



The Courage Fund

MEDIA RELEASE

62 EXTRAORDINARY HEROES PRESENTED WITH THE HEALTHCARE HUMANITY AWARDS

27 April 2015

The 12th Healthcare Humanity Awards (HHA) 2015 was held today at Matrix@Biopolis. Guest-of-Honour and Courage Fund Patron Dr Tony Tan Keng Yam, The President of the Republic of Singapore, presented the awards to 62 winners, six of whom were recipients of the Honourable Mention Award.

The Courage Fund was launched in 2003 to raise money for relief to SARS victims and healthcare workers. It was a tribute to the courage and dedication of healthcare staff who actively risked their lives to battle the outbreak and care for infected patients. In 2004, the Fund inaugurated the Healthcare Humanity Awards (HHA) to honour exemplary healthcare professionals who go beyond the call of duty to help others. The Honourable Mention Awards recognise outstanding individuals for their selfless commitment to humanitarian efforts to uplift the lives of others.

“As we celebrate SG50, we celebrate our healthcare workers’ contributions towards nation building. I congratulate the recipients of the Award, which has been expanded to recognise dedicated volunteers in our community organisations for the first time this year. They are all inspiring role models to fellow healthcare workers in caring for their patients. Thank you for making a difference in our communities,” said The Courage Fund Patron Dr Tony Tan Keng Yam, The President of the Republic of Singapore.

DISTINGUISHED HONOURABLE MENTIONS

Madam Wong Kuan Ying made the decision to join public healthcare in 2005, after witnessing the inspiring work by the healthcare team which looked after her seriously-ill husband. With only a primary school education, Madam Wong took on intensive skills-based training and language classes to improve her work competencies. Today, the 54-year-old is a certified Senior Healthcare Assistant at the Institute of Mental Health, where she cares for 50 intellectually challenged male patients. Her passion to help the needy goes beyond the office as she also regularly volunteers with the Tzu Chi Foundation.

Seventy-seven year-old **Sister Bernadette Mary Yeo**, who joined the Franciscan Missionaries of the Divine Motherhood at the age of 19, has dedicated her life to mission work. The Clinical Pastoral Care Counsellor provides psychological, spiritual and emotional

support to patients, families and staff at Mount Alvernia Hospital. She has conducted countless blessing ceremonies for generations of babies over the decades.

Ms Thilagamangai, Assistant Director of Nursing at KK Women’s and Children’s Hospital oversees the Delivery Suite and has played a key role in the Hospital Bereavement Group (2006-2013), which extends comfort to families who suffer loss of their newborns. In addition to her work at KK Women’s and Children’s Hospital, Ms Thilaga, together with her husband, now supports an orphanage in India.

Associate Professor Lim Sok Bee, Senior Consultant and Head, Department of Child Development at KK Women’s and Children’s Hospital, advocates programmes for low-weight infants and children with special needs. A/Prof Lim volunteers with the Education Life International in Cambodia to help transform lives of children there.

General Practitioner **Dr Goh Wei Leong** is founder and current Chairman of HealthServe Ltd, a non-profit community development organisation which is dedicated to serving the interests of migrants. Sharing his vision is **Dr Tan Lai Yong**, who volunteers at HealthServe. Dr Goh and Dr Tan will be donating their HHA 2015 cash reward of \$2000 each to HealthServe.

The six Honourable Mentions have received \$2000 in cash each, while the rest of the 56 winners have each received \$1500. All 62 winners also individually have received a silver medallion. The full list of the HHA 2015 winners is found in the Annex.

Whether in the community or healthcare organisations, the winners have displayed compassion and tenacity in their endeavours to serve others. Madam Kay Kuok, Chairman, Board of Directors, The Courage Fund, and Chairman, National Healthcare Group shared, “The recipients of the Healthcare Humanity Awards exemplify the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity in the course of their service.”

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About The Courage Fund and the Healthcare Humanity Awards

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 continuing 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 593 healthcare workers since 2004.

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ANNEX

6 HHA Honourable Mention Awardees

1. Madam Wong Kuan Ying Senior Healthcare Assistant Institute of Mental Health

Ten years ago, Mdm Wong had a life-changing encounter as she watched the healthcare team look after her loved one in the intensive care unit of a hospital. Watching the care team in action, she was inspired to do her part to look after those who were unwell and vulnerable. She decided to take a brave step of joining healthcare and subsequently applied to the Institute of Mental Health. With only primary school education and Mandarin as her main spoken language, Mdm Wong put herself through intensive skills-based training to improve her work competencies. Mdm Wong is the epitome of being a lifelong learner and she currently holds healthcare certifications in patient care, activities and hospital procedures, all of which are endorsed by the Workforce Development Agency. Mdm Wong had also taken up English and Hokkien classes to enhance her communication skills. A housewife a decade ago, she is now a passionate and steadfast healthcare staff looking after a group of long-stay male patients with intellectual disability. Mdm Wong values the rapport she builds with her patients as it helps her to better understand their physical and emotional needs. Despite her heavy personal and work commitments, Mdm Wong remains an active volunteer in her community.

“I believe that serving others is far superior to what we gain from serving only ourselves and being a healthcare worker allows me to reach out to those in need. To me, this is living a life of purpose.”

2. Sister Bernadette Mary Yeo Geok Tho Clinical Pastoral Care Counsellor Mount Alvernia Hospital

A trained nurse and midwife, Sister Bernadette, age 77, dedicated her life to healthcare and has served generations of patients since 1966 through the Franciscan Missionaries of the Divine Motherhood. Being a missionary and a trained healthcare worker, she melds both vocational qualities in her present role in Clinical Pastoral Care. Recognising her patients' vulnerabilities, she walks with her patients throughout the healing process. It begins with ensuring a peaceful state of mind, finding an emotional balance and finally physical recovery. At times, when patients are at the hospital without family or friends, she becomes the “family” to them. One of her joyful moments is when she presents the baby in a thanksgiving ceremony as a send-off to mother and baby just before they are set for home. Sister Bernadette's countless journeys with patients and their families are a testament to the positive impact of Clinical Pastoral Service.

“Pastoral care is the language of being human and relating as honestly as possible in a human manner. I feel privileged to be able to provide pastoral support during their most difficult times.”

3. Ms Thilagamangai Assistant Director of Nursing KK Women's and Children's Hospital

Working in the delivery suite, Ms Thilagamangai has a special place in her heart for parents who lose their babies during delivery. As Champion of KK Hospital Bereavement Group, she has journeyed with many parents providing emotional support through many initiatives and personal touches. One of

the many initiatives include getting her colleagues and friends to knit little bonnets for still born babies to wear and then have their photos taken and presented to the parents as keepsakes. Having never refused an opportunity to be of help, she once volunteered to fly to Hanoi to retrieve a high risk obstetric patient after a hectic morning shift. Once back with the patient, she continued to stay with the patient offering her emotional support until she was comfortable. Outside of work, Ms Thilagamangai and her husband spend much of their time helping those less fortunate, such as helping out with Meals-On-Wheels programme for elderly residents in Toa Payoh. Ms Thilagamangai and her husband also support an orphanage in India and visit regularly to ensure the children are well cared for.

“I am honoured to receive this Healthcare Humanity Award. And I’ll take this opportunity to reflect on how far I have come, and how far I still have to go.”

4. Associate Professor Lim Sok Bee Senior Consultant and Head, Department of Child Development KK Women’s and Children’s Hospital

A/Prof Lim is a stalwart in the areas of very low birth weight babies and in child development having developed many programmes and services for infants/children with special needs. She journeys with the families through the toughest challenges they face when presented with a very low birth weight baby and also for those families who lose their precious children (Child Bereavement Support, Singapore). She is the editor of *A Journey with My Child, Stories of Parents of Premature Babies*. Of the many Child Development programmes, she is most proud of “Mission I’MPossible” an early childhood intervention programme based within the community. Aside from her professional work, A/Prof Lim volunteers with Education Life International Cambodia (ELIC) helping to change lives of many children in Cambodia. Amidst her own personal health challenges, A/Prof Lim perseveres with a full load at work plus more. She feels that her life is blessed and full and in her own words she says, “I am drinking from the saucer because my cup runneth over.”

“It is always a privilege to serve and to recognise that we must have patients at the heart of all we do. I am privileged to see the most fragile and vulnerable preemies surviving and to watch the joyful smiles on the parents’ faces on their discharge from hospital.”

5. Dr Goh Wei Leong Volunteer Doctor Founder and Current Chairman of Healthserve Ltd General Practitioner, Private Practice

A general practitioner helming his own private clinic, Dr Goh is the co-founder of Healthserve, a non-profit community development organisation dedicated to serving the interests of migrant workers, the poor and the disadvantaged in our society. Dr Goh spends his evenings at Healthserve running clinics and engaging with eager volunteers. Healthserve has supported hundreds of migrant workers through accessible medical care, counselling, legal advice, social assistance, support services just to name a few, with the help of a vast network of volunteers.

“Over the years, I have learnt that it is my privilege as a doctor to listen. Healthserve started because we sat and listened to the needs of foreign workers as well as the strong aspirations of eager volunteers. It is a humbling experience to listen to a foreign worker who balances the sweet and bitter task of working hard, enjoying the security and safety in Singapore yet also missing his wife and daughter back home. Healthserve wants to grow into a listening community – of good employers, good workers and stable families. I especially appreciate listening to our Singapore youths who are

passionate about social issues and challenges facing our Singapore community and their learning journey in making a difference.”

6. Dr Tan Lai Yong

Volunteer Doctor, Healthserve Ltd

Resident Fellow, College of Alice & Peter Tan, National University of Singapore

Dr Tan, sometimes known as the ‘Wandering Saint’ of Singapore, took the road less travelled, gave up a promising career in medicine. He spent 14 years in Kunming China where he trained villagers to be village doctors so that they can help their own communities. (1996-2010). Today, he is Resident Fellow at the College of Alice & Peter Tan, National University of Singapore (NUS), where he tutors and mentors the next generation of undergraduates. He creates awareness by bringing them to the “Hidden Communities of Singapore”. As a volunteer with Healthserve, he sees patients and introduces medical students to the healthcare needs of the migrant workers in Singapore. Together with other volunteer doctors and with the Family Medicine Department (NUS), undergraduates are brought to experience life in the foreign worker dormitories and to speak with workers who sustained injuries. Many a weekend is spent befriending foreign workers’, interacting with them through sports at their dormitories, bringing other youth volunteers from Healthserve into these communities for interaction.

“When faced with difficulties at work, I tell myself that I’m blessed to have an education and job. I also tell myself to take whatever task at hand seriously, look on the bright side of things and have a sense of humour. And above all, smile and give thanks every day.”

LIST OF 56 HHA WINNERS

Mr Anthony Chandren Principal Enrolled Nurse Singapore General Hospital

Gentle and soft spoken, Mr Chandren is well-liked by his colleagues and patients. He volunteers with the Hindu Endowment Board, providing medical support and services for community events, including the annual medical fair and fire walking festival. Mr Chandren also participates actively in overseas missionary trips, using his personal time and money to help the underprivileged improve their living environment and educating them on personal hygiene, wound care, hypertension and diabetes.

"My heart beats fast every time I see patients in life and death situations. Then I feel immense joy and satisfaction when they survive because we were able to help them. These are the times when I tell myself 'I'm glad that I became a nurse!'"

Dr Chan Keen Loong Head & Senior Consultant, Department of Psychological Medicine Khoo Teck Puat Hospital

Dr Chan cares deeply for his patients suffering from mental illness. They benefit from his practical and common sense approach, such as encouraging them to do volunteer work and helping those in need, as part of their recovery process. He is also involved in volunteer work. In 2011, he shaved his head and raised \$12,000 for the Children's Cancer Foundation during their annual 'Hair for Hope' fund-raising event. Dr Chan also recently participated in an overseas medical mission. He is a strong advocate for the protection of healthcare workers from abuse and violence, pushing for initiatives in his hospital.

"One of my favorite quotations, which I find to be very meaningful, actually comes from a science fiction story by Isaac Asimov: 'In a good cause, there are no failures.'"

Ms Cheng Hong Senior Staff Nurse Tan Tock Seng Hospital

Ms Cheng works tirelessly to make the Home Ventilation Support Service available to patients in the comfort of their own homes. She often clocks extra time to ensure that her patients are well taken care of. Ms Cheng also volunteers in numerous patient support groups despite her busy schedule and never hesitates to go the extra mile for her patients.

"I share this award with the excellent Home Ventilation and Respiratory Support team that I work with. I feel privileged to work with these inspirational, compassionate and dedicated colleagues."

Professor Chng Hiok Hee Senior Consultant, Department of Rheumatology, Allergy & Immunology Tan Tock Seng Hospital

Professor Chng is held in high regard by her colleagues as an exemplary doctor who lives the values of courage, extraordinary dedication, selflessness, steadfastness in ethics and compassion. An

enthusiastic teacher, she is always available for registrars and consultants to discuss difficult clinical cases, sharing her expertise and experience, encouraging the junior doctors to share their knowledge and give their opinions on management issues.

"I would like to thank my friends and colleagues who have made this possible and they are the 'unsung heroes'. The two most important qualities of a doctor are empathy and humility."

Dr Chong Poh Heng
Deputy Medical Director & Programme Director, Star PALS
HCA Hospice Care

Dr Chong works with children who have life-limiting conditions. He is well-known for his dedication to his young patients and their families, helping them to make difficult medical decisions, arrange for respite care and keeping them well at home by making home visits with his team. He shows a deep understanding for the needs of caregivers and provides emotional support for the families in the face of their loss. Dr Chong also sacrifices his own time to try to fulfill the last wishes of his patients by arranging birthday parties and outings for families.

"It is my privilege to be able to enter the little worlds of dying children, which are always filled with lots of wisdom and love. It always keeps me nourished, to press on with all that needs to be done."

Dr Chong Shu-Ling
Staff Physician, Department of Emergency Medicine
KK Women's and Children's Hospital

As hectic as it is in the Children's Emergency Department, Dr Chong performs her duties with competence and compassion. She has received awards previously for her consistent excellent work. She not only champions awareness of paediatric emergency medicine in Singapore but also around other countries in the region like Indonesia, India, China, Laos and Cambodia. Dr Chong is also deeply involved in humanitarian work and has been on multiple missions since her days as a student.

"When I encounter difficulties, I remember my seniors who have shown their resilience and steadfastness in their dedication towards patient care."

Ms Cing Khan Lian
Senior Staff Nurse
National University Health System

Ms Cing works with paediatric cancer patients. She teaches her junior nurses to gently massage the forehead of the children and to use play as diversional therapy to relieve discomfort. She would often offer to chaperone her young patients after work to give their mothers a break for a few hours. A cancer patient herself and now in remission, Ms Cing is also actively involved in the support group for adult cancer patients encouraging them as they undergo treatment.

"Nursing is my first choice after graduation and I have no regrets about the choice that I have made, not even for a single moment."

Professor Dale Fisher
Head and Senior Consultant, Division of Infectious Diseases
National University Health System

Prof Fisher is a dedicated physician and an advocate for public health. He is head of the hospital's Infection Control Committee and was instrumental in driving down Methicillin-resistant Staphylococcus Aureus (MRSA) infection rates in the hospital, saving countless lives per year. He also led a team to implement several improvements which resulted in faster discharges for medical inpatients and faster access to beds in the wards for EMD patients. Over the last 12 months he has travelled to Liberia on three occasions to assist in controlling the Ebola outbreak

"Whether in Singapore preventing healthcare associated infections or in West Africa fighting the Ebola outbreak, it is a privilege to have the skills and to be in a position to help prevent infections and save lives. No one knows who would have been infected without interventions. But when I see an improving infection rate, it is a thrill to know that lives were saved and that I contributed."

Dr Dominique Phang Pei Yue
Family Physician
National Healthcare Group Polyclinics

Dr Phang's compassion and dedication to her patients have not gone unnoticed. In the last five years, she has received over 70 letters of compliments from patients or their families. As busy as it is in Ang Mo Kio Polyclinic where she works, Dr Phang takes the time to counsel patients who are distressed, if need be, working through lunch or staying back after work if needed to listen to patients' anxieties and help them work through their problems.

"I am humbled and grateful to my bosses and colleagues for believing in me and nominating me for this award."

Ms Evelyn Qua Ruo Qi
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Qua opted to work in palliative care after she witnessed how a palliative team helped her grandmother before she died from lung cancer. Once, in the middle of her dinner at home, she received a call from her workplace saying that a patient who did not have long to live wanted to die at home. Without hesitation, Ms Qua rushed back to the hospital and hurriedly arranged for the patient to be discharged. Within hours, the patient was back at home and he passed on later that night.

"Working in palliative is challenging and can be depressing. But when you are able to bring comfort, some joy and closure for the patients and their families, especially towards the end is satisfaction enough for me."

Ms Florence Cheong Wai Fong
Head, Department of Occupational Therapy
Tan Tock Seng Hospital

In 2006, Ms Cheong took on the challenge of developing the first national driving assessment test for taxi drivers who are 70 years old or older. With a reliable assessment tool, the Land Transport Authority extended the age limit of taxi drivers to 75 years old in 2012. Through her courage and

persistence, the senior taxi drivers' assessment programme helped more than 3,800 elderly taxi drivers drive past the retirement age of 70. There were times when she was verbally abused by those who failed the test. But she takes it all in her stride and persuades them to try for it again.

"I chose to be a healthcare worker as I enjoy interacting with people. I find immense satisfaction seeing clients being able to fulfil their goals and engage in activities they enjoy, after successful occupational therapy intervention."

Ms Guo Lixia
Senior Staff Nurse
Singapore General Hospital

Working in the Haematology Department where she sees patients suffering from diseases such as Thalassaemia and Myeloma, Ms Guo often comes across patients who are depressed about their medical condition especially when they are first diagnosed. To help them, she became a volunteer of the patients' support group where patients and their families get together to share their stories and know that they are not alone in their predicament.

"To me, the most important quality of a healthcare worker is to have a caring heart."

Ms Haanusia Prithivi Raj
Senior Psychologist
Institute of Mental Health

Ms Haanusia works in the Department of Child & Adolescent Psychiatry and heads the Obsessive Compulsive Disorder programme which was initiated by her. For the benefit of her young inpatients, she came up with many different programmes and projects such as 'The Iceberg' which is a cool down room where her patients can go to de-escalate when they are frustrated or distressed. She also spent long hours after work creating a garden for them to inculcate their nurturing skills and as a means to keep the ward green and fun.

"Working in a psychiatric ward is challenging in more ways than one. What keeps me going is the satisfaction I get when the young people that I work with, recover and are able to function and adapt well in the society."

Ms Hariati Binte Sahak
Nurse Clinician
Home Nursing Foundation

Ms Hariati connects well with her elderly patients through a mixture of Hokkien, Mandarin and Malay. More than just taking care of their nursing needs, she pays attention to her patients' living conditions, financial and emotional needs, and helps them to her best efforts. She makes herself readily available to patients and caregivers for clarifications beyond her working hours, thus minimizing the need for re-hospitalisation. Well respected by her colleagues and team members, they look up to her as their role model.

"As a community care nurse, I want to empower my patients to be as independent as possible. It makes me happy to see them being able to lead meaningful lives."

Ms Heidi Ho Mei Kiu
Senior Patients Services Assistant
St Luke's Hospital

Ms Ho is a good team player. She is versatile and willingly helps out with anything and for anyone, be it patients, family members, nurses or colleagues. She would make little trinkets for the nurses to encourage them. When she found out that delivery of equipment for a patient due for discharge would be expensive and the patient's son was unable to take time off to collect the equipment, she volunteered to collect the equipment in her own time instead. When she is not at work, Ms Ho is an active volunteer helping those in need whether in Singapore or overseas.

"I feel blessed to receive this award. I'm happy that as a ward clerk, I have in my own ways contributed to the welfare of the patients."

Ms Ho Pei Wah
Assistant Director of Nursing
Tan Tock Seng Hospital

Known for her big heart, Ms Ho promptly decided to use her award money to help needy patients when she won the NHG Outstanding Citizen award in 2012. Whether her contributions included purchasing a new pair of slippers for a patient, or going the extra mile to help fumigate the home of another patient which was infested with bed bugs or buying little essentials to help comfort patients in one way or another, she truly displays compassion and humanity.

"The gift of giving is the priceless smile displayed on the faces of beautiful people we've seen and touched. These smiles far exceed any award or accolades that we acquire, money and other possessions that we own."

Ms Ho Soo Fung
Principal Occupational Therapist
Institute of Mental Health

Ms Ho has been providing care for patients with mental illnesses for over twenty years. During this time, she developed rehabilitative treatment programmes for adult psychiatric and forensic patients, children and adolescents. She introduced art therapy to her patients, including those struggling with addictions and is actively involved in educating the public about the recovery process via art exhibitions. Ms Ho is known to go beyond her call of duty to ensure that discharged patients are able to survive independently in the community. Gentle and unassuming, she inspires her patients to do their best.

"It is humbling to see the resilience in our patients and how their families persevere. This strengthens my resolve to do all I can to help them."

Ms Irene Tan Cheng Gaik
Nurse Clinician
Singapore General Hospital

Ms Tan is always present to guide her nurses to ensure that they provide optimal care to patients. Patient and compassionate, she goes out of her way to learn how she can render her assistance,

whether by hand delivering medicine directly to patients' home, or by visiting the homes of needy patients with no caregivers during her own time to monitor their progress, bringing along with her basic provisions and a listening ear.

"I am glad to have chosen this profession after the footsteps of pioneer nurses such as Ms Florence Nightingale. Glad that I can contribute to bringing comfort to those in need."

Ms Jane Tay Eng Choo
Senior Nurse Manager
KK Women's and Children's Hospital

At work, Ms Tay runs a tight ship in the operating theatre to make sure that everything goes well before, during and after surgery. Outside of work, she goes on overseas medical missions, using her training and experience working in OT to help out as scrub nurse for Adult Eye Cataract surgeries, and other Paediatric surgeries. Since 2006, she has been on eight missions to countries such as Uzbekistan, Sri Lanka, Myanmar, Cambodia, Bhutan, Bangladesh and India.

"My greatest satisfaction is to see patients recover and return home to their loved ones. It is a demanding job but seeing the smiles on the faces of my patients and their families makes it all worthwhile."

Ms Jasmine Goh Bee Bee
Principal Enrolled Nurse
Jurong Health Services

Ms Goh is held in high regard by her colleagues and patients. She takes great pride in her work, often going the extra mile for those who require her assistance. On more than one occasion, Ms Goh has devoted her personal time to help patients in need change their wound dressings on a daily basis. The patients' families were very grateful to her and have continued to keep in touch with her. A nurse for over 30 years, Ms Goh uses her expertise to volunteer her services at community outreach programmes. In 2011, she received a long service award for her service to the community.

"My joy in life is being able to serve others with kindness and in so doing, spreading that joy around."

Ms Jennilyn Repulda Moreno
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Moreno understands the needs of patients and their families and goes through great lengths to ensure that they understand the treatment plan. She encourages them to raise their concerns and patiently offers advice. She also takes note of her patients' special occasions and makes arrangements for small celebrations coupled with cakes and small gifts, at her own expense. Besides actively volunteering personally, Ms Moreno is also pivotal in the formation of a group of nurse volunteers who visit Dover Park Hospice regularly to provide support to the patients and their families.

"In my vocation, when I find a need, I'll meet it. When I find hurt, I'll heal it for above all I do it for the glory of God by loving my patients fervently"

Ms Juvena Gan Chew Huang
Advanced Practice Nurse (Nurse Clinician)
National University Health System

Full of energy, Ms Gan is dedicated to her patients and everything she does for them; she does it with passion and love. She sees challenges as opportunities to learn and grow professionally. She believes strongly that the basic ethics of care is to do no harm and respect human rights. An active volunteer, Ms Gan encourages her friends and colleagues to volunteer together with her. She is also a World Vision children sponsor since 2011 and many children have benefitted from her monthly donations.

“From my innumerable patient encounters, I discovered the true meaning of life. Being a critical care nurse since my graduation, I am constantly reminded that life is fragile. We should count our blessings and offer a helping hand to those who are underprivileged.”

Ms Karen Chua Hui Ling
Assistant Manager, Community Case Management Services
Agency for Integrated Care

Most of Ms Chua’s elderly clients have complex health and social issues. She goes way beyond her call of duty to help them even if it means staying overnight in their homes to observe their condition and to give them a sense of reassurance. She then teaches her patients various methods to cope with the symptoms.

“Old age and illness have their inconvenience but it is still worth living. The extra care and concern gives them the strength and motivation to journey on.”

Mr Koh Chee Wai
Principal Medical Social Worker
Singapore General Hospital

A medical social worker for nearly 20 years, Mr Koh uses his expertise and experience to help not just his patients and colleagues but also in his volunteer work. He manages the SGH Peers Support Group and initiates activities and programmes to promote mental wellness among the staff. Outside of work, as a Residents’ Committee member, he visits and helps needy residents in his constituency.

“I am humbled to receive this award as I owe it to all the patients whom I have had the privilege to serve over the years. I am inspired by their perseverance and courage.”

Mr Kothubutheen Mohamed Farook
Senior Research Optometrist
Singapore National Eye Centre

Mr Farook was standing in as a Tamil interpreter during one of the doctor’s consultation with an 80-year-old Indian patient who had complained of poor vision. He was found to have a macular hole in his eye which required surgery. Learning that he was on public assistance and lived alone in a one-room rental flat, Mr Farook offered to call the patient’s family in India. When it was decided by the patient’s family that he would go back to India for treatment, Mr Farook took it upon himself to raise money for his airfare.

“I feel honoured and humbled to receive this Healthcare Humanity award. This recognition spurs me on to do even better.”

Ms Lee Ang Noi
Assistant Director of Nursing
KK Women’s and Children’s Hospital

Ms Lee takes care of children in the intensive care and high dependency wards. Working closely with a multi-disciplinary team to care for the children, Ms Lee is always up to the challenge to implement new initiatives to improve the quality of care for her young patients. She readily goes the extra mile for her patients and their families by providing a listening ear and psychological support for the children’s parents. Ms Lee even volunteered to nurse a patient after office hours when she found out that the parents needed to attend to some urgent matters and there was no one to look after the child.

“It is an honour to be able to help those in need!”

Ms Lee Mui Yok
Senior Staff Nurse
Changi General Hospital

A former engineer, Ms Lee decided to take up nursing when she was 40 years old. Since then she has given her all to her new found career, often going out of her way and at times, out of her own pocket, to attend to the needs of the patients under her care. She was awarded CGH Iron Ladies’ award for zero medical leave for four consecutive years, a record which she maintains to date. Above all, she is ever ready to provide her expertise at her own time for medical mission trips or to render her assistance to those in need.

“To get a hug or smile from patients and their families to show their appreciation is priceless – I can’t ask for more!”

Ms Lim Hen Jia
Senior Nurse Manager
Tan Tock Seng Hospital

One Sunday a month, Ms Lim volunteers at a free clinic in Redhill where she helps the doctors with health screening, dress wounds as well as give health talks. She also helps with health screening at community centres. A few times a year, she helps collect unused medical items for donation to Tzu Chi Foundation, to be given to the needy. Together with friends, Ms Lim makes yearly trips to Batam to provide dental and other health care to the villagers, bringing with them clothes, stationery and food.

“I want to continue doing my best to serve, care and heal those in need.”

Ms Lim Soo Ting
Advanced Practice Nurse (Nurse Clinician)
KK Women’s and Children’s Hospital

Ms Lim is a nurse educator and clinician taking care of patients – women and children living with diabetes. One of her patients who is now 23 years old, was diagnosed with Type 1 diabetes when she was nine. She remembers feeling upset and scared when she found that she had to give herself

insulin injections. In her teenage years, the patient became rebellious and was often non-compliant with her medication and her blood sugar level went haywire. Nevertheless Ms Lim never gave up on her. For her determination, her patient is forever grateful.

“Perseverance is the most important quality for healthcare workers. Patients can sometimes come across as difficult. But that’s usually because they don’t understand. As nurses, we have to persevere.”

Ms Lim Tin Tin
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Lim’s genuine care for her patients is an inspiration to the junior nurses working with her. For her, patient’s comfort level is of utmost importance. Her patients hold her in high regard as no matter how busy she is, she never refuses her patients’ requests. In addition to her work with the hospital, she is also a volunteer, setting aside time each year to go on medical humanitarian missions abroad and volunteering her time to the less fortunate. Even though she has a hectic work schedule, she is truly committed to helping the less fortunate through volunteering. In 2014 alone, she made four humanitarian missions: two to the Philippines to provide medical relief to the victims of Typhoon Yolanda, and two other missions to Mongolia and Vietnam respectively.

“It’s a joy to see the smile on my patients’ faces. This keeps me going, when the going gets tough.”

Ms Lo Chew Yong
Advanced Practice Nurse (Nurse Clinician)
National University Health System

Quiet and reserved, Ms Lo is full of patience and compassion towards her patients and fellow nurses. She is generous with those in need. Bagging numerous awards over the years for her outstanding service, Ms Lo is a role model to the junior nurses. She is also as committed as a volunteer, helping out regularly with free health screening for the frail and elderly living in one-room flats and for migrant workers.

“The greatest satisfaction I get from my job as a nurse is to see my patients recover from their illnesses and getting on with their lives.”

Ms Low Ei Fern
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Low spends much of her free time helping others, both locally and overseas. Back home, she is a volunteer with Tzu Chi Foundation. She helps out at their Free Clinic doing health screening. She also helps raise funds through recycling events. Ms Low has also gone on several overseas medical missions to China, Nepal and Myanmar supporting the doctors during cataract surgeries as well as to provide free medical screenings.

“Perioperative nursing equips me with the skills to go on overseas medical missions to help those in rural villages to get the medical treatment that they need. It is a blessing to give rather than to receive.”

**Associate Professor Malcolm Mahadevan
Head, Department of Emergency Medicine
National University Health System**

A/Prof Mahadevan leads a large team in probably the most challenging clinical department of any hospital. The role requires true grit, tenacity, perseverance and fortitude which he has repeatedly demonstrated together with his genuine love and concern for his team, and in doing so, he inspires everyone in the department to stretch beyond their boundaries.

"I feel very thankful to NUHS in recognising the work that we do in the front lines, caring for our emergency patients. I am deeply humbled as I feel that I receive this award on behalf of all my comrades who work tirelessly with dedication."

**Ms Margaret Rajeswary d/o Manickam
Nurse Clinician
Institute of Mental Health**

Ms Manickam is well regarded by her colleagues, patients and their caregivers for her extraordinary dedication and compassion. Kind and gentle, she is able to calm anxious patients and their families. Together with her friends, they started the Psychological Outreach Programme. Under this programme, they reach out to needy, lonely and depressed elderly who are living alone in one-room HDB rental flats to befriend them and take them on regular outings. Ms Manickam has since developed a good rapport with these residents who will confide their problems with her.

"My happy moments are when I see family members coming together to support the patient."

**Ms Melissa Chew Mei Mei
Principal Medical Social Worker
Tan Tock Seng Hospital**

Known for her perseverance and moral courage, Ms Chew opts to strive on, all in the best interest of patients. There were patients who wanted to spend their last days at home but because of their medical condition, doctors were reluctant to allow it. Ms Chew would then advocate for the patients, going all out to do what needed to be done so that they could go home. There was a patient who successfully went home despite the challenges of caring for her at home. The patient was able to witness her granddaughter's birth before she passed away, with Ms Chew by her side.

"The greatest satisfaction from my work is when I am able to be of comfort and of support to patients and their loved ones during times of crisis."

**Dr Nandakumar Mooppil
Director, Medical Services
National Kidney Foundation**

Dr Kumar spent most of his working life caring for and improving the quality of life for patients on kidney dialysis. Despite his hectic schedule taking care of some 1,500 patients spread over 13 dialysis centres all over Singapore, Dr Kumar responds promptly to every telephone call from his nurses anytime of the day, even in the middle of the night. He makes it a point to get to know his

patients and encourages them to seek employment, if their health permits, so that they can live as normal a life as possible.

“I chose to be a healthcare worker because of the immense sense of satisfaction you derive when you see the smiling face of a patient and family members when the patient recovers from their illness or does well with treatment.”

Ms Neo Yu Shan
Staff Nurse
Tan Tock Seng Hospital

Although Ms Neo is only 26 years old, she is mature beyond her age and is committed to help those in need. She provides home care services for discharged patients who need follow-ups because of their complex medical conditions. She often goes beyond her call of duty, working past her official hours, helping patients to clean up their homes and at times, bringing food to their homes. She will do all she can to honour the wishes of her terminally ill patients and when they pass on, she is also there to help and support the family.

“It is a great blessing to be able to serve my patients. It has always been my desire to care for those who are less loved, less noticed by the community.”

Dr Noeline Tan
Senior Dental Registrar
Health Promotion Board

Dr Tan works with the School Dental Service, providing students in the schools under her charge with the best oral health care that she can give. She is actively involved in voluntary community work and willingly sacrifices personal time and resources to provide care and comfort to the poor and disadvantaged people regardless of cultural, religious or social differences. She regularly provides dental treatment to wheelchair bound or bedridden residents of the Peacehaven Nursing home directly in their wards. She also helps to run a weekly dental clinic in HOME (Humanitarian Organisation for Migration Economics) for domestic workers and construction workers, providing basic dental services.

“We cannot change the world but we can change a frown into a smile by what we do. The thanks we get is when we see a smile and a look of relief on the faces of the people we have treated. No other form of thanks is necessary”

Ms Norbayah Binte Md Yasin
Manager, Nursing
Health Promotion Board

Ms Norbayah actively volunteers for the annual Singapore Haj Mission organised by the Islamic Religious Council of Singapore (MUIS). In the last few years, she has been accompanying the pilgrims on the trip, providing medical support. She is also a volunteer with the Muslim Trust Fund Association, making home visits to low income families and then submitting her recommendations to MTFSA for financial assistance. She also volunteers her time with the Diabetic Society of Singapore.

“It gives me immense satisfaction to serve knowing that it makes someone’s life a little better. These exposures reveal the many blessings I have in my own life and this motivates me to continue serving others.”

Ms Norlidah Binte Mohd Noor
Senior Staff Nurse
Changi General Hospital

Ms Norlidah is a Respiratory - Chronic Obstructive Pulmonary Disease (COPD) Care Manager. She takes good care of her patients and is extremely patient and tactful when faced with challenging patients who do not comply with their prescribed treatment. Since 2008, Ms Norlidah has been volunteering with the Diabetic Society of Singapore. She is also helps out at the Pertapis Home for the Aged, bringing joy to the elderly with songs and helping to prepare their meals.

“It’s gratifying to see my patients getting better and it’s satisfying to know that I have played a part in their recovery.”

Ms Nurshifa Binte Shaik Hussain
Nurse Clinician
Singapore General Hospital

Ms Nurshifa often goes beyond her call of duty to attend to her patients’ needs. When she found out that a patient who was due for discharge did not have his shirt, footwear and money to take a bus home, she went out without hesitation during her break and bought him a shirt and a pair of slippers, and then gave him some money to take a taxi home.

“The greatest satisfaction as a nurse is when I am able to give a little piece of myself to each of my patients and them to me. Those threads make up the beautiful tapestry in my mind. That sums up my career in nursing.”

Ms Ong Qiu Feng
Senior Staff Nurse
Changi General Hospital

Patients come first for Ms Ong. For the convenience of her patients who are unable to take time off for their blood tests, she would start work earlier or stay back after office hours to attend to them. When she is not working, she volunteers at Redhill Tzu Chi Free Clinic providing nursing care. She also devotes her time in community health screening and overseas medical missions as a volunteer.

“It is a blessing to serve and improve the lives of my patients and the community.”

Ms Ong Shihui
Senior Staff Nurse
Singapore General Hospital

Ms Ong’s meticulous trait stands her in good stead as a perioperative nurse working in a highly complex tertiary based Operating Theatre. She is an OT Nurse expert especially in the field of Plastic and Microsurgical Reconstructive Surgeries for craniofacial deformities, burns and trauma surgery. Her humanitarian and giving spirit is manifested in both her personal and working life. She overcame her phobia and responded readily to call for help to assist in the harvesting of cadaveric skin from donors, the beneficiaries of whom were her burns patients. Although this activation frequently happens during ungodly hours, it does not deter her from volunteering her service for this

noble cause. As a result of this, numerous patients of hers have received a second chance at life. In her free time, Ms Ong volunteers regularly for medical missions with surgeons from the department of PRAS drawing smiles on people's faces. It is this eye-opening and life changing experience that has spurred her on to greater achievements.

"Providing warmth with reassuring words and just holding the patient's hand, within the cold walls of the operating room is the greatest satisfaction I get from my job as an operating room nurse".

Dr Png Hong Hock
Deputy Director of Nursing
Singapore General Hospital

Dr Png is all heart when it comes to helping those in need, whether they are her patients, colleagues or friends. Through her efforts, she managed to get 30 free tickets for her fellow nurse's amputee patients to visit the zoo. She listens attentively to her patients, especially those who are unable to cope with their diseases. There was once a deeply troubled patient who wanted to speak to a senior nurse. Despite being off duty, Dr Png took the patient to the canteen for a meal and listened to her problems for a couple of hours. She then sent the patient to the bus station and followed up with a phone call to check on her well-being.

"I chose to be a nurse because nursing is an honourable profession. What we do makes a difference in people's lives. And we get to do this every day at work."

Ms Priscilla Fu Qixin
Senior Staff Nurse
Tan Tock Seng Hospital

Upon learning that a patient's home was unsuitable for his recuperation due to cockroach infestation and dust, Ms Fu helped to organize a house cleaning operation to clean up his place. She volunteers at events such as 'Fall Awareness Day' to educate the elderly on fall prevention. She also goes to discharged patients' homes to provide feeding education. In addition, she volunteered at a rural hospital 'St. Joseph Hospital' in Tanzania, East Africa in 2013. Following Typhoon Haiyan, she has gone to the Philippines twice on medical missions to help victims of the disaster in Tacloban.

"One must be willing to give of oneself, and you never know that it can bring some of the greatest joys to your life; like mine. For it is more blessed to give than to receive."

Ms Rasedah Mohd Ismail
Principal Enrolled Nurse
Singapore General Hospital

True to her calling as a nurse, Ms Rasedah is selfless and compassionate not just to patients but to all those in need. During the H1N1 outbreak and the more recent threat of Ebola, she worked determinedly with ICU patients suffering from infectious diseases. Ms Rasedah goes out of her way, sometimes using her annual leave to help her colleagues or patients in need. Without being assigned, she does hair washing and nail trimming for bedridden patients in the ward out of her own initiative. Her commendable deeds have brought many compliments from her grateful patients and their relatives.

“There is a sense of fulfilment when I am able to help my patients to the best of my ability. Being able to brighten up my patient’s day by offering encouraging words or even simply listen to their concerns makes it all worthwhile.”

Ms Reeja Jose
Senior Staff Nurse
Singapore General Hospital

On her way home after an exhausting afternoon shift, Ms Jose was alerted by a fellow bus passenger that someone had injured himself while alighting from the bus. As tired as she was, she promptly went to the man’s aid without hesitation. After assessing that the passenger’s condition was unstable, she called for an ambulance. Ms Jose waited with him and offered to call his family. She only left the scene after relating the events to the paramedic, ensuring that the man would receive appropriate medical attention. Ms Jose is also a volunteer in the Haematology Support group.

“At the end of the day, seeing patients and families coping well, gives me a sense of satisfaction and pride in my career as a nurse.”

Ms Rozana Binte Arshad
Senior Nurse Manager
Tan Tock Seng Hospital

Ms Rozana cares for her patients beyond their medical conditions. When a patient in her ward was worried and agitated because there was no one at home to take care of her cats, she offered to go to the patient’s home. There, she noticed that the flat was messy and cluttered. She spent a couple of hours, cleaning the place and also fed the cats. Ms Rozana is also an active volunteer having provided medical coverage for the MUIS Haj missions.

“As a nurse, I’m able to help not just my patients but anyone in need – whether it’s a road accident victim, relatives or friends who text to ask about a health-related issues.”

Ms Sarah Lo Kai Lin
Occupational Therapist
St Luke’s Hospital

Working with patients who have dementia is challenging. Ms Lo has at times been scolded by agitated patients. However this does not break her determination to help them cope. She would instead painstakingly find ways and means to understand them and eventually calm them down. Often she would go to the homes of the patients after they have been discharged from the hospital because their caregivers are at a loss as to what should be done. Ms Lo actively volunteers in her own time and often buys equipment or activity cards for her patients out of her own pocket.

“While skills and expertise are important qualities for a healthcare worker, having empathy helps you to walk in their shoes.”

Ms Sng Bee Li
Senior Medical Social Worker
St Luke's Hospital

In her 20 years as a medical social worker, Ms Sng has seen and dealt with different kinds of patients with various illnesses. For her, nothing is impossible. She takes it in her stride, doing her best to help her patients overcome their struggles. At times, she would advocate for patients to stay on in the hospital for a longer period for further rehabilitation. Then there are times when patients prefer to return to their own homes, in which case, she would arrange for the various home care assistance that they need. Ms Sng is always enthusiastic to support any fund raising efforts in support of the disadvantaged, both locally and abroad.

"I think the most important quality of a health care worker is the love for people and passion to help the patients and their families. Having the compassion and being able to empathize with the patients and their families are essential traits that a healthcare worker should have."

Ms Sukhdev Kaur d/o Ranjit Singh
Senior Staff Nurse
Assisi Hospice

Warm and kind-hearted, Ms Kaur hugs her patients often to comfort them. Working in hospice care, she makes the time to help her patients feel at peace by talking to them or just being there for them in their last days. She is also there for the families of the patients, supporting them in every way she can, during their toughest moments.

"I find meaning in what I do for my patients in the last stage of their lives, making it as peaceful as possible for them and their loved ones."

Ms Suraidah Binte Selamat
Senior Staff Nurse, Department of Emergency Medicine
Singapore General Hospital

Ms Suraidah is an active volunteer who has been on numerous humanitarian missions to Pakistan, Sri Lanka, Vietnam and the Philippines. She contributes selflessly on these missions, providing medical relief in times of emergency such as the Pakistan floods in 2010 and Typhoon Haiyan in 2013. She also volunteers regularly for other medical missions and has even gone so far as to donating her personal food supplies to the underprivileged during these trips.

"My greatest satisfaction as a healthcare worker is seeing my patients get better and this inspires me to want to be there even more for them."

Dr Tan T'zu-Jen
Senior Consultant, Department of Surgery
Khoo Teck Puat Hospital

Dr Tan is passionate about his work as a surgeon and as an educator to his trainees. He works overtime to guide his trainees through clinical situations and operative procedures. Through his diligence, Dr Tan helped to set up the training programme infrastructure and site visits for Khoo Teck Puat Hospital to be accredited as the first and only Fundamentals of Laparoscopic Surgery Regional

Testing Centre in Asia. He also makes time for overseas medical missions and in so doing, has inspired his trainees to do the same.

“The calling to serve in healthcare is that while the life-blood cruises warmly through our veins, we will never cease to be a healer. The obstacles and challenges we face may require personal sacrifice, but pale in comparison to the joy of bringing healing to another person’s life through our gifts and training.”

Ms Vhaney
Senior Staff Nurse
KK Women’s and Children’s Hospital

Ms Vhaney works in the Neonatal Intensive Care Unit caring for premature babies. Her gentle and calm demeanour is reassuring to the parents who are worried and anxious. She encourages and shows them how to bond with their babies, and makes the time to answer all their concerns. Deeply compassionate, Ms Vhaney feels strongly for less privileged children and has co-sponsored two children with her friend for 15 years. She also provides first aid to devotees during the annual Thaipusam celebration and volunteers with the Singapore After-Care Association (SACA), providing befriending services to offenders and conducting home visits to families with imprisoned mothers.

“My child and nephew were in NICU before. I understand the emotional roller-coaster that parents of NICU patients go through. And I want to help them as best as I can.”

Dr Wong Wei Teen
Family Physician
Singhealth Polyclinics

Humble, gentle and a pillar of strength to all around her, Dr Wong has received numerous compliments from her patients. She is well appreciated for patiently explaining their medical condition and treatment to them. A team player, she readily shares her knowledge with her fellow colleagues. In the last 3 years, she has been on several overseas medical missions as a volunteer.

“The opportunity to journey with our patients through the course of their disease, the privilege of treating families across generations, the ability to provide relief and comfort, and the joy of seeing patients take responsibility for their own health – all these give me the greatest satisfaction and humble me as a family physician.”

Ms Yeoh Lin Dai
Senior Staff Nurse
Tan Tock Seng Hospital

Ms Yeoh is a volunteer at the Communicable Disease Centre where she befriends needy patients living with HIV/AIDS. Apart from bringing joy to the patients every Friday evening, she would also buy them their favourite food. She visits one of the patients, who does not have any family regularly when he was transferred to a nursing home. She even had him fitted with dentures so that he can enjoy his food.

“I remind myself to treat my patients the way I would want to be treated if I were in their shoes. Their trust placed in me and their sincere expression of gratitude, be it a gentle smile, a simple “Thank You Missy” or a warm touch from their hands touches my heart and inspires me to do more for them.”