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Building resilience in the face of uncertainties

Undeterred by adversity, two nurses showed exemplary resilience and helped their community ride through challenges brought on by the pandemic.

by Audrina Gan

Battling challenges on both personal and professional fronts



Life is like a roller coaster, and we have to be strong and enjoy the ride.

Pulgan Shenna Grace Acosta
Staff Nurse, Sengkang Community Hospital



Photo: Vernon Wong

For Pulgan Shenna Grace Acosta, Staff Nurse, Sengkang Community Hospital (SKCH), 2020 marked her second year as a nurse. Fresh from being recognised with the Best Newcomer Award for Enrolled Nurses at the SingHealth Nursing Awards 2019, Shenna was looking forward to starting a fulfilling new year.

Things took an unexpected turn when the COVID-19 pandemic hit our shores. From April to June 2020, SKCH converted wards into isolation facilities for COVID-19 patients. Shenna was one of the first to volunteer to care for these patients, who were mostly migrant workers.

Although the 30-year-old was a little apprehensive when the first COVID-19 patients arrived at SKCH, her heart soon went out to them as she realised many of the migrant workers did not fully understand the severity of the situation or why they had to be isolated.

At work, Shenna channeled her energy to lift her patients' spirits by befriending them and teaching them recovery exercises. But unbeknownst to the patients she helped, Shenna was struggling with the emotional turmoil of losing her mother to illness. Her distress was compounded by the travel restrictions, which made it difficult for her, an only child, to be by her mother's side in their hometown in the Philippines.

Life dealt another blow six months after her mother's death when Shenna's father passed away from terminal lung cancer. This time, though, she was able to return home to take care of him briefly before he passed away.

Through these dark times, she credits her colleagues, who gave her space and time to grieve, and helped alleviate her pain by organising activities, such as dancing and drawing competitions, to engage staff during the pandemic.

Shenna found strength and inspiration in her late mother, who was dedicated to her work as head nurse at a hospital in the Philippines even though she was on dialysis and blind in her right eye.

Today, Shenna continues to honour the memory of her parents through caring for elderly patients at SKCH's rehabilitation ward as though they were her own parents.

Drawing lessons from past epidemics

Having been through two infectious disease outbreaks of SARS and H1N1, Song Lee Gek, Nurse Clinician, KK Women's and Children's Hospital (KKH), leveraged her experience in infection prevention to help her team navigate the current COVID-19 pandemic.

When the SARS outbreak hit in 2003, Lee Gek was posted to Tan Tock Seng Hospital, along with four other colleagues from a multidisciplinary team, to set up and manage a ward for pregnant women, newborns and children suspected of having SARS. When she returned to KKH, she helped create a dedicated isolation area and build a nursing team to care for pregnant women infected with SARS at the Delivery Suite.

"I remember vividly caring for a pregnant nurse who was suspected of having SARS. I donned full personal protective equipment (PPE) and powered air-purifying respirator (PAPR) to assist with the delivery of her baby. It was gratifying when both mother and baby were discharged safely," said Lee Gek.

Since then, she has helped set up similar isolation facilities during the H1N1 outbreak, and again during this COVID-19 pandemic, when she championed for an isolation ward to be set up at KKH for pregnant women who had to serve Stay-Home Notice or had developed flu-like symptoms.

"My team and I worked in the isolation unit as nurse midwives, and we were confident in nursing this group of pregnant women to provide optimal care for them," she said.

Lee Gek's trust in infection prevention protocols enabled her to persevere in her role of caring for expectant mothers who were infected or suspected to be infected with COVID-19.

Among her team of nurses, she built confidence by emphasising the importance of handwashing, and following proper steps for donning and doffing of PPE. "It is through proper infection prevention measures that they can protect themselves and keep the virus at bay," she said.

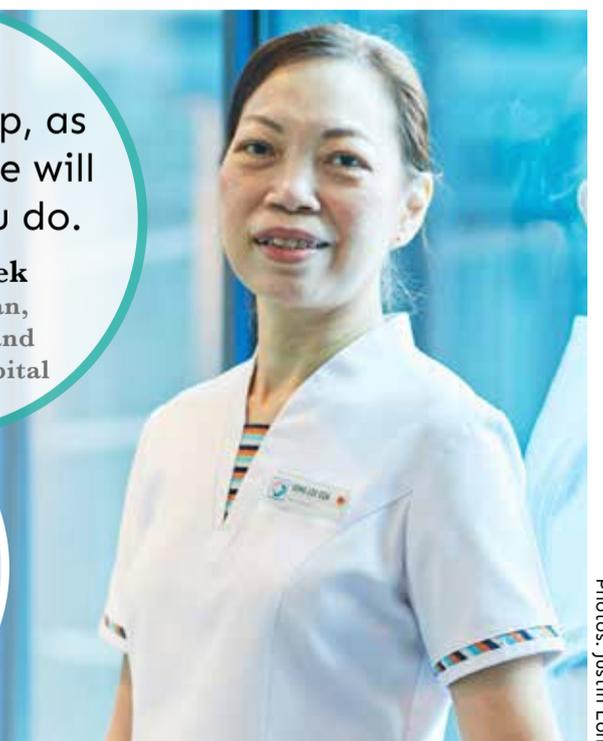
The 54-year-old also nurtured a culture of well-being in her team by creating a secure group chat to update her nurses on the latest protocols while giving them a platform to share their problems and fears. Knowing that help or much needed words of encouragement was just a text message away was particularly critical for the mental well-being of nurses who worked long hours in the isolation area.

Viewing new challenges as learning opportunities, Lee Gek is one who sees the glass as half full, and constantly learns from those around her.



Never give up, as half the battle will be lost if you do.

Song Lee Gek
Nurse Clinician,
KK Women's and
Children's Hospital



Photos: Justin Loh

Happy Nurses' Day

“

Extraordinary times like the past year have brought out extraordinary strength in our nurses. You have run this marathon well, and despite times of surges, you have stepped up to deliver the same high standards of patient care. I am amazed at your strength and resilience, and honoured to be fighting the pandemic alongside you. I'm confident we will emerge stronger to serve our community!

Prof Teo Eng Kiong
CEO, Sengkang General Hospital

“

My deepest appreciation to all our Incredible Nurses. Time and time again, our nurses have risen to meet challenges with courage and perseverance. Your unceasing passion, strong sense of purpose, and dedication in caring for our patients inspire all of us. Thank you for giving so much of yourselves. Happy Nurses' Day!

Prof Kenneth Kwek
Deputy Group CEO (Innovation & Informatics), SingHealth & CEO, Singapore General Hospital

“

Your professionalism, compassion, versatility and resilience have been a constant in these tumultuous times. Your selfless service in the hospital, polyclinic and community constantly inspire us. Thank you for touching the lives of our patients, their families and the people around you. Take care and Happy Nurses' Day!

Prof Lee Chien Earn
Deputy Group CEO
(Regional Health System), SingHealth

“

Thank you for being our everyday heroes at the frontlines of this evolving pandemic, always caring for and bringing hope to our patients. Your unwavering courage and indomitable spirit inspire us to press on and never give up — together, we will overcome. Happy Nurses' Day!

Assoc Prof Poon Choy Yoke
Director, National Dental Centre Singapore

“

My sincere thanks to all our wonderful nurses — you have inspired us with your resilience, professionalism and love for our patients. We are so grateful to our nurses for your gifts of hope and care to all of us. Thank you for making such a great difference to countless lives. Happy Nurses' Day!

Prof Alex Sia
CEO, KK Women's and Children's Hospital

“

Nurses, you have shown true grit, courage and dedication in caring for our patients during these challenging times. Your genuine empathy and steadfast care make each of you true beacons of hope and inspiration. All of us in the healthcare family wish you a very Happy Nurses' Day!

Prof William Hwang
Medical Director,
National Cancer Centre Singapore

“

The journey through this pandemic is a long and hard one. Thank you so much for being courageous, tenacious, and so creative and adaptable. We have thrived because each of you has risen to the challenges each day with resolve and strength. You keep patients at the heart of all you do, and serve with kindness and compassion. You are indeed the Pride of SingHealth. Happy Nurses' Day!

Prof Ivy Ng
Group CEO, SingHealth

“

I would like to thank you for the outstanding contributions to our healthcare system in 2020. In 2021 and beyond, I encourage and challenge the nursing leadership and community to rethink, reimagine, redesign, and restructure the basic tenets and foundations of nursing care, with the aim to provide an even better care environment for our patients in the challenging new post-COVID-19 normal.

Prof Wong Tien Yin
Deputy Group CEO (Research & Education), SingHealth & Medical Director, Singapore National Eye Centre

“

Thank you, Nurses, for stepping up so readily year after year. We admire your resilience and unwavering support. Your kind acts have touched the hearts of many. The past two years have been difficult, especially for you, Nurses. Thank you for your excellent care and support. We are proud of you. Happy Nurses' Day!

Assoc Prof Au Wing Lok
Medical Director,
National Neuroscience Institute

“

Fearless and standing tall, our nurses are true heroes of healthcare in the face of a pandemic. You give us hope and light up the world with your compassion. We respect and honour all of you! Happy Nurses' Day!

Ms Margaret Lee
CEO, SingHealth Community Hospitals

“

Your unyielding perseverance and drive for better, safer care even amid adversity is truly what makes you extraordinary. Your dedication and commitment remain constant in this period of change. For these and more, we thank you for your amazing resilience and hard work! Happy Nurses' Day!

Prof Terrance Chua
Group Chairman, Medical Board, SingHealth & Medical Director, National Heart Centre Singapore

“

The COVID-19 pandemic has changed how we work and deliver care. What has not changed is the willingness to do our best to deliver safe and excellent care for our patients. Day in and day out, nurses are the shining light in doing this. Together with SingHealth colleagues, we shall overcome all uncertainties and be future-ready. Happy Nurses' Day!

Prof Fong Kok Yong
Deputy Group CEO
(Medical & Clinical Services), SingHealth

“

In these unprecedented times, we are inspired by you — for doing what few would dare to do, in the special ways that nobody else can do, and in spite of all we need to do. You are amazing! Thank you for all that you do for our patients! Happy Nurses' Day!

Prof Ng Wai Hoe
Deputy Group CEO (Strategy & Planning), SingHealth & CEO, Changi General Hospital

“

Tribute to Courage: Where many are fearful of COVID-19, our nurses have stood resolutely committed and courageously continued to care for and treat our patients. Happy Nurses' Day!

Dr Adrian Ee
CEO, SingHealth Polyclinics

Through thick and thin

With a passion to elevate nursing care, two nurses leverage technology to improve the well-being of patients and upskilling of staff amidst the pandemic.

by Audrina Gan

Engaging patients, promoting physical and mental well-being

As Senior Nurse Manager of Ward 63C at Singapore General Hospital, Yuan Long Xia and her team of nurses handle patients from both the Internal Medicine and Geriatric Medicine departments. They make special effort to ensure the 66-bedded ward is an elderly-friendly, restraint-free environment for their patients.

"Most of our patients are elderly with dementia who have behavioural problems that can be triggered by drugs, dehydration and infections," said Long Xia.

"Their family members or caregivers may not be able to cope with their behavioural changes. Through our observation and assessment of the patients, we help to stabilise them before referring them to nursing homes or community hospitals," she added.

After reading numerous studies on how engagement games could help the elderly improve their physical health and cognitive abilities, Long Xia's team carefully evaluated and selected a series of video games as rehabilitative therapy for patients at Ward 63C.

The games utilise a black box sensor that can detect the movement of the patient's arms and limbs, and are played using a TV screen at the activity room. Because of the COVID-19 pandemic, infection prevention was a key consideration so the team opted for games that did not require patients to wear any equipment.

“Our ultimate aim is for the games to not just promote cognitive function and motor skills, but also foster a positive healing journey in the hospital.”

Yuan Long Xia

Senior Nurse Manager, Internal Medicine and Geriatric Medicine Departments, Singapore General Hospital

The nurses also considered how engaging, intuitive and inclusive the games were, so that patients with varying abilities would be able to play.

"The games had to embrace gamification principles such as having an engaging narrative and enhanced visuals, to draw and maintain a patient's interest as well as instil a sense of achievement and gratification by showing the player's progress and offering rewards," said Long Xia.

With strict visitation guidelines amidst the pandemic, the games have helped keep patients engaged while adhering to safe management measures at the ward. "Patients have fun trying to catch a fruit, drive a car, and learn how to make sandwiches by simply



Photo: Mark Lee

moving their arms and limbs. These activities improve their muscle strength and flexibility while stimulating brain activity," she said.

After each game session of 10 minutes, the patients were observed to be calmer, happier, and were able to rest for longer periods. A patient, who had never played a video game before, commented that the games made him feel much younger.

Long Xia and her team are currently working with physiotherapists to evaluate how the games can be adapted to facilitate or enhance rehabilitation exercises for patients who have limited body movement due to their medical and post-operative conditions. The team is also exploring other engagement games and expanding the initiative to other wards to benefit more patients.

Continuous learning goes online for staff and patients



Before the COVID-19 pandemic, SingHealth Polyclinics (SHP) nurses had to undergo a training programme on wound management at SHP's head office.

Despite being unfamiliar with virtual platforms initially, Joanna Tan, Nurse Clinician at Punggol Polyclinic, and her team started a blended training programme, which comprised Zoom sessions and face-to-face training with strict adherence to infection prevention and safe management measures.

To make the training fun and interactive, Joanna incorporated quizzes and encouraged participants to share their experiences. "The nurses found this method of training refreshing, and they liked the convenience of not having

to travel to the training location," the 51-year-old said.

The nurses are not the only ones benefitting from such tech-driven initiatives. Recognising that patients can also benefit from telemedicine, Joanna guided Enrolled Nurses (ENs) to provide video consultation (VC) on wound dressing for suitable patients.

"There was a bedridden patient who had a pressure injury on his buttock. Through the VC, we observed how his domestic helper dressed his wound and realised that she had difficulty holding the forceps while cleaning the wound. So we reinforced the necessary steps for her to practise, and her skills improved after subsequent tries," said Joanna.

After each VC session, Joanna would discuss with the ENs on how to improve patient care, while they share about the challenges they face and how to tackle them.

Having a positive and open mind enables Joanna to better adapt to changes in times of uncertainty. She and her team will continue to review and identify other training programmes that can take place virtually without compromising on the learning experience.

“We must be flexible in using other means and ways to forge ahead in continuous learning as well as in delivering patient care. We will also enhance the existing blended training programmes so as to improve efficiency and effectiveness.”

Joanna Tan

Nurse Clinician, Punggol Polyclinic

Transforming the delivery of nursing care

These nurse practitioners are forging new paths to meet the needs of an evolving healthcare landscape.

by Suki Lor

Palliative care at home



Zhu Xia
Advanced Practice Nurse, Division of Supportive and Palliative Care, National Cancer Centre Singapore (NCCS)

Since June last year, Advanced Practice Nurse Zhu Xia has been taking care of patients with advanced cancer remotely due to the pandemic. This is made possible through a telemedicine service by NCCS for eligible patients on palliative care at home.

Patients are usually referred by their oncologists to Zhu Xia who assesses their suitability for remote palliative care. If suitable, she journeys with them for 12 weeks as part of a programme, which provides comprehensive palliative care via video and phone consultations. The telemedicine clinic is led by Zhu Xia and her colleague from NCCS' Division of Supportive and Palliative Care.

Zhu Xia partners a doctor for the first video session with patients. Subsequent consultations are handled by Zhu Xia over the telephone, and more video consult sessions are arranged, if needed. Every week, she checks with patients on their physical and psychosocial symptoms via a questionnaire. This allows her to make adjustments to each patient's treatment plan based on their individual needs. So far, more than 60 patients have enrolled for the service.

Through this programme, Zhu Xia has built a close relationship with her patients and their caregivers. They feel at ease knowing that Zhu Xia can be reached by phone or text message when they need assistance.



Photos: Mark Lee

“The weekly questionnaires allow us to monitor the patients' conditions even when we do not meet in person. For many patients, the psychosocial support helps improve their physical symptoms.”

Stepping up to the challenge



Becky Polyanne Chia
Staff Nurse, Singapore National Eye Centre (SNEC)

Becky readily agreed to be trained for a trailblazing role at SNEC when it was offered to her. She was one of six nurses in a pioneer batch who spent a year learning how to carry out injections into the eye to treat swelling that can lead to blindness.

After 100 injections supervised by an SNEC doctor as part of her training, Becky began her new duties as an intravitreal (IVT) nurse injector at the Retina Centre in SGH's Diabetes & Metabolism Centre in late 2018.

On a busy day, she could be administering injections on as many as 40 patients with eye diseases. One

such disease is age-related macular degeneration, a condition associated with ageing that damages sharp, central vision. Many of these patients also have diabetes.

Previously, doctors handled the injections at the end of each session of consults, which led to patients waiting a long time for the procedure. The IVT nurse injector initiative has not only improved the patient experience and expanded the capacity of the IVT injection clinics, but also helped develop competencies of the nursing workforce to support the changing healthcare needs of patients.



Photos: Mark Lee

“This has never been done by any nurse at SNEC so I thought it would be quite interesting to be the one to start. I wanted to expose myself to more challenges.”

Bringing care to the patient's doorstep



Nasrifudin Bin Najumudin
Nurse Clinician (Community Nurse), Singapore General Hospital (SGH)

Thanks to a new joint initiative between the Marine Parade Polyclinic, SGH Campus community nursing team and Montfort Care, elderly residents living in Marine Terrace can now have shared video consultations (VC) with their primary care and community service providers.

Nasri, who leads the community nursing team at Katong Community of Care, has played a key role in this shared care project since it was launched in July 2020. The seeds for the initiative were sown during the “Circuit Breaker” period last year. Community nurses identify suitable residents for joint VCs with primary physicians of Marine Parade Polyclinic. The joint VC sessions between residents, physicians, Montfort Care social workers and community nurses are conducted at a kiosk located at GoodLife! Marine Parade, a programme under Montfort Care.

Teleconsultation via phone or video alone may not adequately replace face-to-face consultations when elderly residents are unable to describe their conditions due to language barriers, mental and cognitive impairment, or the lack of self-monitoring devices. As



Photos: Vernon Wong

the community nurse posts are located in the neighbourhood, they offer great convenience for the elderly who need to seek nursing care support in managing their chronic diseases.

For patients with diabetes and complex needs, Nasri and his team use a mobile application called PACE-It to improve their care with multi-stakeholders. The pilot project was launched in December 2020 by the Marine Parade Polyclinic physicians,

together with the community nurses, Montfort Care social workers, and care coordinators from Changi General Hospital's Neighbours for Active Living programme. The app acts as a convenient integrated platform for the various care providers to share information and assessments of the same residents they are caring for. These include their vital signs and social-psycho states, leading to a more holistic understanding of the residents.

“The shared care project enables us to provide timely medical assessment and care to needy residents, especially those isolated at home or who have defaulted their medical follow-ups.”

A boost to parenting self-efficacy



Thilagamangai
Assistant Director of Nursing, KK Women's and Children's Hospital (KKH)

Over her 30-year nursing career, Thilagamangai has contributed to the progress in maternity and child health in Singapore through her involvement in various research and quality improvement projects. Today, she is a Co-Principal Investigator (PI) in a study that looks into ways to better equip parents to care for their firstborn.

In this project, Thilagamangai and her team identify suitable engagement methods and interventions for early parenting as well as maternal and child health programmes. She shares that with the growing recognition that the first 1,000 days of a child's life — from conception to his or her second birthday — presents a unique window of opportunity to optimise the child's development, this study is well-positioned to help parents embark on their journey to shape their child's future. The Community-enabled Readiness-for-1000-Days Learning Ecosystem (CRADLE) project will recruit 700 participants, to be placed randomly in one of three groups, each receiving varying levels of interventions and engagements



Photos: Vernon Wong

according to their pregnancy and the child's development stages.

Thilagamangai and her team of nurse-midwives at KKH will provide personalised care to participants in the high-engagement group. They will help address participants' concerns during pregnancy via face-to-face engagements, teleconferencing sessions and phone calls.

Thilagamangai hopes that through analysing data collated from

participants, she and her team will be able to design effective strategies to enable first-time families to optimise their parenting journey. This will, in turn, have a long-term impact on each child's development in life. In time to come, Thilagamangai's work could potentially shape the implementation of early parenting and mother-child care programmes nationally.

“Setting the foundations is very critical, especially from the nutritional perspective. If you do not set the right foundation, health issues may occur later in life. What we put in place now is going to affect future generations.”

Pushing new frontiers

As SingHealth marks 200 years of Medicine in Singapore this year, we celebrate the advancement of the nursing profession, and the nurses who push the boundaries of nursing excellence to advance patient care.

by Suki Lor

Ma Victoria Dela Cruz Gonzalves

Nurse Clinician, Sengkang General Hospital (SKH)

I want to constantly improve the process for better patient outcomes.

Nurses at SKH used to have to empty urine drainage bags as frequently as every 10 minutes for patients undergoing a procedure called continuous bladder washout (CBWO), leaving them with little time to handle other tasks.

This changed after Victoria came up with a quality improvement (QI) project that reduced the frequency of emptying the urine drainage

bags. This is the initiative she is most proud of among the various QI projects she has undertaken in her 22-year nursing career.

CBWO, which can last up to two days, is commonly performed after bladder or prostate surgery, or to remove and prevent blood clots in the bladder. Blood clots in the bladder can cause much discomfort, impede urination and lead to abdominal distension,



Photos: Vernon Wong

and possible kidney damage. The procedure involves continuous irrigation of the bladder by passing saline through a catheter into the bladder, with the outflow collected in a urine drainage bag.

Victoria's solution to replace the usual two-litre urine drainage

bags with four-litre ones was implemented last year. She and her team have gone on to develop a prototype of an automated flow sensor to remotely monitor urine drainage bags and alert nurses when they are close to being filled.

Jesminder Kaur

Senior Staff Nurse, Central Sterile Services Department (CSSD), National Dental Centre Singapore

At the end of the day, whatever we do is for the patients and their safety. A QI project pushes us to keep thinking out of the box to develop new solutions.

Faced with the prickly problem of a common dental instrument — known as a periodontal probe — breaking too often, Jesminder decided to do something about it.

The probe, which costs an average of \$18 apiece, has to be discarded if its fragile pointed tip breaks. Apart from the cost of replacement, it is time-consuming for staff to check for breakages.

Jesminder co-led a team of fellow CSSD nurses to introduce a series of measures during the cleaning and sterilisation process that successfully reduced the median number of breakages per week at the CSSD from nine to just two. CSSD has also applied these interventions to the handling of other sharp probes and instruments.

Another project that Jesminder co-led in her two years at CSSD was to streamline the process of cleaning equipment trolleys. With the new workflow, the team was able to save on both manpower and utility costs.



Photos: Vernon Wong

Cedric Yeo Shan Jiao

Senior Staff Nurse, Singapore National Eye Centre (SNEC)

I hope to help improve staff experience and maximise patient safety by closing gaps and streamlining workflow processes through informatics.

A brainchild of the SNEC Digital Transformation Office headed by Associate Professor Gavin Tan, Senior Consultant at SNEC, EySee is a mobile application that tests visual acuity. It is currently in the



Photos: Vernon Wong

prototype phase. The idea for such a tool was mooted during the "Circuit Breaker" period last year, with the aim of reducing patients' waiting time at eye clinics and minimising the risk of exposure to COVID-19.

In addition to his clinical duties, Cedric has been researching the EySee app since March this year. As a member of SNEC's Nursing Informatics Department, set up in 2018, he is also involved in recruiting patients for a clinical study to validate the reliability of the app.

The app is expected to be ready for public use by 2022. He and his colleagues have also begun work on other projects, such as a chatbot function to enable patients to ask questions online before and after an eye operation.

Andrea Choh Chau Lin

Nurse Clinician, Singapore General Hospital (SGH)

We call it the NIMBLE (Nursing Innovation in Mobility-based Learning) IV cannulation system.

Although she has been a nurse for 18 years, Andrea still remembers how nervous she felt when she had to perform her first intravenous (IV) cannulation on a patient. The process of inserting a cannula, or a thin tube, into the vein to administer a fluid into the bloodstream can evoke fear for a novice nurse and inflict pain on the patient, if not done well.

This has motivated Andrea, a member of SGH's Nursing Quality Management team, and colleagues from the Institute of

Advanced Nursing to develop a way to revolutionise the training and assessment of new nurses in the procedure.

Devising a serious game to measure physical dexterity is particularly challenging, but in just six months, they developed a prototype that is being piloted on new nurses, and could be deployed more widely by September 2021.

Nurses are able to practise healthcare communication by conversing with a virtual standardised patient to explain the



Photos: Mark Lee

procedure and provide reassurance. They will don a glove with a sensor woven into it while performing IV cannulation on a 3D printed arm. This arm is connected to a laptop. The glove can sense the pressure when a cannula is inserted, and the virtual patient will react and respond in real time while the procedure is being carried out. The arm is made to closely mimic that of a human's, in terms of texture and

feel — a significant improvement from the mannequin arm that is currently being used to train nurses.

To make the training more realistic, the team is planning to create various versions to more accurately reflect different patient profiles, such as male, female, or patients with hard-to-palpate veins. This project was awarded a grant by the Institute of Adult Learning, through the competitive InnovPlus Challenge.

Stacey Chong

Nurse Clinician, Changi General Hospital (CGH)

We want to leverage this as a form of continuous staff education, in times of a pandemic and beyond. We see this as a platform to engage our nurses and enhance their learning.

Developing a mobile application was a challenging experience for Stacey, but she is all ready to tackle more apps if they can contribute to educating nurses.

The app she co-developed, called Improving Triage in the Emergency Department (ITED), is on trial at CGH's Emergency Department (ED) to train and assess new nurses in triage skills.

Triage is a process that ED nurses undertake to prioritise patients according to how urgent and serious their illnesses are. Doing triage competently and accurately, including asking the right questions, ensures that patients in need of urgent attention are seen by doctors quickly and that resources are used efficiently.

Under the guidance of ED doctors and with the support of her peers, Stacey worked with a vendor



to build the app. The app includes videos that simulate the conditions of patients in real life. The user then needs to ask the relevant questions that can be used to assess the condition of the patients. The app is able to capture the questions asked and uses artificial intelligence

to simulate patient responses. Users will receive real-time feedback on how they fared. The project was awarded the InnovPlus Challenge Award, organised by the Institute of Adult Learning Singapore, which provided a grant to develop the app.

Lynda Hung Yit Sim

Nurse Manager, Punggol Polyclinic, SingHealth Polyclinics

This function is currently being used for nursing services, but may be expanded to other services for our doctors.

Tapping into healthcare technology, Lynda worked with engineers on a project to enable patients seeking certain services at SingHealth Polyclinics to fill in pre-visit online questionnaires. This has saved time for clinical staff and received positive feedback from users.

The services include cervical cancer screening, antenatal screening, family planning as well

as child immunisation and travel medicine vaccination services.

The project required Lynda to first retrieve the relevant questionnaires from the Sunrise Clinical Manager (SCM), an Electronic Medical Record software. She then collaborated with the HealthHub IT team to ensure that responses are successfully transferred to SCM. This significantly improves



efficiency as clinical staff no longer need to enter the information manually.

Along with an SMS to remind them of their upcoming appointments, patients are asked to fill in the pre-visit questionnaires via SingHealth's

Health Buddy app, or the Ministry of Health's HealthHub portal or app before visiting the clinic.

More than 22,000 patients have chosen to fill in these questionnaires since they became available in July 2020. All patients surveyed found them to be useful.

Happy Nurses' Day



Dear Nurses, you have shown yourselves to be resilient and tenacious in keeping up our fight against the pandemic. As we move into greater testing and the nationwide vaccination programme, you continue to play critical roles in these operations and in ensuring that normal patient care activities go on as usual. Throughout the pandemic, you have responded with notable courage, care, compassion and leadership — determined to defeat the virus and committed to your professional duty! This is truly commendable!

The journey ahead of us may hold uncertainties and challenges, but it also opens up new doors for nurses to innovate and transform care. I believe nurses will rise up to the challenge and emerge strong. Thank you for your dedication to uplift and inspire the nursing profession. Happy Nurses' Day!

Paulin Koh

Chief Nursing Officer, Ministry of Health



As nurses, we fulfil a call to comfort, heal and uplift the most vulnerable. Whether in good times or trying ones, I am deeply grateful for your unwavering commitment, immense resilience and selfless dedication to care for our patients and those in need. Through unprecedented times, each of you has stepped up to the challenge, adapted to evolving situations, and innovated for the future. As SingHealth celebrates 200 years of Medicine in Singapore, we salute our nurses whose steadfast dedication and professionalism have made this possible. You make a difference every day — today and beyond. Wishing you a very Happy Nurses' Day!

Adj Assoc Prof Tracy Carol Ayre
Group Chief Nurse, SingHealth

Ng Gaik Nai
Deputy Group Chief Nurse,
SingHealth & Chief Nurse,
Singapore General Hospital

Stephanie Teo Swee Hong
Deputy Group Chief Nurse and
Director, Community Nursing,
SingHealth & Chief Nurse,
SingHealth Polyclinics

Png Gek Kheng
Chief Nurse,
Changi General Hospital

Christina Lim
Chief Nurse,
Sengkang General Hospital

Wong Sook Thow
Chief Nurse, KK Women's and
Children's Hospital

Amy Tay
Chief Nurse, National Heart
Centre Singapore

Stephanie Yeap
Director, Nursing, SingHealth
Community Hospitals

Lian Siew Bee
Director, Nursing, National
Cancer Centre Singapore

Loh Huey Peng
Director, Nursing,
Singapore National
Eye Centre

Yeo Bee Chin
Deputy Director,
Nursing, National Dental
Centre Singapore

Ng Wai May
Deputy Director,
Nursing, National Neuroscience Institute

Providing support for a rare condition

Patients with pulmonary arterial hypertension and their caregivers benefit physically and mentally from this nurse-led support group.

by Suki Lor

Aidila Bte Ismail, Nurse Clinician, National Heart Centre Singapore (NHCS), is known for going the extra mile for the patients with pulmonary arterial hypertension (PAH) under her care. Since 2018, she has been leading a support group for NHCS' PAH patients so they can share their experiences and learn how best to manage this rare condition.

PAH is a type of high blood pressure affecting the smallest arteries carrying blood from the heart to the lungs. The increased blood pressure in the vessels forces the heart to work harder to pump blood through the lungs. Over time, the right heart muscle weakens.

PAH adversely affects one's quality of life and lifespan. People with PAH can get very breathless. Aidila cites the example of a patient who gets so tired from just snipping a flower in her garden that she needs to rest.

While there is no cure, she stressed the need for early intervention to manage the condition. Drugs can arrest damage to the heart, improve symptoms, and help a patient lead a more normal lifestyle.

Aidila, who likens her role to that of a facilitator, said gathering members for a support group meeting can be challenging as some patients need aids like oxygen and wheelchairs as well as caregivers to accompany them.

The support group is useful for caregivers to understand more about the progressive condition that causes the patient to tire easily even though they may otherwise appear fine.

Aidila injects an educational element into the support group meetings, such as inviting speakers who can provide updates on the latest therapy. The first meeting, which included a chair yoga demonstration, was so well-received that participants requested meeting more frequently rather than annually.

The sessions are also opportunities for those who are hesitant about beginning intravenous epoprostenol (IV therapy) — prescribed for more serious PAH cases — to learn first-hand from others who are already on it.

IV therapy is a complex long-term treatment, and Aidila had to complete specialised training in the United Kingdom before she could guide patients and their caregivers on the treatment.

Patients may need around two months of coaching from Aidila before they can begin the therapy. She continues to monitor them thereafter, building close rapport with the patients, especially those who are active in the support group.

Patients on IV therapy have to carry a pump connected to tubes that go under the skin and into a blood vessel in the chest or neck to deliver medication 24/7 directly to the pulmonary artery.

When patients on such therapy show up at the group meetings with trendy bags to hold the pump, they give some assurance to others that a relatively normal life is possible even when they need to carry a pump around with them.



7:00 AM



Morning roll call: Kenneth and his fellow morning shift nurses get the latest updates for the day amidst the evolving COVID-19 pandemic situation. Nurses like Kenneth work about 40 hours a week in three rotating shifts — morning, afternoon and night.

7:30 AM



In the resuscitation room, Kenneth checks on patients' intravenous (IV) cannulation sites, administers medication, and monitors their vital signs.

He ensures the medical equipment are in optimal functioning condition, and daily consumables are replenished. These duties are important to ensure that patients receive prompt treatment when they arrive in the ED.

9:30 AM



The volume of patients at the ED picks up. The VHF radio buzzes him about a critically ill patient arriving via an ambulance; he informs his team to prepare and stand by in the resuscitation room for the patient's arrival.

10:00 AM



Kenneth heads to the waiting area to update the patient's caregivers while his colleagues in the resuscitation area are attending to the patient. He listens to their concerns while assuring them that their loved one is well taken care of.

Back in the resuscitation room, a patient needs to be transferred for observation. Kenneth takes a set of vital signs before handing the patient over to his colleagues in the observation room.

11:30 AM



Break time! Due to strict safe distancing measures, the ED nurses take turns to go for their meal breaks.

12:00 PM



Kenneth is back in the ED to attend to another patient with acute respiratory symptoms. He needs to don personal protective equipment (PPE) as part of infection prevention measures.

2:00 PM



It is the last 60 minutes of his workday. Kenneth had attended to a number of patients by this time. He updates their patient records and provides a detailed handover to the nurse on afternoon shift by each patient's bedside. This ensures a smooth care transition.

3:00 PM



It is time to knock off!

Kenneth has his after-work activities planned. He has made an appointment for a relaxing foot reflexology session, after which he has set aside time to study for his post-graduate degree, and to hang out with his family and friends. He also intends to have an early night, as ample rest is important in his line of work.

Never an ordinary day

No two days are the same, especially in the emergency department of a hospital, as Staff Nurse Kenneth Chia will have you know.

by Fiona Chen

As an emergency department (ED) nurse at Changi General Hospital, Staff Nurse Kenneth Chia is always on high alert because time is of the essence, and there's no telling when a patient would require his attention.

Kenneth, who is 29, has been an ED nurse for more than four years. What keeps him going in this nerve-wracking yet rewarding career is how every day is a learning experience for him. "I chose to work in the ED because of its unpredictability, which keeps me on my toes," he said.

His work has also taught him to be adaptable in time-critical situations, and how to work independently. For Kenneth, another highlight of working in the ED is the exposure to multiple medical and surgical disciplines. "I have gained valuable knowledge from different specialties, such as trauma and paediatrics," he added.

Here is how a day at work for Kenneth looks like:

Advancing nursing care for tomorrow

With the College of Clinical Nursing accrediting the new Post-graduate Clinical Rheumatology Nursing Course, more nurses are now equipped to care for patients with rheumatology conditions.

by Fiona Chen

Rheumatology is a niche discipline in Singapore, but with the new Post-graduate Clinical Rheumatology Nursing (CRANE) Course accredited by SingHealth's College of Clinical Nursing (CCN), more nurses are ready to step up to care for patients with rheumatology conditions.

The course is one of two programmes accredited by the CCN in 2019, the other being a course on intravitreal injection. According to Sabrina Koh Bee Leng, co-chair of CCN and chair of its curriculum review committee, the course accreditation is reviewed every three years, and serves to formalise the programme and be recognised by the CCN for meeting its standard of quality.

Yee Sow Ling, Advanced Practice Nurse in Rheumatology, Singapore General Hospital (SGH), who spearheaded the CRANE Course

in collaboration with SGH's Department of Rheumatology & Immunology, said that one of its main aims was to generate more interest in rheumatology, as it is not a topic covered in a nursing undergraduate curriculum.

"My colleagues and I worked with rheumatologists to develop the curriculum and teaching material. In addition to equipping nurses with the skills needed to navigate complexities of rheumatic diseases and treatment options, the course also helps set nursing standards and protocols for managing patients with rheumatology conditions," added Sow Ling.

Designed to be conducted via e-learning, the course also includes interactive components, such as quizzes, an online discussion forum, practice workshops and a final exam. The e-learning format also allows

the CCN to extend the course to nurses in the region to help them better serve patients with rheumatology conditions in their homelands.

Hanijah Abdul Hamid, co-chair of CCN, said that the CRANE course is the first of its kind in Southeast Asia and sets the standard for nursing care of patients with rheumatology conditions. Being trained by nurses with vast clinical experience in rheumatology ensures the most up-to-date knowledge and skills are imparted to students of this course.

The first batch of 12 nurses started the six-month part-time course in March 2021. Sow Ling hopes that there will be a yearly intake of nurses, with aspirations to introduce an advanced course in Rheumatology in future. "With that, the nurses can be champions for rheumatology!" she said.

»»» (Clockwise from top right) Yee Sow Ling, Sabrina Koh Bee Leng and Hanijah Abdul Hamid are involved in a new course targeted at rheumatology nursing care.



Engaging future nurses, virtually

With pandemic restrictions still in place, Changi General Hospital held its first virtual Nursing Open House to reach out to aspiring nurses.

by Fiona Chen

Amidst restrictions due to the COVID-19 pandemic, Changi General Hospital (CGH) held its first virtual nursing open house on 6 February 2021.

Close to 300 participants, both students and those considering a career switch to nursing, joined the online event that was organised by Shaliza Binte Abdul Rahman, Nurse Educator, CGH, and her team of nurse educators and clinical instructors.

"In the past, our Human Resources (HR) and Nursing team went to schools to conduct on-site recruitment activities. With the pandemic, we are unable to carry out the same activities

but were keen to continue our recruitment drive for aspiring nurses and those who have an interest to join nursing," said Shaliza.

The team worked with a vendor to create an interactive and informative website for the event. They included links to videos that offered participants a glimpse of the different nursing specialties in CGH, such as the Emergency Department and isolation wards. They also worked with the HR and Communications teams to feature teaser videos for the event.

»»» The CGH virtual nursing open house was organised by Nurse Educator Shaliza Binte Abdul Rahman, and a team of fellow nurse educators and clinical instructors.



A key highlight was a live talk helmed by a panel of three nurses who are at different stages of their career and shared their experiences with the participants. An engaging Q&A session followed, where CGH's Chief Executive Officer, Chief HR Officer and Chief Nurse answered queries on remuneration and career progression, among others.

"This year, I will be leading the team organising the SingHealth Nursing Open House, which will showcase even more opportunities across our institutions," said Shaliza.

A guiding light

When embarking on a new role, the guidance of a good mentor can ease the transition for nurses and lead them towards career fulfilment.

by Fiona Chen



Lee Kah Keow
Senior Nurse
Clinician, National
Neuroscience
Institute

Showing the ropes

Mentoring and peer support programmes have improved by leaps and bounds since Ang Shin Yuh, Deputy Director, Nursing, Singapore General Hospital, and Lee Kah Keow, Senior Nurse Clinician, National Neuroscience Institute (NNI), started their nursing careers almost two decades ago. The two veterans were part of a mentorship programme in 2019, with Shin Yuh guiding Kah Keow who was then the newly appointed lead for nursing quality at NNI.

The mentorship programme, formally introduced in 2018, provides structured support for nurses in middle-management roles to develop leadership and learning capacity as well as instil confidence in their roles. To date, over 680 nurses have benefitted from the programme.

The mentorship focus between Shin Yuh and Kah Keow was centred on quality management, in which the former has had a decade of experience.

"Having Shin Yuh as my mentor helped me find my footing as a lead for nursing quality at NNI because she has vast experience in a similar role," said Kah Keow.



Ang Shin Yuh
Deputy Director,
Nursing,
Singapore
General Hospital

Both of them agree that the partnership was a mutually beneficial one. Even after the year-long mentorship programme, the two have kept in contact. Shin Yuh added that when it comes to matters related to neurological practices, she seeks advice from Kah Keow.

Shin Yuh is a firm advocate for nurturing fellow nurses. "As the saying goes, 'when one teaches, two learn', both the mentor and mentee learn from each other, and benefit from the relationship," she said. "Mentoring is really about providing a helpline and friendship to anyone who needs it."

A mutual learning experience

Natasha Choo, Senior Staff Nurse (Clinical), National Heart Centre Singapore (NHCS) has been a preceptor to more than 15 nurses in her 18-year career. As a preceptor, her role is to guide, assess and evaluate the performance of final-year nursing students during their Pre-Registration Consolidated Placement, before they graduate as Registered Nurses.

When asked about the qualities important in a preceptor, Natasha said that being approachable is key. "First impressions count, so you must not get off on the wrong foot!" she said.

Natasha recently completed preceptoring Koh Hwee Teng, a then-final year nursing student at Nanyang Polytechnic, who is making a mid-career switch. Although Hwee Teng is a few years older than her, Natasha describes their relationship as one with good mutual understanding.

"Hwee Teng was previously in the arts industry and held a management-level position in her former company. Guiding mature students is very different from teaching younger students. With those who are more mature, we engage in a constructive exchange



Natasha Choo
Senior Staff
Nurse (Clinical),
National Heart
Centre Singapore

of ideas while the younger ones look up to us and have a lot of questions to ask. Hwee Teng and I are able to relate to each other very well," said Natasha.

Hwee Teng, who officially began work at NHCS as a full-time nurse in June, has only good things to say of her preceptor.

"Natasha is very engaging and helpful. Before my clinical posting, she advised me on how to prepare myself, and guided me in



Koh Hwee Teng
Staff Nurse,
National Heart
Centre Singapore

achieving clinical competence in areas such as sterile techniques. She has helped me become more confident in this new role," Hwee Teng added.

In spite of her years of experience, Natasha still regards preceptoring as a learning process. "I always make the effort to read up beyond the curriculum to facilitate the learning of my junior nurses. Nobody's perfect, I am constantly learning new things."

Finding new paths with purpose

These nurses embraced the challenges of a mid-career switch to fulfil their calling to help others and make a difference in people's lives.

by Dang Hui Ling

Photo: Mark Lee



Lim See Han
Staff Nurse, Sengkang Community Hospital

Previous career: Validation Engineer
Underwent the Professional Conversion Programme for Registered Nurses at the National University of Singapore (NUS)

“Balancing studies and family responsibilities was not easy. Being a full-time student also meant that I had to make adjustments to manage my family's finances. But with the support of my family and friends, I was able to make the leap to pursue my passion in nursing!”

See Han has always sought a meaningful job so that he can help people. Although he worked in the pharmaceuticals industry, it was not what he had envisioned — he was dealing more with machines than people. At the age of 33, he decided to take the leap to pursue a career in nursing. His wife, a former nurse, was fully supportive despite having a two-year-old son and a second child on the way as considerations.

Three years into the job, See Han is convinced he made the right move. As a nurse, he has many different career paths to explore. With the Ministry of Health's initiative to shift care into the community, he is well placed at Sengkang Community Hospital to play a bigger role in the patients' recovery journey, which he says gives him the biggest sense of fulfilment.

Photos: Vernon Wong



Tan Hui Luan
Nurse Educator, Nurses Development Unit, KK Women's and Children's Hospital

Previous career: System Administrator
Underwent the Accelerated Work Conversion Programme at Nanyang Polytechnic

“I am fortunate to be doing something that I like. Those considering to be a nurse must be prepared to be constantly on your toes. Dealing with life and death matters can be challenging. Therefore, having a positive mindset is very important.”

Hui Luan was at the prime of her career when an ectopic pregnancy, which she struggled physically and mentally to overcome, prompted her to rethink her chosen profession. At KKH, she saw an advertisement about nursing, and felt a calling to help others going through the same ordeal as her.



After caring for paediatric patients for eight years, Hui Luan transferred to the Nurses Development Unit in 2015, as she had always taken an interest in improving work processes to achieve greater efficacy in clinical practices. Today, the 46-year-old finds satisfaction in developing initiatives that benefit her fellow nursing colleagues and eventually result in better care for patients.

Photos: Vernon Wong



Kathleen Caoile Angeles
Staff Nurse, Sengkang General Hospital

Previous career: Systems Analyst
Underwent the Professional Conversion Programme at Nanyang Polytechnic

“Being a nurse is more than just a job for me. When you fulfil your calling, it is like an investment that never fails. The return on investment may not be monetary, but you will live with a happy heart and a happy soul.”

Due to objections from her parents, Kathleen shelved her childhood dream of becoming a nurse till she was in her 30s. Despite attending courses and going through an internship with people much younger than she was, the 40-year-old enjoyed the learning process and realised the importance of teamwork in nursing care. She now guides new and student nurses on standard practices and infection control measures.

Currently pursuing a Bachelor in Nursing (Clinical Practice) at NUS, Kathleen finds it important to constantly upskill to be able to provide the best care to patients. She is proud to be in a profession where she can do good for others, and she encourages those with a calling for nursing to explore the variety of courses available today to pursue their dreams.



Flying back to a storm

Former SGH nurse Lee Hwei Ling, who had migrated to Tasmania, returned to Singapore to help care for COVID-19 patients.

by Suki Lor

In January 2020, Lee Hwei Ling was in the midst of settling into her new life as a full-time housewife in Tasmania with her Australian husband. After nearly three decades as a nurse and a transplant coordinator in Singapore, she was looking forward to spending quality time with her family.

Even though she was away, she kept in close contact with former colleagues who were then battling the pandemic. As the situation worsened, she began to consider returning to help at the Singapore General Hospital (SGH), where she had worked until November 2019.

Although her family was worried, she reassured them that all would be well

as she would be vigilant about infection control practices.

By late May, she was back in Singapore, where she spent the next six months supporting the COVID-19 operations.

Hwei Ling spent two weeks caring for COVID-19 patients at SGH's isolation ward, before moving to the Community Care Facility (CCF) at Singapore Expo for six weeks.

“The CCF experience was an eye-opener. Staff from various disciplines across SingHealth were working together to run the halls and care for patients. During daily huddles, we shared ideas and concerns, and provided much needed psychosocial support to each other,” she said.



After the CCFs were closed, Hwei Ling assisted with the operations of Ward@Bowyer, an isolation facility built on an open-air car park to boost SGH's capacity during the pandemic.

Despite having to be in quarantine in two countries and missing her husband greatly, Hwei Ling says she would do it again in a heartbeat.

“The support and care of my former colleagues at SGH and the Transplant Centre kept me going through the tough times. I would probably regret it terribly if I did not return to do my part,” she said.



Self-care heroes

Nurses step up to encourage fellow healthcare frontliners to strengthen mental resilience and wellness.

by Fiona Chen

“Resilience can be trained just like a muscle. With practice, one can develop positive thinking, which ultimately can increase resilience.”

Fostering mental resilience in nurses

With almost two decades of nursing experience under her belt, Hartini Binte Osman, Senior Nurse Manager, Singapore General Hospital, understands first-hand the importance of self-care.

“As nurses, we are taught to care for others but after a long and demanding shift, we often forget to care for ourselves,” said Hartini, adding that taking time to care for oneself can go a long way in ensuring physical, mental and spiritual well-being.

As one of the faculty members of Team Transforming Healthcare through Resilience, Innovation, Values and Excellence (THRIVE), a SingHealth initiative to foster joy at work, Hartini attended a three-day “Resilience in Academic Medicine Train the Trainer” workshop. After the training, she conducted her first Team THRIVE workshop that focused on positive psychology as well as the importance of self and team resilience.

She also conducted a one-hour sharing session with 25 nursing leaders covering a range of topics, which included burnout in healthcare, positive psychology tools, and self-care tips. She also shared with participants the peer-support networks and resilience programmes available to them.

For Hartini, her workshop is one way to “teach nurses how to care for themselves and lead others to do the same”. Hartini hopes to reach out to all Senior Nurse Managers, Nurse Clinicians and Assistant Nurse Clinicians through subsequent workshops by the end of this year.

By imparting her knowledge of self-care to others, Hartini has also gained valuable lessons herself, including a deeper understanding of the link between resilience and self-care.

HARTINI'S TIPS ON OVERCOMING BURNOUT

- **Know your purpose** – it will give you perspective and help you bounce back from challenging times
- **Practise positive psychology** – even small accomplishments, such as making someone smile, can make you feel good about yourself
- **Know when to take time off** – go for a walk, pick up a hobby, or spend time with family and friends
- **Don't be so hard on yourself** – allow yourself time to grieve, then pick yourself up and see how to make things better

Taming stress with mindfulness

A good idea does not have to be elaborate, as Yvette Yeo Yin Hui, Staff Nurse, Sengkang General Hospital (SKH), proves with her “Mindfulness Jar” workshop.

Every day, thousands of thoughts run through our minds but for operating theatre nurses like Yvette, the job requires their full attention. The practice of mindfulness is critical to help them stay focused, especially during long surgeries that require precision. Yvette came up with the idea of setting up a workshop to guide colleagues in the making of their own mindfulness jars.

The workshop, held in December 2020 in SKH, saw Yvette instructing a small group of colleagues on how to piece together their own mindfulness jars with glass jars, glue, glitter, food colouring and water. Akin to a snow globe, the mindfulness jar allows the nurses to observe how the glitter gently settles at the bottom of the jar – a powerful visual metaphor for how “we achieve greater clarity of mind once our thoughts and feelings settle”. The session was very well received, with one of her colleagues commenting that the mindfulness jars make good Christmas gifts.

Yvette's own mindfulness jar sits in her locker, ready to provide her with some calming respite whenever the need arises. One of the upsides of the workshop was also the sense of camaraderie fostered between the participants.

“Our department is really big, so this workshop allowed us to know each other better and practise mindfulness together.”



Nurses: the **heart** of healthcare

As a tribute to nurses in the International Year of the Nurse and Midwife*, we shine a spotlight on the many roles they play in keeping patients safe and well.

by Audrina Gan



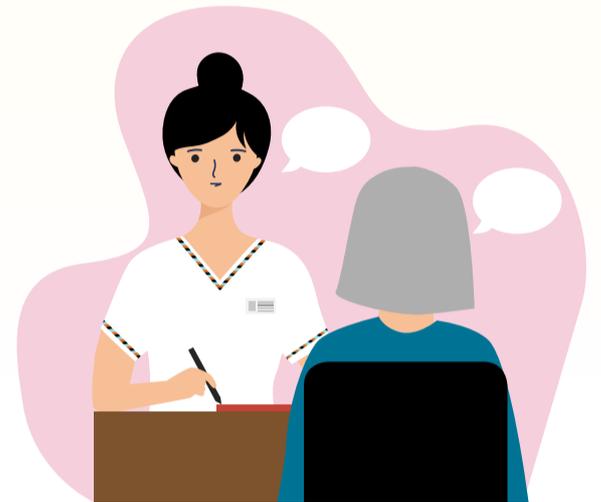
Frontline warrior

Nurses work round the clock on the frontlines to keep us safe from the spread of infectious diseases such as COVID-19.



Patient advocate

Nurses help patients and caregivers navigate the complexities of the healthcare system and advocate for updates to policies that impact patient care. Nurses also help empower patients to take greater control of their health outcomes by providing emotional, intellectual and psychological support.



Advanced Practice Nurse

APNs have advanced clinical qualifications, expert knowledge, complex decision-making skills, and clinical competencies for extended practice. They are trained in the diagnosis and management of common medical conditions, including chronic diseases.



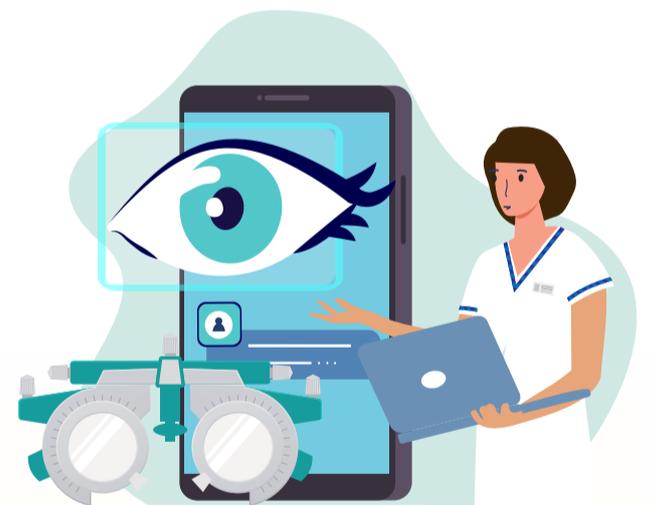
Educator

With a passion for teaching, nurse educators identify training needs, and develop curricula and assessment tools to equip the next generation of nurses with the latest knowledge and skills to continuously improve patient care.



Researcher

Experts in their chosen specialty, research nurses collaborate with other researchers in a multidisciplinary team to lead or co-lead research projects that enable meaningful and best outcomes for patients, caregivers and fellow colleagues.



Innovator

Inventive and resourceful in nature, nurses combine their knowledge and caregiving experience to improve processes and innovate solutions to advance care outcomes.



Administrator

Nurse administrators provide leadership and strategic direction for the profession. They oversee nursing care delivery and nursing operations, including staff management, budgets and resources.

Thank you, nurses, for being the heart and pride of SingHealth!

*The World Health Organization has designated 2020/2021 as the "Year of the Nurse and Midwife" in honour of the 200th anniversary of the birth of Florence Nightingale, and in recognition of her contributions to health and humanity.