



SERVING LOVING HEALING
THROUGH RESPONSIVE, RELIABLE, RESPONSIBLE & RELATIONAL CARE

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CHAIRMAN'S MESSAGE

As Singapore's population ages and healthcare needs become more complex, St Luke's Hospital embarked on a multi-year, multi-disciplinary approach to meet these needs. In previous years, we looked at serving, loving and healing through the Ministry of Health's "Three Beyonds". We then embarked on our multi-disciplinary model of clinical, social and pastoral (CSP) care for the whole person. In Financial Year 2019, to institutionalise our serving, loving and healing, we embarked on the "4Rs": to be responsive, reliable, responsible and relational.

In FY19, we had more than 2,300 inpatient admissions, continuing to care for patients who need rehabilitation, wound, dementia or palliative care. After discharge, they would be followed up at our outpatient services. In total, we served more than 3,800 outpatients through St Luke's Community Clinic, day rehabilitation and home care.

Our staff achieved awards and accolades for their compassionate and committed care for patients within the hospital and in the community. Doctors, nurses, physiotherapists, occupational therapists, social workers and chaplain received awards for their exemplary efforts such as fulfilling patients' final wishes and successfully reducing the risk of falls through a pilot project. Associate Professor Tan Boon Yeow, CEO of the hospital, received the highest accolade bestowed by the College of Family Physicians Singapore for contribution and services rendered to the College and the discipline of family medicine. The Ministry of Health also awarded him the National Outstanding Clinician Educator Award for his contributions in training many doctors and clinician leaders, and nurturing future generations.

As FY19 drew to a close, we were "crowned" with suffering by what was then known as the novel coronavirus. The resulting COVID-19 pandemic affected us all: individuals, families, organisations, our country and indeed our world.

However, the mission of St Luke's Hospital hasn't changed, neither has our commitment to serving, loving and healing our patients. The pace and magnitude of our work intensified as we used the 4Rs to enhance our infection control measures to keep our vulnerable, elderly patients safe, as well as our staff and partners.

RESPONSIVE CARE:

To provide accessible and timely care, service and support

Just as the pioneers of St Luke's Hospital were responsive by founding the first hospital in Singapore dedicated to the elderly sick, we continue to be responsive to the needs of the community.

Our services, from inpatient to outpatient, are accessible to patients at different points of their care journey. One such patient is Teo Hoe Sie, who had a stroke and received inpatient care in our ward. After discharge, we continued to care for him through outpatient day rehabilitation, clinic and at home thanks to our home care team. Mr Teo would be especially vulnerable to COVID-19. With home care, he could stay home, stay well and stay safe.

RELIABLE CARE:

To ensure consistent delivery of good clinical care and service standards

St Luke's Hospital seeks to ensure good patient care outcomes. During the COVID-19 outbreak, staff worked in different zones to prevent cross-infection. Our art and music therapists could no longer enter multiple wards like they used to. However, they used video conference technology so that patients could continue to benefit from therapy. With occupational and physiotherapists physically present to assist them, patients could still benefit from music and art therapy, which help improve their well-being.

RESPONSIBLE CARE:

To be accountable and to empower

We are accountable to the patients we care for. We seek to empower patients to take ownership of their health and give them the means to do so. We also equip caregivers, including those caring for persons with dementia, so they are able to confidently care for their loved ones when they return home.

RELATIONAL CARE:

To connect, inspire and build strong relationships

Therapists often incorporate activities that patients used to do and help set goals for them to achieve certain tasks. For patient Chow Wai Weng, who had led an active lifestyle till he suffered a stroke, life was not the same anymore. During one occupational therapy session, he joked that he wished to cycle again. His occupational therapist took his request seriously. As Wai Weng cycled, his therapist ran behind to ensure safety. Wai Weng decided to volunteer in the hospital to encourage other patients as he could empathise with them.

St Luke's ElderCare (SLEC), our sister organisation, also grew in service and reach to empower elders in independent living with inclusive community spaces at several newly renovated senior care centres and five new senior care centres. Meaningful initiatives to engage elders were developed with National Heritage Board, PSA, Temasek Foundation International and others. Care initiatives were funded from key events like the 20th Anniversary Carnival, #RunforSLEC and PSA Golf Invitational 2019. SLEC's ILTC-appointed Learning Hub trained over 500 SLEC staff and 419 community care participants. SLEC also achieved significant awards and accolades in day care, active ageing, dementia care, human resource practices, organisational leadership and service quality. St Luke's ElderCare Residence @ Ang Mo Kio opened in May 2020, adding to the groundwork for end-to-end service provision. SLEC continues to work with St Luke's Hospital to unlock the full potential of St Luke's ecosystem for community care.

I would like to thank board members for their service, including Prof Ho Yew Kee and Mr Khoo Teng Cheong who have stepped down. We welcome Mrs Rosana Quek and Mr Lim Huey Sheng to the board.

Many thanks to Ms Susie Goh, Executive Director of St Luke's Community Wound Centre and St Luke's Academy, and Ms Tan Bee Ker, Principal Chaplain, who have stepped down after serving for many years and with much love. We welcome Ms Yvonne Lau and Mr Timothy Poon to the management team.

I am thankful to our volunteers, donors and staff for serving, loving and healing. Most of all, we thank our Almighty God for seeing us through the years.

Dr Peng Chung Mien
Chairman
St Luke's Hospital



CEO'S MESSAGE

“Kairos” is an ancient Greek word which means the right, critical or suitable time for an action to take place. When we “seize the day,” we take advantage of the kairos given to us.

St Luke's Hospital was conceived at the opportune moment. After a report from the Advisory Council on the Aged in 1988 highlighted the lack of eldercare facilities in Singapore, a group of healthcare workers and Christians seized the opportunity to meet the needs of older persons. They put their faith into action.

In 2019, we held our Charity Gala Dinner to pay tribute to the visionary pioneers of St Luke's Hospital and to raise funds. In his speech, Mr Heng Swee Keat, Deputy Prime Minister and Minister for Finance, noted that the hospital “remains unwavering in responding to the needs of the community”.

The hospital continues to seize opportunities to meet needs, delivering the right care to patients at the right time. This goes beyond speed. For example, in rehabilitation, patients must be ready before they can progress to the next goal.

Giving the right care at the right time also means providing holistic care, because patients have more than just physical needs. Our multi-disciplinary team cares for the whole person by providing clinical, social and pastoral care, tailored to the individual.

Providing holistic care according to patients' needs can be seen in Yuen Sow Thy's recovery journey. After hip surgery, the pain and inability to move affected her mood. Through art therapy, Sow Thy's mood improved. She said it was “refreshing and out of my routine, lifted my spirits and helped me to be more optimistic as I did something I had never done before”. She also felt supported and heard when she talked to pastoral care staff. Coupled with physical rehabilitation Sow Thy made a smooth recovery.

FACING CURRENT REALITIES

“...because we know that suffering produces perseverance; perseverance, character; and character, hope.” — Romans 5:3-4

All of us have been affected by COVID-19. Everyone, including pre-school children, working adults and seniors, have had to adapt to multiple changes at work, home and at the personal level. How do we cope, and hope, amidst all this uncertainty and change?

We faced up to the realities of the pandemic, enduring wave after wave of changes, many at short notice as conditions changed, and as we learnt more about the disease from local and international research. We implemented many measures to keep patients, staff and partners safe, including separation of staff into zones to prevent cross infection, safe distancing and daily temperature taking. Hospital visits were also restricted.

To keep up the spirits of patients and staff, we started new programmes. Good Morning, St Luke's was a “radio” chat show and music programme broadcast over the hospital's public announcement system. Project Warm Hearts was an encouraging ground up initiative by staff. Supporters including the hospital's partners have given through cash donations and donations-in-kind. We appreciate those who have kept us in mind like NUHS,



South West CDC, Grain and many more. Thanks for cheering us on, as we serve and keep our patients and staff safe and healthy. Your gifts have made a difference.

CONTINUING TO MEET NEEDS

We collaborated with almost 100 partners for better outcomes. We worked with organisations such as Fei Yue Senior Activity Centres (Bukit Batok) to prevent frailty in the community through Jin Jia Ho!, a community health programme which aims to take care of the physical and psychosocial needs of seniors. Through the programme, there was improvement in seniors' physical strength and vitality, and increased social interactions and connectedness amongst the seniors through centre-based activities and active monitoring.

Through St Luke's Academy, we also equipped more than 700 staff from hospitals, nursing homes, other organisations in the community care sector and St Luke's Hospital, through our courses such as wound and dementia care.

One of our pioneers, Dr Bobby Sng, a highly-respected leader in the Christian community, was called home to the Lord on 14 October 2019 at the age of 83. Dr Sng was one of the “three wise men” who played a pivotal role in St Luke's inception. He was instrumental in looking for partners among churches and organisations to become the hospital's foundation members. We continue to follow Dr Sng's footsteps, serving, loving and healing the community.

The stories of our pioneers, including Dr Bobby Sng, are told in our commemorative book titled Meeting a Need. The e-version of the book is found at bit.ly/meetinganeed.

Shortly after the DORSCON alert in Singapore was raised to Orange, there was a double rainbow that spanned the skies as seen from the hospital. The rainbow reminded me of God's faithfulness to His people. I felt a sense of peace and assurance that the God that had sustained St Luke's Hospital for over two decades will continue to look after patients, staff and the hospital. God is indeed here with us and we are here for each other. We will continue serving, loving and healing to meet needs.

“I have set my rainbow in the clouds, and it will be the sign of the covenant between me and the earth.” — Genesis 9:13

A/Prof Tan Boon Yeow
Chief Executive Officer
St Luke's Hospital

ABOUT US

St Luke's Hospital, named after the patron saint of the medical profession, was the first hospital in Singapore dedicated to the elderly sick.

We have expanded our services beyond the elderly to enrich more lives. An Institution of a Public Character, we care for 2,000 inpatients and 3,000 outpatients each year, regardless of race, language or religion. As illnesses may be long and chronic, we care holistically for patients' physical, emotional and psychosocial well-being.

Impactful and innovative in transforming community care, we were the first recipient of the President's Award for Social Impact (2012), and the first community hospital to receive the National Healthcare Innovation and Productivity Medal (National University Hospital - St Luke's Hospital Integrated Care Path, 2016). We topped the Community Hospital Patient Experience Survey in 2018.

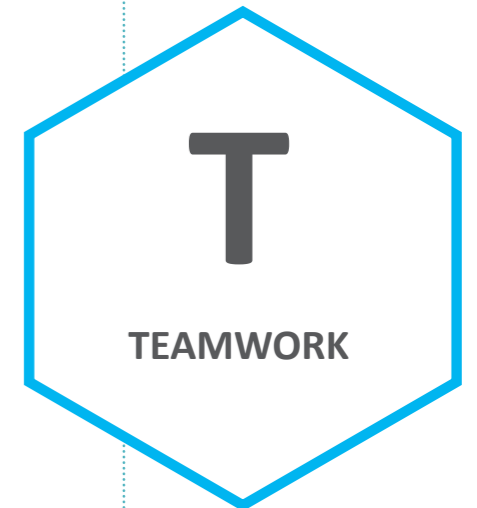
VISION

TRANSFORMING
COMMUNITY CARE

SERVICES TO PATIENTS

- MEDICAL CARE
- REHABILITATION CARE, INCLUDING PHYSIOTHERAPY, OCCUPATIONAL, SPEECH, MUSIC AND ART THERAPY
- WOUND CARE
- DEMENTIA CARE
- PALLIATIVE CARE
- GERIATRIC CARE
- MENTAL WELLNESS
- MEDICAL SOCIAL SERVICES
- PASTORAL CARE
- EYE AND DENTAL CLINICS
- DIETETICS
- RADIOLOGY
- PHARMACY
- LABORATORY SERVICES
- HOME CARE

CORE VALUES



MISSION TO BE A CHRISTIAN HEALTHCARE PROVIDER ENRICHING LIVES IN THE COMMUNITIES



ABOUT
ST LUKE'S HOSPITAL



bit.ly/aboutsh2020

BOARD OF DIRECTORS



Dr Peng Chung Mien*
Chairman w.e.f. 3 Oct 2013
Vice Chairman 1 Oct 2010—2 Oct 2013
Board member w.e.f. 1 Feb 2008
Chief Executive Officer, The Farrer Park Company
Graduates' Christian Fellowship** (4/4)



Dr Ernest Chew Chin Tiong*
Vice Chairman w.e.f. 3 Oct 2013
Vice Chairman 1 Jun 1999—30 Sep 2010
Board member w.e.f. 19 Oct 1992
History Consultant, Findings Education
Bethesda Frankel Estate Church** (4/4)



Mr Jeyaraj Indra Raj*
Hon Secretary w.e.f. 19 Oct 1992
Board member w.e.f. 19 Oct 1992
Partner, Harold Seet & Indra Raj
Wesley Methodist Church** (4/4)



Mrs Rosana Quek - Lim Beng Hoon
Board member w.e.f. 1 Dec 2019
Hon Treasurer w.e.f. 1 Feb 2020 (2/2)



Ms Tan Wee King
Board member w.e.f. 24 Jan 2011
Singapore Nurses' Christian Fellowship** (3/4)



Dr Jeffrey Lum
Board member w.e.f. 3 Jan 2018
Assistant International Medical
Advisor, OMF International
Bartley Christian Church** (4/4)



Mr Khoo Teng Cheong
Board member 1 Jul 2013—31 Mar 2020
Bethesda (Katong) Church** (1/4)



Mr Foong Daw Ching
Executive Director, St Luke's Hospital Board
1 Feb 2019—31 Jan 2020
Hon Treasurer 25 Jun 2018—31 Mar 2019
Chairman 8 May 2006—29 Sep 2013
Hon Treasurer 19 Oct 1992—7 May 2006
Board member w.e.f. 25 Jun 2018
Board member 19 Oct 1992—29 Sep 2013
Church of Singapore** (4/4)



Mr Jonathan Kok Hei Mun
Board member w.e.f. 15 May 2019
Partner, Withers KhattarWong LLP
Presbyterian Community Services** (4/4)



Ms Tan Wan Joo (Mrs Wee Wan Joo)
Board member w.e.f. 1 Sep 2016
Representative of St Luke's ElderCare Ltd (3/4)



Mr Choo Eng Beng*
Hon Treasurer 25 Jun 2014—24 Jun 2018
Board member w.e.f. 8 May 2006
Partner, PricewaterhouseCoopers LLP (4/4)



Mr Chua Song Khim
Board member w.e.f. 1 Mar 2011
Deputy Chief Executive, National
University Health System (3/4)



Prof Ho Yew Kee*
Board member 1 Feb 2008—31 Jan 2020
Hon Treasurer 1 Apr 2019—30 Nov 2019
Associate Provost (SkillsFuture &
Staff Development), Singapore Institute
of Technology (3/3)

Honorary Advisor
Mr S Dhanabalan
Former Chairman,
Temasek Holdings

* Board members who have served more than 10 consecutive years have been valuable to the board, instrumental in providing knowledge and expertise.

** Foundation Member

Where applicable, occupations of board members are stated. Numbers in brackets refer to board meeting attendance (number of meetings attended / number of scheduled meetings in the year).

We welcome Mr Lim Huey Sheng, Bethesda (Katong) Church, to the board (w.e.f. 1 Apr 2020).

We thank the following for their service: Prof Ho Yew Kee (till 31 Jan 2020) and Mr Khoo Teng Cheong (till 31 Mar 2020).

Annex I: COMMITTEES



SENIOR MANAGEMENT



A/Prof Tan Boon Yeow
Chief Executive Officer
(w.e.f. 19 August 2016)



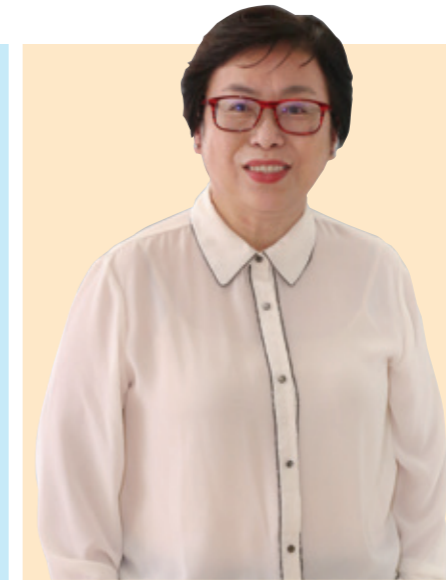
Dr Chia Tee Hien
Medical Director
Medical Services



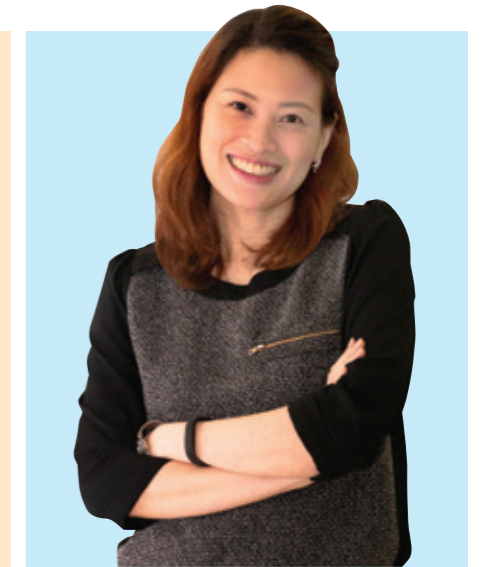
Ms Alice Phua
Director
Nursing Services



Mr Kenneth Lam
Deputy Director
Operations
Rehabilitation Services



Ms Jenny Oo
Director
Pharmacy
Quality & Risk Management, CEO Office



Ms Yvonne Lau
Assistant Director
St Luke's Community Wound Centre
St Luke's Academy



Ms Cheung Siew Li
Director
Care & Integration



Mr Timothy Poon
Deputy Head
Chaplaincy



Mr Kevin Lee
Director
Corporate Communications &
Partnerships



Mr Sitoh Tuck Cheong
Director
Finance



Ms Leo Bek Hoon
Director
Human Resource & Administration



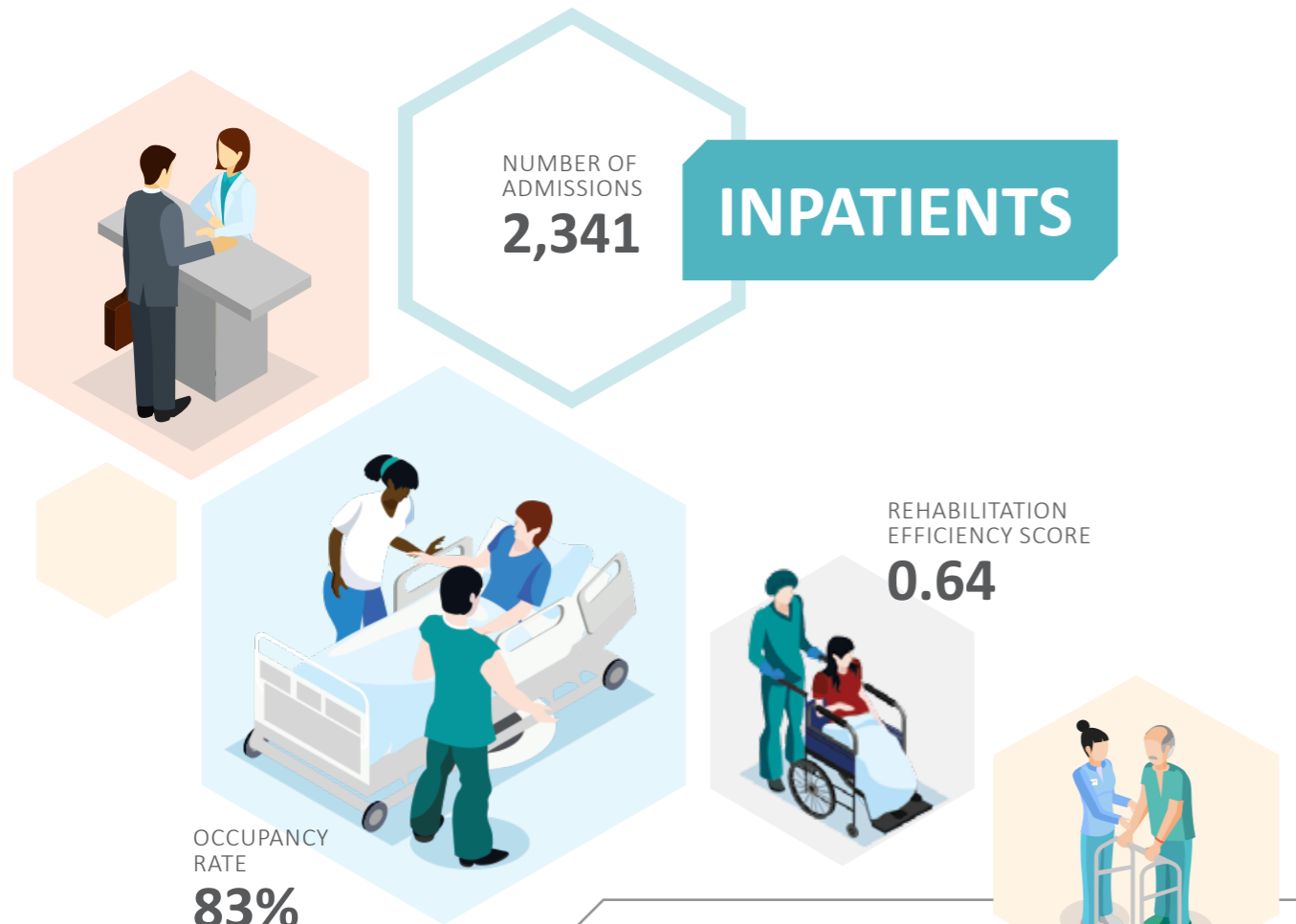
Mr Daryl Tan
Deputy Director
Information Technology



ORGANISATION STRUCTURE

St Luke's Hospital has the following departments: Medical, Nursing, Rehabilitation, St Luke's Community Wound Centre, Care & Integration, Chaplaincy, Corporate Communications & Partnerships, Finance, HR & Admin, IT, Operations and St Luke's Academy.

OUR YEAR IN NUMBERS



PERCENTAGE OF SUBSIDISED PATIENTS WITH HOUSEHOLD PER CAPITA INCOME OF \$1,800 A MONTH OR LESS
85%

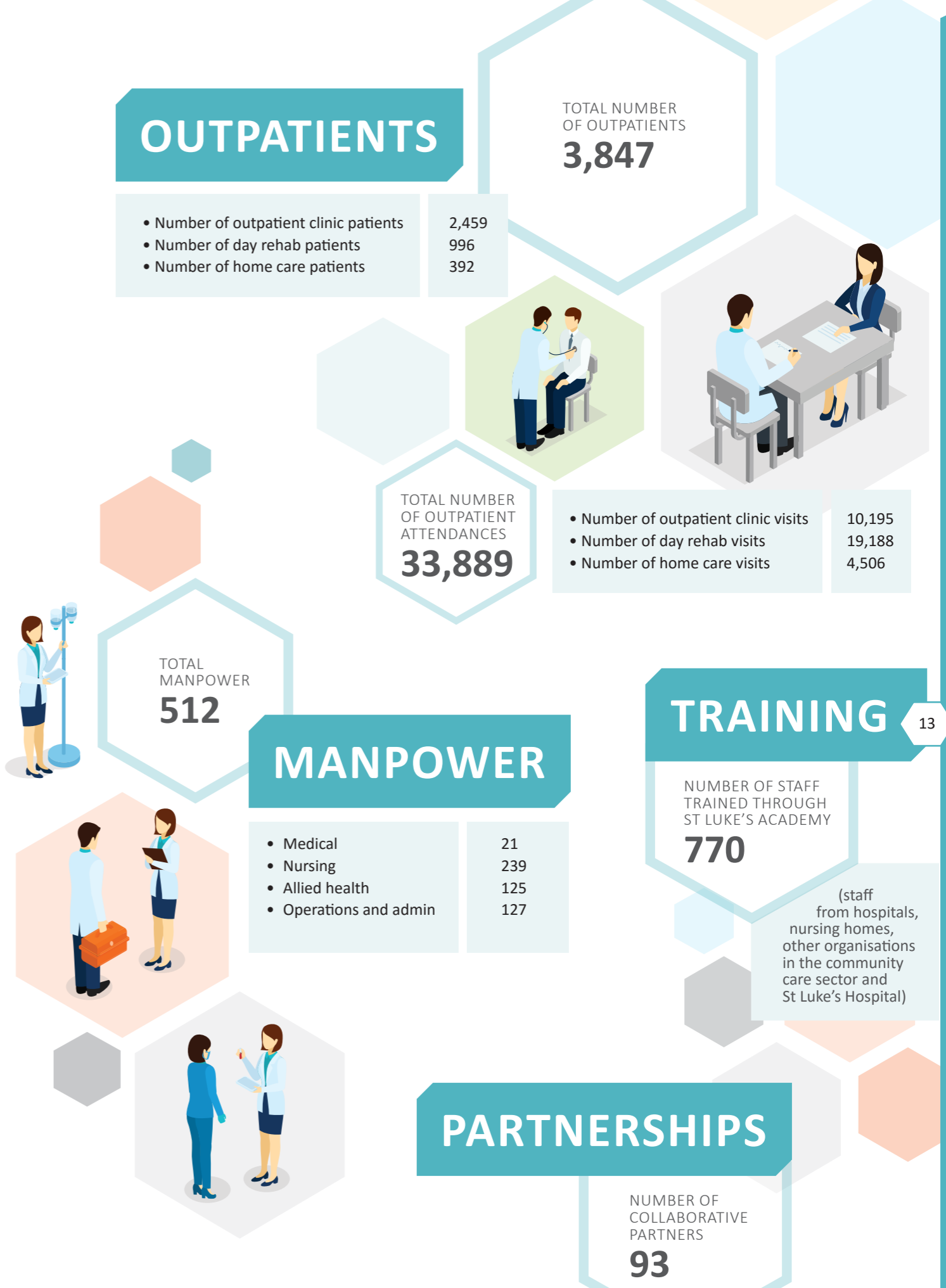
PATIENT SATISFACTION
95%
Satisfaction rate (good and excellent ratings)

Rehabilitation efficiency score

This score indicates rehabilitation outcomes achieved in relation to improvements in Modified Barthel Index (MBI).

MBI measures the ability to perform basic activities like personal grooming, eating, moving about independently and other activities. Patients who have 0 points in the component of "stair climbing" are unable to perform this task. Patients with 10 points are able to go up and down the stairs safely without help.

A higher rehabilitation efficiency score indicates the same improvement in MBI score can be achieved with a shorter hospital stay. For example, an efficiency score of 0.64 refers to an average per day increase of 0.64 MBI score for rehabilitative patients over their average length of stay. A patient who stays for 10 days attains an improvement of 6.4 points.



RESPONSIVE, RELIABLE, RESPONSIBLE & RELATIONAL CARE

No two persons are exactly the same, be it their fingerprints, families or favourite things. However, when patients are felled by stroke, heart attack or other devastating illnesses, they need care that is responsive, reliable, responsible and relational.

RESPONSIVE CARE

To provide accessible and timely care, service and support

PEACE OF MIND, FROM HOSPITAL TO HOME

Teo Hoe Sie, 82, had a stroke and was admitted to St Luke's Hospital five years ago. He became wheelchair-bound, needed a nasogastric tube for feeding and a caregiver for help with activities of daily living.

After discharge, the hospital continued to care for him as an outpatient, first at St Luke's Community Clinic and then at home. Mr Teo's daughter, Teo Ah Hiang, said

the hospital's home care team "has been responsive whenever we needed help", giving her "peace of mind".

The help went beyond medical care. When the caregiver was on home leave, Ah Hiang contacted the hospital for help. When Mr Teo had a toothache, the home care doctor arranged for a dental appointment at St Luke's Dental Clinic.

During the COVID-19 outbreak, the hospital continued to provide holistic care at home for patients. Mr Teo, who would be especially vulnerable to COVID-19, was able to receive medical care at home. With home care, he could stay home, stay well and stay safe.



Teo Hoe Sie at home with Dr Ong Cheng Ean, who checks his condition, updates his family and prescribes medication.

HELPING TO PREVENT FRAILITY IN THE COMMUNITY

Tan Lee Tiang started feeling breathless whenever she carried heavy groceries home. She did not seek medical attention, until Project SilverCare team members visited her at home, assessed her health and recommended follow up care.

Project SilverCare is an annual health-screening programme. In 2019, the Project SilverCare team partnered Jin Jia Ho!, a community health programme which aims to take care of the physical and psychosocial needs of seniors aged 60 years and above in the community. Jin Jia Ho! is spearheaded by St Luke's Hospital, in collaboration with Fei Yue Senior Activity Centres (Bukit Batok) and Project SilverCare team.

The Project SilverCare team visited 68 homes in Bukit Batok, asking residents about health, fitness, nutrition, cognition and social lifestyle. Doctors reviewed the preliminary results and recommended follow up including referral to healthcare and community services.

Pharmacy student Joleen Poon met a resident who thought he was healthy. He was assessed to have mobility issues,

cognitive decline and little social support. The doctor referred him for rehabilitation at St Luke's Hospital and activities at Fei Yue Senior Activity Centres (Bukit Batok).

Fabian See, Year 4 medical student and Project SilverCare director said, "For seniors identified to be frail and pre-frail, we hope to slow down their regression and help them gradually improve their function. Seniors should not just age healthily, but also actively and happily."

The Project SilverCare team comprises students from NUS Yong Loo Lin School of Medicine, Alice Lee Centre for Nursing Studies and NUS Department of Pharmacy. The team is supported by NUHS Family Medicine residents, St Luke's Hospital and Fei Yue Senior Activity Centres (Bukit Batok). St Luke's Hospital was involved in the planning of Project SilverCare, and provided guidance and training to the team.

The activity took place on 7 and 21 September 2019. In the following months, the Project SilverCare team continued visiting the elderly to befriend them and provide basic education on nutrition such as "healthy plate" and exercises they could do at home.



Anwardeen Isrin Farhana (right) conducts cognition test with Pushpan Samuel.



Fabian See (first from left) shows the screening tool used in Project SilverCare to MP for Bukit Batok Murali Pillai and the Bukit Batok Healthcare Task Force team.

RELIABLE CARE

To ensure consistent delivery of good clinical care and service standards

RELIABLE CARE SAVES LIFE, LEADS TO RECOVERY

One morning, retired teacher Koh Yock Kim, 63, had just finished freshening up and was walking back to her hospital bed when she suddenly felt faint. She grabbed paper and pen, scribbled “oxygen” and pressed the emergency call bell before everything turned black as she lost consciousness.

“I thought that must be the end of me,” said Yock Kim, but it was not. Her St Luke’s Hospital nurse sprang into action and resuscitated her.

As part of reliable care, Yock Kim’s care team also found out why she blacked out and included a note in her case file to prevent further such occurrences.

Earlier that year, Yock Kim had suffered sudden weakness when she was at a church camp in Malacca. She was rushed back to Singapore and warded in an acute hospital. She was so weak, even her neck muscles could not support her head. She could not breathe, and had to be on a ventilator and feeding tube.

After a month of care in the acute hospital, Yock Kim was transferred to St Luke’s Hospital for rehabilitation care.

It was “hard work” as she rebuilt her strength from utter weakness. Her faith sustained her. She knew she “needed to work with the therapist to get well soon”. Eventually, she could speak, eat without feeding tube and walk once again.

HIGH TECH, HIGH TOUCH

“Safety first,” said Ms Kang, who declined to give her full name. Her mother, 81, was taking part in art and music therapy using remote technology “for some engagement” and “some motivation”.

In the COVID-19 situation, safe distancing helped reduce infection risk. Hospital staff worked in teams in different zones to prevent cross-infection. Technology enabled services such as music therapy and art therapy to be available in multiple zones.

While the art therapist and music therapist were not physically present with every patient, patients could see and hear the therapists. Physically present with patients were their assigned occupational therapist and physiotherapist.

St Luke’s Hospital cares for the whole person, as people have more than just physical needs. They also have social and emotional

needs. For example, serious illness can negatively affect mood, which in turn may negatively affect appetite, sleep, and willingness to partake of medication and therapy. Art and music therapy can help lift spirits and hence facilitate recovery or improve quality of life.

The hospital has used technology for speech therapy since 2016, with tele-meeting software to help patients who are home-bound. “Such patients can still receive therapy while saving time, effort and money on travelling to the hospital and back home. By reducing barriers of time and space, the desired frequency of therapy can continue and patients may improve their ability to swallow, eat and speak, for example, after stroke,” said Kenneth Lam, Deputy Director of Rehabilitation Services.



Koh Yock Kim feels blessed to be able to sit up and write again. She is penning her recovery journey into a book.



Making music: a patient with music therapist Isabel Tan (on screen).

RESPONSIBLE CARE

To be accountable and to empower

RESPONSIBLE CARE EVEN AFTER DISCHARGE

People usually need time to settle into a new environment. For persons with dementia (PWDs) moving from hospital to nursing home, changes can be particularly disorientating. To help PWDs ease into their new care environment, St Luke's Hospital dementia nursing team started an initiative to visit patients transferred to nursing homes.

Dorairaj Anusuya, senior nurse manager of the hospital's dedicated dementia ward, said the act of visiting former patients lets them know "they are not

forgotten" and gives them a sense of comfort.

Janigi Mohan, Deputy Head of Nursing at St Joseph's Home, said the hospital's nurses are like "a family who will visit" patients after they are transferred. "The continuity of care makes the residents feel loved and cared for during the transition period," said Janigi. She also noted that the hospital's nurses also helped her staff devise patient care plans.

The initiative began in 2018 and since then, about 95% of PWDs discharged from the hospital to nursing homes have benefitted.



St Luke's Hospital nurses comfort their former patient in St Joseph's Home.



Physiotherapist Tang Wei Mun (left) assesses Hamid Basri (right) on his skills during the stroke rehabilitation course. Using the right transfer technique will prevent injury to staff and patient.

CARING FOR STROKE SURVIVORS

Using the right technique when transferring stroke survivors from bed to wheelchair will prevent occupation-related injury to patient and staff. Besides learning these techniques, participants at the Stroke Rehab: Assist Clients in Stroke Rehabilitation Course (Physiotherapy Domain) Part 1 at St Luke's Hospital will also learn to recognise common compensations in body posture of persons with stroke and how to prescribe suitable exercises.

Hamid Basri, a therapy and activity supervisor at Green Avenue Home for the Elderly, was one of the course participants. He coordinates therapy sessions and conducts simple exercises with residents, and signed up for the course to learn best practices and therapy standards.

Hamid enjoyed the way the trainers conducted the sessions. He said, "They were experienced, up to date in their practice, and they don't make you feel stressed. It felt like we were working together." Hamid will be sharing what he learnt with his colleagues after his training.

The course, organised by St Luke's Hospital, is designed for therapy aides and assistants in the community care sector.

Tang Wei Mun, a St Luke's Hospital physiotherapist and one of the course trainers, said, "Therapy assistants help conduct the exercises prescribed by therapists for patients. It is good for them to know why these exercises were prescribed."

This was the second run of Stroke Rehab: Assist Clients in Stroke Rehabilitation course (Physiotherapy Domain), and was conducted in August 2019. There were 16 participants from nursing homes and other healthcare institutions.

St Luke's Hospital was appointed by Agency for Integrated Care (AIC) as a Lead Training Provider for the community sector. View our courses at bit.ly/slhcourses

RELATIONAL CARE

To connect, inspire and build strong relationships

THE ROAD AHEAD

Chow Wai Weng, 52, had a stroke and gave up many activities. He said, "I felt very lost and did not know what was the road ahead for me."

At the St Luke's Hospital Day Rehabilitation Centre, Wai Weng improved slowly but steadily. He progressed from using a wheelchair to walking independently. His occupational therapist, Matthias Kwee, asked Wai Weng what else he wanted to achieve in his rehabilitation. Wai Weng joked that he wished to cycle again.

He was pleasantly surprised and touched when Matthias took his request seriously. He never thought that he could ever cycle again.

Using a bicycle provided by the hospital, Wai Weng cycled in the hospital's compound and then in the neighbourhood.

Wai Weng said, "Matthias was not on a bicycle, so he ran after me. This kind of spirit is so great." After recovering, Wai Weng decided to volunteer through the hospital's patient-turned-volunteer programme. He said, "As a patient before, I know that the patients want someone to listen to them." Wai Weng found that most patients are willing to chat with him. For the few quiet patients, he would stay by their side while they exercise.

Being a patient motivator has also enriched his life. His "mood is better" as he knows he is "still useful and can contribute".

When patients experience the joy of helping others, they may regain their confidence and sense of purpose in life, and realise they retain their value in society even if living with disability.



Chow Wai Weng (left) volunteers by encouraging patients in their recovery journey.



Wearing gloves filled with beans and goggles, and listening to white noise through ear phones, Mohith Velamala (left), 25, assembles small building bricks. The activity helped participants to better understand what sensory loss feels like.

DEMENTIA AWARENESS: "FEEL WHAT THEY FEEL"

Among persons aged 60 years and above, 1 in 10 may have dementia. Alzheimer's disease is the most common form of dementia. Persons with dementia may experience sensory loss, adding to their confusion, making it harder to communicate and increasing social isolation. Understanding these challenges can help members of the public relate better to older persons, especially those with dementia.

Participants young and old had the chance to feel what older persons with dementia might experience at St Luke's Hospital booth at the World Alzheimer's Month 2019 Carnival. They were tasked to assemble small plastic building bricks while wearing gloves filled with beans and goggles, and listening to "white noise" through ear phones. Vision, grip and hearing were impaired, simulating sensory loss.

Many found it challenging. One participant, Lee Fatt Leong, could not pick up the bricks. "I can feel what they feel now," he said.

The activity was designed by St Luke's Hospital dementia care team. The carnival was presented by Alzheimer's Disease Association on 21 September 2019.

The multi-disciplinary dementia care team at St Luke's Hospital works in a purpose-built ward to manage inpatients' medical, rehabilitation and social needs. The outpatient team provides integrated care for persons with dementia and caregivers in the community.

PARTNERSHIPS

We work with many parties, including community organisations and individuals, to deliver a wide range of care in a coordinated manner. We are grateful to our partners who journey alongside us to transform community care.

FUNDRAISING

UNWAVERING IN RESPONDING TO COMMUNITY NEEDS

Mr Heng Swee Keat, Deputy Prime Minister and Minister for Finance, has noted that St Luke's Hospital "remains unwavering in responding to the needs of the community".

DPM Heng was speaking as guest of honour at St Luke's Hospital Charity Dinner 2019. Besides talking about the hospital's rehabilitation, dementia and palliative care, he added, "You are known for your expertise in wound care" and recounted the experience of a diabetic patient whose wound healed and saved him from further amputation.

Referring to a patient who received speech therapy and volunteered to help other patients, and an outpatient who contributed her paintings for charity auction that night, DPM Heng said, "Together, we can build a democracy of deeds, where everyone contributes in one way or another."

The dinner also paid tribute to the visionary pioneers of St Luke's Hospital, the first hospital in Singapore dedicated to the elderly sick. The stories of the pioneers are told in a commemorative book titled Meeting a Need. Dr Peng Chung Mien, Chairman of St Luke's Hospital, said the book is a reminder "to continue the vision of the pioneering work and to remain true to the purpose and culture of those who laid the foundation for us".

St Luke's Hospital was founded over two decades ago by Christians and healthcare professionals to meet the needs of those confronted by illness and loss. Since its opening, the hospital has been serving, loving and healing more than 40,000 patients. The fundraising dinner on 20 July 2019 raised over \$800,000. Dr Peng thanked the 400 donors and guests, "Your support helps us to continue transforming community care."



One of the pioneers at St Luke's Hospital, Vice Chairman Dr Ernest Chew (second from right), with DPM Heng Swee Keat. At the charity dinner, St Luke's Hospital launched a book titled "Meeting a Need" to honour the pioneers' giving spirit.



DPM Heng Swee Keat with Alvar Visvanathan (left), ex-patient of St Luke's Hospital. In his speech, DPM Heng recounted the experience of a diabetic patient whose wound healed and was saved from further amputation, and patients who recovered and returned to volunteer at the hospital.

VOLUNTEERING

HELPING PATIENTS: "CHINESE, MALAY, INDIAN. EVERYBODY"

Undergraduate Faith Teo was heartened when Ahnaf (not his full name) gathered fellow workers to volunteer without "asking for anything in return" on their only rest day of the week. Faith added, "We are all humans and should look out and care for one another."

Faith was among the undergraduates from College of Alice & Peter Tan at National University of Singapore, students from Hwa Chong Institution and foreign workers from Westlite Dormitory who gave the walkways of St Luke's Hospital a fresh coat of paint. They had a chance to interact, inspire and cultivate the spirit of giving.

Ahnaf, from Bangladesh, felt that the multiracial community in Singapore is friendly. He said, "That is why I feel a responsibility to contribute even outside of work ... It will help the patients live better - Chinese, Malay and Indian. Everybody." The activity took place on 23 June 2019.

Workers from Westlite Dormitory (Toh Guan) first volunteered at St Luke's Hospital in January 2019. The volunteers were connected to St Luke's Hospital through Dr Tan Lai Yong, who had raised funds for the hospital last year. Dr Tan has been helping foreign workers from Westlite dormitories since 2015.

Adapted from article by Justin Chia, Year 2 CAPT Resident and NUS Accountancy student



Workers from Westlite Dormitory with students from Hwa Chong Institution and College of Alice & Peter Tan. Photo courtesy of Julius Gwee, Hwa Chong Institution Secondary 4 student.

WILLING TO HELP A GOOD CAUSE

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giving.sg/slh

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- Donate by GIRO (bit.ly/giroslh)
- Donate CPF Savings by CPF Nomination (bit.ly/cpfnominationscheme)
Full name of organisation: St Luke's Hospital
Company UEN: 199205095C
Email address: donor@stluke.org.sg
- Pray for our work of Serving, Loving, Healing
- Pray for our patients, wish them good health
- Share patient stories on fb.com/slhsg as they overcome challenges
- Volunteer through giving.sg/slh
- Organise fundraisers during birthdays, anniversaries, Christmas and other special occasions including sporting achievements
- Inspire your colleagues, be corporate volunteers

As a charity hospital, most of our patients are lower income. They may have cancer, pneumonia, dementia, stroke, fractures, and may have undergone surgery and amputation. Your giving, big or small, can help them. **To find out more, please call 6563 2281 or email donor@stluke.org.sg**

CARE FOR THE WHOLE PERSON

We care for 2,000 inpatients and 3,000 outpatients each year, regardless of race, language or religion. We seek to serve the community, love without discrimination and heal body, mind and spirit.

For more stories about the patients we help, visit fb.com/slhsg or bit.ly/slhpatientstories

PROTECTING PATIENTS AND FAMILY

Abdul Rahman bin Musduki, 65, was among the first to respond when he heard St Luke's Hospital needed screeners during the COVID-19 outbreak.

Now retired, Abdul Rahman was a guest relations officer who worked in a 5-star hotel during the SARS period. Then, as now, he has a positive attitude. "As long as you take care of yourself, you can care for others," he said.

St Luke's Hospital is part of his community. His daughter works here. His neighbours and he himself have been patients here.

When he was younger, Abdul Rahman was a gardener. His feet were always damp and he had recurring blisters until he was treated at the hospital in 2018. "The wound care nurses not only dressed the wounds, they also taught me the right way to clean them at home," he said.

Being on his feet during the seven-hour shift as a screener is not easy. Sometimes, he faces emotional visitors. He said, "It is human nature. They are eager to see their loved ones who are unwell. Our job is to protect them and their family."



Abdul Rahman screens everyone who enters the hospital, including his daughter, Fahria Bte Abdul Rahman, who is a senior therapist at St Luke's Hospital. Visitor screening, working in segregated zones and terminal cleaning are among the measures to keep patients, staff and visitors safe. Photo taken before circuit breaker.

OUTREACH

EVERYDAY TIPS FOR HEALTHY LIVING

Doing some daily activities the wrong way over a long period of time may increase the risk of certain conditions. The reverse is also true: having certain conditions may affect our daily activities. As prevention is better than cure, Occupational Therapy Day enabled seniors to learn everyday tips and encouraged them to take responsibility for their well-being.

More than 70 participants attended the event, taking part in talks and activities. They saw how they could manage low vision, stress, repetitive strain injury of the hand, and falls prevention.

Amelia Chow, 66, found the tip of sticking a LED lighting strip around the house helpful in the event of a blackout. This was the first time she had heard of the idea. Another participant, Abdul Rahman, 65, realised that opening a tight jar may cause his hand to hurt the next day. He learnt he should rely on stronger muscles such as his arm muscles, or use a jar opener instead.

The event, on 11 January 2020, was jointly organised by St Luke's Hospital and National University Hospital.



Participants learn how wrist splints may prevent further injury.



Participants learn how to keep their home clutter-free to prevent falls.



A participant uses goggles, which simulate eye conditions such as cataract and diabetic retinopathy.

LOVING TILL THE END

Theresa Ng felt peace of mind when St Luke's Hospital staff told her "don't worry, I will take care of him".

Her husband had cancer. He was "always very uncomfortable" and had to be moved often to help him to find a comfortable position, said Theresa. She did not have the strength to do that and found it difficult to cope.

She heard about St Luke's Hospital from her friends, and her husband was admitted to the hospital's dedicated palliative ward. "When I am working, I also feel more peace to know that someone is taking good care of him," said Theresa. Before he passed away, the hospital staff arranged a photo session in the hospital courtyard.

The multi-disciplinary palliative care team at St Luke's Hospital works with patients and caregivers in a dedicated palliative care ward to provide quality of life and alleviate suffering, helping patients to live well before leaving.



The first time the late Ng Chuan Hee reached out to hold his wife Theresa Ng's hand was during their wedding. The last time was two weeks before he passed away.

LOVING TILL THE END



bit.ly/lovingend



ANNEX I: COMMITTEES

ADVISORY COUNCIL

Dr Bobby Sng
(1 March 2005–14 October 2019)

Dr Eileen Aw
(w.e.f. 1 March 2005)

Prof Lee Hin Peng
(w.e.f. 15 September 2014)

EXECUTIVE COMMITTEE

Dr Peng Chung Mien
(w.e.f. 3 October 2013)
Chairman

Dr Ernest Chew
(w.e.f. 3 October 2013)
Vice Chairman

Mr Jeyaraj Indra Raj
(w.e.f. 19 October 1992)
Hon Secretary

Prof Ho Yew Kee
(1 April 2019–30 November 2019)
Hon Treasurer

Mrs Rosana Quek–Lim Beng Hoon
(w.e.f. 1 February 2020)
Hon Treasurer

MEDICAL ADVISORY COMMITTEE

Prof Pang Weng Sun
(w.e.f. 1 June 2002)
Chairman

A/Prof Jason Yap
(w.e.f. 1 June 2002)

A/Prof Lim Lean Huat
(w.e.f. 1 September 2005)

A/Prof Chan Kay Fei
(w.e.f. 1 September 2005)

A/Prof Louis Tan Chew Seng
(w.e.f. 1 September 2005)

A/Prof Gerald Chua Seng Wee
(w.e.f. 1 June 2010)

Dr Goh Siew Hor
(w.e.f. 1 July 2013)

Ms Chor Swee Suet Judy
(w.e.f. 24 February 2014)

A/Prof Lau Tang Ching
(w.e.f. 1 October 2016)

CHAPLAINCY COMMITTEE

Dr Ernest Chew
(w.e.f. 1 January 2007)
Chairman

Dr Danny Ng
(w.e.f. 1 June 2009)

Rev John Chang Jen Yen
(w.e.f. 1 May 2014)

Rev David Lim Chee Kwang
(w.e.f. 1 February 2015)

Dr Jeffrey Lum
(w.e.f. 1 December 2019)

HUMAN RESOURCE COMMITTEE

Mr Khoo Teng Cheong
(18 November 2013–31 March 2020)
Chairman

Dr Ernest Chew
(w.e.f. 1 April 2020)
Chairman

Mrs Wee Soo Jong
(w.e.f. 1 January 1995)

Ms Seah Yen Goon (Diana)
(w.e.f. 1 March 2008)

Mr William Thien
(w.e.f. 1 January 2011)

Dr Goh Khean Teik
(w.e.f. 1 May 2015)

MEDIFUND COMMITTEE

Mr Francis Maniam
(1 April 2009–14 March 2020)
Chairman

Mr David Lee Kim Hwee
(w.e.f. 22 April 2020)
Chairman

Dr Goh Soon Noi
(w.e.f. 1 June 2001)

Ms Ho Gang Hiang
(w.e.f. 1 April 2005)

Ms Lim Lay Beng
(w.e.f. 1 April 2017)

Ms Chan Mun Yee, Janice
(w.e.f. 1 April 2017)

AUDIT COMMITTEE

Mr Choo Eng Beng
(w.e.f. 1 April 2019)
Chairman

Mr Phillip Lee
(w.e.f. 1 July 2006)

Mr Yeo Ek Khuan
(w.e.f. 1 July 2006)

Mr Ho Kuen Loon
(w.e.f. 1 December 2014)

Prof Neo Boon Siong
(w.e.f. 1 August 2019)

INVESTMENT COMMITTEE

Mr John Lau Tai Chong
(w.e.f. 1 July 2016)
Chairman

Mrs Rosana Quek–Lim Beng Hoon
(w.e.f. 15 February 2017)

Ms Michelle C. Tan
(w.e.f. 1 November 2015)

FUNDRAISING COMMITTEE

Mr Jeyaraj Indra Raj
(w.e.f. 1 July 2006)
Chairman

Dr Eileen Aw
(w.e.f. 1 July 2006)

Mr Choo Eng Beng
(w.e.f. 1 July 2012)

NOMINATION COMMITTEE

Dr Peng Chung Mien
(w.e.f. 3 October 2013)
Chairman

Dr Ernest Chew
(w.e.f. 1 January 2007)

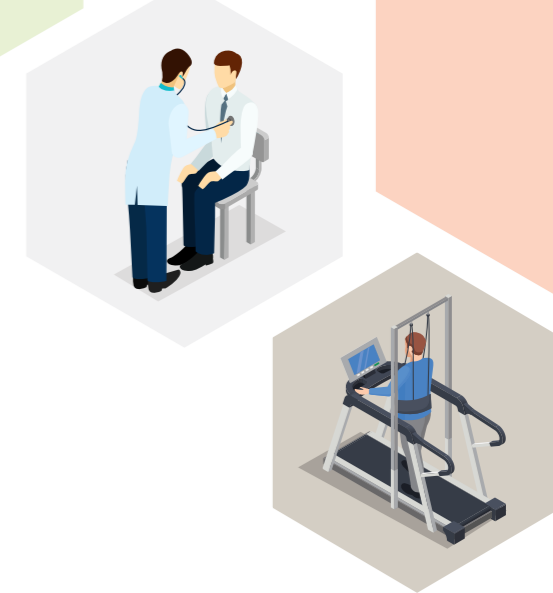
Mr Khoo Teng Cheong
(25 November 2013–31 March 2020)

Mr Jeyaraj Indra Raj
(w.e.f. 15 November 2016)

Prof Ho Yew Kee
(1 April 2019–30 November 2019)

Mrs Rosana Quek–Lim Beng Hoon
(w.e.f. 1 February 2020)

ANNEX II: THE PEOPLE WHO SERVE, LOVE & HEAL



Healthcare Humanity Awards winners Jolyn Khoo and Mah Seok Eng (third and fourth from left), with colleagues.

A SPECIAL KIND OF HEALTHCARE STAFF

In the dedicated palliative ward at St Luke's Hospital, most patients have a prognosis of three months or less. It takes a special kind of healthcare staff to show compassion, courage and commitment to patients till the very end, helping them with their last wishes.

Senior Chaplain Mah Seok Eng helps patients come to terms with their impending death, visiting them daily. She has even mediated reconciliations between patients and their families. She shows love to patients "by safeguarding their dignity" as their lives ebb away. In times of grief, she has warmed the hearts of many.

Physiotherapist Jolyn Khoo too takes time to listen to her

patients and goes out of her way to fulfil their final wishes. This included "bringing" the beach to a patient by projecting beach sights and sounds in his ward. She even brought sand for him to touch. With much effort, he gave her thumbs up and subsequently passed away. Said Jolyn, "Every day, I am thankful that I can serve my patients."

Both were presented the Healthcare Humanity Awards on 25 April 2019. The Awards pay tribute to healthcare workers who place others above self when caring for the sick. The Awards is jointly organised by the National Healthcare Group (NHG), Singapore Health Services (SingHealth), Singapore Medical Association (SMA), Singapore Nurses' Association (SNA) and Singapore Press Holdings (SPH).

CARING BEYOND HOSPITAL TO COMMUNITY

As an occupational therapist, Jolyn Lai cares for patients recovering from surgery or other medical conditions. Her work takes her beyond hospital to the community. She conducts home visits to assess the suitability of the environment before patients are discharged. She has even accompanied a patient to the latter's favourite coffee shop to help regain confidence in taking public transport. Jolyn, 23, is now on a one-year full-time degree programme with the Singapore Institute of Technology, supported by the Community Care Manpower Development Award (CCMDA).

At the CCMDA ceremony, Senior Minister of State for Health Dr Amy Khor said in her speech that she hoped Jolyn "will continue to broaden her experience, and stay open to delivering care in different settings – even at her patients' favourite coffee shops!"

Jolyn is one of the 15 staff from St Luke's Hospital who received their awards at the CCMDA ceremony on 18 September 2019. Administered by Agency for Integrated Care, CCMDA aims to develop the workforce in the community care sector.



Jolyn Lai (seventh from left) and Community Care Manpower Development Award scholars from St Luke's Hospital with senior management and colleagues.



Agnes Ling (first row, fifth from right), winners and colleagues from St Luke's Hospital with Deputy Prime Minister and Minister for Finance Mr Heng Swee Keat at the Singapore Health Quality Service Awards ceremony.

CARING FOR PATIENTS WITHIN AND OUTSIDE THE WARD

After a terminally ill patient was discharged to a nursing home, staff nurse Agnes Ling visited him in her own time, taking him out for meals and outings. Within the ward, Agnes' work as a nurse includes motivating and guiding patients so that they can be competent in self-care at home. She also led a team in a pilot project to successfully reduce the risk of falls in the ward.

Besides caring for patients, Agnes supervises and guides new nurses and nursing students on clinical attachment. She readily shares her knowledge to ensure safe care is provided to the patients.

Agnes graduated as a registered nurse in 2014. Within a few years, her commitment and care for patients won her the Superstar Finalist Award in the nursing category at the Singapore Health Quality Service Awards (SHQSA) ceremony on 14 January 2020. She was among the 38 staff from St Luke's Hospital who won awards in various categories.

Organised by SingHealth Duke-NUS Academic Medical Centre, the SHQSA is a nationwide award to recognise and celebrate the exemplary efforts of healthcare professionals in improving patient experience.



HIGHEST ACCOLADE

Associate Professor Tan Boon Yeow, CEO and senior consultant of St Luke's Hospital, has been awarded the highest accolade bestowed by the College of Family Physicians Singapore for contribution and services rendered to the College and the discipline of family medicine.

A/Prof Tan received the Albert & Mary Lim Award at the Family Medicine Convocation and Dinner 2019 in November.

Two other doctors from St Luke's Hospital, Dr Jeffrey Jiang and Dr Linus Chua were also admitted as Fellows of the College of

Family Physicians, Singapore. The Fellowship [FCFP(S)] by Assessment is awarded to doctors who successfully complete the 24-month Advanced Specialty Training programme in Family Medicine conducted by the College.

As Singapore's population ages, the need for family physicians will grow. At St Luke's Hospital, family physicians augmented by visiting specialists help to manage geriatric syndromes, osteoporosis, stroke and chronic diseases such as diabetes and hypertension.



(From left) Dr Jeffrey Jiang, A/Prof Tan Boon Yeow and Dr Linus Chua at the Family Medicine Convocation and Dinner 2019.

NATIONAL OUTSTANDING CLINICIAN EDUCATOR

The Ministry of Health has awarded Associate Professor Tan Boon Yeow, CEO of St Luke's Hospital, the National Outstanding Clinician Educator Award 2019. He is an inspirational role model who has trained many doctors, clinician leaders and clinicians in the public, private and people (non-profit) sectors, thus nurturing future generations of clinicians in Singapore.

A/Prof Tan has been heavily involved in undergraduate and postgraduate residency and fellowship educational work since 2003. For example, he is adjunct Associate Professor in Duke-NUS Medical School, as well as Yong Loo Lin School of Medicine, National University of Singapore. He also continues to support the NUHS Family Medicine Residency Programme as Associate Programme Director and Site Director for St Luke's Hospital.

A/Prof Tan said, "I am humbled to receive this award. What is most gratifying to me still is to know that students are applying what we've taught them and to see that they really care for patients." The National Medical Excellence Awards, which started in 2008, recognises healthcare professionals for their outstanding work as clinicians, researchers, and educators.

NATIONAL OUTSTANDING CLINICIAN EDUCATOR



bit.ly/outstandingce

ANNEX III: RESEARCH & EDUCATION

FY	POSTER PRESENTATIONS	ORAL PRESENTATIONS	PAPERS PUBLISHED
2017	14	4	4
2018	4	10	7
2019	23*	10	8

Presentations and publications by, or with contribution by, St Luke's Hospital.

*Includes projects presented at St Luke's Hospital (SLH) Quality and Innovation Day

POSTER PRESENTATIONS

No.	Title	Author	Conference
1	Effectiveness of essential amino acid supplementation on frailty in older adults — April 2019	Dr Jeffrey Jiang	Aging, Health, Wellness Conference: For a better Aging Care
2	Teaching medical students through experiential learning outside the classroom — June 2019	Dr Jeffrey Jiang	24th WONCA Europe Conference
3	A novel predictor at end-of-life: skin failure — August 2019	Dr Dora Lang Ho Bee Kien	6th NCIS Annual Research Meeting (NCAM 2019) - Novel Technologies in Cancer Care
4	Enhancing nursing capabilities in managing workload in demanding situations: AABCD — September 2019	Imee Breiz Mendoza Su Anqi	International Forum on Quality and Safety in Healthcare - Transforming Quality for Tomorrow
5	New practices in thickener mixing for effective care — September 2019	Rowena Medina Jose Su Anqi	International Forum on Quality & Safety in Healthcare - Transforming Quality for Tomorrow
6	A quality improvement project to increase opportunistic influenza vaccination rates in eligible inpatients — October 2019	Dr Jeffrey Jiang Dr Chia Tee Hien Dr Tan Hwei Ming Loh Li Ling Asnah Bte Ibrahim	SLH Quality and Innovation Day
7	Are your hands clean? Improving hand hygiene compliance among healthcare staff in St Luke's Hospital — October 2019	Malathi Maruthasalamoorthy Asnah Binte Ibrahim Dr Fe Marie Curameng Voon Siew Wei Infection Control Link Nurses	SLH Quality and Innovation Day
8	Developing a visual communication and planning tool for scheduling of wound dressing change — October 2019	Scarlett Ruby Penalosa Sevilla Josephine Tan Tan Siew Poh Saw Eh Htoo Ah	SLH Quality and Innovation Day

No.	Title	Author	Conference
9	Enhancing efficiency and productivity through automation — October 2019	Pearlynn Wong Kimberly Tan Foo Li Yong Jenny Oo	SLH Quality and Innovation Day
10	Enhancing nurses' knowledge in fall assessment to reduce falls — October 2019	Loh Yean Ting Rowena Medina Jose Naw Hsar Ka Paw Htoo Wong Ying Hung Nancy Chua Marilyn Koh	SLH Quality and Innovation Day
11	Enhancing outpatients' retail experience — October 2019	Clement Chua Jenny Oo	SLH Quality and Innovation Day
12	Ensuring medication safety and enhancing efficiency during packing of medication — October 2019	Dr Jeffrey Jiang Alicia Chua Pauline Ong Wong Yoke Cheng Jenny Oo	SLH Quality and Innovation Day
13	FY2019 strategic KPI reporting process automation — October 2019	Sandy Bui Ho Jing Xin Grace Tan Ronnel Tuazon Daryl Tan	SLH Quality and Innovation Day
14	Hypoglycemia prevention among diabetes mellitus (DM) patients — October 2019	Imelda Rivera Pagsinohin Vicente Maria Regina Bautista Naw Bway Pale Wah Wong Koo Siang Dr Benjamin Lazam Dr Andrea Tan Loh Li Ling Yap Mee Li Sandy Bui Ho Jing Xin	SLH Quality and Innovation Day
15	Implementing a standardised template for nursing documentation in St Luke's Hospital — October 2019	Lo Yuk Hing Ivy Frances Agnes Ling Theint Theint Thu Khet Hsu Su Anqi	SLH Quality and Innovation Day
16	Improving patient-staff communication with visual aid — October 2019	Kevin Lee Esther Lim Isabella Liang Chevy Dayrit	SLH Quality and Innovation Day
17	Improvised medication vest and visual cues to reduce distraction during medication round — October 2019	Eleazar Ella Cecilia Ramos Caroline Binti Gudai Ng Pei Shan Mary Ann Su Anqi	SLH Quality and Innovation Day

POSTER PRESENTATIONS (CONTINUED)

No.	Title	Author	Conference
18	Medication storage to ensure accuracy and efficiency — October 2019	Virgilio Jr Calugay Dora Lang	SLH Quality and Innovation Day
19	Proper disposal of medical labels with patient's personal data at the pharmacy department — October 2019	Foo Li Yong Alan Aquinaldo Alicia Chua Pauline Ong Ou Yee-En Lai Chien Kuan Jenny Oo	SLH Quality and Innovation Day
20	Reducing waiting time for medications at St Luke's Community Clinic pharmacy — October 2019	Loh Li Ling Wong Yoke Cheng Alicia Chua Pauline Ong Jenny Oo	SLH Quality and Innovation Day
21	Safeguard medications in transit — October 2019	Ou Yee-En Alan Aquinaldo Lai Chien Kuan	SLH Quality and Innovation Day
22	Smiley badge visual cue to improve hand hygiene — October 2019	Anusuya Dorairaj Julie Yeo Anle Nessel Wendy Anak Joshua Mya Thuzar Hlaing Charissa Camacam Su Anqi	SLH Quality and Innovation Day
23	Ward dashboard — October 2019	Kent Berlin Cruz Ponce Dr Andrew Samson Jenny Oo Goh Shu Han	SLH Quality and Innovation Day

ORAL PRESENTATIONS

No.	Title	Author	Conference
1	Pressure injuries - prevention and intervention — April 2019	Susie Goh	MOH Nursing Home Forum 2019
2	Implementing frailty screening in a community hospital in Singapore — June 2019	Dr Jeffrey Jiang	24th WONCA Europe Conference
3	Building innovative culture and implementing technology at St Luke's Hospital — July 2019	A/Prof Tan Boon Yeow	NCSS Social Service Summit 2019
4	The future of transforming community care — July 2019	A/Prof Tan Boon Yeow	Eagles Leadership Conference

ORAL PRESENTATIONS (CONTINUED)

No.	Title	Author	Conference
5	Social inclusion and empowering the population — August 2019	A/Prof Tan Boon Yeow	6th International Health & Care Collaboration
6	Leadership seminar with CEOs — September 2019	A/Prof Tan Boon Yeow	Lee Kong Chian School of Business Singapore Management University
7	Dementia, hearing and sound — September 2019	Dr Linus Chua	The Enabling Festival
8	Cardiac rehabilitation in St Luke's Hospital — October 2019	Dr Jeffrey Jiang	Heart Failure Symposium 2019: Toward Successful Community Heart Failure Care
9	Primary care perspective of population health — October 2019	Dr Lim Huai Yang Dr Grace Chiang A/Prof Tan Boon Yeow	Singapore Health and Biomedical Congress 2019
10	How to catalyse systemic changes in gerontechnology to facilitate translation of research to the adoption among seniors? — October 2019	A/Prof Tan Boon Yeow	ARISE Think Tank Roundtable

PAPERS PUBLISHED

No.	Title	Author	Paper
1	Feeding intolerance in a patient with advanced Parkinson's disease and vascular dementia: lessons learnt — June 2019	Dr Jeffrey Jiang	The Singapore Family Physician (SFP2019); 45(5):45-49 doi: 10.33591/sfp.45.5.up1
2	Cortical microinfarcts in memory clinic patients are associated with reduced cerebral perfusion — September 2019	A/Prof Tan Boon Yeow	Journal of Cerebral Blood Flow & Metabolism 2019 Sep 26;271678X19877403 doi: 10.1177/0271678X19877403.
3	Frailty in a community hospital in Singapore: prevalence and contributing factors — September 2019	Dr Jeffrey Jiang A/Prof Tan Boon Yeow	Aging Medicine and Healthcare doi:10.33879/AMH.2020.03-1907.015
4	Assessment of sarcopenia among community-dwelling at-risk frail adults aged 65 years and older who received multidomain lifestyle interventions: a secondary analysis of a randomized clinical trial — October 2019	A/Prof Tan Boon Yeow Gribson Chan	JAMA Netw Open. 2019 Oct 2;2(10):e1913346. doi: 10.1001/jamanetworkopen.2019.13346.

PAPERS PUBLISHED (CONTINUED)

No.	Title	Author	Conference
5	Dyadic approach to post-stroke hospitalisations: role of caregiver and patient characteristics — November 2019	A/Prof Tan Boon Yeow	BMC Neurology 2019 Nov 4;19(1):267 doi: 10.1186/s12883-019-1510-4
6	Increasing influenza and pneumococcal vaccination uptake in seniors using point-of-care informational interventions in primary care in Singapore: a pragmatic, cluster-randomised crossover trial — December 2019	Dr Grace Chiang	Am J Public Health. 2019 Dec;109(12):1776-1783. doi: 10.2105/AJPH.2019.305328
7	Longitudinal trajectory of Amyloid-related hippocampal subfield atrophy in nondemented elderly — January 2020	A/Prof Tan Boon Yeow	The Alzheimer's Disease Neuroimaging Initiative 2020 Jun 1;41(8):2037-2047. doi: 10.1002/hbm.24928.
8	Cerebral microinfarcts affect brain structural network topology in cognitively impaired patients — January 2020	A/Prof Tan Boon Yeow	Journal of Cerebral Blood Flow & Metabolism 0(0) 1–11 doi: 10.1177/0271678X20902187

EDUCATION



STAFF TRAINING AND DEVELOPMENT

17 STAFF Professional Qualification Programme	8 STAFF Community Care Manpower Development Award	5 STAFF Student sponsorship	68 STAFF Leadership development, overseas conference & clinical attachments
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TRAINING STUDENTS* FROM OTHER INSTITUTIONS

FY 2017		FY 2018		FY 2019	
NO. OF STUDENTS	STUDENT DAYS	NO. OF STUDENTS	STUDENT DAYS	NO. OF STUDENTS	STUDENT DAYS
545	4157	559	3756	513	4077

*Nursing, pharmacy, therapy and medical students

LEAD TRAINING PROVIDER

As a Lead Training Provider for the community sector appointed by Agency for Integrated Care, we offer courses on wound care, dementia care, medication management, falls prevention and therapy. View and sign up for the courses at bit.ly/slhcourses



IPC Number
HEF0004/G

IPC Status Effective Date
Till 22 September 2022

Charity Registration Number
1036

Charity Registration Date
2 August 1994

UEN
199205095C

Constitution
Public Company Limited by Guarantee
Governing instrument:
Memorandum and Articles of Association
Established 22 September 1992

Registered Address: 2 Bukit Batok Street 11, Singapore 659674
Auditor: Moore Stephens LLP
Banker: DBS Bank Ltd

St Luke's Hospital is in compliance with the Code of Governance for Charities and IPCs. Its Governance Evaluation Checklist can be viewed at the Charity Portal www.charities.gov.sg.

The Annual Report should be read in conjunction with the audited financial statements which comes as a separate booklet. The required disclosures in conformity to the Charities (Accounts and Annual Report) Regulations 7 and 8 are contained in the audited financial statements. The principal activity of the Company is to establish, carry on and maintain a hospital for the community including the elderly. The Company holds assets for such activity.

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Singapore 659674

Tel: 6563 2281
slh.org.sg
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