

Golden Times

MAY – AUGUST 2018



EVOLVING HEALTHCARE,

IMPROVING LIVES

FEATURING...

- 3 More to Life - LIFE Club
- 4 NHELP "5 Days Go-Live" Programme Implementation
- 5 Hand Hygiene Quality Improvement Project Event
- 12 Our Journey with Dementia @ LHE



Managing Risks



As with any organisation operating relatively smoothly over the years, it is essential and timely that the Lions Home for the Elders has a renewed focus – that of the management of risk.

According to a survey conducted by an advisory firm PPB, risk is defined as: “Organisations face internal and external factors and influences that make it uncertain whether, when, and the extent to which they will achieve or exceed their objectives. The effect this uncertainty has on the organisation’s objectives is risk.”

Risks could include operational risks or those associated with internal system failures or human error, reputational risks, etc.

With the expertise provided by Risk Management professionals, the Lions Home will be embarking on an extensive and comprehensive exercise to identify risks, come up with strategies to mitigate and guard against these risks, to execute these strategies, and to motivate all members of the organisation to cooperate in implementing these strategies.

The uncertainty that risk causes in any organisation can also be alleviated by the focus on avoidance of potential problems so as to help surface various options on how to deal with them.

In a long-term eldercare establishment like the Lions Home, its core business of round-the-clock medical and clinical care services and programmes for its residents, presents unique and highly specific risks unlike any other industry e.g. falls, infection, poor hand hygiene etc.

With its objective of providing not only an improved quality of life for its frail and impaired individuals, the Lions Home must work proactively to ensure that effective and adequate measures are taken to identify and minimise its exposure to risks, and subsequently implement and enforce protocols for a risk management programme.

Ultimate responsibility for Risk Management starts at the top. The participation of all key managers of the organisation in the Enterprise Risk Management (ERM) process to support the risk management philosophy, promote compliance and manage risks within their respective areas of responsibility, is crucial to its successful implementation. Appropriate individuals are held accountable for results.

The Lions Home must not only identify and manage key risks, but continuously improve its risk management strategies. It must protect the interests of all its stakeholders, who in turn will ensure the protection of the Home’s goals and resources.

“What is Risk Management?”

Risk is part of all our lives.

As a society, we need to take risks to grow and develop.... effectively managed risks help societies achieve. In our fast paced world, the risks we have to manage evolve quickly. We need to make sure we manage risks so that we minimise their threats and maximise their potential.

Risk management involves understanding, analysing and addressing risk to make sure organisations achieve their objectives.”

– *Institute of Risk Management*

PDG Lion Isabel Cheong

Chairman

More to Life - LIFE Club

By Pratiti Kaji

Rehabilitation Department, Lions Home



Bedok residents' first visit to the Bedok Public Library at Heartbeat@Bedok.

Lions Home for the Elders (LHE) has always strived to provide meaningful and enjoyable activities to the seniors in our Home. LIFE Club is another initiative started in July 2017 to enhance the social engagement and psychological well-being of our seniors, as well as preserving their dignity.

Staff with different backgrounds came together in the hope of embarking on this journey with our residents to provide them with a diverse range of activities to improve their quality of life during their stay here.

Feedback from various sources were sought to initiate activities for residents' enjoyment and engagement.

Many residents had shown interest in visiting our National Library, so an outing to the Bishan community library was arranged. Residents relished the experience with the wide range of books readily available to them. Volunteers at the library helped in making the visit more rewarding. Now, the library visits have become a regular affair for the residents of both the Bedok and Bishan Homes. Residents are now looking forward to this outing as they are able to gain access to new reading materials of their interest.

Music therapy using various percussion instruments has been introduced for residents who are musically inclined. Connecting with the rhythm helps to encourage happy thoughts and is a great platform for self-expression.

Plants, seedlings and planters were purchased and set up for seniors who wanted to explore their gardening interest and skills. Gardening is known



Residents starting their day with gardening.

to provide various health benefits, such as improving flexibility and mobility. Currently each home has its own gardening area for residents to take care of their plants, and they have been diligently watering them daily.

Regular activities like the Kopitiam help in addressing their wish for a variety of food choices, and the Kacang Puteh cart at Bedok, opened since August 2017, has been greatly welcomed by the residents.

Next in line is to arrange a family dinner for residents and their loved ones to celebrate special occasions like



A resident clearing a food tray after serving dishes to residents in a Kopitiam session.

anniversaries or birthdays at the two Lions Homes.

LIFE Club is committed to continuing its efforts to provide new and meaningful activities for the well-being of the seniors in our Home.



Bishan residents holding on to brightly-coloured musical instruments during a creative music therapy.

NHELP “5 Days Go-Live” Programme Implementation

By Vasanthi R.

Senior Nurse Manager, Clinical Department, Lions Home



“Go-Live” Day 2 - Morning briefing for Clinical staff.

The Nursing Home IT Enablement Programme (NHELP) is a ready-to-use IT system that supports and improves nursing home operational efficiency within the Nursing, Medical, Rehabilitation, Case Management, Finance and Clinical Administrative functions.

A collaboration between the Agency for Integrated Care (AIC) and its partners, NHELP is linked to AIC’s Integrated Referral Management System (IRMS), the National Electronic Health Record (NEHR), Intermediate and Long-Term Care (ILTC) Portal supporting resident management, clinical documentation and human resource functions. It allows easier access of resident care details (records and reports) and increases productivity all through a single platform.

NHELP clinical module was successfully implemented in Bedok Home on 22 January and Bishan Home on 19 March 2018. Both nursing homes’ clinical staff attended the 3-month scheduled intensive NHELP training module and the 5 Days Go-Live onsite Programme supported by AIC and its team, to familiarise everyone

with the new IT System. The hands-on training sessions, consisting of group supervision and coaching, had been very helpful and beneficial. Staff began to adapt to NHELP and integrate it in their day-to-day operations. Although there were some challenges and difficulties along the way, the Clinical Department will continue to work closely with AIC to have these issues ironed out. Through the implementation, the Clinical Department is beginning to see how NHELP will benefit the Home in the long run, and believes that these benefits would eventually outweigh the current challenges.



“Go-Live” Day 5 - Therapist aides login to NHELP.

Benefits:

- **Reminder Feature:** NHELP sends reminder alerts to staff about ongoing tasks and care assessments to be done, so residents can be attended to promptly.
- **Greater convenience and better coordination:** The system automates the submission of data to the Ministry of Health for subvention purposes. Upon input of residents’ data, it will auto-populate in all relevant forms, care plans and audit reports throughout the entire system. Clinical staff with access can view or update residents’ records anywhere and anytime.
- **Efficiency:** NHELP helps care staff to remove tedious and repetitive tasks, for example, nurses can now instantly retrieve residents’ records instead of going through numerous files and paper records. It has significantly reduced the time staff spent on information retrieval, giving them more time to render direct-patient care and focus on other areas such as formulating monthly statistics falls, wounds, diet, nursing assessment process etc.
- **Space-saving:** The majority of residents’ information used to be manually recorded. But now, with just a click, it can easily be entered through the centralised system, resulting in less paperwork and less storage space required.

Thanks to technological advancements, the Lions Home is able to work more efficiently, focus on providing quality care, and achieve an improved quality of life for our residents.



Hand Hygiene Quality Improvement Project Event



By Ms Du Juan

Assistant Nurse Manager, Lions Home

The Hand Hygiene Quality Improvement Project Event was held on 4 May 2018 at Lions Home for the Elders (LHE) Bishan. 97 internal staff and 33 colleagues from seven other nursing homes were invited to participate in the event.

The event marked a key milestone in LHE's 2-year collaboration with the Agency for Integrated Care (AIC) to improve hand hygiene compliance, with approved sponsorship from AIC.

To start the event, CEO Ms Doreen Lye gave a welcome speech, which highlighted the key contributions made by 120 clinical staff who participated in this project, including doctors, registered and enrolled nurses, nursing aides, health attendants and allied health professionals. As a result of their efforts, the hand hygiene compliance rate at LHE increased from 62.7 % to 81.3% in the 5-month period from December 2017 to April 2018.

Thereafter, the audience enjoyed two separate competitions involving (i) 5 hand-hygiene related performances and (ii) 5 poster presentations, both presented by LHE staff. Special guests Ms Huang Der Tuen (Manager / AIC), Ms Suzanna Ho May Chen (Nurse Manager / St Andrew's Nursing Home-Buangkok) and Ms Ho Wee Ling (Nurse Manager / Ling Kwang Home for senior citizens), were also judges for the competitions.

At the end of the event, Ms Leong Chin Jong, (Senior Nurse Consultant /



A staff member reaching for a balloon at the DIY booth.

AIC), the leader of the AIC project team, complimented LHE's Infection Control Team for playing a key role in the project and for reaching the hand hygiene compliance goal of 80%. She also congratulated the team for organising a successful event.

Did You Know?

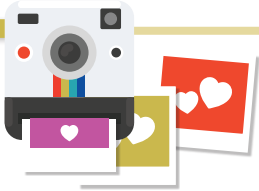
- Infection prevention and control are the key cornerstone in every healthcare setting. Hand hygiene is the single most important strategy in preventing healthcare-associated infection risks.
- Good hand hygiene reduces the risks of flu, food poisoning and healthcare-associated infections being passed from person to person.
- The 5-moments hand hygiene and 7-steps hand rub / hand wash routines (based on the World Health Organisation (WHO) Guidelines on Hand Hygiene in Health Care) are crucial hand hygiene habits to adopt to minimise risks, and vital for overall health and well-being.

As part of the intensive hand hygiene audit under the Hand Hygiene Quality Improvement Project, 50 hand hygiene opportunities are observed daily within the Clinical Department for 180 continuous days by LHE Infection Control Team and supported by a sub-team.

LHE Infection Control Team conducts the Hand Hygiene Refresher Course twice a year in May & November, to raise awareness and get people into the habit of keeping their hands clean.



The audience participating in the proper hand-washing demonstration.



Moments So Precious

By Zachary Siay, Anglo-Chinese School (Independent)



Zachary (middle) playing the violin during the final session on 17 May 2018.

I never got to learn Uncle Lim's full name, but we got to bond together well. For the past few weeks, we had gone to the Lion's Home for the Elders in Bishan to interact with the residents. Truly, the looks on their faces were priceless as we entertained and interacted with them. The residents were people of few words, but they were very friendly when they responded to us. The visit really benefited both the

residents and ourselves as it reminded us to be grateful for all the sacrifices that our parents have made and the blessings that have been bestowed on us.

The highlight of the whole volunteer experience was the last visit, when we put on a show for the residents. I was extremely touched when one of the elders made a speech in English to show the residents' gratitude for our efforts to make them smile.



A teacher and students of ACSI mingling with residents during a session on 29 March 2018.

Cheery Painting and Proceeds Donated to Lions Home

By Lion Stella Tong and Benefactor Dr Serene Toh

A charter member of Lions Club of Singapore (LCS) Goodwood since its inception in 2001, Lion Stella Tong has been a Lion for more than 20 years. A jeweller by profession, she discovered recently that, besides designing capabilities, she also has artistic talents. She completed a few pieces of (oil) paintings during her spare time, concentrating mostly on her passion for vivid colours and flowers.

One of her paintings caught the eye of her good friend, Dr Serene Toh, who insisted on buying it. Dr Toh, a medical doctor by profession, has been an ardent supporter of Lions Home having made various donations over the years through LCS Goodwood. Dr Toh decided to donate the painting to the Lions Home Bishan so that it can adorn the wall of one of the wards and brighten up further the atmosphere while allowing the residents to enjoy the lively flower theme depicted by the painting. Lion Stella Tong also donated the entire sales proceeds of S\$3,800 to the Lions Home.



(Left to right) Members of LCS Goodwood, Lions Home Directors Lion Chai Ming Voon, Lion Shirley Lee and CEO Ms Doreen Lye posing with the vibrant painting before hanging it in the LCS Goodwood ward on 16 May 2018.



Keeping the Lions Homes' Residents Healthy

By LCS Arcadia Editorial Team

The Vegetables Charity Drive ("VCD" in short) is a charity project that takes place every Saturday. It has been ongoing for the last 18 years and is made possible by the kindness and generosity of the wholesalers who set aside large quantities of their fruit and vegetables for donation to various organisations.

Two years ago, on 20 August 2016, members of the Lions Club of Singapore Arcadia, together with other members and friends of other Lions Clubs joined in the VCD, to sort these donations at the Pasir Panjang Wholesale Centre, for delivery to the Lions Homes in Bishan and Bedok. Rain or shine every Saturday, the team has been faithfully doing the deliveries using their own vehicles and this has helped the two Lions Homes save over \$1,500 weekly, making this physically demanding task Arcadia's regular and long-term service project.



Getting ready to unload boxes of vegetables at the entrance of LHE Bedok. (Photo Courtesy: LCS Arcadia)



Unloading cartons of fresh vegetables at LHE Bishan carpark. (Photo Courtesy: LCS Arcadia)

The Club had also initiated the "Adopt an Item" grocery project to get members and generous friends to commit to long-term donations of various groceries for the two Lions Homes.

In November 2017, Tian Sheng Fresh Produce Pte Ltd, a friend of a LCS Arcadia member heard about the project and offered a weekly donation of 100 cartons of fruit. Since then, 30 cartons are given to the two Homes and the remaining 70 cartons together with the fruit and vegetables collected at Pasir Panjang Wholesale Centre, are given to beneficiaries of this project.

The greatest reward from all the hard work is that the Lions Homes' residents, dieticians and kitchen staff enjoy a greater variety of fruit and vegetables, which help provide for the residents' nutritional needs. The fun and laughter from members and participants during the sorting and distribution make this event something for us to look forward to.



Sorting vegetables at the Pasir Panjang Wholesale Centre. (Photo Courtesy: LCS Arcadia)



“LHE Got Talent” Nite

By Charisse Teo Li Ping
Corporate Affairs Department,
Lions Home

It was a boisterous night filled with joy and laughter for everyone who attended the staff night held on 28 March 2018 at Hotel Chancellor @ Orchard. The cosy ballroom was distinctively decorated with luscious colours of blue and silver, emanating a warm and welcoming atmosphere. This year’s theme “LHE Got Talent” was conceptualised for staff to unleash their talents, and an opportunity for them to deepen their bonds through practice sessions.

Prior to entering the ballroom, staff were treated to some light refreshments, many glammed up in elaborate outfits with stunning details, stood crowding at the outdoor garden for some picture-perfect shots. A personalised video montage was being played, dedicated to staff for a walk down memory lane.

In her opening address, CEO Ms Doreen Lye expressed her gratitude to all staff for their tireless efforts, and urged them to keep moving forward. The evening also witnessed the presentation of certificates of appreciation to fourteen 5-Year long service staff, for their tireless dedication to the Home, as well as recognition for staff who assisted with the evening’s preparations.

Following this, staff members were feted to a plethora of scrumptious dishes as the emcee took to the stage



Dancing in flowy costumes sewn with luminous multi-coloured LED lights!

for the night, and announced for the first item of “LHE Got Talent” Competition to begin. Performing staff, all in radiant and glamorous outfits, put up impressive performances which were well-rehearsed and choreographed. Each team was greeted on the stage with wild applause and cheers of approval as they attempted to outshine the previous with their hidden talents. While the efforts behind their flawless performances were evident, the unifying spirit unfolded in them, underscoring the fact that it was more than just a competition.

Apart from the competition, the night’s programme also encompassed interactive games such as Treasure Hunt and Minute to Win It, as well as a round of lucky draws, all of which generated flurries of excitement among the audience.



Arranging the items during the Team Building Game – “Minute to Win It”.

The event culminated with the announcement of the top three winners of the “LHE Got Talent” Competition:

1st Prize: Dance Towards Unity
(Bedok Home Level 1 Staff)

2nd Prize: Keep Calm & Dance
(Rehabilitation Department Bishan and Bedok Home)

3rd Prize: A Cultural Dance Item
(Bishan Home Level 5 Staff)

Congratulations to all winners and thank you to all participating staff who made this event a remarkable one.



Congratulations to the 1st Prize Winners of “LHE Got Talent”!



Towards Better Living

For more photos, visit Donors & Volunteers Acknowledgement Gallery on the Lions Home website www.lionshome.org.sg.

21 Mar 2018

D MPL Management Services



Unwrapping a big surprise!

2 Apr 2018

LCS South



Resident's eyes shining with delight upon receiving the goodie bag.

5 Apr 2018

Building and Construction Authority (BCA)



"Your turn to sing!"

7 Apr 2018

Temasek Junior College Leo Club



Helping a resident to solve a complex jigsaw puzzle.

19 Apr 2018

PCF Sparkletots Preschool @ Mountbatten



"Wow!!! Thank you for the smiley face, my dear."

23 Apr 2018

PCF Sparkletots Preschool (Eunos Branch)



Resident exploring and enjoying the process of marble painting.

2 May 2018

Sri Krishnapremi Swamigal Sathsangam



Coming together to display their Indian folk dance.

3 May 2018

PCF Sparkletots Preschool (Bishan East-Thomson, Blk 197)



Preschoolers synchronising their dance movements in unity.

9 May 2018

Kuo Chuan Presbyterian Primary School



A resident choosing a prize for winning in the Guessing Game.

10 May 2018

National Arts Council (NAC)



Screening a selection of local short films for our residents at the Lions Home (Bishan).

14 May 2018

Victoria School (Red Cross)



Students entertaining the residents with a rousing performance.

16 May 2018

Food From The Heart & Bukit View Secondary School



A group of students listening attentively to a resident as she shares her story.

26 May 2018

Destanation (Official Fan Club of Desmond Tan)



Holding the hand of a resident to guide her through decorating a glass mug.

7 June 2018

Jubilee Christian Academy (Philippines)



"I sing! You clap!"

9 June 2018

LCS Island and Eunoia Junior College



Lions serving the residents during tea break.

9 June 2018

CYS Global Remit



Staff of CYS Global Remit patiently explaining the rules of Pass the Parcel to residents.

18 June 2018

Temasek Junior College (TJC)



A resident mixing the paint colours to add a vibrant pop to the stunning artwork designed by TJC.

20 June 2018

Singapore Polytechnic



A resident completely engrossed in the weaving process with the help of a volunteer.

25 June 2018

Sunflower Preschool @ Punggol Field Pte Ltd



“Let’s finish our sunflower!”

27 June 2018

Singapore Reinsurance Corporation Limited



A resident moving in endless waves mimicking dance steps of the staff from the Operations Admin / Corporate Secretarial Department.

29 June 2018

Changi Airport Group (Singapore) Pte Ltd



A wonderful bonding for residents and staff of the Operations Team in the game of “Guess the Price”.

30 June 2018

Bishan East – Thomson Grassroots Organisations (GROs)



Grassroots leaders Ms Sylvia Loh of Bishan Neighbourhood Committee Chairperson and Ms Agnes Phuah of Bishan East Zone 3 Residents’ Committee Chairperson chatting with a resident during the distribution of goodie bags.

30 June 2018

Food from the Heart & Crédit Agricole CIB



A resident and volunteer showcasing their creative talents through painting.

4 July 2018

Tan Tock Seng Hospital



Residents “doo doo” along with Baby Shark Dance steps led by staff of the Emergency Department.

Our Journey with Dementia @ LHE

By Wilson Chia, son of Lim Mary, a resident of Lions Home Bishan



Wilson keeping his mum, Mary, entertained with mobile games at LHE Bishan Kopitiam area.
(Photo Courtesy: Wilson Chia)

My mum, Lim Mary, started displaying symptoms of Alzheimer's disease back in 2008 after an operation to remove a tumour in her kidney. We the children noticed that she started to be forgetful, had mood swings, and was getting highly suspicious of family members and helpers.

Her condition slowly deteriorated over time even though we sent her daily to a senior activity centre that specialised in caring for dementia clients. She was also going through phases of being aggressive as well as insomnia due to the side effects of the medication given to her.

It was starting to take a toll on the well-being of both herself as well as my family members. It was at this time that

we decided to admit her to a nursing home, after being strongly urged by the medical professionals from National University Hospital.

We chose the Lions Home for the Elders (LHE) at Bishan specifically because of its Dementia ward. Our choice of LHE was also because we knew and had heard of the staff's passion towards providing quality and dignified care towards the seniors.

Our family admitted my mum into the Home with heavy hearts as we very much wanted to keep her close to us. However, the professional and care staff frequently reassured us that she would be in good hands and promptly call us to update us if anything cropped up.

After a few months in the home, the staff were even able to propose certain changes to her diet, attire and even footwear in an attempt to provide better care for her during her stay. This helped us to gradually gain trust in them. We also began to see my mum smile and gain weight! It was definitely a good thing for us.

Nowadays, we visit her several times a week, spending time in the garden, or bringing her out of the ward to the open area on Level 1. Recently, we found out that she enjoys playing catch so we even bring along a soft ball to play with her! On good days, we even arrange to bring her home to spend some quality time with us in the comfort of our home. On our visits, we bring some of her favourite food and drinks, take pictures and watch videos.

Every time we take her out of the ward, my mum would stroke the arms of the care staff telling them to wait for her to come back and sometimes invite them to join us. These are key indicators that tell us about the rapport and trust my mum has with the staff.

It is not easy dealing with people with dementia. Yet, every time we visit my mother, we always see smiles and enthusiasm from all the care staff. We never fail to be in awe at how passionate they are about their jobs.

My family and I are thankful for the care my mum is given at the Home and with that, we are now all happier and healthier!



"Mum's back home!" Bai Nian during Chinese New Year 2018.
(Photo Courtesy: Wilson Chia)

Editorial Committee: Lion Dr Chey Chor Khoo, PDG Lion Isabel Cheong, Lion Eng Teal, Lion Gladys Lim, Lion Lily Tan, Lion Mary Ong, Ms Doreen Lye, Ms Lena Iriawati, Ms Charisse Teo Li Ping

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