sata CommHealth

ISSUE 15

In The *Know*

Your Bi-Monthly Update on Everything SATA

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Read more on Pg4

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Read more on Pg6

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JAN 2025

Rounding Up 2024

Singapore Health Quality Service Awards 2024

- 30 Silver, 8 Gold and 5 Star outstanding healthcare professionals

Community Health Day at Jurong Spring Community Club

January

March

June

SG Cares Giving Week 2023

- Named a Platinum Partner – awarded to organisations that have received the Gold Award for three consecutive years

Introduced our new Teleconsultation feature on the SATA Public App

Hosted the inaugural Here To Care For the Health of Migrant Workers 2024 Conference

SATA CommHealth's 77th Anniversary Dinner

August 8

September 9

November 11

Flag Day 2024

Received the Charity Transparency Award 2024 and Special Commendation Award 2024 for Succession Planning at the Charity Transparency and Governance Awards ceremony.

Empowering Recovery, Step by Step

Meet Liyana, our Senior Occupational Therapist at SATA CommHealth's Rehabilitation Clinic in Bedok Uttamram Medical Centre. Her work focuses on empowering individuals to regain their ability to perform everyday tasks, transforming lives one step at a time.

Liyana starts her day by reviewing her schedule, which is a brief but critical moment of preparation that helps her mentally map out the tasks ahead. This quiet start sets the tone for her dynamic and purpose-driven day.

Her first session of the day is with Mr Syafarin, who is working to regain strength and mobility through upper limb exercises. "Every patient's journey is unique," Liyana remarks. "That makes this work so fulfilling—I learn something new every day."

During the session, Liyana demonstrates a series of carefully tailored exercises, observing Mr Syafarin's movements. She offers feedback and adjusts the regimen to suit his evolving needs, ensuring he maximises his potential. After the session, she updates his medical records, documenting his progress and planning the next steps in his rehabilitation journey.

When not working directly with patients, Liyana turns her attention to the administrative side of her role. From managing the team's training schedules to preparing presentation materials for an upcoming department

meeting, she balances these responsibilities with the same dedication she brings to patient care. These behind-the-scenes efforts are vital in maintaining the clinic's efficiency and enhancing service quality.

Professionals like Liyana are at the heart of SATA CommHealth's mission to deliver holistic care. Their expertise and compassion help patients achieve greater independence and inspire hope and resilience in the community. Through her dedication and skill, Liyana continues to make a meaningful difference in the lives of those she serves.

Mini Q&A session with Liyana from the Rehabilitation Team

Q What inspired you to choose a career in occupational therapy?

I have always been a more hands-on person and enjoy being on my feet more than on the computer. A career in occupational therapy does just that, as it focuses on occupations—helping people get back on their feet to live their daily lives.

Q Can you share with us what are the range of conditions you treat as an occupational therapist?

As an occupational therapist in SATA CommHealth, I see patients with a variety of geriatric conditions such as stroke, hip fracture, dementia, cancer, deconditioning due to recurrent falls, Parkinson's, shoulder or upper limb injuries, as well as patients who require assistive devices like a wheelchair, shower chair and motorised scooter. I do therapeutic activities to help them improve their body functions and teach them techniques to regain their independence in their daily activities.

Q Can you share a memorable success story of a patient's recovery journey?

One of my memorable moments as an occupational therapist was with two patients from Fernvale Community Hub under the Aspire Programme. They were an elderly husband and wife couple who stayed by themselves and had little support except from the wife's brother. In one of the home-based sessions, I discovered that the husband has been washing all their laundry by hand despite having a new washing machine the wife's brother bought. I realised that due to his cognitive impairment, he did not know how to use the washing machine or learn to use it by himself. As such, I spent a few sessions teaching him how to use the washing machine and labelling the buttons to make it easier for him, and thankfully, he managed to do his laundry with the machine confidently from then on. It tested my creativity as an OT on how to teach a cognitively impaired person to function in his daily life, but it was rewarding in the end.

Q How do you foster a positive and supportive environment to help patients stay motivated throughout their rehabilitation journey, especially when faced with setbacks?

I help them realise their potential through small successes that they achieve every session and set goals in collaboration with them to make the rehab journey more meaningful. Most patients tend to be too hard on themselves and set big goals that may be unrealistic or appear unachievable. My role is to show them they can achieve smaller goals that eventually arrive at what they envision and modify the task and environment to support their end goal.

Q What advice would you give to someone who is considering seeking occupational therapy treatment for the first time?

Occupational therapy is not just about physical recovery. It helps people regain the ability to participate in everyday activities that are meaningful to them, from getting dressed to cooking, working, socialising, and pursuing hobbies. An occupational therapist will work closely with you to find effective ways to help you regain those abilities and live life to the fullest – so reach out to us, and we will see how we can best help you.

Charity Transparency & Special Commendation Award 2024

SATA CommHealth is honoured to announce that we have been recognised with two awards at the Charity Transparency and Governance Awards 2024, held on 14 November at the PARKROYAL COLLECTION Marina Bay. Our Chairman, Mr Tan Boon Gin, received the awards - Charity Transparency Award 2024 and Special Commendation Award 2024 for Succession Planning - in acknowledgment of our steadfast commitment to transparency and governance.

Organised by the Charity Council, these awards celebrate organisations demonstrating excellent standards in managing and disclosing their practices. The Charity Transparency Award is a testament to our adherence to the principles outlined in the Charity Transparency Framework, reflecting our dedication to transparent and accountable communication.

The Special Commendation Award further underscores our proactive approach to succession planning, ensuring continuity and effective leadership within our organisation.

GroundUP Initiative: A Thoughtful Bench Donation for Our Community Clinic

At SATA CommHealth, we believe in creating environments that embody care, comfort, and sustainability. Recently, we had the privilege of visiting GroundUP Initiative, a non-profit organisation that champions sustainable living and environmental stewardship. Their creative and impactful work, particularly their unique benches crafted from recycled materials, inspired us.

Recognising our admiration for their work, GroundUP Initiative generously donated one of their beautiful recycled wooden benches to our new Community Clinic at Beach Road. More than just a functional addition, this bench symbolises a partnership rooted in shared values of community care and environmental responsibility.

The bench has become a welcoming feature at our clinic, offering patients a comfortable place to rest as they await their appointments. Its presence enhances the clinic's atmosphere, fostering a sense of warmth and thoughtfulness while reminding everyone of the importance of sustainable practices.

End of the Year Shout Out

As the year ends, we reflect on the accomplishments, challenges, and milestones achieved as a team at SATA CommHealth. This year has been a testament to the strength of our dedication, resilience, and teamwork. Our CEO and colleagues share their heartfelt gratitude and inspiring messages for the year ahead to celebrate these efforts.

Good job!

"Thank you for the laughter, hard work, and all the small victories that make this year incredible. May your holidays be filled with joy, good food, and good company. Happy Holidays!"

– Fundraising Team

"Thank you to all staff for your dedication and hard work throughout the year. Let's continue to pursue excellence and create positive change in our community!"

– Dr Kelvin Phua, CEO of SATA CommHealth

"As we close another chapter and start a new one..., the Finance Team would like to take a moment to express our heartfelt gratitude to everyone. Thank you for your hard work, support, and positivity. It's been a privilege working alongside such amazing colleagues. May the year ahead bring personal growth, joy, and exciting opportunities in your personal and professional life."

– Finance Team

"As we reflect on an impactful year, we would like to extend our heartfelt gratitude to our partners, staff and community for their unwavering support. The MMS team wishes everyone a Merry Christmas and a Happy New Year filled with health, happiness and success!"

– Mobile Medical Services Team

Dear friends,

Happy Lunar New Year! 新年快乐! On behalf of the SATA CommHealth management and board of directors, I would like to wish you and your loved ones a happy and prosperous Lunar New Year! May the New Year bring you abundant joy, good health and success in all your endeavors.

I would also like to wish everyone "身体健康，阖家幸福" – which means 'good health and happiness in the entire family. Together, let us continue caring for, and making a positive impact on, those we serve, and I look forward to achieving new milestones with everyone at SATA CommHealth in the year ahead."

– Mr Tan Boon Gin,
Chairman of SATA CommHealth

"Thank you all for your hard work and dedication this year. Your resilience and teamwork have been incredible, and I'm proud to be part of this team. Wishing you all a wonderful holiday season and a happy, prosperous New Year!"

– Ms Cheryl Zin Min Thu, Procurement

"Hello SATA! 👋 It's been a fantastic year, and we want to take this time to wish you all a Merry Christmas and Happy Holidays! May your holidays be filled with laughter, warmth and happiness. Here's to a fresh new start in the new year, full of new opportunities and continued success together."

– Quality Management Department Team

Social Media Highlights

SATA CommHealth

Ensure your foreign domestic Worker's (FDW) health with SATA CommHealth's convenient six-monthly and complete health screening packages, which meet MOM's requirements. All services are available at our fully equipped medical centres. Book FDW's screening today!

SATA CommHealth

We had a wonderful time at the "Healthy Women, Healthier Families" fiesta at Heartbeat@Bedok! 🎉 Highlights included HPV vaccinations, ACP & LPA applications, Fall Risk Assessments, and an Osteoporosis talk. Thank you for supporting healthier futures!

SATA CommHealth

Now Open: Community Clinic @ Beach Road! Accessible healthcare is now available in the heart of Singapore!

Now Open!

SATA CommHealth

Thank you for joining our quiz! We hope you learned about the flu and pneumococcal vaccines and how they protect you and your loved ones. Stay tuned for more exciting activities from SATA CommHealth!

Want to get updates lighting fast?

Like us on Facebook and Instagram to follow our activities for the community!