**TODAY IN** 



## NURSING



during the COVID-19 Pandemic and the transition to a new era

ISSUE 1 | Q1 2023



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**DATO' LAU BENG LONG**President,
Sunway Healthcare Group

A very big welcome to the first issue of Today in Nursing. 2022 has been an incredible year where we witnessed many cultural shifts as society adapts to a post-pandemic era. While there were many challenges along the way, we have managed to bounce back stronger and pulled through every obstacle.

Through your utmost dedication and commitment, nurses have made significant progress in addressing issues of healthcare accessibility and equity while at the same time, offering unwavering support to all our patients. We also witnessed contributions and sacrifices made by yourselves during the pandemic that have ultimately enabled Malaysia to shift to endemicity. You have all taught us a lesson that we should be thankful and appreciative of our healthcare frontliners.

Nursing has been a profession with high standards and a strong sense of public service for over decades. While sometimes it can feel like a thankless and tiring job, there is no doubt that nurses bring so much to our lives and the lives of the people that we love. Your exceptional contribution plays a key role in all of our medical institutions, being responsible for the welfare, safety and recovery of patients.

A world without nurses is a world without hope. We simply cannot do without you all, and for that, the Board and I will always be thankful for your dedication and commitment to Sunway Healthcare Group.



#### FOREWORD BY THE GROUP DIRECTOR OF NURSING •

Welcome to the first edition of Today in Nursing. I'm delighted to acknowledge and recognise the teamwork, spirit and enthusiasm of the Nursing Team at Sunway Healthcare Group in ensuring all patients receive high-quality services regardless of their infectious condition. I would also like to commend their effort towards

achieving excellent standards of healthcare.

The country's victory against the COVID-19 virus laid in the fingertips of nurses. From treating COVID-19 patients to inoculating the population against the virus in the COVID-19 National Immunisation Programme (NIP), our nurses paved the way for the country to shift to the endemic phase. We have a moral duty to patient care. This is the testament of our pledge and our dedication, that in times of pandemic or in times of prosperity, our call of duty remains steadfast.

I would like to take this opportunity to thank our beloved nurses who have sacrificed and risked their lives to save others, especially throughout the pandemic. Coming to work and focusing on daily tasks is part of our role. We need to grow and we need to move forward. We should be able to take the next step when required in times of constant change. We need to contribute to the development of healthcare and the access to healthcare for those in need. That is our challenge and function in society.

Words are powerless to express my gratitude to our nurses for their hard work and resilience they have shown in the face of significant hurdles. All I can say is thank you for your sacrifice, strength, persistent empathy and outstanding contribution. I urge you to uphold our Nursing Profession Ethics, and remember that "Care for one, that's Love. Care for hundreds, that's Nursing!" You're always the people's heroes who have made a difference.



**CHAN LAI HONG**Group Director, Nursing
Sunway Healthcare Group





#### INTRODUCTION

# FIGHTING AGAINST COVID-19

The COVID 19 pandemic hit the world in November 2019 and has severely affected the way we live. For the past 3 years, we have adapted and embraced our daily activities to suit the new norm. Through all of that, the nurses in Sunway Healthcare Group remained committed to patient care and their professional development. They continued committing themselves in contributing to excellent nursing care that is recognised internationally.

Sunway Healthcare Group provides the platform for nurses to continually acquire and implement the knowledge, skills, attitudes, ideals and valued essentials for the maintenance of high-quality nursing care.

#### **NURSES' STORIES** •





PAVITA A/P SUGATHAVAN Ward 6A, Sunway Medical Centre (Sunway City)

I have been a nurse for 10 years now and as I understand it, not many choose nursing as a profession, let alone an ambition. However, that has never been the case for me. Being a nurse has been my ambition ever since I was in primary school. My passion for nursing started when I used to accompany my mother who was a practicing nurse at a local clinic to work. Through my observations, where I often see my mother assisting doctors and patients alike, instilled a newfound respect for the profession and my mother.

Following my passion and my dream, I am now a practicing nurse as part of Sunway Medical Centre which is known for its quality of care. I believe that my personal goals and the goals of Sunway Medical Centre are very much aligned and as a result, I am extremely happy to have been able to practice nursing here.

I strive to provide the best care for my patients at any cost. I consider the ability to assist in the patient's reintegration back into their normal lives and at times, save a patient's life, to be great achievements.

Nursing can be quite demanding from a physical and a mental aspect. There are days when things get very hectic and, on some days, things will generally be calm. No matter how exhausted I feel, by the end of the day, I feel immense satisfaction knowing that I gave my all in providing my patients with the utmost care and attention.

The general conception of nursing is that it involves dirty tasks such as changing diapers and cleaning patients, but nurses do far more than just that. From the beginning of our shift till the end of it, nurses play a major role in assisting with many procedures and administering medication. On top of that, we are also expected to assist and service the family members of our patients to instill confidence in them that we as nurses will make their loved ones healthy again.

My advice for young nurses and those aspiring to become nurses would be to always remain passionate about your job. The nature of the job can be really challenging but persistence is the key.

At the end of the day, you will be rewarded knowing that all your efforts and hard work were well worth it when you observe your patients recovering and thanking you.

Nursing is all about caring and giving, you must also be wary of looking after yourself too. After all, if you are unwell, who will look after your patients for you?





MUHANNAD DANIAL BIN MOHAMAD NIZAM Ward 3D, Sunway Medical Centre (Sunway City)



Actually, becoming a nurse was never my ambition or choice. I thought nursing was an easy career where I could make easy money, but I was wrong.

At one point during my studies, I almost dropped out of nursing because I could not cope with the workload and stress. However, when I was interning for my diploma, I met a patient who changed my perception of nursing.

As the patient was about to be discharged, I informed her to be careful at home and ensure she takes her medications. After that, she started crying and exclaimed that nobody had ever shown that kind of compassion to her.

From that, I learned that a simple gesture to the patient could make a difference and from that point on, it served as a motivating factor for me to continue on this path. Speaking of motivating factors, there was also a nurse – SRN Devi from the management attachment that instilled motivation in me. We went through numerous procedures together and at the end of every shift, she praised me and mentioned that I would become a good nurse one day. I still use the compliment to remind myself every day that I want to be a good nurse in my career and provide my patients with the best care possible.

Sunway Healthcare has a very good corporate culture, and all the policies and standard operating procedures (SOPs) are well organised and easy to follow. Sunway Healthcare has a healthy working environment as the management always encourages and allows employees to develop and grow. My greatest achievement is seeing my patients discharged from the hospital after completing their treatment with minimal complications and achieving a good quality of life.

The most challenging part of nursing is dealing with the patient's emotions and psychological condition. If the patient is demotivated and depressed, it will affect the recovery process. Therefore, nurses will need to identify and observe the patients for any signs of mental disturbances to prevent further patient deterioration.

My advice to young nurses who are planning to continue on this journey into nursing is to always stay calm and patient. The first 3 to 6 months are challenging but it gets better. They should also always remind themselves that nursing is a noble profession.



#### **NURSES' STORIES** ©







MOH MIN EE COVID Ward 4E, Sunway Medical Centre (Sunway City)

I graduated from the nursing academy back in 2009 and commenced working in 2010. However, I took a short break in between to pursue other passions. Taking that into account, my career in nursing would be reaching approximately 6 years now.

I started becoming interested in nursing upon the advice of my cousin who stated that a career in nursing is a highly sought-after career worldwide. In addition to that, I believe that my interest in nursing would help in terms of giving medical care to my loved ones.

My main drive to pursue nursing as a career can be attributed to a rare neurological disease that happened to my close family member. From that day onwards and after witnessing the struggles said family member went through, I decided to take up nursing to help others.

Having worked in nursing for this long, I am well versed in what makes a prominent medical centre in Malaysia and with my experience in Sunway Medical Centre, I believe that it will be the premier medical facility in Malaysia.

Throughout my 6 years in nursing, I have come to realise that I find the greatest satisfaction in helping my patients walk out of the hospital, healthy, happy and thankful. I believe that there is no greater achievement one can get as a nurse than from the satisfaction of your patients. To help someone come to peace with an unforeseen situation can also be counted as a huge achievement.

That said, nursing is a profession that isn't without challenges. I think one of the biggest challenges facing nurses today is the ever-increasing demands placed on us. Furthermore, dealing with customers' expectations while maintaining professionalism and a high standard of care can be quite challenging. Moreover, one of the most difficult thing about being a nurse is dealing with the emotional aspect of the job.

To be fair, we as nurses are hard workers and are often put in a situation whereby, we place our patient's welfare above all. Nurses know what nurses do. To balance job requirements and customer demand, nurses often need to go the extra mile to ensure everything runs smoothly. Sometimes, our actions towards patient care are not displayed to everyone to see but our heart is pure.

To be honest, I believe I could do better in terms of keeping my emotions in check and to remain calm at all times. This is due to the times, when my peers and my fellow colleagues feel that. I can be a little too firm with my decisions and this nature of mine can sometimes be looked upon in a negative manner.

Overall, I can offer 3 pieces of advice. One, Nursing as a career is challenging and incredibly rewarding at the same time. Two, change should be expected and embraced. Three, most importantly, don't ever be afraid to ask questions. It is always better to clarify something you are unsure of rather than potentially do something wrong.



ATIF RAFID BIN RAHMAD A&E, Sunway Medical Centre (Sunway City)

My passion for nursing started at the age of 16 when my mother and cousin – who is a practicing nurse, took care of my late grandfather who was ill at home. Observing the care and attention that they both put into looking after my late grandfather, I was very moved.

My mother and my cousin were the main influence in my decision to take up nursing and since then, I have not looked back.

Working in Sunway Medical Centre has been very eventful as there is never a dull moment. From the start of my shift to the end, I am faced with various interesting occurrences and requests from my patients.

It has been 10 years that I have been a practicing nurse and since then, I have gained ample experience, skill and knowledge in the field. Throughout my experience, there have been many achievements that I am proud of, namely my Advance Diploma in Nursing (Trauma Care). That said, I will not settle for just that. I am still working towards improving myself and my knowledge. One day soon, I wish to have an opportunity to continue my studies in future.

The main misconception about the nursing profession is that we are maids and servants. This perception remains the same whether in the private or government sector. Another challenge we face on a daily basis is being mocked and berated by our own patients. Having experienced this first-hand, I would like to exclaim that we, nurses are very professional and always do our best to provide the best care for our patients to recover.

My advice to young nurses and those aspiring to work in this industry is to always be sincere and kind to all patients, relatives and colleagues. Nursing is a good profession, but it is challenging. Nevertheless, it is a very rewarding career.



#### **NURSES' STORIES** •







NG LI JUN
OT, Sunway Medical Centre
(Sunway City)

I have 4 years of working experience in SunMed. I view nursing as an active and meaningful job, which can help people. My Biology teacher guided me to choose Science subjects in secondary school and inspired me to join nursing.

This is a very busy hospital, I do feel tired every day, but I'm very happy because I can work in SUNWAY Medical Centre. This is the first hospital I worked in after my graduation. I had learned how to assist Doctors in OT from scratch. I feel very lucky that I can learn from many different OT cases in here.

I feel that I helped many patients who needed emergency operations for life saving cases, especially when I was on call. I will feel happy once the surgery had been completed.

Nursing is a physically, emotionally and mentally demanding job. We also need to carry patients in OT, and the working hours are different from my other family members who are free on weekends but I need to work. I am unable to attend many weekend events. But I'm happy, because I'm helping my patients who need me more.

Many people don't like nursing because they think nursing is a dirty job, such as when nurses need to help with ADL patients e.g.: sponging, changing pampers, cleaning vomit. The community only understands this small part of our job.

Actually, nurses need to be knowledgeable, especially with medication, we need to understand pharmacology aspects of a drug. Nurses are the first life responders, because nurses know when a patient's condition has changed, and act on it to save the patients.

There are many times, while I assisting the doctors in the OT, that I feel regret for mistakes done and I keep wondering if I could have done better to prevent this mistake, even small mistakes.

However, we must always remember that mistakes are part of learning, don't give up if you have made mistakes. Overcome it, keep moving and keep learning on the job.



HONG KHAI SHING OPD, Sunway Medical Centre (Sunway City)

Khai Shing graduated from Gleneagles College of Nursing in 2007; and she started her nursing career at the Medical-Surgical ward in SunMed for 4 years, and has been working at OPD for the past 11 years.

Khai Shing was inspired by her aunt who worked as a midwife, and said she loved the hospital setting since primary school. Khai Shing says "I chose to study nursing because I love to help and care for people, and as a nurse, I can get to work internationally"

She feels her greatest achievement is establishing good rapport with doctors and her regular patients in OPD. Her patients and their families always look up to her and ask for her opinions. Khai Shing says "I get positive compliments and appreciation gifts from patients and their family".

About her challenges in nursing, she states, "As a nurse, sometimes patients and their families do not accept the information we convey to them, and at times, I feel like I could not help them". However, she persuades her patients to follow the correct way. The days when some Orthopaedic patients come in pain at OPD and they are in a foul mood, Khaii Shing says she tries her best to help them according to their needs and handling their complaints.

While the community perceives OPD nurses as being the same as a clinic nurse and only doing clerical work, Khai Shing always explains diligently to her patients, informing them of her duties as a registered and professional nurse. She wishes to pursue post basic in Orthopaedic to enhance her knowledge and skills soon. Her advice to young nurses is that "Nurses must be mentally strong because patients these days are knowledgeable and demanding, especially in private hospitals".





#### **NURSES' STORIES** •







RAJA MARYAM Labour Room, Sunway Medical Centre (Sunway City)

This is my 13th year in nursing, and Sunway Medical is the third hospital that I joined in 2016. My curiousity made me eager to become a nurse as I had never been to a hospital before I became a nurse. I loved to watch medical dramas and movies since I was a kid and my inspiration began from there.

I had gotten an offer to study pharmacy, however, I chose to be a nurse because I wanted to know more about patient cases and how to deliver proper treatment to them.

In my opinion, working in Sunway Medical Centre is tough as there are lots of things to explore and learn. Patients in Sunway are also different from what I have encountered before, as they are more knowledgeable. Hence, I ought to learn and deliver adequate information to patients. Sunway also has invested in technologies like robotic surgery. It is a fast-paced hospital, and I need to be aware of and get involved in most things.

Sunway provides many benefits that I did not receive while I was working in other hospitals, such as extensive medical and maternity coverage. Sunway also has a supportive Staff Health team to ensure that all staff receive treatment when needed. We also have a very dedicated Nursing Education Unit that always ensures adequate trainings are delivered to all staff.

I'm proud to say that I managed to give my best nursing care during the pandemic, where once I needed to assist in a delivery for a COVIDpositive mother. I needed to be with the mother throughout her delivery process and ensure that everything was safe.

A challenge I experience here is when I have to deal with mothers with birth complications. Delivery is supposed to be a happy moment, but facing family members grieving for their lost babies is very challenging for me. I'm thankful that Sunway Medical has an integrated system using the RRT and Code Blue system to better serve patients.

Nurses are always labeled as doctors' assistants. However, we are actually working with doctors as a team. Our job is very tough. The community needs to understand our jobs, duties, and responsibilities. They need to respect us and give us the opportunity to deliver our best.

I would like to encourage young nurses to further their studies at least to Post Basic and Bachelor Degree. Young nurses need to learn to focus on our responsibilities as a nurse so that we can deliver high quality care.



NURFARHANIM RADZIAH ICU, Sunway Medical Centre (Sunway City)

I'm going to hit a decade with SunMed in a few months. I have been here since Feb 2013.

I have been interested in nursing since childhood. It started from seeing my little siblings unwell, and I am obligated to take care of them.

Sunway Medical Centre is the first hospital I've worked in since I started my career. It has a conducive environment, good teamwork and offers many benefits to staff. It even has a special team (Nursing Education) with a lot of programmes to develop staff skills, upgrading their current knowledge and practice.

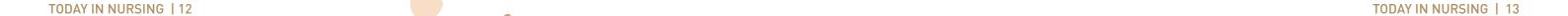
This cannot be said as my greatest achievement, but I'm lucky and proud to be chosen as one of the ECMO pioneer team and to report to duty as one of the COVID ICU nurses in those critical times.

There are a few challenges I experienced. The long shifts are physically and mentally exhausting, and the changing day/night shifts also interfere with our sleep patterns. A major challenge for me is lifting / transporting patients. Long hours standing with few breaks causes regular strain to the body over period of time and eventually leads to spine/joint injury. I have witnessed my colleagues or either myself being kicked, pinched, scratched and even bitten by those patients with unstable mental states.

I would like to address two main misconceptions about the nursing profession. Firstly, that nursing is a woman's profession, which causes very few men becoming nurses due to the stigma. Secondly, some believe that nurses are women who are not smart enough to be doctors. That is not right. There is a vast difference between these two professions, and even nurses nowadays graduate with a bachelor's degree, master's degree and PhD qualifications.

I always wish I could extend more comforting words to those who were losing their loved ones and give them some emotional support while they grieve. However, I am often at loss for words when the time comes because it's hard to choke on my own tears.

Young nurses need to be more patient, compassionate and understanding when dealing with patients and relatives as they are sensitive and emotional. Strive to enhance your skills and knowledge as well as create positive teamwork for a better working environment. Always take care of yourself so that you can take care of your patients. Lastly, never be afraid to ask or offer your help. You are our hope for the next generation, you may not be able to do everything yourself, but together we can do anything.



#### **NURSES' STORIES** ©









MUHAMMAD ARIFF ICU, Sunway Medical Centre Velocity (KL)

I have been working as a nurse for 8 years, since September 2014.

Since primary and secondary school, I have liked watching medical series on TV and have been influenced to work in the medical line. Besides that, nursing is one of the careers with promising and great job opportunities.

The main influence is the medical drama series that I loved to watch and one of them was 'ER' and I dreamt of working as a nurse in the emergency department.

My aunt also worked as a nurse and always encouraged me to pursue my dream of working as a nurse.

Working at Sunway Healthcare really did enhance my working experience as a nurse as they offer multidisciplinary and tertiary level of hospital care, thus I had better exposure to delivering quality care to patients.

My greatest achievement in nursing is being awarded the 'Vice Chancellor Award' in my Diploma programme and the 'Best Student Award for Advanced Diploma in Intensive Care'.

Challenges in nursing are that you always need to be altruistic, which puts your patients' needs more than your own, and sometimes you won't even realize that you have actually spent a lot of time in the hospital with your patients.

Up until now, the misconception of the community about the nursing profession is that, nurses only function as an assistant to patients in hospitals, which is not true. Nurses play important roles in patient's care and recovery, ensuring that every patient receives the direct and proper individualised care they need.

Throughout my journey as a nurse, I have nothing to regret. Even sometimes, when times were hard, I wondered why I chose to become a nurse, I immediately will remember one of my colleagues telling me that, there is a reason why we are chosen to become a nurse.

Advice that I can share with young nurses is nursing is a career which combines the Arts and Sciences. You need to have critical thinking and an understanding of the complexity of delivering care to patients and always practice hands-on patient care to have better skills. Remember that we are not robots but humans providing care to other human beings.



**LOI KAI XIN**Ward 10A, Sunway Medical Centre
Velocity, KL

I've been working as a nurse for almost 2 years. My interest in nursing started when I was 18 years old. I wish to contribute to the community in the future, and I want to make a real difference in someone's life and impact the world. The main influence is my personality as I'm a kind person. My former Nursing College Principal, Ms Kathy Yu Mee Siang, inspired me to join nursing. I still remember her encouragement in the nursing sponsorship interview, and she did her best to light up my world again as I was stressed with my family issues. I witnessed how a nurse makes a real difference in someone's life, and this is what I always picture myself doing in future.

I can't deny that working is tiring, but I enjoy working at Sunway Healthcare. Sunway Healthcare provides a platform for me to learn and lead. I gained the opportunity to lead someone in work and I understand that continuous learning is important because leaders never stop learning.

The greatest achievement in nursing is participating in life-saving incidents. An unexpected life-threatening incident can happen at any time, I can't prescribe medicine to save lives directly, but I can detect early abnormalities in my patients and do my best on my part.

The main challenge in nursing is to be yourself. As a nurse, I need to forget about myself whenever I'm on duty and always put patients before myself. I have to be patient and stay calm when unexpected bad incidents happen, as I need to sort them out quickly. People always have a misconception about the doctor-nurse relationship. The doctor-nurse relationship has often been described as a dominant-subservient relationship. People always have the mindset that a doctor is superior to a nurse. Now, I want to explain clearly to the community, that doctors and nurses are working partners. We have different roles but we always collaborate in patient care.

Throughout my nursing journey, I became better at communicating effectively.

My advice to young nurses is always to be passionate and learn how to be your best when others are at their worst. People might forget your name, but they will always remember how you made them feel.







#### THE SPONSORED STUDENTS

**Reporting in for General Orientation** 





Sponsored students were provided with theory courses and practical training before reporting as SRNs at all their respective Sunway Healthcare hospitals.

### **NURSES' COMMITMENTS**

AT SUNWAY VACCINATION CENTRES

**SUNWAY MEDICAL CENTRE (SUNWAY CITY)** 









#### PHOTO GALLER

#### **SUNWAY PYRAMID CONVENTION CENTRE**











#### **SUNWAY MEDICAL CENTRE VELOCITY (KL)**











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### **NURSES' DAY CELEBRATION**

















### PHOTO GALLERY

#### CONTRIBUTIONS BEYOND THE ROUTINE

#### Terkenangkan detik pesakit 'tewas'

PENGALAMAN sedih sebagai seorang jururawat apabila menghadapi perjalanan terakhir pesakit. Senior Manager Nursing di Pusat Perubatan Sunway, Razlina Ramli, 45, menyifatkan tugas seorang jururawat adalah membantu sedaya-upaya pesakit kembali sihat di samping cuba mengembalikan keupayaan kendiri pesakit seperti sebelum mereka jatuh sakit.

"Pesakit yang kita jaga selama ini akhirnya tewas dengan takdir yang telah ditetapkan iaitu kematian.

"Sebagai seorang jururawat, kami memahami situasi pesakit yang telah berada di tahap kritikal namun kehilangan pesakit masih amat dirasai.

"Sedih apabila terkenangkan kembali detik-detik pesakit yang 'tewas' disebabkan ikatan perhubungan antara 'nursepatient' yang telah dibina semasa menjalankan tugas," kata anak kelahiran Terengganu ini.

Ujar Razlina yang bertugas lebih 20 tahun sebagai jururawat, persepsi orang awam terhadap kerjaya jururawat adalah hanya menjadi pembantu kepada doktor untuk merawat pesakit.

"Bagaimanapun, tugas dan tanggungjawab kami lebih daripada itu yang mana banyak kemahiran lain diperlukan di dalam profesion yang dianggap mudah ini.

RAZLINA RAMLI

"Untuk membolehkan jururawat terlatih dibenarkan bekerja adalah dengan memiliki lesen yang harus diperbaharui setiap tahun.

"Jururawat terlatih perlu menghadiri training dan juga mengikuti kursus akademik klinikal supaya memenuhi kriteria yang diperlukan untuk memperbaharui lesen kerja. Jadi, kerjaya sebagai jururawat tidaklah mudah yang disangka," katanya.

Tambah Razlina, pandemik Covid-19 menyebabkan banyak perubahan dalam cara mengendalikan pesakit dan juga family expectation yang tinggi.

"Tugas frontliners adalah mengikut panduan disarankan KKM untuk keselamatan pesakit dan juga jururawat atau frontliners.

"Karier sebagai seorang jururawat atau frontliners sangat mencabar yang mana kerja kami melibatkan nyawa seseorang dan perlu memastikan pesakit selamat ketika berada di bawah jagaan kami.

"Oleh itu, apabila
dapat merawat pesakit
yang sangat memahami,
menghormati dan
menghargai setiap tugasan
untuk membantu mereka,
kami sangat gembira.
Melihat pesakit sembuh
dan kembali berdikari kami
turut bersyukur. Ucapan
terima kasih sudah cukup
untuk menghargai dan
menghilangkan penat lelah,"
katanya.

Tegas Razlina, seseorang yang ingin menjadi jururawat bukan sahaja memerlukan kebolehan akademik tetapi juga penting mempunyai kemahiran Emotional Intelligence (EQ) yang tinggi.

"Generasi muda yang berminat untuk menceburi bidang ini sangat dialu-alukan kerana bidang kejururawatan sangat luas dan jururawat yang berpotensi boleh berpeluang mengembangkan karier di dalam industri kesihatan di peringkat global," katanya.

### 10 Aug 2022 - KDYMM Yang-di Pertuan Agong officially opened the NATIONAL INSTITUTE OF











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### PHOTO GALLE

### SUNWAY SPECIALIST CENTRE DAMANSARA







#### **SUNWAY HOME HEALTHCARE**











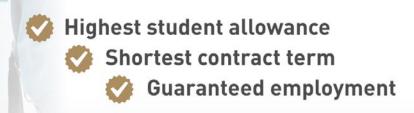




**APPLY NOW** 

**SCHOLARSHIPS** 

T&C Applied



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