

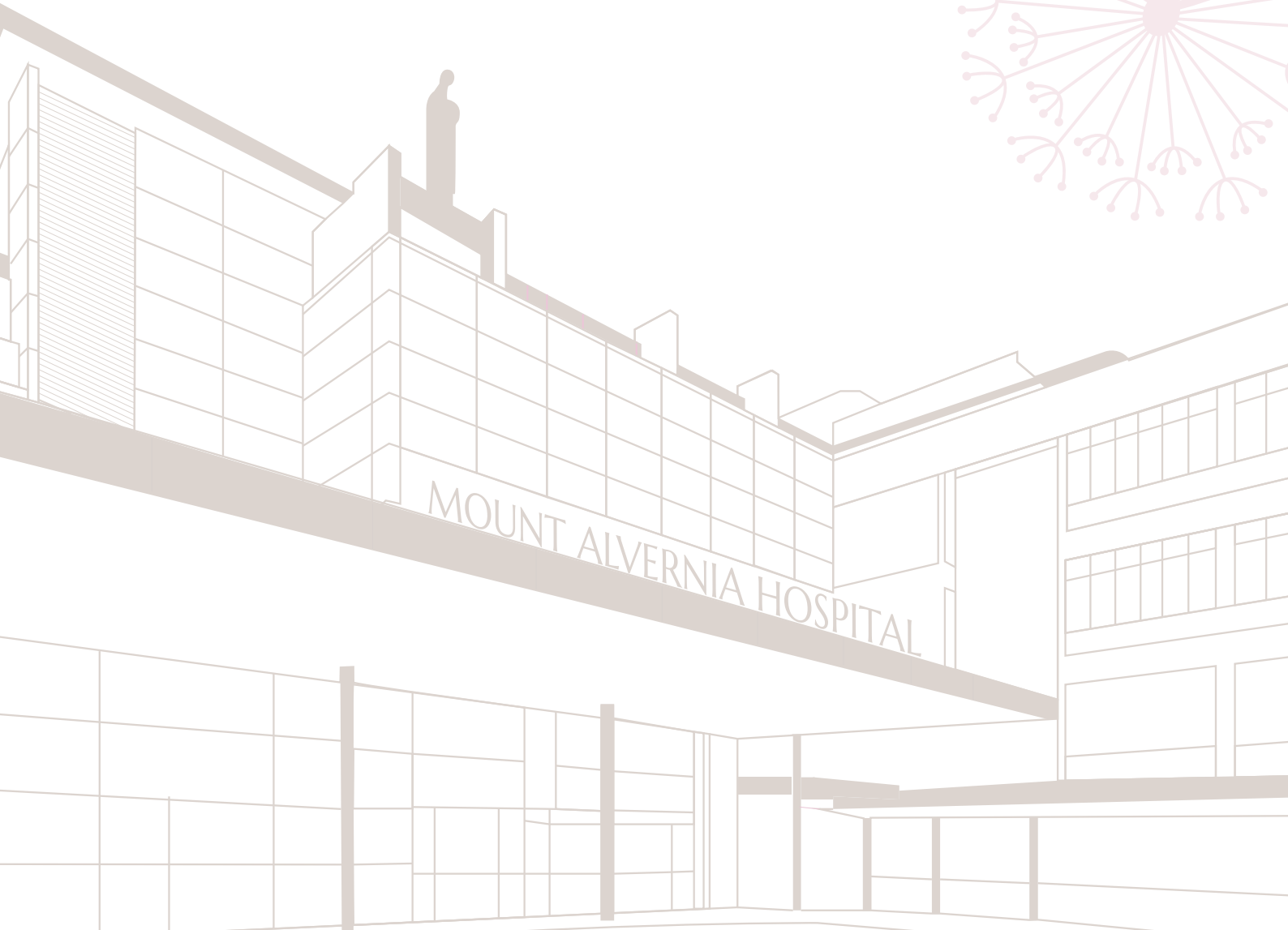


Serve all with Love

YEAR IN REVIEW

2024

A Tradition of Care



Canticle of the Sun, also known as Canticle of the Creatures or *Laudes Creaturarum* (Praise of the Creatures), is a religious song composed by St Francis of Assisi.


It was written in an Umbrian dialect of Italian, but has since been translated into many languages. It is believed to be among the first works of literature, if not the first, written in Italian.

The song, in its praise of God, thanks Him for such creations as “Brother Sun” and “Sister Water”. It is an affirmation of Francis’ personal theology as he often referred to animals as brothers and sisters to mankind.

Enjoy the excerpt below:

Most High, all powerful, good Lord,
Yours are the praises, the glory, the honour,
and all blessings.

To You alone, Most High, do they belong,
and no man is worthy to mention Your name.



Praised be You, my Lord, with all your creatures;
especially Brother Sun, who is the day,
and through whom You give us light.
And he is beautiful and radiant with great splendour,
and bears a likeness to You, Most High One.

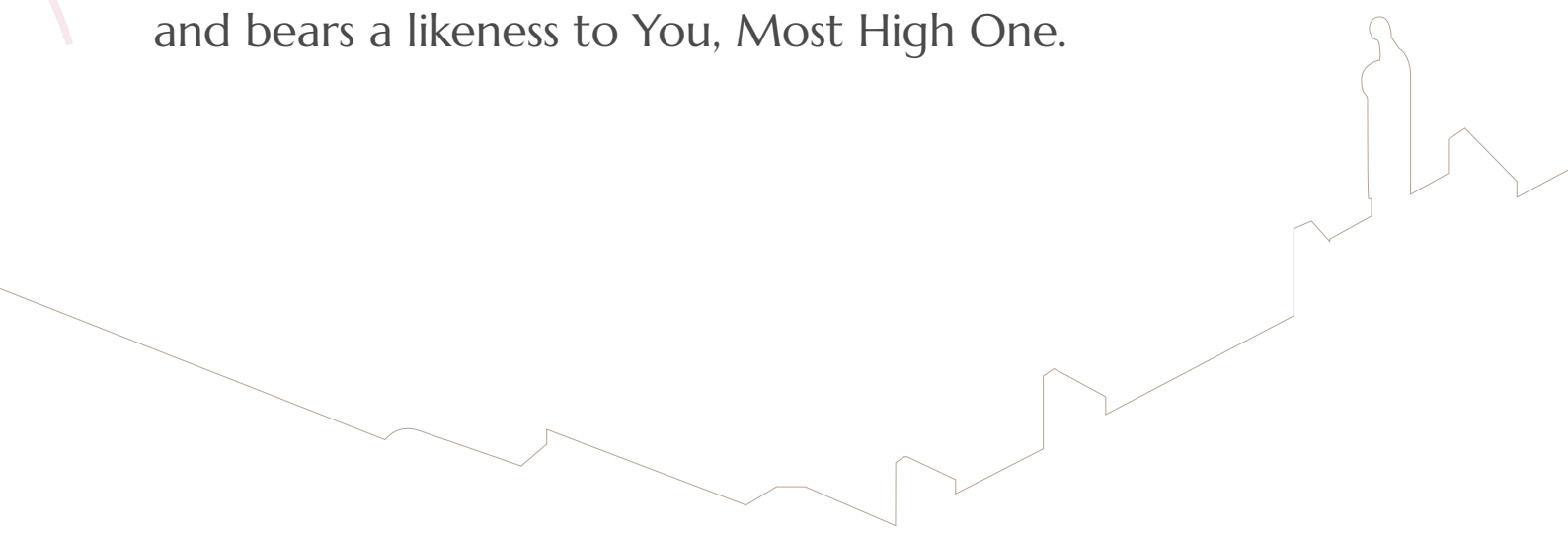


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At a Glance



<div>Founded in</div> <div>1961</div> <div>by the Sisters from the Franciscan Missionaries of The Divine Motherhood (FMDM)</div> <div>The first baby was delivered on 12 March 1961</div>		<div>Serving all with love for</div> <div>63</div> <div>Years</div>	
		<div>Singapore's only</div> <div>not-for-profit Catholic general acute tertiary care private hospital</div> <div>The only hospital that provides Clinical Pastoral Care</div> <div><div>Mind</div><div>Body ——— Spirit</div></div>	
<div>Close to</div> <div>380</div> <div>beds</div>		<div>Delivered</div> <div>5,163</div> <div>babies</div>	
		<div>St Anne Mother & Child Centre</div> <div>a 10-storey dedicated maternity and paediatric building, officially opened on 19 Oct 2023</div>	
<div>Outreach Clinics</div> <div>two dental and one medical, to reach out to the underserved</div>			<div>3,530</div> <div>unique lives touched</div> <div>by our Community Outreach department</div>
<div>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</div>			
<div>Specialist Doctors</div>			
<div>>20</div> <div>Specialties</div>	<div>>346</div> <div>On campus</div>	<div>>1,441</div> <div>Accredited</div>	



Mount Alvernia Hospital in 1961.

Our Founding Story

In the summer of 1947, three Sisters of the Franciscan Missionaries of the Divine Motherhood (FMDM) left England for China. However, with the advancement of the Communist troops in China, the Sisters had to abandon their mission to work with the Irish Friars Minor in their Franciscan Missionary outreach and go to Hong Kong instead.

At that time, Bishop Olcomendy 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.

Thus, Sisters Angela McBrien, Mary Camillus Walsh, and Mary Baptista Hennessy took over the tuberculosis wards at Mandalay Road Hospital, a tuberculosis treatment centre of Tan Tock Seng Hospital.

They also served at the "Lepers Camp", a community of lepers housed in Trafalgar Home at Woodbridge Hospital.

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, they received donations from many generous individuals and companies.



The erected sign at the foot of Thomson Hill to publicise the opening of Mount Alvernia Hospital.





Physiotherapy for the patients.

MAH took its name from La Verna, the 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 every person he met, from lepers to sultans and popes to the ordinary townspeople.



FMDM Sisters exploring the site of the future Mount Alvernia Hospital in 1958.



In the operating theatre in 1963.

MAH today is home to nearly 380 beds, supported by over 300 on-campus medical specialists and 1,400 accredited doctors, and a team of more than 1,000 employees. Its facilities include multi-disciplinary medical centres, a dedicated 10-storey building for mothers and children, and a comprehensive range of ancillary services — from health screening and diagnostic imaging to nutrition and dietetics, rehabilitation, and 24-hour urgent care.

While the hospital has expanded in size and capability, it has remained true to its founding mission. As Singapore's only Catholic not-for-profit hospital, MAH continues to deliver patient-centred care guided by the Franciscan values of compassion and dignity.

MAH remains wholly owned by the FMDM congregation. The leadership team in the United Kingdom and the board in Singapore ensure that the hospital is compliant with governance guidelines and exercises responsible stewardship.

Our Ethos

Mount Alvernia Hospital (MAH) 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 Franciscan Missionaries of the Divine Motherhood (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 community drive the hospital's mission – to live out its values through holistic healthcare and raising the quality of care and support for those in need.

MAH believes in proactive collaborations and mutual support, partnering with doctors and healthcare organisations to promote charity and social service that empower sustained growth in healthcare. This positions the hospital to appropriately respond to the needs of an ageing population while continuing to deliver new life as a hospital reputed for maternity care.

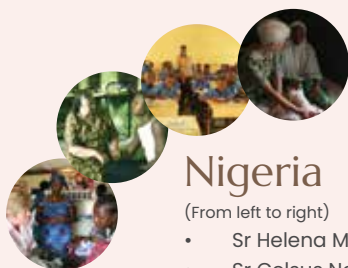
Today, with close to 380 beds, MAH is supported by 346 on-campus specialist doctors and 1,441 accredited doctors.

As a not-for-profit hospital, MAH channels its surpluses to the communities it serves. 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, South Africa – 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

Franciscan Missionaries of the Divine Motherhood



Nigeria

(From left to right)

- Sr Helena McEvilly in an outreach clinic
- Sr Celsus Nealon in a young offenders' prison
- Sr Judith teaching in Yola
- Sr Mary Jean Rogers with a polio patient

The dandelion in this mural captures the evolving and rippling sense of mission. Each stem flowing from the centre (Jesus Christ) symbolises the flow of mission out to the many, ever-increasing circles of outreach locally and globally, all of which are equal but different. Each culminates in a circle of energy representing where we 'Serve all with Love'.

South Africa

(From top to bottom)

- Sr Lucy with children in Kasanka Community School, Zambia
- Sr Ann in Mwembeshi prison
- Srs Biatar and Lucy with Little Assisi children
- Sr Teclar with a newborn child



Ireland

(From left to right)

- Sr Maura offering pastoral support in an aged care home in Killarney
- Srs Angela and Maria at a charity walk for Galway Hospice



Middle East

Sr Bridget, Director of Caritas Jerusalem, with families in Gaza

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.

Compassion

The capacity to enter into another's joy and sorrow.

Humility

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

Integrity

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

Respect

Treating each person we encounter with reverence.

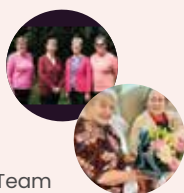
Peace

Being committed to building life-giving relationships with all.

Ladywell, United Kingdom

(From top to bottom)

- The current Congregational Leadership Team (from left): Srs Helena, Jane, Monica and Helen
- Srs Maureen and June both taught in Catholic Junior College, Singapore



Singapore

(From left to right)

- (from left) Srs Baptista, Camillus, Raphael and Angela exploring the future site of Mount Alvernia Hospital before construction began
- Baby blessing ceremony conducted by Sr Anne at Mount Alvernia Hospital
- What began in 1969 as a service at Mount Alvernia Hospital for chronically ill patients grew into a dedicated palliative care establishment by the FMDM Sisters in 1992 – marking the founding of Assisi Hospice
- Assisi Hospice – a place that provides specialist palliative care and comfort for patients



England

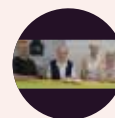
(From left to right)

- Sr Marguerite serving meals at a refugee centre
- Srs Anne and Frances in Coventry



Rome

FMDM in Rome



Australia

(From left to right)

- Congregational Leadership Team member, Sr Monica, with the Sisters in Melbourne, Victoria
- Sr Marie counsels and runs a house in New South Wales for women released from prison or overcoming addiction



Malaysia

(From left to right)

- Pioneer Sisters of Mount Miriam Cancer Hospital
- Mount Miriam Cancer Hospital's Cancer Survivor Support & Pastoral Care Team



Message from Sr Jane Bertelsen

Congregational Leader, Franciscan Missionaries of the Divine Motherhood

Ted Dunn, in his book, *Graced Crossroads*, offers the following insight:

If you make choices about the future disconnected from the seat and source of your life, you will build a house of cards. What good is it to have planned well for the bricks and mortar of your lives (ministry), arranged your finances only to have neglected the soul of your community?

As I look back on 2024, I see the Mount Alvernia Hospital Board and Executive Team leading the whole Mount Alvernia community in a way that attends to 'the seat and source' of the life of the hospital, alongside 'planning well for the bricks and mortar' and 'arranging the finances'.



In a healthcare ecosystem that is changing so rapidly, and presenting ever more complex and challenging scenarios, it calls for great courage, commitment and vision to keep putting values and mission first. I would like to thank each and every one at Mount Alvernia for embodying a value and mission-driven ministry amidst the clamour of so many other demanding and potentially distracting voices.

In a world where we are constantly confronted with abuses of power and violence, and where the dignity of the human person and all of creation is continually undermined, it is a source of inspiration to see the values of **Compassion, Humility, Integrity, Respect and Peace** being the driving force behind all that Mount Alvernia seeks to do and to be.

2024 marked the 75th anniversary of the FMDM Sisters arriving in Singapore. Mount Alvernia Hospital and the Sisters, along with Assisi Hospice and Catholic Health Care Asia (CHCA), celebrated this significant milestone through a number of events throughout the year, cementing once again, the close and lasting relationship between the founding Sisters and this thriving healthcare ministry. Our Sisters can no longer offer the 'on the ground' leadership or hard work which they did 75 years ago, but the Franciscan missionary spirit of our Sisters lies in the DNA of the hospital, enabling it to keep its focus on the mission.



This values-based missionary spirit is exemplified so clearly in the development and opening of the Alvernia Wellness Centre, written about by both James and Chia Lin in their messages in this Review. Over the decades of our Congregational story, we have seen FMDMs going where the need is greatest, where no one else either wants or is brave enough to go, and now we see our current FMDM Partners in Mission continuing to live this Franciscan missionary charism in 21st century Singapore.

I would also like to take this opportunity to thank the Mount Alvernia Board and Executive Team for their openness to embracing and supporting the new governance structure for the hospital. Over the years, even as the Sisters were less involved in the day-to-day ministry of the hospital, they still held the ultimate governance role within the hospital.

Today, the FMDM sisters have handed this role to CHCA, a canonically established entity within the Catholic Church. CHCA and FMDM are intrinsically woven together for the sole purpose of ensuring the Franciscan Catholic mission and identity remain at the heart of our healthcare ministries. The journey, over the past eight years, of discernment and transitioning to CHCA, has been made so much easier by the full and generous engagement and support of the leadership in Mount Alvernia.

Further, I wish to express my thanks and appreciation to Mr Ho Tian Yee for his strong, wise leadership over many years in Mount Alvernia, and to welcome Chia Lin as our new Chair of the Board. Discerning succession planning over a period of time is a hallmark of strong Catholic ministries and, on behalf of the CHCA and FMDM leadership, I thank Tian and the board for facilitating this smooth transition.

On a personal note, as I prepare to step down as Congregational Leader in 2025, I look back with deep gratitude for the shared journey with the Mount Alvernia Hospital Board and Executive Team. I have been inspired and encouraged by the generosity, the commitment, the vision, and the dedication of so many who have seen our contribution to Catholic healthcare in Singapore be where it is today.

Message from Ms Chan Chia Lin

Chairman of the Board (since August 2024)

I am honoured to be appointed Chairman of Mount Alvernia Hospital, to continue the legacy of our founding Sisters of the Franciscan Missionaries of the Divine Motherhood. Their mission of serving all with love remains at the heart of everything we do. As Singapore's only not-for-profit Catholic hospital, Mount Alvernia holds a special place in our healthcare landscape. We are a private hospital and must remain financially sustainable. At the same time, we seek to deliver compassionate and inclusive care, including for those who fall through the cracks in our healthcare system, in accordance with our mission.

On behalf of the hospital, I would like to express our heartfelt appreciation to Mr Ho Tian Yee, who stepped down as Chairman in August. During his seven-year tenure as Chairman, the hospital successfully navigated the challenges of the COVID-19 pandemic while continuing to place patients and staff wellbeing at the forefront of our efforts. Under his guidance, we also saw the completion of the St Anne Mother & Child Centre (SAMCC) and the opening of the Icon Cancer Centre.



In 2024, under CEO Dr James Lam and his team's leadership, we witnessed steady growth across key areas. Inpatient admissions rose by 9.7% from 2023 while surgeries performed increased by 4.3%. The number of babies delivered rose 22%, due partly to the auspicious Year of the Dragon and the full-year operations of the SAMCC.

Our outreach work also grew in 2024. Consultations at our Mount Alvernia Outreach Medical and Dental Clinics, as well as offsite and hospital-based outreach programmes, increased by 16.7%. We are thankful to our social service partners and volunteers, who have linked us to the underserved in our community. They include Singaporean patients, particularly those with disabilities, as well as low wage transnational families and migrant workers.



Another significant milestone this year was the opening of the Alvernia Wellness Centre – our hospital's first step into the mental wellness space. Mental health is a significant area of need in Singapore, especially among youth and the elderly. A recent survey showed that 22% of Singaporeans suffer from poor mental health. We started with outpatient psychiatric care, and will be introducing inpatient services later in 2025. This is just the beginning, and we look forward to growing our capabilities in this area.

Looking ahead, we remain committed to strengthening our infrastructure so that we can continue to serve our patients well into the future. Refurbishment and upgrading works for our main building are currently in progress, with new wards and an expanded Intensive Care Unit to be rolled out over the next two years. These improvements are essential to ensuring that our hospital remains a trusted and relevant healthcare provider for generations to come.

Our Mission team continues to uphold the values that define who we are. Through the annual Joint Mission Retreat, the Salt and Light Awards, and the Values-In-Practice Awards, they help ensure that our founding values remain present and visible. I extend my warmest congratulations to this year's award recipients, who have best embodied our CHIRP values – Compassion, Humility, Integrity, Respect, and Peace – in their daily work.

As I reflect on this past year, I am deeply thankful to the entire Mount Alvernia family – our board members, the executive team, staff and doctors – for your dedication and hard work. And to our patients and their loved ones, thank you for the trust you have placed in us.

I look forward to journeying with all of you, grounded in our mission and guided by our values, to bring hope and healing to all who entrust us with their care.

Message from Dr James Lam

Chief Executive Officer

75 years ago, the Sisters from the Franciscan Missionaries of the Divine Motherhood (FMDM) arrived in Singapore, and dedicated themselves to caring for patients with tuberculosis and leprosy. Their commitment to serving the sick and marginalised led to the founding of Mount Alvernia Hospital (MAH), which opened on 4 March 1961 as a 60-bed not-for-profit facility. Their legacy of compassion continues to define who we are today.

As we commemorate MAH's 63rd anniversary, we reflect on how far we have come. From our humble beginnings, we have grown into a tertiary acute care hospital, expanding our services and capabilities while remaining steadfast in our mission to provide compassionate and holistic care to all who walk through our doors.



Leadership Transition

2024 also marks a leadership transition at the hospital. In August, we bid farewell to Mr Ho Tian Yee as Chairman of the Board, and welcomed Ms Chan Chia Lin as his successor. I extend my sincere gratitude to Mr Ho for his invaluable contributions to MAH. His steadfast leadership guided us through critical moments, including the challenges of the COVID-19 pandemic, as well as the construction of our St Anne Mother & Child Centre and the integrated cancer centre. His strategic foresight, coupled with his sense of peace and calm, has left a lasting impact on the hospital.

At the same time, we warmly welcome Ms Chan, who is no stranger to MAH. She has served on our Board for six years and chaired the Finance Committee. She has played a crucial role in shaping our financial strategies and ensuring operational sustainability. Under her guidance, we also took bold steps in expanding into mental wellness care. We are confident that her leadership and embodiment of our MAH values will guide us towards further success and growth.

Expanding Our Care

This year, we expanded our services to better meet the needs of our patients.

Our inpatient and outpatient rehabilitation facilities were refurbished to enhance patient recovery. New equipment, including a ceiling suspension hoist and treadmill suspension walker, now supports patients recovering from strokes, neurological conditions, and physical injuries. The centre also integrates physiotherapy, speech therapy, and occupational therapy, offering a multidisciplinary team-based approach.

Recognising the growing need for mental health services, the Alvernia Wellness Centre was launched in the fourth quarter of 2024, providing outpatient mental health support for adolescents, young adults, adults, and seniors, addressing issues unique to each stage of life. This initiative reflects our commitment to all-rounded care.

Finally, our new cardiovascular laboratory opened in late 2024 to cater to the increasing number of patients requiring diagnostic and interventional cardiovascular care. Replacing our old lab, this new facility features the latest digital imaging systems and provides a conducive environment with further improved procedure rooms and support facilities.



Honouring Our People

Our people remain at the heart of our hospital. This year, we celebrated the dedication and achievements of our colleagues.

Two of our nurses—Senior Nurse Manager Sr See Bee Fong from St Dominic Ward and Nurse Manager Sr Kartikawani Binti Asmawi from the Delivery Suite — were recognised with the Ministry of Health Nurses’ Merit Award for their outstanding contributions to the nursing profession.

Additionally, 19 of our staff received the Singapore Health Quality Service Awards 2024, which recognises healthcare professionals who go above and beyond to enhance patient experiences.

We also paid tribute to 146 colleagues who received the Long Service Awards for their commitment to MAH over periods ranging from five to 50 years. The ceremony was a meaningful occasion, with the FMDM Sisters and colleagues from across departments coming together to express our appreciation for their dedication.

Extending Care Beyond Our Walls

As a not-for-profit hospital, we dedicate a portion of our surpluses to community outreach efforts every year, in line with the mission of our founding Sisters. This year, our Community Outreach Team introduced new initiatives to better serve underprivileged and marginalised communities, while continuing its regular activities.

In collaboration with IDHealth, a pilot programme was launched to provide monthly medical and dental check-ups for individuals with intellectual disabilities at our Outreach Medical and Dental Clinics. By offering both services in a single session and location, the initiative reduces barriers to healthcare for this vulnerable group.

To further improve access to preventive care for Persons with Disabilities (PWDs), we also began offering TDAP/MMR vaccinations at highly subsidised rates to visually impaired employees working at social enterprises under the Singapore Association for the Visually Handicapped.

We carried out our annual island-wide flu vaccination exercise, and provided immunisation to more than 1,000 PWDs and their caregivers across 20 disability homes and day activity centres.

Meanwhile, our Transnationals Support Programme remains on track. This year, we assisted 36 transnational families and were appointed the designated healthcare partner for the new Transnational Family Care Centre, an initiative by Pro Bono SG and South Central Community Family Service Centre to support low-income transnational families.

Looking Ahead

As we look forward to 2025, we will be embarking on more exciting projects, such as the building of a new intensive care unit and day surgical operating theatres, renovation of existing medical/surgical wards, and the launch of a new inpatient mental wellness ward.

We are very thankful and blessed to be able to continue growing our capacity and capabilities, enabling us to serve more patients in need of treatment and healing.

My deepest appreciation goes out to our Board members, doctors and all colleagues for their unwavering support. It is through your dedication that we can continue delivering quality healthcare to the population, while reaching those in need at the same time. Together, let us remain resolute in our mission to serve all with love.





Board of Directors

Mr Ho Tian Yee

Chairman (till August 2024)
Board Member since 2015

Mr Ho Tian Yee is the chairman of Mount Alvernia Hospital (till August 2024) and Fullerton Fund Management, an investment management company. His past experiences include financial markets, exchanges, fast-moving consumer goods (FMCG), and insurance.

Currently, Mr Ho is the chairman of DBS Foundation and Pavilion Capital. He also serves as a non-executive director of The Straits Trading Company Limited, an advisor to Blue Edge Advisors Pte Ltd, and a director of Seviora Holdings.

He holds an Honours degree in Economics from Portsmouth University, United Kingdom, and a Master of Business Administration from the University of Chicago.

Ms Chan Chia Lin

Chairman (from August 2024)
Board Member since 2023

Ms Chan Chia Lin is a director of investment holding company Lam Soon Cannery Private Limited, and a board director of Mapletree Industrial Trust Management Limited. Previously, she served as the chief investment officer of Fullerton Fund Management Company, and was the managing director and head of Currency and Strategy at Temasek Holdings.

Prior to joining the Temasek Group, Ms Chan held roles at ABN AMRO Bank and the Monetary Authority of Singapore.

Beyond her corporate experience, Ms Chan is actively involved in the health and social service sectors. She is the chairperson of migrant worker charity HealthServe. She also serves on the boards of mental health charity Resilience Collective, the Yeo Boon Khim Mind Science Centre at the National University of Singapore, and several philanthropic organisations.

Dr Kwa Chong Teck

Board Member since 2017

Dr Kwa Chong Teck was the founding executive director of the National Dental Centre Singapore. He currently serves as an emeritus consultant at SingHealth, practising in oral and maxillofacial pathology.

Dr Kwa holds advisory positions at the SingHealth Duke-NUS Disease Centres, the SingHealth Duke-NUS Pathology Academic Clinical Programme, the SingHealth International Collaboration Office, and the National Dental Centre Singapore.

Mr Ho Tian Yee



Ms Chan Chia Lin



Dr Kwa Chong Teck



Mr Beh Jit Han, Paul

Board Member since 2018

Mr Paul Beh is a senior advisor and immediate past chairman for Asia Pacific at Reed Exhibitions. Before joining Reed Exhibitions, he was the managing director, publisher and partner of a regional publishing company. Prior to this, he spent several years with Singapore Airlines holding various marketing management positions.

Currently serving as a director of SMU Overseas Pte Ltd and an advisory member of Caritas Agape Village, Mr Beh is also an independent director and chair of the Nominating Committee at Banyan Tree Holdings Ltd. Additionally, he chairs the School Management Council of the Canossian Schools in Singapore.

Mr Beh was awarded National Day service medals and was appointed as Justice of the Peace in 2023.

Dr Ho Kheng Thye

Board Member since 2018

Dr Ho Kheng Thye is a senior consultant cardiologist. He was previously the head of cardiology at Tan Tock Seng Hospital, and chairman of the Chapter of Cardiologists, College of Physicians (Singapore). He also sat on various advisory committees for the Ministry of Health and the Singapore Armed Forces.

Actively involved in cardiac imaging research, Dr Ho has authored professional research papers and book chapters, and has spoken at international medical conferences. In his free time, he enjoys trekking in countries such as Japan, Spain and New Zealand.

Dr Ong Eng Keow

Chairman, Medical Advisory Board

Board Member since 2018

Dr Ong Eng Keow is a neonatologist, paediatric intensivist and paediatrician with 23 years of private practice experience. He serves as the chairman of the Medical Advisory Board at Mount Alvernia Hospital.

He previously held various clinical and non-clinical positions at Alexandra Hospital, Tan Tock Seng Hospital (TTSH), KK Women's and Children's Hospital and Singapore General Hospital. Dr Ong was trained in paediatric intensive care medicine at the Royal Children's Hospital, Melbourne, after which he established the Paediatric Intensive Care Unit at TTSH.

Dr Ong has participated in and led many medical mission trips to Cambodia, Nepal, and other neighbouring countries. He is presently a council member of the Chapter of Neonatologists, Academy of Medicine, Singapore, and a committee member of the Singapore Paediatric Society.

Mr Beh Jit Han, Paul



Dr Ho Kheng Thye



Dr Ong Eng Keow



Mr Tham Sai Choy

Board Member since 2018

Mr Tham Sai Choy is a chartered accountant and board member of Singapore-listed DBS Bank Ltd and Keppel Corporation. He was previously a member of KPMG's global board and chaired its Asia Pacific operations. As a practising accountant, he led work in financial audit, IT audit, restructuring and forensic investigations across a range of businesses and not-for-profit organisations.

Mr Tham also serves on the board of the Singapore International Arbitration Centre, and previously chaired the Singapore Institute of Directors.

Mr Ng Kim Beng

Board Member since 2023

Mr Ng Kim Beng is the managing partner at Rajah & Tann Singapore LLP and an experienced counsel in the practice of International Arbitration and Construction & Projects. He is recognised as a leader in various industry reference publications, including Best Lawyers, Chambers Asia Pacific, Who's Who Legal, IFLR 1000 and The Legal 500 Asia Pacific.

In 2018, the Singapore Academy of Law accorded Mr Ng as a senior accredited specialist in Building and Construction Law for his professional excellence in this area of practice. He currently chairs the Building and Construction Law Committee of the Law Society of Singapore, and is a member of the Construction Adjudicator Accreditation Committee of the Singapore Mediation Centre.

Dr Chong Yoke Sin

Board Member since 2023

Dr Chong Yoke Sin is the chair of the Portfolio Management Committee at A*Star, and the Singapore Management University Advisory Council for the School of Computing and Information Sciences. A certified senior accredited director, she is also a board member of the Urban Redevelopment Authority of Singapore, an independent director of various private organisations, and a council member of the Singapore Institute of Directors.

A veteran in the tech industry with expertise in AI, digital transformation, healthcare and cybersecurity, Dr Chong was the immediate past president of the Singapore Computer Society.

In 2024, she was conferred the NUS Distinguished Alumni Award and the National Day Public Service Medal for her contribution to the disability sector. She was also made a SkillsFuture Fellow for her commitment to lifelong learning and mentoring.

Ms Loh Wei-Lyn

Board Member since 2024

Ms Loh Wei-Lyn has a diverse career spanning the government sector, manufacturing, aviation, and insurance industries. Most recently, she was the CEO of Asia Capital Reinsurance Group, an Asia-focused non-life reinsurer based in Singapore. Currently pursuing an Executive Master of Change at INSEAD, she also volunteers as a coach and mentor.

Passionate about culture and people development, she joined the Mount Alvernia Hospital board in August 2024, and serves on the Nomination and Remuneration Committee.

Mr Tham Sai Choy



Mr Ng Kim Beng



Dr Chong Yoke Sin



Ms Loh Wei-Lyn





Mount Alvernia Hospital (UEN: TO8CC4O85D) Year Ended 31 December 2024

Members' Attendance at Board Meetings – January to December 2024 is shown below:

Name of Directors	Number of Board Meetings	Attendance
Ho Tian Yee (Chairman)*	2	2
Chan Chia Lin (Chairman)**	4	4
Kwa Chong Teck	4	3
Ong Eng Keow	4	4
Tham Sai Choy	4	4
Ho Kheng Thye	4	4
Paul Beh Jit Han	4	4
Chong Yoke Sin	4	4
Ng Kim Beng	4	4
Loh Wei-Lyn#	2	2

Note:

* Mr Ho Tian Yee's tenure with the Board ended on 25 August 2024. Hence, he was to attend only 2 Board meetings in 2024.

** Ms Chan Chia Lin was appointed Board chairman with effect from 26 August 2024.

Ms Loh Wei-Lyn joined the Board as a member on 27 August 2024.

Advisory Council

Name	Designation	Date of Appointment
NIL		

Internal Auditor	Ernst & Young Advisory Pte Ltd
External Auditor	KPMG LLP
Banker(s)	DBS Bank Ltd Oversea-Chinese Banking Corporation Limited United Overseas Bank Limited The Hongkong and Shanghai Banking Corporation Limited Maybank Singapore Hong Leong Finance Limited
Investment Fund Manager(s)	Fullerton Fund Management Company Ltd
Other Adviser(s)	Dentons Rodyk & Davidson LLP WongPartnership LLP Allen & Gledhill

Staffing:

As at 31 December 2024, the Hospital has a total headcount of 1,278 staff.

Reserves Policy:

The Hospital shall determine the minimum Reserves level based on the estimated cumulative net cash outflow under a stressed environment for 3 consecutive years and, where relevant, also taking into account any major capital expenditure requirements in the medium term. This is to be reviewed on a yearly basis or as and when needed. Utilisation of the Reserves shall be subject to the Board's approval.



Governance

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

Our 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 & clinical governance
- Monitoring of management performance
- Approval of annual budgets
- Overseeing the processes for evaluating the adequacy of internal controls, financial reporting and compliance, and clinical system design improvements

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

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

MAB members are nominated by medical specialists and appointed by the Board to provide oversight of clinical governance matters. The chairman of the MAB is also a member of the Board.



Our Healthcare System Framework

This report provides an overview of the health services and community outreach initiatives launched by the hospital in 2024. Beyond our commitment to deliver high quality patient care and improve clinical standards, we endeavour to make visible our commitment to be a good corporate citizen beyond the general expectation of a private healthcare service provider. The work that we do at the hospital is invariably imbued with the Franciscan spirit of humility, gladness, kindness and generosity in serving others. Hence, the initiatives undertaken are in direct response to an identified community need and to fulfil our mission as a not-for-profit private Catholic hospital.

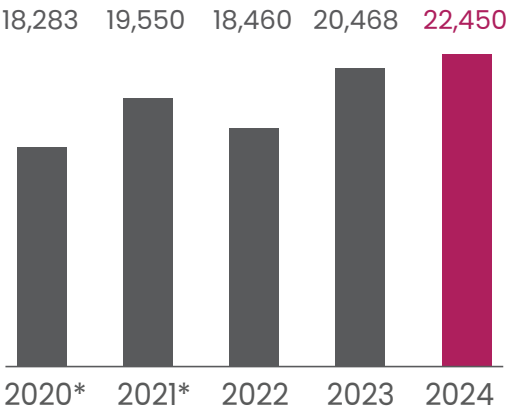
Our healthcare system framework comprises the following elements:

- Clinical Excellence
- Community & Social Health
- Health Promotion
- Hospital Development
- Information System
- Mission Integration
- Nursing Quality
- Operational Efficiency
- Community Outreach

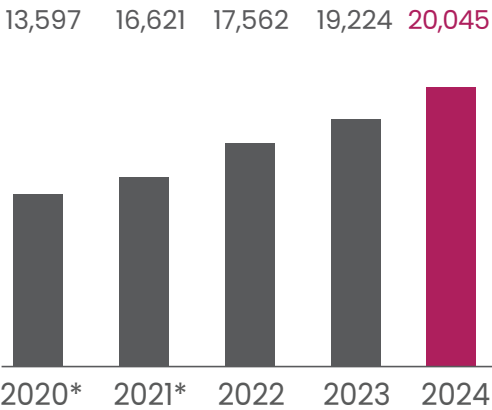
Stewardship

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

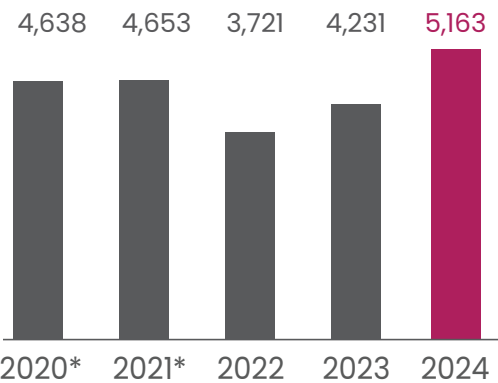
Inpatient Admissions



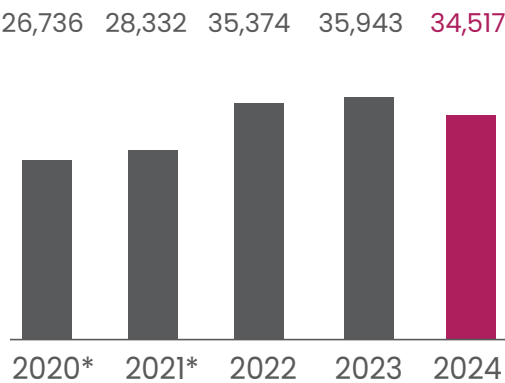
Surgeries Performed



Babies Delivered

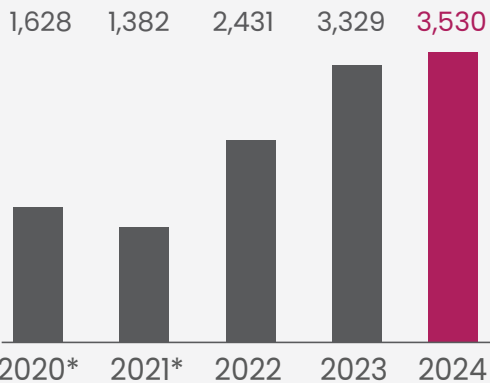


Outpatient Visits

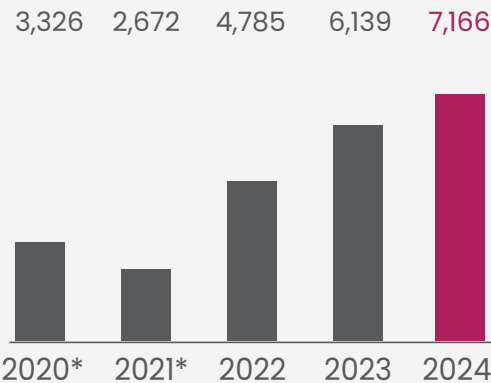


Outreach Activities

Number of Unique Lives Touched



Number of Outreach Healthcare Attendance



*COVID-19 years

Executive Management Team



Dr James Lam Kian Ming

Chief Executive Officer

With over 20 years of experience in the healthcare industry, Dr James Lam brings strong leadership and expertise in the clinical and medical field. He previously served as the chief executive officer of Thomson Medical Centre, and group director of the Applied Sciences Group and Blood Services Group at the Health Sciences Authority, Singapore.

As the chief executive officer of Mount Alvernia Hospital, Dr Lam successfully led the hospital through the challenges of the COVID-19 pandemic. He also spearheaded key development initiatives, including the opening of the St Anne Mother & Child Centre; and continues to drive the second phase of the hospital's redevelopment, overseeing the establishment of a new cardiovascular laboratory, day surgery theatres, and Intensive Care and High Dependency Units.



Ms Han May Ching

Director, Corporate Development & Community Outreach

Director, Human Resources

With over 20 years of experience in both local and overseas public and private healthcare sectors, Ms Han May Ching has a strong background in various fields including communications, marketing, business development, and strategic planning.

Prior to joining Mount Alvernia Hospital, Ms Han was the director and head of group service operations at the National University Health System (NUHS). She saw to the successful implementation of the Ministry of Health's national IT turnkey project, known as the Next Generation Electronics Medical Records in Jurong Health Campus and the National University Polyclinics. She also served as the assistant chief data protection officer in the NUHS Corporate Office for two years.



Dr Djoni Huang

Director, Clinical Services

Dr Djoni Huang graduated with commendation from the University of Dundee, Scotland, UK in 1998, and obtained his postgraduate qualification in family medicine in 2007. He is currently a Member of the Royal College of General Practitioners (UK).

He brings a wealth of experience from his previous employment at National Healthcare Group Polyclinics, National University Health System's Regional Health System, Yishun Community Hospital, and National University Polyclinics.



Mr Bruce Leong

Director, Technology & Strategy

Mr Bruce Leong brings more than 20 years of experience in information technology across various industries and domains. He was previously with Synapse Pte Ltd, supporting the IT infrastructure for Singapore's northern cluster of restructured hospitals. He also led various teams in commissioning the IT infrastructures for new hospitals such as Khoo Teck Puat Hospital, Yishun Community Hospital and Admiralty Medical Centre.

Mr Leong's expertise includes data centre development, network and storage solutions, cybersecurity, virtualisation, IT operations, and vendor management. As Mount Alvernia Hospital's chief IT security officer and data protection officer, he is responsible for maintaining robust cybersecurity standards.





Mrs Annie Lim

Director, Finance

Mrs Annie Lim joined Mount Alvernia Hospital in 1993. A Fellow of both the Association of Chartered Certified Accountants (UK) and Institute of Singapore Chartered Accountants, she started her career as an auditor with Coopers & Lybrand, Singapore.

Subsequently, Mrs Lim worked in the travel and manufacturing sectors in Australia, handling accounting and finance, and information systems. At Mount Alvernia Hospital, Annie oversees the accounting and finance, business office operations, materials management, and risk management functions of the hospital.



Ms Karen Poon

Director, Mission

Ms Karen Poon joined Mount Alvernia Hospital in 2014. 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 the National University of Singapore.

A lay associate of the Franciscan Missionaries of the Divine Motherhood (FMDM) congregation, Ms Poon is responsible for the hospital's social mission, and oversees the Clinical Pastoral Care department.



Ms Shirley Tay

Director, Nursing

With over 42 years of healthcare experience in both government and private institutions, Ms Shirley Tay brings with her a wealth of experience in nursing leadership and quality. She is appointed by the Ministry of Health as a member of the National Nursing Education Committee and the Acute Hospital Advisory Committee under the new Healthcare Services Act. She is also the chairperson for Social and Health Sciences on the Kaplan Industry Advisory Board.

Ms Tay was previously with Tan Tock Seng Hospital, and has held appointments at Raffles Hospital. At Mount Alvernia Hospital, she oversees the nursing division, focusing on competency, standards, patient safety and care delivery experience.



Mr Gus Teoh

Director, Hospital Operations

Mr Gus Teoh has more than 20 years of local and overseas healthcare experience in the areas of operations, process improvement, service planning and business development in primary and tertiary healthcare institutions.

Since joining Mount Alvernia Hospital in 2019, Mr Teoh has been overseeing the operations of the hospital. He holds a Master of Business Administration from Murdoch University, Australia.



Ms Cecil Ng

Deputy Director, Centre for Quality, Information & Innovation

With more than 20 years of experience in healthcare, Ms Cecil Ng has a proven track record in Electronic Medical Record (EMR) implementation, change management, quality improvement, governance, compliance and innovation.

At Mount Alvernia Hospital, Ms Ng successfully oversaw the implementation of EMR systems, resulting in streamlined workflows, improved patient care and increased clinician collaborations. Additionally, she led change management efforts to ensure smooth transitions and acceptance of new processes in quality improvements, innovation and informatics among staff members. She is also adept at navigating complex regulatory frameworks, ensuring compliance with healthcare standards and regulations, while optimising operational efficiency.

2024 IN REVIEW

The following section presents key highlights from across Mount Alvernia Hospital in 2024. From major events and new initiatives to departmental achievements and collaborative efforts, these updates reflect the dedication and hard work of each division in advancing the hospital's mission and enhancing the care, experience and support provided to patients.



Highlights of 2024

We were accorded

1 Star **9** Golds **9** Silvers

at the annual Singapore Health Quality Service Awards 2024 organised by the Ministry of Health, Singapore.

Sr See Bee Fong, Senior Nurse Manager, St Dominic Ward and Sr Kartikawani Binti Asmawi, Nurse Manager, Delivery Suite were awarded the Ministry of Health Nurses' Merit Award for their tireless and dedicated contribution to the nursing faculty.

We celebrated the

75th

anniversary of the FMDM's arrival upon our shores and contribution to Singapore's healthcare landscape.

Opening of our relocated **inpatient and outpatient rehabilitation centres** to enhance accessibility and care for patients.

Launch of our **Alvernia Wellness Centre**, heralding our commitment to contribute to the continuum of mental healthcare.

63%

of readers of theAsianparent magazine voted Mount Alvernia Hospital as their preferred choice as a maternity hospital.



Mission

Clinical Pastoral Care

In 2024, the Clinical Pastoral Care (CPC) team continued to develop the generalist-specialist model of pastoral care to enhance compassionate care in Mount Alvernia Hospital (MAH). In this model, all clinical staff in MAH can contribute to providing pastoral care at a general level which is expressed through their compassionate presence and knowing how to identify patients to refer to the CPC team.

Besides providing resources and education, an essential part of training is also addressing staff wellbeing. Research has shown that those who are more attuned with their own mental, emotional and spiritual health are also more comfortable to address what might be necessary to patients beyond their medical care. This year, CPC conducted education and self-care sessions for staff using platforms such as Mission Engagement, Head-of-Department meetings and ward/department meetings.

In July, the CPC team organised a Spiritual Care Symposium which was attended by 144 participants, mostly healthcare professionals from 27 healthcare organisations.

The team presented on the role of CPC as spiritual care providers in healthcare settings and the concept of a wounded healer. Being the wounded healer is essentially the heart of pastoral care, where healing care comes from the carer being in touch with their own wounds and humanity.

The team is also moving towards developing and improving on specialised CPC care across different services. To optimise the delivery of pastoral care for both staff and patients, the CPC team had reorganised to have team members who will dedicate more time and focus to specific areas of care, such as palliative, mental health, oncology and staff support. These colleagues will continue to receive ongoing training as it is MAH's commitment to continual learning and innovation to enhance overall care and competencies in the delivery of specialised care.

“

If there is anything good that exists and endures in this world, it is only because, in innumerable situations, love has prevailed over hate, solidarity over indifference, generosity over selfishness.

— Pope Francis, 12 September 2024, from his homily at Holy Mass at the Singapore National Stadium.

”

Mission Engagement Sessions

Staff from across the hospital participated in 14 Mission Engagement sessions which included a series of talks on Self Care and Spiritual Care. Themes covered were holistic care and relationships that help healing (adapted from Pope Francis' message for World Day of the Sick), inclusivity and embracing differences, and enhancing our role as pastoral care generalists which includes topics such as 'Practical Self-Care Tips' and 'Flourishing in Healthcare'.

Staff participants identified with the inputs presented, were given time to reflect, shared experiences and thoughts, and joined in the prayer to close each session. For continuing staff care and support, pastoral care counselling was openly extended to staff.

Further engagement included guided reflection and self-compassion meditation for staff and public donors during blood donation drives. These aimed to promote an increasing sense of calmness, gratitude and meaning to their life-giving donation.

The Annual Joint Mission Retreat

The annual Joint Mission Retreat was organised by Catholic Health Care Asia (CHCA) for the Board of Directors and the Executive Team members of all three ministries, namely MAH, Assisi Hospice (AH) and Mount Miriam Cancer Hospital (MMCH).

Held in Essery Hall in AH, members were invited to reflect on the theme "Growing in Fraternity" - exploring how they can journey together as one CHCA, MAH, AH and MMCH family. Reflecting on the teachings of Pope Francis' encyclical Fratelli Tutti, which was inspired by St. Francis of Assisi's love for creation, participants were invited to consider how unity, solidarity, and a deepened sense of community relate to their ministry of care and healing. All three ministries were encouraged to journey together, embracing the vision that "dreams are built together" (Fratelli Tutti, #8).



The annual Joint Mission Retreat.

The Feast of the Stigmata of St Francis of Assisi

The Feast of the Stigmata of St Francis of Assisi on 17 September 2024 was commemorated with an annual reflection and sharing of Franciscan perspectives by Friar Derrick Yap OFM, Custos-Regional Superior of the Franciscans in Malaysia-Singapore-Brunei.

Franciscan communities around the world celebrated the 800th anniversary of the Stigmata of St Francis throughout the year 2024. As a Franciscan family, Mount Alvernia Hospital specially marked this event in the life of its patron saint by taking time to listen and reflect on God's love for the 'stigmatised' - those who are in suffering - and to continue to reach out to them through its care ministry.

It was a perfect occasion to also commemorate the Franciscan Missionaries of the Divine Motherhood's (FMDM) 75th year of mission in Singapore. We celebrated our FMDM sisters' faithful response to serving all in need with a photo exhibit that highlighted their lives and work in Singapore.



Friar Derrick shared views on the stigmata of St Francis of Assisi, and God's call to care for the 'stigmatised' - all who are in suffering.

The Values-In-Practice Awards

The 21st and 22nd Values-In-Practice (VIP) Awards saw a jump in nominations and presented a total of 21 awards during the year, with the majority being first-time awardees coming from various departments, and included many from the frontline, ancillary, administrative and management teams.



Winners of the 22nd VIP Awards.

This year, the awards also brought forth the 3rd Salt & Light Awardee Ms Chen Yaqing from Day Surgery. While the VIP Award recognises staff who have been seen to practise MAH's core values in the way they serve and support colleagues and patients, the Salt & Light Award specially honours consistent winners (on their 4th award win) who continuously bring the values to life.



Winners of the 21st VIP Awards.

The award presentations provided occasions for staff to learn how MAH's core values are expressed through fellow colleagues' life-giving behaviours, and to bond in greater camaraderie as they celebrated each other's success and joy.



The 3rd Salt & Light award recipient Ms Chen Yaqing (third from left).

Community Outreach

Central to Mount Alvernia Hospital's mission is a commitment to giving back to the community and serving the vulnerable. This legacy is being carried forward by the Community Outreach Team through three key programmes, purposefully defined and structured to systematically reach diverse target segments, ensuring appropriate assistance is provided to the identified disadvantaged communities.

Our Three Programmes

1. Mount Alvernia Outreach Clinics

The Mount Alvernia Outreach Medical and Dental Clinics, located in Enabling Village (Redhill) and Agape Village (Toa Payoh), provide primary healthcare and dental care services to specific vulnerable individuals, including Persons with Disabilities (PWD), at highly subsidised rates.



TDAP and MMR vaccinations were offered to SAVH at subsidised rates.

In addition, a new initiative was started in January 2024 to offer TDAP and MMR vaccinations at highly subsidised rates to visually impaired staff working in the Mobile Massage Team, an initiative by the Singapore Association of the Visually Handicapped (SAVH). The TDAP and MMR vaccinations, administered at the Outreach Medical Clinic at Enabling Village, protect against tetanus and diphtheria, and measles, mumps and rubella respectively.



IDHealth founder Dr Chen Shiling with patient Jing Ya.

In July 2024, the Mount Alvernia Outreach Clinics, in partnership with IDHealth, launched a pilot programme to provide integrated medical and dental care for Persons with Intellectual Disability (PWID). By arranging monthly sessions at the Outreach Clinics at Enabling Village, this initiative not only enables PWIDs to receive both medical and dental care in the same session on the same premises, but also receive care from medical doctors, special care dentists and assistants who have undergone specialised training to manage PWID patients.



Special care dentist Dr David Lim with patient Mhd Sharizan.

The Mount Alvernia Outreach Dental Clinic continues to support SAVH by offering monthly pre-scheduled appointment slots and transport services to address the dental needs of their visually impaired beneficiaries. This year, the Outreach Team also worked closely with MINDS to coordinate follow-up dental care for PWIDs identified during screenings as needing treatment. PWIDs often require additional time to adapt to a clinic environment, with longer appointments and multiple sessions needed.

In the year 2024, the Outreach Clinics served 2,204 individual patients, who collectively made 5,487 visits, utilising multiple services at the Clinics.

2. Hospital-Based Support for Vulnerable Transnational Families

The hospital-based programme for transnational spouses and their families was established to help financially struggling transnational spouses who do not qualify for government health subsidies. Referred by social service agencies to the Outreach Team, these families receive support such as maternity care for prenatal and childbirth needs, as well as diagnostic services and non-complex procedures for health symptoms and conditions affecting daily functioning.



Transnational Ms Aiko Labao Chee (3rd from left) with her newborn Cassie, flanked by her husband and daughter on the left, and Ms Anthea Neo and Ms Yang Yuzi from the Outreach Team on the right.



Transnational grandmother Mdm Rosma (left) with Ms Yang Yuzi from the Outreach Team.



Transnational Mr Kali (centre) with his wife Mdm Navamalli (left) and Ms Clara Teo from the Outreach Team.

In July 2024, the South Central Community Family Service Centre, with the support of The Inclusive Fund, launched Singapore's first social service centre dedicated to transnational families.

Mount Alvernia Hospital serves as the designated healthcare partner, helping underserved transnational families overcome health challenges, and bringing them renewed health and hope.

3. Offsite Programmes

Many vulnerable individuals, especially PWDs, face significant challenges in going to the clinics for health checks and prevention care due to their mobility difficulties, health conditions, or other constraints. To address this issue, the Outreach Team brings healthcare services directly to them, ensuring their health needs are met and not overlooked.

Key offsite initiatives in 2024 include:

- Complimentary flu vaccinations were provided to 1,054 PWDs, their caregivers and staff across 20 different disability homes and day activity centres islandwide, operated by 13 social service agencies. These agencies included Bizlink Centre Singapore, THK Disability Homes, Mamre Oak Centre, Red Cross Home for the Disabled, Eden Centre for Adults, SUN-DAC, the Singapore Cheshire Home, and Bishan Home for the Intellectually Disabled.
- Free health screenings were conducted for 232 beneficiaries and their caregivers from Bizlink Centre Singapore, Eden Centre for Adults, TOUCH Centre for Independent Living, Enabling Services Hub @ Tampines, SAVH, and METTA Day Activity Centre for the Intellectually Disabled.
- The Outreach Team extended its support to social service partners by participating in their events throughout 2024. These included the "Eat, Play, Live" event organised by SPD Singapore, Parking Day 2024 hosted by Beyond Social Services (BSS), and the Community Mammobus, a mobile mammogram screening programme co-organised with BSS and South Central Community Family Service Centre.
- Guided tours of the Outreach Clinics with introduction of Mount Alvernia's outreach programmes were carried out at events hosted at Enabling Village, such as CaringSG Family Day and the Enabling Village Open House Tours held during the Enabling Lives Festival 2024.
- Lastly, in collaboration with Care Corner Singapore and the Alvernia Parentcraft Centre, the Outreach Team organised two free antenatal workshops for transnational and young expectant parents who potentially face challenges such as financial constraints and limited resources.



Islandwide complimentary flu vaccination exercise.



Outreach Team members Mr Koo Hoong Mun (left) and Ms Low Kar Yin (right) with Member of Parliament Mr Baey Yam Keng at SPD's "Eat, Play, Live" event.



Childbirth education course for vulnerable transnational and young parents.



Our Reach in 2024

3,530

Unique Lives Touched

89

Social Service
Agencies Supported

90

Volunteers Involved





Human Resources

Singapore Health Quality Service Awards 2024

In a ceremony held at the National University of Singapore on 23 January 2024, the Singapore Health Quality Service Awards 2024 honoured and celebrated the exceptional contributions of healthcare professionals.

Themed "Celebrating Healthcare's Brightest Stars" this year, the annual event organised by SingHealth Duke-NUS Academic Medical Centre celebrates those who tirelessly improve patient experiences. The ceremony, graced by Guest of Honour Dr Janil Puthucheary, Senior Minister of State for Health, saw such individuals stepping into the limelight.

Heartiest congratulations to the 19 esteemed staff of Mount Alvernia Hospital (MAH) who clinched the awards (1 Star, 9 Gold and 9 Silver), showcasing their unwavering commitment to providing outstanding service to patients and caregivers. Their dedication reflects the essence of healthcare excellence, and we applaud them for being the bright stars of the healthcare galaxy.



Star Award

Loon Foong Lin Jessie, *Diagnostic Imaging*

Gold Award

Chong Pui San Yvonne, *CQII*

Ong Jin Mei, *CQII*

Sy Yu Pei, *CQII*

Lee Lucksmie Arroyo, *CQII*

Norhanisah Binte Mohamed Roslan, *CQII*

Bernadeth Requisa Buendia, *St Michael Ward*

Raganit Maybelline Gonzales, *Day Ward*

Glenda Lor Cabansay, *St Michael Ward*

Eng Lee Lan, *St Michael Ward*

Silver Award

Zoe Loke Yin Ling, *St Michael Ward*

Pumaren Bituin Pumaren, *St Michael Ward*

Seet Lay Tin, *Parentcraft*

Ivy Tan Siew Lian, *Nursing Administration*

Ooi Bee Choo Jenny, *Nursing Administration*

Lee Xiu Juan Angeline, *Nursing Administration*

Clemente Jhoeanna Lyn Sanchez, *St Nicholas Ward*

Roobaneswary Amurthalingam, *Day Ward*

Aye Moh Moh Khaing, *Day Ward*



The Singapore Health Quality Service Awards ceremony.



MAH Long Service Awards 2023



MAH presented Long Service Awards to 146 dedicated employees.

On 6 March 2024, MAH held its Long Service Awards 2023 Ceremony, celebrating the unwavering dedication of 146 employees who have served the hospital for periods ranging from 5 to 50 years.

This annual event recognises the loyalty and hard work that staff members bring to their roles, contributing to the hospital's mission of providing compassionate care.

In addition, MAH paid tribute to two exceptional staff members, Mr Koh Nyuk Choon* from Facilities Management and Mdm Tang Kuen Toh from Housekeeping, who served the hospital for a remarkable 50 years. Their commitment has been inspiring to all.

**Mr Koh Nyuk Choon passed away in May 2024.*



Mdm Tang Kuen Toh (left) and the late Mr Koh Nyuk Choon (right).

Employee Climate Survey 2024

The Employee Climate Survey is a means to assess employee satisfaction levels at the prevailing time and identify areas for improvement.

In 2024, all employees were invited to participate in a survey conducted by Great Place to Work® (GPTW) from 15 April to 3 May. Of 1,108 employees invited, 76% responded.

The GPTW Survey comprised 64 unique statements and based on responses submitted, MAH's overall average score was 66%, which qualified the hospital for certification as a Great Place to Work.

Of the 20 core focus areas surveyed, respondents gave the highest score (71%) for Justice which measured the extent to which employees perceived that management promoted inclusive behavior, avoided discrimination, and was committed to ensuring fair appeals. Employees also scored a high 70% for Personal Job which measured how employees viewed their individual contributions to the organisation.

The top two statements with scores of 82% and 81% respectively were "This is a physically safe place to work" and "I feel good about the ways we contribute to the community".

In the open-ended segment of the Survey, employees cited an appreciation for staff benefits such as subsidised meals; and a supportive and friendly environment where there was a sense of family and the satisfaction of doing meaningful work.

Centre for Quality, Information & Innovation

Collaborative Review Learning: Turning Incidents Into Insights

Collaborative Review Learning (CRL) is a sharing platform led by the Quality Resource Management (QRM) department. It focuses on unique complaint cases, workflows, and processes that offer valuable lessons to improve patient care and streamline operations. It also celebrates staff-driven innovations and process improvements.

By transforming real incidents into learning opportunities, CRL promotes a culture of continuous improvement. It invites staff to explore how a structured review of complex cases can lead to meaningful changes in both clinical care and service delivery.

Several hospital policies have been improved through insights from CRL sessions. These include the Direct Admission Policy which was updated to manage transfers of long-stay ICU patients from third-party hospitals; and the Consent Policy which was revised to incorporate Gillick's threshold, clarifying when minors can provide valid consent.



CRL sessions promote a culture of continuous improvement.

Code White Drill: Protecting Those Who Care for Others

In line with the *Tripartite Framework for the Prevention of Abuse and Harassment in Healthcare*, the Code White Drill was introduced to train patient-facing staff especially in the Urgent Care Centre, Front Office, and Business Office to respond effectively to public aggression, whether verbal or physical. The drill activates a coordinated response protocol designed to safeguard staff from abuse and harassment.

Following the enactment of laws in Singapore penalising abuse of healthcare workers with jail time, fines, or both, there has been a growing emphasis on protecting frontline carers. The Code White Drill reinforces this commitment by equipping staff to handle such incidents with confidence and support.

The drill demonstrates the organisation's zero tolerance for staff abuse and ensures a coordinated support system involving the Security, QRM, and Clinical Pastoral Care teams. Staff are also reassured that emotional support and counselling are available post-incident, underscoring a culture of care and protection.



Quality Day: Celebrating Excellence. Driving Improvement.



Quality Day inspires a culture of innovation and shared learning.

Quality Day is a dedicated event to promote, celebrate, and advance the values of quality improvement and patient safety. It offers healthcare professionals a platform to showcase achievements, share best practices, and champion continuous improvement in care delivery.



Born from cross-unit and interdepartmental collaboration, Quality Day highlights efforts that go beyond daily responsibilities, from streamlining workflows to enhancing patient experiences. Each project presented reflects the dedication, passion, and pride of staff striving to do better every day.



Congratulations to the Quality Day project winners.





Must We Really Turn The Other Cheek? - A talk on striking a balance between professionalism and self-protection

This insightful talk, delivered by external lawyers from Allen & Gledhill, explores how healthcare professionals can manage encounters with aggressive patients and families while maintaining professionalism and ensuring their own safety.

In response to the rising cases of verbal and physical abuse in healthcare settings, MAH invited legal experts to equip staff with the knowledge of their rights, responsibilities, and practical strategies for handling such incidents. The session also aims to empower staff with confidence when facing challenging interactions.

Topics covered in the talk include understanding your legal rights and boundaries, gaining practical tips to handle aggression professionally, and learning how to protect yourself while upholding high standards of care.

All in all, this discussion reaffirmed MAH's efforts in ensuring staff safety and wellbeing, while supporting a respectful and secure workplace.



The talk aims to empower staff with confidence when facing challenging interactions with patients and families.



New Patient Loungewear

Officially launched in October 2024, MAH's newly redesigned unisex patient loungewear was created with patient comfort, convenience, and dignity in mind. It features:

- Enhanced fabric quality and modern fit
- Elegant dandelion embroidery symbolising MAH's values
- A calming teal colour with white piping
- Two spacious pockets for practicality
- Adjustable pull-string pants for personalised fit and ease

Thoughtfully developed by the hospital's Uniform Advisory Committee, the new loungewear reflects the hospital's ongoing commitment to improving the patient's experience during their stay.



MAH's redesigned patient loungewear was launched in October 2024.

Nursing

MOH Nurses' Merit Award 2024

The Nurses' Merit Award is a prestigious accolade presented by the Ministry of Health to recognise nurses who have demonstrated exceptional performance, dedication, and meaningful contributions to the nursing profession and healthcare system.

This year, Mount Alvernia Hospital (MAH) is proud to celebrate two of its own nurses who have received this award:

- Senior Nurse Manager See Bee Fong –
St Dominic Ward
- Nurse Manager Kartikawani Binti Asmawi –
Delivery Suite



Nurses' Merit Award recipients Sr See Bee Fong and Sr Kartikawani Binti Asmawi.

Launched in 1976 by the Ministry of Health, the award is part of Singapore's national effort to elevate the status of nursing and honour the vital role nurses play in delivering high-quality, compassionate care. Awardees receive a certificate of excellence, a trophy, and are publicly recognised for their outstanding work.

This recognition not only honours individual excellence but also reflects MAH's unwavering commitment to nursing leadership, professionalism, and excellence in patient care. It fosters pride within the nursing community and reinforces the hospital's standing in the healthcare landscape.

New Nursing Services Rolled Out in 2024

Haematopoietic Progenitor Cell Transplant for Inpatients

Haematopoietic Progenitor Cell (HPC) transplants involve the infusion of stem cells to treat conditions such as leukaemia, lymphoma, bone marrow failure, and other related disorders. These transplants may be autologous (using the patient's own stem cells) or allogeneic (from a donor).

With rising demand from clinicians and specialists, the hospital launched a dedicated nursing service for inpatient HPC transplants to meet the growing needs of patients requiring complex and life-saving treatments. This service ensures comprehensive, tailored nursing care for patients undergoing stem cell transplants.

This new service not only strengthens the hospital's position as a provider of advanced, specialised care, but also creates professional development opportunities for nurses to gain niche skills, career progression, and enhanced job satisfaction.

Electroconvulsive Therapy

In response to growing demand from doctors and the need for a structured, compassionate and skilled approach to electroconvulsive therapy (ECT), MAH has introduced ECT as a service offering.

Nursing administration has since supported the full setup from facilities and workflows to recruitment and training.

Aligned with Singapore's National Mental Health and Well-being Strategy (2023), this service reinforces the hospital's commitment to accessible, mental health care; builds a capable nursing team equipped to deliver specialised psychiatric support; and positions the hospital as a trusted mental health ecosystem of choice.



Electroconvulsive therapy.

Strengthening Newborn Emergency Response

Establishment of Neonatal Resuscitation Protocol for Hearing Test Room

A new neonatal resuscitation protocol has been established specifically for the hearing test room at level 8, St Anne Mother & Child Centre (SAMCC) in St Raphael Ward.

The new workflow ensures a clear, structured response during medical emergencies, enhancing safety for newborns undergoing hearing screening.

This protocol empowers healthcare workers to act quickly and confidently in life-threatening situations, ensuring the best possible outcomes during critical moments in a newborn's care.

Recreation of the Adrenaline Dilution Chart for Neonatal and Paediatric Resuscitation

The Adrenaline Dilution Chart offers step-by-step guidance for nurses, especially those without neonatal or paediatric training, to correctly prepare adrenaline during resuscitation.

Given adrenaline's potency and impact on the heart and vascular system, accurate dilution is critical. This chart ensures safe and effective dosing, even in high-pressure scenarios.

The guide frees up neonatal-trained nurses to support neonatologists in other life-saving procedures, improving overall team efficiency and patient outcomes in emergency situations.



Nurse Manager Sr Juliet Wee attending to a baby at the neonatal intensive care unit.

Managing More Adult Post-PCI Patients

To meet the rising demand for cardiology services, St Nicholas (SN) Ward's two-bedded rooms and the Paediatric High Dependency Unit (PHDU) have been upgraded to manage adult post-percutaneous coronary intervention (PCI) patients recovering from radial access procedures.

SN was strategically selected for its proximity to the ICU via the level 5 link bridge, allowing efficient cross-coverage by ICU and paediatric nurses.

This model maximises hospital resources, improves patient flow and flexibility, maintains high standards of care for both adult and paediatric patients, and showcases innovation in space utilisation and cross-disciplinary collaboration.

Advancing Nursing Careers Through Functional Attachments



Career Progression Opportunity: From Senior Staff Nurse to Nurse Educator

This initiative offers clinical attachments for Senior Staff Nurses from inpatient wards to the Nursing Training Department, enabling them to explore a pathway into the Nursing Education track.

MAH strongly advocates for interdepartmental attachments to support career growth, broaden professional horizons, and provide nurses with the chance to discover new roles that align with their strengths and interests.

The opportunity has helped nurses gain new skills, expand their clinical knowledge, and boost job satisfaction. At the same time, it strengthens interdepartmental collaboration, improves staff retention, and supports the development of future nurse leaders.

Cross-Divisional Job Attachment: Nursing Education to CQII



This cross-divisional attachment from Nursing Education to the Centre for Quality, Information & Innovation (CQII) provides Nurse Educators with hands-on experience in quality improvement, patient safety, and healthcare innovation.

As a professional development strategy, this initiative broadens nurses' understanding of healthcare operations, equipping them with essential skills to contribute beyond the clinical setting.

Through this attachment, a Nurse Educator is exposed to quality assurance practices, patient safety frameworks, and innovation strategies. In addition, they develop skills in quality management and continuous improvement methods, and learn to collaborate effectively with professionals across disciplines.



MAH offers nurses career progression opportunities through inter-departmental job attachments.

Motorised Trolley for Patient Transfers between Wards and Operating Theatres

To address the physical strain faced by staff during patient transfers especially across the sloping link bridge between wards and the operating theatre, three motorised Stryker trolleys have been introduced. These trolleys are equipped with built-in motors and safety features designed specifically for inclined environments, making patient transfers safer and more manageable.

Traditional trolleys require manual effort, which increases the risk of back strain, foot injuries, and fatigue especially when maneuvering on slopes. Manual locks and adjustments can also be missed when staff are multitasking. The motorised Stryker trolley was put in place to reduce physical exertion and enhance safety for both staff and patients.



This initiative reflects MAH's commitment to staff wellbeing and continual process improvement within its healthcare environment.

Medical Coverage for Papal Mass

For a Catholic mission hospital, the Papal Mass in September 2024 was a significant event.

Officiated by the Pope, the Mass connected with local Catholic communities and offered pastoral support, marking a historic moment for both the faithful and the wider public in Singapore.

In support of this large-scale gathering, four nurses from MAH, representing the Catholic Nurses Guild, volunteered to provide on-site medical coverage. Their presence helped ensure the safety of attendees, particularly in view of the large crowds and potential weather-related health concerns.



Nurses at the Papal Mass.

This meaningful participation strengthened the hospital's mission-driven identity through community services, deepened its connection with the Catholic community, and highlighted its reputation as a compassionate healthcare provider.

Participation at the Asia Pacific Society of Infection Control Conference on 25 July

The Asia Pacific Society of Infection Control (APSIC) is a regional organisation dedicated to promoting best practices in infection prevention and control. It organises conferences, workshops, and provides educational resources to raise awareness, train healthcare professionals, and facilitate collaboration and knowledge-sharing across countries and healthcare institutions.



MAH representatives at the APSIC 2024.

The Infection Prevention & Control team's poster was selected for oral presentation at the APSIC Conference — a proud milestone reflecting MAH's commitment to infection prevention excellence.

Through cross-border sharing and professional presentations, APSIC aims to reduce the incidence of healthcare-associated infections, improve the quality of healthcare, and safeguard both patients and healthcare workers across the region.



Nurses' Day Celebration

Nurses' Day 2024 was celebrated on 1 August at MAH to honour the dedication, compassion, and vital contributions of its nurses. This year's theme, "Kung Fu Nurses – Finding Zen in the Midst of Chaos", highlighted the importance of self-care and mindfulness amid the daily demands of nursing. The celebration aimed not only to recognise the many roles nurses play but also to promote mental wellness and support nurses in their professional journey.

Ms Shirley Tay, director of nursing at MAH, applauded the nurses, saying, "The global economic situation and the declining birth rate in Singapore have presented unprecedented obstacles. Yet, despite these difficulties, our nurses at Mount Alvernia Hospital have demonstrated remarkable efforts and professionalism. Your unwavering commitment to patient care has been a beacon of hope and strength, and for that, I extend my heartfelt gratitude."



Mount Alvernia celebrates its "Kung Fu" nurses on Nurses' Day.



Nurses' Day mass led by Friar William Lee.

Hand Hygiene Day

Hand Hygiene Day is an annual global initiative aimed at raising awareness about the critical importance of hand hygiene in preventing the spread of infections, especially in healthcare settings. It underscores how proper hand hygiene practices help reduce healthcare-associated infections and play a key role in improving patient safety.

In line with the World Health Organization's 2024 "Save Lives: Clean Your Hands" campaign, the Infection Prevention & Control (IPC) team organised the event to promote infection prevention and control best practices in MAH.

A series of engaging activities — including a vibrant poster competition, interactive booths, and fun, hands-on games — were held to raise awareness about the importance of proper hand hygiene. These initiatives encouraged creativity, showcased effective hand hygiene practices, and reinforced key infection prevention messages through active participation from staff.



Infection diseases physician Dr Leong Hoe Nam sharing hand hygiene information with the audience.



Organised by the IPC team, Hand Hygiene Day was a fun-filled and informational event.



Clinical Services

New Inpatient and Outpatient Rehabilitation Centres

The COVID-19 pandemic was a pivotal moment for many in the healthcare industry. For MAH, it highlighted a critical gap in its infrastructure – a dedicated rehabilitation area for inpatients. While such facilities had long been standard across hospitals in Singapore, the pandemic brought the need for its own into sharp focus.

With this in mind, planning began during the pandemic to relocate the existing Rehabilitation Centre and establish a new Inpatient Rehabilitation Centre, in close collaboration with the operations team. These efforts culminated in the successful launch of two new facilities: the Outpatient Rehabilitation Centre on 25 March 2024 and the Inpatient Rehabilitation Centre on 22 April 2024.

Purpose-Built for Care and Accessibility

Designed with patient convenience in mind, the Inpatient Centre is located near the wards to ensure easy access especially crucial for patients with mobility challenges. The Outpatient Centre is situated on the ground floor, close to the hospital's main entrances and nearby amenities, offering ease of navigation for patients and caregivers alike.

Modern and Welcoming Interiors

The Outpatient Centre features a contemporary, open-concept design, complete with privacy curtains and private consultation rooms that create a calm, welcoming atmosphere. A skylight in the treatment area adds a touch of natural light, promoting comfort and healing.

Both centres are equipped with handicapped-friendly toilets, shower rooms, and secure cubicles with code locks.



The Outpatient Rehabilitation Centre features a contemporary, open-concept design.

New Equipment

- Ceiling Suspension Hoist (Inpatient): Assists in the transfer and training of patients with limited mobility, enabling safe and effective gait and balance rehabilitation.
- Treadmill Suspension Walker (Outpatient): Supports patients recovering from stroke, neurological conditions, or injuries by helping restore strength and mobility.

A Multidisciplinary, Team-Based Approach

At the heart of the new centres is a strong emphasis on collaborative care. By uniting the expertise of physiotherapists, occupational therapists, speech therapists, and dietitians, the centres ensure that every patient receives holistic, personalised treatment.

Two programmes were introduced to further support specialised care:

- NEST (Nutrition and Engagement for Seniors Today): A joint programme by MAH dietitians and occupational therapists, promoting physical and nutritional wellbeing among older adults.
- Combined Decongestive Therapy (CDT), a comprehensive treatment for patients with lymphoedema.

Moving Forward with Confidence

With the expanded inpatient rehabilitation capacity, the hospital is now able to deliver more rigorous therapy for older adults with low physical function without compromising on safety. The response has been overwhelmingly positive. Since the relocation, the Outpatient Centre has also grown visibly busier, consistently receiving favourable feedback from patients and caregivers alike.



The ceiling suspension hoist assists in moving patients with limited mobility.

Cambodia Outreach Project: Training on Maternal and Child Nutrition

Continuing MAH's long-standing collaboration with the WAH Foundation in Kampong Chhnang, Cambodia, the Mount Alvernia Outreach Team returned this year to resume the annual training mission that was paused during the pandemic. In response to WAH's request, this year's focus expanded beyond neonatal resuscitation to include stunting prevention and nutritional education.

A two-day programme was conducted by two dietitians from MAH, covering three key areas, namely prenatal nutrition, antenatal nutrition, and nutrition for babies and young children.

Using a train-the-trainer model, this initiative aimed to strengthen local healthcare workers' knowledge of maternal and child nutrition, empowering them to educate and guide mothers on healthy eating before, during and after pregnancy, with the goal of helping to prevent stunting and improve long-term child developmental outcomes for children.



Senior dietitian Ms Tan Shiling sharing a healthy recipe with local participants.



MAH dietitians at the local market capturing photos of local ingredients to make their training more relatable.

Eat Safe SG

Mount Alvernia Hospital has implemented Eat Safe SG, a nationwide initiative aimed at enhancing the safety and care of patients with swallowing difficulties (dysphagia).

The programme adopts the International Dysphagia Diet Standardisation Initiative (IDDSI) framework, providing standardised terminology and descriptors for dysphagia diets and modified fluids.

Mandated under the Healthcare Services Act 2020, all healthcare institutions in Singapore are required to adopt IDDSI standards and conduct regular audits by June 2024. The initiative seeks to improve patient safety, enhance communication among healthcare providers, and reduce errors in meal preparation and delivery.



Eat Safe SG is a nationwide initiative to enhance the care of patients with dysphagia.

Opening of Alvernia Wellness Centre

In response to growing mental health needs across all age groups, MAH established the Alvernia Wellness Centre (AWC) in August 2024. Led by psychiatrist and medical director Dr Lim Wei Shyan, AWC offers comprehensive mental health support for individuals of all ages and life stages.

The Centre addresses a wide range of mental health challenges, including those arising from mental illnesses, academic and occupational stress, relationship struggles, and difficult life stage transitions.

AWC offers psychiatric assessments, counselling, and therapy for various conditions such as depression, anxiety, obsessive-compulsive disorder, trauma-related disorders, dementia, and neurodevelopmental conditions like Autism Spectrum Disorder and Attention-Deficit Hyperactivity Disorder.

By providing personalised care in a supportive, stigma-free environment, AWC reinforces MAH's commitment to integrated and holistic healthcare.



The Alvernia Wellness Centre offers comprehensive mental health support for individuals of all ages.

Technology & Strategy

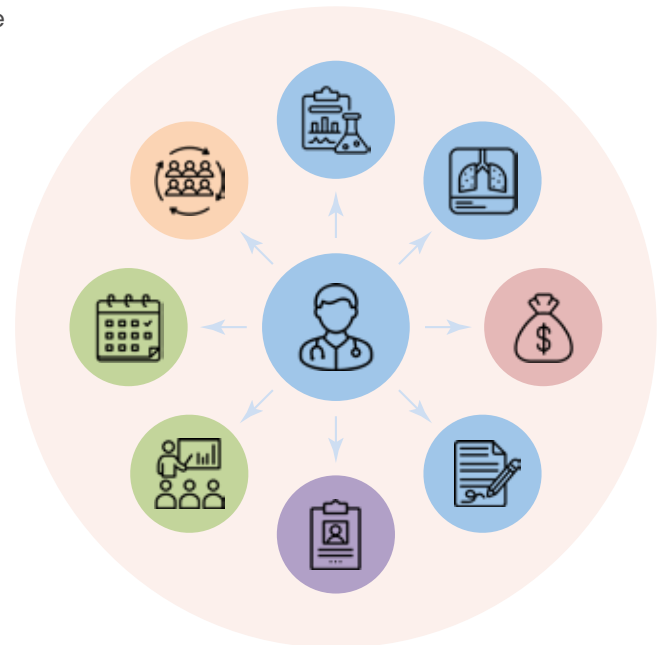
Technology Application Roadmap: Advancing Process Efficiency in Healthcare

The **Technology Application Roadmap** is a strategic initiative aimed at addressing key operational inefficiencies within the hospital, particularly those affecting doctors and patients. The initiative outlines a phased approach to digital transformation, streamlining processes through the development of integrated digital portals.

Doctors currently face several challenges, including login issues, inaccessible reports due to gateway errors, and delays stemming from manual processes such as accreditation and claim enquiries. Similarly, the Business Office experiences high enquiry volumes, while the Medical Affairs team handles time-consuming, paper-based documentation workflows. Patients encounter difficulties booking appointments, endorsing admission documents, and retrieving financial or clinical information, which often involves manual paperwork, emails, or even DVDs.

In response, the roadmap envisions a system that removes the need for password resets through Singpass integration, improves turnaround time for services, and replaces manual processes with secure, self-service digital platforms. Notifications will be automated, and all users will benefit from a centralised, reliable source of truth for records and communication. The overall objective is to reduce redundancies, prevent data loss, and significantly enhance the experience for both doctors and patients.

Two dedicated portals will be developed. The Doctor Portal will include real-time access to lab results, remote fee entry, financial dashboards, digital accreditation, and event management for Continuing Medical Education. Doctors will also receive institutional updates via newsletters and circulars. The Patient Portal will provide access to HealthHub for lab results, enable online billing and payment, support digital admission, and host medical records, marketing campaigns, and feedback channels.



Each module is designed to ensure data security, accuracy, and convenience. Financial records, lab results, and documents will be accessible any time, with no need for email attachments or physical copies. Booking and admission features will allow self-service registration and queue management. Marketing and feedback tools will foster greater engagement with patients.

The implementation will be carried out in phases from Q4 2023 to Q2 2025. A key partner in this initiative is NCS Pte Ltd, which will support the integration of the Application Programming Interface with MAH's integrated hospital information system.

Overall, this roadmap lays the foundation for a digitally connected, patient-centric experience built on efficiency, security, and improved user experience.

Hospital Operations

Block E Redevelopment Project

Block E will be repurposed for medical-surgical services, featuring a Day Surgery Centre and day wards on level 3, a High Acuity Unit (ICU/HDU) on level 4, and inpatient wards on levels 2 and 5.

This redevelopment project aims to enhance capacity to meet the rising demand for medical-surgical services, as well as modernise aging infrastructure through replacing the entire pitched roof and installing a new air-conditioning chiller system.

Key additions include:

- Four minor operating theatres on level 3 for day and non-complex procedures
- 16 day ward beds to support short-stay surgical cases
- 16 high acuity beds, twice the number as before
- A new fire lift dedicated to patient transfers
- Upgrades to existing lifts 1 and 2, which will now serve up to level 5 and operate as visitor lifts



The new St Clare ward on level 5.

Expansion of Medical Services

Level 2 of St Anne Mother & Child Centre (SAMCC) has been reconfigured to house a wider range of paediatric services, supporting the Centre's existing obstetrics offerings.

This former white space on level 2 was subdivided into six tenancy units, now occupied by paediatric specialists subspecialising in areas such as paediatric cardiology and gastroenterology, offering families convenient access to a wider scope of care under one roof.

This expansion reinforces SAMCC's position as a one-stop destination for maternal and child healthcare, ensuring continuity of care for both mothers and their children in a single, integrated facility.

In addition, the former delivery suite at Medical Centre A is slated for redevelopment in 2025, and will be subdivided into eight tenancy units, further expanding the range of medical services available within the hospital.



Level 2 on SAMCC now houses six paediatric specialist clinics.

New Offices

Block D, formerly occupied by the Hospitality and Materials Management Departments, has undergone refurbishment to better support evolving organisational needs.

The refurbished space now houses the Technology & Strategy and Facilities Management offices, providing a dedicated environment for teams driving innovation and operational excellence.

In addition to office spaces, the block also includes two newly created meeting rooms, supporting collaboration and cross-functional teamwork across departments.

Automation Adoption

The hospital has acquired eight units of Automated Guided Vehicles (AGVs) to enhance the efficiency of internal logistics and support daily operational workflows.

These AGVs are utilised for the transportation of food, linen, Materials Management Department supplies, and Central Sterile Services Department items from backroom areas to front-end users across the hospital.

By automating the movement of heavy trolleys, the AGVs reduce reliance on manual labour, improve workplace safety, and free up staff to focus on more value-added patient care tasks.

New Rehabilitation Facilities

The hospital's main kitchen and Neonatal Intensive Care Unit (NICU) have been successfully relocated to SAMCC.

The spaces previously occupied by these services have been converted into an outpatient rehabilitation centre and an inpatient rehabilitation facility, respectively.

This reconfiguration was driven by the growing demand and expanding scope of rehabilitation services, allowing the hospital to better support patients' recovery journeys with purpose-built, accessible facilities.



The new inpatient and outpatient rehabilitation centres.

Strategic Marketing

Mothercare Baby & Kids Fair



The Mothercare Baby & Kids Fair is one of the largest mother and child events of the year.

As one of the largest and most impactful events of the year, the Mothercare Baby & Kids Fair served as a powerful direct-to-consumer engagement platform for MAH.

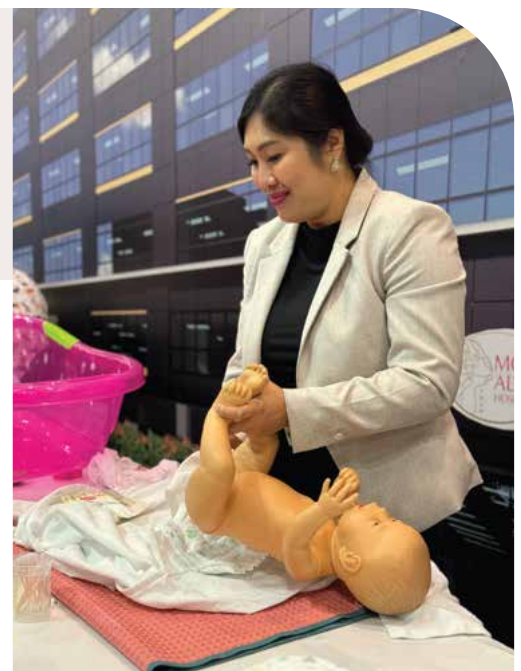
During the fair held from 1 to 3 March, MAH showcased its comprehensive range of maternity offerings at its booth. Visitors learned more about services available at the hospital, such as guided maternity tours and Parentcraft sessions, as well as its Alvernia Ladies Card (ALC) membership packages.

Featured ALC partners included Beauty Mums & Babies' postnatal massage and Chilli Padi's confinement food tasting, two essential services supporting new mothers in their recovery journey.

As the official hospital partner, MAH also hosted four expert-led talks, providing valuable education to attendees.

Over the three-day event, MAH doubled its maternity tour bookings and ALC membership sign-ups, and generated a strong pipeline of leads for follow-up and future conversions.

This event reinforced MAH's positioning as a trusted and holistic maternity care provider, while deepening engagement with our target audience and expanding our community reach for long-term impact.



Lactation consultant Ms Richelle Tang.

Beauty Mums & Babies Seminars

Pregnancy Seminar: Belly to Baby

At this exclusive, closed-door event partnering Beauty Mums & Babies, and held on 1 June, Ms Rita Francis, lactation consultant from Alvernia Parentcraft Centre, was invited to speak on the topic "Childbirth and Breastfeeding: A Journey of Love and Nourishment."

The session welcomed 10 couples, who participated actively and shared highly positive feedback. The interactive Q&A segment reflected a strong level of engagement, as attendees sought deeper insights and support from the expert speaker.



Ms Rita Francis sharing tips on childbirth and breastfeeding.

Breastfeeding Seminar: Latch to Love

A collaboration between Mount Alvernia Hospital (MAH) and Beauty Mums & Babies, this breastfeeding seminar was specially tailored for maternity patients, focusing on expectant mothers eager to learn and new moms seeking support in their breastfeeding journey.

The event on 17 August showcased the expertise of Ms Fannie Lo, lactation consultant from the Alvernia Parentcraft team, who provided personalised guidance on breastfeeding; and Ms Tan Shiling, MAH's senior dietitian, who shared tips on nutrition for mothers and babies.

The seminar delivered strong results:

- Engagement Rate: Increased by 80%
- Maternity Tour Sign-ups: Rose by 30%
- Parentcraft service inquiries surged, reflecting growing trust and interest in MAH's holistic maternity care offerings.



Lactation consultant Ms Fannie Lo offering advice to participants on breastfeeding and baby care.

Supermom Pregnancy Seminar

MAH participated in the Supermom Pregnancy Seminar, one of Singapore's largest pregnancy-focused events held at Suntec Singapore Convention & Exhibition Centre on 23 November, and attended by over 900 registrants, primarily first-time parents in their second and third trimesters.

MAH's featured speaker, senior consultant paediatrician and paediatric neurologist Dr Yeo Tong Hong, delivered an engaging talk titled "From Cooing to Crawling: A Journey Through Common Conditions in Infancy".

In his presentation, Dr Yeo provided a comprehensive overview of the common health conditions infants may encounter in their first year of life, covering symptoms, treatment options, and guidance on when to seek medical attention. His insights helped reassure expectant parents, equipping them with the knowledge to navigate the early stages of their child's development.



Dr Yeo Tong Hong providing an overview on common infant health conditions at the Supermom Pregnancy Seminar.

Zodiac Gift Set

As a token of care and celebration, all babies born in the Year of the Dragon at MAH received a specially curated Dragon Baby Gift Set. This meaningful keepsake was designed to commemorate the joyous arrival of each baby and serve as a lasting memory of their birth journey at MAH.

The Zodiac Gift Set included a delightful range of baby essentials such as a soft romper, cosy mittens, comfortable socks, a nursing cover, and more, carefully selected to support both baby and parents during the early days of life.

With this thoughtful gesture, MAH aimed to make the journey into parenthood even more memorable and special, celebrating the beginning of a beautiful chapter with warmth, care, and love.



MAH Postpartum Seminar

To close 2024 and further strengthen MAH's position as the leading hospital for maternity care, the Strategic Marketing team organised a postpartum-focused event titled "Revitalise Your Body, Health, and Mind: Navigating Postpartum Wellness." The event, held on 30 November, targeted expecting mothers and those in their first year postpartum, aligning with the hospital's goal of increasing market share through greater visibility and brand trust.

Key topics covered included:

- Physical changes after childbirth
- Common postpartum conditions such as urinary incontinence
- The importance of maternal mental health
- The role of positive parent-child bonding in nurturing healthy emotional development

To enhance publicity, MAH partnered with brands aligned with its target audience, including Singlife, NestBloom, and Beauty Mums & Babies. The event was further amplified through collaborations with five Key Opinion Leaders (KOLs) who shared about the event on their social platforms, collectively reaching over 71,000 followers and generating 11,600 views with strong engagement.

The team also collaborated with theAsianparent, leveraging their app and social media channels to expand reach, while MumsClub Singapore supported the initiative through EDMs and WhatsApp blasts, ensuring we connected with the right demographic.

The results exceeded expectations:

- 73 participants signed up, surpassing projections by 21.6%
- KOL promotions significantly boosted event visibility and engagement



The MAH postpartum seminar reinforced MAH's ongoing efforts in supporting mothers in every stage of their parenting journey.

Sports & Recreation Club (SRC)

Chinese New Year Staff Dinner

To usher in the Lunar New Year, MAH staff came together for a festive and joyful evening filled with games, a lucky draw, and a celebratory dinner. A highlight of the evening was a lively lion mascot performance, brought to life by a director and a member of the SRC Committee, adding a personal and spirited touch to the celebration.



A lively lion dance performance during the Chinese New Year staff celebration.

Aims:

- **Fostering Team Bonding and Camaraderie**
Through fun and interactive activities, staff enjoyed the chance to socialise across departments, as well as with staff from Assisi Hospice, strengthening relationships and teamwork in a relaxed setting.
- **Enhancing Company Morale and Spirit**
The event created a positive and festive atmosphere, boosting employee morale and reinforcing a strong sense of belonging within the workplace.
- **Interaction with the Pioneers**
With the FMDM sisters in attendance, staff had the opportunity to interact with the founding members of the hospital.

This celebration was a meaningful reminder of the importance of unity, appreciation, and shared joy as staff welcomed the new year together.



The Chinese New Year staff dinner at MAH.

World Health Day

MAH celebrated World Health Day 2024 with a vibrant and health-focused event on 26 April 2024, bringing together staff from across departments at the rooftop car park of Medical Centre D.

The day kicked off at 8am with an energising K-Kardio and Zumba dance workout session, encouraging physical activity and setting an upbeat tone for the day. Participants were fully engaged, reinforcing the importance of regular movement for maintaining overall health.

Following the workout, staff were treated to a nutritious buffet breakfast featuring fresh fruits, delectable pastries, and Petits Parfait healthy bites from 2NutGuys, alongside a free flow of cultured milk drink from Vitagen. The wholesome spread showcased how healthy eating can be both delicious and satisfying.



MAH celebrated World Health Day 2024 with a vibrant programme.

The morning continued with a series of informative health presentations:

- Psychiatrist Dr Lim Wei Shyan shared insights on the importance of psychological well-being
- Ms Fara, Skincare Advisor from Sebamed, educated attendees on proper skin and hair care, offering personalised scalp and hair analyses

To keep spirits high and foster team bonding, the event also featured fitness challenges, encouraging friendly competition while promoting an active lifestyle.

Through this event, MAH reaffirmed its dedication to cultivating a healthy and supportive work environment, while setting an example for the wider community in embracing wellness in all aspects of life.



World Health Day 2024 kicked off at MAH with a dance workout.

Fruit Fiesta (Durian Feast)

Durian took centre stage as the highlight of a popular annual staff appreciation event, accompanied by a spread of fresh, in-season fruits that brought smiles and satisfaction to staff across departments.

The event was more than just a tasty treat, it served meaningful objectives. A simple gesture like sharing fruits helped boost morale and productivity by uplifting spirits and brightening the workday. At the same time, the communal experience encouraged casual interaction, strengthening workplace relationships and fostering a more connected, engaged team.

This refreshing get-together definitely added a flavourful moment of joy to the workweek.

Singapore Sea Regatta 2024

The MAH dragon boat team proudly took part in the Singapore Sea Regatta 2024, held on 14 and 15 September at the Kallang Watersports Centre. Comprising 24 dedicated members, the team trained every Sunday afternoon, rain or shine, in preparation for the event.

This year's regatta was organised in partnership with the Breast Cancer Foundation, with the aim of raising awareness for breast cancer through the sport of dragon boating. The MAH team had the honour of paddling alongside international teams of breast cancer survivors and fellow hospital teams, joining hands in support of this meaningful cause. The rowers were cheered on by a group of colleagues who had woken early just to lend their support.

Beyond the thrilling races, the event offered a variety of engaging activities for the public, including:

- A mammogram bus offering free screenings
- Interactive booths on cancer education and care
- Live stage performances
- Popular refreshments such as the Milo van and ice cream

MAH's participation not only demonstrated team spirit and unity, but also reaffirmed its commitment to community health outreach and support for cancer awareness initiatives.



MAH participated in the Singapore Sea Regatta 2024 with a team of 24 members.

Dinner & Dance

The annual event at Orchard Hotel brought together Assisi Hospice (AH), MAH, participating clinics, and distinguished guests, including the FMDM Sisters, for a joyous evening of celebration, unity, and gratitude.

Held under the nostalgic theme "Singapore 1949" in honour of the FMDM Sisters' arrival in Singapore in 1949, the event paid tribute to their legacy and the strong foundations they have built in healthcare and community service.

The evening was a resounding success, with a remarkable attendance of some 900 participants. Guests were treated to lively performances by staff from both AH and MAH, including a heartfelt set by the AHMAH Choir, which added a special touch to the celebration.

Staff on duty back at MAH and AH were not forgotten – they were included in the lucky draw and received a special supper bento. To add a sweet touch, the management team personally brought them cake from the dinner after it ended.



"Singapore 1949" was the theme of the annual MAH-AH Dinner & Dance.

Honouring Tradition

A cherished tradition at MAH since 1949, the annual Christmas Decoration Contest returned with renewed creativity and heartfelt spirit. Inspired by St Francis of Assisi, who is believed to have created the first nativity scene, this tradition invites wards and departments to craft festive displays using recycled materials, celebrating Christmas with purpose and sustainability.

This year's entries were a testament to the creativity and dedication of both MAH and AH staff, each display reflecting a unique expression of the Christmas spirit.

Winners of the 2024 contest included:

- 1st Place: Neonatal Intensive Care Unit (NICU)
- 2nd Place: St Elizabeth Ward, Assisi Hospice
- 3rd Place: Rehabilitation Centre

Adding to the festive atmosphere was another beloved St Francis-inspired tradition, Christmas carolling across the main hospital building and St Anne Mother & Child Centre.

The joyful voices of MAH staff, accompanied by guest singers, filled the lobbies and wards, spreading warmth, cheer, and comfort to patients, visitors, and colleagues alike.

These meaningful traditions continue to strengthen our sense of community, reminding us of the values of joy, compassion, and unity that lie at the heart of the holiday season.



The annual Christmas Decoration Contest.



Christmas carolling at MAH.

New Specialist Doctors

Mount Alvernia Hospital is delighted to extend a warm welcome to specialist doctors who became part of the Mount Alvernia family in 2024. Their expertise and compassion will undoubtedly enhance the quality of care to patients at Mount Alvernia Hospital.

CARDIOTHORACIC SURGERY



Dr Darren Lee Hai Liang Heart & Lung Centre @ Alvernia Pte Ltd

Dr Darren Lee practises general adult cardiothoracic surgery, with special interests in minimally invasive cardiac surgery and extracorporeal (ECMO) life support. He graduated from the University of Dublin in 1999, and trained in cardiothoracic surgery at the National University Hospital, Singapore (NUH). He continued on at the Department of Cardiac, Thoracic and Vascular Surgery at NUH where he became a consultant surgeon in 2017.

Dr Lee was the clinical lead surgeon and programme director for the Endoscopic Harvest of Long Saphenous Vein (EVH) programme, which he expanded to include endoscopic harvest of radial artery and sural nerve. He also helped develop the ECMO programme in the department. Dr Lee was a clinical tutor at the National University of Singapore, and faculty for the two-yearly specialty update courses at NUH.



Dr Harish Mithiran Muthiah Neumark Lung & Chest Surgery Centre

After graduating in 2004, Dr Harish M Mithiran completed his basic surgical training. He went on to specialise in cardiothoracic surgery at the National University Hospital Singapore in 2009. There he was a senior thoracic surgery consultant before starting his private practice in 2022.

Dr Harish has expertise in new thoracic surgical techniques like Uniportal Video-Assisted Thoracic Surgery (U-VATS), Robotic Assisted Thoracic Surgery (RATS), lung localisation, rib fracture fixation and navigational bronchoscopy.

A recognised key opinion leader in thoracic surgery, Dr Harish contributes actively as a council member for the Chapter of Cardiothoracic Surgeons Singapore, treasurer for the South East Asian Thoracic Society, and a member of the European Society of Thoracic Surgeons.



Dr Sriram Shankar Heart & Lung Centre @ Alvernia Pte Ltd

Dr Sriram Shankar specialises in adult and paediatric cardiothoracic surgery and vascular surgery. After training in the United Kingdom and at the Singapore General Hospital (SGH), he subsequently spent a year as a fellow in cardiac surgery at the Children's Hospital, Birmingham, United Kingdom.

Dr Shankar served as a senior consultant at SGH and as a head in KK Women and Children's Hospital. He also served as a visiting consultant in National University Hospital from 2009 to 2018 where he developed the Cardiothoracic Service for Children. Dr Shankar was involved in capacity building in cardiac surgery and training local surgeons in various adult, infant and neonatal heart procedures in Friends Without Border's Hospital in Siem-Reap, Cambodia from 2004 to 2015, and Nhi Dong 1 Hospital in Ho Chi Minh City, Vietnam between 2008 and 2017.

DERMATOLOGY



Dr Shanna Ng Shan Yi Ark Dermatology

Dr Shanna Ng subspecialises in paediatric dermatology and eczema. Before entering private practice, she was a consultant at Changi General Hospital (CGH), and a clinical assistant professor with Singhealth Duke-NUS Medicine Academic Clinical Programme. She is currently a visiting consultant with the Eczema Clinic at CGH.

Dr Ng was awarded the Eastern Health Alliance Human Manpower Development Program Fellowship sponsorship to pursue subspecialty training in paediatric dermatology at the University of Miami's Miller School of Medicine, USA in 2015.

Dr Ng has published in peer-reviewed scientific journals and contributed to the textbooks Pediatric Dermatology 4th edition, Atlas of Asian Pediatric Dermatology and Pediatric Skin of Color; and was the principal and sub-investigator for trials studying the efficacy and safety of biologics in moderate to severe atopic dermatitis.

GASTROENTEROLOGY



Dr Webber Chan Pak Wo The Gastroenterology Group Pte Ltd

Dr Webber Chan specialises in managing multiple conditions such as gastroesophageal reflux disease, dyspepsia, irritable bowel syndrome, colon cancer screening, hepatitis, chronic liver disease, as well as inflammatory bowel disease which includes ulcerative colitis and Crohn's disease.

After graduating from the University of Hong Kong and completing his general physician and advanced gastroenterology training at Singapore General Hospital (SGH), Dr Chan further pursued an advanced fellowship in inflammatory bowel disease at Concord Repatriation General Hospital, Sydney, Australia.

Previously senior consultant gastroenterologist and director, Inflammatory Bowel Disease (IBD) Services at SGH, and clinical assistant professor at Duke-NUS Medical School, Singapore, Dr Chan was also a key member and trainer of the small bowel endoscopy service as well as colorectal cancer screening service in SGH. He is currently a visiting consultant in SGH.



Dr Bhavesh Kishor Doshi Gastrohealth Centre for Digestive and Liver Care

Dr Bhavesh K Doshi comes with more than 25 years' experience, and has performed more than 4,000 endoscopic retrograde cholangiopancreatography (ERCP) and endoscopic ultrasound (EUS) procedures.

After graduating from the University of Nottingham and completing his specialist training at the Mersey Deanery in the UK, Dr Doshi went on to pursue an advanced endoscopy fellowship at the Mersey School of Endoscopy. His special interests are in gastroscopy and colonoscopy, endoscopic ultrasonography and therapy, ERCP, bowel cancer screening, endoscopic mucosal resection and stenting.

Dr Doshi was the former endoscopy director at the National University Hospital (NUH) and a visiting consultant at Khoo Teck Puat Hospital. He is currently a visiting consultant at NUH and Ng Teng Fong General Hospital. At NUH, he was also the lead ERCP operator for post liver transplant complex biliary strictures, leaks and bile duct stones.



Dr Amitabh Monga Clinic for Liver & Digestive Disorders Pte Ltd

Dr Amitabh Monga is an academy-accredited, fellowship-trained gastroenterologist sub-specialising in advanced therapeutic endoscopy, apart from general gastroenterology and hepatology.

Dr Monga pursued his specialist training at Tan Tock Seng Hospital, and was accredited as a specialist in gastroenterology in 2009. He completed a fellowship in advanced therapeutic endoscopy and endoscopic retrograde cholangio-pancreatography (ERCP) at the Asian Institute of Gastroenterology (AIG), India, and received his Fellowship of the Royal College of Physicians of Edinburgh in 2013.

Dr Monga is currently a visiting consultant at Raffles Hospital, Tan Tock Seng Hospital and Khoo Teck Puat Hospital. He has performed numerous ERCPs, and oesophageal, duodenal and colonic stent placements.



Dr Quan Wai Leong Clinic for Liver & Digestive Disorders Pte Ltd

Dr Quan Wai Leong, a senior consultant gastroenterologist and interventional endoscopist, graduated from the National University of Singapore in 1992. After completing his training in gastroenterology at Tan Tock Seng Hospital, Dr Quan spent a year at the Prince of Wales Hospital, Hong Kong focusing on advanced therapeutic endoscopy including endoscopic retrograde cholangio-pancreatography (ERCP) and cholangioscopy, endoscopic ultrasound, luminal stent placement and various mucosal resection techniques.

Previously a senior consultant and the director of the Endoscopy Centre at Tan Tock Seng Hospital from 2010 to 2017, Dr Quan introduced the first Spyglass cholangioscopy system in Singapore to manage difficult bile duct and pancreatic duct stones.

Dr Quan's areas of specialty include ERCP, Spyglass cholangioscopy, endoscopic ultrasound and fine needle aspiration, endoscopic mucosal resection, enteral dilation and stent placement, and double balloon enteroscopy.

GENERAL SURGERY



Dr Foo Chek Siang Clinic for Digestive Surgery

Dr Foo Chek Siang has been in private practice since 2012 after 15 years of working in restructured hospitals. He had previously undergone fellowship training in a double fellowship, firstly at the Institute of Laparoscopic Surgery in Bordeaux, France in advanced laparoscopic techniques. This was followed by a year in advanced upper gastrointestinal and bariatric surgery in St George Hospital, Kogarah-Sydney in 2019.

Dr Foo's repertoire ranges from endoscopy and general surgical procedures to advanced laparoscopic resections of upper gastrointestinal cancers that include the oesophagus and stomach. This also includes metabolic and bariatric operations that assist in weight loss for the improvement of diabetes and related conditions.



Dr Calvin Ong Jianming Colorectal Clinic Associates

Dr Calvin Ong has over 15 years of surgical experience, specialising in colorectal and general surgery. He excels in minimally invasive and advanced robotic procedures including colorectal cancer, pelvic floor disorders, inflammatory bowel disease and hernias.

Dr Ong graduated from the National University of Singapore in 2008 and completed his masters in 2016. He is a fellow of the Royal College of Surgeons of Edinburgh, and trained at the world-renowned St Mark's Hospital, England. An active member of the Singapore Colorectal Society, Dr Ong is committed to providing evidence-based and personalised care to his patients.



Dr Sim Hsien Lin SOG Health Clinic (Alvernia) Pte. Ltd.

Dr Sim Hsien Lin subspecialises in colorectal surgery and management of all colorectal conditions for both men and women. Her special interests include laparoscopic colorectal surgery, transanal endoscopic microsurgery, surgical management of inflammatory bowel diseases and complex anal fistulas.

Upon completion of her specialisation in general surgery, Dr Sim became a Fellow of the Royal College of Surgeons (Edinburgh) and won the Gold Medal award at the FRCS Exit Examination in 2011. She was also active in conducting clinical trials pertaining to the field of colorectal diseases and had previously published a book chapter on hemorrhoids.



Dr Tan Bo Chuan Clinic for Digestive Surgery

Dr Tan Bo Chuan specialises in upper gastrointestinal surgery and bariatric surgery. He previously served as the head of the Upper Gastrointestinal and Bariatric Surgery Unit and clinical director of the Integrated Care for Obesity and Diabetes Centre at Khoo Teck Puat Hospital.

Dr Tan earned his Master of Medicine (Surgery) from the National University of Singapore in 2016 and completed his residency training in 2017. He then pursued an Upper Gastrointestinal Surgery Fellowship at Seoul National University Bundang Hospital, training under Professor Kim Hyung-Ho, a renowned gastric cancer surgeon in South Korea.

Dr Tan has a deep clinical passion in minimal access gastrointestinal surgery, encompassing both oncological and metabolic spectrums, in addition to the use of endoscopy in diagnosing gastrointestinal disorders.



Dr Tan Chuan Chien SOG Health Clinic (Alvernia) Pte. Ltd

Dr Tan Chuan Chien completed his advanced training in general surgery at Monash Health in Melbourne, earning fellowships from the Royal Australasian College of Surgeons and the Specialist Register (General Surgery) in Australia. He further honed his skills through a rigorous three-year training in Breast & Endocrine Surgery via the competitive BreastSurgANZ Fellowship Programme.

Dr Tan's specialisation extends to oncoplastic breast surgery, with emphasis on patient choice and breast conservation and reconstruction, alongside expertise in endocrine surgery, notably thyroid surgery.

Dr Tan was previously a senior consultant at the departments of general surgery at Ng Teng Fong General Hospital (NTFGH) and National University Hospital, Singapore, and served as the head of breast and endocrine surgery division at NTFGH.



Dr Thng Yongxian Nexus Surgical

Dr Thng Yongxian, a hepatopancreatobiliary surgeon, previously served as a consultant surgeon at the National University Health System, Singapore, where he established the minimally invasive hepatopancreatobiliary surgical programme as the clinical lead of the hepatopancreatobiliary division.

After his training at the National University Hospital, Dr Thng obtained fellowships from the Royal College of Surgeons Edinburgh (FRCS) and the Academy of Medicine, Singapore (FAMS). He pursued his subspecialty training in hepatopancreatobiliary surgery at the Singapore General Hospital, followed by a clinical fellowship in minimally invasive hepatopancreatobiliary surgery in Seoul National University Hospital.

Dr Thng performed over 6,000 surgical procedures, and was the lead surgeon in laparoscopic pancreaticoduodenectomy and extended liver resections in Ng Teng Fong General Hospital. Recognised for his surgeries, he was invited to present his surgical videos at international conferences.



Dr Toh Bin Chet Nexus Surgical

Dr Toh Bin Chet specialises in upper gastrointestinal (UGI), bariatric metabolic surgery and advanced endoscopy. He graduated with commendation from the University of Dundee, United Kingdom, and was honoured as Fellow of the Royal College of Surgeons Edinburgh and the Academy of Medicine, Singapore after completion of specialist training.

Dr Toh successfully completed overseas clinical fellowships in prestigious Cambridge University Addenbrookes Hospital, United Kingdom, and University of Strasbourg, France. He also had clinical fellowship experiences in advanced minimally invasive UGI and bariatric metabolic surgery in various hospitals in Singapore, including Singapore General Hospital, National University Hospital and Tan Tock Seng Hospital. He further honed his surgical skills in Korea for gastric cancer, Italy for bariatric endoscopic procedures, and Thailand for advanced endoscopy and endoscopic retrograde cholangiopancreatography.



Dr Sulaiman Bin Yusof Colorectal Clinic Associates

Dr Sulaiman Bin Yusof has over 15 years of experience in the field, focusing on minimally invasive surgery, particularly robotic procedures using the Da Vinci Xi system.

A University of Sheffield graduate in 2002, Dr Sulaiman completed house officer and surgical training in the UK, followed by Advanced Surgical Training at Changi General Hospital in Singapore. Specialising in colorectal surgery, he earned a fellowship at Peter MacCallum Cancer Centre, Melbourne, Australia.

A dedicated educator, Dr Sulaiman held various administrative roles, including director of Endoscopy, and contributed to undergraduate medical education. Driven by compassion, he forged enduring patient relationships and garnered multiple awards, including the prestigious 2023 Singapore Health Quality Service Star Award.

HAND SURGERY



Dr Chong Chew Wei Hand Surgery Associates (Alvernia)

Dr Chong Chew Wei specialises in hand and reconstructive microsurgery. She was formerly a senior consultant at Singapore General Hospital (SGH). After completing her advanced surgery training in hand surgery, Dr Chong did a one-year fellowship at the renowned department of plastic surgery, Chang Gung Memorial Hospital (Linkou). She obtained her Master of Medical Sciences in 2016 for her work in microsurgery. She was a member of the advanced microsurgery service in SGH's department of hand surgery, and the programme director of SingHealth Hand Surgery Residency Training.

Dr Chong was elected honorary secretary of the Chapter of Hand Surgery in 2017, and is actively involved in the development of hand surgery at the national level.

NEUROLOGY



Dr Prakash Rameshchandra Paliwal Paliwal Neurology Clinic

Dr Prakash R Paliwal graduated from the Maharaja Sayajirao University of Baroda, India and obtained his membership of the Royal Colleges of Physicians, United Kingdom. He did his advanced specialist training in neurology at the National University Hospital (NUH).

Dr Paliwal's clinical interests include headaches, stroke, movement disorders including Parkinson's disease, epilepsy, autoimmune neurological disorders, demyelinating disorders of the nervous system, and muscle disorders.

Dr Paliwal was formerly a senior consultant in the division of neurology at NUH and a visiting consultant at Ng Teng Fong General Hospital (NTFGH). While at NUH, he gained experience in treating neurological disorders, and has a special interest in treating stroke during the hyperacute phase and prevention of stroke. He was also involved in the Parkinson's clinic at NTFGH and treated patients with Parkinson's.



Dr Ravindra Singh Shekhawat Straits Specialists Clinic

Dr Ravindra Singh Shekhawat has special interests in stroke, epilepsy, headache, neurophysiology and neuroimmunology. Dr Ravindra graduated with a Bachelor of Medicine and Bachelor of Surgery (MBBS) from Madras Medical College, Chennai, India. He later became a member of the Royal College of Physicians, London, before moving on to pursue his senior residency training in neurology at Singapore General Hospital. This was followed by a fellowship at the Academy of Medicine, Singapore (FAMS) and the Royal College of Physicians (FRCP, Edinburgh).

Previously a consultant neurologist at the National Neuroscience Institute (NNI), and a stroke lead in Changi General Hospital under NNI, Dr Ravindra has also published several stroke-related and general neurology articles in many well-established journals, and worked as principal investigator in various grant-supported research studies.

OBSTETRICS & GYNAECOLOGY



Dr Beh Suan Tiong SOG Health Clinic (Alvernia) Pte. Ltd.

Dr Beh Suan Tiong has over 20 years of experience, and was the past president of the Obstetrical and Gynaecological Society of Singapore. Besides providing excellent pregnancy care and delivery service, Dr Beh has a special interest in infertility surgery, and in treating endometriosis and fibroids.

Dr Beh is also one of Singapore's first doctors to successfully perform High Intensity Focused Ultrasound (HIFU), a non-invasive surgical procedure for the treatment of uterine fibroids.

Dr Beh is a visiting consultant to the department of obstetrics & gynaecology at Singapore General Hospital and is actively involved in the mentorship, training and development of minimally invasive surgery in Singapore.



Dr Choo Wan Ling SOG Health Clinic (Alvernia) Pte. Ltd.

Dr Choo Wan Ling has over 15 years' experience, obtaining a Masters in Obstetrics and Gynaecology in 2000. Her outstanding achievements include winning the IV Asian Obstetrics and Gynaecology Congress Gold Medal.

Dr Choo's clinical expertise includes antenatal and gynaecological scans, antenatal care and risk assessment, prenatal screening, as well as vaginal-assisted and caesarean deliveries. Well-versed in the management of gynaecological issues such as infections, endometriosis, uterine fibroids, fertility challenges, and ovarian cysts, she is also qualified to treat pap smear abnormalities and perform colposcopies.

Dr Choo has a special interest in menopausal care and female sexual dysfunction, and is an advocate of natural birth.



Dr Natalie Chua SOG Health Clinic (Alvernia) Pte. Ltd.

Dr Natalie Chua graduated from the National University of Singapore with a Bachelor's degree in Medicine and Surgery, and received her specialist training at KK Women's and Children's Hospital. She also holds a Membership of the Royal College of Obstetricians and Gynaecologists, London.

Dr Chua specialises in obstetric care, which includes preconception health screening, antenatal care and delivery, gynaecological cancer screening and prevention, and management of common gynaecological conditions.

Professionally, Dr Chua was an elected council member of the Obstetrical and Gynaecological Society of Singapore from 2010 to 2015, served as the chairman of the 12th and 13th Regional MRCOG Preparatory Course for aspiring gynaecologists, and was the O&G representative for the Association for Breastfeeding Advocacy from 2011 to 2013.



Dr Heng Tung Lan SOG Health Clinic (Alvernia) Pte. Ltd.

Dr Heng Tung Lan graduated from the National University of Singapore before starting her traineeship in obstetrics & gynaecology at KK Women's and Children's Hospital. She went on to obtain her Master of Medicine in Obstetrics & Gynaecology, and was admitted to the Academy of Medicine, Singapore in 2004. She specialises in pregnancy care and delivery, female health screening, menopause, and female wellness enhancement.

Having established her private practice in September 1993, Dr Heng has built a solid reputation as a renowned obstetrician and gynaecologist — well-liked and respected by her peers and patients. With an illustrious career spanning more than 30 years, she was well-positioned to co-found Singapore O&G Ltd.



Dr Ho Weng Yan STO+G Women's Health Specialists

Dr Ho Weng Yan, an obstetrician, gynaecologist and gynae-oncologic surgeon, graduated from the National University of Singapore School of Medicine. She completed her postgraduate training under the Singhealth Obstetrics & Gynaecology Residency Programme, earning yearly Best Resident Awards for her outstanding performance. Dr Ho holds membership in the Royal College of Obstetricians and Gynaecologists (UK), and is a Fellow of the Academy of Medicine, Singapore.

Formerly a consultant in the department of gynaecologic oncology in KK Women's and Children's Hospital, Dr Ho specialises in minimally invasive/laparoscopic and open surgeries for both benign and cancer conditions. She is a certified colposcopist and a council member of the Society for Colposcopy & Cervical Pathology of Singapore.



Dr Jacqueline Jung Jingjin ACJ Women's Clinic Pte Ltd

Dr Jacqueline Jung graduated from Imperial College School of Medicine, London in 2008 and obtained her Membership of the Royal College of Obstetricians and Gynaecologists, United Kingdom in 2015. She is a Ministry of Health Singapore, Specialist Accreditation Board-recognised obstetrician and gynaecologist.

Prior to entering private practice, Dr Jung was a consultant with the Minimally Invasive Surgery Unit in KK Women's and Children's Hospital. She subspecialises in advanced minimally invasive surgery for benign gynaecological conditions such as fibroids, ovarian cysts and endometriosis, and is a certified advanced laparoscopic surgeon. She is also a council member for the Society of Gynaecological Minimally Invasive Surgery Singapore.

Dr Jung is a strong advocate for patient care and firmly believes that every patient deserves the best when it comes to their health and pregnancy journey.

OPHTHALMOLOGY



Dr Cheryl Ngo Shufen Adult & Child Eye (ACE) Clinic

Dr Cheryl Ngo graduated from the National University of Singapore (NUS) in 2005, receiving the Singapore Medical Association Medal and Yeoh Khuan Joo Gold Medal for Surgery.

Dr Ngo completed specialist ophthalmology training in Singapore and holds a Master and Fellowship of Medicine (Ophthalmology). She is a Fellow of the Royal College of Surgeons of Edinburgh, vice chairman of the Paediatrics Subspecialty Committee (Academy of Medicine) Singapore, and a member of the American Association for Pediatric Ophthalmology and Strabismus.

Dr Ngo completed subspecialty fellowship training at Toronto's Hospital for Sick Children in 2014, specialising in complex eye conditions. She was the former head of paediatric ophthalmology and research director at National University Health System, and is currently a visiting consultant and adjunct assistant professor at NUS.

ORTHOPAEDIC SURGERY



Dr Ivan Chua Tjun Huat Orthopaedics International

Dr Ivan Chua graduated from the National University of Singapore in 2003, completed his training in orthopaedic surgery in 2013 before obtaining accreditation as a specialist orthopaedic surgeon.

He completed a 6-week training fellowship in computer-assisted surgery in Orthopaedic Trauma Surgery on an AO Trauma fellowship in 2014. He was also granted the Ministry of Health Manpower Development Programme award and completed a 1-year training programme in Orthopaedic Trauma Surgery at Foothills Hospital, University of Calgary, Alberta in 2016.

His key subspecialty interests are in orthopaedic trauma and sports injuries, joint replacement and reconstruction, orthogeriatric, osteoporosis and bone health, limb deformity reconstruction.

He has authored and co-authored over 20 scientific publications and presented in numerous local and regional scientific meetings.

Dr Chua also holds various leadership appointments, and is a visiting consultant to various government hospitals.



Dr Lau Leok Lim Orthopaedic and Hand Surgery Partners

Dr Lau Leok Lim, who specialises in spine surgery for more than 13 years, is an expert in both the operative and non-operative care of spinal conditions across all age groups. Whilst in public service, he routinely managed high volumes of patients and performed hundreds of surgeries annually.

One of Dr Lau's notable achievements is leading a decade-long project that achieved the aim of reducing surgical eligible rates for adolescent idiopathic scoliosis by championing preventative measures. He introduced advanced innovative surgical techniques for the most severe scoliosis, and also embraces technology such as vertebral-body tethering (VBT), robotic surgery, endoscopic deformity correction and 3D printing to optimise patient care.

A recognised leader in spine surgery, Dr Lau presents regularly at the national and international medical conferences.



Dr Poh Keng Soon Orthopaedic and Hand Surgery Partners

Dr Poh Keng Soon specialises in shoulder and elbow surgery. His expertise includes keyhole arthroscopic and joint replacement surgery for various shoulder conditions such as recurrent dislocations, rotator cuff tears and shoulder arthritis.

Dr Poh previously served as consultant in the Department of Orthopaedic Surgery, Division of Sports Medicine, Shoulder and Elbow Surgery, National University Hospital.

After graduating in 2009, Dr Poh did his specialist training in orthopaedics surgery at National University Health System. He was appointed a Member of the Royal College of Surgeons (Edinburgh) in 2013 and earned his Master of Medicine in 2017. Achieving Fellowship in the Royal College of Surgeons of Edinburgh in 2018, he was thereafter honoured with the MOH Health Manpower Development Plan award to further train in sports, shoulder and elbow surgery in Melbourne, Australia.



Dr Jeffrey Tan Gek Meng Island Orthopaedics

Dr Jeffrey Tan graduated with a Bachelor of Medicine and Bachelor of Surgery (MBBS) from the National University of Singapore and obtained his postgraduate qualification from the Royal College of Surgeons (Edinburgh).

He completed his advanced subspecialty training and surgical fellowship in the Division of Foot and Ankle Surgery at Toronto Western Hospital in Ontario, Canada.

Upon his return, Dr Tan built up the foot and ankle division at Khoo Teck Puat Hospital (KTPH). He is particularly interested in various sports injuries, overuse injuries, military injuries, and tendinopathy of the lower limb and foot and ankle. He continues to improve and develop ankle arthroscopy and minimally invasive techniques. Dr Tan has also managed a high volume of complex orthopaedic trauma and general orthopaedics workload at KTPH throughout the years.



Dr Francis Wong Keng Lin Island Orthopaedics

Dr Francis Wong completed his Master of Clinical Investigation and PhD at the National University of Singapore (NUS), specialising in stem cell and exosome therapy for cartilage regeneration. He was the first ever nationally funded orthopaedic surgeon scientist, and has won numerous national level research grants and accolades.

Dr Wong is a world-renowned expert in the field of joint preservation, cartilage repair and orthopaedic regenerative medicine, as well as advanced wound healing and diabetic limb salvage. He formed the Diabetic Limb Salvage Team in Sengkang General Hospital (SKH) which won the Singapore Health Quality Service Award Best Team Award in 2024.

Dr Wong is currently an adjunct associate professor in NUS, and a visiting consultant at National University Hospital and SKH.

OTORHINOLARYNGOLOGY



Dr Alex Tham Chengyao Asian Healthcare Specialists (Alvernia)

Dr Alex Tham is trained in advanced rhinology (diseases of the nose and sinuses) and endoscopic skull base surgery. He previously served as a consultant in the department of otorhinolaryngology at Tan Tock Seng Hospital, and is a visiting consultant to KK Women's and Children's Hospital.

Dr Tham earned his medical degree and Master of Medicine (Otorhinolaryngology) from the National University of Singapore, and completed a one-year clinical fellowship in advanced rhinology and skull base surgery at the McGill University Health Centre, Montreal, Canada.

Dr Tham is currently the treasurer of the ASEAN Rhinologic Society, and an executive committee member of the Society of Otolaryngology – Head and Neck Surgery Singapore.

PAEDIATRIC



Dr Liew Woei Kang

SWC Paediatric Clinic (Alvernia)

Dr Liew Woei Kang subspecialises in paediatric allergy, immunology and rheumatology. He is experienced in managing allergy disorders (asthma, allergic rhinitis, eczema, food and drug allergies); immunological disorders (inborn error of immunity and periodic fever syndromes); and rheumatological disorders (Kawasaki disease and juvenile idiopathic arthritis).

Beyond standard therapies, Dr Liew is also well-versed in prescribing allergen/food immunotherapy, immunoglobulin replacement and various biologics for severe allergies and autoimmune diseases.

Dr Liew continues to be a visiting senior consultant paediatrician at KK Women's and Children's Hospital's Department of Rheumatology and Immunology. He remains active in professional matters, and has served as the past president of the College of Paediatrics and Child Health, Singapore, and the Allergy Clinical Immunology Society (Singapore).



Dr Low Mei-Yi

The Children's ENT Centre

Dr Low Mei-Yi is an experienced fellowship-trained paediatric otolaryngology (Ear Nose Throat) surgeon. She was a senior consultant and former head of department of paediatric otolaryngology at KK Women's and Children's Hospital where she had practised since 2014.

After receiving her medical degree from the National University of Singapore in 2003 and completing her otolaryngology specialist training in Singapore, Dr Low pursued a clinical fellowship in paediatric otolaryngology at the Royal Children's Hospital in Melbourne, Australia. Her specialty interests include children's ear and hearing conditions, nose, throat and upper airway breathing conditions, snoring and sleep disorders.

Dr Low was previously an executive committee member of the Society of Otolaryngology-Head and Neck Surgery, and a core faculty for the Singhealth Otolaryngology Residency Programme (paediatric module).



Dr Christina Ong

Paediatric & Gastroenterology Clinic

Dr Christina Ong has over 20 years of clinical experience and is adept at treating children with gastrointestinal problems. She is dually accredited for paediatric medicine and paediatric gastroenterology in both the UK and Singapore; and is one of the few accredited paediatricians in Singapore who can perform gastroscopy and colonoscopy in children and adolescents.

Dr Ong graduated from the Imperial College, London, and completed her general paediatric and neonatology training in the United Kingdom. She then subspecialised in paediatric gastroenterology, hepatology and nutrition at Great Ormond Street Hospital for Children, Royal Free Hospital and King's College Hospital in London.

Formerly the head and senior consultant of the Gastroenterology Service at KK Women's and Children's Hospital, Dr Ong continues to serve as a visiting consultant after entering private practice.



Dr Angelin Tan Yean Swee

SWC Paediatric Clinic (Alvernia)

Dr Angelin Tan has extensive experience looking after newborns, children and adolescents. She graduated from the National University of Singapore in 1983 and obtained her Master in Paediatrics in 1990.

Before setting up her own private practice, Dr Tan worked at the National University Hospital (NUH), and was instrumental in setting up the ambulatory paediatrics division in NUH, and also facilitated the multidisciplinary clinics.

Dr Tan has published papers in medical journals including the British Medical Journal, European Journal of Paediatrics and The Journal of the Singapore Paediatric Society on various topics including chickenpox and the varicella vaccine, and oral desmopressin for nocturnal enuresis.



Dr Wong Keng Yean

Paediatric Cardiology

Dr Wong Keng Yean trained in paediatric cardiology for two years in the Royal Children Hospital, Melbourne, Australia. He then worked in the National Heart Centre for two years before setting up and heading the Cardiology Department in KK Women's and Children's Hospital (KKH) for 15 years.

Dr Wong was an associate clinical professor and adjunct associate professor at the National University Hospital, and an adjunct associate professor at Duke Graduate Medical School. He was a visiting consultant to the Singapore National Heart Centre, as well as Singapore General Hospital and KKH.

Dr Wong has published research papers on paediatric cardiology in local and overseas journals, and gave the 8th College of Paediatrics and Child Health Lectureship 2013 which was awarded to distinguished College members in recognition of their work in the field.



Dr Janice Wong Tzen Yuen SWC Paediatric Clinic (Alvernia)

Dr Janice Wong has an interest in paediatric neurology and neuro-disability. She has extensive experience managing a wide range of childhood conditions, including newborn and children diseases, paediatric neurology, behavioural and developmental disorders such as global developmental delay, speech delay, autistic spectrum disorder, and ADHD. Proficient in treating children with cerebral palsy and other neuro-disabilities, she is also one of the few paediatricians trained in administering botulinum toxin therapy for spasticity.

After graduating from the University of Sheffield in 1996, Dr Wong completed her postgraduate degree in paediatric medicine in the United Kingdom in 2002, and a fellowship in paediatric neurology and neuro-rehabilitation at Sydney Children's Hospital in 2006. She currently serves as Honorary Secretary of the Cerebral Palsy Alliance Singapore.



Dr Yeo Tong Hong Paediatric & Neurology Clinic

Dr Yeo Tong Hong was trained in the United Kingdom and his special interests in paediatric neurology include seizures and epilepsy, tics and Tourette syndrome, headaches and migraines, dystonia and movement disorders, and cerebral palsy. His clinical expertise includes management of children with neurological conditions as well as performing ultrasound-guided botulinum toxin therapy and invasive neuromodulation.

Formerly the head and senior consultant of the Neurology Service at KK Women's and Children's Hospital (KKH), Dr Yeo continues to serve as a visiting consultant at KKH after entering private practice.

PSYCHIATRY



Dr Cheryl Loh Garden Grove Clinic

Dr Cheryl Loh completed her medical undergraduate degree at the National University of Singapore in 1999, and specialty training in psychiatry in 2008. Before starting private practice in 2024, she has worked as a psychiatrist in Changi General Hospital, where she started the Adolescent Psychiatry Service in 2008 and its Head of Department from 2020 to 2024.

Dr Loh has special interests in adolescent depression, obsessive-compulsive disorder, and high functioning Autism Spectrum Disorder. She also treats adult general psychiatry conditions including depression, anxiety, schizophrenia, bipolar disorder and dementia; and sees primary school children with behavioural and adjustment difficulties.

Dr Loh approaches her patients with patience and gentleness, and engages them with common sense and humour.

RHEUMATOLOGY



Dr Grace Chan Yin Lai Elim Rheumatic Centre (Alvernia)

Dr Grace Chan is an experienced allergist, clinical immunologist, and rheumatologist who is fluent in English, Mandarin, Cantonese, and Bahasa. She previously served as senior consultant at the Department of Rheumatology, Allergy, and Clinical Immunology at Tan Tock Seng Hospital (TTSH), and led the hospital's Allergy and Clinical Immunology Service.

Dr Chan obtained her basic medical degree from the University Malaysia Sarawak in 2000 and became a member of the Royal College of Physicians (UK) in 2006. In 2010, she completed her specialist training in Rheumatology, Allergy, and Clinical Immunology at TTSH. She is a Fellow of the Academy of Medicine Singapore, the Royal College of Physicians (Edinburgh), and the American College of Rheumatology (USA).

Dr Chan is currently vice president of the Allergy and Clinical Immunology Society (Singapore) and council member of the Lupus Association of Singapore.



Dr Tan Teck Choon Elim Rheumatic Centre (Alvernia)

Dr Tan Teck Choon graduated with Bachelor of Medicine and Surgery in 2003, and trained at Tan Tock Seng Hospital in Internal Medicine, Rheumatology, Allergy and Immunology. He gained membership to the Royal College of Physicians (UK) in 2008, and attained specialist accreditation in Rheumatology in 2012. In 2014, he completed a Ministry of Health Manpower Development Programme in musculoskeletal ultrasound and laboratory immunology at the Royal Prince Alfred Hospital in Sydney, Australia.

Dr Tan served as head of division in the inaugural Rheumatology, Allergy and Immunology at Khoo Teck Puat Hospital (KTPH). He is the current board chair, Section of Clinical Immunologists & Allergists, Academy of Medicine Singapore.

Dr Tan was awarded the National COVID-19 Commendation Medal for his adoption of immunotherapeutics in treating critically ill COVID-19 patients.

UROLOGY



Dr Joe Lee King Chien Asian Healthcare Specialists (Alvernia)

Dr Joe Lee subspecialises in andrology, prostate diseases, and male infertility including male sexual dysfunction, ageing male diseases and penile corrective surgery.

Previously senior consultant and director of Andrology & Male Reproductive Medicine in the Department of Urology at National University Hospital, Dr Lee obtained his medical degree from the National University of Singapore in 2000, completed his Master of Medicine (Surgery) in 2007, and received his specialist accreditation in Urology in 2011. He went on to complete a Fellowship in Andrology at Canada's St Joseph Hospital, University of Western Ontario, where he trained in penile implants, insertion of artificial urinary sphincters, microsurgeries and sperm retrievals.

Dr Lee is vice president of the Singapore Men's Health Society and an executive committee member of the Singapore Urological Association.



Dr Allen Sim Allen Sim Urology

Dr Allen Sim has over 18 years of experience, served as director of endourology and fellowships at Singapore General Hospital's department of urology where he practised for 15 years. He established the urology services at Gleneagles Medini Johor, introducing the first da Vinci Xi robotic surgical system in Southern Malaysia. He performed over 160 robotic surgeries in the past year.

A pioneer in minimally invasive treatment of benign prostatic hyperplasia with Prolieve Microwave Thermocoagulation, Dr Sim also introduced high-power Thulium Laser for stone treatments in Malaysia, performing over 1,000 stone surgeries in Johor.

Dr Sim is a recognised robotic and laparoscopic proctor in renowned training academies such as IRCAD, and has proctored robotic surgeons in Malaysia and Philippines, performing live surgeries across Southeast Asia.



Dr Yeow Yuyi Advanced Urology

Dr Yeow Yuyi is a recognised urologist, particularly in minimally invasive treatments for stone disease. He graduated in 2008 from the National University of Singapore, and earned his specialist accreditation in 2017. Before entering private practice, he was a consultant in the Department of Urology at Tan Tock Seng Hospital.

Dr Yeow trained in supine mini percutaneous nephrolithotomy and complex stone surgery at San Raffaele Hospital in Milan, Italy, in 2019. He also has particular interest in the metabolic evaluation and prevention of stone disease, and regularly manages urological conditions such as benign and malignant conditions of the kidney, prostate, and bladder.

As a visiting consultant at Khoo Teck Puat Hospital, Dr Yeow offers his expertise in complex stone surgery and laparoscopic management of peritoneal dialysis catheters.



Serve all with Love

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