CREATING NEW FRONTIERS

Taking a deep dive at the Parkway Pantai Quality Summit 2017

14 SPOTLIGHT
Learning hacks from our nurses

22 SERVICE
Growing our service capabilities in Asia

34 COMMUNITY
Pantai Hospital Ipoh supports quality of life
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At Parkway Pantai, we offer diverse career opportunities to attract energetic and passionate talent. Jumpstart your career with one of the most preferred employers in the healthcare industry.

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Going Farther Together
When everyone strives for excellence every day

Delivering quality healthcare is a journey that we at Parkway Pantai have embarked on together. Our goal is a moving target because as healthcare advances, so does our definition of ‘quality’.

Every day, we seek to improve ourselves and the way we care for patients around the world. And every year, we celebrate how far we have come at the Parkway Pantai Quality Summit (page 8). At the 2017 edition of our flagship event, 500 colleagues from our key markets of Singapore, Malaysia and India gathered to take a deep dive into our work processes as we move into the next phase of our quality journey.

Our frontline nurses understand that they play a critical role in patient care delivery and continue to strive for excellence. In Singapore, where Nurses’ Day is celebrated on 1 August, we marked the occasion with our annual Parkway Pantai Nursing Awards to recognise 16 outstanding nurses (page 18). And because excellence is partly powered by education, we invited six nurses from across the region to share study habits that have helped them succeed in their lifelong learning journey (page 14).

All these bode well as we grow our service capabilities in the region (page 22). From becoming Singapore’s only private healthcare provider with in-house precision medicine capabilities and introducing Southeast Asia’s first-of-its-kind liquid biopsy testing for colorectal cancer patients in Malaysia, to many other service improvements in Brunei, India and Hong Kong, we are united in our vision of delivering quality healthcare to more people, in more places.

Lim Bee Ling

Editor-at-large
Janet Low
Copy Editors
Angeline Ang
Jaime Kwek
Editorial & Design
AMAZINE
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Regional Round-up
Get up to speed on what’s happening across Parkway Pantai.

A Meeting of Minds
MALAYSIA – In July, one of the largest healthcare conferences in the region arrived in Kuala Lumpur and Parkway Pantai, as a leading provider of quality healthcare services, made its presence felt with a strong delegation.

Over 50 representatives from Parkway Pantai’s 14 hospitals nationwide joined close to 1,000 healthcare professionals from around the world at the International Healthcare Conference and Exhibition from 25 to 27 July. As one of the event’s main exhibitors, the Parkway Pantai team led by Gleneagles Kuala Lumpur, Pantai Hospital Kuala Lumpur, Pantai Integrated Rehab Services and Pantai Premier Pathology engaged over 200 visitors at their booth.

Over at the International Forum on Quality and Safety in Healthcare, which ran from 24 to 26 August in the same location, Tan Sri Abu Bakar Suleiman, Chairman of IHH Healthcare, delivered a keynote presentation while Dr Tan See Leng, Group Chief Executive Officer and Managing Director of Parkway Pantai, spoke at length about the aims, ambitions and challenges faced in putting patients at the heart of quality healthcare.

Running For a Reason
SINGAPORE – In the early morning of 17 September, 540 Parkway Pantai employees slipped on their running shoes and participated in the Yellow Ribbon Prison Run to pledge their support for greater societal acceptance of ex-offenders and to help them break the ‘second prison’ of stigmatisation.

Team Parkway’s spirits ran high, both in the 10km competitive run and 5km fun walk, as participants took on the hilly terrain, while passing historical sites. At the finish point, they were welcomed with games, refreshments and entertaining performances by inmates.

This is the second year that Parkway Pantai has participated in this event, showing its support for and solidarity with ex-offenders seeking a second chance.
A New Heart, a Renewed Shot at Life

INDIA – A 12-year-old girl from Adilabad has been gifted a second chance at life when doctors at Continental Hospitals, Hyderabad successfully performed a heart transplant for her. Trisha Mandal had been diagnosed with dyspnea on exertion class 3, which is an acute condition of breathlessness and fatigue from doing regular tasks. When she visited Continental Hospitals, evaluations further revealed that she was suffering from dilated cardiomyopathy with severe left ventricular dysfunction — a rare condition that occurs in one or two out of 100,000 children.

Trisha’s only hope of survival was heart transplant. While doctors worked to stabilise her condition, news of a matching donor at Aware Gleneagles Global Hospitals, LB Nagar arrived. The Continental Transplant Team was immediately activated and the donor heart was transported via a specially activated green corridor at a speed of 64.3km/h.

The hospital’s team of transplant physicians performed the transplant surgery without any complications. The child was out of bed in two days.

Sooner, Rather than Later

INDIA – In conjunction with World No Tobacco Day, Gleneagles Global Hospitals launched a month-long, nationwide campaign to raise awareness of the ill-effects of smoking. Called S.O.O.N, which stands for ‘Save Our Organs Now’, the campaign conveyed a sense of urgency, as India is the second largest consumer and third largest producer of tobacco in the world.

“‘We are committed to creating awareness around life threatening diseases and their causes. Through ‘S.O.O.N – Quit Tobacco’, we aim to urge people to quit tobacco as a step towards saving themselves from serious ailments.”

RAMESH KRISHNAN, CHIEF EXECUTIVE OFFICER, INDIA OPERATIONS DIVISION, PARKWAY PANTAI

Speeding Stroke Care

INDIA – With stroke being an advancing but preventable condition, the Continental Institute of Neurosciences has launched a dedicated 24x7 Neuro Stroke Ambulance Unit. Through the campaign, the hospital seeks to raise awareness about FAST symptoms (see box), Golden Hour and the plan of action that should be taken in case of a stroke.

The unit was launched by Dr C Laxma Reddy, Honourable Minister of Medical, Health & Family Welfare, Government of Telangana, who said, “Continental Hospitals is doing the public of Hyderabad a great service by ensuring that stroke patients receive immediate and appropriate treatment. As medical practitioners, it is our responsibility to bring about awareness of debilitating conditions like brain stroke — the identification, prevention and proper treatment so that precious time is saved.”

FAST is an easy way to remember the warning signs of a stroke!

- FACE — Ask the person to smile. Does one side of the face droop?
- ARMS – Ask the person to raise both arms. Does one arm drift downward?
- SPEECH – Ask the person to repeat a simple phrase. Is their speech slurred or strange?
- TIME – If you observe any of these signs, request medical attention immediately.

Source: The Stroke Foundation
HR’s Transformation Journey Starts Here

The first Parkway Pantai Group-wide Human Resource (HR) Summit took place from 12 to 13 September 2017 in Kuala Lumpur, Malaysia. Key HR representatives from China, Hong Kong, India, Malaysia and Singapore met to discuss how HR could partner the organisation better. Senior HR colleagues from the Acibadem Healthcare Group and International Medical University Malaysia of IHH Healthcare – Parkway Pantai’s parent company – were also present.

Dr Lim Suet Wun, Group Chief Operating Officer of Parkway Pantai, opened the session. He requested for HR’s commitment in developing an integrated HR framework. The framework should incorporate best practices that can be standardised and applied consistently across markets. This would position Parkway Pantai as the employer of choice and support its growth agenda.

Sharon Teo, IHH & Parkway Pantai’s Group Chief Human Resource Officer, shared more about the upcoming transformation journey that needs to be undertaken by the entire HR. She reminded those present that for change to take place successfully, it is about working as a team and having the resilience to overcome the respective country challenges.

The HR team subsequently discussed strategies on developing a regional information system, talent acquisition and management as well as rewards and performance. A common consensus of the work plan and scope was achieved by the close of the summit, with everyone ready to embark on this transformation journey. 
FEATURE

Speaking a Common Language

CHINA – Parkway Pantai held its first staff town hall in China on 25 July, inviting close to 300 colleagues from its local corporate office and across seven clinics in Shanghai and Suzhou to participate in a dialogue with senior management.

The town hall was an opportunity for staff to engage in conversation with their leaders by raising questions and sharing their thoughts. In addition to the general session, staff also took turns participating in three breakout sessions — ‘China Growth’ with Huang Fei, General Manager of Corporate Development; ‘Quality Excellence’ with Dr David Shen, Chief of Medical Staff; and ‘People First’ with Fang Fang, Vice President of HR.

Thank You for Your Service!

The staff town hall was kicked off with the Long Service Award Ceremony to recognise and reward staff loyalty. While handing out the awards, Fang Fang, Vice President of HR, noted with delight that 2017 marked the first time the company could confer 15-year long service awards. “Hopefully, we will be able to give out 20-year awards in the near future!” she said.

Paul Gregersen, Chief Executive Officer of Greater China, speaking on the importance of effective communication.

The town hall was well-attended by staff from across the country.

Congratulations to the 67 staff on this milestone in your Parkway career!

- 34 Five-year long service award winners
- 17 Ten-year long service award winners
- 16 Fifteen-year long service award winners
Location and innovation are key to overcoming the sea of competition that Parkway Pantai faces as a global integrated healthcare provider, said its Group Chief Executive Officer and Managing Director Dr Tan See Leng.

Addressing 500 staff from Parkway Pantai’s home markets of Singapore, Malaysia and India at its annual Quality Summit in Suntec Singapore, Dr Tan added that the organisation has created different engagement schemes to help its staff fulfill their career aspirations and will continue to invest in building their knowledge and skills.

The audience broke into applause when Dr Tan announced the launch of the inaugural Parkway Pantai Innovation Challenge early next year. The Group-wide initiative to foster a culture of innovation among staff will see teams from various markets compete to find the best creative solution to a real-life work scenario or business challenge. The winning team will take home S$20,000 in cash.

“The healthcare landscape is undergoing a significant transformation. Our future success hinges on our ability to reinvent ourselves as we strive to innovate and improve patient outcomes and experience.”

DR TAN SEE LENG, GROUP CHIEF EXECUTIVE OFFICER AND MANAGING DIRECTOR, PARKWAY PANTAI
Achieving High Reliability

Against the backdrop of pushing boundaries, Paula Wilson, Chief Executive Officer of Joint Commission International and Joint Commission Resources, delivered her keynote speech on “Creating New Frontiers with High Reliability in Sight”.

Recognising Quality Champions

The Summit rounded off on a celebratory note with a special awards segment to recognise staff who had done well in advocating excellence. To read about the winners turn to page 10.

In closing, Dr Lim Suet Wun, Group Chief Operating Officer of Parkway Pantai, thanked the participants for their improvement initiatives. Their efforts and hard work will benefit the entire organisation as it sustains and spreads good practices through platforms such as the Parkway Pantai Core, which was set up recently on the intranet to capture organisational intellectual property.

What is high reliability?
Consistent performance at high levels of safety over long periods of time.

Why is it important?
A high reliability organisation is able to respond quickly to minimise harm and convert adverse events into enhanced resilience – hallmarks of an excellent healthcare provider.

What are its traits?
• Believing anything can and will go wrong
• Seeking to know what we do not know
• Avoiding over-confidence; designing redundant systems
• Proactively sharing learning and information throughout the organisation; breaking down silos

How will we get there?
• Leadership commitment – Communicate vision and sustain change
• Strong safety culture – Report and analyse adverse events to learn and correct process problems
• Robust improvement processes – Lean, Six Sigma, Change Management, etc

Project Showcase

The Summit is a signature Parkway Pantai platform for learning and knowledge exchange. Over the years, it has helped advance the organisation’s quality journey by tapping into its deep pool of resources to improve, integrate and innovate.

This year, teams from Singapore, Malaysia and India showed 32 quality improvement initiatives. As always, the spotlight was on the presentation of the best quality improvement project from each home market.

Singapore
Improve the management of consignment items in cardiovascular laboratories by ParkwayHealth Radiology, Mount Elizabeth Hospital

Malaysia
Reduce incidence of Phlebitis by Medical Affairs & Quality, Pantai Hospital Ipoh

India
Improve compliance of Medical Emergency Team Protocol by Department of Critical Care Medicine, Continental Hospitals

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From the Front Line

Josephine Ng, Assistant Manager of Parkway East Hospital’s Front Office, believes that exceptional customer service is a means to an end — and that end is a happy customer.

For Josephine Ng and her team of front-of-house officers at Parkway East Hospital, service excellence is not the goal; happy customers are. And delighting customers, whether patients, caregivers or visitors, goes beyond personable, friendly and courteous service.

“I think a good front-of-house officer needs to have high emotional intelligence and an inquisitive mind. Customers may not always be able to articulate their needs. When that happens, we need to ask the right questions.”

She has no qualms calling herself a busybody because she believes that it is part and parcel of her job.

“Everything that happens in the hospital, as long as it impacts the customer, is my problem,” she says candidly.

“The customer journey starts at the front desk, but there are many other touchpoints during the customer’s time in the hospital. Even the smallest let-down can mar the entire experience,” she points out. “If a customer mentions any less-than-favourable incidents, I take it upon myself to share this with the relevant department promptly so that we can work together to rectify things there and then,” she explained.

“I believe that no one should walk out of our hospital feeling less than completely satisfied with the experience.”

What a catch!

Mount Elizabeth Hospital’s Felix Poobalarayee and Pantai Hospital Ipoh’s Satwinder Kaur are honoured for their vigilance in catching near-misses before medical errors reach the patient.
Time and Again

Mount Elizabeth Hospital’s Ward 4A team has been recognised for service excellence time after time. Their secret? Making time for every patient. Senior Nurse Manager Pua Siew Keing tells us more.

The team staffing Maternity Ward 4A at Mount Elizabeth Hospital is no stranger to service excellence awards. At the hospital level, they have already won three such accolades. Now, the team has reached new heights with the GCEO Service Excellence Award (Team).

“We understand that post-natal patients are very sensitive so we make it a point to be patient and gentle with them, so that they never feel rushed or stressed out,” said Senior Nurse Manager Pua Siew Keing.

“As nurses, it is our job to care for patients but how we deliver that care makes all the difference,” she said. That is also the reason why service improvement projects are commonplace in Ward 4A.

“One of the most memorable projects was developing a comprehensive information pack, in the form of a handy flipchart, for each patient,” shared Siew Keing. The idea came after a patient missed the hospital’s complimentary classes for new mothers because it slipped her mind.

“Now, when a patient is warded, we take them through the information pack, which also contains lots of other helpful information. It even lists service providers that new mothers may need, like passport photography for their baby. It’s a great reference for patients and also reduces the number of calls we get regarding routine matters.”

GCEO SERVICE EXCELLENCE AWARD (TEAM)

Ward 4A | Mount Elizabeth Hospital

SINGAPORE
Felix Poobalarayer Nalina Poobalarayee
Assistant Nurse Clinician
Ward 8, Mount Elizabeth Hospital
Singapore Operations Division
» Verified and corrected wrong dosage label on patient’s own medicine.

MALAYSIA
Satwinder Kaur A/P Amtar Singh
Clinical Nurse Specialist
Medical Ward, Pantai Hospital Ipoh
Malaysia Operations Division
» Corrected an inappropriate order by a surgeon which could have affected patient outcome.
Quality Awards 2017

The annual Quality Awards recognise outstanding improvement projects in both Clinical & Hospital-wide areas as well as Service and Productivity.

CLINICAL & HOSPITAL-WIDE IMPROVEMENT TRACK

**WINNER ➤ WARD 5B, MOUNT ELIZABETH HOSPITAL**

For achieving 100% incentive spirometer education for patients undergoing coronary artery bypass grafting.

Team Leader: Yau Poh Wah  
Team Members: Parvathy, Jwan Mae Moreno, Joan Salag, Huang Churu, Jin Lulu, Bavithraa, Ajit Thomas, Chong Hao

**1ST RUNNER-UP ➤ DELIVERY SUITE, MOUNT ELIZABETH NOVENA HOSPITAL**

For improving the compliance of delivery suite nurses performing skin-to-skin post vaginal delivery.

Team Leader: Sutha Jeya Kumar  
Team Members: Adeline Kooh, Loshini Udayasangkar, Siow Suk Ling

**2ND RUNNER-UP ➤ ACCIDENT & EMERGENCY, GLENEAGLES HOSPITAL**

For improving door-to-electrocardiogram (ECG) median time.

Team Leader: John Bolante  
Team Members: Romeo Cortez, Shirly Mary Selvakumary, Zhang Mengying, Emaleen Cudal, Tilagam, Dr Steve Tan, Sabrina Lim Yan Yin, Josephine Lee Xue Ting, Poon Siew Wah
SERVICE/PRODUCTIVITY IMPROVEMENT TRACK

**WINNER ▶ PARKWAYHEALTH RADIOLGY, MOUNT ELIZABETH HOSPITAL**

For improving the management of consignment items at the cardiovascular laboratories.

**Team Leader:** Andrew Lim  
**Team Members:** Tan Poh Neo, Audrey Tham Yuen Fun, Jomalin Rafio Amatril, Deanna Png, Serene Seng, Huo Peiyu, Zaw Myo Nyunt, Yit Puai Kuen, Phua Cheng Li, Maggie Ngiam, Ng Siok Hian

**1ST RUNNER-UP ▶ FOOD & BEVERAGE, MOUNT ELIZABETH NOVENA HOSPITAL**

For reducing the frequency of replenishing the Food and Beverage service trolley during meal service.

**Team Leader:** Wong Boo Hor  
**Team Members:** Jacky Choong Chun Jing, Nithiya Raj Meehakshi Sundram, Robert A/L Anthony Samy

**2ND RUNNER-UP ▶ NURSING, SINGAPORE OPERATIONS DIVISION**

For improving telephone etiquette at inpatient wards, Operating Theatre and Accident & Emergency.

**Team Leader:** Pua Siew Keing  
**Team Members:** Tay Hai Gek, Constance Koh, Han Joke Moi, Denise Megan, Indy Gui, Yau Chuen So, Audrey Brampy, Jamilah Beevi
Adult learners may have it tough, balancing work and studies, but continuing education is an immensely rewarding journey. Pick up essential study tips from six Parkway Pantai nurses who have excelled in the ward and in the classroom!

As the healthcare industry grows increasingly multi-disciplinary, continuing education has become an imperative for all healthcare professionals. For nurses, who stand at the forefront of patient care, staying ahead with the latest developments in clinical treatment, medical technology and disease management strengthens their ability to be effective patient advocates.

While it is a professional requirement that all licensed nurses meet a certain number of learning hours each year, Parkway Pantai’s Group Director of Nursing Elaine Ng believes continuing education is a shared responsibility between the organisation and its nurses.

“Whether it is our in-house programmes conducted by senior leaders and educators or external courses by approved teaching institutions, as an organisation, we continue to create learning opportunities and facilitate our nurses’ continuing education,” she said.

“This is a win-win situation where nurses can gain recognition, professional development and career progression while the organisation benefits from the high quality, guideline-driven, evidence-based healthcare that we envision for our patients. We are very proud of our nurses who have excelled in education.”

Nurses who are keen on pursuing higher learning can take a leaf out of these six nurses’ books!
KNOW YOUR GOALS

Be crystal clear about your motivations for pursuing continuing education. Is it to deepen your knowledge in a specific interest area or to facilitate a lateral career move into other fields? Having a goal makes it easier to set a plan and work towards it.

For Chris Choy, Nurse Manager at Gleneagles Hong Kong, goals keep her going. Even after attaining a Master of Nursing, she went on to pursue a Certificate in Medical and Health Science Education.

“Choosing to become certified is a validation of your specialty knowledge, expertise and clinical judgement. It positions you for appropriate recognition while giving you a sense of confidence and achievement,” she said.

- Certificate in Medical and Health Sciences Education, 2011
- Master of Nursing, 2008
- Master of Sciences in Healthcare Management, 2000
- Post-Graduate Diploma in Nursing (Acute Care), 1998
- Bachelor of Nursing, 1994

FIND YOUR FIT

When looking at the available learning opportunities, there may not be a single course that meets all your goals. If that happens, Geetha M, Assistant Nursing Superintendent of Gleneagles Global Health City recommends taking things step by step.

“Being part of the nursing administrative team, I felt it is necessary to strengthen my management skills, which is why I pursued a Master of Business Administration in Hospital Management. At the same time, because I work in the Intensive Care Unit and meet many patients who opt for palliative treatment, I decided to take a certified course in palliative care as well. The field is still in its infancy in India, so taking the course really opened my mind to providing holistic, end-of-life care,” she shared.

- Master of Business Administration in Hospital Management, 2017
- Certified Course in Palliative Care, 2015
- Post-Basic Bachelor of Science in Nursing, 2013
THINK IN TERMS OF TIME

Time management is the most important, yet the most challenging, part of continuing education. Dr Yayathee Subbarayalu, Chief Nursing Officer of Gleneagles Global Hospitals, Lakdi-ka-pul, who completed his Doctorate in Nursing while juggling a heavy workload says, “A time for everything and everything in its time — that’s my philosophy. I plan each day, making sure I have allocated time for work, family and studies.”

But even the best plans can be thwarted by unexpected situations. In Dr Yayathee’s case, this came in the form of an urgent call to return to the hospital when he was en route to his final oral presentation. “Stay calm and deal with one thing at a time,” he recommends, adding that the support of his colleagues allowed him to resolve the issue promptly and make it just in time for his presentation.

- Doctorate in Nursing, 2017
- Achievement Award for Research, Alumni Association of Meenakshi College of Nursing, Chennai, 2017
- Senior Research Fellowship, Indian Council of Medical Research, New Delhi, 2016

JOIN THE DOTS

An advantage that adult learners have over students is work experience. You are able to place textbook learning in a real-world context, and think about how it fits into your daily work. This came in handy for Nurdalilah Bte Jani, Staff Nurse at Mount Elizabeth Hospital, when she was taking her Advanced Diploma in Nursing (Midwifery) — a course that she passed with flying colours and earned her a KK Women’s & Children’s Hospital Achievement Award.

“I like to make connections when I study. For example, investing extra time to revise Physiology (the normal functions of the body) helps me better understand Pathophysiology (abnormal physiological processes). My approach to learning smart also involves mapping what I’m studying to exam practice questions. Both methods have worked well in helping me direct my thought processes for more effective learning," she said.

- Advanced Diploma in Nursing (Midwifery) – KK Women’s & Children’s Hospital Achievement Award, 2016
- Bachelor of Science in Nursing, 2014
**MAKE YOUR OWN MAGIC FORMULA**

While some learners search for the ‘best’ way to study, Satwinder Kaur A/P Amtar Singh, Clinical Nurse Specialist at Pantai Hospital Ipoh who topped her nation-wide cohort in Post Basic Neuroscience, suggests finding a method that works best for you. “For me, the magic formula is SQSR (survey, question, read, respond, record, recite and review). I find this approach accelerates my ability to process large amounts of information. It leads to stronger memory and greater mastery of the course material,” she reveals.

She also creates a daily routine for herself, which includes at least three hours of studying after attending classes. “It takes discipline to stick to a routine but, after some time, it becomes second nature. I also make sure to eat well and rest well so I’m in a good condition to absorb what I’m studying.”

- Diploma in Nursing – Best Student, 2016
- Bachelor in Nursing, 2015
- Post Basic Neuroscience – Best Academic Achievement, 2011

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**BE THE HUNTER, NOT THE PREY**

When it comes to assignments and exams, Deanna Rapi Santos, Nurse Clinician at Mount Elizabeth Novena Hospital believes in chasing deadlines, rather than being chased. After all, 25 years of working in the Intensive Care Unit has taught her to always be ready for emergencies. “How I am with my studies is how I am at work. I make full use of my time to complete tasks ahead of schedule. It may not always be possible but I still aim to do so. By finishing my assignments early, I avoid unnecessary anxiety; by studying for exams early, I feel less stress,” she said.

This approach helped Deanna graduate at the top of her Bachelor of Nursing course, although she believes that the most important ingredient is a love for learning. “The best motivation to studying is to crave knowledge and delight in every moment that you learn something new!”

- Bachelor of Nursing – Ngee Ann-Adelaide Most Outstanding Student & Certificate of Merit, 2016
- Advanced Diploma in Critical Care, 2002
- Bachelor of Nursing (Philippines), 1992

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**DEANNA RAPI SANTOS**

Nurse Clinician
Mount Elizabeth Novena Hospital

**SATWINDER KAUR A/P AMTAR SINGH**

Clinical Nurse Specialist
Pantai Hospital Ipoh
SINGAPORE NURSES’ DAY CELEBRATION

When 2,000 Hearts Beat as One

Parkway Pantai celebrates Nurses’ Day in Singapore!

Parkway East Hospital takes a fun group shot together with
Dr Lim Suet Wun (first row, right), Group Chief Operating Officer of Parkway Pantai.

The Singapore Operations Division tipped its hat to its nurses at an event held in their honour on 31 July 2017 — just a day ahead of Nurses’ Day, which is celebrated on 1 August in Singapore.

The event theme, #parkwaynursesgrowing2gether, was representative of the nurses’ collective desire to keep learning, serving and striving for excellence as one team. Fittingly, the event which was held at a new venue this year, saw many exciting new showcases including a well-received gift of two-way jackets for all nurses. It was also the first time welcoming distinguished guests including Tan Soh Chin, Chief Nursing Officer from the Ministry of Health and Associate Professor Lim Swee Hia, President of the Singapore Nurses Association to join in the celebrations. The Parkway Pantai Nursing Awards 2017, which is given out during Central Nurses Day, also saw the introduction of the new GCEO Nurse Award, the most prestigious of the organisation’s internal nursing awards. In more ways than one, it was certainly a Happy Nurses’ Day!

What an honour! Delighted to have Associate Professor Lim Swee Hia, President of Singapore Nurses Association (left) and Tan Soh Chin, Chief Nursing Officer from the Ministry of Health (centre) gracing the event.

What a sweet treat! A customised cake to celebrate the occasion.
Reversible blue jackets, which were this year’s Nurses’ Day gift, made a special appearance!

“Nurses are a special group of people, resilient and blessed with the patience and tenderness to help others. I am truly honoured and humbled to be a nurse, and to serve alongside all of you.”

ELAINE NG, GROUP DIRECTOR OF NURSING, PARKWAY PANTA!

Parkways got talent! Nurses took to the stage to entertain their colleagues with song and dance.
Befitting of someone hand-picked from over 2,000 Parkway nurses to become Singapore Operations Division’s first GCEO Nurse Award recipient, Priyalatha Sittaraman Gavananthan turns the adage ‘if it ain’t broken, don’t fix it’ on its head.

“I think it’s important to look beyond my own job scope and always seek improvements. Whether it’s services or processes or patient experience, I keep my ear to the ground and my mind open to new ideas,” she said.

This was how Priyalatha came to spearhead a blood transfusion compliance project that was eventually rolled out across all four Parkway Pantai hospitals in Singapore. There were no issues with the existing protocol but blood transfusions are inherently a high-risk procedure, so she mooted the idea of improving the related processes. The project earned her team a Parkway Quality Award.

Priyalatha Sittaraman Gavananthan
Assistant Director of Nursing,
Nursing Admin
Gleneagles Hospital

“I’m happy to receive this award because it proves that recognition at this level is attainable. It is not a function of tenure or seniority, but the result of hard work and contributions. I can now tell my junior nurses, ‘You could be the next recipient. You just have to work hard for it.’”

Award and led them to deliver a presentation at the International Forum on Quality and Safety in Healthcare in Kuala Lumpur, Malaysia in August 2017.

“My secondary school’s motto. Strive for Success, has always been my life’s philosophy. I believe that nothing comes for free; success comes from hard work. I set both short-term and stretch goals for myself and take small but consistent steps towards achieving my dreams,” she revealed.

Recognising outstanding nurse leaders who have elevated their hospital’s or department’s image and standards of care.

(Left to right:)
Santos Deanna Rapi
Nurse Clinician,
Intensive Care Unit,
Mount Elizabeth Novena Hospital
Lee Kim Poh
Nurse Manager,
Ward 9 East,
Gleneagles Hospital
NURSE I ADMIRE MOST AWARD

This is conferred to nurses with at least three years of post-graduation experience who are respected and admired most by the nursing community.

(Pictured from left):
Chew Ei Ei
Staff Nurse, Ward 4B, Mount Elizabeth Hospital

Blessilda Colobong Borenc
Staff Nurse, A&E, Parkway East Hospital

Dulias Jayson Guerrero
Staff Nurse, Intensive Care Unit, Mount Elizabeth Novena Hospital

Gao Lina
Senior Staff Nurse, Transplant Unit, Gleneagles Hospital

OUTSTANDING NURSE PRECEPTOR AWARD

This award is in recognition of outstanding nurses for their excellent preceptorship qualities and dedication in imparting professional expertise to new nurses.

(Pictured from left):
Ang Tze Qin
Senior Staff Nurse, Ward 12, Mount Elizabeth Novena Hospital

Yogathurkha Apayanadu
Ward 5 East, Gleneagles Hospital

Chan Shu Fang
Senior Staff Nurse, Parkway East Hospital

Foo Rui Qian
Senior Staff Nurse, Ward 3A, Mount Elizabeth Hospital

PROMISING YOUNG NURSE AWARD

Recognising and encouraging young outstanding nurses who have graduated from nursing school no more than three years ago.

(Pictured from left):
Ng Siew Wen
Staff Nurse, Ward 7 West, Gleneagles Hospital

Nang Khein Phong
Staff Nurse, Ward 8, Mount Elizabeth Novena Hospital

Huang Churu
Staff Nurse, Ward 68, Mount Elizabeth Hospital

Lee Jer Min
Staff Nurse, Ward 4B, Parkway East Hospital

CORRECTIONAL CARE NURSE AWARD

Awarded in honour of an exemplary recipient who has earned respect and admiration through his/her work.

Relly Raro Maningas
Institution A5, Cluster A
Singapore Prisons Service
Strength and Scope

Parkway Pantai reinforces its care plan for patients with a host of new service capabilities across the region.

As a global healthcare provider, Parkway Pantai is committed to making a difference in people’s lives through excellent patient care. To support this vision, it continues to grow the breadth and depth of its services in a bid to improve clinical outcomes and enhance the patient experience.

In the past few months alone, it accomplished a number of firsts. In Singapore, Parkway Pantai has become the only private healthcare provider with in-house precision medicine capability while in Malaysia, Pantai Premier Pathology, its medical diagnostic laboratory, has introduced Southeast Asia’s first-of-its-kind liquid biopsy testing for colorectal cancer patients. The test is available exclusively at its 14 Gleneagles and Pantai hospitals in the country.

Through these and many other service improvements in Brunei, India and Hong Kong, Parkway Pantai is making good on its promise of quality healthcare for more people, in more places.
Cancer patients at Parkway Pantai’s hospitals in Singapore can now benefit from personalised treatment plans and more accurate diagnostics with the help of cancer genomics testing.

Parkway Pantai is now the only private healthcare provider in Singapore with in-house precision medicine capability, after buying a 55 per cent stake in Angsana Holdings for a total consideration of S$9.3 million. The deal was signed on 31 July.

The inclusion of precision medicine into its integrated suite of healthcare solutions allows doctors to use Next Generating Sequencing, which can retrieve more comprehensive genetic information from tumour tissue. This enables doctors to determine which drugs are more effective for the patient.

There are plans for Parkway Pantai’s 14 hospitals in Malaysia to perform Non-Invasive Prenatal Testing (NIPT), in a collaboration between Pantai Premier Pathology and Angsana. NIPT, a molecular test which detects chromosomal abnormalities such as Trisomy 21 in the fetus through a simple blood-draw from the mother, will also be offered at Parkway Pantai’s 10 hospitals and medical centres in India.

**ANGSANA AT A GLANCE**

A life care company providing molecular diagnostic test services.

Angsana currently has laboratories in Hong Kong (top picture) and Singapore.

Operates two College of American Pathologists (CAP) accredited laboratories in Singapore and Hong Kong. CAP is regarded as the ‘gold standard’ for laboratory quality assurance.

Key products include Non Invasive Prenatal Testing (NIPT), allergy testing and cancer genomics.

“With Angsana Molecular and Diagnostics, we now have the molecular capabilities to customise medical treatment for each individual patient. Precision medicine enables doctors and patients to make better informed decisions on how to manage diseases more efficiently and safely.”

**DR TAN SEE LENG, GROUP CHIEF EXECUTIVE OFFICER AND MANAGING DIRECTOR, PARKWAY PANTAI**
Mapping Progress

Parkway Pantai grows its brand of quality healthcare in and beyond its home markets with an expanded portfolio of services.

MALAYSIA

Pantai Hospital Sungai Petani officially opened its Neurology Centre, a first-of-its-kind for a private hospital in Kedah and Perlis. Equipped with an Electroencephalograph (EEG) and Electromyography (EMG), the Centre is a boon to residents of Northern Kedah, Langkawi and Perlis, who no longer need to travel to Penang to seek treatment on neurology disorders such as stroke, dementia, Parkinson’s and epilepsy. It has treated over 300 patients since it began operations in July last year.

Pantai Hospital Sungai Petani introduced home nursing services to provide expert care for outpatients who do not have the resources to be cared for at home. Services include care of patient with a tracheostomy, tube feeding, wound care, stoma care and monitoring of chronic stable illnesses such as diabetes, hypertension and asthma.

Pantai Premier Pathology partnered Sysmex Inostics and Merck Malaysia to introduce Southeast Asia’s first-of-its-kind liquid biopsy testing dedicated to colorectal cancer patients. The test is available exclusively at Parkway Pantai’s 14 Gleneagles and Pantai hospitals in Malaysia. Compared to surgical tissue biopsy, liquid biopsy is minimally invasive with a faster turnaround time. This enables oncologists and surgeons to make quicker treatment decisions crucial for therapy success.
Gleneagles JPMC Cardiac Centre commissioned a new Coronary Care Unit. The eight-bedded facility allows the hospital to better manage patient flow and streamline its services. The expansion marked Gleneagles JPMC’s 15 years of providing specialised heart care in the Sultanate. Since its launch in July 2002, Gleneagles JPMC has been at the forefront of medical innovation and technology, performing its first coronary stenting and coronary artery bypass graft surgery in 2003, first surgical implantation of a left ventricular assist device in 2014 and first trans-catheter aortic valve implantation in 2016.

Gleneagles Hospital opened its refurbished and twice-as-big Endoscopy Centre. Occupying a floor space of 8,826 square feet, the Centre provides one-stop service and a wide range of diagnostic and therapeutic procedures.
In conjunction with World Brain Tumour Awareness Day, Gleneagles Global Health City, Perumbakkam launched a brain tumour support group called ‘Connect’ that allows patients suffering from brain tumours to share their experiences and provide emotional support for one another. The hospital also uses the platform to spread awareness among general physicians and caregivers about the management of brain tumours.

Gleneagles Global Hospitals launched Gleneagles Integra, a wellness lounge for master health check-ups. Integra offers comprehensive preventive health packages, pulling together the expertise of departments across Parkway Pantai’s hospitals in India.

Gleneagles Global Health City, Perumbakkam launched Gleneagles Maternia, a state-of-the-art maternity centre manned round the clock by a team of specialists. The Centre is well equipped to handle pregnancy complications.

Continental Hospitals launched SWITCH, a one-stop cosmetic, plastic and aesthetic surgery facility. Short for Safe World-class Innovative Technology Changing Humans, SWITCH is headed by a team of experienced plastic and bariatric surgeons and dermatologists. It is the only centre in South India to have ResurFX™, a non-ablative fractional rejuvenation laser that stimulates deep collagen regeneration; and Lumenis LightSheer Diode Laser, an advanced machine that permanently reduces hair from all areas of the body.

To provide faster response to brain stroke patients, Continental Institute of Neurosciences set up a dedicated 24/7 Neuro Stroke Ambulance Unit comprising staff fully trained in stroke management and a custom-built ambulance to diagnose and treat brain stroke patients.
Since opening in March this year, Gleneagles Hong Kong has continually enhanced its suite of services with a series of new launches:

**01 AUG 2017**

Opened a Radiotherapy and Oncology Centre featuring a state-of-the-art TrueBeam linear accelerator and computed tomography (CT) simulator.

**SEP 2017**

Commissioned the second PET-MRI in Hong Kong; the cutting-edge imaging device is expected to be in service in early October 2017.

**20 SEP 2017**

Opened three new specialist outpatient clinics for Orthopaedic Surgery, Skin & Laser and Haematology & Oncology.

**27 SEP 2017**

Opened a new dialysis centre equipped with nine state-of-the-art dialysis machines with online haemodiafiltration. The Centre also manages a dialysis machine in Critical Care Unit equipped with a portable reverse osmosis water treatment machine for emergency services.
Better by Design

Shortly after Parkway College set up an Instructional Design and Education Technology department in January this year, the team scores big at the Institute of Adult Learning’s annual innovation competition! We speak to Low Hsien Chih, Senior Manager to learn more.

What exactly is Instructional Design and Education Technology?
Instructional design and education technology are commonly used terms in the training and adult education industry. The overarching concept is to use fun, creative and innovative ways to make adult learning more engaging and effective for people.

How did the department come about?
As the training and educational arm of Parkway Pantai, Parkway College is preparing for a new knowledge economy. We were formed as a dedicated team to develop innovative learning solutions and enhance the learning experience. To staff the department, we looked internally for people with the right attitude and aptitude — all of us believe that even the most boring subject can be made interesting through good storytelling!

What would you say is central to your work?
Innovation, without a doubt. Within our team, we are constantly challenging one another to come up with newer and better ways to make learning more fun and enriching. Technology is a useful tool because it offers so many ways to deliver learning, but ideas are key to the creative process. We have a ‘no bad ideas’ policy; everyone is encouraged to bounce off ideas. Since we have different backgrounds and expertise, we’re able to add our own perspective to refine and improve the original idea. Throughout the process, we are guided by  

(From left to right): Low Hsien Chih, Andrew Leong, Andrea Poa and William Pang make up Parkway College’s new Instructional Design and Education Technology department.
“We are aligned with the national movement by SkillsFuture Singapore to ‘flip the classroom’ and create more engaging learning experiences.”

LOW HSİEN CHIH, SENIOR MANAGER, PARKWAY COLLEGE

three basic principles: to tell the truth, to tell it with a story, and to tell it with as many pictures as possible.

What kind of new learning experiences can we expect?
Staff can look forward to more opportunities to learn outside the classroom through mobile technology, for example.

Our team is also focusing on developing visual communication standards to improve the aesthetic appeal of teaching materials. Infographics, videos, animated content are all ways that we are exploring to enhance the delivery of learning content. Again, the goal is to make the learning process an enjoyable and effective one for all our colleagues.

OFF TO A GREAT START!
The Instructional Design and Education Technology team took part in their first innovation competition this August and ranked third nationwide, out of 22 teams!

The iN.LAB InnoVJam Mobile Learning Contest was organised by iN.LAB, an initiative managed by the Institute for Adult Learning. The challenge was to incorporate bite-sized mobile learning into adult continuing education and training programmes.

Winners were determined after two rounds of judging by industry leaders. iN.LAB has also expressed interest to work with the top three winners on further developing their mobile learning product.

TEAM PARKWAY COLLEGE’S WINNING MOBILE LEARNING DESIGN

Animation videos with character storytelling

Simple quizzes to reinforce learning

Interactive activity (such as treasure hunts, role plays, puzzles, and more)
Dr Jayaganth Jayabal returned to Malaysia after 16 years abroad to serve the local community, where there is just one neurologist for every 500,000 people.
Thriving on Complexity

Like a super-speed computer, the human brain is capable of a million complex functions. Consultant Neurologist Dr Jayaganth Jayabal is fascinated by what he defines as the brain’s software and hardware.

Anyone who meets Dr Jayaganth for the first time at Pantai Hospital Sungai Petani might be tempted to ask what the Bollywood star-lookalike is doing in a small town like that. With a population of around 200,000, life seems to move at a slower pace.

Not at the good doctor’s clinic though. Since he started the Neuro Centre a year ago, his patient load has grown exponentially, with the highest cases being stroke, epilepsy, headaches and neuropathy or numbness. Many of them are complex cases that are referred over by other physicians, whether in the same hospital or outside.

Neurology, he says, is a unique specialty because it involves a deep understanding of the neuroaxis, the central nervous system. As such, accurate diagnosis requires thorough history-taking and experience. This demands immense patience and tedious strategy, something he acquired during his many years of studies and advanced training overseas.

The 38-year-old Penang-born doctor who decided he wanted to do medicine in his teens chose to specialise in neurology in his fourth year of medical school when he did an elective attachment with renowned neurologist Professor Allen Barber. One defining moment that remained embedded in his mind was when a patient came to the hospital with a wrist droop.

“An inexperienced clinician may have diagnosed it as a radial nerve injury and sent the patient home with medication. But Prof Barber suspected it to be a lesion in the brain, which had caused a stroke. It turned out to be accurate,” he recalls. That was a turning point because he realised it took immense knowledge to reach that level of expertise.

Having spent 16 years in Hamilton, New Zealand, and parts of Australia, why did he choose to return to Malaysia, specifically Sungai Petani? “The pace of life is similar – nice and laidback,” he joked, before explaining that he felt responsible to care for his ageing parents. He also saw the potential to serve more patients, with the current ratio of 1 neurologist to 500,000 people in Malaysia, compared to 1:150,000 in New Zealand.

“My dream is to have a dedicated team for Acute Stroke Care consisting of support groups, physiotherapists, occupational therapists, speech therapists and neuro nurses who can assist in stroke spasticity management.”

On whether he had any memorable cases, he said he had lost count. One case stood out, however, that of an 18-year-old who spent two years in the hospital, 360 days of which were in the intensive care unit, due to undiagnosed encephalitis. It was immensely satisfying for him to finally see her leave the hospital after receiving appropriate treatment.

Dr Jayaganth’s challenge now is to train more healthcare providers to recognise neurological deterioration especially in stroke management. Knowledge of the Golden Hour concept is crucial for patient survival and recovery, he emphasises.

Doctor’s Note

My name is Dr Jayaganth Jayabal and I am Consultant Neurologist at Pantai Hospital Sungai Petani. For leisure, I love spending time on outdoor activities such as fishing, sports, travelling and swimming. I also enjoy the challenge of conducting research and hope to be involved again with the EpiNet, an epilepsy research initiative, at some point in time.
In order to help more people, Dr Chang chose to become a General Surgeon with a challenging subspecialty in Liver, Gall Bladder and Pancreas.
One Good Turn Deserves Another

Ever since Dr Stephen Chang, General Surgeon at Mount Elizabeth Hospital, learnt how his grandfather received a much-needed helping hand, he has been committed to serving others.

For Dr Stephen Chang, the journey to becoming a doctor began when he was 15 years old. He was feeling unwell the night before a big exam, so his father brought him to a small, rather rundown clinic. It was well past midnight but the clinic was filled with patients. While waiting for his turn to see the doctor, Dr Chang’s curiosity prompted his father to tell him a story that dates back two generations.

“It was probably decades ago, just after the war, and times were hard. My grandfather was ill. My father accompanied him to see this very same doctor. Even though my grandfather told the doctor that he didn’t have any money, the doctor told him not to worry and treated him anyway,” shared Dr Chang. “To 15-year-old me, that was life defining.”

“From that point, I decided that I would become a doctor to help people,” he said. This aspiration took shape in medical school when the young doctor-to-be discovered a calling for overseas mission work.

“I chose General Surgery for the breadth of expertise so that I could help people with different conditions. This is especially important in medical missions, where the teams are very lean and everyone needs to double up. But at the same time, I feel it is important to have depth of expertise too, so I sub-specialised in Liver, Gall Bladder and Pancreas, which is probably regarded as one of the more challenging subspecialties in general surgery,” said Dr Chang, who now serves as medical director of the liver transplant programme at Mount Elizabeth Hospital.

He later went on to pioneer the scarless surgery technique. Compared to the typical keyhole surgery that requires four small incisions, scarless surgery involves just one tiny incision in the belly button — no scar and less pain for the patient, says the doctor.

His sub-speciality decision led him to complete two fellowships, first in France and then in Canada. While training in laparoscopic hepatobiliary and pancreatic surgery, and liver transplantation in Paris, Dr Chang picked up the French language.

“You could say I discovered the power of language then. Being able to speak a common language with someone else breaks the ice and builds a bond almost instantly,” he said.

“Going on overseas medical missions may be tough but I’m energised by the knowledge that I’m helping people in need.”

After moving into private practice, and seeing more patients from Indonesia, Dr Chang took it upon himself to learn Bahasa Indonesia. He now speaks five languages (including English, Mandarin and Malay) and three Chinese dialects.

“Since I participate in medical missions to East Timor regularly, I would love to learn Tetum, their native language, so I can connect better with the locals without the help of an interpreter.”

Dr Chang treating patients on a recent mission to East Timor.

Doctor’s Note

My name is Stephen Chang and I’ve been volunteering for medical missions to East Timor since 2012. My wife, who is a medical specialist too, joins me on these trips. We used to travel to East Timor once a year but, since joining private practice, our schedules have become more flexible. We now go on mission trips once every two months or so and each time, I feel it’s a privilege to be able to lend my skills and knowledge to a good cause.
Pantai Hospital Ipoh supports quality of life by counteracting cataracts in the needy and fighting osteoarthritis with the community.

Some diseases may not be immediately life-threatening but can be debilitating in their impact. Pantai Hospital Ipoh recently turned its attention to two such conditions that affect well-being and quality of life. It sponsored cataract treatments for 12 beneficiaries under the Life Renewed programme and organised a community event to educate the public on osteoarthritis and promote better knee health.
KNEE ATTENTION

While osteoarthritis, also known as degeneration of the joint cartilage, is typically associated with the middle-aged and elderly, knee pain is becoming an increasingly common complaint among people of all ages. To raise awareness of knee health, Pantai Hospital Ipoh organised a community event, ‘Walk Your Way Towards Pain Free Knees’, that attracted over 200 participants.

The hospital’s Orthopaedic Surgeon Dato’ Vasan Sinnadurai and Chief Executive Officer Chong Siet Fong kicked off the event, which featured a walk and an energetic Zumba session. Participants included patients who have recovered from total knee replacement surgery, a point that Dato’ Vasan highlighted in his subsequent health talk, ‘Managing Osteoarthritis in the Elderly’.

At the event, the hospital also offered free health screening for members of the public as well as body fat assessments and dietary counselling.

“Osteoarthritis and joint disorders are among the top 10 reasons why patients come to us. With a specialised focus on orthopaedics and a team of five consultant orthopaedic surgeons, Pantai Hospital Ipoh is committed to helping people from diagnostic assessment and treatment to management and rehabilitation.”

CHONG SIET FONG, CHIEF EXECUTIVE OFFICER, PANTAI HOSPITAL IPOH

FROM CLOUDY TO CLEAR

Cataracts cause blurry vision and glare, which makes it difficult for patients to go about their daily lives — when you can’t see well, even routine activities like cooking, driving and climbing the stairs can take a dangerous turn!

Pantai Hospital Ipoh offered free cataract assessment and treatment to 12 financially needy elders through the Life Renewed programme. Life Renewed is a corporate social responsibility initiative by Parkway Pantai in Singapore and Malaysia, and is supported by the Khazanah IHH Healthcare Fund.

This year, the Khazanah IHH Healthcare Fund has identified 47 beneficiaries, including these 12 cataract patients, in partnership with five non-governmental organisations which manage the application and review process. An amount of RM600,000 (S$19,000) will go towards helping these beneficiaries regain hope.

For more information on the Fund, please visit http://www.khazanah-ihhfund.com.

216,000

Malaysians have been blinded by cataract

Malaysia’s 2014 National Eye Survey Report

Deputy Finance Minister Dato’ Lee Chee Leong (centre) with the cataract beneficiaries of the Life Renewed programme.
Summer in India brings torrential rain. The puddles of stagnant water as an aftermath turn its cities into breeding grounds for mosquitoes. This has led to an increased number of people falling ill from six major fevers associated with the monsoon season such as mosquito-borne ones like chikungunya, dengue, malaria and typhoid, as well as others like swine flu and pneumonia.

This year, Gleneagles Global Hospitals - comprising eight facilities in India - have taken a proactive stance against what is dubbed as ‘monsoon fever’ in India with a campaign aptly titled ‘Not All Fevers Are The Same’.

The July campaign saw the hospital doctors and staff visiting as many as six schools and five corporate offices to raise awareness of these monsoon-related sicknesses and, more importantly, how to prevent them.

Gleneagles Global Hospitals hope to help the community better understand and prevent the six major fevers associated with the monsoon season.
To help people better differentiate the illnesses, many of which present similar symptoms, the hospitals gave each fever a different ‘face’ in the form of a mask. At each event, participants were organised into six groups of 12 and tasked to put on a skit. Each group focused on one particular type of fever — represented by the mask that performers wore — and set out to explain the causes, symptoms and prevention methods to the audience. This interactive slant proved to be effective in reaching out to 5,000 students and 600 office workers.

### Not All Fevers Are the Same

Many diseases cause flu-like symptoms which may be difficult to differentiate. As a rule of thumb, seek medical advice if any fever persists or recurs over a period of five or more days.

<table>
<thead>
<tr>
<th>Fever</th>
<th>Primary cause</th>
<th>Symptoms</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Dengue</strong></td>
<td>Infected female <em>Aedes</em> mosquitoes</td>
<td>High fever (40°C) accompanied by two additional symptoms — severe headache, pain behind the eyes, nausea/vomiting, swollen glands, muscle and joint pains or rashes.</td>
</tr>
<tr>
<td><strong>Malaria</strong></td>
<td>Infected female <em>Anopheles</em> mosquitoes</td>
<td>Fever, headache, and chills about 10 to 15 days after the infective mosquito bite.</td>
</tr>
<tr>
<td><strong>Chikungunya</strong></td>
<td>Infected female <em>Aedes aegypti</em> and <em>Aedes albopictus</em> mosquitoes</td>
<td>An abrupt onset of fever, often accompanied by debilitating joint pain. Other common signs include muscle pain, headaches, nausea, fatigue and rashes.</td>
</tr>
<tr>
<td><strong>Typhoid</strong></td>
<td>Poor sanitation, unclean drinking water</td>
<td>Prolonged fever, headache, nausea, loss of appetite, and constipation or sometimes diarrhoea.</td>
</tr>
<tr>
<td><strong>Pneumonia</strong></td>
<td>A number of infectious agents, including viruses, bacteria and fungi, transmitted via airborne droplets or through blood</td>
<td>In children under five years of age, this usually presents as cough and/or difficult breathing, and either fast breathing or lower chest wall in-drawing.</td>
</tr>
<tr>
<td><strong>Swine Flu</strong></td>
<td>Direct contact with infected animals or contaminated environments</td>
<td>Abrupt onset of fever, chills, sore throat, cough, headache.</td>
</tr>
</tbody>
</table>

Source: World Health Organisation
Holiday Eating Hacks

With the year-end festivities just around the corner, Mosaic serves up essential tips and tricks to help you eat, drink and be merry without worrying about your waistline.
GET INTO THE RIGHT FRAME OF MIND

The festivities are a time to enjoy the company of friends and family. Food will no doubt make an appearance, but it only plays a supporting role. That said, there’s a natural tendency to overeat when you graze for hours at a time, instead of sitting down to a meal like you usually would. A British study conducted by Weight Watchers found that people can consume up to 3,200 calories - the equivalent of six Big Macs! - at a barbecue party for that reason. So, if your next year-end party does not involve a sit-down meal, don’t linger around the food table after you’ve had your fill. And don’t beat yourself up if you do indulge, because what’s more important is to lead a healthy lifestyle all year round.

Source: NBC News

EAT MORE FAT

As counter-intuitive as this sounds, eating more fat can be a smart weight management strategy as long as you choose the right kind of fat. Researchers at University of California Irvine have discovered that oleic acid, a ‘good’ fat, helps trigger the small intestine to produce oleylethanolamide. This compound finds its way to nerve endings and transmits a hunger-curbing message to the brain. Avocado and extra virgin olive oil are great sources of oleic acid, so opt for those in your next salad.

Source: ABC News

MAKE ROOM FOR MINT

Mint has been touted as a natural appetite suppressant, in part due to its strong scent. In one study, people who sniffed peppermint every two hours were less hungry and consumed 2,800 less calories in a week. Popping sugary mint candy isn’t going to be quite as effective, of course. Alternatively, you could consider making yourself a cup of peppermint tea, which is known to help calm the gastrointestinal tract and boost healthy bowel movement.

Source: Women’s Health, Chicago Tribune

PINCH YOUR NOSE

We do mean that literally. When you pinch your nose or earlobes for 10 seconds, you are invoking an ancient acupressure technique. These pressure points are said to restore balance in your energy, which is important because imbalances and blockage of energy are believed to be the cause of cravings. It sounds rather surreal but a study published in the Journal of Alternative and Complementary Medicine has suggested that people who used acupressure techniques were able to better maintain their weight loss.

Source: Forbes
SET THE MOOD

When researchers studied people eating in an environment filled with soft lighting and even softer jazz music, they expected them to linger longer and eat more. Interestingly, results showed that these people actually consumed less food and rated the food as more enjoyable, suggesting that the right atmosphere can change the entire experience. For your next dinner party, consider dimming the lights and playing soothing music. Your guests may just have a more enjoyable time while eating less!

Source: Food & Brand Lab by Cornell University

Survey the Buffet

Buffets are dangerous, we know. The eat-all-you-can dining concept seems to encourage eat-more-than-you-should behaviours, but once you understand the psychology of it, you can work it to your advantage. A study has found that people tend to take 31 per cent more food when they encounter less healthy food at the start of a buffet line. The same study also found that 86 per cent of diners took fruits when it was presented first, but only 55 per cent did so when fruits were the last in line. Morale of the story? Survey the buffet to find out what's on offer and fill up with healthier options first.

Source: Food & Brand Lab by Cornell University
**Start with Soup**

When soup is eaten as an appetiser, it may decrease hunger, increase fullness and reduce the total amount of calories you consume in that meal. This is largely thanks to its high water content and low calorie count. According to Pennsylvania State University, binding water into foods can slow down gastric emptying, which means your stomach stays fuller for longer. This claim has been supported by a study that found that people who started their meal with soup consumed 20 per cent fewer calories in total. To make this work, skip rich, cream-based soups like lobster bisque and go for clear vegetable broths.

Source: CNN

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**GO SLOW**

If you’re a gobbler, we have news for you: slow it down! According to a study published in the Journal of Clinical Endocrinology & Metabolism, eating too quickly limits the release of hormones that induce feelings of fullness. In fact, slow eaters may take in about four times fewer calories per minute and enjoy a higher level of satiety, despite eating less. If you need help slowing down, try taking a mini break in-between bites — put down your cutlery and make conversation instead.

Source: ABC News

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**GRAB A GRAPEFRUIT**

Consider this: in a study, people who ate half a grapefruit with each meal lost an average of 1.6kg in three months; those that drank grapefruit juice lost 1.5kg; and those who did not consume any grapefruit lost 200g. Researchers believe that this because grapefruit is able to lower your post-meal levels of insulin. The hormone regulates blood sugar and fat metabolism — and the more efficiently your body can metabolise sugar, the less likely it is to be stored as fat in the body. Lower levels of insulin may also help you feel less hunger, as high levels of the hormone tend to stimulate the brain’s hypothalamus and cause feelings of hunger.

Source: BBC News

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**Nod to Nuts**

All cravings will pass. In 15 to 20 minutes, the urge to reach for a second helping of cake will subside. If will power alone cannot sustain you, drink two glasses of water and have an ounce of nuts, the equivalent of six walnuts, 12 almonds or 20 peanuts. This combination is said to change your body chemistry and dampen your appetite.

Source: Reader’s Digest
Our Cashless Service*

For patients with private integrated shield plans

NO Deposit required
NO Payment upon discharge

The only private hospital in the East

6 in 10 Medishield Life policyholders are covered by Private Integrated Shield Plans.* Therefore, Parkway East Hospital is pleased to offer a Cashless Service for all elective patients who are covered by Private Integrated Shield Plans for private hospitals. Through this additional end-to-end service, Parkway East Hospital will submit the hospital bills and get reimbursed directly from the insurer, so eligible patients are able to admit with no deposit and no payment upon discharge.

*ELIGIBILITY CRITERIA:
- Singaporeans / Permanent Residents
- Estimated bill sizes of up to $30,000
- Medisave balance of at least $10,000
- Patients with Private Integrated Shield Plans for private hospitals:
  1. AIA HealthShield Gold Max A
  2. Aviva MyShield Plan 1
  3. Great Eastern SupremeHealth Plan P Plus
  4. NTUC Income Enhanced IncomeShield Preferred
  5. Prudential PRUshield A Premier
- Subject to terms and conditions, pre-existing conditions, exclusions, and causes of hospitalisation.

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* Figure drawn from article: Salma Khalk, ‘Health coverage: Are you overinsured’ (The Straits Times, Jan 23, 2014), yourhealth.asiaone.com