In his presentation, Dr Jeremy Lim discussed the need to focus on positivity and overcome “Under Happiness” in Singapore healthcare. The following is a summary of the major points:

- Happiness is a state of mind, and is a function of the internal and external environment. Happiness is also the nett result of reality versus expectations. A study across industries found that the healthcare sector has one of the lowest proportions of workers who are happy.

- A strong sense of purpose could serve as a defence against “Under Happiness”, and this is equally applicable across the public, private, civic sectors, as well as for the individual.

- Examples of ways to enhance happiness in the public healthcare sector include improving healthcare regulations to facilitate healthcare delivery and addressing capacity issues on the ground.

- There are areas where government would not be able to meet the healthcare related needs on the ground. Hence, there is a need for greater civic sector involvement in healthcare issues.

- At the individual level, healthcare workers would need to develop better self-knowledge, learn to work effectively in teams, and mutually support team members in their work.