



HNF CARES



**LEND A HELPING HAND TO THOSE
IN NEED, PG 6**

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CEO'S MESSAGE

We had a great start to 2018 when 23 HNF staff received the Singapore Health Quality Service Awards 2018 in January for their dedication and commitment towards patient care. This award is a recognition of our continuous effort to stay at the top of our profession and maintain high standards of service.

With competing demands from patients, family and referrers to be excellent, effective, and efficient, we continue to grow our services. Our new tele-rehabilitation programme was rolled out in January to facilitate patients in carrying out rehabilitation exercises in their homes, bringing more convenience and the potential for a faster and better rehab outcome to them. We revamped our website by refreshing the categories and adding social media features to stay connected with the online community. Our webpages were optimised to allow easy viewing on mobile devices such as tablets and handphones.

One of our Advanced Practice Nurse, Ms Precilla Lai, returned to HNF after obtaining her Masters in Nursing and completing an intense one-year internship under a medical specialist in Tan Tock Seng Hospital. Read on to find out Precilla's new roles in caring for patients with higher levels of complex clinical needs.

Throughout the past months, we received tremendous support from our partners and sponsors, who impacted the lives of our patients through their spirit of giving. Our appreciation goes to Tote Board, who invited our patients to their carnival 'A Good Day Out' in February and student volunteers of Nan Chiau High School for creating a better living environment for our patients. We hope you will feel inspired after reading this issue. Enjoy!



Dr Christina Tiong
HNF CEO

A glimpse into FY2017/18

Total number of patients served in FY2017/18



4827

Total number of home visits conducted



42,803

Number of Home Nursing visits



37,034

Number of Home Medical visits



3007

Number of Home Therapy visits



2299

Total number of new patients in FY2017/18



2,079

Profile of HNF Patients



No. of patients age 60 & above

89%



No. of patients who are bed bound or have mobility issues

71%



No. of patients with household income of below \$700

51%



No. of patients with household income of below \$2,600

85%

Singapore Health Quality Service Award 2018

HNF is proud to receive 23 awards at the Singapore Health Quality Service Awards this year. Three individuals have been presented the Star award, 11 won the Gold award and nine received the Silver award. Held at MES Theatre, Mediacorp, the awards were presented by Mr Gan Kim Yong, Minister for Health on 30 January 2018.

One of our Star award recipients, Senior Staff Nurse Pushpa Kumari, who has been working as a homecare nurse for more than 11 years, shared that she is glad to provide comfort and relief to patients and their families by keeping their chronic conditions under control and empowering patients with self-care tips.

The awards are an affirmation of our healthcare professionals' commitment and dedication of service in helping patients recover and improve their lives.

Our heartiest congratulations to all winners and let's continue to work hard and provide our patients with all-round support!



Centre- Mr Gan Kim Yong, Minister for Health, together with our CEO, Dr Christina Tiong and our SHQSQ winners at the award ceremony

Tele-rehabilitation – an alternative rehabilitation option for convenience

Many patients find it challenging to attend their rehabilitation programme at a day care centre because they have mobility issues. Other common reasons include high transport cost and having no caregivers to bring them to the centres.

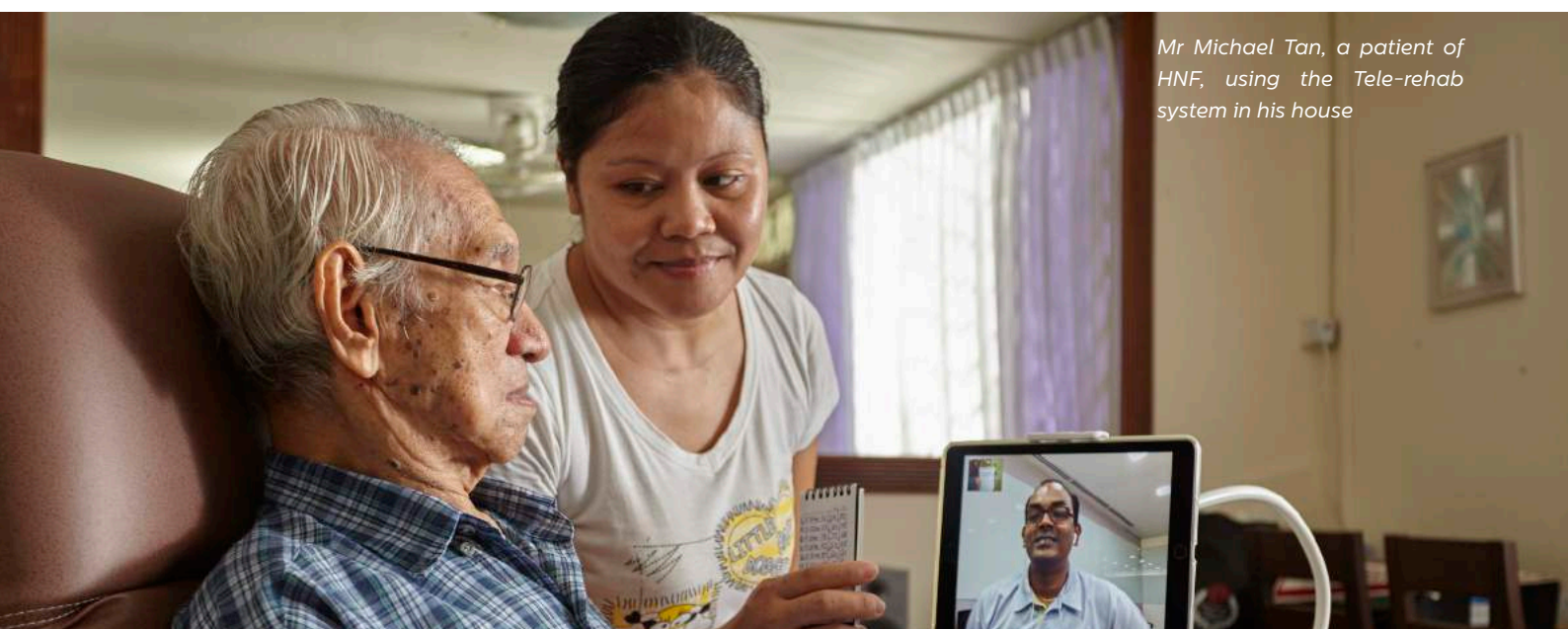
Since January this year, HNF has rolled out a new tele-rehabilitation programme to suitable patients as part of a nationwide pilot initiative. The programme will enable patients to carry out their exercises at any time of the day, in the comfort of their homes.

Patients can start their session by following the exercise demonstration – as prescribed by the therapist shown on the tablet.

A pair of sensors will be attached onto the patient's limbs to monitor if they have been carrying out the steps correctly.

A copy of the patient's performance will be sent to the therapist, who reviews their performance and discussions between therapist and patient can also be arranged through a video conference. This programme aims to make therapy more convenient for our patients, enhancing their recovery progress.

If you are interested to find out more about this programme, you may email us at enquiry@hnf.org.sg.



Mr Michael Tan, a patient of HNF, using the Tele-rehab system in his house

Meet our Advanced Practice Nurse who manages patients with complex medical needs



APN Precilla Lai, with her colleague in a discussion

“I never regret becoming a nurse. It is a joy to be able to help others and I am glad to contribute my part,” she says.

It was the personal connection between the homecare nurse and the patient that made Advanced Practice Nurse (APN) Ms Precilla Lai enter community nursing. Precilla first learned about community nursing through her attachment stint at Home Nursing Foundation.

“I was able to observe and feel a difference in the connection between the homecare nurse and the patient, as compared to the nurses in hospitals and clinics. I saw how homecare nurses helped these patients to age in their homes with regular nursing visits. Otherwise, they would have been admitted into Hospitals and Nursing Homes,” Precilla explained.

As an APN, Precilla is trained to diagnose and manage common medical conditions such as chronic illnesses, as well as basic end-of-life care. She also works independently with healthcare professionals to coordinate care and improve patients’ health condition.

Every day, Precilla traverses between neighbourhoods with a full load of medical supplies in her bag. Among these items are a stethoscope and devices to measure blood pressure and blood sugar levels, as well as an assortment of wound dressing products and cleaning solutions.

She conducts an average of 6 visits a day, checking on patients with complex health issues which are commonly due to poorly controlled chronic diseases or failure to comply with medication intake. Among other reasons also include frequent infections or repeated admissions to Hospitals.

Precilla would usually perform a health assessment to understand the care needs and monitors the patient over a period of up to six months. Once the condition of the patient stabilises, she will hand the case over to a registered nurse for regular follow-up.

Handling patients is not an easy feat. One of her main challenges is to convince patients to maintain their dietary restriction. She recalled an incident involving a single elderly who refused to take her insulins and was in danger of becoming hypoglycaemic.

It took her great effort and time to convince the patient to stay in the Hospital to stabilise her sugar level. However, she gained satisfaction when the patient’s condition stabilises through her interventions after two months.

Spending a Good Day Out At Gardens by the Bay



Patients at 'A Good Day Out' held at Gardens By The Bay

Mdm Sim Ah Eng, 75, had waited eagerly along the corridors of her flat for our volunteer to fetch her that morning. Like many other frail and homebound elderly, Mdm Sim who finds it challenging to get out of her house, appreciates the joy and warm companionship of being with people who can socialise with her.

Accompanied by 13 HNF volunteers, nine patients were invited by Tote Board to join their carnival, 'A Good Day Out' to celebrate their 30 years of giving to the community. The volunteers and patients were paired up based on their ability to communicate during the outing.

Besides having a fun-filled time at the carnival, the patients were also treated to a stunning display of dahlias at the Flower Dome. Mdm Ong Kwee, 81, one of the many patients on the tour, was on all smiles as she was brought through the colourful floral exhibition. She shared that she enjoys flowers and nature because the mix of bright and cheerful compositions will always cheer her up.

HNF would like to thank our community partner, Tote Board for sponsoring this outing. We also extend our appreciation to the five volunteers who sponsored the admission tickets to the Flower Dome at this event.

Grocery Shopping that Warms the Hearts of Our Patients

12 staff volunteers from TTJ Design & Engineering had come together to bring our patients for a day out at Kallang Wave Mall on 30 April this year.

With each one given a \$50 voucher, our patients had a fun time choosing groceries at NTUC Fairprice Xtra. As a number of these patients are living alone and have mobility issues, the trip was seen as a privilege.

Mdm Chang Kng May, 79, was excited to join everyone at this grocery trip. "Because I am unable to walk, I could no longer go to NTUC by myself these days. These vouchers enable me to stock up essential items such as chicken essence and instant cereals which I always need," said Mdm Chang.

Besides picking up necessities and food items of their choice, it was the warm experience of being in the company of volunteers who engaged our patients in small talks and lend their listening ears in need. One of the patients, Mr Kong Kok Seng, 69, even shared his life stories with the volunteer who paired with him during the trip.

After the grocery shopping, the camaraderie gathered at Old Town

Cafe for their lunch. It was heartwarming to see their gesture bringing smiles to our patients' faces as they accompanied them for the day. We would like to thank TTJ Design & Engineering for their good hearts and dedication in creating a fun-filled day for our patients.



Our patient, Mr Ng Chin Yan shopping for his food items with the volunteers from TTJ Design and Engineering

Seniors' Timeout @Terminal 4 Transit

It had been an unforgettable journey for our patients who were invited to an exclusive guided tour at Changi Airport Terminal 4 transit area on 18 May. Nine patients and a caregiver were accompanied by 12 staff volunteers from Aberdeen Asset Management Asia Limited. Dubbed as the Heritage Zone, our patients were greeted by the familiar façade of the Peranakan shophouses as seen in the early 1990s. They also visited the Peranakan gallery to learn more about its culture from its porcelain collection and embroidery fashion wear, as well as other artefacts on display.

The highlight of T4 is a special performance titled “Peranakan Love

Story”, which is screened on a large LED display. Our patients had enjoyed the lovely story plot about two young adults finding love in Singapore. Mdm Chua Chew Yong, 72, was captivated by the large screen display as the characters seem to come ‘alive’.

This event was sponsored by Aberdeen Asset Management Asia Limited, with the support of Changi Airport Singapore. HNF is grateful to our partners and sponsors for creating this memorable experience for our patients.

Interested to be our volunteer/corporate sponsor, kindly email us at volunteer@hnf.org.sg for more information.



Patients enjoying their day at Changi Airport T4

Lend a Helping Hand to Those In Need

It was four in the afternoon when we reached Mr Chan Ee Chye's one-room rental flat at Holland Close. Struggling with his walking frame, Mr Chan, 92, slowly made his way to receive us at his front gate.



Mr Chan Ee Chye on his motorised scooter

He greeted us with a bright smile, and we were quickly ushered into his humble home. Inside, cluttered with goodie bags and boxes were stacked against the walls while containers filled with medicine of different colours and sizes were found on the tables.

As Mr Chan suffers from various medical conditions such as diabetes, kidney problems and hypertension, he has to take multiple medicines throughout the day to keep his condition under control. HNF is glad to help Mr Chan and our nurses have been visiting him to help him with his medicines since 2014.

Once every fortnight, our nurses will make regular visits to sort and pack his medicine in varying dosages into pill organisers identified through simple labels in Chinese characters such as “day” and “night”.

As Mr Chan had retired as a house painter long ago and is living on public assistance payout, HNF has fully waived his nursing fees to ease his financial burden. Besides providing home healthcare for Mr Chan, HNF also worked with corporate sponsors to purchase festive goodie bags for our needy patients. Mr Chan is also one of the beneficiaries to receive the CNY goodie hamper in January 2018.

You can help our needy patients too, make a donation today! For volunteering opportunities or corporate sponsorships, kindly email us at fundraising@hnf.org.sg for more details.

MAKE A DONATION

My Personal Particulars

Name (Dr / Mr / Ms / Mrs / Mdm) _____

Personal Donation

Corporate Donation

*NRIC/FIN No. - -

(NRIC/FIN is required for automatic tax deduction)

Company Unique Entity No. (previously known as "ROC"/ "ROB")

(Only applicable for corporate donation)

Address _____

Postal Code _____

*Tel _____ *Mobile _____ *Email _____

Note: Fields with * are mandatory. All donations made between 1 January 2018 to 31 December 2018 to HNF will qualify for a 250% tax deduction.

My Donation

One-time Donation **Monthly Donation**

\$100 \$50 \$20 Other Amt \$ _____

Mode of Payment

Interbank Giro (Kindly complete the form on the right side.)

Bank & Cheque No. _____
(Payable to "Home Nursing Foundation")

Credit Card - Visa MasterCard Amex

Credit Card No.:

Name as on Credit Card _____

Expiry Date of Credit Card
(Month / Year)

By providing the information in this application form, I agree and consent to the Home Nursing Foundation ("HNF") collecting, using, disclosing and sharing amongst themselves my personal data, and disclosing such personal data to HNF's authorised service providers and relevant third parties for purposes reasonably required by HNF to process my application.

Application Form For Interbank Giro (for monthly donation only)

Part 1: For your Completion (Please do not use correction fluid)

Name as in Bank's record _____
(Dr / Mr / Ms / Mrs / Mdm)

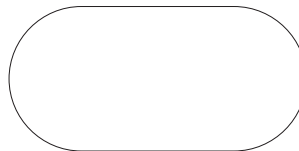
NRIC/FIN/Passport No. - -

Date _____ Contact No. _____

Name of Bank _____

Your Bank Account No. to be debited (For Your Completion)

- (a) I/We hereby instruct the Bank to process the BO's instructions to debit my/our account.
- (b) The Bank is entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. The Bank may also at its discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.
- (c) This authorisation will remain in force until the Bank's written notice is sent to my/our address last known to the Bank; upon the Bank's receipt of my/our written revocation; or upon the Bank's receipt of the notice of expiry from the BO.



+ Thumbprint(s) / Signature(s)

Part 2: For HNF's Use

Beneficiary: **Home Nursing Foundation**

Billing Organization's Customer Reference No. _____

SWIFT BIC	Billing Organisation's Account No.
OCBCSGSGXXX	
SWIFT BIC	Account No. to be debited

*Signature _____ Date _____

Part 3: For Financial Institution's Completion

To: Home Nursing Foundation - This Application is hereby REJECTED. Please tick for the following reason(s):

- () Signature/Thumbprint# differs from Financial Institution's records
- () Signature/Thumbprint# incomplete/unclear
- () Wrong account number
- () Account operated by Signature/Thumbprint#
- () Amendments not countersigned by donors
- () Others _____

Name of Approving Officer _____

Authorised Signature _____ Date _____

+ For thumbprint, please go to the branch with your identification.

Please delete where applicable.

* In accordance with the Charities Act (Chapter 37), individual and corporate donors have to include their NRIC or UEN number respectively for tax deduction.

Glue Here

Glue Here

Support Us

Giving can be fun yet meaningful! Engage us through these possible ways:



Donate @ www.hnf.org.sg

or



Send in your cheque

or



Volunteer with HNF

Contribute your time/ professional skills and give back into the society
or organise social & recreational activities for patients!



CONTACT US AT **6854 5555** or email us at enquiry@hnf.org.sg

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