



GOING BEYOND

Mr Kang Yong Hui Ren Ci Hospital



Inspirational Patient & Caregiver Awards 2023

Our warmest congratulations go out to Mr Kang Yong Hui, Ren Ci's nominee at the Singapore Health Inspirational Patient & Caregiver Awards 2023!

Mr Kang was a chef, who had begun his culinary training in a French restaurant at 14. His family was not well-to-do, and needed him to help support them financially. Over the years, he endured tough apprenticeships and persevered. With a spirit of continual improvement, he would research and experiment to continually improve his dishes.

He led an active lifestyle, and was cycling when he passed out one day, resulting in a head injury. He was found lying on the ground by passersby and was conveyed to an acute hospital by ambulance. Only in his 50s, Mr Kang was diagnosed with spinal compression and became mostly bed-bound, and had to have a tracheostomy tube inserted to help him breathe. He also became reliant on assistance in his daily living.

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The Editor

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

All of this made him feel like he had been dealt a crushing blow. Mr Kang was also in a lot of pain, making it difficult to comply with nursing procedures and therapy. Naturally, he had a difficult time coming to terms with his condition. He was also in a very low mood after a failed tracheostomy removal.

A Turning Point

Mr Kang initially rejected interactions with Ren Ci's care staff due to his mood, but our sincerity and warmth slowly thawed him and he began responding to us. He did his best and began complying with nursing procedures and therapy activities. His natural drive for continual improvement resurfaced, and he would even practice the exercises taught by the therapist on his own.

The pandemic saw greater restrictions placed on visitation, and when Mr Kang saw the heavy burden our nurses and care staff, he went out of his way to make the care load easier on them and cheer them up with jokes. Understanding that the foreign staff were sad about not being able to return home and missing their families, he would chat with them and encourage them despite his own pain and struggles. He even bought them little gifts and would be sensitive and caring towards others.

The Journey Home

Mr Kang's determination to continually improve meant that he dramatically improved in his condition. He is now able to sit up, talk and has regained limited use of his hands. He was also discharged from our Chronic Sick Unit and is now under the care of our Home Care team! He truly exemplified his motto of "never give up and always try your best". Every time his recovery hit a road block, he would work with the care staff on his next plan. For example, he accepted the advice of his care team to use a speaking valve when he could not be weaned off the tracheostomy tube. He also explored traditional Chinese medicine and acupuncture to supplement his rehabilitation.

We are very proud of Mr Kang, and thankful for the light and inspiration that he has brought to our lives. Congratulations on your truly deserving award, Mr Kang!



LEARNING JOURNEY AT OASIS@OUTRAM

As part of Ren Ci's strive for excellence and our emphasis on lifelong learning, a group consisting of staff from various departments including Medical, Psychosocial Services, Rehabilitation and Clinical Operations went on a learning journey to Oasis@Outram, a day hospice by the Hospice Care Association (HCA) and located within Outram Community Hospital.

It was an eye-opening learning journey, where we were introduced to the many ways that the space was thoughtfully designed to respect the dignity of their patients. From the warm lighting and pastel colours to the usage of soft fabric hangings, Oasis@Outram defies normal expectations of what a hospice looks like. One highlight is an open bar that serves cocktails and mocktails to patients! There is also a Salon that we were told is especially popular with their patients, who are often too frail to make their way to a hair salon or manicurist. By offering grooming services in a dedicated space, they bring comfort and dignity to their patients.

Their programmes are also designed to prioritise patients' individuality, and they make use of their staff' individual talents to run activities for their patients. For example, they have started recording podcasts with their patients to learn and preserve their individual life stories. These podcasts will be linked in each patients' photobook, which is presented to the families after the patients pass on.

Patients are also encouraged to be help out where they can. Ambulant patients will help push wheelchair-bound patients to the toilet, for example, after which they call a staff for help. Being able to contribute and be helpful does wonders for their self-esteem, which is definitely something that we've definitely seen happen in our facilities and programmes too! There were parallels between what we observed and some of the philosophies we implement as part of Ren Ci's way of care, such as the importance of ensuring that our beneficiaries receive individualised care instead of a one-size-fits-all plan.

Our gratitude goes out to Dr Richard and Ms Adeline from HCA for taking the time to show us around, as well as sharing so much about Oasis@Outram from conceptualisation to actualisation.



@ REN CI COMMUNITY HOSPITAL

SOLAR PANEL

HERE COMES

THE SUN

72

solar panels

201

square metres

40,000

kWh

We've got something new at Ren Ci Community Hospital!

Ren Ci has been implementing green initiatives for some time. From encouraging the use of reusable lunch boxes to *dabao* lunch to organisation-wide initiatives such as installing thimbles in taps to save water, a lot of work have been done. Our latest project has been a much bigger investment in terms of both time and money, but is extremely important – we've got solar panels now!

The entire project took a year to complete because this was a completely new project for our team. There was a very steep learning curve that was exacerbated by the sudden spike in electricity tariffs in 2022, which coincidentally happened just as we approached vendors for knowledge and advice. With so much sudden competition for solar panels, it took extra time for our team to gather the requisite knowledge and put together a plan that would best benefit Ren Ci Community Hospital.

After a year of hard work, the project has finally come to fruition! There are now 72 solar panels installed, covering a total of 201 square metres. They are expected to produce over 40,000 kWh a year, which is enough to power the average HDB household for more than 100 months!*

“ *Being in healthcare, Ren Ci cares for the wellbeing of people. We are happy to extend our care to the environment and do our part to create a better and more sustainable world where our beneficiaries have a healthier healing environment.* ”

Ms Karen Bek, COO, Ren Ci Hospital

We will continue to look into ramping up our green initiatives and the possibilities of other energy-saving initiatives.

* Based on statistics from the Ministry of Sustainability and Environment in 2021

Congratulations to Our Graduates!

Last year, Ren Ci Learning Academy (RCLA) jointly launched a course with Temasek Polytechnic. As Ren Ci's training arm, RCLA seeks to upskill the community's capabilities to better care for the elderly across different levels of healthcare workers.

The Specialist Diploma in Gerontology (Community Care Support) is jointly offered by RCLA and Temasek Polytechnic to provide in-service professionals and new entrants in the social service, community care and healthcare sectors with a strong theoretical foundation in gerontology as well as essential practical skills. These practical skills will help engage and support older adults and their caregivers in the community. We welcomed our inaugural batch of graduates who had completed this year-long part time diploma course in May this year. Our warmest congratulations go out to the graduates, including our very own Ren Ci staff Ms Nur Haziqah Binte Johah and Mr Mark Walter Loo!



"The instructors go out of their way to make sure everyone understands the concept and knowledge being taught to us. As well as reassuring us of our concerns, they have gone beyond their concept and assist us in many ways and methods," shared Ms Nur Haziqah.

This course is approved by SkillsFuture Singapore (SSG) and supported by Agency for Integrated Care (AIC). If you or someone you know is interested in signing up, scan the QR code to find out more:



REN CI CHARITY GOLF TOURNAMENT 2023

The Ren Ci Charity Golf Tournament will be held on Friday, 20th 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 will 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 or 6355 6478.



OUTINGS INTO THE COMMUNITY

Our care associates were among the first in Singapore to undergo the job redesign initiative, spearheaded by AIC. The job redesign training has helped to uplift job size and value, formulate career progression and enable our staff to leverage technology and enhance work processes. As a result, the title of their role has changed – from Resident Care Associate to Community Care Associate (CCA).



As part of the job redesign programme, care associates without an ITE skill certification undergo our own foundation module. Designed by our in-house Occupational Therapist, the budding CCAs will bring our residents out and let our residents experience activities of daily living outside the walls of the nursing home.

The venue for the outings is flexible and takes into account various factors such as the residents' interests, moods and even the weather. The latest iteration of the outing saw our CCAs bring residents of Ren Ci @ Bukit Batok St. 52 to the nearby Bukit Gombak MRT station and Little Guilin. The residents had a ball of a time shopping and enjoying their outdoor picnic! The greenery and fresh air did wonders for their mood, and they returned to the nursing home tired but in high spirits. Activities like this are a wonderful reminder that seemingly small actions – such as making a trip to an MRT station – can have a huge impact.

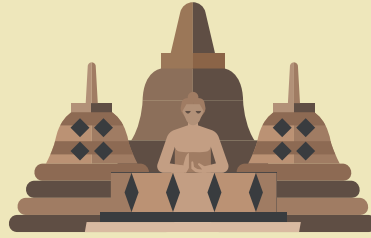
Thank you to all of our care staff for a job well done!

REN CI VEGETARIAN FOOD FIESTA 2023

Date: 5 November 2023 (Sunday)
Time: 8.30am to 4.00pm
Venue: Ren Ci Community Hospital
71 Irrawaddy Road, Singapore 329562



Our iconic Ren Ci Vegetarian Food Fiesta is back for its 19th edition! With more than 70 booths, we hope to raise \$250,000 through the sales of vegetarian cuisines, dried goods, groceries, merchandise and more. A big thank you to our new and existing supporters as the fundraiser would not be possible without you! Join us on this giving journey by empowering our seniors to age-in-place with every dollar raised. Donation will go towards patient care at Ren Ci Hospital. Simply email fundraising@renci.org.sg or call 6355 6477 to get your coupons today!



Scan the QR code to watch the video!



Loving Kindness and Compassion

Vesak Day is an important day for Buddhists, and as an organisation with Buddhist roots, we made sure to celebrate this day with our Buddhist patients, residents and clients.

Various volunteer groups joined us to provide spiritual support and conduct activities. Venerable Miao Cheng from Foo Hai Ch'an Monastery conducted an online session for patients and residents across our facilities, sharing about the origin of Vesak Day and the importance of doing good deeds in our daily lives. Our ground staff also conducted various activities for our seniors, such as making vegetarian spring rolls and vegetarian *bak zhang*! Our seniors definitely enjoyed the food.

For the first time, our Psychosocial Services colleagues also teamed up with volunteers and the Volunteer Management Department to bring a special inclusive Vesak Day programme for our Chronic Sick Unit residents! Not only did our residents get to partake in the bathing of the Buddha statue ritual personally, they also participated in a sensory story programme which utilised props during a storytelling session to engage all five senses. As many of our Chronic Sick Unit residents are bed-bound and can be difficult to engage due to their medical conditions, it was especially heartwarming to see them respond in their own ways to the sensory story. We were honoured to have Lianhe Zaobao feature this story in both a video and an article.



A NEW OUTLOOK ON Life



We may do our best to help our nursing home residents feel at home, however the challenging circumstances of ageing and all its associated health conditions coupled with issues in their personal lives and institutional living can exact a toll on some of our seniors. They would have emotional difficulties, and require greater psychosocial support. This was the impetus behind our Psychosocial Team coming up with the Older Adults Supporting In Sharing (OASIS) experiential group work programme.

OASIS provides residents the opportunity to find support and comfort from one another. Participants engage in a 3R (Recollect, Reconcile, Reintegrate) process to help them make meaning of their experiences, discover their inner resources and integrate their learnings gained during the programme to help them identify and work towards their life goals, even when they are residing in the nursing home.

Before starting OASIS, participants could be very hard on themselves. One had described himself as “useless”, and shared during OASIS that he felt that he no longer had the ability to inspire and influence others in big ways. Through OASIS, another participant shared that she had been greatly inspired by the first participant’s sharing and looked up to him as a wise elder to learn from.

The OASIS programme culminated in a graduation ceremony for the participants, attended by staff and close family and friends of the seniors. As Mdm Kiu Yit Yin, one of the participants, had passed on earlier this year just as the programme ended, her youngest daughter attended the graduation ceremony in memory of her late mother.

The participants were presented with their graduation certificates by Dr Jamie Mervyn Lim, CEO, Ren Ci Hospital and Dr David Ng, Clinical Director, Ren Ci Hospital, with Mdm Kiu’s daughter collecting the graduation certificate on her behalf. The graduates each performed a song that had a special personal meaning to them and shared some heartfelt words with those present. For a glimpse at the graduation ceremony, scan the QR code:





超越无限



新保服务集团 激励人心病患与看护奖

恭喜康永辉先生获得新加坡保健服务集团主办的年度激励人心病患与看护奖中，激励人心病患奖得主之一。

康先生曾是一名厨师，从14岁起就在一家法国餐厅接受烹饪培训。由于家庭并不富裕，他早早觅一份工，缓解家庭经济压力。多年来，他经历了艰苦的学徒期并坚持不懈。凭借持续改进的精神，他会进行研究和实验，不断提升他的烹饪知识。

康先生一直拥有积极的生活方式。他在某一天骑自行车时突然昏倒，导致头部受伤。路人发现他时，他已躺在地上然后由救护车送往急诊医院。康先生在五十多岁就被诊断为脊柱压迫，大部分时间卧床不起，还需要插入气管切开管来帮助呼吸。他还变得依赖于日常生活的帮助。所发生的一切让康先生遭受沉重的打击。他感到很痛苦，这使得他很难遵守护理程序和治疗，他很难接受自己的状况。他在一次失败的气管切除术后，情绪非常低落。

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。

一个转折点

起初，由于情绪非常低落，康先生拒绝与我们的护理人员互动，但护理人员不断地以不同的方式试着与他沟通，真诚和温暖逐渐打动了他，他开始对护理人员做出回应。他开始遵守护理程序和治疗活动。他对持续改进的天性重新浮现，甚至会在空闲时自我锻炼治疗师教导他的运动。

疫情期间医院面临人手不足及医疗设备和物资短缺等问题。康先生看到我们的护理人员承担沉重负担时，他会经常用笑话给予他们打气。尽管他自己也在痛苦和奋斗，他了解外籍员工不能回家和思念家人的伤感，他会与他们聊天并鼓励他们。他甚至会给护理人员买小礼物，对他人充满关心和体贴。

回家的旅程

康先生不断改进的决心使他的状况有了显著的改善。他现在能够坐起来说话，并且恢复了移动双手的能力。他病况的进展让他顺利康复出院，现在由我们的居家护理团队负责照料！

康先生真正体现了他“永不放弃，始终尽力而为”的座右铭。每当他在他的康复旅程遇到阻碍时，他都会与护理人员合作制定下一个计划。例如，当他无法脱离气管切开管时，他接受了护理团队使用发音阀门的建议。他还尝试了中医和针灸治疗作为康复的补充。

我们为康先生感到非常自豪，并对他为我们生活带来的欢笑和启发表示感谢。再次祝福康先生！

庆祝卫塞节

卫塞节，农历四月十五的月圆之日，对佛教徒来说，是一个很重要的节日，因为这天是佛教徒庆祝教主释迦牟尼佛诞生、成道及涅槃的日子。作为一个有佛教背景的组织，我们确保我们的佛教患者和院友可以一起庆祝这一天。

多个义工团队与我们一同进行此活动。来自福海禅寺的妙成法师为我们的患者和院友进行了在线讲座，分享了卫塞节的起源及在我们在日常生活中做善事的重要性。我们的护理人员还为年长者们设计了各种活动，例如制作素春卷和素肉粽！年长者们都很享受这过程和食物。

仁慈的心理社会服务同事也与义工管理部门合作，首次为我们慢性病患单位的病患进行了一个特别的卫塞节活动！病患们不仅亲自参与了佛像沐浴仪式，还参与了一个感官故事计划。该计划在进行故事讲述过程中使用道具来激发所有五种感官，听觉、触觉、视觉、味觉和嗅觉。由于我们的慢性病单位的许多患者卧床不起，他们的医疗状况使他们很难参与各种活动。看到他们在自己的能力范围内用自己的方式对感官故事做出回应，令人感到无比感动。我们也很荣幸《联合早报》以视频和文章的形式报道了这个故事。请扫描二维码观看视频！



仁慈医院装置太阳能板支持绿色能源

仁慈社区医院增添了新设备！仁慈医院一直在支持绿色能源举措。从鼓励员工使用可重复使用的饭盒和瓶子，到在我们的设施内推行节水措施，如安装节水器等倡议。我们最新的项目是在仁慈社区医院屋顶设置太阳能板，高效利用闲置空间，来生产清洁能源而达到环保、节能又降低开支的效率。

这整个项目耗时一年时间才完成，因为这对我们团队来说是一个全新的项目。我们在向供应商寻求知识和建议之际，2022年发生的通货膨胀和电价的飙升使得我们的研究和学习曲线非常陡峭。由于太阳能电池板的需求量激增，我们的团队需要额外的时间来获取必要的知识，并制定一个最有利于仁慈医院的计划。



经过一年辛勤的努力，这个项目终于实现了！我们安装了72块太阳能电池板，总面积为201平方米。预计每年产生超过40,000千瓦时的电力，足以为一个普通的组屋家庭供电超过100个月！*

“作为医疗机构，仁慈医院关心人们的福祉。我们很高兴将关怀延伸到环境，并尽我们的一份力量创造一个更美好、更可持续的世界，让我们的受益者拥有更健康的康复环境。”仁慈医院营运总裁麦秀莲分享道。

我们将继续推进我们的绿色发展，并探索其他节能项目的可能性。

*基于2021年可持续发展与环境部的统计数据

乐龄学专业文凭课程

仁慈培训学院（RCLA）与淡马锡理工学院共同推出了一门课程。作为仁慈医院的培训部门，RCLA致力于提升社区各个层次的护理人员对年长者的护理能力。“乐龄学专业文凭课程（社区护理支持）”由仁慈培训学院和淡马锡理工学院联合提供，旨在为社会服务、社区护理和医疗行业的在职专业人员和新加入者提供扎实的乐龄学理论基础和必备的实践技能。这些实践技能将帮助他们在社区中与老年人及其看护者建立联系并提供支持。今年五月，我们迎来了首届兼职文凭课程的毕业生。我们向毕业生们致以最热烈的祝贺，其中包括我们仁慈医院员工Nur Haziqah女士和Mark Walter先生！



“讲师们尽最大努力确保每个学生都理解所教授的概念和知识。他们不仅让我们放心，解决了我们的疑虑，而且在很多方面兢兢业业尽心尽力来帮助我们，” Nur Haziqah女士分享道。

该课程已获得精深技能发展局Skills Future Singapore（SSG）的批准，并得到护联中心（AIC）的支持。如果您或您认识的人对此课程感兴趣，请扫描二维码了解更多信息：



社区护理专员带院友外出郊游

为疗养院院友提供优质的护理是仁慈的使命，护理专员在其中扮演着举足轻重的角色。他们的主要任务是为院友提供日常护理。在护联中心（Agency for Integrated Care, 简称AIC）的领导下，仁慈是综合护理机构试点工作再设计（job redesign）培训项目的早期采用者之一，旨在提升和扩大我们护理人员的技能和工作范围。因此，他们的职称也从护理专员转为社区护理专员（CCA）。



作为综合护理机构试点工作再设计的一部分，没有工艺教育学院（ITE）技术认证的护理专员需要接受我们的基础模块化课程。由我们内部的职业治疗师设计，初级社区护理专员会带我们的院友外出，让院友们在疗养院之外的日常活动中体验不一样的生活。

外出郊游的地点是灵活性的，我们考量了各种因素，如天气、院友的兴趣、甚至他们当天的心情等。在最近一次的外出活动中，我们的初级社区护理专员带领仁慈武吉巴督52街疗养院的院友到附近的武吉甘柏地铁站和小桂林郊游，放松心情。院友们也到附近的商场购物和体验户外野餐。大家都玩得很开心！绿意和新鲜空气可以减少他们的压力并改善他们的情绪。院友们都很疲惫但感到很满足。这样的计划提醒我们，这看似小小的行动也能有巨大的影响力。感谢所有参与这项计划的工作人员！



OASIS计划

尽管我们尽力为疗养院的院友打造温馨舒适的居家环境，但院友面临的挑战性情况以及与健康状况相关的问题，再加上个人生活和在机构里生活中的种种困境，对他们造成了一定的负担。他们可能面临情绪困扰，需要更多的心理社会支持。这正是我们社会心理服务团队推出“OASIS (Older Adults Supporting In Sharing) 老年人共享扶持”经验性小组工作计划的动力所在。

OASIS计划为院友提供相互支持和安慰的机会。参与者通过“回顾、调和、再融入”的过程，帮助他们理解自己的经历，发现内在资源，并将在计划中获得的知识融入到他们的生活目标中。在进行OASIS计划之前，有些参与者对自己非常苛刻。其中一位参与者形容自己为“无用”，并分享了他感到自己不再具有以往在重大事务中激发和影响他人的能力。然而，通过OASIS计划，另一位参与者分享说，他深受第一位参与者的分享启发，并将其视为一位值得学习的榜样。

OASIS计划的毕业典礼由工作人员以及院友的亲近家人和朋友出席。仁慈医院执行总裁林世权博士和医务总监黄维翰医生为参与者颁发毕业证书。毕业生们各自演唱了一首对他们具有特殊个人意义的歌曲，并与在场的人分享了一些真挚的话语。想要了解毕业典礼的情况，请扫描二维码。

