Academic Medicine Innovation Institute
SingHealth Duke-NUS

Alice Lee Innovation Centre of Excellence
Imagine Tomorrow's Care

ALICE LEE INNOVATION CENTRE OF EXCELLENCE

From Understanding to Healing: How Compassion Shapes Care

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"INNOVATION BEGINS WITH UNDERSTANDING THE PROBLEM."
Diana Goh Pei Szeei

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Diana Goh Pei Szeei

Assistant Director, Nursing
Nursing Innovation & Quality and Risk Management,
Sengkang General Hospital (SKH)

A people person at heart,
I enjoy connecting with others, exchanging ideas, and finding opportunities to make things better. As a nurse, I have always been fascinated by problems—not because they exist, but because they present opportunities to improve care, empower teams, and make a meaningful difference.

My innovation journey began as a pioneer at SKH, where I helped build new workflows and services from the ground up. Later, in Quality Management, every data point became a story waiting to be understood. Nurses are natural problem-solvers, and I love helping teams turn everyday challenges into opportunities for better care.

Innovation begins with understanding the problem. How often does it occur?
Who is affected? What is the impact on patients and staff? As nurses, our empathy and observational skills allow
us to see opportunities others may miss.
By understanding people first, we create solutions that truly make a difference.



GROUP NURSING
(NURSING TRANSFORMATION)



Compassion and care are powerful drivers of innovation in healthcare because they focus attention on real human needs—not just diseases or systems. When healthcare professionals—including nurses—prioritise empathy in the care of patients, they often uncover gaps and opportunities that lead to meaningful improvements. The benefits of this approach include more patient-centred healthcare processes and devices, as well as improved caregiver and user experiences within healthcare systems.

Building on these principles, SingHealth nurses have developed a range of innovative solutions that enhance both patient care and clinical workflows. By drawing on their close, day-to-day interactions with patients, nurses are uniquely positioned to identify unmet needs and design practical, compassionate solutions.

Here is a look at some SingHealth nursing innovations that have been inspired by the principles of compassion and care to benefit patients, caregivers and nurses.

KK Women's and Children's Hospital
SingHealth



The 'Kiddy Sippy' was developed for an easier and fuss-free medication administration experience.

"Our innovation was inspired by the challenges we observed when administering oral medications to young children. Many became distressed, fearful, or resistant, causing stress for both caregivers and nurses. Driven by compassion and a desire to provide a more positive care experience, we developed 'Kiddy Sippy' to make medication administration gentler, less intimidating, and more child friendly."

- Senior Staff Nurse Ong Jo Anne,
Project Lead, KK Women's and Children's Hospital (KKH)



Sengkang General Hospital
SingHealth

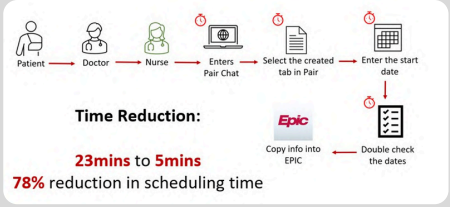
The 'MagClip' features a clip-on magnifying glass for better visualisation of the dosage dial numbers on an insulin injection pen.

"A group of nurses from Sengkang General Hospital (SKH) and Singapore General Hospital (SGH) noticed that many older adults struggled to read the small dosage dials on their insulin injection pens. A diabetes nurse educator in the team recalled that some patients had even given up on insulin therapy altogether, while others became dependent on their loved ones for assistance. Motivated by these challenges, the team set out to design a simple, generic clip-on magnifier for insulin pens, enabling patients to administer their medication independently and regain both their confidence and dignity."

-Senior Nurse Manager Chen Ling-Jun,
Project Co-Lead, SKH

National Neuroscience Institute
SingHealth

The 'Smart Med Scheduler' leverages AI tools to automate and streamline the sheduling process for the neurological drug lecanemab, achieving significant efficiency gains and reducing administrative time by approximately 78%.



"Lecanemab is a novel therapy for Alzheimer's disease requiring 36 fortnightly infusions, time-critical MRI scans, and assessments. Nurses currently schedule these dates manually through repetitive steps, taking about 23 minutes per patient. This significant logistical burden prompted our team to explore AI tools to streamline scheduling and improve efficiency. The true value also lies in freeing up time to focus on supporting patients and their caregivers through a complex treatment journey."

-Assistant Nurse Clinician Yu Chen,
Project Lead, National Neuroscience Institute (NNI)

For more information, please contact SingHealth Group Nursing at singhealthgroupnursing@singhealth.com.sg

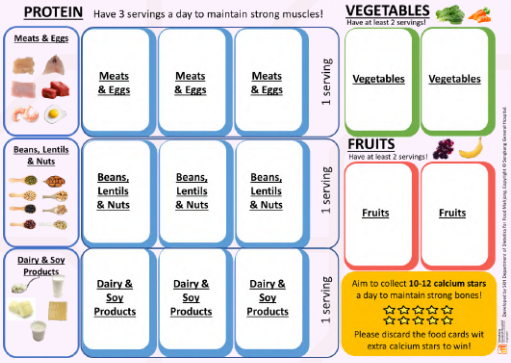


FOOD MAHJONG



Sengkang General Hospital
SingHealth

The Food Mahjong Game (FMG) reflects a compassionate approach to care by transforming nutrition education into a familiar, engaging experience for seniors at Active Ageing Centres (AAC). Rooted in the traditional mahjong format, the game uses well-loved phrases like "Chi" and "Pong" to create a sense of comfort and connection, fostering understanding rather than instruction.



Through this gentle and relatable approach, seniors are guided toward healthier eating habits, with a focus on sufficient intake of protein, calcium, vitamins, and minerals. By engaging them where they are—both culturally and cognitively—the game supports not only knowledge-building but also emotional well-being and confidence.



AAC staff and volunteers are trained as facilitators, ensuring that learning is delivered with empathy, patience, encouragement, and sensitivity to individual needs. This people-centered model strengthens relationships, promotes dignity in ageing, and enables sustainable implementation across centres.



In weaving together familiarity, care, and education, FMG demonstrates how understanding can lead to healing—empowering seniors to make nourishing choices while staying mentally active and socially connected.



> **Food Mahjong reimagines nutrition empowerment for seniors through the lens of compassion, culture, and community. It aspires to be an enjoyable, accessible, and scalable model of community-based preventive care that supports Healthier SG, while continuing to evolve to meet the needs of those with complex health conditions.**

Cherie Tong Chung Yan
Senior Principal Dietitian, Department of Dietetics
Lead, Allied Health Population Health Sub-Unit
Sengkang General Hospital

For more information, please contact SKH Innovation Office at innovation@SKH.com.sg

Design to pleasure-hardware for seamless workflows, patient safety and staff well-being

SingHealth is moving to a multipurpose cart that enables mobility-first model-redesigning clinical mobility into a single streamlined solution that enhances efficiency, mobility and patient interaction

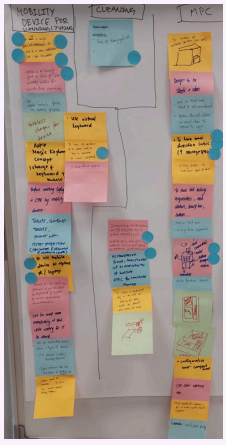
Developed in collaboration with Adj. Assoc. Prof. Ang Shin Yuh and multidisciplinary teams from Nursing Transformation, Nursing Informatics, Nursing QM, Nursing ECC, Pharmacy, OHFE, IPE, Synapxe and A.L.I.C.E

1 Verifying Unmet Needs

Under the leadership of Adj. Assoc. Prof. Ang Shin Yuh, a cross-functional team was formed to identify workflow gaps and co-create safer bedside procedures.

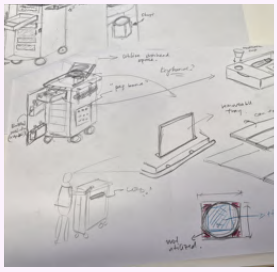






2 Ideation

Building on these insights, the team partnered with Systmz to translate ideas into sketches and early prototypes, rapidly advancing user-centred improvements in the medication journey.







Ng Joo Kwan
Project Director
Systmz Pte Ltd

SYSTMZ
BESPOKE MODULAR SOLUTIONS

The partnership with SGH's dedicated clinical team has been a highly rewarding experience, fostering deep industry knowledge and valuable user insights. The understanding gained has enabled Systmz to develop a purpose-built solution that streamlines and enhances clinical workflows. In parallel, Systmz has been able to create a scalable offering with significant commercial potential for the broader healthcare market.

3 Design

The design phase brought ideas to life through continuous refinement of the prototype, shaped by active engagement with key opinion leaders and end users. Through multiple discussions and targeted surveys, the team gathered critical insights to enhance usability, address gaps, and drive meaningful improvements.

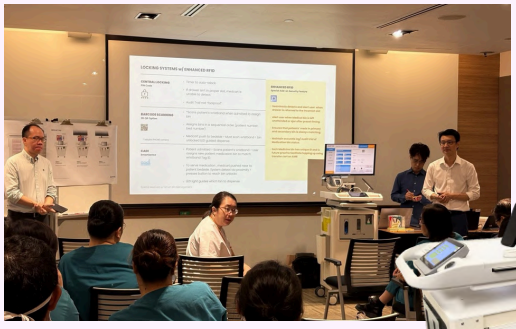














4 Test-Bedding



The initiative then progressed into the test-bedding phase, where the refined prototype was piloted in real-world settings, to evaluate its effectiveness, usability, and integration within existing workflows..

Redesigning key nursing processes at the bedside through a multipurpose cart created more intuitive workflows and safer care, shaping a future-ready system that sparks joy!

Singapore General Hospital, Nursing Divison

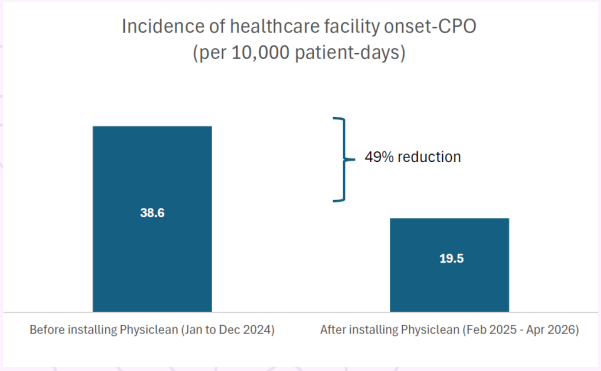
5 Adoption

6 Regional Landing

ADDRESSING LONG-STANDING CHALLENGES WITH FRESH STRATEGIES: IS IT POSSIBLE?

Water safety remains critical in preventing cross-transmission, yet many measures implemented in Singapore General Hospital have shown mixed success and are resource-intensive. These include bi-monthly sink trap replacements, which are not sustainable in the long term. A pilot using self-disinfecting sink traps in one orthopaedic ward achieved a 50% reduction in cases caused by waterborne pathogens, with plans underway for expansion. This success was made possible through strong multidisciplinary collaboration, particularly the invaluable support and partnership of the A.L.I.C.E @ SGH Campus team.







Infection Prevention & Epidemiology (IPE): A/Prof Ling Moi Lin, AD Lee Lai Chee, Dr Deborah Lai Chooi Mun, SNC Toh Hui Xian and Ms Sheena Ong

Led end-to-end project delivery by designing and planning initiatives, securing funding for environmental sampling, conducting sampling activities, and assessing the clinical impact of the Physiclean system.

Nursing (Ward 75): SNM Chiew Siew Fong

Offered constructive clinical feedback on Physiclean system and promoted consistent adherence to Infection Prevention guidelines.

Facilities Management & Engineering: Mr Yeoh Seng Hong

Assessed the impact of Physiclean system installation on existing infrastructure to ensure compatibility and operational efficiency.

Environmental Services: Ms Catherine Yeoh

Strengthened adherence of the Environmental Services cleaning team to established sink hygiene practices.

A.L.I.C.E @ SGH Campus: Mr Cheong Wai Chye and Ms Adeline Lim

Provided comprehensive support by coordinating vendors, overseeing installations, managing projects, and lead end -to -end grant applications management.

Collaborator: Leedon Pte. Ltd.

Partnered with Leedon Pte. Ltd. (a partner of A.L.I.C.E) and IPE to test-bed, deploy, and optimise Physiclean systems while ensuring continuous maintenance support.

Inaugural SingHealth Duke-NUS Academic Medical Centre Blaze Awards

Celebrating Our Innovators



What are the Blaze Awards?

The SingHealth Duke-NUS AMC Blaze Awards is the pinnacle award recognising innovators across our Academic Medical Centre (AMC). Organised by the AMII, the awards bring together our most outstanding innovators, senior leadership, and industry partners in a celebration of excellence in healthcare innovation.

The Blaze Awards are designed to honour innovators who have demonstrated exceptional achievement in translating ideas into real-world impact — whether in improving patient care, enhancing operational efficiency, or elevating the staff experience. The event thus aims to showcase innovation excellence across the AMC, foster meaningful connections between innovators and partners, and inspire the next generation of healthcare innovators.

Why "Blaze"?

The name reflects the spirit of those it honours — individuals and teams, who blaze new trails, illuminate new possibilities, and ignite change. These are clinicians, researchers, nurses, Allied Health Professionals, care coordinators and more, who go beyond their day-to-day responsibilities to ask: how can we do this better?



" As our Blaze Award Winners have shown, every innovation begins with a simple yet powerful clinical question: Why wait? Why not?"

Prof Lim Soon Thye
Deputy Group Chief Executive Officer
(Research, Education & Innovation)













Blaze Award Winners

The innovators recognised at the Blaze Awards do not innovate for prestige or glamour, but out of compassion for their patients. Their work reflects a deep understanding of the challenges faced by patients and care teams, and a dedication to finding solutions that make a meaningful difference.

This year's Blaze Award winners come from across the SingHealth cluster, representing a diverse range of disciplines and institutions, and we look forward to sharing more about their remarkable journeys and achievements at the event.

Blaze Award Winners 2026

Discover more about the BLAZE winners—click here





SMART HEALTH ASIA

SingHealth | Alice Lee Innovation Centre of Excellence

Organised by A.L.I.C.E, SingHealth participated in Smart Health Asia held from 1–2 July 2026. Co-exhibiting alongside SingHealth institutions—SGH, CGH, SKH, EGH, NHCS, NDCS, SCH, NNI, SNEC, and SHP—and supported by SCOUT and SHIP, the showcase featured a diverse portfolio of innovation projects with strong collaboration potential.

The exhibition highlighted SingHealth's end-to-end capabilities across the innovation lifecycle, spanning ideation, development, validation, and real-world implementation. It underscored the strength of SingHealth's integrated ecosystem in translating clinical needs into scalable healthcare solutions.

Participation in the event further strengthened SingHealth's presence within Asia's healthcare innovation ecosystem, positioning the organisation alongside leading regional and global players. It also provided a valuable platform to engage meaningfully with a broad spectrum of stakeholders, including healthcare providers, industry partners and system integrators, startups, investors and venture capitalists, as well as innovation centres.

These engagements facilitated the exchange of insights on emerging healthcare challenges, fostered potential collaborations, and created opportunities to co-develop and scale impactful solutions. Collectively, the interactions reinforced SingHealth's role as a trusted partner in advancing healthcare innovation and delivering tangible improvements in patient care and health system outcomes.









CONNECTING MINDS, ADVANCING CARE

Explore emerging healthcare technologies and collaborative opportunities that are shaping better outcomes for patients and providers alike.



Click here to find out more

Partners of A.L.I.C.E @ SGH Campus

Be part of A.L.I.C.E

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DNA - Pat Care Svcs & Prof Affairs Admin

Ng Joo Kwan
Project Director
Systmz Pte Ltd

Welcome to the SingHealth Innovation Community

This is your dedicated Viva Engage space to connect with fellow AMC colleagues, share ideas, and stay inspired. Lets learn from one another, collaborate and drive innovation forward together.

Scan to join in the conversation!



INNOVATION GRANT ROADSHOW WEBINAR

28 July 2026 | 12:00pm - 1:00pm | Via Zoom

Register now via the QR code or the link here