

# GOING BEYOND



*Jayden taking a selfie with his grandmother who inspired him to join the aged care sector .*

## The Care Coordinator

There are plenty of stories about the unsung heroes from all professions. But have you ever heard about the care coordinators?

Jayden has been a care coordinator for the past three years. His grandmother inspired him to the decision. Growing up, Jayden enjoys a close relationship with her. He also witnessed her ailing health plagued with chronic diseases and eventually doctors diagnosed her with dementia. Determined to help seniors in their old age, the young millennial armed himself with a degree in Childhood Studies, Guidance and Counselling, and set many bewildered when he found footing serving seniors in the intermediate and long term care sector.

This is where he jumps in as a care coordinator. Jayden helps seniors who need assistance in rehoming arrangements and management in their

daily lives. He makes provisions for meals to be delivered to seniors who might not have the means or he will find a home for them after their eventual discharge. At times, he has to clean up their home! And the list goes on.

His superior, Manager of Clinical Operations, Giam is all in awe about this addition in his team. Jayden's creative mind, coupled with his heart-warming nature, allows him to establish rapport with the seniors quickly upon their admission to Ren Ci Community Hospital. The ability to connect with seniors is an important attribute for the role of a care coordinator.

“We could use more like-minded people to join us. No doubt it's hard work. But the result is certainly worth more than that. It's a job that marries both satisfaction and fulfilment”, says Jayden.

## Lifting the spirits of our residents

Twenty residents were invited to the Lantern Night Festival 2018 organised by Teck Ghee Constituency on 22 September 2018. Prime Minister Lee Hsien Loong graced the event and spent time with our residents. Our seniors were most elated to have a photo opportunity with the Prime Minister under the full moon.



*PM Lee lifting lantern and mingled with our residents.*

## Magic Marker

Virtual Reality technology found its way to Ren Ci!

Famed artists, Lee Sze Chin, Woon Tien Wei and Nigel Chen partnered Ren Ci @ Ang Mo Kio residents to translate their life stories into virtual reality. Over seven sessions, our residents were taught fundamental skills of sketching, photo taking and visual enhancement using smartphones provided by Sony. Amidst the steep learning process, the residents quickly found joy in simple drawing of virtual lines and creative animation.

Our seniors' works were exhibited during the SilverArts Festival at the National Library Board. This experience was made possible with the support from National Art Council under the SilverArts programme which champions creative ageing and forging stronger inter-generational bonding.



*Our resident getting a "dry run" with virtual technology.*

## Beautiful Ageing

There is no reason why residents staying in a nursing home cannot look beautiful. For this stunning reason, celebrated cosmetic brand, Estee Lauder gifted Ren Ci with complimentary sets of their beauty products for our residents. Tapping on the colourful gifts, our resident care associates in Ren Ci @ Ang Mo Kio took the ladies in their respective household for a makeover session. Pictures speak louder than words as the smiles on their faces are evident of their happiness. These small gifts go a long way to make our seniors age with grace and beauty.



*Dolling up our resident is our pleasure.*



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).



*Staff and student volunteers gather for a good cause.*

## Filling a tin with hope

Flag Day is a fundraising occasion to reach out to members of the public and create awareness of the programmes and services that Ren Ci provides in supporting the ageing community. On the first Saturday of August, more than 740 volunteers from corporate organisations, universities, schools and staff swept Singapore while carrying tins to raise fund for the benefits of our seniors. The event took in more than \$50,000 worth of donation which will go towards patient care and supporting the needy seniors. We are tremendously grateful to all volunteers for championing the cause!



*(Left) Ren Ci Hospital Vice Chairman, Mr Seow Choke Meng receiving Teckwah's donation.*

## Teckwah celebrates 50th birthday with giving

Leading service provider of customised supply chain management services, Teckwah recently celebrated fifty years of establishment by giving back! The supply chain management company donated \$50,000 to Ren Ci at their anniversary dinner on 17 August 2018 held at Ritz Carlton Hotel, Millennia Singapore. Ren Ci Chairman, Mr Chua Tian Poh and several Board Members were in attendance to receive the cheque.

Happy Birthday, Teckwah!



*Volunteers whipping up a storm at Dignity Kitchen.*

## Giving Thanks

Showing appreciation to the volunteers who have worked tirelessly to serve Ren Ci's residents and patients need no special date. On the last Saturday of July, they were treated to a spread of activities from group exercises to art and cooking classes. To end the day on a high, the contingent went to Orchidville for a meal and grocery shopping for organic vegetables. Ms Evelyn Tan from volunteer group, Beautiful Sunday was thankful for the outing and opportunity to know other volunteers during the excursion.

On this note, Ren Ci would like to express our sincerest appreciation to all volunteers who have been with us in this journey of supporting the seniors. Thank you.

## Renewed Partnership

The partnership with HMI Institute of Health Sciences (HMI Institute) continues upon inking the 4th Memorandum of Understanding (MOU) on 30 August 2018 whereby Ren Ci Hospital will provide physiotherapy training to Therapy Assistant (TA) students undertaking the WSQ Higher Certificate in Healthcare Support (Therapy services) for a 3-year period. Since the start of the collaboration in 2012, over 300 therapy aides have benefited from the training, learning different skills through hands-on practice which then enabled them to serve effectively in the aged community.

On a separate occasion on 29 September 2018, Ren Ci renewed its collaboration with Tzu Chi Foundation (Singapore) since the partnership began in 2014 which Tzu Chi's team selflessly provided free dental services for our long-term care residents at Buangkok Green before moving on to service our residents in our nursing homes at Moulmein and Bukit Batok St. 52. The 3rd MOU was signed at an appreciation event held in honour of Tzu Chi, thanking them for partnering us to provide inclusive healthcare for quality and meaningful living. This renewed collaboration will ensure that our nursing home residents continue to have quality dental screening and oral hygiene care.



*Ren Ci CEO, Joe Hau (right) presenting a token of appreciation to Tzu Chi CEO, Low Swee Seh.*



*Inking the 4th MOU with HMI Institute: (second from left) Tee Soo Kong, HMI General Manager and Joe Hau, Ren Ci CEO.*

## Harvest of Awards

At the Community Care Excellence Awards 2018, it's a big harvest for Ren Ci with more than 40 individual and team awards bestowed. The Head of Social Work and Counselling, Ms Bridget Monica Das and Director for Clinical Quality Management Unit, Dr Kala were both presented with the Individual Gold Award from Senior Minister of State for Health, Dr Amy Khor.

Bridget has been instrumental in developing programmes aimed at the psycho-social needs of her clients. She led her team of 30 dedicated medical social workers to conduct and wrote training curriculum in communications with the elderly for the staff and volunteers. Bridget is also an active member in working with community partners to extend her programme to other beneficiaries from other homes. The OASIS programme is lauded as the first to benefit long term residents and has been chosen for poster presentations at several sector events. Her works have earned her several recognition from SingHealth and National Healthcare Group. Awards aside, Bridget's commitment in helping seniors continues so that more in the community will have access to welfare when needed.

Trained in family medicine, community geriatrics and rehabilitation, Dr Kala is the Director for Clinical Quality Management Unit. She is also a Senior Consultant who works closely with therapists and social workers in planning for patients' discharge and care at home. She often goes the extra mile for her patients and their families. Dr Kala also stands as a mentor to fellow colleagues, sharing her knowledge and expertise. For these, she has received copious compliments from her patients, patients' families and staff. Beyond the call of duty, Dr Kala has been participating in volunteering activities at other nursing homes, lending her expertise to help the seniors and had embarked on personal mission trips to aid the underprivileged. Her actions have inspired many co-workers to follow her path.

In addition to witnessing our showing of heart and hope from the awards arena, Ren Ci also endeavours to cultivate the care team through advancing skills training in a range of clinical and non-clinical areas. As part of our continuous journey towards better care delivery, 18 staff from the nursing and rehabilitation team were recently conferred the Community Care Manpower Development Award to further their studies in order to serve the community better.



*Ms Bridget Monica Das  
Head,  
Social Work and Counselling*

*Dr Kala  
Director,  
Clinical Quality Management Unit*

# Cashless Giving on the Go

Ren Ci Hospital has joined the bandwagon to offer contactless donation in line with the nation's drive towards a cashless society, making it easy for people to donate and support good causes. Leveraging on Project DonateNow!, a fully funded initiative by National Council of Social Services (NCSS) to help member organisations adopt new cashless payment technologies for donation collection, Ren Ci collaborates with \*NETS, FavePay, PayNow Corporate and Singtel Dash for contactless donation.

Embarking on cashless fundraising technology saves time and lower processing fees. Ren Ci's donation boxes across the island will also display the QR codes to facilitate donation through mobile devices. The unified payment QR code, SGQR will be adopted by end of the year. The hospital will receive dollar-for-dollar matching of up to \$4,000 from NCSS for donation via contactless technologies platform from May till end of 2018.

*\*The NETS QR Wallet App is supported by NETS Pay, DBS PayLah, OCBC Pay Anyone, UOB Mighty, DBS digibank, DBS iWealth SG and POSB Digibank.*



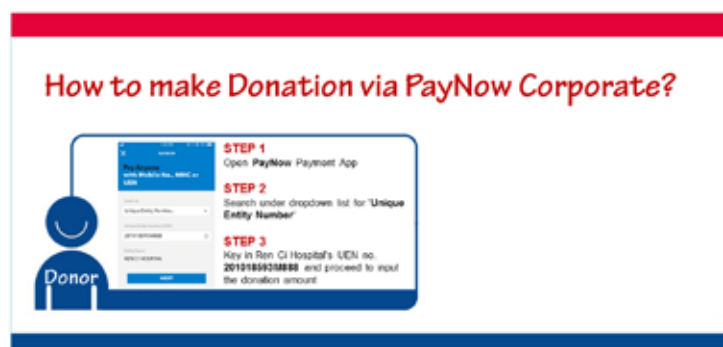
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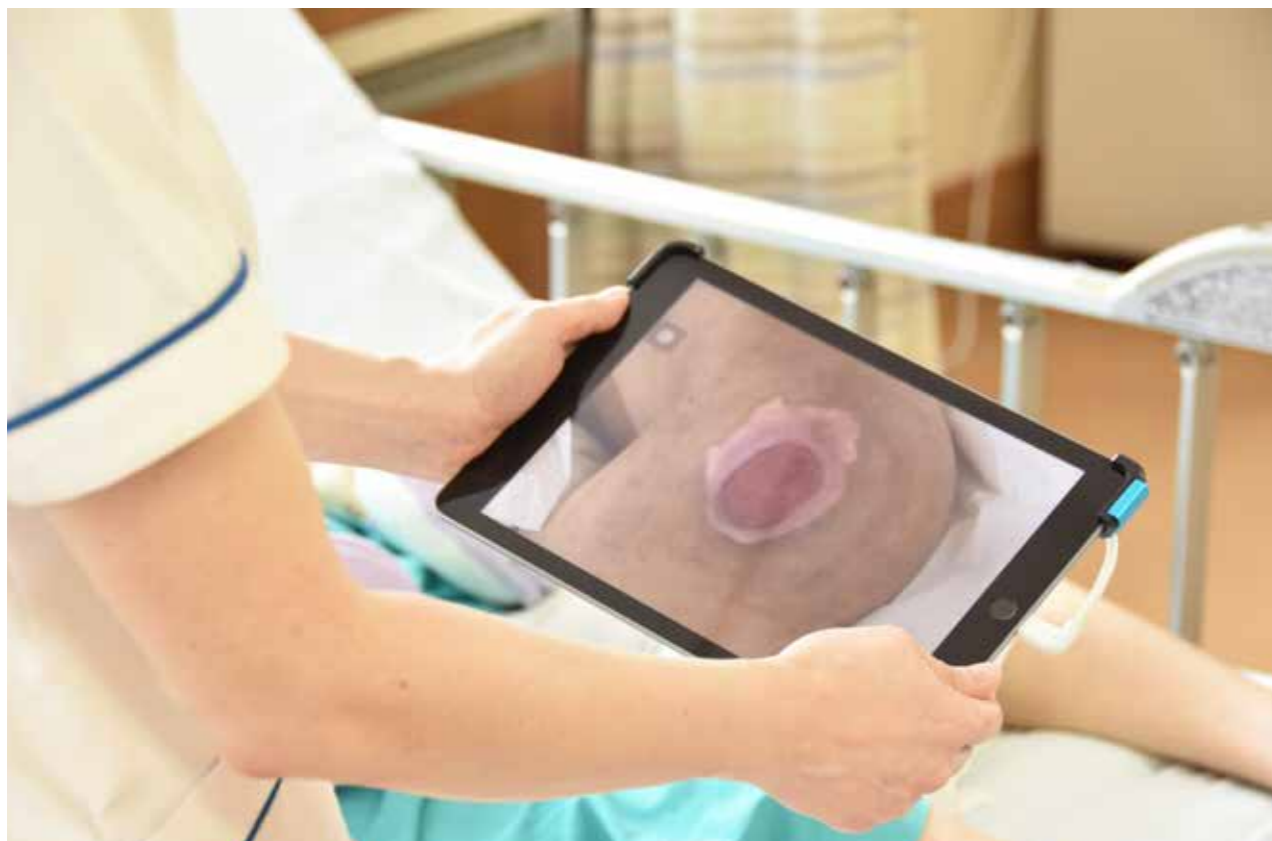


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## Harnessing innovation for better wound care

With the ageing population in Singapore, the prevalence of wounds, especially diabetic ulcers, is high among the geriatric patients. Wound management is particularly challenging in the intermediate and long-term care (ILTC) sector, relying on manual wound measurement and observation to deliver intervention. This sparks Ren Ci to explore a clinical solution to better manage wounds of elderly patients last year.

CARES4WOUNDS, a state-of-the-art wound management application that is capable of capturing 3D images of wounds, measure, record, monitor progress and even provide treatment guidance was piloted in November 2017 to manage wounds of 25 patients in the Ren Ci Community Hospital.

A collaboration with Tetsuyu Healthcare, a homegrown healthcare company that delivers nursing, medical and therapy care innovations, this novel solution successfully cut the time needed to measure wounds by half and enables accurate assessments for early interventions both onsite or remotely.

Currently in the second phase of the trial, this innovation will be extended to bed-bound patients in the chronic sick unit and residents in the nursing homes who are more prone to wounds such as pressure ulcers.

“As one of the major healthcare provider in the ILTC sector, we take pride in improving our processes, service and quality to create more value for our patients and staff. We are first in the ILTC sector to leverage on this wound management innovation across the care continuum at a sustainable cost, enable our patients to achieve better quality of life and better deploy manpower resources,” said Mr Joe Hau, CEO of Ren Ci Hospital.



## Ren Ci's brand of Quality Day

Improving ourselves is another approach for us to strengthen efficiency. In preparation for this year's Quality Day, the committee has uncovered many ingenious ways initiated by staff members. The annual event celebrated with the debut of the debating team on “Breaking the rules – Optimise your resources”. It was a friendly exchange of ideas as both teams contested on the rights and wrongs on “breaking the rules”. “The Advocators” that sought not to bend the rules and abide strictly by regulations won the debate with the team member winning the Best Speaker category.

The ideas of all participating teams were presented at the poster exhibition. National Healthcare Group Chief Quality Officer, Adjunct Associate Professor Tai Hwei Yee and Manager for Group Quality Resource Management, Mr Bernard Wong were both in attendance as guest judges. Both judges picked up “Transforming data visualisation using interactive dashboard: A move towards innovation and optimization” by Angelia Lestari from Clinical Quality Management Unit that enhances accessibility to information using interaction dashboard.

The event concluded with an award ceremony to recognise the excellent work and contribution from the staff.



A gallery of quality improvement ideas from Ren Ci's staff.

## Caring without lifting

As the population ages, so is the workforce. We recognise the importance of reducing work injuries in view of the ageing workforce. Some care methods are no longer viable. For example, the transfer of patients that is done manually will have to be replaced with safer and lesser manpower consumption. This brought our attention to the “No Lift Policy” in Japan. The country faces a similar trend as Singapore – ageing citizens. An association was established to advocate the policy. Headed by Ms Junko Yasuda, her team has been delivering seminars and conferences in Japan to promote the programme.

Recently, Ms Yasuda and her team arrived in Singapore at the invitation of Ren Ci to share more about “No Lift” and other robotic technologies that focuses on the same outcome. We are conscientiously optimistic that such techniques can be knitted into our care methods according to our needs.



Ms Yasuda demonstrating the “No Lift Technique” to our care staff and therapists.

## 88 – The Age That Continues To Inspire

Uncle John is a popular figure in Ren Ci @ Ang Mo Kio. If you have been keeping tab on Ren Ci's social media channels, he is one of the many faces of heart and hope.

The war veteran was a soldier with the British Army when Singapore was a colonial state. He witnessed and survived a botched ambush intended for a general. For his courage and fearless spirit, he quickly rose through the ranks in the military.

When the British Army pulled out of Singapore, the future of the newly independent country with frail military support was overwhelmed with uncertainty. At the same time, Uncle John was offered the opportunity to return to the United Kingdom together with the British troops but he declined without a hesitation.

*“I am bounded by duty to protect the country I was born in.  
If I do not protect my own country, who will?”*

His two sentence reply speaks volume of his loyalty to his country – Singapore.

Being the first generation soldier after Singapore's independence, Uncle John focused on imparting knowledge and training new recruits. For his contribution to the Singapore Armed Forces, Uncle John was commended with a letter written by Prime Minister Lee Hsien Loong after his retirement.

As it turns out, life continues to unfold like a frictional movie for Uncle John when a traffic accident took away his legs. Unfazed by the loss, his determination picked him in no time and continues to move around with the aid of a motorised wheelchair. The resident at Ren Ci @ Ang Mo Kio often “takes orders” from his housemate and run groceries for them.

His journey swept the team from The Hidden Good, a non-profit organisation that sought to uncover stories of Singaporeans that inspire the good in others. The plan to turn his incredible encounter into a short film quickly falls into place. But it was not all without challenge. Funding soon became a tricky business. But they swiftly found the support from Honour Singapore and SG Fund.

Uncle John's film was produced and had its first screening at the Capitol Theatre, in conjunction with the 6<sup>th</sup> Honour Film Screening. Senior Minister of State for Ministry of Culture, Community and Youth and Communications and Information, Ms Sim Ann was the Guest-of-Honour.

Uncle John's attitude towards life is the perfect epitome of inspiration and his resilience is a trait that one should emulate.



*SMS Sim Ann in conversation with Uncle John (wheelchair) and Zul, the director of the short film.*



*Group photo with all the crews.*

## 革新伤口护理技术

自去年11月，仁慈推出实验性的系统。创新的伤口护理科技可拍下患者伤口的三维图像。护理人员在不需触碰伤口的情况下，可通过三维图更好的测量，记录，监督伤口情况并适时提供有效的治疗。共有25名患者已受惠于这套新系统。这项与本地保健公司Tetsuyu合作的创新实验性计划成功将测量伤口的时间减半，无须再到病人的床边也可准确的评估伤口的情况并提供及时的治疗。第二阶段的计划将全面推行到长期卧床的慢性病患单位病患及仁慈旗下疗养院的院友。

仁慈医院执行总监侯自成先生表示：“作为中长期护理的主要医疗保健供应者之一，我们致力于改善流程，服务及质量为患者及工作人员创造更有价值的改变。我们也是第一家中长期护理机构依靠这类伤口管理技术提供实惠的护理，让患者获得有质量的生活也同时更好的利用人力资源”。



## 培养未来的领导者

今年是仁慈的“丰收年”。刚落下帷幕的社区护理杰出奖颁奖典礼上，仁慈包揽超过40个人及团队奖项，创下历年来的佳绩。其中，社会关怀及辅导部主任徐碧琪小姐和临床质量管理组总监卡拉医生从卫生部高级政务部长许连碯博士手中接过“金”奖。

碧琪在为年长者编制社会心理计划上扮演着举足轻重的角色。她带领约30名医学社工编写有关年长者沟通的课程，教导工作人员及义工如何去和年长者们沟通并了解他们的需要。此外，碧琪也活跃于与社区伙伴们合作，将计划和课程拓展到其他疗养院，让更多院友受惠。卡拉医生是受过家庭医学，社会老年医学及复健等训练的专业医生，这名临床质量管理组总监也是医院的高级顾问，经常与治疗师及社工合作，帮助病患安排出院和居家护理的规划。她善待院友，家属及同事常获他们的赞扬。在超出职责范围，她经常出国到贫困的地方帮组有需要的人。

另外，18名来自护理和复健部的仁慈人员今年获颁社区护理人力资源发展奖。这个奖项是为扩展新加坡社区护理领域及促进在职护理人员的技能并吸引更多人才加入护理行业包括大专生和中途专业者。我们为仁慈团队给予院友无私的“爱”与“希望”深感欣慰。奖项会继续鞭策仁慈为年长者提供更好的护理。



## 无现金捐款

能在无现金的情况下捐款，听起来是不是很“潮”？仁慈利用现代科技让你现在可在“无现金”的情况下轻轻松松的做善事。由国家社区服务协会资助的DonateNOW!计划协助参与此计划的慈善机构使用新的无现金付款科技来募集善款。仁慈与NETS和FavePay合作，推出QR代码。捐款者只需使用QR电子钱包的应用程序扫描QR代码，然后输入捐款余额便可直接捐款。这个应用程序适用于NETS Pay、星展银行的Paylah、Digibank及iWealth SG、储蓄银行Digibank、华侨银行Pay Anyone和大华银行Mighty。

仁慈遍布新加坡各个地点的捐赠箱已贴上QR代码以方便公众使用智能手机捐款。







## 慰劳义工的付出

虽然距离西方的感恩节还有一段时间，仁慈于7月29日精心安排了“义工慰劳日”，感谢长久以来不辞辛劳为仁慈付出的义工朋友。当中的活动包括群体运动、绘画和烹饪活动。义工们在学习烹饪的当儿也有机会品尝到各种美食。这一年一次的活动也可以让义工们多认识对方。仁慈医院谨此衷心感谢所有义工们多年来的支持与参与。

## “晚美”的养老

谁说居住于疗养院的院友们不可以保持美丽呢？知名化妆品牌雅诗兰黛慷慨赞助了旗下一系列的化妆品给予仁慈宏茂桥的院友们，帮助她们“晚美的养老”。我们的护理人员利用化妆品为她们进行一番改造。施上粉黛后的院友们格外的开心。心情愉悦的她们在护理人员悉心的安排下也获得照相的机会，让她们可以拍照留念，留下美好的回忆。我们衷心感谢雅诗兰黛的支持。



## 从新启动合作关系

仁慈医院与HMI卫生科学学院于8月30日再次签署合作备忘录，进一步加强合作关系。在这份为期3年的合作协议里，仁慈医院将扮演为卫生科学学院的学生提供学习的平台。自2012年起，仁慈已经和卫生科学学院合作，提供医院的工作环境和状况来训练未来的物理治疗师助理。至今已有超过300名物理治疗助理从这项实践练习培训中受益，帮助他们在老年社区里服务。

另一边厢，仁慈与新加坡慈济基金会在10月日签署第三项合作备忘录让更多的仁慈院友可以享有牙科护理服务。仁慈也举办一场慰劳会表达对慈济的感激。这合作关系追溯到2014年，慈济开始为仁慈位于后港的仁慈长期护理提供牙科义诊服务。这包括牙科检查及口腔卫生护理。慈济这几年无私的奉献已让接近500名仁慈院友受惠。我们衷心感谢社区伙伴们与我们携手为院友共创优质且有意义的生活。



(左二) 仁慈执行总监与 (右二) 慈济基金会执行长完成签署合作备忘录

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)



## 点亮院友的中秋

约20名仁慈宏茂桥疗养院的院友获邀与德义居民一起齐聚2018年中秋灯笼晚会。晚会热闹非凡，也是选区国会议员的李显龙总理也莅临活动现场。李总理也分发中秋礼包给每位院友并和他们拍照留念。



## 活到老，学到老

这些都不是一般的“笔”而是智能手机。随着新加坡逐渐走向智能化，年长人士也不忘“跟风”。本地知名艺术家李思进，云天伟和陈宾华看准这点，首次与仁慈合作，利用虚拟科技“开班授课”。院友们第一堂课就开始使用索尼提供的智能手机绘画虚拟线。短短的七堂课里，他们学会了绘画，拍照及视觉提升等基本技巧。然后将自己的人生历程以一个代表性的物件或事物为题材。通过指导，他们在复杂的过程中取乐。院友们的作品之后也在“银色艺术嘉年华”于国家图书馆展示。这项计划主要提倡创意性养老及多代联系。由国家艺术协会通过的“银色艺术”计划主办。



## 感谢德华集团慷慨捐助

本地品牌德华集团欢庆成立50年，特别回馈社会！

德华集团于8月17日在新加坡丽思卡尔顿美年酒店庆祝周年纪念晚宴上捐赠5万新元给予仁慈医院。仁慈医院主席蔡天宝先生与副主席萧作鸣先生出席晚宴并在支票捐赠仪式接过5万元善款。仁慈医院衷心地感谢德华集团并祝德华集团50岁生日快乐！



## 捐上满满的希望

仁慈在8月4日举办仁慈善期日。超过700名来自各企业、学府及仁慈的员工和义工朋友组成的团队遍布新加坡全岛为慈善尽一份力。许多公众通过这募款活动获得更多有关仁慈为年长人士所提供的服务及计划。这项全岛性的筹款活动成功筹集到超过5万新元（未经审计）。我们由衷地感谢各位的付出和支持。

# 超越无限



## 护理协调员

行行出状元。你或许听过各行各业的无名英雄，那你是否听过护理协调员呢？柏源加入护理协调员的行列已有3年。他虽持有儿童教育学位但他毅然踏进中长期护理领域，专助年长者。

他的职业选择难免令人费解。不过，他给予《超越无限》的解释很简单 - 他的祖母是他做出这个选择最大的原因。柏源自小和祖母的关系密切，当他亲眼目睹祖母的健康因为慢性疾病及失智症而逐渐衰退时，他便想利用自己的经历去帮助其他和他一样的家庭。

虽然失智症这个课题在近年得到广泛的宣导，不过柏源认为年长者每天所面对的挑战也需要关注。

身为护理协调员，柏源帮助年长者处理出院以后的日

常生活管理。他也为行动不便或经济困难的年长者安排送餐服务。有时他还必须为他们的家进行大扫除。当然柏源的工作更不止这些。虽然工作具一定的挑战，不过这位年纪轻轻的护理协调员为工作所带来的满足感乐在其中。

柏源的上司，医疗事务经理严先生对他赞不绝口。他赞扬柏源对工作的热诚，常常以创意的点子去解决难题和搭建桥梁。柏源平易近人的性格也让他在这段时间内和年长者建立良好的关系。因为这样，柏源常常接到院友和他们的家属寄来的感谢信函。

“这毋庸置疑是一份具有挑战的工作。不过能看到年长者得到帮助是值得这一切的努力。这是一份能结合满足和有意义的工作”，柏源说道。