Making a Difference
To Our Patients, Community, Environment & Staff

Corporate Review 2004 / 2005

National University Hospital
Vision
Adding years of healthy life to the people of Singapore.

Mission
We hold the interest of our patient paramount.
We are committed to personalised, specialised, accessible and cost-effective care of the highest quality within an environment of intensive research and excellent medical education.

Core Values
- Collegiality
- Compassion
- Excellence
- Integrity
- Learning & Teaching
- Professionalism
- Respect
- Social Responsibility

Quality Policy
To Our Patients - Quality Care and Service
To Our Staff - Safe and Fulfilling Work Environment
To Our Community - Responsible Citizenry
To Our Patients

New Renal Centre For Outpatients

To make our renal services more accessible to patients, we have relocated the outpatient arm of our Renal Centre to Main Building 1, Level 1. The new centre encompasses two units, namely Peritoneal Dialysis and High Dependency Haemodialysis Unit. The former unit focuses on caring and training patients to be self-reliant in home dialysis treatment; the latter provides dialysis treatment for outpatients.

Health Education Hub (HEH)

Our Patient Education Hub has been renamed to Health Education Hub (HEH) to better reflect its role in promoting health education programmes not only to patients, but also to the public and staff. This renaming is apt and timely with the expanding role of our Hub.

Meeting The Needs Of Foreign Patients

Our International Patient Liaison Centre (IPLC) has been relocated to Kent Ridge Wing 2 Lobby. This centre is one-stop service point for all our international patients and their family members. The new location will be more visible and accessible to our international patients and their family members. This centre is a one-stop service point for all our international patients and their family members. The new location will be more visible and accessible to our international patients and their family members.

Children’s Blood and Cancer Centre

With the opening of the new Children’s Blood and Cancer Centre (CBCC), our paediatric patients will be able to receive their treatments in a more conducive facility. The Children’s Blood and Cancer Centre is a dedicated facility for the treatment of childhood cancers and blood diseases. Located at Main Building 1, Level 1, the new centre encompasses two units, namely Renal Centre and Renal Outpatients.

Cost-Effective Service

We live to deliver a cost-effective service.

Making A Difference...
To Our Patients

Electronic Medical Record Exchange
The launch of Electronic Medical Record Exchange (EMRX) enables our medical staff to have quick and accurate access to patients’ electronic medical records. This will help ensure that care provided is safe, of a high quality and customised to our patients’ needs.

Staying Connected With MERCURY
The launch of “MERCURY” (Messaging Relatives ICU Outreach System) enables patients’ family members to receive daily updates of their loved ones via SMS sent to their handphones, in addition to meeting the doctors. We are the first hospital to introduce this system - an innovative way of enhancing the communication between our medical team and patients’ family members.

Movies @ NUH
An “Afternoon At The Movies” is a complimentary monthly movie screening organised for our patients. This monthly movie screening provides patients entertainment and distraction from pain and boredom.

Linking Up To Care
The launch of NUH CareLink aims to provide continuous care and support to our patients upon discharge from our hospital. It also assists to provide information on medical products and services to our patients.

Support for Renal Patients
The Renal Transplant Support Group is dedicated to renal transplant patients and their family members. Besides providing relevant information and emotional support throughout the transplantation process, the support group is also a platform where patients can share their experiences and the challenges that they have encountered with one another.

Smoking Cessation Service
The Smoking Cessation Service is available at Clinic D (Medicine Clinic). This new service comprises motivational and personal counselling sessions for smokers, with regular follow-up sessions to check on their progress. Pharmaceutical aids will be prescribed if necessary and educational materials will be provided.
To Our Patients

Encash Your Cheque
Patients can now encash NUH-Issued Cheques (of less than $200) in our Hospital at our Business Centre or Patient Service Centre 3. This new service is aimed at dispensing refunds to our patients more efficiently and providing them with greater convenience.

Weight Management Programme
The Weight Management Programme is a one-stop holistic and multi-disciplinary approach to weight management for obese patients at the NUH Wellness Centre. This supervised programme lead by a multi-disciplinary team of medical staff aimed at helping patients prevent and reduce the risk of chronic health conditions due to obesity.

Taxi Chaperone Service
With our new Taxi Chaperone Service (taxi charges applies), patients and their family members are sent home to their doorsteps upon their discharge from our hospital. This initiative is a partnership with SMRT Taxis Pte Ltd.

Serving Our Patient’s Needs
Our new Butler Service for private patients is available in wards at Kent Ridge Wing 2 from 8am to 9pm daily. Our friendly and smartly-dressed butlers will be able to provide a range of complimentary services such as basic sewing repairs, laundry and unpacking/packing of belongings, in addition to the standard housekeeping and food services.

Breeze Parking
Valet Parking service is available to our patients and visitors at Carpark A (Main Building 1) and Carpark D (Kent Ridge Wing 2). Patients and visitors can simply drop their keys with our valet and head for their appointments without the hassle of searching for a parking lot.

Steer Through The Naut1cus System
In October 2004, we implemented Naut1cus, an administrative system that integrates patient management and accounting as well as materials and financial management across NHG institutions. The aim of Naut1cus is to achieve our “One-Patient” vision, to bring about accessible, seamless, comprehensive, appropriate and cost-effective healthcare to our patients.
To Our Community

“Our Core Values ... Being socially responsible and compassionate”

Our Adopted Charity – St Theresa’s Home
In living our core value of being socially responsible, we partnered with NUH Employees Union to encourage staff volunteerism and community involvement through the adoption of St Theresa’s Home in July 2004. On the last Saturday of every month, a group of staff visits the elderly residents of the Home to spend time interacting and caring for them.

Rendering our services at Jurong HealthConnect’s large-scale health screening event, My HealthCheck@Jurong
As part of our community outreach and role in preventive healthcare, a group of our nurses and colleagues were involved in My HealthCheck@Jurong. This is a mass health screening for the community working and living in Jurong. It was well-received with a total of 600 people being screened at both Jurong East MRT Station and JTC Summit.
To Our Community

Extending a Helping Hand to the Victims of the Tsunami Disaster
Joining our nation’s efforts to provide humanitarian aid to tsunami-stricken countries, our healthcare professionals came forward and participated in the NHG relief missions to render medical help to the victims in Banda Aceh, Indonesia and Trincomalee, Sri Lanka.

7 of our colleagues, Clinical A/Prof Suresh Pillai, Senior Consultant, Department of Emergency Medicine, Dr Kao Pao Tang, Registrar, Department of Paediatrics, Wu Tuck Seng, Manager, Pharmacy, Norhayati Binti Salleh, Nurse Manager, Pung Ai Khim, Nurse Manager, Shymala D/O Sivalingam, Staff Nurse, and Ng Enting Branda, Staff Nurse, were part of the NHG Medical Relief Team to tsunami hit areas. Through NHG, we also responded to the Singapore Red Cross through collection of $35,263.50 for the “Tidal Waves Asia Fund”. Our colleagues whose family members were affected by this disaster were not forgotten – a total of about $6,322 was raised for them.

NUH’s "Future of Medicine" Charity Golf 2004
The NUH Endowment Fund received a boost of more than $400,000, following the “Future of Medicine” Charity Golf 2004 held on 24 October at the Sentosa Golf Club. The event was a huge success, thanks to the generous support of all golfers and donors towards medical research and education as well as care for our needy patients.

Protect Your Senses Day
To heighten public awareness and educate them on caring for their senses, we held a “Protect Your Senses Day”. Over 450 staff, family members (both NUH/NUS) and residents from the West Coast GRC were screened for eye, hearing and hand problems.
To Our Environment

"An ongoing effort for each and every one of us in keeping our environment clean and green"

**Roof Garden**
Located at Main Building 1, Level 6, our new Roof Garden, besides its beautiful greenery, helps to reduce the radiant heat transmitted into the ward below. Thus, patients can now enjoy a cooler environment.

**Water Feature**
As part of our continuous efforts to provide more greenery in our premises, a water feature was installed at Kent Ridge Wing 2 (near South Entrance).
To Our People

“People...our most valuable asset to deliver care and service to our patients”

Functional Literacy for Our Workers (FLOW) Programme
This 60-hour programme is a pilot project designed by the Workforce Development Agency (WDA) to help employees communicate in simple English so that they can be more effective in carrying out their duties. We are the first hospital to embrace this programme to equip our porters with greater language competencies.

LeaderONE programme
Our Human Resource Department has developed a supervisory programme, LeaderONE, aimed at developing staff into Leaders. Staff have a choice of completing core and elective modules in the area of people management. LeaderONE also has extended versions to Phase II and III leading to business management & healthcare management respectively.

A New System in Human Resource - iHR
Our Human Resource Department upgraded its online leave application system to better serve our staff. The new iHR Leave & Benefit System will allow our staff to apply online leave, claims and to check the status and balance of their leave and claims entitlement.
June 04
NUH and NUS officially inked a Memorandum of Understanding (MOU) with Christian Medical College (CMC), a top medical college in India. The signing of this MOU allows us and CMC to share and explore developments in patient care, medical research and education. There will also be opportunities to learn best practices from each other.

July 04
Dr Chng Wee Joo, Department of Haematology-Oncology and Dr Alphonsus Chong Khin Sze, Department of Hand & Reconstructive Microsurgery were awarded the 2004 A*STAR (Agency for Science, Technology and Research) International Fellowships.

October 04
A/Prof Lim Thiam Chye and Dr Chou Ning from our Department of Surgery were part of a six-member team (from NUH, NUS and Temasek Polytechnic) that developed a biodegradable plastic mesh to patch holes in the skulls of people who had undergone surgery for head injuries. This innovation has won the team the Asian Innovation Award (Gold) and IES Prestigious Engineering Achievement Award.

Our Cardiology Information System (CIS) has been recognised with the achievement of a Merit Award at the National Infocomm Awards 2004 under the "Most Innovative Use of Infocomm Technology (Public Sector)" category. The CIS is a comprehensive suite of cardiology modules database system with integrated visual and clinical information. With this system, our doctors will also be able to achieve greater accuracy in reporting, obtain faster access to patients' data in emergency situations and thus increase their productivity.

3 of our colleagues have done us proud with their outstanding achievements at the NHG Annual Scientific Congress Award 2004.
- Foong Pei Pei, Nurse Clinician, Shaw-NKF Children's Kidney Centre, CMI has won the Best Oral Presentation Award - Nursing
- Dr Narasimhan Kothandaraman, Department of O&G has won the Best Oral Presentation Award – Surgery / Obstetrics & Gynaecology / Dentistry / Ophthalmology (Laboratory based)
- Dr Edmund Chiong, Department of Surgery has won the Best Poster Presentation Award – Surgery / Obstetrics & Gynaecology / Dentistry / Ophthalmology (Clinical based).

Clinical A/Prof Shirley Ooi, Senior Consultant, Department of Emergency Medicine was recognised for being the "Best Oral Presenter" at the free paper sessions during the 3rd Asian Conference on Emergency Medicine.

December 04
Dora Lang, Staff Nurse, The Cancer Institute @ NUH was honoured with the nation's first Oncology Nursing Excellence Award by the Singapore Society of Oncology and supported by Norvatis (Singapore).

February 05
Low Siew Leng, Senior Laboratory Officer, Department of Orthopaedic Surgery was awarded the Young Investigator Award by the International Society for Clinical Densitometry (ISCD).

March 05
For his personal involvement in the development of the Cardiology Information System (CIS), Dr James Yip, Consultant, The Heart Institute, has been conferred the "Friend of IT" Award 2005 by the Singapore Computer Society.

A/Prof Wang Shih Chang, Chief & Dr Sudhakar Venkatesh, Associate Consultant, Department of Diagnostic Imaging were presented the Best Scientific Paper Award (Chest Section) at the European Congress of Radiology 2005.

Under the College of American Pathologist (CAP) Laboratory Accreditation Programme, our Department of Pathology was accredited for another two years. This is the second time they had their CAP accreditation renewed.
April 04
Our CEO, Mr Chua Song Khim, was conferred the Commendation Medal by the National Trade Union Congress (NTUC) in recognition of his significant contributions to workers' welfare and development, as well as nurturing good union-management relationship.

May 04
3 of our nursing colleagues, Nurse Clinician Lee Yee Mei, Senior Staff Nurse Lee Siew Hong and Staff Nurse Joriseam Dela Stimson were honoured with the inaugural Healthcare Humanity Award for being inspirational role models who exemplify the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity.

July 04
We are the first hospital in Singapore to be awarded the Singapore Service Class (S-Class). It reflects our hospital’s pledge towards service excellence and recognises our efforts to provide quality care to our patients.

NUH has been awarded the Singapore Family Friendly Employer Award 2004. This award recognises organisations that have excellent family-friendly practices that enable their employees to achieve a better work-life balance.

August 04
Dedicated to their profession and committed to giving patients their best, 6 of our nurses (Nurse Managers Penelope Seah, Zarinah Bte Hairom, Anita Tan, C. Uma d/o Chandra Segara, Lye Siew Lin and Senior Staff Nurse Tan Poh Suan) were awarded the MOH Nurses’ Merit Award 2004.

Prof Lee Eng Hin, Senior Consultant, Department of Orthopaedic Surgery and Head, Division of Paediatric Orthopaedic Surgery, was conferred the President’s Social Service Award 2004 (individual category), the nation’s most prestigious accolade for volunteers in the social service sector.

September 04
We are the first hospital in Singapore to attain the Joint Commission International (JCI) accreditation. This achievement recognises that our clinical care and processes met international standards in quality and safety of patient care.

We are the first hospital in Singapore to achieve the People Excellence Award.

We have clinched 2 awards at the Asian Hospital Management Asia Conference 2004. Our Medical Surgical Intensive Care Unit (MSICU) team won the Asian Hospital Management Award for the Most Outstanding Project in the Quality Medical Care category while our Department of Diagnostic Imaging (DDI) won an award in the Technical Service Improvement category.

October 04
Prof Robert Pho, Department of Hand & Reconstructive Microsurgery received the highest accolade with the conferment of the prestigious Lee Foundation – NHG Lifetime Achievement Award.

We were presented with the Singapore H.E.A.L.T.H. Award 2004 (GOLD) by the Health Promotion Board for the 2nd consecutive year. Our Senior Specialist in Staff Wellness, Suhanah Alwi, was also awarded the H.E.A.L.T.H. Promoter Award.

November 04
103 of our colleagues received the Excellent Service Award (EXSA) - a national award that recognises individuals and organisations who have delivered outstanding service. We had 41 Gold, 47 Silver & 15 STAR award winners.

February 05
We have renewed our Singapore Quality Class (SQC) certification for another three years (till June 2008).

Our maintenance of quality world-class standards in people development has been recognised once again with our renewal of the People Developer Standard for another three years (till June 2007).
Our Senior Management Team

Standing, from left
Mr Tyrone Goh, Director, Operations (Children’s Medical Institute) • Mr Francis Tan, Director, Finance •
Mr Ong Poh Chye, Deputy Director, Operational Support Services • Mrs Eunice Toh, Head, Endowment Fund •
Ms Clara Wee, Director, Human Resource (since Feb 05) • Dr Tan Weng Mooi, Director, Operations •
Dr Goh Khean Teik, Head, Medical Affairs

Sitting, from left
Ms Cynthia Foo, Deputy Director, Environmental Services • Mrs Lee Siu Yin, Director, Nursing •
Mr Chua Song Khim, Chief Executive Officer • Mrs Nellie Yeo, Director, Quality Improvement Unit

Not in group picture, from left
Ms Joanne Yap, Director, Corporate Planning & Development (till Aug 05) •
Mr Goh Song Puay, Director, Human Resource (till Aug 05) •
Ms Dinger Leong, Senior Manager, Corporate Communications & Services
Our Medical Board

Standing, from left
A/Prof Wong Peng Cheang, Chief, Obstetrics & Gynaecology • A/Prof Wong Hee Kit, Chief, Orthopaedic Surgery •
A/Prof Calvin Fones, Chief, Psychological Medicine • Dr Tan Huay Cheern, Chief, Cardiac • A/Prof Roy Joseph, Chief, Neonatology •
A/Prof Wang Shih-Chang, Chief, Diagnostic Imaging • A/Prof K Prabhakaran, Chief, Paediatric Surgery •
A/Prof Teh Ming, Chief, Pathology (since Jul 04) • Dr Aymeric Lim, Chief, Hand & Reconstructive Microsurgery (since Jan 05) •
A/Prof Quak Seng Hock, Chief, Paediatrics • A/Prof Chen Fun Gee, Chief, Anaesthesia

Sitting, from left
A/Prof Luke Tan, Associate Chairman, Medical Board (Medical Legal) & Chief, Otolaryngology - Head & Neck Surgery •
A/Prof Jennifer Neo, Chief, Restorative Dentistry • A/Prof Yeoh Khay Guan, Vice-Chairman, Medical Board (Human Resource/Education) •
A/Prof Lim Yean Teng, Chairman, Medical Board • A/Prof Quek Swee Chey, Associate Chairman, Medical Board (Quality Assurance) •
A/Prof Grace Ong, Chief, Preventive Dentistry • A/Prof Benjamin Ong, Chief, Medicine

Not in group picture, from left
Dr Lim Hong Liang, Associate Chairman, Medical Board (Utilisation Management) & Chief, Haematology - Oncology (till Jan 05) •
Prof Lee Chuen Neng, Chief, Cardiac, Thoracic & Vascular Surgery • A/Prof Keson Tan, Clinical Director, Dental Services •
Clin A/Prof Peter Manning, Chief, Emergency Medicine • A/Prof Lim Beng Hai, Chief, Hand & Reconstructive Microsurgery (till Apr 05) •
A/Prof Sunil Sethi, Chief, Laboratory Medicine • A/Prof Paul Chew, Chief, Ophthalmology •
A/Prof Yeo Jin Fei, Chief, Oral & Maxillofacial Surgery • A/Prof Chong Siew Meng, Chief, Pathology (till Jun 04) •
Dr Michael Back, Chief, Radiation Oncology • Clin A/Prof Adrian Leong, Chief, Surgery (till Aug 04) •
Dr David Consigliere, Chief, Urology • A/Prof John Isaac, Chief, Surgery (since Aug 04)
Figures & Statistics
April 2004 to March 2005

Attendances at A&E Department, Dental Department & Specialist Outpatient Clinics

- Specialist Outpatient Clinics: 497,901
- Dental Department: 49,756
- A&E Department: 91,715

Grand Total: 639,372

Surgical Operations or Procedures Performed

- Day Surgery: 21,181
- Inpatient: 21,914

Grand Total: 43,095

Average Length of Stay (in days) by Class of Bed

- Class A: 3.8
- Class B1: 3.5
- Class B2: 4.3
- Class C: 5.0
- ICU (Intensive Care Unit): 3.8
- HD (High Dependency): 3.3
- ISO (Isolation): 4.4
**Figures & Statistics**

April 2004 to March 2005

### Patient Days by Class of Bed

- **Class A** - 16,480
- **Class B1** - 25,029
- **Class B2** - 74,774
- **Class C** - 86,696
- **ICU** (Intensive Care Unit) - 11,950
- **HD** (High Dependency) - 17,803
- **ISO** (Isolation) - 7,679

### Average Bed in Service by Class of Bed

- **Class A** - 67
- **Class B1** - 121
- **Class B2** - 331
- **Class C** - 149
- **ICU** (Intensive Care Unit) - 51
- **HD** (High Dependency) - 74
- **ISO** (Isolation) - 42

**Total Bed Complement:** 928

### Distribution of Staff

- **Ancillary** - 672.5
- **Administrative** - 133.5
- **Allied Health** - 442.5
- **Clerical** - 120.5
- **Medical** - 748*
- **Nursing** - 1418.5

**Grand Total:** 3,535.5

*Includes NUS Clinicians, NHG & SHS Registrars & MOs.
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