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SINGHEALTH DUKE-NUS QUALITY AND INNOVATION DAY 2023

The annual event with more than 800 participants, aims to celebrate the quality improvement efforts of SingHealth Institutions and to inspire us to look past the challenges, in our drive towards building high-reliability healthcare organisations for our patients, staff and visitors.

The curated programme keeps us up-to-date on innovative methods, processes and tools in improvement through sharing and learning with fellow colleagues and invited speakers from healthcare and beyond.

The event also gathers global community of learning inter-professionally in patient safety & quality, where members of the Global Action for Leaders & Learning Organizations on Patient Safety (GALLOPS) are invited to participate in this annual event that brings both local and global community to learn best practices together.

Scan here to find out more about our past events and programmes:



Click or tap the icon to view the Programme Outline

GROUP DIRECTOR'S MESSAGE



Prof Tan Kok Hian

Group Director & Senior Associate Dean

SingHealth Duke-NUS Institute for Patient Safety & Quality (IPSQ)

Welcome to the SingHealth Duke-NUS Quality & Innovation Day (QID) 2023! This SingHealth Duke-NUS Academic Medical Centre annual event aims to promote a culture of quality improvement in healthcare, encourage collaborations and knowledge-sharing, and provide a platform to recognise and celebrate the good work of our healthcare professionals in our pursuit of safe and quality care. The future of healthcare lies in boundless possibilities; Creating new workflows, Cultivating spirit of improvement and Celebrating each other's efforts – it all involves taking a holistic approach to improve the healthcare system and address its various challenges to ensure that our patients receive the best care possible.

The 9th year of QID is aptly themed as "Future of Healthcare - Create, Cultivate & Celebrate!", where we gather in a hybrid mode, both physically onsite and virtually, to learn from one another and recognise individuals and teams for their continuous effort in collaborating, improving and making the commitment to improve our healthcare system. The organising committee has curated an exciting line-up of relevant topics by speakers from external industries and healthcare. I hope you will be able to gain extensive insights from the sharing by speakers from Sport Singapore (SportSG), Nanyang Technological University (NTU), Philips, Singapore University of Technology and Design (SUTD), Singapore Institute of Technology (SIT), Brahm Centre, SingHealth Patient Advocacy Network (SPAN), and SingHealth Institute of Medical Simulation (SIMS).

This year, the IPSQ Poster Excellence Award 2023 has also received an astounding number of abstract and poster submissions that span across the following 5 categories:

- Efficiency
- Innovation
- Joy at Work
- Patient Safety
- Patient Outcomes

You can now access their improvement projects published in IPSQ Patient Safety and Quality Archives (PSQA) 2023 Volume 4 with a total of two issues (<https://www.singhealthdukenus.com.sg/ipsq/psqa>). I would also like to extend my sincerest gratitude to our distinguished speakers, partners and working committee members for their support in making this event a success. To all participants, thank you for spending this day with us and we hope to see you all again in 2024!



Click or tap the icon to view the Programme Outline

AM PROGRAMME OUTLINE

Academia 20 College Road, Singapore 169856

0830 PARTICIPANTS TO BE SEATED

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

ACTIVE HEALTH – INNOVATING FOR A HEALTHIER SG

BY MR MARCUS TAN, CHIEF, SPORT DEVELOPMENT GROUP
SPORT SINGAPORE (SPORTSG)

**1000 AM-EPIC HEALTHCARE QUALITY IMPROVEMENT (QI)
GRADUATION CEREMONY**

1015 IPSQ POSTER EXCELLENCE AWARD CEREMONY

1100 MINI-LABS 1 & 2

THE NAK AUDITORIUM & Live via Zoom Webinar

MINI LAB 1

FOSTERING COLLABORATIVE EFFORTS FOR INNOVATIVE RESEARCH AND EVALUATION

BY DR LAURIE J. GOLDSMITH, SENIOR RESEARCH FELLOW, PRIMARY CARE AND FAMILY MEDICINE, LKC MEDICINE
A/PROF LEE ENG SING, DIRECTOR, PRIMARY CARE AND FAMILY MEDICINE, LKC MEDICINE
NANYANG TECHNOLOGICAL UNIVERSITY (NTU)

SEMINAR ROOM, L1-S1 & Live via Zoom Webinar

MINI LAB 2

MAKING A DIFFERENCE WITH PATIENT ADVOCACY

BY MS JOSIE LIOW, CO-CHAIR
MR CHEW KIM SOON, CO-CHAIR
SINGHEALTH PATIENT ADVOCACY NETWORK (SPAN)

PM PROGRAMME OUTLINE

Live via Zoom Webinar

1300 **MINI LAB 3 & 4**

MINI LAB 3

SAFETY & QUALITY

*BY MR PETER ZIESE, HEAD OF MEDICAL STRATEGY AND INNOVATION, CMO & MANAGING DIRECTOR
PHILIPS*

MINI LAB 4

BLENDING TECHNOLOGY AND ANDRAGOGY: GAME ENOUGH TO THINK OUTSIDE THE BOX?

*BY PROF FATIMAH LATEEF, DIRECTOR
SINGHEALTH DUKE-NUS INSTITUTE OF MEDICAL SIMULATION (SIMS)*

1430 **MINI LAB 5 & 6**

MINI LAB 5

HARNESSING TECHNOLOGICAL ADVANCEMENTS

ACROSS DISCIPLINES FOR HEALTHCARE IMPROVEMENT

*BY DR KHOO XIAOJUAN, PROGRAMME DIRECTOR
SINGAPORE UNIVERSITY OF TECHNOLOGY & DESIGN (SUTD) DUKE-NUS*

MINI LAB 6

FOSTERING INNOVATION WITH THE DESIGNER'S TOOLBOX

*BY DR AGNES XUE, ASSOCIATE PROFESSOR & HEAD
DESIGN FACTORY @ SINGAPORE INSTITUTE OF TECHNOLOGY (SIT)*

1600 **PM PLENARY**

COMPASSION - ENABLEMENT OF ENHANCED PERFORMANCE

*BY ADJ A/PROF ANGIE CHEW, FOUNDER & CEO
BRAHM CENTRE*

1655 **CLOSING ADDRESS**

MS PANG NGUK LAN

*DEPUTY GROUP DIRECTOR
SINGHEALTH DUKE-NUS INSTITUTE FOR PATIENT SAFETY & QUALITY (IPSQ)*

1700 **END**

AM PLENARY 0900 - 1030



Active Health – Innovating for a Healthier SG

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.



Marcus Tan Wee Kian
Chief, Sport Development Group
Sport Singapore (SportSG)

The Active Health initiative was launched in 2017 to empower and motivate individuals to take ownership of their health and well-being, and to build strong social bonds and support through sporting activities.

Active Health is a social movement to encourage everyone to proactively take ownership of their health and wellness so that they can fulfil their aspirations and be ready to embrace and celebrate life's most significant moments with confidence.

It aims to shift the mindset of Singaporeans from a "problem-solving mode" of seeking treatment only when in ill-health, towards an "aspiration-mode" of active living by engaging in quality experience of sports, physical activities and programmes with their family, friends and the community. Join the session to learn from Sport Singapore on innovation and improvement methodologies for a Healthier SG.



Webinar Link:

<https://ihis.zoom.us/j/92552564196?pwd=bXE3MUhOcVQwdldpb2V2N1g2Kzcvdz09>

Webinar ID: 925 5256 4196

Passcode: qid

Scan QR code or click the zoom link on 10 March 2023 from 0855 onwards to join the session



Click or tap the icon to view the Programme Outline

MINI LAB 1 1100 - 1200

Fostering Collaborative Efforts for Innovative Research and Evaluation

LEE KONG CHIAN
SCHOOL OF
MEDICINE



Imperial College
London



Dr Laurie J. Goldsmith

Senior Research Fellow
Primary Care and Family Medicine
LKC Medicine

Nanyang Technological University (NTU)



A/Prof Lee Eng Sing

Director
Primary Care and Family Medicine
LKC Medicine

Nanyang Technological University (NTU)

The Centre for Primary Health Care Research & Innovation (CPHCRI), a joint initiative between Lee Kong Chian School of Medicine (LKC Medicine) and National Healthcare Group, provides a compelling example of the importance of privileging collaboration in health research.

Research projects to be highlighted touch on all aspects of the quadruple aim (enhancing patient experience, improving population health, reducing health care costs, and improving the work life of health care providers/clinicians/staff).

By the end of the session, you will appreciate the multiple payoffs possible from cross-institutional, cross-disciplinary, and multi-voiced collaboration, including patient involvement.



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Click or tap the icon to view the Programme Outline

MINI LAB 2 1100 - 1200

Making a Difference with Patient Advocacy



SingHealth Patient Advocacy Network



Josie Liow

Co-Chair

**SingHealth Patient Advocacy
Network (SPAN)**



Chew Kim Soon

Co-Chair

**SingHealth Patient
Advocacy Network (SPAN)**

Healthcare systems are increasingly engaging patients and family caregivers as partners in their design, delivery and improvement of health services. This is to support the goals of patient safety and patient experience in the healthcare system. This webinar aims to share what matters to patients and families through lived experiences and making a difference in patient care through patient advocacy. This webinar will also share the value of patient advocacy for engaging our patients and caregivers as key partners in the healthcare system.

SPAN since inception in 2017 have been working in partnership with healthcare Team to promote and create the culture of patient advocacy and engagement over the last 5 years with the aim to Empowering and Engaging Patients with Healthcare Teams to making a difference with patient advocacy and finally cultivating a sustaining and embedding patient advocacy within the healthcare system as collaborative partners end to end is an essential strategy for safer healthcare systems and enhanced experience.



Webinar Link:

<https://ihis.zoom.us/j/95221451075?pwd=V2ZQZ25qYWd0MzdIc3FYZnlodWVNdz09>

Webinar ID: 952 2145 1075

Passcode: qid

**Scan QR code or click the zoom link on 10 March 2023
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Click or tap the icon to view the Programme Outline

MINI LAB 3 1300 - 1400



Safety & Quality



Dr Peter Ziese
Head of Medical Strategy and Innovation, CMO
Managing Director
Philips

At Philips, we look beyond technology to the experiences of the people and Patient safety, Quality and Integrity always is at the heart of our culture, and is part and parcel of our company's mission and vision.

Our innovations are driven by consumer and customer needs. Helping people to live healthily and prevent disease. Giving clinicians the tools they need to make a precision diagnosis and deliver personalized treatment. Aiding the patient's recovery at home in the community. All supported by a seamless flow of data.

While pursuing our business objectives, we aim to be a responsible partner in society, acting with integrity towards our customers, employees, business partners and shareholders, as well as the wider community in which we operate.

Hear how Philips leads and integrates Safety and Quality in the company by placing the customer first, and upholding patient safety, quality and integrity always.



Webinar Link:

<https://ihis.zoom.us/j/92552564196?pwd=bXE3MUhOcVQwdldpb2V2N1g2Kzcvdz09>

Webinar ID: 925 5256 4196

Passcode: qid

Scan QR code or click the zoom link on 10 March 2023 from 1255 onwards to join the session



Click or tap the icon to view the Programme Outline

MINI LAB 4 1300 - 1400

Blending Technology and Andragogy: Game Enough to Think Outside the Box?



Institute of Medical Simulation



Prof Fatimah Lateef

Director

SingHealth Duke-NUS Institute of Medical Simulation
(SIMS)

Technology has changed the world and changed the way Healthcare is practised. It is often seen as a double-edged sword, but we may have to accept that it is here to stay. The recent Covid 19 pandemic has showcased this very clearly. As a nation, Singapore is investing in our SMART nation initiatives and AI (artificial intelligence). As an Academic Medical Centre (AMC), SingHealth Duke NUS has moved the needle on this as well. Innovations and the simulation spectrum has become more widely adopted. Hand in hand with this, the alignment with Patient and Staff Safety as well as Quality cuts across every action, execution and delivery. The principles of Andragogy must also be over-arching in all initiatives.

Against this background, Prof Fatimah Lateef will share the innovative simulation spectrum in use and others, which will be used, moving into the future. Specific examples and experiential sharing, spanning technology adoption, technology-driven education and practice, inter-professional collaborative practice (IPCP), Healthcare Failure Mode Effect Analysis, Root Cause Analysis, repetitive practice to mastery and even psychological safety.

The bottomline is:

To **Create** programmes through progressive ideas and thought processes

To **Cultivate** and inculcate the climate of questioning, exploring and innovating and

To **Celebrate** the (positive) outcomes, eventually



Webinar Link:

<https://ihis.zoom.us/j/95221451075?pwd=V2ZQZ25qYWd0MzdIc3FYZnlodWVNdz09>

Webinar ID: 952 2145 1075

Passcode: qid

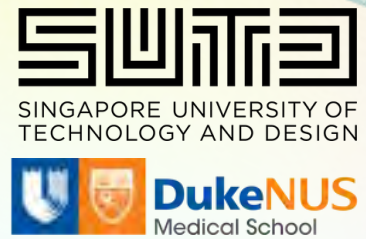
Scan QR code or click the zoom link on 10 March 2023
from 1255 onwards to join the session



Click or tap the icon to view the Programme Outline

MINI LAB 5 1430 - 1530

Harnessing Technological Advancements across Disciplines for Healthcare Improvement



Dr Khoo Xiaojuan

Program Director, SUTD-Duke-NUS Special Track and
SUTD-CGH Healthcare Collaboration

In today's world, the use of technology and the design of the built environment play an increasingly significant role in improving the way we live and our quality of life.

One area where this convergence of technology and design is making a huge impact is the practice of medicine.

The SUTD Duke-NUS partnership aims to nurture future clinicians who are adept at both practising medicine and harnessing technological advancements across disciplines to impact healthcare.

With the ability to treat patients and design medical innovations, these future clinicians will have an edge in the industry, quickly becoming the new benchmark.

Join the session and discover how to harness the confluence of design innovations and technology to medicine.



Webinar Link:

<https://ihis.zoom.us/j/92552564196?pwd=bXE3MUhOcVQwdldpb2V2N1g2Kzcvdz09>

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Passcode: qid

Scan QR code or click the zoom link on 10 March 2023
from 1425 onwards to join the session



Click or tap the icon to view the Programme Outline

MINI LAB 6 1430 - 1530

**Fostering Innovation
with the Designer's Toolbox**



Design Factory@SIT



Dr Agnes Xue

Associate Professor; Head of Design Factory@SIT

Large or small, new or old, for profit or nonprofit, all organizations need to keep innovating and morphing to succeed. Continuous improvement, understanding complex systems, and promoting innovation are all part of the landscape of learning challenges today's companies face.

The pace of change and the fluidity of most work structures means that it is not really about creating effective teams anymore, but instead about leading effective teaming. But how might leaders nurture nonstop innovation?

In this session, we will outline people centric approaches such as design thinking and collaborative innovation in enabling any organization to innovate.

From these methodologies, leaders can encourage questioning, brainstorming, experimentation, and reflection that encourages the growth and development of the organisations.



Webinar Link:

<https://ihis.zoom.us/j/95221451075?pwd=V2ZQZ25qYWd0MzdIc3FYZnlodWVNdz09>

Webinar ID: 952 2145 1075

Passcode: qid

**Scan QR code or click the zoom link on 10 March 2023
from 1425 onwards to join the session**



Click or tap the icon to view the Programme Outline

PM PLENARY 1600 - 1700

Compassion – Enablement of Enhanced Performance



2012 - 2022
10 Years
Promoting
Happier &
Healthier Living



A/Prof Angie Chew
CEO & Founder, Brahm Centre
Mindfulness Principal

Many healthcare professionals are feeling burnout. In the midst of looking after patients, many overlook their self-care and not respecting the limits of themselves and others.

In this workshop, Adj. A/Prof Angie Chew will share on how applying holistic compassion towards ourselves and others can help us to leverage on one another's strengths instead of shortcomings.

By applying compassion, we expand the capacity for new possibilities. We can transform our critical mind to a more appreciative mind.

This will enable us to be more equanimous and effective in forming and maintaining good relationships.

This will enable healthcare professionals to carry out their respective roles with more care, patience and equanimity.



Webinar Link:

<https://ihis.zoom.us/j/92552564196?pwd=bXE3MUhOcVQwdldpb2V2N1g2Kzcvdz09>

Webinar ID: 925 5256 4196

Passcode: qid

Scan QR code or click the zoom link on 10 March 2023
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SPEAKERS



Marcus Tan Wee Kian
Chief, Sport Development Group
Sport Singapore (SportSG)



Chief Sport Development Group for Sport Singapore, steers programming as a strategy to strengthen Singapore's sport ecosystem and encourage active living amongst of community.

As a former national basketball player, he appreciates how he has benefitted in his overall health and well-being through Sport.

Hence, in the last one year, his focus has been to bring sport back through programming in the midst of COVID-19.



A/Prof Lee Eng Sing
Director
Primary Care and Family Medicine
LKC Medicine
Nanyang Technological University (NTU)



Assistant Professor (Clinical Practice) Lee Eng Sing is the Director of Primary Care and Family Medicine Research Programme and a Co-Principal Investigator in the Health for Life in Singapore Study (HELIOS) in Lee Kong Chian School of Medicine. He leads the Primary Care Research Network and is also the co-Director of the Centre of Primary Health Care Research and Innovation.

Asst/Prof Lee is actively promoting primary care research culture, capacity and capability in Singapore. His research interest is on multimorbidity, chronic disease management, digital solutions for primary care and health services research.

He practices at Hougang Polyclinic, National Healthcare Group Polyclinics (NHGP) as a senior consultant family physician. He is also the principal clinician researcher and Deputy Director of Clinical Research Unit at NHGP.

Asst/Prof Lee also spends time as a fellow in MOH Office of Healthcare Transformation (MOHT) where he supports the care protocol sub-workgroup of Healthier Singapore initiative.



SPEAKERS



Dr Laurie J. Goldsmith
Senior Research Fellow
Primary Care and Family Medicine
LKC Medicine
Nanyang Technological University (NTU)



Dr. Goldsmith is a qualitative and mixed methods health services and health policy researcher. She has conducted research in Singapore, Canada, and the United States on a variety of topics related to the patient and physician experience of receiving and delivering health care and the influence of health care structure on health care delivery. Additional research interests include access to health care from empirical, policy, and theoretical perspectives; patient and public involvement in research; and advancing the use of research methods. She has a PhD in Health Policy from the University of North Carolina and a MSc in Health Research Methodology from McMaster University.



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.



SPEAKERS



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.



Dr Peter Ziese
Head of Medical Strategy and
Innovation, CMO
Managing Director, Philips



Dr. Peter Ziese began his clinical career in 1990 at the University Hospital of Tuebingen in Germany, specializing in anesthesiology, with an interest in pediatric and cardiothoracic cases. He further specialized in intensive care and emergency medicine. He joined Philips in 2001, working in international management and heading up first the marketing organization for patient monitoring and later on the sales and marketing center for Patient Monitoring and Critical Care Systems for Europe, the Middle East and Africa. Dr. Ziese has held numerous leadership positions and today, serves as Head of Medical Strategy and Innovation, CMO and Managing Director.



Click or tap the icon to view the Programme Outline

SPEAKERS



Prof Fatimah Lateef
Director
SingHealth Duke-NUS Institute
of Medical Simulation (SIMS)



Prof Fatimah Lateef is the first Emergency Physician-Politician/ Member of Parliament in Singapore. She is Senior Consultant, Director of Undergraduate Training and Education as well as Director of Clinical Service and Quality at the Department of Emergency Medicine, SGH. She is also Adjunct Professor at Duke-NUS Graduate Medical School, Yong Loo Lin Medical School, NUS and Lee Kong Chian Medical School at NTU. She teaches part-time at the School of Health Sciences, Nanyang Polytechnic.

Fatimah is the Director of SIMS, where she is also an active educator and facilitator. With the first three years of formation, she brought the centre through into the global arena with the achievement of the Society for Simulation in Healthcare (SSH) accreditation.



Dr Khoo Xiaojuan
Program Director, SUTD-Duke-NUS
Special Track and SUTD-CGH
Healthcare Collaboration



Xiaojuan is a Senior Lecturer in Science, Math, and Technology. She obtained her B.Sc. in Bioengineering from UC Berkeley in 2003 and Ph.D. in Biomedical Engineering from Boston University in 2011, in biomaterials and biointerfaces. She did her postdoctoral research at MIT under the supervision of Dr. Daniel Kohane and Dr. Robert Langer, in the area of hydrogel drug delivery. At SUTD, she oversees several UROPs in the areas of medical 3D printing and bioprinting.

She has extensive experience in the development and teaching of courses in Biology, Biomedical Engineering, Healthcare, and Design, and has been involved in several pedagogy research projects at SUTD. As co-lead of the EPD Healthcare Engineering Design track and Program Director of SUTD-Duke-NUS Special Track and SUTD-CGH Healthcare Collaboration, Xiaojuan works closely with students and industry partners on healthcare education and research projects and initiatives.



SPEAKERS



Dr Agnes Xue
Associate Professor
Head of Design Factory@SIT



SINGAPORE
INSTITUTE OF
TECHNOLOGY

Design Factory@SIT

A Red-Dot and A'Prime Design award-winner and the first Industrial Designer in Singapore to be awarded the Doctoral of Philosophy (PhD) qualification from the National University of Singapore (NUS), Agnes received the NUS President's Graduate Fellowship and was a NUS Research Scholar, investigating on better approaches in the design of self-care devices and applications for women's health.

Prior to her role, she was the Co-Chair of Business, Communication and Design Cluster Applied Research Committee, and Programme Director of design programmes at SIT. Her professional and teaching experience include work at Siemens Medical Instruments, the Design Singapore Council, NUS and the Singapore Stanford Biodesign office of A*STAR-EDB. She has invested and started two design consultancies. In her personal capacity, she volunteered in the Lupus Association Singapore EXCO for the past decade.



A/Prof Angie Chew
CEO & Founder, Brahm Centre
Mindfulness Principal



Adj. A/Prof Angie Chew is the Founder and CEO of Brahm Centre, a charity with over 50 staff, dedicated to promoting healthier and happier living. In recognition of her contributions in the mental health space, she was named "The Straits Times Singaporean of the Year 2019".

She is the first certified Mindfulness Based Stress Reduction teacher in Singapore conferred by the Mindfulness Center at Brown University School of Public Health, in collaboration with UMASS Memorial Health Care's Center for Mindfulness. Angie is also a certified Dot-b and Paws-b Mindfulness teacher from the Mindfulness in Schools Project (UK). In addition, she is a Mindfulness Based Cognitive Therapy Course teacher trained by Oxford University Mindfulness Centre. Angie is also an Adjunct Associate Professor of Mindfulness at the National University of Singapore. She has conducted mindfulness courses, workshops and retreats to more than 10,000 people across all ages.



Click or tap the icon to view the Programme Outline



**Institute for
Patient Safety & Quality**

The Programme Booklet 2023 is published in electronic form only by
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