



MEDIA RELEASE

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101 Healthcare Heroes Lauded at Healthcare Humanity Awards 2016 ***Three new categories recognise extraordinary efforts for Community Care***

101 winners were honoured at the 13th Healthcare Humanity Awards (HHA) held today at Ci Yuan Community Club. There were five award categories: Honourable Mention; Open; Intermediate and Long-Term Care (ILTC) sector; Caregiver and Volunteer. The last three are new and these categories acknowledge the extraordinary efforts of healthcare workers in the ILTC sector, caregivers, and volunteers. These HHA winners provide holistic and person-centred care in the community.

Guest-of-Honour and Courage Fund Patron Dr Tony Tan, The President of the Republic of Singapore, presented awards to winners.

“The Healthcare Humanity Awards acknowledge the important roles that our healthcare professionals play not only in caring for the sick and infirmed among us, but also in protecting and improving public health,” said Dr Tony Tan, The President of the Republic of Singapore.

“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,” said Madam Kay Kuok, Chairman, Board of Directors, The Courage Fund, and Chairman of the National Healthcare Group.

HONOURABLE MENTIONS

We applaud outstanding individuals for their tireless commitment to humanitarian efforts and their selfless contributions to improve the lives of those they serve. Among these are:

Consultant Dr Lim Chin Siah, an emergency physician at the Singapore General Hospital (SGH), who is passionate about serving the underprivileged. Dr Lim volunteers with *Doctors Without Borders*, and has travelled to Afghanistan and Yemen to treat the wounded in war zones.

Senior Staff Nurse Ms Nadiah Erniyanti Binte Malik from Tan Tock Seng Hospital (TTSH), who constantly puts other people’s needs above her own. She was part of the medical team who helped victims of the Nepal Earthquake in 2015. Ms Nadiah also helps out at the Red Cross Home for the Disabled and is an active befriender at Community-led Action for Resilience

Programme by the Singapore Red Cross, reaching out to vulnerable groups in the community to provide nursing care, transport and food aid.

Nurse Manager Ms Arlene Padiernos Ramos, whose care and concern for her patients go beyond the hospital. Ms Ramos oversees the Orthopaedic Ward at Changi General Hospital (CGH), and ensures the smooth transition of her patients from acute care to community hospitals. She is also a keen volunteer with several humanitarian organisations.

Staff Nurse Ms Wong Li Wai, who during the Ebola outbreak in West Africa in 2014 spent five weeks at an Ebola management centre in Sierra Leone tending to victims of the deadly virus. A former nurse at the Institute of Mental Health (IMH), Ms Wong continues her work with *Doctors Without Borders* and returned to West Africa last year to educate villagers on preventing the spread of diseases.

INTERMEDIATE AND LONG-TERM CARE (ILTC) SECTOR CATEGORY (NEW)

This new category honours healthcare professionals e.g. doctors, nurses, Allied Health Professionals, and care support staff who provide home-based, centre-based and residential-based services. One of the recipients is:

Nurse Manager Vijayaletchimi Mahesh who oversees the daily operations of the Chronic Sick Unit at Ren Ci Hospital. In 2014, she worked closely with doctors to help patients wean off tracheostomy tubes. This reduced the rate of infection and also saved costs for the patients. She is an exceptional role model to her peers and spends much of her time mentoring younger nurses and staff.

CAREGIVER CATEGORY (NEW)

This new category honours extraordinary caregivers of patients of a healthcare organisation (non-sector specific). One of the recipients is:

Madam Jamilah Binte Osman who demonstrates that a mother's love knows no bounds. Her eldest son has been staying at Ren Ci Nursing Home since 2004 after being seriously injured in a traffic accident. Besides managing her son's daily needs, she also looks after her three younger children, juggles household chores and works the night shift. Her efforts have paid off since. Her son's condition has improved. Previously comatose, he has now regained some level of consciousness, and no longer depends on a feeding tube.

VOLUNTEER CATEGORY (NEW)

This new category honours outstanding volunteers who provide service to a healthcare organisation (non-sector specific) including volunteers who do home visits. One of the recipients is:

Mr Lee Soon Hong a medical student who spends Saturday afternoons caring and interacting with patients at the Institute of Mental Health (IMH). A keen advocate for de-stigmatisation of mental illness, he regularly organises recreational and rehabilitative activities to uplift the lives of the IMH patients.

The full list of the 2016 HHA winners is found in the Annex.

About The Courage Fund

The Courage Fund was launched in 2003 to raise money for relief to SARS victims and to pay tribute to healthcare workers who risked their lives and fought valiantly against the outbreak.

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.

About 5,500 Courage Awards were presented in 2003.

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).

About the Healthcare Humanity Awards

In 2004, The Courage Fund initiated the Healthcare Humanity Awards (HHA) to salute exemplary healthcare professionals who go beyond the call of duty to help others.

Each HHA Honorable Mention winner will receive \$2,000. Winners of the HHA Open, ILTC Sector, Caregiver and Volunteer Categories will receive \$1,500 each. All winners will also receive a HHA medallion.

Since 2004, the HHA has saluted the efforts of a total of 655 healthcare workers.

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ANNEX

Honourable Mention Category

Ms Arlene Padiernos Ramos
Nurse Manager
Changi General Hospital

Arlene's care and concern for her patients go beyond the hospital. She oversees the Orthopaedic Ward at the Changi General Hospital, and ensures the smooth transition of her patients from acute care to community hospitals. She is also a keen volunteer with several humanitarian organisations.

Dr Lim Chin Siah
Consultant
Singapore General Hospital

Consultant Dr Lim Chin Siah, an emergency physician at the Singapore General Hospital, is passionate about serving the underprivileged. Dr Lim volunteers with *Doctors Without Borders*, and has travelled to Afghanistan and Yemen to treat the wounded in war zones.

Mdm Nadiah Erniyanti Binte Maliki
Senior Staff Nurse
Tan Tock Seng Hospital

Nadiah is a Geriatric Senior Staff Nurse trained in Gerontology at Tan Tock Seng Hospital. She constantly puts other people's needs above her own. She was part of the medical team who helped victims of the Nepal Earthquake in 2015. Ms Nadiah also helps out at the Red Cross Home for the Disabled and is an active befriender at Community-led Action for Resilience Programme by the Singapore Red Cross, reaching out to vulnerable groups in the community by providing nursing care, transport and food aid.

Ms Wong Li Wai
Staff Nurse

Li Wai became a nurse following a mid-career switch. During the Ebola outbreak in West Africa in 2014, she spent five weeks at an Ebola management centre in Sierra Leone tending to victims of the deadly virus. A former nurse at the Institute of Mental Health (IMH), she continues her work with *Doctors Without Borders* and returned to West Africa last year to educate villagers on preventing the spread of the disease.

Intermediate and Long-Term Care (ILTC) Sector Category

Ms Bridget Monica Das
Head, Social Work and Counselling
Ren Ci Hospital

Bridget is a role model, displaying much compassion and commitment to her patients. Once,

she helped a family whose father was bedridden. The mother was the sole breadwinner and faced challenges looking after her two young children. Bridget determinedly sought ways to reach out to the family, offered counsel, and which over time, helped to strengthen the relationship between family members.

Ms Doreen Lim Chui Fang
Senior Social Worker
The Salvation Army Peacehaven Nursing Home

Doreen combines a compassionate and cheerful disposition with diligence and efficiency to ensure that her nursing home residents and their families are able to apply for relevant healthcare subsidies with ease, among other support given. She constantly communicates with the families and ensures that they are updated on the progress of their applications.

Mr James Lee Tuck Kong
Programme Executive
TOUCH Community Services

James has spent the past 12 years conscientiously reaching out to vulnerable seniors living independently. His jovial, amicable nature and willingness to listen makes him highly popular at the TOUCH Seniors Activity Centre (TSAC). He goes out of his way to assist seniors such as helping them with minor home repairs and running errands for them.

Ms Jamilah Binte Jantan
Senior Clinical Nurse Manager
National Kidney Foundation

Jamilah has been with NKF for more than 10 years and she champions infection control measures at all 29 NKF centres. Beyond her work, she volunteers with the Muslim Trust Fund Association and visits the elderly, improving their living conditions and offering them financial aid.

Ms Janet Tan Suan Neo
Senior Staff Nurse
Home Nursing Foundation

Janet is a community nurse and provides home nursing services. She makes eight to 10 home visits a day overseeing the diverse needs of seniors under her care. Janet makes time to engage her patients, and encourages them to socialise through outings and activities. She even contributes out of her own pocket for those with financial difficulties.

Ms Jean Lim Sze Hui
Occupational Therapist
St Luke's Hospital

Jean cares for elderly patients with general medical conditions, orthopaedic and neurological issues. Her main patient load is for dementia. Jean has shown perseverance in helping them to improve while preserving their dignity. On many occasions, Jean has visited the homes of discharged patients to advise their caregivers. She helps clean the flat of her patients on public holidays and volunteers for humanitarian missions.

Dr Kenny Tan Ban Leong
Chief Operating Officer
St Luke's Hospital & St Luke's Eldercare

Dr Kenny Tan always puts his patients first in all that he does, in his decisions as a healthcare administrator as well as a clinician overseeing the clinical services at the many senior care centres across the island. He reviewed the approach for the Home Care service assessment protocols based on patient-centred care. Dr Tan also gives of his personal time to counsel caregivers. Dr Tan participates in humanitarian work.

Ms Lily Li KeJia
Nurse Manager
HCA Hospice Care

Nurse Lily serves in the community paediatric palliative care team Star PALS, a novel pilot programme under HCA Hospice Care. It helps babies, children and teenagers with life-limiting illness to live well in the comfort of their home. Her tireless efforts are appreciated by the families who have called her a friend as she has stood by them, both in her professional and personal capacity.

Ms Lim Mooi Hong
Senior Staff Nurse
Dover Park Hospice

As a Hospice nurse case manager, Mooi Hong attends to many crisis calls. Given the unpredictability of such crisis calls, she demonstrates extraordinary steadfastness and focus, is able to multi-task and displays great compassion while handling challenges faced by the impending deaths of her patients. Mooi Hong also takes time out to cook meals and organise bonding sessions for her colleagues.

Dr Lina Ma Yee Sheung
Deputy Executive Director
Lions Home for the Elders

Dr Lina Ma has spent the past 16 years at his nursing home rising up the ranks from nurse to Deputy Executive Director. She has contributed significantly in building up capabilities and capacity of aged care facilities. She has also made significant inroads in improving the lives of nursing home residents. With her drive and tenacity, Dr Ma is constantly pushing the boundaries in supporting effective internal policies in health and social care and to modernise nursing home practices.

Ms Lo Yuk Hing
Senior Nurse Clinician
St Luke's Hospital

Yuk Hing followed her heart's calling to support frail elderly and switched from acute care nursing to community-based nursing 20 years ago. She persevered through the SARS period in 2003, where she took charge of setting up transitional wards, putting herself at risk of infection for the safety of all patients. She is determined to improve the quality of healthcare in SLH by mentoring its next generation of nurses. She currently oversees the nursing training and

education department.

Ms Ma Cecilia Macayaon Llego
Physiotherapist
Ling Kwang Home for Senior Citizens

Cecilia has been with Ling Kwang Home for Senior Citizens since 2004 and currently heads the Rehabilitation Department. She is affable and is passionate and committed to support the elderly, especially residents with dementia. She is an inspiration to her junior colleagues and new joiners to the community care sector, inspiring them on the purpose and meaning of the work.

Ms Mardiana Binte Sabtu
Medical Social Worker
Ang Mo Kio - Thye Hua Kwan Hospital

Mardiana goes beyond her working hours to work one-on-one with her patients in their homes after they are discharged. She lends a listening ear and provides constructive advice and also sources for practical solutions for them. She has also personally provided financial assistance to one of her patient's family facing a financial crisis.

Mr Ng Beng Wee
Senior Medical Social Worker
Bright Hill Evergreen Home

Beng Wee engages elderly residents and their family members, helping them to understand, accept and live with peace of mind in spite of their conditions. With the increasing complexity of family dynamics, he effectively and calmly manages all the challenging circumstances tactfully.

Ms Ng Liu Huan
Senior Medical Social Worker
HCA Hospice Care

Liu Huan walks alongside her patients who are diagnosed with life-limiting illnesses and helps them with their grief and coming to terms with end-of-life issues. Lola often goes beyond her call of duty and avails her personal time to help her patients, their loved ones and caregivers. She also avidly shares with the community on end-of-life issues to create and increase awareness.

Dr Ng Wai Chong
Chief, Clinical Affairs
Tsao Foundation

As an advocate for the development of age-friendly community and for person-centred care, Dr Ng actively participates in various work groups, advisory committees and initiatives to help shape and determine the future of active ageing. As a doctor, his humble and calm demeanour has endeared him to the hearts of many seniors under his care.

Mr Richard Chia Hang Hui
Programme Executive
TOUCH Community Services

Richard is a social worker by training and has worked at TOUCH Seniors Activity Centre (TSAC) for 13 years. He is approachable, thoughtful, attentive and caring, and has an innate ability to establish good ties with the elderly. He has gained the trust of many of the seniors and contributed to the increase in seniors visiting and joining in the activities at the centre. Richard focuses on helping visually-impaired seniors, buying food and accompanying them for their hospital visits. He also willingly does tasks such as cleaning the seniors' homes.

Mr Tan Beng Heng
Senior Patient Care Assistant
St Luke's Hospital

Beng Heng is approachable, accommodating, attentive and cheerful. These traits enable him to connect well with frail seniors, and also his colleagues. He goes to extraordinary lengths to attend to his patients' care. He is also a great team player and puts in extra effort to help colleagues lift and transfer patients. Frequently, he helps with language translations for his foreign colleagues.

Ms Tan Mui Lan
Advanced Practice Nurse
St Luke's Hospital

Mui Lan did a mid-career change from that of a Medical Technologist to a nurse. She is passionate about nursing – being an educator and comforter to frail seniors, and partnering them on their care journey. Her desire to improve nursing practice in community-based geriatric care has motivated her to complete her Master in Nursing as a Geriatrics Advance Practice Nurse in 2015. She selflessly gives her personal time to comfort her patients when necessary.

Ms Vijayaletchimi Mahesh
Nurse Manager
Ren Ci Hospital

Vijay looks after the Chronic Sick Unit and has worked with doctors to help patients wean off tubes. This not only reduced the rate of infection but also brought about cost-savings for patients. Once, a patient had wished to attend her mother's wake, Vijay personally arranged for transport and accompanied the patient home.

Caregiver Category

Mdm Chua Boon Liang
Caregiver nominated by Ren Ci Nursing Home

Mdm Chua is the wife of a Ren Ci Nursing Home resident. Together with her intellectually challenged son, be it rain or shine, she would make the hour journey from home to visit her husband. Despite Mdm Chua's own frail condition, she will still bring her husband home to stay at least once a month. The strength and commitment that Mdm Chua displays in caring for her

husband and son is admirable.

Mdm Jamilah Binte Othman
Caregiver nominated by Ren Ci Nursing Home

Mdm Jamilah Binte Osma demonstrates that a mother's love knows no bounds. Her eldest son has been staying at Ren Ci Nursing Home since 2004 after being seriously injured in a traffic accident. Besides managing her son's daily needs, she also looks after her three younger children, does the household chores and works the night shift. Her efforts have paid off. Her son's condition has improved. Previously comatose, he has now regained some level of consciousness and has weaned off the feeding tube.

Mdm Julianna Ang May Lian
Caregiver nominated by Ren Ci Nursing Home

Mdm Ang's husband is a resident at Ren Ci Nursing Home since 2002. She is the sole caregiver to her husband. She comes to visit her husband daily. She helps the nurses with her husband's diaper changes and cleans him well so that he always looks neat and tidy. She also learnt how to carry out a passive range of motion (PROM) exercises from the therapists and performs the exercises with her husband. This enables the nursing home's care staff to devote their time and attention to more frail residents.

Mr. Justin Chen Hwai Kwo
Caregiver nominated by KK Women's and Children's Hospital

Justin has to attend to his child's daily care needs like performing bowel management and removal of the catheter to empty her bladder. To ensure that his child is able to enjoy a normal childhood, he brings her for piano lessons and even encourages her to try more challenging activities such as ballet and swimming. Justin remains optimistic and never lets his daughter's disabilities affect his outlook on life. He channels his motivation into helping others like him.

Mdm Lim Siew Ying
Caregiver nominated by Man Fut Tong Nursing Home

Mdm Lim Siew Ying became the sole caregiver and breadwinner of the household when her husband suffered a stroke. Initially he attended a Day Care centre but when his condition worsened with higher care needs, he was referred to a nursing home. Now Mdm Lim visits her husband daily, helps clean him, changes his clothes, and talks to him though he is unable to respond.

Mr Loh Yew Kim
Caregiver nominated by TOUCH Community Services

Mr Loh's wife is wheelchair-bound and depends on him for her activities of daily living (ADL) including toileting, showering, eating and transferring from chair to wheelchair. At 75 and with a knee condition, Mr Loh finds it challenging to bring his wife out of the house. Actively seeking solutions, he enlisted help from the Senior Activity Centre (SAC). Today, his home is fitted with a ramp at the entrance so that he can wheel his wife out with ease and spend time in the community with friends and neighbours.

Miss Suvin Choo Wee Sin
Caregiver nominated by Assisi Hospice

An inspiring and resilient young lady, Suvin has been the main caregiver to her grandmother since she was a secondary school student. To better care for her grandmother, she volunteered to be trained by the hospital. She constantly communicates with her grandmother though her grandmother is unresponsive nor aware of her surroundings. Suvin has made looking after her grandmother a top priority in her life.

Mdm Tan Chwee Jee
Caregiver nominated by Alexandra Health System - Khoo Teck Puat Hospital

Mdm Tan has shown remarkable dedication as a full-time caregiver to her daughter for the past 30 years, ever since she was born with multiple development disabilities. She attends to all of her daughter's basic needs, including toileting, showering, changing of diapers, and feeding. Her greatest challenge lies in communication due to her daughter's speech impairment. Though caregiving has affected Mdm Tan's emotional well-being and physical health, she is adamant to keep and care for her daughter at home.

Mr William Kho Chuan Seng
Caregiver nominated by National University Health System

William's wife suffered from cancer. During her last few months, he left his job to better attend to her physical needs and became her full-time caregiver. He came up with different creative methods to ease her suffering throughout that period. As his wife was particular about diet, William made a tremendous effort to learn to cook her favourite dishes. Cancer did not break them, but showed the resilience of their love.

Mr Wong Ah Ping
Caregiver nominated by Man Fut Tong Nursing Home

As Mr Wong Ah Ping's mother's cognitive and activities of daily living (ADL) status declined, he felt fear and lack of confidence in his ability to care for his mother and came to a painful decision to place his mother in a nursing home. Rain or shine, he visits his mother daily. He patiently feeds her and takes her out for strolls and engages her in conversations. He constantly demonstrates his love for her through word and deed.

Volunteer Category

A/Prof Albert Teo Chu Ying
Volunteer @ Communicable Disease Centre, Tan Tock Seng Hospital (TTSH)

A/Prof Albert Teo has been a volunteer at the Communicable Disease Centre (CDC) inpatient wards of TTSH since 2001. An introvert, he found it challenging to initiate conversations with patients but upon reflection, he discovered that he could use his massage skills to make a difference in the lives of the patients. Thus, the "touch therapy programme" was born. Since then, other volunteers have employed the same therapy, which promotes the emotional healing of patients.

Mr Anson Ng Ching Kok
Volunteer @ HCA Hospice Care

A familiar face at the hospice, Anson often organises outings for patients and celebrates birthdays and festive seasons with them. He also personally funds and cooks scrumptious meals for the patients every week. Mr Ng has also donated generously to various charities.

Ms Bita Seow Gaik Har
Volunteer @ Communicable Disease Centre, TTSH

In 2004, Bita started volunteering at the TTSH's Communicable Disease Centre (CDC) as she felt that she could contribute in areas that are underserved and under-supported. Bita builds relationships with the patients in the hope of getting them to share their thoughts. Bita then tries to fulfil each of the patient's desires where possible.

Ms Dincy Mary Corinne Lim
Volunteer @ KK Women's and Children's Hospital

Dincy is the Founding President of the Women's Menopause Support Group. Over the past 20 years, Dincy has volunteered her time to champion many other health causes such as osteoporosis and colorectal cancer. She initiated the setting up of other support groups e.g. Breast Cancer Support, and Colorectal Cancer Support.

Ms Elsie Lim Kim Noi
Volunteer @ Lions Befrienders AMK Seniors Activities Centre

Elsie has been volunteering with Lions Befrienders since 2009. She is a steadfast presence at the Senior Activity Centre where she conducts activities to engage seniors. Elsie also visits the homes of the frail seniors, and generously funds monthly birthday celebrations and special occasions like Christmas and Chinese New Year.

Mr Eugene Jayme Escanan
Volunteer @ National Neuroscience Institute

Although Eugene has made partial recovery from his stroke, he continues to experience the effects of hemiparalysis which affects his physical mobility. Nevertheless, Eugene is fuelled by his compassion to reach out to other stroke survivors and caregivers, to share and encourage them based on his personal experiences of healing and recovery. Eugene was instrumental in recruiting a team of befrienders, mostly of whom are stroke survivors themselves. He was President of the Singapore National Stroke Association from 2011 to 2013.

Mr Khoo Kiang Hua
Volunteer @ Tan Tock Seng Hospital (TTSH)

Mr Khoo is one of the pioneer volunteers instrumental in setting up the TTSH Cardiac Rehab Patient Support Group and has been volunteering with TTSH since 2002. Having survived a heart attack, he believes in sharing his experience to reach out and help other patients. He joins the Local Exercise Group (LEG) every Sunday morning and together with the patient support group members exercise to keep active and healthy, as well as to bond and share tips on keeping well.

Mr Koh Kim Guan
Volunteer @ Singapore General Hospital (SGH)

Mr Koh was touched by the kindness of the doctors and nurses during his hospitalisation and decided to “pay it forward” by volunteering at the hospital. He now spends five days a week volunteering at SGH. As a Volunteer leader for the Friends of SGH programme, he has been running the Retail Cart daily for the past 18 years. He also assists with the Guiders Programme which involves bringing patient who are “lost” or unable to find their way in and around the SGH campus. He is the unofficial translator for any Thai speaking patients warded at SGH.

Mr Lee Soon Hong
Volunteer @ Institute of Mental Health

Soon Hong, a medical student spends Saturday afternoons interacting with the long-stay psychiatric patients diagnosed with schizophrenia, depression, intellectually disabled and behavioural problems. He organises social, recreational and rehabilitative activities for the patients. His passion to make a difference to their lives has spurred him on to continue volunteering. An ardent advocate for the de-stigmatisation of mental illness, he shares his experience during the recruitment drive for new volunteers.

Mdm Lim Lei Choo @Lim Xiang Lin
Volunteer @ Institute of Mental Health

Xiang Lin started volunteering in 2004 by providing hair cutting services for the long-stay psychiatric patients. She has roped in additional volunteers - her friends - and succeeded in debunking their misconceptions about mental illness. They now have a better understanding of mental illness. Additionally, she organises events during festive seasons to show the patients that they are remembered.

Mr Michael Poh Cheng Hock
Volunteer @ Tan Tock Seng Hospital

After Michael survived a heart attack in 1999, he realised that there was no support network for patients and their families to manage such conditions. Thus, with the help of the Cardiac Department, the TTSH Cardiac Rehabilitation Patient Support Group was born. The support group rallies patients together to share their experiences and learn from one another. There is now the Local Exercise Group (LEG) activity where support group members meet every Sunday morning to exercise together. Michael is also a Committee Member of Care Connect, which aims to create positive patient experiences and to forge meaningful relationships with patients.

Open Category

Mr Aizawa Hidemasa Marco
Senior Staff Nurse
National Heart Centre

Marco was diagnosed with Type-1 Insulin Dependent Diabetes since the age of 12. Because of his illness, he is able to empathise with his patients’ medical conditions and challenges. His story is published in the book entitled “Nursing the Heart” which has inspired many

insulin-dependent patients. Marco volunteers at the Touch Diabetes Support Centre, and has taken part in medical missions.

Dr Allan Fong Chee Yang
Head of Cataract & Comprehensive Ophthalmology
Singapore National Eye Centre

Aside from his busy portfolio as Head of Cataract & Comprehensive Ophthalmology at SNEC, Dr Fong has been heading "Project I-Care" since 2006. Together with other ophthalmologists and volunteers, he organises regular eye screenings at various nursing homes. This saves nursing homes the need to bring their residents to the hospital for eye checks. This service has allowed the early detection and treatment of eye medical conditions such as glaucoma and cataracts.

Ms Ang Shu Ying
Staff Nurse
Mount Elizabeth Hospital

As a staff nurse in the ICU, Shu Ying manages seriously ill patients whose families are under tremendous stress. Her patience and compassion have been a source of comfort and support to caregivers. She often stays back after duty hours and once rescheduled her day off to care for a critically ill patient at the request of a family member. Shu Ying volunteers at the Jurong East Foreign Workers Dormitory, works with orphanages and has been on several medical missions.

Ms Anna Tan Li Cheng
Senior Nurse Clinician
KK Women's and Children's Hospital

Anna is a senior nurse clinician specialising in midwifery and has significantly contributed to the professional growth of this specialty field. She is always on hand to lend emotional support to her patients at the various stages of their journey. Anna goes on medical missions to Cambodia and India, with the aim to improve help survival rates expectant mothers and infants there.

Ms Annie Goh Assistant Director (Nursing)
KK Women's and Children's Hospital

Annie Goh is based at the Neonatal Department at KKH. She is a role model to her colleagues and puts in extra hours when required. She devotes her personal time to volunteer work, locally and overseas. She was a First Aider for the Wheels @ Ubin; a community project to bring 100 wheelchair-bound people on a tour of Pulau Ubin. She also takes part in community events to educate the public on Cardio-Pulmonary Resuscitation (CPR).

Ms Chen Jing
Nurse Clinician
Tan Tock Seng Hospital

Chen Jing is a nurse clinician at the Communicable Disease Centre (CDC). She focuses on rebuilding patients' self-esteem through peer support and interaction. She even cooks for foreign nationals admitted to CDC to make them feel at home. In spite of her busy schedules,

she makes time to organise events and raises funds for residents of the Cheshire Home.

Sister Christiane Chua
Clinical Pastoral Care Counsellor
Mount Alvernia Hospital

Sister Christiane started her healthcare journey looking after abandoned babies in the orphanage at CHIJ. Now, she cares daily for a wide spectrum of people especially the sick and the elderly. With her training in Clinical Pastoral Care, she continues to touch lives, providing psychological, emotional and spiritual support to those in need.

Dr Chua Ying Xian
Resident Physician
National Healthcare Group Polyclinics

Dr Chua manages a diverse group of patients in the primary care setting. Beyond his professional scope, he works with international NGOs that focus on providing health and education to needy people around the world. He has been involved in projects which help the physically and mentally disabled and children with HIV. In April 2015, the Nepal Earthquake struck while he was leading a medical team there. Dr Chua chose to stay on to assist and provide assistance to the afflicted.

Ms Eileen Ho Hwee Ping
Senior Medical Social Worker
Tan Tock Seng Hospital

Based at the Intensive Care Unit (ICU), Eileen works with critically ill patients and their families when they are at their most vulnerable. Once, she went the extra mile to care and help a tourist who had fallen very sick while transiting in Singapore, including seeking financial assistance for the family. Despite Eileen's work commitments, she makes time for overseas mission trips.

Ms Elizabeth Leong Si'En
Nurse Clinician
Sengkang Health

Elizabeth once encountered an elderly patient who was too terrified to undergo a scheduled colonoscopy. She then explained the procedure to the patient and arranged for it to be administered on an outpatient basis. On her rest days, she visits patients in their homes or at the community care facilities, providing them psychosocial support.

Ms Esther Chan Shin Nee
Senior Medical Social Worker
Singapore General Hospital

Esther helps patients who are diagnosed with eating disorders and provides support and intervention to their families. She often makes home and school visits, and currently coordinates the monthly eating disorders support group with Singapore Association for Mental Health.

Ms Florence Ang Siew Kiaw
Assistant Nurse Clinician
National University Health System

Florence, a pioneer specialty nurse with vascular surgery, exhibits great passion and dedication in managing the wounds of patients with critical limb ischemia. She often stays beyond working hours to see through patients' treatments. Florence has volunteered on several medical missions to Sri Lanka, Cambodia and Indonesia.

Mdm Goh Lian Kin
Senior Staff Nurse
Tan Tock Seng Hospital

Lian Kin is a Senior Staff Nurse specialising in Renal Nursing and has encountered patients who come to the clinic unaccompanied and in respiratory distress. She would buy food for patients who unable to afford their meals and even pays for their taxi fares where required. Lian Kin volunteers with Mercy Team International and has gone on humanitarian mission trips to Myanmar.

Mdm Hawa Bebe Binte Hydrose
Enrolled Nurse
Thomson Medical Centre

Hawa works in the Delivery Suite and has provided support to many expectant mothers during the birthing process. Her compassion extends beyond the hospital: she nursed a friend diagnosed with breast cancer until the latter passed on. Hawa never fails to lend a hand to the sick around her.

Ms Heidi Li Ka Chi
Nurse Clinician
Singapore General Hospital

Heidi specialises in Gerontology focusing on patients with colostomy. Outside her work, Heidi has volunteered with Cru Singapore, providing medical help to villages in Medan. She also recently went to Chennai India to provide care to rural villagers.

Ms Ho Foong Nun
Nurse Clinician
National Heart Centre Singapore

Foong Nun has been with the Cardiothoracic Intensive Care Unit for the past 17 years, providing nursing care to open heart and thoracic patients. She volunteers at Tzu Chi Foundation, and conducts health screenings at various community centres. She regularly plans activities for residents with chronic mental illnesses at Banyan Home. She is the Chairperson for Nursing Outreach Wellness Council.

Ms Hoon Siew Jong
Assistant Director, Nursing
KK Women's and Children's Hospital

Siew Jong has 40 years of experience and oversees the Gynaecological Wards, Women's Day Therapy Centre (WDTC) and also the High Dependency areas. When one of her staff's home was destroyed in the Typhoon Haiyan Disaster, she purchased the air ticket for the colleague, and provided financial assistance and necessities for the family. Siew Jong also travels to Indonesia, Cambodia and Laos to train midwives and doctors to manage obstetric emergencies.

Ms Irene Goh Seok Tin
Nurse Clinician
Singapore General Hospital

Irene works at the Same Day Admissions Centre. Once, she phoned an elderly patient to advise her on pre-operative medication instructions. The patient stayed alone and only knew her medication by colour. Thus, Irene visited the patient's house after duty hours to help her sort out the medication and comply with pre-operative instructions. This act ensured that the patient was safe to proceed with the operation the following day. Irene also volunteers with the Epilepsy Support Group.

Dr Jason Lee Kian Seng
Associate Consultant
Tan Tock Seng Hospital

Dr Jason Lee is an Associate Consultant at the Department of Ophthalmology, TTSH. Truly committed to patient care, Dr Lee personally followed up with a home-alone, wheelchair-bound patient when she did not show up for her appointment. His care and prompt action helped the patient to avert a cerebrovascular attack. The patient has remained well. Dr Lee also co-founded "The Vision Mission", a Singapore-based non-profit organisation aimed at providing free basic eye care in areas of South and Southeast Asia by raising funds for cataract surgeries.

Ms Jennifer Li Yuan
Advanced Practice Nurse
Tan Tock Seng Hospital

Jennifer is an Advanced Practice Nurse in Geriatrics. Despite having young children and family commitments, Jennifer comes back to the ward on her non-working days to encourage the elderly patients under her care especially patients without relatives or who feel down. She keeps track of those who live alone or who have complex care needs upon their discharge to ensure that they are coping well. Outside of her work, Jennifer volunteers for medical missions when she can.

A/Prof Jerome Goh Hern Yee
Chief, General and Forensic Psychiatry
Institute of Mental Health

An advocate for offenders with mental disorders, A/Prof Goh, along with his team of nurses, occupational therapists and administrators collaborated with Singapore Prison Services to establish a full-time rehabilitation programme for mentally ill inmates. This ensures that they

receive holistic treatment before integrating back into society. Despite his workload, A/Prof Goh opens additional clinic sessions as he believes in the importance of timely interventions when treating vulnerable patients.

Ms Judy Goh Wen Yi
Staff Nurse
Tan Tock Seng Hospital

Judy is a Palliative Care nurse caring for patients with terminal illness and goes the extra mile to help bring joy to her patients. A patient once expressed his wish to see his wife who was wheelchair-bound. Together with the patient's family, she arranged for a dinner date in the ward. On another occasion, a patient craved for his favourite hawker food. With the necessary approval, Judy would bring him to the food court for his meals during her break.

Ms Julia Eng Chui Lee
Assistant Director, Nursing
KK Women's and Children's Hospital

Julia readily avails herself for patients requiring her care. Once she received a call from her patient's spouse on her day off and immediately responded by going to the patient's home, making arrangements for the patient to be admitted. She also takes time to check on the well-being of the families of her patients. Julia is actively involved in the Women's Cancer Support Group. This year she participated in the Himalayan Women's Health Project, bringing cervical cancer screening to women in Ladakh, India.

Mdm June Ng Joon Keng
Senior Enrolled Nurse
Jurong Health Services

June provides pre- and post- endoscopy patient care. She is a long-time volunteer at the Hospice Care Association, where she takes terminally ill wheelchair-bound patients for outings. June also helps out at the Tzu Chi Foundation's Free Clinic. Apart from helping with mass community health screenings, she visits home-bound patients to help clean their homes during festive seasons.

Ms Kamilah Binte Shekh Jabin
Advanced Practice Nurse
National Neuroscience Institute

Sister Kamilah is in charge of the Neuromuscular clinic at NNI. She oversees patients with various chronic neuromuscular disorders and attends to their medical, social and functional needs. Patients on home ventilator, with severe dysphagia requiring gastrostomy feeding often cannot carry out normal bodily functions and rely heavily on the help of machines. Sister Kamilah visits these patients at home in her own time to provide assistance and care. She once worked out the administrative, technical and financial requirements to ensure a ramp was installed at the home of a wheelchair-bound patient to facilitate his mobility.

**Ms Karen Tan Meng Ying
Senior Clinical Instructor
Changi General Hospital**

Karen goes the extra mile to ensure that her students understand the concepts and rationale behind nursing care. Karen once mentored a MOHH Nursing Scholar who was on the verge of giving up nursing. Karen selflessly put in extra personal time to coach and encourage the student until she completed her Nursing Degree. She is active in community services and outreach programmes, volunteering at nursing homes.

**Ms Kathleen Cheung Ka Yan
Senior Medical Social Worker
Singapore General Hospital**

Kathleen provides psycho-social support and care for haematology patients of which many are afflicted with life-threatening diseases. She goes to great lengths to help her patients fulfil their last wishes. Kathleen also volunteers with TOUCH Home Care Services.

**Mdm Lee Eng Choon
Manager, Dental Therapist
Health Promotion Board**

Eng Choon has been working as a Dental Therapist in the School Dental Service for 39 years. Part of her purview is providing treatment to children from special schools such as Katong Special School, Metta School, Towner Garden School, and St Andrew's Autism Centre. Every year, since 2003, she has been leading a team of volunteers to provide dental treatment to children in village schools in Bintan, Indonesia. She has also made other trips to Ladakh, India; Sri Lanka and Cambodia.

**Dr Lee Shu Ying
Consultant Paediatric Anaesthetist
KK Women's and Children's Hospital**

Dr Lee Shu Ying is a Paediatric Anaesthetist and facilitates surgeries across various disciplines in children. In the past seven years, she has volunteered with multiple surgical missions with Smile Asia Singapore and Operation Smile International, bringing children safely through life-changing cleft palate/lip repairs in various developing countries including Mongolia, Bhutan and the Philippines. She also trains the local anaesthetists and nurses. Presently, she is spearheading a grant-funded project from National Research Foundation to develop an eco-friendly, cost-effective way to keep infants warm and reduce hypothermia.

**Ms Leona Oh Boon-Sze
Senior Medical Social Worker
Institute of Mental Health**

Leona often goes beyond her duty to ensure the needs of her patients and caregivers. She showed dedication and commitment when she worked with the police force and the US embassy to locate the next of kin of a patient in the Philippines. Outside her work, Leona dedicates her time at the Catholic Church welfare committee where she advocates the needs for the elderly and low-income families.

Ms Linda Ang Su Ling
Senior Nurse Clinician
KK Women's and Children's Hospital

Linda oversees the clinical teaching of Children's Intensive Care and High Dependency areas at KKH. She collaborated with students from the Yong Loo Lin School of Medicine, NUS to raise funds for an overseas community mission trip to Cambodia. The team went there to supplement local primary healthcare services by conducting health screenings, while concurrently developing sustainable healthcare programmes for the community.

Ms Lin Jingyi
Senior Medical Social Worker
Tan Tock Seng Hospital

Jingyi specialises in HIV patient care, helping patients and families learn how to manage and cope with the disease. Jingyi's most challenging encounter was when she had to handle a suicide attempt by one of her patients. She later accompanied the patient in the ambulance to the Emergency Room. To lessen discrimination against HIV patients, she has engaged Workforce Development Agency career centres to reduce employment discrimination towards HIV patients, and the Ministry of Social and Family Development to help with sheltering these patients

Ms Loretta Veronica Neo Poh Choo
Nurse Clinician
Tan Tock Seng Hospital

Loretta works in the Emergency Department and is attentive to the needs of people around her - be it buying food for elderly patients waiting for their turn at the Emergency Department (ED) or caring for the cleaners. Loretta donates to the Ramakrishna Mission Boys' Home and Sri Narayani Hospital & Research Centre in India.

Ms Low Ah Lek
Senior Enrolled Nurse
KK Women's and Children's Hospital

Ah Lek is a Senior Enrolled Nurse in the Paediatric Oncology department at KKH. Affectionately known to the children as "Aunty Ah Lek", she would stay back after working hours to shave the hair for her young patients when their hair starts to fall off after chemotherapy treatments. She has her special way of making these experiences more pleasant. During her day off, she would visit her end-of-life patients. Ah Lek is a frequent blood donor and also gives her time to Club Rainbow.

Mr Mah Choon Siong
Senior Pharmacist
National Healthcare Group Pharmacy

Choon Siong provides professional services such as dispensing of medications and providing pharmaceutical care and advice to patients. He places his patient's best interest at heart and constantly goes out of his way to meet their needs. When he met a visually impaired patient who expressed difficulties in returning to the polyclinic to pick up her medications, Choon Siong

took it upon himself to bring the medication to her home. Choon Siong also takes time to volunteer at community outreach programmes.

Mdm Melanie Tan Mei Ling
Assistant Nurse Clinician
National Cancer Centre

Melanie specialises in providing pre and post-operative counselling and education to breast cancer patients. She never turns down a call for help and helps her patients even on her days off. Melanie supported a patient and her family throughout her illness. Melanie was at the wake and cremation. She continues to check on the children regularly and often invites them for meals at her home.

Mr Mohamed Khairul Nashran Bin Ahmad Akhia
Senior Staff Nurse
Changi General Hospital

Nashran is a Senior Staff Nurse in the Emergency Department (ED) managing a wide spectrum of conditions. Sudden death is common in the ED and when a middle aged patient passed away leaving two children behind, Nashran extended emotional support to them. His compassion for the suffering also prompted him to volunteer for the first medical team despatched to Nepal to help with the earthquake disaster victims.

Mr Muhammad Hanif Bin Kamsani
Senior Enrolled Nurse
Raffles Medical Group

Hanif never hesitates to volunteer to put in the extra hours to help out his colleagues. He visits patients even after they have been discharged to another ward. Due to the nature of his job and helpful nature, Haniff has voluntarily save lives of strangers, be it performing Cardio-Pulmonary Resuscitation (CPR) to a neighbour in need to rescuing a child from drowning.

Ms Ni Bin
Senior Staff Nurse
Tan Tock Seng Hospital

As a Senior Staff Nurse in the Home Ventilation Respiratory Support Service (HVRSS), Ni Bin works with the multidisciplinary team to explore ways to improve the processes in caring for ventilator dependent and ventilator-assisted patients in their own homes. She makes herself readily available to patients and caregivers even after the official working hours. Ni Bin volunteers with the Motor Neuron Disease Support Group, where she helps patients and their caregivers to manage their conditions.

Ms Nur Maizura Binte Abdul Rahim
Nurse Clinician
Sengkang Health

Nur Maizura is a Nurse Clinician in a medical ward. Maizura who is trained in Nephro-Urological nursing, spends her off-duty hours engaging her patients and families to better understand their concerns, follow up with visits to their homes and even attend wakes. She never hesitates to

lend a helping hand e.g. recently she assisted a passer-by who collapsed at the train station. She stayed by her side until the ambulance arrived.

Ms Oh Zi Chee
Senior Staff Nurse
Tan Tock Seng Hospital

Zi Chee is a Senior Staff Nurse in the Neuro-Intensive Care Unit. She volunteers at Willing Hearts, helping to prepare hot meals for the underprivileged. She has also been on numerous mission trips. Once she went to Kenya where she and her team travelled 12 hours by road to refugee camps close to the borders of Somalia to tend to the sick.

Dr Peter Wong Choong Yi
Consultant
KK Women's and Children's Hospital

Dr Wong is one of the hospital's biggest advocates for child protection and is an important team member in the hospital's SCAN (Suspected Child Abuse and Neglect) team. Despite his hectic schedule, Peter personally follows up with patients who miss appointments and see them outside office hours if required. Dr Wong has served in several humanitarian medical missions, rallying local health authorities in those countries to provide free medical, dental and optometry care to the poor.

A/Prof Philip Yap Lin Kiat
Senior Consultant
Alexandra Health System - Khoo Teck Puat Hospital

A/Prof Philip Yap is an exemplary clinician scientist and Director of the Geriatric Centre at KTPH. A/Prof Yap is relentless in his pursuit of care excellence for his patients diagnosed with dementia, often providing support to them and their families after office hours. A/Prof Yap has groomed caregivers across Singapore to expand the support for people with dementia. His time is also spent in various local volunteer programmes helping nursing homes manage patients with late stage dementia.

Ms Safwanah Binte Sarom
Senior Staff Nurse
National University Health System

Safwanah is a critical care nurse working in the Paediatric Intensive Care Unit (PICU), providing intensive and complex care to the group of critically ill infants and children. Once, she made regular home visits over several months to a couple who could not cope with caring for their child. Safwanah volunteered with the medical team to Nepal following the massive earthquake in April 2015.

Mr Samsuri Bin Buang
Senior Nurse Manager
Institute of Mental Health

Mr Samsuri oversees two acute General Psychiatric and one Rehabilitation Psychiatric ward. These wards admit acutely ill patients with various mental health conditions many of whom

exhibit challenging behaviours. Skilful in the art of therapeutic counselling and psychiatric crisis management, he works closely with his staff to manage challenging situations in the wards. Samsuri listens to patients and understands their problems, often staying back after his duty to counsel them.

Ms Sarah-Lynn Teo Hui Yun
Assistant Nurse Clinician
Changi General Hospital

Sarah works in the Emergency Department (ED) and is also a trained Medical Emergency Retrieval Team (MERT) nurse. In spite of her workload, she always finds time to stop and listen to the patient, providing them with the emotional support when they need it most. Sarah volunteered with Mercy Relief after Typhoon Haiyan struck.

Ms Shehnaz Binte Adam
Senior Staff Nurse
Mount Elizabeth Hospital

Shehnaz has a way with her patients such that they trust and open up to her. When one of her patients was discharged and transferred to a home in Johor Bahru, she kept in contact with the patient, and coached the nursing staff there to change her dressings. Shehnaz also volunteers at a nursing home.

Ms Siti Nur'Fatin Binti Ab Hamid
Enrolled Nurse
Sengkang Health

Nur'Fatin takes her job seriously, even outside the workplace. During a wedding ceremony that she attended, a guest fainted and she carried out Cardio-Pulmonary Resuscitation (CPR), reviving the guest and staying with him until the paramedics arrived. There was another occasion when she witnessed an accident and stopped to assist the lady involved in the car accident. Her selfless acts came to light to her supervisors when the incident was reported in the newspaper.

Mdm Stella Goh Seow Lin
Advanced Practice Nurse
National Cancer Centre

As the first palliative APN in NCCS, Stella specialises in providing holistic care to patients with complex symptoms, especially those with life limiting diseases such as cancer. Stella demonstrates her unwavering compassion to her patients. She once took a call on a Chinese New Year's eve to help a family handle the progressive deterioration of their mother. With her help, the patient was able to pass on at home peacefully. Stella also volunteers with STAR PALS (Paediatric Advance Life Support) Group that was started by HCA Hospice.

Mdm Suriani Bte Muhamed Ishak
Nurse Clinician
Singapore General Hospital

Suriani sets the bar as a lifelong learner beginning as a registered nurse in 1988; obtaining her Advance Clinical Practice in Neuroscience in 1995 and finally completing her Bachelor's Degree

in nursing in 2012. She is also a mother of five children, and she recently volunteered to look after an abandoned new born baby. Suriani has no qualms stepping out of her comfort zone to care for those in need.

**A/Prof Tan Bien Keem
Head & Senior Consultant
Singapore General Hospital**

Associate Prof Tan is currently Head of the Plastic, Reconstructive and Aesthetic Surgery Department and the Director of Skin Bank, SGH. He is President of the Association for Burn Injuries and the Wound Healing Society in Singapore. Presently, he is assisting in the arterial revascularisation of liver transplants and developing tissue banking in SGH. During the 2015 Taipei Water Park fire incident, Dr Tan helped the evacuation of the injured Singaporean for emergency treatment at the SGH Burns Centre.

**Ms Tan Siew Khek
Senior Staff Nurse
Changi General Hospital**

Siew Khek is Senior Staff Nurse with extensive experience in intensive care, accident and emergency, outpatient clinics and community hospital work. Siew Khek once helped an elderly lady she was unfamiliar with to train her domestic helper in bathing and caring procedures. A committed volunteer, she has served in Mercy Relief Humanitarian mission to Pakistan, providing medical assistance to flood victims.

**Mdm Toh Hai Moy
Senior Nurse Clinician (Advanced Practice Nurse)
Alexandra Health System - Khoo Teck Puat Hospital**

Hai Moy has served as a nurse for 38 years and is currently an Advanced Practice Nurse, specialising in respiratory care. Hai Moy is a motherly figure to both her patients and colleagues, often going beyond her duty to render care as a nurse. For example, every three months, she visited a bed-ridden patient's home out of working hours to change the patient's feeding tube. Hai Moy did this for 10 years until the patient passed on, each time paying for the items out of her own pocket. She has been on medical missions overseas and is a regular volunteer in Singapore with the Mobile Clinic Service for Foreign Workers.

**Mrs Wong Boh Boi
Assistant Director (Clinical)
Thomson Medical Centre**

As a lactation consultant, Boh Boi helps new mothers better manage breastfeeding problems and avails herself 24/7 to assist any mothers in need. She is known as the "baby whisperer" for her expertise in dealing with young babies. Amidst her busy schedule, Boh Boi finds time to write books in order to share her expertise with others. She also pioneered the training of confinement nannies, which was part of a project aimed to help ladies who are facing early retirement to receive training, and work as confinement nannies.

Ms Wong Kay Ying
Senior Staff Nurse
Mount Elizabeth Hospital

Kay Ying is an experienced operating theatre scrub nurse and never fails to encourage her patients. She volunteers at the Tzu Chi Foundation Free Clinic as well as in humanitarian overseas missions such as Operation Smile Asia where children with cleft lip and palate conditions are given a chance at living a normal life.

Ms Zeng Wen Ying
Assistant Nurse Clinician
National Heart Centre

Wen Ying is involved in the training of nursing students, nurses and ancillary staff. She is a role model in delivering humanistic nursing care devoted to influencing nursing students to cultivate compassion and gratitude. Keen to contribute back to society, she has been volunteering regularly at Tzu Chi Foundation Free Clinic since 2005. She has participated in medical missions to Philippines and Indonesia.