

**Profile: Rosie Kwan**



***The job(s) that keeps me going...***

I am now working in SGH Office of Patient Experience as Senior Patient Experience Manager since 2018. I was Senior Nurse Manager in-charge of a Medical Ward for 30 years. I continued working as a Sr Nurse Manager Mentor for 5 years and in-charge of many various medical disciplines, mentoring the newly promoted SNMs and NCs of the 5 wards, ensuring the smooth running of the wards and safety of patients.

I have been in nursing for the last 55 years and enjoyed my work as a nurse with many rich and valuable experiences, meeting to new challenges daily which I faced has made me an all rounded person who will “never say die”.

***My Interest:***

I Enjoy listening to music, acting, dancing and cooking

Meeting people of all types of profession to enrich my horizon, despite being in my 70s, I belief that “Old is Gold” and I have been featured in SGH newsletters and video clips such as “Health Buddy” and “Saying it Right” for video teaching to our nurses.

***My Purpose to volunteer for 2OS***

- To Build good rapport with nurses that may need a pair of “listening ears”
- To be attentive listening to their difficult encounters in the wards, and be objective in listening to their sharing of experiences
- To make them feel comfortable and relax when they are expressing their problems or experiences
- To offer them help or assistance within my capability
- To refer them to relevant parties for advices, if necessary.