



SINGAPORE ALLIED HEALTH CONFERENCE 2021

8 & 9 March 2021 | Web Conference

**Allied Health Professionals:
Our Role in the Future of Healthcare**

Conference Programme Booklet

WELCOME MESSAGE

Dear Colleagues and Friends,

We are most delighted to welcome you to the inaugural virtual Singapore Allied Health Conference on 8th and 9th March 2021. The conference with the theme “**Allied Health Professionals: Our Role in the Future of Healthcare**” aims to showcase the work of Allied Health Professionals (AHPs), provides a platform for discussions, exchange of ideas and networking, and strives to drive the advancement of AHPs.

Allied Health professions comprise a diverse group of healthcare professionals who may be involved in the diagnosis, assessment, treatment, rehabilitation and/or prevention of diseases or illnesses, to enhance or maintain physical, sensory, psychological, cognitive and/or social functions. They are distinct from medical, nursing, and dental professionals, and play an essential role across the continuum of care, from primary care to ambulatory and acute care, to long term and palliative care. AHPs serve as a critical enabler to support the shift of care from the hospital to the community, and has a significant role to play in preventative care. They are experts in their respective fields, and are key partners within the multidisciplinary team to optimise patient outcomes and provide holistic care.

The Singapore Allied Health Conference offers a two-day programme featuring a strong line-up of distinguished international and local speakers. We are honoured to have Dr Martin Chadwick, Chief Allied Health Professions Officer, New Zealand, to share his insights on allied health leadership and provide a global perspective on the new models of care. Another speaker of note is Adj A/Prof Donna Markham, Chief Allied Health Officer, Victoria, Australia. Along with other distinguished speakers including Singapore’s own Chief Allied Health Officer and Chief Pharmacist, the lectures and discussions will broaden and deepen your understanding of the role of Allied Health in the ever changing healthcare landscape of the future.

The conference programme has three focus: People, Path and Patients.

- **People** – AHPs are the very people who deliver care and support the patients; discussion topics around people and the value they bring are addressed in the conference to highlight them as a precious asset within the healthcare system.
- **Path** – This second focal point revolves around the enhancement of processes and service delivery towards the future. You can expect to learn more about new models of care and innovative solutions that facilitate the healthcare transformation journey for AHPs.
- **Patients** – Topics about patients are closest to the hearts of AHPs and will be explored; we will discuss patient centric care and how patients can be supported beyond the hospital walls.

With great excitement, we look forward to welcoming you to the inaugural Singapore Allied Health Conference 2021. Please mark the dates on your calendar and join us at this hallmark event.



Mr Gabriel Leong Kok Wah
Organising Committee
Chairperson

Head, Radiography
Changi General Hospital



Ms Goh Siew Li
Scientific Committee
Chairperson

Head, Speech Language
Therapy Service
KK Women’s and
Children’s Hospital

ORGANISING COMMITTEE

CHAIRPERSON: Mr Gabriel Leong Kok Wah

Head, Radiography
Changi General Hospital

MEMBERS:

Ms Hsing Ya Ting	Physiotherapist Singapore General Hospital
Ms Joyce Tan Sock Ling	Principal Medical Laboratory Scientist KK Women's and Children's Hospital
Mr Lim Cheong Cheng	Pharmacist Sengkang General Hospital
Ms Lynn Chong	Medical Social Worker Bright Vision Hospital
Ms Ng Shin Huey	Principal Physiotherapist KK Women's and Children's Hospital
Ms Oh Bee Hian	Senior Radiographer KK Women's and Children's Hospital

SCIENTIFIC COMMITTEE

CHAIRPERSON: Ms Goh Siew Li

Head, Speech Language Therapy Service
KK Women's and Children's Hospital

MEMBERS:

Ms Adelene Boo Hwee San	Manager, Radiation Oncology National Cancer Centre Singapore
Ms Bandy Goh Qiuling	Clinic Pharmacy Manager SingHealth Polyclinics
Ms Eileen Ng Geok Ling	Senior Radiographer National Neuroscience Institute
Ms Goh Chiang Choo	Master Medical Social Worker Changi General Hospital
Dr Kinjal Doshi	Principal Clinical Psychologist Singapore General Hospital
Ms Yang Zixian	Principal Occupational Therapist Sengkang General Hospital

ADVISORY COMMITTEE

CHAIRPERSON: Dr Jasper W.K. Tong

Director, Allied Health
KK Women's and Children's Hospital
Deputy Group Director, Allied Health
SingHealth

MEMBERS:

Adj A/Prof Camilla Wong	Director, Allied Health Sengkang General Hospital
Prof Celia Tan	Senior Director (Special Projects) SingHealth
A/Prof Lita Chew	Group Director, Allied Health SingHealth
Dr Pua Yong Hao	Chair, Allied Health Research Committee SingHealth
Dr Sylvia Mun	Chair, College of Allied Health SingHealth

SECRETARIAT

Ms Jeanaline Fan	Manager Group Allied Health, SingHealth
Ms Jane Heng	Executive Group Allied Health, SingHealth



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KEYNOTE SPEAKER

As the Chief Allied Health Professions Officer at New Zealand's Ministry of Health, Dr Martin Chadwick works closely with the Chief Medical Officer and Chief Nursing Officer to provide transdisciplinary clinical leadership, supporting clinicians, programmes, and projects across the ministry.

Dr Chadwick is currently developing a work programme around what he has identified as the five challenges facing Allied Health, which include demonstrating the value add of the Allied Health professions to population health and the transdisciplinary provision of health care services.

Prior to his appointment in the ministry, he was Executive Director of Allied Health at the Bay of Plenty District Health Board, and before that was director of Allied Health at Counties Manukau District Health Board. Dr Chadwick recently completed his DHSc., examining health workforce change. His M.H.S. is from the University of Indianapolis and he trained as a physiotherapist at Otago Polytechnic.

During his previous time in the USA, Dr Chadwick was certified as an Orthopedic Clinical Specialist. He is passionate about the untapped potential that allied health professions can bring to improving quality of care and promoting health equity at the population level.



Dr Martin Chadwick

Chief Allied Health Professions
Officer, Ministry of Health,
New Zealand

SPEAKERS

Adj A/Prof Camilla Wong has 25 years of experience in healthcare and is currently Director, Allied Health, Sengkang General Hospital (SKH) and Chief Pharmacist at the Ministry of Health (MOH).

At SKH, Adj A/Prof Wong has been integral in the planning of the infrastructure, processes and services not only for Allied Health services but the hospital as a whole. She is a member of a number of SKH committees including the Medical Board and IT Steering Committee, and as part of the SKH Senior Management team, serves as a catalyst for collaborative partnerships between the various departments and SKH stakeholders.

Adj A/Prof Wong has played an integral role in the development of career pathways and competency frameworks for the pharmacists and Allied Health professionals both cluster-wide and nationally. She has been a role model and mentor to pharmacists and other healthcare professionals, with many helming leadership and headship positions.

Recognised as a leader in healthcare, she has been appointed to numerous committees spanning a variety of portfolios including, the SHS Allied Health Council, One Rehabilitation Workgroup, Institute of Patient Safety and Quality and Patient Experience Council, and the Singapore Pharmacy Council, MOH Pharmacist Specialist Accreditation Board and Drug Advisory Committee, and HSA Product Vigilance Advisory Committee.

As Chief Pharmacist, MOH, Adj A/Prof Wong oversees the National Pharmacy Strategy which spans over 19 initiatives, encompassing pharmaceutical care excellence, developing a confident pharmacy workforce, re-designing the supply chain, and information and technology enablement.

She is a past president of the Pharmaceutical Society of Singapore (PSS) and has received a number of awards including the PSS's Professor Lucy Wan, Outstanding Pharmacist of the Year Award, Federation of Asian Pharmaceutical Associations Ishidate Award for Hospital Pharmacy, Group CEO SingHealth Excellence Award for Allied Health and the Singapore National Day Awards, Long Service and Commendation Medals.



Adj A/Prof Camilla Wong

Chief Pharmacist,
Ministry of Health
Singapore
Director, Allied Health
Sengkang General Hospital

SPEAKERS

Adj Prof Celia Tan was awarded the Colombo Plan Scholarship to study Physiotherapy in New Zealand in 1979. Upon her graduation, she quickly developed a passion for clinical capacity building and service expansion to meet the increasing healthcare needs of her patients and fellow medical colleagues. In her 37 years of experience in the healthcare sector, she has started new clinical services, educational institutes and research projects in SGH and in SingHealth.

After her PhD studies in 2003, Adj Prof Tan developed an interest in innovative robotics and rehabilitation research that has seen her embark on many innovative device collaborations with engineering lecturers and students from various academic institutions. She was appointed Core Lead for the Bioengineering research platform in SGH in 2013, and is PI for MOH Ageless Grant for robotic ultrasound scanning and another study to use computer games as home exercise to prevent frailty in 2017/18.

A strategic visionary and administrative leader, Adj Prof Tan established satellite rehabilitation services (Rehab Associates) in the community polyclinics to bring rehabilitation closer to the patient's home in 2002. The following year, she started the first postgraduate Allied Health training institute at SGH – the Postgraduate Allied Health Institute (PGAHI). In 2007, she pioneered an interdisciplinary SGH Lifestyle Improvement and Fitness Centre (LIFE) with the Heads of Endocrine and Behavioural Medicine Departments. Celia established the SingHealth Group Allied Health office in 2011, started the biomedical skills training and research laboratory to support allied health and medical research in robotics and movement science in 2013 and College of AH (CAH) in 2017.

Adj Prof Tan is currently the Senior Director, Special Projects at SingHealth, after stepping down from her role as the first Group Director of Allied Health, SingHealth, where she served for 9 years. She is also actively involved in teaching; she is currently an Adjunct Professor with Curtin University, Australia and London South Bank University, UK. In Asia, she is a member of the Physiotherapy Steering Committee, University of Health Science, Cambodia and past Physiotherapy External Examiner with Universiti Tunku Abdul Rahman, Malaysia.

She has participated in numerous voluntary medical missions projects to provide education and research collaboration for countries in the region, including Australia, Cambodia, China, India, Laos, Myanmar, Mongolia, Nepal, Papua New Guinea and Sri Lanka. She also volunteers as a Singapore Specialist Volunteer Overseas Team Leader with Singapore International Foundation (SIF) and Temasek Foundation, and is also the co-Core Lead for Capacity Building with the SingHealth Duke-NUS Global Health Institute. In recognition of her work in Cambodia, Adj Prof Tan was honoured with the Monisaraphorn Thipadin Award from the Prime Minister of Cambodia, Hun Sen and the Global Citizen Award from the SIF in 2019.



Adj Prof Celia Tan

Senior Director (Special
Projects)
SingHealth

SPEAKERS

Ms Cherie Tong is currently Head, Department of Dietetics, Sengkang General Hospital and has been practicing in the acute hospital setting for 20 years. She is a registered dietitian (United Kingdom) and a certified Nutrition Support Clinician (United States). She has received her Master in Clinical Nutrition from Rutgers University in the United States in 2013. Her expertise and research interest include surgical nutrition, bariatric surgery, critical care nutrition, enteral and parenteral nutrition. She is passionate in promoting advanced dietetic practices, enhancing quality of care through innovation and quality improvement, advocating for trans-disciplinary practice and integrated care, fostering inter-professional education and nurturing future ready allied health professionals. She also actively contributes to the profession through workgroups in SingHealth Group Allied Health, SingHealth Dietetics Committee and Ministry of Health Dietetics Panel.



Ms Cherie Tong

Head, Dietetics
Sengkang General Hospital

Ms Christine Ong is a Senior Principal Dietitian at KK Women's and Children's Hospital with more than 20 years of experience. Christine was conferred Master of Science in Nutrition and Dietetics from Flinders University of South Australia in 1996. She has special interest in ketogenic diet for epilepsy as well as inborn errors of metabolism.

Christine has also been invited as speaker in various conferences locally as well as abroad. In 2018, she was awarded the Tan Cheng Lim (TCL) Research and Education Fund Grant for a project titled "Metabolic Calculator (protein, amino acid, energy, emergency regime)"



Ms Christine Ong

Senior Principal Dietitian
KK Women's and Children's
Hospital

SPEAKERS

Adj A/Prof Donna Markham is the Chief Allied Health Officer for Victoria and the Chief Allied Health Officer for the State-wide Equipment Programme.

As the Chief Allied Health Officer for Safer Care Victoria, the lead agency for quality and safety, Adj A/Prof Markham is committed to identifying opportunities for Allied Health to demonstrate their unique role and contribution, by leading quality and safety reforms. In addition to her responsibilities, she is the Executive Sponsor for the Voluntary Assisted Dying Review Board. As a qualified Occupational Therapist, she has worked in the healthcare sector for approximately 17 years.

Adj A/Prof Markham is recognised as one of Victoria's leaders in allied health and has led many significant allied health reforms, workforce development changes and research projects and publications. She also led the implementation of the Allied Health Credentialing, Competency and Capability Framework. Formerly the Chief Allied Health Officer at Monash Health, she has worked in both public and private health in a variety of senior management and leadership roles and was honoured to become a finalist for the Telstra Victorian Young Business Women's Award in 2014.

Adj A/Prof Markham is a graduate of the Leadership Victoria Williamson Community Leadership Programme and the Australia Institute of Company Directors. She is a mum of two boys and advocates for the important role women play both at home and in the workplace, particularly in executive leadership.

Ms Goh Siew Li is the Head of Service, Speech Language Therapy Service at KK Women's and Children's Hospital. She has been practicing in the area of Paediatric Speech Therapy for over 10 years. In 2013, she received her Master in Neuroscience of Language from University of Reading. Her wealth of experience includes early intervention, speech sound disorders, stuttering, acquired communication disorder and paediatric dysphagia. Her diverse clinical experience with children stems from her work in the community and acute medical settings as well as her experience as a specialist volunteer with Singapore International Foundation.

Passionate about Speech Therapy, Ms Goh engages in education activities as an Associate Lecturer at Ngee Ann Polytechnic. She is also a clinical educator for student speech therapists and provides research supervision for students from NUS and UCL. Her research interest includes the use of technology in the area of speech therapy, acquired communication disorders and paediatric dysphagia. She has also clinched innovation awards (GEM award, Allied Health Innovative Practice award and Asian Hospital Management Award) for the use of use of technology in speech therapy. She is an active member the workgroups of Ministry of Education and Ministry of Health.



Adj A/Prof Donna Markham

Chief Allied Health Officer,
Safer Care Victoria
Victoria, Australia



Ms Goh Siew Li

Head, Speech Language
Therapy Service
KK Women's and Children's
Hospital

SPEAKERS

Ms Goh Sok Hwei is a pharmacist with a passion to impart knowledge to the public, aspiring pre-registration pharmacists, and fellow colleagues. Committed to providing quality pharmaceutical care through participation in multidisciplinary teams and process-improvement initiatives, Ms Goh provides eczema counselling, follow-up, and medication resupply services to patients diagnosed with mild to moderate eczema. As a member of the dermatology pharmacist team, she also assists in drafting guides for medications used by the specialty.



Ms Goh Sok Hwei

Senior Pharmacist
KK Women's and Children's
Hospital

Dr Goh Soon Noi is the co-editor of a recent publication entitled "Medical Social Work in Singapore: Context and Practice" and authors of chapters on historical development of medical social work and geriatric social work. She chairs SingHealth Allied Health EBP committee and is Principal Investigators of many researches related to social work practice and elderly.



Dr Goh Soon Noi

Head, Medical Social Services
Changi General Hospital

Ms Diana Hashim is currently involved in providing inpatient, outpatient and staff counselling services in CGH, and providing counselling services to external organisations. She is also involved in curating and conducting mental health literacy talks and workshops for CGH and external organisations. She is a member of the CGH Peer Support Programme and offers emotional/psychological support to CGH staff through her work with the staff counselling service. She is also a member of the CGH Crisis Support Team which responds to traumatic incidents involving corporate clients. Prior to her work in CGH, she had worked extensively with students with special needs, youth-at-risk and their families.



**Ms Haier Diana Binte
Hashim**

TRaCS Counsellor
Changi General Hospital

SPEAKERS

Dr Jasper Tong is the current Director of Allied Health, KKH and the Deputy Group Director (Service Innovation & Integration), Group Allied Health, SingHealth. He is passionate about innovating health services delivery in line with the Industry 4.0 transformation. These include the automation of pharmacy services, implementation of telehealth consult platforms, pilot of chatbot and augmented reality in dietetic services, development of artificial intelligence in flat foot assessment, utility of medical technology in sexual health rehabilitation, as well as various predictive analytics, transforming health services to be more seamless and accessible.

Dr Tong is also responsible for integrating and right-siting allied health services so that they are accessible and affordable in the community. He was also involved in the operations planning of allied health services at the community hospitals to ensure a seamless transition for patients after their discharge from the acute hospitals.



Dr Jasper Tong

Director, Allied Health
KK Women's and Children's
Hospital
Deputy Group Director, Allied
Health,
SingHealth

Mr John Tan is a physiotherapist working in Singapore General Hospital. He is currently chief of education in SGH outpatient physiotherapy, programme director of the musculoskeletal Core Residency Physiotherapy programme in SGH, and Vice-Chair of Rehabilitation Sciences at College of Allied Health. Mr Tan has a keen interest in treating patients with persistent aches and pains.



Mr John Tan Wei Ming

Principal Physiotherapist
Singapore General Hospital

SPEAKERS

Dr Kinjal Doshi is Principal Clinical Psychologist with Singapore General Hospital with her doctorate training focused on clinical health psychology. She primarily provides clinical and rehabilitation services to patients with neurological conditions and their caregivers. She enjoys working with her fellow allied health professions in conducting inter-professional seminars. She is also involved in research to develop and implement holistic care for patients and their caregivers.



Dr Kinjal Doshi

Principal Clinical Psychologist
Singapore General Hospital

Dr Lim Eng Kok is currently Director of the Office of Value-Driven Care at SingHealth.

Prior to his appointment at SingHealth, Dr Lim was Director of the Clinical Quality, Performance and Technology Division at the Ministry of Health of Singapore; where he oversaw the introduction of the national Value-Driven Care initiative. In his over 15 years at MOH, Dr Lim held a variety of portfolios ranging from Clinical Benchmarking, Health Technology Assessment, Utilisation Review, Service Management and Healthcare Finance. Before joining MOH, he was the Director of Operations at a private hospital.

Dr Lim obtained his medical degree from the University of Aberdeen, Scotland. He received his Master of Science (with Distinction) in Health Services Management from the London School of Hygiene and Tropical Medicine, University of London.



Dr Lim Eng Kok

Director, Office of Value-Driven
Care
SingHealth

SPEAKERS

A/Prof Lita Chew holds concurrent positions as Head of Pharmacy Department, National Cancer Centre Singapore, and Associate Professor, National University of Singapore. A/Prof Chew has practiced in the area of oncology for more than 20 years and she sits in numerous boards and committees. Her practice and research interest include medication management, medication adherence, pharmacy practice and workforce development.

She received her Bachelor of Science in Pharmacy from the National University of Singapore and Masters in Medical Science from the University of Birmingham, United Kingdom. She completed her fellowship training in Pharmacy Practice at the University Illinois Chicago, USA.

An inspiring Pharmacy leader, her work impacts pharmacy practice in Singapore. These includes the setting up of register for specialist pharmacist, establishing training, development and competency framework for pharmacy workforce in Singapore, and navigating the National Pharmacy Strategy, a 10-year plan to transform pharmaceutical landscape in Singapore.



A/Prof Lita Chew

Group Director, Allied Health
SingHealth

Ms Loh Huey Peng is currently the Director of Nursing for Singapore National Eye Centre, concurrent with her appointment as Co-Director, IPSQ. She is also the current co-lead for 2019 SingHealth Strategic Workgroup for Joy at Work.

Trained in Perioperative nursing, Ms Loh is passionate on patient safety and was involved as co-lead for JCI accreditation from 2009 to 2016. Her passion for patient safety led her to explore interest in patient safety training using gaming for operating theatre staff.



Ms Loh Huey Peng

Director, Nursing
Singapore National Eye Centre
Co-Director, IPSQ (Clinical)
SingHealth

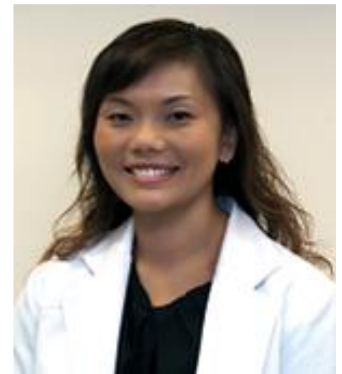
SPEAKERS

Ms Lim Hong Yee is Director and Head of the Pharmacy Division, Tan Tock Seng Hospital, Singapore. She is also the Director of Centre for Allied Health and Pharmacy Excellence (CAPE), a partner of Centre for Healthcare Innovation (CHI). She holds a Master's in Business Administration, MBA (Specialization in Healthcare Management) from NUS School of Business (2015), Masters in Community Pharmacy from Queens University of Belfast and Bachelor of Pharmacy (Honours) degree from the National University of Singapore, Singapore. She has worked as a hospital pharmacist for the past 20 years with professional interest in quality improvement (six sigma trained) and healthcare innovation.

Ms Lim currently holds several portfolios such as member of National Healthcare Group (NHG) Pharmacy Transformation Steering Committee, TTSH Quality Council, Clinical Board, Drugs and Therapeutics Committee, Collaborative Prescribing Committee, Medication Safety Oversight committee, JCI MMU Chapter Champion, Digital Transformation Council and chair of the TTSH Advanced Practice Framework Supervisors Committee.

She was the recipient of National Day Commendation Award in 2012 and also the National Healthcare Group Clinician Administrator Scholarship Award in the same year.

Over the past years, Ms Lim played a pivotal role in the implementation of Outpatient Pharmacy Automation System (OPAS) in TTSH in 2015 and most recently setting up framework for Advance Practice pharmacists and collaborative prescribing at TTSH. The first batch of collaborative prescribers was officially recognised on the MOH's registry in March 2019. She is currently the treasurer of the 114th PSS Council and is an active member of Pharmaceutical Society of Singapore (PSS) since 2001. She is also the Ex-Officio of both the Hospital Chapter and Infectious Diseases Special Interest Group Workgroup at PSS.



Ms Lim Hong Yee

Director, Centre for Allied
Health and Pharmacy
Excellence
Tan Tock Seng Hospital

SPEAKERS

Ms Long Chey May is Group Chief Patient Officer, National University Health System and her role is to assist the Chief Executive champion a culture of patient and family-centred care and service excellence in NUHS by working closely with the leadership team in each of the NUHS institutions to assess and communicate initiatives and create change at all levels of the organization.

Ms Long has more than 35 years' experience in the social and health sector. She is also active in discussion forums and supportive of professional activities as Vice Chairperson on the Social Work Accreditation and Advisory Board (SWAAB). Ms Long is a Master Trainer for Applied Suicide Intervention Skills Training (ASIST) and was also the Co-chair of the National Social Work Competency Steering Committee and contributed to the Social Service SkillsFuture Tripartite Taskforce (STT) and Skills Framework development for Social Services. She is also a member of the National Transplant Ethics Panel appointed by Ministry of Health and a member in 2 Clinical/Medical Ethics Committee (JurongHealth Campus/Changi General Hospital). She is also a General Visitor with the Board of Visitors under the Mental Capacity Act since 1 April 2018.

Her continuous contribution effort to the society as a Social Work Leader has earned herself the Outstanding Social Workers Award in 2008 and the Commendation Medal, National Day Award in 2011 and National Day Long Service Award in 2017. She was also given a Friend of MSF Award for her contributions to Ministry of Social and Family Development as a Chairperson for Review Board Committee 4 and for the National Social Work Competency Framework.

Ms Long is also seconded to Ministry of Health since 2010 and was appointed as Deputy Chief Allied Health Officer wef 1 Sep 2020 (0.3 FTE), supporting the Chief Allied Health Officer to oversee Social Health Integration, MSW Development initiatives and programmes, as well as other Allied Health Development Projects. She currently co-chairs the MSW Panel that reviews Professional development and training matters for Medical Social Workers.



Ms Long Chey May

Group Chief Patient Officer
National University Health
System
Deputy Director, Allied Health
JurongHealth Campus
Master Medical Social Worker
JurongHealth Campus
President, Singapore
Association of Social Workers
(2017-2021)
Deputy Chief Allied Health
Officer, Ministry of Health
Singapore

SPEAKERS

Ms Lydea Gn is a Senior Speech Therapist with the Speech Language Therapy Service in KK Women's and Children's Hospital. She has worked in a variety of settings, including the community and private practice, locally and overseas over the past 10 years. Ms Gn has experience in early intervention, speech sound disorders and developmental language disorders, and now specialises in neonatal and paediatric feeding and swallowing difficulties. She has been a clinical educator for NUS students and was appointed Singhealth Associate in Education in 2019.

Besides being the head of the telehealth team, Ms Gn spearheaded community engagement sessions for the Service and is currently involved in the Pediatric Integrated Neuro-rehabilitation Service and KIDSTART programme, both of which seek to bridge hospital and community services. Ms Gn is passionate about volunteering and has been a specialist volunteer with Singapore International Foundation and International China Concern. She has also received various awards (Allied Health Innovative Practice Award, Asian Hospital Management Award and Best Allied Health Professional Award) for her work.

Mrs Magdalin Cheong is Deputy Director and Head of the Dietetic & Food Services Department, Changi General Hospital (CGH). She has a Master of Public Health (Nutrition) and is a registered Dietitian. She has also completed the PG Diploma in Healthcare Management & Leadership at SMU.

In CGH, Mrs Cheong directs her department's strategy and operations to provide preventive and therapeutic dietetic care and daily nutritional needs of in-patients, as well as patients at St Andrew's Community Hospital. She oversees training for dietetic student interns from local and overseas institutions, and taught in a number of continuing education courses. She has published a book entitled "A Cookbook for Diabetics" and is co-author of "The diabetes companion". She has been involved in various nutrition studies related to older adults, and developed specialised therapeutic diet regimes for patients. Her recent innovation in Textured Modified Diet (TMD) has been commercialised and patented, a first for CGH. Some of her work is presented in recent journals, which she co-authored, in Clinical Nutrition (official Journal of ESPEN) and Nutrients, MDPI.

Beyond her practice at CGH, Mrs Cheong's professional contributions include being co-chair of the Dietetics Panel, MOH; Member, Dietetic and Nutrition Credentials Evaluation Panel, MOH; Industry Advisory Council member, HSS, Singapore Institute of Technology; and Nutrition and Dietetic Strategic Advisory Committee, Flinders University, South Australia.



Ms Lydea Gn

Senior Speech Therapist
KK Women's and Children's
Hospital



Mrs Magdalin Cheong

Deputy Director & Head,
Dietetic & Food Services
Changi General Hospital

SPEAKERS

Ms Marabelle Heng [MSc (S'pore), B.Podiatry (Australia), B.Sc (S'pore)] is principal podiatrist at Singapore General Hospital with 12 years of clinical experience. Marabelle was conferred the degree of Master of Science by research from Nanyang Technological University in 2015. The postgraduate study in foot biomechanics and joint hypermobility assessment was funded by scholarship from SingHealth Talent Development Fund and Ministry of Education Academic Research Fund Tier 1 Grant. She was also a recipient of the Singapore General Hospital Scholarship for Bachelor of Podiatry programme in the University of South Australia.

Ms Heng has been invited as faculty and speaker at various regional and international foot & ankle conferences. Her research interests are in musculoskeletal disorders of the foot with focus on assessment methods. She was awarded the SingHealth Population-based, Unified, Learning System for Enhanced and Sustainable Health (PULSES) Grant funded by the National Medical Research Council in 2018, and the Singapore General Hospital Research Grant in 2020 as principal investigator.

Furthering her research interest in clinical assessment methods, Ms Heng found herself fascinated and riveted in the world of digital health and artificial intelligence. Her goal is to develop digital health assessment tools, with aim of preventative care, early intervention and making health care accessible through self-assessment.

Ms Heng is currently serving her third term as president of Podiatry Association Singapore and contributes to allied health development in the Chief Allied Health Officer's office in the Ministry of Health. Outside of work, Ms Heng enjoys walking in nature and believes in maintaining functional mobility of joints through pilates and exercise.

Mr Maxmillian Chen is a senior psychologist who has been practising mindfulness regularly for 8 years. He has also completed training by the Oxford Mindfulness Centre in teaching Mindfulness-Bases Cognitive Therapy. He has taught multiple mindfulness courses including the Mindful Self-Care course for staff at Sengkang General Hospital. He strongly believes in the use of mindfulness and regular self-care activities in inoculating ourselves against burnout.



Ms Marabelle Heng

Principal Podiatrist
Singapore General Hospital



Mr Maxmillian Chen Ruyang

Psychologist
Sengkang General Hospital

SPEAKERS

Ms Pearlyn Lee, AThR, believes that the arts have the potential to express what words fail to convey. As an art therapist, Ms Lee focuses on building mental health and wellbeing through the therapeutic qualities of art and mindfulness practices. In 2013, she set up the art therapy service at KK Women's and Children's Hospital, supporting children and young persons experiencing trauma, mental health difficulties, medical concerns and challenging social environments.

Currently, Ms Lee has expanded to work with women in mental health and palliative care, as well as adults in the community. She is registered with the Australian, New Zealand and Asian Creative Arts Therapy Association (ANZACATA), and is a member of the Art Therapy Association of Singapore (ATAS). She received her Master of Art Therapy from La Trobe University (Australia).



Ms Pearlyn Lee

Art Therapist
KK Women's & Children's
Hospital

Ms Rena Sivadas has been a counsellor since 2000. She is a Registered Counsellor and Clinical Supervisor with the Singapore Association for Counselling. Her professional experience involves working therapeutically with pre-marital and marital couples, families with children and teenagers, on mental health disorders and other issues such as traumatic grief and loss. She also has the experience of running therapeutic groups. She is a Somatic Experiencing Practitioner, which is a body based therapy aimed at relieving the symptoms of post-traumatic stress disorder and other physical, psychological and emotional traumatic impacts by focusing on the individual's body sensations. Ms Sivadas has also received training in Satir Transformational Therapy, which focuses on an individual's life force. In therapy, she focuses on illuminating the individual's strengths and resources.



Ms Rena Sivadas

TRaCS Principal Counsellor
Changi General Hospital

Ms Sivadas has also facilitated talks and trainings on varied topics such as mental health disorders and well-being, stress management, emotional intelligence, resilience, mindfulness and other humanitarian topics. She has the experience of running a support group for stepfamilies for over ten years, which was a niche programme for the growing number of blended families in Singapore. Related to the uniqueness of the stepfamily programme, she has been featured in several magazines such as Her World and in an article in The Straits Times. She has also appeared on Channel New Asia's prime time morning and on several occasions, she has been a guest speaker on FM 93.8 to share on the subject of stepfamilies in Singapore. In 2005, she was also invited for a Tamil programme 'Ethioli' on Vasantham to share on resilience and skills re-training as Singapore recovered from the 2001 recession.

SPEAKERS

Ms Sharon Downie was appointed Manager of Allied Health Workforce, DHHS in January 2019.

Ms Downie holds a Bachelor of Occupational Therapy and Masters of Public Health, and has significant operational management, quality improvement and project management experience. She is currently commencing a PhD which will examine decision-making frameworks specific to Allied Health advanced and extended scope of practice roles.

Ms Downie has worked for several metropolitan public health services, and has a strong clinical background in acute neurosciences. She is the recipient of several research scholarships pertaining to stroke and neuro-oncology, and has published on her research pertaining to upper limb assessment in the context of acute stroke.

She is a current member of the Occupational Therapy Council (Australia & New Zealand) - National Assessor Panel for Occupational Therapy programme accreditation, and is a past member of the Victorian Clinical Council and Victorian Stroke Clinical Network.



Ms Sharon Downie

Manager, Allied Health Workforce, Department of Health and Human Services, Victoria, Australia

Mr Steven Siew is a sport science professional with more than 18 years' experience in the health and fitness industry who also has a Masters in Training and Development. With a proven track record in teaching effective classroom learning/workshops, developing effective programmes and implementing successful new programme initiatives, Mr Siew specialises in programme or event management, learning facilitation, curriculum design, exercise prescription and fitness training. He has worked in government's nationwide active ageing programmes, sports / event management for workplaces along with upskilling / reskilling training programmes for vendors and trainers.



Mr Steven Siew

Manager, Health Screening and Management, Health Promotion Board

SPEAKERS

Ms Soh Siok Khoon has been practicing as an occupational therapist at KKH since 2007. Ms Soh graduated with a Bachelor's Degree in Occupational Therapy from the University of Plymouth and the University of Exeter in the United Kingdom, and subsequently completed a Masters Degree in Occupational Therapy from the University of Southern California, United States of America. She is certified in administering and interpreting the Sensory Integration and Praxis Tests (SIPT), and in the use of Neurodevelopmental Treatment in children with cerebral palsy and other neuromotor disorders. Ms Soh is experienced in treating children from birth to 18 years of age with a variety of diagnoses including developmental, neurological, and orthopaedic hand conditions. In addition to working with children in outpatient clinics, Ms Soh has also conducted several workshops for parents, teachers, and other members of the public on various topics such as Sensory Processing Difficulties, and Attention and Self-regulation.

Since 2011, Ms Soh has been overseeing the occupational therapy services at the Rehabilitation Centre, KKH. She is also active in professional activities and is a member of the Ministry of Health's Occupational Therapy Panel. Ms Soh is the current SingHealth Professional Lead for Occupational Therapy, and a member of the SingHealth Allied Health Council. She is also a member of the Ministry of Health's Occupational Therapy Curriculum Review Working Committee, Allied Health Professions Council's Credential Committee for Occupational Therapy, Allied Health Professions Council's Curriculum and Organisations Review Committee for Occupational Therapy, and Allied Health Professions Council's Complaints Panel. In her various roles, Ms Soh has contributed towards initiatives such as the development of the Skills Framework for Occupational Therapy, development and review of the SingHealth Career Development Pathway for Occupational Therapy, and the review of occupational therapy training programmes.

As the co-lead for the SingHealth Allied Health Patient Experience Workstream, Ms Soh has been co-leading the review of identified allied health professions' patient experience performance, and the review of patient experience survey questions relevant to allied health. She is also the Principal Investigator of a research study looking at improving attention levels in children, and the Co-Investigator of a study exploring teachers' expectations of handwriting in students.



Ms Soh Siok Khoon

Head, Occupational Therapy
Service
KK Women's and Children's
Hospital

SPEAKERS

Ms Susan Niam is the first Chief Allied Health Officer in the Ministry of Health (MOH) and holds a concurrent appointment as the Registrar of the Allied Health Professions Council that regulates the practice of 5 allied health professional groups.

At MOH, Ms Niam currently provides professional leadership and oversight in facilitating the development and deployment of models of care to catalyse more effective care transition to the most appropriate settings. She also provides professional input concerning allied health workforce and professional capabilities development. Prior to her appointment in MOH in 2018, Ms Niam was the Chairperson of Allied Health Services and Pharmacy Division at Tan Tock Seng Hospital for 9 years, where she led 13 diverse allied health professional groups. Susan is an active volunteer in several community organisations for more than 20 years.



Ms Susan Niam

Chief Allied Health Officer,
Ministry of Health
Singapore

Dr Sylvia Mun is the Deputy Director, Allied Health Office in KKH, in charge of Education, Research & Professional Development (ERPD). She is the Co-Chair for Wellness360 Council in KKH, which spearhead and guide the programmes to improve the total wellness of all KKH staff. She is also currently the Chair of College of Allied Health. A social worker by training, she has deep passion and interest in igniting, rekindling and stoking the passion of Allied Health Professionals.



Dr Sylvia Mun

Deputy Director, Allied Health
KK Women's and Children's
Hospital

SPEAKERS

Since 2004, Mrs Tan Huang Shuo Mei spent 15 years in SingHealth first as Director, Communications, SGH, and after two years, took on the concurrent role of the clusters' communications portfolio. She had oversight of the SingHealth Group Communications, Marketing Communications, Office of Patient Experience and Development (Philanthropy) till she went into semi-retirement in September 2019.

Today, Mrs Tan works part-time, overseeing the newly set-up SingHealth Staff Care Centre set up in April 2020 to enable accessibility of mental health resources for healthcare professionals.

For five years as Chief Executive Officer of the Singapore Cord Blood Bank, Mrs Tan led the management team to transform the public cord blood bank into Asia's first community bank providing donor mothers the additional option of family banking for purpose of deferred donation, and secured government funding for the organisation.

Mrs Tan is also co-Advisor (along with Group Chief Nurse and Group Director, SingHealth Institute of Patient Safety & Quality) of SingHealth Patient Advocacy Network (SPAN) which was launched officially in February 2019. She oversees directly the engagement and growth of the Network which has a modest membership of about 30. SPAN is directly connected to the bigger circle of SingHealth's over 40 Patient Support Groups and executes some initiatives through them.

Community/Voluntary Commitments

- (a) Licensed Marriage Solemniser / Deputy Registrar of Marriages (since 2003)
- (b) Advisor, Buddhist Youth Network (since 2016)
- (c) Member, Community Chest Branding Advisory Panel
- (d) Chairman, Brahm Centre (since September 2020)



Mrs Tan Huang Shuo Mei

Senior Director, Special
Projects, SingHealth

SPEAKERS

Ms Tanuja Nair has been with KK Women's and Children's Hospital (KKH) since 2007 as a Child Life Therapist and works with children and their families. She is a certified Child Life Specialist and Children's Recreational Teacher. As a Child Life Therapist, she works closely with medical, nursing and allied health professionals to support children, adolescents and families through various challenging and complex hospital experiences.

Ms Nair is a recipient of the 2020 National Day Efficiency Medal and was also the recipient of the 2018 GCEO Excellence Awards: Outstanding Allied Health Professional. She was also a recipient of the 2017 Singapore Health Services Quality You Shine Team Award and the 2016 Singapore Health Services Quality Star Award. Ms Nair continues to work alongside her team to advocate for and champion the needs of paediatric patients and their families.



Ms Tanuja Nair

Head, Child Life, Art and Music
Therapy Programmes Service
KK Women's and Children's
Hospital

Ms Wang Yu Hsuan joined Montfort Care in April 2017 and is currently the Director of its Eldercare Services. She works closely with various professionals and community stakeholders on the journey of evolving community social services delivery model. Montfort Care aims to improve the outcome of social work intervention through innovative integrated care delivery. After a three-year R&D assignment with United Way Taiwan, she moved to Singapore and joined the National Council of Social Service. Prior to joining Montfort Care, Ms Wang had worked at the Marine Parade Family Service Centre for six years and subsequently led a senior care centre at Tsao Foundation for two years.

Ms Wang received her degree in Social Work in Taiwan and her Masters in Welfare Issues in Social Policy at University of Manchester (UK) in 2003.



Ms Wang Yu Hsuan

Director, Montfort Care

SPEAKERS

Ms Yeoh Ting Ting graduated from the Department of Pharmacy, University of Singapore in 2002, after which she did her pre-registration pharmacist training in the Singapore General Hospital (SGH). She worked in the Inpatient Pharmacy in SGH from 2003 to 2008 and has been looking after patients from various disciplines e.g. Orthopaedic, Neurology, and Oncology. She then moved on to work in the Oncology Pharmacy at the National Cancer Centre Singapore.

Ms Yeoh's special interest is in Geriatric Oncology and has pioneered the Medication Therapy Management (MTM) Service for Elderly Cancer Patients in 2009. The MTM team in the NCCS is currently providing this service to elderly cancer patients receiving treatment in the Ambulatory Treatment Unit and the Specialist Outpatient Clinic. Her research interests include area of (i) the relationship between the treatment of comorbidity and cancer therapy; (ii) supportive care for elderly cancer patients; as well as (iii) predicting chemotherapy toxicity profile of elderly cancer patients. Besides her involvement in the MTM service.

Ms Yeoh also holds the training and education portfolio in the NCCS. Her educational and research interest areas include educational environment in the workplace-based setting and teaching empathy to healthcare professionals.

Ms Yong Limin is currently with MOH Holdings Healthcare Manpower Division developing Allied Health Professionals manpower strategies and solutions for both health & social care sectors. She has worked in many health and social care settings, including acute tertiary hospitals, community hospitals, home care services, nursing homes, senior care centres and senior activity centres.

Her clinical and research interests are in older adults' health, geriatric rehabilitation and falls prevention. In 2009, she was awarded the Health Manpower Development Plan fellowship to undergo specialised training in geriatric rehabilitation and falls prevention in Australia. She is a strong advocate for inter-professional collaboration in clinical care, education and research.



Ms Yeoh Ting Ting

Specialist Pharmacist
National Cancer Centre
Singapore



Ms Yong Limin

Senior Principal Physiotherapist
Healthcare Manpower Division
MOH Holdings

PROGRAMME AT-A-GLANCE

DAY 1

TIME	PROGRAMME			
0900 – 0930	Opening Ceremony and Welcome Address			
0930 – 1045	Awards Presentation Keynote: Allied Health Leadership – Who, Why and How? Dr Martin Chadwick, Chief Allied Health Professions Officer, New Zealand			
1045 – 1115	Break, ePoster Viewing			
1115 – 1230	<i>Oral Presentation (Scientific)</i>			
	Beyond Hospital Walls	Future Ready Workforce	Health Services Research	Innovation & Digital Strategies
1230 – 1300	<i>Oral Presentation (Narrative)</i>			
	Beyond Hospital Walls	Future Ready Workforce	Health Services Research	Innovation & Digital Strategies
1300 – 1400	Lunch, ePoster Viewing			
1400 – 1500	Awards Presentation Plenary: Our Vision for the Future Healthcare Landscape Ms Susan Niam, Chief Allied Health Officer, Singapore Adj A/Prof Camilla Wong, Chief Pharmacist, Singapore			
1500 – 1545	Plenary: Value-Driven Care: The Role of Allied Healthcare Professionals Dr Lim Eng Kok, Director, Office of Value-Driven Care, SingHealth			
1545 – 1615	Break, ePoster Viewing			
1615 – 1715	Awards Presentation Plenary: Innovating for the Future Allied Health Professional – CAPE Ms Lim Hong Yee, Director, Centre for Allied Health & Pharmacy Excellence			
1715 – 1800	Panel Discussion: Igniting, Rekindling and Stoking the Passion in Allied Health Dr Sylvia Mun, Deputy Director, Allied Health, KKH Ms Loh Huey Peng, Director, Nursing, SNEC Ms Rena Sivadas, Principal Counsellor, TRaCS, CGH Mrs Tan-Huang Shuo Mei, Senior Director (Special Projects), SingHealth			
END OF DAY ONE				

DAY 2

TIME	PROGRAMME				
0900 – 1015	<p>Awards Presentation</p> <p>Plenary: Transdisciplinary Working: A Goal for Allied Health Dr Martin Chadwick, Chief Allied Health Professions Officer, New Zealand</p>				
1015 – 1045	Break, ePoster Viewing				
1045 – 1145	<p>Awards Presentation</p> <p>Plenary: Preparing Allied Health for the 21st Century – Lessons from Victoria, Australia Adj A/Prof Donna Markham, Chief Allied Health Officer, Australia Ms Sharon Downie, Manager, Allied Health Workforce, DHHS, Australia</p>				
1145 – 1245	Lunch, ePoster Viewing				
1245 – 1345	<p>Awards Presentation</p> <p>Plenary: Patient Centric Care Across the Spectrum of Life Ms Soh Siok Khoon, Head, Occupational Therapy Service, KKH Ms Long Chey May, Group Chief Patient Officer, NUHS Ms Tanuja Nair, Principal Child Life Therapist, KKH</p>				
1345 – 1530	Awards Presentation				
	<i>Concurrent Sessions</i>				
	AH Leadership	Future Ready Workforce	Workforce Optimisation	Innovation & Digital Strategies	Beat the Burn
1530 – 1600	Break, ePoster Viewing				
1600 - 1700	<p>Plenary: Supporting the Empowerment of Older Adults in the Community Dr Goh Soon Noi, Head, Medical Social Services, CGH Mrs Magdalin Cheong, Deputy Director & Head, Dietetic & Food Services, CGH Mr Steven Siew, Manager, Health Screening and Management, HPB Ms Wang Yu Hsuan, Director, Montfort Care Ms Yong Limin, Senior Principal Physiotherapist, Healthcare Manpower Division, MOHH</p>				
1700 – 1745	Abstracts Award Presentation				
1745 – 1800	Closing				
END OF DAY TWO					

SYNOPSIS

Day 1: 8 March 2021

Time: 0930 – 1045hrs

Title: Allied Health Leadership- Who, Why and How?

Synopsis:

This talk aims to address some of the more difficult topics in Allied Health. In Leading Allied Health there is a need to understand how the term came about and what it means in the current context of leading a diverse grouping of health professionals. An even deeper question is why there should be leadership of this health grouping in the first place, why there will be benefit at a population health level. Lastly, any improvement is change. How then can the leadership of Allied Health help to shape services that are more effective and efficient, optimizing the use of resources available to us, and delivering on better health outcomes.

Day 1: 8 March 2021

Time: 1400 – 1500hrs

Title: Our Vision for the Future Healthcare Landscape

Synopsis:

As the healthcare landscape rapidly evolves, it is critical that we remain nimble and adaptive to the changes; keeping status quo is no longer an option. In this session, we will review how our care models, processes, technology and workforce have changed over the years, and how we envision them to be as we capitalise on opportunities and navigate challenges of the future.

Ms Susan Niam

Unleashing the Potential of Allied Health Professionals to Deliver Quality Care

Allied health professionals play a crucial role in healthcare. This presentation will discuss the current local Allied Health landscape and the strategies to ensure the delivery of quality services to achieve the optimal value for patients/clients throughout the entire spectrum of care in Singapore. This approach involves gaps analysis, redesign of care/processes/roles to achieve the envisaged models of care as well as holistic allied health education and capabilities.

Adj A/Prof Camilla Wong

Singapore Healthcare 2040 – The Pharmacy Chapter

Pharmacy has certainly come a long way since its humble beginnings 116 years ago. It has transformed alongside our evolving healthcare system to one that embraces cutting edge medicine and technology. Over the years, key pharmacy innovations have led to changes in our micro, meso and macro systems leading to high quality and safe delivery of services to patients. How we navigate and map out our journey with key destinations over the next 20 years will be crucial as we brave the challenges of an ageing tsunami with a shrinking population, rapid advancements in medicine, artificial intelligence, ballooning healthcare costs, and the injection of Generation A (alpha) into our workforce.

Day 1: 8 March 2021

Time: 1500 – 1545hrs

Title: Value-Driven Care: The role of Allied Healthcare Professionals

Synopsis:

As part of the Ministry of Health's "Three Beyonds", all Public Healthcare Institutions in Singapore have begun to ramp up their efforts towards Value-Driven Care (VDC). Popularised in Michael Porter's now landmark article in the 2013 issue of the Harvard Business Review, VDC (also known as Value-Based Healthcare) provides a holistic framework for the evaluation and improvement of patient care.

VDC adopts a patient-focused view of care, relying on both Clinical Outcomes and Cost (hence Value) metrics to provide timely and consistent feedback to all care providers, including Allied Healthcare Professionals.

In this webinar, we reflect on the current state of VDC and learn more about how we can all leverage VDC to enhance Value for our Patients.

Day 1: 8 March 2021**Time: 1615 – 1715hrs**

Title: Innovating for the future Allied Health Professional – CAPE**Synopsis:**

The Centre for Allied Health and Pharmacy Excellence (CAPE) was launched in May 2019 as a strategic platform to further innovations in Allied Health and Pharmacy professionals. We are part of a group of collaborating centres at the Centre for Healthcare Innovation (CHI), to advance workforce transformation and healthcare innovation. These include Centre for Asian Nursing Studies (CANS), Centre for Health Activation (CHA), Centre for Medical Technologies & Innovations (CMTi), and gAmes for healTh InnoVAtions cEntre (ALIVE). Through CAPE, we hope to collaborate, co-learn and co-create with partners across the health-social sectors in the few identified key areas of strategic innovation priorities, namely community, trans-disciplinary and tech-enabled care via enablers such as research, information technology system designs, robotics, training and knowledge management.

In addition to the background of CAPE, this sharing will cover a few key initiatives successfully implemented in the strategic innovation priorities of CAPE resulting in workforce transformation, capabilities building and health-social integration. One of the key enablers to the projects implementation will be the availability of CAPE Funds targeted to support innovation projects relating to Community Care, Trans-disciplinary Care, Tech-enabled Care and Community Outreach and Engagement. Join us to explore cross-institutional collaborations to co-create new care models via innovation.

Lastly, knowledge management is a critical component to all innovation beginnings. Find out more about the newly launched CHI Learning & Development (CHILD) system, a knowledge management platform which serves as an open repository for healthcare innovation, improvement and productivity project reports, best practices and learning experiences.

Day 1: 8 March 2021

Time: 1715 – 1800hrs

Title: Igniting, rekindling and stoking the passion in Allied Health

Synopsis:

The AH workforce is a precious resource in the healthcare system. Their sense of meaning, mastery and morale are pivotal preconditions for quality and effective patient care. Igniting, rekindling and stoking the passion in Allied Health is a panel discussion that aims to address and discuss topics that would support AHPs to ignite and sustain their passion, purpose and pride in their work.

Day 2: 9 March 2021

Time: 0900 – 1015hrs

Title: Transdisciplinary Working: A Goal for Allied Health

Synopsis:

In modern healthcare there is much to be said as to how we should and could be operating as teams. The aim of this session is to explore in depth different ways of working as a team in healthcare. Specifically it looks at the concept of transdisciplinary practice and why this approach is different. It also looks at whether this approach is detrimental or enhancing to individual professions, and the benefit to patient care.

Day 2: 9 March 2021

Time: 1045 – 1145hrs

Title: Preparing Allied Health for the 21st Century – Lessons from Victoria, Australia

Synopsis:

Contemporary healthcare practice requires an Allied Health workforce that is appropriately skilled and credentialed to meet both the current demands and emerging challenges of the practice environment, whilst also ensuring the delivery of high quality and safe patient care and services.

Over the past decade, the Department of Health and Human Services - Victoria has undertaken a number of key policy initiatives and projects to support and strengthen the Allied Health workforce across health, aged care, disability, and primary care sectors. This work programme has been overseen by Victoria's Chief Allied Health Officer, and the Department's Manager of Allied Health Workforce.

In the following presentation, the current incumbents of these roles will provide an overview of two foundation work programmes specific to the Allied Health Workforce, providing case studies to demonstrate process implementation and outcomes - the *Allied Health Credentialing, Competency and Capability (CCC) framework* and the *Allied Health Assistant Supervision and Delegation framework*.

New horizons for Allied Health workforce within Victoria will also be discussed, specifically enhanced career pathways for Allied Health clinicians and expansion of Allied Health skill and capacity in the management of complex disability.

Day 2: 9 March 2021

Time: 1245 – 1345hrs

Title: Patient Centric Care Across the Spectrum of Life

Ms Tanuja Nair

What Matters to Me – Patient Experience from a Child’s POV

A hospital visit/ admission can be an overwhelming experience for children. Vulnerable and young patients can experience a sensory overload and this can give rise to feelings of fear and anxiety. Unlike adults, children may not be able to effectively process or express their feelings and thoughts. In KK Women’s and Children’s Hospital (KK Hospital), the CHAMPs team (Child Life, Art and Music Therapy Programmes) looks at supporting and advocating for the needs of our young patients so that their paediatric hospital experience might be more positive.

During this talk, participants will gain an overview of:

- A child’s hospital experience
- KidsDREAM- A Child-friendly e-learning initiative by CHAMPs

Ms Long Chey May

Patient Centric Care – How can AHPs get there?

Speaker will define Patient Centric Care and share some key elements and examples of how it is done. She will get the audience to reflect and decide if it is a choice for healthcare professionals to make as we transform care. Are you ready for a patient partnership model of care and how can AHPs deliver patient centric care in the new normal?

Day 2: 9 March 2021

Time: 1345 – 1530hrs

Concurrent Session – AH Leadership

Synopsis:

The term “Allied Health Professionals (AHP)” is commonly used today, but what it entails is still open to a lot of discussion. If we are to galvanise the various allied health professionals to work together and drive for strategic changes in healthcare, there must be strong leadership and unity forged from interprofessional collaborative and strategic partnerships within the AHP.

At the end of the session, you will

- Be aware of the AH leadership structure in Singapore compared with the international AHP community
- Understand the benefits of strong AH leadership to chart the future
- Discuss the capabilities and competencies needed for the AH leaders of the future

Speakers for this session:

1. Dr Martin Chadwick, Chief Allied Health Professions, MOH, New Zealand
2. Ms Susan Niam, Chief Allied Health Officer, MOH, Singapore
3. Prof Celia Tan, Senior Director (Special Projects), SingHealth
4. Dr Bernard Lim, Director, Leadership & Organisational Development, MOHH
5. Ms Esther Lim, Deputy Group Director, Allied Health, SingHealth (Moderator)



Day 2: 9 March 2021

Time: 1345 – 1530hrs

Concurrent Session – Future Ready Workforce

Synopsis:

More information will be available soon

Day 2: 9 March 2021**Time: 1345 – 1530hrs**

Concurrent Session – Workforce Optimization**Synopsis:**

The Allied Health or AHPs are a diverse group of professionals with great potential to influence the care and support services they provide to patients. Their range of skills spanning and impacting people's lives and organizations make them ideally placed to lead and support transformative change. It is therefore vital that this workforce be optimised to its best effect to address the emerging challenges facing the healthcare system, namely the ageing and growing population. Workforce optimization tools as seen practiced in NHS (National Health Service) England, offer examples of streamlining AHP practice through identifying work quality indicators, activating staff support, job planning and productivity measures, engaging the workforce with a vision for the future. Back home, some institutions have embarked on such a journey, with an ultimate aim to achieve better clinical outcomes, balanced resources and staff retention. The purpose of this segment is to inform and inspire the contribution that AHPs can make directly in supporting the health delivery services through new productivity initiatives, benefitting not only the institutions but also individual AHPs.

Speakers for this session:

1. Adj A/Prof Camilla Wong, Director, Allied Health, Sengkang General Hospital
2. Ms Goh Siew Li, Head, Speech Language Therapy Service, KK Women's and Children's Hospital
3. Ms Cherie Tong, Head, Dietetics, Sengkang General Hospital

Adj A/Prof Camilla Wong**AHP Workforce Reimagined: Initiatives for Job Optimization and Satisfaction**

In this session, we would like to help you rethink the role of AHPs and how optimizing the potential of this workforce can improve healthcare delivery. We want to elaborate the advantages and challenges of the optimization process within this diverse workforce. We invite attendees to consider and embrace new strategies for the development of job planning and measureable outcomes across multiple AHPs to quantify productivity and efficiency. Discussion will draw experience from the principles and values held by NHS but tailoring to the local context in hope to assist AHPs to embrace changes and face the emerging challenges. Predictably, optimizing AHP workforce forms part of the solution to offset the increasingly costly healthcare and difficult reality of staff retention.

Learning Objectives:

- Briefly share NHS' workforce improvement framework for allied health professionals.
- Help attendees understand what CHtC (Clinical Hours to Contact ratio) is.
- Demonstrate how CHtC can be localised in SingHealth.
- Articulate what a comprehensive AHP department dashboard might look like (the Sweet spot diagram).
- Share the SingHealth Group Allied Health Framework on developing outcome measures.

Ms Goh Siew Li**Releasing Time for Speech & Language Therapy Care through Job Planning at KK Women's and Children's Hospital**

The Speech & Language Therapy Service in KK Women's and Children's Hospital sought to increase the patient contact time through job planning as demand for services increases. Incoming referrals were reviewed and the high priority identified to release therapists' time to care. Non-patient contact tasks such as staff and policy administration, clinical service management and education, and continuous professional development were also reviewed, streamlined, optimised and allocated. Subsequently, more time were made available from therapists' clinical hours to care for patients in other prioritised outpatient clinics. Therapists were also engaged on the principles of electronic (e)-roster design, which was implemented in 2019. The e-roster ensures and monitors that optimal time was allocated for important non-patient contact activities and high priority patient services. The e-roster facilitated efficient rostering and provided transparency of patient load allocation to all therapists.

To assess the outcomes of these changes, the monthly clinical hours to contact ratio (CHtC) was reviewed. Staff activity was also more closely reviewed via a single week time study in March 2019 to gain greater clarity on staff time utilization. Comparisons using a series of Mann Whitney tests revealed that improvement in 2019 was trending in significance compared to 2016 ($p = 0.076$). We have achieved 6.84% reduction in CHtC in 2019 compared with 2016. An estimate of 1916 clinical hours were released from therapists to care for our patients in 2019. Time-motion study revealed the percentages of time spent by therapists. Whilst there was marginal improvement in amount of time for patient contact within the Service, staff shared numerous concerns about unintended consequences including a compromise in patient outcomes and staff fatigue. Staff also revealed inefficient work processes impeding on work efficiency. Patient outcomes and staff work satisfaction surveys are other important indices that should be considered in the process of improving efficiency in future studies. Careful evaluation of the job is paramount to releasing more time of patient contact so that we can better plan for future manpower needs while continuing to bring quality and value patients.

Learning Objectives:

- Understand the background and problem faced by Speech Therapists (ST)
- Learn about ST's components in job planning and the strategy for improvement
- Discover the use of CHtC (Clinical Hours to Contact ratio) as a measurement of change
- Review the outcome of using job planning to optimise work efficiency and other success factors
- Future considerations

Ms Cherie Tong**Journey to Develop and Utilise a Department Dashboard: Into the Unknown?**

Do you know how well your department is doing and what to improve on? Are you struggling to develop a dashboard to help to understand your department workload? SKH Dietetics will share with you their journey of developing and utilizing their department dashboard: from departure, thunderstorm, discovery, adventure to sunrise.

Learning Objectives:

- Share the approach of how they went about developing the variables for the dashboard
- Share the dashboard
- Share how they developed targets for the dashboard
- How they are able to utilise the information from the dashboard

Day 2: 9 March 2021**Time: 1345 – 1530hrs**

Concurrent Session – Innovation & Digital Strategies**Synopsis:**

Innovation is a necessity for healthcare organisations to reinvent ourselves. As the Industrial 4.0 revolution is underway, AHPs must not stagnate ourselves on how we have delivered care in the previous decades, lest we become obsolete and fail to meet the growing demands for AHP services.

The notion of continuous improvement is indeed extendable to continuous innovation. On the other hand, we need to achieve a quantum leap in delivering AHP care and services by leveraging on digital strategies so that the value impact we bring to patients is maximised.

You will be hearing from some of our AHPs who have dabbled in digitalising their services, using various technologies, to make their services more accessible and delivering greater value to the growing pool of patients' care needs. Bearing in mind that this tract will not provide a blueprint for you to implement strategies wholesale in your department, rather you will glean precious learning points on how to contextualise various digital solutions available in the market for you to reinvent your service and care delivery.

At the end of the session, you will be able to identify some strategies that you might adopt to transform the way you have delivered care. Most importantly, we want you to adopt an open mindset such that you are not averse to the digital transformation of AHP services.

Speakers for this session:

1. Ms Lydea Gn, Senior Speech Therapist, KK Women's and Children's Hospital
2. Ms Goh Sok Hwei, Senior Pharmacist, KK Women's and Children's Hospital
3. Ms Marabelle Heng, Principal Podiatrist, Singapore General Hospital
4. Ms Christine Ong, Senior Principal Dietitian, KK Women's and Children's Hospital
5. Dr Jasper Tong, Deputy Group Director, Allied Health, SingHealth (Moderator)

Ms Lydea GnTelehealth for Speech Language Therapy Service

Speech Language Therapy Service in KK Women's and Children's Hospital started exploring telehealth services in 2016. Since the first telehealth session in early 2017, we have provided over 120 telehealth sessions for more than 50 patients. We started with two clinical domains and have now expanded to 6 domains, including fluency, language, articulation and oromotor therapy. Despite facing internet separation in 2018 and various other hurdles over the years, we constantly strived to overcome them and pushed new frontiers to establish telehealth as an alternative service delivery for our patients.

Ms Goh Sok HweiUtilization of Video-conferencing for Pediatric Eczema Follow-up by Pharmacist

In KKH, following routine pharmacist-led individualised counselling for pediatric patients newly diagnosed with mild to moderate eczema, trained dermatology pharmacists conduct follow-up sessions with these patients and their caregivers to ensure continuity of care. For better access to the service, these follow-up sessions are conducted via telehealth. Utilization of video-conferencing enables the trained pharmacists to assess the patients' current skin condition objectively, and provide timely recommendations on the skincare management. In conjunction with a collaborative prescribing agreement with the dermatologists, the trained

pharmacists can also provide optimization and/or resupply of medications to these patients. For patients with well-controlled eczema and whose caregivers are confident of continuing the management, the trained pharmacists can discharge them to primary care physicians with an open-dated dermatologist appointment.

Ms Marabelle Heng

Harnessing the Usefulness of Digital Technology, Artificial Intelligence (AI) & Data Capture

Technology is able to help clinicians improve assessment accuracy and reduce manual tasks. In your work setting, are there manual tasks that can be digitised? Are there tasks that are based on an assessor's clinical experience? Are there human errors & variability in certain clinical tests? Digital technology paves the way for sorting and storing data. Artificial intelligence is able to give feedback on large amount of data, which traditionally requires manual sorting and statistical analyses in parts. In this talk, the speaker will share her perspectives and experience on how to harness digital technology into the clinical space.

Ms Christine Ong

Development and Trial of AI Metabolic Calculator Chatbot App for Inborn Errors of Metabolism (IEM)

Dietary management is the cornerstone of treatment for patients with IEM requiring protein restricted diets. As such, these patients require more medical, nursing and dietetics inputs than most other dietetic conditions. Since 2016, parents who are more IT-savvy have been provided with an Excel spread sheet containing a standard database of foods and special metabolic products, as well as the management guidelines for their child's condition, thus empowering them to adjust their child's intake independently. Unfortunately, not all parents are able to adjust their child's diet independently, resulting in patients being on an unnecessarily restricted diet until their next dietetics consultation. Hence, we are testing a hypothesis that an AI driven interactive calculator chatbot App will be easier and more intuitive for caregivers to use than the Excel spreadsheet. The team's journey in developing the AI metabolic calculator chatbot App, and the results of a pilot trial on 3 caregivers will be shared.

Day 2: 9 March 2021

Time: 1345 – 1530hrs

Concurrent Session – Beat the Burn

Synopsis:

Allied Health Professionals are just as susceptible to burnout and compassion fatigue, much like our colleagues in the medical and nursing field. As such it has been increasingly important for us to recognise its symptoms, learn and apply the recommended strategies to prevent burnout in ourselves and our fellow colleagues.

This workshop consists of two parts: a short lecture and a breakout session.

The short lecture will outline what burnout is in the allied health context:

- how you may recognise signs and symptoms of burnout in yourself and those around you
- causes of burnout and how you may address them
- resources to help yourself and your colleagues

The breakout session will have you work with 10 to 15 other participants:

- learn and experience strategies to manage your stress, build resilience and prevent burnout that may be applicable for you to apply in your own lives.
- experience the activities during the workshop and share their experiences with one another

Speakers for this session:

1. Dr Kinjal Doshi, Principal Clinical Psychologist, SGH & Vice Chair, College of Allied Health
2. Ms Yeoh Ting Ting, Specialist Pharmacist, NCCS & Vice Chair, College of Allied Health
3. Mr John Tan, Principal Physiotherapist, SGH & Vice Chair, College of Allied Health
4. Ms Haier Diana Binte Hashim, TRaCS Counsellor, CGH

Facilitators for the session:

1. Dr Sylvia Mun, Deputy Director, Allied Health, KKH & Chair, College of Allied Health
2. A/Prof Clement Yan, Senior Principal Physiotherapist, SKH & Deputy Chair, College of Allied Health
3. A/Prof Sharon Wong, Senior Manager, Radiation Oncology, NCCS & Deputy Chair, College of Allied Health
4. Ms Chery Lim, Senior Principal Embryologist, KKH & Vice Chair, College of Allied Health
5. Mr Chong Choon Ming, Principal Radiographer, CGH & Vice Chair, College of Allied Health
6. Ms Koh Sei Keng, Principal Clinical Pharmacist, SGH & Vice Chair, College of Allied Health
7. Mr Lim Teong Guan, Senior Principal Clinical Pharmacist, SGH & Vice Chair, College of Allied Health
8. Mr Maximillian Chen Ruyang, Psychologist, SKH
9. Ms Pearlyn Lee Peiling, Art Therapist, KKH

Day 2: 9 March 2021**Time: 1600 – 1700hrs**

Title: Supporting the Empowerment of Older Adults in the Community**Synopsis:**

“Empowerment’ refers to the process by which people gain control over the factors and decisions that shape their lives. It is the process by which they increase their assets and attributes and build capacities to gain access, partner, network and/or have a voice, in order to gain control.”- World Health Organisation.

Supporting empowerment in older adults in the community means building capacity in them to become active partners of their own care through education and training support. Through the sharing by the various speakers from the different fields (physiotherapy, sport science, dietetics, and social work), it will enlighten us on how the underpinning values such as autonomy, respect, strength, involvement, co-creation is being considered while each initiative is being planned and executed. It takes collaborative efforts of various stakeholders to make ageing in place possible. It definitely takes a “village” for the supporting efforts in the empowerment journey.

Speakers for this session:

1. Ms Yong Limin, Senior Principal Physiotherapist, MOH Holdings
2. Mr Steven Siew, Manager, Health Screening and Management, Health Promotion Board
3. Mrs Magdalin Cheong, Deputy Director & Head, Dietetic & Food Services, Changi General Hospital
4. Ms Wang Yu Hsuan, Director, Montfort Care

Ms Yong Limin & Mr Steven SiewRolling Good Times – A Safe Falling Programme?

This novel programme aims to help seniors improve their strength, balance and flexibility, as well as equip them with basic safe falling strategies to minimise fall-related injuries. This programme was developed in collaboration with the People’s Association, Ministry of Health and Singapore Physiotherapy Association.

Mrs Magdalin CheongNutrition intervention in the community and going the extra mile

The discussion will include what nutrition initiatives can be implemented to encourage and improve dietary intake of older adults with potential nutritional insufficiency or loss of appetite, how these initiatives are provided, how other healthcare professionals and stakeholders in the community are engaged to ensure a multi-disciplinary approach for sustainable empowerment for holistic care and support.

Ms Wang Yu HsuanMore than a Bath

“Good health, good mind, good family, good friends and good community lead to good living” is the tagline of Montfortcare Goodlife! “More than a bath” is a holistic approach that the agency takes to empower the older adults including homebound seniors, age with dignity in the community.

For enquires, kindly contact singaporeahconference@singhealth.com.sg