

# life @ AMKH



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**happenings!**

- Commendation for overcoming SARS
- Bringing Joy and Cheer to One and All in Ang Mo Kio Hospital
- Launch of AMKH Vision & Mission Statement and Core Values
- Senior Citizens Week 2003
- Charity Gala Dinner

**community links!**

- Training Our Volunteers to serve patients better!
- Opening of Seasons Park Condominium Rear Gate
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**highlight!**

- Ang Mo Kio Day Rehabilitation Centre

**announcement!**

- Community Chest Award
- Congratulations

## Breakthrough

AMKH scored its first ever **100%** occupancy in its ten years of operation!

# Commendation for overcoming SARS

On 9<sup>th</sup> Oct 2003, Ang Mo Kio Hospital (AMKH) and Thye Hua Kwan Moral Society (THKMS) were both awarded the Certificate of Commendation by President S R Nathan at the Investiture. Dr Chan Kin Ming, Chairman of AMKH, and Mr Lee Kim Siang, Chairman of THKMS, received the respective Certificates from President Nathan.



(L-R) Mr Lee Kim Siang, Mrs Nathan, President S R Nathan, Dr Lee Ngak Siang, Dr Chan Kin Ming



(L-R) Mrs Goh, PM Goh Chok Tong, Dr Lee Ngak Siang & Prof Tan Ser Kiat (CEO Singhealth & SGH)

During the SARS crisis, AMKH served as a transit destination for admission of non-SARS patients from the restructured hospitals before they returned to their respective nursing homes. Thye Hua Kwan Moral Society was recognised for its social services, including counselling and delivery of free meals to quarantined families.



# Bringing Joy and Cheer to One and All in Ang Mo Kio Hospital

## A True Breed, Multi-Racial, Multi-Religious Hospital

### Deepavali, Hari Raya Aidilfitri and Christmas - It's the festive seasons in AMKH !

"In AMKH, our vision is "To Serve Mankind". It expresses our passion to serve anyone who needs our help, regardless of race, colour, creed, language, culture and religion. Indeed, these are the true values that every Singaporean should embrace as we live in a multi-national, multi-racial and multi-religious country. We respect each other and what better way to show it than celebrating festive occasions together.

**Deepavali** – The Festival of Lights was celebrated on 23 October 2003. The Lecture Theatre was transformed into a hall of lights with streamers and mango leaves hanging from the doorway. Committee members in saris and other Indian styled dresses welcomed our guests with "kacang putehs" served in traditional paper cones. The festivities began with a bevy of beautifully clad staff in Punjabi costumes gliding into a darkened hall with lighted candles in their hands. As the lights came on, they broke into a Bhangra dance choreographed by our Therapy Assistant Chitra. So enthralled was the floor with the dancing that they cheered, clapped and tapped along. The festivities came to an end all too soon with staff partaking the assortment of traditional Indian food -chapattis, thosai and 'puttu mayams'.



## Launch of AMKH Vision & Mission Statement and Core Values

On 23 Oct 2003, the new vision and mission statement was launched by Dr Chong Weng Chiew, our CEO and witnessed by Mr Lee Kim Siang, Chairman Thye Hua Kwan Moral Society (THKMS). As a hospital under the THKMS/CHKMPS with shareholders, Jamiyah Singapore and Hindu Endowments Board we embrace the same vision "To Serve Mankind". In serving mankind we strive to:

- Love and care for each other, irrespective of any differences;
- Respect each other's race, colour, creed, language, culture & religion;
- Embrace the universal virtues of filial piety, brotherliness, loyalty, trustworthiness, propriety, righteousness, incorruptibility, decency, humanity and wisdom;
- Promote the oneness of mankind and
- Strive to transcend across all differences

To assist us in achieving our vision, the hospital management and staff crafted the mission statement and set of values. Each word is chosen carefully for its intrinsic meaning so that we are able to internalize and embrace them.

#### Our mission statement is:

**'Reaching out to our patients, their families and the community**

**Regardless of race, colour, creed, language, culture and religion**

**To rehabilitate and heal**

**With commitment and professionalism**

**In an environment of continuous**



“Selamat Hari Raya” greeted one and all at the lobby on 26 November 2003. Two Bunga Manggars, a local décor made of pineapples and streamers usually seen at Malay weddings stood at the lobby with a blue backdrop surrounded by twinkling colorful lights glowed with welcome.

The emcees Tianma and Tasha dressed in their Malay best opened the afternoon’s program with “Seloka Hari Raya”, sung by staff of other races to the beat of tambourines and baby rattles! The audience learnt more about Malay cultures from games and a quiz on the what’s and why’s of celebrating Hari Raya Aidifitri. Last but not least, guests were treated to Hari Raya festive foods, goodies and cookies. While enjoying the delicious spread, many were seen asking the Malay staff about the food and how they were cooked and the cultural significance of eating them during Hari Raya Aidifitri.



Phua Chu Kang came a visiting



Dressing to the X’mas theme

### 3-in-1 celebrations - Christmas Day, New Year and Volunteer Appreciation Day!

A boisterous crowd thronged the lobby at AMKH on a Saturday afternoon on the 27<sup>th</sup> day of December, all ready for the Big Bang, aka, AMKH 3-in-1 Celebrations. The lobby was incredibly transformed into an activity hub, bustling with sounds and sights as guests, volunteers, staff and families mingled with each other. Our homegrown Santa Claus was a hit with the young children who squealed with joy as they dipped into his enormous bottomless sack for presents. Several beneficiaries with the Community Chest also set up their stalls selling their wares to ‘die hard’ shoppers who could actually shop without guilt as they did their part for charity.

The onset of the celebration was devoted to thanking and presenting tokens of appreciation to our volunteers for their invaluable contributions to AMKH. Many of them were steadfast volunteers and friends of AMKH who chose to spend their precious time with us. Be it escorting patients for their appointments, cheering the patients with songs and home cooked food, mending their pyjamas or operating our Thrift Shop and organizing jumble sales, they have done it all! To each and every one of you, our heartfelt thanks to you!

Other highlights were the “Dress to the X’mas Theme” contest, Phua Chu Kang and Rosie with their own version of “12 Day of Christmas” and the “AMKH Amazing Race”, an obstacle challenge game. The event closed with every one holding a lighted candle and singing in unison, “Heal The World” – a reminder to keep our lights shining bright as we continue to heal and touch the lives of our patients and the community.



Organising committee



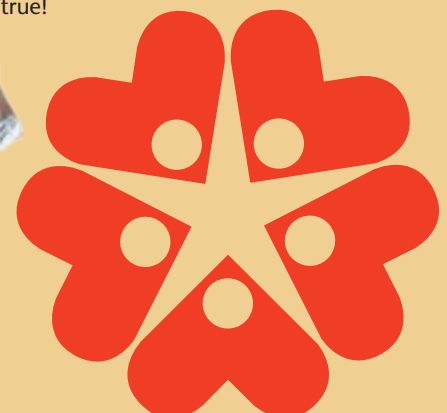
Winning team of the Best Malay Dress Game

Our values are:

|          |                                   |  |
|----------|-----------------------------------|--|
| <b>P</b> | Professionalism                   | Together we are committed to provide excellent healthcare with professionalism in clinical and academic excellence.  |
| <b>I</b> | Integrity                         | We shall seek participation in open & significant interaction with our patients and colleagues.  |
| <b>T</b> | Teamwork                          | We shall teach, empathise and motivate each other and work together as one family.   |
| <b>C</b> | Can-Do!                           | We shall do our best and make the impossible possible under all circumstances.   |
| <b>H</b> | Heart (Communication/ Compassion) | We shall meet the medical needs of our patients and the community we service and communicate with a heart – giving respect, care and compassion to enhance the quality of life for everyone. |

The acronym ‘PITCH’ was created to help us remember our core values. The word ‘PITCH’ also denotes challenges and reaching out to new heights as in a baseball player pitching high and far into the field.

With the vision and mission in place, let us adopt a ‘Can Do’ spirit to demonstrate these values as we go about in our daily work. Only then, can we make a difference in the way we care as a hospital and our dreams of ‘serving mankind’ come true!



# Senior Citizens Week 2003!

This year, Senior Citizens Week (17<sup>th</sup> to 22<sup>nd</sup> November) at AMKH came with a difference.

Patients, visitors and even staff themselves were spoilt for choice with the program galore planned specially for our senior citizens



Declaring Senior Citizens Week open

For a start, in-house movies of yester-years were featured daily at the wards. Viewers likened it to an experience down memory lane where they found themselves entertained by celebrities of the 60s, 70s and even earlier. For many senior citizens, how could they ever forget the so very tragic story of the nostalgic butterfly couple, "Liang Shan Bo & Zhu Ying Tai", or the beautiful Li Li Hwa in her show "Bao Lian Deng",...or the 1956 Academy Award Picture Film "The King & I" by best actor Yul Brynner (aka "botak), and not forgetting the funny, ticklish Malay show, "Labu Labi"?

As if these were not enough to fill up our senses, song dedications of evergreen, oldies, such as "Rhythm of the Falling Rain, Love Me Tender, Locomotion, Oh, Carol!" permeated the air through the week. Simple and touching messages of patients to their loved ones and vice versa were read, as their songs were played on air, thanks to our overnight homegrown DJs!

Perhaps the most interesting and gala event was the Launch of Senior Citizens Week on 19 November by our Dy CEO, Ms Elaine Toh, Chairman (THKMS), Mr Lee Kim Siang & Board of Directors. That day, each patient was presented with fresh fruits and a souvenir, compliments of AMKH management. Patients, visitors and staff were entertained by a host of interesting performances, brought about specially by our volunteers, guests and staff - Cantonese opera, Tai-Chi fan dance, Gu-Zheng performances, to name a few.

Towards the end of the week, patients and visitors who missed the launch were also treated to a 13 member Chinese Orchestra performance by Braddell Heights Community Club. The musical ensemble was so majestic and the music so lingering and captivating that it left many humming for quite a while.

**Wow, what a week!  
To all senior citizens,  
AMKH salutes you!**



Exercise is good for you



The 'muah chi', 'kong bak pau', and 'kueh pi ti' are delicious!



They are at it again!



A medley of hits from yester-years by our staff



# Ang Mo Kio Day Rehabilitation Centre



The Ang Mo Kio Hospital Senior Citizens' Healthcare Centre (SCHCC) was renamed Ang Mo Kio Hospital Day Rehabilitation Centre (AMKH-DRC) on 4<sup>th</sup> September 2003. This is a result of developing AMKH-DRC into a rehabilitation-focused centre, complete with recreational programmes to complement existing rehabilitation programmes. It is also in line with the Hospital's direction to expand services and make AMKH a one-stop geriatric services centre.



The AMKH-DRC is a one-stop multi-disciplinary centre that provides assessment and rehabilitation programmes to patients/clients. Our programmes are ideal for patients who had stroke, hip fractures and Parkinson's Disease, as well as those who have just had surgery, and those suffering from de-conditioning due to prolonged hospital stay. We also provide care-giver training programme packages catering to domestic helpers and family members of the patients, as well as refresher courses for healthcare attendants in nursing homes.

Patients can download a copy of our referral form from <http://www.amkh.com.sg/Form/SCHCC%20Referral%20Form.doc> and fax it to us. We will then arrange for them to come down for a multi-disciplinary team assessment, after which a schedule will be worked out with them.

The multi-disciplinary assessment costs \$35 and daily charges for services range from \$10-36. For the patients who are unable to afford the charges, they can apply for subsidies through the Means Testing, and to pay a portion of the bill using Medisave. We also offer transport services at \$8-15 per trip depending on the distance from the hospital to their homes.

**For enquiries, please contact Amy or Anne at 64506150 or fax 64506153 or visit our website <http://www.amkh.com.sg> (Kindly provide telephone number and fax number when making appointments or enquiries)**



# Training our Volunteers to serve patients better!

Volunteers are our valued staff. They are part of the health care team as they helped to escort, befriend, motivate and uplift the spirits of our patients while they undergo rehabilitation and recover from their medical conditions. The hospital recently organized a training programme for these volunteers to equip them with the skills and techniques in management of patients under their care.

The seven hours training workshop was scheduled over three Saturday afternoons. The first session kicked off on 15 November 2003 with 15 volunteers. Head of AMKH DRC Fiona Chan gave a comprehensive presentation on the general principles of lifting and transferring and various transporting systems used by patients. Interactive hands-on coaching followed with return demonstrations by participants of the techniques taught. The participants enjoyed themselves very much and found the experience very stimulating.

Senior Nurse Educator Ms Ng Ah Chee imparted nursing skills over two sessions. Among the topics were infection control, hand-washing techniques, common medical conditions and first aid for some common ailments of the elderly. The sessions were an eye-opener and well received by our volunteers. All participants were so enriched by the training and sharing of experiences that they requested for yearly updates to improve on their skills and knowledge.

This is the way we wash our hands



Attentive volunteers shown the lift

## Opening of Seasons Park Condominium Rear Gate

Collaboration between AMKH and our friendly neighbor, Seasons Park Condominium, saw the erection of a side gate at the rear compound of AMKH in October 2003 leading into the condominium.



Hey, the gate is open

For a long time, the residents of Seasons Park Condominium had to take a longer distance to travel to the MRT, market and shops at Ang Mo Kio Ave 9 and Anderson Primary School attended by children living in the condominium. This has been most perplexing until their Management Council proposed the erection of a side gate at AMKH premises to enable their residents to take a short cut through the hospital. A celebration was launched to mark the official opening of the rear gate on 1 November 2003 which was attended by Ms Elaine Toh, our Deputy CEO and AMKH staff. Resounding "Thank You" greeted our staff by the grateful Council members and residents.

In retrospect, this gate is more than an entry & exit point for Seasons Park residents. Figuratively, it is a gateway that opens the door to closer ties and communications between AMKH and Seasons Park!

# Blood Donation Drive 2003



Mr Seng Han Tong, MP for Ang Mo Kio GRC and Advisor AMKH, talking to a donor

2003 is the 9<sup>th</sup> year running where we collaborated with Yio Chu Kang Grassroots Organisations to hold this meaningful exercise held on the 2<sup>nd</sup> November 2003. AMKH has been working closely with grassroots leaders to foster ties within the community to support this important voluntary national programme. It was also the 1<sup>st</sup> time the event was held at the newly renovated Yio Chu Kang Community Centre.

Mr Seng Han Tong, the Guest-of-Honour and MP for Ang Mo Kio GRC, was accompanied by grassroots leaders and Dr Chong Weng Chiew, CEO AMKH, in the tour of the blood donation site and he thanked many donors present. He is also an advisor to AMKH. It was a successful drive with 111 respondents of whom 85 donated towards a worthy cause.

community links!

## Community Chest Award

Thanks to the generosity of our staff who contributed to the Community Chest monthly through the SHARE (Social Help and Assistance Raised by Employees) programme, AMKH has clinched the Silver Award this year. Congratulations!

In essence, SHARE enables the individual to share with the needy, any amount he or she can afford. And more importantly, it provides regular funds to Community Chest charities.

announcement!

**Congratulations to the following promoted staff**  
wef 1 November 2003

| S/No | Name                 | Promoted to           |
|------|----------------------|-----------------------|
| 1    | Xu Tianma            | Therapist III         |
| 2    | Liaw Chin Siong      | Network Administrator |
| 3    | Albert Lee           | Analyst Programmer I  |
| 4    | Chua Fee Ling        | HR Assistant II       |
| 5    | Ng Hee Tong          | Nursing Officer I     |
| 6    | Tan Kheng Neo Marina | Ag Nurse Clinician II |
| 7    | Lui Kok Wah          | Ag Nurse Clinician II |
| 8    | Joanne Malay Eclavea | Ward Assistant I      |
| 9    | Ng Ling Hui, Jocelyn | Enrolled Nurse I      |

# THKMS in celebration of its 25<sup>th</sup> Anniversary presents Charity Gala Dinner in Aid of Ang Mo Kio Hospital

Actions spoke louder than words on the evening of 11 Oct 2003. The Charity Gala Dinner organized by Thye Hua Kwan Moral Society (THKMS) in aid of Ang Mo Kio Hospital (AMKH) witnessed a strong attendance of over 1,000 people which raked in over \$238,500/-in donation - a remarkable feat considering the prolonged economic downturn.

The generous contributions spoke for itself. The public understood the good work of the Hospital and came forward to help so that AMKH could continue with its vision to ensure that no patient would be denied medical treatment just because they could not afford it. The night started with a meaningful opening by our multi-religious leaders from the different religious groups under the Inter-Religious Organisation, who kindly said Invocations for world peace and economic recovery.

As the curtains opened again management and Heads of Services of THKMS, with the first dish in their hands. were raised from below the stage to serve the diners. With music playing in the background, the well choreographed presentation of the first course to our donors was a surprise item which was very well received with thunderous applause.

In appreciation for the generous donations, the management including the Chairman of THKMS, Mr Lee Kim Siang, Chairman of AMKH, Dr Chan Kin Ming and CEO of AMKH, Dr Chong Weng Chiew and forty other Heads of Services featured as waiters to serve our guests - a special way of saying a very BIG THANK YOU to all present!

The show did not stop there. Most, if not all, of the performances that evening were put up by staff of THKMS and AMKH. Highlights included a song and dance item by Moral Home for Disabled Adults, a skit by the AMKH nursing team and a musical duet by CEO and Deputy CEO of AMKH.

The roaring finale saw a strong choir of over 1,000 guests singing their hearts out to the music, "Stand Up For Singapore" and "Count On Me Singapore", in one united voice. There was no better way to close the evening than a show of unity for a country we call our Home.



"Stand Up For Singapore"



Happy Birthday THKMS!



Rising to serve the first dish

## editorial committee



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Thye Hua Kwan Moral Society



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