

# **ntuc**

## **MAY DAY**

# **AWARDS**

### **2 0 2 5**

## **MODEL WORKER**

### **Fon See Kei (Casey)**

Care Coordinator  
National University Polyclinics

*Nominated by the Healthcare Services Employees' Union*

Fon See Kei (Casey) embodies the principles of being Ready, Relevant, and Resilient in her professional conduct and significant contributions to National University Polyclinics (NUP) as a Care Coordinator (CC) leading a team of six CCs at Queenstown Polyclinic (QTP).

Sister Casey embraces challenges with enthusiasm and positivity. A prime example of this is her initiative to learn Visual Basic for Applications coding, which streamlined the laborious process of generating the weekly report. By applying her new skills, Sister Casey transformed the report generation process, reducing the time required by an impressive 75 per cent. This innovative solution was subsequently adopted across NUP, highlighting Sister Casey's capacity to create a lasting impact across the organisation.

Her relevance is evident through her outstanding leadership at QTP. Sister Casey fosters an approachable and collaborative atmosphere, making team members feel valued and motivated. Her strong work ethic and commitment to excellence have inspired her colleagues and cultivated a productive workplace. Throughout the fiscal year 2024, Sister Casey's effective leadership resulted in zero attrition among the CCs, always ensuring full staffing at the clinic. This underscores her talent retention and ability to maintain team stability.

Sister Casey's resilience and adaptability to the evolving demands of primary care are clear in her role as a trainer. She successfully conveyed Healthier SG (HSG) workflows to the doctors and nurses at QTP, leading to a 65 per cent enrolment rate among eligible patients. Additionally, Sister Casey spearheaded the social prescribing workflow at QTP, partnering with providers to connect patients with Active Aging Centres. Her relentless efforts resulted in a doubling of monthly referrals over a six-month period, showcasing her significant impact on patient care and community health initiatives.