

MODEL WORKER

Zaileha Ahmad

Senior Patient Service Associate Executive
Sengkang General Hospital

Nominated by the Healthcare Services Employees' Union

Zaileha Ahmad first joined Singapore General Hospital (SGH) in 2004 and was transferred to Sengkang General Hospital (SKH) in 2017. With over 19 years of frontline experience, she has dedicated significant time and effort to setting up the new SKH campus. As a Senior Patient Service Associate Executive, she has trained and equipped many new Patient Service Associates (PSAs) with the necessary skillsets to perform better at work. Sister Zaileha is an efficient and dependable staff who collaborates well with colleagues from nursing and other healthcare departments to ensure smooth work processes.

She is a role model for her colleagues, always ensuring that her desk and administrative work are well organised. She is also generous in imparting knowledge to her colleagues and is often a resource to support her fellow PSAs. With her caring nature and helpfulness, she is well-liked by her colleagues.

With a new initiative to facilitate early discharge at 11.30am, Sister Zaileha has closely collaborated with nurses to drive early discharges and increase utilisation of the Central Discharge Lounge (CDL)/Ward Discharge Lounge. She proactively identifies potential patients who could be transferred to CDL and puts up transfer requests promptly to increase the hospital bed turnover rate.

Sister Zaileha also ensures that follow-up appointments are obtained promptly. In addition, during the initial COVID-19 period, she assisted as a frontline personnel in converting normal operational wards into COVID-19 wards. She also handled queries from next-of-kin with empathy and comforted concerned relatives in the COVID-19 ward.

Sister Zaileha has been an active Healthcare Services Employees' Union (HSEU) member since 2008 and has regularly participates in meetings and HSEU activities. She has been secretary of the HSEU branch office since 2020 and has helped organise many HSEU activities.

Sister Zaileha sees the importance of upskilling and lifelong learning in her career and personal growth. She seeks professional development by participating in Workforce Singapore's Skills Qualifications as well as Professional and Self-Development courses such as Diploma in Leadership and People Management, Managing Workplace Challenges with Resilience and Building Team Relationship. She constantly exhibits positivity and resiliency in her line of work.