

# GOING BEYOND



## A Caring Heart

Our warmest congratulations to Senior Nurse Manager (SNM) Toh Cheng Yen on receiving the Nurses' Merit Award this year! SNM Toh has been a nurse for almost two decades. During this time, she has accumulated a wealth of experience in both the acute healthcare setting as well as community care.

Holding an Asia Pacific Society of Infection Control (APSIC) certificate since 2011, her expertise in infection control has seen her appointed as a member of the workgroup for development of the National Infection Prevention and Control (NIPC) Guidelines for Community Hospitals by the Ministry of Health. She is also a hand hygiene auditor in Ren Ci Hospital since 2017. During the pandemic, she led her team with strength and compassion through the ward lockdowns and ensured smooth operations continued.

SNM Toh is also passionate about patient care, especially for patients with dementia. After attending the 32nd International Conference of Alzheimer's Disease held at Kyoto in 2017, she was energised by the sharing and determined to apply the best practices she learnt to create a dementia-friendly environment in her ward. She began by ensuring her staff all underwent a Basic Dementia Care course to equip them with the skills needed to care for patients with dementia.

To find out more, turn to page 2.



SNM Toh also implemented programmes such as daily reality orientation and structural activities on weekends. These activities include baking, cooking simple desserts and kopitiam style of toasted bread and coffee, and aptly called the “L@Kopi” sessions. Undoubtedly, these sessions were a huge hit with her patients.

Believing that engaging the body’s senses can improve patients’ quality of life, she started using aromatherapy to promote sleep and to improve functional status. This has proven to have an observable impact on the well-being of the patients, and this initiative was rolled out to the other wards in Ren Ci Community Hospital.

SNM Toh’s belief in the healing power of the body also led her to introduce a restraint-free concept in her ward. By avoiding the use of body vests and hand restrainers, incidence of falls at bedside have been greatly reduced and, best of all, patients are less agitated.

She continues to take the time and effort to express her heart for her patients in small ways – from learning their various habits and preferences like preparing their morning coffee. Her team also learns from her in being thoughtful and caring in their delivery of care.

Once again, congratulations, SNM Toh! We thank you for your contributions and flying Ren Ci’s flag high!

## Stronger Together



Many of the seniors under our care belong to the Pioneer and Merdeka generations, and befittingly, National Day has become an important event to come together to recognise and acknowledge their contributions to nation-building and witness together how far the country has progressed.

As part of the National Day celebrations, our facilities were decked out in red and white. National Day sing-a-long sessions were conducted and our patients and residents got together to watch the National Day Parade too. In fact, the National Day Parade ceremony is so warmly received by our seniors that the Ren Ci Senior Care Centre @ Bukit Batok St. 52 held our very own National Day Parade this year!

This year’s onsite “parade” came back with a bang. This is also the first year where both senior care centre clients and nursing home residents put on performances for each other! On their part, our staff put together an hour-long performance comprising of a marching uniformed contingent, singing of the national anthem and reciting of the pledge, dance performances and more. This event is a definitely a highlight of the year for our seniors! One client with dementia, who is normally difficult to engage, was moved to tears and spoke about his time in the army to our staff.

It is responses like this that spurs us on, and makes our work so rewarding and worthwhile.



# The Oscars @ Ren Ci

After two years of virtual celebration, we were most happy to be able to celebrate our nurses and care associates with a big bash on 25 July this year! Kudos to the organising committee, who spared no effort in making this event a memorable success. They painstakingly handmade the decorations that helped transform the multi-purpose hall at Ren Ci Community Hospital into a glamorous party venue. They even rolled out the red carpet (literally!) for the attendees!

Themed “The Oscars @ Ren Ci”, our nurses and care associates from all three facilities dressed up to the nines for the occasion. The atmosphere was electric and hyped up by Justin Misson, a veteran in event hosting and the emcee for the day. Our Chairman, Mr Seow Choke Meng, also graced the occasion and joined in the fun!

Prior to the actual event, some interesting fringe activities that included neck and shoulder massages and free flow ice cream were lined up for our staff. We certainly hope the event gave our staff a much refreshed and rejuvenated “break” from their usual routine serving at the wards and households. Our nurses certainly deserve this half a day of fun having cared for our patients, residents and clients throughout the year.



We were also deeply honoured to have our Founder, Venerable Shi Ming Yi alongside other representatives from Foo Hai Ch'an Monastery; Chairman, Dr Aaron See and Honorary Secretary, Mr Lim Chai Boon at the Hospital on 6 August 2022. Together, they presented to our Chief Nurse, Madam Kuttiammal a generous donation of \$27,050 which went towards the purchase of vouchers as a gesture to thank our nurses and care associates. The nurses present that day for the reception were thrilled to meet the Venerable in person and took wefies with him. Thank you, Foo Hai and Venerable for your donation and support.

# Service with

Ren Ci takes pride to be the employer of choice, providing our staff with a nurturing environment and opportunities to grow their career with us. By focusing on people development, we want to better retain and attract talents to better serve our patients, residents and clients. But don't just take our word for it – hear what some of our long-serving employees have to say!

## Congratulations to all our 2022 Long Service Award Recipients

In total, we have **48** 5-year, **15** 10-year, **9** 15-year and **3** 20-year Long Service Awardees this year. Congratulations and thank you to each of you for your service with Heart & Hope!



Award Ceremony @ Bukit Batok Nursing Home



Award Ceremony @ Ang Mo Kio Nursing Home

### 15 Years Long Service Award



Nurse Manager  
Ren Ci @ Bukit Batok St. 52

I have worked in Ren Ci for 16 years now, and I've stayed this long because I am happy working with the organisation. Ren Ci gave me opportunities to grow my career, including studying at Nanyang Polytechnic to get my Advanced Diploma in Gerontology. This has enabled me to gain more knowledge on understanding our residents. I was able to bring this knowledge back and apply it to my work to improve the care that my team and I provide.

I am grateful to the leaders in Ren Ci. I have supportive leaders, supervisors and colleagues here, who really listen to feedback and take action. When I get a simple thank you from our residents and next-of-kin, I feel very fulfilled and this continues to inspire me and keeps me going.

I'm planning to stay with Ren Ci, and retire in Ren Ci. This is not just a job, but a part of my life.



# Heart and Hope

## 20 Years Long Service Award



**Registered Nurse**  
**Ren Ci @ Ang Mo Kio**

When I received my long service award, I realised that I have spent almost half of my life in Ren Ci. I still recalled my first month in Ren Ci. Back then, I planned to just complete my two-year contract and then join the acute hospital where my friends were working. My two-year plan then changed.

I was with Ren Ci during the SARS period and, now, the COVID-19 pandemic. I witnessed how Ren Ci's back-end staff and managerial staff supported the care staff during challenges like these. Through the years, there have been many changes to improve not just the quality of care for residents, but the well-being of staff as well. I really appreciate the continuous improvement culture and I'm very grateful for all the learning opportunities I have been offered. This enabled me to render the best standard of care to our residents.

Seeing our residents trying their best to be independent as much as possible and witnessing their improvement inspire me to do more every day. I enjoy interacting with my residents and going to work feels like visiting family now. Sometimes, when I say goodbye at the end of my shift, residents will ask me what time I'm on duty the next day.

Whenever I say I'm having a rest day or on leave, they will respond, "Then we can't see you tomorrow" with a sad face. Such moments made me realise that nursing truly goes beyond giving medications and writing reports. It's about the connections and meeting of hearts. I would like to thank the Ren Ci family for being my family away from home. My two-year plan turned out to be 20 years and beyond.

I have found work-life balance here which kept me going. Knowing that I am part of something bigger, where the ultimate beneficiary of all the work and services of every employee are the needy seniors in the community brings me satisfaction in my work.

Friendly colleagues and management from different departments also make work easier, and mutual collaborations enable things to get done effectively. This also contributed to a healthy environment that helped me accomplish any given task.

There are challenges at work. However, this only spurs me on to continue improving and finding solutions to get things done.

I am glad to have found a workplace with this equilibrium.

## 20 Years Long Service Award



**Senior Systems Analyst**  
**Ren Ci Community Hospital**

# Next Generation Electronic Medical Records (NGEMR)

Together with Tan Tock Seng Hospital, National Neuroscience Institute and Ang Mo Kio - Thye Hua Kwan Hospital, Ren Ci Hospital has switched to a new electronic medical record system on 30 July 2022.

The Next Generation Electronic Medical Records (NGEMR) system is an initiative by the Ministry of Health to put in place an advanced centralised medical record system for the Singapore population.

As an integrated system with harmonised processes across the National Healthcare Group (NHG) and the National University Health System (NUHS), the system will enable your care details to be recorded in a more cohesive and efficient manner. It allows care teams quick access to patients' latest medical information without having to specifically request for records from another institution. This saves time and cost, reduces the need for repeat tests, better coordinates patient care and improves the patient experience.

This will be an exciting journey towards better care as ONE.



*Serving you better as ONE*

The time is now! We will be on the Next Generation Electronic Medical Records (NGEMR) system from 30 July 2022. The NGEMR system makes it easier and faster for your healthcare providers to track your patient journey (across all participating institutions) by integrating all your medical records into one system.

This will be an exciting journey towards better care as ONE.

即将登场：我们从2022年7月30日开始启用下一代电子健康记录（NGEMR）。这项新系统将把所有您的健康记录集成到一个系统中，让您的医疗旅程提供者更容易、更快地跟踪您在所有指定机构中的健康之旅。

与您共同展开一段精彩的医疗服务之旅。

Masanya telah tiba! Kami akan beralih ke sistem Rekod Pesakit Elektronik Generasi Hadapan (NGEMR) mulai 30 Julai 2022. Sistem NGEMR ini memudahkan dan mempercepatkan pembekal perkhidmatan untuk menyekut perjalan anda sebagai pesakit di semua institusi yang mengambil bahagian) dengan menyepadkan semua rekod perubatan anda ke dalam satu sistem.

Alami perjalanan yang bermakna ke arah perkhidmatan yang lebih baik melalui SATU sistem sahaja.

தற்போது வந்துவிட்டது 30 ஜூலை 2022 முதல் நங்கள் அடுத்த தலைமுறை மின்னணு மருத்துவப் பதிவுகள் (NGEMR) அமைப்பில் இறுதிப்போம். NGEMR அமைப்பு உங்கள் அனைத்து மருத்துவப் பதிவுகளையும் ஒரு அமைப்பில் ஒருங்கிணைப்பதன் மூலம், உங்கள் கைநிற வழிகாட்டிகள் உங்கள் மருமரிப்புப் பயணத்தைப் பரிசீலிக்கும் அனைத்து துறவுகங்களிலும், எங்கெங்குப்போதே எளிதாகவும் செயலாகவும் ஆக்குகிறது.

இது, ஒன்றுமேற்த்து உங்களின் சிறப்பாகப் புறமறிப்பதற்குரிய உற்சாகமான பயணம்.

Our partners:

Tan Tock Seng Hospital, National Neuroscience Institute, Ang Mo Kio - Thye Hua Kwan Hospital, Ren Ci Hospital

GOING LIVE From July 2022

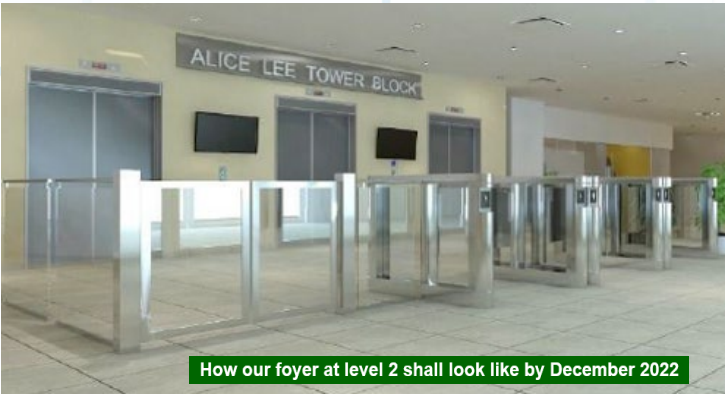
Scan to learn more about NGEMR

# Automation for Greater Efficiency

Come year end, visitors to Ren Ci Community Hospital will witness our main lobby get a little more high tech!

With installation estimated to be completed in December 2022, we will be installing automated building access gantries and kiosks. This will help streamline our visitor management processes, reduce reliance on actual manpower and improve security for our visitors and staff. Visitors simply register themselves at the kiosks, scan their identity cards (either physical or digital) at the gantry to gain entry to the wards. We also made sure to have enough space to allow wheelchairs and hospital beds to pass through to accommodate our patients. The installation phase may bring about some inconvenience, but we look forward to a better improved experience for our visitors, patients and staff!

Over at our nursing homes, Ren Ci will deploy the Autonomous Mobile Robot (AMR), a delivery robot that can navigate its environment independently, to assist in sending meals and linen, thereby freeing up our care staff to better focus on direct care delivery.







# GAME ON

When our nursing home residents are given encouragement and even some level of competition, you'd be surprised at how well they're capable of managing activities that challenge their concentration, coordination and agility. Take for example a brand new activity that we introduced at Ren Ci @ Ang Mo Kio: the inaugural Ren Ci Speed Stacking Competition!

Speed stacking is a sport that involves stacking 12 cups in a pre-determined sequence as quickly as possible. It requires agility, concentration and speed, which perhaps aren't qualities we associate with seniors. However, our residents gamely learnt the rules of this new activity and gave their best in the friendly competition!

Together with our colleagues, they competed in the three categories: Individual (Resident), Individual (Staff) and Pairs, where residents teamed up with our staff to compete for speed. Although they won't be breaking any world's record, our residents had a ball of a time and it was a great bonding session with our staff!

Events such as this are made possible through strong partnership with our stakeholders. We were able to purchase the materials and equipment because of the grant through Community Silver Trust as well as a generous sponsor, who also sponsored prizes for the top three winners in each category! With the strong support, we continue to help enrich the lives of seniors under our care.





# WHEELS FOR REN CI

**Every amount counts!** Be part of this enabling cause. Visit our campaign over at [giving.sg/ren-ci-hospital/wheels\\_for\\_ren\\_ci\\_hospital](https://giving.sg/ren-ci-hospital/wheels_for_ren_ci_hospital) or scan the QR code below:

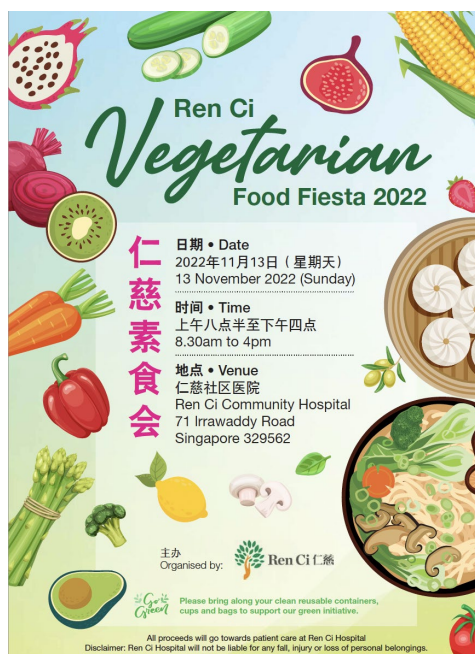


With the re-launch of Ren Ci Home Care in April this year, we are now delivering the Ren Ci way of care right into the homes of our beneficiaries. The Ren Ci Home Care suite of services includes Home Medical, Home Therapy, Home Nursing, Home Personal Care and Medical Escort & Transport to support the seniors both medically and socially with their activities of daily living.

As we ramp up our home care services in view of Singapore's ageing population, we see an increased need for a wheelchair transport vehicle to help transport our wheelchair-bound clients where they need to be, such as check-ups, dialysis sessions and others. Our Wheels for Ren Ci campaign aims to raise funds to purchase two such transport vehicles to help support our clients' mobility. And we can all help chip in any amount, to contribute to this meaningful cause.

To find out more and/or to sponsor a wheelchair transport vehicle, you can contact Karen at [karen\\_tan@renci.org.sg](mailto:karen_tan@renci.org.sg) or call 6355 6428.

## Let's Shop to Do Good!



After a two-year hiatus due to the pandemic, the iconic Ren Ci Vegetarian Food Fiesta is back for its 18th edition!

The one-day fundraiser will be held on 13 November 2022 at Ren Ci Community Hospital from 8.30am to 4pm. All proceeds will go towards patient care at Ren Ci Hospital.

With more than 65 booths, we hope to raise \$200,000 through the sales of vegetarian cuisines, dried goods, groceries, merchandise and more. Do bring along your own reusable containers, cups and bags to support our Green Initiative! Coupons for the fundraisers are now up for grabs in denomination of \$50. Join us as we empower our seniors to age-in-place with every dollar raised. Bulk purchases are welcome!

You can also choose to Gift-a-Meal for our residents. For a small donation of \$10, you can sponsor a delicious vegetarian meal for one of our residents. Bring happiness to one of the seniors at Ren Ci through the Gift-a-Meal programme! Simply email [fundraising@renci.org.sg](mailto:fundraising@renci.org.sg) or call 6355 6477 to find out more!



# Freedom to Dream

A team of art teachers from MuzArt Ang Mo Kio is helping Ren Ci to raise funds. They educate children about Art, and firmly believe that Art is one of the best ways to spread "Love and Inspiration".

Through their Freedom to Dream campaign, they hope that their art pieces would inspire everyone to want to contribute, be it through buying the art pieces or volunteering at Ren Ci. Ultimately, they want our patients and residents to know that they are not forgotten by society - that they are in our thoughts and that they are valued.

They have chosen Ren Ci Hospital as their beneficiary because one of their teachers had volunteered with us and was impressed with the high standards of service that the Ren Ci staff displayed. They wholeheartedly believe that this good work should be supported and they want to raise awareness as well as funds for Ren Ci.

100% of the proceeds will go to us. To view all the art pieces and donate to their campaign, visit their Giving.sg page at [www.giving.sg/campaigns/freedom\\_to\\_dream](http://www.giving.sg/campaigns/freedom_to_dream) or scan this QR code:



To purchase the art pieces, please contact Mr See:

**Address:** 53 Ang Mo Kio Avenue 3 AMKHUB #03-15 Singapore 569933

**Telephone:** 6909 7908

**WhatsApp:** 9046 0673

**Email:** [amk@muzart.com.sg](mailto:amk@muzart.com.sg)

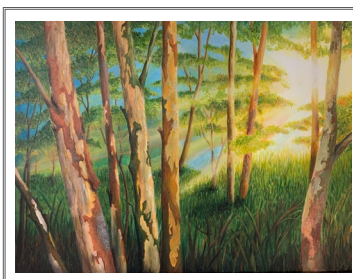
**Facebook:** [www.facebook.com/MuzArtAngMoKio](http://www.facebook.com/MuzArtAngMoKio)

**Instagram:** @muzart.amk

Thank you for your support! Please spread the word.



Blooming Morning



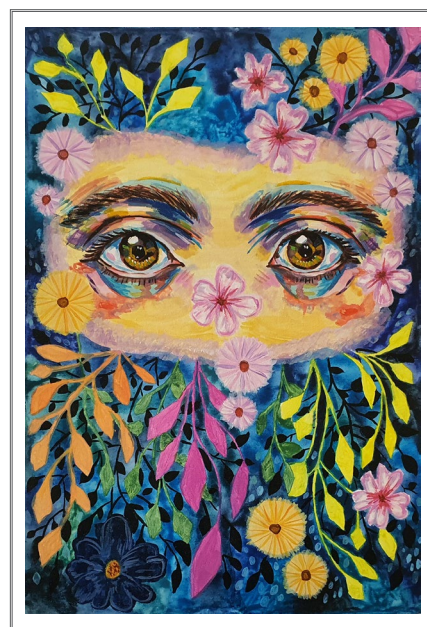
Dreaming of Dawn



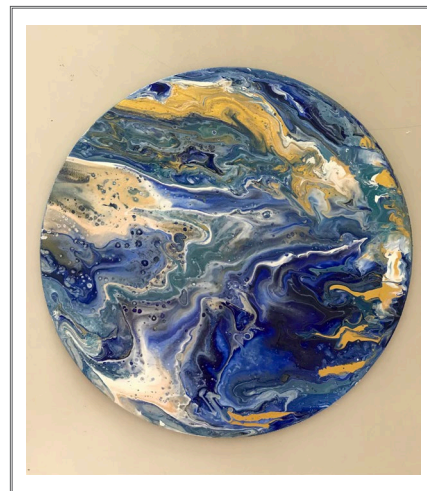
Experienced Flight



Harmony



Metamorphosis Within



World Piece



## Leadership Transition in Ren Ci



Our CEO, Mr Joe Hau will relinquish his role after serving Ren Ci Hospital for five years since May 2018, come 31 December 2022. He will take up a new appointment as CEO, NHG Cares, a new Strategic Business Group set up by the National Healthcare Group (NHG).

Dr Jamie Mervyn Lim succeeds Joe as the new CEO on 1 January 2023. Dr Jamie currently serves as the COO of Tan Tock Seng Hospital (TTSH) and Central Health, with concurrent appointment as TTSH Data Protection Officer and Quality Service Manager.

The Ren Ci family wishes Joe the very best in his next endeavour. We welcome Dr Jamie into our family, and look forward to working with him as he brings with him his experiences and knowledge.

## 仁慈迷你国庆庆典活动

国庆期间全国各地喜迎国庆的气氛浓厚，大街小巷国旗飘扬。由于我们照顾的许多年长者都是建国和立国一代，国庆庆典对我们的年长者意味着承认他们对国家建设的贡献及向他们展示了国家已经走了多远，其纪念意义非常重大。作为国庆庆典的一部分，仁慈所有的设施挂上以红白色国庆主题装饰和悬挂国旗等。疗养院和乐龄护理中心的年长者也聚在一起观看国庆游行。国庆庆典受到年长者的热烈欢迎。仁慈武吉巴督52街疗养院的乐龄护理中心与往年一样举办了我们的迷你国庆庆典。

仁慈阔别两年，在防疫措施放宽和疫情趋缓的情况下进行了实体迷你国庆庆典活动。这也是疗养院和乐龄护理中心的年长者首次携手为彼此表演！仁慈的工作人员也为这次的迷你国庆庆典呈献了长达一小时的表演。这包括一支穿着制服的队伍步操、庄严地唱国歌和宣读信约、舞蹈表演等。对于我们的年长者来说，这次的活动绝对是今年最大的亮点之一！一位通常难以参与的失智症客户在唱起国歌时落泪并与大家讲述他在军队中的经历和肺腑的故事，引起了共鸣。正是这样的回应激励了我们，使我们的工作如此有意义和有价值。



## 第一届仁慈竞技叠杯赛

如果你认为疗养院院友的生活是单调乏味、沉闷和沮丧的，那你就大错特错了！

尽管院友需要更高水平的护理，但您会惊讶于他们其实各有所长。许多院友了解自身的优劣势，护理人员时常鼓励他们，让他们发挥所长。仁慈宏茂桥疗养院在近期举办了第一届仁慈竞技叠杯比赛。竞技叠杯是一项新兴的个人或团体运动，这运动要求选手要以最快的时间把杯子按规律叠高后还原。竞技叠杯考验的是脑、手和眼的协调及个人反应。院友们把一个个杯子层层重叠，简单的动作反射出他们坚毅的精神，因为要掌握好叠杯技巧，需要长时间的训练和耐心。这项目分为3个小项，分别为单人（院友）、单人（护理人员）及双人组（院友和护理人员）。虽然大家的成绩都不会打破任何世界纪录，但院友们都玩得很开心，而且这项活动也促进护理人员与院友们之间的感情。



感谢社区乐龄基金及慷慨的赞助商让我们能够购买这些器材及奖品。在您的支持下，我们将继续设法让院友们的生活更加丰富多彩。



# 下一代电子健康记录 (NGEMR)

仁慈医院与陈笃生医院、新加坡国立脑神经医学院及宏茂桥-太和观医院一起于7月30日改用下一代电子健康记录 (NGEMR)。

下一代电子健康记录是卫生部的一项举措，旨在为新加坡人口建立先进的集中医疗记录系统。这项新系统将把患者所有的健康记录集成到一个系统中，让患者和患者的医疗保健提供者能更简易、更快地跟踪病患在所有指定的机构中的保健之旅。这项新系统允许护理团队快速访问患者的最新医疗信息，而无需专门向其他机构请求记录。这可以节省时间和成本，减少重复测试的需要，更好地协调患者护理并改善患者体验。这将是一个令人兴奋的护理旅程。



## 引用科技，改善服务

在12月底来到仁慈社区医院的访客将看到二楼的医院大厅获得极大改善，引用更多的科技安装自动闸门系统。安装预计于12月完成并将陆续进行测试工作。这系统将改善人流、提高安全性、增加便利性、简化院方的访客管理流程并减少对人力的依赖，从而为访客和员工共创双赢。

访客将能够在信息亭自我登记，然后在自动闸门系统上扫描他们的身份证后即可进入病房。院方也确保在安装此系统后，轮椅和医院病床还是有足够的空间通过。院方期待通过新技术提高效率，为访客、患者和工作人员带来不一样的体验！

在仁慈的疗养院，我们也将部署自主移动机器人 (AMR)，用于协助送餐和床单，从而让我们的员工腾出更多精力专注于护理服务。AMR 是一种可以独立导航的送货机械。



## 仁慈护士节庆祝会

经过两年的虚拟庆祝活动，仁慈很高兴能够在今年8月为仁慈的护士庆祝护士节，肯定他们敬业乐业的精神。以“The Oscars @ Ren Ci”为主题，我们三个设施的护士和护理人员都盛装出席此盛会。仁慈护士节委员会煞费苦心地将仁慈社区医院多功能礼堂改造成派对空间，不遗余力地使这次活动取得了巨大的成功。仁慈医院主席萧作鸣先生也出席了这一盛会并参与其中！

仁慈也很感激创办人释明义法师与福海禅寺主席施龍現博士和荣誉秘书林财旻先生带来2万7千500元的捐款，用于为护士和护理人员购买超市代金券，感谢护士们在疫情期间的无私奉献，并对他们致以崇高的敬意。仁慈医院对福海禅寺的慷慨和关怀致以最衷心的感谢！



# 超越无限



## 护士优异奖得主之一 卓清燕

今年共有125名护士获卫生部颁发护士优异奖，仁慈医院的资深护士长卓清燕是今年护士优异奖的其中一名得主。

清燕担任护士近20年，她每天依然从工作中寻找新的挑战。对工作充满热忱的她在急症医疗环境和社区护理方面积累了丰富的经验。清燕在2011年获得了亚太感染控制协会 (APASIC) 证书。她因在感染控制方面的专业知识被任命为卫生部制定社区医院国家感染预防和控制 (NIPC) 指南工作组的成员。清燕致力于推进感染控制实践以减少医院相关感染、监测和控制新出现和重新出现的传染病并改善患者的结果。清燕也在仁慈医院担任手部卫生审核员。在疫情期间，仁慈的护理团队承担了大量的疫情防控，清燕带领她的团队确保病房和护理度过了病房封锁和禁止访客等运作可以顺利进行。

清燕对护理充满热情，尤其是对老年失智症护理。她在2017年参加了在京都举办的第32届阿尔茨海默病国际会议后，决心应用她学到的最佳实践，在她所管理的病房创造一个有利于失智症的环境。她首先确保她的护士都接受了基本的失智症护理课程，使他们具备护理失智症患者所需的技能。清燕相信调动身体的感官可以改善患者的生活质量，她还开始使用芳香疗法来促进患者的睡眠和改善功能状态。这一举措已推广到仁慈社区医院的其他病房。清燕继续花时间和精力以微小的方式为她的病人表达她的心声。她从不遗余力地了解患者们的喜好，到通过为他们准备喜欢的食物等方式来建立信任，并增强仁慈的护理方式。

仁慈医院再次祝贺高级护士长卓清燕获颁护士优异奖！