



GKLNews

MALAYSIA OPERATIONS DIVISION

Issue #5, August 2017



As we celebrate our 60th independence day, let us remind ourselves of the unity that brought us towards this moment in history. It is the fundamental strength of our nation. As we put together this 5th edition of our e-newsletter, we see the unity clearly amongst our colleagues in MOD. The many events that have taken place across the hospitals saw the involvement of people from all walks of life. Staff coming together to improve services for our patients. Patients and the public supporting activities that promote wellness. In all that we do, we do them together for the betterment of society. Keep up the amazing work. Selamat Hari Merdeka!

HAPPENINGS

International Forum on Quality & Safety in Healthcare

Parkway Pantai participated in the International Forum on Quality & Safety in Healthcare held from 24-26 August at Kuala Lumpur Convention Centre. Tan Sri Abu Bakar Suleiman, Chairman of IHH Healthcare, delivered a keynote presentation on Malaysia's healthcare system prior to the opening ceremony. Next, Dr Tan See Leng, CEO and Managing Director of IHH Healthcare, spoke at length about the aims, ambitions and challenges faced in putting patients at the heart of

quality healthcare. More than 50 delegates across the Malaysia Operations Division (MOD) attended the conference to share their expertise with and learn from each other for the benefit of the hospitals they represent. The conference, which had close to 1,000 delegates, explored key issues and initiatives in improving quality and safety in healthcare across five main streams – quality, cost, value; population and public health; building capability and leadership; safety; person and family-centred care.



GP Connect Referral Automation

MCO Marketing and IT launched the automation of General Practitioner (GP) Referral data capture in FiSiCiEN on 1 August. This process enhancement eliminates manual processing and monitoring of GP referrals currently managed by hospital marketing and front liners. The automation of GP Referrals also ensures that the hospital marketing team are able to monitor, profile and target their GP market segments more effectively and efficiently.

Sales Champion Training

MCO Marketing conducted a three-day Sales Champion Training from 18-20 August for 22 marketing team members managing B2B portfolios across six hospitals - GKL, PHKL, PHA, PHAK, PHBP and PHP. This is the first of a series of training that will be conducted for nationwide hospital marketing teams to equip them with sufficient knowledge, to share new skills and techniques, to enable the team to continuously assess and enhance their performances.





Minimally Invasive Surgery (MIS) Campaign

Gleneagles Kota Kinabalu (GKK) ran a Minimally Invasive Surgery (MIS) Campaign themed "Less Pain More Gains" throughout August. The campaign was aimed at raising awareness among the public on the benefits of MIS through an educational exhibition and public health talk. Visitors to the exhibition were given a "journey passport" for stamping from each exhibit which could be exchanged for a Coffee Bean cash voucher.

New Liquid Biopsy Testing

Pantai Premier Pathology (PPP) launched its new liquid biopsy testing in partnership with Sysmex Inostics and Merck Malaysia on 27 Aug. The liquid biopsy, aimed at monitoring the progression of metastatic cases of colorectal cancer and further aid diagnosis and treatment, is the first of its kind in Malaysia and Southeast Asia. The process is minimally invasive and results are available within seven days, providing oncologists and surgeons with quicker treatment decisions crucial for therapy success.



Safety Week

Safety has always been a top priority at our hospitals especially when it comes to patients requiring medical treatment. In line with this, Pantai Hospital Cheras (PHC) launched its Safety Week on 21 August with the theme "Safety is Gainful, Incident is Painful". A booth was set up in the lobby to create awareness on dengue prevention, medication safety and the dangers of smoking. A puppet show was featured to highlight safety in the operation theatre. Thanks to the creativity of PHC's nurses, the activities were a success.

Best of Bollywood

Staff at Pantai Hospital Kuala Lumpur (PHKL) were the stars of the evening during their Annual Dinner on 19 August held at Majestic Hotel. Themed "Best of Bollywood", the evening was abuzz with laughter and fun as staff, consultants and the management got together for Bollywood music, a scrumptious dinner, a comedy act by Harith Iskandar and in-house performances. The celebration reach its peak during the presentation of long service awards to 51 members of staff. A lucky draw grand prize of a RM7,000 holiday voucher rounded up the memorable evening.



Wound & Stoma Management Workshop

Nurses from Malaysia Operations Division (MOD) attended the Wound and Stoma Management Workshop held at Pantai Hospital Kuala Lumpur (PHKL) on 16-18 August. Aimed at training and equipping nurses with the right knowledge and skills in wound care and stoma management, the workshop also provided a platform for nurses to understand both the psychological and emotional challenges faced by patients with wounds and stomas.

Safety Month

In conjunction with Safety Month, the Gleneagles Penang (GPG) Infection Control Team launched a Hand Hygiene campaign on 12 August. The campaign was to promote the importance of washing one's hands to prevent the spread of infections and to save lives. Patients and staff are currently learning the seven steps of hand-washing. The Infection Control team has also arranged for the Ministry of Health Infection Control team to conduct a workshop for our healthcare workers, entitled "Prevention of Tuberculosis for Healthcare Workers".



Neurology Centre & Home Nursing Services

Pantai Hospital Sungai Petani (PHSP) officially launched its Neurology Centre and Home Nursing Services on 7 August. Officiated by YB Dato' Dr Leong Yong Kong, Kedah State Executive Council, the centre and services are the first of its kind at a private hospital in Kedah and Perlis. These initiatives are part of PHSP's aim of providing quality healthcare to residents within the area and neighbouring states while catering towards the social needs of the hospital's community.



Walk Your Way Towards Pain-Free Knees

Pantai Hospital Ipoh (PHI) recently organised a "Walk Your Way Towards Pain-Free Knees" event. Aimed at patients who have undergone total knee replacement surgery, the event was attended by more than 200 participants including members of the public at D'Polo Café where the walk was held. In addition to the walk there was a zumba session, free health screenings and a lucky draw. Also present was Dato Dr Vasan Sinnadurai who presented a talk on "Managing Osteoarthritis in the Elderly".



100Plus Active All Malaysia Badminton Team Championship

Pantai Hospital Cheras (PHC) was the official healthcare provider for the 100plus Active All Malaysia Badminton Team Championship. They provided ambulance aid and free basic health screenings for visitors and guests throughout the championship, including the finals at Quill City Mall Kuala Lumpur. It was a great turnout which included national badminton champion Datuk Lee Chong Wei and the Malaysian badminton team. Pride in the nation and our team players was apparent in every attendee and PHC staff.



The healthcare industry is one that gives back to society. Being part of Parkway Pantai means we do everything with quality care in mind. Let us stand tall and proud that we belong to a group that focuses on the well-being of people; that we would not hesitate to lend a helping hand to make the lives of others better. We embrace the Malaysian spirit of unity and togetherness.

#dogoodtogether #negarakusehatisejiwa



THE ERASER DIET

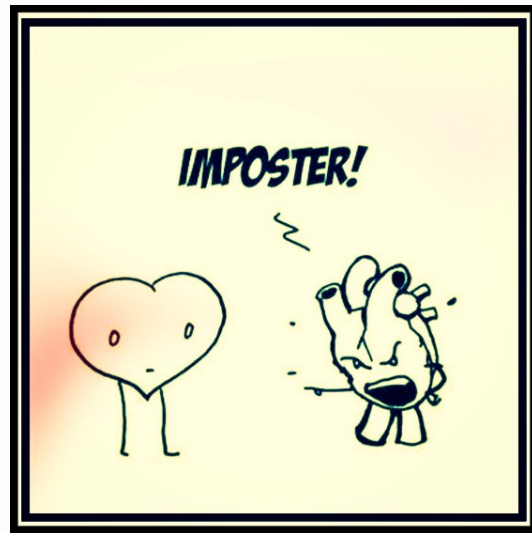
When I stepped on the scale at my doctor's office, I was surprised to see that I weighted 144 pounds.

Why don't you take off that last four?" I joked to the nurse's aide as she made a notation on my chart.

A few moments later my doctor came in and flipped through the chart.

"You've lost weight," he said. "I see you're now 14 pounds."

Submitted to Reader's Digest



COMING SOON!

IMU Chariofare 2017

Date: 16 September (Sat)

Time: Run | 6.30 - 8.30 am

Carnival | 8.30 am - 2.30 pm

Venue: International Medical University, Bukit Jalil

GLENEAGLES KUALA LUMPUR

NEWS

In The Spotlight

GKL ANNUAL DINNER & GLENCARES LAUNCH



We had our Annual Dinner celebration with all our lovely colleagues at Berjaya Hills, Bukit Tinggi on the 29 July. The theme for this year was Fairytale Night, A Night of Happily Ever After and it was a magical night indeed!





On the same day, we had also launched our Gleneagles Cares campaign to communicate on internal culture change management initiatives based on the concept of 'Pay It Forward'. Thank you to all our staffs at GKL, we appreciate you and the work you do.



Happenings Around GKL

WORLD PHYSIOTHERAPY DAY



8th September 2017 is recognised as World Physical Therapy Day! Gleneagles Kuala Lumpur's team of physiotherapists celebrated this day in their department with fun-filled activities. The day came by as an opportunity for physical therapists from all over the world to raise awareness about the crucial contribution the profession makes to keeping people well, mobile & independent.







DR ANIQ'S WISH DAY



Remember Dr Aniq who had the opportunity to be a doctor for a day? Watch how Dr Aniq's day went [here](#).

Basic Life Support (BLS) Training for Consultants

Trainer: Earthwin Emergency Academy Sdn Bhd

Date/Day: 12 July 2017, Wednesday

Venue: Auditorium 8th Floor MOB.

Trainer: Earthwin Emergency Academy Sdn Bhd

Date/Day : 16 August 2017, Wednesday

Venue : Auditorium 8th Floor MOB.

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Continuous Medical Education (CME) Talk for Consultants

Speaker: Dr. Mohd Iskandar Mohd Amin - Consultant Hand & Microsurgeon

Topic: "Brachial Plexus Injuries"

Date/Day: 6 July 2017, Thursday

Venue: Auditorium 8th Floor MOB.

Speaker: Dr. John Chan Kok Meng - Consultant Cardiothoracic Surgeon

Topic: "When is Surgery Needed in Heart and Chest Conditions?"

Date/Day: 3 August 2017, Thursday

Venue: Auditorium 8th Floor MOB.



Continuing Medical Education (GP CME) session with Dr. John Chan Kok Meng, Consultant Cardiothoracic Surgeon

We organised Continuing Medical Education (GP CME) session with Dr. John Chan Kok Meng, Consultant Cardiothoracic Surgeon on 26 August. The topic was "When is surgery the best option in Heart, Lung and Chest conditions?"

GP CME has been on going in GKL to facilitate continuous learning for all GPs in KL and Selangor.



The Journey Worth Taking: Breastfeeding Workshop in collaboration with Pigeon Malaysia



Gleneagles Kuala Lumpur organised a Breastfeeding Workshop in collaboration with Pigeon Malaysia on 26 August.

1. Dr Adzlina Jaafar, our Consultant Obstetrics & Gynaecologist and Breastfeeding Advocate shared her own experience about pregnancy and breastfeeding.
2. Ms Phang, Senior Dietitian spoke about different types of nutritional needs a mother requires during breastfeeding.
3. Ms Rabiatus Adawiyah, Nurse Educator shared step by step guide in handling choking infant.
4. Finally, Ms Lim Seng Keat, Nursery Nurse Manager, taught participants techniques and benefits on Infant Massage.



Announcements

NEW DOCTORS ON BOARD



Dr. Saiful Razman Mohd Noor

Consultant Neurosurgeon

Date Joined: 18 July 2017

Suite: Neuroscience Centre, 1st Floor Block B.



Dr. Anuradha P. Radhakrishnan

Consultant Infectious Disease Physician

Date Joined: 7 June 2017

Visiting Consultant

DOCTOR IN THE LIMELIGHT

Dr Ravi Chandran was elected as President of AOFOG

The Asia Oceania Federation of Obstetrics & Gynaecology (AOFOG) comprises 28 National Societies with 22,000 members spanning the Asia Pacific including Australia and New Zealand. Its primary focus is to improve women's health through cooperation and educational activities in the region.

Dr Ravi Chandran has been an Executive Board member of AOFOG for the past 9 years. He has been actively involved in its educational activities and as Chair of the Constitutional Review Committee, was instrumental in revamping its Constitution.





Together with the team from the O&G Society of Malaysia, he spearheaded a very successful AOFOG Congress in 2015 which eventually led to the establishment of the "Malaysia Lecture" in subsequent AOFOG Congresses.

At the General Assembly in Hong Kong on June 2017, Dr Ravi Chandran was elected President of AOFOG. Since its inception in 1957, Dr Ravi Chandran is only the 3rd Malaysian to have been accorded this honour.

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- Promotion are not valid with other in house promotions
- This promotion is valid at Gleneagles outlet only
- All pictures are for reference only, presentations are subject to change
- All prices are subject to 6% GST & 10% service charge

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