

## Together, We Achieved



Jubilant SATA CommHealth management and staff posing after being awarded the ISO 9001:2008 certification.

**S**ATA CommHealth was awarded the ISO 9001:2008 certification after a total of three days of comprehensive organisation-wide audit by Bureau Veritas (BV). The arduous but enriching and satisfying journey to securing this globally recognised quality certification started in August 2010.

On-going improvements were made since then and communicated within all departments and organisation-wide to ensure quality processes and procedures were observed and practised. The ISO desktop audit conducted on 14 July 2011, culminated in the intensive audit on key business operations and functions from 3 to 4 August 2011.

A commendable report by BV auditors highlighted 14 areas of noted strengths and no incidence of non-conformity for a total of 102 documented standard operating procedures and work instructions.



### Auditor's Report

**14** areas of noted strengths and  
**0** incidence of non-conformity for  
**77** Standard Operating Procedures,  
**25** Work Instructions, and  
**117** Forms

"The audit team was impressed with the openness demonstrated by the employees and willingness for continual improvement at SATA CommHealth. The commitment to the implementation of quality management system was evident at all levels. We were especially impressed that Dr K Thomas Abraham, the Chief Executive Officer, takes a personal interest in the management system, to ensure that every aspect of the quality and service delivery goes with no mistakes," commented Mr Ram Desai, the Lead Auditor from Bureau Veritas.

Mr Ram Desai recommended SATA CommHealth for the ISO 9001:2008 certification at the end of the 3-day audit. SATA CommHealth received the official certification on 23 August 2011.

"The ISO certification is a significant milestone in the development of SATA CommHealth to fulfil our mission of

promoting lifelong health and serving the community. Internally, our staff can manage their work in accordance with proper and documented work processes designed for the delivery of quality service

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**Far left:**  
Top management involvement during ISO audit process.

**Left:**  
Mr Collin Tan, Diagnostic Imaging Manager, answering a question from Mr Ram Desai, the Lead Auditor.

**ABOUT US**

Since its inception in 1947, SATA CommHealth has evolved over the decades to become a one-stop primary healthcare organisation. It provides a comprehensive range of health screening and general practitioner services at its four medical centres, three mobile clinics for X-rays and health screenings, a Doctors-On-Wheels mobile clinic and a Mammography mobile clinic.

**VISION**

To be the leading charity for the advancement of lifelong health in the community.

**MISSION**

Promoting lifelong health, serving the community.

**CORE VALUES**

**C** - Compassion  
**R** - Respect  
**E** - Excellence  
**A** - Accountability  
**T** - Teamwork  
**E** - Empowerment

**SERVICES****GENERAL CONSULTATION FOR:**

Acute ailments, chronic diseases

**SPECIALIST SERVICES:**

Cardiology, radiology, respiratory medicine

**HEALTH SCREENING SERVICES:**

Pre-employment, social visit pass, visa applications, work permit

**PREVENTIVE HEALTH SERVICES:**

Health screenings, vaccinations

**DIAGNOSTIC IMAGING SERVICES:**

Fluoroscopy, mammography, ultrasound, X-ray

**SPECIALISED TESTS:**

Audiometry, ECG, echocardiography, industrial tests, spirometry, treadmill

**LABORATORY SERVICES****PHYSIOTHERAPY SERVICES**

(only at Bedok and Woodlands)

**MEDICAL CENTRE LOCATIONS****BEDOK**

351 Chai Chee St Singapore 468982

**ANG MO KIO**

Blk 715 Ang Mo Kio Ave 6  
 #01-4008/4010 Singapore 560715

**JURONG**

Blk 135 Jurong Gateway Rd  
 #04-345 Singapore 600135

**WOODLANDS**

900 South Woodlands Dr  
 #04-01 Woodlands Civic Centre  
 Singapore 730900

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**sata**  
 CommHealth†

**SATA COMMHEALTH FOR THE COMMUNITY**

# Free Healthcare Services for Needy Students and Immediate Family Members

In line with its mission of promoting lifelong health and serving the community, SATA CommHealth added another 750 beneficiaries to its free healthcare services programme for needy students and their immediate family members. This was formalised via a two-year Partnership Agreement with the NorthLight school on 20 June 2011.

From a total student population of 800, about 250 needy students will benefit from this privilege. The estimated total number of beneficiaries, including the needy students' immediate family members, will potentially exceed 750.

NorthLight School is the sixth school which has partnered with SATA CommHealth in this collaborative programme to reach out to needy students. Together with their immediate family members, at least 680 needy students from Evergreen Secondary School, Ping Yi Secondary School, Qihua Primary School, Sembawang Primary School and Shuqun Primary School have benefited from this programme.

400 needy students from  
 6 schools to receive free  
 healthcare services from  
 SATA CommHealth

With SATA CommHealth's Healthy Life Card, the beneficiaries are entitled to receive free medical services including doctor's consultation and treatment for common ailments such as cough, fever, and cold. They will also enjoy free vaccinations for flu, typhoid and Hepatitis A & B at any of the four SATA CommHealth Medical Centres located at Ang Mo Kio, Bedok, Jurong East, and Woodlands. ●



The SATA CommHealth-NorthLight School Partnership Agreement was inked on 20 June 2011 by Dr K Thomas Abraham, CEO of SATA CommHealth, and Mrs Chua-Lim Yen Ching, Principal of NorthLight School.



ISO Auditors debriefing SATA CommHealth's management team.

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to our patients. More importantly, the patients can look forward to receiving consistent service quality recognised by the ISO standards," said Dr K Thomas Abraham, Chief Executive Officer.

"The aim of the ISO 9001:2008 is to ensure proper documentation and observance of procedures and processes to enhance quality service standards and operations. With the quality infrastructure in place, there will also be channels for feedback and complaints which will be addressed to effect areas for improvement," said Mr Kevin Ng, Quality Management Manager. ●



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Call 6244 6688 for further enquiries or to make an appointment.

Mammo  
 \$50

# Bursaries and Graduation Prizes for Nursing Students

**M**ano Mary, Sharon Tiah and

Umairah bte Jumjadi were sharing on how the Robert lau Nursing Bursary would help them to pay for text books and other study expenses after receiving the bursary from Dr K Thomas Abraham, CEO of SATA CommHealth.

"I used to work part-time during secondary school but my polytechnic study is just too busy now that I can't afford to work at all. The bursary helps my family to tie over our financial burden," recalled Sharon Tiah, a third year nursing student at Ngee Ann Polytechnic's School of Health Sciences who received the bursary for two consecutive years.

The three are among nine students who have benefited from SATA CommHealth's bursary award. A total of \$31,800 were given out under this bursary since 2007.

To formalise the bursary award, SATA CommHealth and Ngee Ann Polytechnic's School of Health Sciences signed a Memorandum of Understanding on 13 July 2011. Under the MOU, SATA CommHealth committed a maximum value of \$42,000 for bursaries and graduation prizes for a period of three years commencing 2011. A maximum of six needy students from Ngee Ann Polytechnic's School of Health



**Dr Phang Chiew Hoon, Director, School of Health Sciences, Ngee Ann Polytechnic, Umairah bte Jumjadi, Sharon Tiah, Mano Mary and Dr K Thomas Abraham, CEO of SATA CommHealth, (from left to right) at the Uttamram Medical Centre.**

Sciences will receive the Robert lau Nursing Bursaries while the student with the most outstanding performance in the Research Project module will be awarded the SATA CommHealth Prize each year.

The bursary is valued at S\$2,200 and will increase by a quantum of \$100 for each consecutive year as an inflationary adjustment, i.e. S\$2,300 in 2012 and S\$2,400 in 2013. The SATA CommHealth prize stands at \$200

per year.

Besides the award of bursaries and graduation prizes, Dr K Thomas Abraham added that SATA CommHealth provided ample opportunities for students from the School of Health Sciences to apply their knowledge and skills through internship and volunteer work at SATA CommHealth's medical centres and community-based health screening events. "By familiarising them with the healthcare sector, under the guidance of experienced SATA CommHealth staff, we hope that their eventual entry into the industry will be effortless and value-adding from day one of their full-time employment. We also welcome the lecturers and students to work hand-in-hand with our staff to conduct healthcare-related research at our medical centres."

**9** Nursing students from Ngee Ann Polytechnic's School of Health Sciences receive a total of **\$31,800** in bursaries since 2007

Currently Ngee Ann Polytechnic's School of Health Sciences plans to collaborate with SATA CommHealth on research. Dr Phang Chiew Hoon, Director, School of Health Sciences, Ngee Ann Polytechnic, added that the school also wishes to explore research on the elderly with SATA CommHealth.

The Robert lau Nursing Bursary is created in remembrance of the late Mr Robert lau who was Chairman of SATA CommHealth from 1992 to 2005. Mr lau was an accomplished architect and had contributed significantly to SATA CommHealth and the community during his thirteen years of service as Chairman. ●



**Dr Phang and Dr Abraham exchanging the signed MOU at SATA CommHealth headquarters.**

ography:  
nett

**Asset Package:  
\$278.20 (with GST)**

Doctor's Consultation  
Height / Weight / BMI  
Blood Pressure  
Visual Acuity

Bone Mineral Density  
PAP Smear  
12 Lead ECG with Rhythm Strip

Ultrasound Pelvis  
Mammography  
36 Laboratory Tests

SATA COMMHEALTH FOR THE COMMUNITY

# Free Health Screening for Ang Mo Kio Residents

A queue for the Community Health Day was forming outside SATA CommHealth Ang Mo Kio Medical Centre as early as 7.30am on 4 September 2011 even though it commenced officially at 9am.

"I go for my medical check-ups regularly at SATA CommHealth medical centre in Woodlands for the past four years. Today, I am encouraging my sisters to join me for health screening including a mammography. I think this is a good habit we should cultivate," said one of the early birds, Mdm Lee Chin Lin, 48.

"I have a broken ankle and shoulder and have not been working. So the free health screening offered by SATA CommHealth helps me financially," said Ms Lim Pek Choo, 60. A SATA CommHealth patient for more than 10 years, she used to visit SATA CommHealth's clinic in Kreta Ayer back in the late 1990s.

Ms Lim Pek Choo and Mdm Lee Chin Lin were among 179 participants who registered for the event. In addition to health checks such as Body Mass Index, blood pressure, blood glucose and cholesterol tests, the participants also received chest X-ray, eye test, mammography and physiotherapy assessment. SATA CommHealth also introduced for the first time Diabetic Retinal Photography (DRP) for diabetics and Bone Mineral Densitometry (BMD) to detect osteoporosis in the elderly. While mammography was offered at a subsidised rate of \$26.75 (inclusive of GST), other services were free of charge.

To cater to the anticipated large volume of participants, SATA CommHealth mobilised its Mammo-on-Wheels and Mobile X-ray Bus which were designed and equipped to conduct mammography and X-ray services respectively.

Mr Seng Han Thong, Member of Parliament for Ang Mo Kio GRC, graced the event as Guest-of-Honour. "To the older residents of Ang Mo Kio, SATA CommHealth is known as the charitable organisation for combating tuberculosis. Today, SATA CommHealth has become



Mr Seng Han Thong, Member of Parliament for Ang Mo Kio GRC, presenting a token of appreciation to Mr Ang Hao Yao, Vice-Chairman of SATA CommHealth's Board of Directors.



Ms Lim Pek Choo (left) said that the free health screening helps her financially as she has not been working due to her injured ankle and shoulder.

238 participants registered for  
6 categories of services: Health Screening,  
X-ray, Mammography, Eye test, Bone Mineral  
Density test, and Physiotherapy  
assessment

a community healthcare provider in response to Singapore's changing disease pattern. This 'same same but different' role of SATA CommHealth shows that SATA CommHealth remains relevant to the community needs. We welcome SATA CommHealth to Ang Mo Kio and we pledge to work together in promoting lifelong health in our community," said Mr Seng.

"At SATA CommHealth, we are committed to promoting lifelong health and serving the community. As we proactively address public health concerns, we hope to educate the public on the importance of regular health screening for healthy living. By bringing free health screening to the doorstep of the residents of Ang Mo Kio, we want to encourage the public to take greater ownership of their health and well-being through regular health screening," said Dr K Thomas Abraham, Chief Executive Officer of SATA CommHealth.

Beginning in 2010, SATA CommHealth has been providing free health screening services on a regular basis to the public through its Community Health Day events and has so far benefited more than 1200 people. This community event at Ang Mo Kio is the fifth to-date and is the second time that SATA CommHealth is staging at the same venue. ●