



## COMMUNITY NURSING

What's it like to be a community nurse?  
Find out from one of our nurses in this  
issue's feature story.

**New look, brand promise and  
clinical strategy for HNF**

**Ramadan: A time to care and share**

**An unforgettable ride on the  
Singapore Airlines A380**

# Reboot!

**Karen Lee**  
Chief Executive Officer  
Home Nursing Foundation



Things have been really hectic at HNF, but all for the better. We are truly sorry for not being in touch sooner. To make up for our long absence, we have bumped up this issue of HNF CARES to give you a round-up of key events that have taken place so far.

Last year, we completed our rebranding exercise, where we articulated a patient-

centred home-based care model that addresses our patients' and their families' social and healthcare needs. The aim is to support them in the community for as long as possible. You will read more about this in the Corporate News section of this newsletter.

Our staff form the core of what we do at HNF, and we are proud that some

of our nurses have been honoured at a national level. Apart from tending to the clinical needs of our patients, we have also taken personal time off to celebrate Singapore's 50th birthday with our patients and their families.

Stay tuned for more news from HNF in the upcoming issues. In the pipeline are exciting events including the launch of our home therapy service that completes our suite of home-based healthcare services.

I hope that you will enjoy this newsletter, and I take this opportunity to thank all donors, volunteers and friends of HNF for the unwavering support.

Happy reading!

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## Corporate News

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- 01 Learning about HNF's history through simple games
- 02 A mass Tai Chi exercise conducted by Tai Chi SJY LLP
- 03 Some of our exhibits in the library
- 04 Our bus advertisement to raise awareness of HNF and the exhibition

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# HNF's very first mobile exhibition

To mark Singapore's 50th year of independence, and in conjunction with the Singapore Memory Project of the National Library Board, the Home Nursing Foundation (HNF) held a four-month long exhibition that travelled to different libraries around the island from 5 March to 28 June 2015. The "38 Years of Home Nursing in Singapore" exhibition aimed to:

1. Present to the general public the history and development of home-nursing in Singapore, in particular HNF's role;
2. Raise awareness of home-nursing services and social support services; and
3. Recruit young men and women to join the nursing profession, especially in community nursing.



Some 55,700 visitors attended the exhibition and enjoyed the public programmes. Nurses and other healthcare professionals from restructured hospitals, family service centres as well as our own HNF staff shared their expertise in healthcare.

## New directions have been set!



class from staff. New employees bonded with their colleagues from various departments during the activity.

One of the key highlights of the meeting was the announcement of a new HNF clinical strategy by Chief Executive Officer, Ms Karen Lee. She shared that HNF will be moving towards an ideal and comprehensive home care process that addresses the patient's social and healthcare needs, with the aim of working towards attaining a common goal set by the patient, his caregiver and the HNF home healthcare team. This new model will be achieved through partnership between our healthcare team and external care agencies, to ensure that our patients receive holistic, all-encompassing support from us.

On 22 May 2015, the Home Nursing Foundation (HNF) held its second Town Hall meeting of the year. Aimed at fostering stronger

interaction among staff from different departments through group activities, the meeting began with enthusiastic participation in a flower arrangement

More details of the new clinical strategy can be found in our Annual Report FY2014/15, available on our website at [www.hnf.org.sg](http://www.hnf.org.sg).

## Brand promise

We embarked on a rebranding exercise last year to ensure that we deliver holistic home healthcare services. This meant a revision in our brand representation, look, and patient care plan to collectively convey our new brand promise – 'Embracing you with all-round support'.

### BRAND REPRESENTATION

#### Brand Promise

Embracing you with all-round support

#### Brand Attributes

Personal, Comprehensive, Assuring

## BRAND ATTRIBUTES

### Personal

We believe relationships are essential to a person's well-being. We take time to understand our patients and their needs, so that we can bring them the right combination of services.

### Comprehensive

We know that our patient's health is multi-faceted. We work closely within our teams and with partners to deliver our patient's care plan.

### Assuring

We give our patients confidence through dependable service. With our skilled nursing teams, our patients can be assured we will always be a reliable partner in home healthcare within reach.



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## Growing our people to achieve excellence

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**P**eople form the core of what we do here at the Home Nursing Foundation (HNF), and we are committed to ensuring our people continue to grow. On 20 May 2015, we embarked on the People Developer (PD) standard certification project, one of the niche standards of business excellence. To kick-start the project, we analysed our current work processes with the help of a consultant from the Service Quality Centre.

The PD standard certification is awarded to organisations in recognition of processes and systems implemented within the organisation to achieve excellence, by tapping on the full potential of its workforce. This includes having a comprehensive system in place to ensure all

*“Our journey towards achieving this niche standard of excellence in people development will allow us to close the gaps in our processes, and enhance our systems to enable continuous improvements in performance.”*

employees are developed to achieve effective business operations and results.

By embarking on this journey, we aim to:

1. Instil confidence in our patients towards our services
2. Motivate our people
3. Attract talent into to HNF

Also in line with our brand attributes – personal, comprehensive, assuring – we plan to adopt an integrated people-centric approach to all aspects of our organisational culture, including the management of customers, processes and knowledge. Overall, we trust this journey will help us grow to become an established and recognised service provider and employer.

Our journey towards achieving this niche standard of excellence in people development will allow us to close the gaps in our processes, and enhance our systems to enable continuous improvements in performance. With guidance from our consultant in assessing our market standing, we will continue to fine-tune our processes and prepare for the assessment of this award in June 2016.

# Nurse Clinician Tey Ping Ping goes back to school



*“At HNF, I am given the autonomy to do what is best for my patients. I am able to establish a long term relationship with them in their natural environment, providing both direct and supporting care.”*

– TEY PING PING



“At HNF, I am given the autonomy to do what is best for my patients. I am able to establish a long term relationship with them in their natural environment, providing both direct and supporting care,” said Ping Ping.

“This way, we could potentially delay the patient’s need to enter a nursing home or to be hospitalised prematurely.”

Being on the ground daily, Ping Ping feels the pulse of an overburdened healthcare system first-hand. To address expanding healthcare needs, there is an urgent need to develop more Advanced Practice Nurses (APNs) in all healthcare sectors. Hence, Ping Ping decided to upgrade herself, and successfully applied for a scholarship through the Social & Health Manpower Development Programme – Intermediate and Long-Term Care (SHMDP-ILTC).

“I have a supportive organisation that believes in people development, and recognises the need for development of APN to enhance our services,” said Ping Ping.

Upon completion of her three-year Master of Nursing Programme with Yong Loo Lin School of Medicine, National University of Singapore, Ping Ping would be equipped to develop an APN-led service in HNF. This would enhance HNF’s provision of holistic care to patients in a community setting by managing their complex medical conditions and reducing their need for hospitalisation by early diagnosis and treatment.

**S**ome people take years to figure out if nursing is their calling, but not for Home Nursing Foundation (HNF) Nurse Clinician Tey Ping Ping. All it took was a day in the laboratory dissecting a specimen for this former bio-technology student to decide that healing was better than killing.

Ping Ping embarked on her nursing journey in 1995. After working in the hospitals for 16 years, she joined HNF as a community nurse because when she was an intern with HNF, she was impressed that the HNF nurses knew each of their patients on a personal basis.



# Senior Staff Nurse Janet Tan honoured at Nurses' Merit Awards 2015



*"I encourage anyone who is contemplating nursing as a profession to take up the challenge to make a difference in the lives of others."*

– JANET TAN

On 24 July 2015, Senior Staff Nurse Janet Tan, along with 99 nurses from other healthcare institutions, was honoured by the Ministry of Health at the Nurses' Merit Award 2015 for their outstanding performance and dedication to the nursing profession. This year commemorates the 130th year of nursing in Singapore, and also sees the largest number of award recipients since the annual Awards started in 1976.

The prestigious award was presented by Dr Amy Khor, Senior Minister of State (Health & Manpower) to nurses who have demonstrated consistent and outstanding performance for the past three years, participated in professional development and have made contributions to promote the nursing profession.

"Nursing has had an impact on my life. I have witnessed how patients and their loved ones showed strength, courage, patience and determination despite their illnesses and difficulties. Through this experience, I have learnt the importance of leading a fulfilling life," said Janet.

"I encourage anyone who is contemplating nursing as a profession to take up the challenge to make a difference in the lives of others."

## HNF nurses who have won awards in 2015

| S/NO | NAME                              | AWARD OBTAINED  |
|------|-----------------------------------|---|
| 1    | Senior Staff Nurse Janet Tan      | Singapore Health Quality Service Award 2015 (Silver) MOH Nurses' Merit Award 2015 |
| 2    | Nurse Clinician Hariati Bte Sahak | Healthcare Humanity Award 2015  |
| 3    | Nurse Clinician Tey Ping Ping     | HMDP-ILTC Award 2015  |

## HNF nurses currently undergoing studies

| S/NO | NAME   | QUALIFICATIONS OBTAINED                            | EXPECTED COMPLETION DATE |
|------|--|--|--------------------------|
| 1    | Enrolled Nurse Chitra D/O Kumarasamy               | Diploma in Nursing                                 | April 2017               |
| 2    | Enrolled Nurse Mariam Binte Jumaat                 | Certificate in Bridging Studies for Enrolled Nurse | June 2015                |
| 3    | Nurse Clinician Tey Ping Ping                      | Master in Nursing (commencing in Aug 2016)         | 2018                     |
| 4    | Nurse Clinician Hariati Bte Sahak (self-sponsored) | Bachelor of Science (Nursing)                      | 2017                     |
| 5    | Nurse Clinician M Kanagarani (self-sponsored)      | Bachelor of Science (Nursing)                      | End 2015                 |
| 6    | Senior Staff Nurse Charine Chen (self-sponsored)   | Bachelor of Science (Nursing)                      | September 2015           |

## Nurses' qualifications upgraded

| S/NO | NAME                            | QUALIFICATIONS OBTAINED                  | GRADUATION MONTH |
|------|---------------------------------|--|------------------|
| 1    | Nurse Clinician Tey Ping Ping   | Specialist Diploma in Palliative Nursing | May 2015         |
| 2    | Senior Staff Nurse Precilla Lai | Master in Nursing                        | June 2015        |

# A glorious celebration

On 31 January 2015, Home Nursing Foundation hosted a SG50 Jubilee Dinner for our patients and their caregivers at the Pan Pacific Hotel. President Tony Tan Keng Yam and First Lady Mary Tan were the Guests-of-Honour at the event, which was specially organised as a pre-Lunar New Year treat and Singapore's SG50 celebration for our beneficiaries. Here are some highlights of the evening.



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- 01 Our patients enjoying themselves throughout the performance
- 02 Special transportation for our patients with mobility issues
- 03 Offering a helping hand
- 04 The arrival of Singapore's President and First Lady
- 05 A special ukulele performance

# One special day



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- 01 Staff Nurse Hong Jiawei receiving her caricature from CEO Karen Lee and Director of Nursing Chan Mei Mei
- 02 Balloons in the nurses' office
- 03 Nurses with their personalised caricatures
- 04 The nursing team with CEO Karen Lee

In celebration of Nurse's Day on 1 August, Home Nursing Foundation presented each of our nurses with a personalised caricature. The nurses' office cubicles were also adorned with helium balloons bearing the words "Thank You". We sincerely thank our nurses for their dedication and hard work!



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# Streamlining service feedback

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It is important to us that our patients feel satisfied and well supported by our services. Hence, as part of the Home Nursing Foundation's (HNF) Quality Improvement Programme, we introduced a new platform – the "Patient Satisfaction Survey", to gather feedback for service improvement.

Previously, nurse clinicians contacted each patient individually for feedback on our nursing services. This labour-intensive process proved to be time-consuming and ineffective in monitoring the progress of our services. Hence, we implemented the "Patient Satisfaction Survey" as part of our Integrated Home Care IT System (IHCS). The integration allows us to administer the survey conveniently, immediately upon the delivery of our services. It also gives us easy access to the patient profiles.

Administered through newly-purchased tablets, this system allows for easy generation of data analysis reports for an objective monthly evaluation of our services and directions for improvement. Launched on 1 June 2015,



the survey will continue to be implemented, with the aim to achieve better work productivity and efficiency.

HNF's Director of Nursing, Ms Chan Mei Mei, implemented this process "hoping for a standardised service quality monitoring system which covers all aspects of our patient service offerings". This comprises feedback of our delivery of services through our call centre, nursing care, social services and overall service satisfaction. Our nurses will gather feedback from patients and immediate family members upon their first home visit, last home visit, and all emergency call visits to ensure effective monitoring of each patient's experience with us.

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# Our nurses' language of love: Healthcare talks

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exhibition, organised by the Home Nursing Foundation to raise awareness for home nursing, and to encourage a career in community nursing. It was held at the Central Public Library, Bukit Merah Public Library, Woodlands Regional Library and Marine Parade Public Library.

**F**rom 5 March to 28 June 2015, our nurses delivered healthcare talks alongside healthcare professionals from Khoo Teck Puat Hospital, Montfort Care, Singapore General Hospital and Tan Tock Seng Hospital. These talks were part of the programme line-up of the "38 Years of Home Nursing in Singapore"

At the talks, our nurses and medical social worker shared their knowledge on topics such as urinary continence, medication management, holistic care service providers, skin integrity and home nursing care services. Attendees complimented that the talks were professionally delivered, helpful and relevant to their concerns. This experience has helped raise the profile of our nurses, while educating the public about home care services and showcasing the professional expertise of community nurses.



# Benefits of Pioneer Generation Card



| Age   | Outpatient Care  | Annual Medisave Top Up (A) | MediShield (MSH) Life Premium Subsidy (B)   | #MSH Life Premium after (A) + (B)  |
|---|--|----------------------------|---|--|
| 65 – 69 years old in 2014<br>(Born 1945 – 1949) | <b>At Polyclinics / SOCs</b><br>• <b>Additional 50% off subsidised bills</b><br>[Effective subsidy of 75% to 85% at SOCs]<br>• <b>*Additional 50% off subsidized drugs</b><br><br><b>CHAS card</b><br>• All will now qualify<br>• Those already in: will have <b>further subsidies</b><br><br>Moderate to severe functional disabilities (i.e. need hands-on assistance with 3 or more activities of daily living such as washing, dressing, toileting etc)<br>• Get <b>\$1,200/year in cash</b> | \$200                      | MSH Life covers all PG members, including those with pre-existing conditions<br><br>Increase with age<br>• From 40% (65 years old) to 60% (90 years old)            | If covered under MSH now:<br>Pay about half of current premiums<br><br>If not covered under MSH now:<br>Pay less than current premiums |
| 70 – 74 years old in 2014<br>(Born 1940 – 1944) |  | \$400                      |   |  |
| 75 – 79 years old in 2014<br>(Born 1935 – 1939) |  | \$600                      |   |  |
| 80 years & above in 2014<br>(Born 1945 – 1949)  |  | \$800                      |   |  |
| Effective from                                  | <b>Sep 2014</b><br><b>*Early 2015</b>  | <b>July 2014</b>           | <b>Late 2015, when MediShield Life is rolled out</b><br><br>#(A) + (B) are used to offset premium for MSH Life only, not premium for Private Integrated Shield Plan |  |

# 建国一代卡的受惠



| 年龄                            | 门诊护理  | 年度填补 / 保健储蓄 (A) | 终身健保 / 保费津贴(B)   | #(A) + (B) 之后的终身健保保费   |
|-------------------------------|---|-----------------|--|--|
| 在2014年已65—69岁 (1945年—1949年出世) | 综合诊疗所/专科门诊<br>· 从受津贴后帐单, 另外扣除50% [在专科门诊的有效津贴为75%至85%]<br>· *受津贴药物额外扣除 50% | \$200           | 所有建国一代者将获得津贴, 包括既有病症者<br><br>津贴随着年龄增加,<br>· 从 <b>40% (65岁) 至 60% (90岁)</b> | 如果现在已受保于健保双全计划:<br>· 只付大约目前保费的一半。<br><br>如果现在还未受保于健保双全计划:<br>· 保费将少过目前保费数额 |
| 在2014年已70—74岁 (1940年—1944年出世) | 社保计划卡 (CHAS)<br>· 都可以参与计划, 已参与者将获得更多津贴<br>· 中度至重度功能性残疾                    | \$400           |  |  |
| 在2014年已75—79岁 (1935年—1939年出世) | (在3项或以上的日常活动中需要他人协助, 例如梳洗, 穿衣, 上厕所等)<br>· 每年将获得 <b>\$1200的现金</b>          | \$600           |  |  |
| 在2014年已80岁或更年长 (1934年或之前出世)   |   | \$800           |  | 即使现在还未受保于健保双全计划, 也将完全受保  |
| 生效期                           | 2014年9月<br>*2015年年初   | 2014年7月         | 2015年年尾 (终身健保计划推出之际)<br><br># (A) + (B) 只用于抵消终身健保计划的保费, 而不能用于私人综合健保双全计划保费。 |  |

# Make a donation, be the reason someone smiles today.

“No amount of money  
can substitute health.”

Mr Gay Chin Siong worked as a deliveryman by day and as a taxi driver by night. His wife, Mdm Ho Lai Sam worked as a cleaner. Both of them toiled tirelessly to raise their two children and saved as much as they could for their retirement. Despite their busy schedules, Mr Gay found time for his favourite hobby, to sing at the community centre's karaoke club, and swimming. Mdm Ho enjoyed meeting with her friends for regular chit chats. However, their active lifestyles came to a halt after they were struck with chronic diseases.

Mr Gay was diagnosed with Parkinson's disease almost a decade ago. Due to his disease, he does not have much energy to speak and has to keep wiping away his saliva that drips uncontrollably from the corner of his mouth. Embarrassed from the symptoms of his disease, he became withdrawn and quiet. Mdm Ho's situation is no better. She suffered from numerous medical conditions and has to inject insulin and depend on a wheelchair to get around.

Mr and Mrs Gay have been under the care of Home Nursing Foundation (HNF) for more than two years. Our nurses visit them twice monthly to monitor their medical conditions, pack medications and preload insulin. With the help of government subsidies and HNF donations, their fees are fully waived.



As we celebrate our nation's success and 50<sup>th</sup> birthday this year, let's not forget the less fortunate in our society. Your generous donation will help to offset the cost of medications and services that HNF provides them, thus making a difference in their lives.

## “健康是不能以金钱来替代的”

倪政祥先生白天是位送货员,到了夜晚他是一名兼职德士司机。他的妻子何丽生女士是一名清洁工人。他们日夜辛勤的工作是为了养大他们的两个孩子及希望能存下一笔钱用来养老。即使生活很忙碌,倪先生也尽量抽空到社区活动中心唱歌和去游泳。何女士也会抽空和朋友们聊天。当他们发现自己患上了慢性疾病时,他们的积极生活方式,在一瞬间发生了巨大的转变。

倪先生十多年前患上了帕金森氏症,因此他不仅没力气讲话更无法控制嘴唇而导致经常流着口水。他觉得很难堪,导致性格也变得很消沉。何女士的病情也好不到哪里,她身患好几种病症,她需要长期注射胰岛素,还需要与轮椅为伴。

倪氏夫妇在“家护基金”的照顾下已超过两年。每两周我们的护士会去探访他们及为他们包扎药物及注射胰岛素。倪氏夫妇豁免医药费的支付是依赖政府的津贴与“家护基金”收到的捐款。

在我们欢庆新加坡五十周年时,请别忘了关怀不幸的国人。你慷慨解囊将能帮助到更多的“家护基金”的众多病患。

BUSINESS REPLY SERVICE  
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# How your donation makes a difference

**\$50**  
donation



1 home-medical visit  
+  
2 home-nursing visits

**\$200**  
donation



3 home-medical visits  
+  
12 home-nursing visits

**\$100**  
donation



1 home-medical visit  
+  
6 home-nursing visits  
**or**  
one month's supply  
of diapers

Contact us at 6854 5505/06 or email [enquiry@hnf.org.sg](mailto:enquiry@hnf.org.sg) to find out more.

\*All donations of \$50 and above made between 1 Jan - 31 Dec 2015 to HNF will qualify for a 300% tax deduction.

## My Personal Particulars

Name \_\_\_\_\_  
(Dr / Mr / Ms / Mrs / Mdm)

Personal Donation

Corporate Donation

\*NRIC/FIN No. [ ] - [ ] [ ] [ ] [ ] [ ] [ ] [ ] - [ ]  
(NRIC/FIN is required for automatic tax deduction)

Company Unique Entity No. (previously known as "ROC"/ "ROB"):  
[ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] (Only applicable for corporate donation)

Address \_\_\_\_\_  
Postal Code \_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Note: All donations made between 1 Jan - 31 Dec 2015 to HNF will qualify for a 300% tax deduction. We provide tax deduction receipts for donations of \$50 and above or upon request.

## Application Form For Interbank Giro (for monthly donation only)

Part 1: For your Completion (Please do not use correction fluid)

### My Donation

#### One-time Donation

\$500  \$100  \$50  Other Amt \$ \_\_\_\_\_

Name \_\_\_\_\_  
(Dr / Mr / Ms / Mrs / Mdm) As in Bank's Record

#### Monthly Donation (kindly fill up Giro Form on the right)

\$100  \$50  \$20  Other Amt \$ \_\_\_\_\_

Date \_\_\_\_\_ Name of Bank \_\_\_\_\_

Contact No. \_\_\_\_\_ Branch \_\_\_\_\_

Bank & Cheque No. \_\_\_\_\_  
(Payable to "Home Nursing Foundation")

NRIC/FIN/Passport No. [ ] - [ ] [ ] [ ] [ ] [ ] [ ] [ ] - [ ]  
(HNF's Donor's Ref)

Credit Card -  Visa  MasterCard  Amex

Your Account No. to be debited (For Your Completion)

Credit Card No.:  
[ ] [ ]

[ ] [ ]

\_\_\_\_\_ +Thumbprint(s) / Signature(s)

Name as on Credit Card: \_\_\_\_\_

### Part 2: For HNF's Use

Expiry Date of Credit Card: [ ] [ ] [ ] [ ]  
(Month / Year)

Beneficiary: **Home Nursing Foundation**

Bank [ ] [ ] [ ] [ ] Branch [ ] [ ] [ ] [ ]

Billing Organization's ("BO") Reference Number

[ ] [ ]

Bank Branch HNF's Account No

7 3 3 9 5 0 4 0 2 1 1 4 8 0 0 2

Signature \_\_\_\_\_ Date \_\_\_\_\_

(a) I/We hereby instruct you to process the BO's instructions to debit my/our account.

(b) You are entitled to reject the BO's debit instruction if my/our account does not have sufficient funds and charge me/us a fee for this. You may also at your discretion allow the debit even if this results in an overdraft on the account and impose charges accordingly.

(c) This authorization will remain in force until terminated by your written notice sent to my/our address last known to you or upon receipt of my/our written revocation through the BO.

## FOR FINANCIAL INSTITUTION'S COMPLETION

To: Home Nursing Foundation - This Application is hereby REJECTED (please tick) for the following reason(s):

- ( ) Signature/Thumbprint# differs from Financial Institution's records ( ) Account operated by Signature/Thumbprint#  
( ) Signature/Thumbprint# incomplete/unclear ( ) Amendments not countersigned by donors  
( ) Wrong account number ( ) Others \_\_\_\_\_

Name of Approving Officer \_\_\_\_\_ Authorised Signature \_\_\_\_\_ Date \_\_\_\_\_

+ For thumbprint, please go to the branch with your identification.

# Please delete where applicable.

\* In accordance with the Charities Act (Chapter 37), individual and corporate donors have to include their NRIC or UEN number respectively for tax deduction.

## Up close and personal with Corin Low, Senior Staff Nurse



**N**ursing is a calling that is not for everyone. What makes HNF nurses special? Find out from our interview with 26-year-old Senior Staff Nurse Corin Low, who joined the Home Nursing Foundation (HNF) in March 2015.

**HNF: What motivated you to make the switch to community nursing?**

Corin: The desire to do more for my patients motivated me to join community nursing. Unlike working in a hospital, community nursing gives me the opportunity to get to know our patients and their life story. This allows me to better understand the difficulties that they face, and better determine the type of care and help that they need.

**HNF: What is the process of home nursing like? Do you go to the patient, find out what they are suffering from, treat the wound or illness, and that is it?**

Corin: No, being a community nurse, we cannot be too task-

orientated. Here's an example of how we assess patients holistically: Mr Low Hung Lim is a patient of mine who suffers from Spinal Dura Arteriovenous Fistulas (SDAVF). He lives with his spouse in a two-room flat, and she takes care of his daily needs, despite being elderly herself. Mr Low was referred to HNF for help with his urinary catheter change and wound dressing.

Apart from providing Mr Low with physical help, my colleagues and I assessed that Mr Low required financial help, a proper hospital bed with air mattress, and a trained caregiver. Hence, we provided Mrs Low with caregiver training, and we sourced for a donated hospital bed and air mattress. We also offered full waiver for our services, and linked the elderly couple to various forms of community help.

**HNF: Having tended to patients like Mr Low, how is it different from working as a nurse in the hospital?**

Corin: Having worked as a nurse in an acute hospital, I can say that the pace is very different. The nurses there hardly have the time to interact with patients on a deeper level. Most of the time, the medical social workers will come in to do all the talking, and they will collect information from the patients. The nurses will then get to know more about the patients' difficulties through the social report.

Being a community nurse means that I get to spend more time with the patients, and I can get to know them personally.

**HNF: Did you face any difficulties when you first started work as a**



**community nurse? Do most of your patients face similar challenges like Mr Low and his wife?**

Corin: I have a very poor sense of direction, and being a community nurse, you have to find your own way to the patients' home. Initially, I got lost several times, and eventually, I had to rely on the wonders of technology – the GPS system on my mobile phone – to get to the patient's home. I am better at finding my destination now.

Currently, I am covering the Toa Payoh neighbourhood, an area with a big elderly population. I do have patients with situations similar to Mr Low's, whereby two elderly partners live together and care for each other. Their children play a very small role in their lives, or simply do not care about their well-being at all.

**HNF: Are community nurses able to help our patients with all their needs? For services that HNF does not provide, how do you connect our patients with other social agencies?**



Corin: We are definitely not able to help our patients with all their needs. Therefore, we connect them to other services in the community that are able to render help. For example, if we assess that a patient requires home help services like house cleaning, we will link them up with TOUCH Community Services.

When patients require volunteers to accompany them on errands, we will help engage befrienders. Often, our nurses will discuss the patient's situation with our medical social worker to find out how we are better able to help. This ensures that all our patient's needs are well taken care of.

*“Being a community nurse means that I get to spend more time with the patients, and I can get to know them personally.”*

– CORIN LOW

**HNF: What are some of the rewarding moments that you have experienced from helping patients like Mr Low and his wife?**

Corin: To us, a simple “Thank You” from our patients and their family would suffice. Of course, not forgetting the results that I see after rendering help. In Mr Low's case, I got a strong sense of satisfaction when I reviewed his pressure sore, and knew that it was getting better.

**HNF: What advice would you give to someone who is thinking of becoming a community nurse?**

Corin: Just like being a nurse anywhere in the world, this profession requires a big heart, with a lot of compassion. Furthermore, because community nurses have to travel outdoors rain or shine, determination plays a big part. You must also have an eye for knowing what type of holistic care is needed, and not be too task-orientated, as most patients will require help in other areas.

To find out how you can join HNF, please contact us at 6854 5500 or email [recruit@hnf.org.sg](mailto:recruit@hnf.org.sg).

# Flying with wings of love



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01 SIA crew with our patient, Mdm Wee Gen Hwee  
02 Mdm Wee (right) and her sister aboard the A380  
03 Everyone had a good time at the SIA Charity Flight event

**D**ancing and singing along to the musical performances by the Singapore Airlines (SIA) cabin crew, and walking up and down the aisle to make new friends, Mdm Wee Gen Hwee fully enjoyed the four-hour flight on the SIA A380 Airbus. This was part of the SIA Charity Flight event, which took place on 29 May 2015.

Participants like Mdm Wee, her sister, and accompanying Home Nursing Foundation (HNF) staff were treated to the full services of the SIA flight on the biggest commercial plane in the world at present. They were also served lunch, and entertained by the cabin crew and volunteers. In addition, selected participants were interviewed by The 5 Show, which was aired on 4 June 2015 on MediaCorp's Channel 5.

The flight journey covered parts of Malaysia, and passengers got an aerial view of the beautiful Tioman Island. At the end of the flight, the participants were welcomed home at the gate by the rousing cheers of SIA's staff and volunteers, who also handed out goodie bags to everyone.



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We sincerely thank SIA and the Air Line Pilot Association of Singapore for their continuous support and generosity.

To find out how you can become a corporate sponsor of HNF, please contact Ms Jessica Foo at 6854 5505 or email [jessica.foo@hnf.org.sg](mailto:jessica.foo@hnf.org.sg).



## A Big 'Thank You' Also To Our Donors

### SUMITOMO CORPORATION ASIA & OCEANIA PTE LTD

On 13 September 2014, volunteers from Sumitomo Corporation took 15 of our patients to Gardens by the Bay for a visit. The patients, all wheelchair-users, thoroughly enjoyed the excursion and the company of the dedicated and friendly volunteers.

### ROCHORE KONGSI FOR THE AGED

Started by the late Dr Toh Chin Chye, Rochore Kongsi for The Aged ceased operations after 38 years of dedicated service, and shared \$20,000 of its remaining funds with Home Nursing Foundation in July 2015 as a goodwill donation to selected charities with similar visions.

# In the spirit of Ramadan

**W**e are proud of our Enrolled Nurse Nur Dyana Zainuddin (right) who, along with her family and close friends, lived up to the spirit of Ramadan by delivering goodie bags to our Muslim patients on 11 July 2015.



'Anugerah Ramadan' is a yearly initiative of the Abdul Ghaffar Family to bring smiles to the faces of the disadvantaged, and joy to their hearts during the blessed month of Ramadan. At the same time, it allows the family



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01 Twelve-year-old Azhar was the youngest volunteer.  
02 Presenting a gift to one of our patients.

to reflect upon and appreciate the bountiful blessings in life that are sometimes taken for granted. Launched in 2014, the initiative saw family members and friends pooling their resources to purchase essential food items for distribution to the less fortunate in our society.

'Anugerah Ramadan' committee member Nazeera Omar was incredibly moved and inspired by her experience. "My team visited several houses and had opportunities to interact with the recipients. Through our brief interaction, I was extremely humbled because what worldly riches that these recipients lack, they make up for it in grace, hospitality and sheer perseverance," she shared.



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Reflecting on this year's activity, Nur Dyana said: "You have never really lived until you have done something for someone who can never repay you. No act of kindness, no matter how small, is ever wasted."