



# GOING BEYOND



Aspiration and Twinklehearts groups at the Singapore Patient Conference where they received the Singapore Patient Action Awards 2022

## The Heart of Volunteerism

Volunteers are an integral part of the Ren Ci family who not only help provide our beneficiaries with psychosocial care, but also help to support our fundraising efforts, amongst other needs so that we can deliver holistic care to those we serve.

We are immensely grateful for our pool of dedicated volunteers, some of whom had volunteered with us for more than 20 years! This year, the annual Volunteer Appreciation Event resumed onsite and we certainly enjoyed having our volunteers come together once again, catching up in person and mingle after. The pandemic did not stop our volunteers from their service. Many adapted to finding creative ways to volunteer through digital platforms, and also responded to our call to being equipped as a Para Care volunteer.

And the event ended on a high with two of our volunteer groups being honoured with the Volunteer Group Award at the Singapore Patient Action Awards 2022! They were the Aspiration and Twinklehearts groups. We were incredibly proud of them.

Aspiration was formed in 1994. For the past 28 years, the volunteers took charge of hair-cutting for the long-term care residents at Ren Ci Chronic Sick Unit (CSU) and Ren Ci @ Ang Mo Kio nursing home. Many of the volunteers in Aspiration

*Continued on next page→*

### The Editor

Ren Ci Corporate Office

71 Irrawaddy Road, Singapore 329562

T 6355 6478 | F 6358 0900 | renci@renci.org.sg

This quarterly publication is produced by Ren Ci Corporate Communications.  
If you have any contributions, comments or feedback, please get in touch with us.





*Aspiration and Twinklehearts groups in action*

had been serving with Ren Ci for more than a decade. Six of them gave more than 25 years of their time, love and dedication to the residents. The oldest volunteer is 79 years of age this year and she had been volunteering with Ren Ci for the past 25 years. We are truly inspired and humbled by her sheer commitment and dedication.

Twinklehearts, the other award recipient, regularly runs activities for residents at Ren Ci's CSU since 1997. The group not only helped organise monthly birthday celebrations with the residents from CSU, but also conduct virtual activities for those in the nursing home at Ang Mo Kio. Apart from these two facilities, Twinklehearts is also a regular co-organiser or facilitator with Ren Ci for events such as group outings and mass celebrations, which help bring energy and cheer to the seniors!

Truly, Ren Ci is blessed with a pool of dedicated volunteers and we will continue to build and deepen this endearing relationship with them. If you're keen to find out more about serving the aged and sick, please email us at [renci@renci.org.sg](mailto:renci@renci.org.sg).

## Introducing "Friends @ Ren Ci"

Are you 60 years and above? Do you live near Ren Ci @ Bukit Batok St. 52? If so, join Friends @ Ren Ci!

Friends @ Ren Ci went official on 10 January 2023. Friends @ Ren Ci is a club that invites you join us every Tuesday from 8.30am for free coffee, tea and a light bite. You also get access to our Keep Fit Centre, a gym with equipment specially for seniors! What's more, we will be organising outings to places of interest, also free on a first-come-first-served basis. All you have to do is sign up to be a member, and we're waiving the first year's membership fee (U.P \$26/year) for the first 50 seniors!

At Friends @ Ren Ci, we want to reach out to seniors in the nearby community and learning more about your needs. We are doing our part to for the Healthier SG movement and supporting your journey to becoming healthier – physically as well as socially. So come on down, *la kopi* with us, make new friends and perhaps exercise a little to kick start your way to better health!

Find out more and sign up by calling **6665 2031** during office hours (Monday to Friday, 9am to 5pm) or email [bb\\_friends@renci.org.sg](mailto:bb_friends@renci.org.sg). Friends @ Ren Ci is currently operating at our nursing home premise at 31 Bukit Batok St. 52 (659251).



### FRIENDS @ REN CI

**FREE** 1st year membership (U.P. \$26/year)  
First 50 seniors only (60 y.o. & above)

Join us from 10 January 2023, Tuesday

<p><b>LA KOPI</b></p> <p><b>FREE</b></p>  <p>Every Tuesday 8.30am - 10am Level 1 Foyer</p>	<p><b>KEEP FIT</b></p> <p><b>FREE</b></p>  <p>Exercise at our Keep Fit Centre! Monday - Friday 9am - 4pm Level 2</p>	<p><b>OUTINGS</b></p> <p><b>FREE</b></p>  <p>Limited slots on a first-come-first- served basis!</p>
---	---	--

Monday - Friday, 9am - 5pm

**CALL US AT 6665 2031**  
or email: [bb\\_friends@renci.org.sg](mailto:bb_friends@renci.org.sg)

Ren Ci @ Bukit Batok St. 52  
31 Bukit Batok St. 52, Singapore 659251





## Ren Ci Charity Golf Tournament 2022

It was a wrap! We are happy to report that we have successfully raised over \$650,000 at our Ren Ci Charity Golf Tournament held on 20 October 2022, at the Tanah Merah Country Club, graced by Minister Gan Kim Yong, Minister for Trade and Industry. This is the highest amount raised since the start of the fundraising in 2012! Our sincere gratitude goes out to the organising committee, our 124 golfers, donors, sponsors and supporters for making this event a success.



## Vegetarian Food Fiesta 2022 Returns!

We welcomed over a thousand supporters to the Vegetarian Food Fiesta at Ren Ci Community Hospital held on 13 November 2022, after a hiatus of two years! There were 65 stalls selling vegetarian cuisine, groceries and assorted merchandise. Everyone came to shop and eat over a good cause. We raised over \$300,000 for the event through sale of coupons and outright donations. None of this would have been possible without the strong support from our faithful stallholders, visitors, staff and volunteers! Thank you for spending a meaningful Sunday with Ren Ci.

## Cortina Watch's 50<sup>th</sup> Anniversary Celebration



Mr Seow Choke Meng, Chairman of Ren Ci Hospital was invited to Cortina Watch's 50<sup>th</sup> anniversary celebration held on 19 November 2022. As part of their philanthropic efforts, Cortina Watch donated \$100,000 to Ren Ci Hospital. In total, \$1.62 million was donated to other charitable organisations. The occasion was marked with glam and prestige. Speaker of Parliament, Mr Tan Chuan Jin graced the occasion as its Guest-of-Honour. We are grateful to Cortina Watch for their donation and congratulate them once again on their 50<sup>th</sup> anniversary and milestone!



## *Charity Transparency Award 2022*

The inaugural Charity Transparency Awards (CTA) was held in 2016 to recognise charities with good disclosure practices. Since then, Ren Ci has been consistently accorded the CTA recognition. In 2019, the Charity Council initiated a review to refine its relevance. After a hiatus of 2 years, it is back to assess charities with the revised framework. This CTA 2022 accolade is a nod to Ren Ci's continued efforts in adopting good transparency standards and maintaining high accountability to our stakeholders. This would not have been possible without everyone's commitment to engage our stakeholders openly and responsibly. Our collective efforts have also enabled us to have our Institution of a Public Character (IPC) status renewed for the next three years. Ren Ci shall commit itself to be a well-governed and responsible community care organisation; one which engages partners, donors and volunteers openly and meaningfully to deliver better care to Ren Ci's beneficiaries.



## *ASOCIO Outstanding User Organisation Award 2022*

CARES4WOUNDS, our innovative 3D wound management system has clinched the ASOCIO Outstanding User Organisation Award 2022! The annual ASOCIO Awards is a prestigious regional IT Awards honouring individuals, agencies, organisations and enterprises in the 24-ASOCIO member countries with outstanding achievements and contributions to the IT sector. Ren Ci Hospital is the sole organisation from Singapore to have won this accolade, together with joint winners from Japan, Thailand, Vietnam, Malaysia and Laos. We have been using this system for a few years and have seen its benefits in terms of an efficient wound treatment for our patients and residents. This recognition bore testament to Ren Ci's continual improvement culture as we constantly seek better ways to improve patient care, safety and staff productivity.



## *National Healthcare Innovation and Productivity Medals 2022*

"Smart Geofencing System for Residents' Safety" was awarded the Excellence Champion Medal, for the National Healthcare Innovation and Productivity (HIP) Medals 2022. Supported by the Ministry of Health, the annual HIP Medals provide an opportunity for Healthcare and Community Care institutions to acknowledge, showcase and celebrate excellence in healthcare innovation and productivity. Clinching this award is a testament that levelling up our use of innovative technology shall enhance the standard of our care, achieve greater efficiency and excellence to benefit the seniors that we serve across our facilities.

This system that uses RFID technology to track and record movements of residents with dementia was initially deployed at Ren Ci @ Ang Mo Kio to keep residents with the tendency to wander safe. The system has since been scaled beyond and deployed to our other facilities.







Dr Kalaimamani D/O Kanagasabai  
Senior Consultant, Director (CQMU),  
Co-Executive Director (RCLA)



James Ganesan S/O Munusamy  
Senior Executive Assistant  
Ren Ci @ Bukit Batok St. 52

Hear from James personally in this feature video!

Visit <https://www.youtube.com/watch?v=nnMKP4yuxuM> or scan the QR code below.



## Community Care Excellence Awards 2022

The Community Care Excellence Awards aims to recognise the contributions of individuals and project teams who have demonstrated exemplary service and commitment in delivering quality care to their clients in the Community Care sector. Presented by the Agency for Community Care biennially, we are pleased to announce that out of a total of 626 award winners, 201 were Ren Ci staff, a record for us at this awards ceremony! Among the 201 winners were two Individual Gold Award winners. We're so proud of everyone for going above and beyond and for their impactful contributions.

*Dr Kala* heads the Clinical Quality Management Unit at Ren Ci, which helps the organisation track quality of care and spearheads many quality improvement initiatives and projects. Having spent 17 years at Ren Ci, Dr Kala has worked tirelessly in helping Ren Ci and the sector improve care standards for the patients and residents. She is the Chairperson of the Outbreak Management Taskforce and Infection Prevention and Control Committee. She led the team to manage triage, visitor flow, index case management, contact tracing and put in place infection control measures in the clinical and non-clinical areas. She was instrumental in leading a multidisciplinary team in planning and putting in place systems and protocols for pandemic preparedness and management for the whole of Ren Ci Hospital. Working with the senior management, she has led in the planning of the operations and risk mitigation measures in managing the pandemic for Ren Ci.

Separately, *James* stepped up amid the pandemic to take on additional responsibilities on top of his regular work. He handled the administration work for swabs, vaccinations and other COVID-19 related matters at Ren Ci @ Bukit Batok St. 52. He also personally handled the mask-fitting exercises for over 150 staff, sometimes coming back during the weekends or on his off days to help out his colleagues. His cheerful and positive demeanor makes him a wonderful team player, contributing to a positive work culture at Bukit Batok, ever ready to help. It's not surprising his attributes have garnered him compliments and awards in his seven years of service at Ren Ci.



# LEADERSHIP TRANSITION 2023

## FROM MR JOE HAU TO DR JAMIE MERVYN LIM



### GOODBYE, JOE

It was bustling at Ren Ci Hospital on 13 December 2022. All were gathered for our year-end party as well as outgoing CEO, Joe's final one with us. A surprise segment was planned for him and that day, the hall was filled with much laughter, as well as mixed emotions as all at Ren Ci reminisced with Joe, the last five years at the helm of Ren Ci, from 2018 to 2022.

Appointed Ren Ci Hospital CEO on 1 May 2018 and armed with nearly a decade of healthcare experience in hospital management, operations and administration, Joe began his journey of loving kindness and compassion, leading Ren Ci to excel on multiple fronts in line with hospital's vision, mission and 2025 strategy in order to meet the needs of providing seniors with value-based suite of holistic care services.

Under his leadership, Ren Ci has made transformative and impactful breakthroughs in providing better patient care and enhancing operational efficiency while extending and deepening collaborative networks across the





healthcare and community care sector. Joe has also orchestrated our efforts in ensuring the safety of our patients, residents, clients and staff during the COVID-19 pandemic. Ren Ci was the first Nursing Home in Singapore to start vaccination for both staff and residents in January 2021.

Joe shall take up a new appointment as CEO, NHG Cares, a new Strategic Business Group (SBG) set up by National Healthcare Group (NHG) to strengthen its primary care and community services for residents.

To Joe, thank you and all the best.

### **WELCOME, DR JAMIE MERVYN LIM**

We welcomed Dr Jamie into the Ren Ci family on 1 January 2023. Dr Jamie is not an unfamiliar face and name in the sector. He served as the COO of Tan Tock Seng Hospital (TTSH) and Central Health, with concurrent appointment as TTSH Data Protection Officer and TTSH Quality Service Manager prior to joining Ren Ci Hospital. He was the Co-Chair of the TTSH Steering Committee for NGEMR and also chaired the NHG Productivity and Innovation Committee and NHG IT Executive Committee.

Dr Jamie was awarded the National Day Award, Public Administration Medal (Bronze) in 2021, The Public Administration Medal (Silver) (COVID-19) in 2022 and the NHG Outstanding Citizenship Award in 2018.



**Dr Jamie Mervyn Lim**

Dr Jamie's advocacy in delivering value through leveraging technology will match Ren Ci's foray into using innovations to deliver affordable and accessible care for the community.

***"I hope to continue the good work Ren Ci has delivered for the sector, made possible with the many compassionate partners and stakeholders. We will expand our collaboration and forge ahead to meet the healthcare needs through delivering services with heart and hope,"*** said Dr Jamie.

Ren Ci welcomes Dr Jamie on board, and looks forward to working under his leadership, to bring Ren Ci to greater heights.



# Launch of the Community Care Associate role



Care Associates are key to providing good care to the residents in our nursing homes. They are our eyes and hands on the ground, providing day-to-day care for our residents. As the leader in community care, we were one of the early adopters for the pilot Job Redesign (JR) training programme by the Agency for Integrated Care, with the intent to uplift and expand the job scope of our Care Associates. After successfully completing this pilot programme, we proceeded to roll this out to the rest of our Care Associates. To recognise the upgraded skills, Ren Ci revised the job title: renaming it from Resident Care Associate to Community Care Associate (CCA). We aptly held the launch of the new role, in conjunction with celebrating Community Care Day on 2 November 2022.

After going through the JR training, our new CCAs and Senior CCAs now take on additional tasks. This became professionally efficient as CCAs can now take on simple therapy tasks. The nurses can now devote more time on complex cases and practise at the top of their licence.

What does this new role encompass? Now, a CCA is able to serve prescribed or pre-packed medication, apply topical medication, conduct range of motion exercises, plan and conduct group activities, and play an enhanced role in identifying and managing residents' swallowing and dietic needs. A Senior CCA, on the other hand, is able to perform enhanced basic wound care, support seniors for Instrumental Activities of Daily Living (such as managing their medication needs) and even administer subcutaneous injection.

We are happy to hear from the ground that our new CCAs and Senior CCAs are now more confident in their role, delivering better care to our residents.

***"JR training taught me a lot of new ways on how to deliver quality care that resonates with the needs. A big thanks to the shared experiences contributed by our instructors. It was both mind and eye-opening, and has made me better at my caregiving role professionally."*** – Ley Frances Agas, Senior Community Care Associate.



# The Happiness Series



## What does happiness mean to you?

That's a question that has a different answer for everyone and it's no different for 13 of our residents and clients at Ren Ci @ Bukit Batok St. 52.

They created 13 different paintings with deeply personal meaning, each representing something unique to them. For Mdm Soh, for example, happiness is reminiscing about the chickens she reared growing up in a kampung. As family is important to her, she painted a mother hen with a brood of colourful chicks, with a different colour for each personality!

John, on the other hand, believes in doing his best no matter what comes his way. Despite the constant neuropathic pain in his body, he applied this motto to completing his artwork of an adorable cat watching fishes swim by slowly and steadily applied each careful brushstroke to his painting.

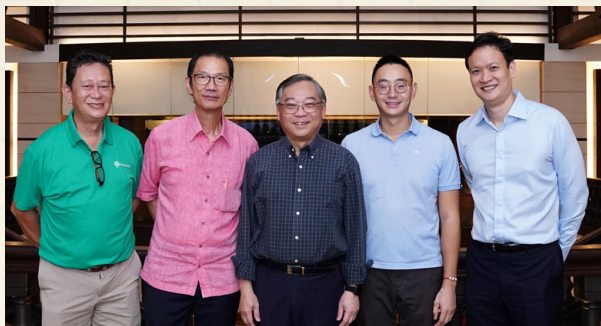
Some of our residents also teamed up among themselves! Ms Wong and Ms Anidah love vibrant colours and wanted to brighten up someone's day with their cheerful art. They worked together to complete a cheerful painting of a red flower, with the hopes that the viewer would have a beautiful day filled with sunshine and good cheer.

The paintings are currently on display at the Ren Ci Community Hospital Linkway from now until end of February! Help us spread the word and stand with us to show the world what our residents and clients are capable of achieving, no matter their health condition. Each painting is available for sale at \$68(net) and all proceeds will go towards our patient care.

**To view the full series or purchase a painting, please contact  
Nicholas See at 6355 6477 or email [nicholas\\_see@renci.org.sg](mailto:nicholas_see@renci.org.sg)**



## 仁慈高尔夫球慈善竞赛2022



一年一度的仁慈高尔夫球慈善竞赛于2022年10月20日在丹那美拉乡村俱乐部完美落幕。贸工部长颜金勇先生是这一届的大会主宾。124名高尔夫球手参加了这次的活动。在大家的慷慨和努力下，赛事共筹得的65万元，创下历史新高。仁慈董事及组委会感谢所有赞助商及捐款者让这次的筹款活动取得成功。

## 仁慈素食会2022

在中断两年后，仁慈医院再次迎来了超过数千名的支持者光顾在仁慈社区医院举行的旗舰活动《仁慈素食会》。这届的素食会有65个餐饮和商品摊位分布在社区医院的三个楼层，为所有与会者提供垂涎三尺的素食品和琳琅满目的货品。这为期一天的活动通过销售优惠券和直接捐款共筹募超过30万元。所筹到的款项将协助仁慈医院继续为我们的年长者提供优质的护理及医疗服务。



## 高登钟表50周年晚宴

在本地表坛屹立半世纪的高登钟表去年欢庆金禧年，在11月19日举办的50周年晚宴捐赠162万元给多个不同的团体，回馈社区。仁慈医院主席萧作鸣受邀出席晚宴代表仁慈接获10万元善款。晚宴的座上嘉宾是国会议长陈川仁先生。仁慈医院衷心感谢高登钟表的捐赠，并祝贺高登钟表成立50周年的里程碑。



## 新加坡激励贡献康护奖2022



仁慈医院的两个义工团队在2022年新加坡激励贡献康护奖上获得义工团队奖。他们是仁慈的Aspiration团队和Twinklehearts团队。Aspiration团队成立于1994年。在过去的28年里，他们负责为慢性疾病病房和疗养院的院友理发。Aspiration团队里的许多义工已经在仁慈服务了十多年。他们当中的六名义工甚至已在仁慈服务超过25年，奉献爱心和精神。年龄最大的义工为79岁。他们的奉献和精神值得我们向他们致敬。Twinklehearts团队自1997年以来定期为慢性疾病病房和疗养院的院友举办活动。Twinklehearts团队在疫情期间经常为院友们安排虚拟活动和协调团体出游和群众庆祝活动节目，为年长者带来欢乐和活力！仁慈很幸会拥有一批敬业的义工。仁慈将继续为我们的义工进行培训、发展与给予表扬，帮助他们掌握所需的知识和技能，以更好地完成义务工作。



## 慈善透明度奖2022

为了鼓励慈善机构加强其透明度及企业监控管制，慈善理事会颁发慈善透明度奖表扬那些不仅达到监管准则的要求，而且在监管水平方面可成为榜样的慈善团体。在2019年，慈善总监和慈善理事会携手检讨慈善团体透明度框架，确保框架与时并进，符合现有法律和监管准则，以及顺应捐款形式的转变。仁慈在2022年再次获得此认可，这也意味着我们的公共机构（IPC）状态再度更新三年。仁慈致力成为一个管治良好和负责任的社区护理机构。此外仁慈希望更有意义地与合作伙伴、捐赠者和义工合作，为仁慈的受益人提供更全面的护理。



## ASOCIO杰出用户组织奖2022

仁慈医院的伤口管理应用“CARES4WOUNDS”获颁2022年ASOCIO杰出用户组织奖！一年一度的ASOCIO奖是一项享有盛誉的地区性资讯科技奖项，旨在表彰24个ASOCIO成员国中在资讯科技领域取得杰出成就和贡献的个人、机构、组织和企业。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。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。仁慈医院是新加坡唯一一家获此殊荣的机构，其他机构还有包括来自日本、泰国、越南、马来西亚和老挝的联合获奖者。



## 全国保健创新与生产力奖2022

仁慈医院的智能地理围栏系统项目（Smart Geofencing System, SGS）在全国保健创新与生产力奖获得最高卓越奖。SGS项目也可预防失智症患者跌倒。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。这项享有盛誉的技术奖是由陈笃生医院社区基金和医疗保健创新中心管理，并得到卫生部的支持。



## 社区护理卓越奖2022

社区护理卓越奖旨在表彰个人和项目团队在社区护理领域提供优质护理的模范和承诺。护联中心每两年颁发一次这奖项。在本届626名获奖者当中有201名是仁慈的职员。这也创下了仁慈在此颁奖典礼人数的记录！此外，仁慈有两名职员凭着敬业乐业的态度获得个人金奖。他们分别是来自临床质量管理组总监兼培训学院联合执行总监Dr. Kalaimamani d/o Kanagasabai和仁慈武吉巴督52街疗养院的执行员James Ganesan s/o Munsamy。仁慈恭喜所有得奖者及感谢他们的付出和贡献。







# 超越无限



## 隆重推出“社区护理专员”职位

护理专员 (Care Associate) 是为疗养院院友提供优质护理的其中一个关键角色。他们的主要任务是为院友提供日常护理。作为社区护理领域的领导者，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。

仁慈在成功完成该试点项目后，便开始将其培训项目推广到我们的其他护理人员。为了认可技能升级，首批护理专员通过专业技能培训后，获颁社区护理专员 (Community Care Associate) 和高级社区护理专员两项新设立的职称。社区护理专员的任务除了日常护理之外，也可以胜任备药、胰岛素注射、处理简单伤口等工作。此外，社区护理专员不仅能帮助院友注射胰岛素，也可以熟练操作移动病患的吊杆等器械，并通过科技辅助提高工作效率。护士们现在可以将更多时间投入到更复杂的病例中。

通过培训取得了高级社区护理专员职称的Ley Frances Agas说道：“这培训让我学习到很多关于如何提供与需求产生共鸣的优质护理的新方法。能够更从容地应对并解决护理工作中的问题。非常感谢导师的分享，这既让我大开眼界，也让我在专业护理方面更有信心做得更好。”

仁慈医院很高兴我们的社区护理专员和高级社区护理专员更有信心为我们的院友提供更好的护理。除了此次结业护理专员，仁慈已有102名护理专员完成了培训，预计今年院内所有护理员工都将完成这项技能培训。