



Singapore Healthcare
Management **2024**

Sands EXPO and Convention Centre
13 – 15 Aug 2024

Session
HM9 14 Aug 2024
1030 – 1230 hrs

A ROUND TABLE TO TALK ABOUT CONNECTING THE DOTS

ABUSE & HARASSMENT IN THE HEALTHCARE ECOSYSTEM



Prof Chua Hong Choon
Chief Executive Officer
Khoo Teck Puat Hospital &
Yishun Health

Impact of Abuse &
Harassment on the
Healthcare Ecosystem



Dr Tess Teo, Consultant
**Ms. Muqtasidatum binte
Mustafa**, Nurse Clinician
Emergency Medicine, SGH

Here to help, not to
be abused



Ms. Cass Chay
Chief Operating Officer,
National Neuroscience Institute

Operationalising Staff Protection
in SingHealth



Ms Lena Lim Lee Keng,
SingHealth Patient Advocacy
Network

Patient's Voice: Cultivating
a Respectful Healthcare
Environment with
Compassion



Dr Yin Shanqing
Former Asst Director,
Quality, Safety & Risk Management,
KK Women's and Children's Hospital

Abuse and Harassment as
Workplace Hazards to your
Health and Wellbeing



Ms Chang Sook Mei,
Director, Group Office of
Patient Experience,
SingHealth

Moderator

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Impact of Abuse & Harassment on the Healthcare Ecosystem

Dr Chua Hong Choon

Chief Executive Officer
Khoo Teck Puat Hospital (KTPH)
and Yishun
Health, Singapore.

Co-chairman
Tripartite Workgroup for
Prevention of Abuse and
Harassment in Healthcare,
Ministry of Health, Singapore



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- 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.



Operationalising Staff Protection in SingHealth

Ms Cass CHAY Jwee Cheong

Chief Operating Officer
National Neuroscience
Institute, Singapore

Co-chairman
Anti-abuse Committee
SingHealth



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- Cass has served as Chief Operating Officer of National Neuroscience since 2021. In addition to this role, Cass also oversees the SingHealth Operations Shared Service - Workplace Safety and Health.
- Starting her 20-year healthcare career first as a data analyst at the Singapore General Hospital, Cass moved on to corporate roles such as Strategic and Performance Planning and assumed headship roles in Clinical Operations Management in Singapore General Hospital and Sengkang General Hospital.



Abuse and Harassment as Workplace Hazards to your Health and Wellbeing

Dr. YIN Shanqing

Human Factors Specialist

former Assistant Director,
Human Factors & Systems Design
Quality, Safety and Risk
Management
KK Women's and Children's
Hospital



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- Dr Yin was formerly the Assistant Director of Human Factors and Systems Design at KKH, pioneering the application of human factors principles and methodologies toward healthcare research and solution-planning in Singapore.
- Prior to KKH, Dr Yin served as the nation's first healthcare human factors specialist in Changi General Hospital for five years. With over 10 years of human factors exposure, Dr Yin's journey has brought him through various domains such as aviation and process control. He has been involved in projects of varying scales, ranging from the development of user-friendly products and interfaces to the design and refinement of large infrastructures.
- He has a PhD in Human Factors Engineering and a BSc in Psychology, and is also an FAA-certified private pilot.



Navigating Abuse & Harassment: Insights from the ED

Dr. Tess Lin Teo

Consultant
Emergency Medicine
Singapore General Hospital

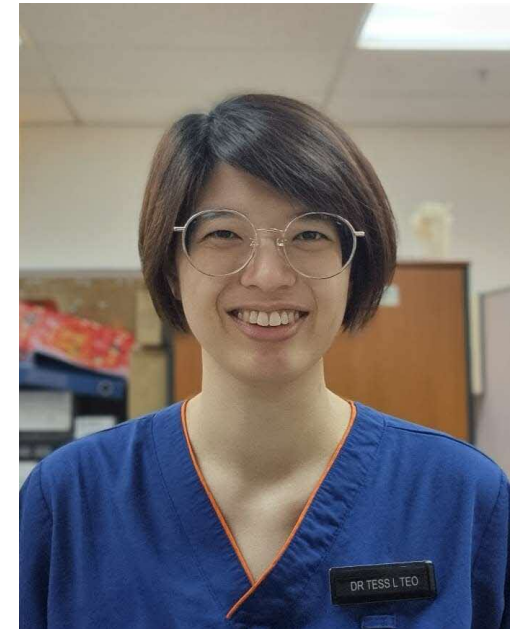


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- Dr Teo is a consultant at SGH Department of Emergency Medicine with a special interest in staff wellness. Besides being the Wellness Officer for SGH DEM, she is also apart of various staff wellness initiatives but is most passionate about peer support.
- She is the Lead Trainer of the PGY1 BLUES Peer Support program for post-graduate year 1 doctors in Singhealth which she helped to set up in 2019.





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Ms Muqtasidatum binte Mustaffa

Nurse Clinician
Emergency Medicine
Singapore General Hospital

- NC Datum work as a professional emergency care nurse of 22 years is driven by deep passion. As each day brings new challenges, she has honed a deep expertise in managing high pressure situations and delivering critical care to patients in urgent need. In the highly charged atmosphere of abusive encounters in ED, her priority is to ensure the safety of all individuals involved. NC Datum's involvement as a nurse leader during these incidents underscores the importance of immediate response, support, and proactive policy management.
- To take care of her mental well-being, she treasures her cherished routines and mindful practices. A hug from her 5 kids is the first and most important trigger for the release of oxytocin that promotes relaxation and reduce stress. And baking! Through self-care, she finds balance and renewal, allowing her to face each new day with resilience and a refreshed outlook.



Building a Culture of Respect and Safety

Ms Lena LIM Lee Keng

Caregiver

Member
Singapore Patient Advocacy
Network
Singapore General Hospital,
SingHealth



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- Ms Lim is a dedicated caregiver to her husband, who has been living with Parkinson's disease for the past 15 years. Her unwavering commitment and compassion have shaped her into a strong advocate for those facing similar challenges.
- Beyond her role as a caregiver, Lena serves as the Chairman of the Waterfront @ Khatib Residents Network, a position she has held with distinction for 15 years. Under her leadership, the network has flourished, fostering a sense of community and support among residents.
- Lena's contributions extend to various important initiatives. She is an active member of the Singapore Patient Advocacy Network (SGH, SingHealth), where she collaborates with healthcare professionals and fellow advocates to improve patient care and support systems.





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Panel Moderator

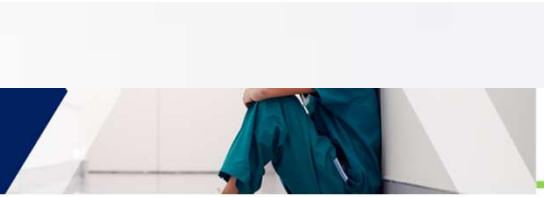
Ms CHANG Sook Mei
Director
Office of Patient Experience
Changi General Hospital

Director
Group Office of Patient
Experience
SingHealth

Sook Mei is the Director of the SingHealth Group Office of Patient Experience and concurrently the Director of the Office of Patient Experience at CGH. In this role, she works closely with patient advocates from the SingHealth Patient Advocacy Network (SPAN) to tap on the voice of our patients and caregivers for the purpose of improving patient experience and healthcare quality.

In 2023, SPAN and SingHealth co-produced the “Patient and Healthcare Team Care Pledge” as a statement of the common values and virtues needed for harmony in healthcare. Through SPAN, patients and caregivers “Say No” to abuse and harassment of healthcare providers and “Say Yes” that healthcare providers deserve a safe workplace to provide care for patients.





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