



# GOING BEYOND



## A New Superstar Shines On

Ren Ci bagged another Superstar Award, the highest accolade given out at the Singapore Health Quality Service Award (SHQSA) 2017 via Ms Pauline Ang, our Nurse Educator.

Pauline's commitment towards upgrading the skills of nurses and continuous coaching of the care team to deliver person-centred care, coupled with her nurturing personality impressed the panel of judges and won her the sole title of Superstar winner in the ILTC – Nursing Category.

Formerly a paramedic, Pauline made a mid-career switch in 2004 after witnessing how nursing care can make a difference in improving the health of those in need. Whether as a nurse

taking care of patients in the ward or now totally dedicated to training nurses, Pauline believes in treating patients and co-workers with compassion and always ready to go that extra mile to help.

“Sometimes, putting ourselves in the shoes of the patients will enable us to understand their unmet needs and deliver better care”, Pauline commented.

Other Ren Ci winners include Ms Nalina Resmi who received the Silver Award while project team led by Dr Katherine, “Meds Error Buster” won the Best Team (Merit).

Congratulations to all winners!



“In the last financial year ending 31 March 2017, Ren Ci has been busy, perhaps even more so than other years, as we adjusted to the new normal of a decentralised structure in Ren Ci, while piloting new models of care, and at the same time refreshing our strategic directions and core values.”

*Ms Loh Shu Ching  
Chief Executive Officer, Ren Ci Hospital*

## CEO on...

### PERSON-CENTRED CARE

We were building momentum in our preparations for our second nursing home in Ang Mo Kio. Ren Ci @ Ang Mo Kio with its new cluster living design provides us with opportunities to do things differently. This upcoming home in 2017 gives us the opportunity to create a cosy home, with smaller households of 16 residents, 4 bedrooms, and a dining and living room. The new living space arrangement allows Ren Ci to adopt person-centred care (PCC) model, a care philosophy that emphasises the residents' autonomy, dignity and sense of well-being.

PCC enables Ren Ci to shift away from a medicalised model of care and move towards a habilitative model, emphasising ageing with dignity, respect and self-reliance. We recognise that no matter what stage a person is at, they should still have the right to determine the course of their lives. The objective is to recognise all resident as unique individuals who can be empowered to shape their own lives and achieve their goals despite personal limitations.



### REFRESHED CORE VALUES

Ren Ci's original core values comprising five staff values and six patient values were developed in 2011.

The set of 11 core values were re-evaluated for its relevancy to drive Ren Ci's vision and future directions. After a series of focus groups and discussions, with inputs from board members and staff, the core values have been refined to following six - **TEAMWORK, OPEN-MINDED, COMPASSION, ALLIANCE, RESPECT & EXCELLENCE.**

These values form the essence of our identity as a Ren Ci family and will be our guiding principles in the way we behave and relate to our fellow colleagues, patients and beneficiaries.





## DELIVERY OF CARE



## Jump with UMP!

As part of the PCC approach to empower the residents and help them increase functional ability, Unlimited Mobility Programme (UMP) was launched with the aim of improving our residents' ability to perform self-care as much as they can through increased physical activities. UMP is a 3-month daily exercise regime conducted by a kinesiologist and supported by care staff at Ren Ci Nursing Home (Moulmein).

13 residents from the pilot block which started UMP have shown improvement in their ability to walk or stand and transfer. They have also increased their competency to perform more activities of self-care. Since then, UMP was adopted by the other blocks in the nursing home, and well received by the seniors.



## Heal with New Hobbies

In addition to exercises, a series of art activities in small groups was introduced. The smaller group is in line with the household cluster living concept in Ren Ci @ Ang Mo Kio. As part of the Agency for Integrated Care (AIC) Wellness Programme, the residents learnt how to create art pieces using 2D Arts Expression Toolkit. Some residents also choose to learn a new hobby such as Chinese calligraphy, singing and drumming. These art therapies provided an opportunity for the residents to realise new potential despite their personal limitations.

## Incorporating Palliative Care

As Ren Ci continues to strengthen dementia care capabilities in the community hospital setting, we are also committed to developing other capabilities in palliative care.

I-CARE or *Integrated Care for Advanced REspiratory Disorders* is a specialised rehabilitation program at Ren Ci Hospital specifically developed for patients suffering from chronic breathlessness, as a result of advanced lung diseases. It is holistically designed to improve symptom control, self-mastery and quality of life of patients, through close inter-disciplinary collaboration between Ren Ci Hospital and Tan Tock Seng Hospital (TTSH).

“Patients with advanced organ failure frequently suffer from many distressing symptoms that affect their daily activities. Through multi-disciplinary interventions at I-CARE, our patients are now able to receive rehabilitation that addresses their long-term unmet needs” said Dr Neo Han Yee, Palliative Medicine Consultant at TTSH.

The aim of I-CARE is to improve the quality of life of our patients by providing alleviation of breathlessness and other physical symptoms, providing psychological support and treatment of anxiety and depression, delivering patient-centric rehabilitation that promotes community re-integration, as well as facilitating Advance Care Planning (ACP) to enhance informed decision-making regarding treatments.

“At Ren Ci, we believe in quality of life. Since the start of the program in July 2016, Ren Ci has taken care of 29 patients with advanced respiratory diseases,” said Dr Lee Liang Tee, Clinical Director of Ren Ci Hospital.



## JOSEPH KOO “LOVE & BLESSINGS” CHARITY CONCERT

顧嘉輝《因为有爱》慈善演唱会

3 JUN 2017 (SAT) 8.00PM

THE STAR THEATRE

\$1000 | \$288 | \$238 | \$188 | \$138 | \$108 | \$88

Booking Hotline: 6348 5555

[www.sistic.com.sg](http://www.sistic.com.sg) / [www.bitzmpg.com](http://www.bitzmpg.com)

Limited preferential donation tickets of **\$2,000**, **\$500**, **\$350**, **\$250** and **\$150** is available now! **Sponsor package** at **\$2,000** per seat includes a pre-concert banquet dinner and a memorabilia gift set to commemorate the event, limited to the first 250 seats.

Donations from these tickets will be entitled to 250% tax deduction. To find out more about these donation tickets or be a sponsor in support of this meaningful event, please contact Karen at 6355 6428.







## Brushes and Palettes

Under the AIC Wellness Programme in collaboration with National Arts Council (NAC), our nursing home residents have a wider repertoire of activities especially in the realm of arts. Adopting NAC's 2D arts expression programme, residents participated in painting sessions and were taught interesting techniques of creative art.

Some of their creative works, along with paintings done by iCARE (Integrated Care for Advanced Respiratory Disorders) patients using the blowing method were selected for display at the AICare Link @ Maxwell in the month of February 2017. At the end of the month-long exhibition, all the paintings were sold and sale proceeds were donated to Ren Ci Hospital.



## Zum to the Beat for Charity

The Zumba team led by Ms Venus Wang returned to Ren Ci Hospital this year on 18 March 2017 for another round of high-energy, dance fitness workout to celebrate the joy of giving through Zumba moves. Together with four other Zumba instructors, Venus enthusiastically led more than 200 participants to raise funds for Ren Ci Hospital, while dancing to great Zumba hits. Venus also managed to garner two other partners namely Isagenix Singapore (Asia-Pacific) Pte Ltd and Melilea International as event sponsors. After nearly two hours of flaunting power moves and sweating buckets, this Zumba charity event successfully raised \$3,831 for Ren Ci Hospital.



## Art of Achievement

Another art activity was the "Small Painting Charity Art Exhibition" organised by My Art Space, a leading art club in Singapore. This fundraising event provided a creative platform for young artists to showcase their works for a good cause. 18 paintings of size not bigger than 30cm x 30cm were sold during the 3-day exhibition from 19 to 21 February 2017. Close to \$2,600 was raised through these paintings.



## A Roosterrific Year of Good Health and Abundance

At Ren Ci, CNY festivities began as soon as the year started! The month of January and February were blessed with visits by volunteers from various groups, corporates and associations, as well as donors to usher in the Year of the Rooster across Ren Ci's facilities.



As part of Ren Ci's Community Service Project, a team of staff volunteers led by Madam Mak, Director of Nursing, also hosted a CNY luncheon for 62 residents without next-of-kin on 26 January 2017. With their own resources and contributions by fellow colleagues, they ensured that seniors without family support still get to enjoy the CNY festivities within the Ren Ci community.

Here are some highlights of the other CNY activities across Ren Ci's facilities:

### Fu Dai (福袋) from Community Chest

Back for its fourth run, Community Chest Fu Dai 2017 aims to bring festive joy and hope to over 5,000 beneficiaries. Ren Ci was blessed with a total of 196 Fu Dai, a bag of Lunar New Year festive gifts to bring wishes of joy and good health, which comprised a token red packet as well as fully sponsored items and necessities given to our nursing home residents.

*Fu Dai (福袋) from Community Chest for our nursing home residents*



### CNY Visitation

Corporate volunteers from NTUC Fair Price, NTU Lee Kong Chian School of Medicine & National Healthcare Group spared time to visit our patients, bringing them festive cheers as they recuperate in the community hospital. Together with the 'God of Wealth', the volunteers distributed mandarin oranges, tossed *Yu Sheng* and performed CNY songs for our patients. Our volunteer groups like SmileZ and Dana also engaged our residents at the nursing home during the period of CNY celebration with similar activities.

*Volunteers from NTU Lee Kong Chian School of Medicine & National Healthcare Group*





### Creating CNY Crafts

Volunteers from Beautiful Sunday group & Singapore Polytechnic came to Ren Ci Community Hospital and Nursing Home Moulmein respectively to teach the seniors how to create CNY crafts. Some of these crafts included the 'rooster' made of balloons which were used to decorate the lobby of the hospital.

*Volunteers from Singapore Polytechnic guiding the residents to draw eyes on the rooster balloon*



### Ang Pow Giving

Mayor of South West District, Ms Low Yen Ling, visited our residents at Ren Ci @ Bukit Batok St. 52 on 15 January 2017. She distributed red packets or Ang Pow to the residents and mingled with them during dinner time.

*Mayor of South West District, Ms Low Yen Ling giving out red packets*



### CNY Reunion Luncheon

Thanks to the generosity of donor, Mr Francis Peh, our nursing home residents had a sumptuous reunion lunch on the eve of the Lunar New Year. To enhance the festive mood, Mr Peh also arranged for a lion dance troupe and God of Wealth to entertain our residents as well as gave an Ang Pow to every resident.

*Lion Dance entertaining the residents*



Ren Ci welcomes all volunteering efforts from the community. If you would like to volunteer with us, please contact us at [renci@renci.org.sg](mailto:renci@renci.org.sg).



## HIGHLIGHTS FROM THE FRONTLINE



*Ren Ci colleagues checking the health condition of the Myanmar elderly*

## Back to Myanmar with Love and Compassion

A 13-member team from Ren Ci Hospital, together with several former colleagues from Myanmar, visited three elder homes and one monastery in Mandalay, Myanmar from 11 to 14 February 2017.

A follow-up visit from January 2016, this staff-led trip was supported by a good mix of Ren Ci's multi-disciplinary team from doctor, to nurses, physiotherapists and even medical social workers. Their aim was to spread love and compassion through acts of providing basic medical equipment such as blood pressure sets and blood sugar testers as well as imparting knowledge and skills on how to care of elderly which included teaching proper transfer and turning.

## Beyond the Call of Duty

It's human to be able to sympathise with the sorrow of others, but it takes much more to dedicate oneself to the alleviation of suffering.

Alice Choo, our Senior Medical Social Worker, in her quiet and modest ways, exhibits this kind of devotion and benevolence that have comforted and guided many in the darkness of their misfortune and pain.

Alice recalled an occasion when her patient passed away, leaving behind a son, Mike (not his real name) who is partially blind and wheelchair-dependent, and had little family and financial support. She empathised deeply with Mike as he struggled to fulfill his funeral duties.

Alice quickly rallied the support of fellow colleagues to secure the required financial resources for the religious rites and assisted in various logistical arrangements including the engagement of a monk to preside over the last rites. She even personally brought Mike to purchase the prayer items which is out of her job scope, but she knew the simple gesture will mean a lot to Mike.

Her undying patience and genuine concern helped to erase the helplessness during a difficult time of mourning. As a testimony to Ren Ci's spirit of loving kindness and compassion, Alice's charitable and generous heart is an inspiration to many others around her. Thank you, Alice, for being an inspiration and making the world a brighter place!



*Alice accompanied Mike to purchase prayer items and paid her last respects at the Columbarium*



# 一个“鸡够力”的农历新年

仁慈医院在一踏入2017年就已经开始欢庆及准备农历新年的到来。在今年的一月和二月份，许多义工朋友、社团、企业机构和捐助者来到仁慈各个设施与病友们共同迎接鸡年。作为仁慈医院回馈社会的项目，护士总监麦芝勤带领一些职员为62位没有亲戚和家属的疗养院病友准备一个午。这于1月26日在仁慈多用途礼堂举办的午宴的目的是要让没有家属的病友们仍然可以体会到佳节的气氛。

以下是在仁慈医院举办的佳节活动：

## 公益金的“福袋”

连续4年，公益金的“福袋”希望能让超过5000名的受益者受惠。今年，仁慈医院总共获得了196个“福袋”。“福袋”除了为疗养院的病友送上快乐和健康的祝福，里面也包含了一个红包和日常用品。

## 制作农历新年的艺术品

来自Beautiful Sunday组和新加坡理工学院的义工朋友来到仁慈社区医院和疗养院教导病友们如何制作艺术平。这当中包括引用气球和纸张制作公鸡。这些手工“公鸡”用来装饰社区医院的大厅，增加佳节气氛。

## 农历新年的到访

来自职总评价合作社、南大李光前医学院和国立保健集团的义工朋友和往年一样在春节期间来到仁慈拜访病友们。当然这也少不了“财神爷”分橘子、欢唱新年歌和一同捞鱼生的项目。仁慈医院的SmileZ 和 Dana组的义工团队也安排了许多有趣的活动给病友们。

## 派发红包

西南区市长刘燕玲在2017年1月15日来到仁慈武吉巴督52街派发红包和橘子给病友们。此外，她也抽出宝贵的时间与病友们交流。

## 团圆午餐

仁慈医院的捐助者Francis Peh先生在除夕来到仁慈疗养院派发红包给病友们和为他们准备了一顿丰富的团员午饭。此外，Francis也不忘了安排舞狮表演和财神娱乐病友们。



1. 公益金的“福袋”
2. 制作农历新年的艺术品
3. 农历新年的到访
4. 派发红包
5. 团圆午餐

## 以善为乐

My Art Space于2017年2月19 至21日举办了一场“Small Painting Charity” 绘画展为仁慈医院筹款。这个活动为热爱绘画的年轻人提供一个创意性的平台来展示他们的作品和把所筹得款项捐助于仁慈医院。这项为期3天的展览成功售出18张绘画及筹集到大约2600元。

## 画笔和调色板

仁慈医院的疗养院病友在护联中心与国家艺术理事会的合作下，拥有更多的美术项目的选择。在国家艺术理事会的2D表达艺术项目下，病友们获得更多绘画及有创意的美术方式。病友们的创意作品包括病友们用吹制方法绘画的作品也于2月份在AlCare Link @ Maxwell展出。在展览上所售的绘画所筹得，全数捐助给仁慈医院。

## 随着尊巴舞蹈的节拍筹款

2017年3月18日，尊巴舞蹈师Venus Wang女士与另外4位舞蹈师带领两百多位舞蹈爱好者一同在仁慈医院的多用途礼堂跳尊巴，为仁慈医院筹款。此外，Venus也召集到两个活动赞助商Isagenix Singapore (Asia-Pacific) Pte Ltd和Melilea International赞助这场筹款活动。这一次的尊巴筹款活动成功为仁慈筹集到3831元。

1. 一起跳起来, UMP
2. 新的活动, 新的爱好
3. 重度气喘综合复健计划  
I-CARE
4. 超越职责的医疗社工
5. 再次把仁慈的慈悲心  
带到缅甸
6. 以善为乐
7. 画笔和调色板
8. 随着尊巴舞蹈的节拍筹款



仁慈欢迎并邀请大家参与我们的义工及筹款活动。如果您有兴趣和任何意见，请电邮联系我们：

[renci@renci.org.sg](mailto:renci@renci.org.sg)



## 一起跳起来, UMP

仁慈以人为本的护理大大提升了病友们的行动能力。Unlimited Mobility Programme简称UMP计划的目标是要通过运动来激发病友们行动的能力。UMP计划是一个为期3个月并在疗养院的其中一间病房进行实验的疗程方案。运动专家和护理团队为病友们进行UMP。在实行了UMP计划后, 目前已经有13位病友在行动上已经有了明显的进步。随着UMP计划的成功, 护理团队已经开始在其他病房采用UMP计划, 让更多病友从中受惠。

## 新的活动, 新的爱好

除了运动以外, 护理团队也引进了一系列的小组艺术活动如学习中国书法、绘画、唱歌和打鼓等。这个小组艺术活动符合宏茂桥疗养院的小型集群设计的概念。在护联中心(AIC)的Wellness Programme项目下, 病友们学习到更多的绘画及有创意的美术方式。

## 重度气喘综合复健计划I-CARE

重度气喘综合复健计划(英语简称 I-CARE)是仁慈医院与陈笃生医院携手, 为患有重度肺衰竭的病人所设立的多元性复健计划。这项计划为病患提供1-2星期的住院治疗, 多管齐下地改善气喘症状、提高病患对病情掌控, 并且提升他们的生活素质。“末期器官衰竭的病患经常遭受许多不快的症状而影响他们的日常生活。通过重度气喘综合复健计划, 团队将秉持以人为本的医疗理念, 为病患进行身、心、灵的全面评估, 并提供多元性气喘治疗方案来满足他们的需求。”陈笃生医院慈怀护理专科顾问医生, 梁涵宇医生解释。“自2016年7月推出重度气喘综合复健计划开始, 仁慈医院已经看护了29位病患,” 仁慈医院医务总监, 李良智医生说道。

## 再次把仁慈的慈悲心带到缅甸

仁慈医院的10位职员连同3位来之缅甸的前同事在2月11日前往缅甸的年长者收留所及寺庙做义工。这个由医生、护士、治疗师和社工组成的团队的目的是为年长者们进行基本的身体检验及与收留所的职员分享如何管理慢性疾病病患等课题。此外, 仁慈团队也捐助基本的医疗设备如血压计和血糖测试仪等给收留所和寺庙。

## 超越职责的医疗社工

较早前有位病友去世了并留下一个部分失明和需要依靠轮椅行走的儿子, 麦克(译名)。朱伟琳, 高级医疗社工察觉到这户家人所面对的状况而决定帮助这户家人。她迅速召集仁慈的同事筹集一些善款来帮忙处理葬礼的费用。她也亲自带麦克到外购买祷告物品。伟琳所做的一切已超出她的工作范围以内的任务。这举动减轻了麦克的痛苦和负担并对他是具有重大意义的。伟琳的慈悲心和耐心是仁慈医院所有职员的模范。

# 超越无限



## 超级巨星的诞生

仁慈医院的护理指导师洪慧燕在本年度的《新加坡健康素质服务奖》荣获“超级巨星”护士奖。

慧燕为护士们提供以人为本的护理培训，提升他们的技能。她的付出和亲切的个性打动评审们而让她荣获“中长期护理领域超级巨星奖”。

慧燕在穿上护士制服之前是民防部队的医护人员。她在2004年意识到护理人员如何帮助有需要的人及改善他们的身体健康状况后，她决定中途转行而成为一位护士。不管是在病房里看护病人或是在教室培训护士们，慧燕始终都以慈悲和同情的方式来对待他们。她

也与病人及护士们培养长期的紧密关系，随时为他们提供更多的帮助。

“有时候，您需要把自己放在病人立场，用不一样的角度来看待事件，这样你就会体谅到病人所面对的需求和苦衷，从而能为他们提供更优质和完善的护理”，慧燕说道。

除了“超级巨星”护士奖，仁慈医院的护士，Nalina Kumari Resmi也荣获银奖。在团队奖项方面，由Katherine医生领导的“Meds Error Buster”计划获得最佳团队的优异奖。恭喜所有获奖人！