#### **Community Care Day 2019** 2019年社区关怀日



Guest of honour, Mr Goh Chok Tong (with shovel, from left), and Mrs Goh adding a tree to our Pavilion Garden 主宾吴作栋先生 (手持铲子, 左起) 与吴夫人在广惠肇庭院种下一棵树





ESM Goh Chok Tong and Mrs Goh (front row, 2nd and 3rd from left) enjoying the performance 吴作栋资政和吴夫人 (前排左二、左三) 观赏表演



Games booth by Yangzheng Primary School students 养正小学学生为参与者提供游戏



Opening drumming performance by KWSH residents

广惠肇院友与职员以击鼓表演为活动揭幕

On 30 March 2019, Kwong Wai Shiu Hospital (KWSH) held its annual Community Care Day, welcoming 800 members of the public for a day of fun and excitement. Emeritus Senior Minister Goh Chok Tong, accompanied by Mrs Goh, was our distinguished guest of honour.

The event officially began with an exciting drumming performance by our residents, and our community partners and volunteers took over with a series of dazzling stage performances. One notable highlight that morning was Mrs Goh taking the stage and captivating everyone with her melodious tunes.

This year, our partners offered our elderly participants complimentary health screenings and set up interactive booths. Our own TCM and rehab teams also played their parts through their respective booths and encouraged everyone to lead a healthy lifestyle. At the same time, the participants also

indulged in the plentiful games and food options offered at our carnival stalls.

KWSH is also honoured to have ESM Goh make a new addition to our Pavilion Garden by planting a tree, bringing fresh vibrancy to our compound.

During the event, KWSH also shared about our upcoming chronic sick wards with ESM Goh. Find out more about the new wards on the following page!

广惠肇于2019年3月30日举办了一年 一度的社区关怀日,与800名公众兴 高采烈地共度了这一天。荣誉国务资 政吴作栋也在吴夫人的陪同下以主宾 身份出席了本次活动。

院友门一段振奋人心的击鼓表演 之后, 活动正式开锣。随后, 轮到 我们的各个社区伙伴及义工们轮番上 台呈献精彩绝伦的演出。吴夫人更是

亲自上阵, 几首优美旋律让大伙儿听 得如痴如醉, 成为当天早上的一大 亮点。

今年活动, 各个伙伴团体为年长参 与者提供免费健康检查, 也通过一 些互动项目向参与者传达健康保健 讯息。本院的中医团队和康复疗护团 队也不落人后, 通过各自的服务与 现场活动鼓励人们采纳健康的生活 方式。与此同时,参与者也在这个嘉 年华上享受了多项游戏和丰富美食。

活动当天, 吴资政还在广惠肇庭院 种下一棵树, 为我们的院区增添了 朝气。

本院也借着这一次活动向吴资政介 绍了广惠肇接下来将新添的慢性疾 病病房。也欢迎你翻阅下一页, 一同认识我们的新病房!

#### **Upcoming 128-bed Chronic Sick Wards**

筹建中128床位慢性病房

KWSH had just celebrated the completion of our largest redevelopment works last year, but our plans to further expand our suite of services continue. In August 2018, construction of a new 10-storey building began beside our main site. The new Kallang Polyclinic, to be operated by the National Healthcare Group, will occupy the lower five levels, while our chronic sick wards will span across the upper five storeys.

The new chronic sick wards will deploy specialised staff to cater to the care-intensive needs of the highly dependent residents who require more nursing care than what a general nursing home offers. Besides having double the ratio of isolation room to residents as compared to a general nursing home, all the beds in the new wards will also feature full oxygen systems. These will equip us with greater capacity to manage more complex cases.

With the addition of the new wards by 2020, KWSH's nursing home portfolio will be expanded to encompass general nursing home, dementia care, transitional care and chronic sick care, allowing the delivery of integrated care where residents can receive the most

appropriate services should their conditions change.

The new wards will furnish an additional 128 beds for the Hospital and boost our total capacity to 750 beds, further strengthening our position as Singapore's largest single-site nursing home.

史上最大规模的扩建计划虽已在去年圆满落成,但本院仍旧继续为进主党 近充服务积极规划。一栋与本院主院 区相连接的10层高新楼已于2018年8月开始建设。待建筑完工后,由国立健保集团运作的新加冷综合诊疗所将设在一至五楼,而顶端的五层将用作本院的慢性疾病病房用途。



Artist's impression of new 10-storey building that will be linked to the rest of the KWSH compound 新10层大楼构想图。大楼将与院区其他建筑相连接

新添的病房于2020年启用后,广惠肇的疗养服务将扩充至一般疗养院、失智症照护、过渡照护以及慢性疾病照护。如此般将各种照护模式综合在一起,将确保院友一旦健康情况有所改变,他们也依然能够得到最妥善的照料。

新的病房共有128个床位,使广惠肇的床位总数增至750,将进一步巩固广惠肇作为新加坡最大单址疗养院的地位。

# Community Training Institute - Courses and New Microsite

社区培训学院 - 课程与新网络专页

KWSH's Community Training Institute (CTI) has been actively providing training courses since its launch in September 2018. From June till the end of this year, CTI will be offering almost 60 different courses, in collaboration with our partners. These courses will span across several domains, such as behavioural and psychosocial, quality improvement, governance and organisational excellence, and clinical, which will cater to the various needs of our community partners. During this period, there will also be a few runs of some of our popular courses like "Providing a Dementia Friendly Environment" and "Communication Skills".

广惠肇社区培训学院自2018年设立以来便马不停蹄地提供多项培训课程。接下来的6月至今年年底,学院将连同伙伴机构推出将近60个不同的课程。课程内容遍布多个范畴,像是行为与社会心理学、质量提升、机构的监管与良好管理以及临床方面的知识,将能满足社区伙伴们的各种需求。在这期间,学院将为一些较受欢迎的课程,比如教导如何打造亲失智症患者环境的"Providing a Dementia Friendly Environment"及让人们学习有效沟通技巧的"Communication Skills",开办多几轮课程。





Sample screenshots from the new training portal 新培训专页的截图

# Coming Your Way!

新鲜登场!

The CTI microsite is a new platform dedicated specially to KWSH's training efforts, which will allow greater accessibility of information on the courses. Stay tuned for more information on our microsite!

社区培训学院的网络专页是个特别为广惠肇培训事宜而设的新平台,将使各个课程的相关资料更加唾手可得。敬请留意有关网站的最新消息!

#### KWS Care 广惠肇社区关怀



A "KWS Care" centre has opened at the newly renovated Jalan Besar Community Club on 2 January 2019. Known as "KWS Care @ Jalan Besar", this is the second community care centre run by KWSH following the commencement of our McNair centre in July 2017, providing comprehensive and convenient care services to the needy residing in nearby areas.

Spanning across the second and third levels at the new wing of Jalan Besar CC, the new Centre features a fully equipped gym on the third floor where our team of in-house physiotherapists, occupational and speech therapists provide extensive rehabilitation. Similar to the McNair centre, elderly in the vicinity can benefit from the day care programmes and centre-based nursing services provided at Jalan Besar centre. There are also home care services offered by a dedicated team.

Strategically located in a CC, our Centre aims to work with the Social Service Office, also housed in the CC, and People's Association to provide holistic and rewarding programmes to help our elderly age in place.

Earlier, our centre at McNair Road has also changed its name to "KWS Care @ McNair" (previously known as "KWS Community Care Centre @ McNair"). Moving forward, our subsequent community facilities are all expected to be similarly named as KWS Care. Two more community care centres are already in the pipeline, with KWS Care @ St George's being the next when it opens its doors in the second half of this year.

设于翻新后的惹兰勿刹民众俱乐部内的广惠肇社区关怀中心已于2019年1月2日开始启用。这是本院继2017年7月设立麦奈雅中心之后,第二家由我们所经营的社区关怀中心,将为邻近有需要照顾的居民提供完善、便利的护理服务。

新的社区关怀中心位于惹兰勿刹民众俱乐部新翼楼的二、三楼。三楼备有各种健身运动器材与齐全的配备,由广惠肇自家的物理治疗师、职能治疗师和语言治疗师提供深入的复健康复治疗。此外,与麦条雅的中心相同,区内的年长人士可得益于惹兰勿剎中心的各种日间托管服务及疗护服务,而中心也有专属团队提供居家护理服务。

广惠肇也利用中心位处民众俱乐部内的优势,计划与同处的社会服务中心(Social Service Office)以及负责管理民众俱乐部的人民协会紧密配合,携手推出全面并有益的不同项目,以协助年长者原地养老。

与此同时,本院早些时候也已将广惠肇社区关怀中心的英文名改为"KWS Care"(原称为"KWS Community Care Centre")。接下来即将陆续开始启用的两家社区关怀中心也将以此命名。下一所投入服务的社区关怀中心将会是我们的圣乔治中心,预计今年下半年开始运作。

#### Miles Apart, but Close at Heart

相隔千里心不离



KWSH goes beyond just taking care of our residents' basic healthcare needs and tries to improve their emotional wellbeing as well. Recognising that some of our residents' family members reside overseas and are unable to visit frequently, our colleagues from the inpatient department bridge the gap by connecting them via video conferencing.

One of the residents who have benefitted from this initiative is Mr Yim Chee Fong, 83. After admission to KWSH last August, Mr Yim experienced difficulties in adapting to the foreign environment and his mood fluctuated as a result. To assimilate him to the new setting, our colleagues injected some familiarity into his stay here. Through biweekly video conferencing sessions, Mr Yim greets his niece and grandnieces, who live overseas in Vancouver, Canada. After a few sessions, it became clear from his radiant smiles that Mr Yim's mood has improved. He also looks forward to the video conferencing sessions to stay in touch with his loved ones now.

KWSH is glad that our residents and their loved ones appreciate our effort to bring them together through a virtual platform.

In fact, the daughter of one of these residents were so grateful to our team of unsung heroes that she specially relayed her compliments to us even though she was residing overseas.

Some of our residents might be miles apart from their loved ones, but KWSH brings a part of home closer to their hearts, making their stays here more comfortable.

广惠肇不只照料着院友的基本医疗需求,同时也致力于提高他们的灵健康。看到有些院友的亲人朋友告于居住国外,因遥远的距离不便经常前来探望,住院部的同事们于是采纳视讯方式来拉近他们之间的距离。

受益于此的其中一名院友便是83岁的Uncle Yim。他在去年8月入院后,因不适应陌生的环境而情绪产生了波动。为了让他适应并融入周遭全新的

广惠肇很高兴见到院友与他们的亲人对本院的视讯计划表示赞赏。就有这么一位院友的女儿, 虽然旅居海外,却依然特地提供了反馈对默默在幕后服务的工作团队表达感激之情。

这些院友虽然与亲人相隔千里,但通过广惠肇的倡议,心与心之间瞬间变得零距离。院友与亲人心不离彼此,也让他们在本院的时光变得悠然自得。

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



All she could remember was that they ran a shop in a market in Chinatown.

Mdm Tham Soon Lan had a wish. This KWSH resident yearned to be reunited with a couple, friends she had known from her time helping out at her mother's store in Chinatown. The problem? Her mother's business there had ended more than 20 years ago and Mdm Tham was last in touch with her friends back in 2015. She could no longer recall which part of Chinatown it was and she did not even know their names.

This "very nice couple", as she put it, owned the adjacent store from her mother's and had helped her and her mother a lot in the past. Mdm Tham, a cancer patient, had shared with KWSH staff that she longed to see her friends again and would like to visit Chinatown in search of them. Determined to help the 74-year-old with her unfulfilled wish, our Medical Social Workers (MSW) decided to give it a shot despite the very limited clues.

On 30 January, a MSW, as well as two nurses who had volunteered their offduty hours to take care of Mdm Tham during the trip, set off with Mdm Tham to Chinatown. Alas, there was to be no moment of reunion after a few rounds through the markets. At Chinatown Complex for the umpteenth time, our colleagues had decided to call it a day when they saw Mdm Tham suddenly pointing to a shop ahead.

There they were, Uncle and Aunty, as Mdm Tham affectionately addresses them, going about their business at a clothing store! Tears flowed as Mdm Tham and Aunty embraced each other. It was a mix of tears and laughter as the three of them reminisced about times of old. Aunty shared that they had not moved and this was exactly the same shop as before. Taking out a photo Aunty and Mdm Tham took together 20 years ago, the couple revealed they had also been trying to get in touch with Mdm Tham over the past few years.

It was indeed a touching reunion and we certainly hope to create more of such beautiful moments for our residents. Noticing an increase in the number of single and alone residents like Mdm Tham Soon Lan, our MSWs recognise the importance of offering them a hand so that they will not be left feeling lonely and helpless as these elderly often have no one to turn to. The Medical Social Work department is working with our wards and other departments, and we hope to address the residents' needs through various ways and initiatives.

"他们是在牛车水的巴刹店铺做生 意的。"这是谭爱莲女士对于一对 老朋友唯一所记得的"线索"。

#### Nice to Meet You ... Again

喜相逢



广惠肇院友谭爱莲有一个心愿,她希 望能够与这一对夫妇朋友重逢。夫妻 俩是谭女士当年在母亲的牛车水店铺 帮忙时认识的朋友, 然而, 妈妈的小 店已在二十多年前结业, 谭女士最 后一次和老友联系也已是2015年的 事了。她已经不记得店面在牛车水的 确切位置, 也从不知道朋友们叫什么 名字。

她口中这一对"人很好的夫妇", 当年 在牛车水经营母亲隔壁的那家店, 过 去给予了母女俩许多帮助。患有癌症 的谭女士非常渴望再次见到老友, 因 此希望能够回到牛车水寻人。本院医 务社工得知谭女士的愿望, 尽管手上 资料有限, 寻人之旅预计困难重重, 但依旧下定决心要为74岁的谭女士完 成心愿。

1月30日这一天, 我们的一名医务社工 以及两名牺牲自己轮休时间来照顾谭 女士的护士,一行人和女主角来到了 牛车水。 无奈, 在牛车水各个巴刹走 了好几回, 谭女士始终没有见到心中 热切期盼的这两个身影。同事们在牛

车水大厦做出了放弃的决定, 却在 这个时候看见谭女士突然指向前方的 店铺。"Uncle"和"Aunty"(谭女士对 夫妇的昵称) 就在店里打点他们的服 装生意!

谭女士与 Aunty 紧紧相拥,泪流 满面。三人聊得起劲, 一道述说往 事, 此肘抽运声和欢笑声谱写出感人 旋律。Aunty表示,这家店铺正是 从前的那间, 他们从未搬迁过。夫妻 俩还一边拿出 Aunty 和谭女士二十 年前的合照, 一边说着自己近年来 也一直在打听谭女士的下落。

这一次促成了如此感人的团聚, 我们 希望接下来可以为院友们创造更多的 美好时刻。本院医务社工发现像谭爱 莲女士这样独自生活的单身院友人数 越来越多,并意识到向这些院友伸出 援手至关重要。若能及时提供协助, 这群往往无亲无故的年长者才不至于 感到孤单、无助。医务社工部门将继 续与病房以及其他部门配合, 力求通 过不同管道及项目来满足院友的各种 需求。

### Celebrating Volunteerism – KWSH Salutes Our Volunteers

表扬义工精神 广惠肇向志工们致敬



Chairman Lee (2nd from left) with our "pioneer generation" volunteers aged 80 and above 李主席 (左二) 和 几位年届八旬的高龄义工

KWSH held its annual Volunteers Appreciation Dinner on 8 December 2018 to celebrate the spirit of volunteerism and recognise the passion of our volunteers who have served tirelessly alongside the Hospital over the years.

More than 200 volunteers including our Board members graced the event. They were treated to an evening of enjoyable stage entertainment and sumptuous food, and were given gifts of appreciation.

A meaningful highlight of the event was the presentation of special gift tokens to three "pioneer generation" volunteers aged 80 years and above, in acknowledgment of their dedicated services. In addition, we awarded our volunteers who have been with us for a long time with a Long Service Award. Amongst them was Mdm Ong Joon Hong, the longest serving volunteer among this year's recipients, who received her award for her 20 years of contribution.

In addition to those who diligently offer their services on site at our premises, we are also grateful towards those who volunteer from their homes. One such example is 87-year-old Mdm Lee Ah Phee. Her advanced age and weak limbs may make it inconvenient for her to travel out of home frequently, but that does not deter her from contributing in her own ways – through lovely handicrafts. In fact, the beautiful flower corsages that the award recipients donned that night were all handmade by her!

Chairman Lee leading the field for the mass singing 李主席为大家高歌一曲,以一首谭咏麟的《朋友》带领大合唱



广惠肇在2018年12月8日举行了一年一度的志工答谢晚宴,除了对义工精神给予肯定,同时也表扬多年来不懈地为医院付出的本院义工们。

包括医院董事会成员在内的200多名义工朋友们出席了当天的晚宴,一同观赏了一系列的舞台表演,也享用了美味佳肴。医院也特别为出席者精心准备了小礼物,以表达对各位的谢意。

当晚别具意义的一个环节中,本院为 年届八旬的义工们颁发了特别的感谢 纪念品,肯定他们无私地为医院所做 出的贡献。除此之外,我们也颁发长期服务奖,向长年不遗余力为广惠肇付出的义工们致谢。受表扬的义工当中就包括了为医院效劳长达20年的王运风女士,她是今年得奖人之中服务任期最长的。

除了亲身前来为本院服务的义工们, 广惠肇也不忘感谢那些从家里为我们 奉献的义工们。其中一位义工,87岁的李亚扁女士虽然手脚微弱手工方便经 常出门,但她仍然以精美的手工艺品 做出自己的独特贡献。当晚各个获奖 者身上戴着的的手艺!

广惠肇留医院衷心感激所有义工朋友们的牺牲、奉献与支持。我们也欢迎各位同我们一起踏上这充满意义的义工之旅!



# **Nurse Manager Bags Another Top Accolade at Health Awards**

护士长受肯定 再度获颁大奖

KWSH staff enjoyed a fruitful haul at the Singapore Health Quality Service Awards (SHQSA) 2019 on 15 January when 26 staff were recognised by Her Excellency President Halimah Yacob at the awards ceremony held at National University of Singapore's University Cultural Centre.

Organised by the SingHealth Duke-NUS Academic Medical Centre, these annual awards recognise and celebrate the exemplary efforts of healthcare professionals in service excellence. Among the KWSH recipients, Nurse Manager Loh Kwai Yoke stood out as she was presented with the Superstar Award, being one of only nine to receive this highest accolade under SHQSA this year, for being the top winner in the nursing category.

NM Loh's recognition follows the Nurses' Merit Award she had won last year, another high-profile tribute given to nurses for their consistent outstanding contributions over a three-year period. The double triumph is truly well-deserved for NM Loh, a committed nurse who has dedicated herself to the profession for 40 years.

We congratulate Sister Loh and her fellow KWSH award recipients for doing us proud!

广惠肇团队在2019年新加坡健康素质服务奖获得大 丰收。1月15日于新加坡国立大学文化中心举行的颁奖典礼上,共有26名本院职员从哈莉玛总统手中接过奖项。

一年一度的奖项由新保集 团杜克-国大学术医学中心

主办, 给予医疗保健领域人士肯定, 表扬他们在提供卓越服务方面的 努力。本院的得奖名单当中, 护士 长罗桂玉鹤立鸡群, 以护理组别中中 最杰出的表现荣获象征此奖项最高荣耀的超级巨星奖, 成为本届获此殊荣的 仅九位得奖人之一。

此番成就之前,罗桂玉刚刚在去年赢得"护士优异奖"。护士优异奖肯定 得奖护士过去三年期间的持续杰出



President Halimah (centre) presenting the award to Loh Kwai Yoke (right) 哈莉玛总统(中)向罗桂玉(右)颁发奖项

贡献,是护士行业的另一重大奖项。 罗护士长为护理专业尽心尽力奉献 40年,这一次连中双元可谓实至 名归。

广惠肇恭喜罗护士长及其他得奖同事 并以你们的成就为荣!





For the second year running, KWSH is excited to be part of Tan Tock Seng Hospital's Art of Healing programme, an initiative that showcases arts as a form of therapy to soothe patients' minds and help them on their path to recovery. We welcome you to join us to appreciate how KWSH engages our residents with art & craft activities. You can also support the residents with a generous donation for our Parents' Day charity drive and bring home an exquisite handmade gift or have your portrait drawn on the spot by our volunteer artist!

When: 22 to 24 May 2019 (11am to 3pm)

Venue: TTSH Atrium

Level I, Tan Tock Seng Hospital

广惠肇将连续第二年成为陈笃生医院艺术疗法计划(Art of Healing Programme)的一部分。该计划旨在展现艺术如何能够抚慰病友心灵和照顾他们的健康,让人们意识到艺术也可以是一种治疗形式。欢迎大家前来了解广惠肇让院友参与的手工艺美术活动。届时,你也可以为我们的双亲节募捐行动慷慨解囊,并同时将精美的手工品带回家或是让我们的志愿画家现场为你画出肖像!

详情: 2019年5月22日至24日

(上午||时 至 下午3时)

地点: 陈笃生医院,一楼主厅 (The Atrium)

#### The "Get Well Soon" Pavilion

绿意盎然 霍然而愈



the stops along our Heritage Trail

标志性的霍然亭。右边的树是其中一棵最早由建国总理李光耀种下并依然存在的树,现也是本院历史走道上的其中一站

then Prime Minister Mr Lee Kuan Yew to commemorate his visit to the hospital on 14 December 1963.

这裸凤凰木是时任总理李光耀先生在 1963年12月14日访问医院时截植。

Entering the Kwong Wai Shiu Hospital compound at Serangoon Road, one is immediately captivated by a traditional Chinese-style pavilion in our community garden situated at the heart of the premises. A hot spot for group photos by visiting groups and delegates as well as a favourite chill out place for patients and family members, the pavilion has long become a hallmark of KWSH.

Donated and built in 1958, the pavilion was named Huo Ran Pavilion (霍然亭). The term "huo ran" denotes a speedy recovery and when visiting the garden, visitors are reminded of the well wishes for KWSH patients behind the construction of the pavilion. Besides the iconic Chinese structure, the tranquil garden is home to a wide variety of flora and fauna including humming birds, sparrows and butterflies. There are also three trees of great significance, planted respectively by the late founding Prime Minister Lee Kuan Yew, former PM Goh Chok Tong and PM Lee Hsien Loong.

Visit KWSH and embark on our Heritage Trail to find out more about the scenic garden and pavilion! Meanwhile, log on onto our heritage microsite at heritage.kwsh.org.sg and check out our various heritage programmes.

踏入广惠肇留医院的实龙岗路院区, 院区中央的社区花 园内,一座传统的中国风凉亭总是立刻吸引起人们的目光。 亭子是不少访客集合拍团体照留念的热门"景点",也是病 友同家人悠闲聊天的好去处, 这些年来早已成为广惠肇的 招牌地标。

亭子于1958年由善心人士捐建,取名"霍然亭"。"霍然" 一词,有祝福病友霍然而愈,疾病迅速消除之意。来到 广惠肇庭院,访客便是感受到凉亭背后的含义。除了这 个标志性的中国亭, 幽静的庭院也是鸟语花香, 有多种 动植物种类在此处栖息。悦耳的鸟叫声、麻雀在园中作乐、 蝴蝶在花丛里翩翩起舞... ... 还有三棵意义非凡的树木, 即已故建国总理李光耀、前总理吴作栋及李显龙总理分 别种植的树。

欢迎前来广惠肇留医院走一趟我们的历史走道,进一步 认识本院美丽的庭院! 也欢迎上网登入我们的文史专页 heritage.kwsh.org.sg/zh 查看本院历史展馆"任重道远馆" 的各种活动。



A popular spot in KWSH for group photos over the years 这里多年来一直是广惠肇院区内拍摄团体照的热门"景点"