



GKLNews

MALAYSIA OPERATIONS DIVISION

Issue #6, September 2017



"The purpose of life is... to be useful, to be honourable, to be compassionate, to have it make some difference that you have lived and lived well." - Ralph Emerson

It is with pride when we say that this adage is fulfilled by every single one of you. In all that you do, in the simple acts and gestures carried out, we continue seeing your contribution towards improving anything that is healthcare-related. This is even more apparent through your involvement in the many activities organised to benefit the larger community, a small portion of which are highlighted in this issue. Thank you, sincerely, for showcasing the true value of our people. Happy Malaysia Day!

ANNOUNCEMENT



Congratulations, Ivan Loh!

We warmly congratulate Ivan Loh Ee Hoe on his promotion to **Chief Operating Officer, Malaysia Operations Division**.

It is a huge honour to Ivan who has demonstrated unwavering commitment and leadership over the many years in his position as CEO of Gleneagles Penang and as CEO of the Northern Region, which he will continue to hold.

We wish him every success and professional fulfillment in his new role.

New Email Signature

A new signature template has been put into immediate effect for all Parkway Pantai staff. Do observe the following changes to your email signature.

Font type: Arial or Calibri
Font size: 11
Font colour: Black

The font type for your email signature must be the same as the font type for your body copy. Your email signature should not include any logo, address or social media icons. For hospital staff, banners for corporate campaigns can be added below the website address. More details can be found in the email from the Corporate Communications Department entitled "New signature template" dated 20 September 2017.

FOR CORPORATE STAFF

Best regards,

Siti Maslinda
Head, Corporate Communications
Malaysia Operations Division
Parkway Pantai
D +60 3 2298 1083
M +60 17 217 5724
www.parkwaypantai.com

FOR HOSPITAL STAFF

Best regards,

Jane Lee
Nurse Manager, Ward 9
Pantai Hospital Kuala Lumpur
Malaysia Operations Division
Parkway Pantai
D +60 3 2298 1111
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www.pantai.com.my/kuala-lumpur

HAPPENINGS

IMU Chariofare Charity Run 2017

20 participants from Parkway Pantai took part in the annual IMU Chariofare Charity Run held on Malaysia Day, 16 September. They were among the 1,739 runners who were at Bukit Jalil early in the morning to complete their 10km course as part of a fund-raiser for the less privileged and the displaced. All of our runners completed the course with the team from Gleneagles Kuala Lumpur (GKL) coming in 4th place! Congratulations! They received a prize money of RM1,000 to be donated to their charity of choice. After the run a carnival was held featuring a flea market, F&B stalls, games, health screenings and lucky draws.



Safety Month

Pantai Hospital Ayer Keroh (PHAK) organised its Safety Month in September to engage their consultants, staff, partners and patients in embracing a culture of quality and safety in healthcare. Agencies including BOMBA, PDRM, JPAM and AKDK set up booths at the hospital and conducted talks to the public. Nurses and staff came up with displays and talks such as the Hand Hygiene Campaign and Time Out, presented by the Operating Theatre staff. There was also a presentation by the hospital management for the "Good Catch" award for the Nursing Department.

Health is Wealth Carnival

Pantai Hospital Penang (PHP) organised its Health is Wealth Carnival on 16 September. Focusing on the importance of good health, the carnival featured Flexi Clinics offering free medical advice, health booths providing free screenings and check ups, and lots of fun and games. Staff came out in full support of the carnival. One of the main attractions was the

Dr. Little programme which enrolled 60 children. PHP announced its Home Nursing Care service and free nursing visits for its maternity patients beginning in October, alongside the launch of their Family Rewards Club which will offer free annual health screenings for patients.



Blood Donation Campaign

More than 100 donors helped to replenish the blood stock at the National Blood Centre during the blood donation campaign at Pantai Hospital Kuala Lumpur (PHKL) on 14 September. Staff made up a large portion of the turnout, of which many are regular donors. It was heartening to see our people giving so freely, despite many winces and pale faces, to help save the lives of others. The blood donation campaign will be held twice a year though donors can choose to donate blood once every three months.

Patient Safety Week

Patient Safety Week is an annual event at Pantai Hospital Batu Pahat (PHBP). Aimed at creating awareness within the community, the event pools the knowledge of the staff to conduct demonstrations and talks. There were exhibitions on needle stick injury and prevention, food safety, methods of using detergent and sterilisation of Operation Theatre instruments. Adding to the success of the event were talks and demonstrations by the imaging department, PERKESO, PDRM, Fire Prevention Service Berhad and Pantai Integrated Rehab, coordinated by PHBP's organising team. A complimentary eye test was also made available.



Boot Camp

Pantai Hospital Batu Pahat (PHBP), together with Wyeth, organised a Boot Camp for children aged 6-10 years on 9 September. The five-hour camp featured activities focusing on education, sports, speed, agility, strength, balance and a fair amount of teamwork. More than 50 children participated in the camp with the aim of increasing their stamina and endurance. There was even a tug-of-war activity which had parents joining in with their children to much cheering. The camp ended on a high note with a certificate and medal presentation.

Skip to your Heartbeat Cardio Campaign

Pantai Hospital Ipoh (PHI) held a community cardio campaign themed "Skip to your Heartbeat" at Aeon Big Midtown Falim Shopping Center on 3 September. Over 100 enthusiasts, inclusive of staff and the public, turned up for the skipping event early Sunday morning. The cardio campaign was aimed at inculcating the importance of exercise and fitness for a healthy lifestyle as well as to reintroduce skipping as a simple and timeless physical activity that can be done anytime, anywhere. PHI's Heart Centre and its services were also highlighted.



Training Courses

MOD will be starting annual competency assessments across the 14 hospitals in 2018. To ensure that the assessments are standardised, systematic and objective, the Assessors and "Train the Trainers" courses were conducted with the aim of ensuring that there are sufficient competent assessors to evaluate the competency and knowledge of staff. The recent training programmes were conducted over four days in Penang and Kuala Lumpur. Nurse Educators from Singapore led the training which was attended by 98 nurses and 21 facilitators across MOD. It was a very interactive programme as participants had much to share and learn.

IN THE SPOTLIGHT



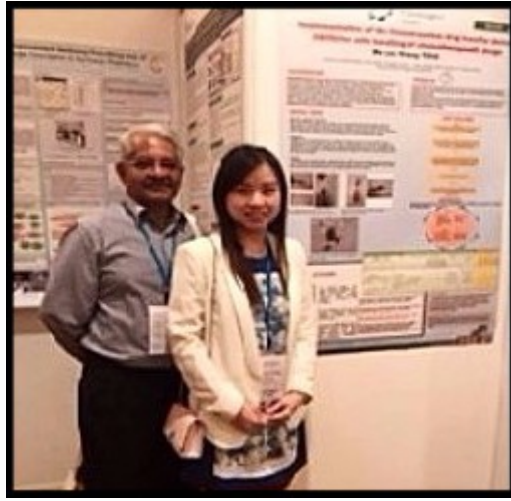
Gold Award for IHH Healthcare

IHH Healthcare won the gold award for **Highest Return to Shareholders Over Three Years** in the Super Big Cap Companies category at The Edge's Billion Ringgit Club Annual Gala Dinner and Corporate Awards 2017. This top spot was accorded to IHH Healthcare for its outstanding revenue and returns. IHH Healthcare came out ahead of eight other companies to win the title. The event is an initiative to recognise, honour and celebrate the best of Corporate Malaysia, and to inspire companies to seek to become billion-ringgit corporations.

Pride of Gleneagles Penang

Ms Teoh Loo Hoang, Senior Pharmacist at Gleneagles Penang (GPG), submitted a poster entitled **Implementation of Closed System Drug Transfer Device (CSTD) for Safe Handling of Chemotherapeutic Drugs** at the International Forum on Quality and Safety in Healthcare held in Kuala Lumpur recently. Thanks to her effort and well-placed information, she was selected to present her poster to forum delegates.

Congratulations, Loo Hoang, for a job well done and for proudly representing GPG at the International Forum.



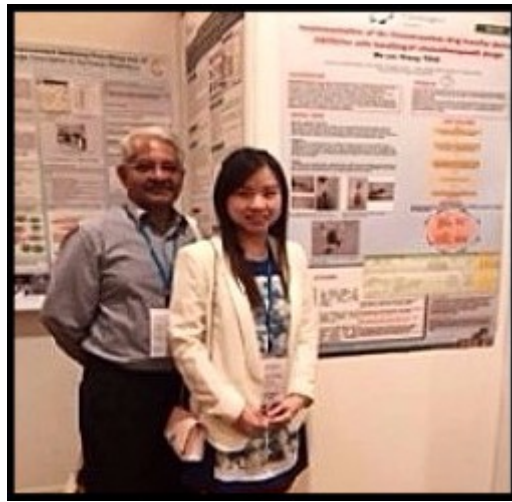
GLENEAGLES KUALA LUMPUR NEWS

In The Spotlight

'Growing Well with GKL' Paediatric Campaign

At Gleneagles Kuala Lumpur, we want to partner with parents to ensure that their child grows up happy, healthy and fit. Many conditions can develop during a child's growing years that may cause parents to worry. The campaign began in July and will continue till December 2017; aiming to educate parents to be alert to anything out of the ordinary. Besides, the campaign highlights the importance of addressing these concerns and advocate for early assessment and intervention. Part of the initiative under this campaign includes branding exercise, dissemination of informative booklet on various Paediatric specialties, social media promotion and Junior Care Champion Search, a school competition that promotes caring values and healthy living which will be taking place at GKL on 11th November 2017.

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**Early assessment,
diagnosis and treatment
will ensure your child
continues growing well.**



When it comes to your children, you know them best. At Gleneagles Kuala Lumpur, we want to partner with you to ensure that your child grows up happy, healthy and fit.

When something doesn't seem right, talk to our doctors. Many conditions can develop during your child's growing years that may cause you to worry. Learning to be alert to anything out of the ordinary and discussing these concerns with your child's primary care physician will help advocate for early assessment and intervention.



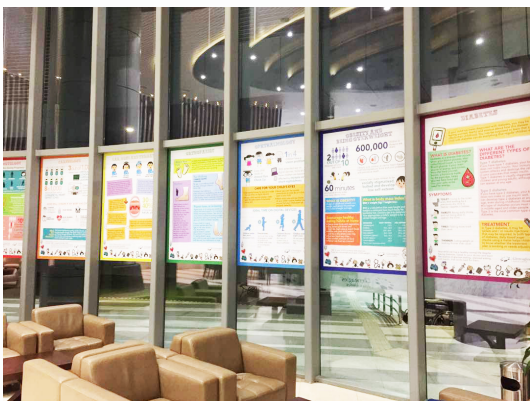
www.gleneagleskl.com.my/growingwellwithgkl
#growingwellwithGKL



BLOCK A



BLOCK B



CASH
PRIZES
up for grabs!



Gleneagles™
KUALA LUMPUR



JUNIOR CARE CHAMPION SEARCH



Have you ever wished you could be a **SUPERHERO?**

GETTING TO
THE SCENE
IN THE NICK
OF TIME

SAVING
LIVES

MAKING THE
WORLD A
BETTER
PLACE

Some may think that superheroes belong in comic books and movies, but the truth of the matter is that superheroes walk among all of us every day.

Interested to find out if you have what it takes to be a **SUPERHERO?**

Find two of your friends and a responsible grown up (a parent or teacher) and **write a creative essay of 600 - 800 words** to answer either one of these questions:

1. **HOW LIVING IN MALAYSIA CAN BE HEALTHIER.**
2. **IF SUPERHERO WAS REAL, WHAT WOULD THEY DO IN A HOSPITAL**

Complete your essay with the following question:

WHY DO YOU WANT TO BE A CARE CHAMPION

Open to students **aged 10 to 12 years old**
Closing date: **22 September 2017**

The best 10 teams will be selected to enter the 'SUPERHEROES SHOWDOWN' event on 11 November 2017.



Gleneagles Cares

In conjunction with the inception of Gleneagles Cares, our Human Resource Department have implemented few programs to get GKL's employees in the CARING spirit.

Training on Service Excellence

A total of 150 employees have been privileged to undergo 6 sessions of service excellence training since September. The sessions will continue until the first quarter

of 2018. The training includes experimental observation of best practices of the 5-star Le Meridien hotel.



Pay-It Forward Movie Screening

Our people are the source of all cares and empathy. Through an internal change management program, we aim to instill compassion and service-oriented culture among our staff. 6 movie screenings of the morally-ethical and inspiring movie 'Pay It Forward' have been carried out since September and sessions will continue until November 2017 . Join us on the next one (with popcorn of course!) on the 11th October and be inspired! Check out our movie screening posters on our notice boards for more details on future sessions.



New Uniforms, Name Tags & Gleneagles Cares Badges

To achieve a world class team and service delivery, GKL had the opportunity to provide all our front-line employees a new set of uniforms, name tags and Gleneagles Cares badges.



Rewards for Exemplary Service

Gleneagles Cares is an avenue to reward employees on their exemplary services. For exemplary employees, special rewards is awarded through monthly assessments.

Happenings Around GKL

Family First Aid

GKL organised a Family First Aid Programme on 30th September 2017 as part of our initiative to contribute towards a well-informed community. In line with our efforts to care every step of the way, we instill values in our employees to not only care for patients, but also for the community.



The programme was organised in 2 sessions simultaneously. Parents's session include CPR and Choking Workshop for Children - **Learn Basic Life Saving Skills Every Parent Must Know** by Ms. Chai Lee Tuan and Ms. Siti Rohani, Nurse Educators and **Basic Family First Aid** by Dr. Marieanne Sundram, Resident Medical Officer. The children's session had Basic First Aid Workshop - The Skills Even Superheroes Need To Have! Topics covered include **Safety & Injury Prevention, Basic First Aid, CPR, Chocking & Fire Safety Session with Fire Engine**. This session was supported by Jabatan Bomba dan Penyelamat Malaysia, Jalan Hang Tuah & Falck First Ambulance.



Breast Cancer Awareness Month Promotion

GKL's latest screening promotion in conjunction with Breast Cancer Awareness Month.



BREAST CANCER WHAT YOU SHOULD KNOW



most common cancer in women worldwide. Second most common cancer overall.

Nearly **1.7 million** new cases diagnosed in 2012.



Men & many below 50 can be diagnosed with Breast Cancer.



Approximately **20%** of people initially diagnosed with Early Breast Cancer (EBC) will eventually develop Metastatic Breast Cancer (MBC). There are some who are diagnosed with MBC from first diagnosis. **18%** are diagnosed in Stage IV CANCER in Malaysia.

In Malaysia, estimated **5,410** diagnosed with Breast Cancer in 2012.



1 in 20 women in Malaysia will develop breast cancer in their lifetime. This risk varies by the main ethnic groups.



1 in 16 for Chinese



1 in 16 for Indians



1 in 28 for Malays

BREAST CANCER SCREENING WHAT YOU SHOULD KNOW

Women who are **40+** should be examined for breast cancer **once a year**.
According To The American Medical Association



34% in mortality with treatment & early detection.



TWO TYPES OF MAMMOGRAMS



2D DIGITAL MAMMOGRAPHY
Uses a low dose X-ray system to take pictures of the breast electronically rather than with film.

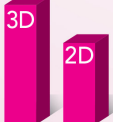


3D DIGITAL MAMMOGRAPHY (TOMOSYNTHESIS)
Uses a combination of 2D and 3D mammography to create a complete image of the breast. With C-View, a single 3D mammogram is taken.

29% 3D Mammogram detects 29% more all Breast Cancers than 2D Mammogram.
Journal of the American Medical Association (JAMA) 2014



41% 3D Mammogram detects 41% more Invasive Breast Cancers than 2D Mammogram.
Journal of the American Medical Association (JAMA) 2014



40% 3D Mammogram decreases 40% in false positive false positive recalls compared to 2D Mammogram, minimizing patient's anxiety & unnecessary cost.
Mayo Clinic News Network (USA)



15% 3D Mammogram decreases 15% in recall for additional Imaging compared to 2D Mammogram.
Journal of the American Medical Association (JAMA) 2014



3D+2D > 2D

The FDA mandates that 3D Mammogram must be interpreted in conjunction with a 2D Mammogram. With 3D Mammogram you also get an additional 2D Mammogram with no additional exposure.

For more information, please come & visit our Health Screening Centre, at Level 5, Block B, Gleneagles Kuala Lumpur or contact us at WhatsApp Appointment Booking: +6016 339 3000 Tel: +603-4141 3282/3381 Fax: +603-4141 3280 Email: my.gkl.esc@parkwaypantai.com

GLENEAGLES KUALA LUMPUR
A branch of Pantai Medical Centre Sdn Bhd (73056-D)
Block A & B, No. 286 & 288, Jalan Ampang, 50450 Kuala Lumpur.
Tel: (603) 4141 3000 Fax: (603) 4141 3761



HEALTH SCREENING PACKAGES

IN CONJUNCTION WITH BREAST CANCER AWARENESS MONTH



WOMEN'S HEALTH SCREENING (PREMIUM)

RM1874.50

Physical Examination
Weight, Height, Body Mass Index (BMI)
Vision Test
Blood Pressure Screening
Resting ECG
Stress Test ECG (Treadmill)
Ultrasound of Abdomen & Pelvis
Lung function test
Chest X ray
Liquid -based Pap Test
Audiometry
Blood Screening
Full Blood Count
Blood Grouping (ABO & Rh)
Lipid Profile (Cholesterol)
Kidney Function Profile
Liver Function Profile
Fasting Blood Sugar (Diabetes)
Calcium and Phosphates (Bone Metabolism)
Uric Acid (Gout)
Alpha-Fetoprotein (Liver Cancer)
TSH (Thyroid Disease)
Carcinoembryonic Antigen (Colon Cancer)
RA factor (RA)
Hep A , B & C Screening
Treponema Pallidum Antibody (Syphilis)
Helicobacter Pylori
Hs-cRP
Urine Test (FEME)

Tumour Marker
CA 19.9 (Colon & Pancreatic Cancer)
CA 15.3 (Breast Cancer)
CA 125 (Ovary Cancer)

2D Mammography*
Consultation & Report
Refreshment Voucher



WWC-630 WOMEN'S WELLNESS SCREENING (> 40 YEARS)

RM1222

Physical Examination
Weight, Height, Body Mass Index (BMI)
Vision Test
Blood Pressure Screening
Chest X ray
Liquid -based Pap Test
Resting ECG
Ultrasound of Abdomen & Pelvis
2D Mammogram*
Bone Mineral Densitometry (BMD) Scan
Blood Screening
Full Blood Count
Blood Grouping (ABO & Rh)
Lipid Profile (Cholesterol)
Kidney Function Profile
Liver Function Profile
Fasting Blood Sugar (Diabetes)
Calcium and Phosphates (Bone Metabolism)
Uric Acid (Gout)
Alpha-Fetoprotein (Liver Cancer)
TSH (Thyroid Disease)
Carcinoembryonic Antigen (Colon Cancer)
RA factor (RA)
Hep A , B & C Screening
Treponema Pallidum Antibody (Syphilis)
Urine Test (FEME)
Consultation & Report



For more information, please come & visit our Health Screening Centre, at Level 5, Block B, Gleneagles Kuala Lumpur or contact us at
WhatsApp Appointment Booking: +6016 339 3000
Tel: +603-4141 3282/3381 Fax: +603-4141 3280
Email: my.gkl.esc@parkwaypantai.com

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Coming Soon

Risk & Quality Assurance

Infection Control Training

Infection Control Training will be held as follows:

Date: October 9th 2017

Time: 3 - 4pm

Venue: Foyer, Level 9, Block B.

Topic:

- 1) Back to Basic - Hand Hygiene and Sharp Awareness by ICN
- 2) Infection Control Practices in Operating Theater by ICLN Chia Chung Huan

This training open to all staff. 1 CPD POINT WILL BE AWARDED TO ALL PARTICIPANTS.

Diabetes Care Centre

FREE ADMISSION



Gleneagles™
KUALA LUMPUR

Come join us to celebrate

World Heart Day & World Diabetes Day!



World Heart Day

world diabetes day

Date
28/10/2017 (Saturday)

Venue
Function Hall, 9th floor, Block B

FREE Giveaways!

10 ECG TEST to be won!

FREE SCREENING
Blood Pressure
Blood Sugar
Weight, Height, BMI
Waist Circumference

**Booth Exhibition & Promotion
on healthcare product**

For inquiries, please call
03 4141 3118 / 3047

PROGRAMME

- 09.00am Free Screening and Diet Chit-chat
(Enjoy Light Refreshment)
- 10.00am Welcome Speech
- 10.15am Cooking Demonstration
- 10.45am Movement and Exercise Demonstration
- 11.00am "Let's Beat Diabetes"
by Dato Dr. Faridah Ismail
(Consultant Endocrinologist)
- 11.15am Fun Activity
- 11.30am "Know Your Heart"
by Dr. Chong Wei Peng
(Consultant Cardiologist)
- 11.45am Closure
- 12.00pm Lunch

Join us wear
"Blue" or
"Red" to bring
awareness for
Heart disease
and Diabetes.

GLENEAGLES KUALA LUMPUR

A branch of Pantai Medical Centre Sdn Bhd 23054-05
Block A & B, No. 283 & 284, Jalan Ampang, 50450 Kuala Lumpur.
Tel: (603) 4141 3000 Fax: (603) 4141 3698



www.gleneagleskl.com.my

Sales & Marketing



Gleneagles™
KUALA LUMPUR



An Update On The Management Of Heart Disease

Date **Saturday, 28 October 2017**

Time **4.00pm to 8.30pm**

Venue **Pine, Level 10, Double Tree by Hilton Hotel**

Programme	4.00pm	Registration & Tea Reception
	4.45pm	Welcome and Introduction Dr Adzuan Rahman, Chief Executive Officer, Gleneagles Kuala Lumpur
	5.00pm	Treating Hypercholesterolemia and Hypertension: How I do it Dr Nik Halmey 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

FOR HEALTHCARE PROFESSIONALS ONLY



Pfizer (Malaysia) Sdn Bhd (40131-T)
Level 10 & 11, Wisma Avaris Tower 2, Avenue 5,
Bangsar South, No. 8, Jalan Kerinchi, 59200 Kuala Lumpur.
Tel: 603-2281 6000 Fax: 603-2281 6388 www.pfizer.com.my
WMANVC0517292-11September2017



Retail Outlets



Happy LUNCHING!

Lunch Buffet @ RM 11.60 nett

starts from 12 noon to 2 pm!

Nasi Putih
Main Dish
Veggie
Ulam with Sambal belacan
Drinks



Remarks :

The menu is changed daily.

This promo is available at Melur & Thyme Gleneagles KL only.

The buffet is available for the first 30 pax only.

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Introductory Promotion:
Get 20% off
regular price

A FRESH NEW RANGE OF
**MOISTURE-BOOST
NATURAL LIPSTICKS**
featuring avocado, evening primrose & calendula oils

*Regular Price Item Only *No Member's Benefits
*No Further Promotion *01 - 31 OCT 2017



FACE OIL
The New Anti-Ageing Hero

Get **20% OFF** On
Our Widest Range Of
Natural Face Oils

*Regular Price Item Only *No Member's Benefits
*No Further Promotion *01 - 31 OCT 2017

Plus other special mark-downs & special offers

Gleneagles Kuala Lumpur
K10.04, First Floor, Block B
03-4266 5651



GIFT WITH PURCHASES:

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SCIENTIFIC ORGANIC BEAUTY™

Get a **Grace Gentle Cleanser** **FREE** (worth RM158.00) when you buy any **2** Antipodes Face Care Products at Regular Price*



*Exclude All Minis *Regular Price Item Only *No Further Promotion
*With Member's Benefit *While Stock Last

trilogy

Get a new **Mini Rosapene Radiance Serum** (10ml) **FREE** with the purchase of any **2** Trilogy Face Care Product at Regular Price*



*Regular Price Item Only *No Further Promotion
*With Member's Benefit *While Stock Last

LINDEN LEAVES

Get the **3rd Linden Leaves Face Care Product** **FREE*** when you purchase any **2** Linden Leaves Face Care Products at Retail Price

trilogy

New Product Introduction:
Get **20% off** regular price on the new **Trilogy Sensitive Range Face Care Products**

AUBREY
ORGANICS®

Product of the Month:
Get **20% off** regular price on **All Aubrey Hair Care Products**

*Lowest Price Item Applies As Free Item *Regular Price Item Only
*No Further Promotion *No Member's Benefit *01 - 31 OCT 2017
*Subject To Availability

*01 - 31 OCT 2017 *Regular Price Item Only *No Further Promotion
*No Member's Benefit

*01 - 31 OCT 2017 *Regular Price Item Only *No Further Promotion
*No Member's Benefit



Plus other special mark-downs & special offers

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