



## Singapore Healthcare Management 2015

## SINGAPORE HEALTH INSPIRATIONAL PATIENT & CAREGIVER AWARD 2015

Carol Wee, Cai Jiaxin, Jenny Ng, Teo Cheak Han, Isabel Yong  
Group Service Quality, SingHealth  
Pamela Poh  
Group Communications, SingHealth

### Introduction

The Singapore Health Inspirational Patient and Caregiver Award celebrates the best of patients and caregivers who have not only touched our hearts with their exemplary show of courage, strength and resilience, they have also inspired and motivated healthcare staff in our mission to deliver better patient care.



### Methodology

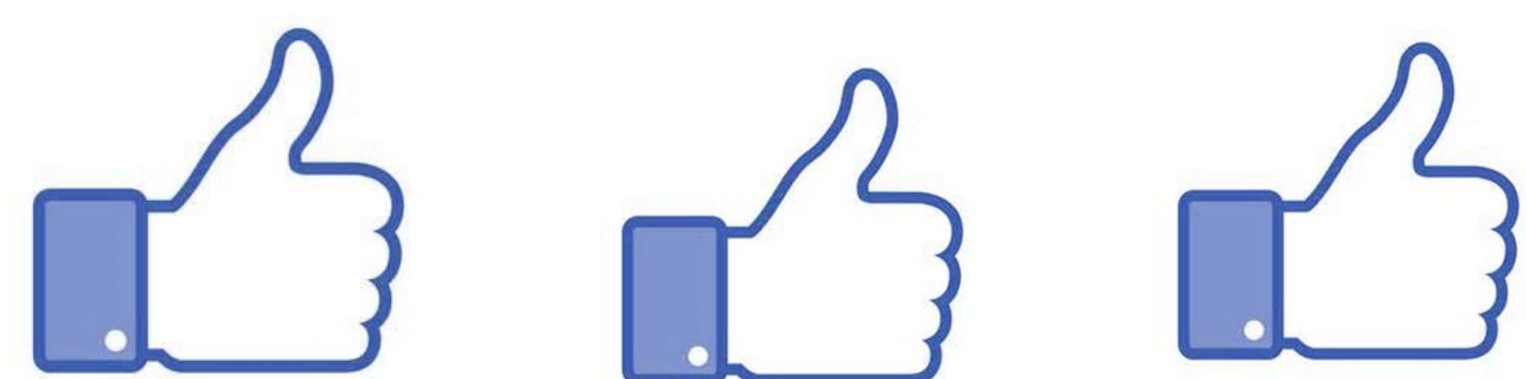
1. Staff from healthcare institutions were invited to nominate patients and caregivers who meet the stated criteria.
2. The nomination period lasted five weeks, from September to October 2014.
3. Selection committees (comprising at least one Management staff) from the respective institution selected the top three to five patients and/or caregivers nominated by their staff.
4. Names of winners were provided to GSQ.
5. Winners were profiled through various publicity channels including a dedicated souvenir book featuring the winners' profile.
6. An award ceremony, organised by GSQ, was held on 31 March 2015 to formally recognise the winners. Family members and friends of winners as well as staff including nominators were invited to the event.

### Results – 1. What's New

32 winners were presented with the Singapore Health Inspirational Patient and Caregiver Award in 2015. For the first time this year, we introduced two new categories – the Inspirational Patient Volunteer and Inspirational Clinical Trial Patient Volunteer Award.

### 2. Positive Feedback

Many of our winners expressed their appreciation in being nominated and gave positive feedback on the event. 40% of the respondent who provided feedback on this event rated it as "Excellent" while 55% rated it as "Good".



### 4. Extensive media publicity

The event garnered a total of 15 media coverage, a record number since the launch of the event in 2010. Through sharing of our winners' stories in mainstream media such as The Straits Times, Lianhe Zaobao, The New Paper, Berita Minggu, Channel NewsAsia and Capital 958, we hope that more patients and caregivers can find the courage and strength to carry on their individual journeys.

#### 32 caregivers and patients honoured for good attitude

By MIRANDA WOO

WHEN awards for resilience are being handed out, it is clear that former care operator Seah See Sing belongs at the head of the parade.

Mr Seah was just shy of 40 when a 1-horse machine fell on him at work, leaving him paralysed from the waist down. He became wheelchair-bound and had to give up his job but he was forced to give up his independence.

By using poles to switch off the lights around on my own and I improved by using poles to switch off the lights and close windows," said Mr Seah, 65.

His support system, including his wife and even his kids, has been a source of strength and even sets aside time to care for him.

Mr Seah's courage and spirit won him a Singapore Health Inspirational Patient and Caregiver Award. He was one of 32 people honoured yesterday at the award ceremony, held at the Raffles Hotel.

Mr Seah's wife, Mrs Seah, said she was proud of her husband's resilience and courage. She said she was inspired by his story and wanted to share it with others.

The winners received \$250 of gift vouchers and a plaque.



#### TWO NEW CATEGORIES RECOGNISE PATIENTS' CONTRIBUTIONS

### IPCA presented to inspiring patients and caregivers

Award given to those who have shown strength, courage and resilience in the face of healthcare challenges

JEAN KHOO  
jean.khoo@medcorp.com.sg

SINGAPORE: For six months, Mr Deans Gordon Paul, 58, a glaucoma patient, visited the Singapore Eye Research Institute (SEIRI) periodically, staying in the clinic for from 8am to 5pm each time to monitor his intraocular pressure, as part of a research study looking into the development of a new method of delivering anti-glaucoma medication.

Not all patients who volunteer for clinical trials can be reliably counted on to stay the course, but Mr Paul did so, without complaint.

It was "not a big deal," he said, adding that he wanted to "contribute something" by participating in the research study. "I come here, they take care of me, and I figured why not?"

For them, accompanying them to clinic visits and providing medical advice was not a big deal.

Mr Seah See Sing, 65, and Mr Deans Gordon Paul, 58, a glaucoma patient, were among the winners of the Singapore Health Inspirational Patient and Caregiver Award.

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### 3. Personalised Touch

To make the event even more memorable for our winners, this year we created personalised scrapbook for each of our winners. Nominators were invited to pen a few words for the patient/caregiver they nominated, be it words of encouragement or simply how they have been inspired by them. The scrapbooks were put together as a photo wall and were given to the winners as a memento after the event. Many were pleasantly surprised to see the handwritten notes from their nominators and were delighted that they get to keep it. This event also gave healthcare staff a good opportunity to interact with the patients/caregivers they had cared for and worked with.

come here and other people can benefit," he said.

Mr Paul was one of the patients who received an award at SingHealth's annual Inspirational Patient and Caregiver Award held at Singapore General Hospital yesterday.

A total of 22 patients and nine caregivers received the award this year, which is given to patients and caregivers who have shown strength, courage and resilience in the face of healthcare challenges.

SingHealth group director of communications and service quality, Mrs Tan-Huang Shue Mei, said, "This event is really about a celebration of hope, resilience, and the generosity of spirit."

This year's award also saw the introduction of two new categories, Inspirational Patient Volunteers and Inspirational Clinical Trials, to recognise patients who have contributed in any way possible.

Mrs Tan-Huang said, "We realised that some patients may want to contribute a certain way, but may not be aware that they are able to do so. So we want to encourage them that they can do something, and contribute in many other ways."

Another patient who received the award was Lan Linghui, a 17-year-old Riverside Secondary student, who contracted Systemic Lupus Erythematosus, or lupus, when she was 14. At one stage, the ulcers and body aches that developed due to the disease left her bedridden for a period of time.

Till today, Linghui has difficulty walking as her condition has left her legs feeling painful all the time – but that has not stopped her from helping other patients.

She is part of the KK Women's and Children's Hospital rheumatology support group, where she shares with its members the difficulties that she had faced and how she coped.

She is also an active volunteer at Club Rainbow, where she does arts and crafts, and acts as a play therapist for the children.

Although it took a long time to get her feet back, it's okay, I still want to help and continue what I'm doing right now," said Linghui.

Mr Michael Koh, 75, and Madam Tan Swee Eng, 67, were among the caregivers who were recognised by SingHealth for their determination and focus when taking care of their late spouses.

"I didn't think of anything else. I just look forward, and just take care of him, until his last journey," said Madam Tan. Her husband, who had a stroke and brain cancer, died last November.