

# IN THE SPOTLIGHT: MR PANG HOW TZE

by PSS Hospital Chapter

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In The Spotlight is a PSS initiative that features individuals working in the hospital setting for their extraordinary work.

In this issue we shine the spotlight on Mr Pang How Tze , an Information Technology (I.T.) Pharmacist from Sengkang General Hospital (SKH).



How Tze graduated from the National University of Singapore (NUS) with a Bachelor of Pharmacy degree in 2007. He then completed his pre-registration pharmacist training at the Singapore General Hospital where he continued to practice as an outpatient pharmacist until 2016. His passion in data analysis and problem solving led him to his current role as an I.T. pharmacist at Sengkang General Hospital (SKH).

As an I.T. pharmacist, How Tze's main area of expertise is in the management of the pharmacy operation system. Over the past few years, he has been involved in the implementation of several valuable I.T. projects for SKH's pharmacy department such as:

- the establishment of the drug database for dispensing
- setting up of an automated drug dispensing robot for efficient medication packing

In addition to the above mentioned projects, his contribution for the initiation of electronic prescriptions not only optimized the pharmacy processing workflow, but also enhanced the patients' overall experience at the SKH Pharmacy.

Currently, he is focusing on designing the next generation pharmacy dispensing system; which might be a total game changer for the pharmacy operation system in the future!

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Describe the most satisfying/fulfilling day in your life as a pharmacist

Most of the time, I will be engaged with queries or issues relating to I.T. system from pharmacy colleagues. During any unplanned I.T. disruptions to the department's operations, I will represent the pharmacy end users and work with the technical support team to resolve the problems. I would say that my day is most satisfying or fulfilling when I am able to resolve the technical issues, restore the pharmacy daily operations and ensure that all required follow-up actions have been cleared.



Who would you say is your role model, whom inspired you to excel in the pharmacy field that you chose?



Ms Kam Huey Min, who is an I.T. pharmacist from Singapore General Hospital, is my role model who inspired me to excel in this field. Her ability to analyse and plan in detail has allowed her to resolve problems without being affected by the volatile environment; this drives me to reflect and improve my problem-solving skills and my adaptability to work-related pressure.

What would your best advice be for the younger pharmacists, especially when faced with challenges to motivate them and keep them going?

Always have the following attitude:

- Keep cool!
- Seek help when needed, without hesitation.
- Treat every mistake you've made as an opportunity to reflect, learn and improve.
- Appreciate different ideas from your colleagues or peers and work with them to achieve the best result.