

SINGHEALTH DUKE-NUS

SingHealth DukeNUS
ACADEMIC MEDICAL CENTRE

Institute for
Patient Safety & Quality

QUALITY & INNOVATION DAY 2024

ADVANCING FRONTIERS OF IMPROVEMENT THROUGH EMBRACING CHANGE





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SINGHEALTH DUKE-NUS QUALITY AND INNOVATION DAY 2024

The annual event aims to celebrate the quality improvement efforts of SingHealth Institutions, and to inspire us to continuously improve and sustain change in our drive towards building high-reliability healthcare organisations for our patients and staff. The 1-day programme is curated to keep our community informed of relevant improvement methods and tools, as well as hearing improvement and change efforts from within healthcare and invited speakers from other industries.

The event also gathers patient advocates from SingHealth Patient Advocacy Network (SPAN), healthcare students and overseas healthcare community who are members of the Global Action for Leaders and Learning Organizations on Patient Safety (GALLOPS).

- Click [here](#) to join the Asia-Pacific Patient Safety Network
- To share best practices with the global community, please visit www.gkps.net



GROUP DIRECTOR'S MESSAGE



Prof Tan Kok Hian

Group Director & Senior Associate Dean
SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

On behalf of the organising committee, it is with great pleasure that I welcome you to the SingHealth Duke-NUS Quality & Innovation Day (QID) 2024!

This year, our program is dedicated to exploring the theme of "Advancing Frontiers of Improvement by Embracing Change." We believe that continuous learning, open communication, and a willingness to adapt are crucial for sustained excellence.

Over the course of this program, you will gain valuable insights from industry experts, engage in interactive sessions, and network with fellow professionals.

I encourage you to actively participate, ask questions, and share your own experiences. We are confident that this program will equip you with the knowledge and tools necessary to drive further improvement within your own teams and institutions.

In building academic excellence, all projects submitted for the IPSQ Poster Excellence Award are published in the Patient Safety & Quality Archives (PSQA) 2024 Volume 5 Number 1 and 2. You may download from the IPSQ website <https://www.singhealthdukenus.com.sg/ipsq/psqa>

I will also like to introduce to you the newly developed SingHealth Improvement Portal (SIP) – a one-stop online resource platform where you can register and review improvement projects, share practices, ideas, experiences and opportunities in Patient Safety and Quality. Registering projects in SIP is required to fulfil the requirements under SingHealth Data Governance Policy on appropriate use of data for improvement project.

I wish you a productive and inspiring day of sharing and learning!

Sincerely,
Professor TAN Kok Hian
Organising Chairman, QID 2024



Click or tap the icon to view the Programme Outline

AM Programme Outline

- 0800 DOORS OPEN FOR PARTICIPANTS**
- 0900 WELCOME ADDRESS**
PROF TAN KOK HIAN
GROUP DIRECTOR & SENIOR ASSOCIATE DEAN
SINGHEALTH DUKE-NUS INSTITUTE FOR PATIENT SAFETY & QUALITY (IPSQ)
- 0905 OPENING ADDRESS BY GUEST-OF-HONOUR**
PROF NG WAI HOE
GROUP CHIEF EXECUTIVE OFFICER
SINGHEALTH
- 0915 AM PLENARY**
EXCELLENCE MINDSET IN LEADING TRANSFORMATIONAL CHANGE AND DRIVING LARGE-SCALE CHANGE EFFORTS
BELINA LEE
DEPUTY CHIEF EXECUTIVE OFFICER, MANDAI WILDLIFE GROUP
CHIEF EXECUTIVE OFFICER, MANDAI X
- 1000 AM-EPIC HEALTHCARE QUALITY IMPROVEMENT (QI) GRADUATION CEREMONY**
- 1015 IPSQ POSTER EXCELLENCE AWARD CEREMONY**
- 1100 LIGHTNING TALKS**
IPSQ POSTER EXCELLENCE AWARD WINNING TEAMS
- 1200 LUNCH**

PM Programme Outline

1300 **MINI LABS 1 & 2**

MINI LAB 1

NATIONAL ARTIFICIAL INTELLIGENCE STRATEGY: DEVELOPING & DEPLOYING SCALABLE & IMPACTFUL AI

LAURENCE LIEW

DIRECTOR, AI INNOVATION, AI SINGAPORE

MINI LAB 2

ACHIEVING SEAMLESS TRANSITION OF CARE FOR END USERS

JOYCE WONG

DIRECTOR, CEO OFFICE & DIRECTOR, CENTRALISED SERVICES, SPD
(A DISABILITY FOCUSED ORGANISATION)

1400 **MINI LABS 3 & 4**

MINI LAB 3

HARNESSING THE POWER OF YOUR VOICE FOR COLLABORATION AND TRANSFORMATION

CYNTHIA ZHAI

CERTIFIED SPEAKING PROFESSIONAL (CSP), VOICE COACH,
TEDX SPEAKER, AUTHOR

MINI LAB 4

DON'T LEAVE IT TO CHANCE: PREPARING INNOVATORS FOR THE FUTURE

DR LEE PHIN PENG

DEPUTY PROGRAMME DIRECTOR, SINGAPORE BIODESIGN
DEPUTY DIRECTOR, MEDTECH CONTROL TOWER, I&E, A*STAR
ADJUNCT ASSISTANT PROFESSOR, DUKE-NUS MEDICAL SCHOOL

1500 **MINI LAB 5**

PATIENT ACTIVATION AND PARTNERSHIP TO ENHANCE PATIENT EXPERIENCE IN HEALTHCARE

JOSIE LIOW, CO-CHAIR, SPAN

CHEW KIM SOON, CO-CHAIR, SPAN

1545 **MINI LAB 6**

MINDFUL SELF-COMPASSION FOR HEALTHCARE PROFESSIONALS + PATIENTS & CAREGIVERS

DR CARMEN TEO

FOUNDER & DIRECTOR OF MINDFULNESS & COMPASSION PROGRAMS
MINDFUL INSIGHTS

1645 **PM PLENARY**

HACKING THE HOUSE CODES AT THE NATIONAL LIBRARY BOARD

GENE TAN

CHIEF LIBRARIAN & CHIEF INNOVATION OFFICER
NATIONAL LIBRARY BOARD (NLB)

1725 **CLOSING ADDRESS**

PROF TAN BAN HOCK

DEPUTY GROUP DIRECTOR

SINGHEALTH DUKE-NUS INSTITUTE FOR PATIENT SAFETY & QUALITY (IPSQ)

Excellence Mindset in Leading Transformational Change and Driving Large-scale Change Efforts

The Opening Address, Welcome Address, AM-EPIC Healthcare Quality Improvement (QI) Graduation Ceremony and IPSQ Poster Excellence Award Ceremony will be held in conjunction with the AM Plenary.



Belina Lee

Deputy Chief Executive Officer
Transformation and Growth
Mandai Wildlife Group

Chief Executive Officer
Mandai X

In a world where the delicate balance with nature has been disrupted, **Mandai Wildlife Group** is on a mission to deliver exponential impact and mobilize 1 billion consumers to contribute to a sustainable future. Drawing on over 50 years of experience in inspiring people to value and conserve biodiversity, Mandai is driving transformation from a physical destination into a globally impactful everyday conservation & sustainability force for good. This is achieved through accelerating whole of organisation data / digital / innovation capabilities to thrive in Industry 4.0, growing the dept and breadth of immersive wildlife experiences offered at the Mandai Wildlife Reserve, and unleashing radical creativity through incubating and scaling big bets.

The growth and impact accelerator, **Mandai X**, spearheads purpose-led global ventures that create better choices to facilitate harmony between people and nature. Bringing together communities, businesses and governments, to unleash the collective power to drive positive change.

<https://www.mandaix.com/>



National Artificial Intelligence Strategy: Developing & Deploying Scalable & Impactful AI



Laurence Liew

Director, AI Innovation
AI Singapore

Launched in May 2017, AI Singapore brings together all Singapore-based research institutions and the vibrant ecosystem of AI start-ups and companies developing AI products to perform use-inspired research, grow knowledge, create tools, and develop the talent to power Singapore's AI efforts.

In this talk, Laurence will provide an overview of Singapore's national AI programme, AI Singapore (AISG), its programmes and initiatives, and how it will contribute to the recently announced National AI Strategy 2.0.

Participants will also get to learn how AISG develops generational AI capability through its various programmes as well as accelerate the adoption of AI by the industry through examples from its flagship programmes, 100 Experiments (100E) and the AI Apprenticeship Programme (AIAP).

<https://aisingapore.org/>



Achieving Seamless Transition of Care for End Users



Joyce Wong

Director, CEO Office

Director, Centralised Services
SPD (a disability focused organisation)

The social model sees 'disability' as the result of people living with impairments interacting in environments that are filled with physical, attitudinal, communication and social barriers. It therefore carries the implication that we must change the physical, attitudinal, communication and social environments to enable people living with impairments to participate in society. However, the extent to which persons with disabilities are included in the community is also dependent on how inclusive physical infrastructure, information, institutional practices and public attitudes are. Seamless transition of care and community participation have been the key drivers of SPD's improvement initiatives.

In this presentation, Joyce will highlight some of the driving forces behind the need to change and innovate for charities like SPD, our experience of facilitating smoother transition of clients to the community and between programmes. There are always challenges in the journey of change. Joyce will share some strategies that had worked for SPD in overcoming some of the challenges.

<https://www.spd.org.sg/>



Harnessing the Power of Your Voice for Collaboration and Transformation



Cynthia Zhai

Professional Speaker (CSP), Best Selling Author
2-Time TEDx speaker and Voice Coach

Voice is the most overlooked tool in communication.

Your voice could start or stop an argument. It could make or break a bond. It could inspire or demoralise people. It's not what you say but what carries what you say that makes the difference.

Voice has been marginalized since the rise of technologies that made human beings write more than speaking. Voice as a channel of expression of ideas, emotions and individual identity has been overlooked. More importantly, voice as a tool to transforming our lives has been forgotten.

In this interactive, insightful and fun session, you'll discover the power in your voice that'll help you establish like-ability and trustworthiness, encourage collaboration and promote transformation.

<https://www.powerfulexecutivevoice.com/>



Don't Leave It to Chance: Preparing Innovators for the Future



Dr Lee Phin Peng

Deputy Programme Director
Singapore Biodesign

Deputy Director
Medtech Control Tower, I&E, A*STAR

Adjunct Assistant Professor
Duke-NUS Medical School

The dynamic landscape of healthcare innovation demands a more reliable way to identify opportunities and develop winning solutions.

Modelled after the established Biodesign Programme at Stanford University, Singapore Biodesign is the first Asian Global Affiliate of the renowned Stanford for Byers Center for Biodesign Programme and is recognised as a national-level talent development platform for healthtech innovation training in Singapore with the aim to train and nurture the next generation of healthtech innovators for Asia.

Find out more about an internationally validated methodology that provides a structured framework for approaching innovation. With this holistic view on the entire innovation cycle, innovators can now be better armed for the constantly evolving future of healthcare.

<https://www.a-star.edu.sg/sb>



Mini Lab 5

1500 - 1545



Patient Activation and Partnership to Enhance Patient Experience in Healthcare



Josie Liow

Co-Chair
SingHealth Patient
Advocacy Network (SPAN)



Chew Kim Soon

Co-Chair
SingHealth Patient
Advocacy Network (SPAN)

SPAN is a self-driven network of patients and caregivers that represents the collective voice of patients. As Patient Advocates, they are committed to making a positive impact on healthcare and work in close partnership with the healthcare team to provide important patient and family perspectives to enhance the patient experience and quality of care.

Established in March 2017, SPAN is a reflection of SingHealth's commitment to designing a healthcare system that is truly for patients, by patients. Join the session to find out more on Patient Activation and Partnership to Enhance Patient Experience in Healthcare.

<https://www.singhealthdukenus.com.sg/ipsq/singhealth-patient-advocacy-network>



Click or tap the icon to view the Programme Outline

Mindful Self-Compassion: Could this be the impetus for a Compassionate and Resilient Healthcare System?



Dr Carmen Teo

Founder and Director
Mindfulness and Compassion Programs
Mindful Insights

Mindful Self-Compassion (MSC) which involves a rather radical way to comfort and motivate ourselves while in the moments of struggling including feelings of inadequacy, empathetic distress, and general life stressors, can be a valuable resource.

According to Neff (2003), self-compassion involves the three components of self-kindness, common humanity, and mindfulness. Extensive research found that self-compassion is associated with psychological wellbeing states such as increased optimism, resilience, and happiness, and reduced depression, anxiety and stress.

As human beings, we are all worthy recipients of compassion. Self-compassion also helps to grow and sustain our compassion for others. MSC is a skill that can be taught and developed with practice; and there exists program formats that support this. In this session, brief MSC practices will be facilitated.

<https://bemindful.sg/>



Hacking the House Codes at the National Library Board



Gene Tan

Chief Librarian and Chief Innovation Officer
National Library Board, Singapore

The National Library Board (NLB) nurtures Readers for Life, Learning Communities and a Knowledgeable Nation by promoting reading, learning and history through our network of 28 libraries across Singapore, the National Library and the National Archives of Singapore.

NLB is disrupting itself yet again to transform more than two decades after the first major overhaul of its services in the 90s to become a leading library system in the world. LAB25 is NLB's blueprint to transform our libraries and archives to serve our patrons' evolving reading and learning needs. In line with our LAB25 goals, we focus our efforts on four roles: building a Learning Marketplace, nurturing an Informed Citizenry, inspiring Singapore Storytellers, and being an Equaliser.

Gene will share how, with LAB25 (Libraries and Archives 2025), NLB is embarking on a rapid prototyping process with its people and partners to experiment with new service models and break the traditional house codes of libraries and archives.

<https://www.nlb.gov.sg/main/about-us/About-NLB/lab25-libraries-and-archives-blueprint-2025>



SPEAKERS



Belina Lee

Deputy Chief Executive Officer
Transformation and Growth
Mandai Wildlife Group

Chief Executive Officer
Mandai X

Belina Lee is Deputy CEO, Transformation & Growth at Mandai Wildlife Group (MWG) which is dedicated to caring for the planet and protecting animals and nature. She also serves concurrently as CEO, Mandai X, the growth and impact accelerator for the Group that builds global ventures to empower everyone to contribute to a sustainable future.



Mandai
WILDLIFE GROUP

Economist by training, philosopher at heart, change agent by calling. Belina has over 25 years of success in building and leading award-winning and transformative business innovation across various disciplines at Fortune's World's Most Admired Top 50 Companies in fintech (MasterCard), lifestyle services (American Express) and travel (Singapore Airlines).

Ms Lee launched many award-winning innovative offerings such as Priceless Cities and Priceless Engine during her time at MasterCard Worldwide. Prior to that, Ms Lee led various global and regional roles across customer experience, engagement & loyalty, marketing, network planning, revenue management as well as product & business development at American Express and Singapore Airlines (SIA).

Under her leadership, Mandai recently won the 2021 IDC special award for digital resiliency for Transformation 2.0, alongside industry leaders such as Changi Airport Group, Grab and DBS. This was in recognition of the whole-of-organisation approach in driving the triple bottom line of Planet, People and Performance, supported by four key change enablers of people, processes, platforms and products.



SPEAKERS



Laurence Liew

Director, AI Innovation
AI Singapore

Laurence Liew is the Director for AI Innovation at AI Singapore. He is driving the adoption of AI by the Singapore ecosystem through the 100 Experiments, AI Apprenticeship Programmes and the Generational AI Talent Development initiative. A visionary and serial technopreneur, Laurence:

- was appointed the first RED HAT partner and authorised training centre in the Asia Pacific in 1999
- built A-STAR's IHPC first High-Performance Computing (HPC) cluster in 2001 (initial HPC clusters in NUS, NTU, and SMU were mostly built by Laurence and his team)
- built and operated Singapore's first Grid (pre-cloud) platform for IDA's National Grid Pilot Platform in 2003
- architected the Cloud business and technology for then Singapore Computer Systems' Alatum Cloud (now owned by Singtel/NCS) in 2007
- led Platform Computing Inc business in South Asia and R&D team in Singapore; IBM acquired Platform Computing in 2009
- led Revolution Analytics Inc business in Asia and R&D team in Singapore. Microsoft acquired Revolution Analytics in 2015
- joined AI Singapore in June 2017 as the first employee

The Singapore government has appointed Laurence to represent Singapore at the Global Partnership in AI (GPAI), an OECD initiative. He is the current Co-Chair of the Innovations and Commercialisation working group and Co-Chair of the "Broad Adoption of AI by SME" committee. Laurence graduated from the National University of Singapore (NUS) with a First Class Honours in Engineering and a Master in Knowledge Engineering.

Joyce Wong

Director, CEO Office
Director Centralised Services, SPD
(a disability focused organisation)

Joyce joined SPD in November 2005 and is currently the Director for Centralised Services as well as the CEO Office. She plays an instrumental role in these functions, setting the direction and drive for the development of the organisation's programmes and services. Prior to her current portfolio, Joyce had also led other programmes in SPD including children services, adults and the elderly services as well as advocacy.

In the various roles that she subsequently held in the sector spanning close to 30 years, Joyce gained wide-ranging experience in areas such as direct social work, policymaking, service planning, programme management and advocacy. Her experience extends beyond disability to also include eldercare and the rehabilitation of ex-drug offenders as well.



Click or tap the icon to view the Programme Outline

SPEAKERS



Cynthia Zhai

Professional Speaker (CSP), Best Selling Author
2-Time TEDx speaker and Voice Coach

Cynthia is a Professional Speaker (CSP), Best Selling Author, 2-Time TEDx speaker and Voice Coach. Cynthia has been a professional speaker and coach for the past 22 years and her engagement spans 5 continents in 23 countries and regions such as USA, France, Sweden, Finland, The Netherlands, Portugal, Spain, Bulgaria, Argentina, Egypt, Singapore, Malaysia, Hong Kong, Macau, mainland China, India, Brunei, Vietnam, Thailand, Indonesia and The Philippines. Cynthia has spoken to more than 20,000 audience members across industries, from the world's top MNCs as K & L Gates Washington D.C., Stanford University, Sofia University, Mercer, Google, HSBC, Procter & Gamble, to Government bodies as British High Commission Singapore, Immigration & Checkpoints Authority, Singapore Air Force etc. Cynthia has appeared in Singapore Radio Program 938 Live 4 times, Hong Kong Radio 3, and Malaysia Business Radio Station BFM as a guest expert.



She's a regular guest on podcast shows around the world, appeared on more than 20 podcasts. As a voice coach, Cynthia has helped clients from 52 countries across 6 continents with their voices to speak with impact and conviction, engages and inspires people to embrace change and take action.

Dr Lee Phin Peng

Deputy Programme Director, Singapore Biodesign
Deputy Director, Medtech Control Tower, I&E, A*STAR
Adjunct Assistant Professor, Duke-NUS Medical School

Dr Lee has been developing and driving innovation programmes at the national level with a focus on health and medtech. Prior to his current role, Dr Lee was the Principal Investigator for a pre-spinoff medtech project around cerebrovascular stroke monitoring and detection. He served in a joint appointment at the Institute of Materials Research and Engineering and the Institute of High Performance Computing at A*STAR.

Dr Lee is an accomplished and certified adult educator - he has trained more than 600 researchers, healthcare professionals, and corporates in Design Thinking and the Biodesign methodology. Dr Lee holds a PhD in Bioengineering from the University of California, San Francisco - Berkeley and a BSc in Biomedical Engineering from Brown University. He completed his post-doctoral training at the Stanford School of Medicine under the Singapore-Stanford Biodesign Innovation Fellowship.



**SINGAPORE
BIODESIGN**



Click or tap the icon to view the Programme Outline

SPEAKERS



Josie Liow

Co-Chair

SingHealth Patient Advocacy Network (SPAN)

Josie is a dedicated caregiver to her daughter, who was on the Left Ventricular Assist Device (LVAD mechanical heart pump) for more than eight years before her heart transplant in 2021. To care for her daughter, Josie worked closely with the healthcare team to achieve the best outcome. She received the Singapore Health Inspirational Caregiver Award in 2014.

As Co-Chair of SPAN, she actively represents the voice of patients and caregivers through initiatives aimed at improving care quality. Some of the key projects she has been involved in include being part of the SGH's biennial management retreat – SGH Advance 2020 – where she shared perspectives and insights to help shape the envisioned concepts of tomorrow's hospital. She also co-led and presented the survey on the "Concerns of Patients and Caregivers through COVID-19" to SingHealth senior management together with Kim Soon, and has shared her caregiving story with healthcare professionals at various platforms as part of staff education, amongst many others.



Chew Kim Soon

Co-Chair

SingHealth Patient Advocacy Network (SPAN)

A dedicated caregiver to his late mother who suffered from multiple conditions including Parkinson Disease, Kim Soon actively shares his experience and knowledge with healthcare teams and caregivers with a keen interest in the improvement of patient safety and care quality. He has over 32 years of experience in marketing communications, relationship management and analytics within the corporate banking sector.

As Co-Chair of SPAN, he taps on his skills and expertise to bring forth the patient's voice in initiatives aimed at improving healthcare. His key contributions include the Plain English Glossary which helps healthcare workers "speak the patient's language" amidst the prevalent use of jargons, co-leading a survey on the "Concerns of Patients and Caregivers through COVID-19" to evaluate how the experience of patients and/or caregivers may have changed through the pandemic, concerns, and how options such as medication delivery and telehealth may impact the experience. Results of the survey were presented to SingHealth senior management. His passion to amplify the patient's voice is also evident in his commitment to share his perspectives with new nurses at onboarding sessions.



Click or tap the icon to view the Programme Outline

SPEAKERS



Dr Carmen Teo

Founder and Director
Mindfulness and Compassion Programs
Mindful Insights

Dr Carmen Teo (she/her) is a senior mindfulness teacher who has a long-time meditation practice in wisdom traditions. An ex-scholar and corporate leader turned contemplative educator, she is forever grateful for the gift of meditation and having wise teachers appearing in her life to support her living her values.

She holds full Certifications in MBSR and MSC training, and various other curriculums with international institutions. She is also an International MBSR Teacher Supervisor (UC San Diego Centre for Mindfulness), an independent researcher and a yoga teacher.

Since 2015, she has delivered mindfulness and compassion programs to thousands of people from all walks of life including business organizations, social welfare agencies, and educational institutions.



Gene Tan

Chief Librarian and Chief Innovation Officer
National Library Board, Singapore

Gene is the Chief Librarian of the National Library Board (NLB) and watches over the professional development of all librarians NLB. As Chief Innovation Officer, he is spearheading the development of LAB25 (Libraries and Archives Blueprint 2025), a new transformative vision for the National Library, National Archives and the public libraries in Singapore.

Previously, as the Executive Director of the Singapore Bicentennial Office at the Prime Minister's Office, Gene helmed the Singapore Bicentennial which commemorated the 200th anniversary of Raffles' arrival in Singapore in 1819.

The commemorated include The Bicentennial Experience at Fort Canning which broke attendance records for exhibitions. He was also the Creative Director of the SG50 capstone event, The Future of Us Exhibition that captured the hopes and dreams of Singaporeans.

Gene was formerly the Director of the National Library, where he developed the Singapore Memory Project, and also the former President of the Library Association of Singapore.





**Institute for
Patient Safety & Quality**

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