



7 May 2014

**Healthcare Humanity Award Celebrates 10th Anniversary –
With Record Winners and New Accolade**

The Healthcare Humanity Award (HHA) celebrates its 10th anniversary this year with a record number of recipients – 76 to be precise – and a new Honourable Mention category to recognise the extraordinary efforts of healthcare staff across Singapore.

This year's HHA recipients hail from 26 public hospitals, polyclinics, nursing homes and related organisations. Senior Consultant Dr Anton Cheng Kui Sing, 66, from Alexandra Health, is the eldest winner, while the youngest is 24-year-old paramedic Nurulefyana Binte Badrulhisham from Unistrong Technology, a private ambulance operator. These unique individuals inspire and lead their peers – and us – in helping to make our Singapore healthcare system world class.

Eight winners were singled out as recipients of the inaugural Honourable Mention award, which was introduced to celebrate the HHA's 10th anniversary.

"The Honourable Mention Awards recognise those who have gone beyond their call of duty and ventured into humanitarian efforts – either locally or beyond our shores, some of whom have demonstrated immense courage," said Madam Kay Kuok, Chairman of the Board of Trustees for The Courage Fund, in her opening address.

President Dr Tony Tan Keng Yam, Patron of The Courage Fund, is Guest-of-Honour at the Awards presentation ceremony on 14 May 2014.

HHA recipients will each take home a silver medallion and cash prize of \$1,500. Honourable Mention Award winners will receive an additional \$500 cash prize.

This prestigious annual award was established after the SARS outbreak in Singapore in 2003, when healthcare workers went beyond the call of duty and risked their lives to take care of SARS patients and help keep Singapore SARS-free. Their dedication and courage touched the hearts of Singaporeans who then showed their gratitude by donating generously to The Courage Fund.

Since its inception in 2004, the Award has given about \$1million to 593 healthcare workers who have inspired us with their commitment to deliver quality care and their exemplary compassion and empathy for their patients.

See the full list of the 2014 Honourable Mention Award and HHA recipients in Annex 1 and 2, respectively.

The 2014 Healthcare Humanity Award and Honourable Mention Heroes and Heroines share their stories

Whether in the community, polyclinic or hospital ward, many of this year's winners showed extraordinary grit and tenacity in the face of uphill tasks to accomplish their goal of achieving better healthcare for their patients. Here are some of their heart-warming stories.

National Healthcare Group Polyclinics Senior Staff Nurse Ms Katherine Tan, 52, has volunteered in some 33 overseas mission trips to help provide medical care to rural communities in Vietnam and China. For many years, she volunteered with Operation Smile, a charitable group that provides free surgery for children born with cleft lip or cleft palate deformities.

"My greatest satisfaction as a healthcare worker is to see patients whom I have taken care of recover from their ailments and move on," said Ms Tan.

This Honourable Mention Award recipient is also an advocate of women's health and wellness, constantly taking the time to educate her female patients about the benefits of breast self-examinations and regular PAP smears.

Tan Tock Seng Hospital Senior Consultant Dr Tan Kok Leong, 46, always listens to his patients and their caregivers to understand their issues and challenges. He then tries to help them to the best of his abilities. This Family Physician firmly believes in teamwork and never hesitates to approach other healthcare partners to engage their help in providing holistic care for his patients. In 2012, he spearheaded the Virtual Hospital Programme for patients suffering from chronic diseases. As a result, these patients' readmissions to TTSH's Emergency Department dropped significantly, and they were able to recover in the comfort of their own homes.

"Effective teamwork is the core of healthcare," Dr Tan said. "It entails empathy, respect, and the willingness to hear and learn from each other, including the patients."

He would go the extra mile to ensure that his patients receive timely treatment. For example, he still makes home visits even after hours, and he would personally visit patients at home to persuade them to be admitted for treatments, where necessary.

Death can be a scary destination for many sick and frail patients. ***Tan Tock Seng Hospital Advanced Practice Nurse, Ms Chen Wei Ting***, 34, helps make their last journey more comfortable. She works in palliative care which focuses on alleviating suffering in patients. To ensure this, she goes beyond the call of duty to help them fulfil their last wishes, often giving of her time and effort to her patients and their families.

"As I am in palliative care, my desire is to help patients die with peace of mind and dignity," said Ms Chen. "It is a privilege to be able to be part of their last days."

Institute of Mental Health Consultant Dr Dhanesh Kumar's devotion to his patients suffering from mental illness is commendable. He shows great compassion and does not just treat his patients for their illness but goes to great lengths to help them adjust to their lives with their families at home and in the community.

“Sometimes I have to make difficult decisions,” Dr Kumar said. “But my priority is always to put my patients’ interests and well-being first.”

Dr Kumar, 51, has also been doing humanitarian work in India since 2011, providing mental health training to primary health care doctors and health workers, besides organising mental health awareness and free consultation camps. He has also treated severely mentally ill patients – who were literally chained in the community – mostly by their own families. Six such patients have since been freed, and two are even working now, thanks to his courageous intervention.

National Skin Centre Senior Consultant Associate Professor Steven Thng, 46, was commended for setting up the melanocyte culture laboratory at the National Skin Centre – with his own sweat and skin cells. To help generate enough skin samples in the laboratory’s early days of vitiligo research, the dermatologist gamely volunteered his own cells for testing. He has not stopped since then.

Although he still bears scars on his forearms, his tenacious efforts have paid off. Today, NSC’s pigment clinic provides the most comprehensive treatment options for patients with vitiligo in the region.

“As long as I have positively touched someone each day, be it addressing his or her medical problem, I am happy,” A/Prof Thng said.

Through the course of her work, **National Healthcare Group Diagnostics Senior Medical Technologist Ms Janet Teng** noticed a high rate of contamination in urine specimens due to improper collection techniques. To help patients collect urine more effectively, the 33-year-old developed instruction diagrams to be placed in toilet cubicles at the clinics. However, she met with strong objections from her colleagues due to the sensitive subject matter. Undeterred, Ms Teng persisted – by conducting trials and engaging her colleagues. Now, the instructions are widely used in the polyclinics, and specimen contamination has been reduced by more than 50%.

“Working in a busy laboratory with a high patient load is both physically and mentally taxing,” she admitted. “But it warms my heart when I know that I am making a difference to someone’s life.”

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About The Courage Fund and Healthcare Humanity Awards (HHA)

The Courage Fund was launched in 2003 to raise money for relief to SARS victims and healthcare workers. It was so named as a tribute to the bravery and dedication of healthcare staff during the outbreak.

The Fund is jointly organised by the National Healthcare Group (NHG), Singapore Health Services (SingHealth), Singapore Medical Association (SMA), Singapore Nurses’ Association (SNA) and Singapore Press Holdings (SPH).

The Fund’s objectives are three-fold:

1. To provide relief to SARS victims and healthcare workers and their dependents, and any persons placed under quarantine orders as a result of SARS.
2. To support any charitable purposes for the benefit of healthcare workers, especially in relation to the advancement of education, the protection of health and the relief of poverty, distress and sickness.
3. To support any charitable purposes for the benefit of the general Singapore community who may be affected by widespread infectious diseases.

The Healthcare Humanity Award (HHA) is a lasting legacy of the Courage Awards originally presented in 2003 to the healthcare heroes and heroines of the SARS outbreak. About 5,500 Courage Awards were presented in 2003. It was replaced the following year by the HHA which has saluted the efforts of 517 healthcare workers since 2004.

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ANNEX 1: Profiles of HHA Honourable Mention Winners 2014

1. Ms Katherine Tan Gek Tee **Senior Staff Nurse** **National Healthcare Group Polyclinics**

Ms Katherine is an avid volunteer and has gone for over 30 mission trips to Vietnam and China. For many years, she volunteered with Operation Smile, a charitable group that performs free surgery for children born with cleft lip and cleft palate deformity. She also rendered her services to a Christian medical group to serve the Yi minority in China, providing free health screening for the under-privileged community with high prevalence of HIV and tuberculosis.

“My greatest satisfaction is to see patients recover from their ailments and move forward in their lives.”

2. Ms Lim Kim Yan **Nurse Clinician** **Tan Tock Seng Hospital**

Ms Lim is always ready to help anyone in need. Most recently, she helped raise funds for the victims of Hurricane Sandy in New York. In the last few years she has been on medical mission trips to Sri Lanka and Indonesia. Back home in Singapore, she often helps out at free health screening events.

“Humanitarian work is not constrained by race, religion or even geographical boundaries.”

3. Ms Low Pey Yun **Paramedic** **Singapore Civil Defence Force**

Ms Low showed extreme bravery in the face of danger. She responded to a road traffic accident where a pedestrian was pinned under a bus. That led to crowds of angry onlookers who started hurling projectiles at her and her colleagues.

“Good judgment and decisions can make a difference between life and death to the victims we are sent to help. This can be very stressful but it’s also very rewarding.”

4. Ms Nor Aisyah Binte Johari **Paramedic**

Singapore Civil Defence Force

Although she and her colleagues faced a hostile crowd when they responded to a road accident, Ms Nor Aisyah did not shirk from trying to do what she had to. She was hurt in the incident and underwent counselling to help overcome the trauma. Ms Nor Aisyah is now back at work, saving lives as a paramedic.

“It’s stressful having to deal with trauma patients in the course of my work. But when I help save lives, that gives me the strength to help the next patient.”

5. Ms Nur Hidayah Binte Bujang Paramedic Singapore Civil Defence Force

In the face of danger, in the midst of an angry mob at the scene of a road accident, Ms Nur Hidayah rose above the situation and managed to convey three casualties to hospital. Her courage is highly commended.

“As a paramedic, I need to stay calm so that I can think clearly to give the best possible treatment to the patients. It’s gratifying to know that I’ve played a part when patients survive their trauma.”

6. Ms Nurulefyana Binte Badrulhisham Paramedic Unistrong Technology Pte Ltd

For Ms Nurulefyana, working as a paramedic gives her an adrenaline rush every time she has to deal with an emergency. On 8 Dec 2013, when she and her colleagues were sent to attend to a road accident victim, they were faced with an angry mob at the accident site. In the face of danger and a volatile situation, she managed to eventually convey six casualties to hospital, including the victim who was pinned under a bus.

“It’s beyond words when you’re able to revive a cardiac arrest patient from pulseless to pulse!”

7. Dr Puneet Seth Consultant Singapore General Hospital

As an emergency physician, Dr Seth works under a lot of stress but he always greets his patients with a smile and connects well with them. He firmly believes that healing begins with the first contact, and that's with healthcare workers. Dr Seth feels that a calm and reassuring doctor or nurse can make the worst suffering a little more tolerable.

“Healthcare workers may be brilliant doctors or nurses, but to patients, healthcare workers are no more than assembly line technicians if they are not attentive and caring. Patients come to us for a reason and mental agony is as much a part of a disease as its physical impact on the body.”

**8. Ms Shek Mei Poh
Senior Occupational Therapist
Institute of Mental Health**

Ms Shek's dedication to the rehabilitation of those suffering from mental illness is commendable. She reaches out to them at a personal level and not as someone in authority. Ms Shek also works closely with her patients and is not afraid even when they turn violent. She initiated a quality improvement programme at IMH to improve the quality of life of long-term patients in the wards.

“Helping patients recover and then go back to their normal lives makes my job meaningful.”

ANNEX 2: Profiles of HHA Winners 2014

1. Mr Abdul Farouk Bin Abdul Latiff **Nurse Clinician** **Jurong Health Services**

Mr Abdul Farouk is always ready to volunteer his clinical services at places where major disasters strike. Since he joined the Singapore Red Cross in 2005, he has been on medical missions to Pakistan in the aftermaths of its earthquakes. More recently, he has been to the Philippines after it was hit by Typhoon Haiyan. Locally, he is also active in community work, using his skills as a nurse to help those in need.

“I see my nursing work as a journey and a goal – to give every patient the best care that I can give.”

2. Ms Annie Lau **Senior Nurse Manager** **Singapore General Hospital**

Working in an Oncology Ward, Ms Lau goes beyond giving care to her patients' physical needs. She spends time to give her patients and their families the psychological support as well. Ms Lau is passionate about promoting a healthy lifestyle. She volunteers her time giving talks and providing health screening to the community. She is also an active Breast Cancer Nurse and shares her time and skills with the Hindu Endowment Board (medical services).

“I admire the resilience of my patients and their will to live. They are my inspiration!”

3. Dr Anton Cheng Kui Sing **Senior Consultant** **Alexandra Health System**

Dr Cheng has been in surgical practice for many years. As an active member of the department of Surgery, he teaches, mentors, and devotes his time to clinical work and research. He has been involved in numerous humanitarian missions over the years and will continue to do so in the foreseeable future.

“It’s humbling to be nominated for this award.”

4. Ms Chen Wei Ting
Advanced Practice Nurse
Tan Tock Seng Hospital

Ms Chen works in palliative care. Her desire is to help patients die with peace and dignity. To ensure this, she goes out of her way to help them fulfill their last wishes. And she is not there just for the patients but also their families, giving them the support that they need.

“As I am in palliative care, my desire is to help patients die with peace of mind and dignity.”

5. Ms Cheung Pui Leng
Senior Staff Nurse
National Heart Centre

Ms Cheung is a nurse with many years of experience. Her forte is taking care of patients in the intensive care unit (ICU). She is a strong advocate for patients' safety and takes great pains to ensure that her patients receive high level care. Her bubbly personality brightens up the otherwise stressful environment in ICU.

“When patients are upset, I try to understand that they are unwell and therefore feel anxious. It helps to put myself in their shoes.”

6. Ms Chong Lai Foong
Nurse Clinician I
KK Women's and Children's Hospital

With a strong passion in oncology nursing, Ms Chong always delivers high standards of care to the ambulatory chemotherapy centre patients. She is an excellent team player and has built a team of great professional nurses under her charge. She has received multiple awards for being an advocate for patient safety.

“My greatest satisfaction is in knowing that the care and support I have rendered to my patients and their families have helped to ease their arduous journey.”

7. Ms Chor Swee Suet
Head Nursing & Deputy Director
Health Promotion Board

Even after 41 years, Ms Chor has not lost her zeal and passion for nursing. She is an outstanding officer who is continuously seeking opportunities for improvement and positive change. She challenges her staff to look at issues from different perspectives. Outside of work, Ms Chor actively participates in community work. She has won numerous awards over the years including the President's Award for Nurses in 2003.

“Growing up with seven siblings, we learnt to help one another. This has been my motto since young, and I was naturally drawn to take up nursing as a profession after finishing secondary school.”

8. Ms Chow Wai Shin
Nurse Clinician
Singapore General Hospital

Ms Chow was nominated for this award for her dedication, social conscience and outstanding spirit of volunteerism. An active member in the hospital's Breast Support Group, her patients know that they can count on her anytime for advice or just a listening ear. She spends much of her free time participating fundraising activities, conducting free health screening for the public and actively volunteers in overseas mission work, visiting orphanages and poor villagers.

“I love what I'm doing. And I'm proud to say that I've been working here for over 35 years.”

9. Ms Clara Su Yan Ling
Senior Staff Nurse
National University Health System

Ms Su's cheerful disposition, boundless energy and infectious laughter bring a smile to her paediatric patients undergoing treatment for cancer. She sees nursing as a calling to serve these children at work and as a volunteer with Children's Cancer Foundation, Make-A-Wish Foundation and Star PALS.

“It's amazing to feel the love from patients. Their fighting spirit has taught me much about life and its perspectives!”

10. Mr Clifford Xu De Sheng
Senior Staff Nurse
National University Health System

Mr Xu made a career switch to nursing from working in sales with a multinational company in 2005. Despite his late start, it did not stop him from becoming an outstanding nurse and is now one of the pioneers in specialty nursing for open heart surgery. Mr Xu is commended for his enthusiasm, compassion and professionalism.

“Nursing allows me to touch lives in real and rewarding ways!”

11. Dr Constance Teo Ee Hoon
Consultant
Singapore General Hospital

Dr Teo often devotes long hours in consultation to prepare patients for the major surgeries they have to undergo. Her clinic sessions often eat into her meal times and beyond her office hours. Nevertheless, she makes time to visit her patients after work to check on their well-being. Dr Teo has also taken on a heavy teaching role despite her busy schedule.

“My mother was a nurse. As a child I’ve witnessed the altruism and dedication of nurses and doctors. They have all inspired me to become a doctor.”

12. Dr Dhanesh Kumar
Consultant
Institute of Mental Health

Dr Kumar’s devotion to his patients is commendable. He shows great compassion by helping them integrate back with their families and the community.

“Sometimes I have to make difficult decisions. But my over-riding factor is always to put my patients’ interests and well-being as the top priority.”

13. Ms Doris Ang Chye Lian
Health Attendant
National Healthcare Group Polyclinics

Irate patients who have waited a long time to see the doctors do not faze Ms Ang. She will patiently and gently pacify them, till they calm down. She takes it upon herself to look out

for patients, especially the elderly and frail. As a junior staff, Ms Ang already adopts the philosophy that 'knowledge is power', and this explains why she is continually attending courses to improve herself.

"I want to thank my colleagues and my supervisor for helping me to do my job well."

14. Ms Esther Chong Pei Wei
Registered Nurse
HCA Hospice Care

Ms Chong gives her best efforts at work, caring for terminally ill patients. She often works well past her shift, spending time with her patients and their families to ensure their well-being. Sometimes, she has to act as mediator for the patients and their families. In one particular incident, she had to inform the patient that she was dying because her family couldn't bring themselves to the task. In so doing, the patient was able to put her affairs in order before she passed on peacefully.

"I owe it to my patients to help them live as well as possible and make every moment count."

15. Ms Felicia Tang Yun Li
Staff Nurse
Tan Tock Seng Hospital

Providing support to the less fortunate is Ms Tang's true calling as a nurse. She readily volunteers for medical mission trips and takes part in charity runs like the Yellow Ribbon Prison Run to help raise funds for the inmates and their families. Ms Tang also supports the blood bank by donating regularly. As a critical care trained nurse, she understands how blood transfusion can help save lives.

"As a nurse, we are often associated with our white uniforms which mean purity, compassion and care. Nursing is my identity and I see myself with its qualities. I am a nurse and proud to be one."

16. Ms Goh Chai Hoon
Senior Pharmacy Technician
Singapore General Hospital

After joining SGH as a pharmacy technician, Ms Goh's interest in medicine grew. She pursued a qualification in Traditional Chinese Medicine (TCM) to provide patient-care

beyond the boundaries of Western medicine. Ms Goh also volunteers her time as a TCM physician to the community, which is her way of contributing back to society.

“Although interacting with patients requires immense patience and stamina, it is inspiring to see them get better as a result.”

17. Ms Grace Sim Pek Hong
Manager, Allied Health
Bethany Methodist Nursing Home

For Ms Sim, her job at the nursing home is a call to service, providing care to patients in need. She is gentle, kind and generous, always ready to help her colleagues who are overwhelmed. The numerous ‘thank you’ cards that she receives testify to this. Ms Sim has even received a touching compliment from a patient who said that, “she is the daughter I never had.”

“It is very rewarding and humbling to know that I can be a channel to bring some comfort and healing to those in need.”

18. Ms Hazel Lee Mung Fong
Senior Staff Nurse
Tan Tock Seng Hospital

Those who have worked with Ms Lee will attest to her amazing and extraordinary patience. Working in the geriatrics ward, she spares no effort making sure that her patients are comfortable and well taken care of. For those who need extra help in coping with life, she will continue to look out for their welfare even after they have been discharged from hospital. She visits their home at her own time to check on them.

“To have my patients give me a meek smile is all the ‘thank you’ that I need for helping them. It motivates me to want to do even more for them.”

19. Ms Hoon Lay Yuet
Senior Staff Nurse
Singapore General Hospital

Ms Hoon’s acts of kindness, care and concern go beyond her patients in hospital. She especially has a soft spot for the elderly and she volunteers her time helping them – particularly those who live alone. She visits them bringing food and good cheer with her

lively and friendly banter. Once a month, she gives free haircuts to the residents at United Medicare Centre.

“Having cared for my mother when she was critically ill, I can empathise with my patients and their families. I understand their anxiety.”

**20. Ms Janet Chong Ngian Choo
Nurse Clinician (Specialty Care)
Singapore General Hospital**

Ms Chong works with patients who are unable to feed by mouth and need to be tube-fed even after they have been discharged from the hospital. Patients’ families become upset and distressed when the tubes are dislodged or blocked. To allay their anxiety, she provides the families with her phone contact so that she could be reachable when they need homecare advice.

“I strive to give each patient the best personalised care.”

**21. Ms Janet Teng
Senior Medical Technologist
NHG Diagnostics**

Highly competent in her field of profession, Ms Teng initiated several projects to reduce and eliminate errors as well as shorten the turnaround time – all in the best interest of patients’ needs. Colleagues see her as an exemplary role model as well. In her free time, Ms Teng volunteers in community work to help raise funds for those in need.

“Working in a busy laboratory with a high patient load is both physically and mentally taxing, but it warms my heart when I know that I am making a difference to someone’s life.”

**22. Ms Jasmine Yong Yoke Cheng
Assistant Manager
St Luke's Hospital**

True to her profession and mission of St Luke’s Hospital, Ms Yong displays compassion and extraordinary dedication when attending to the plight of the sick, disabled and disadvantaged. She implemented the hospital’s Caregivers’ Support Programme to help lift the morale of caregivers who may feel loss or despondent when caring for their loved ones.

“As a medical social worker, I work alongside patients and their families to sort out their problems and dilemmas. When they begin to see hope in despair, I know that I have made a difference to their lives!”

23. Ms Jennifer Wong Chee Mei
Advanced Practice Nurse
Tan Tock Seng Hospital

Working with heart failure patients, Ms Wong dedicates herself to educating and counselling them so that they can live well despite their medical condition. She exemplifies the values of courage, dedication and selflessness not only at work, but also as a volunteer in Singapore as well as overseas.

“My parents were disappointed when I chose to take up nursing instead of going to the university. But I have no regrets! As a nurse I get to help others not just in Singapore but also overseas when I volunteer for medical missions.”

24. Mr Jeremy Lim Kheng Chye
Nurse Clinician
National Heart Centre

Winner of multiple healthcare awards, Mr Lim contributes significantly to staff development programmes, particularly in patient safety and service processes. He regularly visits homes for the elderly and children, often going out of his way to bake and cook for them. He is well respected by his peers and patients. Mr Lim is also often looked upon as an inspirational role model.

“I think the most important quality for a healthcare worker is expressing gratitude to others daily.”

25. Ms Jerist Lew Fong Lin
HIV Specialist Nurse
National University Health System

Described as having ‘a heart of gold’, Ms Lew is comfortable working with sex workers and those suffering from HIV. She visits the red light districts in Singapore and Malaysia to befriend sex workers, offering them her assistance and advice. Ms Lew conducts workshops to educate the public, fellow medical and non-medical staff to dispel the stigma and fear of working with HIV patients.

“I think those living with HIV also deserve an award for being so courageous in the face of all their discrimination. They’ve taught me much about life and I’m a better person for it.”

**26. Ms June Tan Soi Muay
Senior Nurse Manager
Changi General Hospital**

Ms Tan prefers to approach her work challenges with creativity and a positive attitude. Equipped with communication skills, she promotes trust and diligence in her staff so that they can deliver quality care to patients. She is also active in community and voluntary services.

“For all the modern technology, it can never replace the human touch which heals the broken spirit.”

**27. Ms Karen Wong Kai Sim
Senior Staff Nurse
National University Health System**

Ms Wong is highly professional in her delivery of care to her patients in the surgical unit. In the daily course of her work, she demonstrates the hospital’s values of teamwork, respect, integrity, compassion and excellence. On top of her busy work schedule, she is actively involved in voluntary work.

“I share my patients’ pain and joy. And when they show their appreciation even with a smile, it makes it all so worthwhile.”

**28. Mr Kevin Chiam Tow Meng
Ward Manager
Ang Mo Kio – Thye Hua Kwan Hospital**

Mr Chiam lives up to his calling as a nurse, often going out of his way to help patients. When patients delay returning to the hospital after their home leave, the concerned Mr Chiam will personally check on them at their home. He is not deterred by patients with high demands, if anything, they motivate him to become a better healthcare worker.

“I would like to share this award with my colleagues who work hand in hand with me every day caring for our patients.”

29. Ms Lai Mee Horng
Nurse Clinician
Assisi Hospice

Ms Lai is passionate about helping her terminally ill patients. She tries to fulfill their last wishes as much as she can. One of her patients expressed her wish for a nice kitchen. Ms Lai assured the patient that she would have a renovated kitchen, and proceeded to coordinate the task. A new room door too was put up – all in time for the patient to enjoy her last Hari Raya with her family before she passed on.

“I feel a sense of achievement when I’m able to help my patients live out their last days with dignity and then pass on peacefully.”

30. Ms Latipah Binte Mohd Noor
Patient Care Assistant
National Heart Centre

Revered upon as a mother figure by her peers and juniors, Ms Latipah sets an excellent example of an exceptional healthcare worker. Winner of many healthcare awards, she voluntarily contributes to society by visiting families of prison inmates, assisting them with their basic daily needs, as well as their children’s educational journey.

“What could be more rewarding than relieving the pain of another person?”

31. Ms Lee Siew Kum
Asst Director of Nursing
KK Women’s and Children’s Hospital

Since she joined the hospital in 1997, Ms Lee has been giving her full commitment and dedication to the Children’s Intensive Care Unit. Over the years, she contributed significantly to the unit by ensuring sufficient nurses are recruited and trained to provide an even higher standard of critical nursing care. She is a nurse administrator who shows compassion not only to patients and their families, but also to her staff.

“Caring for people is my passion and I’m happy that I am able to make a difference in the lives of others.”

32. Ms Liang Min
Staff Nurse
Tan Tock Seng Hospital

Many of the patients who turn up at the clinic where Ms Liang works are wheelchair-bound. She even goes to the extent of footing taxi fares for those who cannot afford. As busy as she is, Ms Liang finds the time to offer her services at Tzu Chi Free Clinic. In the aftermath of Typhoon Haiyan in the Philippines, Ms Liang helped collect street donations for the survivors.

“I’m glad that I am working in healthcare because I can use my skills to help those in need.”

33. Dr Lieu Ping Kong
Senior Consultant
Tan Tock Seng Hospital

Dr Lieu is an exemplary clinician and a role model for junior healthcare workers. His compassion in caring for the elderly has inspired many to follow in his footsteps – a career in Geriatric Medicine. He is well loved by his patients and families. Those who have worked with him will testify to his patience and devoting long hours to patient-centred dialogues to improve clinical outcomes. Dr Lieu is also passionate about medical training. Besides sharing his wealth of experience, he keeps himself updated with the latest medical trends and skills in order to be a good mentor to the younger clinicians.

“To see the smiles on the faces of my patients and their families is sufficient reward to know that our team members have contributed to healing.”

34. Mr Lim Kong Beng
Deputy Rehabilitation Manager
Ren Ci Hospital

A ‘guru’ in the field of geriatric rehabilitation, Mr Lim is seen as a role model by his colleagues, as he truly enjoys sharing with them his skills, knowledge and work passion. Together with his family, he took a year off in 2006 to help the poor and needy in East Timor. Mr Lim provides counselling and conducts parenting courses for his church.

“In healthcare, having the right attitude is as important, if not more important, than having the right skills. It’s about caring for those in need.”

35. Ms Loo Min Min
Care Coordinator
Tan Tock Seng Hospital

Ms Loo often visits patients after their discharge to check that they are well supported in the community. Not only is she thorough in the planning of holistic assessments for patients, she also works well with the multi-disciplinary team to develop care plans for them. Going the extra mile, she enjoys gathering volunteers to do house-cleaning for patients, if there is a need.

“I feel privileged that I have the opportunity and ability to serve those in need.”

36. Ms Loo Sook Ming
Senior Medical Social Worker
Singapore General Hospital

Ms Loo works with teenagers and young adults with eating disorders. She has excellent skills as a family therapist. She takes the extraordinary effort to engage patients and their families and she visits her patients to check on their well-being.

“I enjoy my work as I have the opportunity to make a difference in the lives of my patients and their families.”

37. Dr Low Kang Yih
Family Physician
National Healthcare Group Polyclinics

The volume of patients he sees every day at the polyclinic does not stop Dr Low from giving his patients the best care possible. Despite his busy schedule, he calls up patients during his lunch break or after his clinical sessions to follow-up on their care. His dedication has not gone unnoticed. Many of his patients have written in to show their appreciation.

“I try my best to provide my patients with the care that I hope my loved ones would receive too if in need.”

38. Ms Martha Mabel Chia Jia En
Nurse Clinician
Singapore General Hospital

Working with cancer patients, Ms Chia offers a tower of strength not only to them but also their families. Her compassion and confidence in her work help her patients cope better with their suffering. To bring some joyfulness to her patients, she leads her team of nurses to create lovely little gifts and cards on festivities and special occasions to be given to her patients.

“Working side by side with my colleagues to help our patients (even when there is no cure in sight) gives me the motivation and strength to carry on each day.”

39. Ms May Chan Siew Fong
Care Manager
Agency for Integrated Care

Ms Chan understands the plight of her elderly clients, many of whom live alone or have dysfunctional families. She goes that extra mile to make their lives more comfortable. She once helped reunite a client with her daughter whom the client had not seen for several years; managing to trace her daughter down through an old label on her wheelchair.

“I have the opportunity to advocate for more services for our ageing population and make their lives that much better and brighter.”

40. Mr Mok Chee Peng
Senior Medical Social Worker
Alexandra Health System

Mr Mok is an outstanding medical social worker who has received numerous letters of appreciation from patients and their families. By his compassion and confidence, he earned the trust of his patients who are suffering from kidney disease. Often, kidney patients face dilemmas with regard to their treatment. He conscientiously discusses issues with patients and their families. In some situations, he takes it upon himself to advise families on how to better manage their finances to pay for their loved one's treatment.

“Being a medical social worker presents one of the truest opportunities to make a difference in the lives of others.”

41. Ms Mumtaaz Bevi d/o Said Sulaiman
Principal Enrolled Nurse
Singapore General Hospital

Good natured and kind, Ms Mumtaaz is adored and well respected by her colleagues and patients alike. She never refuses anyone who approaches her for assistance. She is an active nurse volunteer who provides moral support and organises activities for her patients.

“It was my mother who encouraged me to be a nurse. I have found that it is my calling too. I have no regrets!”

42. Ms Ng Chiew Hong
Senior Nurse Clinician
National University Health System

Ms Ng is well respected by her colleagues – doctors and nurses alike. An excellent nurse clinician, she willingly shares her knowledge and thinks nothing of conducting teaching sessions outside office hours and over the weekends. She brings out the best in the nurses working with her, believing that they can do a good job if she has faith and trust in them.

“Although we didn’t have much, I learnt from my parents from young to help those in need. Working in healthcare gives me the opportunity to do just that.”

43. Ms Ng Huoy Ling
Nurse Manager
Alexandra Health System

Caring for geriatric patients, Ms Ng treats them as she would her loved ones. She respects them for their rich life experience, and wants them to live out the rest of their lives gracefully and to the fullest. To many of her patients and their families, she is their ‘angel’ helping them in their lives. Her dedication to her patients makes her an exemplary role model for the young nurses working with her.

“My patients are like my grandparents. I feel it is my duty to give them the best nursing care, to help them stay as well as they can be.”

44. A/Prof Ng Kee Chong
Chairman, Division of Medicine
KK Women and Children’s Hospital

Being one of the pioneers in paediatrics emergency services in Singapore, A/Prof Ng leads many national committees to ensure that our children are continually cared for. During the SARS pandemic, A/Prof Ng worked at the frontline battling against SARS. He also ventured overseas to provide timely medical aid to children at sites affected by natural disasters in countries like, Indonesia, Pakistan and Myanmar.

“We are only as good as part of the whole. No man is an island, especially not for those of us in the healthcare workforce.”

45. Ms Nicole Wong Huay Sze
Senior Medical Social Worker
Singapore General Hospital

Ms Wong exhibits values of selflessness and compassion in her personal and professional life. At work, she has helped many patients to get financial assistance to help with their medical expenses as well as provide counselling to cope with their illness. She is passionate about helping HIV patients and single mothers. An avid photographer, Ms Wong donated two of her works to raise funds to help the needy.

“As a medical social worker, my job is to help those who are marginalised for one reason or another, to lessen the impact on them

46. Ms Noni Binte Yusran
Senior Enrolled Nurse
Health Promotion Board

Ms Noni is a dedicated and reliable nurse who is creative and always on the lookout for ways to improve work processes. Apart from her consistent good performance at work, she is an active volunteer in the community.

“I want to thank my family and my friends for their support and encouragement all these years.”

47. Ms Noreen Binte Taha
Senior Staff Nurse
Jurong Health Services

Ms Noreen’s attributes – patience, passion and perseverance – make her an outstanding nurse in the surgical ward where she works. She also dedicates her time to help others in the community by involving herself in volunteer work.

“As a nurse, I make sure I keep myself healthy so that I can care for the health of others.”

48. Ms Nur Jelita Remie
Senior Staff Nurse, Clinical Instructor
National University Health System

Ms Nur Jelita, is an exemplary professional known for her dedication in teaching her fellow staff nurses as well as her nursing students. Apart from being committed to working in the Emergency Department, she also serves and provides care to the underprivileged in overseas medical relief mission trips with Crisis Relief Singapore. Ms Nur Jelita describes these relief missions as "a humbling experience beyond any other."

"The adrenaline rush of working in the Emergency Department calls for split-second decisions which can make a difference between life and death of our patients."

**49. Ms Png Gek Kheng
Advanced Practice Nurse
Changi General Hospital**

Working with elderly patients, Ms Png has initiated numerous initiatives to improve care for them. One of her initiatives is to assign nurses according to their interest and skills set. Her 'can do' attitude makes her an excellent role model to her peers and those working with her.

"Nursing is a special career where you can touch deeply the lives of others!"

**50. Ms Prema Harrison
Nurse Clinician
Tan Tock Seng Hospital**

Ms Prema contributes to society in numerous ways. She frequently conducts home visits to low-income families and arranges financial assistance for them. She finds pleasure in gathering her friends and colleagues for group outings to spread joy to nursing homes and to homes of those living alone. She also volunteers actively on overseas mission trips. Additionally, Ms Prema teaches children with disabilities and volunteers at a mission that reaches out to migrant workers.

"Difficulties are sometimes humbling. They teach us that it is ok to ask for help."

**51. Ms Rachel Soh Tzer Shiang
Principal Physiotherapist
Tan Tock Seng Hospital**

Ms Soh leads her staff by example and they hold her in high regard for her dedication and integrity at work. Her pet interest is in helping patients in pain. Her gentle nature together

with her reassuring ways put patients at ease. Many of them have complimented her for what she has done for them.

“It gives me great joy when my patients go from sickness to health, disabled to enabled.”

52. Ms Radin Nur Faridah Ali
Senior Staff Nurse
National University Health System

Working with cancer patients, Ms Radin is relentless in her efforts to help them in every way she can. She also provides psychological and social support to patients and their families to cope with the progression of the disease and prepare them to handle grim prognosis. Her efforts enable them to find meaningful closures.

“Working with cancer patients can be very demanding. Their fighting spirit and ‘never give up’ attitude encourage me when the going gets tough.”

53. Mr Richard Low Sai Yin
Nurse Manager
National Healthcare Group Polyclinics

He is a good team leader who walks the talk. Through his actions, he gathers staff from different departments to come together to work cohesively for the greater good of the polyclinic and the patients. When approached for his assistance by staff and patients alike, he doesn't say “it can't be done”, rather he would say, “let me see what I can do about it.” As a manager, he doesn't think twice about pitching in with his staff when the situation calls for it.

“The greatest satisfaction for me is the opportunity to help those less fortunate to significantly improve their well-being.”

54. Ms Sandy Goh Bee Peng
Senior Occupational Therapist
TOUCH Home Care

Ms Goh stands out due to her personality and compassion for her elderly clients. She is dedicated to improving the quality of life for the frail elderly and often works well beyond her office hours to care for them. In the line of duty, Ms Goh is always ready to roll up her sleeves and provide help to tidy their homes whenever she can.

“Knowing that the little I do for them can help to improve their quality of life, keeps me going!”

**55. Ms Santhi d/o Baloo
Principal Enrolled Nurse
Singapore General Hospital**

Ms Santhi’s specialty is in breast care. Her compassion and competency in counselling have helped many breast cancer patients overcome the devastation they go through when first diagnosed. She organises activities for them through the various support groups such as sewing soft paddings for mastectomy patients. Ms Santhi has even donated a sewing machine for this purpose.

“It heartens me to see my patients back on their feet with confidence and a new outlook on life – as sister, wife, mother or grandmother.”

**56. Ms Seet Soh Cheng
Nurse Clinician I
KK Women’s and Children’s Hospital**

It can be especially challenging for Ms Seet as a paediatric homecare nurse when she has to teach parents and caregivers on carrying out certain clinical procedures on their children. However, her confidence and competence help the adults overcome their fear, which gives them the confidence to perform their tasks. Ms Seet understands the anxiety that parents go through and willingly takes charge of the 24/7 answering service for homecare patients.

“It gives me a sense of achievement when the caregivers are able to provide the complex care when their loved ones return home.”

**57. Ms Sonia Binte Abdullah
Principal Enrolled Nurse
Singapore General Hospital**

Ms Sonia puts the interests of her patients and her colleagues before that of her own. She would visit discharged bedridden patients in her own time to check on their welfare. It is not surprising that she has received numerous compliments from patients and their families. Additionally, as a colleague, she is quick to help and respond to co-workers who are upset or have problems whether at work or at home.

“My greatest satisfaction is seeing my patients recover and return home to their loved ones.”

**58. A/Prof Steven Thng Tien Guan
Senior Consultant
National Skin Centre**

After having braved landmines and remnants of war in a third world nation during his first year as a Medical Officer, A/Prof Thng did not think twice about joining missionaries to set up a tuberculosis clinic to help the needy. During his service with the Singapore Armed Forces, he led many missions to less fortunate nations. On the research front, A/Prof Thng has donated his skin on numerous occasions to find the best possible cure for his patients.

“As long as I have positively touched someone each day, be it addressing their medical problem, listening to them, making them smile or giving them a shoulder to cry on, I am happy.”

**59. Ms Sun Tao
Nurse Clinician
Tan Tock Seng Hospital**

As the only nurse in the Home Ventilation Respiratory Support Service, Ms Sun works tirelessly with her medical colleagues to explore ways to improve the care of ventilator-dependent and ventilator-assisted patients at home. After office hours, she makes the effort to call the caregivers to check on her patients' well-being whenever necessary. She also uses her own time to continue to support caregivers after the patients have passed on to ensure they cope well with the change.

“These families are often physically, emotionally and financially stressed. I do what I can to help ease their burden a little.”

**60. Ms Tan Chooi Peck
Senior Staff Nurse
National University Health System**

Ms Tan is well respected by her colleagues for her dedication to her patients. She is also recognised for her diligence and integrity. She goes beyond her duty to ensure that patient-care is delivered timely and safely. Ms Tan is also passionate about teaching and her student nurses look up to her as a role model.

“I’ve been working in the Operating Theatre for 15 years and I utilise the experience and skills I’ve gained working in OT to help others on medical mission trips.”

61. Ms Tan Kim Eng
Senior Staff Nurse
KK Women’s and Children’s Hospital

Ms Tan works in the Neonatal Intensive Care Unit caring for critically ill babies. There were times, when she faced mothers who were depressed or suicidal and she reached out to them, lending them a listening ear or a shoulder to cry on. Many of the families that she helped over the years, while working in NICU, have since become her life-long friends.

“It is devastating for parents to see their newborn babies struggling for life, and some of them don’t make it. I try to be there for them as much as I can so that they are not alone in anguish and grief.”

62. Dr Tan Kok Leong
Senior Consultant
Tan Tock Seng Hospital

Dr Tan takes the time to listen to his patients and their caregivers, and tries to understand their issues and challenges. He then assists them to the best of his abilities. He firmly believes in teamwork and involves other healthcare partners for their assistance in providing holistic care for patients. Dr Tan spearheaded the Virtual Hospital Programme in 2012 for patients suffering from chronic diseases and as a result, significantly reduced their attendance in the Emergency Department.

“Effective teamwork is the core of healthcare. It entails empathy, respect, and the willingness to hear and learn from each other, including the patients.”

63. Ms Tan Sin Yain
Nurse Clinician
National Heart Centre

Ms Tan takes pride in her work and is a competent, reliable and diligent officer. She is proactive in fostering team spirit and is an excellent team player. Energetic and enthusiastic, she motivates her fellow nurses to do the best for their patients.

“When it gets stressful, I give myself a pat on the back for my accomplishments, whether big or small. Doing so gives me the encouragement to press on.”

64. Ms Tan Zi Hui
Senior Staff Nurse
Singapore General Hospital

Ms Tan is a hardworking and compassionate nurse with excellent clinical skills. Ms Tan is also a volunteer in the amputee support group and regularly organises outings for them.

“The satisfaction that I get at the end of the day is the thought that I have helped others. It makes all that hard work so worthwhile.”

65. Ms Tay Huei Ping
Senior Staff Nurse
Changi General Hospital

Ms Tay’s cheerful disposition and bright smile endear her to her patients. An accident victim wrote in to compliment her, citing that his stay in the hospital was ‘strangely enjoyable’ because of her! Ms Tay’s devotion extends beyond her patients. She also participates in medical missions overseas.

“All it takes is a smile to connect with my patients. Then, as busy as the day gets, when they smile at me, it warms my heart and makes my day!”

66. Dr Vivien Lim Chin Chin
Consultant
Alexandra Health System

Dr Lim has consistently volunteered her services in both emergency and humanitarian medical missions. Her selflessness and compassion in this area started in medical school and continues to this day in her present capacity as an endocrinologist. She is an excellent example of volunteerism in action.

“To be able to help patients gives a sense of fulfillment and accomplishment that I am hard-pressed to find elsewhere, and this keeps me going.”

67. Ms Yeo Liew Soo
Senior Staff Nurse
Singapore National Eye Centre

Ms Yeo started out as an enrolled nurse in 1986 and over the years, upgraded her skills and knowledge. She now holds a Bachelor’s Degree in Health Science. Depositing her

skills to help the needy, Ms Yeo has been on several overseas medical missions assisting to provide eye treatment and surgery in remote villages of India, Sri Lanka, Cambodia, Yunnan and Myanmar. Her motto in life and as a nurse is, 'it's better to give than receive.'

“To work in healthcare you must have the heart for it. It's as simple as the desire to help and care for those in need.”

68. Ms Yoong Lee Chiang
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Yoong dedicates herself to improving the lives of the less privileged. She volunteers in countries like Indonesia and Myanmar at her own time and expense; to reach out to the less fortunate children with cleft lip, including other cases with similar conditions. She volunteers with *Operation Smile*, an organisation that helps children with such conditions. Her efforts have paid off as many have regained their smiles after their operation.

“Nursing is all about passion. I gain my passion from it.”
