them remain positive and hopeful. As their physician, that’s very encouraging,” he said.

“My advice is that the young shouldn’t be complacent. If you develop alarm symptoms like blood in your stool or unexplained weight loss, don’t ignore it. If your symptoms are mild but go on for more than a week, you should also seek medical advice. Let your doctor help you.”
The Journey to Recovery

Parkway Pantai’s Rehabilitation Services team in Singapore shares their commitment to helping patients regain quality of life.

Every day, people turn to rehabilitation therapy for help, not just after a debilitating disease or severe accident but also for common, often overlooked, conditions like back and neck aches. The Parkway Rehabilitation Services team in Singapore is here to help them achieve optimal health and well-being.

For almost three decades, Parkway Rehabilitation Services has been supporting patients with physiotherapy, occupational therapy, speech therapy, podiatry as well as prosthetics and orthotics services. Today, a team of 47 therapists and 17 therapy assistants care for inpatients and outpatients across five locations — Parkway Pantai’s four hospitals (Gleneagles, Mount Elizabeth, Mount Elizabeth Novena and Parkway East) and a new Mount Elizabeth Rehabilitation Centre in Orchard Road.

Parkway Rehabilitation Services has a strong reputation in the region mainly due to its therapists and facilities. Many of its therapists are regarded as leaders and accredited clinical mentors in their fields, holding advanced degrees and clinical certifications in areas such as Manual Therapy, Manipulative Therapy, Sports Rehabilitation, Clinical Exercise Physiology, Cardiac Rehabilitation, Complex Decongestive Therapy, Cancer Rehabilitation, Craniosacral Therapy and Clinical Pilates.

They are, in turn, well supported by advanced therapeutic equipment. In fact, Parkway Rehabilitation Services is one of the few providers in Southeast Asia that use the latest 3D laser scanning technology to customise prescription of orthotics and supports.

“Rehabilitation is a process of helping an individual achieve the highest level of function, independence, and quality of life after certain medical conditions or trauma. As a result, one can maximise their potential in work, self care and play. It requires immense patience and motivation to achieve near normal quality of life.”

Seema Dhillon, Senior Manager for Rehab & Homecare Services, Mount Elizabeth Hospital
Greeting You with a Smile
Meet the therapists of Parkway Rehabilitation Services.
Lifting the Veil

Mosaic sits down with Senior Principal Physiotherapist Florence Wong, Principal Occupational Therapist Alan Tay and Senior Speech Therapist Tan Hui Yong to learn more about the profession.

Tell us more about rehabilitation therapy.
Florence: While the term ‘rehabilitation’ is often used interchangeably with ‘physical therapy’, it actually encompasses a lot more. We have colleagues specialising in occupational therapy, speech therapy, podiatry, prosthetics and orthotics as well. However, we do share a common goal of helping patients manage their impairments and improving their functional status so they can return to near normal quality of life.

So what’s the difference between physical therapy and occupational therapy?
Alan: There are some areas of overlap between physical and occupational therapy as we are both trained extensively in anatomy and biomechanics of the musculoskeletal system, but occupational therapists tend to take a more holistic perspective. We consider the psychosocial condition of a patient as well. This includes their emotional health, belief system and social context. The word ‘occupational’ refers to daily living and work skills so we are focused on helping patients regain the functional independence to conduct day-to-day tasks. At times, this means surveying their environment and recommending modifications as well.

And speech therapy, on the other hand, deals with speech impairments?
Hui Yong: Yes and no! Treating speech conditions is actually just a small portion of our work. While speech therapists do help patients with voice, language and communicative deficiencies, we also see many patients with swallowing difficulties.
If you were given the opportunity to clear the air on anything related to rehabilitation therapy, what would it be?

Hui Yong: Many people think that rehabilitation therapy is only for the old and sick. That’s not really true. We help patients of all ages, even newborns. Children with cleft lip and cleft palates, for example, can benefit from speech therapy.

Florence: For me, it’s a desire to see more patients playing an active role in their treatment. When physiotherapists and patients work in partnership, the results are certainly much better.

What do you love most about your work?

Florence: I think rehabilitation therapy really suits me because I’m not a desk-bound type of person. I enjoy meeting people and being a physical therapist means that I get to do that every day.

Hui Yong: In my case, I decided on this career in high school because I was really impressed by how a speech therapist helped my family member. That’s also what I enjoy most about my job — being able to help people.

Know Your Body

A collection of things that rehabilitation therapists want you to know!

More teachers suffer from voice disorders than people from any other profession. So if you’re a teacher, try not to overuse your voice!

When you’re asked to rest your voice, don’t whisper. Whispering, like screaming, is an extreme end of your vocal range and can actually require your vocal folds to work harder.

Contrary to popular belief, physiotherapy is not painful. It improves sleep quality, increases energy and lowers stress levels, all of which have been shown to reduce pain.

Everyone should walk more! It takes 200 muscles just to walk and, on average, every minute we walk can extend our lives by 1.5 to two minutes.

Occupational therapy as a profession started in the early 1910s—before the word ‘occupational’ came to be associated with employment.

The ancient Greeks used baths, massages, exercise and music to treat patients — that’s occupational therapy!
Rehab in Action

Every day, rehabilitation therapy helps countless patients with a variety of conditions. Here are some common ones.

Fighting Cancer

In the battle against head and neck cancers, patients may find their speech and swallowing abilities diminished. Working with a speech therapist before, during and after treatments can help maintain muscle function and improve post-treatment quality of life.

Reduced speech clarity, a hypernasal voice or soft speech are all potential side effects of head and neck cancer treatment that can leave patients depressed or feeling isolated. A speech therapist can help by exploring other communication methods:

- **Oesophageal Speech** – Talking by forcing air to the food pipe
- **Artificial Larynx** – Using external devices to produce sound
- **Tracheo-Esophageal Prosthesis (TEP)** – Speaking through a small one-way valve that passes air from the windpipe to the throat.

Chemotherapy and radiotherapy can also weaken the muscles needed for swallowing, leading to a condition known as dysphagia (difficulty in swallowing). Left untreated, dysphagia can cause malnutrition, dehydration and even pneumonia and chronic lung disease.

At Parkway Rehabilitation Services, a speech therapist will first evaluate patients, at times using Videofluoroscopy swallow (VFS) or Fibreoptic Endoscopic Evaluation of Swallowing (FEES), before making recommendations such as postural and diet changes or the use of swallowing manoeuvres like VitalStim® Therapy.

Soothing Back and Neck Aches

It is estimated that up to seven out of 10 people suffer from back pain at least once in their lifetime and, for half of them, this will be recurrent. Neck pain is just as prevalent. Clinical investigations suggest that, more often than not, these issues are mechanical in nature and the primary causes include prolonged awkward posture and poor workplace ergonomics.

Parkway Rehabilitation Services’ physiotherapists can teach patients simple workplace stretching exercises and good ergonomic strategies to alleviate pain and minimise its recurrence. They can also help to arrange workstations in an ergonomical manner to help patients avoid aches and pains without disrupting their daily work.
Relaxing the Trigger Finger

Trigger finger or stenosing tenosynovitis is a condition where the tendon in the finger gets caught in a bent position. This is caused by the swelling or inflammation of the tendon, which prevents the natural gliding motion and causes fingers to straighten with a snap — like a trigger pulled and released. Trigger finger is more commonly seen in women and those suffering from diabetes and rheumatoid arthritis.

If non-invasive treatment is prescribed, patients will likely be referred to an occupational therapist for help. Depending on the condition, an occupational therapist may recommend:

- **A SPLINT** – To keep the affected finger in a resting position for up to six weeks
- **REST** – To avoid activities that involve repeated gripping and grasping
- **RELIEF** – Using different temperatures (like warm water soaks) for relief
- **STRETCHING** – Gentle exercises to maintain finger mobility
- **LIFESTYLE MODIFICATIONS** – Investigations into the home, work and leisure environment to identify particular repetitive motions that may have caused the condition and make recommendations to minimise risk and recurrence

At Mount Elizabeth Rehabilitation Centre, patients also benefit from access to advanced occupational therapy equipment such as the ReJoyce Hand and Arm Rehabilitation System, the Dynavision™, Neuromove™ and Biomove devices.

Managing Knee Pain

Running and jogging are well-loved sports but, like any sporting activity, they can lead to injuries — most commonly in the knee and in the form of anterior knee pain. Risk factors associated with knee injuries include sudden increase in training volume and intensity as well as previous injuries. Runners should allow injuries to fully recover before hitting the tracks again and use moderation when increasing their running distance and frequency. When knee pain persists despite rest and adjustments to training volume, physiotherapy can help.

At Parkway Rehabilitation Services, physiotherapists use advanced technological tools such as Gait Analysis System and video-based motion capture system to identify the biomechanical abnormalities in a patient’s walking and running pattern. As a result, customised rehabilitation protocol can be designed according to the patient’s needs. This evidence-based approach has proven to aid early recovery in the sporting population.

For professional advice, meet the Parkway Rehabilitation Services team at:

- **Gleneagles Hospital**
- **Mount Elizabeth Hospital**
- **Mount Elizabeth Novena Hospital**
- **Mount Elizabeth Rehabilitation Centre** (Paragon Medical, #18-07/09)
- **Parkway East Hospital**
Since 2013, two improvement projects introduced at Mount Elizabeth Hospital have saved more than 6,800 man-hours annually (see box stories). This year, to further encourage a culture of continuous improvement and increased productivity, the hospital has launched its biennial Hospital Improvement & Productivity (HIP) Day on 30 September.

“Process innovation coupled with the adoption of technology not only improves productivity, it also makes our patient care better and faster. This ensures that we continue to stay true to what we do by providing the best quality patient experience,” shared Phua Tien Beng, Chief Executive Officer of Mount Elizabeth Hospital.

This was lauded by Minister of State for Manpower Teo Ser Luck.
I am delighted to see how technology has been implemented at Mount Elizabeth Hospital to improve productivity and enhance patient care.

Minister of State for Manpower Teo Ser Luck

Minister of State for Manpower Teo Ser Luck tried his hand at the daily tasks of an operating theatre nurse and diet aide to experience how the hospital’s improvement projects have dramatically enhanced workplace productivity.

Luck, who was invited to launch the inaugural event, and to tour the hospital facility for a first-hand experience of how the two innovative projects have significantly redesigned jobs and increased productivity of staff, thereby benefitting patients. He also took questions at a dialogue session addressing manpower issues faced by the healthcare sector.

With a fast ageing population, and one in four Singaporeans aged 40 years and above suffering from at least one chronic disease, patients are increasingly requiring more comprehensive care and management, putting the manpower shortage within the healthcare sector as an urgent issue that must be addressed.

Mount Elizabeth Hospital looks to use technology to support the country’s vision of a manpower-lean economy.

PARKWAY INVENTORY MANAGEMENT SYSTEM (PIMS)

- Reduction in man-hours 48.5%
- A project by the Operating Theatre team: Khor Joo Ling (leader), Jason Hon & Lin Xuefeng (members), Grace Chung (facilitator)
- More straightforward inventory management for greater cost efficiency
- An electronic inventory-taking system inspired by supermarket cashiers
- Proven to be faster, easier and more accurate

ELECTRONIC MEAL ORDERING SYSTEM (EMOS)

- Reduction in food wastage 50%
- A project by Tan Chow Jin (leader), Zubaidah Zainal (IT), Maureen Liew (Operations), Tang Lin Yok & Vui Vui Tan (Nursing), Dennis Ngo & Executive Chef Lawrence Tay (FNB) and Vasanwala Alefia (dietitian)
- Manual entry of patients’ dietary requirements replaced with electronic system
- More accurate order-taking and less food wastage
- Close to 16% increase in productivity levels over the last 18 months
Managing risk, especially in healthcare, is essential. Parkway Pantai recognises that risk concerns everyone in the organisation and when each individual is able to manage risk in their own role, the Group as a whole will be in a better position to manage risk more effectively.

With this in mind, Parkway Pantai held its inaugural Parkway Risk Forum and Pantai Risk Forum in Singapore and Malaysia respectively, in September 2016. Organised by the IHH/Parkway Pantai Enterprise Risk Team, the events were open to all staff and received enthusiastic response from people at all levels.

When Linda Hoon, Group Head of Risk Governance, IHH Healthcare kicked off the Singapore edition, she shared her team’s hopes of enhancing staff awareness and engagement on the risk agenda. She highlighted how the alignment of strategic risks with business goals can be a useful asset and encouraged people to embrace risk management as part of their everyday work.
“A common misconception is that risk is just a necessary evil but as we go about in our daily work, risk can actually be our collaborative partner!” said Linda.

She was joined at the Singapore edition by Chief Executive Officer of Singapore Operations Division Dr Kelvin Loh while Ahmad Shahizam, Chief Executive Officer of Malaysia Operations Division, kicked things off for the Malaysian edition. In both events, staff were given the opportunity to learn about three hot topics from expert speakers: Navigating the Evolving Risk Landscape, Pandemic Risk and the Continuing Challenges, as well as Medico-Legal Cases. During the forums, the staff took the opportunity to raise questions about scenarios that they commonly face or can relate to and to seek the views of both the experts and management, resulting in much learning and productive exchanges.

With their successful debuts, the Parkway Risk Forum and Pantai Risk Forum look set to continue into the future as Parkway Pantai strengthens its risk governance capabilities.

“With more terrorist attacks and cyber-crimes focused on the healthcare sector, institutions need to remain vigilant in their physical and digital security. While most of such attacks are commercially motivated, other factors like Hacktivism (hacking for political or social reasons) are beginning to come into play.

Medical malpractice claims, which are often used to seek compensation or as a reason for non-payment, can also put a hospital and its staff’s reputation at risk. It is important to maintain open, truthful and factual communication with patients and their families and have effective medical malpractice insurance.

The forums were a great platform for staff to share their challenges and seek expert advice.
Honoured for Everyday Excellence

Four nurses from Parkway Pantai in Singapore receive the Nurses’ Merit Award from the Ministry of Health for their outstanding performance and dedication to the profession.

Anyone who has crossed paths with Beak Soon Eng (Nurse Manager, Mount Elizabeth Hospital), Lim Chow Hiang (Nurse Manager, Gleneagles Hospital), Nazrin Banu Binte Abdul Razack (Nurse Educator, Parkway East Hospital) and Shanti Devi d/o Kishorlal (Nurse Manager, Mount Elizabeth Novena Hospital) would have sensed the passion they have for their work. To these people, it would come as no surprise that they have been conferred the Nurses’ Merit Award by Singapore’s Ministry of Health.

In July 2016, the four nurses did Parkway Pantai proud when they took to the stage to accept the award in recognition of their consistent and outstanding performance for the past three years, participation in professional development and contributions to promoting the nursing profession.

“Our nursing workforce is the backbone of the healthcare sector, and the dynamo that will help drive the transformation of our healthcare system to meet the needs and challenges in the future.”

DR AMY KHOR, SENIOR MINISTER OF STATE FOR HEALTH, AT THE NURSES’ MERIT AWARD CEREMONY ON 19 JULY 2016

Read on to learn their stories.
Thriving Under Pressure

**BEAK SOON ENG**  
Nurse Manager  
Mount Elizabeth Hospital

As someone who has always had a tendency to care for and comfort others, a career in nursing was a natural choice for Beak Soon Eng. She began as a Pupil Assistant Nurse in a government hospital in 1974 and progressed to become an Intensive Care Unit (ICU)-trained Registered Nurse. Soon Eng joined Mount Elizabeth Hospital in 1991, where she now oversees a 24-bed multidisciplinary ICU with a team of 55 nurses under her wing.

“ICU is very different from a general ward. We tend to multidisciplinary patients of all ages, from infants to the elderly. It’s definitely a fast-paced environment where emergencies could happen at any time. A good ICU nurse is someone who can anticipate issues before they arise and respond quickly to sudden situations,” said Soon Eng.

“The ICU environment can be quite overwhelming at first, so I try to be a source of comfort and support to my juniors. I remind them that nursing is a very unique profession and watching patients get better makes our work immensely rewarding.”

“In addition to tending to patients and mentoring junior nurses, I am also regularly involved in Joint Commission International (JCI) reaccreditation exercises. My fourth and most recent experience was the most challenging but fulfilling one as I took the lead in demonstrating that we met the required quality standards. When I learnt that we had passed the reaccreditation, I was a mixed bag of emotions—pride, satisfaction and even relief! It was a really meaningful and memorable experience.”

“I believe that if you have the passion, patience and skills to care for others, nursing will be a highly rewarding career in more ways than you can imagine.”
As a young woman, nursing was not on the cards for Lim Chow Hiang. With her active and adventurous personality, she had her heart set on becoming a traffic policewoman. But her interest was sparked when her sister decided to make a mid-career switch from a clerical job to nursing. Four decades later, Chow Hiang is a Nurse Manager with Gleneagles Hospital and a role model to many young nurses.

“I see myself as a mother to my juniors. I recognise that they have different personalities, strengths and weaknesses. When I am interacting with them, the same approach may not work with everyone. Instead, I strive to be a friend to them, and to always be fair and just when it comes to reward and recognition,” she said.

“I am grateful to have been given many opportunities to grow as a professional. I made the most of it by being proactive in acquiring new knowledge and skills.”

“The first piece of advice that I received as a junior nurse some 30 years ago was that caring for others begins with caring for yourself. Nurses need to be healthy, not only so that we can take on the physically demanding aspects of our work, but also to set a good example for our patients. Those wise words have inspired me to stay fit and active. Even when I am busy or tired, I try to make time for my favourite sports—swimming and racquet games.”

“Nursing is a single profession with many career paths. With a love for patients, a passion to learn and the drive to succeed, the sky is our limit.”
As a Nurse Educator, Nazrin Banu Binte Abdul Razack firmly believes that education is a powerful tool. “I see myself as a change agent. I hope that, through education, I can help to raise nursing standards, uplift the profession and change the way the world views us. I am also honoured that my work touches the lives of many nurses. I want to build relationships and partner nurses throughout their journey. To do that well, I believe it is important to focus on where they want to be and how they want to get there, and support them every step of the way,” she said.

Her advice to anyone considering a career in nursing? “It’s tough. There will be many roadblocks along the way. But if you have the perseverance and passion to go the distance, you will realise that nursing is truly unlike any other profession.”

“My work is probably nothing more than a drop in the ocean but I am positive that every drop makes a difference.”

“My mother tried to dissuade me from becoming a nurse because it’s a tough job. She only gave in when she saw how determined I was. Later, when I encountered a student nurse on the verge of quitting, I was able to empathise and encourage her. I’m happy to share that she continued her studies and is doing well today.”
Striding Towards Success

SHANTI DEVI D/O KISHORLAL  
Nurse Manager  
Mount Elizabeth Novena Hospital

When Shanti Devi d/o Kishorlal became a staff nurse in 1992, she started with simple tasks like cleaning. She quickly learnt, however, that there is a world of progression opportunities for nurses. In 2008, Shanti completed her degree in nursing and chose to spend some time as a nurse educator to broaden her horizons. At the young age of 28, she was promoted to Nurse Manager.

Part of her success can be attributed to her bubbly personality, which helps her quickly build rapport with her people. “I think nurses need good interpersonal skills as we interact with people from all walks of life on a daily basis. Nurses need to be empathetic and patient, with a can-do attitude,” she said.

With her love for nursing, Shanti does not measure success by the strides she takes in her career, but by the number of lives that she touches. “My goal is to make at least one person smile every day.”

“My nursing career has been 24 years in the making and it has been a wonderfully diverse and enriching experience. One of my best career memories is a patient research project that I worked on with an orthopaedic specialist. As a young nurse, I was honoured to collaborate with, and present to, professors in the field. The experience reinforced my conviction that nursing does have a strong and independent voice in the healthcare community.”

“I hope that more people will come to realise that nurses are professionals who play an important role in healthcare today.”
Towards a Hepatitis-Free World

Parkway Pantai’s India Operations joins the global movement against hepatitis with free community screening by Global Hospitals Lakdi-ka-pul, its 150-bed tertiary hospital in Hyderabad.

Viral hepatitis affects 70 million people and takes 1.4 million lives each year. India, as home to one-fifth of the world’s population, is also home to a staggering 40 million Hepatitis B virus carriers. Ahead of World Hepatitis Day on 28 July 2016, Global Hospitals Lakdi-ka-pul joined ‘NOhep’, the global movement to eliminate viral hepatitis by 2030, by organising a free screening, consultation and counselling camp in the Anantapur district of Andhra Pradesh in Hyderabad.

From 11 to 17 July 2016, Global Hospitals Lakdi-ka-pul collaborated with Saveera Hospital to educate the local community on the prevention and treatment of viral hepatitis infections. Of the 243 patients who were screened, 28 tested positive for Hepatitis B and 21 accepted an invitation to meet Dr Manoj Shrivastava, Senior Consultant, Hepato-Pancreato-Biliary & Liver Transplantation at Global Hospitals Lakdi-ka-pul for counselling and further clinical investigation.

“We choose Anantapur as it is one of the biggest districts in Andhra Pradesh with a population of over 200,000 people. It is also drought prone and people lack access to good healthcare facilities. We hope to continue sensitising people in other parts of Andhra Pradesh and Telangana through such initiatives,” shared Dr Shrivastava.

Global Hospitals operates a chain of multi-super specialty hospitals in India offering tertiary and quaternary healthcare services, and is a pioneer in kidney, liver, heart and lung transplants. With over 2,000 beds in Hyderabad, Chennai, Bangalore and Mumbai, Global Hospitals provides comprehensive multi-organ transplant services in the country. Parkway Pantai has a 74 per cent stake in Global Hospitals, which it acquired in December 2015.

Uniting against Hepatitis

On World Hepatitis Day 2016, the campaign NOHep was launched to rally the world into eliminating viral hepatitis as a public health threat by 2030.

4,000
4,000 people die of hepatitis every day even though life-saving medicines exist

95%
95% of people living with viral hepatitis aren’t aware of their condition

< 1%
Less than 1% of those with viral hepatitis receive treatment

Source: WorldHepatitisDay.org
On 3 September 2016, Pantai Hospital Ipoh had over 100 members of the public skipping to a healthier heart. The inaugural cardio community event, ‘Skip to Your Heartbeat’, was organised to commemorate the hospital’s 20th anniversary and World Heart Day on 29 September.

A first-of-its-kind in Ipoh, the event aimed to raise public awareness of cardiovascular risks and related life-threatening conditions.

“The whole idea behind this mass activity is to get people to pay attention to their heart health. We want to show them that it’s possible to achieve a healthy ‘60 beats per minute’ resting heart rate through regular exercise and even childhood activities such as skipping,” said Chong Siet Fong, Chief Executive Officer of Pantai Hospital Ipoh.

The programme was officiated by YB Dato Dr Mah Hang Soon, Perak State Executive Council Member and a cardiologist by training, who said, “The ‘Skip to Your Heartbeat’ campaign by Pantai Hospital Ipoh is a great way to remind people that a simple childhood pastime can be a part of your healthy lifestyle in adulthood.”

In addition to this piece of golden advice, winners of the skipping contest were rewarded with cash prizes worth over RM1,000. As part of the event, participants enjoyed free health screening, including blood pressure check, body fat assessment,
Congratulations to the top three winners in the children’s category (12 years and under)!

At the event, YB Dato Dr Mah Hang Soon, Perak State Executive Council Member and a cardiologist by training, shared worrying facts about cardiovascular disease in Malaysia. To stay heart-healthy, he recommended that people adopt a healthy diet and more active lifestyle.

Heart Disease in Malaysia

25% of deaths in hospitals are caused by cardiovascular disease

25% of heart attack patients are younger than 50 years old

58.5 years is the average age of heart attack patients, significantly younger than the global average of 66 years.

“As Pantai Hospital Ipoh turns 20, we wanted to do something special for our community to thank them for their support. We decided on skipping, a simple but effective way of improving heart health.”

CHONG SIET FONG, CHIEF EXECUTIVE OFFICER, PANTAI HOSPITAL IPOH

cholesterol screening and dietary counselling, provided by Pantai Hospital Ipoh’s healthcare professionals and nurses.

The event also saw beneficiaries of Pantai Hospital Ipoh’s ‘Life Renewed’ programme, who had successfully undergone cardiac bypass surgery fully sponsored by the Khazanah IHH Healthcare Fund, joining in the hospital’s 20th anniversary celebrations.

Participants during the warm-up and break-out sessions.
In tropical Singapore, summer is a year-round affair but a Summer Bash for 2,600 people isn’t an everyday occurrence! On 13 August 2016, the Singapore Operations staff of Parkway Pantai and their loved ones spent Family Day by the beach at Wave House, Sentosa.

From their beaming faces, it was clear that the event lived up to its hype and delivered the promised fun. It was hot, it was cool; it was hip, and it was definitely very happening!

There was the Seaside Adventure zone for thrill-seekers including man-made waves on the Flow Barrel and Flow Rider to delight aspiring surfers, the Summer Hero zone for those who thrive on action and competition and the Rest & Relax zone for a respite from the sun, complete with massages, manicures and a Kids Carnival for the little ones.

Two one-hour long Zumba sessions had some people dancing to Brazilian beats with the sand at their feet and the breeze in their hair, while others sat back and enjoyed the stage entertainment and banter from the event’s celebrity hosts.

The fun-filled day also featured a Tug-of-War face-off among the different corporate entities. The teams were strong but not strong enough to beat Mount Elizabeth Hospital, who can now call themselves the strongest in the Singapore Operations Division!

It was a day in the sun that certainly proved to be fun for everyone!
Chilling out with manicures and massages.

Surf’s up at Wave House!
About 800 staff in Singapore gathered at Suntec Convention and Exhibition Centre to attend Parkway Pantai’s mid-year town hall on 18 July 2016. Dr Kelvin Loh, Chief Executive Officer of Singapore Operations Division, updated the crowd on the organisation’s accomplishments to date as well as plans and programmes across the facilities for the remaining year. Together with Yeo Swee Har, Vice President, Head of Human Capital Management and Elaine Ng, Group Director of Nursing, he also took questions and feedback from the floor on a wide range of topics.

Memorable highlights included a special segment in which the leadership team for the four hospitals and ancillary services went onstage to make a pledge of allegiance, together with staff, as a strong show of organisation-wide commitment to the Singapore Operations’ service language of 5 Ups — Stand Up, Suit Up, Speak Up, Stay Up, Step Up. Staff were also surprised with free bottles of hand sanitiser at the end of the session as part of the group’s effort to encourage best practices in hand hygiene.
Running for a Good Cause

On 4 September 2016, the Parkway Pantai team in Singapore achieved a new participation record of 566 employees in the Yellow Ribbon Prison Run. The team had a day of fun while campaigning for a meaningful purpose — to raise public awareness and acceptance for ex-convicts reintegrating into the society.

Flagging off a 10km competitive run and a 5km fun walk, the event directed participants to many historical sites including Changi Prison Wall and Tanah Merah Prison. At the finish line, they were welcomed by a fun carnival with performances, a water station and even a Pokemon Go redemption station!

The Parkway Pantai team, which completed the run with the encouragement and support of their cheerleading squad, hopes that every step taken will help bring ex-convicts closer to a second chance at life.

Merdeka, Malaysia!

Every year on 31 August, Malaysians from all walks of life gather to mark the country’s independence with a rousing National Day Parade at Dataran Merdeka in Kuala Lumpur. For Malaysia’s 59th birthday this year, Parkway Pantai joined in the celebrations by fielding a contingent of 16 representatives from Pantai Hospital Kuala Lumpur, Gleneagles Kuala Lumpur, Pantai Hospital Klang, Pantai Hospital Ampang, Pantai Hospital Cheras, Pantai Integrated Rehab Services, Pantai Premier Pathology and the Corporate Office.

To do their country and company proud, the Parkway Pantai representatives practised hard. Rehearsals started as five-hour, twice-weekly sessions in August and increased in intensity as the parade date drew closer. A tiring but meaningful and memorable experience!
FACT OR FICTION?

Mosaic hunts for the truth in some common health myths.
EAT, SWIM AND SINK

Grandmother meant well when she warned that we would sink if we jumped into the pool right after a meal but science would be hard-pressed to back her up. Even if she meant that swimming on a full stomach could cause cramps, which increases the chances of drowning, there is little scientific evidence to suggest that exercising after eating leads to cramps. Vigorous exercise does direct blood flow away from the digestive system and half-digested food could cause nausea, so professional swimmers would avoid racing on a full stomach. Most studies point to overexertion, not food, as the culprit behind exercise cramps.

Source: BBC

DEADLY DUOS

Ask anyone about food pairs to avoid and you’ll likely be treated to a long, varied and rather colourful list. Some say that eating shrimp with orange juice will bring about an untimely end while the tofu-and-honey combination will make you go deaf. Most of them sound highly improbable but some are based on a thread of fact — just stretched. For example, it is said that persimmons and crabs will give you diarrhoea. In reality, persimmons contain a lot of tannic acid. When mixed with the high protein in crabmeat, it could stress the digestive system in people with weak stomachs. Rather than watching how you pair your food, it could be more meaningful to pay attention to your diet and drug combinations. There are foods that could render your medication ineffective or create unhealthy outcomes. Limes, for example, can block an enzyme that breaks down certain drugs like the cough suppressant dextromethorphan. This means that having both lime and cough medicine in your system can lead to a build-up of medication in the bloodstream and increase the risk of side effects.

Source: Men’s Health

Stressing over blood pressure

Do you ‘feel’ your blood pressure rising when you’re stressed out? Experts acknowledge that acute stress can temporarily increase blood pressure but they stop short of agreeing that stress leads to long-term high blood pressure. In stressful situations, your body experiences a surge of hormones that causes your heart to beat faster and your blood vessels to narrow. This elevates blood pressure but chronic hypertension is more likely caused by other factors like genetics, smoking and diet.

Source: Mayo Clinic
EIGHT IS THE MAGIC NUMBER

We should all drink at least eight glasses of water a day, right? Wrong. Scientists have been refuting this statement for years yet, amazingly, it remains one of the most widely circulated health advice. Many believe that the source of this myth was a 1945 US Food and Nutrition Board recommendation that people need about 2.5 litres of water a day. But if they had paid close attention to the report, they would have read the part that stated: “Most of this quantity is contained in prepared foods.” According to scientists, there is also little reason to think that drinking more water beyond what you need to stay hydrated can lead to any health benefit.

Source: The Independent
For a long time, people suffering from acne were advised to steer clear of chocolate even though studies over the years have indicated that this belief is completely debatable. In one study, a group of people were fed candy bars containing 10 times the usual amount of chocolate but no discernible difference, in terms of acne outbreak, was found between them and the control group. These findings have been contested too, so science has yet to conclusively prove or deny the chocolate-acne correlation.

Before you celebrate with a chocolate bar, experts remind us that a high-sugar, high-fat diet can increase sebum production and promote inflammatory responses in the body, which in turn can lead to acne.

Source: Huffington Post

The microwave has been labelled an unhealthy way to prepare food, largely because it emits microwaves, also known as high frequency radio wave. While it is true that microwaves are a form of radiation, most people fail to realise that the microwaves used to cook food are many times weaker than the X-rays and gamma rays that pose health concerns. Experts have stepped out to say that microwave cooking is no different from any other cooking method that applies heat to food. By the same token, microwaving your dinner does not make it any less nutritious. Nutrient loss is caused by heat and duration — the longer and hotter you cook something, the more likely you’ll lose heat- and water-sensitive nutrients like vitamin C.

Source: EatingWell.com

Scientists have officially overturned the age-old warning that sitting too close to the TV will ruin your eyesight! This held true in the early days, when television sets did emit radiation and extended exposure could increase the risk of eye problems in some people. However, that is no longer a cause for concern with modern televisions. That said, staring at a television or computer screen for hours on end can still cause eyestrain, so always remember to rest your eyes.

Source: The New York Times

Children are told to eat their carrots for better eyesight. It turns out that this could all be an elaborate lie! The story goes that, during World War II, the British Royal Air Force was among the first in the world to adopt radar technology. It gave them a great advantage in searching and shooting down German bombers at night. To keep this technology a secret, the British Ministry of Information is said to have launched a propaganda campaign telling people that eating more carrots would help them see better. They hoped to dupe the Nazis into thinking that it was their superior night vision that was keeping them safe! It’s likely that the Germans didn’t fall for it, since the country went on to develop their own radar, but the myth certainly took hold among the people. To be fair, carrots do contain beta carotene, which is a decent source of vitamin A. It’s still good for you — just don’t expect to get perfect eyesight from it.

Source: Tech Insider
TWO HEADS ARE BETTER THAN ONE

Mount Elizabeth

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.

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