



GOING BEYOND



Ren Ci Hospital CEO, Ms Loh Shu Ching showing PM Lee items at the mini-mart which seniors can exchange by using the shopping stamps earned from participating in rehabilitative sessions.

Prime Minister in the house!

Prime Minister Lee Hsien Loong surprised residents at our new Ang Mo Kio nursing home on 10 February 2018 with his visit ahead of Lunar New Year 2018.

Together with Teck Ghee grassroots leaders, PM Lee distributed ang bao in the households and spent time chatting with residents in the Short Stay Unit.

Briefed on the unique layout of the nursing home designed to provide greater privacy and autonomy to residents in a space-efficient home-like environment, PM Lee later commented on his Facebook page about “the

pleasant HDB-style living environment – making it a home in more ways than one!”

PM Lee also visited the senior care centre where seniors receive care and rehabilitative services. He was intrigued to know of the reward system where seniors may accumulate shopping stamps for each completed rehabilitative session in exchange for items from the “mini-mart” in the centre.

An unavoidable truth that Singapore is greying fast, PM Lee voiced the need to invest more resources in eldercare and looking after their needs in old age.

Flights to Remember



Our Bukit Batok nursing home residents were among the twelve performers involved in the opening act of Global Conference on Integrated Care held at the Resort World Convention on 2 February 2018.

Dubbed “Flights to Remember”, Ricky, Sulaiman and Hamidah were selected after attending a theatre-based interactive workshop conducted by Ms Deb Campbell from the Arts and AGEing, a non-profit community arts organisation in Kansas City, USA, that serves as catalyst, convener and connector for enriching lives of the elderly through creative ageing.

The event was organised by Agency of Integrated Care and gathered participants from the globe to discuss on the silver generation.

The trio even got a chance to meet the Guest-of-Honour, Minister for Health, Mr Gan Kim Yong after the performance.

Dental Check Brings Smiles to Residents

With the completion of dental checks for the residents at Bukit Batok St. 52, Tzu Chi Singapore continued their pro-bono monthly dental service at our new nursing home in Ang Mo Kio.

The first dental service at Ren Ci @ Ang Mo Kio began on 25 February 2018 with dental professionals from the Tzu Chi International Medical Association (TIMA Singapore) providing oral screenings to a total of 25 residents.

Started from our Chronic Sick Unit at Buangkok Green in 2014, Tzu Chi has been providing free dental services, such as consultation, tooth extractions and denture treatment. Their selfless and benevolence have benefited close to 600 Ren Ci beneficiaries.



A wish comes true for our seniors

We have a great piece of news for you!

Last August, we called for the support from the public to help us build a library for the seniors through online crowdfunding platforms; GIVE.asia and giving.sg. The target amount of \$10,000 was raised successfully within five months. Words cannot express enough of our appreciation to your generosity. Thank you for fulfilling the wishes of our seniors!



“Retail Therapy”

@ Ren Ci

The Rehabilitation department has launched the R² (Rehab & Reward) Programme at Ren Ci @ Ang Mo Kio to encourage the seniors attending day care to participate “more actively” in the rehabilitation.

As they find it difficult to head out to the shops or in their communities due to aged related mobility, cognitive and social issues, the R² Programme serves to bridge this gap by motivating the seniors to partake in the centre’s rehabilitation activities and at the same time accumulate shopping stamps which they can exchange for grocery items at the minimart corner situated within the day care centre.

Besides being a “reward” system, the design of the programme provides a “rehabilitation” component to instil functioning skills like shopping, planning to encourage role participation as a grandparent, spouse or an individual living alone. The programme is supported by NTUC Fairprice.

Ren Ci Chief Executive Officer, Ms Loh Shu Ching said: “We are delighted to have the support of NTUC Fairprice as we explore new ways to care for the seniors, empowering them with greater autonomy and a sense of purpose through their achievements from the different type of therapies.”

With the success of the programme, Ren Ci rehabilitation team plans to extend the programme to the nursing home residents through engaging the seniors in rehabilitation programme and encourage them to “shop” at the minimart.

NTUC FairPrice gift \$100,000

As part of NTUC festive charity initiative, its charity arm, FairPrice Foundation pledged \$100,000 to Ren Ci on 23 February 2018 at the Lunar New Year celebration held at Ren Ci @ Ang Mo Kio.

Chief Operating Officer of Ren Ci, Mr Albert Hong was in attendance to receive the cheque from NTUC Chief Executive Officer, Mr Seah Kian Peng.

This gift will help to bolster efforts in our resident care programme.



Ren Ci Chief Operating Officer, Mr Albert Hong received the cheque from NTUC Chief Executive Officer, Mr Seah Kian Peng (third from right). (Photo Credit: NTUC)



Photo: SingHealth

Awards Windfall at SHQSA 2018

The Singapore Health Quality Service Awards (SHQSA) 2018 recently concluded with Ren Ci receiving a record-breaking number of recipients from the individual and team categories.

Nurse Manager, Sister Lingaraj Prabha was conferred the prestigious Superstar Award, the highest honour bestowed under the individual category for intermediate and long-term care sector.

The Zstandardizerz won the Best Team Merits Award under the Clinical Practice Improvement for their infection control project. Titled “The Art and Science of IC Standardization”, their work aims to standardise infectious waste and line management across Ren Ci facilities within a stipulated period while putting in place strict measures to minimise staff exposure to infectious waste and linen.

Another team award won by the Lean and Design Project where Sister Prabha is the project leader impressed judges with their service improvement project to keep communications alive with patients and their immediate family.

The 161 individual awards include 3 Star awards comprises entirely of medical social workers, 33 Gold and 123 Silver awards from our pool of nursing, allied health and administrative staff.

The Singapore Health Quality Service Award is a nationwide award to recognise and celebrate the exemplary efforts of healthcare professionals in service excellence. Congratulations to all winners and thank you for your commitment to enhance care for our patients!



Star in the focus

And continuing our story on SHQSA....

We shift our focus to the newly minted Superstar recipient Sister Lingaraj Prabha. She is the third Ren Ci staff bestowed with the prestigious honour for an individual from the award.

Born in India, Sister Prabha moved to Singapore when her husband was assigned to work in the country. She started at Ren Ci Nursing Home as a registered nurse before moving to the community hospital. Her aptitude to improve patients' care led her to front several projects.

Language proficiency had never been a challenge for Prabha who speaks four Indian languages until she came to Singapore. She recalled vividly of her encounter with a Malay patient in her early days. "I didn't quite understand what he wanted and my colleagues were away attending to other patients. We spent a long time trying to 'communicate' ", Sister Prabha said. That episode led to her subsequent decision to attend Malay language classes. She went on to learn conversational mandarin and Hokkien to better communicate with her non-English speaking patients.

This resonated with her winning team project that focuses on improving communications with patients and their next-of-kin. Upon the discovery of up to 70 percent of delayed discharge were preventable, a multidisciplinary team including Prabha, was set up to look into the matter.

The project that eventually clinched the Best Team award ride on the concepts of Design Thinking and LEAN with the guidance from TTSH's Kaizen Office. Less than a year since the implementation of the pilot programme, the number of delayed discharges reduces from 22 to 2. Speaking on her achievements and recognition, Sister Prabha expressed her appreciation and echoed the importance of keeping communications open to improve patients' care.



Sister Prabha with SingHealth Group CEO Professor Ivy Ng (left) and Health Minister Gan Kim Yong.



Sister Prabha explaining her winning project to Minister Gan.

ST Jobs Career & Development Fair 2018

The seventh instalment of the career fair was held in March at Suntec Singapore. Nurse educator, Pauline Ang was invited to speak at the event. The paramedic-turned nurse sought to inspire more individuals to join the intermediate and long term care sector (ILTC) with her story. Also a SingHealth Quality Awards Superstar winner, Pauline shared more insight into the work of the various roles in the ILTC sector.





Bags of Well Wishes

The Community Chest Fu Dai 2018 has returned for its fifth run this year. Ren Ci was approached by Heartwarmers Volunteer Group, a volunteer arm who is also the co-organiser of the movement in partnership with Community Chest. Fu Dai aims to bring joy to over 6000 beneficiaries this festive season. A total of 200 beneficiaries from Ren Ci received a goodie bag worth \$60.

Reunion Lunch for our residents



Chinese New Year, also known as Spring Festival (春节) is a major festival celebrated by Chinese around the globe. Every corner of Singapore is ornamented with symbolic decoration, mostly in red – an auspicious colour of the festival.

Here in Ren Ci, an annual reunion lunch event organised by the nursing team has been taking place for the last decade. The team prepared homecooked food in the wee hours of the morning for our residents at the Chronic Sick Unit (CSU). Their visiting next-of-kin are also invited to join in the celebration.

Our rehabilitation team also put up a performance to add flavours to the celebration. Concluding the event was the trademark of Singapore Chinese New Year – lohei. Staff, residents and their families joined in the ritual to toss for good health and happiness. Perhaps this year will carry a deeper sentiment to our staff and residents for this marks the final time the event at the community hospital before the ward moves to Ren Ci @ Ang Mo Kio.



PM Lee distributing ang bao for the residents at Ren Ci @ Ang Mo Kio.



Mr Francis Peh brings the lion dance to the nursing home.



Mayor Low Yen Ling visiting the residents and giving out mandarin oranges and ang bao.



Ren Ci Chairman Mr Chua giving out ang bao together with the God of Fortune.

Hong Bao giveaway at Ren Ci

Prime Minister Lee Hsien Loong visited Ren Ci @ Ang Mo Kio nursing home on 10 February 2018 as part of Teck Ghee Division ang bao presentation where Mr Lee is also the MP of the constituency. PM Lee visited two households and the short-stay unit, distributing ang bao to our residents. All the residents were delighted to see the amicable minister at the home.

On the eve of Chinese New Year, Mr Francis Peh visited our residents at Ang Mo Kio to gift ang bao and mandarin oranges to the seniors. This is the second year Mr Peh has engaged our residents during this festive season and we are immensely grateful to his kindness.

Over at Ren Ci @ Bukit Batok St. 52, the 13th day of Chinese New Year welcomed the arrival of South West District Mayor Low Yen Ling. Ms Low visited the residents and distributed ang bao and mandarin oranges.

Auspicious wishes from within Ren Ci

Ren Ci board of directors and key management team went round the wards and units to distribute ang bao and mandarin oranges. They visited all the patients and residents in the community hospital, nursing homes, chronic sick units and the day centres. Ren Ci's very own God of Fortune was seen distributing chocolates along with the directors.

Applaud for the silent heroes

They redefined heroism with their selfless act that asked for no returns.

In the name of compassion, our seniors have been enveloped by the kindness of our donors. Numerous events have been held in the spirit of supporting the silver generation. For the past three years, a growing group of contributors who brand themselves as ordinary folks, helped raised more than \$10,000 for the elderly residents in Ren Ci.

They come in the form of charity haircut by renowned Kim Robinson team, book sales from former Nanyang Junior College principal, Mrs Ho Woon Ho, Zumba dance by Ms Venus Wang and the art exhibition organised by My Art Space and the list goes on. More recently the one-dish wonder by Mr Lorbak, contributed humble donations via sales of their signature pork belly rice. These altruistic activities will not draw its curtain down from here and will continue to find its way in all shapes and sizes.

Let us celebrate the joy of having these unsung heroes who asked for no installation in the hall of fame with our profound appreciation and respect.

Thank you for your unwavering support for our seniors.



Ren Ci welcomes all volunteering efforts from the community. If you would like to volunteer with us, please contact us at renci@renci.org.sg.

《新加坡健康素质服务奖》满载而归

仁慈医院在今年的《新加坡健康素质服务奖》上横扫161个奖项，当中包括1个“超级巨星奖”、4个星级奖、33枚金牌、123枚银牌和2项团队奖项。仁慈社区医院护士长普拉芭（37岁）荣获本届最高荣誉的中长期护理领域“超级巨星奖”。此外，普拉芭领导的另一项改善出院流程和家属沟通项目，也获得最佳团队奖。

另一支仁慈团队<<The Ztanfardizers>>也获得团队项目的优秀奖。名为"The Art and Science of IC Standardization"，这项项目探讨并制定理想的传染性废物管理方案。

仁慈医院在此恭喜所有得奖者和感谢他们对病人们无私的付出。

继续我们关于SHQSA的故事.....

我们将重点转移到荣获本届最高荣誉的中长期护理领域“超级巨星奖”得奖者，仁慈社区医院护士长普拉芭。

来自印度的普拉芭曾在印度医院的急诊室工作四年，因丈夫派驻新加坡工作，2007年便随他同来。她以注册护士的身份到仁慈疗养院工作，一年后再转到仁慈社区医院工作。

虽然通晓四种印度语言，但面对本地不同种族的病人和院友，普拉芭无法了解他们的需要。

她说：“我刚加入不久时，有一名马来族病人用马来语向我喊痛，而同事又不在身边，我不明白他在说什么，无法沟通，浪费了约半小时。后来我才通过同事的翻译下了解他的意思，这让我下定决心学习本地常用语言。”目前，普拉芭已经通晓华语、马来语和福建话。她接着补充，“如果想照顾好病人，我就必须学习这些语言，这成为我最大的推动力。”

此外，普拉芭领导的另一项改善出院流程和家属沟通项目也获得最佳团队奖。普拉芭和她的队友在陈笃生医院改善办公室（Kaizen Office）的指导下开始了改善病人出院流程的项目。在短短的一年内，延迟出院的病例减少了百分之九十。对于她的成就，普拉芭非常感谢院方及同事的支持。同时，她也强调与病人维持良好沟通的重要性。



普拉芭（左三）和她改善出院流程和家属沟通项目的队友

仁慈的复健与奖励计划

仁慈医院复健部于仁慈宏茂桥疗养院推出R2 (Rehab and Reward, 复健与奖励) 计划旨在鼓励年长者积极参与治疗师为他们安排的复健活动。

仁慈希望R2计划可以解决年长者因为行动不便或各种不便而无法自行到社区里的商店或公共场合的问题。R2计划的操作方式是年长者需参与治疗师为他们设计的复健活动，在活动后治疗师会在年长者的印章卡上盖印，收集足够的印章后，年长者就可到日间护理中心的“商店”兑换日常用品。治疗师们把日间护理中心的一个角落改造成一个“商店”，里面摆放了各种各样的日常用品和食品让年长者们去兑换。

除了拥有奖励的成分，该计划的设计主要是提供让年长者复健的平台。这项由职总平价合作社赞助的计划让年长者有机会在购物的同时进行复健来锻炼他们行动和协调技能。

仁慈执行总监罗淑晶说道：“我们很高兴能够得到职总平价合作社的支持。我们不断地探索各种照顾年长者的护理方式，希望能够给予他们更多的自治权、目标和成就感。”

随着该计划在乐龄护理中心成功推出，仁慈复健部计划在疗养院推出相同的计划让院友们也有机会到“商店”兑换物件。

职总平价总裁谢健平于2月23日在仁慈宏茂桥疗养院把10万元的支票交给仁慈医院营运总监康广裕。仁慈医院衷心感谢职总平价的善款和鼎力支持。



年长者到仁慈的复健与奖励计划角落兑换物品

仁慈欢迎并邀请大家参与我们的义工及筹款活动。如果您有兴趣和任何意见, 请电邮联系我们:

renci@renci.org.sg

首届全球综合护理大会

仁慈武吉巴督的院友很荣幸地获邀参与首届全球综合护理大会的开幕演出。大会于2月2日在圣陶沙名胜世界举行。获表演机会的耿鑑，苏莱曼和哈密达等三名院友此前参加来自美国的美术与老龄化指导师戴德坎贝尔女士开办的舞台剧工作坊而获发掘。当天他们呈现了名为“记得那航空”的开幕演出。这项活动是由护联中心举办并聚集全球对乐龄课题有深厚研究的参与者讨论相关议题。



院友们准备在首届全球综合护理大会上表演

慈济基金会再次义务为病友提供口腔护理

随着慈济基金会（新加坡）完成为仁慈武吉巴督疗养院的院友提供免费的口腔护理后，慈济来到了位于宏茂桥的仁慈疗养院继续为院友提供相关护理。慈济团队于2月25日来到崭新的疗养院为约25名院友展开口腔检查。这也是历年来义工团队最大规模的其中一次。

其实早在2014年慈济团队已经与仁慈紧密合作，为仁慈长期护理的病友提供牙科义诊服务，接着延伸至仁慈摩棉和武吉巴督疗养院。仁慈医院衷心感谢慈济团队无私付出为超过600位院友服务。



慈济基金会（新加坡）团队为院友提供口腔护理

第七届职业展

迈入第七个年头的职业展在3月中旬于新达新加坡举行。仁慈指导护理师洪慧燕受邀在职业展上分享有关护理领域的信息及她的职业历程。在穿护士制服前，慧燕是一名民防部队医护人员。当她意识到护理人员所扮演的重要角色时，她毅然放弃救护人员的工作，转换跑道，报读护理课程。她对护理的热诚也获颁2017年新加坡健康素质服务奖的个人最高荣誉“超级红星”。



护理指导师洪慧燕在分享会上分享她的职业经历

实现年长者阅读的愿望

这里有一项好消息要告诉您！去年8月，仁慈应用众筹网站GIVE.asia和giving.sg为仁慈武吉巴督疗养院建立一所移动图书馆筹款。仁慈获得公众的踊跃支持并在五个月内筹获1万新元善款。仁慈感谢所有捐款者的善款，您的慈悲善举实现了年长者们阅读的愿望。



在武吉巴督疗养院移动图书馆的书籍

超越无限



总理到访仁慈新疗养院

李显龙总理与基层领袖在农历新年前于2月10日探访了仁慈宏茂桥慈疗养老院的院友并派发红包。他的到访令许多院友感到雀跃万分。

期间，李总理也了解了疗养院如何模拟政府组屋单位，将每层楼分为三个区域以便为院友提供更多的隐私和自主能力的独特设计。李总理之后在个人面簿上分享仁慈宏茂桥疗养院多样化的政府组屋设计。

总理也走访了为年长者提供看护和复健等服务的乐龄护理中心。他对仁慈的“复健与奖励”角落非常感兴趣。这是一项让年长者复健后获得“购物卷”，然后到治疗师设定的“迷你超市”兑换日常用品的概念。

人口老龄化是一个无法避免的事实，李总理表示政府需要在老年护理方面投入更多的资源来达到年长者的需求。