

Sparkling New Home Welcomes Dignitaries

贵宾莅临崭新院区

Kwong Wai Shiu got off to a brand new start with the full completion of our redevelopment in the first quarter of the year. The transformation had begun in 2014 and cost \$96 million, making it the most extensive redevelopment in our history. Following the conclusion of the works, we were privileged to have our Prime Minister, Mr Lee Hsien Loong, officially open the redeveloped KWSH premises on 6 October as we celebrated our 108th anniversary.

Back in the year 2010, PM Lee was also the distinguished guest of honour at our centennial gala dinner. Then, KWSH had been facing an uncertain future upon the expiry of our initial land lease. The Prime Minister, however, chased away the gloom when he made the all-important announcement that the Hospital shall be allowed to remain at this Serangoon Road site and we subsequently embarked on the monumental redevelopment. It was thus a moment of added significance when PM Lee officiated the unveiling of the redeveloped premises.

Shortly after the opening ceremony, KWSH hosted a foreign dignitary when the First Lady of South Korea, Kim Jung-sook, visited the Hospital on 14 November while in Singapore for the Asean Summit with President Moon Jae-in. Besides touring our Heritage Gallery and the iconic Pavilion Garden to learn about KWSH's history, the affable First Lady also went around our facilities and even brought about much joy as she engaged in activities together with our elderly. It had been an immense honour to host such a high profile dignitary and we thank First Lady Kim for the love and care toward our elderly.

Apart from the prominent guests, another highlight of 2018 was when Chairman Patrick Lee announced further development plans at our Mother's Day Charity Concert in May. With MOH granting us the rights to operate another three care facilities at three new sites, Kwong Wai Shiu will operate a total of six service sites by 2021, among them, two nursing homes and four community care centres. Apart from running the biggest single-site nursing home at our Serangoon Road main site, the 1,180-bed capacity across the two homes will also make us one of the largest nursing home operators in Singapore.



South Korean First Lady (centre) at the historic "Huo Ran" Pavilion, a Chinese term that symbolises a speedy recovery
 韩国第一夫人 (中) 于象征病痛快速康复的“霍然亭”前合影



Determined to repay the faith from the government and all our supporters, all of us here at Kwong Wai Shiu have already geared ourselves up for the expansion tasks ahead. As we celebrate the festivities at the turn of the year, we look forward to your generous gifts and continuous support that will go a long way in benefitting our beneficiaries. Here's wishing all of us a Happy 2019!

年初第一季, 广惠肇便以扩建全面完工后的崭新面貌开启了新的一年。耗资9600万元的此次工程始于2014年, 是本院史上规模最大的扩建。扩建落成, 我们荣幸邀得我国总理李显龙先生于10月6日医院欢庆108周年之时, 为扩建后的院区主持开幕。

回首2010年, 李总理在本院百年庆典晚宴上同样担任主宾。那时, 广惠肇正因为原有土地租约到期而面对何去何从的困境。然而, 总理却为我们吹散了密布的乌云。总理当时宣布, 医院将继续留守实龙岗路原址。随后的庞大扩建工程便是因为这项重大宣布才得以展开, 因此这一次由李总理主持开幕, 更是意义非凡。

新院区开幕后没多久, 广惠肇更是迎来海外贵宾。韩国总统夫人金正淑于11月14日大驾光临, 造访本院。总统

夫人此次是因亚细安峰会随文在寅总统访问新加坡。除了通过本院的历史展馆“任重道远馆”和标志性广惠肇庭院了解医院历史, 和蔼可亲的第一夫人还参观本院设施并与年长人士一同参与活动, 给他们带来不少欢乐。能够有机会招待这名重量级贵宾, 我们深感荣幸并感谢韩国第一夫人金正淑对本院年长者如此关爱。

迎来德高望重的贵宾之外, 2018年的另一亮点是李国基主席5月份在本院母亲节慈善音乐会上所宣布的新发展计划。卫生部将让我们在三个新的地点设立另外三家社区护理设施, 使广惠肇到了2021年一共拥有六个服务基地, 包括两家疗养院以及四家社区关怀中心。其中, 坐落在实龙岗路主院区的疗养院是全国最大的单址疗养院而两家疗养院合计的1180个床位也将使广惠肇成为本地最大的疗养院业者之一。

医院全体上下已经为眼前的任务准备就绪, 决心要实现政府和众支持者对我们的期许。当我们开心地欢庆这跨年佳节之际, 我们也期待各位慷慨献爱心, 为有需要的社群带来无限的温暖。在此祝福大家2019年快乐!

Revamped KWSH Mission and Vision

广惠肇新宗旨与愿景出炉

Following the major redevelopment at KWSH's main site and as the Hospital extends our services to the community with the setting up of various community facilities, we have also revamped our mission and vision to better reflect our network of community care. At the Nurses' Day celebration on 1 August, Chairman Patrick Lee and CEO, Dr Ow Chee Chung, jointly unveiled our new mission and vision statements.

The new mission "To provide Quality, Comprehensive and Convenient healthcare services to the needy in Singapore" and the new vision "To be a Leading Community Healthcare Hub in Singapore" signals our commitment to transform ourselves into a community healthcare hub for the region as we seek to do more for the people.



随着广惠肇完成主院区的大规模扩建计划并开始设立社区医护设施入驻社区，我们也更新了本院的宗旨和愿景，以更好地反映广惠肇的护理设施网络。李国基主席与总裁区志忠医生在8月1日的护士节庆祝活动上揭开了新宗旨及新愿景。

新的宗旨“为新加坡有需要照顾的社群提供优质，全面及方便的医护服务”和新的愿景“成为新加坡卓越的社区医护中心”体现出我们希望成为区域社区医护中心以更好地造福社会的决心。

Make a Donation, Make a Difference!

慷慨解囊，让爱传递！
捐款方式，请浏览：

www.kwsh.org.sg/en/donations

Doing KWSH Proud

广惠肇之光

Community Care Excellence Awards

The Community Care Excellence Awards organised by the Agency for Integrated Care recognise the contributions of community care staff and teams who have demonstrated exemplary service and commitment in delivering quality care to their clients. These biennial awards are the only awards in Singapore that are specifically dedicated to the community care sector. For the 2018 awards, we have 22 colleagues who received various individual and team awards, with Michelle Lew, Director of Ambulatory Services, bagging the top tier Gold Award.

Nurses' Merit Award

A long-standing annual award that has been given out since 1976, the Nurses' Merit Award recognises nurses who have demonstrated consistent and outstanding performance for the past three years. The recipient must have also participated in professional development and made contributions in promoting the nursing profession. For her dedication to the "Nightingale" profession, it is indeed a well-deserved award for Nurse Manager Loh Kwai Yoke and a proud moment for KWSH when she received the award from Health Minister Gan Kim Yong.

社区护理卓越奖

由护联中心所颁发的社区护理卓越奖项是我国唯一一项社区护理领域专属的奖项。两年一度的奖项表扬社区护理人员与团队在提供优质护理方面的杰出表现和奉献精神，对他们的贡献给予肯定。2018年奖项中，广惠肇一共有22位同事获颁个人与团体奖。其中，掌管本院康复治疗事务的刘莉莉总监更是荣获最高级别的金级奖。

护士优异奖

自1976年开始颁发的年度“护士优异奖”表扬过去三年持续保持杰出表现的护士们。得奖者更是必须积极参与了职能方面的发展与培训，并且在推广护理专业上做出贡献。一向对白衣天使工作敬业乐业的罗桂玉护士长这一次得奖实至名归，由卫生部长颜金勇亲自颁发奖项，为广惠肇争光！



Community Care Excellence Gold Award winner Michelle Lew
社区护理卓越奖金奖得主刘莉莉



Loh Kwai Yoke (2nd from left) at the Nurses' Merit Award ceremony
罗桂玉（左二）出席护士优异奖颁奖典礼

What Does Kwong Wai Shiu Mean to You?

情牵广惠肇

As one of Singapore's oldest charitable healthcare institutions, countless number of people have contributed to our cause over our 108-year history. This issue, we ask a long-serving staff and a volunteer what Kwong Wai Shiu means to them.

广惠肇是本地历史最为悠久的慈善医疗机构之一, 108年来凭无数人的贡献成就了本院的慈善事业。让我们一起来看看, 广惠肇对一名长期服务的员工和我们的义工来说, 到底有着怎样的情感。

A Half-Century Long Dedication:

Mdm Lee Kwai Hoong is a Pharmacy Assistant at KWSH. She has been with the Hospital since 1968.

To me, Kwong Wai Shiu means family. For 50 years, it has been like a home to me where the colleagues and patients are all my family members. It doesn't matter if you are a junior staff or the management, we are all very closely knitted here, just like a real family. And it's not only the staff, the patients here always have a smile for us and will wave to us like how you will greet your own family and friends.

At KWSH, everything comes from the heart. We all serve with our heart and I am also always touched by the gratefulness from the people we have helped. There was an incident years ago that has remained etched in my heart. Our pharmacy was then situated next to the cashier's office. One day, a man came by and said he would like to pay his late mother's bills. It turned out that the family was poor and had not been able to afford the hospital bills when the mother was staying at KWSH. Even though the mother had already passed on, the man had now struck a lottery and he insisted on repaying all the past bills which amounted to thousands of dollars!

半个世纪的奉献:

李桂红女士在广惠肇担任助理配药师。她于1968年加入医院。对我而言, 广惠肇就是一个大家庭。50年来, 这里就像是我的家而同事和病友们全都是我的家人。不管你是小职员或管理层, 我们的关系都非常融洽, 就像是真正的一家人。除了



Lee Kwai Hoong (with bouquet) with the pharmacy family before her impending retirement
李桂红 (手持花束者) 即将退休前与配药室的“家人”合拍全家福

同事之外, 病友们也总是对我们笑脸迎人向我们打招呼, 就像对待自己的家人朋友一样。

在广惠肇的一切都是从“心”出发的, 我们都真心地为人们服务, 而每当一些曾经受惠于广惠肇的人向我们表达感激之情, 这总是让我非常感动。多年前的其中一个情景, 至今依然深深地烙印在我的脑海。那时候, 我们的配药室就在收银处的旁边。有一回, 一名男子前来要为已经过世的母亲缴付医药费。母亲在世的时候, 这家人因为家境的缘故无法负担她在广惠肇的医药费。尽管母亲已经离世, 男子因为赢得了一笔博彩奖金, 坚持要还清过去的所有医药费, 一共给了我们好几千块钱!



Volunteer Lau Hing Tung (standing, right) enjoying the festivities with his friends from KWSH
义工刘庆彤 (站立者, 右) 和他在广惠肇的朋友们共度佳节

A Listening Ear and A Helping Hand:

Mr Lau Hing Tung is a retiree who volunteers at KWSH every Tuesday to befriend the residents.

Kwong Wai Shiu is about bringing joy to my friends and making them happy. I have always regarded the residents here as my friends and it is always my greatest delight to bring cheers to them. This is what comes to mind when I think about my time volunteering at KWSH, but it is also not always about livening up the atmosphere. Certain days, we will just sit with them, taking the time to offer a listening ear and understanding their inner emotions, and this is pivotal to their well-being. There was even one time when a resident held my hand for a long time but neither of us said a thing, yet the silence had probably already spoken a thousand words.

I hope to continue to do more for the residents. Our group is learning new songs and we are picking up sign language so that we can spread the love to even more friends. We also hope more new volunteers can join us so that we can widen our voluntary services, especially with KWSH's expansion and increasing number

of residents. New volunteers will also bring with them different talents and skillsets. Together, we can all play a part and bring more smiles to the residents' faces. Come on board our volunteering journey today!

用心聆听 伸出援手:

退休人士刘庆彤先生每个星期二都到广惠肇担任义工, 前来陪伴院友。广惠肇对我的意义在于将欢乐带给我的朋友, 让他们都过得开开心心。我向来都把院友们视为自己的朋友, 能够为他们带来欢笑便是我最大的喜悦。谈起我在广惠肇的义工生涯, 我最先想到的就是院友们的快乐。不过, 为他们制造欢乐并不表示每一次都得搞得热热闹闹才行。有些时候, 我们什么都不做, 就静静地坐在他们身边, 当他们倾诉的对象, 用心聆听他们内心深处的情感。这对他们的心灵健康其实是至关重要的。记得有一回, 一名院友默默地握住我的手, 握了很长很长的时间。我们彼此一句话也没说, 但那一段沉寂却又似乎道尽了千言万语。

接下来, 我希望能够继续为院友们做得更多。除了学唱更多新的歌曲, 我们这组义工也正在掌握手语, 希望通过动作和肢体语言将爱传递给更多的朋友。我们也期待更多新的义工加入我们, 一起来扩展医院的义务服务, 以更好地应对广惠肇扩建后随之增加的院友人数。新的义工也会有不同方面的才华和知识。大家携手努力, 必定能为院友带来更多欢笑。欢迎各位加入我们的义工行列!



Call 6422 1291 or visit <http://bit.ly/kwshvolunteer> to join us as a volunteer!
欢迎致电 6422 1291 或浏览 <http://bit.ly/kwshvolunteer> 报名成为我们的义工!

Welcoming New Partners On Board

合作机构“新居入伙”

Committed to our goal of providing integrated care to our patients, Kwong Wai Shiu Hospital has further established new collaborations with external partners in order to expand our existing suite of services. On top of the in-house services offered by the Hospital, the new partnerships will enable us to become an enhanced service provider, granting more options and greater convenience to both KWSH's clients as well as the public. Here's a look at the new services provided by our partners in the Community Building (Block A)!

Day Hospice Centre

A day hospice has been set up within our Hospital compound by HCA Hospice Care, Singapore's leading home hospice care provider in palliative care. The multidisciplinary team at the day hospice conducts a range of constructive and therapeutic activities, which are specially tailored to suit the different interests and functioning levels of each patient, to provide support for the patients. These activities include light exercises, music therapy, and art and craft sessions, which incorporate the element of fun. The HCA Headquarters is also located within the Community Building. Being a partner of our Community Training Institute as well, HCA's physical presence here will definitely lead to an even closer working relationship. Visit www.hca.org.sg to find out more about HCA's services.

Dialysis Centre

We are pleased to welcome on board Fresenius Medical Care, Singapore's largest private provider of dialysis care whose mission of improving patients' quality of life aligns with that of Kwong Wai Shiu. With the move of its Whampoa Dialysis Clinic to the community healthcare hub at KWSH, dialysis patients who require other care services can now benefit from the one-stop service at the Hospital during the same visit. This strategic location will also offer convenience and cost saving to our nursing home residents with dialysis needs as they can now receive dialysis care at their doorstep without the hassle of travelling to a dialysis centre. Visit www.fmc-sg.com for more information on the dialysis care provided.

Family Clinic

True to Kwong Wai Shiu Hospital's tradition of being the first healthcare institution in Singapore to offer both TCM and western medicine treatments, Healthway Medical Group has set up an outpatient clinic within our premises, and clients will be

able to access a wide variety of services. As part of the healthcare provider's network of medical centres and clinics in Singapore, the clinic at KWSH provides the management of basic health conditions, vaccinations, diabetic retinal photography, podiatry services and more. Find out more about their services at www.healthwaymedical.com.

为了提供更加周全的服务，广惠肇留医院已与三个伙伴机构建立紧密的合作关系，以扩展医院现有的服务。伙伴们将在医院自身所提供的服务之外，为医院的病友以及公众带来更多的医疗选择以及便利，使广惠肇的护理更为完善。让我们一起来看看坐落在本院社区大楼（A座）内的新设施与服务究竟有哪些！

日间慈怀疗护中心

新加坡最大的居家慈怀疗护服务业者“HCA慈怀护理”在本院设立了日间慈怀疗护服务，由一组综合多项专业的团队进行一系列的疗愈性活动，为病友提供支持。活动融入趣味元素并且依据个别病友的身体情况和兴趣量身制定，其中包括了轻度的运动、音乐疗程以及手工艺。除了日间护理服务，HCA的总部也设于本院社区大楼内。HCA同时也是广惠肇社区培训学院的伙伴，如今入驻广惠肇主院区，势必使彼此之间的合作关系更上一层楼。

洗肾中心

Fresenius Medical Care（费森尤斯）的加入为广惠肇主院区增添了肾脏治疗方面的服务。该公司是本地规模最大的私营洗肾治疗业者，而他们致力于改善病友生活素质的理念也和本院相同。随着黄埔肾脏治疗中心迁入广惠肇主院区这个社区医护中心，肾脏病患将可同时利用这里的其他护理服务，受惠于这里的一站式服务，而有需要的疗养院院友也可直接在院内进行洗肾，节省时间和开销，不必再专程出外洗肾。

家庭诊所

广惠肇留医院是本地医疗史上首家同时提供中医和西医治疗的医疗机构。此前，医院原先的西医门诊受扩建的影响而停止服务。现在，康威医疗集团在院区内设立的家庭诊所，使本院再一次恢复这个中西医服务的传统。作为一家提供医疗保健服务的机构，康威旗下的医疗中心和诊所遍布新加坡各个区域。位于广惠肇留医院的这家诊所提供一系列的门诊服务，其中包括常见疾病的诊疗、疫苗接种、糖尿病视网膜膜检验、足病诊疗等等。

