



KWONG WAI SHIU HOSPITAL
 广惠肇留医院
 Since 1910

Always Professional, Always Caring
 专业护理, 时刻关怀

KWSH Connect

MAY 2013 MCI (P) 165/12/2012

A Bi-Annual Newsletter of Kwong Wai Shiu Hospital

Commemorating 102 Years Of Providing Quality & Affordable Healthcare To The Needy



On 01 December 2012, our Hospital ground was transformed into a carnival to commemorate its 102 years of providing quality and affordable healthcare to the sick and needy. The carnival is a way of reaching out to the community who has been very supportive of the Hospital, thus enabling us to sustain through all these decades.

About 800 elderly visitors from the nearby communities together with the volunteers and patients from the hospital joined in the carnival celebration and were treated to a variety of activities.

Free health screenings such as Falls Risk Assessment by Kwong Wai Shiu Hospital (KWSH)'s rehabilitation team, Bone Density Test and Balance Screening by Singapore General Hospital, Glucose Check by Diabetes Society of Singapore and TCM

Consultations by KWSH TCM Centre were made available to the participants who had registered earlier.

The public and the patients revelled in the carnival atmosphere, sponsored food and games. This time round, more non-vegetarian stalls were added to provide more variety to the food. Not surprisingly, the food ran out fast due to overwhelming response.

Over at the game stalls, visitors were seen happily spinning the fortune wheel and pushing the ball into the goal pole. Everyone walked away with a smile as every participant was given a prize.

KWSH would like to take this opportunity to thank all the sponsors and donors for their kind support in making this anniversary event a great success.

Our sponsors for 102nd Anniversary:

- Ah Seng Coffee
- Bowen Distribution Pte Ltd
- Chuen Cheong Food Industries (Pte) Ltd
- Chye Choon Foods Pte Ltd
- Food Haven
- Fragrance Foodstuff Pte Ltd
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- Public Utility Board
- RE & S Enterprises Pte Ltd
- Sembcorp Industries Ltd
- SIA Community Service Club
- Tong Heng Confectionery
- Universal Affinity
- Wen Ken Marketing (S) Pte Ltd



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Patient Outings To The Arena & Labrador Park

Here at KWSH, we believe that it is important for our residents to continue to be in touch with the outside world. This will make it easier for them to assimilate back into the community upon their discharge.

On 11th July last year, staff of HSBC brought our residents out to Labrador Park. The residents relished the breath of fresh nature air coupled with a view of the sea. Adding on to that, a magician was hired by HSBC to provide the residents with on-site entertainment against the picturesque backdrop of nature.

On another occasion, a group of residents were joined together with a group of low-income elderly folks from Henderson and Chinatown for a day of entertainment at The Arena located at Clarke Quay on 11th November 2012. A karaoke competition was held with the top prize being a S\$200 red packet. They were also entertained with a live performance by The Arena Star All Staff Live Band from the USA. In parting, red packets were given to each of the elderly folks as they left the club. Needless to say, they all enjoyed themselves very much and looked forward to more of such events in the future.



A Volunteer's Perspective

Since 26th May 2011, a group of volunteers from SG Cares have been coming down every Thursday to conduct Bingo Session for our residents.

One of the volunteer, Nino, shares with us why he wanted to be a volunteer and his experience here so far....

"In early 2012, I wanted to sign-up for KWSH's Bingo Session with the Elderly through SG Cares but had some hesitation as I couldn't speak and understand Chinese language or any dialects. However, I decided that I would be able to break the language barrier with a simple SMILE.

On the first day of volunteering at KWSH, I noticed that I was the only person who could not understand and speak any dialects which only fuelled my fear but I still kept smiling in an attempt to encourage myself. During the Bingo session, I could feel the joy and excitement radiating from the residents as well as the care and love of the volunteers towards the residents. It was akin to one big family playing in a reunion celebration. After the session, while pushing the residents in their wheelchairs back to their ward, I can feel their renewed energy and their smile is a reflection of their appreciative hearts.

Activities like the KWSH's Bingo Session is a manifestation that volunteering is work that comes from the heart - touching lives and bringing joy to both the volunteers and the beneficiaries. It knows no particular language, age, race and culture."



In The Spotlight

From this issue onwards, we will be featuring a team of our staff from different departments to find out more about who they are, what they do and their experience here in KWSH.

This month we spotlight: Nursing Team



(From left to right) **Khin Mar**, Nursing Officer, 16 years with KWSH; **Devige**, Staff Nurse, 4 years with KWSH; **Sumi**, Patient Care Assistant, 9 years with KWSH; **Mary Rose**, Enrolled Nurse, 3 years with KWSH

Q1: What made you choose Nursing in the ILTC sector as a career?

Sumi: Nursing is a challenging career for me. Through the knowledge I gained from managing patients with chronic illness, I can better care for my 2 elderly parents who suffer from chronic sickness as well.

Mary Rose: A career in nursing albeit challenging, is also inspiring as it makes a difference in people's lives.

Khin Mar & Devige: My passion of wanting to provide quality care for the residents inspired me to choose nursing as a career.

Q2: What is your daily routine like?

Sumi: Our routine involves keeping the residents as comfortable as possible. Bathing, feeding and changing the diapers of the elderly starts as early as 7am.

Devige/ Mary Rose: My daily routine consists of serving medications, assisting and supervising PCA's/HA's, doctor review and interacting with residents and sometimes, their family members as well.

Khin Mar: Oversee the daily operational needs of the wards under my care with regards to staffing as well as the residents' conditions etc.

Staff Wellness Committee

A Staff Wellness Committee comprising of representatives from across our organization was formed on 1 December 2012. The objective of this committee is to come up with wellness initiatives and to put them into actions. This dedicated committee will help to motivate staff by bringing about various exciting programmes that will benefit the staff.



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Q3: What are the difficulties and challenges you face on the job?

Sumi: Communication is always an issue as most patients would speak in their own dialect. However, it is motivating when residents show you their gratitude when you are able to understand and attend to their requests.

Mary Rose: The environment, resident culture and language barriers are challenging to me as a foreigner. In spite of these challenges, the good feedback that I receive from the residents and their relatives motivates me to always strive to do my best.

Devige: The challenge I face in a nursing home is assisting elderly residents with cognitive and physical impairments.

Khin Mar: Dealing with difficult customers can be challenging but my positive thinking and my residents' well-being keeps me motivated.

Q4: Can you share a most memorable experience at work during your time here in KWSH?

Sumi: Each time when a patient passes away, especially the ones who are close to us (nurses), we feel the pain of losing them as a bond was forged during the time they stayed here.

Devige: Seeing my resident's smile, receiving caring words from the relatives of patients as well as an understanding and caring management all play a part in forming a memorable experience for me here.

Khin Mar: Having been here for 16 years has allowed me to witness the changes in a decade moving from traditional care to the current resident management which is a memorable experience for me.

Charity Concert 2012

In collaboration with a leading and renowned figure in Singapore's music circle, Iskandar Ismail, Kwong Wai Shiu Hospital (KWSH) held a Charity Concert on the evening of 13 December 2012. This fund raising event comes at a crucial time for KWSH as it continues on its efforts to raise funds for its redevelopment project. The project will enable us to sustain our noble mission of providing healthcare services to the needy elderly. Sharing this meaningful moment with us was our Guest-Of-Honour for the night, Mr Lawrence Wong, Acting Minister for Culture, Community and Youth and Senior Minister of State, Ministry of Communications and Information.

The two hour show juxtaposed different east-west melodies and dance genres; giving a twist to classic and pop songs. A whimsical soiree of songs from across Asia and appealed to the discerning oldies lover with well-known songs such as Ban Jin Ba Liang, Xin Fu Zhi Ge and Hong Dou Xiang Si. The many guest vocalists who comprised a fusion of local artists such as Cheryl Wee, Amni Musfirah and foreign artists such as Ding Fan, Wang Chuang, Huang Xi and Jiang Wen Tuan also crooned off to various hit songs while backed by a strong orchestra. For the rest of us who are not regular

cultural aficionados of Chinese opera and classical music, the luxuriant arrangement done by Iskandar Ismail made it all literally music to our ears.

This concert was made possible only with a tremendous amount of time and work granted by many such as Concert producer Mary Anne and our Organizing Committee Chairperson Terene Seow together with her committee members; all of whom have in one way or another, helped made this event a success.

The concert, which entailed a production cost of S\$107,370.58, ended on a high note with a sum of S\$1,943,650.95 raised by the end of the night. This was made possible thanks to the generosity of the many donors who came forward to support our cause.



Upcoming Events

Mother's Day

– Show your appreciation for your mum on this Mother's Day while supporting a good cause! Every donation of S\$10 and above entitles you to a handmade flower! While stocks last only.

House-To-House

– The staff of KWSH will be visiting various places island wide from **18 March to 14 July 2013** to conduct door to door fund-raising for the purpose of raising funds to help cover the annual operating expenses of the Hospital.



Charity Golf 2013

– As part of our fundraising efforts, we will be organising our annual Charity Golf on 18th July 2013 at Tanah Merah Country Club (Tampines Course). We would like to invite you to support us by sponsoring a flight or cash donation for this meaningful event. For more information, please contact Jun Quan at 6422 1292.



KWONG WAI SHIU HOSPITAL CHARITY GOLF 2013

Date : 18 July 2013 (Thursday)

Time : 11.30am – 6.30pm

Venue : Tanah Merah Country Club,
Tampines Course

Guest-Of-Honour:
Mr Wong Kan Seng
(Member Of Parliament for Bishan-Toa Payoh GRC)

慈善演唱会2012

2012年报12月13日，广惠肇留医院与本地知名音乐家，依斯干达合作，举办了一场慈善演唱会，为医院筹募扩建基金。

当晚的主宾是文化，社区与青年部代部长兼通讯与新闻部高级政务部长黄循财先生。

两个小时的演唱会呈现了中西结合的舞蹈，流行歌曲与老歌，包括了耳熟能详的金曲如<半斤八两>，<幸福之歌>与<红豆相思>。

当晚的演唱嘉宾包括了本地与海外歌手，如黄馨慧，Amni Musfirah，丁凡，王闯，黄茜与蒋文端。

演唱会能成功举行要感谢筹委会主席萧德玲女士，晚会统筹兼策划玛丽安女士及全体参加的艺人和工作人员。

演唱会的总收入为\$1,943,650.95，扣除演出费用\$107,370.58外，共为医院筹得\$1,836,280.37，我们衷心感谢各位善长人翁的捐款，支持与认同，让我们能秉持信念继续为大众服务。

新登场活动

母亲节筹款活动

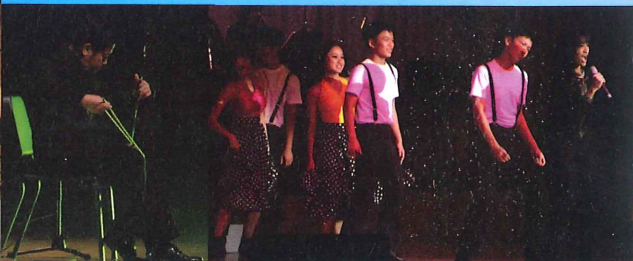
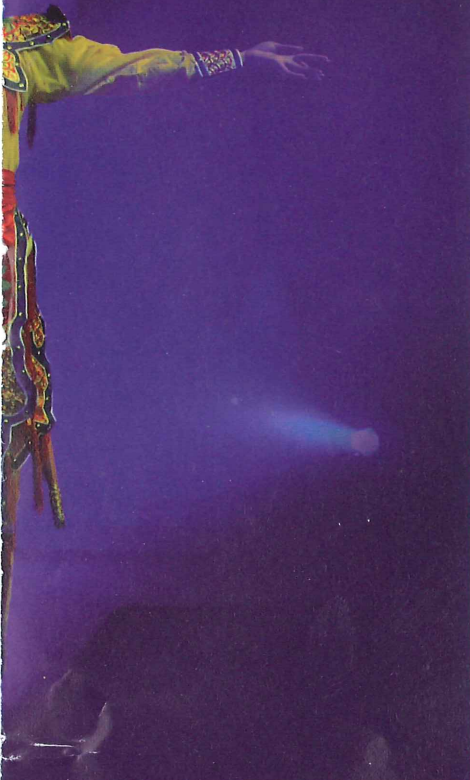
— 在这个节日向母亲表达感激之情的同时，可与我们一起共襄盛举。每捐款\$10，将可获得一朵手工制造的花朵。

沿户募捐活动

— 广惠肇留医院的职员将从2013年3月18日至7月14日在全岛沿家挨户进行募捐活动，为医院筹募营运基金。

2013高尔夫球筹款活动

— 一年一度的高尔夫球筹款活动将在7月18日在丹那美拉俱乐部举行。我们诚意邀请善心人士与我们一起共襄盛举。欲知更多详情，请致电募捐组6422-1292 与 Jun Quan 联络。



我们的职员

从这一期开始，我们将为你们介绍及访问在广惠肇留医院各个不同部门的职员及分享他们在医院的点点滴滴。

这一期接受访问的是护理人员。

图（从左至右）：

Khin Mar (简称KM), 护士长, 在职16年
Devege (简称D), 注册护士, 在职4年
Sumi (简称S), 病人护理助理, 在职9年
Mary Rose (简称MR), 助理护士, 在职3年



问：请问是什么原因驱使您选择护理工作作为职业？

S：对我而言，护理工作非常的具有挑战性。在看护患有慢性病病人的过程中，让我得到不少的知识与经验，这让我在照顾患病的父母时，更加容易。

MR：护理工作是一项非常具有挑战性的职业，它同时也非常具有鼓舞性和满足感。

KM与D：我想为广惠肇的住院病人提供优质的护理服务，是我选择护理工作作为职业的因素。

问：您能否谈一谈您的日常工作？

S：我们的日常工作包括为老人们梳洗，更换纸尿片及喂食。同时也必须确保他们能舒适自在。

D与MR：我们的则包括协助他们吃药，监督护理助理的工作及协助医生的检查工作。同时也必须与病人及其家属经常沟通。

KM：确保病房的日常运作，掌握护士及病人的状况。

问：您在工作上有碰到什么样的挑战吗？

S：与病人沟通是一个挑战因为他们通常以方言表达他们的需要。但是，当我们明白他们的需要时，他们对我们表达感谢时让我们感到鼓舞。

MR：整个大环境与语言隔阂对我来说都是一大挑战。虽然如此，当我收到病人及家属的正面反馈时，却激励我必须精益求精，务必做得更好。

D：我所碰到的挑战是协助那些在认知与行动不便的病人。

KM：面对病人或家属过分的要求是我碰到的挑战，但是病人的福利激励我积极面对所有的挑战。

问：您碰到最难忘的经历是什么？

S：每当有病人逝世时，尤其是那些与我们比较亲近些的，我们会感到非常伤感，毕竟他们在世时，我们已经与他们建立了非常亲密的关系。

D：看到病人的微笑，收到家属的鼓励言语及管理层的体谅都是让我难忘的经历。

KM：在广惠肇的16年，我见证了过去10年的护理工作与时并进，这一点让我非常难忘。

职工福利委员会

2012年12月1日，广惠肇留医院成立了职工福利委员会。委员会的成员来自各个部门的员工代表。委员会的宗旨是为员工安排健康活动同时也肩负了激励员工士气的责任。



参观 The Arena 与 拉伯多公园

在广惠肇留医院，我们认为住院病人能持续的看到和接触外界的人与事务，将能使到他们出院后更容易融入社区。

2012年7月11日，汇丰银行的职员带领我们的住院病人探访了拉伯多公园。我们的病人在清幽的环境与碧海蓝天的衬托下，在公园内欣赏了一场魔术表演。

在2012年11月11日，我们的住院病人与一群来自亨德申与牛车水的低收入年长者在位于克拉码头的 The Arena 观赏了一场由来自美国群星们呈现的现场演出。与此同时，当天也进行了一场卡拉 OK 比赛。冠军得主也荣获 \$200 的奖金。曲终人散时，参与者也各获得了一封红包。



义工观点

从2011年5月26日，一群来自 SG Cares 的义工在每一个星期四下午与我们的病人玩 Bingo 游戏。其中一名义工，Nino 与我们分享了他的经验及为何他要参与义工服务。

“其实早在 2012 年，我已经想加入广惠肇的 Bingo 游戏成为义工。但是，那时的我因为不会讲任何方言与华语而踌躇不前。不过在细想之后，我认为通过一个微笑，能让我打破这个语言隔阂。”

犹记得在第一天时，我发现我是众多人士中唯一不懂任何方言和华语的义工。这一点让我非常忐忑不安，但是我一直保持着微笑以鼓励自己。在玩游戏的过程中，我可以感受到病人的愉悦心情及义工们对他们的关怀，就象一个融洽的大家庭。游戏结束后，在送病人回去他们的个别病房时，我可以感受到他们内心的喜悦。

通过象 Bingo 游戏 这样的活动其实体现了志愿服务其实没有任何语言，年龄，种族与文化之分，而是真正的从心出发把欢乐带给有需要的人。”

广惠肇留医院 102周年纪念庆典

我们的赞助商:

- 亚成咖啡
- 保运企业私人有限公司
- 泉昌食品工业私营有限公司
- 再春食品私营有限公司
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- 观音斋
- 梁介福藥業私人有限公司
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- 明发鱼丸面
- 公用事业局
- RE & S Enterprises Pte Ltd
- 胜科工业集团
- 新航社区服务俱乐部
- 永健集團
- 东兴饼家
- 十方结缘



2012年12月1日, 广惠肇留医院的庭院处处充满着嘉年华会的气氛。这是为了庆祝本院102年院庆而举行的庆祝会。同时, 也希望借着这次的活动与社区作更紧密的接触和回馈社会。

当天, 约800名来自附近社区的乐龄人士及本院的义工与病患者参与了这场多姿多彩的嘉年华会。

当天的活动包括了由本院康复中心与

中医门诊中心举办的跌倒风险评估测试及中医义诊。新加坡糖尿病协会与新加坡中央医院也为参与的民众进行血糖检查及骨骼测试。

所有的参与者都陶醉在赞助商所提供的美食与游戏的欢乐气氛中。

广惠肇留医院非常感激所有的赞助商与捐款者的捐助, 使得这次的院庆活动能圆满举行。

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