

SINGHEALTH DUKE-NUS
QUALITY AND INNOVATION DAY 2022

PROGRAMME BOOKLET

THRIVING IN CHALLENGING TIMES:
HEALTHCARE QUALITY IN A DIGITALISED WORLD

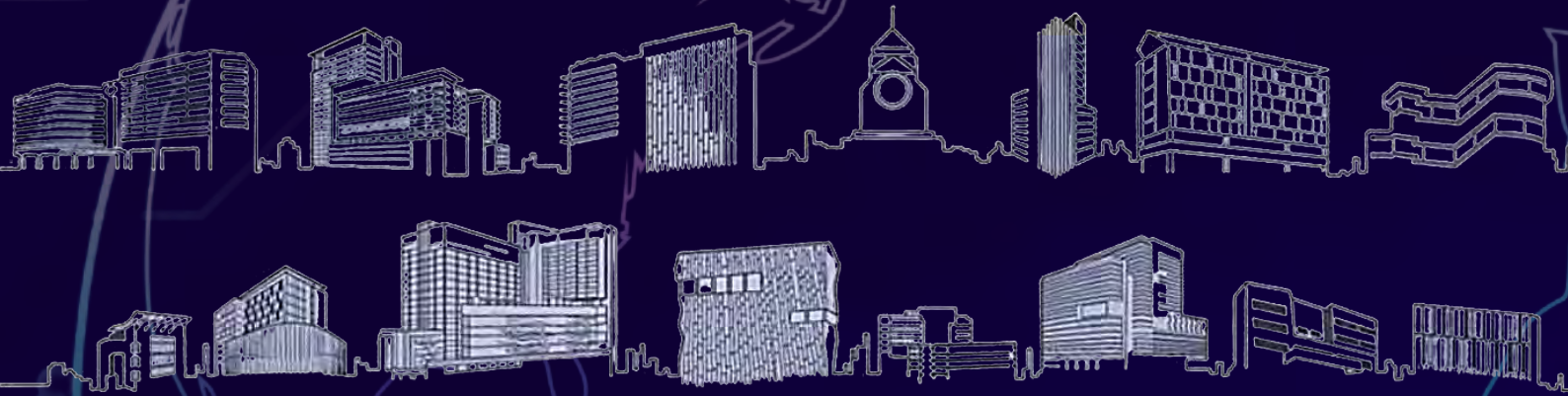
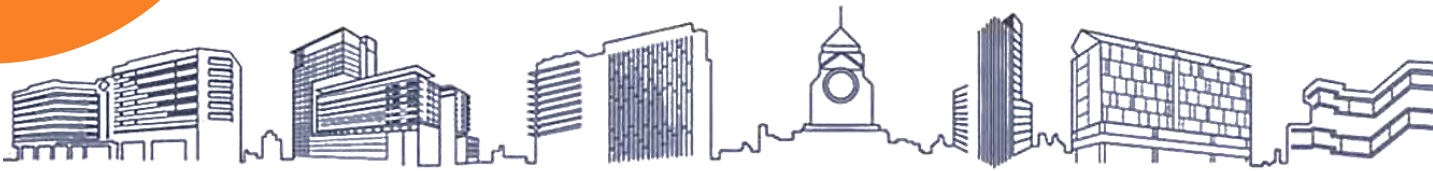


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SINGHEALTH DUKE-NUS QUALITY AND INNOVATION DAY 2022

The annual event with more than 800 participants aims at bringing together educators, students and patient advocates, to inspire and enable the community to constantly improve care quality and safety for our patients as well as our healthcare workers.

It is also a learning platform for domain experts to share their experiences and expertise, as well as to celebrate the innovation and quality improvement efforts and achievements of our SingHealth staff.

Scan or click the QR Code to find out more about our past events and programmes:



CHAIRMAN'S MESSAGE



Prof Tan Kok Hian

Chairman of Organising Committee
SingHealth Duke–NUS Quality & Innovation Day 2022
Group Director & Senior Associate Dean
SingHealth Duke–NUS Institute for Patient Safety & Quality (IPSQ)

Dear Colleagues and Friends,

Welcome to the Virtual SingHealth Duke–NUS Quality and Innovation Day 2022! Quality and Innovation Day (QID) has always been a platform for everyone to learn and be inspired from one another. It is a large-scale event attracting more than 800 attendees every year since 2015.

This is the 8th year we are organising QID, and I am grateful we are still able to come together virtually despite the challenging times, to celebrate the good work by our colleagues and connect with people to share ideas and meaningful conversations.

Themed “Thriving in Challenging Times: Healthcare Quality in a Digitalised World”, we have invited many excellent speakers from external industries to within healthcare who will be sharing their digitalisation journey in this event.


Our patients and caregivers from the SingHealth Patient Advocacy Network (SPAN) will also be sharing on ‘The Patient Perspective On Digital Health’ encouraging patient and family engagement in healthcare quality and innovation.

The Patient Safety and Quality project abstracts and posters that were submitted for this conference will be published in our Patient Safety and Quality Archives (PSQA) 2022 Volume 3 with a total of three issues. PSQA can be found on our QID website (<https://www.singhealthdukenus.com.sg/ipsq/psqa>).

We are happy to be partnering with Duke–NUS in organising our event and hope this strong AM partnership will continue to bring diverse expertise and opportunities to improve patient care and healthcare quality.

I would also like to commend my team from IPSQ for putting together an excellent programme, and extend my heartfelt gratitude to our speakers, partners, working committee members, and all of you –for spending this day of learning and celebration with us. **Thank you and take care!**

PROGRAMME OUTLINE

Click or tap the icon  to get redirected to the session you would be interested in.



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 IVY NG
GROUP CEO, SINGHEALTH



0915 AM PLENARY
ESTABLISHING THE SINGAPOREAN DIGITAL IDENTITY
BY GOVERNMENT TECHNOLOGY AGENCY OF SINGAPORE

**1000 AM-EPIC HEALTHCARE QUALITY
IMPROVEMENT GRADUATION CEREMONY**

1015 IPSQ POSTER EXCELLENCE AWARD CEREMONY

1100 MINI-LABS 1, 2, 3

 **MINI LAB 1**
FOSTERING INNOVATION IN SINGHEALTH - THE HARDWARE & THE SOFTWARE
BY ACADEMIC MEDICINE INNOVATION INSTITUTE (AMII)

 **MINI LAB 2**
EXPONENTIALLY IMPACTING SINGAPORE'S SAFETY AND SECURITY
BY HOME TEAM SCIENCE AND TECHNOLOGY AGENCY (HTX)

 **MINI LAB 3**
THE PATIENT PERSPECTIVE ON DIGITAL HEALTH
BY SINGHEALTH PATIENT ADVOCACY NETWORK (SPAN)

MINI-LABS 4, 5, 6 1400

MINI LAB 4
EXPERIENCING JOY IN A CHALLENGING WORK ENVIRONMENT
BY KHOO TECK PUAT HOSPITAL, YISHUN HEALTH 

MINI LAB 5
QUALITY AND INNOVATION IN HEALTHCARE
BY NATIONAL HEALTHCARE GROUP (NHG) 

MINI LAB 6
DESIGN THINKING IN PUBLIC SERVICE TRANSFORMATION
BY PUBLIC SERVICE DIVISION, PRIME MINISTER'S OFFICE 



PM PLENARY 1530 
JOY AT WORK AND ACCELERATING HEALTHCARE INNOVATIONS
BY GOOGLE SINGAPORE

CLOSING 1625
DR DIANA TAN YUEN LAN
DIRECTOR (CLINICAL),
SINGHEALTH DUKE-NUS INSTITUTE FOR PATIENT SAFETY & QUALITY (IPSQ)

AM PLENARY

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



0900 – 1030

Establishing The Singaporean Digital Identity



Mr Kendrick Lee
Director, National Digital Identity
Government Technology Agency of Singapore (GovTech)

Launched in 2003, Singpass is the cornerstone of Singapore's NDI initiative. It is a personal authentication system that allows users to access government and business services online through a single login. In the last couple of years, more than 10 features have been added to Singpass. From the introduction of the Singpass app in October 2018 to new features such as Digital IC, Face Verification and digital signing, Singpass has been evolving and now powers more than 1,700 services offered by over 700 public and private sector organisations.

Its user base has also grown significantly. Of the 4 million residents on Singpass, more than 3.2 million users are on the Singpass app with over 90% of them using the app at least once a month. The Singpass app is also one of the most downloaded apps in Singapore in 2020 and has tripled its user base since then. Singpass has also played an important role in the fight against Covid-19. Besides supporting contact tracing efforts with SafeEntry check-ins via the Singpass app, transactions facilitated by Singpass last year doubled to over 300 million transactions as more people turned to digital transactions during the pandemic.

Join the session to learn more on how Singpass continually delivers value, while developing digital capabilities necessary for the growth of a trusted digital ecosystem.



Webinar Link:

<https://ihis.zoom.us/j/96442949410?pwd=THErbWooVnBjaEpKbGVlM2pBVU1LUTo9>

Webinar ID: 964 4294 9410

Passcode: qid

Scan QR code or click the zoom link on 11 March 2022 from 0855 onwards to join the session



Click or tap the icon to return to the Programme Outline

AM MINI LAB 1

1100 – 1200



Fostering Innovation in SingHealth
– The Hardware & The Software



A/Prof Henry Ho
Director
Medical Technology Office (MTO)
SingHealth



Mr Paul Tan
Director
SingHealth Office for
Innovation (SHOFI)



Dr Cheong Wai Chye
Interim Planning Team
SingHealth Duke-NUS
Innovation Centre

The Academic Medicine Innovation Institute (AMII) aims to provide an AMC-wide forum for planning strategic activities and investments in healthcare innovation, structures and processes for assessing the impact of our efforts in healthcare innovation as well as a systematic framework for innovators to navigate and engage healthcare innovation expertise and resources across and beyond the AMC.

Supported by SingHealth Office for Innovation and Duke-NUS Office of Innovation and Entrepreneurship, AMII is a convening platform that brings together innovators in the AMC to foster a culture of innovation.

Join us to learn more how AMII strongly supports innovation in the healthcare sector and it aligns closely to the AMC's three-fold thrust mission to provide excellent patient care through:

1. Delivering high quality affordable & compassionate patient care;
2. Training, practicing and aspiring healthcare professionals; and
3. Advancing health, healthcare innovations and research



Webinar Link:

[https://ihis.zoom.us/j/96442949410?
pwd=THErbWooVnBjaEpKbGViM2pBVU1LUTo9](https://ihis.zoom.us/j/96442949410?pwd=THErbWooVnBjaEpKbGViM2pBVU1LUTo9)

Webinar ID: 964 4294 9410

Passcode: qid

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from 1055 onwards to join the session



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AM MINI LAB 2

1100 – 1200



Exponentially Impacting Singapore's
Safety and Security



Mr Cheng Wee Kiang
Director, Robotics, Automation
and Unmanned Systems (RAUS)
Centre of Expertise, HTX



Ms Ong Bee Leng May
Director, Chemical, Biological,
Radiological Nuclear and Explosives
(CBRNE) Centre of Expertise, HTX



Mr Ng Pan Yong
Deputy Director
Home Team Operations
Centre Office, HTX

The era of the digital age is accelerating the pace of science & technology (S&T) advancements relentlessly. Inadvertently, it is also fuelling the rapid evolution of Homeland security & safety threats as advanced technology become more accessible and affordable.

Home Team Science and Technology Agency (HTX) was thus formed in Dec 2019 under the Ministry of Home Affairs to turn S&T into a decisive edge for our Home Team in our mission to keep Singapore safe and secure.

At this webinar, our panel speakers will touch on a broad range of exciting and transformative solutions that HTX is developing to force multiply the Home Team in enhancing public safety and security, safeguarding data and systems, solving crimes, securing our borders and saving lives.



Webinar Link:

[https://ihis.zoom.us/j/96849061920?
pwd=SoVrWllvQzZnQlMoSE11VotPUTUoUToq](https://ihis.zoom.us/j/96849061920?pwd=SoVrWllvQzZnQlMoSE11VotPUTUoUToq)

Webinar ID: 968 4906 1920

Passcode: qid

Scan QR code or click the zoom link on 11 March 2022
from 1055 onwards to join the session



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AM MINI LAB 3

1100 – 1200



The Patient Perspective On
Digital Health



Ms Josie Liow
Co-Chair (Designate)
SingHealth Patient Advocacy
Network (SPAN)



Mr Chew Kim Soon
Co-Chair (Designate)
SingHealth Patient Advocacy
Network (SPAN)

Panelist:

SPAN Members:

Ms Kelly Ang Yin Ping
Mr K Prabu Naidu

Healthcare Professionals:

Allied Health

Ms Tay Ee Ling
Senior Principal Physiotherapist
Physiotherapy, SKH

Medical

Dr Huang Wei Ting
Consultant, Cardiology, NHCS

Nursing

Ms Ang Shin Yuh
Deputy Director, Nursing, SGH

Digital innovations have transformed healthcare rapidly. The COVID-19 pandemic has accelerated the adoption of digital health solutions in Singapore and globally. Today, tele-consultations, telemonitoring, apps and wearables are becoming part of the patient and family experience. Thriving in times of change and challenges require an intimate understanding of the user experience. This webinar aims to share what matters to patients and families when experiencing care through digital technology.

Through this session, patient and family advocates as well as healthcare professionals will answer key questions such as: What is the patient and family experience like in this digitalised world? What is important to patients and families as we use these digital technology for our care? What has worked, and what is our wish-list? What is the difference in expectation and experience for patients who are digital natives and digital immigrants? This webinar will provide an in-depth look into the patient and family experience in using digital health, learn from the example of a real project, and provide a framework on how to engage patients and families for your digital health project.



Webinar Link:

[https://ihis.zoom.us/j/97401202511?
pwd=bmZNVodFRURxUmRBNoNjB1dJYo9KUT09](https://ihis.zoom.us/j/97401202511?pwd=bmZNVodFRURxUmRBNoNjB1dJYo9KUT09)

Webinar ID: 974 0120 2511

Passcode: qid

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from 1055 onwards to join the session



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PM MINI LAB 4

1400 – 1500



Experiencing Joy In A Challenging Work Environment



Prof Chua Hong Choon

Chief Executive Officer, Khoo Teck Puat Hospital, Yishun Health
Group Chief Executive Officer (Strategy & Transformation)
National Healthcare Group (NHG), Singapore

Stress and burnout are common experiences at workplaces today, and healthcare organisations are not spared. In this session, we will look into the various root causes of stress and dissatisfaction at work.

We will explore the opportunities, at macro, meso and micro-system levels, to bring back the joy in the work that we do.

We will examine efforts to re-engage and empower healthcare workers to re-connect with the meaning and purpose of work, and to remove the ‘pebbles’ that get in the way of their experience of Joy in work.

Joy in work is inspired by a paper published by IHI in 2017 called the “IHI Framework for Improving Joy In Work”, where the importance of addressing burnout is highlighted due to its costs to the healthcare industry, both in terms of talent drain, as well as reduced care for patients.



Webinar Link:

<https://ihis.zoom.us/j/96442949410?pwd=THErbWooVnBjaEpKbGVlM2pBVU1LUTo9>

Webinar ID: 964 4294 9410

Passcode: qid

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PM MINI LAB 5



1400 – 1500

Quality and Innovation in Healthcare



A/Prof Wong Moh Sim

Deputy Group Chief Quality Officer
National Healthcare Group (NHG), Singapore
Deputy Chairman Medical Board (Clinical Policies & Standards)
Senior Consultant, Laboratory Medicine, Khoo Teck Puat Hospital

Healthcare quality is defined as “the degree to which healthcare services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge” (Institute of Medicine).

Healthcare innovation is defined as ‘the introduction of a new concept, idea, service, process, or product aimed at improving treatment, diagnosis, education, outreach, prevention and research, and with the long term goals of improving quality, safety, outcomes, efficiency and costs’ (Omachonu et al).

There have been many innovations over the years to improve the delivery and quality of patient care. Information technology is a key driver of innovation. Today, electronic medical record solutions enable healthcare providers to securely access healthcare information collated from trusted sources about their patients.

Healthcare providers need to learn to embrace innovation in the management of their patients but should also be cognisant of the associated challenges and pitfalls.



Webinar Link:

<https://ihis.zoom.us/j/96849061920?pwd=SoVrWllvQzZnQlMoSE11VotPUTUoUTo9>

Webinar ID: 968 4906 1920

Passcode: qid

Scan QR code or click the zoom link on 11 March 2022 from 1355 onwards to join the session



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PM MINI LAB 6

1400 – 1500

Design Thinking in Public Service Transformation



Mr Teo Lingou
Principal Design Lead (Innovation Lab)
Public Sector Transformation, Public Service Division

The speed of change around the world is ever increasing, the public service faces an aging population and shrinking workforce, fiscal constraints, rising citizen expectations, and technological disruption. Worldwide, more than 100 government innovation units have opened to spur new ways of working.

Helping Singapore's public agencies transform since 2012, is the Public Service Division's Innovation Lab, working across Singapore's government agencies to transform its public sector.

The in-house consultancy has produced a variety of citizen-centric services such as Moments of Life (Families), revising of the National Library Board (NLB) app, and multiple online services to offer more convenience to citizens.

Since 2016, the Lab also expanded into coaching public officers so they have the skills and mindset for empathy, collaboration and experimentation.

Find out about the impetus for Transformation and Innovation in the Public Service, the 3 Key Innovation Mindsets and our Public Service Innovation Process to encourage a human-centric approach to diagnosing real needs and issues and support Public Sector Transformation.



Webinar Link:

<https://ihis.zoom.us/j/97401202511?pwd=bmZNVodFRURxUmRBNoNjB1dJY09KUT09>

Webinar ID: 974 0120 2511

Passcode: qid

Scan QR code or click the zoom link on 11 March 2022 from 1355 onwards to join the session



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PM PLENARY

The Closing Address will be held in conjunction with the PM Plenary.

1530 – 1630



**Joy at Work and
Accelerating Healthcare Innovations**



Dr Fred Hersch
Senior Program Manager
Product Manager and Health Lead
Google Health, Asia Pacific



Mr Jay Jenkins
Tech Strategist and Evangelist
Google Cloud, Asia Pacific



Ms Joyce Loh
Lead, Public Healthcare
Google Cloud

Let's find out how Google delights its employees to bring their best to what they do to realise their mission to organise the world's information and make it universally accessible and useful while being voted consistently top employer of choice.

We would also like to inspire through sharing about how technology is accelerating healthcare innovations, such as using AI in diagnostics, clinical research, telehealth, precision medicine make the work of healthcare professionals and providers more productive, improve patients experience.

Google Cloud's goal for healthcare is very much a reflection of Google's overall mission: to organize the world's information and make it universally accessible and useful.

Applying this mission to healthcare means using open standards to help enable data sharing and interactive collaboration, while also providing a secure platform.



Webinar Link:

[https://ihis.zoom.us/j/96442949410?
pwd=THerbWooVnBjaEpKbGVlMzpbVU1LUTo9](https://ihis.zoom.us/j/96442949410?pwd=THerbWooVnBjaEpKbGVlMzpbVU1LUTo9)

Webinar ID: 964 4294 9410

Passcode: qid

**Scan QR code or click the zoom link on 11 March 2022
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SPEAKERS



Mr Kendrick Lee
Director, National Digital Identity
Government Technology Agency of Singapore

Mr Lee is the Director of National Digital Identity (NDI) programme at the Government Technology Agency of Singapore (GovTech). NDI is one of eight strategic national projects that drives Singapore's Smart Nation vision. In his role, he oversees product management of Singpass application programming interfaces (APIs) as well as digital payments; with the aim of enabling secure and seamless transactions for residents, businesses and government agencies.

He also serves industry as adjunct lecturer of digital product strategy at the Institute of Systems Science (ISS-NUS), digital identity expert group member at the Biometrics Institute, and technical working group member of "Trustworthy Digital Infrastructure for Identity Systems" project with the Alan Turing Institute.



A/Prof Henry Ho
Head and Senior Consultant, Department of Urology
Singapore General Hospital (SGH)
Lead (Co-development and Test-Bedding)
Director, Medical Technology Office (MTO), SingHealth



A/Prof Henry Ho is currently the Head and Senior Consultant of Department of Urology at Singapore General Hospital. He is a robotic and minimally invasive cancer urologist. He completed this fellowship in Europe with the University of Innsbruck, Austria. Under the tutelage of Professor Georg Bartsch, he was trained in robotic prostatectomy and robotic partial nephrectomy for kidney cancers. He also did an endourology fellowship in Hamburg, Germany with Professor Andreas Gross. He is trained in endoscopic management of stones disease and laser prostatectomy.

As a surgeon-innovator, he is the Director of Medical Technology Office for SingHealth. He is one of the inventors for robotic device (Mono Lisa™ Biobot Surgical Pte Ltd) for transperineal prostate biopsy, which is safer and more accurate detection of prostate cancer. He leads in technology research and development with keen interest in kidney, prostate diseases and minimally invasive surgery. His latest grant is on a non-invasive treatment for benign prostate enlargement. He has won many awards, local and international. Amongst his many peer-reviewed articles as the lead author, his most memorable is the prospective randomized trial that compared bipolar and monopolar TURP, published in the European Urology.

He was awarded the SingHealth Excellence Award 2019 as 'Distinguished Champion of Change Leader Award' as well as SingHealth Residency Outstanding Faculty Award for Academic Year 2018/2019. He was recently awarded the Singapore Health Quality Service Award 2021 – Superhero Award – Clinician Category for his dedication in delivery quality care and excellent service to patients. He is Associate Professor for Duke-NUS Medical School and Senior Clinical Lecturer for Yong Loo Lin, Faculty of Medicine, National University of Singapore. He previously held the post of Chairman of the Prostate Cancer Survivorship Program for Singapore Cancer Society.



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SPEAKERS



Mr Cheng Wee Kiang
Director, Robotics, Automation and Unmanned Systems (RAUS)
Centre of Expertise, Home Team Science and Technology Agency (HTX)



Mr Cheng graduated with a Bachelor of Engineering (Mechanical Engineering) degree from the National University of Singapore in 1998 and two Masters of Science degrees (Defence Technology & Systems and Combat Systems) from the Temasek Defence Systems Institute (TDSI) in 2003. He is currently Director of the Robotics, Automation and Unmanned Systems (RAUS) Centre of Expertise at the Home Team Science and Technology Agency (HTX), overseeing capability and competency developments that would chart the experimentation and delivery of RAUS solutions for the Home Team. He has more than 20 years of expertise and experience in the development of RAUS capabilities, of which 14 were previously with the Defence Science and Technology Agency.



Ms Ong Bee Leng May
Director, Chemical, Biological, Radiological Nuclear and Explosives (CBRNE)
Centre of Expertise, Home Team Science and Technology Agency (HTX)



Ms Ong is the Director for CBRNE CoE in HTX. She leads a team of CBRNE scientist and engineers in the development and deployment of detection and mitigation solutions for security sensitive materials. Under her wings is a network of CBRNE Laboratories and Training school that maintain a strong link with Home Team to understand their operational requirements. CBRNE is a unique CoE that sees to research, operation, and implementation of technologies for homeland and border security.

She graduated from University of Glasgow with a major in Analytical Chemistry & minor in Microbiology. She also holds a B.Sc in Management with Law from University of London. Throughout her career, she plays an active role in academia through lecturing and engagement with post-graduate researcher. She has a total of 20 scientific publications, with her latest contribution in COVID-19 Prevalence Predication using Markov Chain Monte Carlo approach.



Mr Ng Pan Yong
Deputy Director, Home Team Operations
Centre Office, Home Team Science and Technology Agency (HTX)



Mr Ng leads the Cloud Transformation Team at HTX. He has more than 20 years of experience in designing, building and delivery of complex systems in the areas of telecommunications, government, education, and cybersecurity. He is a full-stack developer, an enterprise architect, a white hat hacker and is passionate about innovation and good engineering practices. Prior to joining HTX, he founded a start-up that provides cloud-based cyber range for training of cybersecurity skills, growing the business to regional customers in enterprise, defence, education, and cybersecurity sectors.



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SPEAKERS



Ms Josie Liow
Co-Chair (Designate)
SingHealth Patient Advocacy Network (SPAN)



Ms Liow is a dedicated caregiver to her daughter who is a Left Ventricular Assist Device (LVAD) patient, Josie plays an active role in her care plan, working closely with healthcare staff to achieve the best outcome.

She dedicates her time to representing the voice of patients and caregivers with the aim of improving quality care. She won the Singapore Health Inspirational Caregiver Award in 2014.



Mr Chew Kim Soon
Co-Chair (Designate)
SingHealth Patient Advocacy Network (SPAN)

A caregiver to his late mother who has Parkinson, Mr Chew is keen to share his experience and knowledge gained with other caregivers and the healthcare community.

He will leverage on his skills in the corporate world to make a difference to patient safety and care. Communication and regulations and technology adoption are his areas of interest.



Prof Chua Hong Choon
Chief Executive Officer, Khoo Teck Puat Hospital, Yishun Health
Group Chief Executive Officer (Strategy & Transformation)
National Healthcare Group (NHG), Singapore



Prof Chua is Chief Executive Officer of Khoo Teck Puat Hospital (KTPH), Yishun Health, and Deputy Group Chief Executive Officer (Strategy & Transformation), National Healthcare Group (NHG) in Singapore. A psychiatrist by training, he is also the Chairman of the national Residency Advisory Committee (RAC) for Psychiatry, Adjunct Professor at the Lee Kong Chian School of Medicine NTU, and Adjunct Associate Professor at Yong Loo Lin Medical School NUS.

He has keen interests in the fields of public health, psychiatric epidemiology, depression and quality & safety in health care. He was also the first Patient Safety Officer at the Institute of Mental Health, where he developed programs and initiatives to improve clinical quality and safeguard patient safety at IMH. As president of the Singapore Psychiatric Association from 2005 to 2008, he is active in the field of mental health education and is a frequently invited lecturer at regional and international conferences, in psychiatry as well as in quality improvement & safety in healthcare.



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SPEAKERS



A/Prof Wong Moh Sim
Deputy Group Chief Quality Officer
National Healthcare Group (NHG), Singapore
Deputy Chairman Medical Board (Clinical Policies & Standards)
Senior Consultant, Laboratory Medicine, Khoo Teck Puat Hospital



Dr Wong Moh Sim is a Senior Consultant Chemical Pathologist in the Department of Laboratory Medicine at Khoo Teck Puat Hospital. She is also Deputy Chairman Medical Board (Clinical Policies and Standards), KTPH, and Deputy Group Chief Quality Officer, NHG. She graduated from the University of Leicester in UK and is a Fellow of the Royal College of Pathologists (UK) and the Royal College of Pathologists of Australasia.

She serves on committees including the Singapore Association of Clinical Biochemists (SACB) and Health Sciences Authority External Quality Assessment Programme in Clinical Chemistry. Her clinical interest is diabetes mellitus and she runs clinic sessions at the Diabetes Clinic in Admiralty Medical Centre.



Mr Teo Linyou
Principal Design Lead (Innovation Lab)
Public Sector Transformation, Public Service Division

Mr Teo is a designer and innovator with more than 15 years of experience in multiple fields of design (Industrial Design, User Experience, Design Thinking and Customer Experience) and across multiple Industries (Consultancy, Consumer Electronics, Education and Insurtech).

In his past roles, he has planned, executed and facilitated various projects across Singapore, China, US, Malaysia and Indonesia to help understand users' needs and create value for them, leading to innovation and improvement of Customer Experience, processes, alignment and efficiency.



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SPEAKERS



Dr Fred Hersch
Senior Program Manager, Product Manager and Health Lead
Google Health, Asia Pacific



Dr Hersch work covers translational AI research, building open source tools to accelerate mobile first health systems in LMICs and supporting digital transformation in healthcare through the use of FHIR to enable interoperability and data driven decision making. A medical doctor with training in business and information technology, he has long been passionate about the role of technology in transforming access to healthcare, especially in resource poor settings. He was an early pioneer in the tele-medicine space developing one of the first web based telemedicine platforms globally (MedTech Outreach Australia, 2002-6). Prior to Google, Fred was the Chief Medical Office and Clinical Product Manager for Telenor Health (Norway, Bangladesh), James Martin Fellow in Healthcare Innovation at Oxford University (UK) and medical doctor (NSW Health, Australia).

He has an MBBS (Hons) and MPH from Sydney Medical School where he was the recipient of the Robin May Memorial Prize (2009) and was a UNSW Co-Op Scholar in Business Information Technology (BSc, BIT). Outside of work, Fred maintains active research interests in global digital health, Non-Communicable Disease prevention and management and health systems strengthening. He is a technical advisor to the Global Health Research Unit on Diabetes and Cardiovascular Disease in South Asians and has been actively involved in the establishment of the South Asia BioBank initiative. He is an early stage investor and advisor in the Digital Health space and sits on the board of Hello Sunday Morning.



Mr Jay Jenkins
Tech Strategist and Evangelist
Google Cloud, Asia Pacific

As the Tech Strategist and Evangelist for Google Cloud business in APAC, Mr Jenkins helps organisations solve their biggest problems by modernising their technologies and helping them build and lead innovative teams. His team re-architects legacy technology and operations and co-creates the future, leveraging on their deep skills in distributed computing, data management, analytics, and machine learning. Jay has over 20 years of experience in agile transformation across a wide range of industries around the globe.

Prior to Google, he was a partner at a specialist firm focused on agile frameworks and enabling technologies. He has also worked at global consulting firms transforming finance and government industries. For the last 15 years, he has lived and worked in Australia, Vietnam, and now Singapore.



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**Institute for
Patient Safety & Quality**

The Programme Booklet 2022 is published in electronic form only by
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