

ANNEX B
Quotes by TTSH Older Workers

**1. Teng Ngwen Hua (丁玩华), Senior Enrolled Nurse (高级助理护士),
Tan Tock Seng Hospital, 69 years old**

“I have been working in the healthcare industry since 2003, and with NTUC’s support and sponsorship, I was able to upskill myself and became a Care Support Assistant, prior to my current role. I am fortunate that at the age of 69, I am still able to learn and operate new technologies with the help of my supervisors and younger colleagues. One such technology is the smart predictive patient monitoring system, PreSAGE, that has truly made my job easier – I no longer have to strain my back to set up the manual fall alarms for patients, and I can focus on more complex duties in the ward as I know that the system is watching over the patients, and will trigger us if needed. I am fortunate to have such a reliable team that I can always count on. This supportive environment makes learning and adapting to changes much easier. With technology making work less physically demanding and more predictive, I can continue working effectively as long as I remain physically and mentally healthy.”

**2. Mastan Nachival Mohd, Senior Patient Service Associate Executive
(高级病患服务执行员), Tan Tock Seng Hospital, 62 years old**

“The job redesign has tremendously helped me in my daily work. Previously, my role was mostly administrative, which worried me about progression and longevity. With the redesigned role, I am trained to support nurses in more meaningful and practical ways, such as patient admission and discharge, taking vital signs, and assisting with feeding. This helps nurses by taking some basic but important tasks off their workload, allowing them to focus on more complex care. With the redesigned role, I feel encouraged to continue learning and contributing. This gives me the confidence to stay in healthcare for many more years, and I intend to continue working at TTSH for as long as I can.”