



# SINGAPORE ALLIED HEALTH CONFERENCE 2022

*EMBRACE · ENGAGE · EXCEL IN CHANGE*

## CONFERENCE BOOKLET



*The conference is jointly organised by SingHealth Group Allied Health and SingHealth Academy College of Allied Health (CAH).*



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## Welcome Message

On behalf of the organising committee, we are delighted to welcome all to the 2<sup>nd</sup> Singapore Allied Health Conference that will take place from October 13 – 15, 2022.

Our unprecedented experiences of living in a pandemic, now endemic, is an incessant reminder of the adage “the only constant is change.” Allied Health Professionals are no stranger to the constant changes and progress in our practice stemming from research, innovation, and education. The theme of this year’s Conference **‘Embrace, Engage, Excel in Change’** aims to encapsulate this. You are invited to be enriched and inspired by the latest in allied health research, transformative clinical practices, and trailblazing innovations.

This upcoming Conference will focus on four areas that underpin today’s change climate:

### ***Leadership at all levels***

Leadership is relevant to all Allied Health Professionals as we are involved in managing change, whether it is at an individual level by expanding one’s capacity and strengths, or small-scale change programmes in the department, or leading others in the organisation to achieve strategic goals. *Leadership at all levels* emphasises the collective performance of everyone, not the solo acts of an individual, to achieve greater transformative results.

### ***Embracing technological advancements in healthcare practice***

Technology is changing the future of healthcare. The increasingly pervasive adoption of artificial intelligence, virtual/augmented reality, 3D-printing, and robotics to enhance patient care is testament to how the healthcare landscape is rapidly evolving with technology. Allied Health Professionals need to embrace technological advancements and work hand-in-hand with technology to stay relevant in the coming years.

### ***Mental well-being and resilience of healthcare workers and caregivers***

Maintaining resilience is imperative as healthcare professionals and caregivers experience change in their lives. For caregivers, the impact of caregiving on their mental well-being and health highlight the need for resilience to support and care for themselves as they take on the role to care for a loved one. For healthcare professionals, resilience enables us to be more positive and adaptable in the changing healthcare landscape, and welcome change as opportunity for learning and growth.



## Welcome Message

### ***Population and preventive health***

The ageing population demands us to shift our focus towards population and preventive health, to adopt a proactive approach to promote a healthier Singapore. Allied Health Professionals have the potential to explore beyond their traditional roles to be key providers of preventive care and early intervention.

We are confident all healthcare professionals, students, industry partners and experts will immensely benefit from the wide ranging and multidisciplinary content of the conference programme.

This year's Conference is also held to honour International Allied Health Professionals Day that is celebrated annually on 14 October. It is our honour this year to join this meaningful movement to raise the profiles of allied health professions and the critical role we play in the health and social care systems. Join us as we come together and celebrate our diverse professions as one.

We warmly welcome you to this Conference and look forward to your participation.

Yours sincerely,



Assoc Prof Sharon Wong  
Co-Chairperson  
Organising Committee



Dr Silvana Choo  
Co-Chairperson  
Organising Committee



# Organising Committee

## Publicity:

**Ms Emily Ong Li Hui**

Occupational Therapist,  
KK Women's and Children's Hospital

**Ms Naomi Lee**

Sonographer,  
Sengkang General Hospital

**Ms Levinia Lim**

Genetic Counsellor,  
National Neuroscience Institute

## Sponsorship:

**Mr Ng Khim Siong**

Principal Physiotherapist,  
SingHealth Polyclinics

**Ms Tee Ping Sing**

Senior Clinical Transplant  
Programme Manager,  
Singapore General Hospital

## Logistics:

**Mr Edreon Goei Wen Yang**

Medical Social Worker,  
Outram Community Hospital

**Ms Kimberley Leow**

Podiatrist,  
Sengkang General Hospital

**Ms Kathryn Ng**

Principal Radiographer,  
Changi General Hospital

**Ms Tin Yin Mei**

Master Medical Social Worker,  
Singapore National Eye Centre

## Secretariat:

**Ms Jeanaline Fan**

Manager  
Group Allied Health, SingHealth

**Ms Leticia Seow**

Student Intern  
Group Allied Health, SingHealth

**Dr Jiang Bo**

Secretariat  
College of Allied Health, SingHealth



## Scientific Committee

### Chairperson:

**Dr Philip Cheong**

Senior Principal Physiotherapist,  
Singapore General Hospital

### Programme:

**Dr Amanda Lee**

Senior Clinical Pharmacist,  
KK Women's and Children's Hospital

**Ms Ng Hwa Ling**

Senior Dietitian,  
Sengkang Community Hospital

**Dr Ling Xu Yi**

Principal Clinical Pharmacist,  
KK Women's and Children's Hospital

**Ms Shirlyn Sam Pui Yi**

Senior Optometrist,  
Singapore National Eye Centre

### Abstract:

**Mr Alvin Wong**

Senior Principal Dietitian,  
Changi General Hospital

**Ms Merdith Huang**

Senior Respiratory Therapist,  
Singapore General Hospital

**Ms Carin Tan Lay San**

Principal Optometrist,  
Singapore National Eye Centre

**Ms Tan Yi Ling**

Senior Orthoptist,  
Singapore National Eye Centre

**Dr Chen Chuanfei**

Principal Medical Laboratory Scientist,  
Singapore General Hospital

**Dr Valerie Seah**

Specialist Pharmacist,  
KK Women's and Children's Hospital

**Ms Christine Chua**

Senior Medical Social Worker,  
KK Women's and Children's Hospital

**Ms Yeoh Ting Ting**

Specialist Pharmacist,  
National Cancer Centre Singapore

**Mr Goh Jian Yuan**

Principal Medical Laboratory Scientist,  
KK Women's and Children's Hospital



# Schedule

DAY 1: 14 October 2022

8.30 - 8.35am	<b>Welcome by Organising Committee Co-Chairperson</b> Assoc Prof Sharon Wong
8.35 – 8.45am	<b>Welcome Address by Group Director, Allied Health</b> Assoc Prof Lita Chew
8.45 – 9.00am	<b>Speech by Guest of Honour</b> Assoc Prof Kenneth Mak
9.00 – 10.00am	<b>Our Future Healthcare Landscape – Challenges and Opportunities</b> Prof Benjamin Ong
10.00 – 10.30am	<i>Break and ePoster Viewing</i>
10.30 – 11.15am	<b>5 Rights for Artificial Intelligence in Health</b> Assoc Prof Daniel Ting
11.15 – 12.00pm	<b>Think Fast, Fail Fast and Fail Smart – Learning from Failures and Building a Resilient Mindset and Learning Culture</b> Prof Kenneth Kwek
12.00 – 1.00pm	<i>Lunch and ePoster Viewing</i>
1.00 – 2.00pm	<b>Population Health: Sharing of Initiatives and Experiences</b> <ul style="list-style-type: none"><li>• SingHealth's Strategy for Healthier Singapore Implementation Assoc Prof Low Lian Leng</li><li>• NUHS Strategies for Implementation of Healthier Singapore Adj Asst Prof Chua Chi Siong</li><li>• NHG's Approach to Population Health and Role of Allied Health Mr Eric Ho</li></ul>
2.00 – 2.45pm	<b>Think Big: Preparing AHPs for Healthier SG</b> Assoc Prof Susan Niam
2.45 – 3.15pm	<b>Developing the AHP Role in Prevention and Population Health within the UK</b> Ms Linda Hindle



# Schedule

DAY 1: 14 October 2022

3.15 – 3.35pm

*Break and e-Poster Viewing*

3.35 – 4.35pm

## **Leadership at All Levels is a Paradigm**

Assoc Prof Lita Chew

Mr Michael Ong

### Break out sessions:

- **Emerging & Evolving Leaders**

Ms Melissa-Raye Teo

Ms Goh Ming Rong

Mr Ong Yi Xiong

- **Established & Exemplary Leaders**

Dr Jenny Loo

Dr Lim Yen Peng

Assoc Prof Camilla Wong Ming Lee

4.35 – 6.00pm

## **Oral Presentations**





# Schedule

DAY 2: 15 October 2022

8.30 – 9.15am

**Servant Leadership: Leading by Serving Others**  
Dr Ang Hui Gek

9.15 – 10.30am

**Tackling Burnout in the Modern Allied Healthcare Professional**

- The Whos, Whys  
Dr Wang Aiwen
- Fostering Resilience in the Workplace  
Dr Evelyn Boon

Panel Discussion:

Assoc Prof Phua Ghee Chee  
Assoc Prof Lita Chew  
Dr Evelyn Boon  
Ms Tan Yi Ling  
Ms Cheryl Au Mae Ying  
Moderated by: Dr Wang Aiwen

10.30 – 10.45am

*Break and ePoster Viewing*

10.45 – 11.45am

**Caring for the Caregiver: Identifying Caregiver Burnout and Stress**

- They Matter - Caring for the Caregivers  
Ms Lim Sok Hwee
- Kindness, Love & Faith, made the Impossible Possible  
Ms Josie Liow

11.45 – 12.15pm

**Oral and Poster Awards Presentation**

12.15 – 12.30pm

**Closing**



# Synopsis

DAY 1: 14 October 2022

**9.00am – 10.00am**

## **Our Future Healthcare Landscape – Challenges and Opportunities**

Singapore has arguably developed one of the leading healthcare systems for her people, supported by healthcare financing that is based on Medisave, Medishield, Medifund and subsidies. Hospitals are busy and conveniently situated in accessible parts of the island and are linked to a network of polyclinics and family medicine clinics. However, we are faced with a rapidly ageing population that comes with chronic diseases and increasing old-age dependency ratio that reached 23.1 in 2021 for residents over 65 years from 13.5 in 2012. Our fast-ageing population is coupled with a declining birth rate. Hence, we are confronted with manpower challenges apart from the rise in costs brought about by recent conflicts and geopolitical shifts. Additionally, our healthcare system is highly manpower intensive, and costs are rising.

Despite these challenges, there are opportunities for Singapore. Our aim should be to ensure we have a sustainable structure to ensure our population has healthier longevity. This means we can start to emphasize health rather than just provide rescue care later on. This is not just prevention alone but ensuring we can create an environment where the older population continues to have physical and mental wellbeing. It does entail partnership, working in communities and across the whole healthcare continuum from community to hospitals to community. Through the crisis of COVID 19, we have been able to accelerate many innovations and solutions that can help us address the change towards a health focus. We should harness the momentum. The issue is do we have the strategy, plans, tools and more importantly, the drive to get there?

**10.30am – 11.15am**

## **5 Rights for Artificial Intelligence in Health**

AI is the 4<sup>th</sup> industrial revolution. AI innovation has sparked tremendous interest especially in the deep learning domains, including medicine, over the past decades. The use of AI in health has enormous potential, and it is important to understand the principles and appropriate use of AI in order to enhance patients' clinical outcome, safety and experience.



# Synopsis

DAY 1: 14 October 2022

**11.15am – 12.00pm**

## **Think Fast, Fail Fast and Fail Smart – Learning from Failures and Building a Resilient Mindset and Learning Culture**

Change is the only constant, and the pace of change is accelerating in light of the surge in the deployment of new technologies, the quantum leap in computing power which facilitates data analysis and transformative changes in the way we work and live resulting from the pandemic. We have to first be comfortable with change before we can leverage on evolving opportunities in this changing world.

This requires all institutions to become learning organisations, constantly seeking opportunities to learn, to share and to grow. This in turn demands that we push boundaries to try new things, develop new strategies and take risks as we move into uncharted waters. This is inevitably associated with some risk, and we must all be prepared to accept that not every project results in success. This is related to adopting a broad agile approach where small-scale “experiments” are run, limiting the impact of failure, and scaling further when successful. It is critical at this stage to define what success looks like; we must be prepared to end the project if it is not successful. This is not a failure which brings the dejection and despair. Such outcomes must be viewed as successful experiments with negative results, as they inform us what not to do and prevent the replication of mistakes. In effect we fail small, fast, fail safely and learn.

This approach requires that we build resilience, which is the capacity to recover quickly and rebound from setbacks, challenges and failures. We accept that failing is an integral part of learning. We dream big dreams. We start small. We act fast and fail fast. As we all adopt such an approach, we will achieve our Vision of Defining Tomorrow’s Medicine.

**1.00pm – 2.00pm**

## **Population Health: Sharing of Initiatives and Experiences**

### ***SingHealth’s Strategy for Healthier SG Implementation***

We would be sharing on SingHealth’s strategy for Healthier SG including initiatives such as the Next Generation Primary Care, HealthUP! to empower the population, Family Nexus, digital health initiatives and the importance of a Learning Healthcare System through double-loop learning.



# Synopsis

DAY 1: 14 October 2022

## ***NUHS Strategies for Implementation of Healthier SG***

NUHS has developed 7 strategies for implementation for Healthier SG. They include outreach to community, including hard to reach and unreached population segments to enrol them into health partnership with primary care partners and My Health Map (NUHS signature preventive health plan for adults). There will be efforts to increase NUHS-primary care partnership and support to primary care providers in various aspects will be provided. NUHS will deploy technology and artificial intelligence to upscale the capacity of healthcare providers to strengthen patient self-management and empowerment. Community care teams will be developed to support residents through various community-based programmes through partnership with community partners and other government agencies. For conditions with significant disease burden, NUHS will enhance clinical pathways to improve seamless care across the care continuum. NUHS will further engender actions and continuous improvements through monitoring of process and outcomes.

## ***NHG's Approach to Population Health and Role of Allied Health***

In this presentation, we will be sharing NHG's approach towards population health as part of the national efforts towards Healthier SG. We will share more on how NHG will be developing collaborative partnerships in the community to develop, arrange, integrate and deliver health and social care services and the role of Allied Health services in the implementation of Communities of Care. We will also share more on how NHG and Allied Health Professional will enable place-based care through integrated care programmes, digital and workforce transformation.

**2.00pm – 2.45pm**

### **Think Big: Preparing AHPs for Healthier SG**

Many of our existing Allied Health (AH) practices/services, clinical training and expectations have been shaped by current funding models and policies, resulting in volume driven and episodic care with the center of gravity in tertiary settings. Yet, we know that this may not be the optimal arrangement. Patients have to jump through hoops to access AH care in the acute settings. In Healthier SG, public healthcare clusters will be funded through capitation i.e. via a pre-determined fee for every resident living in the region. This encourages clusters to optimise care for their assigned residents, including making sure that patients are healthy and stable and do not visit the hospital unnecessarily. Capitation therefore supports the shift of care from hospital into the community.



# Synopsis

DAY 1: 14 October 2022

As AH Professionals (AHPs), we should take this opportunity to review our care model, ask ourselves if we are providing timely, appropriate, affordable and meaningful care/collaboration, and explore how we can harness the ingenuity of different teams including medical, nursing and even non-traditional partners to overhaul care, flow processes and roles. We should examine patients' end to end journey and re-imagine care to build a resilient, innovative and future ready healthcare system. As we plan for a new future, we need to create greater impact using role/process redesign, big data for benchmarking and technology etc. AHPs should reach for the sky and help shape the future.

## 2.45pm – 3.15pm

### **Developing the AHP role in prevention and population health within the UK**

This session will describe the journey taken by the AHP community in the UK to develop the capacity, capability and profile of AHPs in population health over the past 8 years. It will reference tools and resources which have supported that journey.

## 3.35pm – 4.35pm

### **Leadership at All Levels is a Paradigm**

Leadership is making things happen that on its own would not happen. It is fundamentally about taking ownership and delivering what matters. This requires one to be humble, to learn and serve, eliminate impediments, and be 'in time for the future'. Every day we make decisions that affect the way we live, think, interact, react, and learn. As practitioners, we all make decisions, provide direction, develop plans, make choices, guide and nurture others. There are 'little L' in every one of us, be it personal or positional leadership.

Personal leadership is the kind of leadership that is exercised by anyone, regardless of one's level in an organization. Positional leadership, however, is linked to one's organizational role. To be an outstanding leader, every leader has to master positional and personal leadership as leadership is a matter of the heart and the mind, which moves us to be the best we can be. We hope this leadership session can be instrumental in shaping thoughts of our emerging leaders, to continue to learn, adapt and grow into effective leaders. And for our established and exemplary leaders, to continue to inspire, harness the creativity of their people and prepare for the future.



# Synopsis

DAY 2: 15 October 2022

**8.30am – 9.15am**

## **Servant Leadership: Leading by Serving Others**

If you are not ready to serve, you are not ready to lead.

Real leadership is about the ability to *influence* others to achieve a team goal. Its significance is about making positive impact on the lives of those you lead. Servant leadership is an approach that puts serving others the key priority. The servant-leader is servant first, focused on caring for and developing his/her team members (over-achieving personal goals). The servant-leader creates an environment in which the team can thrive with best potential and achieve highest-impact work.

**9.15am – 10.30am**

## **Tackling Burnout in the Modern Allied Healthcare Professional**

### ***The Whos, Whys***

Well-being of the healthcare team is an essential part of sustainable medicine, and in recent years, there is a raised awareness of burnout and the impact on the healthcare team and system. Most literature on burnout are focused on medical and nursing staff. In 2020, a national survey was conducted amongst patient care Pharmacists and Pharmacy Technicians in Singapore. In this short presentation, key findings from on this phenomenon would be shared.

### ***Fostering Resilience in the Workplace***

Resilience was and is a word that has been thrown around a lot in the recent years. How do we foster resilience? In this short presentation, we shall get into the heart of the matter; what is it that makes us stand our ground and do what we do in spite of the stress.



# Synopsis

DAY 2: 15 October 2022

10.45am – 11.45am

## Caring for the Caregiver: Identifying Caregiver Burnout and Stress

### ***They Matter: Caring for the Caregivers***

Rosalynn Carter said, “There are only four kinds of people in this world: those who have been a caregiver, those who are currently caregivers, those who will be caregivers, and those who will need a caregiver.”

Family caregivers are an integral part of our patient’s care. They spend a substantial amount of time, assuming multiple roles and responsibilities, to care of their loved ones who are sick. Though many caregivers find their caregiving journey rewarding, there are negative impacts to caregiving. It is common for family caregivers to report poorer well-being, not just in physical health but in other aspects of health like emotional and social health. Hence, as professional caregivers who can work closely with family caregivers to support the care of patients, it is critical for us to recognise caregivers who are not coping well and to provide timely support to prevent decline in family caregiver’s health also.

### ***Kindness, Love & Faith made the Impossible Possible***

Families can get completely overwhelmed with the feeling of helplessness, fear and anxiety, when suddenly faced with a life-threatening situation of losing a loved one. We would be sharing on our journey of learning to and trying to come to terms with the fragility of life and taking on the role of a caregiver. In the caregiving journey, it is important to provide all the love and care to the patient and as a family unit, to stay strong and have faith to ride through this journey together.

Acts of kindness, empathy, timely touch points, prayers and love showered by people around, coupled with good communication with the healthcare team can help to support a caregiver in difficult times. Caregiving is never a one person’s job, and garnering support from people around you is paramount. We would also be sharing on our personal motto and value in life - taking responsibility and ownership to achieving a positive and win-win outcome in any situations.



# Pre-Conference Workshops

13 October 2022

## 8.30am – 12.30pm CHEER Workshop

Facilitators:



**Ms Shyamala Narayanaswamy**  
Pharmacy Practice Manager, SGH



**Dr Sylvia Mun**  
Deputy Director, Allied Health, KKH



**Ms Yeoh Ting Ting**  
Specialist Pharmacist, NCCS

Jointly organised by SingHealth Group Allied Health and the SingHealth Academy College of Allied Health, the CHEER workshop aims to equip participants with the knowledge and skills to address conflicts, provide constructive feedback and express appreciation to create a compassionate work environment. This is a 4-hour interactive session.

By the end of the workshop, participants should be confident in describing the CHEER cultural values: Compassion, Humility, Empathy, Encompassing and Respect, and in utilising the core principles of nonviolent/compassionate communication to start practising how to address interpersonal conflicts, give and receive feedback, and express appreciation.

## 9.00am – 12.00pm Visioning for the Future: Strategic Planning Toolkit Workshop

Facilitators:



**Dr Silvana Choo**  
Senior Principal Occupational Therapist, SGH



**Ms Tanuja Nair**  
Head, CHAMPs  
Senior Principal Child Life  
Therapist, KKH



**Dr Evelyn Heng**  
Senior Medical Laboratory  
Scientist, SGH





# Pre-Conference Workshops

13 October 2022

Strategic planning is important as it enables us to keep sight of issues and challenges that matter to the development and growth of the profession/department/team. Additionally, it enables us to stay relevant and competitive as we step up to meet the evolving needs effectively. A comprehensive toolkit was developed to provide clear and practical guidelines to help AHPs in their development of a strategic plan to support a future ready workforce.

At the end of the workshop, participants should be able to:

- Identify the 6 steps in the Strategic Planning toolkit
- Be familiar with the application of the varied tools
- Be confident in organising strategic planning sessions using the toolkit

**9.00am – 1.00pm**

## **ESTHER Network Singapore Advocacy Workshop**

Facilitators:



**Mr Andy Sim Gim Hong**  
Principal Medical Social Worker, SGH



**Ms Joy Tan Meiling**  
Senior Principal Physiotherapist, SGH



**Ms Tan Jie Bin**  
Senior Medical Social Worker, SGH

This half-day interactive workshop aims to clarify the understanding of what person-centred care means and encourage participants to put into practice, simple person-centred care acts in their daily work, to enhance overall care experiences. Course participants will also take part in a Live ESTHER Café, which features person-centred interviewing techniques to engage 'Esther' to share his/her experiences seeking health and/or social care services.

Participants will be invited to complete **three short online surveys** (before, immediately after and three months post workshop) to measure changes in their person-centred orientation.

The learning objectives of this workshop include the discussion of the person-centred care philosophy and key domains of ESTHER Network Singapore; to formulate person-centred questions to enhance care communication and lastly, to formulate person-centred care practices in day-to-day work



# Pre-Conference Workshops

13 October 2022

**1.30pm – 5.00pm**

## Applying Strategic Management Practices to Drive Healthcare Innovations

Facilitators:



**Mr Michael Chong Keng Yong**  
Deputy Director, Office for Service Transformation,  
SingHealth



**Mr Tan Teck Choon**  
Deputy Director, Office for Service Transformation,  
SingHealth

This workshop aims to cover a wide spectrum of topics related to driving healthcare innovations in public healthcare institutions. Frameworks and process will be covered at the strategic, planning, operational and organisational levels.

It is hoped that through this workshop, participants will be better informed about the emerging healthcare challenges, the complexities in driving innovations in healthcare, and what best practices they could adopt to prioritize and manage innovation efforts in their own organizations.

**2.00pm – 5.00pm**

## Introduction to Python

Facilitator:



**Mr Daniel Chang**  
Executive (Machine Learning, Artificial Intelligence), Allied Health Division, SGH

Learners will learn the basics of Python and its use for simple data analysis.



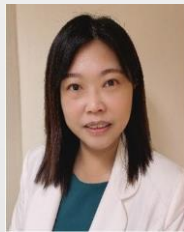
# Pre-Conference Workshops

13 October 2022

2.00pm – 5.30pm

**Psychosocial Interventions in Mental Health Promotion**

Facilitators:



**Ms Dorcas Won Yuen Mei**  
Principal Medical Social Worker, CGH



**Dr Gilbert Fan,**  
Master Medical Social Worker, NCCS



**Ms Sarah Lee Mei En**  
Senior Medical Social Worker, CGH



**Ms Sophie Cheng Xiaolin**  
Principal Medical Social Worker, SKH

This experiential workshop explores mental health from a personal perspective with applications to interpersonal relationships.

The first experiential workshop is on compassion fatigue and burnout. While the emotional toll of helping others is a normal experience, it may not always be adequately or frequently addressed at the often-hectic workplace. Participants will get to experience the technique of 'Wisdom Circles' that seeks to honour the emotional toll experienced by AHPs. 'Wisdom Circles' bring helping professionals together to bear compassionate witness to the joy and suffering involved in their respective helping journeys. A safe space is fostered to honour the hurts experienced, sharing of struggles, for listening deeply and the mending of weary hearts. 'Wisdom Circles' can provide powerful healing opportunities for helping professionals.



## Pre-Conference Workshops

13 October 2022

The second experiential workshop will briefly outline a recent study on the resiliency and support systems for social workers and translates its findings to a reflective life exercise entitled 'The Tree of Life'. 'The Tree of Life' exercise is based on a narrative approach focusing on one's strength, resilience and relationship.

The third experiential workshop focuses on adopting a mind-set change to deal with life adversities entitled 'A Different Perspective, A Different Self'. The entire approach is translated from a nursing research on elderly cancer patients in Hong Kong. Its findings have been translated into a step-by-step approach to fostering a mind-set change for the better.



## Speakers

### DR ANG HUI GEK

Director, Allied Health Division, SGH

Dr Ang Hui Gek is the Director of Allied Health Division at SGH. She was formerly Chief Pharmacist of MOH, Singapore and currently serves as a Council Member of the Singapore Pharmacy Council (SPC). Besides her administrative role, Dr Ang teaches leadership courses and conducts mentorship workshops. She is also the Programme Director and Instructor of the SPC-endorsed Pharmacy Preceptor Training course to equip preceptors with skills to train, guide and nurture the next generation of pharmacists. Dr Ang is strongly committed towards developing talents and future leaders.



### PROF BENJAMIN ONG

Senior Vice President (Health Education and Resources), NUS  
Senior Consultant, Division of Neurology, NUHS

Prof Benjamin Ong is Senior Vice President (Health Education & Resources) at NUS and a Senior Consultant Neurologist with NUH. Prof Ong obtained his MBBS at NUS in 1981, and subsequently trained in Neurology in Singapore and the UK, with fellowship attachments at the Institute of Neurology (UK) and the Institute for Molecular Medicine (Oxford, UK). His research interests have been in general neurology, in particular in neuroimmunology and neuroepidemiology.



His career in healthcare and academic medicine has spanned more than 30 years since his return from his fellowship training. Apart from undergraduate education, Prof Ong has championed postgraduate medical education, particularly in neurology and medicine. He was one of the pioneers in the development of IT in healthcare as well as process improvement in patient care delivery. He has held various leadership positions in healthcare including headship of the Department of Medicine at the National University Hospital and the National University of Singapore, Chairman of the Medical Board of the National University Hospital and Chief Executive of the National University Health System. Prof Ong served as Director of Medical Services at the Ministry of Health, Singapore from 2014 to January 2020.

Prof Ong received the National Day Public Administration Medal (Silver) for his leadership contributions in 2009. In 2013, he received the Long Service Medal by the President of the Republic of Singapore in recognition of his dedicated service. Then in 2015, he also received the Public Administration Gold Medal for outstanding efficiency, competence and industry. Prof Ong has been awarded the Meritorious Service Medal in 2020.



## Speakers

### **ASSOC PROF CAMILLA WONG MING LEE**

Director, Allied Health, SKH  
Chief Pharmacist, MOH

Assoc Prof Camilla Wong Ming Lee 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, she 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. Assoc 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.



Recognized 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, Assoc Prof Wong oversees the National Pharmacy Strategy and the PharmForce initiative, encompassing pharmaceutical care excellence and innovative scope of practice, developing pharmacy leaders and a confident workforce, improving the workload and work environment to promote resilience and well-being, re-designing the supply chain, and information and technology enablement, ultimately, uplifting the image of the pharmacy fraternity and increase professional recognition.

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.

### **MS CHERYL AU MAE YING**

Senior Dietitian, KKH

Ms Cheryl Au graduated from Deakin University (Melbourne) with a Bachelor in Nutrition and Dietetics. She has worked in KKH for over 5 years and enjoys working in Pediatrics. She has a special interest in oncology, diabetes and neonatal nutrition. Outside of work, she loves swimming and cooking for her friends and family.





## Speakers

### ADJ ASST PROF CHUA CHI SIONG

Medical Director, Regional Health System Office, NUHS

Adj Asst Prof Chua Chi Siong is Medical Director (MD), Regional Health System Office (RHSO), National University Health System (NUHS). He provides clinical leadership and oversight for health-related interactions with residents in consultation with community partners and ensure the quality of care and clinical services provided by RHSO. He also provides strategic inputs to the development and implementation of NUHS population health strategy. Adj Asst Prof Chua is concurrently the MD, Jurong Community Hospital (JCH) where he oversees the operations and care delivery of JCH. He is also Senior Consultant, Post-Acute and Continuing Care Department, JCH.



Adj Asst Prof Chua graduated from National University of Singapore and completed his Family Medicine fellowship training with the College of Family Physicians Singapore (CFPS). Apart from clinical and management roles, Adj Asst Prof Chua is a Family Medicine trainer and examiner at undergraduate and postgraduate levels. Adj Asst Prof Chua also contributes through involvement in healthcare leadership programmes, and appointments to multiple committees at Ministry of Health (MOH) and Agency of Integrated Care (AIC). In 2019, he received the Public Administration Medal (Bronze) National Day Award.

### ASSOC PROF DANIEL TING

Consultant, Surgical Retinal Department, SNEC  
Director, Cluster AI Programme, SingHealth

Assoc Prof Daniel Ting is a Consultant in the Surgical Retina Department at SNEC, Associate Professor in Ophthalmology with Duke-NUS Medical School, Director of Cluster AI Program at SingHealth, Head of AI and Digital Innovation at SERI and Associate Professor (Courtesy) with NUS Biomedical Engineering. Assoc Prof Ting is actively involved in the Healthcare AI space at the global setting, serving in several AI executive committee (STARD-AI, DECIDE-AI, American Academy of Ophthalmology) and AI editorial boards (NPJ Digital Medicine, Frontiers in Medicine and Digital Health).



As a clinician scientist, to date, he has published more than 200 peer-reviewed papers in highly prestigious journals such as JAMA, NEJM, Lancet, Nature Medicine and recently been ranked the world's most influential deep learning researcher across clinical and technical domains in healthcare for the past 10 years (2010-2021) by the ExpertScape.

He was also recognized by many top-tiered international AI and ophthalmology societies in winning many prestigious scientific awards, including the Asia Pacific Academy of Ophthalmology Nakajima Award(2021), MICCAI OMIA Prestigious Achievement Award (2020), ARVO Bert Glaser Award for Innovative Research in Retina (2020) etc. He was also the visiting Fulbright Scholar to Johns Hopkins University in 2017.





## Speakers

### MR ERIC HO CHUN KEONG

Director, Allied Health, Woodlands Health  
Director, Regional Health Office, Woodlands Health

Over the last 23 years, Mr Eric Ong has worked directly with patients as a clinician and sector developer in the public agency responsible for the development of the intermediate and long-term care industry for 17 years. He was involved in the implementation of telehealth solutions regionally for 2 years and is now leading the Allied Health team in Woodlands Health to set up, develop and deliver quality Allied Health services for the hospital and the community in the North. He is also co-leading the Regional Health Office to develop and implement the population health strategies as part of the national efforts to achieve a Healthier SG.



### DR EVELYN BOON

Head of Department, Psychology, SGH  
Peer Support Lead, SingHealth HQ

Dr Evelyn Boon is one of the pioneer team members of Singapore General Hospital Eating Disorders Programme and has been working with individuals with eating disorders since 2003. She is currently Head of Department of SGH Department of Psychology and had served as the Deputy Director of the SGH Eating Disorders Programme from 2008 – 2017. She is currently one of the co-chairs for SGH Staff Well Being at Work Committee and the Peer Support Lead with SingHealth HQ. One of the things she is passionate about is staff mental well-being and staff experience at work.



### MS GOH MING RONG

Principal Physiotherapist, Woodlands Health

Ms Goh is a Principal Physiotherapist in Woodlands Health. She has studied in the University of Melbourne for her bachelor degree, and then obtained her Masters Degree in Manipulative Therapy in 2008. She has been working as a physiotherapist in the public health sector for the last 17 years. She has been involved in leading various physiotherapy teams and services since 2009.







## Speakers

### DR JENNY H.Y LOO

Senior Principal Audiologist (Chief), NUH

Dr Jenny Loo is a highly-regarded visionary leader who has contributed significantly to the changing landscape of the Audiology profession in Singapore. She is the chief audiologist of National University Hospital (NUH), where she plays a leading role in developing the Centre for Hearing Intervention and Language Development (CHILD) in the Department of Otolaryngology – Head & Neck Surgery. Throughout her 20 years of service in NUH, she has brought about various initiatives that helped to improve patient care. The most significant contribution was the setting up of community



audiology service through the NUH mobile hearing clinics. Her collaborative efforts with the National University of Singapore (NUS) research team has led to the new satellite hearing clinic that incorporates *boothless* audiometry testing method, saving thousands of dollars from building inflexible soundproof audiometry booth, allowing more hearing care services to be delivered conveniently in community setting.

In addition to her clinical role, Dr Loo holds a joint appointment as an Associate Professor at the NUS School of Medicine, where she played an instrumental role in setting up the inaugural Master of Science Audiology programme in Singapore 10 years ago. She is now the Programme Director for this postgraduate course and is actively involved in research. At the national level, Dr Loo is appointed as the co-chairperson for the Allied Health Professional Audiology panel at the Ministry of Health, overseeing the development of audiologist professional, promoting hearing health and public awareness in Singapore.

### MS JOSIE LIOW

Co-Chair, SingHealth Patient Advocacy Network

Ms Josie Liow is a dedicated caregiver to her daughter, who was on the Left Ventricular Assist Device (LVAD mechanical heart pump) for more than eight years before her heart transplant in 2021. To care for her daughter, Ms Liow quit her job as a regional director and worked closely with the healthcare team to achieve the best outcome. She received the Singapore Health Inspirational Caregiver Award in 2014.





## Speakers

### **PROF KENNETH KWEK**

Chief Executive Officer, SGH

Deputy Group Chief Executive Officer (Innovation & Informatics), SingHealth

Prof Kenneth Kwek is the CEO of Singapore General Hospital (SGH). SGH was established in 1821 and celebrated her bicentennial in 2021. SGH is the largest and leading hospital in Singapore with a committed team delivering advanced clinical care to over 1 million patients every year. SGH works with other institutions in the SingHealth cluster, and around the world to advance clinical excellence, research and education. Prof Kwek is passionate about improving the quality of patient care and harnessing process re-engineering, innovation and technology to enhance the safety and reliability of clinical care and patient outcomes as well as the experience of holistic care.



He is concurrently Deputy Group Chief Executive Officer (Innovation & Informatics), SingHealth, and leads the team in various transformation initiatives with a focus on creating value and scaling up useful innovations. Prof Kwek is an obstetrician by training, specializing in Maternal Fetal Medicine, with a clinical interest centered around care for high-risk pregnancies. He applies his clinical background and leverages on his experience in hospital management to advance value-based care incorporating research and innovation, process redesign and deep collaboration to achieve the best possible outcomes at a sustainable cost.

### **MS LIM SOK HWEE**

Programme Manager, Home-based Intervention Programme, Dementia Singapore

Ms Lim Sok Hwee is a registered social worker. She graduated with a Bachelor of Arts (Social Work) from the National University of Singapore. She has a strong interest in healthcare and has practiced in both acute and community settings. Ms Lim is the Programme Manager for Home-based Intervention Programme which supports persons living with dementia and their caregivers to enable them to live well in the community. She is certified in Dementia Care Mapping (Basic User).



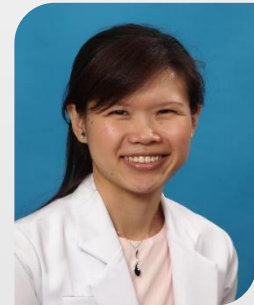


## Speakers

### DR LIM YEN PENG

Head and Senior Principal Dietitian, Nutrition & Dietetics, TTSH  
Deputy Director, Group Allied Health, NHG

Dr Lim Yen Peng, a Senior Principal Dietitian, holds concurrent appointments as Head, Nutrition & Dietetics and Assistant Director for Research (Allied Health) at Tan Tock Seng Hospital (TTSH). At the cluster level, she is Deputy Director, Group Allied Health at National Healthcare Group (NHG). Dr Lim received her professional training from King's College London, UK graduating with BSc (Hons I). She has a MHSc (Distinction) in Gerontology from University of Sydney, and a PhD in Dietetics (QUT, Australia). She is a recipient of National Day Awards (Commendation Medal), Tan Tock Seng Staff Excellence



Awards (Gold) & Milestone Award, and NHG Team Recognition Awards (Gold & Silver). Dr Lim has extensive leadership experience in clinical, community, education, and research as well as in professional leadership roles. With her collaborative approach, she has led award winning inter-disciplinary projects in the areas of workforce & care transformation, and innovation in nutrition & dietetic care across the care continuum. Moving from acute and community geriatric dietetic care, Dr Lim continues her dietetic consultancy to long term care institutions. She is a CPIP faculty member at TTSH & NHG, and an Associate faculty member at local and overseas academic institutions.

She is recognized as a thought leader and domain expert in her field of nutrition and dietetics. She was appointed chairperson of multiple institutional and national committees, such as MOH Dietitian Panel, and Dietitian EPA Working Committee. She leads an inter-professional workgroup at MOH to embark on an EatWise SG initiative, to support population health through accessible, affordable, seamless, and integrated nutrition care in the community.

Dr Lim has a strong passion in professional development. She was past elected-President for the Singapore Nutrition and Dietetics Association. Under her leadership, she spearheaded the professional accreditation and continual professional development schemes. She established the TTSH Allied Health and Pharmacy Research and Translation Office (ARTO) with the mission to empower AHP to collectively transform healthcare through purpose-driven research excellence and translation. Having led the development of the AHP performance framework at TTSH, she currently chairs the NHG Allied Health Career Framework Committee leading cluster harmonization and development of a future ready AHP workforce to meet the emerging population health demands.



## Speakers

### MS LINDA HINDLE

Deputy Chief Allied Health Professional Officer for England

Ms Linda Hindle is the Deputy Chief Allied Health Professional Officer for England and National Engagement Lead for the Emergency Services in the Office for Health Improvement and Disparities, Department of Health and Social Care. She is responsible for championing and supporting the contribution of the 14 Allied Health Professions, Fire, Ambulance and Police services to improving the public's health across England, as well as supporting the national health and wellbeing programmes co-ordinated by the Office for Health Improvement and Disparities.



Ms Hindle is a co-founder of @AHPs4PH and @PoliceHealth and a trustee for the charity, Sport Inspired. She has experience of working in and with Local Authority, NHS, private sector, voluntary, research and education organisations.

### ASSOC PROF LITA CHEW

Group Director, Allied Health, SingHealth

Assoc Prof Lita Chew received her pharmacy degree from National University of Singapore, and obtained her post-graduate studies in medical science (clinical oncology) at University of Birmingham, United Kingdom. She completed her fellowship training in pharmacy practice at the University Illinois Chicago, USA. Assoc Prof Chew's contribution to pharmacy impacts the professional development in Singapore. These involved the setting up of register for specialist pharmacist, training and development framework for pharmacist specialists, national pharmacy residency training, review of pharmacist and



pharmacy technician career paths, development of the competency framework for advanced pharmacy practice, training and development framework for pharmacy technician, and led National Pharmacy Strategy, a 10-year plan to transform the pharmaceutical landscape in Singapore. An inspiring leader who is passionate about the untapped potential allied health professions can bring to improving quality of care, she continues her leadership journey to transform the practice landscape for allied health community.



## Speakers

### ASSOC PROF LOW LIAN LENG

Medical Director, OCH

Director, Population Health and Integrated Care Office (PHICO), SGH

Assoc Prof Low Lian Leng is the Medical Director of Outram Community Hospital. Concurrently, he is also Director, Population Health and Integrated Care Office (PHICO), Singapore General Hospital, and Co-Director, SingHealth Centre for Population Health Research and Implementation. As part of the SingHealth Regional Health System, Assoc Prof Low and his PHICO team has implemented various population health programmes in the community such as Community Nursing, Primary Care Networks and integrated community care teams through co-creating solutions with the community such as the

People's Association, social service agencies, Agency of Integrated Care and the Ministry of Health Office for Healthcare Transformation.

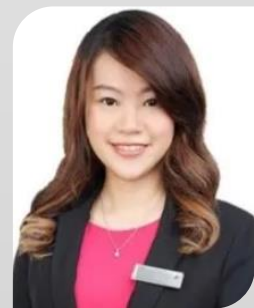


As a learning Regional Health System, SingHealth has applied implementation science principles and completed evaluation of multiple population health programmes to better understand What Works, for Whom and Why. In this presentation, Assoc Prof Low will share on key ongoing and upcoming population health initiatives under SingHealth's Healthier SG strategy, and the key learnings to date.

### MS MELISSA-RAYE TEO

Senior Podiatrist, JurongHealth

Ms Melissa-Raye Teo holds a dual role as an experienced podiatrist and a secondee at MOH. She is a well-rounded practitioner with experience across multiple aspects of healthcare. As a podiatrist, Ms Teo is skilled in complex wound management and biomechanics. She has led an inpatient podiatry team during COVID-19, worked with multi-disciplinary teams, and published research papers in podiatry.



As a senior analyst in Manpower Planning and Strategy Division at MOH, Ms Teo evaluated manpower budgets and resourcing plans of new healthcare institutions to ensure the necessary support needed to ramp up manpower ahead of service delivery. During the height of Singapore's COVID-19 response, she was deeply involved in the monitoring of public healthcare institutions' staffing strength to ensure that healthcare services continued to run smoothly and facilitated numerous inter-departmental meetings where key manpower decisions were made to mobilize manpower. At present, she is seconded to the Chief Allied Health Officer's office.

Ms Teo graduated with First Class Honours from Southampton University with a degree in Podiatric Medicine. She also holds an MBA from Singapore Management University and was awarded Dean's List. Outside work, she enjoys hiking and cooking.



## Speakers

### MR MICHAEL ONG

Group Director, Allied Health, NUHS

Centre Director, Centre for Health Professionals Training (CHPT), NUHS

Mr Michael Ong is a Diagnostic Radiographer by training, with over 20 years of experience in clinical, management, education and regulatory roles. He obtained both his bachelor's and master's degrees in the United Kingdom and is currently actively involved in the Radiography and the Allied Health fraternity. He started his clinical radiography practice at NUH in 2000 and performed General Radiography and Magnetic Resonance Imaging, before assuming lead roles in Radiography Education & Training and Radiological Informatics.



Subsequently, he was the Head Ops & Admin, Diagnostic Imaging from 2011 to 2021. He is currently the Group Director, Allied Health and Centre Director, CHPT at NUHS and Deputy Director, Allied Health & Pharmacy at NUH. He set up the Group Allied Health Office and is currently looking into training, professional and career development for Allied Health staff across the NUHS cluster.

### MR ONG YI XIONG

Senior Radiographer, SKH

Mr Ong Yi Xiong graduated with a BSc Diagnostic Radiography from London South Bank University in 2007 and attained his MSc Magnetic Resonance Technology from the University of Queensland in 2013. He began his career in diagnostic radiography at Changi General Hospital, where he was appointed, Team Lead for x-ray services from 2013-2018. He subsequently spent 2 years as Chief Radiographer at Quantum Medical Imaging, before taking up his current post at Sengkang General hospital.



Mr Ong's career interest lies in the Education pathway. He completed a Post-graduate Diploma in Higher Education at the National Institute of Education (International) in 2017 and supervises the theses for final-year radiography students at Parkway College of Nursing and Allied Health. He currently takes charge of organizing monthly Continual Professional Development sessions for radiographers at Sengkang General Hospital.





## Speakers

### **ASSOC PROF PHUA GHEE CHEE**

Group Director, Staff Wellness, SingHealth  
Deputy CEO, Hospital Experience, SGH

Assoc Prof Phua Ghee Chee is the Group Director, Staff Wellness, SingHealth and undertakes in the envisioning, developing and implementing of staff wellness strategies for SingHealth. He is also the Deputy CEO, Hospital Experience, at SGH, responsible for leading initiatives to enhance staff well-being and patient experience. He has a wealth of leadership experience and is a strong advocate for staff engagement and well-being. He is a Respiratory and ICU physician and the immediate past HOD at SGH and SingHealth ICU Operations

Group responsible for coordinating the COVID-19 pandemic ICU response across SingHealth. In addition, he was a former Program Director of the SingHealth Internal Medicine Residency Program.



### **ASSOC PROF SUSAN NIAM**

Chief Allied Health Officer, MOH  
Registrar, AHPC

Assoc Prof Susan Niam is the first Chief Allied Health Officer in the 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. Assoc Prof Niam provides professional leadership and oversight in facilitating the development and deployment of impactful 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. She is an active volunteer in several community organizations and associations for more than 20 years.





## Speakers

### MS TAN YI LING

Senior Orthoptist, SNEC

Ms Tan Yi Ling specializes in the assessment and non-surgical management of patients with eye misalignment and defective eye coordination. She has special interests in orthoptic managements of pediatric strabismus through various eye exercises, and in Early Intervention Low Vision Rehabilitation in young patients. She is a keen advocate of peer support, being involved as SNEC's AHP domain representative.



### DR WANG AIWEN

Senior Principal Clinical Pharmacist, SGH  
Lecturer, NUS

Dr Wang Aiwen graduated from the National University of Singapore (NUS) in 2007. In 2015, she completed her Pharm.D. from University of Chicago at Illinois and received the Board of Pharmacist Specialties Certification in Pharmacotherapy. She mainly practices as a drug information pharmacist at Singapore General Hospital (SGH), promoting evidence-based medicine practices through consultations, evidence-based reviews for the Pharmacy and Therapeutics Committee, and contributes in various research and educational activities.



As a passionate and committed educator, she is also jointly appointed as a Lecturer at NUS, where she teaches the next generation of healthcare professionals. Dr Wang also actively contributes to safe and effective medication practices through her various workgroup commitments at the hospital, health care cluster, and initiatives at the Ministry of Health. In 2020, she was awarded the AM.El Golden Apple Award (Young Educator) and the National Day Award - Efficiency Medal by the Prime Minister Office.





## Oral and Poster Presentations

### ORAL PRESENTATIONS



<https://www.singhealthacademy.edu.sg/SAHC2022/Pages/Oral-Presentations.aspx>

### POSTER PRESENTATIONS



<https://www.singhealthacademy.edu.sg/SAHC2022/Pages/Poster-Listings.aspx>



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