Mr Jeremy Lee

Chief Operating Officer,
National University Hospital

Faculty Profile

Prior to joining NUH, Jeremy spent 13 years in the Ministry of Defence. He was awarded the Singapore Armed Forces Academic Scholarship for his undergraduate education and served as a Military Officer.

He joined the Healthcare sector in 2009 and has held numerous leadership appointments. His first leadership role was Head Operations of the Emergency Medicine Department (EMD) where he was involved in the renovation and expansion of the department as well as initiatives to address the overcrowding issues.

Jeremy spearheaded the review of Bed Management in NUH from one that was centrally controlled to a decentralised system managed by departments. This was aimed at driving accountability, empowerment, and a collective bed management culture in the hospital. He also pushed for the adoption of Robotic Processing Automation (RPA) technology in various areas of operations to help improve accuracy, speed and staff productivity. In the area of patient experience, he helped raised the service standards of various departments by piloting many new ideas and created an environment where service delivery is part of the overall care process.

As the COO overseeing central operations in NUH, Jeremy instituted many initiatives to build a strong team identity. He strongly believes that staff, including the service partners must feel valued and proud working in the organisation, and it must start from providing them with an enabling work environment as well as taking care of their well-being.

During his career in NUH, he was awarded the NUHS Team Academic Medical Development Award for an attachment at the UC Irvine Medical Center, United States in 2013 and the NUHS-Mochtar Riady Pinnacle Award (Young Achiever) 2021. He also recently completed an executive program in INSEAD, France.