

Journey On - Singapore Chief Residency Programme (SRCP)

By Dr Teo Chiang Wen, FCFP(S)

Year 2022 has marked an important milestone in my career as I was chosen to participate in the 9th cohort of Singapore Chief Residency Programme (SCRCP), a national programme that aims to equip young doctors with leadership, teaching, management and policy competencies while nurturing a public service ethos that transcends healthcare clusters.

Multiple leadership dialogues were organised for us to learn directly from influential healthcare leaders. They shared their untold stories, the struggles they faced behind each success and failures. We learned about the evolution of Singapore's healthcare system; listened to the testimony of how new healthcare services being introduced; how innovative ideas using gaming, artificial intelligence and 3D-printing technologies were translated into clinical application. It was truly an eye-opening learning experience.

SCRCP had served as a mirror for me to reflect on my strengths and weaknesses. We went through personality tests to better understand our work preferences and conflict management styles. This also reminded me of the possible differences among team members. It is essential not to judge but to respect this team diversity to help each other achieve our goals and potentials. I also realised the importance of identifying pain points and effectively

communicate my ideas to win buy-in from stakeholders to implement a change process.

My most memorable SCRCP moments were the team-building outdoor activities held in the FOCUS Adventure Sentosa. I had my first ever dragon boat rowing experience which nearly gave me a rhabdomyolysis. Team work was crucial as everyone had to paddle simultaneously and relentlessly for the boat to advance, similar to working in an institution. Having like-minded team mates with a common goal in mind made this daunting journey much enjoyable with loads of laughter. In addition, we had to overcome a 24-meters high hourglass shape tower that comprised of a series of 20 different challenges at 4 different levels. Many of us had height phobias, however we learned to trust the system and our friends. No matter how uncertain or difficult the next challenge was, we knew we have each other's back.

Family Medicine is at its era of transformation. Innovation is the key to more possibilities especially in the intermediate and long-term care settings. I hope to promote the "kaizen" spirit which I have learned from SCRCP to always redesign care and processes, eliminate waste, and boost productivity and value. SCRCP also taught me to be a servant leader and to always look at things via the systems lens. This learning experience will always be my guide as I embark on this lifelong journey of healthcare leadership. One day, I hope to inspire the next generation just as how I was inspired by the SCRCP family.

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