

NSC Staff Retreat



Dr Martin Chio, Deputy Chairman of the JCI steering committee, briefing staff on the upcoming JCI re-accreditation

NSC held its annual staff retreat on 7 November 2009 at SAFRA Jurong, Joy Garden Ballroom. The morning started off with Dr Martin Chio, Deputy Chairman of the Joint Commission International (JCI) steering committee, giving an overview on the revision in the JCI standards, and reminded staff to start preparing for the JCI re-accreditation in November 2010. The various JCI chapter champions then took turns to give more detailed updates on their respective chapters.

After a sumptuous buffet lunch, staff settled back down in the ballroom and selected teams from the recently-concluded 6S projects gave their presentations which showcased the improvements done at their respective work areas.

In the later half of the afternoon, staff were treated to an entertaining and motivating session with professional trainer, Peter Ng, who shared with everyone on "The Secrets of

the Wild Geese." Using interesting anecdotes and humour, he extolled positive workplace values, emphasizing on the benefits of good teamwork and a harmonious working environment. The afternoon passed by quickly, and before long, it was the end of another enjoyable staff retreat for everyone at NSC. As usual, we all look forward to the next one in 2010!



Staff having fun during the team-building games

Hairstyling Tips for NSC Staff

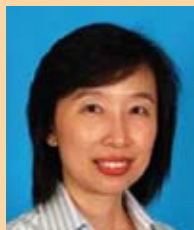
The NSC Recreation Club invited L'Oreal Professional to NSC on 22 October 2009 to give staff a lunchtime session on hairstyling. Around 80 NSC staff turned up to learn from the hair experts on different styling methods such as how to do a simple but stylish bun for work, which is especially relevant for nurses and other frontline staff, and how to do up their hair for an evening party.

It wasn't all talk and theory though – a hairstylist from renowned salon Shunji Matsuo was also present to do live demonstrations, and several NSC staff were lucky, or sporting, enough to get their hair styled on the spot!



(From left to right) Wong Bee Yin, Pauline Chow and Angerline Wong getting tips on how to style their locks for a new look.

Medical Staff Appointments



A/Prof Tan Suat Hoon
Clinical Associate Professor
Yong Loo Lin School of Medicine
National University of Singapore
with effect from
1 August 2009



Dr Anthony Goon
Senior Consultant
with effect from
1 November 2009

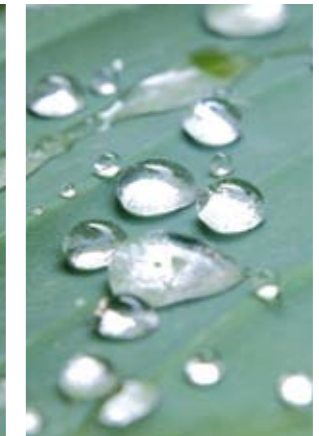
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NSC EMR Enhancement - End of Consult Outpatient Summary Sheet

Dr Steven Thng, Consultant

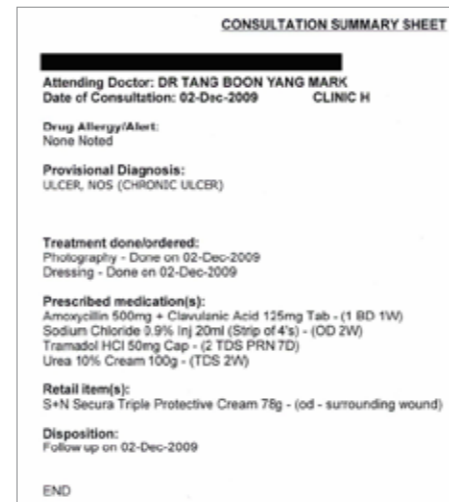
last five years, and staff and patients have benefited from it.

Looking ahead, we are going towards transforming our EMR system to become more patient-centric, engaging and empowering patients to have control of their medical information, so as to better manage their health in collaboration with NSC healthcare providers.

Taking our first steps towards our vision of patient-centric healthcare system, NSC launched the End of Consult Outpatient Summary Sheet in September 2009 for all non-subsidized patients who visit NSC for the first time. This summary sheet provides such first-time patients with essential information on their consultation with our dermatologists, including details of diagnosis,

investigations done, treatment plans as well as drugs prescribed. Patients are given this auto print out before they leave NSC, serving as their medical records for them to file and to keep their regular doctors in the know of their skin problems. This implementation has been well received by patients, who have lauded NSC for the initiative.

NSC is also currently planning to launch a patient healthcare portal – a one-stop patient healthcare website that allows patients to view and download all their medical history, enabling them to communicate with our clinical staff for problems encountered in between their visits to NSC. This healthcare portal would truly change the landscape of healthcare delivery and move NSC even closer towards our vision of a patient-centric healthcare system.



A sample of the consultation summary sheet that patients receive

National Skin Centre's Electronic Medical Records System (EMR) was first launched in 2004 and has since gone through many improvements and upgrades to make it as user friendly and efficient as possible for doctors, nurses, pharmacists and administrators alike. Our EMR system has served us well over the

NHG Annual Scientific Congress 2009

Dr Colin Theng, Consultant



NSC doctors at the ASC: (from left to right) Dr Chong Wei Sheng, A/Prof Giam Yoke Chin, Dr Seow Chew Swee, Prof Roy Chan, Dr Colin Theng, A/Prof Tan Suat Hoon, Dr Steven Thng

The NHG Annual Scientific Congress 2009 was held at Suntec Singapore International Convention & Exhibition Centre on 16 and 17 October 2009. The theme for this year's Congress was **Medicine in Asia, Transforming Global Healthcare, Empowering Lives**. This theme was a timely focus on Asian medicine, reflecting its growing importance and highlighting its contributions to global healthcare.

Many renowned speakers, both international and local experts in their respective fields,

were invited to speak on a wide range of topics from basic science and clinical medicine. Many abstracts were submitted and these showcased the high quality of research being carried out.

NSC contributed to the following symposia:

1. Sexually Transmitted Infections (STI) – The Uniquely Singaporean Experience. The topics covered included *An update and overview of STIs; Adolescents and sex: Multilevel ecological factors associated with premarital sexual intercourse in Singapore;*

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For NSC Internet Appointment Booking, please login to www.nsc.gov.sg

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The Director and Management of National Skin Centre wish all readers a

Merry Christmas and A Happy New Year!



Women and STIs - Strategies for awareness and empowerment of sexual health; STIs/HIV in MSM: an update on the current situation & intervention programmes and HIV risk-related behaviours among indirect sex workers based in non-brothel entertainment establishments in Singapore.

2. Dermatologic Laser & Surgery. The symposia covered the following topics: PanFacial Augmentation, Botulinum toxin: New indication and advances in injection techniques, Updates on Dermatologic Lasers and Light devices and Non melanoma skin cancers: what are Treatment Options?

3. Medical Dermatology – Focus on Dermatological Diseases in the Asian Skin. The following topics were presented Managing Childhood Atopic Dermatitis - our experience in Singapore, Tropical Cutaneous Infections, Photodermatoses in Asians and Pigmentary Disorders in Asian Skin.

Skin Facts

Skin Facts – Viral Warts

What causes Viral Warts?

Warts are harmless skin growths caused by a virus. Warts can grow on any part of the body like on the face, along the forearms or on the fingers. Warts have a rough surface on which tiny, dark dots can often be seen. On pressure areas like the palms or the soles, they appear flat. Warts on the sole (called plantar warts) grow inward from the pressure of standing and walking and are often painful.

Warts are common and can be a nuisance. They may bleed if injured. Common warts never turn cancerous. Warts are contagious, and may spread from one part of the body to another or to other people. We do not know why some people get warts while others do not. There is no way to prevent warts.

Warts may disappear by themselves, especially in young children. This spontaneous disappearance is less common in older children and adults.

Warts on the genitalia are usually sexually acquired.

Treatment

There is no perfect treatment for warts. Treatment consists of destroying the outer layer of skin where the wart grows on. This can be done by **surgery** (including carbon dioxide laser), **electrocautery** (destroying with a weak electrical current), freezing (with liquid nitrogen) or with **chemicals** like salicylic acid, 5-fluorouracil and imiquimod. The treatment to be used depends on the location and size of the warts, and the clinical judgement of the dermatologist. Sometimes new warts form while existing ones are being destroyed. All we can do is to treat the new warts when they become large enough to be seen.

No matter what treatment is used, warts occasionally fail to disappear. Warts may return weeks or even months after an apparent cure. There is no need to worry if a wart recurs; just consult your dermatologist for further therapy. The treatment may be repeated, or a different method may be used to get rid of the warts.

Liquid Nitrogen Treatment

Liquid nitrogen treatment (cryotherapy) is the commonest treatment method for warts. Your wart and the surrounding skin can be treated with liquid nitrogen, a very cold substance. Liquid nitrogen, when applied to the skin, may result in blister formation similar to a burn. The wart is lifted and it will fall off when the blister dries. You may experience some pain which can easily be controlled with painkillers.

There is no need to cover the treated areas if the blisters are intact. However, if these blisters are very large and tense, they may be pricked with a needle sterilized in a flame. A simple dry dressing may also be applied.

Do not apply any cream or ointment unless prescribed by your dermatologist.

At least a week must lapse between treatments, even if a blister does not form.

NSC Quality Day

NSC Quality Day was held on 7 October 2009, with the theme of *Meeting Patients' Expectations by tracing our Patients' Footprints*. Presentations focused on strategies to meet our patients' expectations of quality service at every touch point in NSC – at registration, consultation, while undergoing procedures, treatment and when collecting their medications at pharmacy.

Dr Chua Sze Hon, Senior Consultant, opened the session with a review of how NSC fared in the 2008 MOH Customer Service Survey and the target areas of improvement needed in our patient service. He then touched on the improvement strategies for doctors, such as to avoid multi-tasking during consultation, and to show appropriate body

and spoken language to convey genuine care and concern for patients.

Mr Johnny Foo, Clinic Operations Manager, Sister Wong Bee Yin, Nursing Manager, and Mrs Tang Lee Foon, Senior Pharmacy Manager, then took turns to speak on the improvement strategies for their respective departments. They highlighted the pitfalls that staff should avoid, and reinforced the various dos and don'ts that staff should take note of when dealing with patients.

The afternoon also saw the presentation of the NSC Service Champion Awards to 23 staff, in recognition of their exemplary customer service in 2008. The list of recipients can be found on page 3.



A/Prof Tan Suat Hoon (right), presenting the award to Dr Chua Sze Hon, recipient of the Service Champion Superstar award

NSC Staff Receive Prestigious NHG Awards

The **NHG Outstanding Citizenship Award** is given to commend NHG staff who have taken on additional responsibilities outside of their portfolio to contribute to NHG's strategic objectives.



Alice Chew, Senior HR Manager

Alice dedicated 21 of her 43 years in Civil Service to NSC, and has played an active role in various initiatives introduced by NHG since its incorporation. When NSC was pursuing JCI accreditation in 2007, Alice was the Chapter Champion for Staff Qualification and Education (SQE). She anchored document controlling for accreditation and coordinated staff's engagement.

When the Workplace Safety & Health Act was implemented in 2004, Alice represented NHG as a member of the Healthcare Sub-Committee. The act was subsequently extended to cover specifically the healthcare establishments and Alice, who was in-charge of bringing awareness to staff, organized a roving exhibition at the main public hospitals and gave talks. As the Chairperson of the NSC Workplace Safety and Health Committee since 2003, this issue is no stranger to her. Now the Co-Chair of the NSC Patient Safety Committee, Alice continues to look at ways to revise work procedures and create awareness to improve safety at the centre.

Alice is also the main coordinator with TTSH Kaizen office to bring their expertise to assist NSC in our WeCare journey. "I would like to thank both the NHG and NSC management for this award, which I would like to share with all my colleagues in NSC, especially the HR team," said Alice.

The **NHG Distinguished Achievement Award** recognizes staff who have made a distinguished career within NHG and have contributed towards NHG's multi-faceted strategic objectives in the clinical, operational, educational or research arena.



Dr Ng See Ket, Senior Consultant

For over 20 years, Dr Ng has played a significant role in developing NSC into a centre of excellence, and in the furtherance of dermatology education in Singapore.

Dr Ng set up various training programmes to provide dermatology training to medical students, general practitioners, as well as dermatologists. Recognizing that patients with dermatological problems constitute a major part in the daily practice of family medicine, he laid the framework for the establishment of the Graduate Diploma in Family Practice Dermatology in 1999, which had since benefited numerous family medicine doctors both locally and overseas.

Seeing the need to better share knowledge, Dr Ng started the NSC Quarterly Dermatology Bulletin which evolved into the current Dermatology Bulletin, educating both dermatologists and non-dermatologists in Singapore and overseas. He was also one of the founding members of the Environment and Occupational Dermatology Society of Singapore that organized the first Asia-Pacific Environmental and Occupational Dermatology Symposium (APEODS) in 1991.

NHG Excellence in Action Awards

The NHG Excellence in Action Award recognizes sustained service excellence and improved work practices, and provision of outstanding service in alignment with NHG core values.

We are proud to announce that Ms Sophie See, Senior Accountant, and Ms Elizabeth Tian, Principal Pharmacist were recognized at the inaugural Excellence in Action awards presented at the launch of the 9th NHG Quality Week 2009.



Ms Sophie See

Sophie See - Individual Award, Executive / Administration

Sophie is a dedicated worker and has proven to be a staff who is able to successfully implement projects assigned to her. Whenever she encounters a problem, she will not hesitate to solve it. She was also instrumental in designing the processes and procedures for Clinic Operations Department to implement Medisave as one of the payment modes. She has also demonstrated a strong work ethic and dedication to serve patients even from the backroom perspective.



Elizabeth Tian

Elizabeth Tian - Individual Award, Allied Health

Elizabeth has contributed significantly in her job scope as pharmacist in-charge of drug information and professional development of pharmacy staff. She is the anchor of our drug information services and in the area of staff training, has championed an active ongoing e-learning programme in drug updates for the pharmacy department. She consistently ensures her work is of high standard, reflecting her pride and commitment to service excellence. She also demonstrates strong ability to influence and lead her fellow colleagues. In addition, she has shown compassion towards patients on several occasions.

NSC Service Champion Award Recipients

SUPERSTAR

Dr Chua Sze Hon

STAR

Dr Colin Theng
Tina Yap

GOLD

Dr Martin Chio
James Tan
Justina Joseph
Kong Kim Yoke
Susila Theve

SILVER

Dr Audrey Tan
Dr Hazel Oon
Dr Melvin Ee
Dr Priya Sen
Dr Seow Chew Swee
Dr Tan Hiok Hee
A. Malathy
Agnes Chong
Baljit Kaur
Charles Tan
Joanne Pang
Juanna Bte Jumaat
Leong Hui Hui
Mavis Tan
Pauline Chong