

Ending 2023 With a Bang 2023年的完美句点

As the year drew to a close, KWSH held its 113th anniversary charity gala dinner on 5 November at The Ritz-Carlton, Millenia Singapore. Mr Heng Swee Keat, Deputy Prime Minister and Coordinating Minister for Economic Policies, graced the occasion as guest of honour and the dinner saw more than 500 guests come together in support of our fundraising efforts. Through the table sales and cash donations, the gala raised over \$4.75 million for the Hospital. Kwong Wai Shiu expressed our gratitude with tokens of appreciation presented to our generous table sponsors, and paid a fitting tribute at the event to our former Chairman, Mr Patrick Lee, who retired from the Board in June 2023 after 22 years of distinguished service on the KWSH Board.

年关将近, 广惠肇于11月5日在丽思卡尔顿美年酒店举行了113周年慈善晚宴, 由副总理兼经济政策统筹部长王瑞杰先生担任活动主宾。500余来宾出席了晚宴, 前来支持本院的筹款项目。通过售卖桌席和直接捐款, 晚宴一共为本院筹得超过475万元。广惠肇向购买桌席的赞助者颁发了感谢纪念奖, 而活动上, 医院也向劳苦功高的前任主席李国基先生致敬。李先生在2023年6月卸下董事会职务, 本院由衷感谢他在董事会效力了22年之久。



DPM Heng Swee Keat viewing the KWSH photo exhibition at the gala
王瑞杰副总理参观晚宴上的广惠肇影像展



Renowned local jazz musician Jeremy Monteiro was among the performers that night
知名本地爵士乐音乐人Jeremy Monteiro是晚宴表演嘉宾之一



DPM Heng (left) presents Mr Patrick Lee (centre) a portrait as a tribute to the former Chairman, witnessed by current Chairman Tang Kin Fei (right)
王副总理(左)将画像赠予前主席李国基(中)向他致敬。右为邓健辉主席



A Recap of 2023 重温2023

The charity gala in November was of course not the only big thing as it was once again a very eventful year. Here we take a look at some of the more interesting and significant happenings that took place in these 12 months!

广惠肇留医院在2023年当然不只有11月的慈善晚宴这个“大件事”，让我们一起回顾这12个月里较有趣和重要的一些精彩时刻！



FEB 2月

Chinese opera performance for residents at KWSH @ Potong Pasir
为波东巴西分院院友安排戏曲表演



MAR 3月

Then President, Mdm Halimah Yacob, visited KWSH during our **Community Care Day** on 18 March
时任总统哈莉玛女士于3月18日的社区关怀日莅临广惠肇



APR 4月

Launch of **Music by the Bay**, a monthly performance for our residents that takes place next to the park connector at our Potong Pasir nursing home
推出每月一次的“河畔音乐会”，在波东巴西疗养院于公园连道旁为院友呈献演出



MAY 5月

Minister Gan Kim Yong graced our **charity concert** on 21 May and performed for the finale
颜金勇部长5月21日担任慈善音乐会主宾，还为压轴曲目献声



**JUN and JUL
6月、7月**

Makeover photo sessions for residents
为院友举行修容换装摄影活动



JUL 7月

On 8 July, our MP, SMS Heng Chee How, officiated the **installation ceremony for KWSH's Board of Directors**, witnessed by our patron Mr Wong Kan Seng.

本区议员，王志豪高级政务部长为7月8日董事会就职典礼的宣誓仪式担任监誓人。名誉赞助人，黄根成先生，也出席见证。



**JUL and NOV
7月、11月**

KWSH was part of the **launch of HealthierSG roadshows** at Kallang and Braddell Heights
我国“健康SG”计划启动，于各区举行路演。广惠肇参加了加冷和布莱德岭两场路演



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为病友献上爱心！
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AUG 8月

Penned MOU with Council for Third Age to facilitate learning for seniors based on geragogy guidelines

本院同活跃乐龄理事会签署合作备忘录, 采纳乐龄教学理念引导长者学习



AUG 8月

MOS Desmond Tan golfed for a good cause at KWSH **Charity Golf** on 11 August

陈国明政务部长参加8月11日举行的广惠肇高尔夫义赛



SEP 9月

Our two nursing homes were among those where residents could vote in-house for the **Presidential Election**

广惠肇旗下两家疗养院的院友得以直接在院内为总统选举投票



SEP 9月

Mid-Autumn celebration on 16 September: we **lighted 100 lanterns** on the tree planted by Mr Lee Kuan Yew to mark his 100th birth anniversary

9月16日中秋晚会: 我们在李光耀先生种植的树上**点亮100盏灯笼**, 纪念他的百年诞辰



SEP 9月

KWSH's **Mid-Autumn tradition of releasing sky lanterns** was brought to KWSH @ Potong Pasir for the first time

广惠肇首次将本院**中秋放天灯的传统**延申至波东巴西分院



OCT 10月

KWS Care @ MacPherson open house: Minister Ong Ye Kung, MP Tin Pei Ling and artiste Chen Liping had a fun day out with the seniors

广惠肇麦波申社区关怀中心开放日: 王乙康部长、陈佩玲议员以及艺人陈莉萍与长年居民同乐



NOV 11月

Accorded the **Tripartite Alliance Award 2023** under the Corporate Award Category of Fair and Progressive Employment Practices

广惠肇在劳资政联盟奖荣获公平与良好雇佣奖



NOV 11月

KWSH won the globally recognised **CX Asia Excellence Awards**, which honour organisations and individuals who have exceeded industry standards in their customer experience initiatives

广惠肇在**亚洲客户体验奖**中脱颖而出, 该奖项表彰机构和个人在各别领域推行的卓越客户体验项目

Key Strategic Thrusts Adopted

采纳主要策略重点

Besides welcoming on board a new Chairman (Mr Tang Kin Fei) and new CEO (Dr Mok Ying Jang), KWSH also adopted three strategic thrusts in 2023 that will serve as our guiding pillars as we continue our journey of service excellence and organisational development.

广惠肇在2023年除了迎来新主席邓健辉先生和新总裁莫应章医生上任，我们也采纳了三个策略重点，将引导我们在服务提升和机构发展方面的各种工作。

1

To be the institution of choice for clients and residents

成为服务对象和院友的首选机构

Creating top of mind awareness among our clients, residents and the public as we strive to provide a positive experience that people will talk about and propagate.

我们致力于打造一个优质的体验，建立良好的口碑，成为服务对象、院友和公众最为熟悉且优先考虑的服务业者。

2

To be the preferred place to work for employees

成为雇员希望就业的理想工作环境

We want to become an employer of choice with a conducive and inclusive culture, and where staff can grow in both their personal and career development.

广惠肇欲成为人们心目中首选的雇主。在这里，我们会有个有利于工作且具包容性的文化。我们也重视员工的发展，无论是个人的自我提升，或是职业发展，他们都将得到学习与发挥的空间。

3

To be the leading organisation in Intermediate and Long-Term Care (ILTC)

成为中长期护理服务业者当中首屈一指的佼佼者

On top of increasing our capacity and capability as we develop a wider range of services, we shall also work toward becoming the Centre of Excellence for training and innovation in eldercare services.

我们将提高服务的容量为更多人提供照护、提升能力，并且开发更广泛的服务。与此同时，广惠肇也会迈向成为乐龄关爱服务的培训与创新卓越中心。



Keeping our elderly clients active and socially engaged
确保年长服务对象保持活跃身心



KWSH's inhouse doctor conducting a regular clinical review for our resident
广惠肇医生为院友进行定期检查



KWSH: A conducive workplace for employees
广惠肇致力于为员工打造一个有利于工作的环境