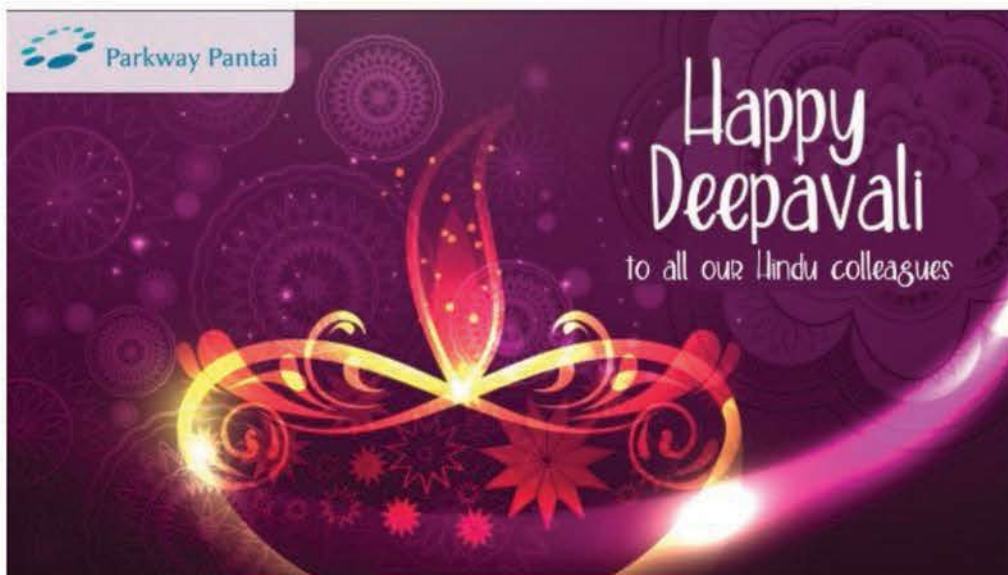


MALAYSIA OPERATIONS DIVISION

Issue #7, October 2017

**BREAST
CANCER
AWARENESS
MONTH**

Pink is the theme of this issue in conjunction with Breast Cancer Awareness Month. Thousands of organisations across the world show their support for this annual campaign by organising events and activities to highlight the importance of breast cancer awareness, education and research. Closer to home, we see PHKL, PHSP, GPG and PHI playing a strong role in supporting breast cancer patients through themed campaigns. Continue with the heartfelt encouragement, everyone! To all our Hindu staff, we hope you had a great Deepavali celebration.

**HAPPENINGS****Parkway Pantai Risk Forum**

The second edition of Parkway Pantai's Risk Forum in Malaysia was held on 11 October. Staff from all levels turned up to gain further insight on risk management and current and possible threats in the cyber and medico-legal environment. The forum was opened by Linda Hoon, Group Head of Risk Governance, IHH Healthcare, who highlighted the importance of risk management as an integral component to the success of an organisation. This kicked off the topics for the day: Cyber Risk – Managing Disruption and Medico-Legal Updates – Managing the New Legal Landscape. Experts from each field took to the floor to expound on most recent issues and to recommend the best defenses moving forward. As a round up to the event, participants engaged in a lively discussion with a team of panelists. The session, moderated by Linda, saw questions being posed by individuals keen on seeking further information on managing and mitigating risks in their respective job scope in particular and in the hospital environment in general.



Disney Wall Branding

Pantai Hospital Batu Pahat (PHBP) and Pantai Hospital Penang (PHP) are sporting brand new Disney-themed walls at their Paediatric wards and outpatient clinics! The new look has been a hit with children and adults alike. PHBP selected the Toy Story theme while PHP selected several themes, including The Little Mermaid, Mickey and Friends, Winnie the Pooh, Toy Story, Princesses and Nemo. Other hospitals in the pipeline for similar wall branding are Pantai Hospital Cheras, Pantai Hospital Kuala Lumpur, Pantai Hospital Sungai Petani and Gleneagles Medini. The graphic designs and licensing are sponsored by Disney as part of MCO Marketing's partnership.



Pink October - "Wear It Pink" Charity Dinner

It was a night flushed with success at Pantai Hospital Kuala Lumpur's (PHKL) "Wear It Pink" Charity Dinner on 29 October. PHKL has been organising its Wear It Pink Campaign for more than 15 years to raise funds for underprivileged women suffering from breast cancer. The packed room of benefactors and celebrities, out in full support of women with breast cancer, were kept entertained by host Yasmin Yusoff, Sutra Academy Dancers and an LED troupe. PHKL presented a total of RM50,000 worth of breast prostheses and special mastectomy brassieres to 20 breast cancer patients, the National Cancer Society Malaysia and the Breast Cancer Welfare Association Malaysia.

Pink October - "Supporting You"

A total of 120 cancer patients and their family members from the northern region participated in the Cancer Patient Support Programme organised by Pantai Hospital Sungai Petani (PHSP) on 21 October. The event, themed "Supporting You", was aimed at providing cancer patients and their families with added support in battling and surviving cancer. Throughout the full-day programme, oncologists and dietitians from PHSP offered insights on coping with the disease. Other activities included exercises, group activities and an empowerment programme to enable patients to build networks of support groups for their overall well-being.





Pink October - "Love Yourself & Your Family"

Pantai Hospital Ipoh's (PHI) Pink October was themed "Love Yourself & Your Family". An event was held on 8 October which brought together breast cancer survivors, beauty queens and dancers from Persatuan Pink Champions. Some of the activities organised were a unique contest where men had to dress as ladies and wear heels, a special performance by Taiwanese teen pop artists and Zumba workout. For the next two months PHI is promoting their specially-priced digital mammogram for the early detection of breast cancer.



Doctor For A Day

Gleneagles Medini (GMH) organised its very first "Doctor For A Day" event on 4 October. More than 70 children aged between 6-7 years old from neighbouring schools, Marlborough College Malaysia and R.E.A.L. Kids Nusa Idaman participated as Little Doctors. Some of the fun educational activities organised were hand hygiene station, anatomy room, health screening station, procedure room, doctor's room, nursery and emergency department station. The children had the chance to learn numerous healthcare skills and role-play in managing patients while guided by nurses.

Pink October - "Carrying On"

The 5th annual Breast Cancer Survivor event at Gleneagles Penang (GPG), themed "Carrying On", was organised by the Public Relations/Marketing team, Dr (Ms) Teh Yew Ching and the Pink Penang Cancer Support Group. It was an opportunity to celebrate cancer survivors and for them to convene in a show of support and solidarity. The day was filled with educational and fun activities aimed at inspiring cancer survivors to live life to the fullest after cancer diagnosis and treatment.



"I Love My Heart" Campaign

In conjunction with World Heart Day, Gleneagles Kota Kinabalu (GKK) organised a *I Love My Heart Campaign* to raise awareness on heart health. The highlight of the campaign was a fund-raiser held on 9 October. Proceeds were raised through a charity photoshoot and donated to the Society of Sabah Heart Fund in aid of children with congenital heart diseases. There were also free basic health screenings, free echo scans, quit-smoking clinics and a lucky draw with the grand prize of a fitness watch worth RM1,500. A month-long educational exhibition was open to the public at GKK's lobby.





Trip to Melaka Zoo

Junior Club members and Paediatric patients from Pantai Hospital Batu Pahat (PHBP) joined a tour programme to visit the Melaka Zoo on 7 October. All 80 children were given the opportunity to be exposed to and gain a better understanding of the natural habitat of wild animals. Other activities include a bird show and watching the feeding of tigers, leopards, lions, elephants and crocodiles. PHBP also celebrated the birthdays of October babies at the zoo.

Employee Engagement

A Pantai Health and Fitness Day for staff and consultants was organised by Pantai Hospital Batu Pahat (PHBP) in conjunction with Hari Sukan Negara. Held at Hutan Lipur Soga Perdana on 4 October, the event included a hike and a treasure hunt which involved the finding of as many insects as possible along the hike down the hill. Participants demonstrated teamwork and cooperation throughout the exercise. The objective of the programme is to strengthen the bonds and relationship amongst the staffs and doctors, creating the spirit of togetherness as well as fun.



Gleneagles Cares Campaign

Gleneagles Kuala Lumpur (GKL) launched its Gleneagles Cares Campaign on 2 October. The campaign aims to create brand differentiation, preference, loyalty and advocacy for GKL by delivering care, empathy and personalised experience throughout the patient journey. MOD Service Excellence assisted with a training programme that highlighted: the importance of "paying it forward" to create a cycle of kindness, the significance of basic service components, and best practices in looking after patients, in which hotel tours were conducted for 150 employees to observe hotel frontline service.

GP Symposium

The 2017 GP Symposium themed "Updates for Primary Care, organised by Pantai Hospital Ayer Keroh (PHAK), was held at the Novotel Melaka on 1 October. Dr Daniel Wong, MDAC Chairman and Mr Tan Yew Aik, CEO of PHAK, were present to give their welcome and opening speeches to the attending General Practitioners (GPs). In addition to presentations/updates from our specialists, there were also booth exhibitions and product updates from sponsors. The event was attended by 95 GPs mainly from Melaka, Johor, Negeri Sembilan and several from Pahang and Selangor.





"Growing Well with GKL" Paediatric Campaign

Since July 2017, Gleneagles Kuala Lumpur (GKL) has been running a "Growing Well with GKL" Paediatric Campaign to partner with parents in raising happy, healthy and fit children. The campaign highlights the importance of addressing anything out of the ordinary in children and advocates for early assessment and intervention. Activities include dissemination of booklets on Paediatric specialties, social media promotion and a Junior Care Champion Search school level competition on 11 November. This campaign will run until December 2017.

Family First Aid

Gleneagles Kuala Lumpur (GKL) organised a Family First Aid Programme as part of its initiative to contribute towards a well-informed community. The programme was organised in two simultaneous sessions. The parents' session focused on CPR, basic life-saving skills should a child choke and basic family first aid. The children's session took on a more exciting twist with a basic first aid workshop entitled "The Skills Even Superheroes Need To Have!" Topics covered include Safety & Injury Prevention, Basic First Aid, CPR, Chocking & Fire Safety Session with Fire Engine.



GLENEAGLES KUALA LUMPUR

Happenings Around GKL

GENERAL PRACTITIONER SYMPOSIUM

Gleneagles Kuala Lumpur collaborate with Pfizer. 49 GP have attended the session. The details of the program as per attached file.

Date: 28 October 2017, Gleneagles Kuala Lumpur

Time: 4.00pm to 8.30pm

Venue: Pine Room, Level 10, Double Tree by Hilton Hotel, Jalan Tun Razak, KL



Gleneagles™
KUALA LUMPUR



Gleneagles Kuala Lumpur cordially invites you to

An Update On The Management Of Heart Disease

Date **Saturday, 28 October 2017**

Time **4.00pm to 8.30pm**

Venue **Function Hall, Block B,
Gleneagles Kuala Lumpur**

- PROGRAMME**
- 4.00pm Registration & Tea Reception
 - 4.45pm **Welcome and Introduction**
Dr Aqwan Rahman,
Chief Executive Officer, Gleneagles Kuala Lumpur
 - 5.00pm **Treating Hypercholesterolemia and Hypertension: How I do it**
Dr Nik Hamey Bin Nik Zainal Abidin,
Consultant Cardiologist, Gleneagles Kuala Lumpur
 - 5.30pm **Management of angina: How I do it**
Dr Chong Wei Peng,
Consultant Cardiologist, Gleneagles Kuala Lumpur
 - 6.00pm **When is Heart Surgery the best option?**
Dr John Chan Kok Meng,
Consultant Cardiothoracic Surgeon, Gleneagles Kuala Lumpur
 - 6.30pm Dinner
 - 8.30pm CLOSE

RSVP before **23 October 2017**.
For RSVP please call or email
Jeremy Khoo (T) 016 3231120
(E) jeremy.khoo@parkwaypanat.com or
Siti Fatimah Hashim (T) 016 4594147
(E) fatimah.hashim@parkwaypanat.com





GKL CELEBRATES WORLD HEART DAY & WORLD DIABETES DAY

On 28th October 2017 GKL celebrated World Heart Day and World Diabetes Day with a row of exciting activities. From healthy cooking and movement exercise demonstrations, to knowledge sharing by our endocrinologist Dato Dr Faridah and cardiologist Dr Chong Wei Ping. The aim of the event was to create awareness and promoting early prevention on cardiovascular and diabetes diseases. Around 150 participants including guests, staffs and products specialist joined this event.





GLENEAGLES CARES REWARDS PROGRAM

In conjunction with the Gleneagles Cares Campaign, monthly service assessment is carried out on all staff and we are proud to announce that for the month of October 2017, the staff below have scored over 95% in their service to customers and are duly recognized and rewarded for this month.

Below are the 10 winners for the month of October 2017. Our congratulations to all for a job well done!



SUGAHARA AYAKO
JAPANESE LIAISON MANAGER
CUSTOMER CARE



NURHAYATI BINTI ZAINOL ABIDIN (GHS2597)
SENIOR EXECUTIVE
CUSTOMER CARE



RAJAN A/L ARUMUGAM (GHS3076)
CHIEF SECURITY OFFICER
SECURITY



LOGESWARY A/P VIJAYAN (GHS3959)
SENIOR ADMINISTRATIVE ASSISTANT
PHYSIOTHERAPY



ANIS SHUADAH BINTI AHMAD NAZAMI (GHS7387)
TELEPHONE OPERATOR
TELECOMMUNICATIONS



SHEKINA A/P DAVADAS (GHS7050)
PERSONAL CARE AIDE
DIETETICS



NOR ATIQAH BINTI MOHD NOR (GHS6774)
REGISTERED NURSE I
SPC CLINICS 6TH FLOOR



ROZIANAH BINTI ZAINAL ABIDIN (GHS5219)
SUPERVISOR
RETAIL PHARMACY



WAN NISYA AMYRA BINTI WAN ZUHARUDDIN (GHS7179)
CUSTOMER SERVICE ASSISTANT
FRONT OFFICE



AHMAD FAIZAL BIN HASSAN (GHS6137)
NON-EXECUTIVE
CONCIERGE SERVICES
CONCIERGE

MOVIE SHOWTIMES 'PAY IT FORWARD'

The movie "Pay It Forward" was attended by 260 staff screened over 13 sessions. The movie will continue to be screened to all staff who have yet to attend in our continuous effort to inculcate a service culture into the Hospital

**Gleneagles™**
KUALA LUMPUR

Movie Showtimes

ACADEMY AWARD® WINNER
KEVIN SPACEY

ACADEMY AWARD® WINNER
HELEN HUNT

ACADEMY AWARD® NOMINEE
HALEY JOEL OSMENT

When
someone
does
you
a big
favor,
don't pay it back...

PAY IT FORWARD

Enjoy **FREE** Pop Corn & Lime Juice
Open to All Gleneagles Staff



STAFF APPRECIATION DINNER 2017

Gleneagles KL had their Staff Appreciation Dinner on 13th October 2017 at Maya Hotel. The theme was 'Fairytale Night' and the evening was abuzz with laughter and fun as staff and the management got together to enjoy scrumptious dinner, best dress competition and external performance and internal performance by GKL staff.



SERVICE EXCELLENCE PROGRAM

In our objective to escalate our service to the next level and to embrace a top notch service culture to the Hospital, we scheduled numerous 'Service Excellence Program' for staff commencing September 2017. As at to date, a total of 191 staff has attended this course.



Announcement

NEW DOCTOR ON BOARD



Dr. Ibtisam Mokhtar
Consultant Rheumatologist
Date Joined: 15 November
Suite: OPD Specialist Clinic, 8th Floor,
Medical Consultation Suite

Retail Outlets

BOOST
juice bars

FRUTTI LEAGUE

smoothie

RM12 ORIGINAL

raspberries
pineapple juice
watermelon juice
TD4 vanilla yoghurt
sorbet & ice

FRUTTI LEAGUE
Choose Juvenile
FREE UPGRADER

FRUTTI LEAGUE
Choose Juvenile
FREE BOOSTER

Receive a Power Card
with a purchase of
Original Frutti League Smoothie
at all Boost Juice Bars



Limited Offer !

RM 5.00

RM 3.80

FREE

1 x Ice
Lemon
Tea



BOLOGNESE
WRAP

RENDANG
WRAP



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