

## Impact of Abuse & Harassment on the Healthcare Ecosystem

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## A ROUNDTABLE TO TALK ABOUT CONNECTING THE DOTS

ABUSE & HARASSMENT IN THE HEALTHCARE ECOSYSTEM



- A psychiatrist by training, Dr Chua is also Adjunct Professor at the Lee Kong Chian School of Medicine NTU, and Adjunct Associate Professor at Yong Loo Lin Medical School NUS.
- Dr Chua has keen interests in the fields of public health, quality & safety in health care, psychiatric epidemiology, and depression. He completed the first nationwide epidemiological survey of Depressive and Anxiety Disorders in Adult Singaporeans in 2004, and from 2007 to 2010, he was Senior Consultant (mental health) to Singapore's Ministry of Health to oversee several major projects to promote mental wellbeing and to expand mental health services for the nation.
- Dr Chua also served as Chairman of the national Residency Advisory Committee (RAC) for Psychiatry from 2011 to 2021.



# Impact of Abuse & Harassment on the Healthcare Ecosystem

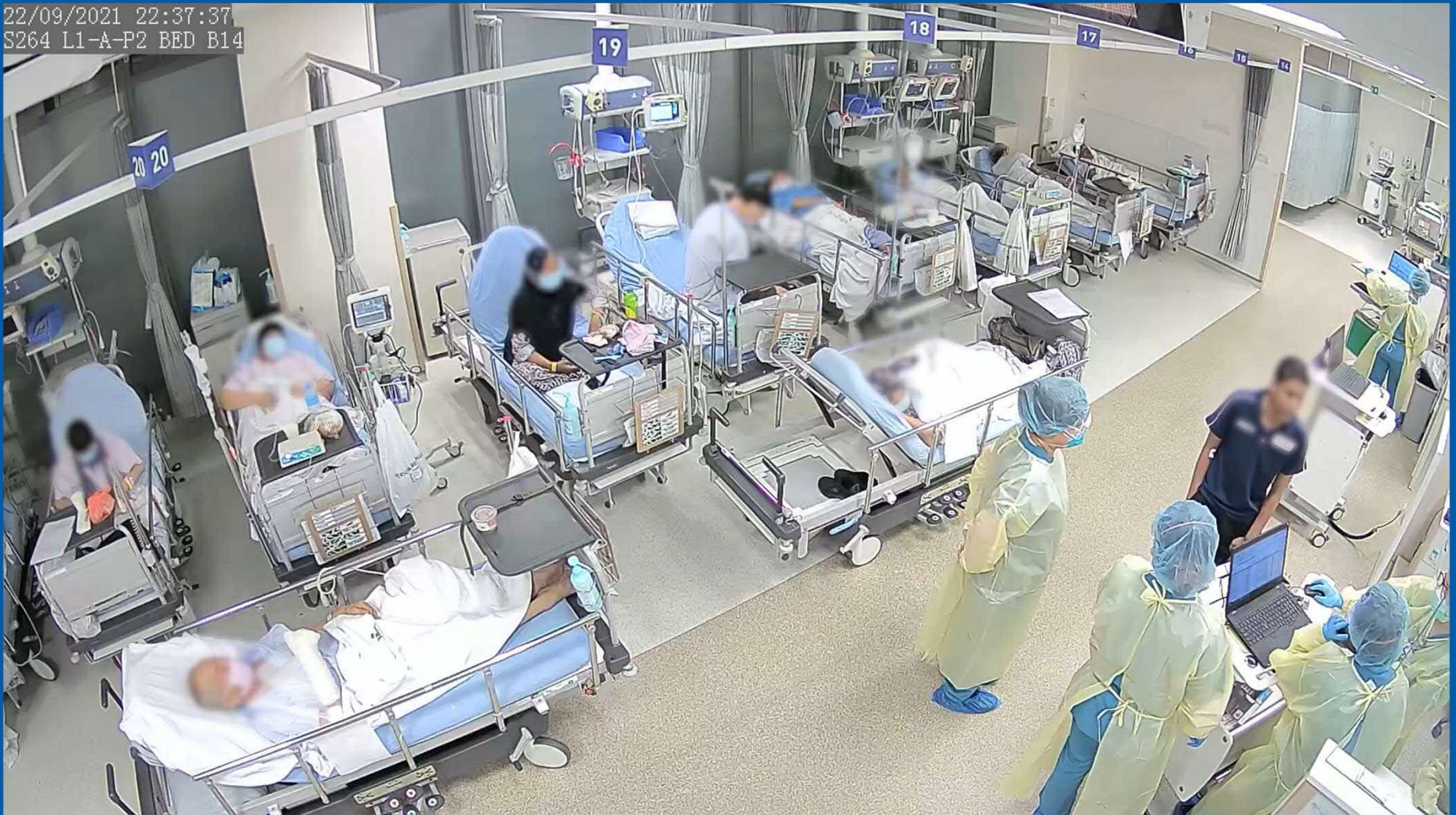
**Prof Chua Hong Choon**  
**Chief Executive Officer**  
**Khoo Teck Puat Hospital & Yishun Health**  
**SingHealth Healthcare Management Congress 2024**



Caring for patients • staff • community • environment



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Other Staff

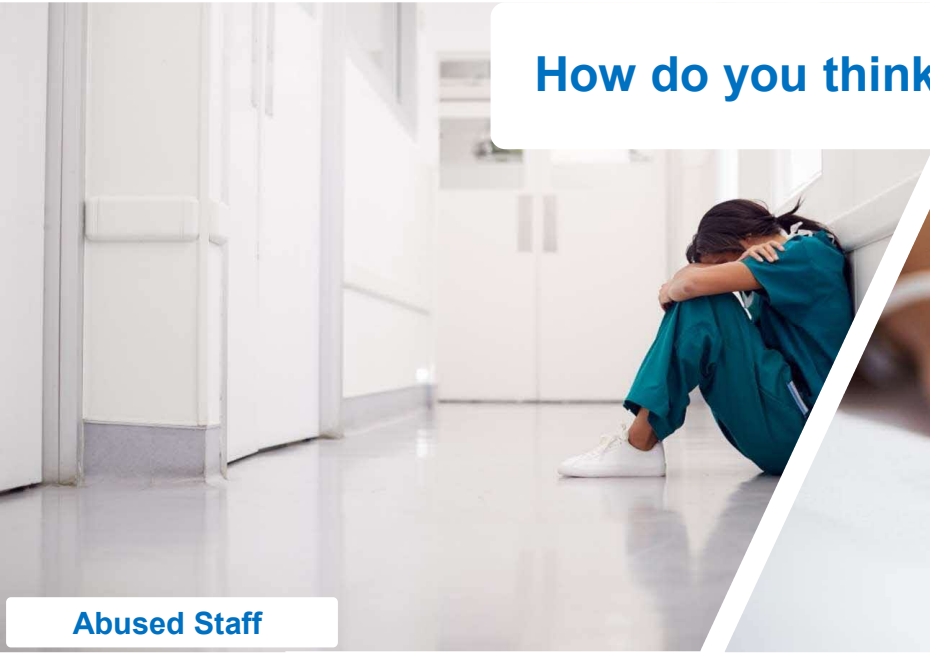


Perpetrator



How do you think they felt in that situation?

Abused Staff



Other Patients



# Rationalising Abuse

I was in pain!

I called so many times but your staff ignored me...

Your staff disrespected me!

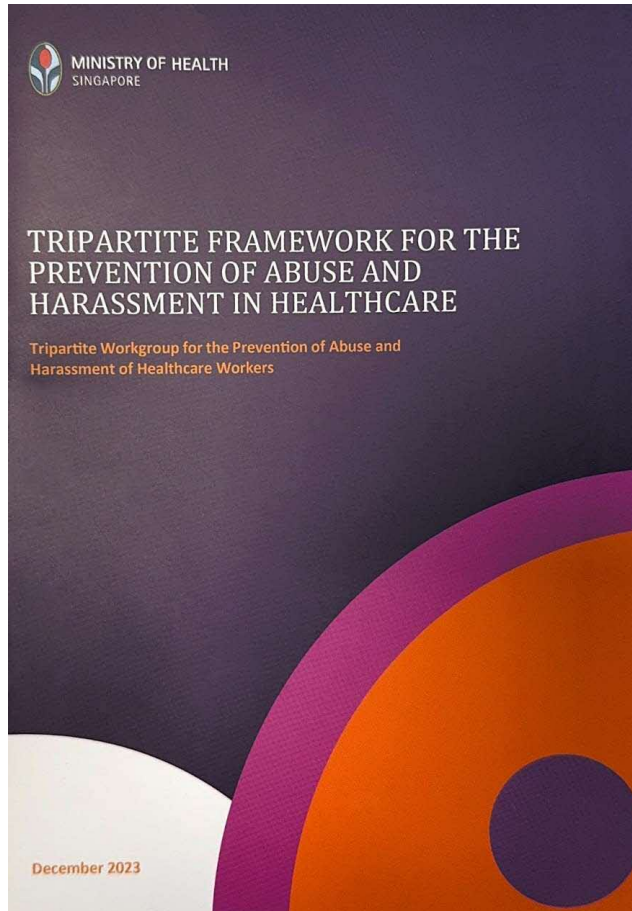


**Act right even when you don't feel right**



**Is there a better way of engaging the healthcare team to have your requests met?**





- **In a 2002 survey conducted by the MOH, 2 in 3 healthcare workers experienced abuse in the 12 months preceding the survey**
- **Among these, 3 in 4 healthcare workers did not report the incidents**



# Tripartite Work Group - 3P Framework

Protect	Prevent	Promote
<p>Protect healthcare workers who face abuse and harassment</p>	<p>Prevent situations that lead to abuse and harassment</p>	<p>Promote positive relationships between healthcare workers and patients/caregivers</p>
<ul style="list-style-type: none"> <li>Develop a zero-tolerance policy with effective protocols for handling abuse. This includes               <ul style="list-style-type: none"> <li>A common definition of abuse.</li> <li>An effective reporting and escalation protocol.</li> <li>A supportive culture of reporting.</li> <li>Clear consequences that are implemented and enforced.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Equip healthcare workers to avoid potential abusive situations.</li> <li>Deter potential offenders with the zero-tolerance policy.</li> </ul>	<ul style="list-style-type: none"> <li>Align expectations of healthcare workers' roles and promote respect towards them.</li> </ul>
<p><b>Standardised zero-tolerance policy across institutions</b></p>		<p><b>National public education campaign</b></p>

**YOU MAY  
BE FEELING  
UNWELL**



**THERE'S  
NO EXCUSE  
FOR ABUSE**



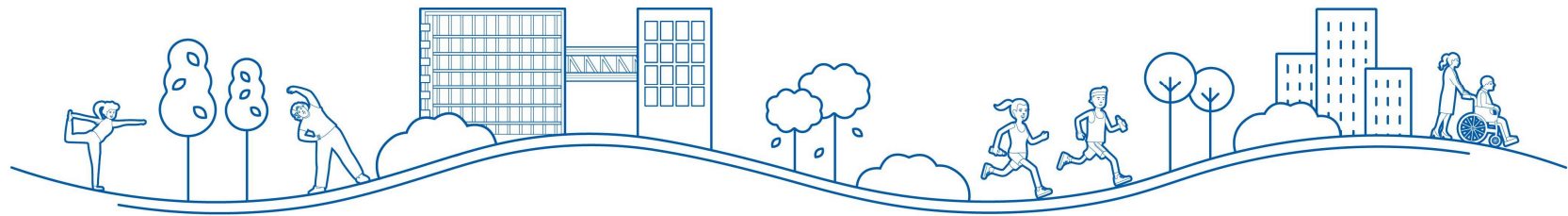
**There is no place for abuse in healthcare**

**IF YOU SEE  
OUR STAFF  
BEING ABUSED,  
DON'T IGNORE IT**

Being in a healthcare institution can sometimes be stressful. But abuse and harassment do not make the job of those who care for you and your loved ones easier. Help us keep our healthcare workers safe.

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# Thank you!



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