

Eugene W.M. Ng has joined the Retina Institute of Hawaii as an eye surgeon.

Born in Singapore and raised in Australia, Ng is a graduate of the University of Western Australia School of Medicine.

#### PEOPLE WHO MAKE HAWAII WORK

He completed a retina research fellowship at Harvard Medical School after which he completed his residency in ophthalmology and fellowship in vitreoretinal surgery at The Wilmer Eye Institute at Johns Hopkins University School of Medicine.

His research interests in the development of new drugs and medical devices for ophthalmology prompted him to earn an MBA from Harvard Business School.

Ng, 39, previously was a senior director at Eyetech Pharmaceuticals. Now with Retina Institute of Hawaii, his practice will focus on macular degeneration, diabetic retinopathy, veno-occlusive diseases and retinal detachment.

**What brought me here:** The opportunity to join Retina Institute of Hawaii represented something highly unique — the perfect intersection of doing important work, making a significant impact on people's lives within a close-knit community, and living in paradise.

**Why I took this job:** People, people, people. My colleagues and staff at Retina Institute of Hawaii are the best at what they do. We are all on the same wavelength. We really enjoy making our patients feel special and important individually. We believe that leveraging the latest technology and incorporating cutting-edge ideas

into our everyday practice is imperative. We emphasize teamwork. All these elements are integral to our culture. Not all organizations think this way, so I am very lucky to work with people who believe in the same ideals.

**Immediate priority:** To build a reputation as someone who really cares about people, and who provides great care to patients.

### Eugene W.M. Ng



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**Long-term challenge:** On the one hand, we are isolated here in the Pacific, and on the other hand, we sit at a crossroads between East and West. How can we stay in the knowledge flow and keep our edge? How can we ensure that companies on the Mainland and globally do not overlook our specific needs here in Hawaii?

**Strategy to overcome the challenge:** By working hard not only to participate in clinical trials, but also to actively work with developmental-stage drug and medical device companies, we can ensure that we remain abreast of the latest advances as they evolve. In addition, it forces these companies to come here to Hawaii and to meet with us, bringing with them fresh ideas, prototypes, members of management, etc. This also provides us an opportunity to educate them about the local issues we face here in Hawaii, and how they can help us solve them.

**Biggest challenges in my industry:** From the practice management side, one of the biggest challenges facing physicians is how to maintain the highest quality of service to patients in the face of increasing cost-containment pressures from third-party payers. Not all practices will be able to do it. Those that do will thrive.

**Five-year vision for the industry:** In the field of retinal diseases, major technological breakthroughs tend to occur in a 10-year development cycle. Five years from now, if the science of today plays out, we will begin to incorporate a number of novel drugs into our treatment algorithms for macular degeneration, and diabetic retinopathy, and

other retinal vascular disorders. On the surgical side, we should see the availability of innovative device approaches to treat macular degeneration, such as radiotherapy. In the field of diagnostic tools, I expect that we will be even more advanced in our ability to detect and treat retinal diseases earlier and monitor their progression.

**Issue that keeps me up at night:** I constantly think about how we as a business can continue to improve on what we do. Externally, this means examining how we can enhance the patient experience, from when they walk in the door to when they leave the office. Internally, it's about how we can continue to help our employees grow professionally within the organization. I want our staff to really enjoy their work and feel fulfilled.

**Favorite stress reducer:** Riding horses up in Koko Crater or surfing by Diamond Head. Two of the most amazing views in Hawaii, up close and personal.

**Book by my bedside:** Autobiography of Miles Davis, the greatest jazz musician of all time. Miles was a creative genius, an intellectual non-conformist. I find inspiration in people who are independent thinkers.

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