MAKING A GRAND ENTRANCE
Official Opening of Gleneagles Hong Kong

THE RIGHT FOOT FORWARD
Fighting diabetes with Blue Socks Campaign

EXEMPLARY TRUE COURAGE
Saluting our Healthcare Humanity Awardees

Ignite Innovation
Ideas from the winning entries of the 2017/18 Parkway Pantai Innovation Challenge
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This issue of Mosaic celebrates staff innovation, anchoring on the winning ideas from the Parkway Pantai Innovation Challenge 2017/18. The inaugural competition, themed Ignite Innovation, highlights the organisation’s efforts at sparking ingenuity that will shape the future of healthcare (Page 10). It is encouraging to note that more than 150 entries were submitted by teams from across all our markets.

Tapping into the power of the collective, we held the Grand Opening of Gleneagles Hong Kong under the auspices of Hong Kong’s Chief Executive Carrie Lam (Page 20), helped raise awareness about pertinent health concerns through the Blue Socks Campaign in Malaysia (Page 26) and Walk with a Doc in India (Page 7), and created amazing structures from individual highlighter building blocks at the group-wide ‘Better Together’ contest (Page 16).

The whole is greater than the sum of its parts. With team work, we can achieve more and strive towards greater heights.

Lim Bee Ling
OUR HIGHLIGHTS

SEALS OF QUALITY
Showcasing clinical excellence across our regional facilities

A THOUSAND TIMES OVER
Honouring Professor Mohamed Rela and his team for completing 1,000 liver transplants.

A WALK IN THE PARK
Doctors from Global Hospitals, Parel engaged the community through a healthy activity.

OUR FOCUS

PUTTING INNOVATION INTO ACTION
Yusuke Aoi shares what innovation means to staff of Parkway Pantai.

THE TIME TO INNOVATE IS NOW
Winning entries of the Parkway Pantai Innovation Challenge.

HAVING WHAT IT TAKES
A showcase of Parkway Pantai’s staff creativity at the “Better Together” contest.

OUR WORK

MAKING A GRAND ENTRANCE
Hong Kong’s Chief Executive officiates the grand opening of Gleneagles Hong Kong.

GETTING BETTER ACQUainted
First Dietitian’s Day in Singapore to recognise the good work of our hospital dietitians.

THE RIGHT FOOT FORWARD
Pantai Hospital Kuala Lumpur joins campaign to battle diabetes.

SPREADING THE WORD
Gleneagles Penang raises awareness about colorectal cancer.
HACKING YOUR FAVOURITE FOOD
Find out how to turn your favourite dishes into healthy, yet tasty alternatives.

BATTLING THE BUGS DURING TRAVEL
Quick tips on avoiding common illnesses during vacations.

OUR PEOPLE

SERVICE BEFORE SELF
Our nurses from Singapore are awarded for their extraordinary humanity.

INTENSIVE IS HIS ONLY CARE
Dr Chew Huck Chin’s journey to be a respiratory specialist.

A HEART MADE OF GOLD
Dr Bharat Vijay Purohit’s only mission is to serve people as long as he lives.

OUR LIFESTYLE

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THE TEAM

Editor-at-large
Lim Bee Ling

Editorial Advisor
Janet Low

Copy Editors
Angeline Ang
Alvina Soh
Jaime Kwek

Editorial & Design
Bold Ink Media Pte Ltd
Our Highlights

Seals of Quality

Three of Parkway Pantai’s hospitals have endeavoured to raise their standards in clinical excellence.

Pantai Hospital Sungai Petani led the way as the first hospital in Malaysia Operations Division to successfully achieve the 5th edition of accreditation from the Malaysian Society for Quality in Health (MSQH). The four-year accreditation from October 2018 testifies to the hospital’s compliance with national healthcare standards and commitment to deliver safe and high quality care to patients.

In India, Continental Hospitals in Hyderabad renewed its accreditation with the National Accreditation Board for Hospitals and Healthcare Providers (NABH) for three years from December 2017. The accreditation programme by the Quality Council of India is recognised nationally as a mark of quality patient care and safety.

Over at Gleneagles Hong Kong Hospital, preparations commenced on 14 December 2017 for the accreditation process under the latest edition of the Evaluation and Quality Improvement Program of The Australian Council on Healthcare Standards (ACHS EQuIP6). The initiative will put patient care at the hospital on par with international best practices.

Raise them Right

In an effort to cultivate health consciousness in children, Gleneagles Kuala Lumpur held its first Junior Care Champion Search in collaboration with Klang Valley schools.

30 students from eight schools, shortlisted based on essay submissions, competed in groups of three in the finals on 11 November 2017. Based on their combined scores over challenges in the finals, the top two teams faced off in a medical quiz segment for the winner’s title.

The top three teams were rewarded with cash prizes, stationery and food vouchers and entry tickets to Kidzania. To top it off, the winning school was adopted by Gleneagles Kuala Lumpur for a year as part of its community reach programme to collaborate on education and community issues.

The initiative is part of the hospital’s ongoing Growing Well with GKL campaign to partner parents in teaching children healthy habits that will serve them for a lifetime.
A Prosperous Lunar Reunion!

More than 300 doctors turned up at the Ritz-Carlton, Millenia Singapore on 23 February 2018 to celebrate the Lunar New Year in style. Staying true to the theme ‘A Prosperous Reunion’, everyone was decked out in their festive best.

Attendees were treated to a host of festivities including a lion dance, together with live performances from Rob Collins and his band, as well as The Ensemble Group. Guests were also treated to a sumptuous eight-course feast kicked off by the customary tossing of raw fish salad (lo hei), a must-have delicacy that represents good health, prosperity and success. In between banquet courses, the visiting Gods of Fortune went around the tables to give good luck and blessings to the jubilant crowd.

Speed Saves Lives

Parkway Pantai’s signature Doctor for a Day programme was back for another instalment at the Mount Elizabeth Hospitals in Singapore on 7 and 8 April 2018. As with past editions, response was overwhelming with tickets snapped up within minutes. Themed ‘Doctor for a Day: Speed Saves Lives’, the programme provided a one-of-a-kind immersive experience on the handling of a medical emergency within a hospital environment. Children and their parents raced around the clock to solve medical puzzles in an ‘escape-room’ format. Through various interactive activities including UV light puzzles and VR technology, participants gained awareness and better appreciation for the emergency healthcare services available.
Doubling Down on Awareness

The coinciding of International Women’s Day and World Kidney Day on 8 March 2018 was a fitting occasion to hold the Gleneagles Global Hospitals’ Awareness Walkathon. Both women’s health and chronic kidney disease were brought front and centre, as the event created greater public understanding about the growing societal health concerns.

More than 300 participants turned out for the event, with hospital staff and students joined by the likes of celebrities, diplomats and politicians to help raise community awareness.

Speaking to the crowd before the flag-off, Dr G Sridhar, Senior Consultant and Transplant Nephrologist at Gleneagles Global Hospitals, highlighted the need to encourage civil society, decision-makers, health professionals, and patients to focus on kidney health.

Echoing his thoughts, Ayub, General Manager of Business Development, Gleneagles Global Hospitals, said, “The focus of the event is to increase awareness about the importance of women’s health issues, especially kidney related, which is growing at alarming numbers in India. At Gleneagles Global Hospitals, we are committed to help each individual maintain their health.”

A Thousand Times Over

Gleneagles Global Health City, Perumbakkam honoured Professor Mohamed Rela and his team on 16 January 2018 for the completion of 1,000 successful liver transplants in just seven years, achievement that has put India and its state of Tamil Nadu on the global map for liver transplant.

Since its opening in 2009, the Institute of Liver Diseases and Transplantation at Gleneagles Global Health City has become one of India’s leading liver transplantation centres, with its team successfully performing 278 cadaveric and 722 living donor liver transplants. It is one of the world’s largest transplant centres for children and a pioneer in the development of innovative techniques such as the optimal utilisation of the available deceased donor through split liver transplantation.

Professor Rela, who spearheads the programme as Chairman and Director of the Institute, said, “The successful outcomes have contributed to the growth of transplantation in India. The significance of team work cannot be overstated, as do the commitment and passion of every member in the transplantation team.”
A Walk in the Park

Walk with a Doc, a unique walking movement from the United States, found a new partner in Global Hospitals, Parel.

The multi-specialty hospital in Mumbai held its first Walk with a Doc walkathon on 11 February 2018 at Shivaji Park, where doctors gave a talk on health topics before leading the participants on a walk. The event aims to promote physical activity as a means to improve health and well-being.

Dr David Sabgir, Founder of Walk with a Doc, was appreciative of the partnership with Gleneagles Global Hospitals, saying, “It is a distinct honour for us to partner with this great healthcare system that takes care of close to 400,000 people annually. We have seen Walk with a Doc transform hundreds of communities around the world. Thanks to our exceptional leader in India, Rajashree Menon, we have already created five walking communities in Mumbai, helping them reduce stroke, heart diseases and diabetes.”

Rising Up to the Occasion

The Group Risk Management team took their annual Risk Forum to China for the first time on 3 March 2018, after two successful events held in Singapore and Malaysia in October last year.

Aimed at promoting a risk conscious culture within the organisation, the event at Shanghai Tomorrow Square was attended by some 70 staff and opened by Linda Hoon, Group Head of Risk Governance, IHH Healthcare.

In his address, Paul Gregersen, Chief Executive Officer of Greater China Operations Division, highlighted the importance of risk awareness in helping the organisation make the right decisions to deliver better clinical outcome and patient experience.

Towards this end, Guest speaker Dr Graham Billingham, who is Chief Medical Officer of MedPro Group, shared that improved communication between providers and between providers and patients, as well as accurate and timely documentation are effective strategies to reduce medical malpractice.

Yvonne Wu, Managing Partner of Deloitte China Life Sciences and Healthcare, focused on emerging risks arising from China’s fast-changing and expanding healthcare market and how we can respond to the new challenges and trends.

There was also a lively panel discussion with question and answer session moderated by Linda where staff deepened their understanding of risk at work.

Based on feedback received, the attendees took away the key message that it is everyone’s responsibility to be conscious of risks and to take proactive steps to mitigate them.
Putting Innovation into Action

With the renewed organisational focus on innovation, Mosaic speaks to Yusuke Aoi, Vice President of Innovation Office at Parkway Pantai, to find out how innovation can make a difference in our everyday work.

What is Innovation?

Yusuke Aoi (YA): Innovation is executing a great idea that addresses certain challenges and brings value to us and our customers. For Parkway Pantai, innovation is not an end in itself; it is a means for us to offer value-driven customised care so we can be the preferred healthcare partner for patients and potential customers.

Steve Jobs, a man synonymous with modern innovation, once remarked, “Innovation distinguishes between a leader and a follower”. For Parkway Pantai, innovation has become an integral part of our business strategy, as we continue to take the lead in the delivery of best-in-class patient care and outcomes.

What is Innovation?
What are the different types of innovation, and which is most relevant for Parkway Pantai?
YA: Broadly, innovation can be described as incremental or disruptive.

Incremental innovation builds on existing capabilities to generate near-term tangible outcomes. Disruptive innovation creates new capabilities and breakthroughs that bring us to the next level of growth. Both incremental and disruptive innovation are important to us.

While incremental change may seem less impactful than disruptive ones, the cumulative effect of numerous incremental innovation projects can bring significant value to the organisation. They also contribute to a culture of continuous innovation at the workplace and help keep up the momentum for innovation.

How can staff contribute to innovation at Parkway Pantai?
YA: Every staff can play a role by finding innovative solutions to problems and embracing change that comes with the adoption of new innovation.

We encourage staff at all levels to continuously innovate and bring incremental changes to the organisation. At the same time, we need your full support as we roll out new innovation that will change the way you work. Keep an open mind and learn to adapt and be flexible – these are the qualities that will help us succeed in the fast-changing healthcare landscape.

Tell us more about the Innovation Office and what your team does.
YA: The Innovation Office was set up in late 2016 to drive innovation across Parkway Pantai. One of our key objectives is to bring innovative technologies and business models to the organisation either by partnering technology or new age companies or investing in health technology companies.

Leveraging the external networks we are building with innovative players in the healthcare ecosystem, we work closely with different Parkway Pantai business units to help them drive innovation projects in their respective markets and coordinate group-wide innovation events such as the Innovation Challenge.

What is your vision of an innovative Parkway Pantai 10 years from now?
YA: I see ourselves as a global healthcare leader that is data-driven. The ability to harness our wealth of clinical data to glean valuable insights will help us stay competitive and deliver better and more personalised patient care.

To get there, we must embrace the mindset that innovation is anything but business as usual. Every staff has to come onboard our innovation journey so we can work together to innovate as One Parkway Pantai.

Besides providing patient medical records and health trends, the platform allows patients to make medical appointments and conduct tele-consults with doctors. It will serve as the foundation for our digital transformation, as more customer-facing digital products are launched progressively.

Meanwhile, we are working closely with our ParkwayHealth Laboratory team to expand our genomic testing products, as well as our ParkwayHealth Radiology team to deploy artificial intelligence for image reading.

We are also exploring investments in healthcare start-ups that are aligned with our business focus and long-term vision.

What are some of the key projects the Innovation Office is working on?
YA: In Singapore, we are about to launch a digital health platform that organises patient data across various systems to provide a 360-degree view to patients and doctors via the internet and mobile application.

Besides providing patient medical records and health trends, the platform allows patients to make medical appointments and conduct tele-consults with doctors. It will serve as the foundation for our digital transformation, as more customer-facing digital products are launched progressively.

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We are also exploring investments in healthcare start-ups that are aligned with our business focus and long-term vision.

What is your vision of an innovative Parkway Pantai 10 years from now?
YA: I see ourselves as a global healthcare leader that is data-driven. The ability to harness our wealth of clinical data to glean valuable insights will help us stay competitive and deliver better and more personalised patient care.

To get there, we must embrace the mindset that innovation is anything but business as usual. Every staff has to come onboard our innovation journey so we can work together to innovate as One Parkway Pantai.
The Time to Innovate is Now

Parkway Pantai’s inaugural Innovation Challenge yielded more than 150 project submissions from various markets. Here’s a look at the people and ideas behind the winning entries.

SPECIAL COMMENDATION AWARDS WINNERS

TEAM

**Ray of Innovation**

From left:

- Dr Melvin Heng, Assistant Vice President, Operations, Gleneagles Hospital
- Tan Yujuan, Chief Operating Officer, ParkwayHealth Radiology
- Sim Siew Chen, Vice President, Special Projects, Corporate Office
- Cassandra Loh, Assistant Manager, Innovation & Growth
- Phar Mian Yi, Assistant Manager, Operations, Mount Elizabeth Hospital

**THE GOLDEN HOUR - CARE FROM THE AMBULANCE (INDIA)**

A smart ambulance equipped with Google Glass technology, mobile applications and camera and fully integrated with the hospital information system – this is the team’s idea to enhance communication between paramedics and doctors in an emergency. Precious time is saved as the planning of resources such as medical professionals, equipment and booking of procedure and rooms can be done while the patient is being rushed to the hospital.

TEAM

**Chennai Dynamics**

(Gleneagles Global Health City)

From left:

- Sachin Nair, Associate General Manager, Human Resource
- Mahadevan S, Deputy General Manager, Administration
- Ramesh Palaniappan, Assistant General Manager, Information Technology
- Hariharan, Senior Manager, Operations

**REDEFINING X-RAY SERVICES WITH AUTOMATED SELF-SERVICE KIOSK (SINGAPORE)**

The team mooted the idea of automated self-service X-ray kiosks where patients can generate X-ray images on their own using QR codes issued by the doctor. This will help free up resources at ParkwayHealth Radiology clinics for more complex diagnostics and open up new business opportunities in medical imaging services.
MAINTAINING QUALITY OF LIFE IN RETIREMENT (MALAYSIA)
The proposal to provide quality retirement care within the local community calls for a partnership with property developers to build state-of-the-art healthcare centres fitted with modern medical equipment, smart home features and lifestyle services. These centres are conceived as a collaboration with government bodies. Private financial or fund companies are roped in to provide financial planning services.

HOTDESKING FOR SPECIALISTS INTO PRIVATE PRACTICE (SINGAPORE)
Targeted at specialists in the public sector who are keen to move into private practice, the workspace sharing model offers ready-to-use, fully equipped clinic spaces to ease the transition by lowering upfront startup costs.

TEAM
Rehab Rockstar
(Pantai Integrated Rehab)
From left:
Nur Suhada Binti Kamar, Physiotherapist
Sherrin Yong Chin Ping, Physiotherapist
Goh Yong Qian, Physiotherapist

TEAM
100%
From left:
Su Weijie, Senior Executive, Operations, Mount Elizabeth Novena Hospital
Allen Tan, Head, Business Analytics & Business Transformation, Customer Systems Group
Lowena Yu, Senior Manager, Operations, ParkwayHealth Laboratory
Wallace Wong, Senior Manager, Product Management, Customer Systems Group
Tay Wee Kai, Assistant Vice President, ParkwayHealth Laboratory

TEAM
BP Roll
(Pantai Hospital Batu Pahat)
From left:
Rohaizah Mustaff, Human Resource Executive
Siti Norkhairawani, Senior Medical Record Officer
Ali Majid, Senior Radiographer, Imaging Department
Qistina Abdul Rashid, Radiographer
Aminullah Mohammad, Safety Officer

MOBILE MEDICAL CLINIC (MALAYSIA)
The team proposed a mobile medical clinic - similar to food truck concept - that provides basic healthcare services such as laboratory work, eye and bone density tests, and ultrasound scanning for patients staying within 20 to 50 km from the hospital. By partnering government clinics and health camps, the idea can also help grow our patient base in new markets.
Our Focus

INNOVATION

ON-DEMAND SERVICED CLINIC WITH MANAGED SERVICES (SINGAPORE)

Proposing an “on-demand serviced clinic” with managed services to facilitate team-based care across multiple specialists under one roof, the team expects to increase patient referrals and provide a new avenue for growth.

TEAM

GeMS

Clockwise from left:  
Chuan Su Jean, Senior Executive, Administration, Gleneagles Hospital  
Yee Ming Fen, Manager, Administration, Gleneagles Hospital  
Deborah Yeo Xin Yi, Senior Executive, Key Account Management  
Dr Samuel Low, Clinical Director, Customer Systems Group

TEAM

Aware Gleneagles
(Aware Gleneagles Global Hospital, LB Nagar)

From left:  
Sharani Reddy K, Assistant Manager, Operations (Special Projects)  
Dr Mervin Leo, Head, Emergency Services & Business Office  
Dr Karunakar Reddy, Deputy General Manager, Operations  
Dr Sharath Chandran, Chief Operating Officer  
Rupa Nagesh, Deputy Manager, Front Office (not in picture)

TEAM

Human Bio Monitoring
(Human Bio Monitoring Project)

From left:  
Dr Michaela Baum, Otorhinolaryngologist  
Dora Cao, Senior Nurse, Gleneagles Medical & Surgical Centre, Shanghai  
Dr Andrea Sonntag-Vega, Ophthalmologist  
Susan Xu, Front Desk Officer, Jin Qiao Medical & Dental Centre, Shanghai

USING AI TO ENHANCE THE CUSTOMER EXPERIENCE AND INCREASE TOP-LINE GROWTH (INDIA)

The team proposed the use of artificial intelligence and machine learning tools to predict customer behaviour, with a view to enhance customer experience and increase top-line growth. The aim is to bridge the gap between service offerings and revenue leakage by analysing data such as patient demographics, geographic location, hospital load, along with doctor and third party information including weather, social media and customer surveys.

TEAM

NavIG

From left:  
Stephen Lo, Laboratory Director  
Edmond Tam, Senior System Analyst  
Chi Wai So, IT Senior Manager  
Fion Cheung, Senior Physicist  
Victoria Chan, Senior Pharmacy Manager  
Fanny Leung, Principal Physiotherapist

HUMAN BIO MONITORING FOR TOXINS (CHINA)

The human bio monitoring project measures the body’s exposure to toxic substances in the environment using blood or urine specimens. This can be launched as a new service in China targeting children, pregnant women and couples starting a family.

TEAM

Human Bio Monitoring
(Human Bio Monitoring Project)

From left:  
Dr Michaela Baum, Otorhinolaryngologist  
Dora Cao, Senior Nurse, Gleneagles Medical & Surgical Centre, Shanghai  
Dr Andrea Sonntag-Vega, Ophthalmologist  
Susan Xu, Front Desk Officer, Jin Qiao Medical & Dental Centre, Shanghai

UNLOCK INNOVATION WITH MOBILE TECHNOLOGIES (HONG KONG)

The team proposed to integrate mobile applications and wearable sensors with telemedicine. This will enable the delivery of patient-centric services across the entire healthcare continuum via high-touch, customised interactions.
REDEFINING DIABETIC CARE MANAGEMENT WITH DIGITAL TECHNOLOGY (MALAYSIA)

To help diabetic patients better manage their condition, the team proposed a combination of microbiome innovation (therapies and diagnostics relating to the study of the collective genomes of microorganisms inhabiting the human body), nudge technology (think mobile apps, push notifications and e-mails) and digital components and algorithm to identify the best treatment.

COMMUNITY OF CARE OUTSIDE ACUTE AND TERTIARY CARE SETTING (SINGAPORE)

The project aims to extend care touchpoints and increase the hospital’s value-added services to patients beyond its walls. Focus will be on patients in four key areas: paediatrics, orthopaedics, neurology/stroke and cardiology.

TEAM

Doctor Adrex’s Sabre
From left:
Othello Dave, Deputy Medical Director, Customer Support
Ang Xing Hao Aristotle, Executive, Pricing, Customer Systems Group
Dexter Kuan Bei Yu, Manager, Pricing, Customer Systems Group
Sreekanth Chandramouli, Product Manager, Customer Systems Group
Abhishek Sinha, Manager, Medical Equipment Planning

TEAM

GALEN
(Pantai Hospital Ampang)
From left:
Mohamed Arshath, Assistant Manager, Operations
Lua See Yin, Assistant Manager, Quality
P Shanti P Kallimuthu, Chief Pharmacist
Tirulogachander Balakrishnan, Manager, Marketing

TEAM

Vanguard
Clockwise from left:
Low Yoke Lee, Lab Manager, Pantai Hospital Kuala Lumpur, Pantai Premier Pathology
Siti Zahra Mahat, Senior Executive, Business Development, Pantai Premier Pathology
Mubina Shaad, Physiotherapist and Quality Lead, Pantai Integrated Rehab
Alif Safwan, Management Associate, Malaysia Operations Division
Hareeff Muhammed, Head, Ambulatory, Ancillary and Allied Health
Dr See Kum Foong, Occupational Health Doctor, Clinic Rantau Petronas

U-TURN PRE-DIABETIC PROGRAMME (MALAYSIA)

The project aims to reverse pre-diabetic conditions. To reduce the chance of at-risk patients progressing to full diabetes, the proposed programme motivates affected individuals to change their lifestyle and dietary habits before it’s too late.
Review, Refine and Repeat

It takes more than a team to translate good ideas for implementation in reality.

The end of the 2017/2018 Parkway Pantai Innovation Challenge marked the start of a new chapter in China, as the participating teams prepared to turn their ideas into reality.

To help staff refine their projects, two Innovation Quality Improvement Forums were held in Shanghai and Chengdu on 27 and 29 March respectively, where the 14 project ideas were shared and further shaped.

Paul Gregersen, Chief Executive Officer of Greater China Operations Division, led the Shanghai forum, where he set the schedule for the reviews to be completed by August this year. The Chengdu session was chaired by Dr Wang Yi, Chief Executive Officer of Gleneagles Chengdu Hospital.

Representing Shanghai Team (LW), Dr Winter Huang, Cardiologist, discussed their idea to establish a Chronic Disease Management System to improve clinical outcomes.

Huang Zangcai, Director of Nursing, Gleneagles Chengdu Hospital, presented the One Mobile Nursing Team’s idea to synchronise all types of hospital timepieces to improve work efficiency and patient safety.
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Having What It Takes

Staff creativity shows why Parkway Pantai is always ‘Better Together’.

All Parkway Pantai staff were given a highlighter block as a souvenir to commemorate the first group-wide GCEO town hall held on 30 January 2018. Staff could choose to keep it or use it to participate in the ‘Better Together’ contest by forming a team to submit a creative structure made of the highlighter blocks. The contest, as a fun challenge that reinforced the town hall themes of integration and innovation, encouraged staff to stretch their imagination and put teamwork to the test. Here are the five winning entries:

- Pink heart reflects the Passion in Me
- Embracing our Nursing Philosophy
- Professionalism, expertise and advocacy
- Caring for our patients and their family
- Hands to show we support and nurture
- As we care together for our future
- Cultivating integration and innovation is our theme
- Upholding the 5Ups values as a team
- Our formation is built on strong foundation
- Representing our management team’s earnest dedication
- To develop the right people with the right skills and attitude
- To bring the workforce to a higher altitude
- The steps signifies our aspiration
- To be the best healthcare provider in the region
- Making a difference in people’s lives
- Is our focus as we succeed and thrive

Top prize of SGD3,000 goes to Mount Elizabeth Hospital’s Nursing department in Singapore!

482 highlighter blocks were used, the most among all entries!
We receive fellow humans as patients with worries, pain and frightened minds. We make them feel safe through personalised care and provide a homely experience during their stay. When they leave our premises, they will leave the label ‘patient’ with us and carry on their lives as before.

Gleneagles Global Health City Chennai, India defines their hospital vision:

Pantai Hospital Ipoh, Malaysia says of their cosmic-like creation:

The pyramid, unique with the innate ability to exude energy and healing power, symbolises IHH. Shareholders and directors form its foundation while the management provides direction, with staff looking at best ways on the ground to improve patient experience.

Pantai Hospital Sungai Petani shares what inspired their model ship:

We are not afraid of storm; we sail towards our destination.

Everybody in the ship works hand in hand to ensure the ship arrives at its destination on time, smoothly and safely. This can only be achieved through the teamwork of captain and crew.

China, Malaysia and Singapore say of their cross-border collaboration:

The Titan, a towering figure of strength and unity, is a symbol of what Parkway Pantai represents. With its colourful mosaic mix and strong silhouette, the Titan reflects Parkway Pantai’s inclusive diversity and noble purpose to be the leader in integrated healthcare. Like Parkway Pantai, the Titan’s footprint crosses borders as it is built from blocks sourced from across China, Malaysia and Singapore.

DO YOU KNOW?

THERE WERE 61 ENTRIES WITH A TOTAL OF 7,355 HIGHLIGHTER BLOCKS USED

THAT MEANS 7,355 STAFF WERE INVOLVED, THAT IS 35% OF OUR TALENT POOL!

Malaysia | Singapore | India | Hong Kong | Brunei | Cross-Border*
--- | --- | --- | --- | --- | ---
30 | 20 | 8 | 1 | 1 | 1

ENTRIES RECEIVED

3626 | 2241 | 1232 | 52 | 92 | 112

BLOCKS USED

*Comprise staff from Group Corporate Office, Gleneagles Chengdu, Pantai Hospital Kuala Lumpur and Mount Elizabeth Novena
Our Focus | INNOVATION

Honorable mentions

Competition was fierce and standards were set high by the many entries which were strongly creative and well-thought through. Mosaic shows you a selection of the best misses.

ONWARDS TO NEW FRONTIERS

The uplifting notion of a captain leading its crew to conquer the sea and land, working seamlessly as one stellar team, has been likened to how hospitals are run. It is a popular theme that inspired several entries, highlighting a deep love for adventure and challenge as well as the unspoken camaraderie in Parkway Pantai.
FACILITIES OF THE FUTURE
The pride, passion and commitment Parkway Pantai staff have for what they do is obvious from what they built. They are hopeful and optimistic about the future of healthcare. From perfect oases for recovery to dream machines, they envisage positive changes that would bring about greater convenience and superb clinical outcomes for the patient.

OTHER NOTABLE CREATIVE ENTRIES
The contest may be over, but the spirit of innovation and integration among Parkway Pantai staff is stronger than ever because of this fun contest, reminding everyone that people are always ‘Better Together’.
Making a Grand Entrance

The grand opening of Gleneagles Hong Kong Hospital marks a milestone for the fully operational world-class facility.

1 March 2018 marked the grand opening of Gleneagles Hong Kong, officiated by The Honourable Carrie Lam, Chief Executive of the Hong Kong Special Administrative Region.

The milestone event welcomed some 110 guests including business, industry and community stakeholders from Hong Kong and around the world.

In her speech, Carrie Lam lauded Gleneagles Hong Kong’s offering of fee transparency and medical packages, which addresses patients’ concerns in using private healthcare services. With world-class additions such as Gleneagles Hong Kong, Lam believed Hong Kong’s dual-track healthcare system will become stronger, more efficient and better equipped to respond to the varying needs of its people.

The 500-bed hospital located on the southern coast of Hong Kong...
A walk through of Gleneagles Hong Kong Hospital’s 24-hour Outpatient and Emergency, standard ward and Endoscopy Centre.

The joyous occasion was also celebrated with staff, doctors and patients.

At a tea party held on 19 March, Gleneagles Hong Kong employees relived memorable moments of the hospital since it began construction. Awards were presented to the winning teams of the anniversary photo competition.

All staff received a custom-designed pin as a commemorative souvenir. The heart-shaped pin symbolises how everyone at Gleneagles Hong Kong has taken to heart the mission of providing excellent care to its patients.

The hospital also gave special thanks to its team of doctors for delivering a high standard of care to patients with a celebration lunch. The gathering fuelled discussions on how the hospital can continue to improve its service to patients and bring about more development opportunities in the longer run.

Likewise, patients at the hospital were treated to a box of chocolates in appreciation of their trust and support.

Island commenced operations in March 2017 with state-of-the-art facilities and medical technology supporting more than 35 specialty and subspecialty clinical services.

Noting the early successes of the hospital, Dato Mohammed Azlan bin Hashim, Chairman of IHH Healthcare, remarked, “Gleneagles Hong Kong is the paradigm of a unique and strategic private-academic partnership between Parkway Pantai, NWS Holdings and The University of Hong Kong, connecting international healthcare expertise and top-notch facility infrastructure with academically-founded clinical governance.” On the strength of this unique alliance, Gleneagles Hong Kong has become a standard bearer in healthcare.
Getting Better Acquainted

We celebrate Dietitian’s Day with an exciting four-day event to raise awareness and encourage healthier eating.

There is much more to a Dietitian’s job than telling people what to eat and how to lose weight.

To recognise the important role dietitians play in a patient’s health journey, Parkway Pantai’s Singapore Operations Division celebrated Dietitian’s Day from 13 to 16 March 2018 with activities across its four hospitals.

Organised by dietitians from Gleneagles Hospital, Mount Elizabeth Hospital, Mount Elizabeth Novena Hospital, Parkway East Hospital and Parkway Cancer Centre, the inaugural Dietitian’s
Day focused on the theme of ‘What is a Dietitian?’

Members of the public gained a better understanding of the services provided by a dietitian. They can range from helping patients achieve a healthy diet to supporting chronic disease management and even sports nutrition for optimised performance. There was sharing of simple tips for better, healthier overall eating, via a full array of activities and games which kept with the spirit and theme of the celebrations.

Hospital visitors tried their hand at Diet Pong, a spin on the popular game where participants answer questions in exchange for prizes. They also had a spin at the Wheel of Nutrition – think Wheel of Fortune but with food nutrient samples as prizes. To cap it off, there were generous notes of love and encouragement gathered on the ‘wall of appreciation’ from fellow colleagues and the public during the event.
These Wounds Will Heal

The Parkway Pantai Wound Management Workshop highlights the latest ways to achieve proper skin recovery.

W
hen not cared for properly, even simple wounds take longer to heal. There is always risk of infection that may lead to scarring or complications. Themed ‘Multidisciplinary Approach for Optimal Patient Outcome’, the inaugural Parkway Pantai Wound Management Workshop was held at the Gleneagles Hospital Auditorium in Singapore on 2 March 2018. The event aimed to provide nurses and healthcare professionals with the latest in evidence-based practices and procedures for proper wound management as part of better patient care.

The series of talks and hands-on sessions was conducted by Wound Specialised nurses from Singapore Operations and well-supported by Dr Chan Yuin Chew, Dr Ooi Lai Hock and Dr Lee Chee Wei who shared their expertise. For the 131 participants from Singapore Operations and other private hospitals in Singapore, the workshop offered opportunities to exchange knowledge in a fun and hands-on approach while making like-minded friends.

Healthy skin heals faster and is less prone to scarring when you get an injury. Here are some quick tips you can fit into your daily routine to get healthy skin easily.

KEEPING HYDRATED
- Drink enough water to prevent skin dryness

EAT FOOD WITH ANTIOXIDANTS
- Reduce inflammation which is a leading cause of wrinkles (e.g. blueberries, pomegranate, nuts, organic green tea)

GET ENOUGH OF VITAMIN C
- Improves skin collagen formation

EAT HEALTHY FATS
- Fatty acids are crucial for skin to look youthful (e.g. nuts, flax seeds, olive oil, avocados, fish)

AVOID TOO MUCH SUGAR
- Constant high consumption of sugars causes damage to the body and speeds up the aging process

GET REGULAR EXERCISE
- Increases circulation of oxygen and nutrients, leading to clearer and firmer skin

SLEEP WELL
- Skin rejuvenates and repairs itself mostly while you are asleep

CONTROL YOUR SUN EXPOSURE
- Reduce exposure to harmful ultraviolet rays
- Small amounts of daily sun are beneficial for Vitamin D production which contributes to skin cell growth, repair and metabolism
Placing Women’s Health First

Gleneagles Global Health City launches CECURA, a pioneering Uro-Gynaecological programme for women.

In conjunction with International Women’s Day, Gleneagles Global Health City, Perumbakkam launched CECURA, a Centre of Excellence for Continence & Uro-Gynaecology Rehabilitation & Assessment.

Operating 24/7, the state-of-the-art centre is the first of its kind in the city of Chennai. It aims to help women restore their self-esteem by adopting a holistic approach to treatment and management of incontinence.

“Incontinence can shake someone’s self-confidence and cause them to pull away from their social and personal relationships. It is not surprising then that it has been called the silent epidemic,” said Dr Meera Ragavan, head of CECURA and the Department of Uro-Gynaecology at Gleneagles Global Health City.

Ramesh Krishnan, Chief Executive Officer of India Operations Division, added, “Gleneagles Global is proud to build awareness on the important aspects of community well-being. Through CECURA, we want to give all women the respect and dignity they deserve. Happy Women’s Day!”
Pantai Hospital Kuala Lumpur embarks on the Blue Socks campaign, shedding light on overlooked aspects surrounding a fast-rising health concern.

According to figures released by Erica Lam, Chief Executive Officer of Pantai Hospital Kuala Lumpur, and invited guests leading off the Blue Socks campaign launch event, diabetes is an escalating global health concern affecting millions. According to figures released by the World Health Organisation, the disease is projected to become the 7th leading cause of death by 2030. The Malaysian Ministry of Health predicts that adult diabetes will rise as high as 21.6 per cent nationally.

In response, Blue Socks campaign aims to generate greater public awareness about diabetes, focusing on painful diabetic peripheral neuropathy (pDPN).
Primary stakeholders on hand for the unveiling of the pioneering initiative.

About 60 per cent to 70 per cent of diabetic patients will eventually develop peripheral neuropathy. But because these painful symptoms are under-recognised, many patients leave their DPN untreated for a long time.

- Dr Vijay Ananda Paramasvaran, Consultant Endocrinologist, Pantai Hospital Kuala Lumpur

Erica Lam, Chief Executive Officer of Pantai Hospital Kuala Lumpur, said, “Through the Blue Socks campaign, we want to improve the quality of life of diabetic patients through early prevention and detection of pDPN. We are honoured to be part of this initiative to raise awareness on the seriousness of pDPN and the appropriate management of the disease among Malaysians.”

Over a period of six months, Diabetes Malaysia will run a series of public education workshops and forums covering ways to identify pDPN, self-assessment demonstration, patient case studies and foot care management tips to prevent diabetic related foot complications.

The activities will culminate in Walk in Blue Socks, a community walk to promote healthier lifestyles and better understanding about diabetes and pDPN.
Spreading the Word

Gleneagles Penang gets serious about Colorectal Cancer Awareness with a two-day event to support the fight against the deadly disease.

Gleneagles Penang organised Colorectal Cancer Awareness Campaign and Colorectal Cancer Awareness Walk on 17 and 18 March 2018 respectively, to raise awareness of early diagnosis and treatment of colorectal cancer.

Ivan Loh, Chief Executive Officer of Gleneagles Penang addressed the audience at the Colorectal Cancer Awareness Campaign held at Straits Quay Penang, stressing that one of the most effective ways is to increase their knowledge of the disease and its symptoms, while emphasising the importance of health screening as well as advocating a healthy lifestyle to help prevention.

Simulcasted live on Facebook, the Awareness Campaign featured an in-depth panel discussion with Gleneagles Penang specialists and sharing of experiences by a pair of colorectal cancer survivors.

Punctuating the two-day series, the Awareness Walk continued...
A panel discussion was held with doctors and two colorectal cancer survivors who shared their experience as a colorectal cancer patient.

The show of community solidarity and support for Gleneagles Penang's continued efforts to raise awareness. Over 600 participants including members of the public, cancer survivors and caregivers took part to help raise awareness on the disease and the importance of early screening. The hospital also provided complimentary medical health screening for participants before and after the walk.

Both events underscored the hospital's ongoing efforts to share valuable health information that can improve the lives of the community. Gleneagles Penang also plans to create a platform for peer-support among colorectal cancer survivors and their caregivers.

“Early diagnosis offers the best chance for cure and it is vital that people go for regular health screening to check their health status,” advised Dr Buvanesvaran, Consultant Colorectal Surgeon at Gleneagles Penang. He also gave tips on how to recognise key signs and symptoms associated with the deadly disease.

Dr Amir Shah, Consultant Oncologist and Radiotherapist at Gleneagles Penang, was also at hand to demystify some of the concerns and misconceptions surrounding chemotherapy.

Colorectal cancer does not discriminate and it has become the number one cancer among Malaysian men and second after breast cancer for Malaysian women. It is crucial for the community to be aware of this killer disease as their health is our utmost priority.

- Ivan Loh, Chief Executive Officer of Gleneagles Penang
Keeping it all in the Family

Pantai Hospital Penang elevates patient care with the launch of three new initiatives.

Delivering on its commitment to improve patient care, Pantai Hospital Penang expanded its service offerings with the introduction of Family Rewards Club and Penang’s first-of-its-kind Vaccine Centre and Home Care Services.

Officiating at the launch event on 24 March 2018, YB Dato’ Haji Mohd Rashid bin Hasnon, Deputy Chief Minister 1, Penang, spoke of Pantai Hospital Penang’s role as a first-class healthcare provider and the positive impact of the new programmes on the local community.

To mark the occasion, guests enjoyed free health checks and a tour of the hospital’s new facilities.

**Family Rewards Club programme**

- A new loyalty programme to help families manage their medical and healthcare needs through Pantai Hospital Penang’s comprehensive range of services.
  - Open to all age groups.
  - Free health screenings for all new members.
  - Free home transport services for members residing within 20km of the hospital.
  - Member benefits includes home care nursing services, vaccination reminders and scheduling online appointment for up to 10 people.
  - Member can earn reward points by purchasing health screening packages, participating in hospital organised activities and events such as online surveys and feedback requests.
  - Reward points can be redeemed for pharmaceutical products and other benefits.

YB Dato’ Haji Mohd Rashid bin Hasnon, Deputy Chief Minister 1, Penang (third from right) joined Pan Wen Lek, Chief Executive Officer of Pantai Hospital Penang (second from left) at the official launch of the Family Rewards Club.
Raising Heartbeats in Chengdu

Parkway Pantai supported the 2018 Chengdu Panda Marathon with a 33-strong team.

Led by its Chief Executive Officer Paul Gregersen, 33 staff from the Greater China Operations Division of Parkway Pantai participated in the Chengdu Panda Marathon on 18 March 2018 as runners, medical aid providers and cheerleaders.

“This is the first time the China team from Chengdu and Shanghai participated together in a sports event. It was great fun for the whole team and we will continue to support more sports events in future,” said Paul.

The event held in northwest Chengdu’s Dujiangyan City drew about 30,000 runners from around the world. Participants were treated to stunning views of local scenic spots including the Dujiangyan Irrigation System, Panda Valley, Mount Qingcheng and Jinma River Greenway.

Linus Tham, Group Chief Information Officer of Parkway Pantai, who lent support to the China team together with his wife Ee Huei Ching, added, “It was a fantastic and wonderful experience to be part of the contingent. Kudos to Dr Wang Yi for completing the full 42km marathon – and along the way taking the time to pace my wife. I look forward to seeing a larger contingent next year when our new 350-bed Gleneagles Chengdu Hospital becomes fully operational.”
As a way of giving back to the community, Pantai Hospital Cheras organised a Chinese New Year celebration on 5 February 2018 for 40 special needs children from a local welfare organisation, Persatuan Insan Istimewa Cheras.

The festivities unfolded over a fun-filled day, with a lunch and dessert to delight the palate and a goodie bag for every participant.

Rachel Yew, Chief Executive Officer of Pantai Hospital Cheras, said that the activity is part of the hospital’s continued efforts to give back to the local community, especially during the festive season.

The heartwarming event ended on a high note with a festive sing-along. Chorusing and clapping to some of the most popular Chinese New Year tunes, it was all hugs and smiles as everyone went home with fond memories to look back on.
Care Beyond the Call of Duty

Recognising Parkway Pantai staff from Singapore and Ipoh for rendering assistance to those in need beyond the hospital’s boundaries.

Kudos to our nurses and doctor from Singapore’s Gleneagles Hospital for their quick response in assisting a motorcyclist injured in an accident just outside the hospital on 23 February 2018.

The hospital’s accident and emergency department was alerted to the accident and immediately dispatched two nurses to the scene. Jaya Vadivazhagi, Nurse Manager, and Dr Yip Chee Wei, an off-duty resident physician from the hospital’s 24-hour clinic also joined them later to render assistance. The four assessed and stabilised the motorcyclist’s condition, before moving him to safety.

For their quick thinking and selflessness, the staff involved were honoured with the Community First Responder Award from the Singapore Civil Defence Force on 16 March 2018 at Alexandra Fire Station.

Not all heroes wear capes

On 5 February 2018, a 10-tonne lorry parked in front of Pantai Hospital Ipoh caught fire. Mohd Fazwan bin Arshad of Pantai Hospital Ipoh’s Emergency and Rescue Team rushed to the scene to nullify the flames with a fire extinguisher. He displayed bravery by putting himself in danger for the safety of others.

Eight firemen from Ipoh Fire and Rescue Department reached the scene 10 minutes after the emergency was reported. No injury was reported in the incident.

Ipoh Fire and Rescue Department recognised the team’s collective effort with the Management presenting a token to Fazwan for his bravery and effort to maintain a safe environment for those around him.
The Courage Fund Healthcare Humanity Awards was founded on a Singapore legacy that began at the height of the SARS crisis in 2003. During the year of the outbreak, more than 5,500 awards were given out to workers in the healthcare sector for their dedication and courage in the fight against the disease.

Today, the Healthcare Humanity Awards serve to remind the public that the healthcare industry is a noble and demanding profession, not just merely a job for anyone. It also serves as an aim to raise public recognition and respect for the healthcare profession.

This year, nurse Chaw Ei Ei and Selvamalar Seevaratnam have done Mount Elizabeth Hospital proud by earning this prestigious accolade. This is the third consecutive year nurses from the hospital have received the award.

Service Before Self

It is often said that there is nobility in the service of the dedicated healthcare professional. True sacrifice is the ability to place others before oneself, and none better exemplify these virtues than these two remarkable nurses from Mount Elizabeth Hospital.

CHAW EI EI
Senior Staff Nurse

A qualified pharmacist in her native Myanmar, for Ei Ei becoming a nurse was a calling. Her service to her patients has always been characterised by genuine concern and kindness. And as part of the multi-disciplinary unit, the working hours of a standard shift seem inapplicable, especially since she always begins working a half hour early to lend an extra hand, and rarely ends even when it is time to clock out. Yet, Nurse Ei Ei’s dedication to her calling goes further still.

From improving efficiency in her own unit, to extra
When you learn how to die, you learn how to live.

SELVAMALAR SEEVARATNAM
Senior Enrolled Nurse

For Nurse Selvamalar, or simply Nurse Selva, compassion and empathy seem innate. Serving in the Oncology unit demands true magnanimity, yet Nurse Selva’s dedication towards her patients and her work far exceeds what is merely customary. She is in charge of performing the last office for deceased patients – a duty most shy away from. Requiring an added amount of sensitivity and care, Nurse Selva performs these delicate tasks with solicitude.

As Nurse Selva herself describes it, “It’s very emotional, sometimes I still find myself trembling. But you must be brave, and I remind myself that I’m doing this for my patient and their family. This is their last moment so you must be prepared, and I try my best to give them comfort and respect”. For her, it is about protecting the dignity of her patients and providing a measure of solace.

Outside of work, Nurse Selva has been working on outreach initiatives and causes through the Hindu temples in India to help children and elderly.

For me, every patient who is admitted, I treat them like they’re family.

research for better patient safety standards, Nurse Ei Ei is always willing to go the extra mile. For many, motivation lies in reward, but as Nurse Ei Ei would say, “No matter how tired I am, or what is going on personally, when I see a smile from a patient, or say a simple thank you, that is when I know I love my job”.

Nurse Ei Ei also participates in efforts to help the needy in Myanmar and has volunteered for St. Andrew’s Cathedral Medical Outreach Missions.

When you learn how to die, you learn how to live.
Dr Chew Huck Chin is one of the few rare medical practitioners with three specialities in Singapore (Emergency Medicine, Respiratory Medicine and Intensive Care Medicine). His passion for the industry and care for patients is impeccable, which resulted in his foray into the intensive care sector. The only deterrent? A two year extension on his training, something Dr Chew gladly accepted.

After 20 years in the medical industry, Dr Chew has seen his fair share of ups and downs.

“We do save a lot of lives, but as doctors, I think we tend to remember the losses more than the victories because it hits us the hardest. I guess most of the time, we try to put emotions aside when making professional decisions. This is something seen less by the public, because we do have to maintain an objective stand, especially in respiratory medicine, where our main focus is to stabilise oxygenation and to keep the patient breathing,” he added.

According to Dr Chew, one of the hardest situations to cope with is when the patient involved is a family member or a friend. Making rational decisions at that point of time is crucial for survival and medical practitioners might be blinded by their emotions or relationship with the patient.

Sometimes, doctors are forced to take calculated risks to save a critically ill patient.

A common misconception is that a respiratory specialist deals with only coughs and asthma. Dr Chew adds to that other lung-related illnesses such as tuberculosis, fluid in the lungs, sleep apnea, smoking cessation and at times, even potential complications in the lungs caused by other illnesses.

As the lungs are commonly affected during most sicknesses, he often works in tandem with specialists from other disciplines. On a lighter note, Dr Chew shared with us about his most interesting patient, an Orang Utan from the Singapore Zoo.

“It was a very interesting project, because Labu had some fluid in his lungs and I have never had an Orang Utan as my patient before. However, I can assuredly say that Labu doesn’t really like me, because every visit starts with him being tranquillized!” Dr Chew laughed as he recounted the story.

On what he’s looking forward to this year, Dr Chew replied, “Last year my family and I went to explore Sri Lanka. There is so much raw natural beauty there and people should try to experience it. This year, we’re hoping to chase the Northern Lights at either Norway or Iceland.”

My name is Dr Chew Huck Chin and I’m an avid fan of country music. After my sojourn in the United States, I developed a liking to the Tennessee originated genre. I am also an avid gardener, and have once maintained a rooftop garden.
What is your thought process during an emergency?

I try to understand the situation before making any decisions. The initial focus is to ensure the patient’s breathing and blood pressure is stable. Following up, I will think of previous or similar cases to make a calculated decision.
How do you complete so many surgeries with great success rates?

Many people believe this is luck, but I believe luck is indirectly the blessings of the Almighty which favour only the brave.
Dr Bharat Purohit, Chief of Cath Lab and Interventional Cardiology and Senior Consultant Cardiologist at Continental Institute of Cardiovascular Sciences, shares his story on his mission for mankind.

Dr Bharat Purohit is no ordinary surgeon. The Chief of Cath Lab and Interventional Cardiology and Senior Consultant Cardiologist at Continental Institute of Cardiovascular Sciences has performed countless procedures, many of which are highly complex, with tremendous success. He received the Medtronic Physician Fellowship from Washington Medical Centre, Washington, US, after a stellar career of over 14 years in the field of Interventional Cardiology.

Dr Purohit started his career as a cardiology resident in Batra Hospital, Delhi and got trained in intensive care at Jaslok Hospital, Mumbai. During his tenure at Continental Hospitals, Dr Bharat has lead his team in carrying out many challenging and groundbreaking cases like transcatheter aortic valve implantation, left atrial appendage occluder, Micra Transcatheter Pacing System among many others.

As a surgeon, Dr Purohit believes in delivering successful outcomes with a calm and composed head. He considers service to mankind as equal to service to God and believes that there can be no better profession to serve mankind other than the field of medicine.

As a surgeon, he is one of the few and firsts to have done Percutaneous Aortic Valve Implantation and Retrograde Coronary Angioplasty in this region as well as part of the team which performed one of the first absorbable stents in South India. This encouraged other Interventional cardiologists and helped them perform these complex procedures which have improved patient care throughout the years.

On his stellar track record in the operating room, Dr Purohit said, “Many people believe this is luck, but I believe luck is indirectly the blessings of the Almighty which favour only the brave. Faith and service are so intricately associated with each other, that we cannot attribute our success to either faith or service. It is a combination of both which leads to the positive outcomes for the patient.”

The decorated doctor lauds many technological improvements such as cell therapy and percutaneous valve replacement technology which have helped enhance the quality of cardiac care.

His vision for the future is simple - continue his professional mission to serve people as long as he is alive.

More About The Doctor

My name is Dr Bharat Purohit. I like to take up challenging cases and I believe that service to mankind equals to service to God. I am thankful for having an understanding wife and family that helps me overcome the stress.
Hacking your Favourite Food

Local classics and hawker centre favourites made healthier in a few easy steps.

In the various regions of Asia, we are blessed with a plethora of cuisines that range from cultural delicacies to fusion works of art. The heritage of the countries provides an insurmountable selection of food that would leave mouths watering for more. It is however, important to keep our health in check and remember healthier choices are available at most hawker centres or restaurants. A couple of guidelines and rules for a healthier meal are food that are cooked with less oil/fat, contain less sodium and include more fibre. Here are two common meals that we have ‘hacked’ to make it healthier yet still very much enjoyable.

FISH SOUP

A bowl of deep fried fish noodles soup would have 641kcal, 20g fat, 2707mg sodium, and 1.6g fiber. If you are watching your weight and calorie intake, you can make this dish a healthier option by:

1. Choosing tanghoon, which is a type of transparent noodles made from mung bean/potato starch and water. It has the lowest calories compared to other types of Asian noodles.

Calories per 100g of cooked noodles

<table>
<thead>
<tr>
<th>Noodle Type</th>
<th>Calories</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rice</td>
<td>130kcal</td>
</tr>
<tr>
<td>Thick bee hoon</td>
<td>139kcal</td>
</tr>
<tr>
<td>Thin bee hoon</td>
<td>109kcal</td>
</tr>
<tr>
<td>Vermicelli</td>
<td>84kcal</td>
</tr>
<tr>
<td>Kway teow</td>
<td>140kcal</td>
</tr>
<tr>
<td>Yellow noodles</td>
<td>207kcal</td>
</tr>
<tr>
<td>Instant noodles</td>
<td>424kcal</td>
</tr>
</tbody>
</table>

2. You can reduce 50% or more calories by choosing sliced fish and plain noodles (except for instant noodles). Instant noodles are cooked by flash frying, which contain more fats. You can reduce up to 3 teaspoons of oil by opting for sliced fish instead of the fried version.

3. This dish is also high in sodium and low in fiber. Ask for more vegetables and refrain from drinking the soup – whether you order clear soup or soup with evaporated milk.
A plate of roasted chicken rice would have 607 kcal, 23 g fat, 1287 mg sodium, and 2 g fiber. You can make this dish a healthier option by:

1. Considering steam rice. Chicken rice cooked with fat and seasonings will have higher calories and sodium content than steamed rice.

<table>
<thead>
<tr>
<th>Chicken rice, rice only</th>
<th>466 kcal</th>
<th>7.7 g fat</th>
<th>820 mg sodium</th>
</tr>
</thead>
<tbody>
<tr>
<td>White rice</td>
<td>385 kcal</td>
<td>1 g fat</td>
<td>10 mg sodium</td>
</tr>
</tbody>
</table>

2. Choosing the leaner cut is important. Chicken breast contains lesser calories (up to 20%) and fat (30-50%) than thigh and drumstick.

<table>
<thead>
<tr>
<th>Different cuts/100g</th>
<th>Calorie (kcal)</th>
<th>Fat (g)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken thigh</td>
<td>247 kcal</td>
<td>15.5 g</td>
</tr>
<tr>
<td>Chicken breast</td>
<td>197 kcal</td>
<td>7.8 g</td>
</tr>
<tr>
<td>Chicken drumstick</td>
<td>216 kcal</td>
<td>11.2 g</td>
</tr>
</tbody>
</table>

3. You might be surprised but there is not much difference in calories/fat/sodium between steamed chicken and roasted chicken.

4. By trimming off the skin, you are able to reduce your calorie and fat intake by 15% and 30% respectively. For every 100 g of meat, you would have saved 1 teaspoon of oil when eating without the skin. Based on a typical 2000 kcal diet, the total fat allowance is about 55 to 65 g a day (25-30% of our total energy intake).

5. It is always recommended to ask for more cucumbers or order additional portions of vegetables, such as kailan, chye sim, or bean sprouts to increase your daily fibre intake.

6. Chilli sauce and dark sauce are both very high in sodium. Every tablespoon of chilli sauce and dark sauce contains 433 mg and 810 mg sodium respectively. The daily recommendation of sodium intake established by the Singapore Health Promotion Board is less than 2,000 mg per day which is equivalent to less than one teaspoon of salt intake per day, to prevent chronic conditions such as hypertension and kidney disease.
Battling the Bugs During Travel

Be prepared for common illnesses when you go abroad with these pointers.

Searching for the best cuisines, seeking out pristine coasts and heritage sites, are all parts of the joys of travel. With the mid-year holiday season coming up, some of you may be busy looking for travel deals or short getaways. It is important to keep healthy throughout the trip and not let illnesses get you down. Street food, polluted air, freezing temperatures could lead to an unwanted infection.

Here are the common travel ailments as well as the medications and ways to avoid them.
Cough
A cough might come in tandem with a cold, as both respiratory tract infections. Avoid overeating food that is fried or high in sodium. Antihistamines provides a mild sedation and cough drops helps to smoothen the throat.

Stomach upsets
Common stomach upsets can be due to lactose intolerance, irritable bowel syndrome, food poisoning or eating overly spicy or oily food. Too much alcohol or caffeine as well as motion sickness can lead to a stomach upset as well. One of the most common solutions is to take antacids or charcoal pills to relieve the excessive gastric acids.

Skin irritation
The air in the plane is dry, hence the high possibility of getting skin irritation like eczema especially if you have sensitive skin. Fragranced soaps from hotels might cause dryness and itch due to unfamiliarity. Over the counter topical creams, or higher potency steroid creams can be used to alleviate the rash. Moisturise commonly affected areas such as elbows and knees to help relieve irritations.

Fever
A fever is how our immune system attempts to fight off an infection. However, sometimes the temperature gets too high and this can lead to serious complications. Bringing paracetamol when travelling will be useful to help lower the temperature.

Flu
Commonly known as the flu, influenza is a contagious respiratory illness caused by viruses. Congestion, sore throat, and sneezing are common with colds. Antihistamines and decongestants are medicines to relieve the discomfort, although they come with side effects like drowsiness or raising blood pressure.
## Hospitals

<table>
<thead>
<tr>
<th>Country</th>
<th>Location</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BRUNEI</strong></td>
<td></td>
<td><strong>GLENEAGLES JPMC</strong></td>
</tr>
<tr>
<td><strong>HONG KONG</strong></td>
<td></td>
<td><strong>GLENEAGLES HONG KONG</strong></td>
</tr>
</tbody>
</table>
| **INDIA** | | **BENGALURU**  
**BGS GLENEAGLES GLOBAL HOSPITALS, KENGERI**  
**NABH accredited**  
**GLENEAGLES GLOBAL HOSPITALS, RANAGAR**  
**GLENEAGLES GLOBAL HOSPITALS, RICHMOND ROAD**  
**GLENEAGLES GLOBAL HOSPITALS, VIJAYANAGAR** |
| **MALAYSIA** | | **CHENNAI**  
**GLENEAGLES GLOBAL HEALTH CITY, PERUMBAKKAM**  
**NABH accredited**  
**HYDERABAD**  
**CONTINENTAL HOSPITALS JCI, NABH accredited**  
**AWARE GLENEAGLES GLOBAL HOSPITALS, L.B.NAGAR**  
**NABH accredited**  
**GLENEAGLES GLOBAL HOSPITALS, LAKDI-KA-PUL** |
| **PANTAI HOSPITAL** | | **CHENNAI**  
**GLENEAGLES KOTA KINABALU**  
**MSQH accredited**  
**GLENEAGLES KUALA LUMPUR**  
**MSQH accredited**  
**GLENEAGLES MEDINI JCI, MSQH accredited**  
**GLENEAGLES PENANG JCI, MSQH accredited**  
**PANTAI HOSPITAL AMPANG**  
**MSQH accredited**  
**PANTAI HOSPITAL AYER KERIH**  
**MSQH accredited**  
**PANTAI HOSPITAL BATU PAHAT**  
**MSQH accredited** |
| **SINGAPORE** | | **GLENEAGLES HOSPITAL**  
**JCI accredited**  
**MOUNT ELIZABETH HOSPITAL (ORCHARD)**  
**JCI accredited**  
**MOUNT ELIZABETH NOVENA HOSPITAL**  
**JCI accredited**  
**PARKWAY EAST HOSPITAL**  
**JCI accredited** |
| **UAE** | | **DANAT AL EMARAT HOSPITAL FOR WOMEN AND CHILDREN** |

## Medical Clinics

<table>
<thead>
<tr>
<th>Country</th>
<th>Location</th>
<th>Name</th>
</tr>
</thead>
</table>
| **CHINA** | | **BEIJING**  
**CHAO WAI MEDICAL CENTER**  
**JINGSHUN MEDICAL CENTER**  
**CHENGDU**  
**CHENGDU SHENTON HEALTH CLINIC**  
**SHANGHAI**  
**GLENEAGLES MEDICAL AND SURGICAL CENTER** |
| **HONG KONG** | | **HONG QIAO MEDICAL CENTER**  
**JIN QIAO MEDICAL AND DENTAL CENTER**  
**XINTIANI SPECIALITY AND INPATIENT CENTER**  
**SHANGHAI CENTRE MEDICAL AND DENTAL CENTERS**  
**SHANGHAI JIN MAO TOWER MEDICAL CENTER**  
**SUZHOU**  
**SIP MEDICAL AND DENTAL CENTER** |
| **HONG KONG** | | **PARKWAY HEALTH CENTRAL HONG KONG MEDICAL CENTRE** |
| **MALAYSIA** | | **KUALA LUMPUR**  
**TWIN TOWERS MEDICAL CENTRE** |
| **SINGAPORE** | | **PARKWAY SHENTON CLINICS**  
**PARKWAY EXECUTIVE HEALTH SCREENING** |
| **INDIA** | | **CHENNAI**  
**GLENEAGLES GLOBAL CLINIC, ADYAR** |
| **A&E / 24-HOUR WALK IN CLINICS (All 4 hospitals)** | | **ANG MO KIO FAMILY MEDICAL CLINIC**  
**MARITIME MEDICAL SERVICES**  
**NIPPON MEDICAL CARE** |

## Ancillary Medical Services

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| **MALAYSIA** | | **PANTAI INTERGRATED REHAB**  
**PANTAI PREMIER PATHOLOGY** |
| **SINGAPORE** | | **PARKWAY HEALTH LABORATORY**  
**PARKWAYHEALTH RADIOLOGY** |
| **PARKWAY COLLEGE** | | **IXCHANGE**  
**ANGSANA MOLECULAR AND DIAGNOSTICS** |

Information is correct as of February 2018
Our CASHLESS SERVICE*

For patients with private integrated shield plans

NO Deposit required
NO Payment upon discharge

6 in 10 Medishield Life policyholders are covered by Private Integrated Shield Plans. Therefore, Parkway East Hospital is pleased to offer a Cashless Service for all elective patients who are covered by Private Integrated Shield Plans for private hospitals. Through this additional end-to-end service, Parkway East Hospital will submit the hospital bills and get reimbursed directly from the insurer, so eligible patients are able to admit with no deposit and no payment upon discharge.

*ELIGIBILITY CRITERIA:
- Singaporeans / Permanent Residents
- Estimated bill sizes of up to $30,000
- Medisave balance of at least $10,000
- Patients with Private Integrated Shield Plans for private hospitals:
  1. AIA HealthShield Gold Max A
  2. Aviva MyShield Plan 1
  3. Great Eastern SupremeHealth Plan P Plus
  4. NTUC Income Enhanced IncomeShield Preferred
  5. Prudential PRUShield A Premier
- Subject to terms and conditions, pre-existing conditions, exclusions, and causes of hospitalisation

OUR CLINICAL SPECIALITIES:
- General Surgery
- Obstetrics & Gynaecology
- Paediatric
- Orthopaedic
- Hand Surgery
- Ophthalmology
- Cardiology
- Internal Medicine
- Ear, Nose & Throat
- Dermatology
- Psychiatry
- Urology
- Renal Medicine
- Anaesthesiology

PARKWAY EAST HOSPITAL
321 Joo Chiat Place Singapore 427990

For appointment or enquiries, please call (65) 6377 3737 or email pepac@parkway.sg.

Parkway East Hospital is accredited by Joint Commission International

* Figure drawn from article: Salma Khalik, 'Health coverage: Are you overinsured' (The Straits Times, Jan 23, 2014), yourhealth.asiaone.com
The Gleneagles Touch


With over 300 multi-disciplinary specialists, Gleneagles Hospital has been fulfilling its legacy of providing quality healthcare services for more than 50 years. Through the years, one thing has remained constant – our commitment to putting the patient in the centre of all we do. That is our Touch. That is our Promise.

Call us and get a specialist appointment within 48 hours.

Gleneagles Patient Assistance Centre
24-Hour Hotline: +65 6575 7575
Email: gpac@parkway.sg
www.gleneagles.com.sg
6A Napier Road, Singapore 258500