Sharon Chen Mei Yan

Director, Operations, National Healthcare Group Polyclinics

Innovation Interests:
- Leveraging technology to improve patient journey and experience
- Automation of processes to optimize manpower and high value work

Email: sharon.my.chen@nhghealth.com.sg

Biography

Sharon Chen is the Director of Operations at the National Healthcare Group Polyclinics, where she leads initiatives to implement innovative solutions that support workflow efficiency and elevate patient care experience. She was instrumental in the commissioning of several new polyclinics such as Kallang, Sembawang, and Khatib polyclinics. She is passionate about quality improvement and has driven several projects. Notable projects include leveraging automation and innovation to enhance IT Operations systems; the implementation and enhancement of IT Operations systems have contributed greatly to operational efficiency and patient empowerment. Sharon currently serves as Co-Chair in the *Enhancing and Future proofing our care delivery models* Strategic Workgroup, and previously served as Co-Chair in the Innovation Strategic Workgroup that developed innovative talents and a culture of collaboration. Sharon completed her Masters and Honors Degree in Electrical and Electronics Engineering from the National University of Singapore, as well as a Masters in Business Administration with a major in Finance from the University of Nottingham.

Notable Innovation Awards & Grants from Past 5 Years

Name of Awards & Grants	Year Obtained
OurCare Quality Improvement Project (Outstanding) - Improving Safety For Patient, Visitor And Staff Via The Upgrading Of Power Supply Cabling System	2024
OurCare Quality Improvement Project (Outstanding) - Automating Time Chit Services To Enhance Patient Experience And Efficiency	2024
OurCare Quality Improvement Project (Outstanding) - HealthierSG @ NHGP: Optimizing Resident's Health And Preventive Care Needs	2024
National Covid-19 Award – Commendation Medal	2023

NHG Team Recognition Award (Silver, Leader) - Transforming Patient Check-in and Check-Out Experiences Through IT Innovation	2022
NHG Team Recognition Award (Bronze, Member) - NHGD Bone Mineral Density (BMD) Service Resumption in the Community	2022
NHG Team Recognition Award – Covid Category – Vaccination Rollout (Member)	2022
OurCare Quality Improvement Project (Outstanding, Leader) Award - Endemic Routing Logic for Self-Help Kiosk	2022
National Award (Covid) – Commendation medal	2022
NHG Young Achiever Award	2021
NHG Team Recognition Award (Gold) – Comprehensive Tele-Consultation Services for Chronic Diseases Care	2021
NHG Team Recognition Award (Silver) – Empowering Patients through Digital Innovation	2021
NHG Healthcare Innovation Award - Transforming Experiences and Redesigning Patient Journey	2021

Translating Innovation Into Healthcare

- Feature on govinsider.asia: Women in GovTech Special Report (13 Jan 2022): Sharon Chen, Director, Operations, National Healthcare Group Polyclinics, Singapore