



HNF IS CONFERRED “PEOPLE DEVELOPER” CERTIFICATION

Read about the arduous yet fulfilling journey in achieving the accreditation

Expansion of Home Therapy Services

Join us as a Donation Box Placement Programme Partner

Message

Karen Lee
Chief Executive Officer
Home Nursing Foundation



Friends of HNF!

We are People Developer certified!!!

The HNF team worked really hard and had many nail biting moments in our journey to PD-hood but all that sweat, blood and tears have been all worth it and we have used the opportunity to tighten many of our HR practices. Our people are our core assets, making all these efforts (and the certificate!) all the more meaningful.

Meanwhile, our clinical folks have kept busy extending and tightening our collaborations with key healthcare providers, including the National Skin Centre, the National

University Health System (NUHS), Frontier Healthcare Group and National Neuroscience Institute. This is part of HNF's continued and persistent efforts to extend the range community-based healthcare services and ensure our staff keeps abreast of latest developments in clinical practice. We also extend our Home Therapy services from the current home rehabilitation and home environment review to also include home-based speech therapy, swallowing management and voice therapy. Our goals are simple; 1) enable community-accessibility to healthcare services, and 2) maintain patient safety.

We have concluded most of 40th

birthday celebrations by August but there is no let up in momentum at HNF. Working with long-time partners ALPA-S, Keppel Club, Nan Chiau High School and LoveFAD, we have kept up a busy fund raising schedule and bringing joy to our patients and their caregivers. In fact, we are busy gift wrapping at Jurong Point and Westgate even as we are putting this issue together for you! New partners like Unity Pharmacy has thrown their weight behind us in our 40th, most generously allowing us to place HNF donation boxes at the counters of all Unity Pharmacy outlets islandwide. Do look out for them whilst you go about your Chinese New Year shopping!

So we conclude 2016 on a high! We could not have done so without your unstinting support. The thank you list runs into tens of pages and we cannot run that print here. But on behalf of the team and all our beneficiaries at the HNF, I wish you and all your loved ones a happy festive period and a blessed new year in 2017!

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HNF is Conferred “People Developer” Certification by SPRING Singapore



Since May 2015, management and staff of HNF had embarked on an arduous but rewarding journey to achieve the People Developer (PD) certification, which recognises the organisational achievement and excellence of HNF through its people.

Briefing sessions were conducted for all staff to better prepare them for the assessment. HNF also engaged an experienced consultant from the Service Quality Centre to provide valuable advice and insights on the preparation for the assessment. The Committee sat in countless long and tiring meetings to fine-tune their respective Category's presentations and evidences to better present the information on the actual assessment day.

The Human Resource & Administration Department also

organised small focus groups for all staff to further instil the significance of the PD certification, and to pass on essential knowledge that would help HNF achieve the accreditation.

On 25 October 2016, the hard work of the Committee and the resolve of all HNF staff were put to test when SPRING Singapore assessors came to scrutinise HNF's systems and processes and interviewed various stakeholders.

It is a honourable achievement for HNF to be conferred the People Developer status on 4 November 2016 by SPRING Singapore. The accreditation is a strong recognition and affirmation of HNF's internal systems and processes in the development of our people. All our hard work for the past 18 months had paid off!



01 HNF CEO, Ms Karen Lee, and HNF staff sitting in the the assessment with SPRING Singapore assessors.

02 Focus group session conducted with the Nursing Department.

03 HNF CEO, Ms Karen Lee, briefing HNF staff on People Developer.



Forging New Collaborations

It has been an exciting and fulfilling year for HNF as we push our boundaries to work with new partners. As we come to a close of 2016, the new collaborative partnerships forged this year would certainly raise the efficiency of our productivity indexes in bringing our services to the next higher level!

NATIONAL SKIN CENTRE (NSC)

Since 3 October 2016, HNF has collaborated with National Skin Centre (NSC) to co-manage a group of stable immunobullous bed or wheel-chair bound patients. Immunobullous diseases of the skin, commonly known as blistering diseases, are autoimmune disorders where the immune system starts “attacking” its own organs or tissues by producing autoantibodies. NSC would identify and refer stable patients to HNF for the monitoring of their conditions and titrating of medications, particularly steroids, accordingly.

To enable HNF to care for these patients, the NSC dermatologists shared their clinical management guidelines with HNF doctors and nurses over an in-service session in September 2016. Points of contact, referral workflow and platforms for information exchange were also established. The dermatologists were very supportive about this initiative and even volunteered to provide direct clinical support to HNF doctors for case discussions and reviews.

“We are very glad that HNF is partnering us to bring care to these bed-bound and immobile patients. It usually costs these patients a lot of money and time to come for follow-ups due to the need to take time off as well as arranging for transport. With this arrangement, these patients can be seen at their homes, saving them time and money. This is certainly epitomises patient centred care,” said Clinical Associate Professor Steven Thng, Head & Senior Consultant from Pigment Clinic of National Skin Centre.

NATIONAL UNIVERSITY HOSPITAL SYSTEM (NUHS) & FRONTIER HEALTHCARE GROUP

In November 2016, HNF established a tripartite collaborative agreement with the National University Health System (NUHS) and Frontier Healthcare Group (Frontier) to leverage on NUHS’ clinical system, CDoc, for documentation of co-managed patients. Presently, home care records do not reside in the National Electronic Health Record (NEHR) system. Previously, when patients were admitted to the hospital, the clinical staff often did not have updated records of the patients’ conditions and interventions received as part of home care services.

With the established agreement, Frontier’s doctors providing home medical service to HNF patients staying in the western region of Singapore and those under the care of the NUHS would be able to document the home visits notes directly into CDoc. This would facilitate a smoother follow-up and better care as clinicians in NUHS would now have updated records of co-managed patients when they are admitted to NUHS’ tertiary hospital, the National University Hospital, and its cancer and heart specialty centres.

“NUHS is privileged to have like-minded partners such as HNF and Frontier who are willing to collaborate and challenge current healthcare paradigms to improve care for our patients. This initiative facilitates sharing of patient records and clinical notes which are key to care continuity as patients move across different care settings,” shared Mr Thomas Wee, Director, NUHS Regional Health System Planning Office.

Expansion of Home Therapy Services



As HNF continues to deepen and broaden our home healthcare services to our patients, HNF rolled out its inaugural home therapy services in November 2015. Tapping on MOH's "Therapy Hub" initiative, HNF collaborated with AWWA, to provide home rehabilitation and home environmental review services. As of September 2016, the therapists have served over 230 patients.

As there was an increased demand for home therapy services, HNF worked with AWWA to bring in additional therapists in August 2016. On top of this, HNF also finalised arrangements in a new partnership with Speech Therapy Works to provide home-based speech therapy services with effect from January 2017.

The scope of services would include:

- Rehabilitation of acquired communication difficulties involving speech and language disorders
- Dysphagia Management
- Voice Therapy

Echoing the sentiments in Minister of Health, Mr Gan Kim Yong's speech at the Asia Pacific Geriatrics Conference on 12 August 2016 on building a sustainable healthcare ecosystem for our seniors, HNF will relentlessly strive to offer more comprehensive services to better support ageing in the community.

7th Singapore International Parkinson Disease and Movement Disorders Symposium



The 7th Singapore International Parkinson Disease and Movement Disorders Symposium was held from 29 September 2016 to 1 October 2016 at The Academia, Singapore General Hospital. The symposium was extended to service providers in the National Neuroscience Institute Community Care Partners Programme (NNI-CCPP) for Parkinson Disease and Movement Disorders. CCPP is an initiative for the Parkinson Community with the primary aim to enhance the delivery of community care and support by tapping on the well-integrated network of community healthcare facilities. The HNF nursing team is also involved in the monthly NNI multidisciplinary round (MDR) to raise issues faced by patients with Parkinson.

The symposium provided the delegates with the latest updates on diagnosis, treatment, as well as evidence based practice on research study on medication and other modalities from scientists, clinicians and other healthcare professionals.

HNF Assistant Nurse Clinician, Renuka D/O Nagalingham, and Senior Staff Nurse, Corin Low Mei Llan were glad to have the opportunity to attend the symposium. "It was a great exposure and the learning from this symposium would strengthen my understanding of the disease pathophysiology and treatment modalities. I would be able to apply the knowledge acquired into my care plan for this group of patients in my course of work, and share what I have learnt during the nursing in-service education session," said Sister Renuka.

Following the symposium was a CCPP Partners Appreciation Ceremony to recognise the support of

community partners like HNF in enhancing patient care and collaboration. A certificate of acknowledgement was awarded to HNF for playing an important role in making a difference in the lives of Parkinson patients.



Ms Chan Mei Mei, Director of Nursing, represented HNF in receiving the certificate of acknowledgement at CCPP Partners Appreciation Ceremony.

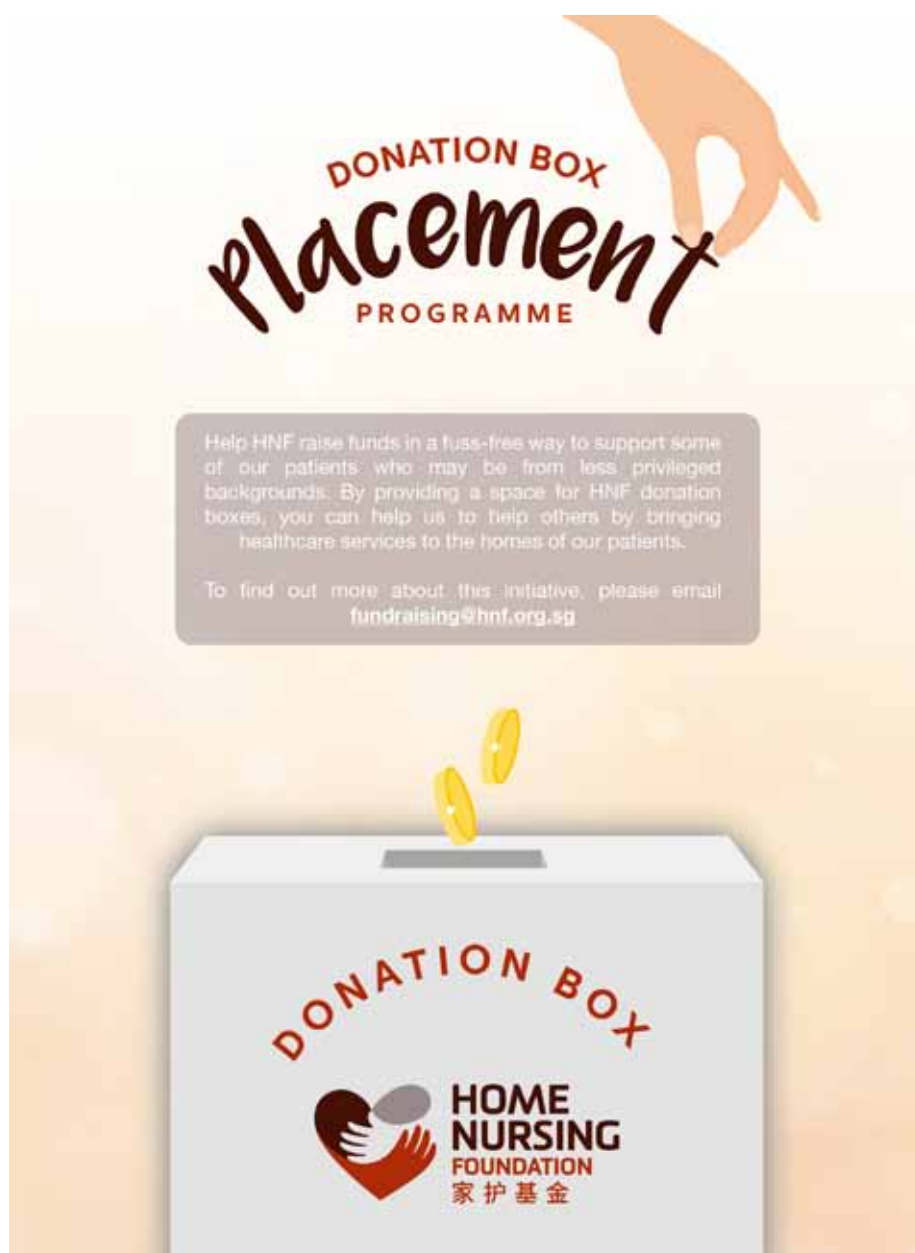
Donation Box Placement Programme @ Unity Pharmacy

HNF introduced the Donation Box Placement Programme (DBPP) in 2016 to provide a meaningful platform for corporate partners to encourage the spirit of giving

amongst their customers. To kick-off this new initiative, HNF is pleased to have the support of NTUC Health Co-operative Ltd – Unity Pharmacy where HNF donation boxes were placed in

all 59 Unity Pharmacy outlets across the island from 4 October 2016. The HNF DBPP allows corporates to raise funds in a fuss-free way in support of the Foundation.

“As part of the largest healthcare co-operative in Singapore, NTUC Health Co-operative Ltd – Unity encourages charitable deeds from all walks of life, fostering the spirit of generosity and giving back to the community,” said Mr Andy Wan, Director, NTUC Health – Unity Pharmacy.



To join us as a Donation Box Placement Programme partner, kindly email your interest to **fundraising@hnf.org.sg** or contact our team at **6854 7745/5504/5505**.

A Patient's Story

为善最乐

25-year old Min Min (Family has requested for patient's name to be anonymised) has lost almost 90% of her hearing due to an ear infection and is permanently wheelchair bound. Min Min was diagnosed with Neurofibromatosis Type II (Spinal Tumour) in 2008 when she was just 17 years old.

At an age when most teenagers dream of the greatest aspirations in life, Min Min lost her mobility after sustaining a nerve injury from the operation to remove the tumour. She was first referred to HNF in 2008 for the changing of urinary bags and after her discharge in 2009, Min Min was again referred to HNF in 2016 for professional wound care management as she has developed a permanent wound from prolonged sitting in the wheelchair.

Like any other parent, her mother, Madam Tan, hopes to see her daughter well and happy again. Madam Tan left her job to be a full-time primary caregiver for Min Min upon her daughter's diagnosis. Considering that Madam Tan does not have a regular income, HNF fully waived all nursing fees as we did not want Madam Tan to worry about making payments for Min Min to benefit from HNF's services, and to just direct her attention in caring for Min Min.



Your valued donation will make a huge positive impact in the lives of our patients like Min Min and their caregivers. Made possible by charity dollars, HNF's financial subsidies will offer our needy patients the peace of mind to focus on their recovery journey in the comfort of their homes. Your kindness will bring hope and support to our patients.

25岁的敏敏 (匿名) 正值青春年华, 但却得承受长期坐轮椅的不便。不仅如此, 她也因受耳炎影响而失去了大约百分之九十的听力。

敏敏在十七岁那年, 不幸被诊断患上二型神经纤维瘤病 (简称脊椎瘤)。在接受手术去除肿瘤的过程中, 因神经损伤而失去行动能力。由于需要定期更换尿袋, 敏敏于2008年至2009年开始接受由“家护基金”提供的居家护理服务。在2016年, 敏敏因长期坐轮椅而导致褥疮溃烂, 再次接受了“家护基金”所提供的专业伤口护理服务。

所谓天下父母心, 敏敏的母亲 - 陈女士, 最希望就是看到敏敏能够开开心心的生活。为了能更好的照顾敏敏, 陈女士决定辞去工作成为全职看护者。顾及陈女士家中收入不稳定, “家护基金”因此豁免了敏敏所需要支付的护理费用, 这此举也让陈女士能够更周全的照料敏敏的饮食起居。

您的踊跃支持将能让“家护基金”继续忠于我们的宗旨, 为我们旗下的病人在无需担心无法支付护理费用的情况下, 能够安心的在家中养病。您的善款将能为我们的病人带来希望及改变他们的人生。

For online donations, please visit HNF website at
若您想要通过网络捐款, 请浏览“家护基金”的网址
<http://www.hnf.org.sg>.

Keppel Charity Golf 2016



Supporting HNF for three consecutive years, HNF was honoured to be one of the ten beneficiaries of Keppel Club annual iconic fundraiser, the Keppel Charity Golf. Held on 8 and 9 October 2016, around 260 golfers attended the meaningful event, not just to tee off but to come together for a very meaningful good cause where they could give back to the community. A whopping \$90,888 was raised for HNF through the charity golf event.

“In line with Keppel Club’s philanthropic tradition and culture of giving, we were pleased to have HNF as one of our ten beneficiaries at our 2016 Keppel Charity golf event. We hope the funds raised, thanks to the leadership of our Chairman, Mr Fock Siew Wah, and the hardworking staff of the club, will go a long way in helping all our beneficiaries,” said Ms Ashikin Hashim, Assistant Communications Manager of Keppel Club.

We sincerely thank Keppel Club and all its donors for the strong support and for making a positive difference in the lives of our patients and their caregivers!



CEO of HNF, Ms Karen Lee attended the Keppel Charity Golf event.



From right to left: CEO of HNF, Ms Karen Lee, received the cheque from Guest-of-Honour, Mr Lee Theng Kiat, Executive Director & CEO of Temasek International Pte Ltd; Chairman, Mr Fock Siew Wah; Deputy Chairman, Mr Ng Chee Keong and Keppel Club President, Mr Lai Mun Onn.

ALPA-S Deepavali Hamper Distribution



HNF's longstanding corporate partner, Airline Pilot Association-Singapore (ALPA-S), had once again spread their love and compassion through the hampers distribution initiative to our Indian beneficiaries in celebration of Deepavali.

Three volunteers from ALPA-S took time off from their busy schedule on 27 and 28 October 2016 to distribute

hampers to 21 HNF patients. Each hamper was customised to meet each respective patient's needs. Besides distributing the hampers, the volunteers also spent time mingling with the patients and indeed giving more to our patients during this festive occasion.

On behalf of our beneficiaries, HNF would like to thank ALPA-S for their

continual support and generous contributions.

"It is a wonderful opportunity to enlighten the lives of HNF patients and to see the smiles of gratitude was rewarding," said Suresh, volunteer of ALPA-S.

Che Hian Khor Moral Uplifting Society (Singapore) 24th Anniversary Celebration

On 2 October 2016, HNF was one of the invited charitable organisations at Che Hian Khor Moral Uplifting Society (Singapore) 24th Anniversary dinner. The Society had very kindly donated \$3,000 to HNF. On behalf of all at HNF, we would like to congratulate the Society on its 24th anniversary and express our heartfelt thanks for the continual support and generosity.

Head, Communications and Development, Mr Justin Chan, at cheque presentation ceremony.



Toa Payoh Seu Teck Sean Tong Temple 74th Anniversary Dinner



Celebrating its 74th anniversary, Toa Payoh Seu Teck Sean Tong Temple (TPSTST) has remained steadfast in supporting charitable organisations and helping the less privileged. For nine years, TPSTST has supported HNF as one of the beneficiaries. A total of \$5,000 was donated to HNF this year. We would like to express our heartfelt gratitude to TPSTST for the longstanding support and for believing in our cause! On behalf of HNF and all our beneficiaries, we congratulate the members and leaders of TPSTST on the temple's 74th Anniversary and we wish you continuing success.

Ms Carol Chua, Executive, Communications and Development, at the cheque presentation during Toa Payoh Seu Teck Sean Tong Temple 74th Anniversary Dinner.

LoveFAD (Love for a Dollar) Christmas Gift Wrapping

For the second year in a row, LoveFAD has adopted HNF as one of the charity organisations for its fundraiser, Love for a Dollar (LoveFAD) where funds are raised through Christmas gift wrapping service. LoveFAD is a youth-led

volunteerism project that provides gift-wrapping services at shopping malls during the Christmas festive period. This year, LoveFAD was held at Jurong Point and Westgate between 14 to 24 December to raise funds for HNF and for the first time

ever, LoveFAD was extended to SCAPE.

HNF supported the shout out for volunteers to participate in this meaningful fundraiser. HNF also provided the space for three training workshops to be conducted for the volunteers to equip them with the skilful art of gift wrapping especially when handling odd-shape presents. This was to ensure that the quality of the gift wrapping service would be consistently high.

To date, more than \$6,200 was raised in support of HNF. We would like to thank LoveFAD and all participating volunteers for their immense efforts and time in making this project a success.



LoveFAD volunteers and HNF staff.

Bringing Smiles to the Faces of HNF Patients



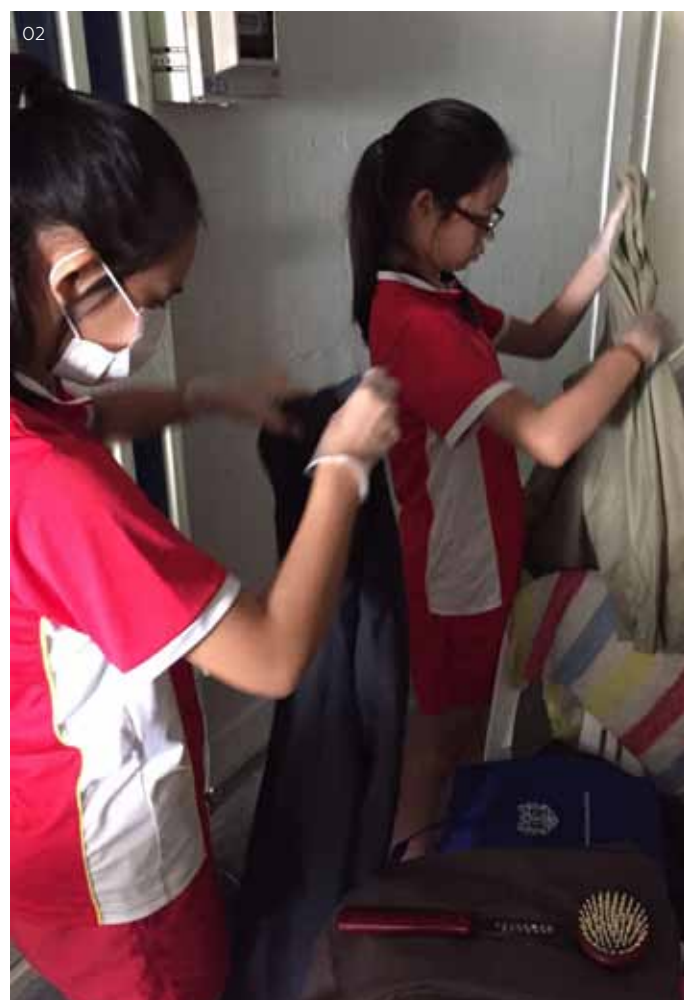
Walking the talk, the school principal and twenty teachers of Nan Chiau High School took charge of the house cleaning activity for HNF patients instead of students. On 4 November 2016, the school staff grouped themselves into four teams before venturing to four HNF patients' homes.

Nadrah Binte Abdullah and her husband are both HNF beneficiaries living on their own. They welcomed the presence of the friendly staff who had not only provided an afternoon of selfless home cleaning service, but were also great company.

On the same day, students of Fuhua Secondary School brought much cheers and the spirit of community service to our HNF patients as they trooped to seven homes for their house cleaning.

HNF patient, Mr Chen Koh Hwa, stays alone in a rented flat with limited space for mobility in his motorised wheelchair. The students who came to clean his home also helped to create a better living environment for Mr Chen. The afternoon of house cleaning gave the students a deeper insight into one of HNF beneficiary's living environment. It was indeed a memorable day for both Mr Chen and Fuhua Secondary School students as they had the opportunity to know each other.

A total of 11 HNF beneficiaries benefitted from the service of Nan Chiau High School teachers and Fuhua Secondary School students. Kudos to the volunteers for making significant difference to the lives of our patients and bringing smiles to their faces!



01 The friendly staff of Nan Chiau High School doing house cleaning for HNF patients.

02, 03 Enthusiastic students of Fuhua Secondary School in action!

Gardens by the Bay Outing by Adam Road Presbyterian Church (ARPC)

The festive season has arrived and we are grateful for the abundant festive cheers brought by the Adam Road Presbyterian Church (ARPC) volunteers to HNF patients.

On 17 December 2016, 19 HNF patients were greeted warmly at their respective homes by ARPC volunteers before they began a day of sight-seeing and luncheon at Gardens by the Bay.

The patients enjoyed themselves tremendously with the attentive company of ARPC volunteers as they visited the Flower Dome. They were also treated to a sumptuous luncheon while enjoying stage performances of singing and Christmas carolling organised by ARPC volunteers.

HNF would like to thank ARPC for their generous and thoughtful gesture to HNF beneficiaries!





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