



MEDIA RELEASE

61 Healthcare Heroes to be Honoured by President Tony Tan Keng Yam

15 May 2012 - This afternoon, 61 healthcare professionals from the public and private sectors will be recognised by President Tony Tan Keng Yam in an annual time-honoured ceremony that started during the 2003 SARS epidemic.

The Healthcare Humanity Award (HHA) recognises and honours healthcare workers who are inspirational role models exemplifying the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity. These values underscore healthcare as a noble profession.

These Healthcare Humanity Awards heroes and heroines are commended for their exemplary service to patients as well as their selfless contributions outside of their work where they volunteer for the underprivileged and help out in relief missions to disaster areas.

As in previous years, nurses dominate the line-up of winners. This year, 44 nurses join other professionals working in geriatric medicine, nursing homes, hospice and palliative care – a fitting portrait of the future of healthcare for Singapore with our rapidly greying population.

The National Healthcare Group (NHG) has the largest cohort of HHA winners who are the “silver specialists” i.e. doctors and nurses involved in geriatric medicine. Leading the team is Dr Tan Thai Lian, Head and Senior Consultant, Geriatric Medicine Clinic, Tan Tock Seng Hospital, and Clinical Director, RenCi Hospital. During his more than 20 years in public healthcare, he led numerous service innovations which continuously improved the quality of care for the elderly. Dr Tan, 45, saw to the establishment of the region's first Geriatric Monitoring Unit – to enhance the care and safety for acutely confused patients. He was also instrumental in forming the Division of Integrative and

Community Care at TTSH which serves to care for patients not only in the hospital but out of it, thus keeping them healthy in the community as well.

Two Senior Staff Nurses – Nadiah E binte Maliki, 27, and Joey Yap, 28 – who care for elderly patients round up the seniors care team in TTSH.

Another NHG HHA winner involved in seniors care is Dr Joshua Kua, 45, Chief, Department of Geriatric Psychiatry, at the Institute of Mental Health and Programme Director of the Aged Psychiatry Community Assessment & Treatment Service (APCATS). He was instrumental in spearheading and developing the first psycho-geriatric outreach team called APCATS in Singapore in 2006. APCATS has since gone under the National Mental Health Blueprint and has grown to be the largest psycho-geriatric outreach service that meets the mental health needs of the elderly in Singapore.

A fifth HHA winner also involved in caring for elderly patients is dermatologist Dr Martin Chio, a consultant from the National Skin Centre. Dr Chio, 40, has since September 2009 been a volunteer dermatologist in the Villa Francis Home for the Aged in Mandai, where he spends one Saturday morning a month attending to the dermatological problems of the residents and sometimes, even the staff. He is also Honorary (Volunteer) Visiting Dermatologist to the Dover Park Hospice.

At 64, Senior Nurse Manager Chuah Swee Kiang from St Luke's Hospital is the most senior winner in this year's HHA cohort. After 40 years of working in healthcare, she is happy that she is still able to continue taking care of the sick and elderly. She lives by her credo that "Being able to give is a blessing."

As in last year, the youngest winner is a Staff Nurse from Tan Tock Seng Hospital. At 23, TTSH Staff Nurse Koo Sie Liu is the youngest winner in this year's HHA. In addition to her hectic work schedule, Sie Liu still finds time to volunteer with the intellectually disabled, organising camps and field trips for her charges, often at her own expense.

This year's 61 Healthcare Humanity Award winners were hand picked from a pool of 115 nominations from 18 hospitals and institutions. These professionals were rigorously evaluated by a panel of five judges led by Mr Tee Tua Ba, Chairman of the Singapore Red Cross Society.

All 61 winners will take home a silver medallion and \$1,500 cash each. The full list of the 2012 Healthcare Humanity Awards winners is in Annex A.

About the Courage Fund and the Healthcare Humanity Award

In 2003, over 5,300 Courage Awards were given out to healthcare workers who fought the deadly SARS epidemic with uncommon valour and selfless dedication. As a continuing legacy of the numerous contributions and commitment that our healthcare professionals make in their daily lives to ensure the good health of Singaporeans, the Board of Trustees of the Courage Fund launched the Healthcare Humanity Award in 2004.

More information about the Healthcare Humanity Award can be found in Annex C.

Annex A: Full List of HHA 2012 Winners
Annex B: HHA 2012 Presentation Ceremony Programme
Annex C: The Healthcare Humanity Award

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ANNEX A

Healthcare Humanity Awards (HHA) 2012 Citations

Ms Ang Ching Ching
Advanced Practice Nurse
Tan Tock Seng Hospital

An Advanced Practice Nurse, Ching Ching is a pillar of strength to her patients who are terminally ill. Her selflessness in caring of her patients and their loved ones at this very difficult time of their lives is a great source of comfort and support for them. She is led by this guiding principle that "You matter because you are you, and you matter to the last moment of your life." And she applies it to each and every one of her patients.

"Pillar of strength to her patients who are terminally ill."

Ms Catherine Sandra Paul
Nurse Manager
KK Women's and Children's Hospital

Catherine has been caring for cancer patients in the last 21 years. Although this area of nursing is challenging physically and psychologically, knowing that she has in her own way contributed to their recovery or made their last days that much more comfortable makes her efforts all worthwhile.

"Caring for cancer patients in the last 21 years."

Ms Chia Soon Noi
Assistant Director of Nursing
KK Women's and Children's Hospital

From young, it was Soon Noi's dream and passion to be a nurse. And, now she is living her passion, caring for patients and grooming the young nurses. For her, nursing gives her the opportunity to help those in need. She also feels blessed that she is able to help others outside of her work through her volunteer work with Operation Smile Singapore, helping children with cleft lips and palate. The happiness to see the children flashing their beautiful smiles after their surgery is beyond measure.

"Living her passion as a nurse helping people in need."

Ms Chin How Lin
Senior Nurse Manager
Institute of Mental Health

How Lin believes in leading her staff by example to provide a high standard of personalised nursing care to patients. For example, she accompanied one of her patients to the mortuary to identify her husband's body. For her, during challenging moments, all it takes is a smile or "Thank you" from her patients to remind her why she decided on nursing as a career. And, she is as committed to her staff as she is to her patients, putting their welfare before that of her own.

"Leads by example to provide a high standard of personalised nursing care."

Mr Chionh Chai Kuei
Senior Therapy Assistant
Tan Tock Seng Hospital

Chai Kuei sees every opportunity to serve as a blessing. He finds fulfillment reaching out to the less fortunate, caring for their well-being, touching their lives, bringing them love, hope, comfort and joy.

“Every opportunity to serve is a blessing.”

Associate Professor Chua Yeow Leng
Clinical Associate Professor, Yong Loo Lin School of Medicine
Senior Consultant, National Heart Centre

A/Prof Chua is an accomplished heart surgeon who has dedicated his life's work to the advancement of the specialty within Singapore and around the region. His exemplary patient care has earned him numerous accolades and commendations. Despite his busy schedule, he finds time for mission work, bringing heart surgeries to needy areas in China and Myanmar. A true surgeon with a heart, A/Prof Chua has earned respect from not only his peers but his patients too.

“A true surgeon with a heart.”

Ms Chuah Swee Kiang
Senior Nurse Manager
St Luke's Hospital

Swee Kiang has been working in healthcare for 40 years. She lives by her credo that “Being able to give is a blessing.” At her age, she is happy that she is still able to take care of the sick and frail elderly. She feels honoured to receive this award, and her ability to give and care for others is for her a blessing from God.

“Being able to give is a blessing.”

Ms Coreen Low Kim Kuan
Senior Nurse Manager
KK Women's and Children's Hospital

With the strong support from her parents, husband and sons, Coreen is able to balance personal time and commit herself whole-heartedly to her career.

“Commit whole-heartedly to her career.”

Ms Deborah Ng Li Li
Nurse Clinician II
Singapore General Hospital

Deborah is a dedicated and selfless nurse who puts the needs of others before that of her own. She has a deep sense of commitment and compassion, and willingly teaches and guides new nurses in the ward. She has been on voluntary overseas medical mission such as the one to Cambodia as a breast care nurse, teaching the villagers about the importance of breast self-examination and what to look out for.

“Dedicated and selfless, puts the needs of others before her own.”

Ms Elaine Bong
International Medical Services Coordinator
KK Women's and Children's Hospital

As a mother, Elaine understands the anxiety of parents when their young children are sick. It brings out her maternal instincts and she thinks nothing of helping them in every way that she can even outside of office hours. Sometimes all the parents need is a listening ear and Elaine is always there for them night and day.

“Being there for her patients night and day.”

Ms Goh Boon Geok
Nurse Manager
National University Health System

Boon Geok's greatest satisfaction is being able to share her passion and vision in caring for patients with the nurses that she works with. And for her, being a nurse is about caring for patients from the heart.

"Caring for patients from the heart."

Ms Goh Chiang Choo
Principal Medical Social Worker
Changi General Hospital

Chiang Choo is unfazed by the challenges she encounters at work. She looks upon her job as a jigsaw puzzle – when a piece doesn't fit, you have to try harder to find another piece that does. And for her, experience has shown her that things will always fall into place somehow, if you stay hopeful and keep on trying.

"Tries even harder when faced with challenges."

Ms Hadijah Binti Abd Samad
Assistant Nurse
Institute of Mental Health

Starting as a healthcare attendant, Hadijah upgraded herself and is now an assistant nurse. Many of her patients have expressed how they appreciated her devotion and sincerity in caring for them. Apart from her devotion to her patients at work, Hadijah is an active member of her Residents' Committee where she volunteers her time promoting healthy living among her fellow residents.

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"This award spurs me on to do even more."

Ms Hone Swee Mui
Nurse Clinician I
Singapore General Hospital

Families of long-term cancer patients often have difficulty finding a hairdresser to cut the patients' hair. With this in mind, Swee Mui took up a hair-cutting course. After she received her certificate, she offered her services to her bed-bound patients. She has also offered her hair-cutting services to a few nursing homes. From the happy faces of the patients after they have had their hair cut, she knows that her efforts are much appreciated and that is reward enough for her.

"Took up hair-cutting course so that she can cut her patients' hair."

Ms Jamnarani D/O Kannusamy
Senior Staff Nurse
Singapore General Hospital

Cheerful and positive, Jamnarani has her way of reassuring patients who are going in for surgery. She is proactive and takes the initiative to do the necessary so that things run smoothly. Her supervisor and colleagues find her a joy to work with because she will step up to the plate and offers her help willingly during busy and critical periods in the operating theatre.

"A joy to her patients and co-workers."

Ms Janet Toh Lay Siang
Nurse Clinician
Changi General Hospital

Having worked in geriatrics for more than 10 years, Lay Siang understands the feelings

and needs of her elderly patients. And this helps her see them beyond their ailments as people to be treated with respect. For Ms Toh, she feels the satisfaction when she sees her patients recover and go home. Her philosophy is “Do unto others what you want others to do unto you.”

“Sees patients beyond their ailments as people to be treated with respect.”

Ms Joey Yeo Jiayang

Senior Staff Nurse

Tan Tock Seng Hospital

Joey’s bubbly nature and infectious laughter instantly connects her to her elderly patients. They even have a pet name for her. She is popular with her patients because she cares and looks out for them as if they are her family members. She is a volunteer at Step-down Care Unit (BSCU) and Man Fatt Tong Nursing Home, organising outings and festive celebrations for the residents. She also participates in overseas mission trips to help the poor and needy.

“It’s truly a privilege to be able to share with the people who are of less privileged.”

Dr Joshua Kua Hai Kiat

Chief Department of Geriatric Psychiatry

Institute of Mental Health

Dr Kua is an accomplished psychiatrist who has dedicated himself to the care of the mentally ill. He started the Aged Psychiatry Community Assessment & Treatment Service in IMH. Apart from his work, he volunteers his services at various charitable organisations. For Dr Kua “There is no worthier cause than reaching out to help another fellow human being.”

“No worthier cause than reaching out to help another fellow human being.”

Ms Junaidah Binte Nawī

Nurse Clinician

KK Women’s and Children’s Hospital

Junaidah sees nursing as a science and an art. It allows her to put into practice her professional knowledge to provide quality nursing care to her patients. As a lactation consultant, she once travelled to the home of a patient almost every day for two weeks because the patient was having difficulty breastfeeding her baby and was depressed. To her greatest satisfaction, the patient went on to breastfeed her baby for three years and later, her two other babies too.

“Sees nursing as a science and an art.”

Ms Koh Chye Eng

Senior Assistant Nurse

National University Health System

Working in healthcare is demanding and Chye Eng says that she couldn’t have done it without the support of her family and friends. She is surprised and humbled to be receiving this award and accepts it on behalf of all healthcare workers – paying special tribute to her many colleagues who are just as deserving.

“Couldn’t have done it without the support of her family and friends.”

Ms Koo Sie Liu

Staff Nurse

Tan Tock Seng Hospital

At work, Sie Liu is well respected for her professionalism and devotion to her patients and others in need. She is looked up to as a role model by those who work with her. Outside of work, Sie Liu is an active volunteer helping the intellectually disabled. She helps raise funds, organises annual camps and overseas field trips for them.

“Respected for her professionalism and devotion to patients and those in need.”

Mr Labios Johnnyfer Escaner

Registered Nurse

Ren Ci Hospital

Labios has special interest in caring for cancer patients. In his own way, he helps his patients to stay positive. For those who are terminally ill and for whom the end is near, he tries to make them as comfortable as possible. For Labios, nursing is not just any job, it is a noble profession.

“Sees nursing as a noble profession.”

Ms Lee Geok Yian

Senior Nurse Educator

National University Health System

As a nurse educator, Geok Yian thinks that new nurses learn best from bedside teaching. She continually reminds new nurses that the interests of patients must come first.

Whenever she comes across patients who are anxious, discontented or non-compliant to treatment, she would take it upon herself to attend to them personally. In so doing, she demonstrates to the nurses how to communicate with patients effectively.

“Patients’ interests must come first.”

Ms Lillie Ho Yoke Kum

Senior Staff Nurse

Singapore General Hospital

Working in the Haemophilia Treatment Clinic, Lillie feels for the parents of children when they are diagnosed with haemophilia, an inherited blood disorder. This moves her to do her best for them to ease their pain and anxiety by being there for them at all times. To give back to society, Lillie volunteers her time at nursing homes, cutting the hair of the residents or just spending time with them to ease their loneliness.

“Being there for her patients and their parents to ease their pain and anxiety.”

Dr Lim Hoon Chin

Consultant

Changi General Hospital

Strengthened by his faith, Dr Lim volunteers his services in the community and helped set up two Community Rehabilitation and Support Service centres – one in Yishun and the other in Pasir Ris. He also provides his service free to foreign workers through Mobile Medical Service to the community. Apart from volunteering locally, he has been on several medical outreach trips to Batam to care for the rural poor.

“Volunteers his services in the community locally and abroad.”

Ms Lim Hui Shan

Senior Staff Nurse

National University Health System

Hui Shan’s father died of cancer when she was 14 years old. She remembers his positive attitude despite his illness and that inspired her to take up nursing as a career. She knows

she has it in her to serve her patients with love and kindness, and make a difference in their lives.

“Serving patients with love and kindness.”

Ms Lim Li Ying
Medical Social Worker
Alexandra Health

Li Ying had always known that she wanted to work in a job helping those in need. So she became a social worker. For her, the most important attribute of working in healthcare is empathy – putting yourself in the shoes of the patients. She has since learnt that communication is not always verbal, and it is for you to pick up on those non-verbal cues. Sometimes saying nothing says more than words!

“Putting herself in the shoes of her patients.”

Ms Maggie Lim
Senior Staff Nurse
Tan Tock Seng Hospital

Maggie is an exemplary nurse who willingly shoulders additional responsibilities and going beyond the call of duty. She is passionate about helping the underprivileged and has been on numerous overseas medical missions. On her own, she adopted two children in the Philippines, sending money to them regularly for their education.

“An exemplary nurse going beyond the call of duty.”

Dr Marcus Ang Han Nian
Registrar
Singapore National Eye Centre

Dr Ang feels fortunate to be trained as a doctor and wants to share this privilege with everyone else. As a healthcare professional, it gives him the opportunity to extraordinarily impact people's lives - using ordinary, everyday skills that he has attained. That to him, is his greatest satisfaction working in healthcare.

“Wants to share his privilege as a doctor with everyone.”

Dr Martin Chio Tze-Wei
Consultant
National Skin Centre

The quote by Edward Livingston Trudeau "To cure sometimes, to relieve often, to comfort always" resonates with Dr Chio's personal ethos of healthcare. He is dedicated to the care of his patients and always tries to make them smile. An active volunteer in community service, he believes in nurturing the next generation of doctors by also involving them in community service so that they too will contribute to society from an early stage in their careers.

The quote by Edward Livingston Trudeau "to cure sometimes, to relieve often, to comfort always" resonates with his personal ethos.

Ms Myint Myint Than
Senior Staff Nurse
National University Health System

As an oncology nurse, Myint Myint usually sees patients in their darkest hours when they are diagnosed with cancer. She makes the time for the patients and their families to lend them a listening ear and encourage them to stay hopeful. Her greatest joy and motivation to continue to give her best as a nurse come from being able to be of a comfort to them.

“See patients in their darkest hours when they are diagnosed with cancer.”

Ms N Nirmala

Senior Nurse Manager

National Healthcare Group Polyclinics

What Nirmala enjoys most about her job is meeting people from all walks of life. And from her interaction with patients, she learnt from them about respect for others, dignity and humility in life. She feels a deep sense of satisfaction when she is able to use her skills beyond her scope of work to help those in need, knowing that she has made a difference in their lives.

“Learnt life lessons from interaction with patients.”

Ms N Tave

Principal Enrolled Nurse

Singapore General Hospital

Tave is passionate in her drive to get women to breastfeed. She takes great pains to show them the correct way of doing it and encourages them not to give up when they run into difficulties. She goes out of her way especially for first-time mothers, making sure that they know how to handle their babies before they are discharged from hospital. Tave is also respected and well-liked by the medical team, colleagues and patients for her professionalism and dedication.

“Passionate in her drive to get women to breastfeed.”

Ms Nadiah Erniyanti Binte Maliki

Senior Staff Nurse

Tan Tock Seng Hospital

For Nadiah, to work in healthcare, one must have the passion or ‘heart’ for it. If you find meaning in what you are doing, then it is easier to keep that passion alive. As a nurse, knowing that she has contributed to a patient’s recovery gives Nadiah the meaning and motivation to overcome whatever challenges that come her way at work.

“Finds nursing challenging and meaningful.”

Ms Neo Ah Hoe

Senior Staff Nurse

Singapore General Hospital

Working in obstetrics, Ah Hoe is firm yet encouraging and attentive to the needs of expectant mothers right through from labour to delivery. As far as possible, she wants to make childbirth a memorable experience for the parents. Outside of work, she volunteers her time teaching line dancing and Qigong to senior citizens to help them stay physically and socially active.

“Teaches line-dancing and Qigong to senior citizens in her free time.”

Ms Ng Ah Khim

Senior Health Attendant

National Healthcare Group Polyclinics

Although Ah Khim is only a health attendant, she has learnt much from working in the polyclinic. With the knowledge and skills that she has picked up, she is able to help friends and relatives when they are sick, as she is now, being there for a friend who is diagnosed with cancer.

“Helping others with the skills and knowledge that she learnt at work.”

Ms Ng Ruey Pyng
Senior Nurse Clinician
KK Women's and Children's Hospital

Ruey Pyng's motto working as a nurse is to show care and compassion for everyone you meet – be they your patients, carers and colleagues, and to treat them as you would your own loved ones.

"Treat everyone as you would your loved ones."

Ms Olivia Khoo Ruey Lin
Principal Medical Social Worker
Singapore General Hospital

Olivia's patients are her greatest inspiration. She admires their resilience in the face of other difficulties on top of their illnesses. And, she feels humbled and grateful for the lessons learnt from working with her patients. This motivates her to do her best for them. For Olivia, working in healthcare has helped her in her personal growth and she is a better person for it.

"Her patients are her greatest inspiration."

Dr Poi Choo Hwee
Associate Consultant
Tan Tock Seng Hospital

Dr Poi is humbled by the personal experiences of her patients and their loved ones that they shared with her. She feels blessed to have the opportunity to care for them and the privilege to journey with them through difficult times.

"Humbled by the experiences of her patients."

Ms Rajni D/O Parasuram
Senior Staff Nurse
Institute of Mental Health

Rajni dedicates herself to the care of those who are mentally ill. She is inspired by her patients who try so hard to deal with their mental illness on top of the stigma. This pushes her to do her best for them. She collects old clothes to give to needy patients when they are discharged from hospital. She is also as dedicated about nurturing the nurses under her charge.

"Finds inspiration from her patients who are mentally ill."

Mrs Rokiah Binte Sulaiman
Principal Enrolled Nurse
National Heart Centre

A dedicated nurse, Rokiah is sensitive and attentive to the needs of her patients. She goes beyond her call of duty to communicate with anxious relatives of patients while they are undergoing surgery in the operating theatre. Rokiah participates actively in community service – she is a regular volunteer at a children's home and frequently helps out at community health screening events.

"Sensitive and attentive to the needs of patients."

Dr Rufus Daniel
Senior Family Doctor
National Healthcare Group Polyclinics

Empathy is an essential quality. It enables us to see the patient as a person rather than a

'case.' Our interventions, especially in primary care, are more likely to bring about a better outcome if they are delivered with empathy - be it explaining the disease process, the importance of compliance, or just telling patients to bear with the waiting time, since we are all doing our best. Our patients are people, and people respond best when treated with respect and empathy.

"Sees patients as people rather than as 'cases'."

Ms Ruyani Binte Abu Yamin

Senior Enrolled Nurse

Singapore General Hospital

Ruyani is soft-spoken but firm. Her gentle and calm demeanour has often helped to reassure and calm patients who are anxious, upset or in pain. She goes beyond her duty in the care of her patients and where necessary trains their care-givers so that the patients continue to get proper care at home. She is a frequent volunteer and has been on overseas medical missions to help victims of natural disasters.

"Patients are comforted by her calm and gentle demeanour."

Ms Shahnaz Binte Sulaiman

Enrolled Nurse

Changi General Hospital

Shahnaz always remembers what her mentor once told her – "Give the world the best that you have and the best will come back to you." And she lives by it – giving her best to her patients every day at work. And the joy she gets when patients recover, and are happy and smiling, is the reward that she gets on the job.

"Gives her best to patients every day at work."

Ms Stephanie Yeap Theng Hui

Nurse Clinician

Singapore General Hospital

For Stephanie, nursing is a calling and it shows in her devotion to her work. She believes in giving of her best to her patients and going the extra mile for them. Her bubbly character and innate desire to do good, make her an inspiration to all who come into contact with her. She is also an active volunteer in community service.

"Gives her best to patients, going the extra mile for them."

Ms Sui Hniang

Nursing Aide

Dover Park Hospice

For Sui Hniang, to work in healthcare, you must have a caring heart. Only then are you able to give quality care to patients as well as provide them with the psycho-social support that they need. Also, if you have the heart for it, you will be able to face whatever challenges to give the best care that you can.

"A caring heart to give the best care that you can."

Ms Susan Pascua Villareal

Senior Nursing Aide

ECON Medicare Centres & Nursing Homes

Being able to provide comfort and care to the sick and elderly, to help alleviate their pain and suffering, is Susan's passion and joy. Although her job is demanding and challenging, she presses on because her patients need her. For her, a nurse dispenses comfort and care without prescription. When patients recover and return home, that is the bonus on top

of the salary that she is paid.

“A nurse dispenses comfort and care without prescription”.

Mr Tan Jwee Pong
Driver & Healthcare Therapy Assistant
TP Healthcare

Jwee Pong is surprised and happy that he has won the Healthcare Humanity Award. He doesn't see himself as extraordinary and was only doing his best to help patients.

Although he is only a driver and a therapy assistant, he finds working in healthcare meaningful when he sees patients getting better each day.

“His satisfaction is seeing patients getting better each day.”

Ms Tan Siew Choo
Nurse Clinician I
Singapore General Hospital

Trained in critical care and trauma nursing, Siew Choo provides a high standard of care for patients under her charge. She often stays back after office hours to speak to patients and their families, or to coach her nurses. Often, patients have complimented Siew Choo on her caring and amicable disposition. And she is held in high esteem by her supervisors and other colleagues.

“Provides high standard of care for critically ill patients.”

Dr Tan Thai Lian
Head & Senior Consultant, Tan Tock Seng Hospital
Clinical Director, RenCi Hospital

After over 20 years in the public healthcare sector, it becomes clear to Dr Tan that other than stamina and patience, one not often mentioned quality is the emotional resilience that is required to work in healthcare. It is a unique profession in that it is intimate, emotional, humbling and human – especially in the field of geriatric medicine.

“Healthcare is intimate, emotional, humbling and human.”

Mr Tan Woon Te
Paramedic
Singapore Civil Defence Force

Working as a paramedic with the Singapore Civil Defence Force enables Woon Te to use his knowledge and skills to save lives. And when he is able to improve or stabilise the condition of patients and help them stay alive till they get further treatment in the hospital, he feels a great sense of accomplishment and satisfaction.

“Helping patients stay alive till they get to hospital for further treatment.”

Ms Tan-Ho Yih Jiu
Senior Nurse Clinician
Changi General Hospital

Yih Jiu is a strong believer in the values of passion and commitment in healthcare. In her 25 years of service, she has been inspired by patients to work towards a medical culture that emphasises humanity and respecting lives, to extend care and love towards the ill.

Apart from being actively involved in hospital committees, she willingly imparts professional knowledge to co-workers and goes out of her way to groom the young nurses. Beyond work, Yih Jiu volunteers her time in the community, making use of her nursing skills.

“Upholds the values of passion and commitment in healthcare.”

Ms Tay Pei Fang
Senior Staff Nurse
Singapore General Hospital

Pei Fang is compassionate and thoughtful, often going the extra mile for her patients. She is a role model for the other nurses. Her selfless contribution also extends to the young nurses instilling in them the right values as a nurse, helping them to achieve their personal and professional goals.

"Compassionate and thoughtful, going the extra mile for patients."

Dr Tiah Ling
Consultant
Changi General Hospital

Going the extra mile comes naturally for Dr Tiah because she puts herself in the shoes of those in need of help. At the Emergency Department where the environment is consistently unpredictable, fast-paced and highly-strung, this is applicable not just to patients and their caregivers, but also to fellow healthcare providers.

"Putting herself in the shoes of those in need of help."

Ms Wang Na
Staff Nurse
Tan Tock Seng Hospital

Wang Na remained passionate and steadfast in her calling as a nurse even when she was on attachment at the CDC working with HIV and AIDS patients. All the more, she saw it as an opportunity to dispel the misconception that people have about such patients. Nurses are equipped to serve patients with their knowledge and skills – however, true caring for Ms Wang means caring from the heart.

"True caring comes from the heart."

Ms Wong Sook Cheng
Senior Nurse Clinician
Alexandra Health

Faced with life and death daily working as a nurse, Sook Cheng matured quickly, learnt humility, patience, perseverance and endurance. It strengthened her resolve to work hard to help more people get well. She also learnt to enjoy every patient encounter, to help, encourage, teach, empower and motivate them. This job allows her to grow, and achieve her purpose and calling.

"Nursing allows her to grow, and achieve her purpose and calling."

Ms Yang Juan
Staff Nurse
Tan Tock Seng Hospital

Yang Juan's compassion and dedication as a nurse brings cheer to patients and their families. On her own accord, she makes home visits to ensure that her patients are coping well after their discharge from hospital. Or, for patients who need it, she will train their care-givers so that they know how to care for the patients when they return home.

"Visits patients at home to make sure that they are recovering well."

Ms Yap Chew Theng
Nurse Clinician I

Singapore General Hospital

Chew Theng uses her nursing knowledge and skills not just to help patients but also her relatives and friends. Following her advice, a friend told his father that he loved him although the father was unconscious, in hospital.

Months later when Chew Theng met him, he told her that he was glad that he took her advice because his father passed away not long after and he was sure his father had heard him.

"Uses her nursing knowledge and skills to help relatives and friends."

Professor Yap Hui Kim**Head & Senior Consultant****National University Health System**

Prof Yap believes that we must always give our best in whatever job we do. As a healthcare worker, this means giving your best to your patients. A doctor's job is much more than just prescribing medications – it is about helping patients as in her case, children with chronic medical conditions, to fulfill their dreams. Prof Yap says that the award is for her whole team, as the African proverb goes – "It takes a village to raise a child."

"Helping children with chronic medical conditions stay well and fulfill their dreams."

Ms Yeo Kee Cheng**Senior Staff Nurse****Singapore General Hospital**

Working in healthcare, sometimes the outcome for the patients is not what we want it to be. Whatever the case, Kee Cheng says that keeping patients and their loved ones informed of the treatment and being there to answer any queries not only ease their anxiety but also help the family to appreciate how important they are to each other. When she visits her patients in their homes and sees that they are coping well, that is her best reward.

"Seeing her patients coping well is her best reward."

Ms Yuan Longxia**Nurse Clinician****Singapore General Hospital**

Longxia is as caring to patients as she is with her fellow colleagues. She is competent, proactive and polite, always ready to help others. Her compassion for those in need is what motivates her to do her best as a nurse. She doesn't see challenges as problems but rather as a chance to learn from them.

"Competent, proactive and polite, always ready to help others."

ANNEX B

Healthcare Humanity Awards (HHA) 2012 Presentation Ceremony Programme

15 May 2012

The Matrix Auditorium, Biopolis

1.00pm	Arrival of guests and media
1.15pm	Arrival of VIPs
1.30pm	All guests to be seated
1.50pm	Arrival of Minister for Health, Mr Gan Kim Yong
2.00pm	Arrival of President Tony Tan Keng Yam
2.05pm	Performance
2.15pm	Welcome speech by Madam Kay Kuok, Chairman, Board of Trustees, The Courage Fund
2.20pm	Presentation of Healthcare Humanity Awards 2012
3.00pm	Performance
3.10pm	Tea Reception
4.00pm	Departure of President Tony Tan Keng Yam
4.15pm	Departure of Minister for Health, Mr Gan Kim Yong

ANNEX C

The Healthcare Humanity Award

The Healthcare Humanity Award was launched in 2004 as an annual event to continue the legacy of the Courage Awards, which were first given out in 2003 to recognise healthcare workers who fought the deadly SARS virus with uncommon valour and selfless dedication. This is the eighth year that the Courage Fund is giving out the Award. Last year, a record 61 healthcare workers from various healthcare institutions in Singapore received the Award. This year, 61 winners were chosen out of 115 nominations.

The Healthcare Humanity Award recognises and honours healthcare workers who are inspirational role models exemplifying the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity. These values underscore healthcare as a noble profession. Through the Award, the Courage Fund also hopes to raise the profile of healthcare workers and enhance the understanding and respect for the profession.

Definition of Healthcare Workers

1 For the purpose of the Healthcare Humanity Award, a healthcare worker is defined as “a person whose job involves providing **patient-care services** or **essential ancillary patient-care related services** that has impact on the quality of care for patients.”

2 The person may be:

- employed by a healthcare institution/provider (including government-restructured hospitals, private hospitals, community hospitals, step-down nursing care facilities and private clinics); or
- employed by a sub-contractor company engaged by a healthcare institution/provider to provide patient-care or essential ancillary patient-care related services; or
- employed by an independent contractor company that provides essential ancillary patient-care related services; or
- self-employed as a healthcare provider.

3 With the above definition, healthcare workers include doctors, nurses, allied health professionals, healthcare attendants, general practitioners, medical locums, ambulance drivers, and contracted cleaners in hospitals/clinics etc.

Qualifying Criteria

- 4 The nominee must be a healthcare worker who exemplifies several of these values
 - **Courage**
 - **Extraordinary dedication**
 - **Selflessness**
 - **Steadfastness in ethics**
 - **Compassion and Humanity**

- 5 Through exemplary conduct and manifestation of the above values in the course of work, the nominee should be someone who lives up to being “true to the calling” of a caregiver for the sick and the infirm. The nominee should be an inspiration to other healthcare workers and the public, and embody the strength and virtues of the human spirit.

- 6 The nationality of the healthcare worker is immaterial so long as the healthcare worker has been working in and contributing to the healthcare industry in Singapore.

- 7 Winners may be nominated again for consecutive years’ Award, provided the new nomination is based on new deeds/actions of the nominee that have not been the basis of the earlier award.

Nomination Procedure

- 8 Nominations of healthcare workers who are employed by healthcare institutions have been made through their respective employers. For self-employed healthcare workers, nomination may be by a fellow peer or a patient or any members of the public who must not be related to the nominee in any way. Self-nominations are not allowed. Nominations for the 2012 Awards started on 16 November 2011 and closed on 16 January 2012.

The HHA Judging Panel

- 9 The Judging Panel comprises
 - **Mr Tee Tua Ba, Chairman of Judging Panel**
Chairman, Singapore Red Cross Society

 - **Mr Chew Kwee San**
Council Member, the Tan Chin Tuan Foundation

 - **Emeritus Professor Low Cheng Hock**
Senior Consultant, General Surgery, Tan Tock Seng Hospital

 - **Ms Chua Siew Hong**
Winner of President’s Award for Nurses (Year 2000)

- 10 Decision of the Judging Panel is final. No correspondence on the selection of awardees will be entertained.