

## SMART-CHIPS Test

	Human virtues	Who are you?		Human flaws
S	<p>Serve</p> <p>I dedicate my life to the service of humanity.</p> <p>I heal the body, comfort the mind and soothe the soul of my patient.</p>			Commercialisation
M	<p>Mindful</p> <p>I am mindful and sensitive to the needs of my patient.</p>			Indifference
A	<p>Aspire</p> <p>I constantly strive to add to my knowledge and skill.</p> <p>I practise my profession with conscience and dignity.</p>			Unethical conduct
R	<p>Respect</p> <p>I maintain due respect for human life.</p> <p>I respect the ideas, concerns and expectations of my patient.</p>			Arrogance
T	<p>Trust</p> <p>I do no harm and gain the trust of my patient.</p> <p>I make the health of my patient my first consideration.</p>			Irresponsibility

Chapter 16 – What You Didn't Learn In Medical School

	Human virtues	Who are you?		Human flaws
C	<p>Courage</p> <p>I cut red tape and stand up for my patient.</p> <p>"Be the change you want to see in the world" - Mahatma Gandhi</p>			"Kiasu and Kiasi"
H	<p>Humanity</p> <p>God's precious gift of life is placed in my hands.</p> <p>I owe a duty of care to my patient.</p>			Dehumanisation
I	<p>Innovate</p> <p>I innovate and find solutions for my patient.</p> <p>Patient safety comes first.</p>			Complacency
P	<p>Professionalism</p> <p>I exercise diligence, care, knowledge, skill and caution to diagnose, advise and administer treatment.</p>			Medical Mismanagement
S	<p>Seize the day!</p> <p>"I expect to pass through this world but once; any good therefore that I can do, or any kindness that I can show to any fellow-creature, let me do it now; let me not defer or neglect it, for I shall not pass this way again." - Stephen Grellet</p>			Greed

SMART-CHIPS motivational pack also serves as a burnout-busting potion. A nurse clinician dropped me the following note upon receiving it:

"I got to know your book while attending a Patient Safety Course. What you have written really touches my heart. It is really a good book to read and share, and it will constantly be kept with me—reminds me, always to be a patient advocate. What touches me most is that you gave me the 'smartchips' thingy!! It will definitely be kept with me to strengthen my passion—caring for the sick."

- Healthcare worker (April 2010)

## Burnout-busting Potion

Work stress for some doctors and nurses in public hospitals can often be intense.

If you are unfortunately caught in such a stressful and difficult situation that prompts you to rethink your role and purpose in your profession dedicated to the care of sick persons, please read the Self-help Notes at the back of this card.

## Self-help Notes

Let nothing steal away your original idealism, fervour and zeal which you brought to your virtuous life of caring for the sick.

You may try drawing one 'chip' randomly from the pack and read the message for the day.

You will be surprised that it can actually offer a way forward; follow your heart, and become 'unstuck'.