



Raffles Nursing Times

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SCAN FOR
MORE DETAILS

Chief Editor's Note

“Live your life while you have it. Life is a splendid gift. There is nothing small in it. Far the greatest things grow by God's law out of the smallest. But to live your life, you must discipline it.”

~ Florence Nightingale



Raffles Nursing Times is a quarterly newsletter published by the Raffles Hospital, which serves as a unique platform for our nurses to stay connected. It highlights updates from our nurses and student nurses, and with these exciting contributions, we keep abreast of clinical practices, new technologies and arm ourselves with the latest and greatest from the nursing world.

Through Raffles Nursing Times, we also hope to interact with Raffles nurses and stay in touch with our nursing friends from all walks of the field. This is an exclusive e-publication for nurses, prepared by Raffles nurses.

In this edition of Nursing Times, we put the spotlight on some refreshing behind-the-scenes stories where we profile the daily lives of our nursing heroes and heroines at the Raffles Cancer Centre.

In August, we celebrated Singapore Nurses' Day to salute all our nurses for their unrelenting hard work and sacrifices made especially during the pandemic. In this issue, we feature all our nursing awardees who have achieved the highest accolade of excellent performance in patient care and work, as well as compliments given by patients to our compassionate team of nurses who have gone the extra mile to provide them with seamless patient care.

The next issue of Raffles Nursing Times will be published in December 2021. If you have stories to share, please submit them before 1 November 2021. Mark your calendars and anticipate our next issue!

Sincerely,

Lilian Yew (Ms)

Chief Editor



(RH Cancer Centre / BMT Ward Team - From left to right: DM Salene Lim, SEN II Nuruljannah Binte Mohamed Noh, NC I Sarina Binte Saleh, NC II Michelle Ye, SN II Arellano Catherine Abarrientos, NC II Cheong Li Sack)

'Behind-the-scenes' Stories More than just a nurse

"Spending my days caring for people who may never remember my name, but who trust me implicitly. I'm on the pace to change the world, one interaction at a time, but I'm not self-made. I've been shaped by hundreds of fingerprints. Giving is my fortune."

In this issue, let us find out behind closed doors of our Oncology Nursing team, how they have supported their patients in the crucial part of their lives – to help them cope and manage a better quality of life with their expertise in caring for the sick. We spoke to **NC II Michelle Ye Qiu Xia** in an interview who is currently overseeing the Bone Marrow Transplant (BMT) ward in Ward 9D.





Q When did you start working as an oncology nurse in Raffles Hospital (RH)?

A I joined RH as a Senior Staff Nurse in 2015. Having worked in stem cell transplant ward previously, I was assigned to work in Ward 9 Bone Marrow Transplant (BMT) ward.

Q What is your typical daily work routine like in the ward?

A A typical day can either be quiet or hectic, but it is always rewarding. It can be a day when a patient is newly diagnosed with cancer, or a day when a patient gets to go home. I provide patient care and symptom management, and administration of medications and chemotherapy drugs. I collaborate with the Raffles Cancer Centre (RCC) team on the schedules of patients admitting for chemotherapy or stem cell transplant. I also provide guidance to my team, train and supervise nurses. I would also make rounds with doctors, discuss patient care plan and discharge plans with them. I will educate cancer patients on the possible chemotherapy side effects, check and ensure they are coping well with the side effects of chemotherapy and treatments. When it is time for my patients to be discharged, I will educate them on the discharge advice for post chemotherapy or post stem cell transplant. My current role also requires me to oversee the BMT team and handle patient feedback

Q How do you collaborate with Raffles Cancer Centre to receive patients?

A We work seamlessly with RCC from scheduling patients for chemotherapy and stem cell transplant, admitting patients for their treatment, to administration of chemotherapy and carrying out the treatments.

For patients coming for chemotherapy, the nurses from RCC will inform us the dates that patients will be admitting for chemotherapy. Thereafter, rooms will be assigned to each patient to receive their treatment. Admission documents and chemotherapy order form will be handed over to our team. We will then arrange with a RCC pharmacist regarding the date and time of preparation and administration of chemotherapy drugs for the patients. Once chemotherapy is prepared, the RCC pharmacist will deliver the chemo drugs and medications to the ward. A nurse and pharmacist will then conduct double individual checking of the drugs before patients are admitted.

For patients who are admitting for stem cell transplant, we will work and communicate with the RCC transplant coordinator NC Salene. NC Salene is in-charge of drafting patient's transplant protocol that is vetted by a doctor prior to handing the transplant protocol to the ward. On the day of admission, nurses will orientate the patient to the room, educate him



her on pre- and during-transplant care, and advise about the list of foods and activities to be avoided.

On the stem cell infusion day, NC Salene will infuse stem cells to the patient. After which, she will monitor the recovering of blood counts and post-transplant complications. Discharge advice and follow-up appointments will also be given to patients when they are well to be discharged after the transplant. RCC and my team work closely together to provide seamless care for cancer patients starting from the day patient is admitted to follow up sessions at RCC after discharge.

We also collaborate and work out a comprehensive patient care and discharge plan with the patient's oncologist, haematologist or radiation oncologist from RCC.





Q What motivated you to work as an oncology nurse?

A I completed my diploma year 3 PRCP in a haematology ward with stem cell transplant. Since then, I have learnt and felt drawn to different types of blood disorders, and even stem cell transplant. I took care of patients undergoing chemotherapy, managing chemotherapy side effects, and patients undergoing stem cell transplant. It takes a lot of compassion and empathy nursing these patients. I have learnt that we not only need to care for them physically, but we must also be mindful of their psychological and emotional needs. As an oncology nurse, I have the opportunity to bond with my patients; be there for them and be a part of their cancer journey. Every interaction and conversation with these patients is meaningful to me. Oncology nurses have the privilege of walking alongside cancer patients through physical and emotional challenges that cancer brings.

Q Share with us some challenges that you have experienced over the years during your course of work.

A It can be physically, mentally, and emotionally demanding when caring for cancer patients. During our work, we will be caring for several patients with different types of cancers. And we know that despite providing the best care, some patients might not survive

their illness. It is inevitably sad to see patients passing on.

Another challenge for me would be discussing end-of-life issues with patients and family members. Talking about end-of-life issue is still a taboo for many people, thus potentially impedes effective palliative care. Terminally ill patients may prefer to pass on at home rather than in a hospital, but without the discussion of this issue, family members might not know the wishes of the patients.

Q What were some changes over the years that have left a deep impression while working in Raffles Hospital?

A The courses and training provided in Raffles Hospital enable nurses to be equipped with better practical skills and knowledge. Several specialise training are also initiated over the years. With the knowledge and skills, nurses will be more competent and confident in nursing patients and improve care and safety for them.

Q Share with us some patient experiences that have left you a deep impression in your course of duty over the years.

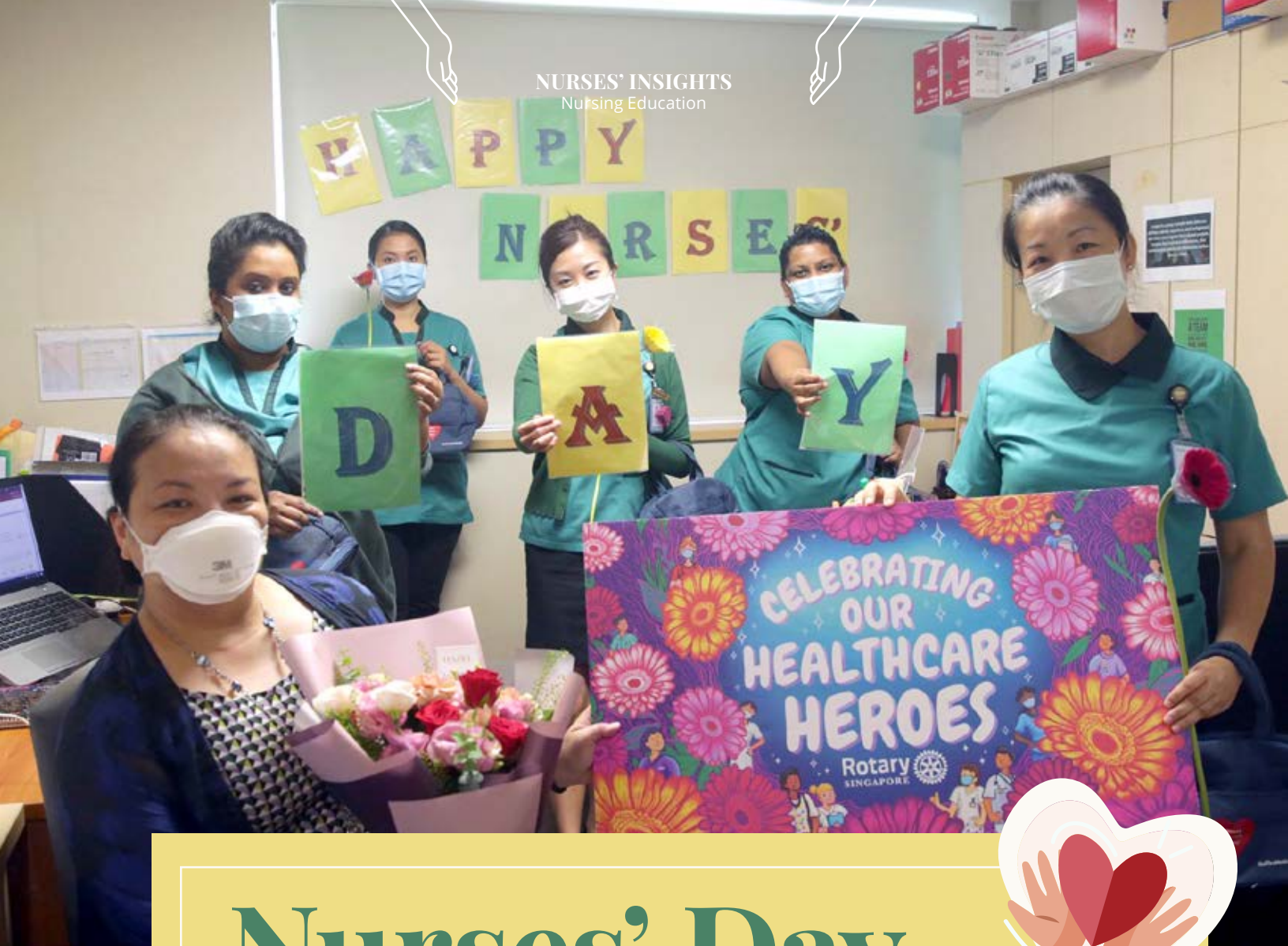
A I remember vividly that I met a cancer patient who was mostly alone during her stay in the hospital because her family was unable to visit her. I would visit her in the

hospital room and spend some time to chat with her. I would hold her hand as we chat. She would always smile at me and thank me every time for chatting with her, giving her support, encouraging her, and listening attentively to her when she speaks. After many months of treatment with chemotherapy and radiotherapy; until they were no longer effective, her condition deteriorated. On the day before her passing, her family members were not by her side and she was alone. I went into her room as usual, held her hand and stayed by her at her bedside. A few hours later, she passed on peacefully. I am glad that I was able to keep her company and that she had someone by her side till her last breath.

Q Do you have any advice for young budding nurses who aspire to be an oncology nurse?

A It is essential for oncology nurses to be compassionate and be able to empathise with cancer patients. These patients are likely to be worried, upset, frustrated, and anxious. Oncology nurses need to display understanding of the pressure they are under and what they are going through. As we communicate more with cancer patients, we form a very strong bond with them. Oncology nurses also need to be very attentive to even the slightest change in a patient's condition, and have critical thinking skills. We are our patients' advocator and unstinting support. We counsel and educate them according to their illnesses, possible side effects of chemotherapy, and management of pain and side effects. Oncology nurses play an important role in the treatment process and overall experience for cancer patients.





Nurses' Day Celebration

Every year on 1 August, we celebrate Nurses' Day to thank all nurses who have dedicated their time on the frontline. We pay tribute to our wonderful frontline nurses who are the faces of courage amidst this challenging pandemic season.

#caretogobeyond Nurses' Day gift 2021 – Lovely Gerberas from Rotary Club Singapore, Kopitiam Food voucher, Cookies from Singapore Pools, RMG cooler bag with etihier cosmetic / handrub



Happy Nurses' Day to our wonderful Raffles nurses!



Raffles kicked off our Nurses' Day celebrations with a walkabout in the hospital wards and patient care areas to personally thank the nurses on duty.



This was followed by bento lunch deliveries to all the nurses. This Nurses' Day, we would like to say a big "THANK YOU" to all the wonderful nurses and for always be there to make a difference in the lives of patients. Happy Nurses' Day!



“Hands that turn caring into action. Touch that turns compassion into comfort. Smiles that turn love into healing.”

As part of the Nurses' Day celebration this year, Raffles nurses recite their Nurses Pledge to reaffirm their commitment and dedication to their patients and profession.



MOH Merit Award



SNC I, Than Sook Ling, Intensive Care Unit



The Nurses' Merit Award is organised by the Ministry of Health annually. Started in 1976, the Nurses' Merit award is given to nurses who have demonstrated consistent and outstanding performance for the past three years, participated in professional development, and have made contributions to promote the nursing profession.

This year, Ms Than Sook Ling our Senior Nurse Clinician from ICU /Day Surgery / Dialysis Centre was awarded the MOH Merit Award 2021. She tells us what inspires her to be a nurse and her plans for the future.

Q How long have you been a nurse for?

A I graduated from Malaysia Nursing School in 2006. Since then, I was posted to the Intensive Care Unit and this year marks my 15th year as an Intensive Care nurse in my nursing career.

I joined Raffles Hospital in 2011. It was a privilege to be selected to work in Raffles Hospital because it gave me the opportunity to provide holistic care for my patients and constantly engage my critical thinking skills as I deal with unexpected situations in a fast-paced and demanding environment.

Q Who influenced you to be a nurse?

A My dad chose my profession for me while I had no clue about what I wanted to do after graduating from secondary school.

Before my decision to pursue the nursing path, I have been lucky enough to have a pleasure of meeting someone who inspired me and shared her exciting nursing experience. I believe that nursing is a calling, and I'm one of the chosen ones.

Q Tell us about one misconception that people have about your job, and what you would like them to know.

A Many people believe that a person choose to be a nurse as the next best option because he / she is not smart enough to be a doctor. They see nurses as the doctors' "servant" and think that nurses are "less important than doctors". And their only role is to execute a doctor's order. The truth is that nurses are incredibly well-trained professionals. They underwent a rigorous nursing programme to be qualified. Nurses are at the forefront of patient care and they develop stronger patient relationships because nurses spend the entire shift attending to a small handful of patients, whereas doctors are often in and out to review each patient for a few minutes a day. Continuous nursing care offers greater trust. By default, nurses play an important role of being a patient's advocate by getting to know them and their family on a much more personal level.

Doctors and nurses touch lives in different ways, and they are credible partners in providing care and positive health outcomes for patients.

Q Throughout your journey as a nurse, is there one thing that you felt you could have done better?

A Reflecting on my nursing journey, as an ICU nurse, I am a witness to many miracles and healing. Nevertheless, I am also seeing lots of critically ill patients suffering from diseases and eventually death. From a nurse's

perspective, sometimes we might think that our hard work may not be paid off, and we wished we could have done better to improve the patient outcomes. Life is full of uncertainty. Nonetheless, I am proud to say that I have never regretted every decision I have made with regard to patient care.

Q Looking back, what would you tell your younger self or new nurses?

A Congratulations on making it through and obtaining your licence! Graduating from the nursing programme is probably one of the best things ever, welcome to a wonderful career. You are now prepared to take on the subsequent stages of your calling. The nursing profession is just amazing because it is constantly growing. There are so many things that you can do in nursing, so you don't have to stick to one specialty. If there is an area of interest that is yet to be created, you can create it and let your profession transform into your passion.





This year, we awarded selected outstanding nurses who have achieved the highest accolade of excellent performance in their work and patient care. We are delighted to inaugurate a new award called the 'Nightingale Award' among our annual nursing awards - 'Outstanding Clinical Leadership Award', 'Best Preceptor Award' and 'Best Enrolled Nurse'. These awards are given to recognise our nurses who have reflected the altruistic values of our founder of nursing – Florence Nightingale.

Four Winners of “Raffles Medical Group Nightingale Award”

This inaugural award recognises and celebrates Raffles Nurses in being inspirational role models of patient care. It is a recognition for the outstanding patient care and excellence in the nursing profession.

*From Left to Right: ANC Wong Siew Fong, SSN I
Helen Kok Li Chen and SSN II Dela Pena Binky
Kamille Mayuga*





Nightingale Award



ANC Wong Siew Fong, Intensive Care Unit

It is the fifth year working in Raffles Hospital - Intensive Care Unit (ICU). I am earnestly grateful for the experiences and knowledge I had gained throughout this time. It is challenging to nurse a critical patient alone, hence teamwork plays a vital role towards patient care, and I am blessed to have the help and support from all my colleagues.

Seeing patients discharge from the ICU motivates me to keep improving. This makes me want to learn more and improve patient outcome. While pursuing my career, Raffles Hospital management has given me various opportunities and support to improve myself and assume more responsibilities.

Winning this award would not have been possible without the inspiration I have received from my seniors and colleagues. I sincerely thank every one of them for the encouragement and help they have given me.



Nightingale Award



NC I, How Kia Hui Aileen, SOC Orthopaedic Centre

I started my nursing journey in Raffles Hospital as a Staff Nurse in General Surgery Centre, and I am now a Nurse Clinician at the Orthopaedic Centre. During this pandemic, I had the opportunity to work alongside colleagues in the community isolation facility at the Changi Exhibition Centre and Expo, and at the vaccination centres located at Teck Ghee Community Club and Kebun Baru Community Club.

I am greatly honoured and very encouraged to have merited such recognition for all these years of hard work. I am also very grateful for all the mentors, colleagues, and peers whom I have met along this journey.

In the thick of it all, it is sometimes easy to forget the impact of what we do as nurses. This Nightingale Award serves as a timely reminder of the true impact of our work.

It is my wish that I can continue to lead my team to achieve greater success together!





During my five years at Raffles Hospital, I am blessed with having many supportive colleagues and supervisors who continuously teach and motivate me to do better.

Nightingale Award



SSN I Helen Kok Li Chen, Raffles Diabetes & Endocrine Centre

All of us face new challenges daily especially during the pandemic. Even though there were tough times, the challenges have helped us learn, adapt and grow.

I am honoured and thankful to be given this award. It would not be possible without my colleagues and supervisors who have given me many learning opportunities to grow; moulding me into a better nurse.



In 2015, I decided to diversify and work abroad. I am very fortunate to be hired by Raffles Medical Group. I am currently a Senior Staff Nurse at the clinic. I have several years of progressive experience and responsibilities managing different levels of clientele who visit the clinic. We ensure that all patients receive the same quality and care regardless of their backgrounds.

Fiercely determined and dedicated, I believe that caring for the sick is one of my purposes in this life, and ultimately to be of service.

COVID-19 started towards the end of 2019. Raffles collaborated with the Ministry of Health to conduct several visits to dormitories and took part in the government's effort to

Nightingale Award



SSN II Dela Pena Binky Kamille Mayuga, Raffles Medical at Causeway Point

fight the spread of COVID-19. Day after day we have been performing swab tests for all the workers from one cluster to another.

In the course of performing our duties in an environment of frequent exposure to the virus, together with my colleagues, we were highly determined and committed to fight without hesitations – donned in full PPE, followed all the precautions in place, utterly terrified and tired, but still doing our best to serve, care and go beyond our call of duty.

At a very young age, I know that nursing is my calling, and passion is the key ingredient to practise this profession. As a nurse, I have solemnly pledged to pass my life in purity and to practise my profession faithfully, no matter the situation.

All the hardships that we have gone through due to COVID-19 made all of us stronger and highly determined.





Outstanding Clinical Leadership Award



SM Jaslyn Yeo Su Vi, Ward 13 & 9

The “Outstanding Clinical leadership Award” honours nursing leaders who have displayed exemplary behaviour in what they do. They play an instrumental role in guiding nurses to give their utmost for our patients. They have also made improvements to the workplace that resulted in an improvement on overall effectiveness of the team.

As said, Clinical Leadership can be defined as the process of influencing point of care innovation and improvement in both organisational processes and individual care practices to achieve quality and safety of care outcome.

During these 23 years of nursing experience from my beginning as a Nurse Clinician to my current role as a Senior Manager, I am able to guide and be a resource person for my colleagues and peers to ensure patient and staff safety. Being there to inspire, and promote values and vision to ensure correct practices for healthcare staff are essential.

Receiving this award makes me feel recognised for my contributions. The learning journey never ends. I will continue to learn and bring the best of myself to influence others to ensure positive patient and staff outcomes.



Best Enrolled Nurse



EN II Porta Nina Sarrah Portea, Ward 13

The “Best Enrolled Nurse Award” recognises promising Enrolled Nurses who have shown commitment, excellence, and dedication in their profession at the inpatient ward at Raffles Hospital.

I truly believe that being a nurse is my calling. Although it is a challenging role, it is also rewarding in so many ways.

I appreciate that I can have an impact on the lives of both patients and their families. I am able to assist them in what could probably be one of the most difficult part of their lives, and I am also able to celebrate with them when they overcome the challenge of illness.

It is especially rewarding in knowing that people recognise my work as a nurse. The heartfelt ‘thank yous’ I have received may seem small, but they motivate me to work

harder each day and to always be at my best no matter how tough things get. Likewise, achieving an award for the duty I have sworn to do is a clear demonstration that my efforts did not go unnoticed.

Moving forward, I hope to be able to touch more lives by providing quality patient care. I would also like to end this note by saying to my fellow nurses that the pandemic may have made our job more demanding, but we are stronger together, we will get through this, and we will be able to walk out of it as real champions.



Excellent Preceptor Award



SN I Lopez Carmel Bautista

The “Excellent Preceptor Award” recognises distinguished Registered Nurses who have successfully nurtured and mentored pre-registration nursing students and new nurses. This is extremely critical in ensuring we are constantly on the lookout and grooming the next generation of talented nurses. Our next nursing awardee, Ms Lopez Carmel Bautista shares her preceptorship experience at Ward 9.

Being chosen as the “Preceptor of the Year” is a huge honour, and I would like to credit this to the education that Lyceum-Northwestern University in the Philippines has given me, and the skills that I have acquired from the Philippine Red Cross. My education has exposed me to great people who have inspired me to always do my best. My experience in a humanitarian organisation has brought me opportunities that led to my dreams and to my love and passion in nursing.

I have been working in Raffles Hospital since 2012 and I find preceptorship challenging as it is a give-and-take process, where I get to share my knowledge and skills to new comers, and obtain new ideas from them. Nursing, if I may say, is a complex job where there is no room for errors, and as someone new to a job and workplace, anxiety levels can be high. This is where a preceptor comes in to boost that person’s confidence, make him feel comfortable, and offer close supervision. The learning process is a chance to demonstrate and involve them in maximum direct care without compromising the patient’s trust. Overall, the goal is to get the new hires into a state of being committed and dedicated towards delivering quality nursing care. The interaction is something that I enjoy as I watch the students grow from a bud into a stunning and colourful flower, from a stranger into a competent colleague, and even to a friend as a bonus.

Lastly, I would like to give the credit of whom and what I have become to my family. To my mother who pushed me to take up nursing; to my dad who became my first mentor and for his constant encouragement; to my brothers who became my first students; to my husband, Clefferd and to my kids, Athena and Zevila who have been my inspiration and unending reminder to be God’s instrument in saving lives.



From Left to Right: Dr Tan Hsiang Lung, Deputy General Manager, SN I Lopez Carmel Bautista and Ms Lilian Yew, Chief Nurse



Nurses' Compliments

Each nurse is a service ambassador in RMG, and they play an important role in shaping the Raffles Experience by delivering excellent service. Our service standards are based on Service with an I-M-P-A-C-T.

We are pleased to share our patients' heartfelt gratitude towards our compassionate nurses who have gone the extra mile to provide outstanding and seamless service.



SN II Joven Lara Chyne Querubin (Ward 8C)

She is patient with me despite coming after her a few times to check when is the discharge ready. I am still here at 3.45pm. She told me that the business office is pending the insurance office to revert on settlement. She told me not to worry and I can remain in the room. Since the pharmacy has delivered the medicine, she went through the discharge papers with me.



SSN I Wu Su Chen (Surgery Center)

Very professional, delicate in cleaning wound and answering questions.



SSN I Idrina Binte Ismail (Day Surgery)

Ms Idrina Ismail at Day Surgery Ward is cheerful and helpful. Her smile makes my day!



Neuroscience Centre

Saleha and Sale are courteous, professional, and friendly. Making the overall treatment not as painful. Dr Manish is very professional, courteous, and knowledgeable. He explained every step of diagnosis and treatment all the way. The recommendations are bearing positive results so I'm happy.

EN II Allera Eric Ababon (Ward 13)

Mr Allera Eric Ababon (nurse) was excellent. My dad was full of praises for this particular nurse. My dad said he was very patient and professional. He never failed to put on a smile.

SSN II Go Sey Mi (Ward 10)

Dear Sir/Madam,

Will like to recommend Doctor Alvin Seah from Neuroscience Department and Nurse Seymi Go from Raffles Hospital Ward 10B. Currently my dad is staying in Raffles Hospital Room 1013. Nurse Seymi Go has been taking of my dad, Victor, in Room 1013 for months. She would always ensure that all my caregivers and myself received the training, and in making sure that the correct procedures are followed. She always puts on a smile that makes my dad feel happy during this stay. He is bedridden and half paralysed. Without her everyday guidance and care, my dad would not have been well taken care by my caregiver who is undergoing care giver training now in the hospital. Thus, I would like to do a recommendation for her also.

Thank you Raffles, for having such wonderful staff around.

SN II Joven Lara Chyne Querubin (WARD 8D)

Very patient and attentive to details, special request upon asking.

SEN II Nurul Syafika Binti Abdul Halim (ICU)

The care and attention was reassuring, having just came out from angioplasty. I could only remember one name: Fika - the whole team was very good.

WARD 9D

I have been treated at the Cancer centre at Raffles many times now including for a stem Cell transplant, and wanted to say thanks to the amazing staff at the Cancer Centre on level 9.

All the nurses treated me and my wife with compassion, care, thoughtfulness, and kindness.

Special thanks to you all and Yvonne for this great team. To Keith, Jai, Karen, Jessie, Bernadette, Sarah, Ezee, Hazel, Jamie, Michele, Wenna.

And my apologies if I have missed anyone!!

SN I Juniati (Ward 13)

SN Juniati for her great and excellence service. Fast response. Very knowledgeable in her line of business. Thumbs up Raffles Hospital for having a great staff so far I have come across. Thank you for all the support too.

WARD 9D

Nurse team from Ward 9D is the best I have encountered at Raffles Hospital. They are very friendly, helpful, and efficient. I have stayed in other wards before, and my experience wasn't as good as this time. Thanks for all the care!

WARD 8C

Wei Cheng, Sally, Hazel, Jasmin, Yue Xin, Carmei, Robin. All of them attended to me with their heart of gold. Love them all! And of course my doctor Teo Sek Khee, always a great doctor. Special mention goes to Ms Sadiah Mohd Yusof who has helped me to get a special room rate because I was worried I might have to stay 10 days or so, and clocked up exorbitant bill (for a retiree).

My family members and myself had always trusted the Raffles Hospital brand and good services of years!

WARD 8B

Thi Thi, she served my meals many times. She showed concern when I didn't finish my food and asked if there was there anything I like. The whole food service team was good. Very caring. I could feel the warm and love. Nurses were awesome too. Tricia, Natalie, Rochelle, Jaimy, and senior nurses were experienced and helpful. I was in Ward 836 originally and had a near death kind of pain, the good nurses and Dr Lim Kok Pin saved me that night. I am deeply grateful. Thank you.

ABNER & KIMPEI (ICU)

Nursing staff Abner and Kim Pei for their excellent caring service and making my stay at the ICU bearable.

Hazel Cobrador Lomugdang (Ward 8D)

Hazel is excellent. Very attentive, friendly, patient, and helpful.

Ward 9B

Wei Cheng, Sally, Hazel, Jasmin, Yue Xin, Carmei, Robin. All of them attended to me with their heart of gold. Love them all! And of course my doctor Teo Sek Khee, always a great doctor. Special mention to Ms Sadiyah Mohd Yusof who has helped me to get special room rate for me as I was worried I might have to stay 10 days or so and clocked up exorbitant bill (for a retiree).

My family members and myself always trust the Raffles Hospital brand and good services for years!

SN I Gonzales Leian Custan Custan (Ward 10)

I am submitting another form because earlier I forgot to include Leian because I didn't know her name. Leian prepared my discharge and she was really helpful in guiding me through as to what I should do when I am back home. She very patiently showed me the right thing to do so as to avoid any infection. Good job, Leian!

SEN I Ng Bee Ling (Day Surgery)

I went for a biopsy on July 7 at the Radiology Centre, after which I went to the Day Surgery centre to rest. Staff Ng Bee Ling came to "fetch" me back to the Surgery Centre. She was very kind and caring throughout. She brought my porridge and did not disturb me while I caught up a few minutes of rest. I like the fact that I could rest a while then have my porridge before changing and leaving the place, all these at my own pace without someone hovering or hurrying me to change and leave like what I had experienced last year.

WARD 10

Outstanding team in terms of friendliness and professionalism!! Namely Diyana, Jinxia, Phil, Mack, Jagel, Mitch, Angi, Joan, Vanitha, Nurin, Laura, Yantan, King, Kristine, Maureen, Gloria, Laveniya, Seymi, Alvin, Venice, Rose and Shuang Shuang. I felt so well taken care of at all times because this team did an outstanding job! Thanks again to all of you!

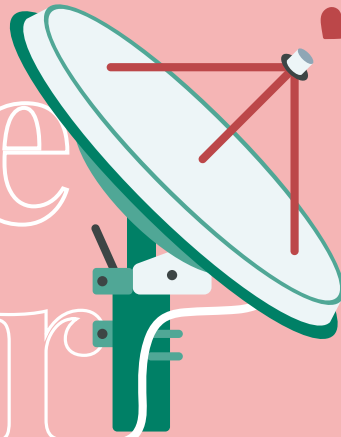
Comfortable stay and professional treatment. This is perfect.

SN II Nolasco Ronald Mendoza (Ward 9B)

I would like to commend on the service quality and dedication of nurse SN Ronald. On the 15 March, he was on graveyard shift and attended to me at Ward 921. At 1am, I felt cold and I pressed the button for help. A female nurse came and gave me a blanket that she just placed it FOLDED on top of me, and left quickly. I was shocked and dismayed as I was weak with fever and couldn't unfold the blanket properly. Shortly after, Ronald came into my room and checked if I was feeling cold, measured my temperature and gave me 2 panadol, which he had prepared earlier.

Upon request, he also helped organised the 3 blankets and ensured I was covered well. Compared to the earlier female nurses' disappointing service quality, I was genuinely impressed and grateful for his attentive care and empathy. Thank you very much Ronald for taking care of me on my first night's stay.

On the Radar



Let us welcome our new nursing leaders and new nurses for this issue!



NC II Pan Li Jing, Ward 13

Twelve years ago, I started my nursing career just like the majority at a restructured hospital. The decade spent was tiring but extremely fulfilling. The constant high tempo and responsibilities caused me to feel important and alive.

Desire for a change and to better contribute my specialty in geriatric care, I made a decision to invest my time in nursing home. However, I came to realise that it does not broaden my knowledge, which is what I truly desire. I need to move out of my comfort zone to widen my horizon and that is when I decided to join Raffles Hospital.

To be honest, the uncertainties in the new work environment is overwhelming. Thankfully, it is a pleasant surprise! I felt welcomed by this big family, and the work experience has been exciting and great. I will do my utmost to contribute to this organisation and hope for many good years to come.





ANC Wang Xiao Chen, Labour Ward

After working in the government hospital for more than 30 years, I felt that it was time to have a change in work environment. Since my best friend, Sister Yu Chun Yan joined Raffles Hospital early this year, she recommended me to join her. I made the decision to do so. For two months, I saw the differences working between the government and private hospital setting. It is indeed a big challenge for me to adapt to different hospital practices. However, I have learnt a lot from our senior consultants. To date, I feel very excited every day, as I embrace learning new knowledge and skills with keen readiness. I am happy working with my new colleagues and the close guidance that I had been shown.



CE Jai Vaish, Nursing Education Department

I have worked in a renowned restructured organisation for the past 12 years. I was working as a clinical instructor the past six years. My role had been well-defined and I have learnt everything that was required of me. However, I wanted to do more, that was when I saw an opening at Raffles Hospital. I loved what the job required of me as a clinical educator. There were many challenges to it, and so I decided to jump out of my comfort zone and apply to this position. During the interview I learnt more about the role from our CN Ms Yew.

It has been a couple of months since I joined the Raffles family. I have learnt quite a lot, although there is still more room to do so. For this, I find it encouraging. This has shown me that getting out of my comfort zone is enriching in terms of growth as an educator. With all the knowledge that I had acquired from my previous organisation, I am thrilled to be able to contribute to the learning and development of student nurses, as well as our existing and future nurses.



Let's welcome our new nurse joiners for the month of June – September 2021:

Bombay Nolte Laus	Dialysis Centre	Staff Nurse I
Lim Siew Tuan	ICU	Nurse Clinician II
Ng Bee Gaik	Paeds Ward	Senior Staff Nurse I
Zin Thu Lwin	OT	Senior Staff Nurse II
Lim Hui Xiu	Ward 8 (O&G)	Staff Nurse II
Jayanthy Selvarajah	Ward 9B	Staff Nurse II
Cantalejo Rosemarie Leyson	Singapore Girls' Home	Staff Nurse I
D Nhavin	RHS	Staff Nurse I
Ilao Hazel May Estrada	Holland Village - GP	Staff Nurse II
Cajucom Romerick Adao	OT	Enrolled Nurse I
Bueno Caila Marielle Dineros	Ward 13	Staff Nurse II
Mary Grace Cruz Marty	Urology	Senior Staff Nurse I
Galarce Giselle Mae Mallari	Ang Mo Kio	Enrolled Nurse II
Quraishyah Binte Kamarudin	A&E	Staff Nurse I
Lee Cheene Tarroballes	NICU	Staff Nurse I
Quiros Melody De Guzman	Surgery Centre	Staff Nurse I
Ong Lay Li	Eye Centre	Staff Nurse I
Yang Fuming	OT	Staff Nurse I
Cai Xiaodan	Internal Medicine	Staff Nurse I
Wareen Lee Foong Mei	Dialysis Centre	Staff Nurse I
Bavani Durairaj	Labour Ward	Staff Nurse I
Lai Kwok Fern	Ward 9	Senior Nurse Clinician II
Faradillah Binte Omar	Heart Centre	Senior Staff Nurse I
Rivera Sonny Lou Azores	Ward 13	Staff Nurse II
Jean Tan Shi Ting	OT	Staff Nurse II

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Florence Nightingale

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