



SERVE ALL WITH LOVE

2019 Year in Review





*Be praised, my Lord, through our sister Mother Earth,
who feeds us and rules us, and produces various fruits
with coloured flowers and herbs.*

St Francis of Assisi, Canticle of the Sun

CONTENTS

01	At a Glance	14	Executive Management Team	30	Community Outreach
02	Our Founding Story	16	New Specialist Doctors	33	New Hospital Developments
04	Our Ethos	23	Governance	35	Enhancing Patients' Experience
06	Message from Sister Jane Bertelsen	24	Reflecting 58 Years of Care and Service to All	36	Our Digitalisation Journey
08	Message from Chairman	26	Stewardship	37	Improving Patient Care
10	Message from Chief Executive Officer	27	Highlights in 2019	38	Nurturing Our Healthcare Professionals
12	Board of Directors	28	Growing Our Positive Impact	39	Our People, Our Pride

AT A GLANCE

2019

Founded in

1961

by the Sisters from the Franciscan Missionaries of the Divine Motherhood (FMDM). The first baby was delivered on 12 March 1961

Serving All with Love for

58

years

Singapore's first private and only not-for-profit Catholic acute tertiary care hospital

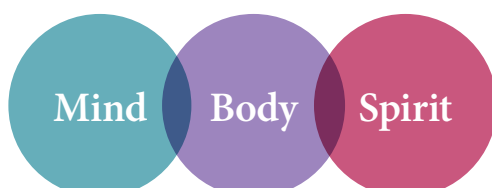
Total of

319

beds

We are the only hospital that provides

Clinical Pastoral Care



Delivered

>5,800

babies

Outreach clinics –

one dental and two medical, to reach out to the underserved

Total outreach

5,484

beneficiaries from various Social Service Agencies

A 6-bedded ward to cater to those who hope to seek private medical care at an affordable cost, is named after our patron saint

St Francis of Assisi

Specialist Doctors

>20

specialties

>200

on campus

>1,200

accredited

OUR FOUNDING STORY



In the summer of 1947, three FMDM Sisters left England for China. They had been commissioned to work with the Irish Friars Minor in their Franciscan Missionary outreach. However, with the advancement of the Communist troops in China, the Sisters were ordered to abandon their mission and go to Hong Kong instead, where they stayed with the Maryknoll Sisters.

At that time they heard that Bishop Olçomendy of Malacca was looking for Sisters to care for tuberculosis patients in Singapore. This disease was both life threatening and contagious during World War II then.





On 7 March 1949, Sister Angela McBrien arrived in Singapore from Hong Kong, followed by Sisters Mary Camillus Walsh and Mary Baptista Hennessy. They took over the tuberculosis wards at Tan Tock Seng Hospital, which eventually became known as Mandalay Road Hospital. They also served the “Lepers Camp”, a community of lepers housed in Trafalgar Home at Woodbridge. Both centres were managed as self-contained units as isolation was deemed the best treatment at that time.

In 1952, the Sisters were given an opportunity to start a private hospital to bring nursing care and services to the population. Thus the FMDM Sisters began canvassing for donations. In addition to pooling their savings and salaries, many generous individuals and companies responded to the call to donate.

On 4 March 1961, the hospital was officially opened with 60 beds. The Sisters were professionally trained as nurses, midwives, physiotherapists, radiographers, laboratory technicians and other support services and staffed the hospital.

The hospital takes its name from La Verna, a mountain in Italy, where St Francis of Assisi was believed to have received the Stigmata (an imprint of the five wounds of Christ). He led a life of radical simplicity and joy, sharing God’s love for all people and all creation by loving and honouring each and every person he met, from lepers to sultans and popes to the ordinary townspeople.

Mount Alvernia Hospital today reflects the wisdom and inspiration of our founding Sisters and those who contributed to our organisation. The hospital remains wholly owned by the FMDM congregation. The leadership team in the United Kingdom ensures that our hospital is compliant with governance guidelines and exercises responsible stewardship.



OUR ETHOS

Mount Alvernia Hospital is a mission of faith, hope and courage to bring life and light into the lives of people and the community. The work by the FMDM Sisters in 1961 to care for lepers and tuberculosis patients is a call to love all, especially the marginalised and the poor.

At the heart of the Franciscan spirit is a joy that comes from an appreciation for life. This gives rise to a deep commitment to relationships with people and all creation – to be life-giving, all-inclusive and just.

The sacredness of life, the dignity of each individual and the love for the community compel us to live out our

values in our work – providing holistic healthcare, raising the quality of care and support for people where needed.

We believe in proactive collaborations and mutual support, partnering with doctors and other healthcare organisations to bring about charity and social service that empower sustained growth in healthcare. This enables us to appropriately respond to the needs of an ageing population whilst continuing to deliver new life as a hospital reputed for maternity care.

We are a 319-bed general acute care health institution with tertiary medical capabilities and multidisciplinary specialist centres. The hospital is

supported by over 1,200 accredited doctors with more than 200 specialists located on campus.

As a not-for-profit hospital, Mount Alvernia Hospital channels our surpluses to the communities we serve. Significant efforts are made towards providing outreach healthcare services to the underserved in the community.

The hospital is part of the FMDM global network spanning Singapore, Malaysia, the United Kingdom, Ireland, Italy, Australia, Nigeria, Zambia and Zimbabwe – reaching out to the sick, the poor and the marginalised through healthcare, pastoral care, counselling, education, as well as prison and parish ministries.

MISSION OUTREACH AROUND THE WORLD



NIGERIA

(From left to right)

- Sr Celsus Nealon in young offenders prison, Jos
- Sr Helena McEvilly in Young Women's Empowerment Centre, Jos
- Sr Mary Jean Rogers with a polio patient



ZAMBIA

(From left to right)

- Sr Jean at Chelstone School's Guidance and Counseling office
- Sr Rogita (Coordinator of Home Based Care Project in Kasanka, Zambia for those affected by HIV AIDS) gives advice to a young mother on a rural road
- Sr Maura runs HIDDEN VOICE Project, providing education for special needs children



IRELAND

(From left to right)

- Sisters Maria Kiely, Finola Kidney, Angela Yioh, Anne O'Brien walking for charity – Galway Hospice Walk, Ireland



ZIMBABWE

(From left to right)

- Midwife Sr Teclar with newborn child. Sr Teclar is the National Coordinator of PROMPT – Making Childbirth Safer
- Sr Yeyani teaching in Fatima school
- Sr Angeline Lim (feeding the poor)

OUR VISION

Mount Alvernia Hospital seeks to continue and embody the healing ministry of Jesus Christ to serve all with love.

OUR MISSION

Mount Alvernia Hospital shares in the worldwide mission of the Franciscan Missionaries of the Divine Motherhood, providing compassionate, excellent and holistic healthcare.

OUR CORE VALUES

They guide the delivery of our mission, influence how we act and reflect our Franciscan roots founded by St Francis of Assisi.

C

COMPASSION

The capacity to enter into another's joy and sorrow

H

HUMILITY

Recognising that we are all brothers and sisters in one global, human family

I

INTEGRITY

Seeking always to act, speak and make decisions that reflect our values in a spirit of honesty and authenticity

R

RESPECT

Treating each person we encounter with reverence

P

PEACE

Being committed to building life-giving relationships with all



UNITED KINGDOM

Congregational Leadership Team (CLT) and General Secretary
Sr Jane Bertelsen – Congregational Leader
Members – Srs Helen Doyle, Monica Weedon, Helena McEvilly
General Secretary – Claudia Lee



CHINA

Sr Isobel Loong –
Outreach to the poor



MALAYSIA

(From left to right)

- Sr Marie Therese Ng who runs EDUCARE (An education project for the poor and marginalised in Port Klang, Kuala Lumpur)
- Sr Jennifer, Clinical Pastoral Care at Mt Miriam Cancer Hospital



MIDDLE EAST

Sr Bridget – Caritas International, Gaza, Middle East



ITALY

Sr Carmel helping a student at the Beda College, Rome



AUSTRALIA

(From left to right)

- Sr Marina visiting the elderly and frail in Western Sydney
- Sr Shirley with school children in Billiluna, home of the Kururrungku Aboriginal community, Kimberly, Western Australia



SINGAPORE

(From left to right)

- Baby blessing by Sr Bernadette at Mount Alvernia Hospital, Singapore.
- The Sisters explore the site of the future Mount Alvernia Hospital. (From left to right: Sisters Baptista Hennessy, Camillus Walsh, Raphael McDowell, Angela Brien and Philippa Crofton-Sleigh)

MESSAGE FROM SISTER JANE BERTELSEN

Congregational Leader, FMDM

*“I am proud to say both in the ‘normal times’
as well as the recent ‘COVID-19 times’,
I have seen the Mount Alvernia Hospital Team
embrace tensions and creatively discover new
possibilities of expressing our fundamental
values of Compassion, Humility, Integrity,
Respect and Peace.”*



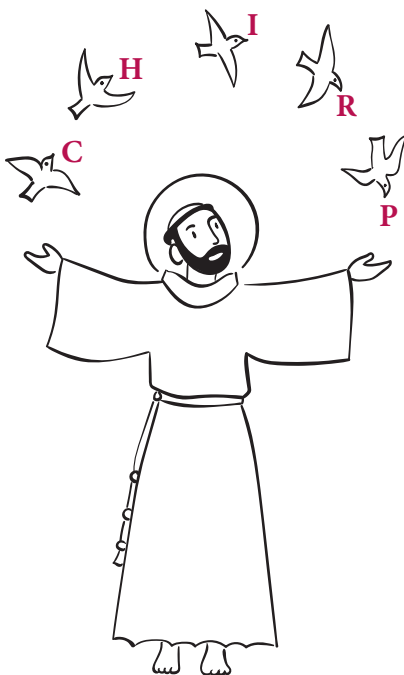
When I look back at 2019, I appreciate and value the ‘constants’ which, whilst always evolving and transforming to meet changing needs and circumstances, were in Mount Alvernia Hospital’s service and outreach to the Singapore community. These constants include:

- Attentiveness to improving our efforts to ‘Serve All With Love’
- An ever widening awareness of those we can reach out to who may otherwise fall through the safety net of healthcare provision in our community
- The constant care and support offered to our FMDM Sisters in Singapore – for which we are so grateful
- Ongoing discernment as to how Mount Alvernia Hospital can best fulfil its Mission and what steps need to be taken to respond to the changing landscape in which we serve

It is in the context of these constants that the ongoing work of embedding fundamental values rooted in our Franciscan tradition throughout every dimension of the organisation – people, policies, processes etc. – continues. The Mission Team supported by the rest of the hospital’s leadership have been faithful to this vital work through their various programmes, projects and, most of all, the way they serve and minister to those they work with – right relationships always lie at the heart of any Franciscan Mission.

In September 2019, Mount Alvernia Hospital's Board and Executive Team joined the Boards and Executive Teams of our sister healthcare ministries – Assisi Hospice and Mount Miriam Cancer Hospital, Penang, for a Mission Formation Day which took the theme: 'Working with Possibility – Exploring Creative Tensions in Mission-Led Ministries'.

At that time, no one dreamed to what extent we would be called to live this theme as the implications of COVID-19 took hold four months later. But even without a global pandemic, offering leadership in healthcare ministries whose key focus is making available *The Healing Ministry of Jesus Christ to All* within the complexities of the economic, political, ethical and technological healthcare landscape certainly brings creative tensions. I am proud to say both in the 'normal times' as well as the recent 'COVID-19 times', I have seen the Mount Alvernia Hospital Team embrace these tensions and creatively discover new possibilities of expressing our fundamental values of **Compassion**, **Humility**, **Integrity**, **Respect** and **Peace**.



St Francis of Assisi



The living out of these values are clearly witnessed – our colleagues throughout the hospital go the extra mile for one another, and their patients and families; our doctors giving their time beyond the call of duty; our outreach teams meeting the needs of whoever crosses their paths; leadership leading by example in their care for those impacted by the pandemic, including our Malaysian colleagues who needed to stay in Singapore, the migrant workers, those who were ill with coronavirus and those who cared for them... to name a few examples.

And it is not just on the local front. Mount Alvernia Hospital has always seen itself as an expression of, and a part of, the wider global FMDM mission. It is so easy to get caught up in our own local needs and lose sight of the bigger picture. I am always inspired by Mount Alvernia Hospital's care and concern for our Sisters working in Africa, the Middle East and Europe. A member of the Hospital's leadership team took time to sell bags made by our children in Little Assisi – our Special Needs School in the compounds of Lusaka, Zambia – and made sure the proceeds got to this special place.

Sister Kay who is the Coordinator of Little Assisi wrote in our FMDM 'Beginning a Conversation – the invitation and learnings of COVID-19': "As the reality of COVID-19 sank in, my thoughts were for our poor people

in the compounds where social distancing and regular hand washing is impossible. Most people live hand to mouth; take their daily work away and they have nothing and no means to put food on the table. Is it better to die from hunger or the virus? What to do? We started to make face masks, source soap and food for the children who would normally get food from school. I kept reminding myself that **God is in this.....**"

Mount Alvernia Hospital has, since its beginnings, been a reminder to those in darkness and fear of sickness that '**God is in this**'. Our 800 years of Franciscan tradition reminds us that God is with us in the present – not just in the past or in our hopes for the future but in the now, amidst all that is happening. Each of us is called, whatever our role, whatever our situation, to pray with St Francis

*Therefore let nothing hinder us,
nothing separate us,
nothing come between us.
Wherever we are in every place, at
every hour
at every time of day, every day
let all of us truly and humbly love and
serve.....*

(St Francis Earlier Rule Chapter 19)

Mount Alvernia Hospital shines a true light on this truth, and it is a joy to see what our Sisters began more than five decades ago being grown, deepened and strengthened.



MESSAGE FROM MR HO TIAN YEE

Chairman

The early months of 2020 is defined by the COVID-19 outbreak – consequence of which is the ongoing global pandemic. Around the world, governments and healthcare agencies are grappling with effects and responses to the new coronavirus. At Mount Alvernia Hospital, we are strengthening our capabilities and resilience, in preparation for an extended campaign. The severity and durability of the outbreak will test our systems, processes and our resolve to adapt to living and working in this new environment.

In response to the nation's call, we joined other private institutions in caring for some of the COVID-19 patients from public hospitals. As such, we admitted over 80 recovering COVID-19 patients. We are happy to note that they have since recovered and been discharged. There is a great sense of pride to see our mission spirit and the nursing team responding spontaneously to attend to these patients. Under CEO James Lam's leadership, the nursing team, operations, clinical staff and our partners, worked seamlessly together to stay operationally ready.

Under the national plan for a phased reopening of the economy, a Safe Distancing Office has been set up to provide a safe and secure work environment for staff returning to work. So far, strict measures on infection control have ensured no community transmission within the hospital. Some of these institutional measures include separating teams to minimise physical interaction, implementing strict work-from-home arrangements for non-nursing staff

and maintaining a high cleanliness standard for equipment, facilities and shared spaces. Other operational measures such as daily temperature taking and strict adherence to good personal hygiene are also enforced. While masks are made mandatory for all staff on premises, protective gear has to be donned when performing nursing or clinical tasks.

In this regard, I would like to express my sincere gratitude to all at Mount Alvernia Hospital for their deep sense of duty, spontaneous responses and display of unity in mind and spirit towards their colleagues and patients. This has allowed us to keep patients and the hospital safe.

It is in a crisis like this that defines who we are as an institution – how we behave and live up to our values. I am heartened to note that this outbreak has brought out the best in all of us.

Thank you.



“It is in a crisis like this that defines who we are as an institution – how we behave and live up to our values. I am heartened to note that this outbreak has brought out the best in all of us.”

Reflecting the milestones in 2019

2019 was a transformative and busy year for Mount Alvernia Hospital. The most notable being the start of the new building construction, designated to be our new paediatric and maternity centre. However, due to the disruption caused by the COVID-19 outbreak, the project which was originally slated for completion in 2021, will now be delayed. In another significant initiative, we will be partnering ICON Cancer Centre to set up an integrated cancer centre. Both projects will enable Mount Alvernia Hospital to better support the community's healthcare needs and increasing complexities of healthcare services.

Our sister organisation, Assisi Hospice celebrated their 50th anniversary in 2019. As we join them in celebrating the provision of hospice care services, we will also continue to grow our community outreach programmes. This year, we answered the call to raise awareness for the rare diseases programme. Given the long-term nature of treatment and the cost of medication, we hosted an event with Community Chest and others to raise awareness and funding for those afflicted by such diseases.

Remembering Sister Tarcisius

In fondness, we bade farewell to Sister Tarcisius Leong who was called home to the Lord on 6 March 2020. Sister Tarcisius was the first local person to join the mission of FMDM. After her initial two and a half years of religious formation, Sister Tarcisius furthered her vocation by undergoing nurse training in the UK. She returned to Singapore in 1958 as a State Registered Nurse and Midwife. Coincidentally,

this was also the time when the FMDM Sisters acquired the land at Thomson Road, our current location, before the construction of the hospital.

Having been with Mount Alvernia Hospital since inception, Sister Tarcisius had not only helped deliver, but also witnessed the birth of many babies. She held the honour of helping in the delivery of the first baby born in Mount Alvernia Hospital in 1961.

In her own words, Sister Tarcisius said Mount Alvernia Hospital is “like a comfortable home where everyone knows everyone. We all help each other out. We chat with doctors, we spend time talking to the patients – it’s like a big family.”

Beyond her work at the hospital, she inspired many through her zeal and sense of adventure. In this regard, she had volunteered in local communities in China and Ethiopia. Sister Tarcisius had touched many hearts and lives with her spirit of love, joy and enthusiasm, enriching many individuals who know her. She was truly an inspiration to all of us and would be missed fondly.

Stronger together

As we gradually resume our activities, learning to live and work in the new environment, let’s continue to stay vigilant, practise good personal hygiene and be socially responsible towards one another. On this note, I would like to thank the Board, Executive Team and every one of you for your leadership, dedication and commitment in these testing times. Together, we will emerge stronger and more resilient from the pandemic.

MESSAGE FROM DR JAMES LAM KIAN MING

CEO

“As a Catholic hospital, we will grow our FMDM’s mission of bringing hope to each and every patient who enters our doors, and hopefully reach out to the needy and marginalised outside the hospital, through our outreach programmes.”



The start of Year 2020 was a period of challenging times not just for us, but for Singapore and the world as well.

In such tough times, this is when we show our character and grit, staying united and strong. It is also in such tough times that all of us in the healthcare sector can make an even more significant contribution to our patients and community. I am very heartened by colleagues for going above and beyond the call of duty to manage the pandemic together. The COVID-19 pandemic is an example for us to live and demonstrate our Mission, through providing love, comfort and care for patients and their families. Thank you for the great work and dedication!

Our mission and community outreach programmes

For the past five decades, the hospital's community outreach programmes grew out of the spirit of compassionate love and mission to be inclusive and to give the gift of good health to individuals who needed an extra helping hand. The efforts started when the FMDM Sisters cared for the chronically ill and palliative patients, thus leading to the formation of Assisi Hospice which celebrated its 50th anniversary in 2019. Assisi Hospice has since grown from its humble beginnings to a six-storey purpose-built hospice, providing care for patients across the continuum of Home Care, Inpatient and Day Care.

Mount Alvernia Hospital had also expanded our focus to care for other vulnerable and marginalised communities in Singapore through our Mount Alvernia Outreach Medical and Dental clinics, including persons with disabilities, isolated seniors, foreign workers, and vulnerable groups such as transnational families.

We were also proud to be the first private hospital, in partnership with Community Chest and partners, to raise awareness for rare diseases, which can be very costly to treat, through a community carnival event entitled "Hope Should Not Be Rare".

In partnership with KK Women's and Children's Hospital, our nursing and community outreach teams were also in Cambodia to provide training in Kampong Chhnang on infant resuscitation and paediatric respiratory care. This was the third year of the programme and it was very heartening to see their patients benefitting from improved standards of care.

Infrastructure developments and partnerships

The year 2019 also saw the hospital adding more two-bedder and four-bedder rooms to St Francis ward, thus increasing our total bed count to 319 beds.

The Alvernia Obstetric Screening Centre was opened to provide antenatal screening for pregnant mothers. This service has enabled us to provide comfort to parents for majority of the pregnancies which are normal, as well as allowing us to journey with and provide pastoral care for the parents with abnormal pregnancies.

Planning of a new integrated cancer facility had also commenced, with services set to be open for cancer patients in 2022. The centre would provide a holistic approach to cancer care by bringing together medical oncology, haematology and radiation oncology for Singaporeans in need of cancer care.

In 2019, we broke ground for the new maternity and paediatric centre, which would also be ready in 2022. The 10-storey facility would house our maternity and paediatric wards, delivery suites, neonatal intensive care unit, allied health services and ancillary hospital services. This new centre will transform the Mount Alvernia campus not only in terms of its landscape, but also in expanding our capacity and capabilities in the years to come.

In view of the increasing healthcare needs of Singaporeans, we formed a partnership with Prudential, one of the top life insurance companies in Singapore, allowing policyholders to leave the hospital without having to pay any out-of-pocket expenses, thus giving them the peace of mind to focus on getting well. With the convenience of cashless medical service, we hope to touch more lives with our quality care and compassion.

Remembering our Mission

Reflecting on the year's journey, the work that we do at the hospital continues to be imbued with the Franciscan spirit of compassion, humility and kindness in serving others. As a Catholic hospital, we will grow our FMDM's mission of bringing hope to each and every patient who enters our doors, and hopefully reach out to the needy and marginalised outside the hospital, through our outreach programmes.

As we embrace new lifestyles to live with the COVID-19 disease for the long haul, we will continue to pursue our long term plans and dreams – to build the new hospital block and cancer centre, to grow our outreach efforts and to grow the Mission identity in each of us. Under the guidance of our very supportive FMDM Sisters, Chairman, Board, leadership of the Executive Team and Heads of Department, and with the dedication of our staff, I am confident that we can overcome this pandemic together and continue to write more chapters of Mount Alvernia Hospital's beautiful history.



BOARD OF DIRECTORS

1. Ho Tian Yee

Chairman

Member since 2015

Tian Yee is the chairman of the board of Fullerton Fund Management Company Ltd and an investment advisor to Blue Edge Advisors Pte Ltd.

Currently, Tian Yee also serves as chairman of FPMC Holdings Pte Ltd, and non-executive director of DBS Group Holdings and DBS Bank. He holds a degree in Economics from Portsmouth University (Hons), UK and a Master of Business Administration from the University of Chicago.

2. Sister Elizabeth Lim

Board Member

Since 2014

Sr Elizabeth was assigned to the mission in England, Jordan and Zimbabwe. She also worked in the Apostolic Nunciature in Singapore.

3. Eddie Chau

Board Member

Since 2014

Eddie is a serial entrepreneur and angel investor. He founded five companies and one seed investment fund since 2000. Two of the five companies – e-Cop and Brandtology, were acquired in 2007 and 2014 respectively. He currently advises several institutes of higher learning, startups as well as social enterprises. Eddie holds an MSc in Communication Engineering from Imperial College, London.

4. Dr Ho Kheng Thye

Board Member

Since 2014

Kheng Thye is a senior consultant cardiologist. He was previously head of cardiology at Tan Tock Seng Hospital (TTSH), chairman of the Chapter of Cardiologists, College of Physicians (Singapore), and sat on various advisory committees to the Ministry of Health, and the Singapore Armed Forces. Kheng Thye is also actively involved in cardiac imaging research, authoring professional research papers, book chapters and speaking at international medical conferences.

5. Tan Su May

Board Member

Since 2014

A partner with Allen & Gledhill, Su May has extensive experience in a wide range of corporate and merger and acquisition transactions including share acquisitions and business acquisitions, direct investments and local and regional joint ventures. She represents leading corporations and has worked on transactions of international significance in a variety of industries.

6. Chan Chia Lin

Board Member

Since 2017

Chia Lin is the director of Holywell Pte Ltd, a private investment company. She is vice president of the National Council of Social Services and chairs its investment committee. She also serves on the boards of several other non-profit organisations, including HealthServe which provides medical and other assistance to migrant workers. She was previously the chief investment officer of Fullerton Fund Management Company.



7. Dr Kwa Chong Teck

Board Member

Since 2017

Chong Teck began his career as a dental surgeon in the Singapore Armed Forces. He is trained in oral pathology and oral & maxillofacial surgery in London. He was the founding executive director of the National Dental Centre Singapore and is currently its senior consultant in oral pathology. He was also the founding executive director of the SingHealth Foundation until it was succeeded by the SingHealth Fund. Chong Teck is a member of the SingHealth Board of Advisors and holds advisory positions at the National Dental Centre Singapore, the SingHealth Duke-NUS Disease Centres, the SingHealth Duke-NUS Pathology Academic Clinical Programme and the SingHealth International Collaboration Office.

8. Beh Jit Han, Paul

Board Member

Since 2018

Paul is President, Asia Pacific of Reed Exhibitions and a member of the Worldwide Board. Reed Exhibitions is a division of RELX Group with a portfolio of over 500 events across 43 countries. Reed Asia Pacific organises over 120 trade exhibitions in major Asian cities in Singapore, Malaysia, Thailand, Indonesia, Vietnam, South Korea, Australia and multiple cities across China. Before joining Reed, Paul was the managing director and partner of a regional publishing company. Prior to this, he spent several years with Singapore Airlines holding various marketing management positions. Paul holds a Bachelor of Economics (Hons) as well as graduate diplomas in Financial and Marketing Management. He also attended executive management programmes

at Harvard and Oxford. He currently sits on the Singapore Management University board of trustees and is also a board member of a charity board, Caritas Singapore. Previous boards include Mediacorp, National Library Board, Singapore Examinations and Assessment Board, COMPASS, Ministry of Education and Montfort Care (a charity operating three family service centres, amongst other activities).

9. Dr Ong Eng Keow

Medical Advisory Board Chairman Board Member

Since 2018

A neonatologist, paediatric intensivist and paediatrician, Eng Keow has been in private practice for 23 years. He is currently serving as chairman of the medical advisory board at Mount Alvernia Hospital. He held various clinical and non-clinical positions at Alexandra Hospital, TTSH, KK Women's and Children's Hospital (KKH) and Singapore General Hospital during his tenure in restructured hospitals. He was trained in paediatric intensive care medicine at the Royal Children's Hospital, Melbourne, Australia, after which he established the Paediatric Intensive Care Unit at TTSH. He was in the pro-tem committee preparing the development of the present KKH before coming out into private practice. His passion is in looking after children who are premature and also in journeying with parents in managing their children's health. He still helps out in teaching at KKH in the paediatric critical care course.

10. Tham Sai Choy

Board Member

Since 2018

Sai Choy is a chartered accountant. He is a board member of Singapore-listed DBS Group Holdings and Keppel Corporation, and a number of statutory boards: Housing and Development Board, Nanyang Polytechnic and Accounting and Corporate Regulatory Authority. He is also the chairman of the Singapore Institute of Directors. He built his professional practice career at KPMG, where he was for many years a member of its global board and chaired its Asia Pacific operations. He is a Fellow of the Institute of Singapore Chartered Accountants and the Institute of Chartered Accountants in England and Wales.

EXECUTIVE MANAGEMENT TEAM

Dr James Lam Kian Ming
Chief Executive Officer

With more than 20 years' experience in the healthcare industry, James brings with him strong leadership and expertise in the clinical and medical community. He formerly served as the chief executive officer of Thomson Medical Group where he was responsible for the Group's business in Singapore. James also led as group director of the Applied Sciences Group and Blood Services Group at the Health Sciences Authority (HSA) of Singapore. He managed various departments, including finance, operations, information management and emergency planning under corporate development, and the HSA Academy.

Annie Lim
Director, Finance

Annie joined Mount Alvernia Hospital in 1993. A Fellow of the Association of Chartered Certified Accountants (UK) and Fellow Chartered Accountant Singapore, she started her career as an auditor at Coopers & Lybrand, Singapore. While in Australia, she worked in the travel and manufacturing sectors handling accounting & finance and information systems. Annie oversees the accounts and finances, business office operations and risk management of the hospital.

Shirley Tay
Director, Nursing

Shirley oversees the nursing division focusing on raising competency, standards, patient safety and care delivery service experience. She was previously with TTSH and has held appointments at Raffles Hospital. With more than 35 years of healthcare experience in both government and private institutions, she brings with her a wealth of experience in nursing leadership and quality. She holds a Bachelor in Nursing from Griffith University and attended the Managing Healthcare Delivery programme from Harvard Business School.



Goh Hock Soon

Director, Corporate Development

Hock Soon joined Mount Alvernia Hospital in 2012. He was previously with the civil service and held appointments in the Ministry of Health and People's Association. His experience includes marketing and business development, research and statistics, and partnership and membership. He oversees strategic planning, business analysis, strategic marketing, marketing communications, tenancy management, community outreach and patient liaison services. He holds a Bachelor of Social Sciences (Honours) in Sociology from NUS.

Bruce Leong

Director, Technology and Strategy

Bruce brings with him close to 20 years of information technology experience in various industries and domains. Prior to joining Mount Alvernia Hospital, Bruce was with iHiS Pte Ltd supporting IT infrastructure for Singapore's northern cluster of restructured hospitals. He led various teams in commissioning IT infrastructure for new hospitals such as Khoo Teck Puat Hospital, Yishun Community Hospital, as well as Admiralty Medical Centre. Bruce has experience in building data centres, network, storage, cybersecurity, virtualisation, IT operations and vendor management. He was also responsible for all IT infrastructure project implementation. Bruce is also the hospital's IT security information officer, responsible for the hospital's cybersecurity protection. He holds a Bachelor of Engineering from the National University of Singapore (NUS).

Karen Poon

Director, Mission

Karen joined Mount Alvernia Hospital in 2014. A lay associate of the Franciscan Missionaries of the Divine Motherhood (FMDM) congregation, she is responsible for the hospital's social mission and oversees the Clinical Pastoral Care department. Previously, she held appointments as brand director and head of strategic marketing for financial institutions and not-for-profit organisations. She holds a Bachelor of Business Administration from NUS.

Dr Mok Ying Jang

Director, Clinical Services

Ying Jang has more than 25 years of healthcare experience, ranging from clinical practice to business management, both locally and in Shanghai and Hong Kong. He joined Mount Alvernia Hospital in 2017, and led Clinical Services. Prior to Mount Alvernia Hospital, he worked in Raffles Medical Group (RMG) serving as the general manager of Raffles Health Insurance and Raffles Medical GP network, and he was also the former medical director of RMG Hong Kong operations. He led as group director at HSA for Corporate Services and took on a posting in Shanghai with World Link (currently Parkway Health) Medical & Dental Centres from 2005 to 2008. Ying Jang obtained his medical degree from NUS and an Executive MBA (Dean's List) from Singapore Management University. He is also a designated aviation medical examiner (Australia).

Gus Teoh

Director, Hospital Operations

Gus has more than 20 years of local and overseas healthcare experience in areas of operations, process improvement, service planning and business development in primary and tertiary healthcare institutions. He joined Mount Alvernia Hospital in 2019 and is currently overseeing the operations and materials management of the hospital. Gus holds a Master of Business Administration from Murdoch University.

Leah Yoong

Director, Human Resources

Leah joined Mount Alvernia Hospital in 2017 from Raffles Medical Group, where she served as Director Human Resources. Prior to Raffles, she was Director – Policy, Planning and Manpower Development at SingHealth. A career human resources professional, she brings with her more than 20 years of human resources experience and expertise in healthcare and other industries in both private and public sectors. She provides leadership management and personnel development for the human resource function of the hospital. Leah graduated with a Bachelor of Business Administration from the National University of Singapore.



NEW SPECIALIST DOCTORS

Anaesthesiology



Dr David Woo
Agape Women's Specialists

- Dr Woo is a consultant anaesthesiologist with subspecialty training in both obstetric anaesthesia and pain medicine.
- After completing his advanced anaesthetic training, Dr Woo embarked on his overseas Health Manpower Development Plan (HMDP) in 2010-2011 focusing on acute and chronic pain especially in women at Royal North Shore Hospital, Sydney, training under some of the early pioneers in pain management. Upon his return, he was one of the cofounding doctors who started the Women's Pain Centre at KK Women's and Children's Hospital (KKH).
- His research and publications cover areas such as Chronic Back Pain in Women and methods of improving epidural analgesia.
- Dr Woo's focus on providing excellent patient care is reflected in awards like Excellent Service Award (Silver) 2008, Excellent Service Award (Gold) 2009, Service from the Heart 2009 as well as the Singapore Health Quality Award (Star) in 2013.



Dr Mary Tan
The Anaesthetic Clinic @ Alvernia

- Dr Tan has a Bachelor of Medicine, Bachelor of Surgery (MBBS) and a Master of Medicine in Anaesthesiology from the National University of Singapore (NUS).
- She was a consultant obstetric anaesthesiologist at KKH and had carried out several research activities and published her papers in different professional journals.
- She had also taught at Yong Loo Lin School of Medicine as a Clinical Lecturer and was an Adjunct Instructor with Duke-NUS Graduate Medical School, Singapore.
- She was awarded a HMDP scholarship for a training stint in obstetric anaesthesia in Obstetric Critical Care at Royal Perth Hospital in 2012.
- She has brought relief to mothers on their peri-operative journey for over 15 years, and been in private practice since 2014.



Dr Pay Lu Lu
Tony Tan Women and Fetal Clinic & PLL Anaesthesia Clinic

- Dr Pay obtained her MBBS in NUS in 1993, and her specialist qualifications in anaesthesia in 2000. She was awarded a HMDP scholarship to further train in obstetric anaesthesia in Guy's and St Thomas' Hospital in London in 2003.
- An experienced anaesthetist in private practice since 2008, she provides anaesthetic services in major local private hospitals.
- She worked in the anaesthesia departments in local hospitals (e.g. Singapore General Hospital (SGH), Changi General Hospital (CGH), and KKH). She was consultant anaesthetist at Women's Anaesthesia, KKH, till 2008.
- She has done many epidural procedures for patients in labour, spinal anaesthesia for patients undergoing Caesarean section, intravenous sedation for minor surgical procedures and general anaesthesia for other surgeries.



Dr Yvonne Lim
The Anaesthetic Clinic @ Alvernia

- Dr Lim has dedicated her life to caring for patients in the operating theatre and delivery suite, ensuring that they have the best care and the most positive experience.
- Honing her skills at KKH and the Royal Hospital for Women in Sydney, she has been attending to patients and expecting mothers for the last 20 years.
- She specialises in the peri-partum management of high risk pregnancies.



Cardiology



Dr Kelvin Wong
Orchard Heart Specialist Clinic

- Dr Wong undertook subspecialty training in cardiac electrophysiology and cardiac rhythm management.
- His areas of expertise include the treatment of cardiac arrhythmia, performing device implantations (pacemaker, defibrillator) and ablations for supraventricular tachycardia, atrial fibrillation and ventricular tachycardia.
- Between 2008 and 2010, Dr Wong was the research fellow for electrophysiology at John Radcliffe Hospital, UK, where he was appointed locum consultant in 2012 and at Oxford University Hospital's NHS Trust.
- He was previously a consultant cardiologist at CGH where he helped develop the electrophysiology service. Other clinics he helped set up include the inherited cardiac conditions clinic and the atrial fibrillation clinic.
- Dr Wong is also the recipient of many research grants and principal investigator for several published independent research projects.



Dr Leow Khang Leng
Nobel Heart Centre

- Dr Leow subspecialises in interventional cardiology, and is experienced in invasive cardiology procedures such as balloon catheter angioplasty, coronary angiography, coronary stenting, emergency heart attack treatment and intra-aortic balloon pump insertion.
- In 2011, Dr Leow received the HMDP award under the auspices of Khoo Teck Puat Hospital (KTPH) to further subspecialise in interventional cardiology at Liverpool Hospital in Sydney, Australia.
- He returned to KTPH and helped build the 24-hour primary angioplasty service in the northern region of Singapore.
- Dr Leow held several key leadership positions at KTPH and also sits on the hospital's medical device committee, representing KTPH at the National Pharmacy and Therapeutics Committee meetings.



Dr Tan SvenSzeat
Orchard Heart Specialist Clinic

- Dr Tan was conferred with a Bachelor of Medicine, Bachelor of Surgery & Bachelor in the Art of Obstetrics degree by the National University of Ireland in 2004. He completed his residency in Internal Medicine and obtained his postgraduate Membership of the Royal Colleges of Physicians of the United Kingdom in 2009.
- He specialised in cardiology with the Advanced Specialist Training Programme in 2013.
- He also trained further in interventional cardiology at the University of Ottawa Heart Institute, Canada, in 2015-2016, managing patients with more complex coronary artery diseases and chronic total occlusions.
- He has treated patients with major heart attack needing immediate ballooning and stenting of the blocked arteries.
- During his Fellowship in Canada, he was a member of the Heart Team in transcatheter aortic valve replacement dealing with patients with severe aortic stenosis whom are unsuitable for surgical valve replacement.

NEW SPECIALIST DOCTORS

ENT



Dr Adrian Siew Ming Saurajen
Nobel ENT Centre

- Dr Saurajen has subspecialty training in sleep medicine and surgery and a special interest in sinus surgery (balloon sinuplasty) and paediatric ENT.
- He is one of the few ENT surgeons worldwide who has a formal qualification in sleep medicine – having done his Masters of Medicine (Sleep Medicine) at the University of Sydney under Professor Colin Sullivan (inventor of the CPAP machine for sleep apnoea).
- He has a special interest in paediatric ENT (adenoids/tonsils) / sleep apnoea/nasal conditions and minimally invasive ENT surgeries.
- He was also instrumental in performing the balloon sinuplasty for chronic sinusitis patients in Asia – a minimally invasive procedure where a balloon is inserted into the paranasal sinus openings and then dilated to reventilate the sinuses.

Gastroenterology



Dr Chong Chern Hao
gutCARE
Digestive.Liver.
Endoscopy Associates

- Dr Chong has subspecialty interests in fatty liver, viral hepatitis B, hepatitis C, liver cancer and other liver related disorders.
- He believes in providing end-to-end seamless care for all patients, via healthcare education that emphasises on disease prevention, early detection, and early treatment to prevent progression.
- He attained the master of medicine and Membership of the Royal Colleges of Physicians of the United Kingdom (MRCP) in 2013.
- In 2016, he was accredited as a specialist in gastroenterology by Ministry of Health (MOH) and admitted as a Fellow of the Academy of Medicine, Singapore.
- Whilst practicing at Woodlands Health Campus (WHC), he led the WHC medical team to pilot the first medical ward. He received the Service Excellence Award in 2019 as recognition of his contribution.



Dr Lee Keat Hong
AliveoMedical

- Dr Lee is a gastroenterologist and hepatologist who brings with him a wealth of experience in caring for patients.
- He treats all general gastroenterology and hepatology conditions with subspecialty interest in advanced diagnostic and therapeutic endoscopic ultrasound (EUS).
- He is also a visiting consultant at the National University Hospital (NUH) and contributes to the training of future doctors and gastroenterologists.
- Dr Lee has been invited to speak at prominent global and national medical conferences such as the Asian-Pacific Digestive Week, Asian-Pacific Association for the Study of Liver, and Asian EUS meetings.
- Notably, his accomplishments in clinical research work in viral hepatitis B have been published in reputable medical journals such as Hepatology International and Antiviral Therapy.



Dr Loh Poh Yen
gutCARE
Digestive.Liver.
Endoscopy Associates

- Dr Loh graduated from the University of Malaya in 1999 and subsequently obtained his MRCP and MMed from NUS in 2006.
- He is one of the few local doctors who is accredited by MOH and registered as a specialist in both gastroenterology and advanced internal medicine.
- His interest in the treatment of advanced liver diseases led him to be later trained under Professor Chen Chao Long, who is a pioneer in living donor liver transplantation, in Kaohsiung Chang Gung Memorial Hospital – the leading hospital performing living donor liver transplantation in Asia.
- He was instrumental in the setting up of the liver clinic in CGH.

Haematology



Dr Ronald Ng
Icon Cancer Centre
Mount Alvernia

- Dr Ng graduated from the Hong Kong University in 1969 with a gold medal in Internal Medicine.
- He held various academic and clinical positions at Hong Kong University, the University College Hospital Medical School, London, and was a senior research fellow at the Memorial Sloan Kettering Cancer Centre, New York.
- He was a member of the Singapore National Medical Research Council (NMRC), and is currently a member of SingHealth Centralised Institutional Review Board, which is responsible for reviewing ethical aspects of research studies.
- He is also the principal mediator at the Singapore Mediation Centre, a volunteer court mediator at the State Court, and is on the panel of mediators of MOHH.
- Dr Ng has published in leading journals and his current clinical interests are in the treatment of anaemia, clotting and bleeding.



Dr Ting Wen Chang
Icon Cancer Centre
Mount Alvernia

- Dr Ting had his haematology training during his fellowships at the Welsh National School in Cardiff, UK, and the Fred Hutchinson Cancer Research Centre, Seattle, USA.
- Dr Ting was awarded the Federal Scholarship to study medicine at the University of Malaya and the ASEAN Fellowship in Internal Medicine at NUS.
- He contributed to the development of Singapore's bone marrow transplantation programme and was a member of the team who successfully performed the first bone marrow transplant in Singapore in 1985.
- He was a member of the Haematology Resident Advisory Committee, Joint Committee on Specialist Training and an examiner for Haematology Exit Exam till 2019.
- His other current appointments include visiting consultant to the Blood Services Group of the Health Sciences Authority and consultant haematologist of Parkway Laboratory.

Infectious Diseases



Dr Piotr Chlebicki
Infectious Diseases
Medical Clinic

- Dr Piotr has been practicing in Singapore since October 2000.
- He graduated from the Medical Academy of Warsaw, Poland, and completed his internal medicine residency training in USA. He was certified by the American Board of Internal Medicine in 1999.
- He specialised in infectious diseases training in SGH in 2003, and has experience combating the SARS outbreak at SGH.
- He was awarded specialist accreditation in Internal Medicine and Infectious Diseases in 2003 and 2005 in Singapore. He then received further training in infectious diseases at the University of Wisconsin in Madison, USA.
- He was actively involved in research that resulted in more than 40 scientific publications. These results were presented at several international infectious diseases congresses and meetings around the world.

NEW SPECIALIST DOCTORS

Medical Oncology



Dr Lee Guek Eng
Icon Cancer Centre
Mount Alvernia

- Dr Lee graduated from the NUS with a double degree in Medicine and Science (with honours). She obtained her Masters degree in Medicine, and completed her specialist training in medical oncology.
- She specialises in women's cancer with a keen interest in breast cancer research, specifically on young women with breast cancer.
- For her work in breast cancer research, she was awarded the international competitive overseas fellowship research grant from NMRC and trained in the renowned Dana-Farber Cancer Institute, USA, focusing on young women and pregnancy associated breast cancer. She won a second competitive grant by NMRC for her research in treatment of brain metastases in advanced breast cancer patients.
- Her research interests include identifying barriers to trial participation amongst the Asian population as well as in young women with breast cancer.
- She is the programme director of the Icon Young Women's Cancer Program, where she oversees the unmet needs of newly diagnosed young women.



Dr Lim Sheow Lei
OncoCare Cancer Centre

- Dr Lim's clinical expertise includes the treatment of gynaecological cancers.
- She was a senior consultant medical oncologist at the Department of Gynaecological Oncology at KKH, an adjunct associate professor at Duke-NUS Medical School, and visiting consultant at the National Cancer Centre.
- She was the chairperson of the Singapore Cancer Network's gynaecological cancer workgroup that developed the national consensus guidelines on the treatment of ovarian and uterine cancers.
- Dr Lim was the principal investigator of numerous clinical drug trials investigating novel treatments, including immunotherapy, for gynaecological cancers.
- She was awarded research grants by the Japanese government for collaborative research work with Japanese researchers in investigating the role of intraperitoneal chemotherapy for the treatment of advanced ovary cancer.



Dr Tan Chee Seng
OncoCare Cancer Centre

- Dr Tan obtained his medical degree from NUS, postgraduate qualification from the Royal College of Physicians, UK, and his advanced specialist training in medical oncology from NUH.
- He was later awarded the prestigious Academic Medicine Development Award fellowship to subspecialise in personalisation of lung cancer therapies at Addenbrooke's Hospital, Cambridge University, UK. He was also the recipient of several grants.
- Dr Tan's main interests are in lung/thoracic and head/neck cancers. He was principal or co-investigator for several international multicentre cancer clinical trials and has also authored or co-authored publications in peer-reviewed international journals.
- He had been invited to speak or chair in local and regional oncology meetings and routinely held public talks.



Neurology



Dr Queck Kian Kheng
KK Queck Neurology Centre

- Dr Queck completed his Internal Medicine Residency Training with SingHealth in 2012 and attained his MRCP in the same year.
- He started his neurology training with SingHealth Senior Residency Training programme from 2013-2016 and obtained his accreditation in neurology from MOH and Singapore Medical Council in 2016.
- He contributed to the hyperacute stroke treatment roster at SGH, making decision for intravenous thrombolysis for hyperacute stroke and endovascular therapy, as well as developing electronic stroke clinical pathway at SGH and Sengkang Hospital.
- He is active in medical education, serving as clinical lecturer in NUS and Lee Kong Chian medical schools and has won numerous awards during his training and service in restructured hospitals.

Obstetrics & Gynaecology



Dr Candice Wang Peiyong
ACJ Women's Clinic Pte Ltd

- Dr Wang graduated from NUS in 2006 and obtained her Masters of Medicine in Obstetrics and Gynaecology there in 2012.
- She is currently a member of the Royal College of Obstetricians and Gynaecologists (MRCOG), UK, and has been made a Fellow of Academy of Medicine, Singapore.
- Dr Wang is experienced in ultrasound scan, prenatal and antenatal screening, instrumental vaginal delivery, caesarean section, management of patients with menstrual, fertility and menopause concerns, as well as gynaecological surgeries.
- She was appointed clinical lecturer in NUS and was part of the Physician Faculty for Transitional Year Residency Programme and organised postgraduate examination courses.
- Dr Wang was also involved in research – publishing papers in local and international journals and giving oral and poster presentations in international conferences.



Dr Timothy Lim
Timothy Lim Clinic For Women and Cancer Surgery

- Dr Lim obtained his medical degree at NUS in 1998, trained in Obstetrics and Gynaecology (O&G) at KKH/ SGH and obtained the MRCOG in 2003.
- He obtained the masters degree in medical law and ethics at the University of Edinburgh in 2016.
- He was awarded the HMDP to train in minimally invasive gynaecological cancer surgery at the Department of Surgical Oncology, Institut Claudius Regaud Cancer Centre, Toulouse, France, in 2008.
- He served as head of department of Gynaecological Oncology, KKH for six years and was instrumental in the development of minimally invasive gynaecological cancer surgery as a standard of care in KKH as well as starting the ICG-NIR Sentinel lymph node biopsy in early endometrial cancer in 2016.
- He was the principal investigator in a multicentre HPV vaccine trial as well as co-investigator in several chemo trials in KKH.
- He is the current president of the O&G Society of Singapore and the president of the society for colposcopy and cervical pathology of Singapore.



Dr Tony Tan
Medical Director of AOSC, Tony Tan Women and Fetal Clinic & PLL Anaesthesia Clinic

- Dr Tan obtained his MBBS in NUS in 1993 and specialist qualifications in O&G in 2000. He was further trained in foetal medicine including twin pregnancies at Queen Charlotte's Hospital, London in 2003.
- He was consultant O&G and clinical director of maternal foetal medicine in private practice from 2006-2019.
- He specialises in the management of high-risk pregnancies with special interests in: twin pregnancies (both monochorionic and dichorionic), miscarriages, screening and diagnosis of foetal abnormalities, amniocentesis and chorionic villus sampling, detailed ultrasound scans in the first, second and third trimesters, prevention and management of preterm labour, management of pre-eclampsia and intrauterine growth restriction, and strategies to prevent stillbirth.
- He was a past president of Obstetrical and Gynaecological Society of Singapore and a past chairman of Maternal Foetal Medicine, Asia Oceanic Federation of Obstetrics and Gynaecology.

NEW SPECIALIST DOCTORS

Paediatric Medicine



Dr Wendy Sinnathamby
Kids Clinic @ Mt Alvernia

- Dr Wendy graduated from Guy's and St Thomas' Hospitals in the UK in 1994, and subsequently completed her paediatric specialist training there.
- For two years, she worked as a consultant in paediatric medicine, with an interest in accident & emergency care, at the Medway Maritime Hospital in Kent.
- In 2007, Dr Wendy returned as a paediatrician in ambulatory and adolescent medicine at NUH and was involved in setting up the Adolescent Medicine services.
- She was in private general practice for more than nine years before coming onboard Kids Clinic @ Mount Alvernia.
- While Dr Wendy's areas of interest are general paediatrics, she is also experienced in newborn screening and follow-up, growth and development screening, emergency paediatrics, vaccination, travel advice and adolescent medicine.

Respiratory Medicine and Intensive Care Medicine



Dr Yip Hwee Seng
The Respiratory Practice Lung, Asthma, Cough, Allergy

- Dr Yip's areas of interest include severe asthma, community acquired pneumonia, endobronchial ultrasound, intensive care, and point-of-care ultrasound.
- He treats conditions such as acute bronchitis, asthma, chronic cough, lung cancer, pneumonia, and tuberculosis.
- Dr Yip served as the clinical director of the Medical Intensive Care Unit in NUH from 2013-2019 where he oversaw a range of quality improvement projects at the hospital.
- In 2012, he was awarded the Academic Medicine Development Award (Individual) by NUH to pursue his interest in intensive care at The Alfred Hospital in Melbourne.
- In 2015, Dr Yip was awarded the Academic Medicine Development Award (Team), where he led his team to Johns Hopkins Hospital in Baltimore to learn early mobilisation of intensive care unit patients in from world leaders.

Urology



Dr Png Keng Siang
FeM Surgery @ Alvernia

- Dr Png has a special interest in treating urological cancers using minimally invasive techniques, and surgical treatment of benign prostatic hyperplasia.
- He is proficient in robot-assisted operations using the da Vinci surgical platform for prostate cancer, kidney cancer, bladder cancer, pelviureteric junction obstruction and other reconstructive robotic operations.
- He completed a fellowship in minimally invasive and robotic surgery at Indiana University in USA.
- He was a member of the MOH Health Technology Assessment Committee for robot-assisted surgery in 2015, and was subsequently appointed as the only urologist in the workgroup advising MOH on robotic surgery matters in 2018.
- He is the founding life member and vice president of the Robotic Surgery Society of Singapore and honorary secretary of the Singapore Urological Association from 2018-2020.



Dr Tan Yung Khan
Urohealth Medical Clinic

- Dr Tan is the medical director of Urohealth Medical Clinic, providing specialised care in prostate and kidney cancers, kidney stone and bladder diseases and men's health issues.
- He is one of the few accredited surgeons in robotic and minimally invasive laparoscopic procedures who successfully performed the human robotic kidney stone surgery.
- Dr Tan is accredited in major private hospitals and is currently a visiting consultant with TTSH and KKH.
- Dr Tan completed dual fellowships at Columbia University Medical Centre, New York and UT Southwestern, Texas.
- Dr Tan initiated and established three major medical technologies during his tenure at TTSH.

GOVERNANCE

Governance and leadership structures are in place to guide us in providing quality services as well as exercising responsible stewardship, accountability and controls.

The Board members are appointed by the Trustees of the hospital, acting on behalf of the FMDM Congregation, for a term of three years. The appointment is renewable for up to two terms.

The Board provides oversight in the following areas:

- Approval of broad policies, strategies and objectives for the hospital
- Corporate governance
- Monitoring of management performance
- Approval of annual budgets
- Overseeing the processes for evaluating the adequacy of internal controls, financial reporting and compliance

To assist in the execution of its responsibilities, the Board has established seven Committees, namely:

- Audit & Risk Management Committee (ARMC)
- Ethics Committee (EC)
- Finance Committee (FC)
- Hospital Development Committee (HDC)
- Medical Advisory Board (MAB)
- Nomination & Remuneration Committee (NRC)
- Technology Strategy Committee (TSC)

The Medical Advisory Board is elected by specialists and appointed by the Board to provide oversight of clinical governance matters. The Chairman of the Medical Advisory Board is also a member of the Board.

REFLECTING 58 YEARS OF CARE AND SERVICE TO ALL



1961

On 4 March, Mount Alvernia Hospital started as a 60-bed hospital entirely staffed by the FMDM Sisters who were trained nurses. The first baby was delivered at the hospital on 12 March 1961.

1965

The late Mr Lee Kuan Yew officially opened a new five-storey wing, which brought the total number of hospital beds to 127.



1971

By 1971, three extensions of the building had been added and were officially opened by the late Mr Lee Kuan Yew.

1985

The Clinical Pastoral Care Department was established as part of holistic care to support patients and their relatives.



1996 – 1997

Medical Centre A was opened, adding medical suites, operating theatres, delivery suites, an endoscopy centre and rehabilitation centre to the hospital.

More medical suites were added with the completion of Medical Centre B.

The total number of hospital beds was increased to 303.

2004

The Day Surgery Centre and the 24-hour Walk-in Clinic and Emergency Services were opened and ready to serve the public.



2009 – 2010

A hospital-wide community outreach programme was officially launched to bring health screening services to the poor and needy.

Alvernia Parentcraft Centre was launched as a dedicated one-stop centre for antenatal care, childbirth education and newborn baby care.



2011

The Mammography Screening Centre was launched. Our first overseas office, Mount Alvernia Hospital Information Centre (MAHIC) was officially opened in Jakarta on 6 May.



2013

Emeritus Archbishop Nicholas Chia officially opened our newly-renovated Chapel.

We became the first hospital in Singapore to expand our magnetic resonance imaging (MRI) services for prostate, breast and magnetic resonance angiography (MRA) with the new 3 Tesla MRI digital scanner with Ambient Experience.



2014

Mr Gan Kim Yong, Minister for Health and Archbishop William Goh, officially opened Medical Centre D. The number of on-campus specialist clinics was increased to 89.



2015

The opening of St Dominic medical and surgical wards and St Michael maternity wards provided additional bed capacity to reduce waiting time and increased inpatient admissions.

We officially opened our first outreach medical clinic at the Enabling Village located at Redhill to provide healthcare services to people with disabilities and the underserved in the community.

Our third endoscopy room became fully operational to cater to emergent endoscopic assessments and treatment planning for patients.



2018 – 2019

Our Alvernia Endoscopy Centre was redesigned into a one-stop service facility with a minor operating theatre so that patients can undergo colonoscopy and follow up with other minor surgeries within the same premises.

Our electronic medical records system, christened HealthAngel went 'live'. HealthAngel will enhance hospital operations and integrate into the national healthcare network.

2016 – 2017

Our Laboratory Services were redeveloped and expanded to provide increased capabilities and procedures based on the most contemporary medical laboratory methodologies and systems. These changes enabled rapid turnaround times, a 24/7 service, a comprehensive and expanding menu of tests and quality results.

Our second outreach clinic comprising medical and dental services opened at Agape Village in Toa Payoh.

We successfully transited from ISO 2008 standards to ISO 2015 standards hospital-wide.

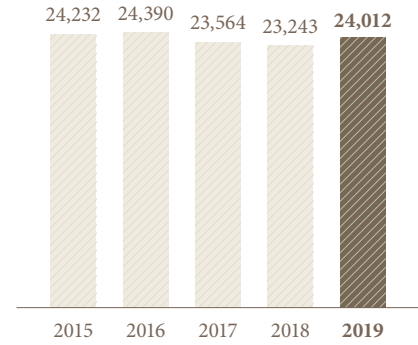


We began construction of a new maternity and paediatrics centre. The centre will be ready in 2022.

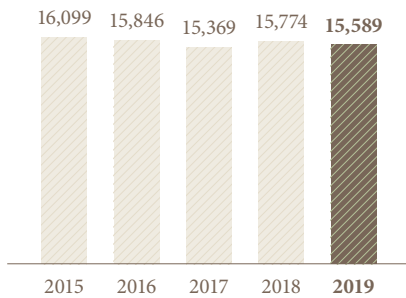
STEWARDSHIP

The report provides an overview of what has been accomplished towards delivering value-based high quality patient care and healthcare standards.

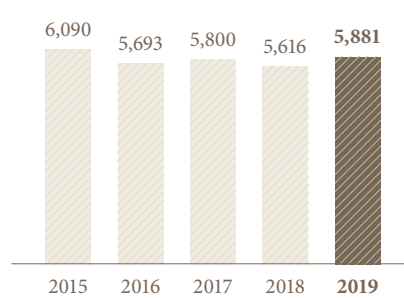
Inpatient Admissions



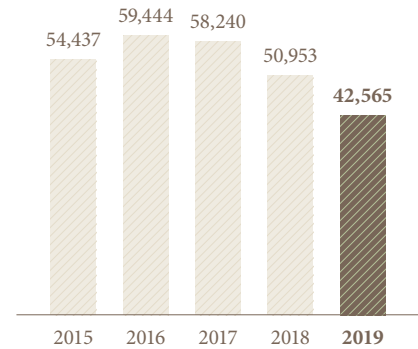
Surgeries Performed



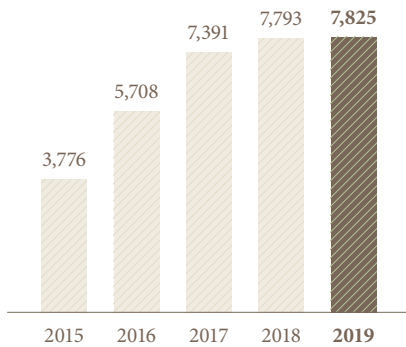
Babies Delivered



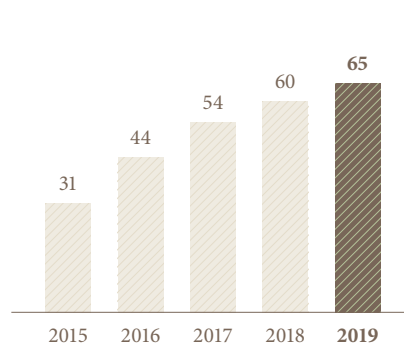
Outpatient Visits



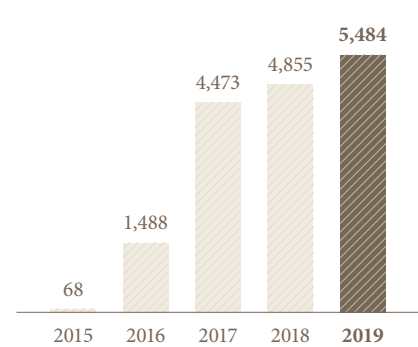
Participants of Healthcare Outreach Activities



Community Partners Engagement



Mount Alvernia Outreach Beneficiaries





HIGHLIGHTS IN 2019

01

We are the first private hospital to partner Community Chest to raise awareness and rally support for the Rare Disease Fund.

02

Our healthcare team was honoured at the Singapore Health Quality Service Awards. They received their awards from Deputy Prime Minister and Minister for Finance, *Mr Heng Swee Keat*.

03

Announced our partnership with Icon Cancer Centre to build a new integrated cancer facility at the hospital premises offering services like haematology and radiation oncology.

04

Began construction of a new maternity and paediatrics centre. The centre will be ready in 2022 after a groundbreaking ceremony on 6 September to mark the significant milestone.

05

Added new wing to St Francis Ward with two sets of two-bedders and 4-bedders – bringing our bed count up to 319.

06

Opening of the Alvernia Obstetric Screening Centre to provide antenatal screening for pregnant mothers. This service enables us to provide comfort to parents with normal pregnancies as well as journey with and provide pastoral comfort to parents with abnormal pregnancies.

07

Partnership with Prudential – allowing patients to enjoy the convenience of cashless medical service.

08

In partnership with KKH, our nursing and community outreach teams were in Cambodia to provide training in Kampong Chhnang on infant resuscitation and paediatric respiratory care. This is the 3rd year of the programme and it is very heartening to see their patients benefitting from improved standards of care.

GROWING OUR POSITIVE IMPACT

Clinical Pastoral Care (CPC) Department

In the spirit of St Francis of Assisi, the CPC team seeks to be instruments of peace and healing. Frailty and vulnerability are part of humanity. What unites us as a family of humanity is the longing to be loved and accepted as we are, especially when we feel down or affected by poor health. CPC offers spiritual accompaniment to our patients, their families and our fellow colleagues, upholding all with care, compassion and understanding.



Journeying with patients at the Alvernia Obstetrics Screening Centre (AOSC)

Clinical Pastoral Care (CPC) support is a unique service offered only at Mount Alvernia Hospital and Assisi Hospice, and has become an integral part of the care team at the AOSC since its official opening on 15 July 2019.

Our CPC team works collaboratively with O&G doctors to support patients referred to us for pastoral support. We provide spiritual and emotional support to all expectant parents, with compassionate concern for their child in the womb. We take special care to journey with them and are especially careful and sensitive to expectant parents facing the challenges of a pregnancy or a birth that may be at risk.

The first AOSC Memorial Service organised by CPC took place on 15 November 2019. It was a gathering of staff who had, in one way or another, supported the parents whose babies had not made it to full term; it was a time to come together to pray for peace and healing for the parents and all who have journeyed with them.

Our care for parents and their newborn go beyond the pregnancy experience; at each baby blessing service in our chapel, we join ourselves to every parents' joy and celebration as we pray with them for God's blessings on their child and themselves.

Commissioning Mass of Mission Team and Extraordinary Ministers of Holy Communion

Celebrated by Rev Fr Jerome Leon, SJ on 18 October 2019, the annual Commissioning Mass was held at the hospital's chapel to bless the work of the Mission Team, Ministers of Holy Communion and CEO, Dr James Lam, in our Catholic healthcare ministry. The blessings and prayers strengthen our call to continue the legacy of care handed to us by the FMDM Sisters, to serve all with love.



Mission Formation Retreat

Working with Possibility – Exploring Creative Tensions in Mission Led Ministries

Mount Alvernia Hospital, Assisi Hospice and Mount Miriam Cancer Hospital (Penang) came together for our annual Mission Formation Retreat as sister organisations founded by the FMDM congregation.

After our opening reflection, we worked with the theme “Working with Possibility - Exploring Creative Tensions in Mission Led Ministries”, thinking about how tensions can be creative and new possibilities emerge.

All organisations have their challenges and opportunities as they exist to serve a purpose and operate in communities with their stakeholders. We choose to take the perspective that challenges which bring about tension are opportunities for creativity and innovation as opposed to tensions paralysing and diminishing us. Some creative tensions that were explored:

1. **Mission integration** – The creative tensions faced by a private hospital that operates in a competitive and changing landscape that imposes pressures on financial and resource management; while having a mandate to reach out to all including the poor and marginalised.
2. **Being a Charity Today** – The creative tensions in being a Singapore charity today in governance and regulatory compliance, meeting community needs and public perception.
3. **Call to our Gospel Mission** – The creative tensions implicit in and the ‘demands’ of being a Catholic mission to bring the healing ministry of Christ and in so doing - to be inclusive, respectful and caring in a multi-racial and multi-religious society.

It was a day of sharing experiences of our realities and learnings. Clearly, the importance of having clarity of purpose and grounded in faith helps us stay the course to bring compassionate care and authentic concern to those in need.

Service brings out the best in the giver to stand in solidarity with the poor and marginalised. We believe our faith and commitment can only lead to even greater possibilities to bring hope and love to the community of Singapore.

COMMUNITY OUTREACH

Driven by compassion to bring care, comfort and hope to the lives they touch, our Community Outreach colleagues are actively engaged in various Community Outreach initiatives around the island and sometimes even beyond our shores.

The Big Event

The team spearheaded a community carnival in partnership with Community Chest and Punggol Coast Constituency, in support of the Rare Disease Fund (RDF). The event, aptly called “Hope Should Not Be Rare” raised more than S\$200,000 for the beneficiaries of the Rare Disease Fund after a 3-to-1 Government matching.

At the opening address, our hospital’s CEO Dr James Lam, expressed gratitude for the opportunity to be part of the great RDF cause, and acknowledged the efforts of our colleagues in this community outreach event. “We are very humbled to have the opportunity as the first private hospital, in partnership with Community Chest, to come together in solidarity to raise awareness for rare diseases and rally support for the Rare Disease Fund. The work that we do at the hospital is imbued with the Franciscan spirit of compassion, humility and kindness in serving others, to be life-giving and all-inclusive,” Dr Lam said. “I was very heartened by the tremendous Mount Alvernia Hospital team spirit that could be seen and felt throughout the whole event!”

Mr Edwin Tong, Senior Minister of State for Law and Health, graced the event as the Guest-of-Honour. In his speech, Mr Tong expressed his hope for more companies, community groups and individuals to step forward and support the RDF in future, so that more diseases and more patients could be covered. He also announced that the RDF, which covered three conditions at the time of its launch in July 2019, now covers a fourth rare disease – namely Pompe disease, a rare inherited neuromuscular disorder. Pompe disease affects



about one in every 40,000 live births and patients can incur medical expenses in excess of S\$500,000 each year.

Mr Tong also commended Mount Alvernia Hospital for its focused and dedicated community outreach efforts. “Mount Alvernia Hospital is driven by a strong social mission and has consistently utilised its surpluses to fund outreach programmes that serve and help the community in many different ways. The hospital’s community outreach medical and dental clinics, located at the Enabling Village at Redhill and Agape Village at Toa Payoh, have benefitted many families from disadvantaged backgrounds,” he said.

On a more heart-warming note, carnival-goers got to meet two special young people who are living with rare diseases. One of them, Christopher, was on stage with his parents. He shared about living with a rare disease together with his specialist doctor. The other beneficiary, Zecia was present to lend her support to the event.



Dental Screening for Foreign Domestic Workers

Following our first ever dental screening event held jointly with the Centre for Domestic Workers (CDE) at Lucky Plaza in March, we held another event in June. We attracted a total of 136 patients for both events. A team of volunteer dentists from Singapore Dental Health Foundation conducted dental screening and counselling for the domestic workers and members of CDE.

Each screening included a gum and teeth examination for oral diseases, followed by counselling and sharing of tips on oral hygiene. Patients who required follow-up dental treatments were offered the option to visit our outreach dental clinic.

The Centre for Domestic Employees (CDE) is an initiative of the National Trades Union Congress (NTUC) set up in January 2016.



Homeless Hearts Healthcare Day

An article in the local newspaper on the homeless situation in Singapore made us aware of the good work being done by the Homeless Hearts of Singapore (HHOS). As the rough sleepers were on the radar of our outreach team, we contacted HHOS in 2018 with the hope of meeting their beneficiaries' primary medical and dental needs.

This culminated in the Healthcare Day on 20 July 2019 when we conducted a community outreach tie-up with HHOS to reach out to the homeless by providing medical checkups and free flu vaccination at the Yio Chu Kang Chapel.

At the event, our volunteer doctor, Dr Eileen Soon held a mobile clinic and flu vaccination session. A referral was made for one of the homeless friends to see a cardiologist for further investigation. Post-event, our on-campus specialist Dr Brian Khoo saw the patient pro bono. He was also referred to the outreach medical clinic for the management of his chronic condition.



Our outreach team identified some homeless friends who required primary care and referred them to our outreach clinics. In the days leading up to the Healthcare Day, the HHOS team also went around educating the homeless friends about the importance of taking care of their health and encouraged them to attend the event.

We hope to continue partnering HHOS and other commendable organisations whose values and missions align with our own. Alone, we can do so much. Together, we can do so much more.



Smiles for Good

One hot Saturday afternoon, an unsuspecting golfer was moved into action when he came across a hardworking caddie who was toothless except for two canines. Immediately, the kind-hearted golfer decided to launch a project to provide free dentures to the needy and commit to fund the first 40 dentures himself while rallying the support of Caritas Singapore (CS) and Mount Alvernia Hospital's Outreach team. Thus Smiles for Good was birthed.

Four beneficiaries of this programme – 73-year-old Mr Tan Sioh Tee, 80-year-old Mdm Oh Swee Kim, 58-year-old Mr Ng Say Huat and 89-year-old Mdm Julia Ng were referred separately by Society of St Vincent de Paul and Thye Hua Kwan Senior Activity Centre at Toa Payoh. They were thrilled and grateful for the new dentures and certainly looked better with the new set of pearlies. In total, eight beneficiaries completed the denture programme in 2019.

Having a proper set of teeth is very important. Apart from nutrition and health implications, being toothless can result in a reluctance to smile or communicate due to low self-esteem, and can even lead to depression.

Conversely, a conscious effort to smile can trigger the release of feel good hormones like dopamine and serotonin and 'trick your brain' into happiness. Smiles are also catching. Smiles for Good hopes to get the whole world smiling, one restored smile at a time.

Fourth Outreach to Cambodia

Our nursing colleagues have been conducting a Train-the-Trainer programme to impart maternal and neonatal care knowledge and skills to their counterparts in Kampong Chhnang, Cambodia, since 2017.

This latest instalment saw the work done in collaboration with KKH over the past three years bearing fruit. The training was conducted by local trainers who were identified and trained at previous training sessions while their Mount Alvernia Hospital trainers looked on with pride.

The Provincial Health Department also shared that through the knowledge transfer and trainings, maternal mortality in Kampong Chhnang had dropped from the peak of 16 cases in 2010 to only one death in 2019.

There was also a sharing of how the training on Umbilical Vein Catheterisation (UVC) by our Neonatal Intensive Care Unit (NICU) Nurse Manager, Juliet Wee, saved a life. One little baby boy was saved by a local doctor, Dr Rany, following the training conducted by Mount Alvernia Hospital. Sensing that the neonatal resus algorithm had no response, she administered adrenaline through UVC as taught by Juliet.

This is a partnership with WAH (Water and Healthcare) Foundation, a Cambodia registered non-government organisation whose mission is to improve the lives and conditions of rural communities in Cambodia.





NEW HOSPITAL DEVELOPMENTS

Groundbreaking of Our New Hospital Facility

The groundbreaking ceremony was held on 6 September 2019 for our upcoming new maternity and paediatrics centre, on the site of the former Assisi Hospice.

Targeted for completion in 2022, this 10-storey facility will house our maternity and paediatric wards, delivery suites, the NICU, allied health and ancillary hospital services, and be connected to our main hospital building via a link bridge.

The new development helps to position us for the future, equipping us to meet the needs of Singaporeans in the years ahead.

Embodying the spirit of St Francis of Assisi, our patron saint's deep respect for the environment, the new facility has been designed with sustainability features that meet the highest certified Platinum rating standard under the Building and Construction Authority's Green Mark Scheme.

Some of the green features of this new facility include a communal terrace with greenery that provides a healing environment, a well-designed ventilation system to improve air quality, and the use of environmentally-friendly products in the interior fit-out. In addition, the centre will incorporate energy and water-saving features, and special parking lots for electric and e-hybrid cars with charging stations.

Come 2022, we look forward to serving more patients with love at our new maternity and paediatrics facility.





Integrated Cancer Centre

Mount Alvernia Hospital and Icon Cancer Centre, a well-established cancer care provider in Singapore, are collaborating to build and manage a new state-of-the-art integrated cancer centre on campus. Planning of the cancer facility has commenced, with services set to be open for cancer patients in 2022. The integrated cancer centre will provide a holistic approach to cancer care by bringing together medical oncology, haematology and radiation oncology for Singaporeans in need of best-practice treatment.

Taking a holistic approach to cancer care, the upcoming facility will offer:

- a 10-chair day oncology hospital delivering chemotherapy, immunotherapy and targeted therapy;
- a radiation therapy centre with the latest Linear Accelerator and capacity for a second machine;
- on-site PET-CT;
- pathology; and
- pharmacy services.

Mount Alvernia Hospital and Icon share the same patient-centred values, utilising the latest technologies and expert medical specialist teams to deliver the full continuum of care at the time when patients need it most.

Alvernia Obstetric Screening Centre (AOSC)

Opened to provide antenatal screening for pregnant mothers, the AOSC enables us to provide comfort to parents with normal pregnancies as well as journey with and provide pastoral comfort to parents with abnormal pregnancies.



New Wing of St Francis Ward

The expansion increased the St Francis Ward nursing team from two to three teams. The new wing has two sets of 2-bedded rooms and 4-bedded rooms, thus increasing our total bed count to 319 beds.



ENHANCING PATIENTS' EXPERIENCE

Cashless Medical Service

Customers can now enjoy the convenience of cashless medical service from participating on-campus specialists at Mount Alvernia Hospital if they are Prudential Singapore's qualifying PRUExtra Premier customers.

With this new initiative in place, qualifying patients do not have to pay a deposit at admission nor make a payment upon discharge, as Prudential will settle their medical expenses directly with Mount Alvernia Hospital.

This partnership with Prudential allows our patients to enjoy the benefits of cashless hospitalisation. And the Enhanced eLog process not only allows patients a more

seamless experience during admission and discharge, they are able to leave the hospital without having to pay any out-of-pocket expenses. This will minimise the financial stress on our patients and their family members, and allow our patients to focus on getting well.

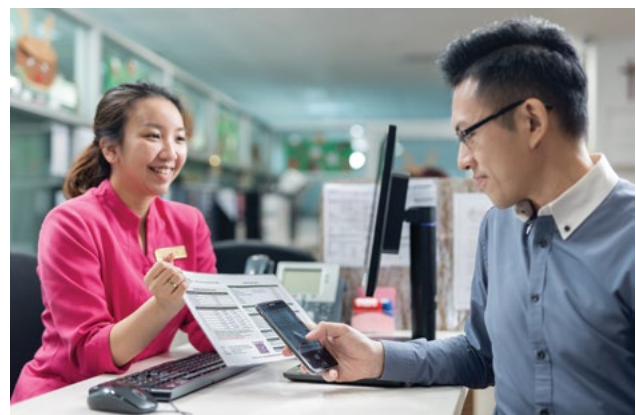
A PRUPanel Connect concierge team is now available on-site at Mount Alvernia Hospital to assist Prudential's customers on PRUShield-related enquiries from Mondays to Fridays. As part of the value-added services provided, they offer complimentary hospital parking coupons or taxi vouchers to policyholders who are admitted for inpatient treatment or day surgery.



Working Together to S.E.R.V.E. All with Love

A joint collaboration with Mission, Corporate Development and Human Resource developed a new training programme based on new service quality standards: Safety, Environment, Reliability, Values-centre-care, Efficiency.

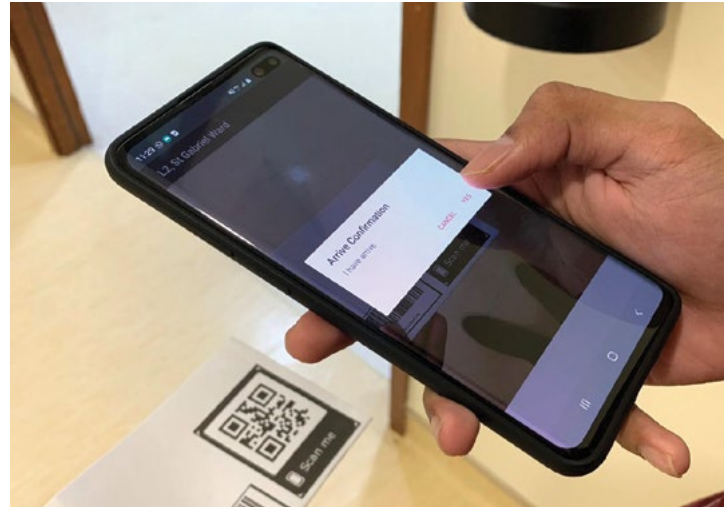
The team also embarked on the redesign of the Customer Service Survey framework to engage patients and identify ways to improve patients' experience and clinical safety.



OUR DIGITALISATION JOURNEY

Human Resources Information System (HRIS)

A new HRIS with comprehensive modules was rolled out on a cloud-based model resulting in cost savings. The new features include a mobile Employee Self Service (ESS), staff's leave, e-claims, attendance-roster and payroll modules. This enhancement brought about a significantly greener environment with less usage of paper.



ePorter System

We collaborated with a group of ICT Software Engineering students from the Singapore Institute of Technology (SIT) to develop a porter management mobile application prototype. The mobile app was able to assign jobs to porters with timestamps automatically recorded and progress monitored. Overall, there was an improvement in efficiency as tedious, manual processes were eliminated.

Scrubber Autonomous Machine (SAM)

To address the challenge of a lack of housekeeping staff due to the labour crunch, the hospital worked with our cleaning vendor to introduce SAM (Scrubber Autonomous Machine) in July 2019. This friendly robot is able to perform general, labour-intensive tasks such as mopping a large floor area, thus helping the hospital to save an average of 65 percent in manpower hours. Meanwhile, existing staff were redeployed to more intricate tasks that cannot be performed by a robot. The hospital continues to work with the vendor to explore ways in which SAM can further aid the team and hospital.



Faster Bed Turnaround; Less Waiting Time

Working with SIT students, a project was initiated to reduce patients' waiting time for beds. This was done with the help of a simple and cost-effective near-field communication (NFC) card, a mobile app and a desktop dashboard.

Discharged patients only need to drop the NFC card into a specially designed box before leaving their ward. This triggers housekeeping staff to clean the room and once the task is completed, the housekeeper will update the status on their mobile app. This in turn, alerts ward staff on the availability of the beds.

Piloted at St Gabriel Ward, the project was a huge success and was rolled out to the rest of our wards.

IMPROVING PATIENT CARE

Imaging Urinary Stones

Our Diagnostic Imaging Department upgraded the extracorporeal shock wave lithotripsy (ESWL) machine, putting us at the forefront of urinary stones treatment. ESWL is the only non-invasive treatment for kidney stones, requiring no incision or internal telescopic device. Using water bath technology, the procedure is painless and effective in fragmenting urinary stones into small and easily excreted particles. The advanced software uses Artificial Intelligence (AI) to locate and target stones hence aiding the radiographers and doctors in the treatment process.

Step Up on Pressure Injury Prevention

To reduce the risk of pressure injury of ICU patients, ICU nurses apply form dressing over pressure points and bony areas for patients, particularly bedridden ones, with poor skin integrity. To step up on their pressure injury prevention, St Clare ward decided to adopt the above as an additional protocol on top of their current routine care. This has resulted in a nil pressure injury report for the ward.

Reducing Skin Injury for Newborns

Current identity bands are stiff and most are not exactly suitable for neonates in NICU as they have been observed to develop redness or scratches easily from wearing the bands. To overcome this, nursing care team used micropore tape and patient's label as ID tag on neonates. The result is encouraging with lesser incidence of skin injuries.

Non-Invasive Test for Jaundice

A pilot trial of a non-invasive test for jaundice in newborn babies was conducted by the nursing care team, in which a transcutaneous bilirubinometer assesses the risk. Using light instead of a needle, it allows the nurses to easily measure serum bilirubin levels. Since blood samples are not required, this is a pain-free approach compared to the traditional heel prick test for jaundice. Results are faster as blood analysis in a laboratory is not necessary. This also allows for faster discharge from our hospital.

Preventing Diabetes

Since the success of the inaugural event in 2016, the annually held World Diabetes Day seminar continues to attract general practitioners and specialists as our delegates. The seminar brought medical specialists, nurses and dietitians together to share their expertise and knowledge in diabetes prevention.

Health Screening

The team redesigned its business model by focusing on customised health screening packages. For corporates, pre-employment healthcare services were launched, student visa health check for foreign students and vaccination services were also rolled out. These tailored services were in addition to the executive health screening services that were being offered at our Health Screening Centre.

Tele-health Dietetic Service

Another first is our newly launched tele-health dietetic service for the outpatient clinic. This service enables the close monitoring and follow up of our clients. Many clients have chosen follow up via tele-health as it is convenient. This resulted in improvements in not only clients' health outcomes, it was noted that satisfaction of the department has also improved.

Programme FEASt

The Nutrition & Dietetics department collaborated with Rehabilitation Care team to establish a feeding clinic tailored for problem eaters. The aptly named FEASt (Feed Easy Approaches and Strategies) is a multidisciplinary programme for assessing and treating children with feeding difficulties and weight or growth problems. The principles of the programme are based on the Sequential Oral Sensory (S.O.S) Approach to feeding. Led by a Senior Dietitian and Speech Therapist, both of whom are trained in the S.O.S Approach. The programme allows a child with feeding difficulties to interact with food in a playful, non-stressful way, facilitating gradual food acceptance.

NURTURING OUR HEALTHCARE PROFESSIONALS

Continuing Medical Education (CME)

The Medical Affairs Department organised over 20 CME topics spanning across medical and surgical specialties for specialists and general practitioners in the year. Specialised workshops featuring interactive, hands-on components were also added.

Electronic Medical Records (EMR) Training

To enhance their digital knowledge, regular EMR training was held for nurses and healthcare assistants. Courses in the administration of medicine and IV therapy for enrolled nurses using Knowledge-Based Medication Administration were also conducted.



Blood-taking for Paediatric Patients

Paediatric patients may be more emotional when it comes to drawing blood for tests. To boost confidence of nurses taking blood for paediatric patients, the 24-hour Emergency clinic nurses were attached with our phlebotomists in the Laboratory as part of their training. This enabled our nurses to better support our phlebotomists in taking blood from young patients when phlebotomy services are not available.

Baby Friendly Hospital Initiatives (BFHI) Training

Together with Alvernia Parentcraft Centre, several BFHI trainings were conducted to ensure best practices in supporting mothers breastfeeding their newborn babies and prepare the hospital to be BFHI-accredited.

Obstetrics Emergency Drill

Obstetrics Emergency Drill was introduced and conducted for Maternity Wards, NICU and Delivery Suite nurses and midwives to enable them to better handle emergency situations.

Neonatal Resuscitation Programme (NRP)

We collaborated with the Penang Adventist Hospital Life Support Education Centre (PAH LSEC) for the 7th Edition NRP. It was designed to enhance our nurses' skills in the management of neonatal resuscitation. The training methodology included didactic lessons and hands-on training during an emergency situation.

Peri-operative Training

This training was conducted to equip nurses at the Endoscopy Centre with peri-operative knowledge for better patient care.

Collaboration with Polytechnics in Singapore

This collaboration aimed to attract more nursing students to do their student attachments in Mount Alvernia Hospital with the longer term view of recruiting more locally trained nurses to join the hospital.



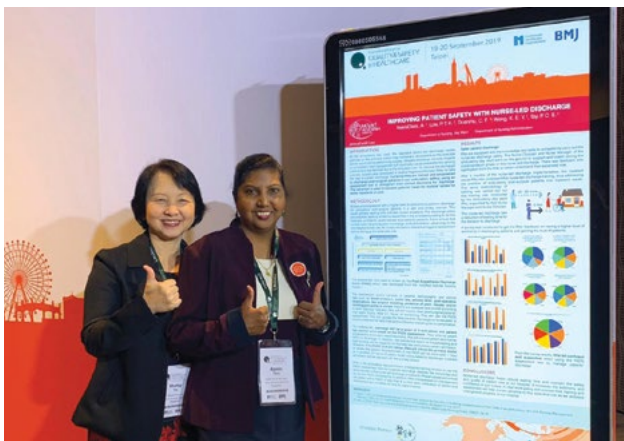
OUR PEOPLE, OUR PRIDE

Recognising and Nurturing Our Healthcare Professionals

Our people reflect our values and mission in action.

Singapore Health Quality Service Awards (SHQSA)
Congratulations to our healthcare team who was honoured at the **SHQSA**. Our colleagues received an impressive nine Gold awards and 39 Silver awards.

Launched in 2011, the SHQSA is Singapore's dedicated platform to honour healthcare professionals who have demonstrated remarkable commitment in delivering quality care and excellent service to patients.



Improving Safety with Nurse-led Discharge

To improve the discharge process, policies can be redesigned by empowering nurses to perform discharges for ambulatory post-surgical patients in a safe and timely manner. This could address long waiting time and bed crunch situation. All nurses will have to attend training and assessment before taking up the extended nurse-led discharge role.

Recognised for this initiative, Ms Agnes Dass, Senior Nurse Manager presented a poster titled "Improving Safety with Nurse-led Discharge" at the 2019 **International Forum on Quality and Safety in Healthcare** in Taipei.

Celebrating Nurses' Day

FMDM Sisters together with Director of Nursing, our nursing deputy and assistant directors and CEO at our annual Nurses' Day celebration.



Community Chest Heartstrings Walk

Our Mount Alvernia Hospital's staff and family members joined in a 4km fun walk to help raise funds for the Community Chest. The funds go towards supporting children with special needs, youths at risk, adults with disabilities, needy families, vulnerable seniors and people with mental health conditions. The walk is organised by our outreach partner, Community Chest, together with Marina Bay Sands.



Our Choir

Our amazing choir, made up of staff volunteers from various departments in Mount Alvernia Hospital and Assisi Hospice, staged heart-warming performances annually during the Feast of St Francis, Assisi Hospice's Christmas Light-up and delighted patients with beautiful Christmas carols at the wards.





*Most High glorious God, bring light to the darkness
of my heart. Give me right faith, certain hope, and
perfect charity, insight and wisdom, so I can always
observe Thy holy and true command. Amen.*

***The Prayer of St Francis before the Cross
at San Damiano***





Serve all with Love

MOUNT ALVERNIA HOSPITAL

820 Thomson Road Singapore 574623

☎ 6347 6688

✉ enquiry@mtalvernia.sg

fb [mtalverniahospital](https://www.facebook.com/mtalverniahospital)

ig [mtalverniahospital](https://www.instagram.com/mtalverniahospital)

www.mtalvernia.sg