

KWSH Works Together to Combat Spread of COVID-19

广惠肇齐心遏制2019冠病蔓延



The use of technology has also hastened some of our processes. A thermal imaging system has been set up outside our canteen to identify visitors with fever and minimises the need to manually conduct temperature checks. In addition, with some of our teams split up and functioning at different sites, communications between the teams are made much more convenient through group teleconferencing.

科技的使用加快了许多程序。我们在餐厅外设立了热成像扫描器后, 可方便地辨识出现发烧症状的访客, 也因此减少了人工测量访客体温的需要。除此之外, 由于医院同事分组在不同地点办公, 各个小组也通过视频举行会议, 在沟通方面获得了许多便利。



Meet our Infection Control Nurse (ICN), Mui Teang! As one of our commanders in managing the COVID-19 situation, ICN Mui Teang has been playing an exceptionally crucial role. Besides keeping herself updated on the latest news in order to execute the most adequate decisions in a timely manner, she can also be seen all over the Hospital daily, putting up the most updated health notices, guiding our staff at the triage counters and overseeing their smooth operations. She also keeps our staff safe by educating them on hand hygiene and conducting vaccinations.

这是美仙, 本院的感染控制专科护士! 身为掌管本院冠状病毒疾病政策的其中一位举足轻重的指挥官, 美仙的责任至关重要。除了时时刻刻关注最新动态, 以便适时地实施最妥当的决策, 她每日也在院区各处奔波执行职务。美仙亲自换上更新后的访客通告, 同时也督导登记柜台处的分流运作。不仅如此, 为了确保同事们保持健康, 美仙也教导他们正确的洗手步骤, 并为大家进行疫苗注射。



Designated fever zone at TCM Centre for patients displaying related symptoms
在中医中心设置隔离区, 隔离出现相关不适症状的病友

With close monitoring and added precautions, our TCM Centre has continued opening its doors to patients. Further to screening patients, the centre also has a designated fever zone, where patients with specific symptoms are isolated from the rest to reduce the risk of transmission. In a bid to reduce possible cross infections between the outpatient clinic and the wards, our physicians' duties are also restricted to either location.

Besides Chinese treatments, western medicine continues to be available within the Hospital grounds. The clinic by our partner, Healthway Medical, is a Public Health Preparedness Clinic that also remains open during this period for consultations.

中医门诊中心采取额外的防范措施, 在密切监察下继续开门看诊。为病人进行分流以外, 中心也设有专属的隔离区。凡是出现症状的病友都与他人隔离, 以减低传播风险。为了避免门诊中心与病房出现交叉感染, 中医师们的工作范围也已被限于两者的其一。

除了中医治疗, 访客也同时能在院区内寻求西医诊治。由本院的伙伴机构康威医疗所经营的诊所, 是一所公共卫生防范诊所。在疫情蔓延期间, 康威医疗也继续为民众提供治疗。



KWSH WORKS TOGETHER TO COMBAT SPREAD OF COVID-19

广惠肇齐心遏制2019冠病蔓延



Registration for a visitor and KWSH staff going through the health and travel declaration with her
广惠肇职员为访客登记及讲解健康和旅游声明事宜

A triage counter has been set up at both our main lobby area and outside the Traditional Chinese Medicine Centre for visitors to declare their health and travel history. On top of executing their respective duties, our dedicated staff have taken on an additional role of manning the triage counters during working hours. Each of them sacrifices their time to dutifully ensure that the visitors meet the criteria to enter. When each workday draws to a close, our hardworking security guards then step in to take over. This is a seemingly simple task, yet is undoubtedly pivotal in ensuring a safe environment in the Hospital.

医院分别在主大厅以及中医门诊中心入口处设立了登记柜台, 为所有访客进行分流。访客在进入前必须对健康情况及旅游记录做出声明。本院员工除了继续执行平日的职务, 更额外担起了将访客分流的这项重大任务。大家虽劳不怨, 牺牲了宝贵的时间尽忠职守。临近工作日的尾声, 便由我们勤奋的保安人员接手这责任。任务看似相当简单, 但帮助医院保持安全的重要性绝对毋庸置疑。

It was a busy start to the year with all of us at Kwong Wai Shiu Hospital geared up to combat the spread of COVID-19! We have been closely monitoring the situation and actively adapting our precautionary measures to suit situational demands. The commitment and contributions of everyone have been necessary in keeping the Hospital safe. It hasn't been an easy feat and it definitely couldn't have been done without the collective effort of all the members of the Kwong Wai Shiu family. Here's a closer look at some of the measures put in place!

广惠肇充实忙碌地开启了2020年! 2019冠状病毒疾病在全世界迅速传开, 广惠肇上下一齐做好充分的准备, 遏制疫情的蔓延。医院密切关注现况, 并积极对防范措施做出适当调整, 适应形势需求。本院同仁也全员出动, 各自付出了一份不可或缺的力量, 力求保持院区的安全。这绝非易事, 多亏各位齐心协力集体做出的贡献, 方能落实。让我们一起进一步了解其中一些措施!



Even during this trying period, some of our volunteers still keep our residents in their thoughts. Having built up camaraderie with our residents during their regular visits, they continue to make the effort to visit and engage them in some of their favourite activities such as music therapy and games. Their selflessness is truly commendable!

艰难时期, 志工们仍然惦念着我们的院友。平日的多次到访, 志工们与院友们已建立了深厚的情谊。这期间, 他们继续抽出时间探访院友, 一同参与长者平时热爱的活动, 例如音乐治疗和玩游戏。广惠肇十分庆幸能得到这些志工们无私无畏的付出。



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KWSH 109th Anniversary 广惠肇留医院 109周年庆



本院于2019年11月23日与主宾，卫生部长颜金勇，一同欢度了医院的周年庆。本院已创建109年，中医从创院至今一直是广惠肇医疗服务当中的核心。适逢本院周年庆，医院在活动上推出了一个新的中医项目，希望为中医领域尽一份力。

养正基金-广惠肇留医院中医医师驻院培训计划以南洋理工大学生物科学学院的应届毕业生中医医师为对象，通过为期两年的驻院培训聘用这些医师。参与医师可在计划下接受包括门诊、住院和社区服务在内的全面中医医师在职培训。本院感谢养正基金的慷慨赞助，助本院落实这项计划，从而为新进医师提供一个磨练医术的宝贵平台。

广惠肇力求精益求精，为人们提供更佳的照护。李国基主席也宣布了一项即将推行的社区乐龄整合管理计划服务（Community Management Service, 简称CMS）。通过全方位的老年护理方案，CMS可让长者轻松方便地被推介或转介到各种无缝接轨的医护服务、项目和活动。除了与现有服务相辅相成，2020年起分阶段陆续推出的CMS也希望能够弥补社区里所缺乏的种种服务。

此次庆典，广惠肇亦向几名服务多年后卸下董事会职务的董事会成员致敬。这些成员多年来带领着广惠肇不断取得成功，如今他们已经荣任名誉董事继续给予医院支持。与此同时，五名新的董事会成员也在周年庆上亮相并正式走马上任。

董事会成员和本院职员持续不懈努力的当儿，本院109年的一步一脚印也仰赖捐赠者的慷慨奉献方能得以实现。由衷感谢本院的支持者成为广惠肇大家庭的一份子与我们同心！



Minister Gan Kim Yong (centre) launches the new physician residency programme with Chairman Patrick Lee (left) and Mr Wan Shung Ming representing Yangzheng Foundation
颜金勇部长（中）与李国基主席（左）及养正基金代表尹崇明先生为新的中医医师驻院培训计划举行推介

The Hospital celebrated our anniversary with guest of honour, Health Minister Gan Kim Yong, on 23 November 2019. At the core of our healthcare services throughout our 109 years of existence has been TCM and we marked the anniversary with the launch of a new programme that seeks to contribute back to the TCM sector.

The YZF-KWSH Physician Residency Programme will offer fresh graduate TCM physicians from Nanyang Technological University's School of Biological Sciences employment over a two-year residency training period. The programme will provide participating physicians on the job training in the full scope of TCM practice including outpatient, inpatient and the community settings. This programme is made possible by Yangzheng Foundation (YZF) and we would like to thank YZF for the generous sponsorship providing the invaluable platform for our budding physicians to hone their skills!

In our continuous pursuit to provide better care, Chairman Patrick Lee also shared our plans for an upcoming Community Management Service (CMS) initiative, a holistic approach to eldercare that offers a seamless transition across various healthcare services, programmes and activities. Besides complementing existing services, CMS, to be rolled out progressively from 2020, also seeks to bridge service gaps in the community.

The event also paid tribute to a group of long-serving Board members who had recently stepped down after leading us through our enduring success for many years. As these veteran Board members continue to support us in their new capacity as Honorary Directors, KWSH also introduced our new blood as five new members were inducted into the Board and were introduced at the anniversary celebration.

While our Board members and staff continuously put forth our best efforts, it is the generous giving by our donors that has kept KWSH going for 109 years. Thank you to all our supporters for contributing to our cause and joining us as part of our Kwong Wai Shiu family!



Minister Gan (left) and local MP, Senior Minister of State Heng Chee How (right), viewing the exhibits on CMS with Chairman Lee
颜部长（左）、本区议员王志豪高级政务部长（右）及李主席观看有关CMS的展示

New TCM Physician Shares Her Zeal

新任中医师分享工作热忱



Since the launch of the YZF-KWSH Physician Residency Programme in November 2019, the Hospital has welcomed some fresh blood to our TCM Centre. Physician Lim Xiu Wen is one of them and she is eager to share more about her experience!

继养正基金-广惠肇留医院中医师驻院培训计划于2019年11月推出后，本院迎来了新成员加入我们的中医团队。其中一名是林秀文医师，她迫不及待想和我们分享她的经历！

Why I chose to join... 为何加入培训计划？

When I first heard about the residency programme, I was deeply drawn to it. As a fresh graduate, I wanted to gain more experience and hone my skills to expedite my growth as a professional physician. This programme provides a rare opportunity for fresh physicians like myself to be guided and mentored by more experienced seniors, which aligns with my career aspirations. I was also drawn to how participants would be able to have exposure to patients from different backgrounds and a wide spectrum of illnesses due to the centre's high patient volume. On top of tending to patients in the outpatient setting, it even provides the opportunity to treat inpatient residents as well. Thinking that this would be an unrivaled and invaluable experience, I swiftly signed up for it.

当我获悉这项驻院培训计划时，我马上被深深吸引了。身为刚毕业的大学生，我想累积更多的实际经验和磨练医学方面的技巧，促进自己的职能发展。这个培训计划为我们这些新手提供了由前辈指导的良机，恰好能够帮助我实现我对医师工作的憧憬。另外使我非常感兴趣的是由于中医中心接纳大量的病友，培训计划的参与者因此能够接触到许多不同背景的病友和各种各样的病例。此外，这个培训计划不仅让我治疗门诊病友，同时也让我照顾住院病友。机不可失，时不再来，我于是立刻报名参加。

My experience so far... 迄今为止的经历

After joining the KWSH TCM family in January this year, my stint was inevitably affected by the recent COVID-19 outbreak. I had initially been concerned that I would not be able to reap the full benefits of the programme. However, after seeing how promptly the Hospital executed its decisions in managing its TCM service, my worries were readily dispelled. The precautionary measures put in place also made me feel safe and assured at work. It has been a privilege to be under the guidance of mentor physicians who are more than willing to teach and share their wealth of experiences. Having witnessed first-hand each of the unique treatment methods and modes of interaction with patients, I have already picked up a variety of skills. This has greatly broadened my horizons in the field and I am excited to continue learning. I think that this is a great platform for new physicians with minimal past working experience to grow and become a competent physician.

自从在今年1月加入广惠肇留医院的中医团队后，我的工作不得已地被2019冠状病毒疾病的暴发影响。虽然我起初担心自己不能够从培训计划中获得最全面的益处，但是，这些忧虑因本院对中医服务进行快速的调整而被祛除了。与此同时，医院的预防措施也赋予我信心和安全感。加入计划至今，我感到很荣幸能够在导师医师的指引下接受他们的谆谆教诲和从他们丰富的经历中学习。通过亲眼目睹各种不同的医疗方法和与病人的沟通模式，我已掌握种种技能。这也大大地扩展了我对中医的视野，令我期待继续学习。我认为本院的中医师驻院培训计划是栽培初出茅庐的新手的良好平台，让这些医师们逐渐熟能生巧。

As a charity organisation, KWSH depends heavily on donations. The YZF-KWSH Physician Residency Programme is made possible by the generous sponsorship of Yangzheng Foundation (YZF) and their support has helped to grant keen learners like Physician Lim an invaluable opportunity to further pursue her passion. Physician Lim and her peers to come will embark on an enriching journey with the Hospital, and the needy elderly in the community will also ultimately benefit from the boost to our healthcare services. As we remain committed to do more for the seniors, we need your continued support in our venture.

作为一家慈善机构，广惠肇留医院仰赖热心人士的慷慨解囊。养正基金-广惠肇留医院中医师驻院培训计划也不例外，因养正基金的热心资助而得以实现。基金的鼎力支持赐予热爱学习的林医师追求梦想的宝贵机会。林医师和接下来的其他同僚必将随本院开启充实的中医之旅，社区里贫病的年长者也会同时从本院医护服务的提升获益良多。广惠肇致力于更好地造福年长者，而您的持续支持，至关重要。



Board Members – Thank You and Welcome

广惠肇董事 – 致谢与迎新



During the 109th anniversary event on 23 November, we took the opportunity to thank a few of our long service Board members as well as welcome on board our new members.

Having served KWSH for many years, six members had stepped down from the Board in 2019 to make way for new members. These members had lent their voluntary service to the Hospital for as long as 33 years and we are glad they will continue to support KWSH in their new capacity as our Honorary Directors. We thank the following Honorary Directors for their years of service and look forward to their continued support.

11月23日欢庆109周年之际，本院借庆祝活动向几名长期服务的董事会成员致谢并同时迎来了一些新的成员。

服务广惠肇多年，六名成员已于2019年卸下董事会职务，以让贤给新成员接棒。最资深成员为医院义务服务长达33年之久，现已荣任名誉董事继续给予广惠肇支持。感谢以下名誉董事多年的服务。

Mr Ho Nai Chuen
何乃全先生

Mr Lo Hock Ling
卢鹤龄先生

Prof Lee Cheuk Yin
李焯然教授

Mr Lum Kok Seng, David
林国城先生

Dr Lee Kuo Chuen, David
李国权博士

Mr Lum Kwan Sung, Raymond
林均城先生

Meanwhile, five new faces were introduced to our guests at the 109th anniversary event. While adding new vitality to the Board with an average age of 48, they also bring with them the vast experience they have accumulated through their involvement with various professional and social bodies. Furthermore, their professional expertise spanning across finance, legal and commerce will certainly serve us well as KWSH looks to them to bring us to the next level! Let's welcome:

与此同时，109周年活动上向来宾们介绍了五个新面孔。平均年龄48岁的几名新同仁势必为董事会注入新的活力，而且他们也纷纷从各个专业人士团体和社会团体累积了丰富经验。凭借他们在金融界、法律界和商界的专长，新董事们必定能为广惠肇做出良好贡献。期待他们带领医院更上一层楼！欢迎以下董事加入：

Mr Lau Kam Yuen
刘锦源先生

Mr Lum Wen Hong, Adrian
林泳糠先生

Mr Lee Kean Phi, Mark
李坚辉先生

Mr Wong Chee Herng
黄志恒先生

Ms Leong Lai Onn, Susan
梁利安女士



Some of the new members with Minister Gan Kim Yong (centre) and their seniors from the Board
部分新成员与颜金勇部长（中）及董事会前辈合影

Appreciating Our Glittering Volunteers

谢谢你，闪亮的义工



Chairman Patrick Lee (left) and CEO, Dr Ow Chee Chung (right), congratulating Mr Lee Mee Goon, who along with his wife, Mdm Lim Siew Heng (absent), was among the long-serving volunteers being honoured
李国基主席（左）与总裁区志忠医生（右）向义工李伟源先生献上祝贺。李伟源和妻子（缺席）双双获颁长期服务奖

It was a Starry, Starry Night at the Imperial Court Restaurant, The Grassroots' Club, on 30 November as our volunteers lived up to the theme of the 2019 Volunteers Appreciation Night. More than 300 volunteers, including our Board members, let their hair down amid the banquet dinner filled with games and entertainment.

To showcase our volunteers' tireless contributions as well as their exemplary service to KWSH and our residents, a video montage featuring our volunteers was screened during the event. It was a video that immediately struck a chord with our volunteers as they saw themselves at work, especially when they witnessed the majestic effort they had put in for the record-breaking Largest Lantern Wall in Singapore during our Mid-Autumn Festival celebration.

On this night, there were 24 long service award recipients. Besides the customary award plaque, each recipient was also presented an enhanced volunteer's identification tag, making these award winners the first to receive our new volunteer passes designed to give them a sense of belonging and pride.

To all volunteers, old and new, we thank you for your volunteerism and philanthropy spirit for the past year as we look forward to many more years working hand-in-hand with you for the betterment of our residents and the community. Thank you!

数百颗闪烁的星于11月30日聚集在基层俱乐部的凰珍阁餐馆。这是广惠肇为义工筹办的2019年志工答谢晚宴。当晚主题为“星光之夜”，包括本院董事会成员在内的300多名义工配合主题，亮丽登场。大伙儿暂时抛开平日的工作，一同享受晚宴以及活动上的游戏和娱乐节目。

晚宴上播放了一段影像，当中的每一个画面都刻画出广惠肇义工不辞劳苦的付出及他们为院友和医院所做的杰出工作。望着自己平日服务的情况，义工们个个有感而发，尤其是当荧幕上播放着他们为本院中秋晚会破纪录制作“新加坡最大彩灯墙”的巨大工程。

此次获颁长期服务奖的24名义工，除了一如往常地获得一座纪念奖座，他们也接过了新的改良版的义工身份识别证。经改良的义工证，旨在增强义工的归属感和自豪感，院方也借着这一次晚宴让得奖人抢先收到了他们新的义工证。

谨此感谢所有义工过去一年里所体现出的义务服务和为善不落人后的精神。无论你是已经身经百战的资深义工，又或是刚刚加入我们的新朋友，广惠肇期待大家一直继续支持我们，同我们携手为院友，乃至整个社区，共创更美好的生活。谢谢！

Enhanced Volunteer's ID Tag 改良版义工身份识别证

Replacing our previous paper-based volunteer's identification tag, the new sleek and durable volunteer pass is a colour-printed plastic card designed to better facilitate the volunteer's access within KWSH's compounds. It also comes with scanning capability for easy tracking of volunteers' attendance and service hours. At the same time, KWSH hopes to strengthen our volunteers' sense of belonging and pride, reiterating the importance of our volunteers as an integral part of the KWSH family. Upon its debut at the Volunteers Appreciation Dinner, all our active volunteers have since been issued with their new passes.

将先前的纸制义工证取而代之的新义工证，是一款彩色打印的塑料卡，能够为义工到广惠肇的病房、活动区等地方服务时提供更大的便利，并且附有扫描功能，方便义工签到也帮助院方记录他们的服务时间。与此同时，我们也希望借着新的义工证增强义工的归属感和自豪感，以此体现义工是广惠肇大家庭中不可或缺的重要成员。自从在志工答谢晚宴首度亮相后，本院所有固定义工已经收到他们的新义工证。



A COSY SPACE FOR OUR RESIDENTS AND THEIR FAMILIES

院友和家人的 温馨角落



The Residents' Lounge houses precious memories

for many of our residents. Located at the Hospital's community building, it is a cosy and comfortable gathering space. Not only does the lounge hold activities organised by the Hospital, it is also a venue open to our residents' family members to hold events and spend meaningful time together. With our residents physically away from their family members, the Hospital strives to bring family closer to the seniors. Since its opening

in November 2018, the Residents' Lounge has welcomed many families to celebrate a myriad of occasions. In addition to simple reunions, our residents' families have also gathered here during festive periods such as Chinese New Year and Christmas. Birthday celebrations and even wedding tea ceremonies have been held here too! During each gathering, the lounge will always be filled with endless chatter and laughter. It is certainly heart-warming and we are glad to see them smile so brightly that it lights up the entire room.

对于许多院友来说，广惠肇的院友休闲室包含着不少美好的回忆，令他们回味无穷。位于本院社区大楼的院友休闲室，为院友和家人提供了一个舒适的聚会空间。在这里，院友们不仅能够参加由本院所举办的活动，休闲室还开放给院友和家人进行私人活动，共享天伦之乐。因亲人无法每时每刻陪在院友身旁，本院希望通过不同方式促进院友和家人的关系。院友休闲室在2018年11月开放后，已见证了很多家庭欢聚一堂。除了平日较简单的家庭聚会以外，院友和家人也在这里

共庆农历新年、圣诞节及其他佳节。不仅如此，休闲室还曾举办过生日派对，甚至是结婚的敬茶仪式，真是多姿多彩！院友和家人在休闲室团聚的

时光总是充满欢乐。只见他们聊得起劲时滔滔

不绝，脸上露出灿烂夺目的笑容。

场面如此温馨，暖人心房。



SingHealth Awards 2020

2020年新保集团奖项

KWSH got off to a triumphant start to the year when we took home a total of 48 awards at the Singapore Health Quality Service Awards (SHQSA) 2020 held on 14 January. KWSH received a total of 47 individual awards (six Gold awards and 41 Silver) along with a team award at the event graced by Deputy Prime Minister Heng Swee Kiat.

The SHQSA, organised by SingHealth Duke-NUS Academic Medical Centre, is an annual dedicated platform to honour outstanding healthcare professionals who have delivered quality care and service to patients. For the quality experience brought to our nursing home residents, KWSH was awarded a Best Team award for our Grandfriend Programme.

广惠肇以胜利的姿态开启了新的一年，于1月14日举办的2020年新加坡健康素质服务奖囊括48个奖项。颁奖典礼由王瑞杰副总理担任主宾，本院共夺下47个人奖项（六个金级奖、41银）以及一个团队奖项。

由新保集团杜克-国大学术医学中心主办的新加坡健康素质服务奖，是一个一年一度的专属平台，专门表扬为病友提供优质照护及服务的杰出医护人员。广惠肇因“老友记”活动为疗养院院友打造的良好体验获颁一项最佳团队奖。



Team award for our Grandfriend Programme
本院“老友记”活动受到肯定，广惠肇获颁团队奖项



Training MOU With Union

广惠肇与工会签署培训合作备忘录

At the annual dinner of the Singapore Manual & Mercantile Workers' Union (SMMWU) held on 29 November 2019, KWSH penned an MOU with our union.

This MOU adds to the 40 years of close partnership with SMMWU we have had. The formation of the Company Training Committee under the MOU further affirms KWSH's commitment to train and develop our staff. The increased opportunities for our staff's development and growth will be key as KWSH continues to grow.

在工会一年一度的晚会上，广惠肇于2019年11月29日同所属工会新加坡劳商职工联合会签订了一份合作备忘录。

备忘录建立在本院和该工会近40年的密切伙伴关系上。这项合作之下设立的企业培训委员会将进一步凸显本院在职员的培训与培育方面的努力。合作将为职员的发展和提升创造更多机会，在医院的持续扩充中扮演重要角色。

ITE Accreditations

工教局认证

With our continual emphasis on training, especially since the commencement of our dedicated Community Training Institute in September 2018, and our continuous efforts to create a conducive training environment, KWSH has been accredited by the Institute of Technical Education (ITE) as a Certified On-the-Job Training Centre (COJTC) in October 2019, giving us access to more resources to develop our OJT system.

This COJTC accreditation followed our appointment by ITE in May to be the first Industry Approved Training Centre where we can conduct the ITE Skills Certificate in Healthcare (Home Care) course for the community care sector beyond our own staff.

本院素来着重培训工作，专属培训部门“社区培训学院”于2018年9月设立之后更是如此。再加上我们持续努力营造有利于学习的良好培训环境，2019年10月，医院便成为受工艺教育局认证的在职培训中心，可获得更多资源来完善我们的在职培训机制。

此前，本院也已于5月份受工教局委任为第一家“业界核准培训中心”，可为除了本院职员以外的社区护理领域业界同僚提供“工艺教育局保健技能（居家护理）证书”课程。



Certificate for our COJTC appointment
被核定为“受认证在职培训中心”的委任证书