



GOING BEYOND



6 YEARS IN A ROW!

Ren Ci Hospital is the proud recipient of the Charity Transparency Awards 2023. Since the introduction of the Awards in 2016, Ren Ci has received it every year (except when the Awards went on hiatus to review and revise of its assessment framework in 2020 and 2021).

As a charitable organisation largely supported by donors, volunteers and corporations who believed in our cause, being a good steward to the resources entrusted to us has been our guiding governance principle. We are deeply honoured to receive the award. We shall continue to uphold the high standard of being transparent and accountable to all our key stakeholders and members of the public.

An initiative by the Charity Council, the awards aim to recognise good governance in the charity sector. For charities to win the award, they must meet requirements in nine disclosure areas, including strategy planning, programme management, human resource management, financial management & internal controls and fund-raising practices.

The Editor

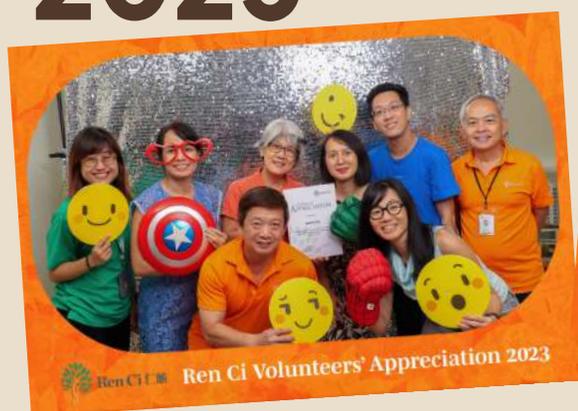
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If you have any contributions, comments or feedback, please get in touch with us.

Annual Volunteer Appreciation 2023



Our annual volunteer appreciation saw a great turnout, as we ramped up the scale of the post-pandemic celebration. It was held on 11 November at our community hospital to show our amazing volunteers just how much we appreciate them!

The event opened with a fun and relaxing session where volunteers from the Singapore Women Association led the audience – including Mr Seow Choke Meng, Ren Ci Chairman; Mr Lim Chai Boon, Vice-Chair; and Mr Wong Hsien Xiong, Board Director – in a “Laughter Yoga” session. These ladies were jolly, happy and punctuated the entire hall with laughter and smiles. One of them is in her 60s, and one can’t quite tell at all! It must be laughter yoga that had kept her staying energised and youthful.

The event saw us honoring many of our volunteers who from across our three sites: a total of 120 long-serving volunteers, 6 of them having served with us for 25 years, and 26 corporate and community partners.



As with our tradition since 2016, we pay tribute to one inspirational group of volunteers by presenting them with our Inspirational Engagement Award. This year, Tinklehearts clinched the award. One of their signature projects is the family portrait project, which is a tie-up effort with our Psychosocial Services colleagues. The project saw our Chronic Sick

Unit residents and their families gather at our Community Hospital to take a family portrait together. This event had added significance and meaning, as the event gives them and their families the opportunity to preserve precious memories in a professionally taken portrait. Twinklehearts had also organised many other activities



on top of this initiative over the year, making them truly deserving of the award. In her thank you speech, the leader of Twinklehearts, Ms Yeo Siew Mui, thanked many other volunteer leaders and their groups who had helped patients and residents in different ways. Indeed, Ren Ci is grateful and blessed to have dedicated volunteers.

Members of Ren Ci's senior management and the Community Engagement team then presented a surprise gift of a sunflower to each volunteer and patient present. This was our sunflower ovation to honour our volunteers, who had given their gift of time.



Mr Andrew Lim, member of Community Engagement Committee, presenting a fresh sunflower to a patient

Finally, the most magical moment was when Bridget (Head of Psychosocial Services) and Xiao Yun (Manager for VMD) led everyone to indulge in a moment of play: blowing soap bubbles! The hall was filled with bubbles in the air, and when the curtains were drawn to allow sunlight to shine through, the entire mood and atmosphere was simply magical. This segment served to remind us that we can allow ourselves to be child-like and happy at the simplest of fun. It also reminded us that as we serve our patients and residents, that slice of happiness is not hard to create.



Board members with patient and Mr Lim Kong Beng, Executive Director, Ren Ci @ Bukit Batok St. 52

The event ended with a sumptuous buffet spread. Many welcomed the event returning to its pre-pandemic scale. We certainly look forward to the next one in 2024, which will be bigger and even more significant as we celebrate Ren Ci's 30th anniversary.

Ren Ci Charity Golf Tournament 2023

On 20 October 2023, the Ren Ci Charity Golf Tournament welcomed 123 avid golfers and enthusiasts at Sentosa Golf Club. The event was led by organising chairman Mr Zhong Ming, with his co-chairs Mr Nelson Lim and Mr Jonathan Yeo, and committee member, Mr Jeffrey Chua.

The golfers were brimming with excitement as they arrived at the Club, ready to tee-off for a great cause. Many were and have been our steadfast supporters and we were thankful to each and every one of them. The event successfully raised over \$550,000 through flight sponsorship and outright donations. All funds raised will go towards patient care at Ren Ci, the majority of whom come from low-income families.



Ren Ci Vegetarian Food Fiesta 2023



Thank you for another successful Vegetarian Food Fiesta!

We are overwhelmed with gratitude for the incredible support we received from everyone who made our Vegetarian Food Fiesta a resounding success and meeting our fundraising goal of \$250,000. We had over 70 stalls selling a range of items from freshly prepared food and drinks to dried goods, merchandise and even live plants! Our residents had so much fun shopping not just for themselves but also their friends back at the nursing home. We can't wait to welcome you back to the next VFF. See you there!

Project Silvercare

Ren Ci Active Aging Centre (transition) Friends @ Ren Ci collaborated with St Luke's Hospital (SLH) to bring Project Silvercare to our community seniors. This is a community health screening project jointly organized with students from National University of Singapore's faculties of Medicine, Nursing, and Pharmacy.

Project Silvercare is an extension of the Western Silvercare programme, where seniors in the community come down to the Community Health Post set up at Ren Ci @ Bukit Batok St. 52 and are assessed by SLH's nurses. The Project Silvercare outreach programme gets seniors to undergo Medical, Nutritional, Physical and Cognitive assessments, followed by a doctors' review.

Huge thanks go out to Mayor Low Yen Ling for taking time off and coming down to support us at the Project Silvercare event!



Opportunities for Mutual Learning

In October, we had the privilege of hosting young students and academic delegates from Singapore Polytechnic (SP) and King Mongkut's Institute of Technology (KMITL), Ladkrabang, Bangkok. Our guests visited Ren Ci Community Hospital as part of their preparation for an SP-KMITL joint elective programme on Design and User Experience that started in October 2023. Hosted by Ms Karen Bek, Chief Operating Officer, our visitors learnt about the healthcare landscape in Singapore, Ren Ci's services, and our upcoming ward renovation plans.

We also had the privilege of hosting delegates from the National Taiwan University Hospital (NTUH), led by Professor Huang Kuo-Chin and Dr Derrick Chan in December 2023. Hosted by Dr David Ng Wei Han, Clinical Director, we toured both Ren Ci Community Hospital and Ren Ci @ Ang Mo Kio nursing home. We shared about community care in the Singaporean context as well as various tech solutions that we have implemented to enable our staff to focus more on patient care. We enjoyed this chance to learn about NTUH and the Taiwanese healthcare system, which sparked thoughtful discussions and fresh viewpoints.

We look forward to future opportunities for collaboration with healthcare colleagues from Singapore and abroad, fueled by the spirit of mutual respect, continuous learning, and a shared commitment to improving patient care.



Affirmations from the Heart

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**COMPLIMENTS
RECEIVED**

in October - December 2023

Working in healthcare is both an act of service, and an act of love.

The affirmation and words received from our patients, residents, clients and their families are a motivation for our colleagues to serve with heart and hope. Thank you for your feedback and compliments!

Mdm Li Min, Next-of-kin, Ren Ci Community Hospital

My family and I are so grateful that my grandmother received both great care and support during her one-month stay which aided in her speedy recovery after sustaining a fall.

We would especially like to thank the therapist for teaching our helper to better care for my grandmother, who was extremely helpful in getting her assistive devices, and went beyond to also book a Grab and ensured that my grandmother boarded the car safely. To the care team, thank you, stay safe and rest well!

Mr Lee, Next-of-kin, Senior Care Centre @ Ang Mo Kio

My mom had fallen, and agreed immediately to surgery and physiotherapy; endured the pain and remained positive as she was really keen to return to Ren Ci Senior Care Centre. Already a jovial person, the care and love shown by the Ren Ci team and your daily activities added a huge positive impact on her outlook of her current lifestyle. Mom keeps praising each staff, sharing that they are so caring and helpful. She greatly enjoys all activities organised by them. A big "Thank You" to all, from the therapists to the front desk personnel and the transportation team.

Ms Agnes, Next-of-kin, Ren Ci @ Bukit Batok St. 52

Thank you for the team of doctors and nurses, social worker, administrator, physiotherapist & occupational therapist.

OT Charmaine has been conscientious and patient in assisting and explaining during the caregiver training sessions. Appreciate nurses LA, Jennifer and Raimer too. Nurse Raimer is efficient and organised when giving a detailed explanation on medication and upon discharge. Thumbs up to his excellent service!

Ms Siew Hua, Next-of-kin, Senior Care Centre @ Novena

The team at the centre is very dedicated, tolerant and cheerful. Though very busy, they remain very patient and still cater to the needs of all with great passion. It's not easy to care for so many, especially those who need special care. Staff are very alert and responsive.

Thank you too to Nurse Tan for calling me on my sister's BP. This alerted me to monitor her at home. Even the cleaner, Tracy, is cheerful, despite being busy.

Live Well. Leave Well. Festival

As a member organisation of the Singapore Hospice Council (SHC), Ren Ci Hospital was honoured to be invited to participate in the inaugural Live Well. Leave Well. Festival 2023, held from 13 to 22 October at the National Library Building, The Plaza.

Ren Ci Hospital set up a booth to showcase our palliative care services, as well as artworks done during Art Therapy sessions by Mr Ong Chwee Aik, a former palliative care patient. Ms Poh Shu Ning, Senior Art Therapist; Ms Jolene Yee, Music Therapist; and Ms Nadirah Chee, Senior Medical Social Worker also conducted a workshop titled Enduring Connections in Grief & Loss - "Precious Gems, Precious Virtues" during the festival. Open to the public, the workshop presented participants with opportunities to reconnect with the person they have lost and their loved one's legacy through the metaphor of gems. Our team guided participants through several creative experiences, enabling them to experience and benefit from working with grief and loss through creativity to support one's own healing and personal growth and find community and support from the supportive environment to process grief and loss.

The event was a success, reaching over 5000 footfall and registered participants for the events. The 28 talks, webinars and workshops had more than 700 attendees! There was also significant media coverage on platforms such as 8World, Capital958, The Straits Times, Lianhe Zaobao, Shin Min Daily News and Berita Mediacorp TV.



We applaud the work that SHC has done in public outreach and are grateful to have been given the opportunity to play our part. We look forward to future events in the new year, that will continue to encourage living and leaving well.

Value Carnival

With value-based care being a core tenet of Ren Ci's care philosophy, our Clinical Quality Management Unit organises the Value Carnival every year to highlight the quality improvements we have made and how our colleagues bring greater value to Ren Ci.

Held at all three sites over the course of a week, this year's Value Carnival was full of fun, games, food and mutual learning. We hope our staff are able to learn from each others' progress in a fun-filled way.

We also presented Ren Ci Team Excellence Awards to six teams during the Value Carnival. Congratulations to Senior Care Centre @ Ang Mo Kio, Senior Care Centre @ Bukit Batok, Ren Ci Community Hospital wards 12 and 13, and Chronic Sick Unit wards 5 and 14.



Tripartite Alliance Award 2023

We're happy to share that Ren Ci was recognised for our commitment toward fair, responsible and progressive employment practices. Our HR team made a submission for the 2023 Tripartite Alliance Award (TAA) in the Age Inclusive Practices category, and we were presented with a Finalist Certificate of Recognition during the award ceremony organised by the Tripartite Alliance for Fair & Progressive Employment Practices (TAFEP). The TAA presents an invaluable opportunity for employers to be recognised as one of the best organisations to work for in Singapore.

As the beneficiary of our age inclusive practices in Ren Ci, Mdm Sim Teck Meh was interviewed by the TAFEP panel of judges. She shared about our age-inclusive practices that promote a fair and respectful work environment, reducing age-related discrimination and biases and allowing mature staff to use their valuable skills and experience to contribute to the organisation's success while meeting their aspirations and needs.



Journey Through The Waters

Dr Samuel Kana Anak Lis has been a medical officer with Ren Ci since January 2022. He is also an independent, self-taught artist who specialises in acrylic on canvas, painting beautiful seascapes and nature's great wonders from his inspiration of nature amidst the journey of healing. He has generously allowed his paintings to be showcased at the Ren Ci linkway, and donated all proceeds of the sales to Ren Ci. Find more of his inspirational works on Instagram @samstifyart!

A Message from the Artist

Presenting “Journey Through The Waters”, my collective paintings which reflect on my past seven-or-so years as a doctor in several hospitals – initially in Sarawak and then now in Singapore – and my journey with them on their road to recovery.

When a patient steps into a hospital, their journey to heal begins. For healthcare workers, this is an everyday occurrence but to the patients, it is a momentous and significant event that greatly impacts their body, mind, soul and psyche. My artworks have likened the journey to a ships' voyage (thus the many ships amongst my paintings), often impacted by storms and threatening waves.

Most patients recover, but unfortunately some do not. Our hope remains that as we journey alongside them and their families, they can traverse troubled waters with serenity and confidence; and eventually reach safe harbour, wherever that may be.

劳资政联盟奖2023

仁慈医院为雇员提供公平、负责任和进步雇佣实践的承诺受到由我国劳资政三方合作伙伴联手颁发的劳资政联盟奖的认可。仁慈在劳资政公平与良好雇佣联盟（TAFEP）主办的颁奖典礼上获得认可证书。

作为仁慈医院年龄包容实践受益者之一的沈德美女士接受了TAFEP评审团的采访。她分享了仁慈的年龄包容实践，促进了一个公平而尊重的工作环境，减少了与年龄相关的歧视和偏见，让成熟的员工能够运用他们宝贵的技能和经验为组织的成功做出贡献，同时满足他们的愿望和需求，落实开明的雇佣政策。



2023年慈善透明奖

仁慈医院很自豪地再次获得2023年的慈善透明奖。自该奖项设立以来，除了在2020和2021年该奖项重整评估框架的审查和修改而暂停之外，仁慈医院每年都获奖。作为一个主要由捐赠者、义工和企业支持的慈善组织，对托付给我们的资源负责任一直是我们的指导治理原则。我们深感荣幸能够再次获得这个奖项，

我们将继续保持高透明度，并对所有关键利益相关方和公众负责任。这个由慈善委员会发起的奖项旨在通过承认慈善机构的卓越工作，鼓励其他组织效仿最佳实践，推动慈善领域的良好透明度和治理。



‘Project Silvercare’ 计划

仁慈转型中的活跃乐龄站的相伴@仁慈项目与圣路加医院合作，为我们社区的年长者带来了‘Project Silvercare’计划。‘Project Silvercare’计划是由圣路加医院与国大医学系、护理系和药剂系学生主导的社区健康筛查项目，为身体虚弱的老年人提供健康评估等援助。‘Project Silvercare’计划是Western Silvercare项目的延伸。年长者们接受医学、营养、身体和认知等方面的检测，然后再由医生进行审查。我们希望这将改善该地区居民的健康和福祉，协助他们克服与身心和社会相关挑战。

仁慈医院特别感谢西南区市长刘燕玲抽出时间前来支持此活动！



仁慈一年一度的“价值嘉年华”

以价值为导向的护理是仁慈医院护理理念的核心之一，我们的临床质量管理单位每年都会组织“价值嘉年华”活动，以展示我们在一年所取得的质量改进，以及我们的同事如何为仁慈医院创造更大的价值。这为期一周的“价值嘉年华”在仁慈社区医院和疗养院举行，我们希望员工们能够以充满乐趣的方式中互相学习。院方在“价值嘉年华”期间，向六个团队颁发了仁慈团队卓越奖以表扬大家共同努力为彼此以及患者、院友、客户和家属提供价值。仁慈感激员工们通过辛勤工作和创新来改善工作！

54期

2023年10月 - 12月

MCI (P) 020/08/2023



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超越无限



“活得精彩，走得自在”

作为新加坡慈怀理事会的其中一个合作伙伴，仁慈医院很荣幸受邀参与于2023年10月13至22日在国家图书馆大厦广场举办的首届“活得精彩，走得自在”的慈怀疗护外展节。这为期十天的展览希望可以加深人们对慈怀疗护的认识和鼓励他们讨论临终课题。

仁慈医院在展览设立了一个展位，展示仁慈临终关怀服务以及前临终关怀患者王水益先生在艺术治疗会话期间创作的艺术品。仁慈艺术治疗师、音乐治疗师和医疗社工主持了一个名为“悲伤与失落中的持久联系 - ‘珍贵的宝石，珍贵的美德’的研讨会。该研讨会向公众开放，为参与者提供通过宝石的隐喻重新建立与失去的人和其所留下的遗产的连接机会。我们的团队通过几种创意体验引导参与者，使他们能够通过创造力来支持自己的治愈和个人成长，从而在支持性环境中处理悲伤和失落，并找到社群和支持。

这展览取得圆满成功，吸引超过5000名参与者。此外，8World、Capital958、海峡时报、联合早报、新明日报和新传媒电视台等平台也对活动进行了报道。我们感谢新加坡慈怀理事会在公共宣传方面所做的工作，并感谢能够参与其中。我们期待着新的一年中可以继续举办鼓励健康生活和安详离世的活动。

仁慈编辑

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此季刊由仁慈医院企业通讯部编辑。我们欢迎您的反馈和宝贵意见。