FOCUS
Building a Culture of Continuous Learning and Improvement

SNAPSHOTS
IMH Celebrates World Mental Health Day
**Improving Patient Care the Kaizen Way**

**BY FIONA FOO, CORPORATE COMMUNICATIONS**

OCTOBER - DECEMBER 2011

IMH embarked on the Kaizen* journey in 2008 to grow a culture of shared learning and continuous improvement. It has now become an integral part of the IMH ethos as our staff constantly review and improve workflow. Their efforts to streamline processes and reduce waste have led to higher patient satisfaction and greater work satisfaction.

Our staff form teams to look into the various areas of patient care that can benefit from a review of processes using the Kaizen methodology. The best results are submitted for the annual Kaizen Competition.

This year’s 10 best projects were recognised on Kaizen Day on 3 October 2011. The top prize went to the team from Ward 66B who came up with a solution to reduce “accidents” due to incontinence among their geriatric patients.

Other award-winning projects included an innovative solution to reduce episodes of stripping among patients with intellectual disabilities and reducing the default rates of planned injections for outpatients. Another of the projects successfully reduced the noise level in the long stay ward for intellectually disabled patients with the implementation of new measures.

“Going forward, we will continue to strengthen the culture of continuous improvement in our hospital. Coming up with ideas to improve processes should not be seen as a standalone project but something that comes naturally whenever we see room for improvement.”

Dr Chua Hong Choon, CEO, IMH

A Poster Exhibition of these projects ensured that staff across the hospital could learn from these best practices.

Learning also came in the form of a lively lecture on the importance of striving for improvement by Dr Low Guat Tin, Associate Professorial Fellow, Policy and Leadership Studies Academic Group, National Institute of Education. There were many take-home points from Dr Low’s personal anecdotes that struck a chord with staff and everyone went away with renewed excitement to continually learn and improve.

The event ended on a high note with an exciting game show which further promoted shared learning. Kaizen Day mirrored the fun and excitement that come with working together to identify problems and discovering how we can make a difference when we solve them.

*Kaizen is a Japanese term that refers to “continuous improvement”. The Kaizen culture emphasised on improving processes to cut waste which often helps boost staff morale and efficiency. Kaizen projects implemented by IMH staff have helped to shorten waiting time, streamlined processes, be cost effective and create a safer environment.*

Dr Chua Hong Choon, IMH CEO, addressing the staff during the opening of Kaizen Day.

NC Yong Kit Kit (left), winner of the Star award, with Dr Chua.

Posters of Kaizen projects promote shared learning.
SPECIAL FEATURE: STAR PROJECT

“To reduce the number of wetting episodes in ambulatory patients with urinary incontinence in a long stay psycho-geriatric ward (Ward 66B) by 50 per cent in six months”

BRIEF BACKGROUND:
Many of the elderly long-stay patients in Ward 66B have urinary incontinence. On average, there had been 79 wetting episodes per patient in a week. Urinary incontinence can affect patients’ quality of life; causing skin infection and discomfort and compromising patient safety as it increases the potential for falls.

SOLUTION:
- Scheduled toileting every two hours
- Patients who are unable to communicate toilet needs are prompted to use the toilet
- Use of visual cues to promote regular use of the toilet
- Staff education to help staff better manage incontinence in the elderly
- Appointment of a Continence Champion for every shift
- Discontinue the use of adult diapers to instill self-awareness

OUTCOME:
After implementing the solutions, the average number of wetting episodes was greatly reduced from 79 to 36 per week, which is a reduction of 54 per cent. With continuous monitoring a year on, the number was further reduced by 2 per cent.

BENEFITS:
- Total annual cost savings of about $28,000, taking into consideration nurses’ time, laundry and diaper costs.
- Patients feel happier and more comfortable. They are less dependent on diapers and have higher self-esteem.
- Patients’ quality of life has also improved.
- Better staff job satisfaction with less disruption in their workflow.
- Caregivers are more contented and satisfied with the patients’ independence.
- Nurses have more time to provide care instead of managing wetting episodes.

AWARD WINNERS

GOLD:
- To reduce the noise level in intellectually disabled female long stay ward (Ward 6A) during the day by 50 per cent in six months
- To achieve 100 per cent in returning patient own medication prior discharge in IMH Ward 32A within six months
- To reduce the stripping episodes of the intellectually disabled patients in Ward 62AB by 50 per cent in six months
- To reduce the default rate of ‘planned injection’ in specialist outpatient clinic B by 50 per cent in six months

SILVER:
- Reduce inappropriate single-day admission to acute in-patient psychiatric wards by 80 per cent in six months
- Assessment of referred patients for psychiatric rehabilitation to be done within three days
- Reducing prescribing error on admission in IMH
- To increase the number of patients engaging in meaningful activities
- To reduce the default rate of first visit patients to IMH Emergency Service registrar clinic by 30 per cent
Awards and Recognition for Our Hospital and Staff

BY PENNY CHUA, CORPORATE COMMUNICATIONS

Over the past months, our team of healthcare professionals were involved in various research work, pilot projects and new initiatives to improve patient care. We are honoured to receive the respective recognition for several of the projects. We also salute all our staff who have done us proud!

ASIAN HOSPITAL MANAGEMENT AWARDS (AHMA) 2011

IMH clinched the inaugural Grand Award for the Hospital of the Year at this year’s AHMA! The AHMA recognises and honours hospitals in Asia that carry out best hospital practices. We also bagged a Winner and two Excellence awards. “Re-engineering Case Management Service to Improve Inpatient and Outpatient Follow-up Care” won the Most Outstanding Project in the Service Improvement for Internal Customers Project category, while “An Effective Primary Care Model of Stable Psychiatric Outpatients within the Community – the Mental Health-General Practitioner Partnership Programme” won the Excellence Awards in the Operational Customer Service Project category and the Marketing, PR or Promotional Project category. These projects beat the competition from more than 300 other projects from 84 hospitals in 11 countries.

PS 21 DISTINGUISHED STAR SERVICE AWARD

Congratulations to Dr Seng Kok Han, Consultant, Department of Geriatric Psychiatry for being conferred this prestigious award! Working quietly but tirelessly behind the scenes, Dr Seng often received accolades for going the extra mile for his patients, their families and his colleagues. An extremely humble, hardworking and compassionate doctor, he also teaches local medical students. Apart from his heavy clinical duties, Dr Seng also champions quality improvement in healthcare through his appointment as the Deputy Chairman of both the Clinical Excellence Workgroup and the Healthcare Performance Office in IMH. He is a model physician whose positive attitude is worthy of emulation.

NATIONAL DAY AWARDS 2011

Tan Bhing Leet, Head & Principal Occupational Therapist, received the Commendation Medal, while NM Lee Kit Mui, NM Ng Chui Eng and NM Tan Lay Wu received the Efficiency Medal. Nine other staff received the Long Service Medal.

MINISTRY OF HEALTH NURSES MERIT AWARD 2011

Five of our nurses received the MOH Nurses’ Merit Award for their outstanding performance and dedication to the nursing profession.

- NC Darren Lim Lee Kiang, Sayang Wellness Centre
- NC Arlene Marissa Cabading Floresca, Ward 32A
- SSN Rajni Parasuram, Nursing Training
- PAN Quek Choon Hoon, Department of Child and Adolescent Psychiatry
- NC Yvonne Deborah Tan Shu Ching, APCATS

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HEALTHCARE HUMANITY AWARD (HHA) 2011

Dr Joseph Leong Jern-Yi, Consultant, Department of Community Psychiatry, and Chan Lay Lin, Principal Medical Social Worker, received the HHA which recognises and honours healthcare workers who are inspirational role models exemplifying the values of courage, extraordinary dedication, selflessness, steadfastness in ethics, compassion and humanity. Both Dr Leong and Lay Lin are known for their compassion, dedication to their work and for going the extra mile to help patients and their families. Well done!

NATIONAL HEALTHCARE GROUP AWARDS

A/Prof Wong Kim Eng, Emeritus Consultant and Clinical Director, National Addictions Management Service (NAMS), has been conferred the NHG Distinguished Achievement Award, which recognises individuals who have made a distinguished career and contributed towards the NHG’s strategic objectives in clinical, operational, educational or research arenas.

Dr Cai Yiming, Senior Consultant, Department of Child and Adolescent Psychiatry, received the NHG Outstanding Citizenship Award, which commends staff who have taken on additional responsibilities outside of their portfolio which have contributed immensely to NHG’s strategic objectives.

SINGAPORE HEALTH AND BIOMEDICAL CONGRESS 2011

• Singapore Clinician-Investigator Award (GOLD)
  A/Prof Sim Kang, Senior Consultant and Deputy Chief, Department of General Psychiatry and Deputy Director, Research Department
  – “Aberrant Cerebral Fronto-Temporal Connectivity and Characterization of A Neural Mechanism for Psychotic Symptoms in Schizophrenia”

• Singapore Young Investigator Award (BRONZE)
  Dr Jimmy Lee, Associate Consultant, Department of General Psychiatry
  – “Erythrocytes: A Valid Source of Lipid-Based Biomarker in Schizophrenia”

• Singapore Nursing Award (GOLD)
  Parasnurum Rajni, Staff Nurse
  – “A Randomised Controlled Study Examining the Impact of a Staffing Model and Nursing Care Delivery System on Patient, Nurse and Organisational Outcomes”

• Singapore Young Investigator Award (Quality and Health Services Research) (SILVER)
  Picco Louisa, Senior Executive, Research Department
  – “Prevalence of Smoking and Nicotine Dependence in Singapore”

• SHBC Best Poster (Nursing) (GOLD)
  Li Ziqiang, Senior Staff Nurse
  – “Effectiveness of Peer-led Self-Management Programmes for Adults with Schizophrenia and Other Psychotic Disorders: A Systematic Review”

• SHBC Best Poster (Allied Health) (BRONZE)
  Asst Prof Sharon Sung, Clinical Psychologist, Department of Child and Adolescent Psychiatry
  – “Computer-Assisted CBT for Selective Mutism: Preliminary Results from a Randomized Controlled Trial in Singapore”
Q: In the recent Singapore Mental Health Study (SMHS) conducted in 2010, Obsessive Compulsive Disorder (OCD) emerged as one of the top three most common disorders in Singapore. What is OCD and how does a person develop this condition?

A: Obsessions are defined as recurrent persistent ideas, thoughts, images or impulses. A person may develop compulsions to reduce the anxiety caused by his obsessions. These may include repetitive and purposeful behaviours or mental acts that must be applied rigidly.

Common obsessions include irrational fears of contamination with dirt or germs, fear of hurting someone, distressing sexual or religious thoughts, a desire to hoard or a need for symmetry and exactness. Up to 72 percent of sufferers have multiple obsessions. Common compulsions include checking, cleaning and washing, counting, hoarding and mental ruminations. Up to 58 percent of sufferers have multiple compulsions.

The symptoms are distressing, time consuming and significantly interfere with a person’s normal routine, work, or social activities and relationships.

About 30 percent of people with OCD also have hoarding behaviour. They acquire excessive items and have great difficulty discarding them, even if they are apparently useless items. Their homes are usually filled with excessive clutter and they feel distress if they cannot hoard.

Patients with OCD may have co-morbid depression where they worry incessantly, often overwhelmed by repetitive negative thoughts. Both psychological and biological factors have been found to play a role in causing OCD.

Q: Where can people with these conditions turn to for help?

A: They can see a general practitioner for the first assessment. If necessary, the doctor may refer the patient for specialist treatment. The main mode of treatment is behavioural therapy where the patient is deliberately exposed to obsessional cues, and then prevented from engaging in the repetitive behavior triggered by the cues. With repeated and prolonged exposure, the person is able to stop engaging in his repetitive behavior. Drugs may also be used to manage depression and anxieties.

Q: How do friends and family help someone who has this problem?

A: As family members are often ignorant about the disorder, they may be drawn into the patient’s rituals. It is important to involve them in the management of patients with OCD, to help them understand the symptoms so that they may offer support to the affected person.
Recognising Our Nurses On Their Special Day

BY FIONA FOO, CORPORATE COMMUNICATIONS

Nurses form the largest pool of staff in IMH. And not surprisingly so as they look into all aspects of care of our patients, from administering medication; comforting them to offering support to caregivers. They are also to ensure a safe and conducive healing environment for the recuperation of our patients.

Today, some of our nurses also take on roles as nurse clinicians, educators and researchers. To recognise our nurses for their significant contribution, dedication and commitment, annual awards are given out on Nurses’ Day to recognise their achievement.

Minister for Health Mr Gan Kim Yong graced our Nurses’ Day celebration on 25 August this year, and gave away the awards.

The Nightingale Award, a top award that recognises our nurse’s exemplary effort in providing excellent service and serving as an effective mentor to fellow nurses, was presented to Senior Assistant Nurse Ong Lay Kheng. Lay Kheng is an enrolled nurse who has dedicated more than three decades caring for IMH patients. Lay Kheng’s award demonstrates that one need not be a senior nurse in order to be a role model or to mentor others.

Nurses were also recognised for their spirit of comradeship, clinical and service excellence with the Camaraderie Award, Best Clinical Unit Award, and Star Award.

In a reversal of roles, our nurses also took some time off to be pampered by others. They were treated to shoulder massages, manicure, pedicure and henna art, in addition to a sumptuous lunch. Talented staff also put up a spectacular song and dance performance to entertain their colleagues. Thank you nurses! You are all doing a wonderful job!

• CAMARADERIE AWARD
  Sayang Wellness Centre

• BEST CLINICAL UNIT AWARD
  Acute Ward Category
  High Dependency Psychiatric Care Unit
  Ward 75AB
  Ward 32A
  Long Stay Ward Category
  Ward 43AB
  Ward 74AB
  Ward 36A

• STAR AWARD
  Individual Category
  Senior Staff Nurse Ab Majid Bin Sahid
  Nurse Manager Lee Siew Hiang
  Group Category
  Ward 22B
  Ward 44AB

SN Swe Nwe Aye of Ward 20A, who is pursuing her Nursing Diploma at Nanyang Polytechnic received the Hamidah Honour Award, an NHG book prize.

“I want to thank our nurses in IMH. Their commitment to the nursing profession, passion for their work and the dedication to our patients are inspiring. I am proud to lead such an excellent team of nurses.”

Dr K Prema,
Director of Nursing, IMH

Known for her amicable disposition, SAN Ong Lay Kheng is respected by colleagues across disciplines. With her compassion for the mentally-ill, she is also a role model to her juniors. She never fails to spend time to mentor and support her peers despite working in an acute award where conditions can be challenging at times.
The annual World Mental Health Day (WMHD) raises awareness and opens discussion on mental health issues. IMH commemorated the day on 21 October with a book launch by Guest of Honour Dr Intan Azura Mohktar, MP for Ang Mo Kio GRC, and a road show centred on the theme of “Acceptance, Integration, Recovery”. Booths showcasing patients’ crafts and the services and programmes of our hospital and community partners helped visitors better understand the range of support available to those with mental health problems. Visitors also participated in relaxation exercises and craft workshops, and attended talks by recovered patients and caregivers. Missed the fun? Here is a glimpse of the bustling day.

The Agency for Integrated Care introducing their new portal “Care in Mind”, a one-stop online resource to empower caregivers and clients on mental wellness.

Visitors learning about our Community Health Assessment Team (CHAT) which reaches out to young people and empowers agencies to promote awareness of mental wellness among youths.

Positive energies abound at the “Stepping Stones” booth as our staff engage visitors to create cards with inspiring quotes.

Learning about our youth programme at the EPIP booth (Early Psychosis Intervention Programme) through a board game.

Enticing customers at the Craft Creates booth were these exquisite and beautiful crafts made by patients from the OcTAVE rehabilitation facilities.

Master pieces by clients from the Simei Care Centre waiting to find new owners to bring them home.

Dr Chee Kuan Tsee, Emeritus Consultant, Department of General Psychiatry, receiving a paper rose specially made by our patients and staff to thank caregivers.

BY VERA SOO, CORPORATE COMMUNICATIONS

Deeply moved by her story, our Guest-of-Honour, Dr Intan Azura Mokhtar, MP for Ang Mo Kio GRC, walked over to give her a hug and support. Cat’s inspiring story is part of a collection of personal stories, poetry and artwork from 25 patients and the reflections of our healthcare professionals who have journeyed with them in the healing process. The conditions covered include depression, bipolar disorder, obsessive-compulsive disorder, and schizophrenia.

IMH, with the support of the Health Promotion Board and the Woodbridge Hospital Endowment Fund, published the inaugural book in the “Mind This Voice” book series that the IMH psychology department has initiated.

A poignant moment during the book launch: Dr Intan Azura Mokhtar embracing “Cat” to show her support and encouragement.

She was a prolific writer and like anyone else, had her dreams and aspirations. However, her life has been wrought with challenges when she was afflicted by bipolar disorder. Encouraged by her psychologist, “Cat” (her preferred nickname) used her gift to seek healing, reconciliation and acceptance. She wrote about her journey to recovery.

Cat told her story to a captivated audience during the launch of the new book “The Write to Recovery” during the World Mental Health Day celebrations at IMH on 21 October.

Empowering Our Teenage Patients with Life Skills

BY BUNDLE GOH, CORPORATE COMMUNICATIONS

Our young patients can now pick up skills to help them cope better at home, in school and in the community at a lifeskills vocational centre that is opened in Sunrise Wing, our inpatient ward for those aged below 19 years. Called WISE @ Sunrise (Work, Innovation, Skills and Expression), the facility consists of a Group Activity Room and a kitchenette that were created within the day space of the ward.

Creative and expressive therapies, group social skills and art and crafts sessions are conducted in the activity room while over at the kitchenette, patients can pick up cooking skills with simple, healthy recipes. For the older teens, our occupational therapists will lead them in pre-vocational work training which includes simple food preparation. This is to pave the way for those youths who may need to undergo formal work training with our Occupational Therapy department when they are older.

The new facility is made possible by the generous donation of $70,000 from Jardine Cycle & Carriage (JCC). Its Group Managing Director, Mr Ben Keswick, together with a group of their staff volunteers officiated the opening of WISE. We are grateful to JCC for steadfastly supporting our programme to help these young patients.

“Empowering Our Teenage Patients with Life Skills” is available at the IMH Clinic B Pharmacy. For details, call 6389-2831 or e-mail: Nirhana_Japar@imh.com.sg. Price: $15.

“A poignant moment during the book launch: Dr Intan Azura Mokhtar embracing “Cat” to show her support and encouragement.”

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Dressed for Success

BY PENNY CHUA, CORPORATE COMMUNICATIONS

The all-familiar nursing uniform is now back in our Specialist Outpatient Clinics. As part of our continual improvement process, patients and their caregivers were consulted on how our nurses could better meet their needs. Our patients shared that they preferred to see our nurses in uniforms as some of them were unable to differentiate the nurses from other staff or members of the public. IMH nurses were previously wearing their own office attire in the clinics to project a more friendly and approachable look.

Now patients and their caregivers can easily approach them to seek clarifications for clinical or medicine-related matters. Nurse clinicians and nurse managers don blue uniforms with blue motifs, while staff nurses wear white uniforms with blue motifs. Assistant nurses dress in white uniforms with maroon motifs. We appreciate feedback such as this to improve patient care in IMH. Should you have further suggestions on how we can make your visit to IMH a pleasant experience, please drop a note to qsm@imh.com.sg.

A Place for Prayers and Reflection

BY CHUA SIEW HONG, CORPORATE COMMUNICATIONS

Support from friends and families are often the most essential contributing factor to a patient’s recovery. Sometimes, our patients also find comfort and solace in their own faiths.

Realising the need of a venue which gives patients space and privacy for reflection and prayers, a well-wisher mooted the idea of a prayer room and donated generously towards this cause. Located at the void deck of block 6, the Prayer Room was officially opened on 2 July 2011 by the donor and some of IMH’s senior management. The room is simply furnished and equipped with a piano and a CD player. A framed painting completes the cosy ambience.

Since then the room has been well-utilised. Volunteers from various religious groups organise prayer sessions and religious education for patients of the same faith. Responses from our patients and volunteers have been encouraging.

“...The prayer room provides a conducive and relaxing environment for our patients who want a place of solace and serenity and be in touch with their spiritual needs. Being able to connect with those of the same faith helps give them a sense of self worth, strength and confidence.”

Nurse Clinician, Margaret Manickam

Volunteers listening to our patients share about their personal challenges.

A volunteer leading our patients in a prayer.
“Way Back Into Life” Fundraising Concert

BY VERA SOO, CORPORATE COMMUNICATIONS

A little known fact of our hospital is the existence of a choir made up of talented patients who love to sing and perform. Known as VSOP or “Very Special Outstanding Performers”, the group trains professionally under a choral instructor. Since it was formed in 2008, VSOP has performed in IMH, the National Library and Peacehaven Nursing Home.

VSOP hopes to contribute to society through performances and also to let the public see beyond the patients’ mental illness, and view them as individuals with talents.

On 28 October, VSOP held its first fundraising concert, “Way Back Into Life”, over two sessions to packed audiences. IMH staff generously supported the event and also bought tickets for other patients to attend. Guest appearances by talented IMH staff and volunteers from the Organisation of Senior Volunteers wowed the crowd with song and dance items. The VSOP musical, which was the highlight and finale, told the story of two patients who overcame the barriers of low self-esteem to become active members of the choir.

The concert raised S$3,690 which will go towards sustaining and expanding the VSOP programme.

If you wish to invite VSOP to perform at your event, please email: mabel_mp_shek@imh.com.sg. To donate to the Woodbridge Hospital Endowment Fund which funds programmes like VSOP that benefit patients, please email: deborah_pt_koh@imh.com.sg.

Of Paws and Picnic

BY CHUA SIEW HONG, CORPORATE COMMUNICATIONS

Sixteen of our long-stay patients had a rare treat to the first-ever outdoor picnic at the Lorong Halus Wetlands Park in October. Initiated by the volunteers from “Gentle Paws and Friends”, a dog shelter organisation, the patients were first greeted by the dogs and volunteers who took them on a morning walk round the park. It was hard to imagine that the park was formerly a landfill as it has been transformed into lush greenery and is now bursting with wildlife. The joy to be in the great outdoor and be close to nature was apparent on the radiant faces of everyone present.

After the invigorating walk, the dogs thrilled the group with their skillful performance of fun tricks. Everyone had a great time singing and making new friends. We thank the volunteers for their dedication and effort to make the outing a day to remember for our patients.

“We have gained invaluable insight and experience just by interacting with the patients and staff from the hospital. The satisfaction of building rapport with them has reaped intangible rewards that are far beyond our expectations.”

Gary Lim, Volunteer

“I like the dog show very much: the dogs are so cute and lovable. I hope to come here again as the park is so beautiful and I love the fresh air.”

Shireen Tay*, Patient

*Not patient’s real name
SMRT’S Gift of Mobility to Our Patients

BY DEBORAH KOH, CORPORATE COMMUNICATIONS

More than 120 needy patients from our hospital are expected to benefit from SMRT’s Gift of Mobility Financial Assistance Scheme which provides financial support to the needy who require point-to-point travel services. The gift of $8,000 to the Woodbridge Hospital Endowment Fund will allow IMH to reimburse needy patients their taxi fares when they seek medical treatment at IMH. These patients are unable to take public transport due to their physical or medical problems, and include patients who are elderly, wheelchair-bound, less mobile, or recently discharged and do not have the mental capacity to take a bus or MRT home on their own.

This transport assistance will certainly relieve our patients’ financial burden and lessen any barriers they may face in coming for their follow-up appointments.

IMH medical social workers (MSW) will identify patients who may benefit from the scheme. Patients who require assistance may contact our MSW Department at 6389 2059.

Books on Wheels

BY CHUA SIEW HONG, CORPORATE COMMUNICATIONS

Another 500 books will be making their rounds to the wards via the IMH Mobile Library, thanks to the National Library Board (NLB). The gift is part of NLB’s Annual Charity Book Donation to give away old library books to non-profit and voluntary welfare organisations.

IMH has been benefiting from this donation for the past few years. Our patients are encouraged to read as reading not only helps to enrich our patients’ knowledge, it also calms and relieves boredom.

The “Mobile Library on Wheels” is manned by the staff and patients from the rehabilitation ward. Patients often wait for the arrival of the Mobile Library with anticipation and the latest donation will certainly offer them more reading choices. We would like to thank NLB for this gift to help our patients spend meaningful and enriching time while they recuperate.

“The library here is a great source of comfort to me. Books are great friends of mine; I just can’t get enough of them.”

Thomas*, Patient

“I like this library at “Stepping Stones” (rehabilitation ward) because there is a variety of fiction and non-fiction books. The books enrich me and help me to pass the time in-between activities.”

SS Koh*, Patient

*Not patient’s real name
专家咨询
李清医生
高级专科顾问
社区精神科主任
成年社区精神服务项目总监

2010年举行的新加坡精神健康调查（Singapore Mental Health Survey）显示，强迫症（Obsessive Compulsive Disorder）是我国三大精神障碍症之一。强迫症是什么病？如何发生？

强迫症患者应该去哪里寻求帮助？
如果是初步评估，患者可向全科医生求助。如有需要，社区医生会转诊到专科治疗。主要的治疗模式是行为疗法，该疗法刻意让患者接触到强迫观念的各种暗示，然后阻止患者进行该暗示所诱发的重复行为。患者长时间不断接触这类暗示后，将不再进行原本可能诱发的重复行为。医生也可以通过药物治疗抑郁与焦虑症状。

家人朋友如何协助患者？
由于家庭成员通常缺乏强迫症的知识，他们往往跟随患者的强迫行为。治疗强迫症患者时，家人的参与非常重要。让家人了解各类相关症状，以便为患者提供支持。
“改善”文化，提升患者治疗

心理卫生学院自2008年起，开始踏上“改善”之旅，积极培养“分享学习”与“持续改进”的组织文化。过程中，我们的职员对工作环境反复研究，不断改进。他们极力精简流程，减少不必要的步骤。这种活动已经成为心理卫生学院组织文化中不可分割的部分，患者的服务满意度与职员的工作满意度都大为提高。

我们的职员组成小组，研究患者治疗过程中方方面面的细节，通过“改善”的方法不断提升。提升的成果都会提交该年度的“改善”大赛进行评比。

本院于2011年10月3日举行“改善日”活动。今年的十大“改善”项目均于当日获得嘉奖。其中66B号病房团队的解决方案，减少年老患者的尿失禁次数，获得最高奖项。

其他获奖项目包括一些极具创意的改进方案，例如减少智障患者乱脱衣服、减低预约注射门诊患者失约率的方案，有的方案更成功减低了智障患者长期住院病房中的声量。

“改善日”当天的海报展览展出了这些改进方案，以便其他部门的职员从中学习获益。

“改善日”活动还包括一个生动有趣的讲座。国立教育学院政策与领袖学学部的刘月珍副教授学者，为大家讲述了追求改善的重要性。刘副教授的亲身体验引发了听众的共鸣。讲座结束后，出席者都很感动，希望继续学习，不断改进。

活动尾声的游戏节目，把整个活动推向高潮，并在高昂的气氛中结束。“改善日”充满了欢乐和兴趣，就如同大家一起找出问题，解决问题而感受成就的快乐一样。

“将来，我们会继续加强医院‘持续改进’的组织文化。提出好点子，改善流程不应当被视为孤立的行为，而应该是人人看到有改进的空间时，自然而然去进行的事。”

心理卫生学院院长 蔡奉俊医生
星奖特写:
“6个月内，把老年精神科长期住院病房(66B)中非卧床尿失禁患者的失禁次数减少50%。”

背景:
66B病房的长期住院患者大多有尿失禁的问题。每周每名患者的平均尿失禁次数为79次。尿失禁影响患者的生活素质，导致皮肤不适，甚至感染。尿失禁也提高了摔倒的危险，危及患者的安全。

方案:
• 安排每两小时上厕所一次
• 患者如果无法自行提出要上厕所，则由护士给予提醒
• 使用视觉提示，提醒患者经常上厕所
• 培训病房的职员，协助他们更有效地管理年长患者的尿失禁问题
• 每个轮值班指定一名职员，负责预防尿失禁
• 停止使用成人尿布，强化自我管理的意识

结果:
该解决方案推出后，每周每名患者的平均尿失禁次数从79次大幅降低至36次，减少54%。持续监控一年后，每周每名患者的平均尿失禁次数进一步下降了2%。

好处:
• 如果把护士省下的处理尿液时间、清洗衣物和尿布费用计算在内，这个方案每年节省约$28,000。而患者也更愉快、更舒适，较不依赖成人尿布；患者更有尊严，生活素质有所改善。
• 根据职员们的汇报，由于不需要经常放下手头的工作来替患者换裤子，较少打断工作流程，他们对自己工作的感到更加满意。
• 患者更独立；他们的看护人对此表示满意。
• 由于无须经常替患者换裤子，护士给患者其他护理的时间增加了。

得奖人

金奖:
• 6个月内，把智障女性长期住院病房(6A)的日间声量降低50%。
• 6个月内，把心理卫生学院32A病房出院前归还自备药品给患者的比率提高到100%。
• 6个月内，把62AB病房智障患者乱脱衣物的次数减少50%。
• 6个月内，把专科门诊B的预订注射失约率降低50%。

银奖:
• 6个月内，把不必要的急症精神病病房的单日住院案例减少80%。
• 三天内完成转诊到康复精神科病人的评估。
• 减低病人入院时的药物处方错误。
• 增加参与有意义的活动的患者人数。
• 把第一次预约心理卫生学院住院医生门诊的失约率减低30%。
IMH Appreciates Volunteers with a Zumba Party

BY FIONA FOO, CORPORATE COMMUNICATIONS

In celebration of International Volunteer Day, IMH held a Zumba party for our volunteers on 26 November at the *SCAPE Building. Zumba is the latest dance fitness programme that incorporates hip-hop, samba, merengue, mambo, martial arts, and some belly-dance moves. Our volunteers had fun working out and learning a new dance routine. Some of them are now looking forward to teach our patients to groove the Zumba way!

IMH also showcased “The Delicate Mind”, an experiential exhibition that allowed visitors to walk in the shoes of a person with Schizophrenia. This project was initiated by a group of design students from SIM-RMIT whom IMH had worked closely with. Using special audio soundtracks and light play to simulate the various effects of hallucinations, the exhibition ends with a video that depicts the confused state of a person with Schizophrenia. Many who walked through the exhibition left with a better understanding of the struggles and turmoil that our patients go through.

On the same day, the National Volunteer and Philanthropy Centre also held a mega carnival in collaboration with non-profit organisations to promote volunteerism and to raise awareness about the plight of the underprivileged.

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Volunteers from the Sengkang Youth Executive Committee joining in for a day of fun and bonding.

Our CEO (extreme right) Zumba-ing with the volunteers.

We extend our sincerest appreciation and thanks to all our volunteers for their love, support and care for our patients. They have touched many lives with their presence!

The management and staff of IMH wish everyone a healthy, fulfilling and joyful new year in 2012!

WHAT'S ON