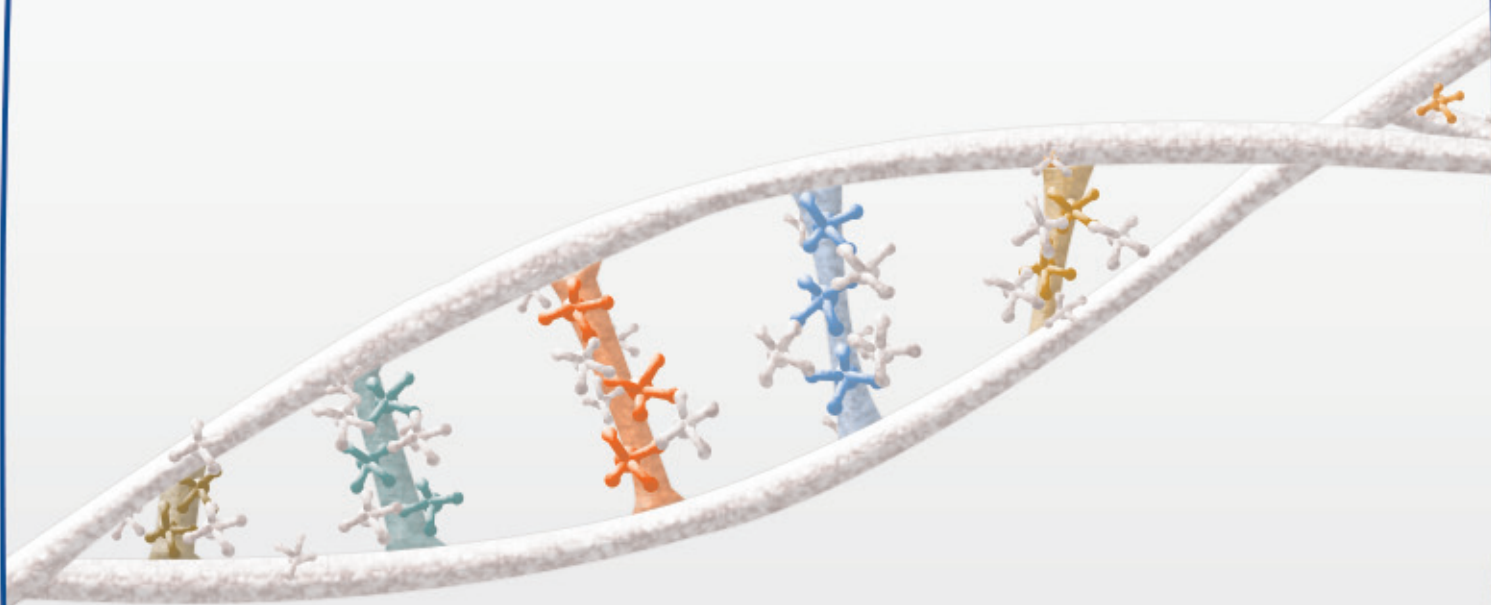


A Passion for Excellence in Our Genes
Changi General Hospital Annual Report 2008



**Changi
General Hospital**
SingHealth

PATIENTS. AT THE HEART OF ALL WE DO.
P A T I E N T S . A T T H E H E A R T O F A L L W E D O .



CONTENT PAGE

03	Introduction
04	CEO's Message
05	Clinical Governance
06	Patient Care
13	Education
16	Research
18	Our People
21	Community Engagement
25	Awards & Accolades
28	Patient Stories
30	Key Figures



PATIENTS. AT THE HEART OF ALL WE DO.

Changi General Hospital

Changi General Hospital is a 790-bed hospital in the east recognised for its excellence and compassion in service and patient care. It is the first hospital in the SingHealth cluster to receive the prestigious international JCI accreditation, and the first hospital in Singapore to receive JCI Disease-Specific Care Certification for its Heart Failure Programme and Acute Myocardial Infarction Programme. These bear testament to the hospital's commitment to delivering the best clinical outcomes while ensuring a safe environment for both patients and staff.





CEO's Message

Mr T K Udairam

Chief Executive Officer

Quality patient care continued to drive CGH's vision in FY 2008/09. Among the latest multidisciplinary specialties to provide comprehensive one-stop service to our patients are our Breast Service with The Breast Centre @ changi, and Integrated Sleep Service by our Otolaryngology Department. Another new initiative, the Medical Emergency Team (MET), combines the expertise of a trained team of doctors and nurses to provide prompt treatment for acute cases.

On the surgical front, clinicians from our Gastroenterology Department now perform Endoscopic Submucosal Dissection (ESD) to treat stomach tumours instead of the conventional gastrectomy. The Breast Centre @ changi was also the first in Singapore to use ultrasound elastography in assessing breast lesions. We continue to meet global standards in clinical quality and patient safety, notably with our triennial Joint Commission International (JCI) re-accreditation.

More resources were also dedicated to the development of preventive care. We brought HOPES, a community health screening exercise, to the elderly residents of the Aljunied-Hougang Constituency. In empowering our patients to take charge of their health, we developed a one-stop online health portal, myhealth.sg, and also produced a cookbook written exclusively for diabetics.

Looking ahead, CGH is entering a very exciting transition phase of healthcare. We are planning a new annex that will house our A&E service, additional specialist outpatient clinics, and enhanced laboratory and radiology facilities. In addition, we are transforming the way we deliver care to our patients so that they can enjoy integrated care that is coordinated and tracked.



Towards this end, we will be working hard to bring in more healthcare partners – from the primary physicians to the tertiary and step-down care providers – into our integrated healthcare system. We will continue to establish our clinical capabilities and develop more clinical pathways to link up patient care across different care settings.

As we stride towards clinical excellence, quality patient care continues to remain as our primary pursuit.



Clinical Governance

Changi General Hospital (CGH) is committed to high standards of clinical governance and ensuring the delivery of safe, effective high quality patient care.

Clinical Governance Statement

In CGH Clinical Governance has 7 main facets

- Effective clinical policies and procedures
- Ensuring clinical effectiveness, through clinical audits
- Clinical Risk Management including incident reporting
- Continuous performance improvement
- Monitoring of clinical performance indicators
- Medical staff credentialling and privileging
- External accreditation

ORGANISATION OF CLINICAL GOVERNANCE IN CGH

There are various committees with distinct responsibilities for elements of Clinical Governance across the institution. However, the committee that formulates overall hospital quality policy is THE PERFORMANCE IMPROVEMENT COMMITTEE (PIC).

MAJOR ACHIEVEMENTS IN PATIENT SAFETY

External Auditing Of Clinical Effectiveness, Safety And Patient Satisfaction

CGH believes in the value of external auditing of its performance and processes in quality improvement. As such the hospital first sought Joint Commission International (JCI) accreditation in 2005 and, as re-accreditation takes place every 3 years, was re-accredited in April 2008. CGH also received JCI Disease Specific Certification for its Cardiology service in Acute Myocardial Infarction and Heart Failure in January 2007.

Clinical Performance and Internal Audit

The hospital tracks hospital wide and disease specific indicators required by the Ministry of Health and SingHealth as well as indicators selected by the Performance Improvement Committee.

STAFF TRAINING AND ASSESSMENT

Improvement methodology - Education of staff is essential in promoting and continuing an organisational culture of performance improvement and patient safety. All staff in CGH attend an awareness programme in performance improvement and patient safety as part of their orientation programme.

Clinical and nursing, as well as other staff providing patient services, are also required to go through specialist programmes such as the Clinical Practice Improvement Programme (CPIP). Twenty-two participants from CGH completed their projects in 2008. A series of Hospital Incident Management workshops also commenced in 2008.

PATIENT SATISFACTION

CGH actively invites patients to give us feedback through a range of channels on their experience at the hospital. Any patient may submit a feedback form online or on a printed form after each visit. 50% of discharged medical and surgical patients also receive a telephone call from a Corporate Affairs Officer to seek the patient's feedback about his recent stay. Patient satisfaction level of our patients ranged from 85% - 90% for 2008/2009.

AIMS FOR THE FOLLOWING YEAR

Key hospital priorities identified for 2008/2009 were the international patient safety goals:

- 1 Identify Patients Correctly
- 2 Improve Effective Communication
- 3 Improve the Safety of High-alert Medications
- 4 Ensure Correct-site, Correct-patient, Correct Procedure Surgery
- 5 Reduce the Risk of Health Care-associated Infections
- 6 Reduce the Risk of Patient Harm Resulting from Falls



Patient Care

Patient-Centred Service

Changi General Hospital is committed to providing quality medical care to meet the needs of the community in the East. The hospital adopts a holistic approach and works in partnership with other healthcare institutions to deliver integrated patient care. Providing specialised care in more than 20 medical and surgical disciplines, Changi General Hospital is a centre of excellence in sports medicine, breast service, and hepatobiliary service.



Genuine Care from a Friendly Team



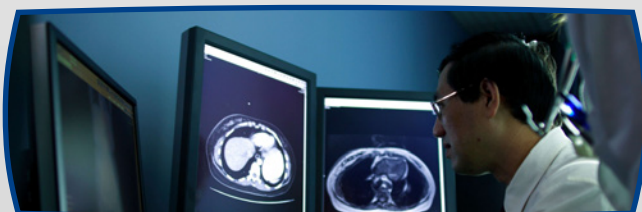
Saved in the Nick of Time



Rise and Shine with Restful Sleep



Swift Recovery



Saving Costs, Reducing Errors



Organisation Accredited by
Joint Commission International

World-Class Standards



Patient Care

Patient-Centred Service

Genuine Care from a Friendly Team

When a breast cancer patient had cold feet and backed out of surgery twice, Breast Care Nurse Sophia Chua and her team took pains to counsel her that it was in her best interest to undergo treatment. The patient finally took their advice and underwent the procedure.

"We understand that sometimes the patient is just going through an acceptance phase and may not be ready for surgery. We need to be very patient with them and do our best in addressing all their fears and concerns," says Nurse Sophia.

At the Changi General Hospital's Breast Centre, staff take a patient-centric approach within the multidisciplinary centre. The team's two Breast Care nurses call up patients regularly to check on their progress, and find out how they are coping with the therapy regimen and side-effects.

For patients who have difficulty coming to terms with their illness, Dr Tan Su-Ming, Senior Consultant and Chief of Surgery who heads the Centre, says, "We have to respect their decisions. Our focus is to provide professional advice."

The Centre sees approximately 150 women every week, with 50 of these being new cases. It underwent a facelift last year to include radiology facilities and many women appreciate the convenience of seeking consultations along with having their mammograms and ultrasounds done in the privacy of the centre.





Patient Care

Patient-Centred Service

Rise and Shine with Restful Sleep

Loud snores may be the signal of silent ailments. While snoring spouses are the fodder of jokes on marital rows, loud snores can be a sign of Obstructive Sleep Apnoea (OSA) - a serious condition that is no laughing matter.

"OSA is nothing new, but most people brush it off as a trivial problem. Over 60 per cent of the patients I see are sleeping in separate rooms from their spouses," says Dr Hsu Pon Poh, Senior Consultant Otolaryngologist and Director of the new Integrated Sleep Service (ISS) at Changi General Hospital (CGH).

During sleep, the brain signals the breathing muscles of the body to breathe. OSA occurs when the brain sends a signal to the muscles to take a breath - but they can't as the airways are blocked.

"Snoring occurs in 60 per cent of men who are over 60 years old, and around 15 per cent of them have OSA. This means that 600,000 people in Singapore could be affected. This is a public health problem," explains Dr Hsu.

The ISS combines expertise from various specialists at CGH, as well as the Centre's sleep technologists.





Patient Care

Patient-Centred Service

Saving Costs, Reducing Errors

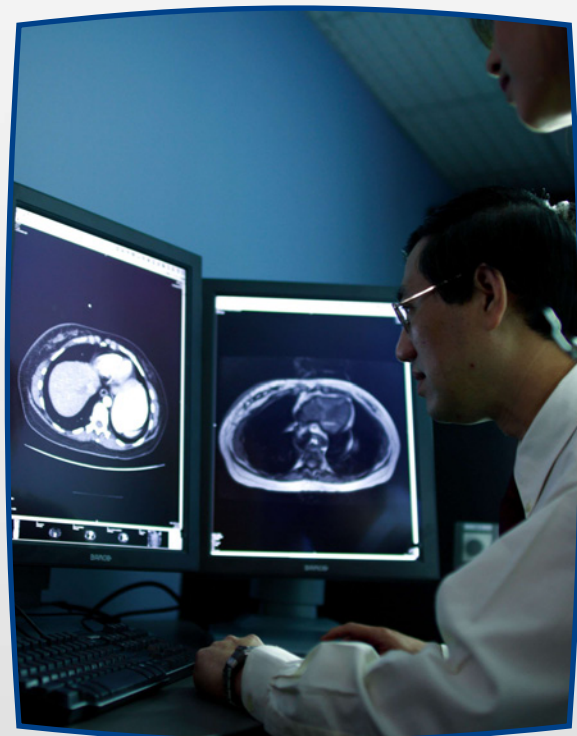
For better turnaround times and improved workflow, Changi General Hospital's (CGH) Radiology Department went filmless by implementing the Picture Archiving and Communication System (PACS). The system allows radiologists and radiographers to concurrently access the same patient's images from different desktops.

PACS does away with cumbersome retrieval of bulky folders in which old films are stored. In addition, it paves the way for image portability as images can be saved on other platforms such as CDs. It also enables teleradiology, which involves transmitting images to other local or overseas institutions for reporting or consultation.

"Among its benefits are instant retrieval, easy to use function keys, and useful tools such as one that allows users to reconstruct or manipulate the image for more accurate assessment," says Dr Tan Tiong Yong, Senior Consultant and Chief of Radiology Department.

CGH also took the paperless route by piloting the use of the Computerised Physician Order Entry (CPOE) system for laboratory and radiology orders.

When physicians place electronic orders, human errors are reduced and this raises the safety level for patients. The proverbial 'doctor's scrawl' is also eliminated and mistakes can be easily picked up as the system has built-in decision support which allows nurses to crosscheck the orders.





Patient Care

Patient-Centred Service

Saved in the Nick of Time

An alert radiologist's call to the Medical Emergency Team (MET) saved a 55-year-old female patient's life. The radiologist noticed the patient's drowsiness while performing an ultrasound scan of her lower limb, and activated the MET.

Upon arrival, the MET found the patient to be hypoglycaemic and promptly administered dextrose to rouse the patient, ensuring a positive outcome in a timely manner.

This life-saving initiative takes the guess work out of deciding which situations require emergency intervention by emphasising early response and helps to save lives by identifying critically-ill patients at an early stage.

The MET can be activated by a simple phone call which results in an immediate response from the team on duty. Comprising a Registrar and a Senior Intensive Care Unit nurse - both specially trained in attending to acute cases - the MET team will assess the patient on arrival and proceed to administer the appropriate treatment to stabilise the patient's condition.

"By intervening early, patients stand a better chance of not only surviving but preserving important organ functions," says Dr Augustine Tee, chairman of Changi General Hospital's Rapid Response System Committee.





Patient Care

Patient-Centred Service

Swift Recovery

When niggling stomach pains bothered 83-year-old Mr Tan Ah Liang, he paid little attention as he had suffered from gastric pains from a young age.

He was later diagnosed with early-stage stomach cancer at Changi General Hospital (CGH) and was found to have two tumours growing in his stomach - one was an early cancer, while the other was precancerous.

Mr Tan was advised to undergo Endoscopic Submucosal Dissection (ESD) to have his tumours removed instead of the conventional gastrectomy, which involves the removal of part or all of the stomach.

According to Consultant Gastroenterologist Dr Ang Tiing Leong, ESD is a less invasive procedure that allows the preservation of the entire stomach, and ensures a shorter recovery time for patients. This is achieved through an advanced endoscopic technique where the use of special endoscopic knives enable the dissection of the submucosal layer of the stomach wall.

Relieved and happy at the speed of his father's recovery, Mr Tan's son, William, says, "My father said he felt no pain throughout the entire process. In fact, on the same day he was discharged home, he was back to his routine daily activities and usual diet of steamed fish, oats and white bread."





Patient Care

Patient-Centred Service

World-Class Standards

Meeting global standards in clinical quality and patient safety, Changi General Hospital (CGH) achieved its goal of achieving the triennial Joint Commission International (JCI) re-accreditation after taking part in a gruelling 5-day audit.

Staff at CGH undertook intensive preparation work to prepare themselves for re-accreditation one year in advance. They were ready when the two JCI surveyors made a trip to the hospital premises for the audit. Accompanied by separate groups of CGH staff, the surveyors toured the hospital facilities, interviewed staff, and reviewed documents and medical records as part of their survey.

The audit ended on a high note when lead JCI surveyor Dr Albert Vogel, announced to a fully-packed auditorium on the final day that he was delivering "the best report we have ever seen in our surveys".

As testimony to the CGH nursing team's excellent work, Dr Vogel added, "You're a great group of professional people."



**Organisation Accredited by
Joint Commission International**



Education

Lifelong Education

Changi General Hospital grooms healthcare talent through education efforts that cultivate staff to their full potential, building a pool of competent healthcare professionals.



Lighting up their Twilight Years



Sharing the Fruits of Medical Research



Education

Lifelong Education

Lighting up their Twilight Years

Bleak confessions from suicidal elderly patients were some of the encounters Mr Hoe Oi Min, a Healthcare Assistant with the St Andrew's Community Hospital could never get used to, even with the passage of time. Mr Hoe admits that he was always at a loss for words when patients told him that they wished to end their lives.

But that changed after he attended the Mental Health First Aid (MHFA) (Older Person) course conducted by Changi General Hospital (CGH). Mr Hoe was taught to ask the right questions in response to patients' confessions of having suicidal thoughts. The course also equipped him with skills and confidence to broach the subject in a sensitive manner.

The 12-hour certified course focuses on mental health problems specific to the elderly such as confusion and dementia. It also provides practical steps in identifying and helping an elderly person who may be at risk of mental health problems such as depression.

"Mental health issues in older persons are often managed differently from the general adult population. We need to equip caregivers and healthcare workers with the right skills," said Dr Ng Li Ling, Senior Consultant Psychogeriatrician who spearheaded the development of MHFA (Older Person).

CGH will be conducting the MHFA (Older Person) course to more eldercare agencies nationwide as well as to the public.





Education

Lifelong Education

Sharing the Fruits of Medical Research

Cancer patients in Singapore face a double-edged sword with the use of opioids. While it keeps their pain at bay, the top three problems they face include addiction, fatalism and disease progression. These findings won the top prize in the Nursing Oral Papers category for the nursing team led by Changi General Hospital's (CGH) Eugene Teoh at the hospital's Annual Scientific Meeting (ASM) in October 2008.

The scientific meeting held annually, is an opportunity for both local and overseas medical experts to share knowledge and evidence that may have an impact on our health and wellbeing.

The event also provided an opportunity for CGH's medical, nursing and allied health professionals to showcase the fruits of their research studies and projects.

Dr Andrew Kwek, Associate Consultant Gastroenterologist, was one of the winners for his clinical poster on using Endoscopic Submucosal Dissection (ESD), a less invasive procedure to treat early gastric cancer.

His study revealed that in 10 ESD procedures performed at CGH since April 2007, all lesions had clear margins except for one which needed a repeat of the ESD procedure. Dr Kwek's research highlighted the ESD procedure as a safe and effective method to treat early gastric cancer.

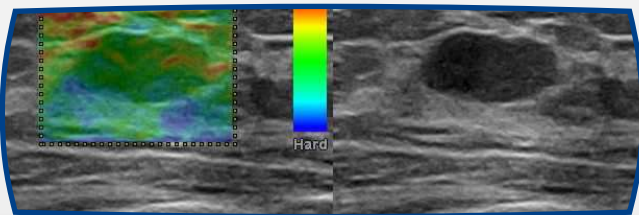




Research

Innovative Research

Changi General Hospital believes that research is imperative in raising the standard of care. The Hospital has adopted a culture of innovation as it strives for clinical leadership.



Using 'Detective Work' to Enhance Breast Health



Research

Innovative Research

Using 'Detective Work' to Enhance Breast Health

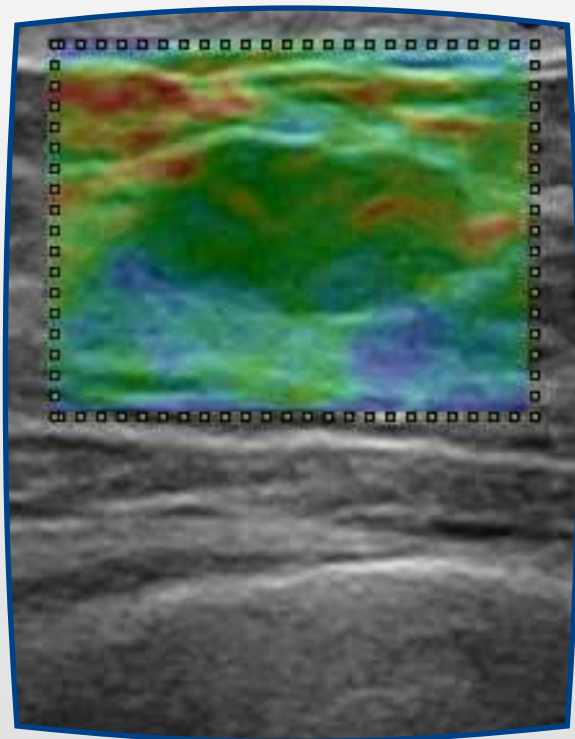
Insurance advisor Jessie Tan, 43, is thankful she had an enhanced ultrasound scan at Changi General Hospital's (CGH) one-stop breast centre when she first felt discomfort. While her mammogram and conventional ultrasound scan were clear, ultrasound elastography detected two lumps, whose hardness hinted at their malignancy.

A biopsy confirmed she had breast cancer, so surgery and chemotherapy followed. Ms Tan, who was treated at CGH in 2006 says, "It was good that the doctor did the scan, which was more conclusive than the others."

Ultrasound elastography gives the doctor more information to assess if a patient is in the clear or if a biopsy has to be done, says Dr Tan Su-Ming, Chief and Senior Consultant of the Department of Surgery at CGH.

"It's like investigative detective work - the more information you gather, the more accurate the diagnosis," she adds.

Dr Tan is the first breast surgeon in Singapore to use ultrasound elastography in assessing breast lesions. Her findings on its benefits were published in a European Journal, *The Breast*, in June 2008. Since the conclusion of Dr Tan's research, all patients who have suspicious breast lumps have been offered both conventional and enhanced scans at CGH, at no additional cost.





Our People

Changi General Hospital recognises that staff need to work in a supportive environment to deliver quality healthcare. We believe in supporting, empowering and nurturing our staff so that they can give their best to our patients.



Sleep Doc's Work Sends Wake-up Calls



Learning Through Adversity



Our People

Sleep Doc's Work Sends Wake-up Calls

From helping patients with sleep disorders to fishing out a tiny gold bell lodged in a teenager's nose, Senior Consultant, Otolaryngologist at Changi General Hospital (CGH) Dr Hsu Pon Poh, has seen them all during his 10 years of service. On top of his duties as an Otolaryngology expert, Dr Hsu has also contributed to many clinical trials as Head of CGH's Clinical Trials & Research Unit (CTRU) from 1 August 2004 to 31 July 2009.

CTRU has conducted more than 100 clinical trials on drugs and medical equipment for various sectors since Dr Hsu took over the helm at the unit four years ago.

Under his leadership, CGH has won \$1.2 million to \$2.7 million worth of clinical trials contracts per year from pharmaceutical companies. Such clinical trials translate to better patient care.

His achievements and dedication to clinical research was recognised at the GCEO Excellence Awards 2008. Among his many other awards include the Young Investigator Award (2001), Young Surgeon's Award (2001), and the Yahya Cohen Memorial Lectureship & Gold Medal (2005).

The affable doctor downplayed his achievements with a lighthearted joke on his job in the Otolaryngology field, "It's not difficult to see why I'm running a sleep clinic. I have patients who fall asleep as I'm talking to them. And if you just take a look at the waiting area, you'll see that all my patients are falling asleep!"





Our People

Learning Through Adversity

Like a true warrior, Senior Nurse Manager (SNM) Kaneswary d/o Kandasamy battled her way through personal tragedy to reach her goals in relentless pursuit of knowledge. For her untiring efforts, SNM Kaneswary was recognised at the Lifelong Learner Awards 2008.

Fate had earlier put her through a few difficult tests. SNM Kaneswary's father was diagnosed with terminal cancer in 1997 and in the same year, her eldest brother died in an accident. Just a few years ago, her husband suffered a heart attack and was warded in the National Heart Centre Singapore's intensive care unit.

But these setbacks did not prevent SNM Kaneswary from picking up her Advanced Diploma, Bachelor degree and a Masters in Health Science Management.

SNM Kaneswary was one of the 15 winners picked from 100 entries for the awards, which acknowledge individuals and companies who have gone the extra mile in adapting to the ever-changing employment landscape, through acquiring new skills and knowledge.

"Continuous learning is the way to go - upgrade and apply skills and knowledge, whenever possible. It can also help you become a better person," said SNM Kaneswary, who now manages a group of staff.

Senior Nurse Manager Lau Soy Soy who nominated her for the awards was overjoyed with the news. "I'm thrilled and happy for her - she deserves to win this award!" she said.





Community Engagement

Changi General Hospital plays its part as a responsible corporate citizen by contributing to the welfare of the community through a range of outreach efforts.



Eat Your Way to Good Health



Empowering Seniors with HOPES



Changi General Hospital's 'I Care' Pledge



Community Engagement

Eat Your Way to Good Health

Spicy seafood parcels, berry yoghurt surprise and guava salad are some of the tempting delights featured in a cookbook written exclusively for diabetics. The brainchild of Changi General Hospital's (CGH) Chief Dietitian, Magdalin Cheong, and Executive Chef Daniel Yeo, 'A Cookbook for Diabetics by a Dietitian and a Chef' can be enjoyed by both diabetics and their loved ones and also includes a section on how the chronic disease can be managed.

"One key question that many diabetic patients ask is what and how much of a certain food they can eat. With this book, we hope to help them achieve variety in their diet and make their meals more interesting, yet at the same time, enable them to maintain good glucose control and stay healthy," says Mrs Cheong.

CGH celebrated the official launch of the cookbook at an event in November 2008, where guests and diabetic patients enjoyed a scrumptious buffet lunch that offered some of the book's featured delights.

Another initiative to help keep patients in the pink of health is a one-stop online health portal myhealth.sg, designed to help them manage their health and fitness needs on the go. Interactive tools on this website provide individuals with various clinically proven programmes to maintain their fitness and good health.





Community Engagement

Changi General Hospital's 'I Care' Pledge

Changi General Hospital (CGH) pledges to care for all patients who walk through their hospital doors. Since 2002, this pledge to care has extended beyond the hospital's doors.

Since its inception, CGH's HomeCare Assist (HCA) has provided care to over 900 patients who have been discharged from the hospital, back into the community. HCA helps patients with their homecare needs, enabling them to be better cared for at home, hence reducing the need for these patients to be re-admitted to hospital.

In June and July 2008, CGH rallied together to raise funds for the patient welfare charity. Themed as the "I Care" Fundraising Drive, CGH raised a total of \$161,000 over three months through pledge card donations and the two-day charity bazaar finale.

The lively HCA Charity Bazaar, held at the CGH inpatient block lobby on July 3 and 4, 2008, saw CGH staff banding together to contribute their time, effort, wares and skills, all in the spirit of charity.

CGH's Chairman Medical Board, Assoc Prof Low Cheng Ooi, Chief & Senior A&E Consultant, Dr Mohan Tiru, and CGH's former Chief Operating Officer, Dr Wong Chiang Yin, donned their aprons and wowed the crowds as they whipped up sumptuous specialty dishes in an appetising cooking demonstration.

According to a recent study by CGH, HCA has helped to reduce the number of patient re-admissions due to poor wound care or malnutrition by more than 50%.

Prior to the inception of HCA, patients from low-income families had to try to make do without homecare necessities, such as wound care supplies, milk feeds, and adult diapers, which typically amounted to several hundred dollars each month. This resulted in deterioration of patients' health and subsequent re-admission to the hospital.



Through the programme, HCA has not only helped to provide such homecare necessities, but has also assisted in medical treatment and transportation fees, allowing these patients to continue receiving quality care at home, even after hospital discharge.



Community Engagement

Empowering Seniors with HOPES

In a bid to empower the senior residents of Aljunied-Hougang Constituency, over 40 staff from the Changi General Hospital (CGH), comprising doctors, nurses, physiotherapists and administrative staff, volunteered their time and effort for HOPES on March 8, 2009.

HOPES, which stands for Health Outreach Programme for Empowering Seniors, is a community health screening exercise which aims to screen elderly residents for Body Mass Index (BMI), blood pressure, blood glucose, falls risk and mental health.

In this partnership with the North East Community Development Council (NECDC) and the Silver Ribbon Project, CGH provided health screenings for over 250 residents aged 60 and above. Elderly residents who were identified as being at high risk for any one of the conditions, which included diabetes, high cholesterol, hypertension, falls and depression, would be followed up by grassroots volunteers to ensure that they seek appropriate and timely medical care.

Held in conjunction with NECDC's Aljunied-Hougang Town Day Carnival, CGH's volunteers put their professional skills to a good cause as they examined the numerous elderly residents, one after another.

By the end of the event, the CGH team had identified 80 seniors as being at high risk of falls, high blood pressure and high glucose levels. For their months of toil and sweat leading up to the event, the CGH HOPES volunteers could be gratified with the knowledge that they have done yet another good deed for the elderly residents of the Aljunied-Hougang Constituency.





Awards & Accolades - General

Service	Recipient(s) Name & Designation
Excellent Service Awards 2008	108 staff – 7 star, 16 gold, 85 silver
National Day Awards 2008 (Commendation)	Ms Tan Ai Leng, Deputy Director of Operations
National Day Awards 2008 (Efficiency)	Mrs Magdalin Cheong, Senior Manager and Chief Dietitian Ms Ong Siew Yit, Senior Nurse Manager Ms Wee Seok Choo, Senior Nurse Manager
Healthcare Humanity Awards 2008	Ms Leong Wee See, Senior Nurse Manager Ms Yeo Seok Tin, Principal Medical Social Worker Mr Krishnasamy Shashu Ayengar, Senior Nurse Manager
Healthcare Humanity Awards 2009	Ms Ng Ya Mei, Nurse Manager Ms Thai Wei Li, Nurse Clinician Ms Lim Chii Kiang Serene, Staff Nurse Ms Tay Lee Hua, Nurse Clinician
GCEO Excellence Awards 2008	Professional Category (Administration): Ms Celestine Chan, Senior Social Work Assistant Open Category (Clinical Research): Dr Hsu Pon Poh, Head of Clinical Trials Research Unit, Director of CGH Integrated Sleep Service, Senior Consultant, Department of Otolaryngology (ENT)
MOH Nurses' Merit Award	Ms Neo Soon Keow, Nurse Clinician Ms Zhang Di, Nurse Clinician Ms S. Indra, Nurse Manager Ms Authilakshmy d/o N. Manikam, Senior Staff Nurse Ms Chan Pui Yee Alicia, Senior Enrolled Nurse
Lifelong Learner Awards 2008	Ms Kaneswary d/o Kandasamy, Senior Nurse Manager
Comrade of Labour Award – May Day 2008	Ms Lau Soy Soy, Senior Nurse Manager
NTUC May Day Model Workers	Mr Ranjit Singh, Healthcare Assistant (Silver Collar Heavyweights) Ms Fatimah Taha Suhaimi, Senior Enrolled Nurse (Upgraders for Life) Ms Tan Lee Cheng, Senior Enrolled Nurse (Upgraders for Life)
May Day Model Partnership Awards 2009	Mr Mohd Jadi Bin Fazil Din, Healthcare Assistant
PS21 Star Service Award 2009	Ms Quek Keng Cheng, Senior Nurse Manager



Awards & Accolades - Education

Service	Recipient(s) Name & Designation
Australian Imperial Force Malayan Nursing Scholarship	Ms Ong Poh Geok Joyce, Senior Staff Nurse (Bachelor in Nursing)
SingHealth-Lee Institute of Advanced Nursing Scholarship Awards	Ms Gan Pei Ying, Staff Nurse (Masters in Nursing) Ms Loi Foo Chin, Staff Nurse (Bachelor in Nursing)
HMDP (Nursing)	Ms Avril Elizabeth Chew, Senior Staff Nurse Ms Chai Chee Ping, Nurse Clinician Ms Chitra d/o Pandiaya, Senior Staff Nurse Ms Mardianah Bte Ishak, Nurse Manager Ms Margie Wu Ya Lan, Senior Staff Nurse Ms Neo Soon Keow, Nurse Clinician Ms Dolores Catalina, Senior Staff Nurse Ms Norhayah Bte Mohamed Noor, Nurse Clinician Ms Ratnasari, Staff Nurse Ms Shau Keng Yee, Senior Staff Nurse Ms Thai Wei Li, Nurse Clinician Ms Wong Wei Yui, Nurse Clinician Ms Zhu Hai Fang, Senior Staff Nurse Ms Jiang Lina, Senior Staff Nurse Ms Lee Chye Hoon, Senior Staff Nurse Ms Mokanasundari d/o Letchman Naidu, Senior Staff Nurse
HMDP (Allied Health)	Ms Chan May Peng Ms Noor Ashraf Ardeefia bte Kamaludin Ms Wong Ling Jiao Ms Yeo Seok Tin
HMDP (Medical)	Dr Angelina Chan Oi Mei, Senior Consultant Dr Choo Chee Yong, Associate Consultant Dr Foo Chek Siang, Associate Consultant Dr Imran Bin Mohd Noor, Associate Consultant Dr Joan Khoo Joo Ching, Associate Consultant Dr Lim Hoon Chin Steven, Associate Consultant Dr Rashi Agrawal, Associate Consultant Dr Teo Yee Sze, Associate Consultant Dr Ng Keng Sin, Associate Consultant Dr Woon Voon Ching, Consultant
Special Awards - Singapore Workforce Development Agency Award for Clinical Education in Nursing (Accelerated) - NYP	Ms O Guat Eng, Staff Nurse



Awards & Accolades - Human Resource / Talent Development

Service	Recipient(s) Name & Designation
HRM Singapore Awards 2008	Best Mature Workforce Practices Award
The Singapore HR Awards 2008	Special Mention in Talent Management, Retention & Succession Planning Award, Special Mention in Compensation & Rewards Management Award, and Special Mention in Fair Employment Practices Award.
Total Defence Awards 2008	Meritorious Defence Partner Award (Employers)
Work-Life Excellence Award 2008	
SHARE Platinum Award 2008	
Home Team National Service Awards 2008	Distinguished Home Team Partner Award
Total Defence Awards 2009	Distinguished Defence Partner Award

Patient Stories

Patient Success Stories



A Business Of Trust

Mr Loh Yin Nam, 57 years old

When the self-proclaimed workaholic passed out twice without any warning, Mr Loh got worried. With a long history of heart murmurs, he sought treatment from CGH's cardiology and gastroenterology teams. He also started a weight-loss programme with the Changi Sports Medicine Centre to improve his health. Having put his faith in the CGH medical teams' care, Mr Loh is now out and about, and ready to push forward in his career.



A Second Chance At Life

Mr Kevin Tang, 33 years old

A dental procedure to have his braces fixed in 2008 turned out to be more than what he bargained for. After removing his molars at a private dental clinic, Kevin suffered a septic shock from a bacterial infection that led to multiple organ failure. His condition deteriorated so quickly that he had to be put on life support at the Intensive Care Unit (ICU) for three weeks. Through his determination and the care of the CGH ICU medical team, Kevin recovered. He has returned to work and is able to enjoy playing his favourite game of tennis. With this unexpected close shave, Kevin now takes each brand new day with newfound faith and confidence.



Living For Her Loved Ones

Mdm Sng Kwee Ngoh, 50 years old

Diagnosed with nose cancer a second time, Mdm Sng felt like a ton of bricks was weighing on her. She wanted to live and have more time with her loved ones. The Otolaryngology team at CGH removed her tumour via endoscopic nasopharyngectomy, and she recovered quickly without any scarring. She is thankful for her recovery and the opportunity to spend more quality time with her family.



Patient Stories

Patient Success Stories - continued



His Heart Is Set On Traveling

Mr Wong Loy, 69 years old

Mr Wong felt something amiss when he started feeling breathless. A heart stent procedure and expert follow-up care by CGH's cardiology team soon set it right for him. He has since adopted a healthy lifestyle. With his new lease of life, he has resumed his passion for travelling.



Back Into The Pink Of Health

Ms Karen Goh, 43 years old

The swelling on her left breast was persistent and she felt weak and groggy all the time. Fearing the worst, Ms Goh sought treatment at The Breast Centre @ changi and underwent surgery immediately to remove an abscess. Her healing journey was fraught with work-related problems but the dedicated team of breast surgeon and breast care nurses kept her spirits up by giving her constant encouragement. Today, she is in the pink of health again and is determined to keep it that way by exercising regularly. She also looks forward to spending more quality time with her family.



Key Figures

FY 08

FY 07

Size	year ended 31 Mar 2009	year ended 31 Mar 2008
Bed Complement (as at end Mar)	790	790
Beds in Service	740	718

Workload Per Annum

Bed Occupancy Rate	84.1%	85.1%
Inpatient Admissions	42,200	43,413
Inpatient Discharges	42,155	43,336
Total Patient Days	227,079	223,539
Average Length of Stay (days)	5.4	5.2
Total Surgical Operations	41,420	40,306
Day Surgeries	24,463	22,856
Inpatient Surgeries	16,957	17,450
Specialist Outpatient Clinic Attendances	346,860	338,146
Accident & Emergency Attendances	159,542	155,685
Dental Attendances	4,419	3,893
Dental Procedures	4,868	4,575

Staffing (as at end Mar)

Total	2,800	2,502
Doctors	352	330
Nurses	1,243	1,048
Allied Health Professionals	382	337
Others	823	788

Note: Staffing figures refer to Filled Posts, in terms of Full-Time Equivalent, and may not add up to total due to rounding.