



GOING BEYOND



Lifelong Journey of Care and Excellence

Senior Nurse Clinician/Advanced Practice Nurse Zuraidah Binte Sulaiman believes wholeheartedly in lifelong learning. Since joining the nursing profession 23 years ago, she has consistently pushed and upgraded herself, demonstrating an unwavering commitment to caring for the well-being of those under her care. She has paid particular attention in the areas of nursing clinical standards and supervising nurses on managing patients with fever or infections. Not only did she pursue her Masters Degree in Nursing and undergo the challenging Objective Structured Clinical Examination to attain her certification as an Advanced Practice Nurse, she is also a recent graduate from the National Collaborative Prescribing Programme and is now certified to prescribe medicines.

Affectionately known as Sister Zu, she has been leading the Infection Prevention and Control Committee (IPCC) in Ren Ci since August 2020. Her crucial role has helped ensure that infection prevention and control measures are adhered to for the safety of both staff and patients. Furthermore, under her lead, the IPCC added a dash of fun to learning about IPC measures through activities such as online quizzes.

We are proud that Sister Zu was a recipient of the Nurses' Merit Award 2021. Congratulations, Sister Zu! This recognition is well deserved. Find out more about what drives her to serve with heart and hope in our "Up Close and Personal" feature on page 4.

The Editor

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This quarterly publication is produced by Ren Ci Corporate Communications. If you have any contributions, comments or feedback, please get in touch with us.

Milestone Award for Our iCARE Programme



Our therapists guiding patients through rehabilitative exercises to battle chronic breathlessness.

Ren Ci Hospital and Tan Tock Seng Hospital (TTSH) are not only neighbours on the same campus but also close partners since January 2009 with the inking of the Clinical Governance Collaboration Agreement. Discharged patients from TTSH that require step-down or rehabilitative care will typically spend the following month in our community hospital.

The partnership with TTSH goes beyond providing rehabilitative care at our end and Ren Ci has benefitted from their strong support to enhance and expand our spectrum of services to include palliative care.

One project that we have launched together as a result of this partnership is the Integrated Care for Advanced Respiratory Disorder (iCARE) programme, in which we take care of patients with chronic breathlessness as a result of advanced lung diseases.

Since the programme's inception in late 2016, more than 300 patients have benefitted from the iCARE program. Positive outcomes include reduced readmissions and increased confidence in self-management of conditions.

For our efforts to jointly improve care delivery for the community, Ren Ci's iCARE programme was awarded the TTSH Milestone Award 2021.

Recognising Inclusivity

Ren Ci is honoured to be awarded the Enabling Mark (Silver) Award, a national-level accreditation by SG Enable that benchmarks and recognises organisations for their practices and outcomes in disability-inclusive hiring.

We put in place inclusive hiring strategies and started recruiting persons with disabilities (PWDs) since 2018. This was an important move for us as disability-inclusive hiring not only helps to build an inclusive workforce culture but also fills the manpower gap faced by many organisations, including ours.

We actively worked with partners such as Autism Resource Centre (ARC) and SG Enable (SGE) to match suitable candidates to job roles across our facilities. Our Human Resource and Manpower Division colleagues attended disability inclusion training to better understand and support our new employees. We have also redesigned and made adjustments to existing job roles to better suit our employees' capabilities.

One successful outcome of our efforts is the ongoing Clean Patrol collaboration with ARC at Ren Ci @ Ang Mo Kio. We worked closely with the job coach from ARC to help our new employees with autism to be familiarised with the work schedule and environment. 3 years on, they are valued members of the Ren Ci family, contributing to the wonderful healing environment for our residents and staff. The Enabling Mark (Silver) Award is acknowledgement of our efforts thus far, and we will continue to embrace and support disability inclusion in our workplace.



Ms Nuryasmin Hannah, Director for Human Resource & Manpower Development and Mr Joe Hau, CEO for Ren Ci Hospital with the Enabling Mark (Silver) Award.

Community Care Manpower Development Awards

Ren Ci is an advocate for continuous improvement and we are pleased to announce that 10 of our staff are recipients of the Community Care Manpower Development Awards (CCMDA) this year. CCMDA provides applicants with the opportunity to pursue and grow a career in the Community Care sector. Of the 10 recipients, 9 of them are existing staff who balanced work with rigorous learning. The new knowledge and skills will enable our staff to provide better care for our patients, residents and clients. Congratulations to all Ren Ci awardees!



Ren Ci CCMDA awardees highlighted at the virtual award ceremony organised by the Agency for Integrated Care.

Our heartiest congratulations to Senior Nurse Clinician/Advanced Practice Nurse Zuraidah Binte Sulaiman on receiving the Nurses' Merit Award 2021! Find out more about her nursing journey as she shares her story with Going Beyond.

What inspired you to join nursing?

I was inspired by nurses who cared for my grandmother when she was ill. For me, nurses are special individuals who have patience, skills and knowledge to provide care and aid recovery.

What drives you to continually upgrade and improve your qualifications?

Since I joined nursing, I noticed that patients have more complex medical conditions. Hence, their care needs require nurses to understand more and be competent in more areas so that we can provide safe and value based care to our patients.

How has nursing changed since the start of your career?

Nurses have more opportunities to work as part of multi-disciplinary teams with other medical and allied-health professionals. This increases recognition of nursing inputs and together, we can manage the patient's condition more efficiently. There are also many specialisations for nurses nowadays, such as the new Community Nursing specialisation. This will inspire and motivate nurses as they can be recognised for their interest, passion and contribution to patient care.

The role of nursing has also evolved. Nurses can become Advanced Practice Nurses (APN), who look into managing patient in a holistic way. APNs are able to assess patients, formulate diagnoses and implement both medical and nursing management. APNs are even able to prescribe medicines for patients now, which allows patients to be treated early.

What are some things you would like the general public to know about nursing?

Nurses play an important role in the community and are involved with the prevention of illnesses as well as getting the sick back to health. In fact, nurses not only do routine work such as feeding or bathing but also educate patients to enable them to be more independent in caring for their own health. Nurses are also always innovating and finding new ways to care for the patients through research and quality improvements.



APN Zuraidah Binte Sulaiman receiving the Nurses' Merit Award 2021 pin from Mr Joe Hau.

Heading Out on Walks of Life

The medical conditions of some of the seniors under our care make it difficult for them to go out. As such, our Volunteer Management staff worked together with volunteer group CloverHearts to come up with an innovative programme <带我去走走> (Bringing Me for a Walk). During this programme, volunteers from CloverHearts virtually bring our chronic sick ward residents out for a fun walk and meal – all in real time and from the safety and comfort of the ward!

Laying the Ground Work

CloverHearts organises a live guided tour every month, with each tour lasting around an hour. However, there is plenty of prep work that has to be done before each tour. The volunteers have to discuss and decide on the location they are visiting, then plan the detailed route and conduct a walkthrough before the actual day. During the live broadcast, CloverHearts volunteers actively look out for points of interest and draw our residents' attention to them with lively chatter and interaction.

"We choose mainly neighbourhoods that older people are more familiar with, as well as new tourist attractions," shared Alan, founder of CloverHearts. "We will also go to different locations in conjunction with festivals such as Chinese New Year."

Loving Kindness from All Fronts

CloverHearts brought our residents on a live tour to a hawker centre during a recent broadcast, and even let them place orders for their favourite hawker foods, which were delivered and distributed for them to dig in and enjoy! We were also very touched by the kind gestures of some hawkers who provided the dishes for free when they realised the food would be going to the needy elderly at Ren Ci.

Volunteer Faith also shared that although they sometimes receive inquiring looks while they are doing the live broadcast, she is happy to share more information on what CloverHearts is doing if passersby ask.

Our residents love the live broadcast tours that CloverHearts conduct for them, and eagerly look forward to each tour. With this joining of hands between our volunteers, staff and the general public, the time our residents spend with us becomes a little brighter and seasoned with a dash of fun.



Bringing the Rainbow Home



Ren Ci Hospital is pleased to report that our inaugural online art auction, The Art of Sharing Over the Rainbow | 《另一道彩虹》艺术慈善筹款活动 art auction ran from 18 July 2021 to 30 September 2021, with generous bidders bringing home several of the paintings.

The Art of Sharing over the Rainbow 《另一道彩虹》艺术慈善筹款活动 Online Auction

Fierce bidding emerged for painting #CSF1 by Mr Chew Swee Fah, which sold for more than \$10,000 over the reserve price. A graduate from the Nippon Design Academy in Japan specializing in interior design, Swee Fah became a full time artist in 2005. Painting #CSF1 was painted with acrylic on canvas, depicting red roses in full bloom against a rainbow backdrop. With strong colours that are full of life, we're certain this painting will bring our successful bidder great joy and energy! Other paintings that were sold above the reserve price include #Family and #Love by Mr Victor Ang, who studied under renowned artists and constantly strives to innovate and experiment with new techniques and mediums.

Even though the auction is over, you still have the opportunity to bring the other beautiful artwork home. Visit www.renci.org.sg/theartofsharingovertherainbow from now until 31 October to find out more. All proceeds go towards supporting patient care at Ren Ci Hospital and tax deduction for the winning bid will be based on the difference between the amount donated and the reserve price of the art piece. Feel free to drop our colleague Ms Karen Tan an email at karen_tan@renci.org.sg to purchase any of them!

Do Charity with Ren Ci

In lieu of our signature Vegetarian Food Fiesta, you're invited to join us to Do Charity with Ren Ci online.

From 15 November to 31 December, visit www.docharitywithrenci.com or

scan the QR code to shop and donate for a good cause. With both vegetarian and non-vegetarian options, you'll be sure to find something to support Ren Ci Hospital. Highlights include:

- Sponsor a meal for a patient – *We'll handle all the logistics!*
- Slots to offer flowers and light candles as offerings to Buddha – *Pen down your wishes and we'll make the offering on your behalf!*
- Purchase a Lucky Bag – *Be surprised by what's inside! Guaranteed retail value above what you pay.*

For more information, please contact Nicholas at 6355 6707 or email nicholas_see@renci.org.sg.

Thank you for your support!



Caring For Your Eyes



COVID has changed our way of living and working. When spending more time in front of computers and handphones to work and stay connected, you may be at risk of developing dry eyes. Hence for this year's Ren Ci Pharmacy Week, I would like to share tips on caring for your eyes.

Dry eyes syndrome is a common condition that occurs when your tears are not able to provide enough lubrication for your eyes. This may happen if you do not produce enough tears, if your tears evaporate fast, or if you produce poor quality tears. The risk of developing dry eyes increases with advancing age. Women have a higher prevalence of dry eyes compared with men. If you have dry eyes, you may experience:

- Eye redness
- Scratchy/gritty sensation
- Episodes of excess tearing that follow periods of dryness
- Blurred vision
- Sensitivity to light



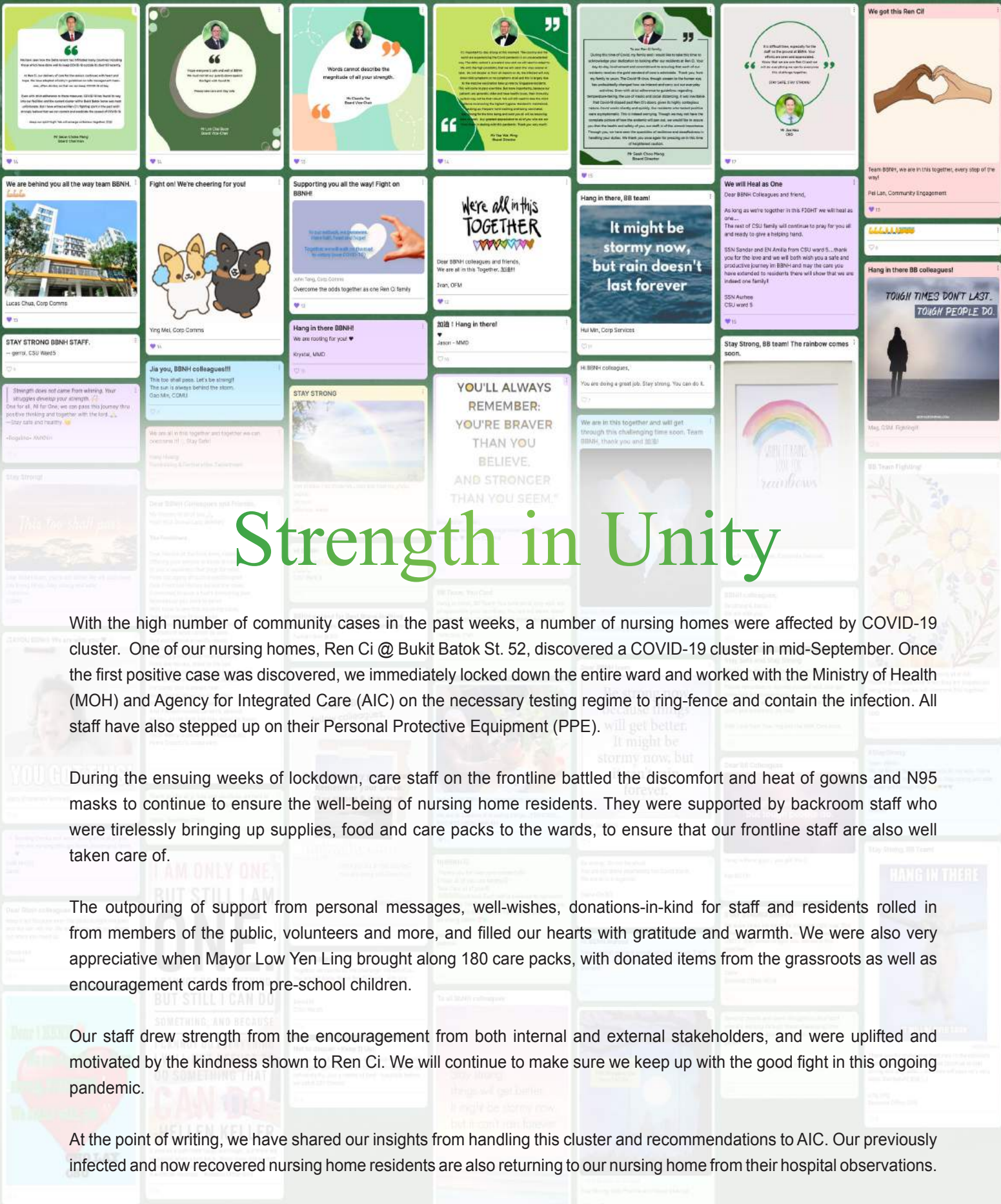
It is important to recognise these mild symptoms early and address them promptly. If left untreated, dry eyes can make it difficult to perform everyday activities like reading and can also lead to eye infections, damage to the cornea and even blindness! Treatments for dry eyes may make you feel more comfortable. These include lifestyle changes and artificial tears eye drops which provide lubrication and maintain moisture on the outer surface of your eyes. Artificial tears come in preservative-containing and preservative-free formulations. Your pharmacist can recommend a suitable product based on your needs.

Causes of dry eyes	How you can prevent it
Tasks that require concentration and make you blink less often e.g. from staring at a computer	<ul style="list-style-type: none"> • Take periodic eye breaks by closing your eyes for a few minutes or blinking repeatedly for a few seconds. • This helps to replenish tears and spread them more evenly across your eye.
Living/working in dry environment e.g. air-conditioned room	<ul style="list-style-type: none"> • Ensure the airflow from air-conditioner/fan is not directly blowing in your eyes. • Use a humidifier to add moisture into the air. • These steps help to reduce the rate of tear evaporation.
Contact lens wear	<ul style="list-style-type: none"> • Keep lenses clean and avoid prolonged wear time. • Use artificial tears eye drops without preservatives.
Insufficient dietary intake of omega-3 fatty acids and Vitamin A	<ul style="list-style-type: none"> • Eat grains or fatty fishes that contain these nutrients e.g. chia seed, salmon, tuna • Alternative: Fish oil supplements
Certain medications such as antihistamines (used to relieve itch and runny nose), decongestants and hormone replacement therapy	<ul style="list-style-type: none"> • Discuss with your doctor or pharmacist to review your medication.

To learn more about the safe use of over-the-counter medications to manage dry eyes and dry skin, you can watch my sharing during this year's Singapore Pharmacy Week at <https://bit.ly/3FgNoxm> or scan the QR code below:



Contributed by: *Jasmine Yam (MPharm), Pharmacist based in Ren Ci Community Hospital*



Strength in Unity

With the high number of community cases in the past weeks, a number of nursing homes were affected by COVID-19 cluster. One of our nursing homes, Ren Ci @ Bukit Batok St. 52, discovered a COVID-19 cluster in mid-September. Once the first positive case was discovered, we immediately locked down the entire ward and worked with the Ministry of Health (MOH) and Agency for Integrated Care (AIC) on the necessary testing regime to ring-fence and contain the infection. All staff have also stepped up on their Personal Protective Equipment (PPE).

During the ensuing weeks of lockdown, care staff on the frontline battled the discomfort and heat of gowns and N95 masks to continue to ensure the well-being of nursing home residents. They were supported by backroom staff who were tirelessly bringing up supplies, food and care packs to the wards, to ensure that our frontline staff are also well taken care of.

The outpouring of support from personal messages, well-wishes, donations-in-kind for staff and residents rolled in from members of the public, volunteers and more, and filled our hearts with gratitude and warmth. We were also very appreciative when Mayor Low Yen Ling brought along 180 care packs, with donated items from the grassroots as well as encouragement cards from pre-school children.

Our staff drew strength from the encouragement from both internal and external stakeholders, and were uplifted and motivated by the kindness shown to Ren Ci. We will continue to make sure we keep up with the good fight in this ongoing pandemic.

At the point of writing, we have shared our insights from handling this cluster and recommendations to AIC. Our previously infected and now recovered nursing home residents are also returning to our nursing home from their hospital observations.

<带我去走走>线上导览活动

仁慈长期护理的很多卧床病患的健康状况使他们难以外出。仁慈义工发展与CloverHearts义工团队举办一个新项目<带我去走走>线上导览活动，让年长者在病房内通过电视荧幕，看到医院外的景象。该项目是以直播的方式带年长者“走访”本地各大景点和邻里社区，让长期住在医院和疗养院的年长者在冠病疫情期间也能“出去走走”，为生活增添乐趣。

CloverHearts每个月都会举办一场线上直播导览活动，每次导览持续大约一个小时。虽然活动时间不长，但背后的策划、协调等工作一点都不简单。义工们会先一起讨论、定下要导览的地点，然后再通过谷歌地图策划路线，并在活动当天先提早到达现场，观察现场可有较为有趣的人事物或事件可以与年长者分享。“我么主要会选择院友熟悉、有共鸣的邻里社区，以及新颖的观光景点来进行导览活动，希望能勾起他们对过往生活的回忆”，CloverHearts创办人黄健龙受访时说道。他们的目的也是想让年长者了解我国近年来的变化。

除此之外，义工们也会配合各种节庆而到不同场所进行直播。他们在今年的农历新年到售卖新年装饰的货仓做直播向年长者介绍各种新年装饰。

在最近的线上直播，义工们到小贩中心进行导览。义工们在直播前已经让院友“订购”他们要吃的美食。在当天到小贩中心进行导览的同时也到各个摊位领取已“订购”的美食。令我们感动的是有摊贩在得知所购买的食物是要给医院的年长者享用时，他们决定不向我们收钱，尽一份力，献出他们的爱心。食物接着就送到疗养院由护士们分发给院友。院友们面带笑容很开心地享用美食，很有满足感。

院友们很享受并期待CloverHearts下一次的直播。义工们在疫情期间继续为院友进行线上活动和年长者互动让他们可以有更多的活动选项和陪伴。



义工们向院友介绍各种新年装饰



年长者在观赏直播导览

社区护理人力资源发展奖

仁慈一直不断想方设法持续改进。今年仁慈有10名员工获得社区护理人力资源发展奖(CCMDA)。CCMDA这项助学金主要颁给在社区护理领域任职的护理人员，协助他们发展事业。卫生部兼人力部高级政务部长许宝琨医生出席了此线上颁奖典礼。在仁慈医院10位得奖者里，有9位是在兼顾工作与学习的同时，还需要面对逆境和许多不确定性为抗击疫情付出巨大努力。掌握新的知识和技能将使我们的员工能够为我们的患者、院友和客户提供更好的护理。仁慈再次恭喜所有获奖者！



团结就是力量



新加坡贸工部兼文化、社区及青年部政务部长刘燕玲（左二）到疗养院慰问和了解运作

随着本地社区冠病病例持续增加，多家疗养院被列为感染群，仁慈也难逃脱传播的命运，仁慈武吉巴督52街疗养院很不幸的在九月中形成一个感染群。在发现到第一个抗原快速检测（ART）检测结果呈阳性后，仁慈马上收紧防疫措施，遏制病例的扩散。仁慈与卫生部和护联中心（Agency for Integrated Care, 简称AIC）合作制定必要的检测制度，包括妥当穿戴个人防护装备（简称PPE）、提高职员的检测频率及划分活动区域。

在病房封锁期间，前线的护理人员继续确保院友们的福祉。他们得到行政人员的支持在不管是否疲倦的情况下地将物资、食物和护理包带到病房，以确保我们的前线工作人员也得到很好的照顾。

来自公众、义工等的个人信息、祝福及对工作人员和院友的实物捐赠的支持，让我们的心充满了感激和温暖。我们也很感激新加坡贸工部兼文化、社区及青年部政务部长刘燕玲捐赠180个关怀礼包给仁慈，礼包包含基层和学生们的捐赠的物品和鼓励卡。从内到外的鼓励等对我们护理人员是非常大的动力。

我们与AIC分享了处理此感染群的见解和建议。较早前被感染且现已康复的院友也返回我们的疗养院。仁慈再次感谢大家的鼓励和支持。

包容残障就业标志银奖

仁慈在特需人士就业方面作出了杰出贡献和承诺，获得新协立（SG Enable）颁发包容残障就业标志银奖。

仁慈自2018年采取公平包容的态度，聘用及培训残障人士，努力打造助亲特需者的职场。这对我们来说是一个重要的举措，这不仅有助于营造一种多元化与包容性的文化，对社区产生积极影响，并最终填补许多业主所面临的人力短缺问题。

我们积极与新加坡自闭症资源中心Autism Resource Center (简称ARC) 和新协立等合作伙伴合作，将合适的特需者候选人与我们设施中的工作角色相匹配。

仁慈人力资源和发展部的同事参加了残疾包容培训课程，以更好地了解和支持我们的新员工。我们还重新设计和调整了现有的工作角色，以让特需者更容易地适应。

我们与 ARC 的密切合作包括评估候选人的能力和对新工作角色的准备情况等。

仁慈首次尝试让这些候选人在仁慈宏茂桥疗养院成立清洁巡逻队。通过正确的职前培训，我们的清洁巡逻队成员熟悉了工作的时间表和环境从而成功融入工作环境。获得包容残障就业标志银奖将让我们继续保持公平包容的态度聘用及培训残障人士。



护士优异奖

仁慈的高级临床护理导师，Zuraidah Binte Sulaiman女士获颁2021年护士优异奖。

自23年前投身护理行业以来，她不断推动和提升自己，为了确保自己有能力可以持续给病患良好的照料。她不仅拥有硕士学位，她也获得临床专科护理师硕士学位，并在近期的药剂课程（National Collaborative Prescribing Programme）获得认证可以为病人开药，为患者带来更多便利。

Zuraidah女士自2020年8月开始领导仁慈感染预防和控制委员会（IPCC）。她的关键作用有助于有效降低病毒在医疗机构内的传播风险，保障医疗质量和医疗安全的同时也确保仁慈的员工和患者的安全。此外，在她的带领下，IPCC经常通过线上进行测验等活动让大家了解预防和控制措施的同时也增添一些乐趣。



高级临床护理导师Zuraidah（右）

再次恭喜 Zuraidah女士荣获此奖项。

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超越无限



(拍摄于2019年)

iCARE 重度呼吸障碍综合护理

自2009年1月签署临床治理合作协议以来，仁慈医院一直是陈笃生医院的“邻居”兼合作伙伴。在陈笃生医院接受治疗后但又需要或者仍需要密切监测并调整相应药物的患者将会在接下来的一个月在仁慈的社区医院接受康复护理。与陈笃生医院的合作不仅仅是在康复护理而已，仁慈也受获得陈笃生医院的支持来增强和扩大我们的服务范围，这其中就包括慈怀疗护。

iCARE（重度呼吸障碍综合护理）是仁慈医院与陈笃生医院的试点项目为晚期肺部疾病引起慢性呼吸困难的病患而设立的护理计划。

自2016年计划实施以来，iCARE已经治疗护理了超过300位患者。该计划有效地促进了患者自身功能的提高和增强了他们自行照顾的能力并减少患者再入急症医院的情况。

给予仁慈不断努力改善我们的护理服务，iCARE 计划获得了 2021年陈笃生医院里程碑奖。

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。