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IPC/ UEN Number
201323219Z

Constitution
Public Company Limited by Guarantee

Auditor
KPMG LLP

IPC Status
29 June 2018 to 28 June 2020

Registered Address
1 North Bridge Road #03-33 High Street Centre S179094

Banking Partner
Oversea-Chinese Banking Corporation Limited

OUR *People*

FULFILLING *Potential*

SUSTAINING *Partnerships*

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CHAIRMAN'S *Message*

Guided by traditional values, Thye Hua Kwan Nursing Home Limited (THKNH) strives to be the preferred partner in providing integrated eldercare services to the community. As we prepare for the future, we must evaluate our care models and continue the decades of practice in serving all of mankind, regardless of language, race, colour, creed or religion by ensuring affordability of services. In order to ensure best practice, we continue to learn and remain cognizant of developments in the sector, with the aim to explore and unearth greater capabilities in our people, our potential to do more and in establishing partnerships.

People

Expansion of efforts in building capabilities of our people should be a never-ending endeavour. People, are our backbone and we will continue to recruit and retain, qualified and quality staff to aid in our mission. New initiatives to establish various training frameworks and getting qualified to become a training institution are opportunities that we continue to embark on and develop. It is in our people, whom we entrust to provide the best service, care, comfort and peace of mind to our seniors and the community at large.

Potential

Value-adding to our services has always been a priority for THKNH. The digital transformation of the organization as we progress into the technologically-heavy future, is reaping rewards in the form of increased productivity and enhanced care quality as well as improved patient safety. However, we must continue to stay ahead of future trends and adopt innovation that can help serve our beneficiaries better. To provide evidence-based care, more investment of resources and time will go into research partnerships as we pay closer attention to the evaluation of various solutions and learning, from available networks of knowledge.

Partnerships

We must examine what we can do with the resources we have, and do more by extending beyond to engage the community at all times. Our various engagement efforts in the past year have resulted in a myriad of collaborations, events, programmes and improvement efforts that have benefited both our seniors and staff. In order to create even more value in delivering services to needy seniors, we need to ensure an environment of quality care. We can only do so within a healthy ecosystem of like-minded partners. We hope to share resources in working collectively together, in strengthening bonds and a sense of belonging in building a more caring society.

Finally, I thank the management and staff for their devotion to our mission and hope that the organization can continue to **push new frontiers**, bringing about better care quality and affordability to our needy clients in the community.

To all our community partners, volunteers and kind donors, I extend my heartfelt gratitude for your kind support given to us over the past year.



*To all our community partners,
volunteers and kind donors,*

I extend my heartfelt gratitude for
your kind support given to us over
the past year.

Richard EU

Chairman
THK Nursing Home Limited

CEO'S Message



In "Pushing New Frontiers" in the last Financial Year, our second full year of operations, the objectives for the Management Team have been to increase accountability while delivering quality person-centred care for all our clients. We continue to serve many vulnerable clients and the underprivileged in Singapore. At our 285-bedded Nursing Home, more than 95% of our clients receive subsidies from the government. 88% of these clients receive the highest tier of subsidies from the government. Second,

Ardi S. Hardjeo

CEO
THK Nursing Home Limited

we have also done our best to ensure that the twin objectives of quality and affordable care were achieved. Third, more than half of our clients live with dementia. We have taken active steps to equip staff with the necessary skills in caring for those living with dementia, in the entire continuum of step-down care. This year, I am happy to report that we have been able to go deeper and do better.

Beyond the three objectives that we met, we were also able to **build capacity** within the organisation. We were able to increase our occupancy rate from 89% to 96% at THK Nursing Home @ Hougang, with a corresponding 68% increase in client days for THK SCC @ Kaki Bukit. As an organisation, we had renewed our Institution of Public Character (IPC) status, and were also granted a two-year licence to operate following a Nursing Home service audit. In 'going deep', with the help of the Agency for Integrated Care, we participated in various Quality Improvement Projects (Patient Showering, Basic Safety Quality and Medication Management). We continued to invest in our care staff and a total of 5,943 formal training hours were recorded, with 2,664 hours for dementia-specific training alone.

Second, we have had some success with **collaborative**

innovations. Beyond quality nursing care, we have also embarked on projects with final year students from institutes of higher learning (IHL). I would like to highlight that we worked closely with students from the National University Singapore and the Nanyang Technical University. The first was explored technology for an innovative bedside therapy project, and the second was a 'life review' project, which helped clients to adapt and come-to-terms with their new environment at the Nursing Home, respectively. It was important that we had 'young people' offering fresh perspectives and that we provide them with a platform to develop home-grown solutions in service to clients in our care.

Third, we had also managed to continue to **create value** in the workplace. With the help of the Community Silver Trust (CST) Fund, we have also managed to experiment even more with technology to help improve and tweak our service delivery models. Projects over the past year include implementing Falls Detection & Pressure Ulcer Prevention (Juvolabs) technology, a Sound & Motion Alert System (Soundeye) to enhance patient safety, the Tutti Automated Bath System for dignity of care, a new CoMoFit programme which improved physical and

cognitive functioning through evidence-based gamification of rehabilitation activities, and last but not least, our 60-square metre Sensory Rooms for the management of the cognitive and behavioural progression of our residents living with dementia. Apart from helping to improve the productivity in the workplace, we have found that some of these technologies also helped us engage clients better by improving their quality of life.

Spurred on by the encouraging results thus far, we will continue to build on the small steps taken when we first set up the Nursing Home, the Senior Care Centre and the island-wide Home Care Service in 2016. In the next year, we will be going beyond 'pushing the frontiers' and will participate in even more QI projects with AIC; continue making evolutionary improvements in the way we do things, in adopting and developing best practice, continue investing in human capital, embark on more new innovative projects and continue to scale-up volunteering efforts and partnerships. We will also be actively participating in bidding for more projects in the eldercare space to help even more underprivileged people in Singapore and strive to serve them better, always.

OUR VISION *and Mission*

VISION

To serve mankind

by providing evidence-based, person-centred care for the elderly

MISSION

*To make THKNH Ltd
the preferred partner*

by providing the best person-centred care to every elderly and an integrated suite of step-down care services to assist them in the Community

OBJECTIVE

In line with the Singapore government's focus on active ageing,

THKNH Ltd was set up in 2013 to respond to the arrival of a 'silver tsunami' and the anticipated increasing demand for eldercare services. Being client-focused, we hope to provide, as far as possible, integrated and seamless care ageing clients and their caregivers. We hope to play a significant role by providing the entire continuum of step-down care services in the ILTC sector.

BOARD OF *Directors*



**MR RICHARD EU
YEE MING**
Chairman



**MR CHING
CHIAT KWONG**
Vice-Chairman



**MR LEE
KIM SIANG**
Member



**MR ZUKIFLI
BAHARUDIN**
Member



**MS CHEAH
SHEAU LAN**
Treasurer



**MR GOH
TOK MONG**
Member



**MR ONG
SER HUAN**
Member



**MR CHANG
LONG JONG**
Member

CORPORATE Governance Statement

Name	Board Appointment	Date of Appointment Board	Board Meeting Attendance
Mr Richard Eu Yee Ming	Chairman	23 October 2018	2/2
Mr Ching Chiat Kwong	Vice-Chairman	1 November 2014	2/4
Mr Lee Kim Siang	Member	28 August 2013	2/4
Mr Zukifli Baharudin	Member	1 November 2014	2/4
Ms Cheah Sheau Lan	Treasurer	1 November 2014	4/4
Mr Goh Tok Mong	Member	1 November 2014	2/4
Mr Ong Ser Huan	Member	11 January 2019	1/1
Mr Chang Long Jong	Member	11 January 2019	1/1
Mr Tock Peng Cheong	Vice-Chairman (ceased)*	28 August 2013	1/2
Dr Chan Kin Ming	Chairman (ceased)**	1 November 2014	2/2
Mr Chia Mia Chiang	Member (ceased)***	1 November 2014	2/2

*Mr Tock Peng Cheong (Vice-Chairman) resigned as of 11 May 2018
 **Dr Chan Kin Ming (Chairman) resigned as of 23 Oct 2018
 ***Mr Chia Mia Chiang (Member) resigned as of 1 Dec 2018

RELATED ENTITIES LISTING AND GOVERNING BOARD MEMBERS

Related Entities

Name	Appointment	Thye Hua Kwan Moral Society	Thye Hua Kwan Moral Charities	Ang Mo Kio - Thye Hua Kwan Hospital
Mr Richard Eu Yee Ming	Chairman	-	Member	Member
Mr Ching Chiat Kwong	Vice-Chairman	Vice-Chairman	Member	Member
Mr Lee Kim Siang	Member	Chairman	Chairman	Chairman
Mr Zukifli Baharudin	Member	-	Treasurer	Member
Ms Cheah Sheau Lan	Treasurer	-	Member	-
Mr Goh Tok Mong	Member	Vice-Chairman	Member	-
Mr Ong Ser Huan	Member	Vice-Chairman	Member	Member
Mr Chang Long Jong	Member	-	Member	-

Declaration

- None of the organization's staff sits on the Board of Directors.
- All members of the Board do not receive remuneration.
- Term limit for the Treasurer is limited to 4 consecutive years.

The Board is supported by various committees, advising on the respective areas of work while recommending changes or directions that align with the Board's overall strategy and the interests of the organization.

The Committees are in place to serve a key role in ensuring accountability, rigour and integrity in the organization's administration. Our Board of Directors and committee members do not receive any remuneration for their services.

THKNH has established stringent policies throughout the organization, to observe and practise strict and structured corporate governance, transparency and decision-making. THKNH is in compliance with the Code of Governance for Charities and IPCs. Our Governance Evaluation Checklist can be viewed at the Charity Portal

POLICY ON FINANCIAL MANAGEMENT AND CONTROLS

The Organization has in place documented procedures for management of the following key areas: budget planning and monitoring, procurement, payment, receipting. Reviews are conducted regularly on the organization's processes and internal controls.

Policy on Loans or Donations to External Parties

- ♥ No loan shall be made to any external parties.
- ♥ No loan shall be made to any board members.
- ♥ All donations made to any external parties shall be approved by the Board.

Policy on Reserves

- ♥ The Organization targets to maintain an optimum level of accumulated fund which is equivalent to three years of its budgeted operating expenditure. The Home regularly reviews and manages its reserve to ensure optimal capital structure, taking into consideration the future capital requirements of the organization and fund efficiency, prevailing and projected profitability, projected operating cash flows and projected capital expenditures.
- ♥ The reserve excludes any endowment funds, designated and restricted funds.
- ♥ The Board shall review the reserve policy annually.

Policy on Investments

- ♥ The organization has not set up an investment committee as of yet.
- ♥ The charity does not have any restricted or endowment funds.

REVIEW AND ASSESSMENT OF STAFF PERFORMANCE

The Organization mandates that:

- ♥ Every employee performs and meets individual, departmental and organizational goals
- ♥ Every Department Head or Supervisor plans and discusses with each employee the performance results expected of the employee and assesses the employee's performance according to the planned performance results at the end of the appraisal period
- ♥ Performance appraisal reviews are based on the employee's actual performance in achieving the agreed deliverables and outcomes
- ♥ Every Department Head or Supervisor is responsible to provide staff with continuous and regular performance feedback so that job expectations and specific performance goals can be met

Annual Appraisal Process

- ♥ Every employee will have an open performance appraisal discussion for the assessment period using the Performance Appraisal Forms. An open performance appraisal entails a performance discussion conducted by the Department Head or Supervisor with the employee to review the employee's input in the appraisal form, past year's performance, individual learning plan and set performance targets and goals for the next review period. Finally, a career development plan discussion will also be done.
- ♥ All employees will be given the opportunity to express their written responses to the Head or Supervisor's appraisal. Where an employee disagrees with the appraisal rating, he may invoke the Employee Appeal Procedure.
- ♥ The Department Head or Supervisor shall be responsible to follow up on the employees' career development and learning needs so as to help the employees continue to perform well and to improve their performance.

MANAGEMENT OF CONFLICT OF INTERESTS

All Board members and staff are required to comply with the charity's conflict of interest policy.

The Organization has put in place documented procedures for Board members and staff to declare actual or potential conflicts of interests on a regular and need-to basis. Board members also abstain and do not participate in decision-making on matters where they have a conflict of interest.

Transactions with parties with whom a conflicting interest exists may be permitted only if all of the following are observed:

- The conflicting interest is to be fully disclosed; and
- The person with the conflict of interest is to abstain from the discussion, voting and approval of such a transaction; and
- Competitive bids or comparable valuation are to be obtained; and
- The Audit Committee has determined that the transaction is in the best interest of the Company though there may be a conflict of interest.

COMPOSITION OF Board Committees

AUDIT COMMITTEE

The Audit Committee assists the Board of Directors in fulfilling its corporate governance and oversight responsibilities for the financial reporting process, system of internal control, risk management systems, internal and external audit functions.

Committee	Name	Designation	Meeting Attendance
Audit Committee	Mr Chia Mia Chiang*	Chairman	1/1
	Mr Ong Ser Huan**	Member	2/2
	Mr Lawrence Ng	Member	2/2

* Mr Chia Mia Chiang (Director) resigned as of 1 Dec 2018

** Mr Ong Ser Huan was appointed wef 11 Jan 2019

FINANCE COMMITTEE

The Finance Committee advises and assists the Board to achieve the financial policies and objectives of the charity, including specific actions required.

Committee	Name	Designation	Meeting Attendance
Finance Committee	Ms Cheah Sheau Lan	Chairman	4/4
	Mr Lee Kim Siang	Member	1/4
	Ms Tan Khiaw Ngoh	Member	4/4

HUMAN RESOURCE COMMITTEE

The Human Resource Committee determines the strategy and policy for all matters relating to recruitment, reward, retention, motivation and development of Thye Hua Kwan Nursing Home Limited (THKNH) staff.

Committee	Name	Designation	Meeting Attendance
HR Committee	Mr Tock Peng Cheong*	Chairman	0/1
	Mr Chang Long Jong**	Member	1/1
	Mr Lawrence Ng	Member	1/1

* Mr Tock Peng Cheong resigned as of 11 May 2018

** Mr Chang Long Jong was appointed wef 11 Jan 2019

NOMINATION & APPOINTMENT COMMITTEE

The Nomination and Appointment Committee leads the process for all nominations pertaining to the appointment(s) of the Board Committees and persons to be invited as members of the Board

Committee	Name	Designation	Meeting Attendance
N&A Committee	Mr Lee Kim Siang	Co-Chairman	1/1
	Mr Tock Peng Cheong*	Co-Chairman	1/1
	Mr Lawrence Ng	Member	1/1

* Mr Tock Peng Cheong resigned as of 11 May 2018

PROGRAMME & SERVICES COMMITTEE

The organization does not currently have this committee as its duties are subsumed under and carried out by the Board of Directors.

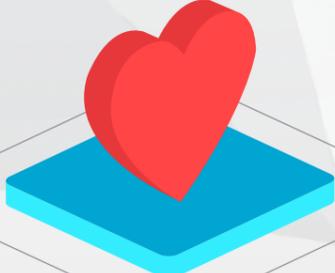
FUNDRAISING COMMITTEE

The organization does not currently have this committee as its duties are subsumed under and carried out by the Board of Directors.



OUR *People*

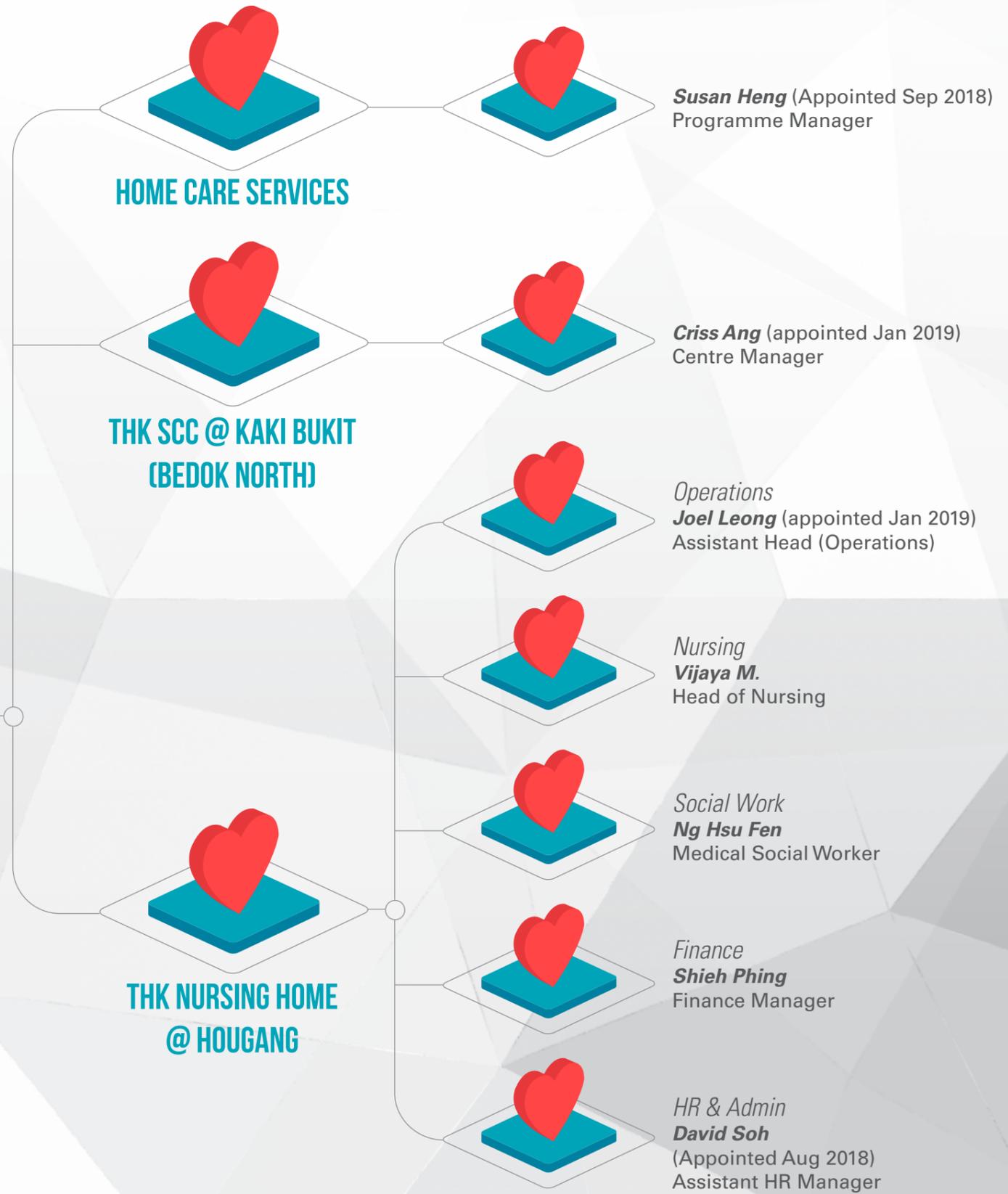
THE Management Team



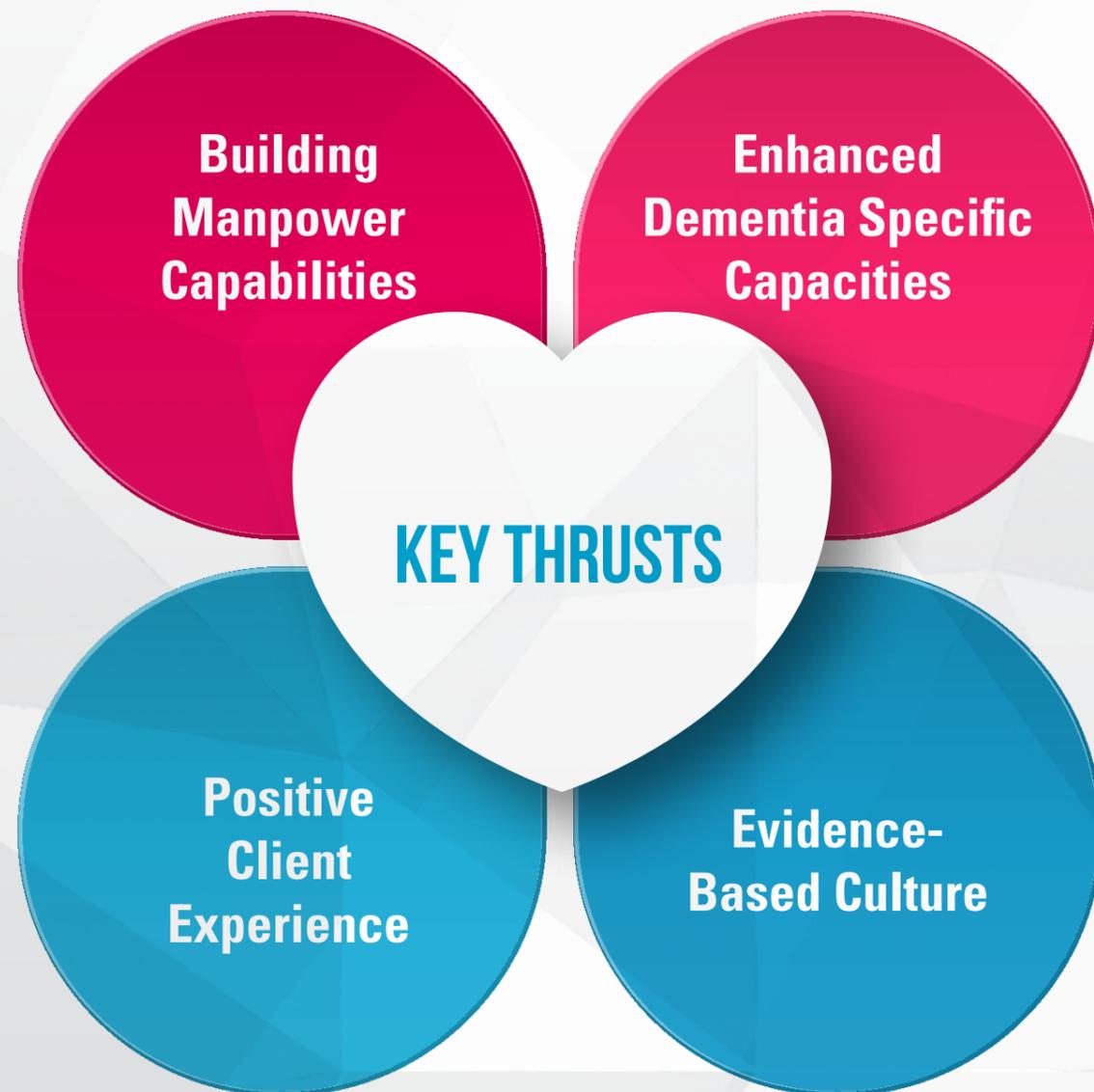
THKNH LIMITED
Ardi S. Hardjoe
 Chief Executive Officer
 (Appointment Date: 1 February 2016)



THKNH LIMITED
Raymond Tan
 Director (Operations)



STRATEGIC THRUSTS & *Core Values*



HEART exemplifies the core values that represent our service delivery to our elderly clients, their caregivers and families.

Empowerment and Engagement

- ♥ We exercise our strength in Social Work to link clients with resources.
- ♥ We believe in empowering our clients by involving them in their own care, provide them with autonomy of choice, encouraging independence and freedom.
- ♥ We believe in meaningful programming to ensure the purposeful engagement of our elderly clients.

Technological Enablement

- ♥ We believe in the ability of evidence-based practice to enhance our service quality.
- ♥ We aim to inculcate a growth mindset in improving care quality, productivity, processes and workflows, through harnessing the advantages of technology.

Our HEART

Model of Care

Heart for Service

- ♥ We respect our clients as fellow human beings, viewing them as our own family and providing them with the best possible person-centred care, inclusion, identity and love.

Ageing in Place

- ♥ We believe that all seniors should grow old gracefully, through strengthening human relationships and meaningful, active participation.

Respect

- ♥ We help anyone who needs help with full respect to their race, colour, creed, language, culture and religion.
- ♥ We acknowledge the self-determination of our clients.



RESIDENTIAL CARE

THK Nursing Home @ Hougang serves up to 285 elder and patients who require nursing care.

We have more than 114 clients living with dementia. We believe in providing the best quality of life for aging Singaporeans in institutional care. To do that, the Nursing Home considers all psychosocial, physical, medical and emotional aspects of our clients. We do our best to create a tranquil, person-centred and safe environment for them.

The Nursing Home features amenities such as landscape gardens, a rehabilitative gym and elder-friendly infrastructure. Two levels are dedicated to the care of patients living with dementia. Our dementia wards are specifically designed for dementia care. Coupled with evidence-based dementia programmes such as sensory rooms and other innovative technological solutions, the facility strives to provide a Home away from Home for the residents.

OUR Services – Community Care

CENTRE-BASED CARE



THK Senior Care Centre @ Kaki Bukit provides care for up to 80 seniors during the day, offering the following range of step-down care services:



- Maintenance Day Care is where the frail and disabled elderly maintain and improve their physical and social well-being through therapeutic programmes and activities
- Dementia Day Care serves clients diagnosed with dementia, providing supportive care that will help slow down the deterioration of their physical and mental health
- We offer Rehabilitation with elder-friendly equipment to help an elderly meet his functional status to sustain a meaningful life in the community
- Home-care services like Home Medical and Home Nursing services are also offered to elderly clients in the community, providing holistic care in their own homes in the community



HOME-BASED SERVICES

THKNH Home Care Services provide holistic and person-centred care to the elderly who are mainly the needy and vulnerable, staying in the community. The focus of our services is to ensure the elderly's health and Activities of Daily Living (ADLs) are optimized by delaying the onset and/or worsening of chronic illnesses with the fine balance of healthy living.

As 1 of the 4 providers of subsidized home care in Singapore, **our Interim-Care Service** strives to relieve the hospital bed-crunch and reintegrate patients back to their own homes.

Clients who are not suitable for or unable to access community-based services may benefit from our Home Care services.

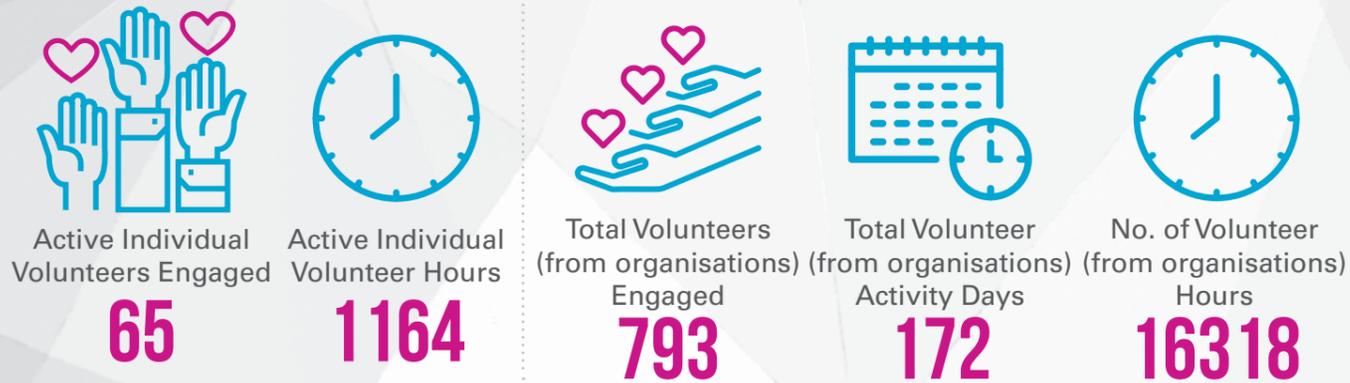
We provide frail and homebound clients with **Home Personal Care** consisting of personal hygiene care, some help with housekeeping, and mind-stimulation activities.

Home Medical & Home Nursing under the Home Health Programme will support those who require medical or nursing care due to various chronic or terminal illnesses.

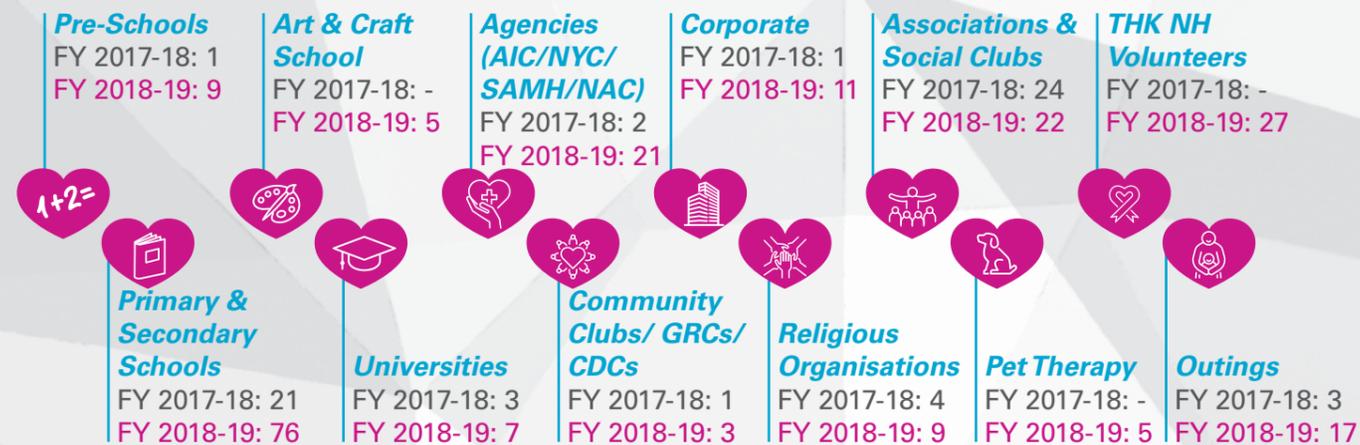


STRENGTH THROUGH *Volunteerism*

APR 18 TO MAR 19



No. of events organisation activities in FY 2017-18 & FY 2018-19



Total No. of events in:
FY 2017-18: 60
FY 2018-19: 212

It is our hope of building a better and safer world

are to become more than wishful thinking, we will need the engagement of volunteers more than ever
- Kofi Annan

Look out for our Monthly Event Forecast and join our Volunteer Network!

We welcome Volunteers of all ages! Visit our website www.thknh.org/volunteer for the current month's event calendar and the volunteer application form!

Have a hobby or talent that you would like to volunteer to teach out elderly residents or support the Home, such as Photography, Gardening, Sewing, Music, Therapy, Volunteer Recruitment etc?

Give us a call at **68129840** or email us at volunteer@thknh.org.sg

OUR TEAM *Efforts*

HAND HYGIENE CARNIVAL 2018 (MAY 2018)



THKNH held its inaugural Hand Hygiene Carnival on 11 May 2018 and was well received with the attendance of guests from other nursing homes, including AIC representatives.

AWARD



Thye Hua Kwan Nursing Home is known to have the largest population of clients living with dementia in a Singapore Nursing Home, with modern facilities to enhance overall well-being. We place great emphasis on providing an experiential sensory experience and therapy for our residents with dementia. Launching the sensory room, a space for enjoying a variety of sensory experiences and gentle stimulation of the senses in a controlled way, THKNH became the first nursing home to implement this innovative purpose-built room.

With this programme, THKNH was nominated for the 7th Asia Pacific Ageing Asia Eldercare Innovation Awards in December 2018, under the "Best Dementia Programme" category.

THKNH was shortlisted for the Awards Night at the 10th International Ageing Asia Innovation Forum and eventually awarded as finalist for the Best Dementia Programme.

OUR *Potential*



THE YEAR *in Review*

Nursing Home Beds (Operational Oct 2016)

2017

255

beds occupied
(147 dementia patients)



2018

274

beds occupied
(134 dementia patients)



Reintegration to Community



8

(Discharging independently or returned to family)

Senior Care Centre (Operational Dec 2016)



Home Care Services (Since mid-2017)

Home Personal Care Hours:

27,845



Interim-Care Hours:



15,136

Home Health Clients:

26



HELPING THE *Most Needy*

Thye Hua Kwan Nursing Home Limited is committed to serving the most needy clients in our society.

97%

of our clients are subsidised and

88%

of our clients are on the highest possible government subsidy.

For the most financially needy in society



54%

of our clients require full/partial Medifund aid to co-pay for their costs.



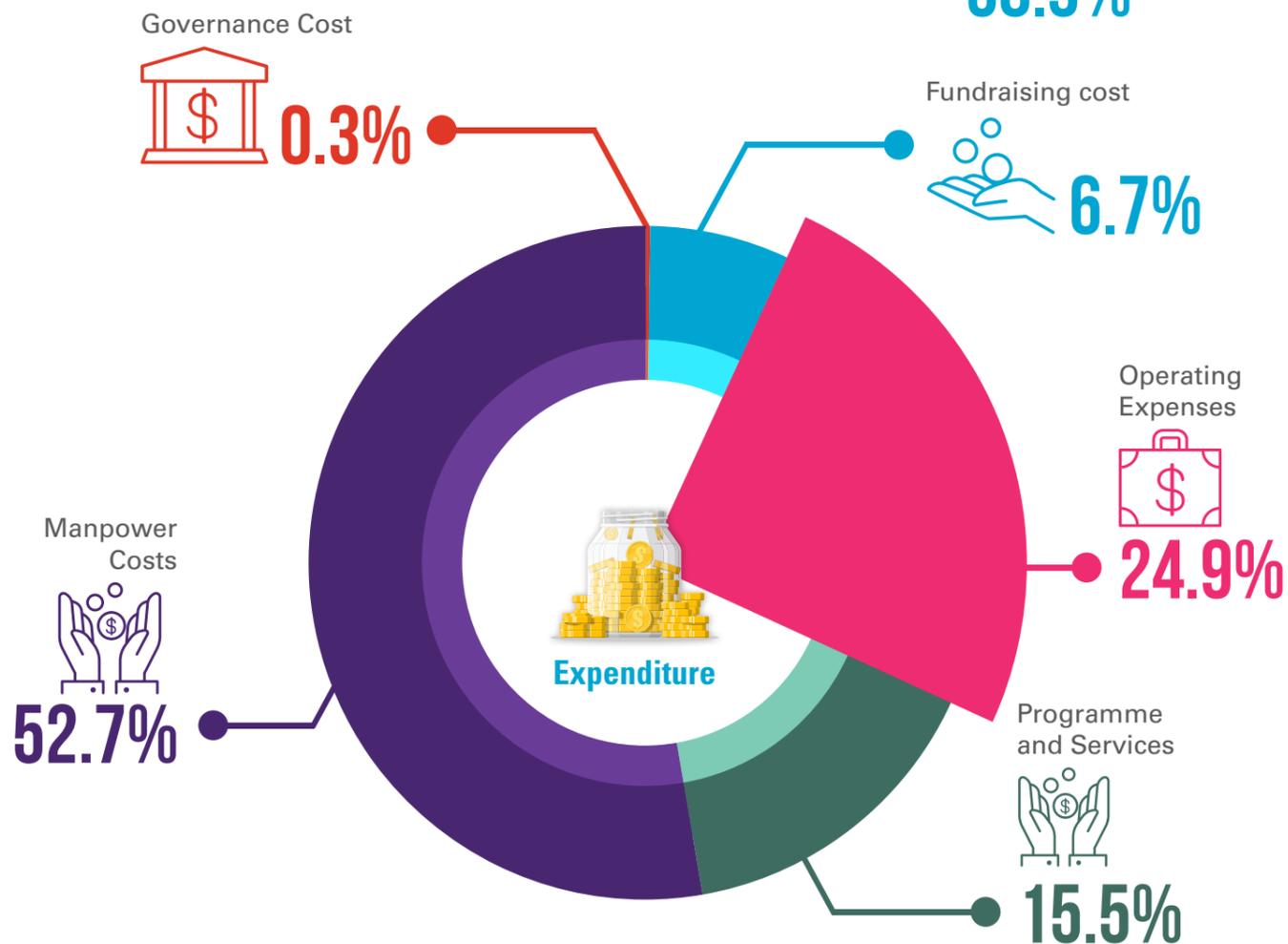
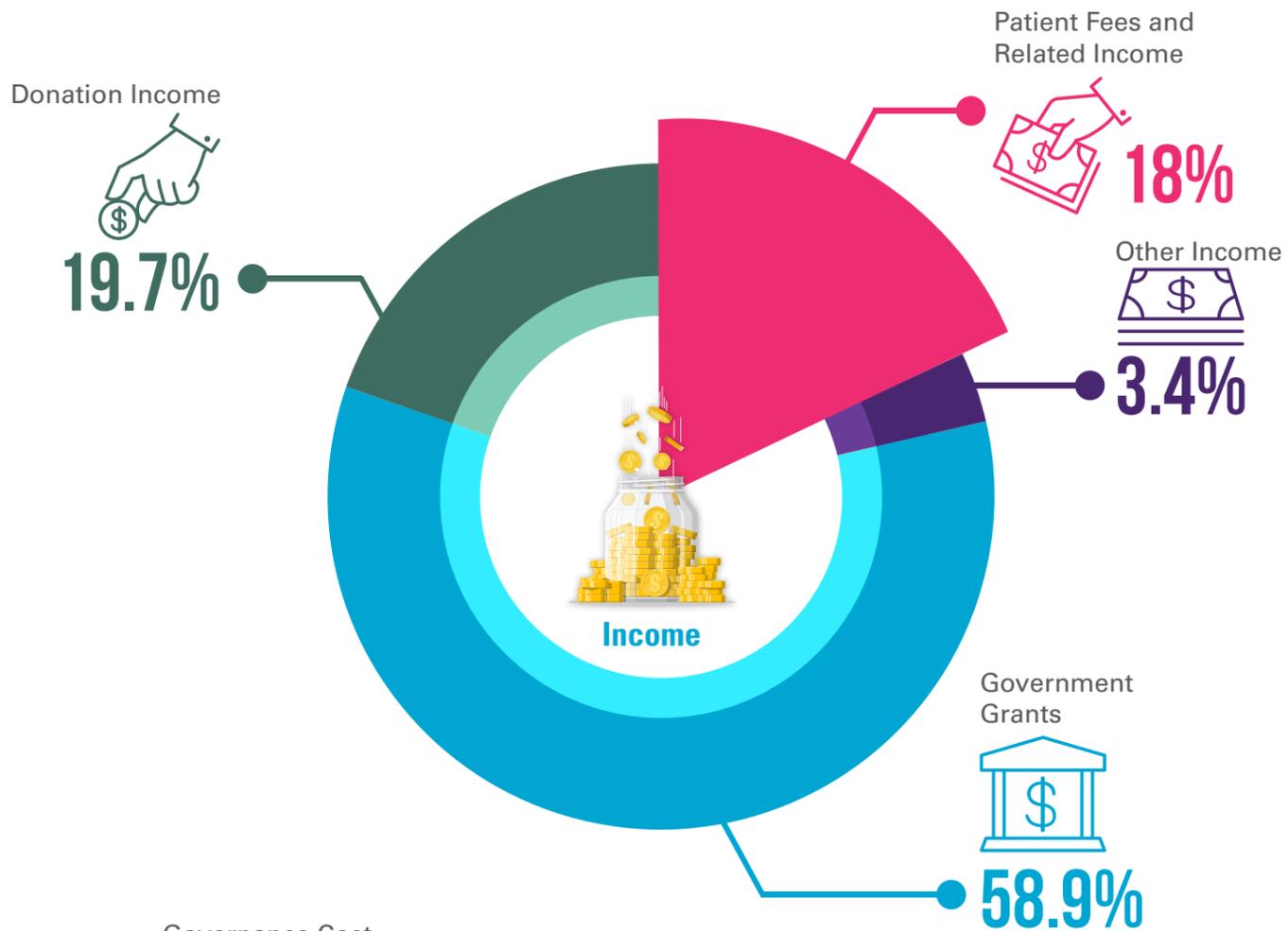
26%

of our clients are on full 100% Medifund aid.



33%

of our clients are seniors who have only themselves to depend on, with no family.



How your Donation Makes a Difference



We appreciate and value the generosity of individuals and organisations in the community who support our programmes and facilities. To remain sustainable as a charity organisation and allow us to provide the best quality care for our patients, your donation, no matter how small can make a difference and is greatly appreciated.

Find out more on <https://www.thknh.org.sg/donate/> or on

Online donation portal: <https://www.giving.sg/thye-hua-kwan-nursing-home-limited>

DEMENTIA CARE Framework

In order to be at the forefront of providing eldercare services, THKNH believes in providing person-centred and evidence-based care for our elderly clients. With a 114 beds dedicated to serving dementia patients in 2 of our wards, and with many general elderly patients also being diagnosed with dementia, it is key for our care framework to be well-informed by interactions of various dimensions of dementia.

Dependent on dimensions of dementia stages, cognitive decline and behavioural states, as the stage advances, stress thresholds of our elderly clients decline and normative behaviours will be greatly reduced progressively while anxious and dysfunctional behaviours begin to increase. There are many internal and external factors that may contribute to stress in elderly with dementia. Therefore, the organization has built a care framework guided by the Progressively Lowered Stress Threshold model (PLST). This care framework will guide strategy geared towards eliminating key issues of isolation, boredom, loneliness and despair, commonly faced by elderly in their sunset years.

Appropriate Management in Care of Elderly with Dementia

Technology & System Improvements (Throughput)

Holistic Assessment	Person-Centred Care	Meaningful Engagement	Environmental Modification	Professional Development
FAST Staging	Biopsychosocial Care	Rehab Programmes	Safety and Security	Quality Assurance
MBI-ADL	Family Support	Social Interaction	Dignity and Privacy	Continued Competence
BBS/TUG – Physical Function	Community Support	Community Engagement	Dementia Friendly (Therapeutic, Sensory Load)	Multi-Disciplinary Approach
Behavioural Support	MSW Support	Reminiscence	Home Away from Home	Case Conference
Care Planning & Review	Medical Support	Multi-Sensory Environment	Technological Enhancements	Collaborative Alliances with ext stakeholders
Social Wellness	Spiritual Support			
	Palliative Support			

With focus on the 5 identified key areas, supported by empirical evidence, the care team can then plan interventions accordingly to achieve the necessary patient, caregiver as well as institutional outcomes.

ADDING LIFE to Years

NEW REGULAR PROGRAMMES

Healing Paws for Seniors (Pet Therapy)



The Healing Paws program was a perfect fit for our dementia residents and spurred us to contact Save Our Street Dogs (SOSD) for this collaboration to engage our seniors regularly. Our elderly residents enjoyed cuddling, patting and even grooming the domesticated dogs. It was a memorable experience for the residents.

Stasha, SOSD Secretary and Healing Paws Coordinator, said

“Our programme is more than just our dogs. Volunteers who make the most out of their time with Healing Paws are those who proactively seek opportunities to connect with the people they visit or other volunteers – either to share their dog’s special tricks, or a story of something that happened to them over the weekend. This brings laughter, comfort or simply empathetic company.”

“Most of our residents are very responsive to the dogs. A few of the residents living with dementia even started recounting memories of having a family pet dog. This programme has been useful as it has helped our residents to overcome feelings of boredom and loneliness. We are looking forward to more volunteers who can confidently engage our residents, especially those living with dementia or who are recovering from stroke,” said Alphonso D’ Conceicao, Operations Executive (Community), THK Nursing Home

Sensory Arts Programme for the Seniors



YOLDEN ARTs is a programme started by the National Youth Council (NYC) in collaboration with Agency for Integrated Care (AIC) and National Arts Council. Its objective is to provide regular interaction with a specific beneficiary group. 30 youth volunteers from NYC visited the Home regularly for 10 sessions to spend time with 12 of our elderly residents, while conducting a Sensory Art programme taught to the residents and assisted by the youth volunteers. Parties and outings were also organised at the end of every run of sessions to close the programme cycle off for the seniors and youth volunteers. It was important for the youth to engage in meaningful conversation with our seniors and learn from their stories and experiences, enriching their own lives and learning in service.

Feedback from the residents were very positive and encouraging.

Mdm Aminah joined the YOLDEN (Arts) programme as she likes handicraft work. She enjoyed being with the volunteers assigned to her and loved chatting with them. They could also help her with things she could not do on her own, e.g. threading a needle.

For Mdm Chew, YOLDEN (Arts) has helped her exercise her fractured arm. Her hand has become more agile due to the art activities. Mdm Chew enjoys colouring activities most as it was something she did when she was young. She also enjoys the opportunity to talk to young people, something which she used to do with her nieces and nephews.

INTER-GENERATIONAL PROGRAMMING

Working with Xin Min Secondary School at Hougang



Xin Min Secondary School and THKNH collaborated on a **befriending programme** carried out by the Secondary One students.

Students and teachers were initially introduced to THKNH services and how to befriend elderly residents living in our nursing home. A total of 180 students from secondary one with the school Principle Mr Tan Kuo Cheang, Vice Principle Mr Benjamin Yong and teachers attended the talk from us. The students befriending sessions programme was scheduled for 10 months excluding a break during school holidays and school events. Visits by the students were held every odd week from Mondays to Fridays where each class will visit the wards assigned to the class.

Matching of students and residents were done by NH staff and the teachers. Students enjoyed the interactions they had with the seniors and learnt a lot from their sharing. Our seniors also enjoyed seeing young faces regularly and being able to pass on their knowledge and experiences.

Working with THK Student Care Services at Kaki Bukit



Working with our partner student care centre next door, **THK SCC @ Kaki Bukit** is conducting a regular intergenerational programme for the seniors and students to bond and interact through fun games and activities every Wednesday and Friday afternoon. Activities can include art and craft, song and dance, story-telling and will start to explore technologies in the near future where students share with the elderly on the wonders of modern day applications on mobile devices.

AGING FORWARD *with Technology*

Care staff manpower is inevitably lean in the ILTC sector. With rising healthcare costs and limited resources, there is increasing need for us to raise productivity levels to manage the costs of providing quality care.

There is also a lack of dementia specific facilities and resources currently available. Therefore, we work to improve the physical environment of the seniors to provide the best possible living spaces for them in terms of programming.

Tapping on funding such as CST and HPF, THKNH is able to launch some initiatives, which through the capabilities of technology and programming, are able to stretch our limited manpower to the maximum potential in the best quality care environment.

NEW AND INNOVATIVE MODES OF ENGAGEMENT

Sensory Room

Multi-sensory environments for the elderly will provide the sensory side of activities that they are able to enjoy. Sensory activities provide a level of stimulation, which increases awareness and attention due to the simplicity of the task. Matching the sensory demand of the activity with a well-designed environment will help the elderly living with dementia, to take active participation.



Sensory rooms combine gentle light, movement, music and tactile objects designed to calm or stimulate residents, and can enhance the feelings of comfort and well-being, relieve any stress or pain, and maximize the resident's potential to focus, all of which will help them improve communication and memory. THKNH's therapy team holds two sessions twice a week, total 4 sessions per week starting Q3 2018.

Working with our partner Lifeline Corporation Pte Ltd, the distributor of our sensory equipment, the Sensory Room is the largest built-in facility for this purpose in a Singapore Nursing Home, at the size of 60sqm. The initiative was subsequently awarded as Finalist at the 7th Asia Pacific Ageing Asia Eldercare Innovation Awards on Mar 2019, under the "Best Dementia Programme" category. The Home is now taking the next step towards further improving the programme and carrying out research to contribute to the literature for programme evaluation in the local context.



CoMoFit Programme



Specifically designed for use by elderly, the CoMoFit programme can be catered to suit the users' **CO**gnitive and **MO**bility capabilities, even when they are not able to do a lot. The choice of exercise and theme will reflect the needs and interests of the (frail) elderly. As an evidence-based tool, the programme will improve and maintain physical and cognitive functioning through therapeutic video games. Our seniors living with dementia will also benefit from taking part in these physical and social activities which can strengthen their self-confidence and the bond with their surroundings. The programme is being held twice a week by the therapy team.

INCREASING PRODUCTIVITY WHILE ENHANCING QUALITY OF CARE

Tutti Automated Bath System



Bath times for patients are often short, rushed and lack privacy, where usually at least 2 healthcare staff have to assist with the full process. The Tutti Assisted Bathtub allows dignity of bath times for the wheelchair and bedbound residents in the nursing home, while increasing the efficiency of the work process for care staff. The tub fills in just 50 seconds and only 1 staff is required to supervise the session and administer the bathing system. The Tutti Automated Bath System helps:

- ♥ Improve quality and dignity of care through "Jacuzzi-style" automated bath
- ♥ Increase productivity of staff by reducing man-hours

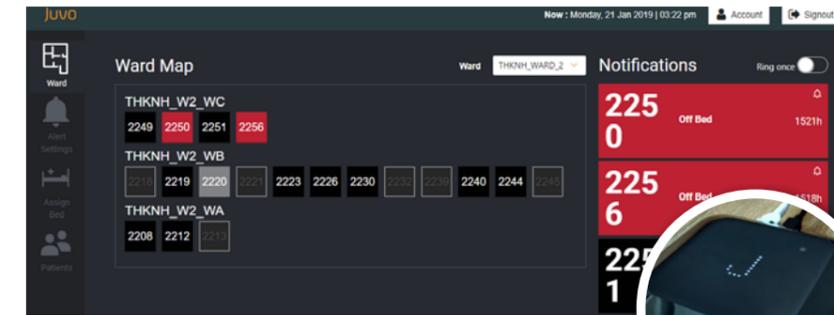
This bath is very nice and comfortable.
- Mr Lam, resident

I don't get my clothes wet that much and I can assist 2 residents at one bath session. It's quite convenient.
- Nursing Aide Joven

Launched since August 2018, we have noted a 50% reduction in manhours required for the bathing process and increases staff productivity after 6 months.

IMPROVING PATIENT SAFETY AND MONITORING

Falls Detection & Pressure Ulcer Prevention



Receives smart alerts of bed exits or time for turning pressure ulcer patients at the Nurse stations or anywhere via a mobile app



The solution utilises a sensor mat placed beneath and at the side of beds of residents with high fall risk and pressure ulcer issues.

Benefits:

- ♥ Staff can receive smart alerts at the Nurse stations or anywhere via the mobile app.
- ♥ Alerts for bed exit will assist care staff in falls prevention.
- ♥ Smart reminders for improved pressure ulcer prevention management through timely customizable reminders to turn patients
- ♥ Juvolabs is able to improve staff productivity and at the same time, ensure patient safety and risk minimization.

This alert system helps a lot

especially at night when we can be alerted of any unusual bed exits. This can help reduce risk of falls.
- Enrolled Nurse Louie

Safety Sound & Motion Alert System (Soundeye)

A Non-intrusive Safety Monitoring & Alert System that allows monitoring of abnormal sounds and motion in washrooms and ward areas, the solution also utilises sensors placed in bed cubicles to detect abnormal movement/sounds of residents at night.



Most importantly, this round the clock safety monitoring installation will allow our nurses to be more productive in their care duties, while also ensuring maximum safety for the residents, through the capability to reduce falls, detect emergency in wards and washrooms quickly and efficiently, and provide caregivers with the extra assurance that their loved ones are in safe hands and technology.

Benefits:

- ♥ Improve patient safety monitoring and prevention through timely detections and early intervention of abnormal sound and motion
- ♥ Increase care staff productivity through smart platform
- ♥ Reduced manual supervision and improved night shift manpower deployment

If there is no movement when a patient

is in the restroom for a long time, at least we will be alerted to attend to the patient. If not, we won't be aware of a possible critical situation unless we are doing our rounds.
- Nurse Manager Punitha

ENHANCING *Care Quality & Safety*

We also embarked on various Quality Improvement projects with the Agency for Integrated Care (AIC).



Patient Showering

This was a 1 year project to improve on the nursing care process and we were honoured to host other organizations to share on the learning points and insights we gathered from the improvement project, and to contribute to the blueprint for other Homes to learn from.

Basic Safety Quality Indicators

This was a project to measure and benchmark various indicators for improvement. Tracking of statistical data was carried out for falls, pressure ulcers, pneumonia and urinary tract infection incidence, and use of physical restraints as well. With the baseline established, the Home then worked with AIC on setting goals for improving on these important indicators that represent the safety and quality of care in Nursing Homes.

Medication Management

The aim of this project was to bring together Nursing Homes to improve efficiency and reduce risk factors which lead to medication errors. The following targets were set:

Quality

- ♥ Reduce or eliminate risk opportunities in medication management process
- ♥ Maintain 0 medication error

Productivity

- ♥ 10% reduction in time taken to complete medication packing
- ♥ 10% reduction in medication wastage (expired and discontinued) with weight as a proxy at the end of 6 months

The project was also further extended to a second phase, where the scope involved reviewing the need for some drugs to be served from "OM" - only morning to "OD" - once a day, as well as monitoring the compliance level of nurses to the 5 rights of medication administration.

DEMENTIA TRAINING ROADMAP

As part of our Care Framework guided by the PLST model, building capabilities in managing our clients with dementia is of utmost and critical importance. We aim to equip staff with the necessary knowledge and skills through a step-by-step training roadmap, to be aware and cognizant of the needs of and means of managing our clients with dementia. This is also extended from our CEO all the way to our cleaners, drivers and guards to ensure that organization wide capability is ensured for the best possible client safety and minimize risk.

- ♥ Foundation Level
- ♥ Understanding and Screening Dementia in the Community
- ♥ Dementia Management
- ♥ Behavioural and Psychological Symptoms of Dementia
- ♥ Understanding Loss & Grief and Elder Abuse
- ♥ Activities for Persons with Dementia
- ♥ Communication with Persons with Dementia
- ♥ Anxiety Disorders in Older Persons

In collaboration with the Institute of Mental Health (IMH), our training sessions are conducted in the Nursing Home by the APCATs team. Our Care staff, depending on their professional roles, will be trained at the intermediate and/or advanced levels to equip them with the necessary skills for their respective roles. Each staff completes a total of 24 hours of Dementia Care training. Staff also participate in case conferences for one to one consultation on the residents with Behaviours of Concern.

Collaboration with Singapore Nurses Association

The Home is also working with SNA for training on managing residents with Incontinence associated Dermatitis and wound management for various stages of wounds.

Total Training Hours in FY18:

5943 Hrs

Dementia Specific Training:

2664 Hrs





OUR *Partnerships*

EVIDENCE-BASED Approach

Collaboration Agreement with National University of Singapore (NUS)

Objective: To design a platform for bedside therapy to better engage and promote social interaction between seniors living with dementia.

As a Final Year Project, the Industrial Design Student was attached to the Home over a period of a month to observe and discuss challenges faced in engaging seniors with dementia, especially for those who are bed-bound or are resistant towards participation. Through the use of technologies such as gesture user interface, motion tracking, video presentation and machine learning, a platform was designed to enable meaningful engagement of the seniors with dementia through re-enacting familiar gestures, help them recall and promote the expression of their thoughts.



The Home believe strongly in leveraging on technology to innovate new solutions that can address service gaps. For seniors with dementia who have low participation motivation, this solution hopes to encourage the elderly to recall, share and create new memories with another. A short pilot study will be conducted to evaluate the effects, as preliminary tests have shown promising results in improved moods, engagement, participation as well as conversation and social interaction in seniors who were otherwise quiet, reserved and reluctant to engage in planned activities.



Collaboration Project with Lifeline Corporation Pte Ltd

Objective: To explore the effects of multi-sensory stimulation on cognitive engagement and behaviour management of seniors with dementia.

Western literature has found positive effects of multi-sensory stimulation on mood, behaviour and functional levels in the care of seniors with dementia. However, in the local context, multi-sensory stimulation has largely focused on children with special needs and the intellectually disabled. In collaboration with our partner, Lifeline Corporation Pte Ltd, THKNH invested in converting 2 lounge areas into sensory rooms, 1 each for the male and female dementia wards. The sensory rooms, fully equipped with multi-sensory equipment are sized at approximated 60sqm each, and are probably the largest sensory rooms currently available in Singapore.

A pilot study is currently ongoing to study its effects on cognitive functioning and the behavioural progressions of our seniors living with dementia in the Nursing Home facility. Led by our occupational therapist and the rehab team, we have already seen some promising preliminary results in terms of the effective calming of "sundown syndrome" in seniors, improvement in maladaptive behaviours and cognitive aspects of attention, memory recall and social interaction.



JETRO Collaborative Project with gsport, inc Japan

Objective: To collaborate in exploring the next generation of Preventive-Rehabilitation solutions by using leading edge technologies for physical assessment for nursing homes.

THKNH participated in a collaborative effort with gsport inc Japan on the research study of how CTC therapy and training programs for preventive rehabilitation along with physical assessment technologies may improve the physical functionality using the Japanese company's posture assessment and gait analysis systems. The trial was conducted by gsport's physio therapists over a duration of 16 weeks and was performed solely for the purposes of understanding the effectiveness of the inventions. During the Trial Period, our participating residents were evaluated for upper limb motor function scores. Findings from this study would provide us with:

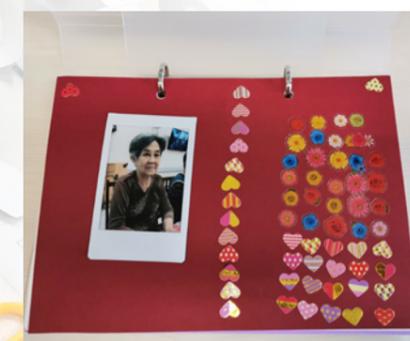
- ♥ An understanding and management of the proposed assessment technologies and CTC therapy or training programs based on the assessment to improve physical movement and functionality for patients.
- ♥ The evaluation of the financial and resource efficacy of the proposed assessment technologies, CTC therapy or training programs in the preventive rehabilitation and wellness of patients who are in need; based on these assessments.

Research Project with Final Year Student (Nanyang Technological University –NTU)

Objective: To understand seniors' transition to Nursing Home placements and the use of Life Review Art Sessions for identifying event significance and memory experience for seniors.

Life review art sessions were conducted regularly while exploring key psychological aspects of a senior's life stage and reflection through the creation of a narrative scrapbook, namely home, identity, love, generativity, and ego integrity. Life review was found to be beneficial for seniors' transition into institutional settings and helped with their adaptation. The final product also allows readers and care staff to understand the seniors better.

The Home also engaged the student to train our staff in Life Review and structured it into a programme to help us better understand our seniors' life journey prior to Nursing Home admission and enabling ourselves to provide better person-centred care.



Collaboration with University of Melbourne – Vocational Placement of Music Therapy Student

Objective: To explore effects of music therapy intervention on mood, cognition, social engagement and interaction, through vocational placement.

The music therapy student conducted group and individual sessions at least two days every week for a period of 3 months. Through the use of greeting songs, studying seniors' movement to music, and music that can assist in exercise and relaxation, music therapy intervention was found to have positive impact on seniors' mood and social engagement. Isolation, anxiety and agitation was also found to be reduced while cognition was maintained or even improved through use of music.

At THKNH, we believe in taking on an evidence-based approach while we constantly explore new and innovative ways to provide meaningful engagement to our seniors to allow them to age gracefully in the Home. The Home will be engaging a music therapist in the near future to continue this meaningful programme for our seniors.

Collaboration with Singapore Institute of Technology (SIT) – Glasgow School of Arts

Objective: To explore design of dementia and senior-friendly real-world spaces (Day Rooms) in Long Term Care Facilities.

The students held discussions with our healthcare professionals and produced design concepts, scale models and posters of their designs for their projects and presented to the Home's representatives for evaluation. We believe it is important to constantly find better ways to ensure that environmental modification is done appropriately and efficiently to provide the best possible living conditions for our seniors, especially those living with dementia as a familiar and comfortable environment is key to their rehabilitation and adaptation.



At THKNH, we welcome all partnerships to conduct or facilitate ILTC and gerontology research. We believe in serving our seniors better through evidence-based care and hope to strive towards contributing to fill the dearth of such efforts in the local context.

Please do not hesitate to contact us at **68129840** or **enquiry@thknh.org.sg** for any research collaboration or partnerships.

CORPORATE Partnerships

THKNH Collaboration with Buddhist Life Mission and Portrait from the Heart



It was a fun Sunday filled with joy, magic and family bonding time. Residents were entertained to dancing, singing, clown and magic show by volunteers from Buddhist Life Mission.

Portrait from the Heart volunteers of professional photographers and make-up artist were readily available to take the family portraits with the resident. Professional make-up artist gave the extra touch of glamour to the families and resident before the photoshoot. At the end of the photoshoot, families and residents were given a printed portrait framed in 8R and 4R including a thumb drive of their pictures saved for future prints as memory.

The God of Fortune visited the residents during the activity and distributed oranges and chocolate gold coins to the residents. Residents had a great time and many gifts.

Shangri-la Group Corporate Collaboration



We were excited to have the Management Team of Shangri-La Hotel Group and Central Laundry Team visit our Home on 26th October to spend an afternoon of fun-filled activities with a sing-a-long session and rounds of Bingo games with our residents.

A truck load of donations in-kind was delivered with groceries, T-shirts, and many other household items that will certainly be useful for the Home and for the residents.

The organization is also looking to collaborate with the group to explore further synergies in terms of staff attachments to the hospitality industry to learn about best practices in operational processes such as housekeeping, laundry operations etc. in the future.

We welcome all kinds of partnerships to serve our seniors better!

Please do not hesitate to contact us at **68129840** or **volunteer@thknh.org.sg** for any CSR initiatives or partnership projects!

JOURNEYING *with the Community*

COLLABORATIONS & INITIATIVES

Community based funding for Outings for Wheelchair-bound Seniors

Collaboration with North East CDC on various projects that they wish to fund for seniors. "Joy on Wheels FY2019-20" brings our wheelchair bound residents out for recreational outings with funding for transport services.

Improving workflow and process

We have partnered NHG Pharmacy in streamlining information and ensuring residents receive the right subsidy levels and also enhanced drug collection and payment processes.

We have partnered NHG Diagnostics and Radiology to assist with ad-hoc blood analyses when an order is made by the Home's doctor for residents who are on follow up in healthcare institutions and a blood analysis is required prior to consultation, this eliminates the time wastage at acute hospitals and other institutions and shortens the appointment duration.

Triage Tele consult Service (SKH Emergency Department)

We have partnered SKH in using a mobile app communication platform to help manage the long queue and waiting time in the A&E department to be seen by doctor by managing residents in the Home via tele consult for manageable conditions such as stable UTI, LRTI and Cellulitis, prior to decision on the need to send to A&E.

APCATs professional visits (Psychologist, Nurse Clinician and Physician)

Further extensions of our collaboration with IMH includes having their professionals visit the Home to assist with reviewing residents with behavioural issues, and who were previously admitted at IMH. This helps to assist with the treatment of residents who has behavioural issues and can be managed at home level, and hence not requiring IMH admissions.

GRASSROOTS & COMMUNITY ORGANISATIONS



Bedok Reservoir-Punggol Harmony RC invited our residents to their Seniors Fun Night at Block 415 Hougang Avenue 10 next to RC office. The evening of entertainment, lucky draws and dinner were organised for the seniors of the community. Mr Victor Lai, BBM, Advisor to Aljunied Grassroots Organisation was the Guest of Honor whom distributed oranges to the seniors in attendance.



9 performers from Bukit Batok CC, DO Opera troupe performed a Hokkien Opera "Ge Zai Xi" for our residents in our hall.



Punggol Community Club played host to the senior residents in the community and THK Nursing Home residents. Held at the Club hall, it was a resounding success with community residents enjoying the entertainment provided and luncheon. A Bingo game was played and many of our residents won prizes. All residents receive a nice door gift at the end of the event.

SCHOOLS



The students of Montfort Secondary school gave an amazing performance of their Wushu skills, band performance, choir for our residents. A Lo Hei was arranged for the residents together with the students joined by the teachers of the school.



Holy Innocents High School in collaboration with Punggol Youth Executive Committee engaged with our residents for 6 sessions (twice per month). Their 1st session was held on 22nd November with 21 residents participating in board games. Some residents were new to the board games such as Chinese chess, pick-up sticks, draughts and chess but were taught how to play by the students. There lots of interaction between the students and elderly.



It was the third and last session of the year for Punggol Primary School Teachers to engage with our residents. Sing-a-long sessions and 3 rounds of Bingo was the activity. Teachers and residents both had loads of fun and warmly engaging with each other. Thank you Teachers for the 6 sessions of fun filled activities for our elderly residents.



Children from pre-school Kidz Meadow @ Buangkok Crescent delighted and engaged with our elderly

on 26th September with their performance and activity. Children had great time engaging with our residents. Donation of dry goods and beverages were donated by the school and the families of the children to the Home.



18 little children from PCF Sparkletots Hougang, recently engaged with our residents with entertaining dance performance and finger printing art. Residents were given goodie bags of snacks and drink by the children. The school children had also donated various items such as milo, biscuits, tooth brushes, paste and other useful item to the THKNH.



Maplebear @ Serangoon North a pre-school for children aged 4 to 6 years old visited the Home to perform for our residents with singing and dancing. Each resident was given a gift card drawn by the children with their names. They then held a fun fair event on Sept 2018 at their center where proceeds from the event went to THKNH. Outcome of this event to their pre-schoolers is to instill positive values, respect and love for the elderly in our society.



Collaboration with AMK-THK Community Hospital

Our partnership with our sister organization has extended to direct admission for non-acute cases that requires immediate attention such as the following:

- ♥ Stable pneumonia requiring antibiotics b. Urinary tract infections requiring catheter insertion and IV antibiotics
- ♥ Wound infections and pressure ulcers requiring inpatient nursing care
- ♥ Deconditioning from recent acute illness or multiple chronic conditions requiring inpatient rehabilitation
- ♥ Dementia patients requiring sub - acute care (e.g. Behavioural Psychosocial Symptoms of Dementia (BPSD cases) or Rehab

We are also obtaining Radiology services for our bed bound residents from AMK-THK Community Hospital due to limited coverage of services from nearby polyclinics.



AIC Mosaic,
14 Jan 2019

德教太和观与远程医疗公司合作 病人在护士陪伴下 用视频让医生看诊

李熙爱 报道
leeheeai@sph.com.sg

为解决病人没时间求医进行评估而影响复健进度，德教太和观与远程医疗起步公司合作，通过医疗应用程序，让他们的病人在护士陪伴下利用视频让医生看诊，省下到诊所的通勤和候诊时间，复健也无需暂停。

太和观乐龄护理中心经理梁光荣受访时透露，复健病人每六个月得看医生一次，重新评估是否适合继续做复健。然而，几乎所有病人的家属忙于工作，抽不出时间带病人看医生，因此病人只好暂停复健，直到获得医生评估。这意味病人有时得暂停几周甚至几个月的复健，影响他们的疗程。

为了方便病人求医，太和观四个月前与远程医疗起步公司Doctor Anywhere合作，医生会通过视频为病人看病，必要时也开药方。Doctor Anywhere每次20元的看诊费由太和观承担，目前已惠及29名长者。

病人可在护士的陪同下，在中心内随时用此应用程序看医生进行评估，无需另外安排到诊所看病，因而省下通勤和候诊时间，对行动不便的病人也带来便利。

除了评估病人是否适合继续复健，病人若身上有小伤口或淤青，也可马上通过Doctor Anywhere求



诊，护士就能即时地根据医生指示来处理病人的伤口。虽然Doctor Anywhere可随时随地使用，但为了让医生更好地了解病人的情况，太和观会安排一名护士在病人身旁。梁光荣解释：“有些病人有失智症，无法清楚表达自己的病情，我们的护士就可帮忙向医生解释，同时提供病人病例和叙述一些观察，让医生更全面地掌握病人的情况。”

医生远程检验老妇 伤势无碍可续复健

每周进行复健的92岁老妇跌倒淤青，经医生远程检验后确定无大碍，老妇能马上继续复健，疗程不受影响。陈九妹（92岁）到德教太和观复健已有一年，最近一次进行例常复健时，家人向职员透露她在住家跌倒。护士和物理治疗师马上替她检查，发现她耳朵和颈项淤青，但身体无大碍。为了确保她适合继续复健，护士马上安排陈九妹通过Doctor Anywhere看医生。

照顾她的护士丹杰杰透露，医生确认陈九妹没骨折等，因此复健能照旧。一般情况下，为以防万一，中心刚好有这些药物，后才能恢复复健。他说：“医生还给她开药方，中心刚好有这些药物，带回家。两三周后，她的皮肤明显好转，淤青也消了。”



Lianhe Wanbao,
12 Sep 2018



Daily Eco

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JOIN our channel at [t.me/hdypostings](#).

We set you thinking
TODAY

THURSDAY 26 SEPTEMBER 2019

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Singapore World Big Read Opinion Features Visuals Brand Spotlight 8 DAYS

Amid debate about telemedicine, 4 more providers join MOH regulatory initiative

By VICTOR LOH



Tele-consultation in action: A demonstrator who is on an electronic wheelchair talks to a doctor, seen on the monitor of a robot. The robot tours wards and allows doctors to talk to patients "face to face".
Reuters file photo

Published 11 SEPTEMBER, 2018 UPDATED 11 SEPTEMBER, 2018

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SINGAPORE — Since May this year, elderly and immobile patients of Thye Hua Kwan Moral Society's Day Rehabilitation Centre no longer have to make troublesome trips to the doctor for minor conditions, injuries, and certification for physiotherapy, after the organisation's tie-up with telemedicine provider Doctor Anywhere.

With this partnership, Thye Hua Kwan's nurses are able to facilitate video consultations for patients with a doctor from the telemedicine firm.

Doctor Anywhere was one of four companies that became part of the Licensing Experimentation and Adaptation Programme (Leap) for telemedicine on Sept 7, after two companies — WhiteCoat and RingMD — joined in April.

The programme by the Ministry of Health (MOH) is a regulatory "sandbox" initiative that allows, for example, healthcare providers to introduce new healthcare models or services.

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TODAYonline,
11 Sep 2018



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6/22/2018

TODAYonline | Families say higher ElderShield payouts of enhanced scheme will bring some relief

We set you thinking **TODAY**

FRIDAY 22 JUNE 2018

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Families say higher ElderShield payouts of enhanced scheme will bring some relief

By LOUISA TANG



Ms Carin Soh (right), is the sole breadwinner of her family. Her father, Mr Soh Gin Hock, who used to work as a bus scheduler, already had some mobility problems after he suffered a mild stroke some two decades ago.

Koh Mui Fong/TODAY

1/12

TODAYonline,
22 Jun 2018

OUR *Partners*

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Aik Chin Hin Machinery Company
Ang Mo Kio-Thye Hua Kwan Hospital
Association of Rooms Division Executives Singapore
Assumption Pathway School
Avedry Dennison Singapore
Bedok Green Secondary School
Bedok Reservoir-Punggol Constituency
Buddhist Life Mission
Bukit Batok Community Club Hokkien Opera Troop
Cedar Girls' Secondary School
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Handicap Welfare Association
Healing Paws – SOSD
Hibiscus Residents' Committee
Harmony Residents' Committee
Heights Residents' Committee
Hillcrest Girls Club
Holy Innocents' High School
Hougang Primary School
ITE College Central, Aerospace Machining Technology
Kidsz Meadow @ Buangkok
Learning Studio Educare Hougang
Maplebear Preschool @ Serangoon North
Montfort Junior School
Montfort Secondary School

Ministry of Health
My Bikers Group
Nanyang Junior College
Nanyang Polytechnic
Nanyang Technological University
National Arts Council
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National Youth Council
Ngee Ann Polytechnic
Nex Venture Technology Pte Ltd
North East Community Development Council
SOWERS Group @ Novena Church (Thomson)
Outbound in Asia (OIA)
PCF Sparkletots Pre-School
Perfect Harmony Group (Media Corp Volunteers)
People's Association
Punggol Community Club
Punggol Primary School
Punggol Community Club Youth Executive Committee
Punggol Community Club Seniors Executive Committee
SAGE Consulting Pte Ltd
Shangri-la Hotel Corporate Management
Silver Generation Office Singapore
SilverRay Pte Ltd
Sing Fuel Pte Ltd
Singapore Institute of Technology
Singapore Polytechnic
Singapore Police Force - Hougang NPC / Ang Mo Kio Division
Social Development Network (MSF)
Sri Ruthra Kaliyamman Temple
Sri Muneeswaran Temple
Star Learners Preschool Hougang
The City Church Group
Xin Min Secondary School

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HO LEE CONSTRUCTION PTE LTD
JOE LI ELECTRICAL IND PTE LTD
JOURNINT (S) PTE LTD
KAISER PHARMACEUTICAL(SINGAPORE) PRIVATE LIMITED
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KCL CONSULTANTS PTE LTD
KEE MARINE PTE LTD

KENLITRADING PTE LTD
KHENG LEONG CO (PTE) LTD
LAGUNA HOTEL HOLDINGS PTE LTD
LEE & LEE
LEE FOUNDATION
LEJEN ALUMINIUM PTE LTD
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LOH LAUNCH SERVICES PTE LTD
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INDIVIDUALS

AKIKO KOSHISH
ALLAN WANGYU HUEI
ALVIN AMADEO WITIRTO
AMANDATOH STECKLER
ANDY CHUA
ANG KUI HWA
ANG SEONG KANG SAMUEL
ANG WOONYEOK
ANG YEW SIAH
ANG ZIJIE
ANGELATOK
ANGIETEA
ANORE ONG HONG KAI
ANTHONY CHRISTOPHER
ARON LOHTENG FOO
AW GIM SAN
AWTECK HUAY
AWYEW CHENG
CEN ZEWEI
CHAN SIAN LENG
CHANG MENG KIAT
CHANG YEOK PHENG
CHELLADURAI ANPARASAN
CHEN FANG HUA
CHEN WAI FANG
CHEN WEI CHING
CHENG JIAN FENN
CHEUNGYIN BON
CHEW MUNYEW
CHIN AH KIN
CHIN LAN CHIN
CHIN PAK SEONG
CHNG CHEE BEOW
CHOI KAM HENG
CHONG EE GAY
CHONG SOO KEOW
CHONGYI DONG
CHOO BENG GUAN
CHOO CHEOK MIN
CHOO HUEY CHING, CYNTHIA
CHOO WEI LIANG
CHRISTINETAN CHWEE LING
CHUA BENG EE
CHUA CHENG HUA
CHUA CHOON KIAT BORIS
CHUA HONG THUAN
CHUA LU JYE
CHUA SIEW KHIM
CHUATZE CHING
CHUAYONG WAH
ENG CHIAW KOON
EVELYN CHEE HENG HONG
GAN SOH HAR
GO KIM HUAY
GOH HUIYONG
HING JOO GECK
HISEN DEAN HORNG
HO JUN KEONG
HO LIAN LEE
HO SEONG PENG
HOE HWEE CHIN
HUA CHIE NAN DORINDA
JAMILAH BTE HASSIM
JEFFREY HAN NGEE JIAN
JOE INGE MUNARDI
JO NAERDE BERG
KAN WOOL KENG
KANG WEN LING
KAREN LOWYOKE CHENG
KELVINTOK L H
KHOO LEE JIN
KOH CHUN HOONG
KOH KIM THIAM
KOHTIAMTECK
KONG ONG LIM LYNN
KOOTECK CHUAN AND FAMILY
KOTHARE ANJALI
KOW CHOY VOON

KUEKYU CHUANG
LAMYEN KOON
LAU MUN LOONG
LAU SONG GEE
LAUYONG KWEE
LEE BOON LENG
LEE CHEE HONG
LEE CHEOKYEE
LEE ENGTONG DAVID
LEE FEI LING
LEE FOOK SUN
LEE HONG KEOW
LEE HUI KEE (DECEASED)
LEE KOK KWANG
LEE MENG LIANG
LEE PECK KIM (IN MEMORY OF LIM SOH ENG)
LEETENG LEONG
LEETHIAN SOO
LEETIAM NAM
LEEYIN FONG
LEEYOKE KHENG
LEONG CHEE KUOK
LIANTHIAN HOCK (DECEASED)
LIM BENG CHEE
LIM BOON ENG JULIE
LIM CHENGYAP
LIM CHIN KWEE
LIM CHOOI SENG
LIM CHUAN LAM
LIM CHUANG
LIM EE CHUA
LIM HOCK CHEE
LIM KAR EE
LIM KIM CHYE
LIM KIM HUAT
LIM LEE HOON, JUDY
LIM PING PING
LIM SIEW KWAN SELINA
LIM SOO PENG JP,BBM(L).BBM,PBM
LIMTENG TENG

LIMTIAN LYE
LIMWAN LOOI
LIMYEW KIN
LING SIEW CHEN
LINLYTEO
LOH MEE KIAN
LOW MIANG HOW SANDY
LOW SAU CHIN
LYE NYAP CHNG
NEO AIK PENG
NG CHEE WENG
NG CHENGYEOW
NG CHEONG BIAN
NG CHIT
NG CHOON LANG
NG HONG XIANG EUGENE
NG KEE FATT
NG SIAKYONG
NG SIONG HWEE
NGTECK KANG
NGTING ANN
NICOLE CHIANG SHEAU CHIUN
OH HONG CHUAN XYLON
ONG BENG GUEK
ONG BINH CHAN
ONG HOCK LAI
ONG IMNG CHUAN
ONG POOYEE
ONG SIEW CHOO
ONG SIEW POH
PAMTHYE
PENNY GOH
PHYLLIS POH
POO SUNG CHENG
QUEK KWANG SIEAH
SAMSON EIO
SAW CHENG CHYE
SEAH BOON HWA
SEO ENG FOOK
SIM BEE CHOO

SIM LIAN HO
SIM LUCY
SIM PIAH CHEW
SOEGI HARTO
SOH CHIOW SIN
SOH LIAN ARH
SOOYU WING
TAN AH BAN
TAN AH PING
TAN AI PING
TAN BUCK HAI
TAN CHENGTHYE
TAN CHOON WANG
TAN CHUAN ZONG
TAN GEOK FANG
TAN HONG BOON
TAN KHENG HE PETER
TAN KHENG LEONG JACKSON
TAN KIM BIAU
TAN KOK POH
TAN LIYAN JANICE
TAN MANG LIE
TAN MENG YIN
TAN MIN CHEOW BENSON
TAN POH CHIN
TAN SHERN LIANG
TAN SIEU LEE AMELIA
TAN SOOI KUAN
TANTECK KEE
TANYANG CHONG ALLAN
TANYEE SHU
TANG HENG CHOON (DECEASED)
TANG SOW KENG
TAY CHIN CHYE
TAY CHIN KOK
TAY KWAY HENG
TAY LENG KEE
TAY MUI TEE
TAYTENG HUANG
TEE WEE SIEN

TENG EU ONG
TEO BENGTECK
TEO BOON KEE
TEO CHOR HUI
TEO GUAN HUAT
TEO HUI HUI
TETIANA KOSTENIUK
TEY JEN CHIANG
THAM CHEE KIN
THAM LAI LENG
THEN LI KIAN
THONG KIM FOO
TING CHER LAN
TIONG SHU
TJONG INNAWATY HENNY
TOH GIAP ENG
TOH KHENG CHENG
TOW HENG TAN
VICTOR NG SIAK KEONG
WANTUCK WAH
WANG WAI LIAN
WARREN LIM GIM ENG
WEE SIT LING
WEEYONG CHONG
WONG FOO SANG
WONG KEE LOM
WONG LIANG FENG
WONG PHUI LUN JOSEPH
WONG SUI YEE
WONG YEW WING
YANG VOON CHENG
YEAP LAN HAI
YEO ENG LIM
YEO YEW DEE
YEOH CHOON JIN
YIN FOOK CHEONG
YING WEI
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