

GOING BEYOND



REN CI QUARTERLY NEWSLETTER

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Towards Ren Ci 2030

A New Commitment

On 17 October, we officially brought the Ren Ci 2025 5-year strategic plan to its successful conclusion, and welcomed Ren Ci 2030, our new 5-year strategic plan that will guide Ren Ci in realising its vision for 2030. Ren Ci 2030 was co-created by many stakeholders including staff from all levels, volunteers, patients, residents, clients and their families.

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The Editor

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If you have any contributions, comments or feedback, please get in touch with us.

Introducing the Care Pillars

The four pillars of Ren Ci 2030 were unveiled during the ceremony:

- **Care for Beneficiaries** aims to strengthen care delivery and deepen care expertise
- **Care for Staff** aims to foster well-being and joy in the workplace
- **Care for Partners** aims to enhance relationships with key audiences, donors and volunteers
- **Care for Ren Ci** aims to build a resilient organisation through sustainable practices, developing human capital, upholding high standards of governance and driving innovation



These pillars represent our promise to you – as Ren Ci continues to grow over the next five years, we will continue enhancing and upskilling our clinical skills to provide ever better quality of care, and creating opportunities for meaningful experiences and engagement with our volunteers and donors.





Hospital CEO of the Year

Ren Ci CEO Dr Jamie Mervyn Lim was honoured with the Hospital CEO of the Year (Excellence Award) at the Hospital Management Asia Awards 2025.

Since taking the helm of Ren Ci on 1 January 2023, he has strengthened the organisation's people and culture, building a strong core of dedicated individuals to deliver quality care to patients. By attracting and retaining talent, he prepared Ren Ci's workforce for change and innovation, and to stay relevant in a dynamic healthcare environment. Under his leadership, Ren Ci senior management drove ambitious transformation initiatives with three interconnected objectives:

- Strengthening organisational competency
- Building workforce resilience
- Enhancing staff well-being

This ensured that the organisation thrives in an increasingly complex healthcare environment while maintaining our commitment to serve our beneficiaries with loving kindness and compassion. The results speak for themselves. The efforts, driven by Dr Lim and the senior management team, led to a marked improvement in employee engagement, which rose to 72% in 2024. In addition, retention rates rose to an incredible 91% in 2024.

“

We owe a duty of care to our patients and their families, when they entrust their loved ones to us. It is a heavy responsibility we cannot fail. To deliver good care, we must first have good capable people in the organisation. My role as CEO is to work with every staff to build an organisation that strives for excellence, supported by a strong culture of inclusiveness, staff empowerment and collective leadership; grounded on Ren Ci's values of Loving Kindness & Compassion.

Dr Jamie Mervyn Lim

NCSS Social Work Professionals Excellence and Team Awards

Ren Ci received the Excellence Award and the Team Award at the inaugural Social Service Professional Awards, organised by NCSS this year!

Principal Occupational Therapist Ng Lip Chin was conferred the Excellence Award for her contributions to revolutionising the way healthcare services are delivered to clients at Ren Ci. Lip Chin conducted a comprehensive review of existing work processes through transdisciplinary practice, physiotherapy and occupational therapy teams work together to provide holistic and person-centered care to day care clients, reducing delays in client assessments, and freeing up therapists for critical clinical work.

Our Psychosocial Services Team, in collaboration with the Volunteer Management & Development Department and volunteers, was conferred the Team Award for the "Shared Memories" programme for residents of our Chronic Sick Unit (CSU).

The programme help residents with complex chronic medical conditions and their loved ones reconnect through meaningful experiences. The team brings photography and makeup services to residents and their families to capture cherished moments together. Our Psychosocial Services team also facilitates reminiscence, creative arts therapy sessions and spiritual support, the latter with help from volunteers from religious organisations in a truly holistic approach to long-term care.



ReImagine Healthcare: Celebrating Innovation and Excellence

Ren Ci holds an annual Value Carnival, where staff from all our facilities come together to showcase initiatives, share best practices and celebrate our collective commitment to quality and value in healthcare.

This year, the theme was ReImagine, with projects featuring AI taking centre-stage. As part of the programme, we invited Associate Professor Daniel Wang, Infocomm Technology Cluster, SIT, who gave an insightful talk about AI in healthcare. We also took the opportunity to recognise our staff with the Team Excellence Awards for Service & Quality!

Congratulations to our winners, who have gone above and beyond to actively implement improvement based on feedback received, and demonstrated a commitment to continuous learning through training.





Ren Ci Community Event Move for Good



On 20 September 2025, Ang Mo Kio Central Stage came alive with energy and heart as Ren Ci Hospital hosted our inaugural Move for Good community event. With activities like Laughter Yoga, Nagomi art, Zumba and even an illuminating talk by our medical social workers about navigating Singapore's healthcare system, over 400 spirited participants came together to champion a great cause.

The goal? To hit 60,000 repetitions to help us raise \$60,000 for patient care. We're happy to share that everyone helped raise an incredible **\$82,000!** Thank you to everyone who came by and supported the event, as well as our generous sponsors! This would not have been possible without each and every one of you. Check out the highlights of the event day here:



Follow us on social media to find out when our next event will be held!



rencihospital



ren_ci_hospital



Celebrating World Hospice & Palliative Care Month

October is when we celebrate World Hospice and Palliative Care Day, and the Singapore Hospice Council (SHC) organises their annual Live Well. Leave Well. Festival. As a member organisation, Ren Ci proudly joined hands to take part in the festival and reaffirm our commitment to palliative care.

Live Well. Leave Well. Festival

The Live Well. Leave Well. Festival took place at Suntec City from 10 to 12 October. Ren Ci showcased how a multidisciplinary team comes together in palliative care to fulfil the last wishes of patients. Visitors were also invited to think about their last wishes, and what would be important to them.

We also joined SHC at the launch of Compassionate Communities Singapore (CoCoSG), a national movement to build a compassionate and inclusive ecosystem where care, support and understanding extend beyond institutions and into our homes, workplaces and neighbourhoods.



The Magic Carpet Trail Workshop

As part of the celebrations, we also organised a free workshop, titled The Magic Carpet Trail to raise awareness and support of persons facing life-limiting illnesses. This interactive workshop was a rare chance for the public to engage with our doctor, nurse manager, occupational therapist, medical social worker and music therapist to learn more about holistic well-being in palliative care through the lens of wishes at end-of-life. The heartfelt session even brought several attendees to tears!



Transformation of Care Spaces: Our New Ward Design



Ren Ci Community Hospital is undergoing a major renovation of our wards! The new wards were designed to address several objectives:

- To increase daylight and ventilation
- Provide a homier environment
- Improve operations for future outbreaks
- Use space more effectively

The new wards have brighter spaces, improved ventilation and a thoughtful layout, providing a better healing environment not only for our patients and also a better work environment for our staff. As of November 2025, two out of six wards have been completed.

We are also the first community hospital to use a hybrid ventilation system that will automatically close the windows and distribute pre-cooled air evenly, supplemented with ceiling fans. This brings the temperature in the ward down to a comfortable level while minimising the use of electricity!



Honouring Our Volunteers

October was a special month for Ren Ci as we dedicated time to celebrate and strengthen one of the pillars of our organisation: our volunteers and partners. Two meaningful events took centre stage, the Volunteer Leaders Retreat and the Volunteer Appreciation Event, each highlighting the vital role volunteers and partners play in partnering our staff to enrich the lives of our patients, residents and clients.

Volunteer Leaders Retreat: Shaping the Future Together

At the Volunteer Leaders Retreat, 38 volunteer leaders and members of Ren Ci's management team came together to reflect on the evolving needs of our seniors. Leaders shared insights on how we can grow and sustain a vibrant volunteer community, ensuring that our volunteers continue to partner our staff to make a lasting impact. This dialogue reaffirmed our commitment to collaboration and innovation in volunteer engagement.



Volunteer Appreciation: Celebrating Dedication and Legacy

The Volunteer Appreciation Event was a heartfelt occasion to honour the incredible contributions of our volunteers. We celebrated our long-serving volunteers, four of whom have dedicated 30 years of service! They are: Mdm Loke Wan Hing, Mdm Quan Tuck Heng, Mdm Yen Wai Lin and Mdm Lee Moi, who was unable to be present at the ceremony.

We also honoured Ms Sherilyn Chia with the Inspirational Engagement Award for her sustained commitment and transformational leadership, which inspired and mobilised youths and young adults to serve with Ren Ci.

Alongside them, we also recognised many other long-serving volunteers whose dedication continues to inspire us.

Thank you to all our volunteers for making a difference, year after year!



Volunteer Appreciation



卓越领导，实至名归： 林世权博士获颁年度医院总裁奖

仁慈医院总裁林世权博士在2025年亚洲医院管理奖（Hospital Management Asia Awards 2025）中荣获“年度医院总裁”（卓越奖）。

林总裁于2023年1月1日接管仁慈医院时，其目标是加强机构的人员与文化，坚信一支核心敬业的团队对于为患者提供高质量护理至关重要。他的愿景集中在吸引和留住人才、为仁慈的员工队伍做好应对变革和创新的准备，并确保仁慈在不断变化的医疗环境中保持其相关性。在他的领导下，仁慈高级管理层推动了雄心勃勃的转型计划，该计划具有三个相互关联的目标：

- 增强组织能力
- 建立员工队伍韧性
- 提升员工福祉

这确保了机构不仅能够在日益复杂的医疗环境中生存，更能蓬勃发展，同时维持我们以仁心和慈爱服务受益者的承诺，成果不言而喻。他通过文化更新和战略重塑从核心上振兴了机构。这些努力使员工敬业度显著提高，在2024年升至72%，员工留存率也达到91%。恭喜林总裁！



载誉而归！仁慈医院荣获首届 社会服务专业人士奖殊荣

在今年由全国社会服务理事会（NCSS）举办的首届社会服务专业人士奖中，仁慈医院荣获了个人卓越奖（Excellence Award）和团队奖（Team Award）！社会服务专业人士奖旨在表彰和认可新加坡敬业的社会服务专业人士所付出的热情和专业贡献。

仁慈首席职业治疗师黄立菁因其在改革仁慈医院向客户提供医疗服务方式所做出的协作且不懈的贡献，被授予卓越奖。

我们的社会心理服务团队，与义工管理与发展部及义工们通力合作，凭借“共享记忆（Shared Memories）”项目荣获团队奖。该项目是一项旨在支持护理人员、协助遗愿传承工作，并加强我们慢性病患单位患者的活动。该团队为患者及其家属提供摄影和化妆服务，以捕捉珍贵的全家福。我们的社会心理服务团队还会组织回忆活动、创意艺术治疗课程和精神支持服务。



仁慈医院总裁林世权博士与仁慈首席职业治疗师黄立菁

与社区同行·为善意而动

2025年9月20日，仁慈医院在宏茂桥中心舞台举办了首届“为善意而动”社区活动，现场充满了活力与爱心。活动内容丰富，包括大笑瑜伽、和乐粉彩艺术、尊巴舞蹈，以及由我们的医疗社工主讲的关于如何在新加坡医疗系统中寻求帮助的讲座。超过400名充满热情的参与者齐聚一堂，共同支持这一项活动。

我们的目标是完成六万次运动重复次数，以帮助我们为病患护理筹集60,000新元。在所有人的共同努力下，我们最终筹集到令人难以置信的82,000新元！感谢所有前来参加和支持本次活动的与会者，以及我们慷慨的赞助商们！没有你们每一个人的参与，这一切都不可能实现。



改善就医环境，仁慈社区医院病房升级完成

仁慈社区医院正在对我们的病房进行一次大规模翻新！新病房的设计旨在实现多个目标-增加日照和通风、提供更居家的环境、改善运营以应对任何疫情爆发，并更有效地利用空间。

新病房拥有更明亮的空间、更好的通风效果和更贴心的布局，不仅为我们的患者提供了更好的康复环境，同时也为我们的员工创造了更佳的工作环境。我们还是首家采用混合通风系统来冷却病房，同时最大程度地减少电力消耗的社区医院！



仁慈年度“价值嘉年华”

仁慈医院每年都会举办“价值嘉年华”，来自我们所有设施的员工齐聚一堂，展示各项创新举措、分享最佳实践，并共同庆祝我们对医疗护理中质量与价值的集体承诺。

今年的活动主题是“ReImagine”，以人工智能（AI）为特色的项目成为了焦点。作为活动的一部分，我们邀请了Daniel Wang副教授就人工智能在医疗护理中的应用进行了动人的演讲。

我们还借此机会表彰了我们的员工，颁发了“服务与质量团队卓越奖”！衷心祝贺所有获奖者。



仁慈医院真诚致敬义工： 感谢你们的无私奉献！

对于仁慈医院来说，十月是一个特殊的月份，因为我们投入时间来庆祝和巩固我们机构的重要支柱之一：仁慈医院的义工。

本月举办了两场富有意义的活动：“义工领袖对话会”和“义工慰劳会”。这两场活动都突显了义工在与我们员工合作、丰富我们的患者、院友和客户的生活方面所扮演的至关重要的角色。

义工领袖对话会：共塑美好未来

在“义工领袖对话会”上，38位义工领袖和仁慈医院管理团队的成员齐聚一堂，共同探讨老年人不断变化的需求。领袖们分享了关于如何发展和维持一个充满活力的义工社区的见解，以确保我们的义工能够继续与员工合作，产生持久的影响。这次对话重申了我们在义工参与方面对协作和创新的承诺。

义工慰劳会：致敬奉献与传承

“义工慰劳会”是一个衷心感谢我们的义工们做出杰出贡献的场合。今年我们表彰了四位服务满 30 年的义工！他们分别是，陆云庆女士、关德幸女士、甄惠莲女士和李秀凤女士。我们还向谢金静颁发了“启心启发奖”(Inspirational Engagement Award)，以表彰她持续的奉献和变革性的领导力，这些精神激励并动员了众多青少年和年轻人加入仁慈医院的服务行列。

同时，我们也表彰了许多其他长期服务的义工，他们的奉献精神持续鼓舞着我们。感谢所有义工年复一年地付出，创造了非凡的改变！



All local donations are entitled to 250% tax deduction

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SERVICE WITH HEART AND HOPE

Since the inception of Ren Ci, we have grown to serve over 3,500 beneficiaries annually, with strong support from donors like you. From a single chronic sick unit at the former Woodbridge Hospital, we now operate a community hospital, chronic sick unit, three nursing homes, four senior care centres and an active ageing centre (care). Our comprehensive range of services today include rehabilitation, residential care, palliative care, home care, art and music therapy, training academy and more. None of this would have been possible without you. Your generosity enables us to provide the best care we can for our seniors, allowing them to age with dignity and grace. From the bottom of our hearts, **THANK YOU!**

仁慈医院得益于慷慨捐助者的鼎力支持，我们每年为逾三千五百名年长者提供服务。我们从创立时单一的慢性病患单位发展至今，现在拥有一家社区医院、慢性病患单位、三所疗养院、四家乐龄护理中心和一间活跃乐龄护理中心。我们今天提供的全面服务包括复健、住宅护理、慈怀疗护、居家护理、艺术和音乐疗法、培训学院等。没有您的支持，这一切都将是是不可能的。感谢您的慷慨，使我们能够为年长者提供优质的护理服务。仁慈衷心感谢您过去的支持，让我们共同迎接未来三十年和更长时间。



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您的慈悲善举
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*Your Act of Compassion
brings a Ray of Hope to our Patients*