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报告：本地慈怀病院设计有待改善

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在慈怀病院托福园过世的病人，遗体将从后门推出去送上殡葬业者的车载走，这道后门同时也是起卸货物的地方，附近还有一个垃圾收集处。虽然这是空间局促下不得已的选择，对亡者家属来说还是有欠理想。

在最近完成的一份关于未来慈怀病院该如何设计的报告书中，托福园的这个“设计缺陷”被突出，报告书建议应专门辟设一个“道别园”（goodbye garden），让家属能较从容地在花园里送走至亲。

这份报告书是由连氏基金和洪振茂基金（ACM Foundation）联合委任一家总部设在巴塞罗那和新加坡的顾问公司fuelfor制作，顾问用了九个月到雅西西慈怀病院（Assisi Hospice）、托福园（Dover Park Hospice）和若瑟护理之家（St Joseph's Home）考察，了解病人、家属、员工与义工的需求。

报告指出的一些问题业者也很清楚，比如，投入服务18年、建在陈笃生医院附近的托福园空间有限，供货物进出的后门内，一边是让遗体暂时摆放的安宁间（lying room），一边是厨房，后门外堆着几包床单，因此环境有些杂。

院长黄美丽博士说：“我们也想有一个专门的道别园，但这还得等托福园搬到诺维娜健康城（Novena Health City）后才能定下来。”

洪振茂基金创办人洪子谦说：“即使送遗体上车的过程只有两分钟，我们也希望家属感觉被尊重。”

根据卫生部、国立健保集团及陈笃生医院最近的宣布，到2018年，诺维娜健康城将有一座全新的综合中长期护理中心，将慈怀病院和社区医院集中在一起。而雅



托福园的后门既是起卸货物的地方，也是遗体被送走的地方，有时门外还堆着一些床单，这对刚失去至亲的家属来说并不是最理想的道别之处。报告书建议另辟一个花园式的“道别园”，让家属能在比较好的环境下送走至亲。（海峡时报）

西西也将在2016年建成新病院，目前该病院是由修道院改造而成，长长的走廊并不适合住院病患走动或找护士。

昨天发表的报告以如何设计一个比较有亲和感的未来慈怀病院为主题，提出24项设计宗旨，这包括引导病人了解他们的护理方案、让更多人知道义工服务、让病人有更多掌控感、开放空间给公众使用等等，让慈怀病院融入社会，而不是孤立一处。

报告也指出本地慈怀病院的不足，比如没有足够空间让家属陪伴，或者没有赋予病患足够的“声音”，这可以是让病患表明不愿被打搅的门卡、或者病患临终前送给员工和家人的小饼干等。托福园医疗总监余辉耀医生透露，他们计划从10月起

在病房挂上告示牌，让病患写上喜好，或者贴上照片，这样一来人们来探望时比较容易打开话匣子。

若瑟护理之家院长陈瑞云修女也说，虽然他们的病房表面上看起来没什么问题，但是病人住进来时却有不同的体会，比如病房外的花园虽漂亮，但是病床太矮，病人躺在床上看不到窗外风景，他们因此得考虑购买可调整高度的病床。

至于报告书建议打造开放式慈怀病院，雅西西的王耀仁医生说这恐怕还难以实现，因为人们对临终护理抱有偏见，接受度还有待提高。

连氏基金总裁李宝华说，他们已将报告提交给卫生部属下的护联中心，并希望让更多公众了解慈怀护理。

Publication: Lianhe Zaobao

Date: 25 September 2013

Header: Study Suggests Hospices Here Can Be Better Designed

By: Yang Meng

At Dover Park Hospice, the bodies of patients who have passed away are wheeled out of the back door and into the vehicles of funeral service providers. The same door is also used for the loading and unloading of goods, which is near to a rubbish collection point. Although this situation has arisen out of space constraints, there is no denying that it is still a less-than-ideal situation from the perspectives of patients' families.

In a recently completed study on hospice design for the future, this "design flaw" at Dover Park Hospice was highlighted. The study recommends a purpose-built "Goodbye Garden" for families to say their final goodbyes to their loved ones in a dignified manner.

The study was jointly commissioned by the Lien Foundation and the ACM Foundation, and conducted by fuelfor, a consultancy headquartered in Barcelona and Singapore, over a period of nine months at Assisi Hospice, Dover Park Hospice and St Joseph's Home to gain an understanding of the needs of patients, family members, staff and volunteers.

The hospice operators are well aware of the issues raised by the study. For example, the 18-year-old Dover Park Hospice, located in the vicinity of Tan Tock Seng hospital, is constrained by its limited space. In the back door through which deliveries are made, there is a kitchen on one side, and beside it, there is a room ("Lying Room"), in which the bodies of patients are temporarily placed. Outside the back door, there are several bags of bed linen, resulting in the slight haphazardness of the area.

Dr. Stella Wee, its Chief Executive Officer said, "We would like to have a purpose-built Goodbye Garden as well, but this decision can only be finalised after Dover Park Hospice moves into Health City Novena."

Mr. Ang Ziqian, the founder of ACM foundation said, "Although it only takes two minutes to transfer the bodies of the deceased onto the vehicles, we want the family members to feel that they have been treated with due respect."

According to a recent announcement by the Ministry of Health, the National Healthcare Group and Tan Tock Seng Hospital, there will be a new integrated intermediate and long-term care facility in Health City Novena that will bring together a hospice and a community hospital by 2018. As for Assisi Hospice, it will have a new building by 2016. The current Assisi Hospice is converted from a convent, and its long corridors are not well suited for patients wishing to take walks or find a nurse.

The study released yesterday is themed on designing the hospitable hospices of the future. It puts forward 24 design principles, which includes: guiding patients in understanding their care journey, creating awareness of volunteer services, giving patients a greater sense of control, opening up spaces for public use etc., so that hospices can be integrated into society and are not isolated.

The study also points out the inadequacies of local hospices, such as not providing adequate space for family members who wish to accompany patients, or not giving sufficient “voice” to patients, which can be in the form of door hangers that let patients convey when they do not wish to be disturbed, or biscuits that patients can present as thank-you gifts to hospice staff or family members, etc. Dr. Wu Huei Yaw, Medical Director at Dover Park Hospice, revealed that starting from October, they plan to put up notice boards in their wards for patients to write down their interests or put up photographs. These notice boards will serve to help visitors start conversations with the patients.

Sister Geraldine Tan, Administrator of St. Joseph’s Home, said that although their wards may seem alright on the surface, patients who live there experience things differently. For example, while the garden outside the wards may be beautiful, but because the beds are too low, patients lying in bed are unable to see the view outside. Therefore, they have to consider purchasing beds whose heights can be adjusted.

As for the study’s recommendations for an open hospice, Dr. Ong Yew Jin of Assisi Hospice says that it might be difficult to implement because people have a prejudice against end-of-life care and the level of acceptance is not there yet.

Mr. Lee Poh Wah, CEO of Lien Foundation, said that they have submitted the study findings to the Ministry of Health, and that they hope to bring an understanding of hospice care to a wider public.