

# Real-Life Role Models

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

## NEVER SAY NEVER

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

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

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

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

**YONG WEE JOAN**  
Nurse Manager  
Mount Elizabeth Hospital



## Quality is Queen

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

"As part of our fall prevention programme, we've outlined an improvement process and target interventions, like introducing grab bars, anti-slip mats and slip-resistant flooring. We also developed a fall education video for patients and caregivers that is now screened in other Parkway Pantai hospitals as well, so that's really rewarding," said Wee Joan.