

Fresh!



GKLNews is a new e-communication platform for Malaysia Operations Division (MOD) staff. Every hospital will have its unique emailer that highlights key company updates as well as news surrounding your facility and colleagues. Do give us your feedback and happy reading.



GKK and PHM received a four-year accreditation from Malaysian Society for Quality in Health (MSQH), the national accreditation body for health care facilities and services, from February and March 2017 respectively. Congratulations and well done!



For the first time, MOD is holding a **Central Nurses' Day Celebration** to honour our hardworking and dedicated nurses. The event will be held on 19 May in GKL. Please look out for email announcements on this and other hospital-level Nurses' Day events coming your way.



MOD HR is conducting a series of **Performance Management road shows** across all hospitals in April and May. Join in to learn more about the appraisal process and how you can better manage it.

People



Please welcome onboard our new MOD Chief Financial Officer Loh Min Jiann who joins us on 22 March. Min Jiann was formerly the CFO of Magnum and has more than 30 years' experience in the financial sector.

Bulletin

Get rewarded for bringing in nurses

MOD has started a staff referral incentive scheme for nurses. For every successful referral, you will receive a cash reward of between RM600 and RM2,700. Please approach your hospital HR colleagues for more details.

Beyond MOD



Gleneagles Hong Kong began serving patients on 21 March 2017. All 500 beds were opened on day one. It is the first hospital in Hong Kong to offer fixed price, all-inclusive medical packages. Parkway Pantai further expands its footprint in Greater China with **Gleneagles Nanjing**, its third hospital project in China after Gleneagles Chengdu (opening 2018) and Gleneagles Shanghai (opening 2020). Slated to open by end of 2018, Gleneagles Nanjing is a 70-bed obstetrics and gynaecology specialty hospital located in Central Nanjing.

In the Spotlight

MIS CAMPAIGN



LESS PAIN
More Gains
MINIMALLY INVASIVE SURGERY

SMALL INCISIONS, BIG DIFFERENCE.

Minimally Invasive Surgery is increasingly being performed in General Surgery to improve the care and treatment of patients. Laparoscopy is one of the most commonly adopted surgical procedures in hospitals worldwide.

LESS PAIN
More Gains
MINIMALLY INVASIVE SURGERY

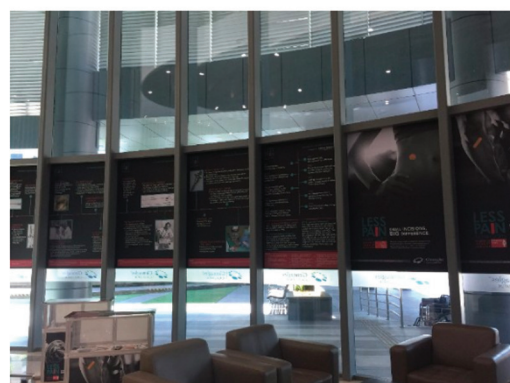
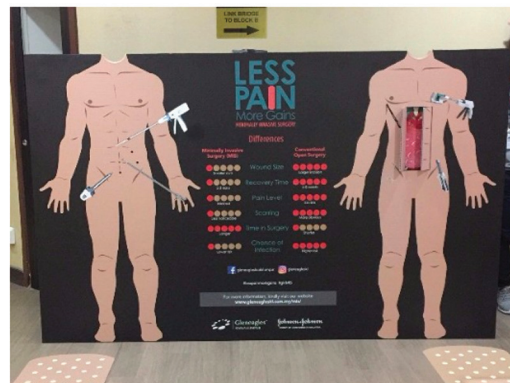
SMALL INCISIONS, BIG DIFFERENCE.

Arthroscopic surgery, a Minimally Invasive Surgery procedure used to treat joint problems and disorders using small incisions, has become a standard practice in Orthopaedic surgical procedures.

For more information, kindly visit our website: www.gleneagles.com.my/mis

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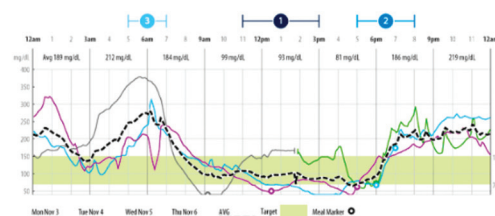
Issue #1 - May 2017

Minimally Invasive Surgery (a.k.a. MIS) campaign kickstarted on 28 Feb 2017, aiming to promote the General & Orthopaedic Surgery specialty in the next four months. Band-aids are used as visual representation of the campaign and relates to the size of the surgery as compared to an open surgery. The campaign targets to create awareness of GKL's expertise and specialists and educates visitors of the hospital on MIS historic milestones, on a *glocal* perspective; as well as to promote a learning culture within the organization. The campaign also hosts an in-situ exhibition featuring tools and instruments used in these both specialties, where visitors can actually experience how a MIS surgery looks like. The exhibition, which ends on 30th June, also rewards the visitors with a complimentary meal voucher at the completion of a fun activity.



What's New

NEW SERVICE (Diabetes Care Centre)



iPro 2 Professional Continuous Glucose Monitoring System (CGMS)

The iPro 2 Professional Continuous Glucose Monitoring System (CGMS) is an effective tool for improving glucose control.

- It provides healthcare professionals a better insight into their patients' glycaemic control.
- It records glucose levels automatically every 5 minutes, 24 hours a day (for 3 - 6 days).

RETAIL SERVICES



Block B - the latest expansion of Gleneagles Kuala Lumpur, offers patients and visitors with an assortment of amenities for their convenience such as retail as well as various food and beverage outlets as follows:-

On the Ground Floor of Block B:

- CIMB Bank
- Melur & Thyme (F&B)
- Charms Café (F&B)
- O'Briens Irish Sandwich Café (F&B)
- Patio (Convenience Shop)



On the First Floor of Block B:

- Medifeet (Medical Health Shoes Solution Shop)
- Juz Art Creative (Florist & Gift Shop)
- TNS Skinlab (Natural & Organics Skincare Shop)
- Hot & Go (F&B)
- Hot & Roll (F&B)
- Daily Fresh (F&B)
- Sisters Crispy Popiah (F&B)
- Boost Juice Bars (F&B)

Announcements

NEW DOCTORS ON BOARD



Dr. Abdul Jamal Mohd Thalha
Consultant Orthopaedic & Trauma Surgeon

Date Joined: 3 January 2017

Suite: Orthopaedic, Spine & Rehabilitation Centre, 5th Floor Block B



Dr. Leong Ming Chern
Consultant Paediatrician

Date Joined: 2 February 2017

Suite: OPD Specialist Clinic, 8th Floor, Medical Consultation Suite (MOB)



Dr. Lu Ann Chong
Consultant Psychiatrist

Date Joined: 6 February 2017

Suite: OPD Specialist Clinic, 6th Floor, Block B



Dr. Yap Lok Huei
Consultant Plastic & Reconstructive Surgeon

Date Joined: 7 February 2017

Suite: OPD Specialist Clinic, 6th Floor, Block B



Dr. Jay Suriar
Consultant Haematologist
Date Joined: 1 March 2017
Suite: Oncology Centre, Ground Floor, Block A



Dr. Hazlita Dato' Mohd Isa
Consultant Ophthalmologist
Date Joined: 1 March 2017
Suite: OPD Specialist Clinic, 8th Floor, Medical Consultation Suite (MOB)



Dr. Kevin Sek Weng Yew
Consultant Neurosurgeon (Gamma Knife)
Date Joined: 26 January 2017
Visiting Consultant



Dr. Ramesh Kumar
Consultant Neurosurgeon (Gamma Knife)
Date Joined: 26 January 2017
Visiting Consultant

Happenings Around GKL



TOWN HALL

1st Town Hall: 27th February 2017

2nd Town Hall: 13th April 2017



BUILDING BRIDGES

Topic: Methodology of Force Ranking in Performance Appraisal

18th January 2017

Target: HOD/Managers/Assistant Managers/Supervisor/CRN

Speaker: Mr Chin Tuck Piew, Administrator of Human Resources

Topic: Employee Engagement Survey Result 2016

15th February 2017

Target: HOD/Managers/Assistant Managers/Supervisor/CRN

Speaker: Mr Chin Tuck Piew, Administrator of Human Resources

Topic: Beauty Grooming & Etiquette

16th March 2017

Target: HOD/Managers/Assistant Managers/Supervisor/CRN

Speaker: Ms Julia, Beauty Consultant from Mary Kay



BIRTHDAY CELEBRATION

Date: 17th March 2017

Remark: Organize Birthday Celebration once in a 3 months

Nominations & Submission Rules

- Completed Nominations Form(s) should be returned directly to the Human Resources & Personnel Recruitment Department.
- You are requested to nominate employees from various divisions. A maximum of 3 nominations per employee is encouraged. If necessary, please consider to use this form for each nomination.
- A written or email notification of the acknowledgment of the nomination will be sent to you within 7 working days from the date of submission.

Gleneagles KUALA LUMPUR
Human Resources & Personnel Recruitment Department
No. 12, Jalan 12/155, Taman Miharja, 50450 Kuala Lumpur
Tel: 03-26122000
Fax: 03-26122001
Email: hr@gleneagles.com.my
Website: www.gleneagles.com.my

Nominations submitted by:

Full Name: _____
GRC No: _____
Department: _____
Ext. no: _____
Date: _____

I HEREBY NOMINATE
the following staff for Employee Award, with points noted based on criteria:

Full Name: _____
Department: _____
Position: _____

Full & HD stamp required

For use by HOD & Committee Members only

Recommendation _____
Final Remarks _____

We thank you for your nomination!



EMPLOYEE AWARD



NOMINATION FORM



Gleneagles™ KUALA LUMPUR

EMPLOYEE AWARD

NOMINATION FORM

Instructions & Submission Details

- Completed Nomination Form(s) should be submitted directly to the Human Resources & Personnel Development Department.
- Two are required to nominate employees from various divisions & divisions of 3 nomination per employee is encouraged.
- Nominations should be submitted by the 15th of February for each nomination.
- A written or verbal confirmation of the nomination will be sent to you within 7 working days from the date of submission.

For use by HODs & Committee Members only

RECOMMENDATION NUMBER

REMARKS

We thank you for your nomination!



EMPLOYEE AWARD

Date: 17th February 2017

Remark: Once in a 6 months



NEW EMPLOYEE ORIENTATION PROGRAM

Frequency: Every months

Target: Newly Joined staff & Senior staff as a refresher

Remark: *Re-orientation* also recommended for those staff that has been work in GKL since 1996 onwards.