

Title: IMH Nurse Treats Patients Just Like Family & A Mission to Innovate

Media/Date: Berita Harian, 30 November 2017

Reporter: Hasleen Bachik

Translated by: Shaik Nabil, Tan Sri (Dr) Tan Chin Tuan Scholar from NTU

IMH Nurse Treats Patients Just Like Family

About 13 years ago, Mdm Hadijah began her career in the healthcare sector. She was tasked toneaten ward beds at the Institute of Mental Health, to ensure that the floors were dry and to carry out housekeeping so that the surroundings are always clean and tranquil for the patients.

2 years ago, apart from her duties as a Healthcare Assistant, Mdm Hadijah, 54 years old, expanded her job scope to perform simple nursing duties such as measuring the patients' blood pressure.

As she carried out those duties as a Health Attendant, her supervisor began to notice the potential Mdm Hadijah had, and encouraged her to upgrade herself by registering in courses to enable her to become an enrolled nurse.

"My supervisor wanted me to register in the course to become an enrolled nurse. But it had been a long while since I studied. My proficiency in the English language was not spectacular as well. However, she was encouraging. She told me to try as she saw the potential in me to be a nurse," said Mdm Hadijah, who later on registered in the nursing course at ITE College East. She successfully enrolled as a nurse in 2011.

Ever since then, Mdm Hadijah has received many accolades and recognition such as the Humanitarian Healthcare award in 2012, the IMH Star Award in 2016, and the Tan Chin Tuan Nursing Award, with merit, last week.

Organized by the Singapore Nursing Association in collaboration with the Tan Chin Tuan Foundation and the D.S. Lee Foundation, the Tan Chin Tuan Nursing Awards recognized enrolled nurses who demonstrated high potential, talent, excellence as well as dedication in and throughout their nursing career.

Mdm Hadijah's supervisor, Assistant Director of Nursing of IMH, Mdm Lee So Leh, who encouraged her upgrade her skills said, "Hadjah has strong interest in learning and always took her own initiative to improve her skills as well as her knowledge by attending seminars and courses on her own. Other than being efficient and hardworking, she is conscientious and dedicated in her work. She is a good example for the younger generation to follow in her footsteps."

According to Mdm Hadijah, her initial involvement in the healthcare sector was purely unintentional. Previously, she faced hardships and had to provide for her three children, following a divorce.

"After I ended school, I did not enter the workforce. I was a housewife. After my divorce, I had to find a job for my children's sake. The job as a healthcare attendant was similar to what I did at home, household chores," said Mdm Halijah.

What fueled her to delve into the healthcare sector was her regret of not being able to care for her sick parents who were living in Malaysia as she had to make ends meet in Singapore. Currently a senior assistant nurse, Mdm Halijah's voice crackled in sadness as she shared, "When my mother passed on 2 years after my father, I was at my workplace and did not have the opportunity to care for them. This is the time I do something for others, providing care for the sick just as how I would care for my sick family members. This was what prompted me to choose nursing."

A Mission to Innovate

As an enrolled nurse, one of the duties of Mdm Sonia Abdullah is to train new graduates with NITEC and other qualifications. However, the Singapore General Hospital (SGH) nurse performed duties beyond her expected job-scope. Mdm Sonia, 51 years old was once nominated as the Patients' Safety Ambassador in 2013 for her initiative in forming a team that takes turns to adjust the position and posture of ulcer patients who constantly lie in a supine position.

"Many patients in my ward will just lie down. In my view, they must constantly be shifted and adjusted. Thus, every 2-3 hours, we will approach each bed to help them replace their diapers. At the same time, we observe if the patients have any abrasions or ulcers due to bed sores. We will adjust their positions often to avoid these problems," said Mdm Sonia.

Last Wednesday, Mdm Sonia, already with 21 years of nursing experience, emerged as one of the recipients of the Tan Chin Tuan Nursing Awards with merit. "Initially, I wanted to refuse this nomination as I feel what I'm doing is part and parcel of my job as a nurse. However, the Assistant Director of Nursing insisted that I accept the nomination. I am elated and thankful to be nominated," said Mdm Sonia.

Before this, in 2015, she received the Humanitarian Award following her exceptional performance, going out of her way to arrange for the burial of a Filipino patient who was living all alone here. Mdm Sonia went to the extent of taking leave to ensure the burial went smoothly. "The stroke patient did not have any relatives here. There was only a friend and the friend was not a Muslim, which was the religion adhered by the deceased patient. I linked the friend up with the Islamic Religious Council (MUIS)," said the mother of a 22 and 24 year old.

This year, she was awarded the Singapore Health Quality Service award (Gold) for providing exceptional care and treatment for patients. She would always remain after her official working hours to check on the patients' conditions, and would conduct follow up visits to patients' homes in her free time, providing guidance to caregivers.

At the same time, she initiated a review to be done to improve the cleanliness standard of wards. As early as 2009, she suggested to have soap dispensers with built in sensors be utilized in wards. The suggestion was implemented in SGH wards and will be implemented in Outram Community Hospital upon its completion.

Mdm Sonia is known by her colleagues as a caring person. When she found that a colleague was feeling down and tired as she needed to care for her ailing husband, Mdm Sonia extended help and visited the family of her colleague. Despite her tight work schedule and commitments, Mdm Sonia manages her time efficiently and participates in community service projects in Batam to care for the welfare of orphans and the destitute. She also teaches the English language and importance of hygiene and cleanliness in her community service projects.

KHAMIS, 30 NOVEMBER 2017 (11 RABIULAWAL 1439)

IKUTI KAMI DI

Berita Harian
Singapore



@BeritaHarianSG



16

Minggu lalu, Anugerah Kejururawatan Tan Chin Tuan ke-11 bagi Jururawat Berdaftar mengiktiraf 10 karyawan yang berpotensi, cemerlang dan berdedikasi. Bahkan, seramai sembilan daripada mereka ialah jururawat Melayu/Islam. Wartawan HASLEEN BACHIK (hasleen@sph.com.sg) menyoroti kisah dua karyawan.

SEKITAR 13 tahun lalu, Cik Hadijah Abd Samad memulakan kerjaya dalam bidang penjagaan kesihatan. Beliau ditugus merapikan katil wad Institut Kesihatan Mental (IMH), memastikan lantai tidak basah dan mengemas supaya suasana sentiasa bersih dan nyaman buat pesakit.

Dua tahun kemudian, selain meneruskan tugas sebagai atendan kesihatan, Cik Hadijah, 54 tahun, berjinak-jinak dengan tugas kejururawatan mudah seperti mengukur tekanan darah pesakit.

Semasa menggalas tugas pembantuan penjagaan kesihatan, penyelia mula menyedari potensi yang ada pada Cik Hadijah lalu mengusul beliau meningkatkan diri dengan mengikuti kursus bagi membolehkan dirinya menjadi jururawat berdaftar.

"Penyelia mahu menghantar saya mengikuti kursus jururawat berdaftar. Sudahlah saya ini dah lama tidak belajar. Bahasa Inggeris saya pun tidak sehebat mana."

"Tapi beliau beri galakan. Beliau suruh saya cuba dulu kerana katanya saya ada potensi jadi jururawat," kata Cik Hadijah, yang selanjutnya mengikuti kursus kejururawatan Institut Pendidikan Teknikal (ITE) Kolej Timur dan berjaya bergelar jururawat berdaftar pada 2011.

Sejak itu, Cik Hadijah menerima deretan pengiktirafan seperti Anugerah Kemanusiaan Penjagaan Kesihatan pada 2012, anugerah Bintang IMH pada 2016 dan Anugerah Kejururawatan Tan Chin Tuan ke-11 dengan merit minggu lalu.

Dianjur Persatuan Jururawat Singapura (SNA) dengan kerjasama Yayasan Tan Chin Tuan dan Yayasan D.S. Lee, Anugerah Kejururawatan Tan Chin Tuan mengiktiraf jururawat berdaftar yang berpotensi, berbakat dan memperku强其 kemerlangan serta dedikasi dalam kerjaya masing-masing.

Penyeliaannya, Penolong Pengarah Kejururawatan IMH, Cik Lee So Leh, yang mengusulkannya supaya meningkatkan diri, berkata:

"Hadjah bermotivasi belajar dan sentiasa meningkatkan kemahiran serta pengetahuan dengan menghadiri ceramah dan kursus atas usaha sendiri. Beliau sedia berkontribusi pengetahuan dan kemahiran dengan rakan setugas."

"Selain amat cekap dan rajin, beliau prihatin dan berdedikasi terhadap tugasnya. Beliau akan berusaha menjalankan kegiatan buat keseronokan pesakit dalam masa sendiri. Beliau contoh baik kepada golongan muda agar mengikuti jejak langkahnya."

Menurut Cik Hadijah, penyertaannya dalam bidang penjagaan kesihatan pun berlaku secara tidak sengaja. Dulu, beliau dihimpit tuntutan hidup dan perlu menyerah tiga anak menyusul perceraian.

"Selepas sekolah, saya tidak pernah bekerja. Saya jadi suri rumah. Selepas berpisah, saya perlu mencari kerja demi anak. Tugas sebagai atendan kesihatan ini pula lebih kurang sama dengan apa yang saya selalu buat di rumah seperti membersih, ujarnya.

Apabila mendorongnya menceburin bidang kejururawatan itu juga ekoran rasa terkilan kerana gagal menjaga ibu bapa yang menetap di Malaysia semasa mereka sakit. Ini disebabkan beliau perlu mencari rezeki di sini, ujarnya.

Dengan suara yang tersekat-sekat dirundung hiba, Cik Hadijah, yang kini penolong kanan jururawat, berkata:

"Apabila ibu meninggal dua tahun selepas ayah pergi, saya masih di tempat kerja dan saya tidak berpeluang menjaga mereka."

"Inilah masa saya melakukan sesuatu buat orang lain, menjaga mereka yang sedang sakit seperti anggota keluarga sendiri, sama seperti ayah dan ibu. Itulah yang membuat saya memilih bidang kejururawatan."

Jururawat IMH santuni pesakit semesra keluarga



TERUS PERTINGKAT DIRI:
Penolong kanan jururawat di Institut Kesihatan Mental (IMH), Cik Hadijah Abd Samad, antara penerima Anugerah Kejururawatan Tan Chin Tuan ke-11 dengan merit. Anugerah tersebut mengiktiraf jururawat berdaftar yang berpotensi. Beliau memulakan kerjaya dalam bidang penjagaan kesihatan sebagai atendan kesihatan yang membantu membersihkan wad. – Foto BH oleh KEVIN LIM

Misi Inovasi

SELAKU jururawat berdaftar utama, antara tugas Cik Sonia Abdullah adalah melatih jururawat baru berkelulusan Sijil Institut Pendidikan Teknikal Nasional (Nitec) dan jururawat berdaftar lain. Namun, kakitangan Hospital Besar Singapura (SGH) itu jelas melaksanakan lebih daripada tuntutan tugas.

Cik Sonia, 51 tahun, pernah dicalonkan sebagai Dutta Keselamatan Pesakit pada 2013 kerana membentuk pasukan giliran bagi mencegah pesakit yang terlantar mengalami tekanan ulser dengan memusingkan kedudukan badan mereka setiap dua hingga tiga jam.

"Kebanyakan pesakit di wad saya terlanjur sahaja. Bagi saya, mereka mesti dipusingkan. Maka itu, setiap dua hingga tiga jam, kami akan ke setiap katil dan bantu mengantikan lampin mereka."

"Pada masa sama, kami meneliti jika kulit pesakit melecek atau ada ulser akibat tekanan. Semua pesakit akan kami pusingkan bagi mengelak semua masalah ini," ujar Cik Sonia.

Rabu lalu, beliau, yang sudah 21 tahun menceburin bidang kejururawatan, muncul sebagai antara penerima Anugerah Kejururawatan Tan Chin Tuan yang ke-11 dengan merit.

"Pada mulanya, memang saya menolak pencalonan ini sebab saya rasa ini memang pekerjaan saya. Namun, pengurus kanan mendesak. Beliau memaksa saya menerima. Saya berbesar hati dan berterima kasih kerana dicalon," ujarnya.

Sebelum ini, pada 2015, beliau menerima Anugerah Kemanusiaan menyusuli kebaikan luar biasa mengaturkan pengebumian seorang pesakit asal Filipina yang sebatang kara di sini.

Cik Sonia bertindak mengambil cuti peribadi bagi

mastimakan segala urusan berjalan lancar.

"Pesakit angin ahmar itu tidak punya anggota keluarga di sini. Yang ada cuma temannya sahaja dan beliau bukan beragama Islam. Beliau tidak pasti prosedurnya bagaimana. Saya menghubungkannya dengan Majlis Ugama Islam Singapura (Muis)," ujar ibu dua anak berusia 22 dan 24 tahun itu.

Tahun ini, beliau memenangi anugerah Mutu Perkhidmatan Emas SingHealth kerana memberi penjagaan luar biasa kepada pesakit.

Beliau sering memeriksakan keadaan selepas waktu pejabat, melakukan lawatan ke rumah dalam waktu sendiri dan membimbang penjaga.

Di samping itu, beliau mengemukakan usulan bagi meningkatkan kebersihan wad. Seawal 2009, beliau menyarankan agar mesin sabun menggunakan alat pengesas dipasang di wad demi menjaga kesihatan. Saranannya itu dilaksanakan di wad SGH dan bakal dipasang di Hospital Masyarakat Outram apabila siap nanti.

Dalam kalangan teman pula, Cik Sonia disifatkan sebagai seorang yang prihatin. Apabila mendapat rakannya yang juga pembantu penjagaan kesihatan tampak lelah dan mendiamkan diri, beliau diberitahu bahawa rakannya itu berdepan isu kesihatan dan perlu menjaga suami yang terlantar sakit. Cik Sonia terus mengunjungi keluarga rakan itu lalu menghulurkan bantuan.

Dalam kesibukan tugas, Cik Sonia sempat me luangkan masa menabur bakti dengan melakukan kerja kebersihan melibatkan anak yatim dan golongan susah di Batam. Di sana, beliau mengajar bahasa Inggeris dan menerapkan perihal pentingnya menjaga kebersihan.



CIK SONIA ABDULLAH: Kakitangan SGH ini diiktiraf dengan Anugerah Kejururawatan Tan Chin Tuan yang ke-11 dengan merit. – Foto ZAOBAO