

Singapore Health Patient Advocate Connection (SPACE)

Elevating the Voices of Patients, Families and Caregivers

Organised by the SingHealth Patient Advocacy Network (SPAN)[^]
Supported by the SingHealth Duke-NUS Institute for Patient Safety and Quality,
and SingHealth Group Office of Patient Experience

Date : 14 September 2024, Saturday
Time : 9am to 2pm (*breakfast from 8am*)
Venue : Changi General Hospital, Main Building Level One, Training Centre Auditorium
2 Simei Street 3, Singapore 529889
[Please click here for directions on getting to CGH](#)

Aim :
i) Grow patient advocacy in Singapore
ii) Raise awareness on importance of the patient-healthcare team partnership in improving care quality
iii) Provide a platform for networking and collaborations that will enhance healthcare standards

Theme : **Healthcare Harmony**

Target Audience : Patient advocates, interested patients and caregivers, Patient Support Groups, related organisations, healthcare workers

Guest of Honour : Prof Ng Wai Hoe, Group Chief Executive Officer, SingHealth

Attire : Smart Casual (*e.g. polo tee with jeans*)

Programme (*subject to changes*)

8.00am	Registration and Breakfast
8.50am	Guests to be seated
9.00am	Friends in Harmony I
9.20am	Welcome and Introduction by Ms Josie Liow and Mr Chew Kim Soon, Co-Chairs, SingHealth Patient Advocacy Network (SPAN)
9.30am	Opening Address by Guest of Honour by Prof Ng Wai Hoe, Group Chief Executive Officer, SingHealth
9.40am	No Go Home! by Dr Edmund Chow, Assistant Director, Academic Governance Office, University of the Arts Singapore (UAS) and the SPANtastic Theatre Delivered through an interactive theatre format, this session highlights challenges within the healthcare setting and explores how patients and families can work in partnership with the healthcare team to cultivate a safe and mutually respectful environment. Put together by SPAN's SPANtastic cast, the audience (yes, you) gets to play a part in developing the story.
10.25am	From Patient to Doctor: Building a Compassionate Community Hear from a diverse panel on cultivating a safe and positive healthcare environment that embraces compassion, partnership, mutual trust and respect. Many will remember Megan, one of the panelists, as a burns survivor in the horrific explosion at the Colour Play Asia Festival 2015 in Taipei. Now a doctor-in-training, she will share her story of mental and physical resilience, and how her experience influences her current perspective as a doctor. Together with her attending physician, Sook Muay, they will share reflections on the changing healthcare landscape and the critical role doctors play in providing personalised medicine, as well as important perspectives from a caregiver and the Singapore Kindness Movement. <ol style="list-style-type: none">1. Dr Megan Loy, Medical Officer, Singapore General Hospital2. Associate Prof Tay Sook Muay, Senior Consultant Anaesthesiologist, Singapore General Hospital3. Michelle Tay, Director (Programmes), Singapore Kindness Movement4. Evelyn Chng, Cluster Head (Central), Caregivers Alliance Limited Moderated by Prabu Naidu, Core Team Member, SPAN
11.25am	Friends in Harmony II
11.45am	Harmony on a Plate by Violet Oon, Chef, Restaurateur and Advocate, SPAN Gain nutrition tips from Singapore's homegrown chef and restaurateur, Violet, who survived a stroke and bounced quickly back to health. SPACE's conference lunch will feature one of Violet's delicious recipes.
12.15pm	My Voice of Hope by Crystal Goh, Singer-Songwriter and Spasmodic Dysphonia Patient As a singer-songwriter embarking on her career, Crystal woke up one day to find her voice gone. Hear her inspiring story of hope and strength through her journey since 2011, and how she turned obstacles into opportunities to help others.
12.35pm	Closing
12.40pm	Lunch Buffet & Networking Gallery
2.00pm	End of programme

[^]The SingHealth Patient Advocacy Network (SPAN) is the pioneer patient advocacy network in Singapore. Comprising a self-driven network of patients and caregivers that represents the collective voice of patients, SPAN works in partnership with the healthcare team to provide important patient perspectives. SPAN continues to elevate the patient's voice by actively providing inputs on how the experience of patients and caregivers can be improved.

About the Speakers and Panelists

In alphabetical order (surname)

Organising Co-Chair for SPACe 2024

Ms Josie LIOW



*Caregiver to daughter
with heart condition*

*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 undergoing a heart transplant in 2021. To care for her daughter, Josie quit her job as a regional director and worked closely with the healthcare team. She received the Singapore Health Inspirational Caregiver Award in 2014.

As Co-Chair of SPAN, Josie actively represents the voice of patients and caregivers through initiatives aimed at improving care quality. She is a member of the Ministry of Health's Agency for Care Effectiveness Consumer Panel and is part of the executive commissioning committee of the new SingHealth Elective Care Centre and National Dental Centre Singapore to provide the patient's perspective in operational planning. More recently, she represented the caregiver's voice in an engagement by the new Eastern General Hospital to map out its future patient journey.

With SPAN taking an interest in reducing medicine wastage, Josie is currently involved in the SingHealth CO-Management of MEDication (CO-MED) Ground Up, Reach Up to Scale (GURUS) project that looks at the co-management of medication in the community. Together with Kim Soon, she co-led and presented a survey on the "Concerns of Patients and Caregivers through COVID-19" to SingHealth senior management and has shared her caregiving story on various platforms as part of staff education.

Organising Co-Chair for SPACe 2024

Mr CHEW Kim Soon



Caregiver to late mother

*Co-Chair
SingHealth Patient
Advocacy Network (SPAN)*

As caregiver to his late mother who suffered from multiple conditions, including Parkinson Disease, Kim Soon has a keen interest in the improvement of patient safety and care quality. Currently retired, he has over 33 years of experience in marketing communications, relationship management and analytics within the corporate banking sector.

As Co-Chair of SPAN, Kim Soon taps on his skills and expertise to bring forth the patient's voice in initiatives aimed at improving healthcare. He is part of the executive commissioning committee of the new Emergency Medicine Building at the Singapore General Hospital where he offers the caregiver's perspective in operational planning.

One of his key contributions is the Plain English Glossary, which helps healthcare workers "speak the patient's language" amidst the prevalent use of jargons. Together with Josie, he co-led and presented a survey on the "Concerns of Patients and Caregivers through COVID-19" to SingHealth senior management and was instrumental in the SPAN's co-creation of the Patient and Healthcare Team Care Pledge™ with SingHealth. Crafted with collective inputs from patients, caregivers and healthcare staff, the pledge aims to cultivate a safe and mutually respectful healthcare environment for patients and staff.

Ms Evelyn CHNG



*Caregiver to son with anxiety disorder
and mother with dementia*

Patient with anxiety condition

*Cluster Head (Central)
Caregivers Alliance Limited*

Evelyn is a devoted mother who faced significant challenges when her child was diagnosed with an anxiety condition in his teens, leading to family conflicts and eventually impacting her own well-being, resulting in depression. Around the same time, Evelyn's mother was diagnosed with dementia.

Seeking support, she attended a seminar where she connected with other caregivers. Encouraged by these interactions, she decided to enroll in the Caregivers-to-Caregivers (C2C) training programme offered by Caregivers Alliance Limited (CAL). Through the programme, she acquired coping strategies and learned communication techniques to connect with her son.

Recognising the profound impact of this caregiver training programme, she became a dedicated volunteer trainer and later joined CAL, currently serving as the Cluster Head (Central) and leads a team of programme managers.

Committed to providing better care and mental health advocacy, Evelyn pursued further education. She obtained a graduate diploma and a Master's degree. Today, she pays it forward helping others to navigate their own challenges, charting a path towards hope and resilience.

Dr Edmund CHOW



*Assistant Director
Academic Governance Office
University of the Arts Singapore (UAS)*

Joining us at SPACe for the third time, Edmund lends his expertise in directing a skit that features the SPANtastic Theatre, made up of advocates from the SingHealth Patient Advocacy Network (SPAN). Delivered through an interactive theatre format, the skit highlights challenges within the healthcare setting and allows the audience to offer alternative solutions to the problems raised, particularly in how patients and families can partner healthcare teams to enhance care quality and experience.

Edmund is an applied theatre practitioner, director and educator who has worked across sectors, including schools, universities, hospitals and prisons in Singapore and New York. His research interests are in cultural practices in Afghanistan, arts education, emotions and corporate storytelling. He has a Doctor of Philosophy (Ph.D) in Drama from the University of Manchester and a Master of Arts in Educational Theatre from New York University. In 2020, he co-presented a workshop at the Asia-Pacific Medical Education Conference on the power of storytelling and emotions for effective healthcare practice.

Ms Crystal GOH



Singer-songwriter

*Founder
Diamonds on the Street*

Since 2007, Crystal Goh has been an active singer-songwriter, showcasing her musical talents through performances ranging from live-acoustic sets to engagements at events such as World Vision Singapore and wedding gigs.

In 2011, she was diagnosed with spasmodic dysphonia, a rare neurological disorder that affected her vocal cords, making speaking and singing difficult. Despite the hurdle, Crystal chose to redirect her focus to songwriting. In 2013, Crystal collaborated with vulnerable communities, including at-risk youths and children of incarcerated parents, to co-create, record and perform four original songs. This gave birth to a social initiative, “Diamonds on the Street”, that works with individuals to craft songs and stories of hope.

“Diamonds on the Street” symbolises the emergence of precious stones under immense pressure and heat, reflecting how challenges can lead to growth and resilience. To date, the initiative has culminated two live performances and a five-track album and helped more than 200 vulnerable youths.

Despite ongoing vocal challenges, Crystal’s voice has shown improvement, and she is currently exploring ways to harness the “new” voice that has emerged from her condition. In partnership with Esplanade – Theatres on the Bay, Crystal has worked with schools, homes and at-risk youths to help them transform their life experiences into music through songwriting programmes. She actively designs and co-creates arts experiences for and with diverse communities, such as youths with special needs, mental health groups, healthcare workers, hospices and caregivers.

Dr Megan LOY



Patient-turned-Doctor

*Medical Officer
Singapore General Hospital*

*Singapore Health Inspirational Patient
Award Recipient 2018*

Megan Loy’s life took a dramatic turn during her graduation trip to Taiwan in 2015, where a water park festival explosion left her with third to fourth degree burns on over 80% of her body. Following the incident, two doctors, Prof Tan Bien Keem and Dr Chew Khong Yik from Singapore General Hospital (SGH) learned of her story from the news and swiftly arranged for her transfer back to Singapore for treatment at the SGH Burns Centre.

Prior to the accident, Megan’s interest in the sciences, desire to help others, along with her experiences doing hospital internships and volunteer work both in Singapore and Tanzania had sparked her interest in Medicine. However, it was during her four-month stay in the SGH Burns ward, or as she likes to call, her “in-depth hospital internship” where her desire to pursue Medicine as a career was crystallised. There, she gained a deep sense of appreciation of the profound impact Medicine can have on people’s lives.

Bearing witness to the care, compassion and commitment of not only her medical team, but also the various allied health professionals and healthcare workers, was awe-inspiring. It was a constant motivator for Megan to pursue a career in Medicine, in hopes of being able to work alongside these incredible individuals one day. Megan is a living testament to the transformative impact that dedicated patient-centred care can have on the lives of patients. Now a junior doctor, Megan believes that her experience, having been a patient herself, has made her a more compassionate and empathetic physician. She hopes that her story can be a source of inspiration and comfort to her patients.

Mr Prabu NAIDU



Colorectal Cancer survivor

*Co-Lead
SingHealth Patient
Advocacy Network (SPAN)*

*Co-founder
Facilitators Network Singapore*

*Chairman
SemiColons Support Group
Singapore Cancer Society (SCS)*

Prabu is an accomplished facilitator and co-founder of Facilitators Network Singapore. Among the firsts in Singapore to earn certifications as a professional facilitator from the International Association of Facilitators (IAF) and International Institute for Facilitation (INIFAC), his passion lies in enhancing facilitator competencies not only locally but across the region, making FNS a social enterprise committed to this cause.

With 24 years of coaching and mentoring experience in Singapore and Asia, building on prior 20 years with leading multinational corporations, Prabu brings his expertise beyond corporate to areas like patient communications, safety, design thinking and quality improvement.

As a master trainer for SPAN’s training programmes, Prabu has been instrumental in the tailoring and redesign of programmes to incorporate interactions that facilitate learning, one of which is a workshop for newly promoted nursing leaders with a focus on creating the best patient experience.

Beyond SPAN, Prabu chairs the SCS Colorectal Support Group (SemiColons) and is an active member of the Tan Tock Seng Hospital Colorectal Support Group and Ostomy Association Singapore (OAS).

Ms Violet OON



Stroke survivor

*Chef and Restaurateur
Violet Oon Singapore*

*Lifetime Achievement for Outstanding
Contribution to Tourism 2019*

Violet’s journey in the culinary world has been nothing short of remarkable. From her early days as a restaurant critic to her role as a global food ambassador representing Singapore, she has been a driving force in promoting local cuisine beyond Singapore.

In 2014, Violet experienced a stroke and had to relearn basic skills. As she prepared her own meals post-hospitalisation, she delved into researching and experimenting with food to create meals that were not only beautiful and delicious but also packed with flavour. She believes that a nutritious diet helps in the healing process. In 2019, Violet was conferred the “Lifetime Achievement for Outstanding Contribution to Tourism” at the Singapore Tourism Awards in the same week she turned 70. This milestone inspired her to embark on a meaningful endeavour – undertaking seven social and community projects, one for each decade of her life, driven by her deep-rooted belief in giving back.

In 2020, she collaborated with the Singapore National Stroke Association as part of its annual National stroke Awareness campaign and filmed a series of four programmes featuring four Singapore, Asian and Italian-inspired recipes to show stroke patients and their families how to cook delicious foods that meet their dietary and medical needs. Violet has been inducted into the Singapore Women’s Hall of Fame and awarded two Lifetime Achievement Awards by the World Gourmet Summit and Asian Masters.

Ms Michelle TAY



*Director
Programmes & Operations
Singapore Kindness Movement*

Michelle Tay is the Director (Programmes and Operations) at the Singapore Kindness Movement, a non-profit organisation aimed at promoting a kinder and more gracious society.

A graduate from the Singapore Management University with a Masters in Communication Management, Michelle has 18 years of experience in tri-sector collaborations and communications at the Singapore Kindness Movement. She aspires to make kindness, everyone's business.

As part of her community involvement, Michelle serves as the Secretary at the Jalan Batu Residents Committee and is a Community Volunteer with the National Environment Agency.

Associate Professor TAY Sook Muay



*Senior Consultant Anaesthesiologist
Singapore General Hospital (SGH)*

*Associate Professor
NUS Yong Loo Lin School of Medicine,
SGH Campus; and
Duke-NUS Medical School*

Associate Prof Tay Sook Muay is a distinguished medical professional with extensive expertise in anaesthesiology and critical care. As a senior consultant anaesthesiologist at Singapore General Hospital, she specialises in perioperative care, pain management and critical care.

Prof Tay's influence extends well beyond clinical practice. She has played a significant role in teaching, career development workshops and medical education meetings, having served as the Clinical Educator Lead on the SGH Campus for eight years. Her dedication to advancing medical knowledge is reflected in her numerous peer-reviewed articles, book chapters and her success in securing research grants focused on burns, wound care and nutrition. A highly respected figure in anaesthesiology and intensive care medicine, Prof Tay has received several prestigious awards, including the 'Excellence in Teaching Award' from SGH and the 'Research Excellence Award' from the Society of Critical Care Medicine.

SPANtastic Theatre

About the cast



Mr James KWOK
Arthritis Patient Advocate, SPAN



Mr Shalom LIM
*Duchenne Muscular Dystrophy Survivor
Advocate, SPAN*



Ms Cindy PHUA
*Hand Surgery Patient and
Caregiver to parents
Advocate, SPAN*

Joined by



Ms Chandrawanshi ANURADHA
*Enrolled Nurse
Sengkang Community Hospital*



Ms Emily TAN
*Principal Medical Social Worker
Psychosocial Oncology
National Cancer Centre Singapore*
