



# GOING BEYOND



## Singapore Health Quality Service Award 2023

Organised by the SingHealth Duke-NUS Academic Medical Centre since 2011, the Singapore Health Quality Service Awards is Singapore's first dedicated platform to honour outstanding healthcare professionals who have delivered quality care and excellent service to patients.

This year's Awards is themed "Celebrating Healthcare's Brightest Stars: Forging Ahead" and it celebrated close to 9,000 healthcare professionals and partners from 41 public and private healthcare institutions, community hospitals as well as agencies from the Community Care sector for their indomitable spirit and perseverance despite the challenges they face, and their outstanding contributions to healthcare. Ren Ci has a total of 55 winners across all categories. With one Superstar, one Star, five Gold and 48 Silver winners, they've definitely done Ren Ci proud.

Our heartiest congratulations go out to all winners!

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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.

# SINGAPORE HEALTH QUALITY SERVICE AWARDS 2023

## SPOTLIGHT ON OUR SUPERSTAR



The Superstar award is the pinnacle of SHQSA, which was awarded to Ms Priscilla Chng, Senior Occupational Therapist and Centre Lead for Senior Care Centre (SCC) at Ren Ci @ Bukit Batok St. 52. Priscilla has been instrumental in bringing her team together to inject a lively and joyful environment for the seniors at the SCC. Backed by her OT expertise, she strives to maximise participation and engagement of clients and residents by introducing meaningful activities such as cooking sessions and performances during festivities, which enhance the well-being of the seniors under our care. For example, residents and clients performed at in-house festive event celebrations, dressed up and catwalked at best-dressed competitions during Chinese New Year, and some seniors were even given the opportunity to take up leadership roles in managing the SCC garden and co-leading group exercises.

Priscilla and her team have also been organising our very own National Day parades over the last few years. The team made arrangements for a hybrid National Day celebration in 2022 so that both nursing home residents and senior care centre clients could participate and join in the celebrations safely in the spirit of nation-building.

Under her leadership, she has guided her team to delivering quality care to our seniors. Not only did she delegate work tasks and growth opportunities fairly to her staff, she also regularly followed up with staff to ensure that they are managing well and happily. She challenged her staff to take up more advanced work tasks and provided varied clinical and leadership opportunities to facilitate their growth, and encouraged them to go for advanced skills training. She then gave them opportunities to actively apply their skills, to the benefit of both our staff and our seniors. Congratulations on the award, Priscilla!



Communication or interaction is as simple as asking how is your day. It really helps brighten one's day and makes them feel cared for.



Initially, I was kind of awkward and unsure of what exactly to say. However, with time, I have become more comfortable with interacting with the older generation, making the interactions more fruitful and enjoyable.



I definitely appreciate my eyesight more.



Group photo of participants of Camp Reconnection IX



# Camp Reconnection IX



Intergenerational bonding is a surefire way of engaging our seniors. They love interacting with children and youths! Younger generations also learn from these sessions. With households getting smaller, youths may not get to spend as much time with their grandparents compared to the past. To foster and (re)build this bond between generations, Camp Reconnection was set up.

With its 10<sup>th</sup> iteration coming up later this year, Camp Reconnection has been a stalwart programme for our youth volunteers. A collaborative effort with the NUS University Scholars Programme, Camp Reconnection spans four days with participants undergoing experiential learning, interaction with our seniors, dialect speaking lessons and a staff-and-volunteer exchange.

On the first day of Camp Reconnection IX, 66 students spent the day at Ren Ci Community Hospital in experiential learning. When one is young and able-bodied, there are many things one takes for granted. But what if one is older and less mobile? The students moved around in wheelchairs and with walking aids, tried soft diet food, wore spectacles that obscured their vision like cataracts and did simple tasks with tubes around their fingers to simulate conditions like stiff and arthritic fingers.

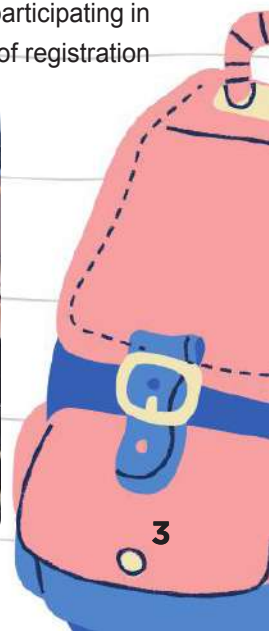
Days 2, 3 and 4 were spent at Ren Ci @ Bukit Batok St. 52, where they picked up other vernacular in Malay, Cantonese, Hokkien and Teochew. They also interacted with our residents over chit-chatting and playing games such as bingo. The friendships grew deeper over the days, with shyness melting away and being replaced with laughter and energy.

Feedback from participants was extremely heartwarming. One common thread in the participants' reflections was how they overcame their apprehension in conversing with seniors. Many participants did not have much experience chatting with grandparents, or faced language barriers and hence were surprised and touched by how much of an impact can be made just by spending time with our seniors.

"Communication or interaction is as simple as asking how is your day. It really helps brighten one's day and makes them feel cared for," shared Sherilyn. Fariah shared similar thoughts, noting that she had become more fluent in conversing with our residents over the four-day camp: "Initially, I was kind of awkward and unsure of what exactly to say. However, over time, I have become more comfortable with interacting with the older generation, and the interaction became more fruitful and enjoyable."

The experiential learning was also extremely powerful, with many participants describing it as eye-opening and memorable. "I definitely appreciate my eyesight more," Rae reflected. She was also inspired to express more care and spend even more time with her own grandparents while they are still in good health.

We are very encouraged by the responses, and look forward to the tenth edition! Any youth who is interested in participating in Camp Reconnection, do keep an eye on [@ren\\_ci\\_hospital](#) on Instagram, where we will announce the opening of registration later this year. We look forward to seeing each of you!



## Mayor Low Yen Ling at Ren Ci @ Bukit Batok St. 52

Our residents always look forward to Mayor Low's visits, and this year was no exception. She dropped by to gift our residents mandarin oranges and *ang pow*, and spent time chatting with our seniors and staff. She also expressed her heartfelt appreciation to our staff for going the extra mile to care for our residents. Thank you, Mayor Low, for your constant support!



## Celebrating the Spring Festival at Ren Ci



Chinese New Year is one of the biggest festive highlights in the calendar, with preparations starting weeks before. Our volunteers brought residents online "shopping" via live sales, and our clients made decorations for the Senior Care Centres! A patient who practises calligraphy even wrote auspicious couplets for his fellow ward mates to decorate their bed areas. Board members and senior management took time out to distribute *ang pow* and mandarin oranges to patients, residents and clients at all the facilities. The *ang pow* were generously funded by the Community Chest Fu Dai 2023 project, which also provided essential items for residents in the *fu dai* (福袋).

Our bed-bound patients were not left out either. The Psychosocial Services (PSS) Programme Team came up with a special sensory story activity especially for Persons living with advanced dementia and Persons who are bed-bound. By interspersing the storytelling with textural props, our residents were drawn in and engaged with the activity with participants showing preferences for different items! The story featured the voices of our PSS staff as the 12 zodiac animals going on a journey with a reunion dinner at the end. Other than activities, our staff also helped our seniors get ready for the festive season in other ways. Some staff personally sponsored Chinese New Year goodies for our seniors, while others helped our seniors with fresh haircuts and even new dye jobs! Coupled with generous sponsors who bought new clothes for them, our seniors truly looked their best for the season.

## Resumption of Physical Celebrations

With the relaxation of visitor restrictions, our volunteers have ramped up their onsite activities with our seniors. The DANA Buddhist Volunteer Group was one such group that came down to bring joy to our residents. Three years since they organised a celebration on such a scale, they spared no effort to put up an enjoyable event for our residents! From Cantonese opera to lucky draws, our residents were showered with treats to kickstart the Year of the Rabbit.





## RE-APPOINTMENT

We are happy to share that Ren Ci @ Ang Mo Kio has been appointed by the Ministry of Health to be the service operator at the Ang Mo Kio Nursing Home. The re-appointment is truly a testament to the quality of care that we provide to our residents. The team was ably led by Executive Director Ms Teo Lay Hong and went through a rigorous submission process. We look forward to serving you for another nine years!



## *To Love and to Cherish*

For Valentine's Day this year, we spoke to Mr Ang Boon Hua, one of our residents at Ren Ci @ Bukit Batok St. 52. He and his wife, Mdm Leong Lai Wah, are both under our care in the same ward. Having been married for 50 years, they are famous amongst our staff for being #couplegoals. As Mdm Leong's medical condition means that she can't quite speak, however Mr Ang knows how to read her body language. He also makes her happy by singing her songs that she loves and praising her always, truly demonstrating his understanding of her love language.

He shared his secret to building a long and lasting marriage in the video. We may be biased, but we think it's a pretty good tip! Scan the QR code to hear from Mr Ang himself.

QR code links to: <https://www.facebook.com/watch/?v=1593979364408593>





Mr Ong Ye Kung, Minister for Health (seventh from left) with Mr Seow Choke Meng, Chairman, Ren Ci Hospital (leftmost) and other distinguished guests at the ONERHT Foundation Charity Art Exhibition & Gala Dinner

## In Pursuit of Excellence ONERHT Foundation Charity Art Exhibition & Gala Dinner

Ren Ci Hospital was nominated as one of the beneficiaries of the ONERHT Foundation Charity Art Exhibition & Gala Dinner, held on 8 February. Themed “In Pursuit of Excellence”, the event was graced by Mr Ong Ye Kung, Minister for Health, as the Guest-of-Honour. The gala dinner was held at the end of a three-day public exhibition of Chinese paintings and calligraphy artworks by Hong Kong artists Mr Alfred Cheung and Mr Wong Wai Ho. Our gratitude goes out to the ONERHT Foundation and co-organisers Chui Huay Lim Club and Ee Hoe Hean Club for their generosity in promoting health and wellness among disadvantaged and vulnerable members of our community.

## FairPrice Foundation at Ren Ci @ Ang Mo Kio

We welcomed Mr Seah Kian Peng, Chairman, FairPrice Foundation; Mr Vipul Chawla, CEO, FairPrice Group; and other members of their senior management and staff for their annual Chinese New Year celebration. They have been supporting Ren Ci for over 10 years now, and we are very grateful for their support!



FairPrice Retail Therapy @ Ren Ci



This year, in addition to spending time with our residents, they also pledged an additional \$100,000 over a two year period to support the FairPrice Retail Therapy @ Ren Ci rehabilitation and reward programme, where our seniors can accumulate shopping stamps by participating in rehabilitation activities. These stamps can then be exchanged for groceries at the minimart corner, motivating and encouraging greater and more active participation from our seniors. Furthermore, FairPrice Foundation has pledged a specially retrofitted wheelchair transport vehicle to Ren Ci to aid our residents.

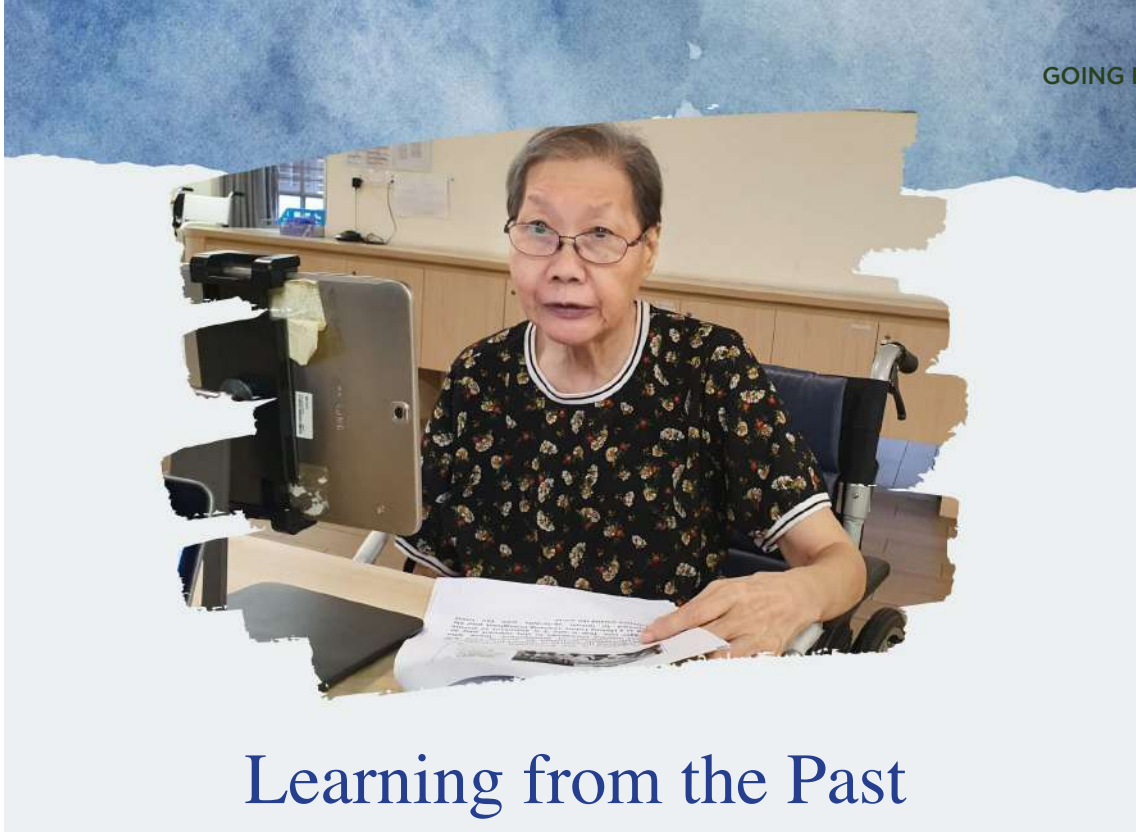
## Wheels for Ren Ci

We got wheels, thanks to generous corporate donors! Pei Hwa Foundation and FairPrice Foundation each contributed a specially retrofitted wheelchair transport vehicle. Transport costs for wheelchair-bound residents have been rising, and are expected to increase further in view of the current economic climate. The donation of these vans will help to alleviate some of the costs



involved in providing much-needed mobility and accessibility to our residents, who require wheelchair transport to get to places they need to be – whether it’s medical checkups at the polyclinic or dialysis at the dialysis centre.

Our appreciation goes out to Pei Hwa Foundation and FairPrice Foundation for their generosity and support!



## Learning from the Past

As a charity healthcare institution, we are proud to play our part in contributing to civil and social defence. Apart from caring for our patients, residents and clients we also work with other secular and religious partners to provide both psychosocial and spiritual support.

Mdm Winnie Seet from Ren Ci @ Ang Mo Kio held a short story-telling session for students from My First Skool @ Bishan. She shared the significance of Total Defence Day with them, and told them how Singaporeans from different walks of life can contribute to keeping Singapore safe and secure even during a crisis. The topic may seem difficult for preschoolers to grasp, but Mdm Winnie kept it engaging by sharing anecdotes from World War II. She also shared how she used to engage in street fundraising for charities just like Ren Ci where she went around with her schoolmates, a donation box in hand, to ask the public for donations which would then be disbursed to various charities.

The power of intergenerational storytelling and engagement has made such topics both engaging and interesting. Thank you Mdm Winnie for using lessons from the past to share with the younger ones!



This year, the Ren Ci Charity Golf Tournament will be held on Friday, 20<sup>th</sup> October 2023 at Sentosa Golf Club, The Tanjong Course. We are privileged to have Mr Ong Ye Kung, Minister for Health as our Guest-of-Honour. The event targets to raise \$550,000 through sponsorship and outright donations. The amount raised is to support Ren Ci's ongoing care delivery.

You can join us for an exquisite golf game through the purchase of golf flights or contribution via cash donations, in-kind sponsorships for the event goodie bags. Cash donations are eligible for 250% tax deduction.

If you wish to purchase a flight, pledge a donation and/or in-kind sponsorships, please contact Ms **Haxy Huang** at [haxy\\_huang@renci.org.sg](mailto:haxy_huang@renci.org.sg) or **6355 6478**. Your support will enable Ren Ci to keep up with its mission of providing inclusive healthcare for quality and meaningful living for our patients, residents and clients.

# Engaging Bed Bound Seniors

The majority of our nursing home residents are wheelchair or bed-bound, and our activities are tailored to their abilities. But did you know that even among our bed-bound residents, they have a range of communicative competencies? Some of our bed-bound residents are still able to converse or do simple craftwork, and we started our Bed-Bound Programme at Ren Ci @ Ang Mo Kio to provide them with the psychosocial engagement they need.

The Bed-Bound Programme started during the pandemic. Volunteers are paired up with a resident, and they will then bond with the resident over hours of interaction. One such volunteer is Ms Jess Wee, who decided to join the programme when our colleague Lisa Wee approached her. Ms Wee started off with Zoom sessions with her paired resident, Mr Toh. Being semi-bed-bound, Mr Toh sits in a wheelchair but only for a short period each time.

The first few sessions were faced with some tech glitches, but with the help of the ground staff, these issues were resolved. The sessions have become even more meaningful, now that we can resume face-to-face interaction.

“Mr Toh, the resident I befriended, is interested in doing craft work. We have been trying out different craft works like creating mosaic coasters and button art,” shared Jess.

When asked about her motivation to join the programme, she mused that her motivation came from within. “One has to be open when interacting with the elderly,” she explained.

Indeed, many of our volunteers have opened up their hearts to our residents. They have held online sessions at different venues for our residents, ranging from Kerala, India to the Singapore Zoo to fulfil a wish to see the white tigers!







# BUILDING THE FUTURE OF HEALTHCARE

*with*

PHYSIOTHERAPIST YAP LI-PING

Physiotherapist Yap Li-Ping represented Ren Ci at two different outreach events – Healthy World Connections, a joint collaboration with The Astronauts Collective (TAC) and National Youth Council (NYC) to provide opportunities to students for them to explore the various healthcare roles, and the Healthcare Scholarships & Career Fair organised by the Ministry of Health Holdings (MOHH) Pte Ltd. Both events targeted students from junior colleges and polytechnics who are about to embark on their university education.

At both events, Li-Ping manned a station where attendees could come up to her to chat and get to know more about her work in the community care sector. She also participated in an engagement session with the CEO of the Agency for Integrated Care Mr Tan Kwang Cheak and healthcare professionals from other community care partners such as Methodist Welfare Services, Lee Ah Mooi Old Age Home and NTUC Health. They shared their perspectives of their work, impact and purpose in the sector to extremely positive feedback, with lots of engagement from the attendees!

We caught up with Li-Ping who shared what the most common questions she received were, as well as her answers.

## **Why did you choose to study physiotherapy?**

I asked myself what I would want the most, if 50 years down the road I find myself lying in a hospital bed. The answer is to be able to get out of bed and walk. Physiotherapy focuses on prevention, recovery and maintaining of physical function, which are key to being able to retain independence. This is why I chose to study physiotherapy.

## **Is physiotherapy just exercising with patients?**

No, physiotherapy is more than that! It is about understanding the patient as a whole to deliver the appropriate therapy that the patient needs, not just about the exercise. Going deeper, it's about igniting hope in your patients to see and believe in their rehab potential. Lastly, it's about setting and achieving realistic and individualised goals to improve the patient's quality of life. It is very meaningful work.

## **What keeps you going as a physiotherapist?**

The passion and heart I have for the work that I do! Seeing my patients motivated during therapy sessions, seeing them improve day by day and eventually recover, and regaining functional independence as much as possible all motivate me to continue doing what I do. Seeing the impact that I have on my patients makes it truly worthwhile.

**Thinking of joining the community care sector?  
Here are some words of wisdom from Li-Ping:**

**“ If you have the heart to serve, don't let anything or anyone stop you. The journey will not be easy. But remember, there will always be sunshine after the rain! ”**

## 仁慈再次获得宏茂桥疗养院的营运权

我们非常高兴地宣布，仁慈宏茂桥疗养院已经从卫生部获得了九年的营运权。仁慈目前的租约将于今年到期，卫生部开放了一个招标，邀请有兴趣的服务业者提供商竞标。仁慈再次获得营运权反映了我们为院友提供的优质护理和卫生部对仁慈的信心。我们的团队通过严格的提交过程，成功地续约。我们将继续为这个地区的年长者提供优质服务。我们期待再为大家服务九年！

## 新加坡保健优质服务奖2023



新加坡保健优质服务奖自2011年以来由新加坡保健服务集团杜克-国大学术医疗中心颁发，专门表彰为患者提供优质医疗护理和优秀服务的卫生保健专业人士的平台，旨在肯定他们的贡献。今年的主题是“庆祝医疗保健的明日之星：向前迈进”，表彰来自41个公共和私人医疗保健机构、社区医院和社区保健部门近9,000名卫生保健专业人士和合作伙伴，表彰他们在面对挑战时的不屈精神和坚韧毅力，以及他们的杰出贡献。

仁慈医院一共有55名获奖者为仁慈医院争光，涵盖了所有类别。其中有一位超级巨星、一位巨星、五位金奖和48位银奖得主。我们向所有获奖者表示最热烈的祝贺！超级巨星奖是新加坡保健优质服务奖项的最高荣誉，授予仁慈武吉巴督52街乐龄护理中心高级职业治疗师兼中心负责人莊茵茹。茵茹对于将团队凝聚在一起，为年长者带来生机勃勃和欢乐的氛围发挥了关键作用。凭着她的职业治疗专业知识，她努力促进年长者的参与度，通过引入有意义的活动，如烹饪课和

节日表演，提高照顾老年人的福祉。例如，院友和护理中心的年长者在公司节庆活动中表演，穿着盛装参加农历新年最佳着装比赛，一些年长者甚至有机会担任护理中心花园的管理和协助团体练习的领导职位。茵茹和她的团队在过去几年一直组织仁慈内部的闭门国庆庆祝活动，并做出了应对疫情的安排。仁慈医院衷心恭祝茵茹。

## 仁慈“卧床计划”

仁慈居多的院友都需要坐在轮椅或卧床不起，所有的活动是根据他们的能力而量身定制的。但您是否知道，在我们的卧床院友中，他们拥有不同的沟通能力？一些卧床院友仍然能够进行简单的交谈或手工艺活动，因此我们在仁慈宏茂桥疗养院开展了“卧床计划”，为他们提供所需的心理社交活动。

“卧床计划”始于疫情期间。一名义工和一名院友在数小时的互动中建立关系并成为伙伴。自从该计划启动以来，我们已经逐渐增加参与者，目前有六位活跃此计划的义工。其中一位义工是宜静女士，她最初是通过Zoom会议与她的院友伙伴杜先生见面。杜先生只能短时间坐在轮椅上，属于半卧床病人。宜静分享说：“我所认识的杜先生对手工艺活动很感兴趣，因此我们一起做油画。我们还尝试做不同的手工艺品，如制作镶嵌饰品和纽扣艺术品。”当被问及加入该计划的动力时，宜静说这种动力源自内心。她解释说：“大家必须对与年长者互动持开放态度。”的确，我们的义工已经向我们的院友敞开了心扉。他们非常灵活、专注，并为我们的院友在不同的地方进行活动。





## 职总平价基金会捐10万元和一辆特别改装车给仁慈医院

职总平价基金会向仁慈医院捐赠10万元和一辆特别改装的多用途车，用于接送行动不便的院友。职总平价基金会主席谢健平与30多名职员于2月1日上午前往宏茂桥疗养院，与院友一同庆祝农历新年。谢健平在活动致辞上宣布，职总平价基金会向仁慈医院捐赠了一辆价值15万元的特别改装的多用途货车，用于运送行动不便的院友。基金会还将在两年内，额外捐赠10万元，用于支持仁慈医院的一项康复和奖励计划。这多用途货车将用于接送乘轮椅出行或来自低收入家庭的院友，方便他们往返于住所和仁慈医院的各个设施。仁慈衷心感谢职总平价基金会的慷慨捐助。

## 瑞信德慈善基金会为本地三家医院筹款

仁慈医院感到非常荣幸能够被提名为瑞信德慈善基金会慈善艺术展览和晚宴的受益者之一，该活动于2月8日举行，主题为“止於至善—瑞信德慈善晚宴 2023”。卫生部长王乙康先生是晚宴的主宾，出席宴会的各界仁翁善长超过400人。盛大的晚宴是在为期三天的香港艺术家张树荣先生和黄伟豪先生的中国书画艺术作品在醉花林俱乐部公开展览的结束后举行。在展览期间，基金会和协办单位也举行这批艺术品的无声拍卖会。仁慈对瑞信德慈善基金会的慷慨支持表示感谢，他们在促对弱势群体的医疗和支持方面发挥了重要作用。

## 培华基金和职总平价基金会赠改装多用途车

仁慈感谢慷慨的企业捐赠者，我们获得了特别改装的多用途车！培华基金和职总平价基金会各捐赠了一辆特别改装的多用途车。随着当前经济形势的影响，交通成本不断上涨，预计还将进一步增加。这两辆车的捐赠将有助于减轻为我们的年长者提供急需的接送和承担我们的一些成本。仁慈要感谢培华基金会和职总平价基金会的慷慨和支持！



# 超越无限



## 第九届营地重聚计划

跨代交流是与年长者建立联系的其中一个可靠方式，因为年长者们喜欢与孩子和年轻人互动。年轻一代也可以从这些互动中学习。随着家庭规模变小，年轻人可能无法像过去那样与他们的祖父母共度更多时间。为了促进和重新建立代际间的联系，仁慈的营地重聚计划应运而生。

第九届的营地重聚计划已经成为我们青年义工的一个坚实的项目。与新加坡国立大学学者合作，营地重聚计划为期四天，参与者进行体验式学习，与我们的年长者互动，学习方言，并直接听取工作人员和其他义工的讲解。

在营地重聚计划的第一天，66名学生在仁慈社区医院度过了一天的体验式学习。感受到自己身体的局限性是理解年长者所面临困难的最快方式。他们使用轮椅和行走辅助器走动、尝试软食、戴上模拟白内障的眼镜并尝试做简单任务，还将手指套上管子模拟僵硬和关节炎的手指。

第二天到第四天，参与者在仁慈社区医院和武吉巴督52街疗养院度过。他们学习了马来语、广东话、福建话和潮州话。他们通过聊天和玩游戏等还与疗养院的院友互动，建立初步的友谊。随着时间的推移，这些友谊变得更加深厚，羞涩逐渐消失，取而代之的是笑声和活力。

参与者们的反馈都非常温馨。许多参与者没有与祖父母聊天的经验，或面临语言障碍，其中一个共同点是他们如何克服与年长者交流时的紧张感。仁慈会继续扩展这项计划，让更多年轻人与年长者体验这个交流方式。