Quest For Quality

The 2018 IHH Quality Summit promotes excellent healthcare through effective partnerships
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
SUSTAINING A QUALITY CULTURE

Some say that the mark of true quality is the quest for continuous improvement. For Parkway Pantai, that means constantly refining and enhancing the healthcare experience we provide our patients.

Across the numerous geographies in which we operate, we endeavour to give our patients access to the best care and expertise available. Echoing that ideal in this issue, we recap the highlights of the IHH Quality Summit in Kuala Lumpur, where quality improvements and achievements by our teams are recognised and celebrated (Page 8).

To advance clinical excellence and services, we unveiled our plans to launch the region’s first Proton Beam Therapy Centre at Mount Elizabeth Novena Hospital in 2021 (Page 14). Our Malaysia Operations Division also introduced new equipment and tests to benefit patients across the peninsula (Page 16).

We continue to deliver on our mission to make a difference in people’s lives. In a show of support for academia and education, a new S$2 million Mount Elizabeth-Gleneagles Graduate Scholarship Fund with Duke-NUS Medical School was recently established (Page 20). Through our Life Renewed programme in Singapore and Malaysia, we continue to bring hope to the less fortunate by providing free medical treatment in our hospitals (Page 22 & 24).

Banking on the collective knowledge and expertise of our talented and passionate workforce, we continue to serve the needs of people and patients around the world.

Lim Bee Ling
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10 RECOGNISING QUALITY EXCELLENCE Championing the best and the brightest with the IHH Quality Awards 2018 and the IHH Patient Safety Awards.
WARNING! DO NOT SKIP MEALS
Be aware of poor eating habits.

AN EASY GUIDE TO FREEING YOUR MIND
Start the year anew by clearing your headspace and rejuvenate the mind.
Parkway Pantai @ 61st Merdeka Celebrations

Parkway Pantai made its presence felt during the momentous 61st Merdeka Day celebrations in Putrajaya on 31 August 2018. Staff from the Malaysia Corporate Office and hospitals in the Klang Valley participated in the march-past by joining the contingent representing government-linked companies and private entities.

More than 300,000 spectators witnessed the parade which began upon the arrival of the King and a 14-gun royal salute. The organisation’s participation in the parade is a symbolic representation of the significant role it has and will continue to have in the development and progress of Malaysia.

IHH Doctors’ Cocktail

The first Doctors’ Cocktail in Malaysia Operations Division was held on 27 September 2018 at Eastern & Oriental, Penang. Consultants from Gleneagles Penang, Pantai Hospital Penang, Pantai Hospital Sungai Petani, Pantai Hospital Ipoh and Pantai Hospital Manjung were invited for an evening of good company and delicious food.

Hosted by the Chairman and Board of Directors of IHH Healthcare (the parent company of Parkway Pantai), the event was to show appreciation to the consultants in the Northern Region who have been supporting IHH and Parkway Pantai with their dedicated service and excellent duty of care.

Dr Hafiz Law, Cardiothoracic Surgeon at Gleneagles Penang, was delighted with the event. “This is an excellent get-together for all the doctors in the different hospitals within the group - it gives a sense of camaraderie and belonging.”

“It was a night filled with great food, great company and better understanding between the management and colleagues as well as getting a clearer picture of the vision and direction of the group,” added Dr Chua Hwa Sen, Orthopaedic Consultant at Pantai Hospital Penang.

Display of national pride by Parkway Pantai staff.
Passenger Health is First for Grab

70 Grab driver-partners learnt how they can save lives, above and beyond driving safely at a workshop organised by Pantai Hospital Ipoh on 18 September 2018.

They were taught how to handle medical emergencies as well as techniques in transporting injured or ill passengers, and given hands-on experience in administering first aid. The hospital also provided free health screenings to the driver-partners.

Lessons from Malaysia

Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare, was a panellist at the South China Morning Post’s flagship China Conference. He shared insights on how IHH Healthcare is investing and operating in China, along with learnings about how Malaysian businesses can best work with their Chinese counterparts.

The conference, held in Malaysia over two days from 10 to 11 October 2018, had various keynote topics being addressed revolving around the theme, ‘China in Southeast Asia: Building Cooperation, Managing Complexities’.

I AM FINE - Back to Life!

The Oncology Department at BGS Gleneagles Global Hospitals hosted ‘I AM FINE - Back to Life’ event in Kengeri on 22 September 2018 to support cancer survivors. The event was graced by celebrity Tara Anuradha and Chef Naveen, a popular TV personality with over 15 years of experience in culinary industry. The latter shared easy and nutritious recipes that can be adopted by survivors and their families.

Cancer survivors learn to keep cancer at bay with healthy eating.
Giving to the Children

To mark the 5th Anniversary of Mount Elizabeth Hospitals’ Doctor For A Day programme in Singapore, Stephens Lo, Chief Executive Officer of Mount Elizabeth Novena Hospital presented Maurice Nhan, Chairman of Children’s Wishing Well, with a S$8,000 cheque at indoor theme park, KidZania, on 7 September 2018.

In addition, 250 beneficiaries of Children’s Wishing Well had a day of fun at KidZania as they experienced the work of healthcare professionals.

First GHK Cup

The first GHK Cup—Soccer Sevens competition saw a display of skills and tricks by staff teams from Gleneagles Hong Kong as they competed for the championship.

Congratulations to the GHK United team for winning the championship and receiving the Gold medals from the hospital’s Chief Executive Officer, Mr Dirk Schraven!

Strokes Above the Rest

Pantai Hospital Ayer Keroh Sports and Recreational Club organised its annual in-house badminton tournament at Yok Bin Secondary School, Jalan Ayer Leleh on 2 September 2018. The event served to foster closer ties between staff and consultants while encouraging an active sporting culture.

52 Consultants and staff participated in the tournament which consisted of three categories - Men’s Double, Novice Doubles and Mixed Doubles. Congratulations to the competition winners!

A heartfelt gift to celebrate a milestone for Mount Elizabeth Hospitals Singapore’s Doctor For A Day programme.

Being a good sport!
Step Up to Fresh Starts

More than 500 staff from Singapore Operations Division participated in the Yellow Ribbon Prison Run on 9 September 2018 to pledge their full support to ex-offenders who have reformed their lives.

The event, which is in its third year, saw staff participating in the 10km competitive run and 5km fun walk. Participants ran past many historical sites including the Johore Battery, the Changi Chapel Museum, and the iconic Old Changi Prison Wall.

The Parkway Pantai team hopes that every step taken will help bring ex-convicts closer to a second chance at life.

Let’s Go Wet & Wild!

Parkway Pantai’s Singapore Operations Division had its Family Day, during which staff, family and friends enjoyed a day of Wet & Wild fun under the sun!

Held at Adventure Cove Waterpark at Resorts World on 22 September 2018, there was a wide array of activities from swirling water slides to carnival games and massages. The main event highlight was the Wet & Wild game challenge at Adventure Cove’s giant wavepool – BluWater Bay. Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai, addressed the excited crowd before officially declaring the start of the games!

Five teams from four hospitals and corporate (Customers Systems Group) vied for the title of Family Day 2018 Champion as the crowd cheered on! The teams had to complete four obstacles while navigating their way across the choppy waters of the Wavepool, putting teamwork to the test!

Excitement and cheers from the winning team representing Parkway East Hospital!

Stepping out to give support at the Yellow Ribbon Prison Run.

Family fun and precious memories for all ages!
Soaring to New Heights Together

Held for the first time in Malaysia, the IHH Quality Summit was greeted with energy and excitement as new highs were set for country participation.

The ballroom at Hilton Kuala Lumpur was buzzing with activity as 400 staff gathered on 5 October 2018 to celebrate quality improvement across IHH Healthcare.

For the first time, the annual event featured quality improvement projects by the Greater China Operations Division, Gleneagles Hong Kong, Gleneagles Jerudong Park Medical Centre (JPMC) and the International Medical University, Malaysia.

An interactive session between Dr Tan See Leng (third from left), Managing Director and Chief Executive Officer of IHH Healthcare, and staff.

Full attention to continuous improvement and quality healthcare.
Together with poster submissions from Malaysia, Singapore and India, a total of 36 projects were shortlisted and showcased at this year’s Quality Summit. The best project from each country was recognised with the IHH Quality Award, and the opportunity to present their projects at the Quality Summit. (See story on page 10-13)

In his opening address, Dr Tan See Leng, Managing Director and Chief Executive Officer of IHH Healthcare, affirmed the Group’s commitment to continuous improvement and quality excellence.

“The Quality Summit serves as a reminder that as we go about our daily work, our passion and commitment will help us build a lasting legacy of hope, trust and success for our patients,” he said.

Expounding on the theme ‘Partnerships That Fly’, Dr Ross Wilson, a member of IHH Healthcare’s International Clinical Governance Advisory Council, gave an engaging keynote address. He emphasised the need for multiple partnerships to deliver high quality healthcare in a high performing health system.

The morning leadership workshop conducted by Francine Westergaard from Joint Commission Resources also drew thoughtful discussions on the topic of effective management of physician partnership to enhance patient safety.

Thumbs up to IHH Healthcare Quality Summit in Kuala Lumpur.

**WHY THE WAU?**

The key visual for the 2018 IHH Quality Summit is the wau or moon kite, a cultural symbol of Malaysia.

The finesse and precision required for kiting are the same two skills needed to build meaningful and win-win relationships with our stakeholders, be it doctors, staff, vendors or suppliers.

As with kiting, we need to be mindful of the environment to ride the wind. Keeping constantly up-to-date on new trends and developments can help us perform well.

By helping one another succeed in our business objectives, we can achieve greater heights together.
Our Focus

Recognising Quality Excellence

Nine awards were presented at the 2018 IHH Quality Summit, marking new achievements in our continued pursuit of excellent patient care.

IHH QUALITY AWARDS 2018

Awards were given to the top project from each geography and the International Medical University, with entries based on the following categories:

- Patient safety
- Quality, cost and value
- Governance and leadership
- Patient and family-centred care

Malaysia Operations Division

Admission & Discharge Process,
Pantai Hospital Ipoh

Seeking to increase patient satisfaction by reducing total waiting time, Pantai Hospital Ipoh took steps to improve their inhouse admission and discharge processes. The team identified several improvement areas and implemented a series of interventions which involved:

- Appointing of ambassadors to help manage patient expectations
- Creating a Transit Lounge to hold patients who have completed admission
- Introducing pre-admission and pre-discharge procedures for certain cases
- Revising of current on-boarding training for new staff hires
- Improving the bed management system through IT enhancements and new office solutions
- Forming a bed management team to better coordinate admission and discharge

With these measures, Pantai Hospital Ipoh achieved an impressive 53 per cent reduction in complaints on admission and discharge waiting time – surpassing its goals for the project. Now, less than 10 per cent of patients have to wait for more than 30 minutes.
Greater China Operations Division

Improving Doctor Accreditation Process, Gleneagles Hong Kong

The hospital’s goal to increase the number of accredited doctors from 188 to 1000 in 2016 was hindered by an arduous accreditation process that was unfavoured by private practitioners in the territory.

Reviewing the application process to identify aspects that needed improvement, the hospital revamped its internal approach and formulated the following solutions:

- Improving standardised workflow, including setting key performance indicators for turning around applications
- Launching an online application platform on the hospital website
- Forming a physician engagement team to help doctors with their applications
- Training staff to improve inhouse management of the application process
- Conducting regular practitioners town halls to understand their needs and concerns
- Merging the Physician Engagement team with the Medical Affairs Department for better synergy
- Revising and simplifying the re-credentialing process without compromising the practitioners’ accreditation requirements

The end result saw Gleneagles Hong Kong successfully increase the number of accredited doctors to 975 in July 2018. In the 20 months since these steps were put in place, the processing time for applications has been shortened by an average of 12 days.

India Operations Division

Manpower Optimisation to Improve Business Performance, Continental Hospitals

With its nursing workforce expenditure totalling more than 8 million rupees per month, Continental Hospitals sought to refine its administrative practices to enhance overall business performance.

Pinpointing key factors that led to excess costs, the hospital aimed to cut its overall outlay by 20 per cent by establishing:

- Duty roster management with minimal work schedule variations, proper leave planning and a reduction of overtime
- Structured training including for accelerated learning
- Competency assessment and preceptorship training for managers
- Skill-mix model and cross-training of staff with similar competencies for optimal utilisation of manpower
- Staff awareness to reduce the number of nursing-related incidents

The hospital managed to save 2.45 million rupees per month in manpower costs. These new measures also resulted in increased employee and patient satisfaction.
The team from the International Medical University, Malaysia, formulated strategies to elevate the quality of radiographs taken by staff and students. To raise radiographic investigations standards, the team also worked to minimise repeated radiographs and eliminated unnecessary exposure to radiation for patients and personnel.

On top of developing guidelines for taking radiographs and evaluation criteria to determine image quality, the following measures were adopted to ensure continued improvement such as:

- Annual competency tests for Dental Surgery Assistants
- Workshops and Continuing Professional Development (CPD) Programmes for radiographers
- Regular maintenance of machinery and parts by technicians
- Regular calibrations by radiographers to ensure accuracy
- Preparation of proper work spaces and clearly displayed written procedures for personnel
- Use of protective shielding equipment for staff and patients

Results show that the implemented guidelines led to a steady rise in the image quality produced. Students in particular, benefited from the new instruction and training methods, with distinct improvements seen over the duration of the project.

The Intensive Care Unit (ICU) accounted for the majority of pressure injuries at Mount Elizabeth Hospital in 2016. Although hospital statistics showed a lower number of reported incidents from the previous year, ICU staff collectively endeavoured to achieve zero pressure injuries by June 2017. Relying on detailed analysis of the ICU’s procedures, the project team determined key areas that would help limit the occurrence of incidents.

A pressure injury framework along with counter measures were developed:

- Staff training on skin assessment, accurate wound staging and incontinence associated dermatitis management
- Teaching nurses pressure injury management techniques, including proper turning techniques when relieving pressure points and securing medical devices
- The introduction of evidence-based nursing intervention for prevention of pressure injuries
- Stocking tools such as heel protectors and pressure relieving mattress in the ICU

Following the application of these strategies in early 2017, there has been a significant decrease in the number of pressure injuries occurring within the ICU – with some months even showing zero incidents.
The project team at Gleneagles JPMC identified four categories - Method, People, Environment and Material – to enhance hand hygiene compliance standards through a series of interventions including:

- Raising awareness through bi-annual hand hygiene education workshops
- Setting up a WhatsApp chat group to send reminders and tips
- On-the-spot corrective actions if non-compliance is observed
- Posters and other visual communications to reinforce hygiene practices
- Trophy for the best performing unit and greater transparency with collected data

Results show that the enforcement of these methods led to a 13 per cent increase in compliance.

**IHH PATIENT SAFETY AWARD**

The IHH Patient Safety Award acknowledges staff for their vigilance in enhancing patient safety. Presented for “best catch” or escaping near-misses, a panel of judges selected the top three award recipients from a total of 16 entries received across the Group.

**Winner:**

**Chua Xin Hui**  
Registered Nurse, Operating Theatre, Pantai Hospital Ayer Keroh

- saved a patient from potential neck injury during a surgery
- spotted the patient’s previous diagnosis of prolapsed intervertebral disc on his cervical spine and alerted the surgeon to postpone the surgery that required hyperextension of the neck

**1st Runner-up:**

**Shirly Mary Selvakumary**  
Staff Nurse, Accident & Emergency, Gleneagles Hospital, Singapore

- corrected wrong medication by consultant

**2nd Runner-up:**

**Punitha Arumohan**  
Nurse Manager, Hematology and Oncology, Gleneagles Penang

- corrected wrong medication by consultant

**Brunei**

**Improving Hand Hygiene Compliance, Gleneagles JPMC**

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Beaming Up with Proton Therapy

Parkway Pantai celebrates the groundbreaking of the region’s first proton beam therapy centre at Mount Elizabeth Novena Hospital in Singapore.

On 15 November 2018, Parkway Pantai broke ground for its proton beam therapy centre at Mount Elizabeth Novena Hospital in Singapore, with a symbolic spading ceremony led by the Chairman of IHH Healthcare, Dato Mohammed Azlan Bin Hashim.

When completed in 2021, the new proton beam therapy centre will be the first of its kind among private hospitals in South East Asia, providing cancer patients with access to one of the most advanced forms of precision cancer treatments.

The landmark S$90 million project includes a S$65 million contract with Ion Beam Applications (IBA) to install the proton beam therapy system. This is the largest single investment in medical technology that Parkway Pantai has made to date.

The new facility will house the Proteus®ONE solution – a compact single-room intensity modulated proton therapy (IMPT) system. It will also contain IBA’s latest generation Pencil Beam Scanning (PBS) to target tumours precisely, along with isocenter volumetric imaging (Cone Beam CT) capabilities for more accurate scans.
Dr Lim Suet Wun (third from left), Group Chief Operating Officer of Parkway Pantai and Siegfried Gschliesser (fourth from left), Executive Vice President Asia, IBA, sealed the deal with a handshake at the contract signing ceremony on 30 August 2018.

It will revolutionise the way cancer is treated in this region. The new proton beam therapy centre underscores our commitment to provide patients with the best possible treatment options.

- Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai

**WHY PROTON BEAM**

Proton therapy is a form of radiation therapy that uses energy from positively charged proton particles to treat tumours. Offering numerous advantages, proton beams administer a lower dose between entry and target – killing cancer cells with far less damage to surrounding healthy tissues or nearby organs. This not only makes the precision treatment ideal for cancers close to sensitive areas such as the brain or eye, but also significantly reduces side effects from treatment.

All smiles as Parkway Pantai sets a new milestone in cancer treatment.
Parkway Pantai’s Malaysia Operations Division brings in the latest technology and tests to boost clinical outcomes.

Pantai Hospital Ayer Keroh: New Bi-Plane X-Ray System

Pantai Hospital Ayer Keroh prioritises heart health through dedicated facilities like the Cardiac Catheterisation Lab, or Cath Lab for short.

Staying up to date with the latest industry advances, Cath Lab recently launched a Bi-Plane X-Ray System on 8 October 2018, featuring two X-ray sources, flat panel detectors and automatic positioning movements.

Delivering more information faster and with half of the radiation exposure compared to older equipment, the new system produces high-resolution live 3D images for coronary angiograph. This allows the arteries and the chambers of the heart to be easily visualised, providing a high level of imaging support for medical staff.

With the availability of sophisticated devices, our hospital will offer each cardiac patient the best possible outcome and a better chance of life.

- Tan Yew Aik, Chief Executive Officer, Pantai Hospital Ayer Keroh
Pantai Hospital Kuala Lumpur: New IVF Test
For women undergoing In Vitro Fertilisation (IVF) treatments, success can be undermined by a host of factors. To help women who have had to endure the heartache and frustration of repeated failure, Pantai Hospital Kuala Lumpur (PHKL) is the first in Malaysia to offer EndomeTRIO Analysis.

Launched on 6 September 2018, the new test increases the chances of pregnancy by determining the status of a woman’s endometrial receptivity. Women suffering from complications such as thin endometrial or chronic endometritis will be given a clearer indication of the womb’s readiness and health status for successful embryo transfer.

For more information please contact, New Life @ PHKL at Block C, 2nd floor PHKL or call +603 2296 0892.

Pantai Hospital Cheras: New OCT Machine
In Malaysia, blindness resulting from common ocular disorders is often preventable. Recognising that early detection and timely intervention are crucial to avoiding vision loss, Pantai Hospital Cheras unveiled its new optical coherence tomography (OCT) machine on 18 August 2018, promising faster and more detailed diagnosis.

OCT is a non-invasive imaging test that utilises light waves to deliver a visual cross-section of the retina. By mapping out distinctive layers of the back of the eye, the technology improves ophthalmologists’ ability to visualise and observe eye conditions - allowing for enhanced diagnosis, and better treatment guidance.

“Spectralis OCT has changed the game in the way optical maladies are uncovered and remedied,” explained Dr Chong Kheng Yaw, Resident Consultant Ophthalmologist at Pantai Hospital Cheras. “It is more precise and accurate, enabling us to spot issues that would have otherwise been missed. Identifying problems in advance means a world of difference in saving a patient’s eyesight.”

The new EndomeTRIO test analyses the womb’s readiness for successful embryo transfer.
Keeping Ahead in Kedah

Parkway Pantai is in a good position to serve growing patient demand with the addition of Amanjaya Specialist Centre.

Parkway Pantai has acquired Amanjaya Specialist Centre (ASC), to expand healthcare services available in Kedah, Malaysia and meet the local community’s needs. The 98-bed hospital was the first hospital in Malaysia to incorporate green design and technology in its construction and operations.

Since 1 October 2018, ASC has begun operations as part of the 118-bed Pantai Hospital Sungai Petani (PHSP) under the stewardship of its Chief Executive Officer Tio Bee Chan. Clinical services have continued uninterrupted at both facilities, allowing patients to retain their existing care plans.

ASC will be renamed in the coming months to fully leverage on the Parkway Pantai brand. The move will further strengthen our brand presence in Kedah.

Parkway Pantai operates 10 Pantai Hospitals and four Gleneagles Hospitals across Malaysia. PHSP’s services include general medicine, general surgery, obstetrics and gynaecology, cardiology, ophthalmology and orthopaedics.
Gleneagles Global Hospitals, Lakadi-ka-pul in Hyderabad receives four prestigious awards.

Four prestigious awards were presented to Gleneagles Global Hospitals, Lakadi-ka-pul in Hyderabad by the Surgical Review Corporation (SRC) in America. SRC certified the hospital as a Centre of Excellence for Metabolic & Bariatric Surgery, Centre of Excellence for Hernia Surgery, as well as Surgeon of Excellence for Dr K S Lakshmi from the two Centres. Both had won based on processes, protocols, clinical pathways and volume of work.

The hospital is known for providing high quality care for patients who undergo bariatric and hernia surgeries. In the past year alone, over 500 surgeries were performed, a testimony of its outstanding clinical excellence and patient care.

Its Chairman Dr K Ravindranath said, “It is indeed an honour to be declared as a Centre of Excellence. This is in recognition of the values we strive for. At Gleneagles Global Hospitals, we believe in quality healthcare, which can only be achieved through pursuit of excellence, innovation, teamwork and a constant restlessness to surpass our own exacting standards.”

He also attributed the awards to the efforts of Dr Lakshmi, who has made remarkable contributions in the field of surgical gastroenterology, minimal access and bariatric surgery.

Dr Lakshmi has performed more than 30,000 minimal access and 1,500 bariatric procedures. She has also performed more than 5,000 standard to complex laparoscopic hernia repairs.

Our job does not stop at the surgery level. Post-operative care, patient education, long-term follow-up and cooperation from support groups are very important parts of the process. I greatly appreciate the teamwork from all my colleagues and staff members at Gleneagles Global Hospitals.

- Dr K S Lakshmi, Senior Consultant, Metabolic Surgery, Gleneagles Global Hospitals, Lakdi-ka-pul, Hyderabad
Gifting the Future

Parkway Pantai pledges further support to medical education and research through the establishment of a new graduate student fund with Duke-NUS Medical School.

The S$2 million dollar donation from Parkway Pantai reiterates its commitment to nurture the new generation of medical professionals.

The Mount Elizabeth-Gleneagles Graduate Scholarship Fund was announced on 21 September 2018 at the SingHealth Duke-NUS Scientific Congress.

At the opening ceremony, Minister of Foreign Affairs Dr Vivian Balakrishnan witnessed the presentation of a S$2 million dollar gift cheque from Dato Mohammed Azlan bin Hashim, Chairman of IHH Healthcare, and Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai, to Professor Ivy Ng, Group Chief Executive Officer of SingHealth, and Professor Thomas Coffman, Dean of Duke-NUS Medical School.

The Mount Elizabeth-Gleneagles Graduate Scholarship will benefit...
We believe people are our greatest asset. Parkway Pantai is proud to support the development of future-ready medical talent in Singapore, helping outstanding medical students realise their full potential and dreams.

- Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai

Sharing the vision and building blocks of medical education in Singapore.

up to 10 graduate students pursuing a second medical degree at Duke-NUS Medical School by providing S$10,000 of bond-free financial support.

It will also support the SingHealth Medical Student Talent Development Award (SMSTDA) by funding eight bond-free Travel Awards valued at S$3,000 each. Outstanding students from all three Singaporean medical schools will be given the opportunity to present their findings at international conferences and seminars.

Apart from the new Duke-NUS graduate fund, Parkway Pantai’s Mount Elizabeth-Gleneagles Scholarship Fund, established since 2012, has provided financial support to 98 medical students from the NUS-Yong Loo Lin School of Medicine.

DID YOU KNOW?

Parkway Pantai has a strong tradition of championing medical education and research. The Group has gifted S$8.5 million in scholarships and professorships to local universities over the last two decades.

Two professorships with NUS-Yong Loo Lin School of Medicine - the Parkway Professorship in Geriatrics (2000) and the Parkway Pantai Professorship in Medicine and Healthy Ageing (2015) - aims to further local development of geriatric research and elder care.
Making a Heartfelt Difference

Through the Life Renewed programme, Parkway Pantai gave hope to a family and their new-born in need of a helping hand.

Born in May 2018 at Parkway East Hospital in Singapore, Aariz Mikhail was premature at 34 weeks and weighed only 2.4kg. The medical staff noticed the baby had difficulties in breathing and feeding, so an echocardiogram was arranged. The results revealed a hole in the young baby’s heart.

Reflecting on that anxious period, Aariz’s father, Aldillah, recalled, “Things were not looking good. It was worrying enough knowing that our new-born was facing a battle. Adding to our stress, I’m the sole breadwinner for my family and we weren’t sure how we were going to afford the surgery”.

For a family of five living off a modest single income, the surgery that Aariz needed would have placed an almost insurmountable financial burden on the household. To make matters worse, Aariz’s condition was not covered under neo-natal insurance.

The case was referred to Dr Sriram Shankar, Cardiothoracic Surgeon at Gleneagles Hospital in Singapore. Known in the region...
Dr Sriram Shankar, 
Cardiothoracic Surgeon, 
Gleneagles Hospital, caring for baby Aariz Mikhail.

We are extremely grateful to Parkway Pantai’s Life Renewed programme. It used to take 1-2 hours to feed him 90ml of milk but after the surgery, he is able to finish 90ml of milk in a few minutes.
-Aldillah, father of baby Aariz Mikhail

for his paediatric heart surgeries, Dr Shankar undertook Aariz’s procedure under Parkway Pantai’s Life Renewed programme – a corporate social responsibility (CSR) initiative sponsoring medical treatments for financially needy patients in Singapore and Malaysia.

“Our assessments showed that baby Aariz was suffering from atrial septal defect (ASD) and ventricular septal disease (VSD) which caused severe pulmonary hypertension and breathlessness. This meant that baby Aariz needed urgent surgery,” Dr Shankar recalled.

The procedure Dr Shankar needed to perform was far from straightforward. Only two months old at the time of surgery, Aariz would have to endure a challenging two-hour operation that required a number of invasive steps and his heart was stopped for almost 30 minutes.

Fortunately, all went well and after a brief stay at the Neonatal Intensive Care Unit, Aariz was home with his family within a week. The long-term outlook for babies treated for VSD is generally excellent, thanks in no small part to Dr Shankar’s clinical intervention.

Aariz has improved significantly since the surgery. At two months old, he weighed only 2.8kg. Now, he is healthy and growing well at three months old, weighing 5.6kg.

S$5 MILLION GIFT

In 2018, Parkway Pantai lives up to its conviction to support medical education and improve accessibility of healthcare services to underprivileged communities in Singapore and Malaysia with a S$5 million sponsorship.

From this sponsorship, the Life Renewed programme, an ongoing corporate giving initiative by Parkway Pantai, receives fresh funding of S$3 million to help needy patients in Singapore and Malaysia seeking medical treatment.

The remaining S$2 million was used to establish the Mount Elizabeth-Gleneagles Graduate Scholarship Fund (page 20 - 21).
Restoring Health, Changing Lives

Parkway Pantai leverages its medical expertise to help the underprivileged in the community through its Life Renewed programme.

Cost of healthcare can be a huge burden, especially for low income families. It was with them in mind that Parkway Pantai launched the Life Renewed programme in 2012.

Since then, the corporate giving initiative has enabled more than 1,300 underprivileged patients to receive quality medical treatment at Parkway Pantai’s hospitals in Malaysia and Singapore.

In 2018, Parkway Pantai contributed RM6 million in fresh funding for the Malaysia Operations Division. The additional resource enables more Life Renewed beneficiaries to tap into a national network of 14 hospitals operating across Malaysia - among them Gleneagles Kota Kinabalu.

Giving Hope
Since opening in 2015, Gleneagles Kota Kinabalu has sponsored medical treatments for 22 patients through the Life Renewed programme.

At Gleneagles Kota Kinabalu, we are committed to serve the people of Sabah with quality healthcare services. Our aim is to continuously improve and expand on our level of care and clinical outcomes to ensure that patients from all walks of life are able to live fuller lives after walking through our doors.

- Noel Cheah, Chief Executive Officer of Gleneagles Kota Kinabalu
Reflecting on the recent successes of the programme, Noel Cheah, Chief Executive Officer of Gleneagles Kota Kinabalu, proudly noted, “We are delighted to see that our Life Renewed beneficiaries are doing well after receiving treatment at our hospital. This is our small way of giving back to society by leveraging our medical expertise and facilities.”

Here are four lives, among many, who have benefited from the Life Renewed programme at Gleneagles Kota Kinabalu.

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**Noah Nicholas Lester**  
3 years old  
Attending physician: Dr S. Rajah, Consultant Paediatric Surgeon

Born with a rare genetic condition called Hirschsprung’s disease, Noah had to pass stool through a hole in his abdominal wall since he was five days old. With his growth and development severely affected, Noah needed two sponsored surgeries to remove diseased sections of the intestine, and restore the connection of his healthy bowels.

“We had almost given up hope, especially after finding out the full cost of treatment,” pronounced Noah’s relieved father, Lester John. “Because of Life Renewed, Noah now has the chance to live a normal life.”

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**Arrty Yantuni**  
21 years old  
Attending physicians: Dr Ahmad Ashraf, Consultant Interventional Cardiologist & Physician and Dr Abu Bakar Bin Mamat, Consultant Cardiothoracic Surgeon

After suffering from sudden rapid weight loss, Arrty went for a medical check-up which revealed that she had cardiomegaly, or abnormal enlargement of the heart. With help from Life Renewed, she successfully underwent urgent video assisted transthoracic surgery. Since then, Arrty has regained her normal weight and is back to looking after her family and caring for her child.

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**Nurul Aini Binti Mohd Safie**  
18 years old  
Attending physicians: Dr Ahmad Ashraf, Consultant Interventional Cardiologist & Physician and Dr Abu Bakar Bin Mamat, Consultant Cardiothoracic Surgeon

Diagnosed with chronic rheumatic heart disease with severe mitral regurgitation and aortic regurgitation, Nurul’s condition was becoming critical as her weight dropped to 39kg. Her father was the sole breadwinner for a family of 10 siblings, making the surgery she needed almost impossible without assistance from the Life Renewed programme. Since undergoing surgery, Nurul has recovered well and is now back at her healthy weight.

---

**Turnina Tubasa**  
59 years old  
Attending physician: Dr Tan Wei Chean, Consultant Neuroradac Surgeon and Pain Management Specialist

The discovery of a large tumour in her left brain left Turnina with the prospect of being paralysed for life without immediate medical treatment. Sponsorship from the Life Renewed programme enabled her to receive the urgent surgery she needed. Now, she is recovering in the comfort of her own home and can even walk with some assistance.

“I felt that all hope was lost. The turnaround came with the Life Renewed programme. From almost becoming a paraplegic, I am thankful to be recovering well,” said Turnina.
You can be Emergency-Ready

Saving lives is the name of the game as Parkway Pantai’s India Operations Division kicked off a new campaign to promote emergency response training.

Emergency situations can occur anywhere, anytime and to anyone. Lives are at risk when bystanders do not know how to handle an emergency situation.

Gleneagles Hospitals India announced the launch of its ‘I Am Emergency-Ready’ campaign on 17 August 2018. Through the initiative, people from all walks of life have the opportunity to undergo Bystander Life Support (BLS) training, which will equip them with the skills to offer...
The launch ceremony of the campaign at Continental Hospitals in Hyderabad saw overwhelming support from celebrities and the local community.

Participants from all walks of life had the opportunity to learn first-response emergency support.

Flagging off the campaign in Bengaluru!

immediate care to anyone facing a medical emergency and keep the patient stable until professional help arrives.

This initiative is rolled out across four cities - Mumbai, Chennai, Bengaluru and Hyderabad - at Gleneagles facilities comprising nine Gleneagles Global Hospitals and Continental Hospitals.

Special launch events were held at the different facilities to usher in the campaign, with activities and celebrations aimed at engaging the local communities they serve.

By end October 2018, more than 3,000 volunteers have undergone the training. A certificate and an emergency toolkit were presented to each participant who is now qualified to respond to emergencies.

Parkway Pantai is proud to equip citizens to provide first-response emergency help, building awareness regarding the importance of emergency assistance and to help establish India as an emergency-ready nation.

- Dr Ajay Bakshi, Chief Executive Officer of India Operations Division, Parkway Pantai

NO GOOD DEED GOES UNRECOGNISED

Launched in conjunction with the ‘I Am Emergency-Ready’ campaign, the ‘Good Samaritan Awards’ celebrates the unsung heroes who came to the rescue during an emergency.

In the hope of identifying individuals whose presence of mind and life-saving actions made a true difference, nominations for the award started in August 2018 and will close in November 2018.

Results will be announced at the end of the campaign. Three outstanding individuals will be honoured at an upcoming ceremony. Each will take home a prize of Rs 20,000 as a reward for their valour.
Maybe it’s not just a headache, or a fever, or a rash… were the prompts Gleneagles Kuala Lumpur used in its latest campaign on emergency preparedness.

A well-informed community not only supports healthy living, but helps to save lives in times of need. The main objectives were to engage different demographics from children to adults so as to inculcate basic knowledge of what to do during a medical emergency, particularly in life-threatening situations during which a third party is experiencing stroke, choking or heart attack in front of them.

The hospital held an offsite Emergency Preparedness Education Workshop at Desa Putra Condominium in Wangsa Maju on 22 September 2018.

Consultant Cardiologist Dr Chong Wei Peng spoke on sudden cardiac arrest and the causes of sudden deaths. He stressed on the importance of eliminating the four major risk factors – smoking, hypertension, diabetes and high cholesterol. Consultant Neurologist Dr Ooi Phaik Yee spoke about stroke and how its impact can be lessened significantly with immediate response to its symptoms.

To educate children on emergency preparedness and equip them with the necessary skills, a Family First Aid event was held on 29 September 2018. The little ones, together with their parents, learned about CPR, basic first aid and fire safety facilitated by the hospital’s Resident Medical Officer and Family Medicine Physician Dr Marieanne Sundram with a team of nurse educators.

The hospital also took the opportunity to distribute booklets on Basic First Aid to the community during the seven-month campaign, which started in May 2018.
It has often been said that there are benefits to living near a hospital. In the case of people living within a 15km radius of Gleneagles Global Health City, those advantages were given a further boost with the introduction of the Neighbourhood Privileges Programme.

Launched on 22 September 2018, the new initiative focuses on placing the needs of the local community first and delivering an elevated level of care to neighbourhood residents, especially senior citizens.

“As the flagship healthcare unit of Gleneagles Global Hospitals, Gleneagles Global Health City has geared up to contribute to our neighbourhood community by providing all the treatments under one roof, with medical expertise in all the core specialties,” shared Madhur Varma, Chief Operating Officer, India Operations Division, Parkway Pantai.

Two tiers of membership are available under the new programme: Healthy Neighbourhood Privileges and Senior Citizen Privileges. They provide members with discounts and incentives that meet their immediate healthcare needs. Membership validity is till 31 December 2019. To register, please contact +91 98 4027 5433.

Benefits and privileges include:
- 50% off registration
- 50% off consultations
- 50% off ER consultations
- 50% off Pap smear
- 50% off TMT (if advised by the consultant)
- 30% off investigations (excludes profiles and OS investigations)
- 30% off health checks (Integra)
- 10% off room rents investigation for self-pay (non-insurance) for all IP services
- Mammography with Oncologist Consultation: INR 1800
- ECG and ECHO with Cardiologist Consultation: INR 1500
- Free ambulance pick-up for all emergencies within 15km radius

Additional special privileges for senior citizens include:
- 1st consultation free, with 50% off subsequent consultations (only for Senior Citizens)
- 50% off TMT (if advised by the consultant)
Dance Away, HFMD!

Parkway Pantai’s Malaysia Operations Division educates the young ones on how best to maintain hand hygiene and keep Hand, Foot and Mouth Disease (HFMD) at bay.

How does one engage really young children and encourage them to commit to memory good personal hand hygiene practices at the same time? Pantai Hospital Sungai Petani has got it all worked out – by exercising, of course!

The hospital organised the Hand Hygiene Dance Competition on 11 August 2018 at Central Square. The key steps to keeping hands clean were incorporated into a fun dance routine that is simple and easy to remember. Twelve teams comprising 135 children from kindergartens within Sungai Petani competed. The children were such great performers that the adult audience were captivated and converted into experts at cleansing hands themselves at the end of the competition!
As part of its Corporate Social Responsibility efforts, Pantai Hospital Sungai Petani also conducted awareness sessions on HFMD in schools throughout July and August. Staff Nurses and the Marketing team demonstrated the importance of cleanliness and proper practices of hand washing to more than 4,000 children in 10 primary schools at the Kuala Muda Yan district.

**Hurray to clean hands!**

**THEY DID IT TOO!**

Pantai Hospital Cheras held a health talk at SJK(C) Lai Meng as part of its efforts to create awareness on healthcare in the community. More than 800 students and teachers were present at the talk. Dr Kelvin Chee, Consultant Paediatrician at Pantai Hospital Cheras, spoke about HFMD and Influenza. The Infection Control team showed videos on hand hygiene and demonstrated the proper steps of hand washing. Hand sanitisers were also distributed.

Gleneagles Penang also reached out to various schools in the district to raise awareness on HFMD. It conducted awareness programmes at four primary schools to educate children on proper hand washing techniques. Led by the hospital’s Infection Control team, about 500 students at each school were taught the proper steps to washing their hands. In addition, complimentary hand sanitisers were distributed to the students.
Heart Work

Matters of the heart come first as Pantai and Gleneagles hospitals in Malaysia hold activities and campaigns to celebrate World Heart Day.

Setting a national record

Pantai Hospital Ipoh pumped up the adrenaline for World Heart Day with a special community cardio campaign Spin Your Heart 2018 themed: Move Your Heart • Fuel Your Heart • Fire Up Your Heart at Aeon Ipoh Klebang on 2 September 2018.

Over 200 enthusiasts turned up to pledge their commitment to heart health through two challenges. The first was to make it into the Malaysia Book of Records for Most Number of Senior Citizens Cycling On Exercise Bicycle In An Event. So 108 senior citizens aged 55 years and above cycled non-stop for an hour, with 81-year-old Damsuri Mohamed, being the oldest among them.

(Top) Chong Siet Fong (first from right), Chief Executive Officer of Pantai Hospital Ipoh, with A. Sivanesan (second from right), Chairman of State Health, Consumer Affairs, National Integration and Human Resources Committee with the Malaysia Book of Records certificate. (Bottom) View from the top.
Next was the Spinning Challenge during which 100 energetic cyclists below 55 years old spun in sync with dance movements.

The event was opened by A. Sivanesan, Chairman, State Health, Consumer Affairs, National Integration and Human Resources Committee. He commended the hospital for setting a good example for other hospitals to emulate by organising events that promote a healthy lifestyle.

Pantai Hospital Ipoh also provided free health screenings to those in attendance.

Cardiovascular disease is the top killer in Malaysia. To reduce the risk of heart attack, we should follow a healthy diet and be active.

- Chong Siet Fong, Chief Executive Officer, Pantai Hospital Ipoh
Heart Care with CPR
Did you know that if CPR (cardiopulmonary resuscitation) is performed effectively in the first few minutes of cardiac arrest, it can double the victim's chances of survival? Cardiovascular disease may be the leading killer in Malaysia with many deaths occurring suddenly and without symptoms. However, timely intervention through CPR can save lives.

Gleneagles Kota Kinabalu held a one-day free CPR Training on 23 September 2018, attracting over 200 participants. The activity was carried out in partnership with the Malaysian Red Crescent Society, Lions Ambulance Service Society, Queen Elizabeth Hospital and Junior Chamber International Tanjung Aru.

My Heart, Your Heart
Pantai Hospital Penang organised a My Heart, Your Heart event on 23 September 2018 for Penangites to practise healthy living for a healthy heart. Through a series of talks and game booths, the public learnt about the major misconceptions of heart diseases together with the ‘do’s and don’ts’ for staying fit and keeping a healthy heart.
Over 1,000 Hearts Repaired!
Gleneagles Kuala Lumpur took World Heart Day as an opportunity to express its gratitude for the generous public outpour of support for the hospital’s A-Heart-For-A-Heart charity programme. The programme has helped more than 1,000 children born with heart defects to low income families since its establishment in 1996, by providing the medical intervention they need to begin a new lease of life.

At merely a month old, Aw Xin Yun had to undergo corrective surgery in stages for a congenital heart complication. Now, four surgeries later, she’s a bubbly 13-year-old who gets a chance at living her best life, thanks to hospital cardiologist Dr Lee Weng Seng and so many others who have believed in this A-Heart-for-A-Heart cause.

This World Heart Day, Gleneagles Kuala Lumpur celebrated the individuals who have dedicated so much of themselves for stronger heart beats in children. To find out how you can also help children born with congenital heart defects, reach out to the hospital’s Community Service Department at +603 4141 3072.

The Heart Pledge
We can only look after others when we have adequate self-care. This World Heart Day 2018, Pantai Hospital Kuala Lumpur staff pledged commitment to take care of their own heart health. They put themselves first, and were not used to it because it was usually always patients first!
At the Top of her Game

As the only private healthcare recipient of this year’s Tan Chin Tuan Nursing Award, Senior Enrolled Nurse Harbans Kaur from Mount Elizabeth Hospital in Singapore inspires us with her dedication to a noble calling.
She lives her life by the simple motto: to make a difference in the lives of others. Senior Enrolled Nurse Harbans Kaur is guided by selflessness and empathy, the foundations of a personal belief system that transpires in everything she does. A nurse since 1984, with the past 18 years at the endoscopy department at Mount Elizabeth Hospital, Harbans’ career has been defined by more than professional excellence. It has been exemplified by the heart and soul she puts into her work and the genuine care and affection she has for everyone around her.

Therefore, it was only fitting that Harbans was selected as one of the 10 recipients of this year’s prestigious Tan Chin Tuan Award for Enrolled Nurses. One of the highest professional accolades in Singapore, handpicked nominees go through a rigorous shortlisting process before the winners are selected by a panel comprising nursing professionals, healthcare academics and community leaders.

Harbans’ professional journey has included stretches in the Paediatric Ward and the hospital’s Eye Centre, where she has acquired the experience and skills that make her a true asset.

Her optimism and positivity are also apparent to the doctors and colleagues that she works with. From the praise she receives from doctors for her excellent clinical skill and astute patient advocacy and management, to the younger nurses who identify her as a mentor that always makes time to teach and guide them, Harbans is known to all for her professionalism, humility and kindness.

As someone who is mindful about the future of nursing, Harbans hopes to instil in the younger generation of nurses the values that have served her well throughout her long tenure.

“We often underestimate the power of a touch, a smile, a kind word, a listening ear. An honest compliment or the smallest act of caring, all have the potential to turn a life around.”

“I help the juniors understand how important and meaningful their role is towards helping our patients, many of whom are full of pain and anxiety. To do this, we must be committed to continually upgrade our knowledge and skills to improve our capabilities and enhance the level of care delivered to patients. Learning is a lifelong activity that will serve nurses well in the ever-evolving field of healthcare”, Harbans affirmed.
Otorhinolaryngology is a medical specialty that is as complex as it sounds. Dealing with ears, noses and throats is hardly straightforward business, which is precisely why Dr Dennis Chua was drawn to the field in the first place. After all, specialising in an area known for its intricacies and demands would undoubtedly appeal to someone who enjoys testing his limits.

As Dr Chua himself would admit, “In life I want to constantly improve and challenge myself. My goal is to make sure that the 2018 version of myself is an upgraded version compared to 2017”. The quest for personal growth and progress is only part of the equation. For Dr Chua, the passion to excel at his chosen profession is matched only by a desire to help his patients.

Interacting with patients is an aspect of the job that Dr Chua has enjoyed since his earliest days in medical school. Even today, he treats his patients like friends and sees the time that they spend together as a chance to become better acquainted.

One particularly memorable case involved a patient who had met with a car accident while holidaying overseas. Undergoing emergency surgery before traveling home did not fully repair the damage to his face and nose, so he consulted Dr Chua when he returned to the region.

“At the follow-up consultation, I could see he still couldn’t breath well and unfortunately needed revisionist surgery”, recalled Dr Chua. “Revision surgery is always a few times more challenging, simply because the scar tissue is unpredictable as well as the healing phases – you have very little margin for error”.

Routinely looking to test himself, Dr Chua was able to overcome the challenge and successfully rectify his patient’s predicament - allowing him to properly heal and avoid future complications.

To most that might equate to a bridge too far. But to a man like Dr Chua, it is simply all in a day’s work.

“Success is a team effort. When it comes to treating patients like friends, my staff does a fantastic job as well. They are the ones that interact with the patients the most, keeping in touch with many of them through WhatsApp and social media. Together we have forged real relationships and truly gained their trust, so much so that we are sometimes even consulted on non-ENT related matters!”
The value of paying it forward

Not everyone is lucky enough to have a mentor in life. For Dr Chua, he has two. The first, is his father who encouraged him to pursue medicine and taught him the value of giving back. The other is a professional mentor and fellow surgeon who showed him how to excel at his work, but never asked for anything in return except to Pay it Forward – a mantra that Dr Chua carries with him and practices through his work.
What is your philosophy in life?

I choose to live by choice, not by chance. To make changes, not excuses. To be motivated, not manipulated. To be useful, not to be used. To excel, not compete. I choose self-esteem, not self-pity. I choose to listen to my inner voice, not the opinions of others. I choose to live my life once and to the fullest.
There is beauty in perfection. For Dr Chua Hwa Sen, this perfection is evident in the seamless way the body moves – from the shoulders to the hip, from the knees to the foot. It comes as no surprise then that Dr Chua chose to specialise in orthopaedics to correct abnormalities in the musculoskeletal system.

A jovial person by nature, Dr Chua, Consultant Orthopaedic Surgeon at Pantai Hospital Penang, believes in living life to the fullest. In fact, he adheres to this so firmly that he practices it with his patients.

With a sub-specialty in Adult Hip and Knee Reconstruction and Arthroplasty, Dr Chua sees many patients suffering from arthritic joint pain or ligamental injuries. Often, the condition is functional. Dr Chua’s aim then is to improve their function such as walking so they can resume their previous lifestyle.

Dr Chua also focuses on Pelvic Trauma and Minimally Invasive Fracture Management. He gravitated towards these specialties since they focus on returning patients to their original state of functionality.

“I love the feeling of seeing my patients going back to the life they had pre-injury or pre-disease,” Dr Chua declared. “There is instant gratification when seeing post-operative X-rays showing good fixations or good implant placements.”

He fondly recalls an 87-year-old patient with severe bilateral knee osteoarthritis. Due to her advanced age, she was reliant on a home ambulator. Although Dr Chua was aware of the course complications, he was eager for her to be more mobile. This led him to propose a bilateral sequential total knee replacement for her.

After a successful procedure and a period of rehabilitation, the patient was able to travel with her family. He used to receive postcards from her wherever she went, the last being a letter from her sickbed thanking him for the best few years of her life.

Dr Chua stresses the importance of prioritising a patient’s well-being and welfare. According to him, one should be a doctor first, then a surgeon. The combination of a highly scientific and intelligent approach tempered by empathy will enable the surgeon to treat the patient as a whole.

“Patients need to know that help is available in various ways,” reminds Dr Chua. “All they have to do is to come forward and we as doctors will try our best to help.”

Dr Chua Hwa Sen is competent in various fields of Orthopaedics. Aside from Adult Hip and Knee Reconstruction and Arthroplasty, he is also skilled in Computer Assisted Orthopaedic Surgery, Minimal Invasive Orthopaedic Surgery and Traumatology, Pelvis and Acetabulum Trauma and Reconstruction, as well as Shoulder and Knee Arthroscopic Surgery. He has received the Excellence Service Awards from the Malaysian Ministry of Health.
A New Journey
With a Heart
to Serve

Dr Tse Tak Sun, Cardiologist and Director of the Cardiovascular Laboratory Centre at Gleneagles Hong Kong Hospital, has always wanted to make a difference. So it came as no surprise when he decided to blaze a new path on his professional journey.

As a well-established cardiologist with extensive experience in both private and public hospitals, Dr Tse Tak Sun could have landed a post anywhere in Hong Kong. In 2017, he had the opportunity to be part of the pioneering team at the new Gleneagles Hong Kong Hospital and has not looked back.

“It was a choice between setting up my own clinic and joining the new hospital” Dr Tse revealed. “After knowing the support that patients and I would have at Gleneagles Hong Kong Hospital, it became pretty clear that this was the place to be”.

There might have been some uncertainty about joining a new presence in the Hong Kong healthcare scene, but the hospital’s comprehensive, one-stop cardiology service was reassurance enough. Especially knowing that the needs of each patient would always be met with the support of the 24-hour emergency department, advanced operating theatres and a well-equipped Cardiovascular Laboratory Centre.

Pointing to the hospital’s patient-centric services, particularly in price transparency which is uncommon for private hospitals in Hong Kong, Dr Tse sees Gleneagles Hong Kong Hospital as the third milestone of his professional journey. A place where he can continue his pursuit of healthcare excellence and continuous improvement – the final destination of a storied career.

Recently conferred the World Outstanding Chinese Award 2018 for his achievements in the medical profession, Dr Tse was recognised for his distinguished contributions to Chinese society. Reflecting on the demands and sacrifices of his chosen profession, Dr Tse references a quote from Spiderman that has always brought him inspiration, “With great power comes great responsibility”.

That mindset has shaped Dr Tse’s personal philosophy, motivating him to remain humble and to always set a good example for fellow colleagues and patients alike.

After a year of hard work, Dr Tse feels that he has developed a great team. Working tirelessly to gain patients’ trust, together they have all contributed to Gleneagles Hong Kong Hospital’s steady growth. Ultimately for Dr Tse, success in healthcare requires a team effort, where everyone has an important part to play.

DOCTOR’S NOTE
Work-life balance is essential to good health and overall wellbeing. That is why I love spending time at the gym and try to work out every day before work. I also love playing the guitar and jamming with my band ‘Hurdles’. We all enjoyed performing at Gleneagles Hong Kong Hospital’s Annual Dinner and it was a thrill bringing positive energy to the audience.
Why did you specialise in cardiology?

I was in high school when I realised that I wanted to become a doctor. After seeing my parents suffer from heart diseases I made up my mind to be a cardiologist. I wanted to become someone who would be able to save peoples’ lives and make a true difference in critical moments.
In life there are no short cuts, especially when it comes to eating right. Sure, there are always justifications or temptations to fast. But many dietitians, including Apple Chan at Gleneagles Hospital in Singapore, warn against skipping meals.

To understand why missing meals is no cheat code to save time or a quick-fix to weight loss, read on to find out what actually happens to your mind and body.

Warning! Do Not Skip Meals

MOSAIC highlights the dangers of poor eating habits.
No More Mr Nice Guy
Feeling groggy, grumpy and anxious is probably the worst way one can go about their day. If that sounds familiar, then you know that the term hangry might very well apply to you.

As reported by Piedmont Healthcare, skipping meals can trigger stress reactions in the body (read: emergency mode) which leads to the production of the hormone, cortisol. Elevated cortisol levels can have numerous negative effects including fatigue, high blood pressure and weight gain.

Hell On Your Body
Serious physical problems can arise from skipping meals.

Prolonged periods without food can lead to acid reflux, gastritis and stomach acid. Excessive amounts of digestive juices might erode your intestinal lining and cause ulcers.

And it is more than just your stomach to consider, there are also other side effects that can wreak havoc on the body including anemia, bone-density loss, thyroid impairment, and decreased immunity.

More Bingeing And Overeating
Skipping meals is a big culprit when it comes to putting on pounds. Going prolonged periods without a proper meal, tempts us into snacking, or we binge and overeat at our next meal.

For those of us trying to lose weight, that can have the opposite effect on the body. The big danger comes from a lowered metabolism, which becomes compounded when the body tries to overcompensate. We end up consuming more than needed, and we do not burn off the calories as efficiently.

Running On Empty
Skipping a meal causes your energy levels to plummet leading you to feel slow and lethargic. Without proper nutrition your blood-sugar levels nosedive, sending your system into emergency mode.

If the body detects that it is constantly receiving less than the required amount of food intake, it compensates by reducing energy expenditure.

So, keep this in mind the next time you decide to skip a meal, because chances are you will pay for it in other ways.

Brain Drain
According to the folks at Columbia University, going for hours without eating deprives the brain of glucose which is needed for normal functioning.

It is safe to say when the brain and central nervous system do not have sufficient amounts of their main energy supply, your mental capacity diminishes. This leads to problems concentrating and loss of focus, affecting memory and even mood – all of which are far from ideal if you want to be performing at your best.

Health Risks
Poor eating habits and chronic meal skipping are part of a vicious cycle. Over an extended time, it can bring serious consequences into the picture.

The New York Times points to a study from the medical journal ‘Metabolism’, “Skipping meals resulted in potentially risky metabolic changes. The meal skippers had elevated fasting glucose levels and a delayed insulin response – conditions that, if they persisted long term, could lead to diabetes.”
For many of us, it is easy to get caught up in the grind and routine of daily life. As the year progresses, the mind becomes cluttered with mental debris, and we need to extricate ourselves from the downward cycle.

There are constructive ways to build mental resilience and deal with things while maintaining proper perspective. Here are some useful shortcuts to hitting refresh.

**Banishing negativity** is always a good place to start. We often waste time and mental energy being stuck in negative thought patterns. Sadness and disappointment are healthy natural reactions, but self-pity is a trap we all need to avoid.

Self-pity can consume us, distracting us from seeing solutions. Instead of focusing on the negative, we need to take positive action. The first step is to identify between what we can solve and what is out of our control.

Next, we need to be proactive and do what we can. Stop fixating on things you cannot change, instead take small steps towards improving the situation. Stay strong and remember that each small step in the right direction will eventually lead us to a positive outcome.

The next time you encounter a problem that feels insurmountable, make the decision to challenge yourself. When we have the courage to challenge ourselves, focus shifts away from worrying and fretting, and we start to take action. Repeatedly doing this not only strengthens our capacity to deal with stress and pressure, but also builds mental fortitude.

Sometimes, it is difficult to do this because of the many distractions in our minds. That is not to say you should act impulsively without thinking things through. What we need to do is deliberate and decide. When we take a step back and look at the bigger picture, it helps us be decisive about the best way forward.
When problems tend to pile up or we feel there is just too much to get done, that is when the world feels as if it is about to implode. Listing the tasks at hand and differentiating between what is essential helps to prioritise responsibilities and ultimately fulfil larger goals and objectives.

**ACTION PLAN FOR CLARITY**

The next time you find yourself stuck in situations where counterproductive thoughts hold you back, do not get bogged down. Many times, we simply need to make a conscious effort to shift our energy away from mindless anxiety to purpose-driven action.

1. **TAKE A DEEP BREATH**
   - It is easy, it is free and it is healthy. But more importantly, breathing helps us relax and calms us down. Scientifically speaking, deep breathing increases energy levels and detoxifies the body, it improves blood flow and posture, and even stimulates the lymphatic system.

2. **UNPLUG AND UNWIND**
   - Learning to take a break when things become overwhelming is one of the best ways for the brain to hit the reset button. Anything from playing sports and sweating it out, to spending time with friends and loved ones, or even going on a short vacation. Taking a bit of time to do something that makes you happy recharges the brain and fills you with positive energy.

3. **SET GOALS AND PRIORITIES**
   - When problems tend to pile up or we feel there is just too much to get done, that is when the world feels as if it is about to implode. Listing the tasks at hand and differentiating between what is essential helps to prioritise responsibilities and ultimately fulfil larger goals and objectives.

4. **ACCEPT AND RELINQUISH**
   - Letting go and accepting mistakes frees us from getting caught up in the past. Always keep in mind, mistakes happen, but learning from them is the most important thing to take away.

5. **FOCUS ON THE TASK AT HAND**
   - It is easy to feel like giving up when there are too many obstacles in front of us. By choosing to focus on the task at hand, we filter out the noise and negativity, building confidence and upping productivity. To do this, take a more meditative approach. Eliminate distractions and do not procrastinate. Take things one step at a time, completing one task before moving on the next. Remember, multitasking is not the answer. Every small step forward brings us closer to our desired result.
### Hospitals

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### Medical Clinics

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### Ancillary Medical Services

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Information is correct as of October 2018
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 PRUShied 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

To check on your eligibility and queries for the Cashless service, please contact Parkway East Hospital Admission / Business Office at (65) 6340 8600.

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