

Our Vision To be a Christian community hospital of excellence, showing God's love and compassion in caring especially for the elderly.
Our Mission We are committed to providing quality, holistic and compassionate care to our patients.

St Luke's Hospital • 2 Bukit Batok Street 11, Singapore 659674 • Tel: 6563 2281 • Fax: 6561 8205 • Website: www.slh.org.sg • Email: general@slh.org.sg

President's Award Winner heads St Luke's Hospital's Excellent Nursing Care

Ms Susie Goh was at the Istana recently to receive the nation's highest accolade awarded to nurses from former President S.R. Nathan. As one of three recipients this year, Susie is the first nurse from a community hospital to be recognised for the President's Award for Nurses since its inception in year 2000.

As the Director of Nursing at St Luke's Hospital, Susie has built up an excellent team of nurses providing dedicated and compassionate care for our patients. It is encouraging to know that our nurses scored 98% in the area of 'care and concern' for patients in the first Community Hospital Patient Satisfaction Survey conducted by the Agency for Integrated Care (AIC).

Susie was the pioneer of St Luke's specialty in wound management. She conducted the first wound course for nurses from the Intermediate and Long-Term Care (ILTC) sector in 2002. It was accredited by the reputable European Wound Management Association in 2007 and since 2010, was approved by AIC as a course with funding to educate more nurses in the ILTC sector.

Asked how her interest in wound management began, she relates the story of how when she was a second-year student, her staff nurse gave her the chance to dress a patient's wound.

"That wound was huge, about 6cm, at the heel. I saw many little black dots on the wound," she said.

"I took a pair of forceps and picked out one of those black dots. It was



Former President S.R. Nathan (first row, second from left) with Susie Goh (first row, with bouquet) and staff of St Luke's Hospital.

a maggot. I put it in a metal bowl of hot water. By the time I finished there were hundreds of them in that bowl. Of course, as it was my first time dressing a messy wound, I couldn't eat my lunch afterwards. It was such an experience."

"The next day, when I was in the ward, I was very surprised when the patient called me. He said, 'I have been staying in the hospital for the past 3 weeks and the pain was there every day, especially at night. There was no relief even with painkillers. After you did the dressing yesterday, that was the first time I managed to sleep without any painkillers.'"

Susie beams, "It was such a relief to see your patient happy and appreciative. At that moment I told myself that this is what I want to specialise in – looking after wounds."

In addition to initiating the wound courses, Susie was also instrumental in starting our annual wound

conference since 2007. The theme for this year's conference was 'Wound Management: An Art & A Science' and saw a good mix of local and foreign speakers. Through the conference and various wound management workshops that Susie conducts, St Luke's Hospital's experience and knowledge can be shared with other hospitals and nursing homes.

Today, many clinicians will unhesitatingly refer complex wound cases to Susie. St Luke's Hospital is now reputed for its wound management locally and overseas, due largely to Susie's expertise and training of a core group of wound care nurses. Above all, Susie leads by example with, patience, dedication and care, as she continues to treat wounds.

St Luke's Hospital celebrates Susie's achievements. We hope you will continue to support us in our work in serving our patients and the community.

Propelling their Passion for Nursing

A new graduate's choice

Staff Nurse Wendy Tan took on her duties at Ward 34 on 4 April this year. She received a bursary from St Luke's Hospital (SLH) in 2008 for her 3-year Diploma in Nursing conducted at Nanyang Polytechnic (NYP).

Citing the reason that she wanted to start in SLH as a fresh graduate, "I like the elderly. The mission and vision of the hospital are the reasons I joined nursing – to show God's love with compassion and care for the elderly. The staff here are good-spirited and show genuine care. I had the chance to be attached to an acute hospital during my training. Compared to that, patients here stay longer to rehabilitate. I like that I can spend more time speaking to them and see them heal and return home."

Wendy is part of the pool of talent that SLH is growing to serve our patients.



Staff Nurse Wendy Tan outside her ward.

Pursuing a mid-career switch



From left: Staff Nurse Tan Siew Poh, Lily Lim and Bun Kim Yong

Staff Nurses Tan Siew Poh, Lily Lim and Bun Kim Yong are our most recent graduates from the Accelerated Diploma in Nursing. To assist aspiring nurses in their mid-career switch, the course was launched by the Workforce Development Agency (WDA) and NYP under the Professional Conversion Programme (PCP) since 2003. They started work with us on 6 May 2011.

Further career development

In charting career development paths for our nurses, St Luke's also sponsors existing staff in furthering their professional qualifications.

The Advanced Diploma in Nursing is partially funded by the Health Manpower Development Programme-Intermediate and Long-Term Care (HMDP-ILTC). Since its launch in 2002, SLH has seen 37 staff benefit from this funding. As part of training, nurses are given the opportunity of clinical attachments locally and overseas.

Five of our Staff Nurses, Kavitha Sanmugam, Caroline Tan, Jasmine Tan, Laarni F. Asedillo and Imee Breiz Mendoza, have recently graduated from the Advanced Diploma in Nursing in specialties such as Medical & Surgical Nursing, Gerontology and Orthopaedics conducted by Nanyang Polytechnic.

Encouraging a culture of learning

SLH also sponsored Senior Staff Nurse Tan Mui Lan for her Bachelor of Nursing in 2010. Prior to her bachelor's degree, Mui Lan had pursued an Advanced Diploma in Nursing in 2008, specialising in Gerontology.



Above: Senior Staff Nurse Tan Mui Lan

During one of her yearly reviews with her Nurse Manager, she mentioned her interest to do a bachelor's degree. In view of her consistent good performance, she received the go-ahead to further her education, with the hospital agreeing to sponsor her studies.

Mui Lan enthuses that the bachelor's degree presented her with a broader view of nursing; it discussed areas like safety, quality, management and organisational issues that she might face. She appreciates the global perspective that the degree gives and now has a better idea of developments in nursing, as well as how nursing practices here can advance.

Mui Lan successfully completed the full-time course offered by University of Sydney and conducted at the Singapore Institute of Management. She is now a Charge Nurse at Ward 21 in St Luke's Hospital.

Join Us!

We are looking for:

- Nurse Managers
- Staff Nurses (Inpatient)
- Home Care Staff Nurses
- Clinical Instructors

We also provide bursaries for students pursuing the Diploma in Nursing at:

- Nanyang Polytechnic
- Ngee Ann Polytechnic

For more information, please refer to our website:
http://www.slh.org.sg/join_us/join.html

Patient-centred Wound Care

Living with diabetes for almost 60 years now, Madam Yew Sor Chin faces the major challenge of treating and healing her wounds. Earlier this year in April, while being warded in an acute hospital for her condition, medical staff discovered a new wound on Madam Yew's left foot between her third and fourth toe. They also found what Madam Yew's daughter described as a "hole" in her heel.

The wound in Madam Yew's heel deepened over time, and Madam Yew's daughter, Li Li, was informed of the possibility of gangrene developing. As Li Li despaired over the seeming lack of a cure for her mother wounds, her sister suggested enquiring with St Luke's Hospital, as she had heard that wound care in SLH was good.



Our nurses Poh Tee (left) and Peck Hong (right) helping Madam Yew to cleanse her wounds at the wound clinic.



Madam Yew (foreground, centre) and her family gamely posing for a picture after one of Madam Yew's visits to our clinic.

When Li Li brought her mother to St Luke's, she had a pleasant surprise. Contrary to what she had feared, she found that the nurses were very "confident" that her mother's wounds would heal well, although given her condition, it would take time.

"Susie and Poh Tee were very caring and meticulous," Li Li said, naming two of St Luke's nurses who have been helping to tend to her mother's wounds. Madam Yew brought the bandages she uses at home to St Luke's for the nurses to use. Li Li expressed particular appreciation of this flexibility. This is part of the SLH's efforts to help patients save some money.

"The nurses carry out their treatment to the patient's pace, not the nurses' requirements," Li Li said. She elaborated on how our nurses were patient in cleaning the wounds and were sensitive to the amount of pain that her mother could bear during the process, as opposed to nurses who were inclined to view wound cleaning as an objective to complete within an allotted time.

Madam Yew had developed a sweet tooth recently, which her nurses, over the course of treatment, had gotten to know about as well. Li Li mentioned that in addition to comforting Madam Yew while her wounds were being treated, the nurses had also repeatedly advised her to be careful with her diet, and reminded her to exercise her toes.

"The effort that the nurses put in far exceeds what I paid for," she said.

Moving forward, Li Li says that her mother will continue to come to SLH for treatment, albeit at a reduced frequency now as the wound is healing.

We are glad to hear this and wish Madam Yew a speedy recovery and good health.

Thank You

To: Dear Staff of Ward 34
St Luke's Hospital

My appreciation to ALL staff for your care, patience and dedication in looking after Mr Salim Bin Arripp (Bed 15). Special thanks to Drs Kelvin Koh & Benjamin, Sisters Suzie & Theresa, SNs Tham, Melvin & Wendy, PT/OT-Karen & Su, MSW-Miao Ling & Jasmine .. THANK YOU & I will always remember :)

With sincere gratitude,
Suraya Ahmad (Niece)



happenings

Art From The Heart



Mr Stephen C.H. Leong, President of the Federation of Art Societies (Singapore), presenting his original calligraphy to our Guest-of-Honour.

Dynasties Antique and Art Gallery organised a Charity Art Fundraiser from 11th to 15th June 2011 in aid of St Luke's ElderCare – Ayer Rajah Centre, a day care centre for the elderly.

The Charity Art Fundraiser featured artworks contributed by renowned artists such as Liu Kang, Lim Tze-Peng, Choo Keng Kwang, Stephen C. H. Leong, Eng Siak Loy, Lee Fook Kong, Lee Kim Guan, Low Tho Seng, Chen Jian-Wei, Huang Xiong-Wen, Ge Shu-Qing, Zhu Fa, Zhang Da-Lun, Chen Lian-Jun, Li Zhong, and Liu Guo.

More than 300 art pieces were on sale for the benefit of the needy elderly at the Centre. About \$40,000 was raised through this event. Ms Foo Mee Har, Member of Parliament (West Coast GRC), was the Guest-of-Honour.



Guest-of-Honour Ms Foo Mee Har, Professor Lee Hin Peng, Chairman of St Luke's ElderCare and Mr Stephen C.H. Leong (from left) discussing about the art fundraiser while viewing the gallery.

Bouquets

This letter is to show our appreciation to St Luke's ElderCare for your selfless efforts in your tender loving care for our beloved late mother Mdm Ng Chung.

For many years, your staff and volunteers have been giving your love and best attention to her needs, thus providing her much joy in her waning years. In difficult times, such as her recent demise, your centre has shown unfaltering support for our family.

Thank you very much for all that you have done for our mother and family.

Yours sincerely,
Family of the late Mdm
Ng Chung
May 2011

**Mdm Ng Chung was a day care client of 11 years at St Luke's ElderCare – Clementi Centre.*



It is with a heavy heart that I have to inform that my father Mr Ng Hoe Chee has passed away peacefully last month.

On behalf of my family, we would like to express our sincerest gratitude and thanks to you and St Luke's ElderCare – Golden Years Centre for all the LOVE and CARE showered upon my dad for the past four years. Without your centre's help, my dad will not be able to go outside of his home and not to mention even visit places or go on outings.

Once again, we deeply appreciate what you have done for my dad during his stay with St Luke's ElderCare – Golden Years Centre.

Please continue to keep up the good work you have done.

Regards,
Jason & Jenny, children of late
Mr Ng Hoe Chee

**Mr Ng Hoe Chee was a day care client of 4 years at St Luke's ElderCare – Golden Years Centre and Whampoa Centre*

St Luke's ElderCare 2 Bukit Batok Street 11 Singapore 659674 Tel: 6567 0708 Website: www.slec.org.sg Email: hq@slec.org.sg

Ayer Rajah Centre
150A Pandan Gardens
Tel: 6562 3037

Clementi Centre
Blk 602, Clementi West Street 1
Tel: 6872 2210

Hougang Centre
Blk 126, Hougang Avenue 1
Tel: 6382 2366

Serangoon Centre
Blk 217, Serangoon Avenue 4
Tel: 6285 6004

Whampoa Centre
Blk 97, Whampoa Drive
Tel: 6252 9661

Coming Soon!
Telok Blangah Centre
Blk 33, Telok Blangah Way

Bukit Timah Centre
Block 310, Clementi Avenue 4
Tel: 6873 1772

Golden Years Centre
Blk 831, Hougang Central
Tel: 6386 2273

Jurong East Centre
Blk 327, Jurong East St 31
Tel: 6569 0415

Tampines Centre
Blk 101, Tampines Street 11
Tel: 6786 7688

Yishun Centre
Blk 740, Yishun Avenue 5
Tel: 6759 9053