

# GOING BEYOND



## Double Happiness, Double Celebrations at Ren Ci!

On 11 May 2019, it was a joyous occasion as Ren Ci Hospital officially opened its second nursing home and day care facility, Ren Ci @ Ang Mo Kio in the community of Teck Ghee. The opening also marked Ren Ci Hospital's 25<sup>th</sup> anniversary and 25 years of fruitful partnership between Ren Ci and the public sector to deliver community healthcare services. Gracing the official opening as Guest-of-Honour was Ang Mo Kio's Member of Parliament for Teck Ghee GRC, Prime Minister Lee Hsien Loong. In his opening speech, he acknowledged Ren Ci as one of the government's largest community partners, offering step-down care and enabling Singaporeans to be cared for in familiar surroundings near home.

The 472-bedded facility began its operations in August 2017. Designed to provide greater privacy and allowing the residents more autonomy and dignified living in a space-efficient way, Ren Ci @ Ang Mo Kio has brought aged care services closer to the community and gives comfort to residents and caregivers who require psychological and community support. Ren Ci @ Ang Mo Kio is not just a nursing home, but also houses integrated aged care services, including day care and rehabilitation services. An attraction at the official opening was the "Eight-Foot-Way", a play on the heritage concept of the "Five-Foot-Way". Transformed from a common corridor into a walkway of nostalgia, the "Eight-Foot-Way" comprised a traditional kopitiam and a corner of bird cages filled with recorded chirping and singing birds. The "Eight-Foot-Way" fosters the connection between households on each floor where the residents can gather and socialise.

The new home also featured its Short-Stay Unit, that provides care of up to six months for residents to recuperate before they return home. This is a pilot program for residents who have been discharged from public and community hospitals, but need a supportive environment before gradually resuming their daily routines and activities. More on "Eight-Foot-Way" and Short-Stay Unit on pages 6 & 7.

# A Day at the Golf Course, for A Good Cause

Held at the lush and beautiful Sentosa Golf Club, on 31 May 2019, 123 enthusiastic golfers spent a day making memories and swinging their clubs for a great cause. Ren Ci was privileged to have Mr Ng Chee Meng, Minister in the Prime Minister's Office, as the Guest-of-Honour for the annual Ren Ci Charity Golf Tournament 2019. Despite the unpredictable weather, the golf enthusiasts were full of cheer and raised a total of \$567,276 for the seniors in Ren Ci.

Our heartfelt thanks go to our main event sponsor, Mitsubishi Electric Asia Pte Ltd, a long-time and fervent supporter for this signature charity event since 2012. The Board of Directors and Organising Committee of Ren Ci would also like to express their immense gratitude and appreciation to all sponsors and donors for supporting and making this fundraiser yet another success.



## Ditch the Workout, Join the Zumba Charity Party

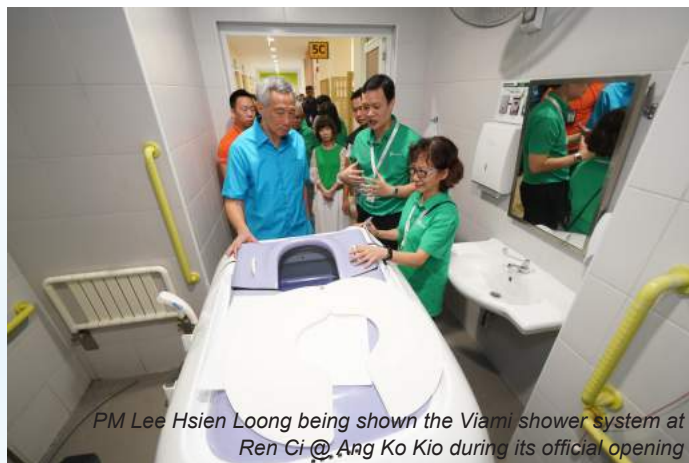
A whopping number of Zumba lovers, all decked out in pink and white, gathered at Downtown East on 21 April 2019 for one purpose - sweat it out for a good cause. The sixth edition of this highly energetic and popular fundraiser successfully raised more than \$6,000 for Ren Ci. The event aims to leverage on this fun exercise to create awareness and raise funds for needy seniors in the community through dance, fitness and friendship. If you missed this Zumba fundraiser, be sure to join us next year!

Looking to help our seniors with your fundraiser? Email us at [renci@renci.org.sg](mailto:renci@renci.org.sg) today.





# From A 15-Minute Bath to Just 5 Minutes



*PM Lee Hsien Loong being shown the Miami shower system at Ren Ci @ Ang Ko Kio during its official opening*

Do you know a typical showering process for a patient on wheelchair usually involve about two care staff and takes fifteen minutes long? With the goal on process optimisation through healthcare innovation Ren Ci embarked on a trial with a showering system that is commonly used for bathing seniors on wheelchairs in Japan.

This innovative showering system removes the need for manual bathing and significantly reduces showering time to five minutes! The system has a dome-shaped chamber that envelops the person and wheelchair for privacy. The patient is seated on a specially designed commode chair and pushed into the machine, which sprays the patient with jets of water and soap at regulated temperature and amount. The automated shower also helps to keep the caregiver dry during the process and reduces the risk of injury from potential falls.

Mr Simon Francis, 66, who was admitted into the community hospital for chronic pulmonary obstructive disease (COPD), was selected to participate in the trial and has been having his morning showers with the help of the new system. When interviewed by The Straits Times, Mr Francis said he prefers to shower with the system as it saves him time and is very comfortable.

The trial was also extended to the residents of Ren Ci's nursing homes. Following the successful pilot, the hospital will be tapping on the Healthcare Productivity Fund administered by Agency for Integrated Care (AIC) to acquire and install the showering equipment. Ren Ci is also appreciative of the donation from Kwan Im Thong Hood Cho Temple towards the purchase of the showering equipment for our patients.

## Innovation And Leadership

The CHI Innovate 2019 Conference welcomed Health Minister, Mr Gan Kim Yong, as its Guest-of-Honour. Minister Gan said in his opening address that challenges lie ahead for Singapore as healthcare demands rise from an ageing population, hence there is a need to innovate and transform to overcome constraints and seek new solutions. It is imperative for healthcare institutions to constantly experiment with innovation and technology to better healthcare delivery.

Mr Joe Hau, CEO of Ren Ci Hospital was invited to speak at CHI as part of the CHI Co-Learning Leadership Forum where he shared Ren Ci's journey on improving care delivery using innovative technology.



*CEO Mr Joe Hau shared on the importance of leveraging innovation to enhance care at the learning forum*

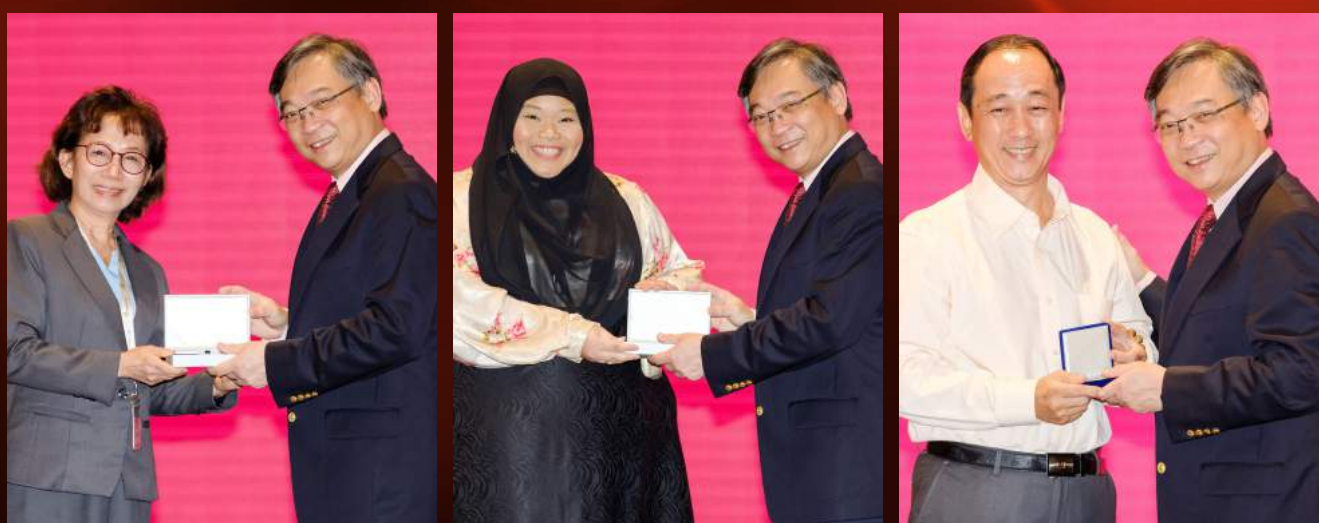
# Honouring Exemplary Service in the Community

The Courage Fund was set up in 2003 to recognise the exemplary service and spirit that healthcare staff had demonstrated during the SARS outbreak. Since then, the spirit of the award continues to recognise the growing span of the healthcare sector, validating outstanding healthcare workers who are inspirational models for going the extra mile and comfort for the sick and needy. This year's Healthcare Humanities Awards acknowledged three family members from Ren Ci - Assistant Director of Nursing, Madam Mak Ngai Khan, Senior Medical Social Worker, Sahara Kamsani and Volunteer Leader, Ng Hock Chuan.

Fondly known as Madam Mak, the Assistant Director of Nursing is the pioneer of Ren Ci since the hospital started as a ward in Buangkok Green. Serving Ren Ci's seniors for more than two decades with heart and hope, Madam Mak strongly campaigns for the seniors in her midst at home and beyond the borders of Singapore. She spends her free time assembling and organising a care team for volunteer trips to visit and care for the needy in poorer countries like Nepal, providing medical aid and expertise.

Bubbly social worker, Sahara has won the hearts of her clients and their family members with her enthusiasm and optimistic character. She works tirelessly to support seniors who are in need and ensures they receive the best possible post-discharge housing arrangements.

Like Madam Mak, Hock Chuan is a pioneer who started the seeding of volunteerism in Ren Ci. Assuming a leading figure among the volunteers and acting as their voice, Hock Chuan is a constant presence in every fundraising activity whenever Ren Ci calls for volunteers' support. Going Beyond scored an exclusive interview with the humble and low-profile 60-year-old leader on his win and plans moving forward. Read on for more.



*Madam Mak (far left), Ms Sahara and Mr Ng receiving the award from Minister for Health, Mr Gan Kim Yong*



# Volunteerism Has No Limits



Hock Chuan

Photo: The Courage Fund

A familiar face in Ren Ci, Hock Chuan joined the road of giving since the establishment of the hospital and has never shown any signs of slowing down in his contribution. The long-serving volunteer leader currently has two volunteer groups with a size of a hundred members under his leadership. In his appreciation speech during his recent win at this year's Healthcare Humanities Awards, he reiterated his commitment to serving Ren Ci's seniors in the many years to come. Going Beyond sat down with Hock Chuan for a chat:

1 **Having volunteered with Ren Ci for 25 years, you have watched the organisation grow from strength to strength. What are the most significant moments for you ?**

My deepest memory was when my volunteers and I had to wear aprons, gloves, masks and protection hats to help the care team in changing the residents' clothing, diapers, bedsheets, pillow cases and even bathing them. It was my first time doing all these. The process was tough but fulfilling at the same time.

During my years of volunteering, I have seen many residents passed away at the hospital or nursing homes. I particularly remember this patient, who was admitted to the hospital many years ago, and I saw how he progressed from being bed-bound to moving around with the use of a wheelchair. He subsequently learned how to walk and was eventually fit enough to be discharged and returned home. This was one of the most significant and amazing recoveries, and I am very happy to have witnessed that.

2 **How do you feel about the growing pool of volunteers at Ren Ci ?**

I cannot be happier to see the fleet of our volunteers increasing in size and growing in numbers. This means that more people are finding volunteerism a meaningful "job" and they are passionate in making a difference in the lives of our seniors.

3 **How would you encourage the younger generation to give back to society ?**

There's a Chinese saying that goes like this "reciprocate the society when you have benefitted from it". I'd like to encourage the younger generation to endorse this belief and contribute their strengths with a compassionate heart and gratitude to the society.

4 **What are your thoughts on winning and gaining recognition for your contribution, both internally (Inspirational Engagement Awards) at Ren Ci, and (Healthcare Humanities Awards 2019) externally ?**

First and foremost, I'd like to thank both Ren Ci Hospital and National Healthcare Group for the recognition. I truly think that I have not done enough to deserve the awards. I certainly can do more. Henceforth, I look forward to uphold the conviction of not seeking happiness for myself but for the welfare of the seniors who need us, and serve them with all my heart.

If you are inspired by Hock Chuan's unwavering spirit in giving back, join us as a volunteer today.

# A walkway with a purpose

In sync with the cluster-living concept, HDB-inspired nursing home, Ren Ci @ Ang Mo Kio, cleverly leverages on the predecessors of void decks, more endearingly known as “Five-Foot-Ways”, to promote independence and interaction among residents outside their bedrooms as well as evokes a nostalgic mood of the good old old days within the home.

“The cluster-living concept and the “Eight-Foot-Way” allow activities of daily living to occur within a smaller-scale environment, reminiscent of a large family home, and yet promotes interaction among seniors,” said Mr Joe Hau, CEO of Ren Ci Hospital.

Linking three households on the same floor is an “Eight-Foot-Way”, a play on the old “Five-Foot-Way” or “wu jiao ji (五脚基)” in Chinese and “kaki lima” in Malay. Back in the early days of Singapore, the ubiquitous “Five-Foot-Ways” were continuous corridors or verandas, built in front of the shophouses to demarcate a common boundary along the streets. With its nostalgic set up of a bird singing corner and coffee-shop or kopitiam, enhanced with the imagery and mural replica depicting a 1950s scene by famous street artist Yip Yew Chong, the “Eight-Foot-Way” serves its purpose as a therapeutic space to engage the residents in activities and encourage a sense of community living within the nursing home.

Like a typical HDB block, there is a common corridor on every floor, and this common area sees residents socialising and building bonds between households as well as across the different floors. It also better facilitates monitoring and care for the residents since they are not segregated or confined in their respective isolated bedrooms.

One of the first batches of residents to move in, Mdm Chew Eng Huay shared, “We like to gather at the kopitiam and eat together like a family. It is very homely and we take care of each other too.”





# Interim Care with A Difference

Ren Ci @ Ang Mo Kio also piloted the 80-bedded Short-Stay Unit (SSU) with MOH programme funding for residents who have been discharged from public and community hospitals, but need a supportive environment to recuperate for a short period of time. Driven by Ren Ci's social work team, a selective group of residents will be admitted to SSU to receive rehabilitation to improve their physical function over a limited term of care of up to 6 months, before returning to the community. The medical social workers will also arrange post-care services such as meals-on-wheels and medical escort services for SSU residents at the end of their interim care.

The other aspect of SSU is to increase the residents' sense of independence, self-worth and meaning in life through self-discovery and reconnection. Since the launch of the SSU service, 70 seniors have benefited from the short-term care. 34 of them have returned home, and one of them is Mr Choo Chew Chwee.

Mr Choo, 74, was admitted to the hospital last year for peripheral vascular disease (PVD), required medication and time to recover. He was referred to the SSU for interim care as he needed help with basic daily activities like showering and preparing his meals whilst he works on improving his condition.

With the support of the Ren Ci's multi-disciplinary team, which includes the therapists helping him with his rehabilitation, Mr Choo gradually recovered strength and was happily discharged in May 2019. He continues to recover in the comfort of his own home.



## A Glimpse into the Life of Our Resident Care Associate

This issue of Going Beyond brings you a glimpse into the life of our Resident Care Associate (RCA), Moh Moh Hlaing. The uniquely designed position was introduced in tandem with the cosy designed home in Ang Mo Kio. Moh Moh has been caring for the seniors residing in the household under her charge since the home started operation. Living true to her care philosophy of making people happy, the smiles on the residents' faces are evidence of her passion.

Like caregivers, RCAs are professionals who provide support and facilitate every aspect of a resident's life with the consideration of their individual preferences. This also aligns with Ren Ci's concept of Person-Centered Care (PCC). They work closely with nurses, therapists, social workers and other allied health professionals in providing nursing care, housekeeping, meal preparation, social and therapeutic activities. RCAs work in small self-directed teams, which focus on knowing residents and enhance their quality of life by encouraging independent living.

The prospect for RCAs is promising. With the caregiving industry growing in prominence along with improved life expectancy, the need for skilled caregivers will be stronger. Contact our Human Resource team today at [rencihr@renci.org.sg](mailto:rencihr@renci.org.sg) if you are interested to join us as an RCA.

# FACING A CLUTTER

One in 50 people in Singapore will display hoarding behaviour in their lifetime, a study conducted in 2010 by the Research Division at the Institute of Mental Health (IMH) has found out. People hoard for a variety of reasons, and not all of them are caused by mental illness.

## What is a hoarding disorder?

Defined as a persistent difficulty in parting with or discarding possessions due to a perceived need to save them, hoarding is deemed to be a medical condition which could range from mild to severe. Hoarding becomes a problem and warrants intervention when people who hoard do not see it as a problem. A person with hoarding disorder is likely to display the following behaviours:

- Has great difficulty discarding or parting with possessions, regardless of their actual value
- Experiences distress when discarding the items due to the perceived need to save the items
- Accumulates items until they congest and clutter living areas
- Shows significant social and occupational impairment, a lack of self-care and increasingly unable to cope with daily living which inevitably affects self and others

## Is hoarding treatable?

The treatability depends on whether the behaviour is caused by an underlying mental illness. If it is, the illness could be managed with therapy or medication, which in turn can help to control the hoarding behaviour. However, some hoarding behaviour can manifest within several other psychiatric conditions, such as obsessive-compulsive disorder, major depressive disorder, acquisition-related impulse control disorders (including compulsive buying, kleptomania and acquiring free things), generalised anxiety disorder, social phobia, inattentive-type attention deficit hyperactivity disorder, schizophrenia or dementia, making it challenging to treat.

## How can we help the hoarders?

Hoarding can lead to problems in both the social and environmental spheres, affecting the individual, family members, neighbours and the wider community, and often results in isolation. As individuals with hoarding difficulties are often said to lack insight into their own behaviour and are slow to seek help, a non-clinical approach may be required to encourage affected individuals to seek medical attention for evaluation as well as further psychiatric assessment and treatment if the hoarding behaviour is deemed to be pathological.

If we encounter a potential hoarder, the most important action is to persuade the individual to seek medical attention for evaluation as well as further psychiatric assessment and treatment if necessary. The next step is to explore the reduction or removal of the clutter.

An alternative community-based approach is to tap on resources such as the befriender services of organisations like the Singapore Association for Mental Health and the Singapore Anglican Community Services, or social services such as Family Service Centres to work with the individual, including performing home assessments.



### Which government agencies are legally empowered to intervene?

Cases of hoarding can be referred to the Housing and Development Board (HDB) and the town councils, but they require the individual's consent to intervene and enter the premises. The police, who are often approached, have limited jurisdiction since hoarding within one's residence is generally not a criminal offence. The Singapore Civil Defence Force (SCDF) is the only enforcement agency with the legal power to intervene directly in hoarding cases without the hoarder's consent. However, it can only intervene if the hoarding situation results in fire hazards and/or emergencies. In such cases, the SCDF is authorised to enter the premises to assess for fire hazards and serve a fire hazard abatement notice on the occupier or owner of the premises, who may or may not be the hoarder. If the individual fails to comply with the requirements specified in the notice or take the steps specified to prevent the recurrence of the fire hazard, he will be guilty of an offence. In cases of compulsive hoarding, government agencies prefer a mediatory approach in which the HDB, the SCDF and grassroots leaders provide professional help, as hoarding is viewed as a behavioural problem.

### Let's work towards spark joy

A Hoarding Task Force was set up in late 2014 and involves the Ministry of National Development, Ministry of Health, Ministry of Social and Family Development, police, HDB, SCDF, National Environment Agency, People's Association, and Institute of Mental Health. When the aforementioned attempts have failed, parties adversely affected by an individual's hoarding behaviour may consider invoking the law and seeking help from the Hoarding Task Force and its constituent agencies, by referring the case to the respective town council, HDB Branch Office or Family Service Centre.

Cooperation among enforcement agencies, government institutions and the grassroots will allow the task force to both receive information about and investigate such cases. However, it is important to note that in the absence of therapeutic or medical intervention and/or community support to address the root cause, the hoarding behaviour may recur in the cases referred to the task force.

If you know someone who may have a hoarding problem, you can approach the HDB for assistance. Alternatively, you can call the Mental Health Helpline at 6389 2222 for advice if you know the person in need may have mental health issues.



*Ren Ci's care team helping our patients with hoarding tendency.*



# 以高尔夫球为慈善尽力

一年一度的仁慈善高尔夫锦标赛于2019年5月31日在圣淘沙高尔夫俱乐部举行，总理公署部长黄志明先生是赛会的嘉宾。共有123名的高尔夫球高手顶着变幻莫测的天气参加了这次活动。

仁慈感谢黄部长首次莅临活动和主要活动赞助商，三菱电机亚洲私人有限公司。三菱公司自2012年以来一直是活动的支持商。同时仁慈董事及组委会亦对所有赞助商及捐款人的支持，让这次的筹款活动取得成功，深表感与感激。

在大家的慷慨和努力下，赛事共筹得\$567,276。所有善款将助于病人护理，支持社会上有需要的年长者。



# 为慈善动起来

4月21日，大批身着粉红色和粉白色健身服的尊巴爱好者聚集在新加坡东部。通过舞蹈、健身和友谊庆祝奉献所带来的喜悦。这个广受受欢迎的活动已迈入第六年，今年更成功筹得超过\$6,000的善款。这项尊巴活动旨在推动其他慈善活动，帮助社区有需要的年长者。如果你错过了今年的尊巴，记得明年来报名一起为慈善动起来！如果您也想通过筹款活动帮助我们的年长者，请电邮我们至renci@renci.org.sg。



# 创新与领导息息相关

2019年陈笃生医疗保健创新中心（CHI）在创新会议迎来卫生部长颜金勇先生为大会嘉宾。颜部长在开幕致词中表示，我国人口老化所带来的保健需求将持续增加。因此新加坡保健领域需要不断地推陈出新因对挑战。仁慈行政总监侯自成先生也受邀在大会中与与会者分享仁慈医院使用创新科技来改善护理服务方面的心得。



# 《2019仁心奖》

成立于2003年的仁心奖主要表扬护理人员在沙斯疫情期间所作出的杰出贡献。随后，奖项的精神延伸至奖励为社区做出贡献的护理人员，义工及看护者。今年就有三名仁慈成员获此殊荣。他们是助理护理主任麦芝勤女士，高级医疗社工萨哈拉小姐及义工领袖黄福全先生。助理护理主任麦女士从创院开始便已与仁慈医院结缘。她以心和希望服务仁慈的院友们已超过25载。她利用自己的私人时间积极组织护理团队，在贫困国家如尼泊尔照顾有需要的患者并为他们提供免费的医疗服务。



性情开朗的撒哈拉以其热情和乐观的态度赢得了许多年长者及家属的欢心。她不辞辛劳地为年长者寻找减缓他们经济负担的方法并确保他们在出院的生活能获得妥善的安排。

义工领袖黄福全也和麦女士一样是仁慈医院的“建院一代”。作为义工团队的领导者之一，福全也是义工们的“声音”。他从不缺席任何仁慈医院所筹办的募款活动。仁慈在此恭喜得奖者们。



# 仁慈宏茂桥疗养院的“五角基”

配合政府组屋式生活环境的仁慈宏茂桥疗养院，仁慈巧妙地利用本地熟悉的“五角基”概念和引用壁画促进院友们之间的互动并同时激起怀旧的心情。连接三个“组屋单位”是院内独有的“八角基”。早期的新加坡店屋布满长长的走廊，是五角基的特色之一。怀旧的空间增设了观鸟处和咖啡店角落，加上有本地街头艺术家描绘1950年代的场景，八角基为院友提供一个能让他们互动的疗愈空间，同时也增进邻里关系。



除了提供居家般的互动频台，走道也更好地让护理人员照料院友。第一批搬进仁慈宏茂桥的院友，周樱花女士说，“我们喜欢聚集在咖啡角落，像家人一样一起吃东西。这让人觉得非常亲切，同时也可以互相照应。”

## 崭新护理模式-短期护理单位

仁慈宏茂桥疗养院内也特设了80张床位，为“短期护理单位”院友使用。这项试验性计划是由卫生部资助，专为那些从公立医院和社区医院出院的年长者居住。短期护理单位的目的是给予他们一个长达6个月慢慢恢复日常作息的复建环境。医疗社工也会为他们安排护理后服务，如代送餐点及医疗护送服务。单位的另一个特点就是加强年长者的独立意识，自我价值和生活意义。



自服务推出以来，已有超过70名年长者受益。其中34人已回返家中居住。74岁的朱先生就是成功回家的受益者之一。朱先生去年因外周血管疾病而入院并需定期服药及长时间的康复。每日的日常作息如洗澡都需要帮助。因此他被转介到短期护理单位接受短期护理。在仁慈医院多科学团的支持下，包括治疗师为他进行复建，朱先生已渐渐恢复力气并开心地在5月间回家。他现仍在家中舒适地恢复健康。

## 通过科技来提高生产力

您是否知道一般为轮椅患者洗澡的过程通常需要两名护理人员 and 十五分钟的时间？随着对医疗创新流程优化的日益关注，这促使仁慈开始试用一种由日本引进的洗澡系统。该系统已在日本用于为年长者洗澡。圆顶形洗澡系统无需手动洗澡，能将洗澡时间显著缩短至5分钟。系统覆盖式的设计为用户提供隐私。这也有助于护理人员免受衣服弄湿，并降低滑倒的风险。

66岁的西蒙·弗朗西斯先生因慢性肺阻塞性疾病(COPD)住进社区医院。他被选中参加试验，计划并利用该系统进行晨间淋浴。弗朗西斯在接受《海峡时报》采访时表示，他更喜欢使用这个系统洗澡。因为这个系统带给他隐私而且节省了更多时间，让他可以看更多的电视节目和吃早餐。

试验性计划也扩大至仁慈疗养院。试验结果反应令人鼓舞，医院将利用护理中心(AIC)管理的医疗保健生产力基金，购置和安装洗澡设备。作为中长期护理行业首家试用该系统的医疗保健机构，仁慈将与护联中心合作，评估此新设备的生产率，并与其他社区医疗机构组分享试验见解。



# 超越无限



## 欢庆25周年-双喜临门

仁慈医院今年以心和希望欢庆25周年的当儿，于2019年5月11日正式为位于德义区的第二家疗养院举行开幕仪式。

我们很荣幸地获得李显龙总理莅临并为疗养院开幕。李总理在致词中表示仁慈是政府最大的社区合作伙伴之一，并为社区提供医疗服务，使新加坡人能在熟悉的环境中得到妥善的照顾。自2017年8月投入运作以来，共有472张床位的仁慈宏茂桥为居住在院里的院友们提供更大的隐私，让居民以节省空间的方式享有更大的自主性和有尊严的生活。同时为需要社区心理帮助的年长者，在社区提供援助。

疗养院里名为“八角基”的共同走廊是一部以传统“五角基”的概念，通过唱鸟角落和咖啡店的怀旧主题。走廊有助于促进每个楼层的联系，院友们也可以在那里聚集和社交。仁慈医院行政总监侯自成先生表示：“集群生活理念和八角基的生活方式能使日常生活活动得以在规模较小的环境中进行，让人联想到大家庭，同时促进老年人之间的互动。”

新的疗养院还设有“短期护理单位”为从公共和社区医院出院的年长者提供短期休养的居所。这项实验性计划以逐渐帮助年长者们恢复日常生活和活动作息的模式为他们做好回家的准备。有关八角基和短期入住单元的更多内容，请翻阅第6页和第7页。