

# ONBOARD

## Incredible Care

Passing it on with  
NUH Incredible Care

Discover what happened at  
this year's #SeedingKindness

#SeedingKindness





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## Talk of the town

### Seeding Kindness

Passing it on with NUH Incredible Care

The Seeding Kindness event may be over but the positivity lives on. We wanted to kickstart our first public engagement by encouraging the community to express their appreciation for those who have shown special care to them.

Healthcare at NUH is not just about treating illnesses but also fostering human connections that add meaning and positivity to our shared journeys.



“

Very often in our busyness, we don't show enough appreciation to those around us. This event is really to remind us to take a step back and to thank the people that mean a lot to us.

- Clara Sin  
COO, NUH





# Talk of the town

Seeding Kindness is a joyful reminder that even the smallest of gestures can make a big difference. Here's what happened at this year's #SeedingKindness:

## Passing it on

Our team put together 2,000 delightful pouches — each one filled with healthy treats and a special card, inviting everyone to write a heartfelt message for someone who has brought joy into their world.



## Picture-perfect memories

We put together a delightful photo wall filled with fun props, allowing everyone to snap pictures for keepsake.



**Scan here!**  
to watch the event highlights  
or visit <https://for.sg/nuh-seedingkindness>

“It is an excellent event! We definitely need to strive to show kindness and care daily. We often work in a high-pressure environment, so it is good to *take a pause every now and then and reflect*. This initiative has helped remind us of this.”

- Dr Vijay Ramadoss  
Resident, NCIS

“It is good that we take the time to say thank you in the midst of our busyness. It puts a smile on our colleague's face when they know they are *being appreciated*.”

- Noor Haziah Binte Hussain  
Nurse Manager, Children's Kidney Centre/Ward 45

# Congratulations to our photo contest winners!

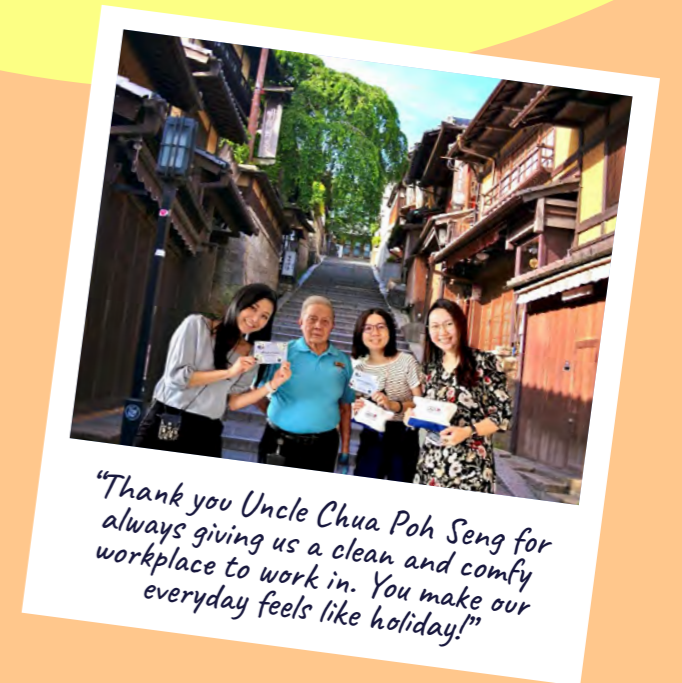
Thank you for your creative submissions, we enjoyed looking through all of them. We hope you all had a wonderful time at Seeding Kindness and we are excited to explore new ways to celebrate Incredible Care at NUH. Let's keep showing Incredible Care to others in ways that matter to them!



**Keegan Goh**  
Security Supervisor,  
OSS – General Services



20 Special Mention winners have been contacted by email.



**Phebe Lim**  
Associate Executive,  
Allied Health & Pharmacy Ops



**Tan Chyi Lin**  
Medical Laboratory Technologist,  
NUH Tissue Repository

“No matter how hectic the day may be, keep smiling and be kind.”





# Did you *know*?

Incredible Care is felt through every effort we put in to create better experiences for our patients, their loved ones and one another. In the spirit of *doing better every day*, the hospital has kickstarted improvement initiatives that drive Incredible Care forward. In this issue, we focus on Emergency Medicine Department and Operations Support Services - Office of Operations Risk Governance.



## Emergency Medicine Department (EMD)

EMD has been actively finding ways to improve patients' experience. The team focused on walk-in patients who are deemed 'stable' after triage and have longer waiting times. While trying to understand patient needs, the EMD team has come up with different initiatives.



**Needs:** The team realised that patients often feel cold and have difficulties finding amenities such as water dispensers and blankets that are already available.

**Solution:** The team relocated some of the amenities to a more visible place, and created vibrant signs and stickers to help patients find these amenities. This reduced complaints regarding amenities by a whopping 30%!



**Needs:** Patients in the EMD usually come unplanned and unprepared for the visit. As their electronic devices may have not been fully charged, it will be challenging to keep in touch with anxious family members who are waiting at home.

**Solution:** The team brought in a power bank kiosk so that patients and their next-of-kin may borrow and use them. The latest report shows that just within the first month since the kiosk was made available, there were already 254 loans. Now patients no longer have to worry about low batteries!



These modifications may not be big but the impact on our patients certainly is.

*Thank you EMD for exemplifying Incredible Care!*

## Did you *know* ?

## Operations Support Services - Office of Operations Risk Governance

Before



The old design of phlebotomy tables made it difficult for patients in wheelchairs to place their arms on the table, as such nurses had to perform venepuncture on the wheelchair handle. This presents a risk of sharps injury if the armrest falls off.

In instances when venepuncture needed to be done on the arm away from the table, patients had to twist their bodies and be seated awkwardly and uncomfortably. These tables also made it difficult for nurses to perform venepuncture while sitting down as there was insufficient legroom. Therefore, they had to perform venepuncture while standing and bending over which caused backaches.



After receiving feedback from Nurse Managers at the Eye Surgery Centre, the team sprang into action to make drawing blood safer and more comfortable for patients and nurses. They modified the old phlebotomy tables by cutting the drawer and inserting a rotating handrest. With this, patients in wheelchairs can have easy access to the handrest. Patients also no longer need to twist their bodies regardless of which arm the blood is drawn from and nurses can sit down and place their legs under the handrest to perform venepuncture comfortably.

As a result of the success in the Eye Surgery Centre, this initiative has been shared with the Medicine Clinic and the National University Cancer Institute, Singapore and will be scaled to more clinics in the future!

After



# Get your *game* on!

Answer the questions below to test how well you have read this newsletter, and stand a chance to win a \$20 Coffee Bean & Tea Leaf Meal Set Voucher!

## How to participate

Scan the QR code, submit your answers online, and you could be one of the lucky winners!

Contest closes on 31 October 2023. Winners will be notified by email or phone (for those without corporate email address). Good luck and have fun!

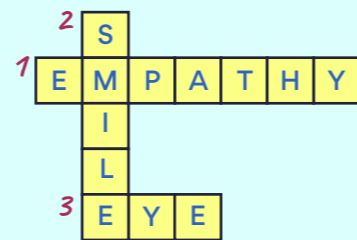


Scan here!

or visit <https://for.sg/gygo2>

Hint: All the answers can be found in this issue of 'Onboard Incredible Care'.

## Answers from the previous issue



Answer 1: Empathy  
Answer 2: Smile  
Answer 3: Eye



## Questions:

- 1 What did participants receive at the Seeding Kindness event?
  - a. A pouch, snacks, and a message card
  - b. A pouch and a pen
  - c. Snacks and a message card
- 2 What is the 3rd item that sparks joy for Chief Nurse Ms Joann Pang? (Hint: Watch "The Incredible Care Factor" video)
  - a. Care bears
  - b. A jade comb
  - c. Mr Baguette
- 3 Which of the following tips will help to improve your wellbeing? (Hint: Read "Snack on This")
  - a. Play games on your handphone
  - b. Eat snacks
  - c. Learn something new



# The *Incredible Care* factor

Ever wonder what keeps our colleagues going? In this video, meet two members of our NUH family, Chief Nurse Ms Joann Pang and Chief Nurse Designate Dr Karen Koh.

## Ms Joann Pang Chief Nurse

Joann started her role as a Registered Nurse at National University Hospital in 1988. The ability to make a difference in the lives of every individual who crosses her path, including patients and nurses with whom she interacts daily, keeps her going. Joann is committed to developing and mentoring young nurses to reach their fullest potential and enjoy their journey as healthcare professionals.



## Dr Karen Koh Chief Nurse Designate

Karen, currently the Deputy Director of Nursing at National University Hospital, leads the Nursing Professional Development. She is a pioneer Advanced Practice Nurse (APN) with collaborative prescribing rights in Singapore and is active in the development of APNs both in the National University Hospital and nationally.



Scan QR code to watch the video

Find out which 3 things spark joy in their lives, how they and their colleagues support each other and what motivates them to deliver Incredible Care.



# Snack on this!

Taking care of yourself is essential for overall wellbeing. Explore these 6 tips to prioritise self-care and nurture a healthier and happier you.

## Tip 1

### Prioritise rest

If you are feeling overwhelmed or stressed, you might want to consider taking a break since humans have a limited amount of mental and physical energy. Regular breaks to stretch or take a walk can help balance and refresh your overall wellbeing. Try to avoid scrolling on social media during breaks, as they've been shown to be more damaging than helpful.

(Harvard Business Review, 2023)

## Tip 2

### Find opportunities to move

Getting yourself moving, even for 30 minutes, benefits your mental and physical wellbeing. Activities such as walking, biking, and running can effectively alleviate stress. Walking up the stairs and having walking meetings count too.

(Baton Rouge Clinic, 2021)

## Tip 3

### Make conscious food choices

While the convenience of prepared foods and packaged snacks might make you feel full, they can often leave you feeling sluggish. Make a conscious choice to replace these options with healthier alternatives and aim for 2 servings of fruits and 3 servings of vegetables daily.

(Baton Rouge Clinic, 2021 and Harvard Health Publishing, 2021)

## Tip 5

### Stay connected socially

Having real human-human connections can positively impact mental wellbeing. Connecting with loved ones, friends, and others can help combat feelings of depression and stress. Try to set aside time to connect with people regularly, and consider joining a social group. You could talk with healthcare providers about concerns like stress, loneliness, and social isolation too.

(Mayo Clinic, 2022 and Center of Disease Control, 2023)

## Tip 4

### Sleep

The importance of sleep on brain health cannot be overstated. Scientists have found that sleep improves memory retention and recall by between 20 and 40 per cent. So to help you get better sleep, go to bed and get out of bed at the same time every day, keep your bedroom dark and comfortable and avoid using electronic devices.

(University of Pennsylvania, 2020; Center of Disease Control, 2022)

## Tip 6

### Book annual health screenings

Ensuring regular screenings and check-ups are crucial for your health. Regularly monitoring your blood pressure, blood sugar, and cholesterol levels is a proactive step towards maintaining overall cardiovascular health.

(Mayo Clinic, 2022)

## Tip 7

### Learn something new

Karen recommends picking up a new hobby or interest. It expands your horizons, boosts self-esteem, reduces stress, and brings about a sense of fulfilment and work-life balance. In some cases, these hobbies can also improve your physical health.

(Dr Karen Koh, Chief Nurse Designate, NUH)

## Tip 8

### Have "me" time

Joann encourages having pockets of "me" time during the day for self-reflection and self-care. It allows you to process your thoughts, emotions and issues. "Me" time not only reduces burnout, but it can also energise and boost productivity.

(Ms Joann Pang, Chief Nurse, NUH)

Incredible Care



Feedback on *Onboard Incredible Care*? Or want to share more stories of Incredible Care with us? We would love to hear from you! Email us at [NUH\\_IncredibleCare@nuhs.edu.sg](mailto:NUH_IncredibleCare@nuhs.edu.sg)

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