



# GOING BEYOND



*From left: Minister for Health Ong Ye Kung, Senior Medical Social Worker Ng Beng Wee and SingHealth Deputy Group Chief Executive Officer (Medical & Clinical Services) Professor Fong Kok Yong at the SHQSA ceremony.*

## Recognising Excellence

The Singapore Health Quality Service Awards has been organised by the SingHealth Duke-NUS Academic Medical Centre since 2011 and is Singapore's first dedicated platform to honour outstanding healthcare professionals who have delivered quality care and excellent service to patients. Over the past years, Ren Ci has been steadily garnering recognition at the Awards.

We are proud to announce that for the first time in Ren Ci history, we received a record breaking total of 488 winners across all categories, including one Superstar Award! The breakdown includes: 1 Superstar, 19 Star, 233 Gold and 235 Silver. This is recognition of the hard work and high quality that has become a hallmark of the Ren Ci way of care.

Senior Medical Social Worker Ng Beng Wee, who received the Superstar Award in the Allied Health category, was one of just two winners of the prestigious award in this category. He has always focused on making connections, both with the patients under his care as well as with his fellow colleagues. From understanding the needs of patients to connecting with their situations and medical conditions, he has reached out and offered solutions to their struggles through care packages with self-directed activities and mindfulness exercises.

When the COVID-19 pandemic hit, he noticed that our fellow colleagues were beset with anxiety over the situation. Together with his team, Beng Wee developed a psychosocial programme to help staff overcome negative feelings as they continue the delivery of care amidst COVID-19. To find out more, turn to our feature on page 2.

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# Up Close & Personal with Beng Wee

**Ng Beng Wee**

Senior Medical Social Worker  
Psychosocial Services



**Congratulations on your Superstar Award, Beng Wee! Can you tell us more about how you feel, having your hard work recognised with this prestigious award?**

I feel honoured to receive this award. Receiving this prestigious award means that the efforts of Ren Ci's Psychosocial Services' Programme Team is affirmed and recognised. It represents each team member's creativity in programme design and the "never say die" attitude in the pursuit of the psychological well-being of our residents and healthcare team during this pandemic.

**What does psychosocial wellbeing mean to you? Why did you feel the need to create a programme to address your fellow colleagues' psychosocial wellbeing?**

Psychosocial wellbeing is about emotional coping, having a healthy mental state and a sturdy spiritual connection to something important to you.

COVID-19 has brought about much disruptions to our daily lives at an unprecedented level worldwide. Even as we adapt to new ways of working, we saw several of our colleagues experiencing higher levels of anxiety, loneliness and a loss of familiarity that can be overwhelming for many.

Our foreign nurses experience constant worry and a sense of helplessness stemming from being far away from their families and seeing the social unrest in their home countries. Some may even experience the feelings of guilt and grief due to the loss of loved ones. Not being able to be present with their families limits the opportunity to gain closure as they could not travel home to pay their final respects.

Our local colleagues are not spared from experiencing the turbulence of the pandemic. The strict precautions and new ways to living has limit their usual abilities to cope with stress, for example meeting up with friends, going on holiday and other social interactions.

All of this inspired my team and I to reach out and support our colleagues to help them experience a better and healthier mental space, through the programme that we developed, The 5Cs for Coping in this Season.



### **Please tell us more about the programme! What are the 5Cs?**

The 5Cs for Coping in this Season are **C**ope with the uncertainty, seek **C**omfort, find **C**onnections, **C**are for self and others, and engage in **C**reative self-expressions.

Participants of the programme will experience various activities which are delivered through different communication channels such as Work Chat, online group self-care sessions (staff retreats, self-care workshops) as well as self-directed activities. As the Programme Team consist of a creative blend of Music Therapists, Art Therapists and Medical Social Workers, the activities include mindful art experientials as well as using music to help elevate our state of mind.

The team also joined hands with Ren Ci staff supporters for various outreach activities, like writing personalised post cards with encouraging messages, sending care boxes and more to provide emotional support for our participants.



### **What was the response like to The 5Cs for Coping in this Season?**

I am very grateful to hear from the participants that the programme taught them new techniques, such as mindfulness exercises, that helped them to cope better. Many of our colleagues felt angry and sad over the COVID-19 situation both here and in their home countries and the programme gave them a safe place to share and release these pent-up emotions.

Aside from being a platform for fellow Ren Ci staff to feel supported, I am also happy to note that the programme has brought our organisation together. We started small with just a few staff supporters and now it has grown to include colleagues across many departments! The programme has allowed staff across Ren Ci to connect with one another and these connections make the organisation stronger and more resilient.



### **It sounds like you've been extremely busy running this programme in addition to your daily work. How have you been affected personally, and what keeps you going?**

Honestly, I am not spared from feelings of stress too and sometimes experience tiredness from juggling unexpected changes. However, I'm very moved by the stories my colleagues have shared and I draw strength from them during our interactions.

I also draw on my core motivation – Making Connections. Making connections, in my view, is the key to being an authentic Medical Social Worker. To understand my patients, I connect with their situations and listen to their struggles with the intent to alleviate their sufferings. To enable them, I connect them with community resources and their families. To connect better with myself, I embark on a journey of self-discovery, exploring my yearnings and inner resources that support me as an anchor while I perform my duties as a Medical Social Worker. Being a practicing Buddhist, my faith also spurs me on to practice compassion in my work and personal life. All of this helps keep me going.

Thank you for sharing with us, Beng Wee! Once again, congratulations on winning the award.



# Recognition for Innovation

As Ren Ci strives towards our goal of becoming the leader in community care, we implement innovation and technology that adds value to our way of care. Whether by improving efficiency, efficacy or safety, Ren Ci has leveraged various new tech with promising results.

We are proud to report that two of our projects were selected as finalists in the Techblazer Awards 2021, jointly organised by the Infocomm Media Authority of Singapore (IMDA) and SGTech. This is the nation's highest accolade for tech innovation.

What's more, one of the projects, CARES4WOUNDS, won the Best Adoption (NGO) category! CARES4WOUNDS is an automated 3D wound management system that enables accurate assessments for early interventions both onsite or remotely. It captures 3D images of wounds and measures, records, monitors progress and even provides treatment guidance. This application is not only faster than traditional methods, but is more accurate and can be easily used by care staff.

This is especially valuable as good wound management is crucial to the health of our patients and residents. Ren Ci was the first in the intermediate and long-term care sector to deploy this solution, and it has helped us continue to deliver value based care at a sustainable cost while enabling our patients to achieve better quality of life.



The other project of ours that made it to the finals was a Smart Geofencing System that empowers our residents' independent movement without compromising on their safety, which is especially important when caring for seniors with dementia.

This win is testament to Ren Ci's approach of continually seeking to improve patient care, safety and staff productivity through innovation and technology. This serves as encouragement and spurs us on to continue trail blazing in providing better care.



CARES4WOUNDS



# One Step Closer



Two years ago, we first announced that Ren Ci would be expanding to the north with the successful bid to operate Ren Ci @ Woodlands, co-located within the Woodlands Health Campus. It broke ground in April 2017 and although faced with construction delays due to COVID-19, it is set to open progressively from late 2023. The Campus includes a fully integrated acute and community hospital, specialist outpatient clinics, intermediate and long-term care facilities and green healing spaces. The long-term care facility is, of course, our third nursing home – Ren Ci @ Woodlands.

Currently slated to begin operations in early 2024, we're happy to share that we are one step closer to the completion of the construction! Ren Ci Chief Executive Officer Joe Hau attended the topping out ceremony for Woodlands Health Campus on 12 February, an event graced by Guest of Honour Minister for Health Ong Ye Kung. Together with other community partners, they witnessed the placing of the final structural beam atop the main Towers of the hospital. Having reached this construction milestone, we look forward to the opening and the expansion of Ren Ci, which marks another big step forward in our community care journey.

## Ren Ci Home Care

We're proud to announce the launch of Ren Ci Home Care, an expansion of our spectrum of services. You can now experience the Ren Ci way of care in the comfort of your own home! If you or someone you know are looking for:

- Home Personal Care
- Home Nursing
- Home Therapy
- Home Medical



Just email us at [homecare@renci.org.sg](mailto:homecare@renci.org.sg) and we'll get back to you shortly. We look forward to hearing from you!



Scan the QR code to find out more!



# Stepping Forth in Times of Need

With the Omicron variant being more transmissible than even the Delta variant, we braced and prepared ourselves for record numbers of cases. With daily infections hitting record highs, we knew we had to bolster our care staff numbers to ensure that would be continuity of care for our patients and residents - because their wellbeing is our top priority.

## Tiered Support

To ensure that care for our patients and residents is not compromised, plans were put in place to activate different tiers of staff support to bolster our care staff numbers if needed.

The first tier of backup consists of members of our Rehabilitation staff, many of whom already have the knowledge and training to be able to administer basic care for our patients and residents.

However, should cases numbers continue to rise we knew that we could be faced with the need to supplement care staff numbers further. Hence, we put out a call internally for admin staff as well as externally to our existing regular volunteers to join the frontline as para care staff.

## Learning New Skills

The call for para care staff volunteers was a rousing success, with twice the anticipated number of volunteers both with and without clinical training signing up. One such para care staff volunteer is Ms Nurul Ain Abdul Latiff, a senior executive from the Clinical Quality Management Unit (CQMU).

"When the organisation introduced the Para Care Volunteer Scheme, I volunteered without hesitation as I think this is the right thing to do. Every one of us can do our part to ensure we ride through this together," she shared.

Longtime Ren Ci volunteer Mdm Sin Yoke Kheng has similar sentiments. When Mdm Sin came to know about the Para Care Volunteer scheme, she knew it would be a good opportunity to offer help. She is also confident that her years of volunteering experience will bring cheer and companionship to the patients and residents in addition to supporting basic care needs.

## Embarking On the Journey

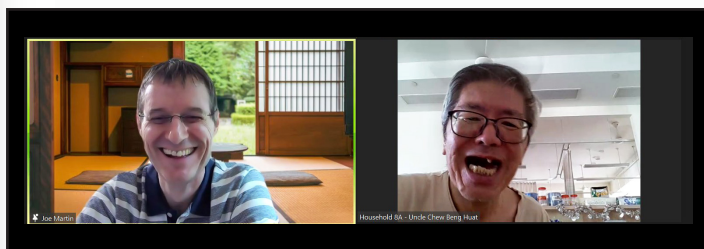
As para care staff volunteers, they will assist our frontline colleagues with simple routine tasks for the comfort of our seniors. Training consists of classroom teaching, online learning as well as on-the-job training with a preceptor. This ensures all staff volunteers received comprehensive training, conducted by our very own Senior Nurse Educator Pauline Ang, while abiding by zoning and other strict safe management measures.

## Ready for Action

The para care staff volunteers have graduated from their basic caregiving training, and the initial batches are deployed. All of us are heartened in knowing that when the need arises, the Ren Ci family has each others' backs. We are stronger together, and continue to serve through adversity with heart and hope.







Empowering our residents to be as independent as possible is a core tenet of Ren Ci's care philosophy. As a result, many of our residents are motivated to help out where they can and actively assist our staff and their fellow residents. One such resident is Mr Chew Beng Huat, who provides rather unexpected support – he's the resident Zoom techie!

### A Heart for Helping

When volunteering activities pivoted online, there was a steep learning curve for all parties involved. Not only did our staff have to quickly learn how to use the various platforms, we also helped various volunteer groups with the transition. Our residents, of course, had to get used to digital interactions too. During these online sessions, Mr Chew noticed that the Resident Care Associates (RCAs) would have to juggle between facilitating the Zoom sessions while also taking care of the residents' physical needs. With online activities seemingly here to stay, Mr Chew began to wonder how he could help take on some of these tasks to help out.

"We have to learn these applications because virtual interaction is becoming a norm," he explained when asked about his motivation to learn how to use Zoom. "

Having worked as a manager for a logistics company before, Mr Chew is no stranger to using computers. With his solid grasp of computer literacy, Programme Coordinator Lee Shu Yi thought he would be the perfect candidate to learn to facilitate the online Zoom sessions. With Mr Chew's consent, Shu Yi roped in volunteer Mr Joe Martin to conduct a mini Zoom course just for him.

"I wanted to be involved in the project as a technology advocate to help seniors make the most out of Zoom in this COVID-19 era. Technology can be a bit intimidating at first, but once folks get more comfortable using it, then it can be a great tool and some good fun!" shared Mr Martin.

### A New Skill

Although Mr Chew is familiar with computers, using the Zoom app was a completely different experience. It had been a long time since he learnt to use new programmes, and his challenges were compounded by the fact that he had to squint to see the icons! With Mr Martin patiently and cheerfully guiding him and supported by Ren Ci staff, Mr Chew successfully graduated after a total of seven weekly lessons. He is now able to do what is necessary to ensure that the online sessions are smooth-sailing.



*Mr Chew participating in an online activity, reading to preschoolers.*

"Completing this course makes me feel updated on current technology. But if you put me on the spot and suddenly test me, I might forget!" joked Mr Chew. "You have to give me some time to recollect my memory."

Congratulations on your graduation from the Zoom course, Mr Chew! We are also grateful to Mr Martin for conducting this course. We hope this will open a new, online world for our residents!



# Spring @ Ren Ci

Chinese New Year has always been one of the major festivities celebrated at Ren Ci, and this year's is no different! Although facing additional challenges of brought about by COVID-19 as well as safe management measures, we brought the festive cheer to our patients, residents and client by working together with our volunteers, donors and sponsors.

## Bringing the Festivities into the Home

Although preparations had already begun when we found out that visitation was suspended the week before Chinese New Year, we kicked into high gear. Knowing that our residents would be dependent on us for the festivities, we did our best to have a whole array of Chinese New Year related activities and goodies to engage our residents.

All three facilities were gaily decked out in bright red and gold decorations leading up to Chinese New Year, and volunteer group CloverHearts brought our residents out on their signature virtual shopping trip and tour, where our residents "purchased" their selected decorations during their live sales which were then delivered to the respective facility. When the eve rolled around, we prepared a sumptuous reunion meal for our residents!

A few members of our Senior Management Team also donned personal protective equipment and went into one ward each to distribute mandarin oranges, red packets and festive well wishes and greetings to our residents, an activity that was extremely warmly received by the residents.

On the first day of Chinese New Year, our residents in our nursing homes dressed up in new outfits and went around within their respective households and wards to wish each other a happy and prosperous New Year. Our staff also made sure to play festive music and programmes on TV to add to the atmosphere, and continued to facilitate telephone and video calls between our patients, residents and their loved ones so that families could be together as much as possible. And what's Chinese New Year without the snacks? Our patients and residents had several rounds of *lo hei* and mouthwatering goodies to feast on! From pineapple tarts to love letters, our patients and residents had no lack of yums for their tums.

## With Heartfelt Thanks

This couldn't have been accomplished without the generosity of our supporters and partners. Our heartfelt thanks go out to:

- MCC Land (Singapore) for their annual donation and Chinese New Year goodies
- Singapore Hong Kong International Restaurant Trade Friendship Association and their supporters & suppliers for the sponsorship of 380 bento dinners and goodie bags
- Mr Francis Peh for his meal sponsorship
- FairPrice Group for the *lo hei* sponsorship
- And more.

Thank you for partnering us in bringing joy and normalcy to our seniors during these challenging times!





# 黄明伟 - 仁慈的超级巨星

在新加坡保健优质服务奖颁奖典礼上，获颁超级巨星奖的明伟在疫情期间关注疗养院院友及医疗团队的心理健康状况，而推出各项缓解方案与计划，让他与仁慈社会心理服务部获得认可。

明伟一直认为心理健康是指我们在生活浮沉中如何思考、如何感受及如何行动。学习如何建立心理韧性以协助我们应对压力、做出良好决定和彼此沟通至关重要。

疫情期间明伟看到疫情如何影响到同事们特别是外籍护士。他们因长期无法与家人见面，在远方的家人面对一些危险或者灾难，而让他们不自觉会感到无助、不知所措、恐慌。有些同事会失去基本的判断力、情绪、思维、生理、行为等方面表现异常。

这激发明伟及团队推出各种缓解方案，如由音乐和艺术治疗师帮助同事寻求安慰、寻找联系、并关心自己以及进行创造性的自我表达来疏解压抑的情绪。

此外明伟也全心全意倾听同事们的挣扎，引用他如何关心和对待病患的方案去了解他的同事，减轻他们的苦恼。

“老实说，我也没有幸免于压力，有时会因应对意想不到的变化而感到疲倦。然而，我对同事们分享的故事感到非常感动，并在我们的互动中从他们身上汲取了力量。”明伟说道。

“我也利用了我的核心动机 - 建立联系。建立联系是成为一名医疗社会工作者的关键。为了了解我的病人，我会与他们的处境联系起来，全心全意地倾听他们的挣扎，以减轻他们的痛苦。为了帮助他们，我将他们与社区资源和他们的家人联系起来。为了更好地与自己建立联系，我开始了自我发现之旅，探索我的渴望和内在资源，这些资源在我履行医疗社会工作者职责时支持我作为锚点。作为一名佛教徒，我的信仰也促使我在工作和个人生活中实践慈悲。这些信念有助于我继续前进。”

## 关于“5C”减压计划方案

明伟及团队研发5C缓解方案，由音乐和艺术治疗师协助同事应对不确定的情况(Cope with the uncertainty)、寻求安慰(seek Comfort)、寻找联接(find Connections)、关心自己(Care for self)以及进行创造性的自我表达(engage in Creative self-expressions)，来疏解压抑的情绪。该计划的参与者通过音乐或艺术和自我指导的活动来了解自己的心态以便得到安慰。其他活动如应用明信片写鼓励信息、寄送爱心问候语等，大家互相支持。参与者通过此方案学会了如何在一个安全的环境下分享和释放压抑的情绪。该计划也促进团队的凝聚力。



“当我们了解他们的情况的时候，其实是相当震撼的一件事情，因为他们所要面对的是可能村庄被轰炸，可能是国家有疫情，但是没有医疗的照顾。所以当他们来找我们的时候，第一个东西是让他们有一个群体的活动来各自舒缓他们的情绪。第二点是通过艺术的方式，让他们的情绪用画画的方式表达出来。第三是通过他们自己选择他们国家的音乐，放在手机上面，鼓舞他们自己的士气。”

- 黄明伟 -





## 兀兰医疗园封顶仪式

两年前，我们宣布仁慈医院受委成为兀兰医疗园（Woodlands Health Campus）里的疗养院运营者，为老龄化人口提供所需的医疗与复健服务。仁慈兀兰疗养院将提供超过330个疗养院床位和100个名额乐龄护理中心。于2017年4月动土的兀兰医疗园将于明年底逐步启用，首先推出非紧急专科门诊服务，急诊部和住院病房等则会从后年逐步投入运作。医疗园原定今年起分阶段开放，碍于冠病疫情延迟竣工。



卫生部长王乙康出席兀兰医疗园封顶仪式

目前仁慈兀兰疗养院计划于2024年初开始运营，我们很高兴地与大家分享，我们离建设完成又近了一步！卫生部长王乙康受邀出席于2月12日的兀兰医疗园封顶仪式。仁慈执行总监侯自成与其他社区合作伙伴一起目睹兀兰医疗园盖楼时的最后的一道建筑工序。仁慈期待与社区伙伴接洽，合作打造融入社区的护理体系，共同促进居民的健康。

## 仁慈荣获非政府机构最佳科技采纳奖

仁慈于第四届科技先驱（Techblazer）奖颁奖典礼荣获最佳科技采纳奖。通讯及新闻部长兼内政部第二部长杨莉明出席这项由资讯通信媒体发展局与新加坡科技工商协会携手主办的科技先驱奖颁奖典礼。本届吸引超过440份参赛申请，历来最多。共有10个机构与四个学生组织获奖。非政府机构最佳科技采纳奖是本届新增的奖项，表扬非政府机构在科技转型方面的努力，仁慈很荣幸地荣获此奖项。



仁慈自2018年试行伤口管理应CARES4WOUNDS。CARES4WOUNDS是一个自动化的伤口管理系统。该应用可捕捉伤口的2D和3D画面，测量、记录伤口情况，还能提供治疗上的指导。该应用程序不仅比传统方法更快，而且更准确，护理人员可以轻松使用。仁慈是中长期护理领域第一个使用该应用的医院。它帮助我们继续提供基于价值的护理，同时使我们的患者获得更好的生活质量，也让我们更好部署人力资源。

仁慈医院前任护理群总监沈德妹说：“伤口照料的工作复杂，若没有相关经验，可能无法准确辨识伤口的深度以及发炎的情况。通过这一应用，患者能获得更妥善和统一的照顾。”目前仁慈医院已使用这项科技处理超过1000个伤口，病患伤口的复原时间平均能减半。

仁慈另一个进入决赛的项目是智能地理围栏系统（Smart Geofencing System）。通过实施此智能地理围栏系统，如果疗养院里的院友走出预先指定的区域，我们的工作人员就会收到警报。这智能系统让我们的院友能够在安全的情况下独立行动。这智能系统在仁慈照顾患有失智症的年长者的过程极为重要。

荣获此奖项证明了仁慈通过创新和技术不断寻求改善患者护理、安全和员工生产力的方法。这将会激励我们继续在社区护理领域开拓创新。



# 仁慈代护义工团队

今年年初本地冠病疫情升温，仁慈医院医护资源日渐紧张。为了确保我们可以继续为患者和院友提供优质的护理，仁慈招募行政人员和仁慈义工加入代护义工团队（Para Care Volunteers），并为自愿参与者提供培训以备在必要时肩负起基本护理工作，协助缓解医护人手吃紧的问题。目前已经有超过50人加入这支代护义工团队。

仁慈医院因应疫情而拟定了各种方案，准备灵活调配资源以应对各种人手短缺的情况。

根据仁慈所设定的四级方案，第一级是院方会调动人手前去支援哪个需要协助的部门，如把社区医院的护理人员调到疗养院去帮忙，或把疗养院的护理人员调到社区医院。若需要更多支援，院方就会启动第二级方案，即调用更多领域的人员如治疗师和医疗社工等。第三和第四级方案就是动用代护义工团队中的行政人员和义工来面对人手不足的部门。

代护义工必须完成由仁慈培训学院主办的线上与线下混合式课程，才可在必要时调派到病房值勤。他们主要的工作是协助护理团队执行基本看护与床边护理工作，包括为卧床病患翻身、记录病患的生命体征和喂食等。

## 学习新技能

来自仁慈各个部门的行政人员积极响应代护义工团队活动。有些完全没有医疗背景的行政人员抱着学习新技能的心态加入代护义工团队。来自临床质量管理部门的高级行政人员Nurul Ain拥有临床护理经验，她得知前线人员面对人手吃紧的问题时，就毫不犹豫地加入代护义工团队，希望可以尽一份力，帮助大家度过难关。

此外，仁慈医院的义工冼玉琼已经在仁慈医院做义工长达15年。在疫情暴发前，她与其他义工每个月都会定时为社区医院和疗养院院友举办交友活动。在受到疫情的影响下，他与其他义工仍尽量在线上继续举办。冼女士得知仁慈医院成立代护义工团队后，就毫不犹豫地答应加入并在最短的时间完成所有培训。

目前仁慈医院已经调派第一批护义工团队到前线协助看护。仁慈相信只要我们同心合作，团结一致，我们会变得更强大，并继续用心和希望在逆境中为我们的病患和院友提供优质的服务。



“我很高兴有机会参加这次的培训，并且能帮助到更多需要帮助的人。此外，我所学到的基本护理技能也能让我负起更多义工的职务。”

— Nurul Ain —

“当该组织推出残疾人护理志愿者计划时，我毫不犹豫地自愿参加，因为我认为这是正确的做法。我们每个人都可以尽自己的一份力量，确保我们一起度过难关。”

— 冼玉琼 —



# 超越无限



## 新加坡保健优质服务奖-超级巨星奖

新加坡保健优质服务奖由新加坡保健服务集团杜克-国大学术医疗中心颁发，旨在肯定为病人提供优质服务的医护人员。在过去的几年里，仁慈在颁奖典礼上频频获得认可。

仁慈创纪录第一次在所有奖项类别有488名获奖者，其中包括一项超级明星奖！仁慈总共获得：1个超级巨星奖、19个星奖、233个金奖和235个银奖。这是表彰为患者提供优质护理和优质服务的认可，这已成为仁慈护理方式的标志。

仁慈医院社会心理服务部的黄明伟是资深医疗社工。疫情期间，医护人员除了必须承受工作上的压力，一些甚至因为各种原因必须接受隔离，无法同家人见面。为此，明伟和团队着手制定了一套名为“5C”的减压计划，指导医护人员如何照顾自己的身心健康。这项计划让近半数的同僚受惠，他因此在新加坡保健优质服务奖颁奖典礼上，获颁超级巨星奖。

仁慈医院在此感谢所有医护人员，在抗疫期间无私地奉献。请到第9页阅读更多关于明伟的故事。