

# Happenings

## Celebrating 20 Years of service

### Vision

Transforming  
Community Care

### Mission

A Christian healthcare  
provider enriching lives  
in the communities.



St Luke's has been transforming community care for over 20 years. The pioneering, ground-up initiative started in the late 1980s. The pioneers pondered over the challenges the elderly would face following a report by the Ministry of Health, mobilised the wider community, raised funds, dug deep and built St Luke's.

St Luke's admitted its first patient in 1996 and grew in impact. In 2012, it was the first winner of the President's Award for Social Impact for impacting the lives of patients and its critical role in building the capacity of the intermediate and long-term care sector. It also added an outpatient clinic, introduced new services and is setting up a community wound centre for training, education, research and development.

Placed in the continuum of care for the elderly between community hospitals and homes is St Luke's ElderCare. St Luke's ElderCare started its operation in 1999 in response to the need for good rehabilitation and social services. Then, there were few eldercare centres that provided integrated day care and rehabilitation services. It grew to 13 centres in 2016 to provide seamless care through integrated programmes for the elderly to age gracefully within the community.

#### St Luke's Hospital:

2, Bukit Batok Street 11, Singapore 659674

#### St Luke's ElderCare:

50, Kallang Pudding Road #07-02 Golden Wheel Industrial Building, Singapore 349326

## Grounded, Growing, Glowing

Grounded, Growing, Glowing was the theme of St Luke's 20th Anniversary celebration as it reflected St Luke's development. Founding members, former colleagues, corporate partners and friends of St Luke's joined staff on 19 October to reminisce 20 years of Serving, Loving, Healing.

The Guest-of-Honour, Minister of State, Ministry of Communications and Information & Ministry of Health, Mr Chee Hong Tat, said in his speech: "Community hospitals, as well as home and community care providers, play very important roles in our healthcare system". He was "impressed with the good work to provide patient-centred care for Singaporeans, regardless of race, religion or family background".

St Luke's Hospital Chairman Dr Peng Chung Mien thanked founding churches and partners such as grassroot leaders, donors, volunteers, churches, corporates and staff.



Pastor Jun Undag performed a song "Enriching Communities" composed specially for the event. Also on stage was the worship team comprising staff from St Luke's Hospital and St Luke's ElderCare.



Guest of Honour, Minister of State, Mr Chee Hong Tat, delighted the audience as he sang on stage.



## Nurses' Merit Award

St Luke's Hospital's Ms Jasmine Tan, Senior Staff Nurse, received the Nurses' Merit Award 2016.

Jasmine is a colon cancer survivor and the incident made her reflect on what she wanted to achieve in life. With the strong support from her family and friends, she decided to make a career switch and pursued the Diploma in Nursing in 2006.

She has been a nurse since 2008 and she is continuously learning and upgrading her

skills. The strong desire to learn led her to pursue her Advanced Diploma in Nursing (Medical/Surgical) and the Bachelor of Science (with Honours) in Nursing Practice. She is currently a Clinical Instructor and Senior Staff Nurse in St Luke's Hospital, sharing her nursing experience with her new colleagues and nursing students.

Jasmine feels that by being a Clinical Instructor she has the opportunity to facilitate and provide guidance to nurses and nursing students in providing excellence holistic care to the patients as they start on their road to recover.

**"As a nurse, my greatest satisfaction is to see improvements in my patients' condition for them to learn self-care and continue to age in a place that they are familiar with," said Jasmine.**

## ILTC Excellence Awards

St Luke's ElderCare and St Luke's Hospital won multiple awards at the Intermediate Long Term Care (ILTC) Excellence Award Ceremony on 28 September 2016.

The ILTC Excellence Awards recognizes exemplary Community Care healthcare professionals and organisations for their work done in delivering quality care and excellent service to their clients.

This biennial event was introduced by the Agency for Integrated Care (AIC) in 2014, and is the only award of its kind dedicated solely to the Community Care sector.

### Individual Awards

Gold Award

St Luke's Hospital Winners

Nursing

Ms Eva Yabut Kasim

Rehabilitation

Ms Ruby Merlin Rioveros



Silver Award

St Luke's Hospital Winners

Rehabilitation

Mr Chan Guang Zheng Joseph  
Ms Khin Wei Thet  
Ms Lim Sze Hui Jean  
Ms Suratmi Bte Siwan  
Ms Tan Jin Hui Charissa  
Ms Tibay Mary Anne Platon

Nursing

Mr Santos Marc Jayson Salvador  
Ms Toe Toe Tun  
Ms Wilhelmina Pondevida Lara

St Luke's ElderCare Winners

Chuah Pek Tiang (Stella)  
Care Staff/Driver

Goh Keng Thiam  
Senior Care Staff/Driver

Quek Keng Liang  
Senior Care Staff

Ni Ni Khin  
Senior Nurse Aide

Chin Kwong Fay  
Care Staff/Driver

Koh Hang Kiat  
Care Staff/Driver

Lee Mui Cheng Sandra  
Care Staff/Driver

Tee Len See  
Senior Care Staff



### Team Awards

Productivity and Innovation Award

St Luke's Hospital Winners

Award	Project Title	Team Members
Winner	Risk Stratification of Patients for Post-discharge Care at a Community Hospital	Mr Quek Puay Kuan, Senior Care Coordinator (Team leader) A/Prof Tan Boon Yeow (Medical Director*) Ms Cheung Siew Li, Assistant Director, Care Integration Office Ms Sarah Lim, Executive, Care Integration Office
Merit	Improving Efficacy of Occupational Therapy Service through Robotic Automation for Post-stroke Upper Limb Rehabilitation	Mr Gribson Chan, Deputy Director, Rehabilitation Division (Team Leader) Mr Ho Man Fai, Senior Occupational Therapist Ms Charissa Tan, Occupational Therapist Ms Charmaine Koh, Occupational Therapist Ms Ama Georgina Amador, Therapy Assistant

Clinical Quality Improvement Award

Award	Project Title	Team Members
Merit	An Integrated Multidisciplinary Model of Dementia Care at a Community Hospital	A/Prof Tan Boon Yeow (Medical Director*), (Team leader) Ms Susie Goh, Director of Nursing Ms Cindy See, Staff Nurse Ms Isabella Liang, Senior Occupational Therapist Ms Jean Lim, Occupational Therapist Ms Daffodil Lim, Physiotherapist Ms Cheung Siew Li, Assistant Director, Care Integration Office Ms Jasmine Yong, Manager, Medical Social Work Department Ms Phua Lee Lian, Care Coordinator Ms Sarah Lim, Executive, Care Integration Office

Service Quality Improvement Award

Award	Project Title	Team Members
Merit	A Seamless Referral Process from the Restructured Hospital to the Community Hospital	Ms Tan Kai Xin Grace, Assistant Manager, Partnerships & Projects (Team leader) A/Prof Tan Boon Yeow*, Medical Director Ms Lim Li Xin Sarah, Executive, Care Integration Office Ms Cheung Siew Li, Assistant Director, Care Integration Office

\*Then Medical Director, now CEO/Medical Director

## National Healthcare Innovation and Productivity Award



The team from NUH-SLH received the award from Senior Minister of State, Ministry of the Environment and Water Resources & Ministry of Health, Dr Amy Khor.

National University Hospital (NUH) – St Luke’s Hospital (SLH) Integrated Care Path (ICP) was awarded the inaugural Best Practice Medal in Care Redesign Category, for the National Healthcare Innovation and Productivity (HIP) Medals 2016. The event provides an opportunity for Healthcare and Community Care institutions to acknowledge, showcase and celebrate excellence in healthcare innovation and productivity.

The ICP project provided significant cost savings for patients undergoing total knee and hip replacement and the healthcare system. This was done through facilitating timely transfer of patients from NUH to SLH for rehabilitation by re-designing current work process involving transfer of patients between the 2 institutions.

The primary outcomes were significant cost savings for both patients and the healthcare system. An average of 8.5 NUH-SLH beds was saved for patients who underwent total knee replacement and 3.1 bed days for patients who underwent total hip replacement in 2015. This translated to a total cost saving of about \$1.6 million over 2 years (2014 & 2015)

Patients who underwent the programme had their care journey from NUH to SLH mapped out, greatly reducing the stress caregivers face when their loved ones are discharged from the restructured hospital. They could save time and start their rehabilitation earlier, leading to faster functional recovery.

## Celebrating Our Brightest Stars

At the SingHealth Quality Service Awards ceremony held on 17 January 2017, St Luke’s ElderCare staff won 21 SILVER Individual Awards and the BEST TEAM ILTC Service Initiative Improvement Award. The awards recognize healthcare professionals for excellent service standards.

We are especially proud of our Nee Soon cluster team who was conferred the latter award to recognize their efforts in improved operational efficiency for transportation scheduling.

Each eldercare centre provides transport vans for clients who utilize the day care and day rehabilitation services. As the demand grew, so did operational issues and delays in pick-ups.

To address these issues, the centre manager, senior physiotherapist and drivers came together to explore alternatives to streamline the transportation schedule. The teamwork and effort resulted in an increase in the number of van slots and therapy slots, enabling more seniors to enjoy the services. Punctuality of pick-ups and drop-offs has improved, accompanied by an increase in client and staff satisfaction.



## Loving Our Seniors

There was plenty to love at a recent carnival organised by St Luke's ElderCare and held at Ayer Rajah Community Club (ARCC) on 9 December 2016.

More than 1,200 elderly clients, staff, volunteers and partners spent a day at ARCC enjoying old-school games like tikam-tikam, snacks like gem biscuits, stage performances and karaoke activities.



Organised with the aim of encouraging our seniors to age well as part of the community, the Loving Our Seniors Carnival involved more than 1,200 elderly clients from the eldercare centres, staff, volunteers and partners. Ms Foo Mee Har, Advisor to Ayer Rajah Grassroots Organisation and MP, graced the event for West Coast GRC.

A big thank you to all our partners who have supported us including ARCC, Agency for Integrated Care, Credit Suisse, Deutsche Bank, Health Promotion Board, Singapore, JurongHealth, National Kidney Foundation, The People's Association, PSA Singapore and Pasir Panjang Hill Brethren Church!

## Expansion of Our Services at Bukit Batok



Held on 27 Nov, the Bukit Batok Health Fair 2016 was graced by Mr Murali Pillai, Grassroots Adviser to Bukit Batok SMC GROs and MP for Bukit Batok SMC.

During his address, Mr Murali shed light on the upcoming eldercare centre at 168 Bukit Batok West Avenue 8 that will be run by St Luke's ElderCare. He added that residents may conveniently access the centre as there is a bus stop located nearby.

The eldercare centre which is due to open by end 2017 will allow caregivers of frail elderly to tap on the services available to address the needs of their loved ones.

Residents in the vicinity may expect day care services and wellness programmes. The centre will be the latest addition to our senior care centres in the west region, and also expands on the services offered by St Luke's Hospital. Residents who are interested to find out more may contact Ms Vivi Lolowang at [vivilolowang@stluke.org.sg](mailto:vivilolowang@stluke.org.sg)

We look forward to extending our reach and to better serve the community.

## Volunteer's Story

### Playing a Part in a Patient's Journey to Recovery



Julia Lee (R) volunteering at the dementia ward

Dementia is a disease that affects the brain. It is not a normal part of aging.

Being a volunteer at the dementia ward, the challenges presented are as trying as it is for the patient. When Julia Lee first volunteered at St Luke's Hospital (SLH), she took on the challenge of working as a Group Rehabilitation and Art Therapy Facilitator in 2016. At first she found it difficult communicating with patients, however, as the patients progressed, she felt a sense of accomplishment.

She now also volunteers her time with the Rehabilitation Department. Through volunteering, Julia's biggest takeaway is learning to be more sensitive when dealing with others especially when they are facing different situations. The therapists at SLH impressed her greatly. They even support patients who have been discharged to improve their conditions through the 'Back on your feet' program that enables them to live independently and become useful members of society again.

Julia volunteers thrice a week at SLH. If you would like to help and be a part of the volunteer family here at SLH, email us at [volunteer@stluke.org.sg](mailto:volunteer@stluke.org.sg). You can play a part in the journey to help in the recovery of our patients.

## Making Time Count

Every secondary school student clocks community service hours while in school. Shreepad Sanjeev Honakande, aged 13, was one of them. Looking for meaningful volunteering opportunities near his home, he found St Luke's Hospital.

Shreepad enquired with St Luke's volunteering team and learnt about St Luke's role in the community, such as helping others recover from a fall, stroke, post-operative procedure or in need of wound care. He began volunteering as an admin assistant and art therapy facilitator.

As the days went by, he saw how patients got through different stages of recovery. Through art therapy sessions, Shreepad saw how patients faced their challenges. He was especially moved when he found out about a patient who became a volunteer.

He also noticed something special in all his interactions: St Luke's staff. They "are motivated" and "genuine" in the work that they do.

Shreepad has completed 100 hours of service but he is not stopping there. He wants to continue volunteering as he believes that people "should not be wasting their time but make their time count".

If you too would like to make your time count, please visit [www.slh.org.sg/wp/ways-to-give/volunteer](http://www.slh.org.sg/wp/ways-to-give/volunteer) or email [volunteer@stluke.org.sg](mailto:volunteer@stluke.org.sg).



Shreepad talking to a patient about the paper vase they made together

## Patient's Story

### Giving comfort during a long journey



Head Chaplain Tan Bee Ker finds the chaplaincy ministry of compassion rewarding

Patients who are chronically ill may be worn out from their illness and other struggles, such as the meaning of life and death. The answers to some struggles are beyond the reach of medication and physical therapy.

"There may be confusion, anxiety, and sometimes conflict," said Head Chaplain Tan Bee Ker. "They need a listening ear, a

loving touch and someone to lift their spirits." This is where the chaplains journey alongside patients and their families to help them "work through confusion, handle stress and come to decisions".

The journey may be long. One such patient was the late Mr O (not his real name), who had motor neuron disease. Ms Tan was with for Mr O and his family for 16 months.

Once, Mr O dreamt of a man dressed in a white robe in a desert. Referring to a Chinese idiom, the man said that what was lost could be a blessing in disguise. When he awoke, Mr O asked Ms Tan if the man in the dream was God. Subsequently, Mr O's simple, yet heartfelt desires were met without him saying a word. He had craved for *kopi* (coffee), *chai tao kueh* (radish cake) and *satay*. These were

all brought to him by friends without being asked, recalled Ms Tan.

Another time, when Mr O missed his sister badly, his sister felt drawn to visit him in hospital. When he missed two of his friends from China, they too contacted him out of the blue. Said Ms Tan about Mr O: "He was deeply touched by the answers to his unspoken prayers."

When Mr O was unable to speak, Ms Tan worked out with him a way to painstakingly spell things out through eye blinks and a communication board with symbols and alphabets. Ms Tan said: "This process took a lot of time but greatly helped Mr O, and left a deep impression on his family."

When Mr O passed away in 2005, Ms Tan was there to comfort his family. Twelve years later in 2016, one of Mr O's sons invited Ms Tan to his wedding. There, Mr O's family thanked her for all she had done for them during the 16 months.

***Ms Tan finds the chaplaincy ministry of compassion and touching hearts rewarding. She said: "I'm glad to have been able to help Mr O and his family. This is the fulfilling work of the Chaplaincy."***

"We love because He first loved us." 1 John 4:19

### Providing Comfort

St Luke's chaplaincy team walks alongside those who seek comfort. Comfort is the first need of those in crisis, to know that they are not alone. By becoming their confidant and support, the chaplaincy team helps patients to grow stronger to face the challenges ahead. For enquiries, please email [beekertan@stluke.org.sg](mailto:beekertan@stluke.org.sg).

The work of the chaplaincy team is funded separately from tax deductible donations to St Luke's. Donations for chaplaincy work are welcome.



# I want to help!

SLH & SLEC are Institutions of Public Character (IPC).

SLH IPC number: HEF0004/G

SLEC IPC number: IPC000155

## Donation Type (Please tick the appropriate box)

This is a personal donation     This is a corporate donation

You may donate to either one or both charities. Donations with no indication will be allocated equally.

St Luke's Hospital     St Luke's ElderCare

## Donation Amount

\$50     \$100     \$200     Others: \_\_\_\_\_

All donations are tax deductible. Tax deductible receipt will only be issued for donations above \$50. The tax deduction is 2.5 times of donation amount.

## Donor Details (Please fill in block letters)

Name / Organisation's Name Dr / Mr / Mrs / Ms / Mdm \_\_\_\_\_

NRIC / FIN / UEN No. \_\_\_\_\_ Tel: H/M \_\_\_\_\_

Please state for automatic tax deduction

Email \_\_\_\_\_

Address \_\_\_\_\_

Singapore \_\_\_\_\_

## Donation By Cheque

Please make cheque payable to

"St Luke's Hospital" or "St Luke's ElderCare Ltd"

Cheque number \_\_\_\_\_

## Donation By Credit Card

I would like to make a  monthly     one-time contribution

Name on card \_\_\_\_\_

Expiry date \_\_\_\_\_ m \_\_\_\_\_ y    Credit card no. \_\_\_\_\_

Type of card:  Visa     Mastercard    Signature \_\_\_\_\_

## St Luke's Recurring Giving Program

### Benefits to You

#### Plan & track your monthly budget with ease

Decide the amount you choose to donate and it will be automatically deducted on the 5th of every month. You can also adjust your donation amount anytime.

#### Convenient & Secure

Do away with the extra effort of issuing a cheque many times a year.

#### Pocket Friendly

Your gift is spread consistently throughout the year instead of being one lump sum. E.g. it is more manageable to donate \$50 a month than \$600 all at once.

### How It Helps Us

#### Eco-friendly

We can significantly decrease the volume of paper and postage costs by providing you with an annual receipt.

#### Optimisation of resources

Your regular donation provides a steady flow of income that allows us to plan and focus on providing quality care to our elderly.

I would like to make monthly donations through GIRO. Please send me a Recurring Giving Form for  St Luke's Hospital  
 St Luke's ElderCare

By submitting this donation form, you fully understand and consent to our use and disclosure of your personal data for the purposes of processing donations, performing donor related activities, carrying out fundraising appeals and events, sending marketing materials and submission of donation data to the Inland Revenue Authority of Singapore for tax-deduction computation

I do not wish to receive marketing communication materials from St Luke's Hospital and St Luke's ElderCare in future.

community care  
Transforming  
**OUR MISSION**  
in the communities  
enriching lives  
a Christian healthcare provider  
**OUR VISION**



**BUSINESS REPLY SERVICE  
PERMIT NO. 07905**



**ST LUKE'S HOSPITAL**  
Finance Department  
2 Bukit Batok Street 11  
Singapore 659674

Postage will  
be paid by  
addressee.  
For posting in  
Singapore  
only.



Please fold along dotted area and seal securely before posting