



Bright Vision
Hospital

WHAT MATTERS TO OUR PATIENTS?



YEARBOOK FY18

CEO's MESSAGE



MS MARGARET LEE
Chief Executive Officer
Bright Vision Hospital



By embracing our patients' perspectives, we were reminded to put their needs and preferences as our priority.

In FY2018, we asked ourselves, "What matters to our patients?". By embracing their perspectives, we were reminded to put their needs and preferences as our priority. This approach was consistent across SingHealth Community Hospitals (SCH), which Bright Vision Hospital is part of, together with Sengkang Community Hospital and Outram Community Hospital.

Recognising that patients are more than their medical conditions, BVH piloted a diverse range of activities to cater to patients with varying needs and interests. One popular initiative was the weekly BVH Variety Hour, where staff shared useful tips on educational topics, and then together with volunteers entertained patients with song and dance performances.

Patients also need to play an active role in their recovery. Along this line, BVH conducted medication training for elderly patients without caregivers. Through these sessions, these elderly are empowered to manage their medication and adhere to the prescribed regimen.

Helping our patients heal holistically was possible only with the strong support from our community partners. We continued to develop the Integrated Primary Care for At-Risk Elders (iPCARE) programme where partner GPs work with BVH to continue caring for discharged patients. We are also thankful for volunteers who assisted patients with simple therapy activities over the weekends to keep them active and social.

Besides programmes and activities, we also completed improvement works at BVH to provide a more conducive space for healing. For example, the Faith Ward Patio on level 3 was renovated so that more patients can enjoy the garden for relaxation or outdoor therapy sessions. Kitchen services were also enhanced to provide more food options for patients.

Moving forward, patients will continue to remain our priority at BVH – in line with SCH's vision of delivering person-centred care to achieve health goals with our patients. We will continue to focus on bridging care across settings, nurture collaborations with partners and be guided by what matters to our patients.



BVH LEADERSHIP

BOARD OF DIRECTORS

Attendance at Board Meetings in FY2018		
		No. of Attendance
Mr Lim Cheng Teck	Chairman	3/3
Ms Mable Chan Kam Man	Member	3/3
Mr Fong Kwok Jen ¹ <i>(Audit Committee Member)</i>	Member	3/3
Mr Alex Lee Ka But	Member	3/3
Prof Tan Ser Kiat	Member	1/3
Mr Teo Chiang Long	Member	2/3
Mr Robert Yam Mow Lam <i>(Audit Committee Chairman)</i>	Member	3/3
Prof Christopher Cheng Wai Sam	Member	3/3
Dr Wong Tien Hua <i>(Audit Committee Member)</i>	Member	2/3
Prof Lee Chien Earn	Member	2/3
Prof Kenneth Kwek Yung Chiang	Member	2/3
Mr Yatiman Bin Yusof	Member	3/3

¹ Mr Fong Kwok Jen had stepped down from his role as Board of Director on 30 June 2019.

FACILITY MEDIFUND COMMITTEE

Chairman:

Mr Vincent Koh

Members:

Mr Au Yeong Hoh Wai

Ms Jenny Bong

Ms Linda Auyong

Mr Tu Myint

MANAGEMENT

Chief Executive Officer:

Ms Margaret Lee

Director, Medical:

Assoc Prof Lee Kheng Hock

Assistant Director, Nursing:

Mdm Magheshwari Sabapathy

Assistant Director, Communications:

Ms Junaidah Hameed

Senior Manager, CEO's Office:

Mr Darren Thng

Senior Finance Manager:

Ms Josephine Tan

Human Resource and Admin Manager:

Ms Treffany Liew

Office of Patient Experience Manager:

Ms Ng Bee Leng

Community Relations Manager:

Ms Nina Wong

Operations Manager:

Mr Freddy Fan

Food Services Manager:

Mr Alvin Ng

Medical Social Services Manager:

Ms Eunice Chin

REFLECTIONS

FINANCIAL YEAR 2018



POP-UP SALON

From Jan 2019 (On-going)



More patients at Bright Vision Hospital can now enjoy free haircuts by volunteers, thanks to a donor-funded salon. The Pop-Up Salon was set up to imitate a nostalgic saloon environment with mirrors, trays, hair blowers, music and even a revolving saloon sign light. Patients are reminded of the good old barbershop, and it encouraged them to come out of their hospital beds to enjoy the everyday activities that they would normally do at home.

Our volunteers also take time to chat with our patients while cutting their hair so that they are engaged socially as part of their holistic care.

VARIETY HOUR

From Feb 2019 (On-going)



The BVH Variety Hour is a weekly programme where our patients learn useful and educational tips on caring for themselves, and at the same time enjoy some entertainment and a lucky draw.

Educational topics such as healthy cooking, scam awareness, home fire hazards, dementia care and stress management were some of the presentations done by our colleagues from various departments. Volunteers from various groups put up performances to entertain our patients before a lucky draw excites the audience as a finale.

To enhance the environment, the BVH Atrium was installed with a stage with sound system and projector, more seating benches, and vivarium at the koi pond. Patients look forward to the weekly performances and find their stay more interesting and lively.

PET ASSISTED THERAPY

From Feb 2019 (On-going)

SOSD Singapore provides a monthly pet-assisted therapy programme for patients to interact with dogs and volunteers through play and activities. The programme helps to engage patients by encouraging them to join in social activities while providing them with comfort and enjoyment.



PATIENT SAFETY ACTIVITIES

INFECTION AND PREVENTION CONTROL LIAISON OFFICER (IPCLO) TRAINING

From Oct 2018 (On-going)

This initiative to equip nurses and allied health staff as the champion of infection control practices ensures safe infection control practices in the hospital. Staff takes ownership of infection control related matters and work with the multi-disciplinary team to provide care for patients.

BVH has also consistently maintained a high compliance rate for good hand hygiene practices within the SingHealth cluster.

EFFICACY AND FEASIBILITY OF DE-PRESCRIBING ROUNDS IN A SINGAPORE REHABILITATIVE HOSPITAL

From Nov 2018 (On-going)

Since Nov 2018, BVH piloted a randomised control trial, exploring the efficacy and feasibility of structured weekly multidisciplinary de-prescribing rounds on inpatient care. This study is currently being funded by the AIC ILTC research grant. Interim analysis has revealed reduction in total daily dose and potentially total daily cost of medicine whilst preserving patient safety.



PATIENT ENGAGEMENT INITIATIVES

INTEGRATED PRIMARY CARE FOR AT-RISK ELDERLY (iPCARE) PROGRAMME

From Apr 2017 (On-going)

iPCARE pairs patients with partner GPs in order to provide care even after discharge. It has been well-received by partners, exceeding recruitment

targets at 524 patients and 28 GPs (as of Jun 2019). The team hopes to scale up iPCARE so that more patients could benefit from this integrated healthcare model centered on primary care.

FALLS PREVENTION EDUCATION SESSIONS

From Mar 2018 (On-going)

Conducted in both English and Mandarin, falls prevention education sessions help to educate both patients and caregivers and increase the awareness of fall prevention.



QUALITY IMPROVEMENT PROJECTS

EMPOWERING ELDERLY PATIENTS THROUGH ART

From Jan 2018 – Apr 2019

A collaboration between medical social workers and LaSalle College of the Arts interns, this project helped to build confidence and autonomy for elderly patients through the use of art. It also provided them an avenue to better express themselves, to identify and affirm their personal potential and worth through their art work.

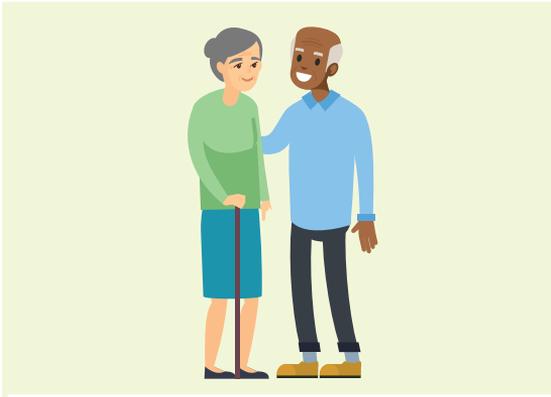


FACILITIES IMPROVEMENT

The newly renovated Faith Patio at BVH Level 3 offers patients an opportunity to be out of their wards and get closer to nature.

The space, designed to accommodate six wheelchairs and one hospital bed at the same time, is open all day for patients to unwind or spend time with their loved ones.

OUR PATIENTS



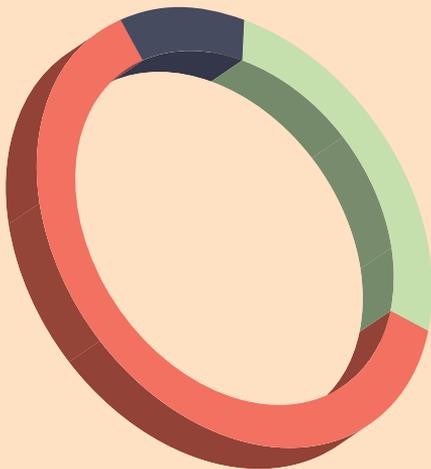
GENDER PROFILE

Gender	Actual	%
Male	1,071	48%
Female	1,162	52%
Total	2,233	100%



MONTHLY INCOME OF PATIENTS

Income Group	Actual	%
N.A.	3	0.1%
\$0 - \$700	1,131	51.0%
\$701 - \$1,100	269	12.0%
\$1,101 - \$1,800	355	16.0%
\$1,801 - \$2,600	212	9.0%
\$2,601 - \$3,100	64	2.9%
\$3,101 and above	199	9.0%
Total	2,233	100%

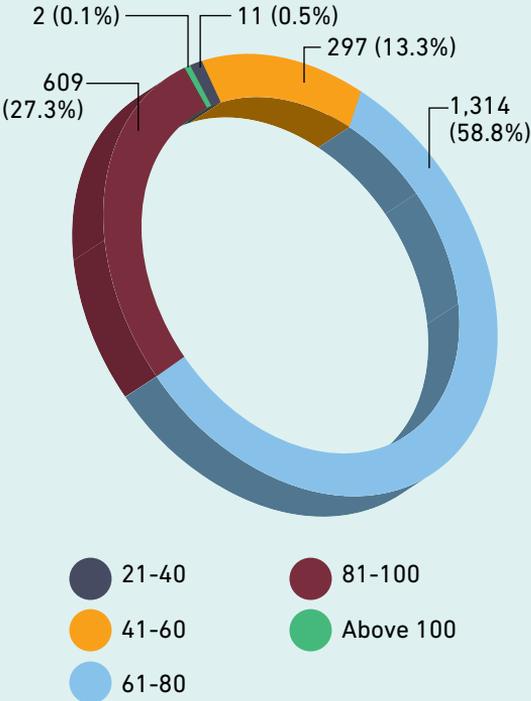


- 25% and below
- 26% - 50%
- 51% - 75%

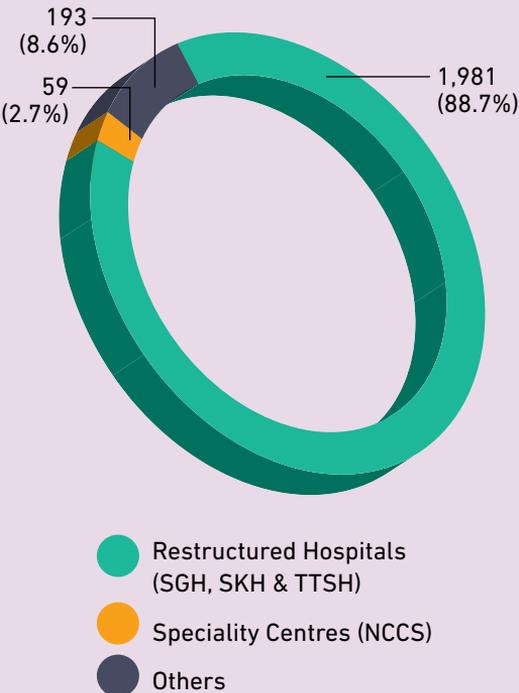
LEVEL OF SUBSIDY RECEIVED

Subvention Level	Actual	%
25% and below	241	10.8%
26% - 50%	612	27.4%
51% - 75%	1,380	61.8%
Total	2,233	100%

AGE PROFILE



PATIENTS REFERRED TO BVH IN FY18



CAREGIVING TRAINING

Total Number of Training Sessions	5,373	%
Physiotherapy Sessions	1,512	28.1%
Occupational Therapy Sessions	3,741	69.6%
Speech Therapy Sessions	120	2.3%



BED OCCUPANCY

87%

BARTHEL INDEX

22.75%

Barthel Index is an ordinal scale used to measure performance in activities of daily living.

OUR PATIENTS

(continued)



TOTAL NUMBER OF INPATIENT DISCHARGES

Rehabilitation / Sub Acute	1,956
Palliative	218
Long Term Care (Chronic Sick)	19
Total	2,193



TOTAL NUMBER OF PATIENT DAYS FOR INPATIENT

Rehabilitation / Sub Acute	60,184
Palliative	6,609
Long Term Care (Chronic Sick)	20,266
Total	87,059



OUTPATIENT ATTENDANCE FOR FY18

Day Rehabilitation Centre	18,837
iPCARE Clinic	1,706

COMMUNITY ENGAGEMENT



TOTAL AMOUNT RAISED FOR NEEDY PATIENTS

\$961,639.19

*Includes walk-in, mail-in, Giro, mailer and from Giving.sg



AMOUNT RAISED FOR CHARITY EVENT

FARMER'S MARKET

\$301,725.29

FLAG DAY 2019

\$176,409.81



NUMBER OF PEOPLE DONATED

INDIVIDUALS

2,346

ORGANISATIONS

101

BVH thanks her donors for their support to help needy patients.



STAFF

NUMBER OF STAFF

457

AGGREGATE AMOUNT OF THE TOTAL REMUNERATION

\$100,000 - \$150,000

(3 PERSONS)

There is no paid staff, being a close member of the family¹ belonging to the Executive Head² or a governing board member of BVH, who has received remuneration exceeding \$50,000 during the financial year.

1. *Close member of the family: A family member belonging to the Executive Head or a governing board member of a charity —*
 - (a) *who may be expected to influence the Executive Head's or governing board member's (as the case may be) dealings with the charity; or*
 - (b) *who may be influenced by the Executive Head or governing board member (as the case may be) in the family member's dealings with the charity.*

A close member of the family may include the following:

- (a) *the child or spouse of the Executive Head or governing board member;*
 - (b) *the stepchild of the Executive Head or governing board member;*
 - (c) *the dependant of the Executive Head or governing board member.*
 - (d) *the dependant of the Executive Head's or governing board member's spouse.*
2. *Executive Head: The most senior staff member in charge of the charity's staff.*



FUTURE GOALS



ART FOCUSED PSYCHOSOCIAL CARE

From April 19 – April 23

Following the success of the quality improvement project on empowering elderly patients through art, BVH implemented a new therapeutic programme for our patients. Using art as psychosocial care, this programme uses the creative process of making art to improve a person's physical, mental and emotional well being. Patients can also use it to express their emotions and cope with loss and grief.



DAY REHABILITATION CENTRE COMMUNITY INTEGRATION PROGRAMME

From October 19

The programme focuses on integration of patients back to the community, while receiving standardised care. It teaches patients to be active by using suitable exercise equipment available in the neighbourhood safely, by participating in daily activities like marketing or going to the coffee shop, and builds their confidence in community mobility, which includes the use of public transport.



SOCIAL PRESCRIBING

From October 19

Social prescribing enables healthcare professionals to refer patients to a link worker and co-design a non-clinical social prescription. It takes a holistic approach to connect patients to community services and statutory services for practical and emotional launch, with the aim of improving care to patients. BVH will implement social prescribing in BVH by the end of 2019.



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