

Happenings

St Luke's
HOSPITAL

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Patients need more than medicine and physical therapy. Enhancing their psychosocial and spiritual well-being helps in their recovery.

CARING FOR THE WHOLE PERSON

St Luke's Hospital cares for the whole person and seeks to enhance the physical, psychological, social and spiritual aspects of patients' well-being. This is all the more important when patients have complex, multiple needs.

Caring for the whole person, or holistic care, requires a multi-disciplinary team of doctors, nurses, therapists, medical social workers, other allied health professionals and pastoral care staff who journey alongside patients and their caregivers in the recovery process.

A new initiative to strengthen holistic care, besides regular multi-disciplinary reviews, is to have

discussions among clinical staff, medical social workers and pastoral care staff to address the complex needs of patients. Such discussions strengthen communication among team members across disciplines and ensures integrated and coordinated care.

Holistic care helps improve health outcomes and reintegration into the community after discharge from hospital. In other words, holistic care benefits not just the individual, but also the patient's family and community.

This article, the first of a series of three articles, looks at the clinical aspect of holistic care.

VISION

Transforming community care

MISSION

A Christian healthcare provider
enriching lives in the communities

ST LUKE'S HOSPITAL

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VOLUNTEERING: GIVING TIME AND TALENT

St Luke's Hospital was set up by volunteers and in the early years, the hospital even counted on volunteer doctors to care for patients. Since its inception, thousands of volunteers have served in the hospital, working directly or indirectly with patients, regularly or occasionally. They serve in many areas, such as board-level work and befriending, depending on their passions and patients' needs.

BEING THERE WHEN NO ONE ELSE IS



Richard Tay volunteers at St Luke's Hospital as he finds it meaningful.

Richard Tay, a retiree of 16 years, has dedicated his time and energy to St Luke's Hospital.

He cuts the hair of patients. He also accompanies those who are unable to go on their own to medical appointments at acute hospitals for specialist treatment.

When he meets demanding patients, he reminds himself they are unwell. Some may be all alone, which is why

care for the whole person, respect and free haircuts mean a lot to them.

"When you give, you get a sense that you've done something that's meaningful. Not everything comes in dollars and cents," Mr Tay said. He is also encouraged by the dedication of St Luke's nurses, whom he sees chatting with patients to cheer them up, giving both physical and emotional care.

APPRECIATING VOLUNTEERS



Volunteers provide additional warmth in our care of patients and contribute to a Serving, Loving and Healing environment for patients.

Among them are long service volunteers. Earlier this year, 22 of them received their long service awards, including Ms Joyce Tan and

Mdm Koh Guek Kio who received the 20 years award. Besides individual volunteers, four schools, St Margaret's Secondary School, Methodist Girls' School, Princess Elizabeth Primary School and Ngee Ann Polytechnic, School of Business & Accountancy, were also

presented with awards for their many years of volunteering with us.

St Luke's Hospital has about 200 active volunteers. They serve in meaningful activities such as art and music, patient escort, administration and more.

Join us as a volunteer today. Email volunteer@stluke.org.sg or visit giving.sg/slh

WOUNDS: A "SILENT EPIDEMIC"



Wounds inflict significant social burdens, including pain and misery says Professor Zee Upton (Left), Institute of Medical Biology, A*Star.

Wounds are a "silent epidemic" with "significant impact". Wound care "accounts for more than 50% of community nursing care" and is also "one of the most frequently billed items in general practice in many jurisdictions," said Professor Zee Upton, Research Director and Co-Leader Tissue Technologies Group at the Institute of Medical Biology, A*Star.

Professor Upton was speaking at St Luke's Hospital 11th Wound Care Conference.

In addition, wounds exact a "significant economic burden". It has been estimated that wounds "account for up to 10% of health care spend in developed nations", said Professor Upton. There are also significant social burdens, arising from pain and misery, and loss of productivity.

Keynote speaker, Jan Rice, Director of WoundCare Services Pty Ltd, Australia spoke about lymphoedema, a chronic condition which results in swelling of limbs due to an impaired lymphatic system. In some cases, lymphoedema can lead to death. Jan Rice said that skin care and other physical care can help manage this condition.

Other speakers at the conference included Dr Yap Jiann Wei, Head of

Wound/Stoma Care Unit, Queen Elizabeth Hospital, Malaysia and Ng Ai Wei, Clinical Nurse Consultant, Royal Melbourne Hospital.

The conference also had breakout sessions on the practical aspects of wound care including managing complex wounds and selection of wound products.

The conference, held on 6 – 7 April, was attended by over 250 participants from restructured hospitals, primary healthcare institutions and the private sector.

As a pioneer in wound care, St Luke's Hospital recognised more than a decade ago the need for deep knowledge in wound management among healthcare professionals. Besides wound conferences, St Luke's Hospital also conducts wound training.



Guest of Honour, Murali Pillai, MP for Bukit Batok says there is a pressing need for wound care to reduce the burden of disease.

HEALING AND TEACHING

Besides healing the wounds of its patients, St Luke's Hospital conducts basic and intermediate wound courses throughout the year for other healthcare institutions. The intermediate wound management course is accredited by the European Wound Management Association. This is part of the hospital's mission to enrich lives in the communities, including healthcare professionals in other institutions and the patients they serve.

"The course taught me to be more critical in my thinking and it equipped me with the necessary knowledge when I face challenges in wound care," said Nurse Clinician Nurlaila Maidin from Renci Hospital. "Wound healing needs a lot of effort and critical thinking. When you see a wound healing well, it makes your perseverance worthwhile."

The courses are open to nurse aides, enrolled nurses and registered nurses. Contact slcwcadmin@stluke.org.sg for more information.

PERSON-CENTRIC CLINICAL CARE



A holistic approach can increase motivation to take part in rehabilitation and improve health outcomes.

A team of doctors, nurses, therapists (for physio, occupational and speech therapy), pharmacists, dieticians and podiatrists provide comprehensive clinical care through a suite of inpatient and outpatient services.

INPATIENT SERVICES: bringing specialist care to the community, St Luke's Hospital has dedicated wards to provide dementia care and wound care. A purpose-built palliative ward will also be added. The St Luke's team is augmented by a team of visiting consultants who are specialists in geriatric medicine, rehabilitative medicine, neurology, respiratory medicine, infectious diseases, palliative care, orthopaedic surgery and general surgery.

OUTPATIENT SERVICES: these include the wound clinic, community eye clinic, dental clinic, community psychiatric and psychogeriatric clinic, and outpatient clinic, which provide continuity of care after patients are discharged from St Luke's Hospital.

GOING THE EXTRA MILE

The Healthcare Humanity Awards are given to outstanding healthcare workers who are inspirational role models for going the extra mile to offer care and comfort to the sick and infirmed.

This year, there are five winners from St Luke's Hospital, including senior doctors and a therapy assistant.

Holistic excellence is a core value across all levels of staff. Some of the winners have served more than a decade with the hospital. Said Leo Bek Hoon, the hospital's Director, Human Resource & Administration: "It's a virtuous loop; we look after staff through training, respect, and compassion, and they look after patients better. When they see the outcomes of their care as patients recover and get discharged, they feel good about working here."

DR CHONG TSUNG WEI, SENIOR CONSULTANT

Dr Chong has been with St Luke's Hospital since 1999. Calm and approachable, he would sit with distraught patients and their families to comfort and reassure them. He is also very generous in sharing his knowledge, teaching and mentoring his younger colleagues so that they can provide better care for patients.

MDM NAW MARY WIN, THERAPY ASSISTANT

Mary joined in 2007. Cheerful and gentle in her approach, she has good rapport with patients, caregivers and her colleagues. She takes the time to listen to her patients' concerns. Knowing that some patients do not have families, she visits them with their favourite food after they are discharged, in the hope of bringing some joy to these elderly patients.

WILE TO OFFER CARE



Five healthcare workers from St Luke's Hospital, joined by colleagues, were presented with the Healthcare Humanity Awards for their exemplary care for patients

MS TAN YUH LIN, NURSE MANAGER

Yuh Lin followed her heart and made a mid-career switch from a successful IT career to become a nurse. Having experienced the agony of having a loved one fall ill, she is able to empathise with her patients and their families, touching the hearts of many. Despite her busy schedule, she volunteers her time as a first aider and participates as a nursing ambassador for community health at recruitment career fairs, inspiring students to choose nursing as their profession.

MS LIM SHUI HSIEN, DAFFODIL, PHYSIOTHERAPIST

Daffodil helps in the dementia ward. She often spends her time after office hours to help patients walk to improve their mobility and keep a lookout for restless patients who may need extra attention. She would also visit patients after their discharge to ensure that they are coping well. She has taken her own annual leave to help a patient clean his bedbug infested home before his discharge.

DR SAMSON POPE ANDREW VILLAROSA, SENIOR STAFF PHYSICIAN

Dr Andrew Samson has been with the hospital since 2005. Once, he was called to help a patient writhing in severe pain due to cancer. Although this was not his patient, he immediately reviewed the patient and provided the appropriate treatment. The patient was visibly relieved and the family members were grateful to see their mother's distress abated.

PROVIDING ASSURANCE

To “care for the whole person” and individualise care for patients, St Luke’s Hospital needs staff who care. Staff Nurse Michelle Tan, who joined the hospital for fulfilling work, is one of them.

“I used to work in a statutory board, handling mainly administrative work for a few years. I gave my future serious thought. When I chanced upon an event about healthcare related jobs. I signed up to find out more.

At the event, I was warmly invited to the St Luke’s Hospital booth. A nurse manager encouraged me to visit the hospital to get a feel of what a job in nursing is like. During my visit to the hospital, I saw how elderly patients were well-taken care of by the nursing staff. The visit affirmed my decision to switch to nursing.

I am now a staff nurse working in St Luke’s Hospital. I find my job purposeful and fulfilling as I see patients discharged and return home smiling. At work, my touch brings comfort and my voice provides assurance to the patients under my care. I am glad that I made the switch to nursing and serve in St Luke’s Hospital.”

UNDERSTANDING CHALLENGES OF PEOPLE WITH DEMENTIA



St Luke’s Hospital set up interactive stations for the public to get a sense of the challenges people with dementia face such as sensory limitations and failing eyesight. Members of the public put on gloves and other items before carrying out household chores.

Dementia is an illness that affects the brain, affecting memory, thinking, mood or personality. Seeing a loved one with dementia can be stressful and caregivers may feel overwhelmed while taking care of their loved ones.

To help the public understand the challenges of people with

dementia, the St Luke’s Hospital Dementia Care Team took part in the Dementia Awareness Day at Bukit Batok. Over 200 people attended the event, including Mr Murali Pillai, MP for Bukit Batok.

The event, organised by the Bukit Batok Constituency Office and Bukit Batok Healthcare Task Force, was held on 9 April 2017.

DEMENTIA CARE

St Luke’s Hospital has a specially-designed dementia ward. Members in the multi-disciplinary care team have an interest in dementia care and are trained to journey with people with dementia and their caregivers.

A home intervention programme is also available to help caregivers cope with behavioural and psychological symptoms of dementia in their loved ones. Call 6895 2794 or email homeintervention@stluke.org.sg for more information.