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At Parkway Pantai, we’re all different but when we come together, we form an image of excellence in healthcare. We are bound by a shared commitment to making a difference in people’s lives. We serve—and we do so with heart, with passion and with pride. For more than four years, Mosaic has sought to capture the Parkway Pantai spirit. Its pages are filled with your remarkable stories of dedication and compassion, integrity and professionalism. Thank you for being an inspiration to us, and to others.

Tell us what you think. We’re always listening at grpcorpcomms@parkway.sg
You can also write to us at Group Corporate Communications, Parkway Pantai Limited
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After two years, we felt that it was time to replace the tile design, which was modelled after the publication name, with a more global, contemporary look that better reflects our leadership role in the region today.

Our quarterly staff newsletter first turned from Connect to Mosaic in July 2011, after Singapore’s Parkway and Malaysia’s Pantai healthcare entities merged into Parkway Pantai. The name symbolises the strong cohesion of partnerships that unite our ever-growing and diverse healthcare network—a colourful mosaic of people from all walks of life coming together to make a positive difference.

Between then and now, we have nearly doubled our number of hospitals from 16 to 31. In 2015 alone, we opened two new hospitals in Malaysia—Gleneagles Kota Kinabalu and Gleneagles Medini—and acquired nine more in India—Continental and Global Hospitals.

Like in all that we do at Parkway Pantai, change is inspired by a vision and shaped by real needs. We are always improving and innovating and this issue of Mosaic pays tribute to our collective efforts to stay the course.

In Singapore, we renewed our commitment to excellence at the Parkway Quality Convention (page 16) while in Malaysia, leaders from 17 Parkway Pantai hospitals and subsidiaries prepared for the future at the Person in Charge (PIC) & Medical Dental Advisory Committee Chairman (MDAC) Clinical Summit (page 39). Parkway College continues to help aspiring healthcare professionals pursue their dreams, successfully sending another graduating cohort into the workforce this past November (page 6).

We invite you to read on and, as you do, think back on how far we have come and where we want to be. Our 2016 journey has only just begun.

Lim Bee Ling
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On 11 November 2015, Gleneagles Medini Hospital opened its doors, making it Parkway Pantai’s 14th hospital in Malaysia. Located in the city of Nusajaya, right in the heart of Iskandar, Johor, Gleneagles Medini is the first tertiary hospital in the economic zone and the closest one to Kota Iskandar—the State Government’s administrative capital.

Within one month of its opening, the hospital saw more than 1,000 patients, handled over 30 Accident & Emergency cases and delivered seven babies.

For a start, Gleneagles Medini has five centres of excellence namely Cardiology, Orthopaedics, Women & Children, Oncology and Ophthalmology, and 30 multi-specialty medical consultants offering comprehensive medical services and treatments. When fully

| OPENING OF GLENEAGLES MEDINI |

**GROWING OUR REACH**

Parkway Pantai celebrates the opening of its 14th hospital in Malaysia—Gleneagles Medini.

Gleneagles Medini strives to deliver the excellent patient care that the brand is known for.
operational, the hospital will have 138 medical suites for specialists to establish their own practices within the hospital premises.

“Gleneagles Medini represents our vision to bring cutting-edge medical technology and best-in-class healthcare within reach of a wider population in the region,” said Gleneagles Malaysia Chief Operating Officer Dato Amir Abdullah Firdaus at an earlier media event.

The RM400 million, 300-bed state-of-the-art facility is equipped and designed to meet Joint Commission International (JCI) and Malaysian Society for Quality in Health (MSQH) accreditation standards. Patients can expect comfortable, convenient and efficient healthcare, shortened waiting times as well as diagnoses and treatment for most conditions within 48 hours.

“On 10 December 2015, a familiarisation tour was held for Johor State Secretary Dato Haji Ismail Karim, in his capacity as the official representative of Menteri Besar Datuk Seri Khaled Nordin. “This is an impressive and outstanding new medical facility,” noted Dato Haji Ismail in his opening address. “The hospital is not only staffed with some of the best medical professionals, patients can now access the highest quality medical and healthcare.” Escorting him were Pantai Holdings Berhad Chairman Datuk Khairil Anuar Bin Abdullah and Gleneagles Malaysia Chief Operating Officer Dato Amir Abdullah Firdaus. Members of the public were also given the opportunity to familiarise themselves with the new hospital through guided tours on 12 and 13 December 2015.
It may have been Friday the 13th but there was nothing ominous in the air at Concorde Hotel Singapore. Rather, the excitement was almost palpable as 131 eager graduands, dressed in smart blue gowns, waited for their names to be called.

Parkway College’s Graduation Ceremony, held on 13 November 2015, honoured the hard work and academic achievements of its latest graduating cohort. The school proudly handed out 75 Diplomas in Nursing, 15 Graduate Diplomas in Healthcare Management, 14 Bachelor of Science (Honours) Diagnostic Radiography and Imaging degrees, and 27 Master of Health Administration degrees.

With graduation scrolls in hand, over 100 Parkway College graduates walk confidently into the future.
This cohort, diverse in background with some mid-career professionals making the switch from medical research, aviation inspection, web publishing and customer service to healthcare, is united by a common desire to make a positive impact on the lives of others.

Applauding them, Parkway College Chief Executive Officer Dr Lee Hong Huei said, “Congratulations! You’ve achieved what you set out to do, which is to acquire the knowledge and skills necessary for the career you’ve chosen. However, to be truly successful, you need to be mindful of an important ingredient—one that cannot be learnt in the classroom or from books. This ingredient is empathy. Whether you’re directly or indirectly involved in patient care, your ability to understand and share the feelings of those you serve is what will make you exceptional.”

As Singapore seeks to improve the accessibility, quality and affordability of healthcare, Parkway College is doing its part by developing healthcare professionals with the right skills and aptitude. Its graduates continue to be well received by the industry, with this class of nursing and radiography students receiving job offers prior to graduation.

“Knowledge is changing. The world is changing. As you venture out, please keep an open mind. The rich experiences that await you will help you grow and develop further.”

Dr Lee Hong Huei, Chief Executive Officer of Parkway College, congratulates the cohort.
My parents didn’t know,” admitted Loh Sze Hua. The 29 year old kept her parents, who reside in Malaysia, in the dark until her second year with Parkway College.

“I’ve always wanted to be a nurse but I followed my parents’ wishes and got a Bachelor of Science in Medical Bioscience instead. Then I followed in my lecturer’s footsteps and became a medical researcher,” shared Sze Hua. “But I never really gave up my dream. A few years ago, I learnt through a casual conversation with a friend that Parkway College was recruiting. I was tempted but it wasn’t an easy decision to make.

“I was earning a good salary as a medical researcher. Giving that up to become a full-time student with no income for three years and understanding that, after graduation, I might not earn as much as I used to, was a major worry. I still had to support my family,” she revealed.

After giving it much thought, Sze Hua mustered up the courage to pursue her passion. “I want to enjoy life by doing what I love. There are many ‘real world’ considerations but I don’t think these should be obstacles to pursuing my dream.”

“The day I was accepted into Parkway College, I told myself that I’ve given up so much to be here, so I’m going to do my utmost best.” And she did, graduating at the top of her Diploma in Nursing class as Valedictorian (Nursing).

“My parents attended the graduation ceremony. They didn’t say much but from the smiles on their faces, I know they’re proud of me,” she said. Now a Staff Nurse at the Intensive Care Unit of Mount Elizabeth Hospital, Sze Hua hopes to keep learning and growing and to eventually become an Advanced Practice Nurse in Critical Care.

“This is an extraordinary career. Watching my patients get better is priceless and that’s the only reward I need.”

CAROLINE SIM (left)

“My parents attended the graduation ceremony. They didn’t say much but from the smiles on their faces, I know they’re proud of me.”

LOH SZE HUA (right)
When Jasena D/O Ramdas graduated with a Bachelor of Science (Honours) Diagnostic Radiography and Imaging degree, she became the second radiographer in the family. Her sister Vidya completed the same course just two years earlier.

“Back in secondary school, I was part of the St John Ambulance Brigade. I quickly realised that I found joy in helping the sick and knew that a career in healthcare was for me. I was contemplating my career options when I began learning about radiography from my sister, who was studying at Parkway College. When I found out that radiography combines both healthcare and physics, which was my favourite subject in school, I felt it suited me well,” shared Jasena.

The three-year full-time course was not without its challenges but Jasena, who graduated as Valedictorian (Allied Health), is thankful for a strong support network. “There were only 13 students in my class so we become very close. We were determined to make it to the end together, so we were always helping one another out. My family and my sister were also very encouraging and motivated me to work harder.”

Today, Jasena is a radiographer with Mount Elizabeth Hospital while Vidya serves at Parkway East Hospital.

“Now, I aspire to do my job well—to be a competent and composed radiographer who always has my patients’ interests at heart.”

JASENA D/O RAMDAS

For Caroline Sim, making the switch to nursing was not an easy decision either. “It took me two years to accept my calling,” she recounted. The 40 year old was the head of web publishing with Singapore Police Force when she decided to call it quits in favour of a career in nursing.

“All along, my passion was in arts, design and multimedia. This was until 10 years ago when my grandfather became gravely ill. I nursed him for three months and, in the process, discovered that I enjoyed caring for the sick. I also found that I was able to communicate well with the elderly,” she shared. “Since then, I have come to believe that nursing is my calling but it was tough to give up a 13-year career in multimedia design to start from scratch.

“Eventually, I left my job because I realised there is greater meaning in life. I love taking care of the elderly. I know I will be happy working closely with them and nursing allows me to do that. Yes, I did forego a higher salary but I also believe that money cannot buy me happiness,” she said.

To start over, Caroline enrolled in Parkway College for a Diploma in Nursing but going back to school after all these years was a challenge in itself.

“I’m blessed that my husband and my family are very supportive of my decision. They believe in me and that was what kept me going in school.

“Parkway College was a wonderful learning journey. I met many passionate and knowledgeable lecturers and gained valuable experience through clinical attachments,” she said.

Caroline, who is now a Staff Nurse with Ren Ci Community Hospital, is glad that she made the mid-career switch. “Nursing is never an easy job but it is certainly a fulfilling career. I feel like I’m on a journey with my patients, walking with and caring for them through their recovery process. Once they get better, they move on and others take their place. This is an extraordinary career. Watching my patients get better is priceless and that’s the only reward I need.”
Ask any 15-year-old about working in healthcare and they are likely to conjure up images of doctors in white robes and nurses in uniform. But the profession is much more diverse than that, as 23 students from Bendemeer Secondary School recently learnt.

Thanks to a three-day Career Development Programme by Parkway College that was held in early November 2015, the Secondary Three Express students were given an inside look at the industry. This opened their eyes to the different yet equally important roles that doctors, radiographers, nurses, optometrists, opticians, mental health specialists, prosthetists and orthodontists, phlebotomists, pharmacists, physiotherapists, occupational therapists, dietitians and many others play.

The experiential learning programme combined talks, hands-on exercises, role play and simulation-based learning to give the students ample opportunities to put knowledge into practice—an approach that Lawrence Ng, a teacher at Bendemeer Secondary School lauded.

“This programme has been enriching for the students. They are walking away with a better idea of the healthcare profession and what it entails. In particular, they found the hands-on practice sessions engaging and interesting. Thank you, Parkway College, for a job well done!” he shared.

With the programme’s success, the Parkway College team is encouraged to continue engaging the young and helping them make informed choices about a meaningful career in healthcare.
Learning journey highlights:

Operation in progress
A simulated walk-through the operating theatre showed students how surgeons, anaesthetists and nurses work together to treat patients.

“Before this training, I was afraid of surgeries as I thought they were risky. Now I know that surgeries are not that scary and are actually well controlled.”

Wang Jiaxin

Welcoming a new life
A simulated delivery proved to be an interesting and effective introduction to obstetrics, gynaecology and midwifery for the students.

“I have gotten to know the different types of jobs in hospitals and healthcare centres.”

Hani Hazira

Nursing in focus
Stations with skill-set exhibits demonstrated nursing skills like transferring patients using a hoist, administering nasogastric tube feeding and measuring vital signs.

“This has changed my perspective of nursing. Now I know the importance of being a nurse.”

M G Rashmi

Seeing eye to eye
Students learnt the roles and functions of an optometrist and were given the opportunity to conduct colour vision tests.

“I thought that an optometrist and an optician are the same but today’s session taught me the difference.”

Sembulingam Prasanna

In case of emergency
Hands-on sessions allowed the students to learn essential lifesaving skills like cardiopulmonary resuscitation (CPR) from qualified trainers.

“The CPR session was a really important lesson. I think it is a skill that we should learn so we can help save lives.”

Goh Jiahui
A Life Worth Living

Orthopaedic surgeon and spine specialist Dr Yue Wai Mun talks to Mosaic about a career that’s all about improving people’s quality of life.
Walking into Dr Yue Wai Mun’s clinic at Gleneagles Hospital, the Mosaic team was greeted by a cheerful man whose wide, welcoming smile was tinted with apology. “Sorry to keep you waiting” was the first thing he said to us, even though we were feeling more apologetic for taking up his lunch hour.

His earlier patient needed more time, Dr Yue explained, and the nature of private practice allows him to oblige. Before this, he was a Senior Consultant in the Spine Service of the Department of Orthopaedic Surgery at a restructured hospital, where his relationship with the sub-speciality first began.

A man of conviction
“I honestly don’t remember why I wanted to become a doctor, but I do remember when. It’s etched in my memory—I was in Primary 2,” he shared. “I’m not even sure that it was a conscious decision. I just knew, since then, that medicine was my calling.”

While other eight year olds may dream of being a doctor today and a lawyer tomorrow, Dr Yue has never strayed from the path that he set for himself. This conviction, and the hard work he put into it, eventually led to his acceptance into National University of Singapore’s medical faculty.

“It was after I entered medical school that I decided to become a surgeon. I was inspired by Professor Low Cheng Hock, who is a general surgeon. He is a fantastic teacher. He tells you that you can do it, teaches you how to do it, then lets

“I honestly don’t remember why I wanted to become a doctor, but I do remember when. It’s etched in my memory—I was in Primary 2. I’m not even sure that it was a conscious decision. I just knew, since then, that medicine was my calling.”
you do it. He inspires confidence,” said Dr Yue.

By the end of his undergraduate medical training, Dr Yue was in need of a sub-speciality. He was inclined towards neurosurgery when the unexpected happened—something grand enough that this ‘man of conviction’ wavered.

“I was already preparing for a residency in neurosurgery in the United States when I received an invitation to join the orthopaedics department of a restructured hospital. At that time, the department had not accepted new trainees for seven or eight years. I knew it was at the top of the list for many of my peers and that the invitation was very prestigious indeed,” he revealed.

After giving it much thought, the young Dr Yue came to a decision—he would accept the invitation if he was allowed to specialise in spine surgery.

“In a way, spine surgery straddles both neuroscience and orthopaedics. A good spine surgeon needs the fine handling skills traditionally associated with neurosurgery as well as orthopaedic knowledge of overall joint and spine alignment. You need to marry both skillsets to be a spine surgeon,” he explained.

In a happy coincidence, a spine specialist was exactly what the department needed, so Dr Yue’s ‘best of both worlds’ proposal worked out perfectly for everyone involved.

A happy branch of medicine

“Orthopaedics and, for the most part, spine surgery is not a matter of life and death. It’s about quality of life. For a patient who suffers from back pains, for example, treatment could mean that she’s now able to carry her grandchildren. That’s how we improve quality of life and why orthopaedics is regarded as a ‘happy’ branch of medicine,” said Dr Yue.

To make ‘happy’ even happier, he developed an interest in minimally invasive spine surgery about 10 years ago when the concept was still very new in Singapore.

“Minimally invasive surgery is basically conducting a traditional open surgery in a manner that is much less traumatic for the patient. The outcomes we strive for are the same; it is the process and technique that differs,” explained Dr Yue.

Unsurprisingly, he faced resistance and even criticism from both patients and the medical community in the beginning. “I was off to a cautious start but I was convinced of the benefits of minimally invasive spine surgery. I distinctly remember the third patient I operated on. She was about 70 years old. The operation began in the morning and by noon, she was being wheeled to the recovery ward. I was naturally very concerned about how the surgery went so I visited her around 4pm that afternoon.

“She looked at me and said: ‘I want to get out of bed. I feel like I can, there isn’t much pain.’ That was a defining moment for me, I think. It made me work even harder to prove the short-term and long-term benefits of minimally invasive spine surgery. I even decided to produce my own research—a two-year and a five-year study comparing open and minimally invasive surgery. It was the first direct comparison study in the world,” said Dr Yue, who has been

People who exercise three to four times a week tend to have fewer back and spine problems.
invited to speak on the topic at medical conferences around the world.

Today, minimally invasive spine surgery is better received but not quite commonplace because of the high level of technical skill that it demands. Still, Dr Yue regards it a “small triumph” that he has played a part in encouraging more spine surgeons to accept the technique.

**A parent and a teacher**

As a father of four young children and with as many as eight academic appointments ranging from Adjunct Associate Professor at Duke-NUS Graduate Medical School to Examiner for the Joint Specialty Fellowship Examination in Orthopaedic Surgery, Dr Yue dedicates much of his time to nurturing the young.

“Just like my teachers have taught me, I believe I should teach those who want to be taught,” he said. “Being a medical professional comes with a huge responsibility—even more so as a surgeon. When a patient gives consent, he or she is essentially saying ‘I allow you to invade my body because I trust that you will do well for me’. It is a real privilege.”

In Dr Yue’s book, pursuing a career in medicine takes passion because “there are many tough days”. So for his children, two boys aged 13 and 11 and a pair of eight year old twin daughters, he prefers to remain neutral about their career choices.

“I just want them to be happy and healthy. I take them running every Sunday and encourage them to be active outside school,” he shared. Good lifestyle advice from an orthopaedic surgeon, especially since it’s been found that physically active people—those who exercise three to four times a week—can expect to have fewer back and spine problems.

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**Doctor’s Note**

My name is Yue Wai Mun, 48, born and bred in Singapore. I am happily married with four young children, whom I am always trying to spend more time with. My hobbies are boring—I enjoy reading.

Most people don’t know this but I enjoy watching Cantonese movies. Since most of the movies we get in Singapore are in Mandarin, it’s a joy when I encounter one in Cantonese. I suppose this is because Cantonese was my childhood language.

Even if I could change one thing about my life, I wouldn’t. I’m happy as I am. Like everyone, I do have some minor regrets but changing the past could change my present and I wouldn’t want that.

In my memory, the best meal I’ve ever had was with my wife on our honeymoon in Santorini, Greece. This was before the island became such a popular tourist destination. We climbed a long, narrow flight of stairs down the edge of a cliff in Oia and found a simple seafood restaurant right by the water. The sun was setting and we had Greek salad, grilled fish, octopus and local wine. It wasn’t expensive but it was fantastic.
Scaling New Heights Together As One

Quality is everyone’s responsibility—that was a key message from Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai, as he welcomed some 400 Singapore Operations staff to the 2015 Parkway Quality Convention.

"Every one of us plays a part, regardless of where we work and what we do. Through our daily work and interactions, we can all contribute to creating a positive environment that supports quality," he said before declaring the 30 November 2015 event open at Suntec Convention and Exhibition Centre.

Dr Tan also shared new quality initiatives the Group is embarking on (see facing page), and urged all staff to work together to achieve greater excellence both professionally and personally.

And who better to inspire about scaling new heights than Dr Kumaran s/o Rasappan, orthopaedic surgeon and Singapore’s first medical doctor to conquer Mount Everest in 2012. The avid mountaineer, who dedicated an entire year to fulfil his dream of climbing seven mountains in preparation for Mount Everest, shared the joys and woes of his journey to summit the world’s highest peak.

Staff across Parkway Pantai Singapore Operations renew their commitment to quality.
“Don’t be afraid to dream big and pursue your own ‘Everest’,” he said. Borrowing the words of Mahatma Gandhi, Dr Kumaran added, “Be the change you want to see in this world [in order to] be the best that you can be.”

As a mark of recognition to staff who have exemplified quality, Dr Tan personally presented prizes to winners of the Parkway Quality Awards, GCEO Patient Safety Awards and GCEO Service Excellence Awards.

Three teams who received the Parkway Quality Awards also had a chance to showcase their winning projects. (See box story ‘Awarding Excellence’ on page 18). The lively event started with participants striking poses at the photo booths and was sprinkled with fun quizzes. Delighting them at the end of two hours was a hearty buffet dinner during which staff from different business units happily caught up with old friends and made new ones.

Dr Tan summed it all up when he said, “As a global leading healthcare provider, we must be mindful that being good is not always enough. We must continue to think of ways to do things better so that we always stay relevant and deliver outstanding patient experience and outcomes. This convention is a reminder that each of us plays an equal and important role in our quality journey.”

Starting December 2015, service training workshops will be rolled out to all staff from Singapore Operations. This serves to inculcate and internalise a strong service quality mindset among staff and raise service quality standards to both internal and external customers.

Across the IHH Healthcare network, which encompasses Parkway Pantai, Acibadem, our sister hospital chain in Turkey, and International Medical University, an International Clinical Governance Advisory Council is being set up to oversee clinical governance and ensure a consistent approach in managing risks.

The event was an opportunity for staff to celebrate excellence in their daily work.
Awarding Excellence

Mosaic salutes these exceptional men and women for whom excellence is not a goal, but a way of life. Thank you for inspiring us to scale greater heights!

PARKWAY QUALITY AWARDS

This award recognises outstanding improvement projects by hospital teams. It consists of two tracks—Clinical & Hospital-wide Projects as well as Service/Productivity Projects. Thirty-two submissions were received, of which 10 were shortlisted for the finals.

WINNER: Hospital Operations, Gleneagles Hospital

This cross-functional team reviewed the bottlenecks and reduced the discharge turnaround time by about 11 minutes compared to the same three-month period a year before. This is in spite of more cases seen at the ward this year. About half the patients were discharged within 90 minutes.

- Yee Ming Fen, Operations (Team Leader)
- Indy Gui, Ward 8 West
- Annabella Wee, Environmental Service
- Imran Ahmad, Environmental Service
- Thomas Ng, Business Office
- Winnie Ho, Business Office
- Carolyn Yau, Business Office
- Yong Choon Yuen, Pharmacy

RUNNER-UP: Nursing Administration, Mount Elizabeth Hospital

The team set out to reduce the incidence of pressure ulcers and wounds, which would often prolong a patient’s length of stay in the hospital.

- Daphne Ng, Mount Elizabeth Hospital (Team Leader)
- Shirley George, Denise Caine, Ramnah Rahmat, Ana Marie Saligumba, Delip Kaur, Chee Su Yin, Foo Ling Ling, Siti Samira, Audrey Loh, Rowena Sugpatan, Nalina Poobalarayer, Lim Chun Yi, Ng Siang Yong, Eunice Herbert Buda & Cristal Perlas, Mount Elizabeth Hospital
- Junita Rodriguez & Gao Jun, Gleneagles Hospital
- Revathy Munian, Mount Elizabeth Novena Hospital
- Mis’Rhohaiza Amin, Parkway East Hospital

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GCEO PATIENT SAFETY AWARDS

This inaugural award goes to the top three “Best Catch” awardees across Singapore Operations for their meticulousness in spotting errors and success in averting potential undesirable incidents.

WINNER: Food, Nutrition & Beverage Department, Gleneagles Hospital

To improve the kitchen cleaning process, the team applied more effective work scheduling and cleaning chemicals. This enabled them to achieve some S$80,000 in annual cost savings for the hospital. The project also led to greater staff satisfaction and won the compliments of a Joint Commission International (JCI) auditor during the hospital’s JCI survey in November 2015.

- Catan Lim (Team Leader)
- Harry Lim
- Adeline Kan

RUNNER-UP: Ward 8 West, Gleneagles Hospital

The team focused their efforts on reducing the time required to prepare procedural trolleys in order to increase efficiency and productivity at work.

- Yuvanisvari Padamanathan (Team Leader)
- Liu Qing
- Belardo Katherine Anne Blan
- Tamoy Carlos Jr Leysa

Eric John Guycoa, Staff Nurse, Operating Theatre, Mount Elizabeth Novena Hospital
Shariffah bte Abdul Hamed, Principal Radiographer, Mount Elizabeth Hospital
Dr Kannan Renganathan, General Practitioner, Shenton Medical Clinic
While every patient looks forward to their discharge, some who have been cared for by Vivian Tan Vui Vui are keen to return—for social reasons.

I had a patient who said that after her discharge, she would drop by to say ‘hi’ whenever she’s in the Orchard Road area. She still does,” shared Vivian, who is the Nurse Manager at Ward 9 of Mount Elizabeth Hospital. In spite of her clear popularity with patients, Vivian was surprised to receive the 2015 GCEO Service Excellence (Individual) Award, especially after having been named ‘Inspiring Nurse Leader’ at Parkway Pantai’s Nurses’ Day celebrations in July.

“I’m extremely honoured and grateful for this recognition because I’m sure that all the other nominees are just as, if not more, deserving of this award. I’ve admired past recipients but never imagined I would be able to join their ranks. In retrospect, I think that was a good thing—it made me want to do better,” said Vivian. “To me, service excellence can come naturally when we uphold Parkway Pantai’s values of professionalism, expertise and advocacy in nursing. I also believe in the importance of being sensitive to each patient’s needs and adding a personal touch whenever I can.”

She credits Mount Elizabeth Hospital for providing an open environment that encourages staff to stay positive and strive for excellence. “I’m simply one member of an incredible team. Winning this award would not have been possible without my supervisor Group Director of Nursing (DON) Ms Elaine Ng, DON Mona Soh, Deputy DON Lim Bee, my immediate mentor Ms Tang Lin Yok as well as all my colleagues and the management team. I also have to mention Acting Chief Executive Officer Dr Noel Yeo and the Operations team, for whom I have the deepest respect and from whom I have derived the strength to challenge myself, overcome these challenges and perform better each time.”

The veteran nurse of 14 years reveals that 2016 will be the year that she pursues a Masters degree. “I hope all nurses will continue to develop, be passionate and do the right thing for patients.”
For the second year in a row, the Environmental Services team from Gleneagles Hospital has walked away with the GCEO Service Excellence (Team) Award. Manager Annabella Wee reveals their secret to success.

In my opinion, it’s team cohesiveness. We are a close-knit group and every member is willing to help and support one another. We believe that we play a critical role in the success of the hospital and this motivates us to put in 100%,” said Annabella. “In Environmental Services, you need to have passion. You need to understand that the little details matter a lot and that the patients’ needs should always come first.”

Winning the award for the first time in 2014 was strong motivation for the team. “Since then, we have been looking at ways to better ourselves, both in terms of service delivery and work processes. The team was pleasantly surprised but utterly thrilled to receive the award again in 2015!

“Service excellence is a journey for us. Every day, we listen to what our patients are saying in order to gain a deeper appreciation of what really matters to them. We welcome constructive criticism and use this to improve our service,” she added.

As team leader, Annabella also regards her staff as a valuable source of feedback since they know the ground better and understand what works for them and the patients. Through informal dialogue sessions, she encourages her team members to air their concerns and contribute ideas. The team also takes time every month to celebrate birthdays and reward one another for a job well done. “Every member of the team is equally important. Because they have all played their part well, the team as a whole has been able to achieve excellence time and again. I’m very proud of them!”

“When our patients are happy, we are rewarded with a sense of satisfaction and achievement.”

ONE TEAM, TWO AWARDS

GCEO SERVICE EXCELLENCE (TEAM) AWARD
WINNER:
ANNABELLA WEE
Manager, on behalf of Environmental Services, Gleneagles Hospital
Strength Through Adversity

TOUCHED BY A 12-YEAR-OLD GIRL’S STORY, PARKWAY EAST HOSPITAL GIFTS MOTORISED WHEELCHAIR.

At the tender age of six, Alicia Choong survived a 12-hour brain tumour operation. Doctors predicted a high chance of recovery but her physical condition only continued to worsen. She began losing control of the right side of her body and, by the time she was in Primary 4, Alicia was wheelchair-bound. Despite the odds, she passed her Primary School Leaving Examination last year and qualified for her secondary school of choice.

After learning of Alicia’s story through a local newspaper, radio station ONE FM and Parkway East Hospital decided to gift her with a lightweight motorised wheelchair.

“We were very touched by her story so when ONE FM approached us, we accepted readily. This is more than just a medical equipment—it gives her independence and empowers her to chase her dreams in future,” said Phua Tien Beng, who was Chief Executive Officer of Parkway East Hospital then (now Chief Executive Officer, Mount Elizabeth Hospital).

The motorised wheelchair, which was presented to Alicia by the DJs of ONE FM’s #1 Breakfast Show in early December, should come in handy as she enters secondary school this year. With it, she no longer needs to rely on her mother and schoolmates to get around.

“Alicia is adapting well to the motorised wheelchair.

“We were very touched by her story so when ONE FM approached us, we accepted readily. This is more than just a medical equipment—it gives her independence and empowers her to chase her dreams in future.”

PHUA TIEN BENg, CHIEF EXECUTIVE OFFICER OF PARKWAY EAST HOSPITAL (NOW CHIEF EXECUTIVE OFFICER, MOUNT ELIZABETH HOSPITAL)
As a leading healthcare provider dedicated to serving the people of Malacca, Pantai Hospital Ayer Keroh regularly engages the local community in thoughtful ways. In November 2015 alone, the hospital organised two corporate social responsibility events in conjunction with Deepavali and International Children’s Day.

With Deepavali being the Festival of Lights, the hospital chose to brighten the day for over 50 elderly persons at Pusat Jagaan Kasih Sayang Prasanna. This home for the aged cares for less privileged seniors, including single parents and the mentally challenged. Many of its residents are also bedridden. On 17 November, the hospital team arrived at the home with cheerful smiles and gifts of daily necessities. They also helped out around the home and spent time chatting with the residents, which was perhaps the best gift of all.

Shortly after, to celebrate International Children’s Day, Pantai Hospital Ayer Keroh Junior Club organised a pizza workshop for its members. Thirty children, aged five to 12, enjoyed playing chef for a day. The fun, hands-on activity on 22 November was also a good way for children to learn healthy eating habits. Junior Club membership is free and exclusive to children who were born in hospital.
The Power of Pink

PANTAI HOSPITAL CHERAS AND PANTAI HOSPITAL KUALA LUMPUR SUPPORT BREAST CANCER AWARENESS MONTH 2015.
Every October, the world turns a lovely hue of pink as millions of people take a stand against breast cancer. Breast Cancer Awareness Month is an international campaign that seeks to raise awareness of the disease, which World Health Organisation ranks as the most common cancer among women. It afflicts one in 11 women in Singapore, according to the Breast Cancer Foundation, and one in 19 women in Malaysia, says the National Cancer Society Malaysia.

The silver lining is that early detection and treatment can save lives. The US National Cancer Institute pegs the average five-year survival rate of women with Stage I breast cancer at 100%. At Stage II, this is still an encouraging 93%.

Because regular examinations (see box story) can improve the chances of early detection, it is a key message of many Breast Cancer Awareness Month initiatives. For our colleagues at Pantai Hospital Cheras and Pantai Hospital Kuala Lumpur, October 2015 was about empowering women through education and turning awareness into action.

**PROTECT YOURSELF**

Just being a woman puts you at risk of breast cancer—only 1% of all breast cancers occur in men. Additional risk factors include a family history of breast cancer, early menstruation (before the age of 12) and late menopause (after the age of 55). Women who have children after the age of 30 or who are childless may also be at a higher risk of developing breast cancer.

Risk factors that we can control, however, include our weight. Research has indicated that overweight or obese women (those with a Body Mass Index of over 25) are at higher risk of breast cancer, especially after menopause. This is because fat cells produce estrogen, which in turn can promote the growth of hormone-receptor-positive cancer.

Screening for breast cancer on a regular basis is the best way to protect yourself. Here’s what you should be doing:

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Do monthly breast self-examination</th>
<th>Go for a clinical breast examination</th>
<th>Go for a mammography screening</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-39</td>
<td>✔</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>40-49</td>
<td>✔</td>
<td>✔</td>
<td>Once a year</td>
</tr>
<tr>
<td>50 years and above</td>
<td>✔</td>
<td>✔</td>
<td>Once every 2 years</td>
</tr>
</tbody>
</table>

Source: Breast Cancer Foundation

“Breast Cancer Awareness Month is an international campaign that seeks to raise awareness of the disease, which World Health Organisation ranks as the most common cancer among women.”
Taking action

For Pantai Hospital Kuala Lumpur, Breast Cancer Awareness Month 2015 was about going beyond dialogue to drive policy action. Its 3rd Women’s Health Summit, held on 5 November at Eastin Hotel, brought together over 280 policymakers, medical practitioners and civil representatives. The event was graced by Datuk Hajah Azizah Datuk Seri Panglima Haji Mohd Dun, Deputy Minister of Women, Family & Community Development and saw participation from the Ministry of Health.

Organised as part of Pantai Hospital Kuala Lumpur’s flagship breast cancer awareness campaign ‘Wear it Pink’, the summit focused on facilitating meaningful discussions and motivating follow-up action around policy innovations and healthcare coverage for breast cancer patients. It also featured a fashion show ‘Walk with Courage’, presented by Breast Cancer Welfare Association and supported by Pfizer and Zang Toi.

Pantai Hospital Kuala Lumpur also launched its new guide to breast awareness and a Wear it Pink mobile application at the summit to promote public education.

“Diagnosing and treating breast cancer is a marriage of effort between the patient and the doctor. However, the patient’s role begins much earlier when she notices critical changes in her body; she needs to be aware of the implications. It is absolutely important to make all the information pertaining to breast health—and women’s health in general—available to the masses,” said Dr Azlina Firzah Abdul Aziz, Organising Chairperson of the 3rd Women’s Health Summit. The event also raised RM40,000 to support National Cancer Society of Malaysia, Breast Cancer Welfare Association Malaysia, NCD Alliance Malaysia and Hospis Malaysia.

“Since its inception, the Women’s Health Summit has been raising funds to support health initiatives... that are committed to improving the health and well-being of women.”

ANWAR ANIS, CHIEF EXECUTIVE OFFICER OF PANTAI HOSPITAL KUALA LUMPUR
On 24 October 2015, Pantai Hospital Cheras went the distance with the Pink Umbrella Walk. Over 300 participants, wearing pink t-shirts and carrying the event’s signature pink umbrellas, took to the streets in a show of solidarity against breast cancer. They walked 1.3km from Pantai Hospital Cheras to Cheras Leisure Mall, where they were greeted with an energetic dance performance by the nurses of Pantai Hospital Cheras.

The mall was also the venue of a wellness carnival, designed to promote breast health awareness among members of the public. Attracted by the fun activities at the Fitness First and Wyeth Nutrition booths and 10 hamper giveaways, shoppers also took time to receive breast examination counselling by Pantai Hospital Cheras’ trained staff. Complimentary mammogram vouchers were distributed to women over the age of 40 and those with a family history of breast cancer to encourage regular breast screening.

“It is through events like [the Pink Umbrella Walk] that we can educate more women on the importance of self-examination and early screening.”

GUEST OF HONOUR
YB TAN KOK WAI, MEMBER OF PARLIAMENT FOR THE CHERAS CONSTITUENCY IN THE FEDERAL TERRITORY OF KUALA LUMPUR

“Through Pink Umbrella Walk, we have conceptualised a simple and fun way to engage the community on the importance of breast cancer awareness, especially among younger women. I’m glad that we have been able to share our knowledge of good health and well-being, and convey an important message: that we can fight cancer by improving public access to healthcare information,” said Rachel Yew, Chief Executive Officer of Pantai Hospital Cheras.

In addition to achieving their community engagement and awareness objectives, Pantai Hospital Cheras also raised RM10,000 through the event to benefit Yayasan Sin Chew, a charity foundation dedicated to supporting breast cancer patients by improving the accessibility of treatment and care.
EXCHANGING EXPERIENCES

Parkway Pantai and Acibadem collaborate on a talent exchange programme, enabling staff from Singapore, Malaysia and Turkey to broaden their perspectives.

An international exchange is an enriching experience on many levels. It facilitates personal and professional development by giving participants the opportunity to experience different approaches, practices and cultures. It also enables organisational growth through knowledge transfer. This was what Parkway Pantai and Acibadem, its sister hospital chain in Turkey, had in mind when they jointly developed a talent exchange programme.

The initiative saw Faye Ting from Parkway Pantai Singapore Operations and Ahmad Lutfi from Malaysia Operations spending a rewarding three months in Istanbul, Turkey while Acibadem’s Feyza Öztürk enjoyed an immersive experience in Singapore and Malaysia. With the successful completion of the programme, which ran from September to November 2015, participants have returned to their respective positions. The learning points that they have brought back with them are now being discussed with their management teams, in hopes of integrating new ideas into existing systems and processes for better results all around.
Feyza Ozturk’s introduction to Singapore and Malaysia has been a happy one, she says, because her deepest impression of Parkway Pantai comes from the smiling faces of its staff. Her three months were mainly spent in Singapore visiting Mount Elizabeth Novena Hospital, touring Parkway College and learning from the Customer Service Group of Singapore Operations Division. She also took a trip up to Kuala Lumpur to meet the Malaysia Operations team.

“I think it’s really interesting how so many cultures can live harmoniously and happily together here. So even though Turkish culture is quite different, I was able to settle in easily,” said the Business Development and Project Manager who felt the idea of living in a different country, albeit for a short period of time, was an exciting prospect.

Having worked in several different departments in Acibadem, Feyza was keen to learn about Parkway Pantai’s healthcare management system. She armed herself with plenty of clinical and non-clinical questions and liaised with the Human Resource team to maximise her stay—even changing her schedule twice to fit in more visits.

Her prudent time management paid off. She gained valuable insights into patient safety and satisfaction and still found time to enjoy Singapore.

“I did so much! I went to the Singapore Botanical Gardens, Jurong Bird Park, Sentosa and the Esplanade but my favourites were Chinatown and Little India. I learnt to take public transport like a local, ate at many food courts and hawker centres and discovered that I’m in love with chicken rice and dim sum,” she shared. “This exchange has been an eye-opener in so many ways. I think that I made the most of it by being open to change and challenges.”
For Faye Ting, whose portfolio in hospital operations includes driving improvement projects, the talent exchange programme was an exciting opportunity to study Acibadem’s healthcare system. Given that she had previously been attached to Duke University Hospital in North Carolina, USA under a Ministry of Health scholarship, Faye understood that the programme would allow her to interact with international colleagues, learn from different cultures and appreciate matters from another perspective.

In her three months in Istanbul, Turkey, she had an inside look at Acibadem’s operations, from their nursing and ancillary services to admissions, business office, patient services as well as quality and clinical risk management. She also spent time on the ground at the Acibadem Maslak Hospital, Acibadem Fulya Hospital and Acibadem Atakent Hospital, and was suitably impressed by the availability and application of advanced technology throughout the group.

Busy as she was, the first-timer to Turkey was determined to take in the sights. “The best advice I received before leaving for the exchange was to enjoy Turkey for both work and leisure. Remembering that helped me create a more well-rounded and fulfilling experience for myself. I made many friends who were gracious hosts and who were eager to show me Turkey through their eyes,” said Faye. Thanks to them, she acquired a taste for Turkish food, especially simit—a sesame pretzel that can be found on almost every street corner.

With a tight schedule on her hands, she eventually traded quantity for quality when it came to sightseeing. “During my final weekend in Turkey, I was able to make a trip to Cappadocia and experience the famous hot-air balloon ride at sunrise. It was magical!”

Looking back on her time in Turkey, Faye said, “It has been a good life experience and an excellent opportunity for me to learn, adapt and improve.”
When Ahmad Lutfi was confirmed for the talent exchange programme, he was really excited. He knew of Acibadem’s story—how it grew from a small hospital to a large healthcare group—and was certain that there would be plenty for him to learn. It was also a good chance to revisit Turkey after an enjoyable vacation there more than a year ago. But at the same time, he was nervous about representing Parkway Pantai Malaysia Operations.

“One of my objectives was to bring the good name of Malaysia and Pantai Hospital Kuala Lumpur to Istanbul. I hope I succeeded,” he said with a smile.

Splitting his time between Acibadem’s oncology departments and operations division, Ahmad was attached to four hospitals—Acibadem Maslak Hospital, Acibadem Atakent Hospital, Acibadem Kozyatagi Hospital and Acibadem Bodrum Hospital. The last was also the most memorable for him.

“At Bodrum, I was allowed to shadow the hospital’s Assistant Director for a day, following her on hospital tours and into job interviews and staff meetings. I was also attached to an experienced oncologist, from whom I learnt a lot,” he shared.

Like his programme mates, Ahmad made time to get acquainted with the fascinating country he was in. “Turkey has great scenery and there’s plenty to explore. I spent a weekend outside the city and really enjoyed the views but I think my favourite pasttime was watching street musicians perform outside the metro stations.”

When asked for travel advice, he had this to say. “If you’re taking public transport during rush hour, be prepared to move quickly! With 14 million people living in Istanbul, the crowds can be unnerving at first.

“But once you’re used to it, you’ll discover that the energy and vibrancy is part of the city’s charm.”
Every year end, board members of IHH Healthcare and Parkway Pantai make it a point to meet and thank our accredited specialists in Singapore for continuing to entrust their patients to our hospitals.

The 2015 Doctors’ Cocktail, held on 23 November, drew a record turnout of more than 550 attendees, including some 450 doctors and their spouses. Welcoming the guests at Grand Hyatt Singapore was an exciting selection of premium wines, a scrumptious buffet spread and a special martini bar. Popular local singing duo ShiLi and Adi serenaded the attendees while taking song dedications. Doctors who were game even joined them on stage to belt out a few tunes.

For the first time, Parkway Pantai also hosted the recipients of the Mount Elizabeth-Gleneagles Scholarship at this event. This S$2 million endowed scholarship fund was set up in 2012 to provide financial assistance to students who wish to pursue a medical degree at National University of Singapore’s Yong Loo Lin School of Medicine. For the Academic Year 2015/2016, 17 scholarships valued at $10,000 each were awarded to medical students from financially disadvantaged families.
Recipients of the Mount Elizabeth-Gleneagles Sponsorship joined doctors and their spouses at the annual gathering.
The doctors and staff of Parkway Pantai Singapore hospitals share the festivities with patients and guests.
Spreading the Christmas Joy

It was the season to be jolly! To usher in the festivities, four Parkway Pantai Singapore hospitals held their annual Christmas light-up events this past December. Gleneagles Hospital delighted children in need by treating 20 primary school students to a fun afternoon before the official light-up that same evening. This was part of its support for Singapore Children’s Society, which also received some $17,500 in financial assistance as the selected beneficiary of the Gleneagles Doctors Christmas Charity Donation Drive.

At Parkway East Hospital, Christmas was best shared with its adopted charity of the year—the Association for Persons with Special Needs. Inspired by the association’s work in supporting those with intellectual disabilities, the event was themed ‘Building Hopes. Sharing Dreams.’ and featured an appearance by Santa Claus and Santarina. Meanwhile, Mount Elizabeth Hospital had its nurses put up a rousing opening performance while the Mount Elizabeth Novena Hospital team went round the wards to share good cheer with its patients.
Gleneagles Kota Kinabalu had its grand opening on 2 November 2015. The event was presided by Chief Minister of Sabah, Yang Amat Berhormat Datuk Seri Panglima Musa Haji Aman and held in the presence of 200 guests. Since opening its doors in May, Gleneagles Kota Kinabalu has treated more than 4,000 patients including 20 victims of the June 2015 Sabah earthquake. As Parkway Pantai’s first healthcare facility in East Malaysia, its official opening is an important milestone in the group’s strategic plans to bring world-class healthcare to a wider population in the region. The 200-bed facility is currently the only hospital in Sabah capable of offering interventional radiology services and hepatobiliary surgery.
Inspired by how food brings people together, Parkway East Hospital organised a staff bonding event called The Gastronomical Trails on 6 November 2015. Fifty participating staff were grouped into inter-department teams and sent on an Amazing Race-styled challenge that was flagged off by Chief Executive Officer Phua Tien Beng.

At each checkpoint, teams had to work quickly to decipher clues that would lead them to a location, where a mission awaited them. Upon completing this, they were asked to send a group photo to the organising committee, who then released their next clue. After racing across the island, teams arrived at the final location, where their task was to bring food back to the hospital. This was shared with colleagues who had been cheering for them all day while enjoying a hands-on popiah-making event. What a delicious way to strengthen bonds and promote teamwork!
Teams representing 16 entities under Parkway Pantai in Malaysia vied for bragging rights as the reigning champions of the inaugural Pantai and Gleneagles Sports Carnival held on 14 and 15 November 2015. All four sporting events—badminton, bowling, futsal and cheerleading—were closely contested with participants displaying formidable teamwork, sporting prowess and determination. Even the sidelines of the event were filled with action as supporters cheered enthusiastically for their teams.

The carnival, which seeks to inspire greater team spirit in staff at work and at play, ended on a high note with a dinner event hosted for participants and graced by the heads of department of the Malaysia Corporate Office.

**CONGRATULATIONS TO THE TOP THREE OVERALL WINNERS!**

1. Pantai Hospital Ayer Keroh
2. Pantai Hospital Ampang
3. Pantai Hospital Kuala Lumpur
A Gathering of Minds

For three days, 68 lead doctors, Medical Dental Advisory Committee Chairpersons and Chief Executive Officers from 17 Parkway Pantai hospitals and subsidiaries in Malaysia discussed changes in the regulatory landscape, deliberated over new initiatives and considered key administrative matters. This happened at the PIC & MDAC Clinical Summit 2015, which was held from 30 October to 1 November at the Putrajaya Shangri-La in Kuala Lumpur. Even with an intensive three-day agenda on hand, the delegation of clinical and management leaders found time to enjoy one another’s company at a Halloween-themed social dinner on the second night of the event.
FIT TO FEAST

The year-end festivities have left many of us with memories of good food, great company—and waistbands that have gotten curiously tighter. But fret not, because Mosaic is here with tips and tricks to help you stay in shape all year round.

GO EASY WITH THE EXERCISE

We are often told about the minimum amount of exercise that we need to stay healthy but those conversations seldom mention upper limits. Research now suggests that running too much could be as bad as not exercising at all. Long-term strenuous endurance exercise could damage your heart and leave you with running-related injuries and disabilities, so opt for light-to-moderate jogging instead. This could be as little as one to two runs per week, or three to six miles, and well less than an hour per week.

Source: BBC News & The New York Times
CUT FATS, NOT CARBS
Carb-lovers rejoice! It has been found that low-fat diets can be more effective in promoting weight loss than low-carb ones. In an analysis conducted by the US Institutes of Health, both diets were found to lead to weight loss—simply because calorie intake was reduced—but people lost more when they cut fat from their diet. So instead of banishing carbohydrates from your diet, say no to oily food and reach for whole grains like whole-wheat bread and brown rice.

Source: BBC News

Fuel up before a workout
If ‘gym first, eat later’ is your credo, think twice. In a study by International Journal of Sports Nutrition and Exercise Metabolism, people who ate breakfast before hitting the treadmill for 36 minutes showed a significantly higher fat-burning rate that lasted as long as 24 hours compared to those who ate post-workout. This is despite both groups consuming the same amount of calories. Fighting hunger pangs also stops you from working out as intensely or burning as many calories as you could, so fuel up with a power snack an hour or two before your workout. You might just see better results.

Source: Fitness Magazine

Make your own energy drink
Researchers at the University of Bath have discovered that adding a spoonful of sugar to a glass of water could be more effective at boosting sporting performance than some energy drinks. Many commercially available sports drinks rely on glucose alone to provide energy, but this could cause gut discomfort in some people. Instead, researchers suggest that sucrose (sugar) could help make exercise easier. Their recipe simply involves diluting 8g of sugar in 100ml of water—but be sure to limit your intake to 90g of sugar an hour. This should help you achieve optimal exercise performance over a two-hour period without having to shell out for expensive energy drinks.

Source: The Telegraph
CLEAN UP TO SHAPE UP
Few people relish the thought of doing household chores but cleaning the house could be an effective exercise in calorie burning. Researchers have developed the scientific estimates below based on an average 63kg person spending 30 minutes on each chore at a comfortable pace.

• Scrubbing the bathroom works your bicep and tricep muscles, burning 200 calories in the process.
• Washing the car works your arms and abdominals as you stretch for hard-to-reach places and burns 143 calories.
• Making beds, doing the sheets and fluffing pillows burns 130 calories.
• Vacuuming the floor works your arms enough to burn 90 calories.
• Ironing while standing straight works your arm muscles as you press down, burning 71 calories along the way.

Before you give up your gym membership, however, note that chores may not give you the cardiovascular exercise you need. Jogging, swimming or cycling is still recommended.

Source: The Daily Mail

Feel the full factor
It is not just how much you eat but also what you eat that determines how long you stay full after a meal. Switzerland’s Department of Agricultural and Food Sciences gives vinegar, vinaigrette and cinnamon the thumbs up for helping to regulate blood sugars after meals, allowing people to feel full for longer periods of time. The European Journal of Clinical Nutrition, on the other hand, votes for fish. In a study that compared fish and beef protein, it found that fish-eaters enjoyed higher satiety than beef-eaters, which led to them to consumer fewer calories at the next meal. Oats are also a good bet as they contain beta-glucan that helps the body release a hunger-suppressing hormone.

Source: Health Magazine
SLEEP AND YOU WON’T OVEREAT

A growing number of studies are showing that insufficient sleep can lead to a higher chance of overeating, increased cravings and late-night snacking. Some research attributes this to the relationship between sleep and the hormone levels that control hunger and satiety, while others suggest that this is because a tired brain is less able to control impulses. Regardless, they share the same conclusion: make sure you clock in seven to eight hours of sleep every night.

Source: Forbes & Psychology Today

THE GREAT PLATE MISTAKE

It is now common knowledge that the larger the plate, the smaller we believe the portion to be. But did you know the colour of the plate affects our perception too? Cornell University conducted an experiment where people were given red or white plates and allowed to help themselves to either tomato-based or cream-based pasta. Researchers found that participants who had low colour contrast between their food and their plate (that is to say, tomato-based pasta on a red plate or cream-based pasta on a white plate) served themselves 22% more pasta.

Their research also indicated that reducing the colour contrast between the dinnerware and its background (whether the table, tablecloth or placemat) can also help reduce over-serving by up to 10%.

Source: Cornell University

YOUR CHINESE NEW YEAR SURVIVAL GUIDE

With the abundance of food being associated with good fortune in Chinese culture, the Spring Festival is akin to an endless buffet. Enjoy the festivities in moderation with these easy tips:

Never show up hungry

While this is quite unlikely to happen when Chinese New Year celebrations are in full swing, avoid showing up at gatherings starving. Hunger makes us do crazy things, like polishing off an entire plate of sweets and snacks. Treat yourself to a healthy snack before heading out the door to reduce your chances of overeating.

Choose wisely

Chinese New Year is that once-a-year opportunity to meet some of your favourite festive goodies. Before you start snacking, however, understand the calorie choices that you are making:

<table>
<thead>
<tr>
<th>Calories</th>
<th>Jogging (mins)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 rolls of love letters</td>
<td>168</td>
</tr>
<tr>
<td>3 twisted cookies</td>
<td>201</td>
</tr>
<tr>
<td>3 pineapple tarts</td>
<td>246</td>
</tr>
<tr>
<td>1 slice of pork bak kwa</td>
<td>370</td>
</tr>
<tr>
<td>1 small plate of peanut crackers</td>
<td>418</td>
</tr>
</tbody>
</table>

Source: Singapore Health Promotion Board. Values based on a 60kg man.

As a healthier alternative, consider snacking on fresh fruit like mandarin oranges instead. On average, they contain just 51 calories and are a good source of vitamin C and dietary fibre. Plus, peeling them will slow down your snacking so you eat less!

Alternate with water

Cola, orange soda and other flavoured drinks come out in full force during Chinese New Year. It may be hard to decline a second or third refill but these sugary beverages will not do you any good. Try alternating—for every flavoured drink you accept, drink one glass of water. This also helps you stay hydrated.
Artificial Intelligence at Work

Parkway Pantai trials next-generation technology at Mount Elizabeth Novena Intensive Care in a bid to further enhance patient care and boost staff productivity.

Parkway Pantai has signed an agreement with IBM to pilot their cognitive computing system, IBM Watson™, in its intensive care unit (ICU) at Mount Elizabeth Novena Hospital.

“This clearly demonstrates our continued efforts to leverage new technologies to improve patient care and outcomes,” said Dr Kelvin Loh, Chief Executive Officer of Mount Elizabeth Novena Hospital (now Chief Executive Officer of Singapore Operations Division).

Apart from enhancing patient outcomes, the smart technology is also expected to help doctors and nurses in their daily work, reducing clinical documentation by as much as 25%. Pending the trial results, there are plans to roll it out to other hospitals in phases.

IBM Watson™ works by plugging into existing connected systems to read patient data from various sources including Electronic Medical Records and monitoring equipment. It is intelligent enough to understand human speech, and adapts and learns from user responses to generate clinical hypotheses. The Group believes that the technology will contribute to the early assessment and medical intervention of diseases, supporting its mission of making a difference in people’s lives through excellent patient care.

What is cognitive computing?

Artificial intelligence may sound like it belongs in a science fiction movie but advances in technology are making it a reality. Cognitive computing systems like IBM Watson™ can be regarded as a product of artificial intelligence, in that they are able to perform tasks that normally require human intelligence. Most notably, they are able to:

- Learn at scale by accepting and analysing a vast amount of data.
- Reason with purpose by evaluating complex questions and presenting answers based on supporting evidence.
- Interact with people by understanding our natural language and learning from our reactions.

“This clearly demonstrates our continued efforts to leverage new technologies to improve patient care and outcomes.”

DR KELVIN LOH, CHIEF EXECUTIVE OFFICER OF MOUNT ELIZABETH NOVENA HOSPITAL (NOW CHIEF EXECUTIVE OFFICER OF SINGAPORE OPERATIONS DIVISION)
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