

MODEL WORKER

Michelle Tan Siok Keow

Executive
Sengkang General Hospital

Nominated by the Healthcare Services Employees' Union.

Michelle Tan Siok Keow initially joined Singapore General Hospital in 2005 and was later transferred to Sengkang General Hospital (SKH) in 2017.

As the unwavering administrative backbone of the Department of Urology, Sister Michelle seamlessly supports an expanding team, which has grown from five to 13 members. She is also proficient in institutional policies and planning, facilitating the prompt preparation and submission of crucial departmental documents, including annual work plans and budgetary requests. Her extensive administrative experience in clinical settings and her disciplined approach to time management allow her to efficiently manage all administrative tasks and provide crucial support to clinicians. This enables the clinical team to focus on delivering optimal patient care.

Sister Michelle is also a pivotal SKH Quality Improvement (QI) team member. Her contributions were instrumental in creating the automated stent tracking system known as TRACER, designed to monitor every stent inserted in patients comprehensively. When data entry issues arose, Michelle provided direct insights and proposed effective solutions, leading to the TRACER team winning the "SKH Best QI Award" in 2023.

Sister Michelle's pleasant personality and caring nature endeared her to her peers. She generously shares her knowledge with colleagues in other clinical departments, aiding their performance. Additionally, she ensures that each team member is acknowledged on their birthday with thoughtful gifts. During festive seasons like the Lunar New Year and Christmas, Michelle takes the initiative to prepare gifts for departmental staff, patient support staff, and nurses, fostering high morale within the department. Sister Michelle consistently demonstrates proactiveness and compassion, making her an invaluable asset to the team.