

## CAREERS IN THE PUBLIC SECTOR

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PHOTO: NATIONAL UNIVERSITY POLYCLINICS

# No detail is too small

Nurse manager Diana Ong runs a tight ship to ensure that patients get the best healthcare services

BY GEL CABOTAJE

The quality of patient care depends not just on the healthcare experts' skills but also on the guidance they receive, says nurse manager Diana Ong.

The 47-year-old, who has been in the industry for 25 years, leads a team of nurses at Jurong Polyclinic, which is under a government-run network of polyclinics known as National University Polyclinics (NUP). She is responsible for ensuring their healthcare services are delivered efficiently to their patients.

For Ms Ong, that means putting everything in place before the polyclinic even starts to operate for the day – from preparing sufficient manpower to making the rounds in the clinic to check the readiness of the nursing service rooms and other facilities. She also oversees all administrative matters pertaining to the nurses' training and projects.

"I enjoy working with aspiring, young nurses in polyclinics," says Ms Ong. "I like helping them realise their potential, and grow in competence and critical thinking so that they can deliver quality patient care and assume leadership roles in the time to come."

Ms Ong has recently been entrusted to take the lead as the nurse manager for the upcoming Bukit Panjang Polyclinic. "I am working with the project team to prepare everything from working out the nursing manpower resource and staff workflow to budgeting and purchasing of medical equipment.

"Although this is my first time working on the development of a new polyclinic, I am surrounded by supportive NUP colleagues who readily provide advice and guidance, enabling me to assume this role effectively," she adds. Ms Ong is also involved in recruiting health professionals for the polyclinic that is slated to open in the last quarter of 2020.

### For greater meaning and purpose

Ms Ong started working in the public healthcare sector after obtaining her General Certificate in Nursing in 1994. "I chose nursing because it adds meaning and purpose to life."

She took a break in 1997 to raise her daughter in the United States. When she returned to Singapore six years later, Ms Ong worked as a staff nurse in the orthopaedic and hand microsurgery clinics at National University Hospital (NUH) while pursuing her Bachelor of Health Sciences. She subsequently became a nurse manager during her time at NUH.

"I was given many opportunities in my role as a nurse manager," she recounts. "It gave me the chance to gain exposure to various clinical systems and learn to review and refine processes."

Ms Ong then joined Ng Teng Fong General Hospital and Jurong Community Hospital as a nurse clinician in 2012, where she was also involved in the configuration of their electronic medical record systems. This was before she joined NUP as a nurse manager in 2017.

"These opportunities made me realise that I enjoy contributing to patient care directly as well as working on administrative and clinical projects to improve processes. At NUP, I feel that I can have the best of both worlds."

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The National University Polyclinics (NUP) provides primary care treatment for acute illnesses, management of chronic diseases, women and child health services and dental care. As part of the National University Health System (NUHS), we collaborate with the hospitals and specialty centres within NUHS to redefine healthcare.

NUP comprises a network of polyclinics – Bukit Batok, Choa Chu Kang, Clementi, Jurong, Pioneer, Queenstown, and soon to come, Bukit Panjang (2020\*), Tengah (2025\*) and Yew Tee (2026\*). Partnering general practitioners, grassroots, the community and social care partners, we work together to ensure the well-being of the community we serve.

Come join us and work together with a group of like-minded people who share a common passion in serving our community and ensuring exceptional patient care delivery, disease prevention and healthy living. Be part of a healthcare family who works (and plays hard) together to heal, teach and focus on improving the health of the community we live in!

\*Estimated date

### MEDICAL

#### Family Physician

You will be part of the Clinical Team in providing medical services to the patients. You will be involved in patient management, team-based care, education, research and audit activities for the benefit of our patients and the clinic. Candidates with leadership qualities will be considered for promotion to leadership roles in the organisation.

### NURSING

#### Nurse Manager

You will lead a team of polyclinic nurses in providing quality care to patients and be responsible for the efficient delivery of services and patient care through regular review of processes and training and development of nurses.

#### Senior / Staff Nurse

You will participate in the multi-disciplinary approach to patient care and be responsible for developing and providing independent nurse-led services in chronic disease management, health promotion and preventive care.

### ALLIED HEALTH

#### Senior / Medical Social Worker

You will provide optimum psychosocial and emotional care to the patients so that they can cope better with their medical and living conditions by working closely with multi-disciplinary professionals as you pursue holistic care for patients.

#### Senior / Podiatrist

You will assess, diagnose, and implement treatments for a range of problems related to the foot and lower limbs in the primary care setting, as well as educate and conduct talks to patients and caregivers on preventive foot care.

### DENTAL

#### Oral Health Therapist

You will be responsible for the assessment and management of patients referred for scaling, polishing and root planning, or for maintenance of patient with treated periodontal diseases.

### ANCILLARY

#### Dental Assistant

You will assist the Dental Officer in operative dentistry, endodontic and prosthodontic procedures, and educate patients on dental and post-operative care. You will comply with work safety regulations and ensure cleanliness and sterility of dental instruments and equipment. You are also required to comply with Infection Control Practices and maintain Infection Control Standards.

#### Executive Assistant

You will assist to ensure the efficiency of daily operations in the polyclinic, which includes assisting in clinic administration matters such as manpower management, clinic purchase processing, work requisition through IT systems, and compiling reports/statistics as required by clinic management and/or HQ. You will also liaise with external vendors/maintenance management for maintenance works, as well as manage petty cash claims/reimbursements.

#### Patient Service Associate

You will facilitate patients' journey through the various service points in polyclinics by assisting in patients' registration, managing patients' general enquiries, screening patients' general condition and providing administrative support as and when required. You will also attend to calls, and ensure that customers' enquiries and appointment requests are managed in a prompt and professional manner.

### ADMINISTRATION

#### Assistant Director, Service & Capacity Planning

You will lead the team in the medium- to long-term planning, design and development of NUP's new and existing infrastructure-capacity and capabilities to improve patient experience, enhance operational efficiency and raise staff productivity.

#### Manager, Corporate & Operations Planning

You will be NUP's key driver for corporate strategy and planning as we embark on a transformative journey to establish our thought leadership in Primary Care development. You will be closely involved in analysis of existing strategies, processes as well as new initiatives, to drive positive outcomes for NUP.

#### Assistant Manager, Health Information

You will play an active role in NUP's transformative journey in the area of data and analytics. You will use analytics to enable insights and performance tracking, as well as aid in shaping primary healthcare, decision-making and strategic planning for NUP.

For the full list of positions available and applications, please visit us at <https://www.nup.com.sg/Pages/About%20Us/about-us-Join-The-Team.aspx> or scan the QR code to view job openings.

Candidates may also send your resume to [nup\\_careers@nuhs.edu.sg](mailto:nup_careers@nuhs.edu.sg)

Please apply by **15 December 2019**.

Only shortlisted candidates will be notified.

