

Congratulations

Ilandari Deva Nishantha for winning the

EXEMPLARY SERVICE EXCELLENCE AWARD

at the

**PUBLIC SECTOR
TRANSFORMATION
AWARDS 2021**

NISHANTHA I D
Ranking Wards
Jurong Community Hospital

Ilandari Deva Nishantha

Healthcare Assistant
JurongHealth Campus

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I was very amazed by how well Nishantha connected with my father, especially seeing that he speaks mostly English and my father speaks almost no English. After the stroke, my father hardly spoke or responded to anyone but I can see through my father's actions that he adores Nishantha. Whenever Nishantha sponged my father, changed his diaper or fed him through the NG tube, he would make an effort to talk to my father tenderly and my father would respond by patting Nishantha back. Anyone with some training can care for the physical well-being of a patient but few can care in the same manner as Nishantha. His calm, gentle and caring words and actions comforted my father during his sickness and helped make his long stay in the hospital more bearable. For this, I am very grateful to him.

- Patient's daughter

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The Public Sector Transformation Awards' Exemplary Service Excellence Award recognises outstanding officers who have consistently demonstrated high standards of service excellence. This year, we are proud to have Ilandari Deva Nishantha from JurongHealth Campus as a recipient of the award.

Nishantha always pays close attention to his patients' needs, and even has the unique ability to connect with patients who are unresponsive or uncommunicative. Displaying outstanding patience, he would never give up on them and strives in holding a conversation, even if it is only one-way. Over time, patients were touched by his sincerity and warmed up to him. Often going above and beyond the call of duty, Nishantha offers help to patients who face issues settling back at home. During the COVID-19 pandemic, he also actively shared about good hand hygiene and the importance of proper mask wearing at his church.

Thank you Nishantha for flying the NUHS flag high!