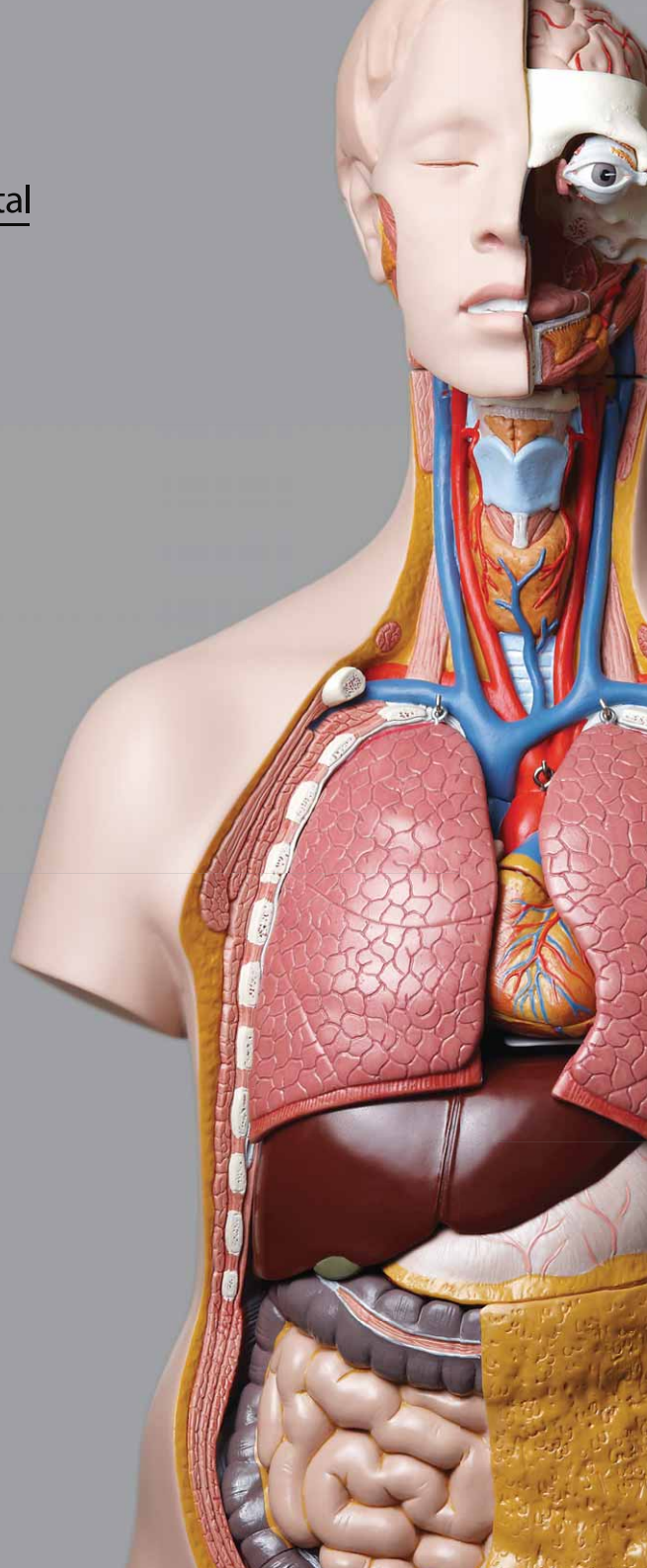




Singapore
General Hospital

SingHealth



10

SINGAPORE GENERAL HOSPITAL

Singapore's Flagship Tertiary Hospital

At Singapore General Hospital (SGH), we recognise the importance of harnessing leading edge technology to transform the way we deliver safer, quality patient care. We were the first healthcare institution to complete the roll out of the Electronic Medication Management, Computerised Physician Order Entry and Electronic Nurse Charting, moving us closer to the vision of one patient, one record. Our efforts were affirmed with the achievement of Stage 6 in a seven-step scale of the HIMSS Analytics EMR Adoption Model for our IT implementation. Less than 5% of top hospitals in the US attain Stage 7.

SGH was successfully re-accredited by the Joint Commission International in August 2011. This affirms our professional commitment, dedication and efforts hospital-wide to ensure continuous and systematic improvements in the outcomes of patient care.

We welcomed our first batch of Residents and received accreditation for the Residency Programs of Emergency Medicine, General Surgery, Internal Medicine, Pathology and Paediatrics from Accreditation Council for Graduate Medical Education-International. The SingHealth Alice Lee

Institute of Advanced Nursing became the first hospital-based training institute to be appointed a Continuing Education and Training Centre for Healthcare Support workers by the Workforce Development Agency.

We continue to strengthen care integration by developing partnerships with community hospitals and community care providers including nursing homes, general practitioners and home caregivers.

SGH remains steadfast in our commitment to put *Patients. At the Heart of All We Do*. We will continue in our relentless pursuit of Academic Medicine, which undergirds an integrated healthcare delivery and spans the entire continuum of care. Working closely with our specialist national centres on SGH Campus, and in collaboration with academic partners such as Duke-NUS Graduate Medical School (Duke-NUS), we continue to advance our services, nurture the next generation of healthcare professionals and innovate through research to improve patient lives.

PROF ANG CHONG LYE

Chief Executive Officer, Singapore General Hospital

Deputy Chief Executive Officer, Clinical Services & Informatics, SingHealth



PATIENT CARE

SGH raised the bar in a series of wide-ranging patient care initiatives, including the use of Information Technology to enhance patient care, allowing for seamless workflow integration for doctors, nurses and pharmacists. Physical facilities were upgraded in several departments in the Hospital's move to increase capacity to better meet expanding patient needs. SGH nurses also introduced safety measures to better care for elderly patients.

In keeping with patient care and safety, the Electronic Medication Management, Computerised Physician Order Entry (CPOE) and Electronic Nurse Charting systems were implemented hospital-wide as at March 2011.

“We have the responsibility to push ourselves a little more, and to train new doctors that will surpass the current generation.”

A/PROF LOO CHIAN MIN
Head and Senior Consultant,
Respiratory & Critical Care Medicine

The Electronic Medication Management system enables a common view of inpatients' medication information and improves workflow for dispensing, validating and administering medication. It enhances patient safety with online alert checks, reduces transcription errors and introduces a more structured approach to facilitate faster and more accurate online ordering.

CPOE facilitates the electronic ordering of laboratory tests, radiological procedures and nuclear medicine investigations. It increases efficiency by linking the clinics and laboratories electronically and through the use of standardised order forms customised for each speciality.

To better meet patient needs, SGH is renovating and re-configuring existing facilities. Building works are ongoing for a new National Heart Centre Singapore (NHCS), the SGH Pathology Building and pharmacies, among others.

When completed in 2013, the SGH Pathology Building will create the much-needed capacity to cope with the rising demand for clinical investigations. There will be more space for research and training of our healthcare professionals.

The NHCS building at SGH Campus will be completed in late 2013. It will be three times larger than its existing premises, allowing it to provide seamless and integrated care to more patients.

Work has already begun at SGH's pharmacies. A new two-storey extension of the Retail Pharmacy will increase the facility's handling capacity and improve patient privacy. Renovations at the dispensing pharmacy will facilitate the installation of an automated prescription drug delivery system, which will in turn enhance medication safety and improve efficiency and service levels. The entire makeover should be completed by mid-2012.

Visitor lobbies at Blocks 4, 5 and 7 are also being upgraded to install a new automated system that will facilitate visitors' registration and access to the wards. The system is expected to be ready by early 2012.

Another move to improve patient care at the Hospital has been the

introduction of a series of measures by nurses to improve the well-being and safety of elderly patients. These include the introduction of special low-height beds to allow elderly patients to get in and out of bed easily, a fall prevention pamphlet and additional night lights to brighten pathways and corridors in wards.

In November 2010, the Theatre Sterile Supplies Unit introduced a real-time instrument management system that controls and tracks the production cycle of surgical instruments and sets effectively. The system allows the unit to store and manage information related to the instrument from production to distribution to end users. Such traceability ensures the quality and integrity of the instruments or sets, which in turn ensures quality patient care.

SGH also continues to strengthen care integration by developing partnerships with community hospitals and community care providers including nursing homes, GPs and home caregivers.

EDUCATION

SGH remains at the forefront of continuing education for healthcare professionals and workers.

The SingHealth Alice Lee Institute of Advanced Nursing (IAN), the nursing training arm of SGH, was appointed a Continuing Education and Training (CET) Centre by Singapore Workforce Development Agency (WDA) in July 2010 to train and ensure the quality of the next generation of healthcare support workers.

This is significant given the growing need for intermediate and long-term care services in community hospitals and nursing homes as the population ages. Trainees specialise in various healthcare support functions, such as sterilisation services, operating-theatre support and administrative support. The SingHealth Alice Lee IAN has trained over 1,000 healthcare support workers to date.



ADN Christina Lim (left), A/Prof Lim Swee Hia



MS CHRISTINA LIM
Assistant Director, Nursing, SGH

Christina Lim's approach to patient care and grooming new talent can be summed up in these few words – Nurture the carer and the patient will get cared for.

“My passion for my nurses' personal and professional well-being ensures that they are well looked after. My nurses are in turn motivated to run the unit efficiently, and patients consequently receive better care.”

Christina's mentor is SingHealth's Group Director and SGH's Director of Nursing, A/Prof Lim Swee Hia. Christina recounts her early days in an administrative role, “A/Prof Lim gave me many challenging assignments. Through these trials and with careful counsel, I learnt problem-solving and management skills.”

Of the many nuggets of wisdom Christina received from A/Prof Lim, the one that struck her most was the story of the *Little Red Hen*. “In the fable, the Little Red Hen finds a grain of wheat and asks for help to plant and harvest it. However, no one volunteers until the hen completes her task and asks who would help her eat the bread. This time, all eagerly volunteer and she graciously shares the bread with all. From that day onwards, when the hen worked on food, she could find volunteers. Hence, she was able to make bread easily. And she always shares the bread with all. This story taught me that teamwork and integration are essential for success in any situation,” says Christina.

With over a million patient visits a year at SGH, a skilled workforce is important to ensure the provision of safe, consistent and quality care to Singaporeans. Dedicated to raising the professionalism and employability of healthcare support workers, SGH made it mandatory for all new healthcare support workers to undergo the full Healthcare Support Workforce Skills Qualifications (HCS WSQ) training. SGH was conferred the Singapore WSQ Leading Adopter Award by WDA in November 2010.

SGH is also the largest Sponsoring Institution for the SingHealth Residency Program. With a dedicated team of faculty members, immense breadth and depth of 36 clinical specialties on SGH Campus and its varied patient load, SGH provides an ideal graduate medical education environment to nurture the next generation of competent and well-rounded medical practitioners.

In January 2011, 12 students successfully completed the Bachelor of Occupational Therapy programme, offered by SGH-Postgraduate Allied Health Institute and La Trobe University of Australia. The 18-month long programme allows diploma holders from local polytechnics to pursue a degree conversion course in Singapore.

RESEARCH

SGH places emphasis on research and innovative care in its continuous quest to improve patient outcomes.

In February 2011, A/Prof Marcus Ong from the Department of Emergency Medicine was awarded the Clinician Scientist Award for his research to identify and implement the best and most cost-effective strategies for increasing Out-of-Hospital Cardiac Arrest (OHCA) survival rates in Singapore and the Asia-Pacific. This is the first large OHCA study in Asia. About 1,500 deaths occur in Singapore each year due to OHCA.

In February 2011, SGH started a stroke rehabilitation research called AVERT (A Very Early Rehabilitation Trial). Singapore is the first Asian

centre for the trial. Patients who are seen at SGH within 24 hours of a stroke may be eligible to undergo the trial, which provides them with early intense exercise therapy by physiotherapists, doctors and nurses. This study could make a difference to stroke patients as there is the potential for less disability and a better quality of life after stroke just by getting patients up and about earlier and more often.

Stroke is Singapore's fourth most common cause of death and the largest cause of disability. Thousands of Singaporeans are admitted to hospitals each year because of stroke or its complications. SGH plans to recruit 120 patients for AVERT over the next two years.

In July 2010, the SingHealth Investigational Medicine Unit (IMU) was set up at SGH for clinician-scientists to do early-stage drug trials. The \$20 million research centre, with 32 beds, is the largest of its kind in Singapore's public sector. Most of the ongoing trials are for cancer patients. But there are also tests conducted for haematology and infectious diseases. At the point of set-up, more than 20 trials had been going on in the IMU, with patients and volunteers undergoing tests.

A collaborative study between SGH and the National Cancer Centre Singapore (NCCS), exploring a possible link between a rare slow-growing cancer and symptoms of Irritable Bowel Syndrome (IBS), began in October 2010. A 2005 US study found that the number of people with such tumours rose from two in 100,000 to five in 100,000 over 30 years. Establishing the link enables early diagnosis of the cancer, which might otherwise be diagnosed only at an advanced stage because its symptoms tend to appear only after nine years. By that time, the cancer could have spread to other parts of the body.

As part of the SGH-NCCS study, those with IBS symptoms such as diarrhoea and intermittent abdominal pain are given a blood test. To determine if they have the cancer, the blood samples are tested for a protein that the cancer cells release into the bloodstream.





PROF HO LAI YUN
**Senior Consultant, Department of Neonatal
& Developmental Medicine, SGH**

Associate Dean, SGH Campus, NUS

He has guided many eminent doctors in their careers, but Prof Ho Lai Yun's most memorable anecdote of mentoring is a premature baby boy he first cared for 20 years ago.

The infant grew up abused and neglected by his parents and ended up in the Family Court as a teenager beyond parental control. All the while, Prof Ho counselled him.

"He has since become a top boy in a polytechnic. He is a head taller than me and at our last meeting, wanted to take a photo with me. He purposely crouched. He said he should not stand taller than someone he has respected all his life."

Prof Ho is a rare breed of mentor, his medical students say, not only because of the extraordinary care he shows his patients but also because he wants all his students to surpass him. The SGH Senior Consultant founded its Neonatal Care Unit in 1986, was the founding head of the then Child Development Unit at KKH and has numerous awards to his name, the most recent being the National Outstanding Clinician Mentor Award 2010.

Quoting Sir Isaac Newton, Prof Ho says, "If I have seen a little further, it is by standing on the shoulders of giants.' I have been able to see far because I have had great teachers offering their shoulders to me. I hope my shoulders can be strong enough for the younger doctors to see even further."

In February 2010, SGH embarked on a study of how abnormal thyroid functions could lead to depression. Higher levels of a specific thyroid antibody and proteins have been found in depressed patients and the study seeks to establish the effects of these changes beyond the thyroid and how they can contribute to illnesses such as depression. This may result in a better understanding of depression and lead to more effective treatment in the future.

SGH, together with the NCCS, also pioneered the use of Magnetic Resonance guided Focused Ultrasound (MRgFUS) to treat prostate cancer patients. It cuts post-operative downtime for patients and eliminates the side effects of current treatments such as impotence and incontinence.

The treatment uses ultrasonic waves to target, heat and kill a tumour. It is non-invasive and is used for patients with localised low-risk prostate cancer. Patients are able to resume their normal activities within two days.

Seven patients were treated using the MRgFUS in the first round of clinical trials in August 2010. A second two-year clinical trial, which treats a larger pool of 40 patients, began in early 2011.

OUR PEOPLE

At SGH, we believe in investing in our staff.

In FY2010, 51 medical, nursing and allied health professionals received overseas skills attachment training in various specialty and sub-specialty areas. In particular, a team comprising a doctor, nurse and physiotherapist who underwent training in a multidisciplinary programme for the management of patients with Spondyloarthropathies returned to establish the new Spondyloarthritis Clinic in January 2011.

One hundred and fifty-nine nurses were provided with opportunities for specialty skills development through the Advanced or Specialist Diploma in Nursing programmes. 11 nurses commenced their Masters of Nursing programme and 25 staff pursued their studies in Diploma or

NITEC in Nursing. Another 29 nurses were awarded sponsorships for the Bachelor in Nursing programme.

In addition, a total of 47 scholarships and sponsorships were offered to allied health professionals for their degree upgrade and postgraduate clinical specialisation.

The Hospital is committed to helping employees harmonise work and personal needs. In recognition of its efforts, SGH won several awards including the Work-Life Excellence Award 2010, the SHRI Award 2010 for leading HR Practices in Quality Work-Life, Physical & Mental Well-Being, the Singapore Health Award 2010 (GOLD), which is presented to organisations with Workplace Health Promotion programmes to improve employee health and well-being and the Total Defence Awards (TDA) – Minister for Defence Award which recognises supportive employers who incorporate NS-friendly policies in their workplace.

COMMUNITY ENGAGEMENT

The Hospital, mindful of its corporate responsibility to the greater community, has consistently been active in community service, public education, fundraising as well as humanitarian relief efforts outside of Singapore. In November 2010, in recognition of SGH's firm commitment to voluntary contributions to the community, the 800-strong SGH Volunteer Club was conferred the President's Social Service Award.

Last year, more than 200 staff volunteers joined 100 beneficiaries from SGH Needy Patients Fund, Centre for Promoting Alternatives to Violence (PAVe) and Beyond Social Services for a fun-filled family bonding day at the Marina Barrage. SGH staff raised more than S\$10,000 that went towards food, transport, goodie bags and prizes for the family day.

Into its 2nd year, Project GroomOver saw more than 125 staff volunteers spring clean the homes of 13 needy patients who live on their own and have little family support. SGH staff also raised a record S\$81,000 for



DR. CAMILLE WONG
General Practitioner - Medical Director



DR CAMILLA WONG
Deputy Director, Allied Health Division, SGH

As far as Dr Camilla Wong is concerned, being a mentor is not a job title or even something you choose. “People have often asked me how many mentees I have. My reply has always been, ‘I don’t know.’ I don’t label myself as a mentor. My mentees have to do it.”

She recounts an email from a former student who had been invited overseas to speak on her professional practice and her motivations to develop her clinical skills. “She wrote that she would like to mention how I have been a motivating, encouraging and inspiring mentor to her all these years. I was surprised. All this time, she had considered me her mentor and I didn’t know.”

For Dr Wong, who was President of the Pharmaceutical Society of Singapore for a three-year term and who has had 15 years of pharmacy experience in SGH, the desire to mentor stems from two sources – a drive to keep delivering services that make a difference to patients’ lives and a passion to share her knowledge with her juniors and peers.

And she has this word of advice for all her students – the going may get tough but stay on track. “Challenges will come in many forms including personal development, interpersonal conflicts and even managing your bosses. Do not give up easily. Remember that sometimes, it takes a while (even years) to overcome a challenge,” says Dr Wong.

President's Challenge 2010. SGH Volunteers brought 26 beneficiaries from the Society for the Physically Disabled on an outing to the Singapore Flyer.

SGH also showed its support for health promotion causes by participating in events such as the annual Pink Ribbon campaign on breast cancer awareness and PuckerUp4PH campaign in support of Pulmonary Hypertension and stroke-related activities.

Doctors, nurses and allied health professionals of SGH also lent their expertise in health education by giving talks to members of the public. More than 80 public forums and health talks were organised by SGH or in collaboration with community organisations such as Health Promotion Board and Community Clubs last year.

SGH's doctors and nurses also extended their support beyond borders through medical relief missions. In July 2010, SGH was part of the first Singapore medical team to help in relief efforts in flood-devastated Pakistan, providing the locals with medical attention and health education.

SGH received the SHARE Gold Award from the Community Chest in September 2010 for staff's generous pledging through payroll since 1993 to help the needy.



KEY FIGURES	FY10	FY09
Size		
Licensed Beds (as at end Mar)	1,590	1,521
Beds in Service	1,590	1,474
Workload per annum		
Bed Occupancy Rate	86.7%	86.5%
Inpatient Admissions	74,779	70,552
Inpatient Discharges	74,627	70,708
Total Patient Days	455,585	430,978
Average Length of Stay (days)	6.1	6.1
Total Surgical Operations	80,797	79,184
Day Surgeries	46,748	45,132
Inpatient Surgeries	34,049	34,052
Specialist Outpatient Clinic Attendances	698,689	680,740
Accident & Emergency Attendances	144,973	142,236
Staffing (as at end Mar)		
Total	7,879	7,204
Doctors	875	816
Nurses	3,622	3,267
Allied Health Professionals	1,273	1,084
Others	2,108	2,037

Note: Staffing figures refer to Filled Posts, in terms of Full-Time Equivalent, and may not add up to total due to rounding.

AWARDS & ACCOLADES

PATIENT CARE

**Singapore Health
Quality Service
Award 2010**

1293 staff – 78 Star, 199 Gold, 1016 Silver

Superstar Winner – Best Nursing Staff
Tan Chor Kien

Superstar Winner – Best Ancillary Staff
Porckodi d/o Lallayah

Best Service Initiative Improvement Team
Quick Blood team: Tan Chor Kien; Cheong Li Sack;
Yeap Shin Yen; Dr Ang Ai Leen; Corrine Chua Mui
Luan; Winston Bau Hon Wen; Dr Zakir Hussain Abdul
Salam; Jerene Ng Chen Ling; Chong Lai Ling (Facilitator)

**National Day
Awards 2010
(Public Service Star)**

Prof Ho Lai Yun

**National Day
Awards 2010
(Commendation)**

Crystal Lim Ah Yan; Kua Hun Choo Agnes

**National Day
Awards 2010 (Efficiency)**

Janet Khoo Beng Neo; Kemas Muhamad Zulhaimi
Bin K A Omar; Ong Soon Lan; Salimah Bte Mohd
Ayoob; Senwan Bin Jamal; Soobramanee Taiwanai;
Tan Mui Chai; Tien Choo Eng; Wei Suat Nee

**National Day
Awards 2010
(Long Service)**

Abdul Wahab Bin Haji Ahmad; Chew Guek Choo;
Chiang Juat Lan; Chng Mei Jiuan; Davadass Danapaul;
Eyah Bte Amat; Gin Cheng Yam; Hajjah Sapiah Binte
Abbas; Indurani Ammal d/o Pawadi S; Kalaichelvi
Arunachalam; Koh Yee Mui; Lee Soo Liang; Leong
Phoi Leng; Letchimi d/o Ponnusamy; Lim Swee Hia;
Loh Loi Yin; Loh Thye Tai; Low Kiat Luan; Majima
Binte Madari; Mohamed Noor Bin Abdul Rahman;
Mohamed Salim Bin Karman; Mohd Shah Bin
Mahmod; Ng Han Seong; Ng Kim Huat; Ng Siew Keng;

National Day Awards 2010 (Long Service) (cont'd)	Ng Soh Wah; Pang Sow Leng; Saroja d/o Sinniah; Seow Kang Hong; Sharifah Rogayah Bte S Fadzil; Siti Rohani Bte Hassan; Sommu s/o Martha Muthu; Soo Yim Mui; Suliah Binte Kasidal; Tan Ah Moey; Tan Ban Seng; Won Phui How; Wong Chow Yin; Wong Fen Cheen; Wong Mui Choo; Yen Cheng Chen
SingHealth Excellence Awards 2010	Distinguished Golden Achievement Award Prof Foo Keong Tatt
GCEO Excellence Awards 2010	Outstanding Clinician Prof Christopher Cheng Wai Sam Outstanding Nurse Nagalingam Saraswathi Outstanding Ancillary Staff Porckodi d/o Lallayah Outstanding Allied Health Professional Koh Bee Hua Outstanding Administrative Staff Isabel Yong Yem Lai
Healthcare Humanity Award 2011	Loh Yit Lan Susan; Lee Chin Chew; Salimah Bte Mohd Ayoob; Cheng Lay See Peggy; Tay Yong Bee; Toh Siew Pang; Leow Siew Tin; Lim Hwee Ling; Lim Wen Ting; Chen Xiaozhen; Mohammad Nazri Bin Johri; Glyn Ytang Bonalos; Chua Bee Har
4th Tan Chin Tuan Nursing Award	Challenge Trophy Winner Ang Eng Hong
President's Award for Nurses 2010	Nidu Maran Shanmugam

PATIENT CARE (cont'd)

PSS-Shire Hospital Pharmacist of the Year Award	Ng Hong Yen
CEO Best Clinical Nurse	Winner: Lee Chen Na 1st runner up: Tay Yong Bee 2nd runner up: Doris Lim Wei Feng
MOH Nurses' Merit Award 2010	Chan Yoke Ling; Teng Chai Lian; Teh Nguan Kheng; Saw Ah Hua; K Thanaleetchumi; Yeam Shin Yen; Nur Syahida Bte Abdullah; Shamugavalli d/o Ramasamy; Zauzah Mohd Jani
Courage Fund Award 2010	Tham Yim Leng; Wee Dillian; Swe Zin Tun; Tay Wai Lin; Peng JiPing; Lee Hui Xian Jessie; Sridevi Mareddy; Teo Mei Wah Christy; Lee Su Yee Elizabeth; Uma d/o V. Palanisamy; Mohamad Rizal Bin Mohd Razali; Hery Yanto
WHO Global Hand Hygiene Expert Centre in Asia-Pacific	SGH designated Global Hand Hygiene Expert Centre in Asia-Pacific by World Health Organisation
Dual BCM Certification 2010	SGH achieved dual Business Continuity Management Certification in Singapore Standards (SS540:2008) & British Standards (BS25999-2:2007)
Asian Hospital Management Awards 2010	Division/Department: Infectious Diseases, Infection Control, Pharmacy, Microbiology Award/Category: Excellence Award, Patient Safety / Quality Medical Care category Project Title: Fighting the war against 'superbugs' – Anti-microbial Stewardship

**Stage 6 of HIMSS
Analytics™ EMR
Adoption Model**

**Team Excellence
Symposium Innovation
& Quality Circles
(TE-IQC) Gold Award
by Singapore Productivity
Association**

Division/Department: Admissions Office
Project Title: An Initiative on Reduction of
Unclaimed Safekeeping Packages

EDUCATION

**SingHealth-Lee
Foundation
Nursing Award**

Malek Bin Amat; Cheng Lay See Peggy; Lee Mui Mui

**SingHealth-Alice Lee
Institute of Advanced
Nursing Scholarship**

Tee Ning; Harminder Singh Olikh; Guo Bing; Tan Pao
Ling; Chua Lai Heng Andy; Quek Yanting; Chan Wai
Chean Maximillian; Chang Yee Yee

**CET Centre for
Healthcare Support
WSQ by WDA**

SGH's SingHealth Alice Lee Institute of
Advanced Nursing appointed Continuing Education
and Training Centre for Healthcare Support
Workforce Skills Qualifications by Workforce
Development Agency

**WSQ Leading
Adopter Award**

SGH wins Singapore Workforce Skills Qualifications
(WSQ) Leading Adopter Award

WSQ Champion Award

A/Prof Lim Swee Hia

**Singapore Association
of Occupational
Therapists Award 2010**

Clinical Education in Occupational Therapy
Muhammad Razi Bin Kasmin

RESEARCH

NMRC Clinician
Scientist Award
(CSA) 2010

A/Prof Marcus Ong

PS21 ExCEL Awards 2010

Best Ideator – Gold
Lau Yoke Yen

PS21 Star Service
Awards 2011

Dr Chan Yew Meng

EFORT Jacques Duparc
Award, Madrid

Division/Department: Orthopaedic Surgery,
Diagnostic Radiology

Project Title: Natural history of femoral stress
lesions in long-term bisphosphonate therapy

HUMAN RESOURCE/TALENT DEVELOPMENT

President's Social
Service Award 2010

Informal Group Category
SGH Volunteer Club

Singapore Compact
CSR Awards 2010

Best Workplace Award

Community Chest
SHARE Gold Award 2010

Work-Life Excellence
Award 2010

Singapore Health
Award 2010

Gold

Singapore HR Awards 2010

SGH wins eight awards:

- Corporate HR Champion Award
- Corporate HR Award
- HR Advocate Award
- Leading HR Practices Award in Workplace Safety & Health
- Leading HR Practices Award in Quality Worklife, Physical & Mental Well-Being
- Leading HR Practices Award in Learning & Human Capital Development
- Leading HR Practices Award in Employee Relations & People Management
- Leading HR Practices Award in E-Human Resource Management

SHRI Award 2010

Leading HR Practices in Quality Work-Life, Physical & Mental Well-Being

**Honorary Member
of MiDAs League by
MINDEF**