

# EVERY MOMENT MATTERS

CARING TILL THE VERY END



DOVER PARK HOSPICE  
ANNUAL REPORT 2014-2015



# CONTENTS

CHAIRMAN'S MESSAGE 1 | GOVERNING COUNCIL 2 | CORPORATE INFORMATION 3

COMMITTEES 4 | MANAGEMENT 5 | CLINICAL & TRAINING 7 | IT REPORT 14 | VOLUNTEERS 15

FUNDRAISING 17 | AWARDS 18 | FINANCIAL HIGHLIGHTS 19 | DONORS 23

# CHAIRMAN'S MESSAGE



Dover Park Hospice (DPH) continued to grow steadily in its last Financial Year (FY) as we gradually expanded our scope of services in the areas of medical care, pain management, emotional and spiritual support to better serve our patients.

Our multi-disciplinary team of clinical staff and allied healthcare professionals continue to work closely together with volunteers to provide compassionate care for our patients. Our holistic approach to total patient care addresses our patients' physical needs and provides attention to their social and psychological well-being, with support extended also to their loved ones.

In this last FY, DPH's bed occupancy was up at 85.9%. In addition, the number of our Home Care patients increased to 407 last year, from 333 in FY2013/14. We expect to see more Home Care patients as the population continues to mature, as evidenced by the current trend.

As a non-profit entity, DPH relies heavily on donations. Donations enable the Hospice to continue caring for the terminally-ill and to train future generations of Palliative Care doctors, nurses, allied healthcare staff and also caregivers. Last year, donations from voluntary income and income from fundraising activities amounted to \$3.2 million.

In March 2014, DPH staff strength was 106. Compared to the corresponding period last year, our staff strength increased to 116. This was mostly due to additional and

budgeted headcount for new staff including those who were recruited for Project Dignity.

In October 2014, DPH embarked on Project Dignity; a special patient-centric initiative, made possible by Temasek Cares, who generously funded the \$2 million. Based under DPH Home Care, Project Dignity specifically provides Palliative Care to home-bound, advanced-stage Dementia patients, to address the needs of advanced dementia patients and their primary caregivers. To-date, more than 80\* patients have benefitted from this Project.

On behalf of the Council and staff at DPH, I would like to extend our sincere appreciation to our friends, donors, volunteers, sponsors, and partners for their steadfast support of our compassionate cause. Their contributions provided encouragement and energised our numerous initiatives.

We would like to seek your continual support as we work towards enhancing our services for patients with advanced terminal illnesses so that their "Every Moment Matters."

**Prof Lionel Lee**  
*Chairman, Governing Council*

*\* number accurate at time of printing*

# GOVERNING COUNCIL



*Founder & Honorary  
Council Member*  
DR SEET AI MEE



*Co-Founder & Honorary  
Council Member*  
DR JERRY LIM



*Executive Committee: (left to right)*

PROF LIONEL LEE • MS ONG AI HUA • MR CHEY CHOR WAI • MS ANGELENE CHAN • MS WOO E-SAH • MR TAN SENG HOCK



MS CHENG YOKE PING • A/P CHIN JING JIH • MS MARLENE FOO • DR JUNE GOH • MR ROBERT GOH • COL (RET) RUPERT GWEE • PROF HO YEW KEE



MR LESTER LEE • DR ROBERT LIM • MR LOW CHEE WAH • DR EDWIN LOW • MS JOY TAN • DR TANYA TIERNEY • DR SEET JU EE



# CORPORATE INFORMATION

## Registration

• Dover Park Hospice (the Hospice) is registered as a Voluntary Welfare Organisation in accordance with the Societies Act, Chapter 311. The Hospice is registered as a charity under the Charities Act, Chapter 37. The Hospice is approved as an institution of a public character (IPC) under the provisions of the Income Tax Act. The Hospice's tax exempt status has been extended from 1 October 2014 to 30 September 2017.

## Registered Address

• 10 Jalan Tan Tock Seng,  
Singapore 308436

## Unique Entity Number

• S92SS0138D

## Auditors

• KPMG LLP

## Banks

### General Account

• DBS Bank Ltd  
• Overseas Chinese Banking Corporation  
• UBS AG, Singapore

### Endowment Fund

• DBS Bank Ltd  
• Overseas Chinese Banking Corporation

### Fund Manager of the Endowment Fund

• Lion Global Investors Ltd

## 23RD GOVERNING COUNCIL MEMBERS

### Chairman

• Prof Lionel Lee

### Vice Chairman

• Ms Ong Ai Hua

### Founder & Honorary Council Member

• Dr Seet Ai Mee

### Co-Founder & Honorary Council Member

• Dr Jerry Lim

### Honorary Secretary

• Mr Chey Chor Wai

### Assistant Honorary Secretary, Building & Development Committee

• Ms Angelene Chan

### Honorary Treasurer

• Ms Woo E-Sah

### Chairman, Audit/Governance Committee

• Prof Ho Yew Kee

### Assistant Honorary Treasurer & Chairman, Investment

• Mr Tan Seng Hock

### Co-Chairpersons, Communications & Outreach Committee

• Mr Lester Lee

• Dr Tanya Tierney

### Co-Chairpersons, Fundraising

• Dr June Goh

• Ms Joy Tan

### Chairman, HR Committee

• Mr Robert Goh

### Chairman, IT Committee

• Col (Ret) Rupert Gwee

### Chairman, MPAC

• Dr Robert Lim

### Chairperson, Volunteers

• Ms Marlene Foo

### Members

• Ms Cheng Yoke Ping

• A/Prof Chin Jing Jih

• Mr Low Chee Wah

• Dr Edwin Low

• Dr Seet Ju Ee

## GENERAL DECLARATION

### Nomination and appointment of Council Members

All Council members were nominated and appointed to Council at the 23rd Annual General Meeting held on 16 August 2014.

All Council members declare that they are neither undischarged bankrupts nor have they been convicted of any offence in a court of law.

## Governance Evaluation Checklist

With effect from FY 2013/14, Dover Park Hospice falls under the Advance Tier of Guidelines for purposes of the Code of Governance (Code) for Charities and Institutions of a Public Character as the Advance Tier covers larger IPCs with gross annual receipts of \$10 million and more in each of its two immediate preceding financial years.

Dover Park Hospice has complied with the relevant guidelines as stipulated in the Code. Full checklist can be obtained at the Charity Portal ([www.charities.gov.sg](http://www.charities.gov.sg)).

## Conflict of Interest

All Council Members and employees of the Hospice are required to read and understand the conflict of interest policy in place and make full disclosure of any interests, relationships, and holdings that could potentially result in a conflict of interest. When a conflict of interest, real or perceived, Council members/employees will not participate in decision making and approvals of transactions to which they have a conflict of interest.



## COMMITTEE MEMBERS

### Executive Committee

#### **Prof Lionel Lee (Chairman)**

Ms Angelene Chan  
Mr Chey Chor Wai  
Ms Ong Ai Hua  
Mr Tan Seng Hock  
Ms Woo E-Sah

### Appointment/Nomination Committee

#### **Prof Lionel Lee (Chairman)**

Mr Chey Chor Wai  
Ms Ong Ai Hua

### Audit Committee

#### **Prof Ho Yew Kee (Chairman)**

Ms Cheng Yoke Ping  
Mr Robert Chew  
Ms Phyllis Kum  
Ms Woo E-Sah

### Building & Development

#### **Ms Angelene Chan (Chairperson)**

Mr Lester Lee  
Prof Lionel Lee  
Ms Ong Ai Hua  
Ms Joy Tan  
Dr Stella Wee  
Ms Woo E-Sah  
Dr Wu Huei Yaw

### Communications & Outreach Committee

#### **Mr Lester Lee (Co-chairperson)**

#### **Dr Tanya Tierney (Co-chairperson)**

Mr Andrew Cheng  
Mr Chin Cheow Liang  
Ms Siti Rohanah Koid  
Ms Genevieve Kuek  
Mr Andy Seet  
Ms Wee Geok Hua  
Mr Wong Wei Kong

### DPH Institute Taskforce

#### **Dr Wu Huei Yaw (Chairman)**

A/Prof Josip Car  
Mr Robert Chew  
Dr Allyn Hum  
Dr Angel Lee  
Ms Ong Ai Hua  
Dr Ong Wah Ying  
Dr Tanya Tierney

### Fundraising Committee

#### **Dr June Goh (Co-chairperson)**

#### **Ms Joy Tan (Co-chairperson)**

Ms Diane Chen  
Ms Stephanie Cheah  
Ms Junie Foo  
Dr Ho Ching Lin  
Ms Amy Lai  
Ms Sharon Saw  
Dr Karen Soh  
Ms Shan Tjio  
Dr Miranda Walsh  
Ms Vivien Yui

### Human Resource Committee

#### **Mr Robert Goh (Chairman)**

Mr Robert Chew  
Mr Andrew Loh  
Ms Ong Ai Hua  
Mr Low Chee Wah  
Dr Seet Ju Ee  
Mr Tan Kim Kwang  
Dr Uma Rajan

### Investment Committee

#### **Mr Tan Seng Hock (Chairman)**

Mr Freddy Orchard  
Dr Seet Ai Mee  
Mrs Tan Geok Lin  
Mr Michael Wong

### Information Technology Committee

#### **Col (Ret) Rupert Gwee (Chairman)**

Mr Shee Gim Leng  
Mr Robert Chew  
Mr Robin Koh  
Mr Lester Lee



#### **Medical Professional Audit Committee**

##### **Dr Robert Lim (Chairman)**

A/Prof Chin Jing Jih  
Dr Gilbert Fan  
Dr Jeremy Lim  
Dr Jerry Lim  
Dr Edwin Low  
A/Prof Pang Weng Sun  
Ms Tiew Lay Hwa  
Dr Uma Rajan  
Mr Wu Tuck Seng  
A/Prof Eric Yap  
Adjunct A/Prof Nellie Yeo

#### **Volunteers Committee**

##### **Ms Marlene Foo (Chairperson)**

Mr Cheang Boon Keong  
Mr Raymond Chiang  
Mdm Cheok Boon Kiew  
Ms Jasmine Chong  
Mr Randall D'Souza  
Mr Koh Wee Chee  
Mr Lester Lee  
Ms Kemmy Lim  
Ms Pearl Lim  
Mr Agus bin Othman  
Ms Mabel Pek  
Ms Irene Soon  
Ms Elsie Sng  
Ms Ida Tan  
Dr Tanya Tierney  
Ms Wee Geok Hua  
Mr Tony Wong  
Ms Lily Yak  
Ms Nancy Yap  
Mr Bernard Yeo  
Mr Douglas Yeo

#### **SENIOR MANAGEMENT**

##### **Chief Executive Officer**

Dr Stella Wee (from 2 April 2012)

##### **Medical Director**

Dr Wu Huei Yaw (from 1 July 2013)

##### **Senior Consultants**

Dr Allyn Hum  
Dr Yang Sze Yee

##### **Consultant**

Dr Ong Wah Ying

##### **Resident Physicians**

Dr Hoh Sek Yew  
Dr Karen Liaw  
Dr Beverly Siew

##### **Head, Allied Health**

Ms Chee Wai Yee  
(on Study Leave from Jan to Dec 2014)

##### **Head, Nursing Services**

Ms Chin Soh Mun

##### **Head, Training & Development**

Ms Tan Wee King

##### **Manager, Administration & Finance**

Mr Steven Foo

##### **Manager, Community Outreach**

Mr Allard Mueller

##### **Manager, Corporate Communications**

Mr Ian Yip (from 23 February 2015)

##### **Manager, Donor Management**

Ms Lilian Lee

##### **Manager, Information Technology**

Mr Steven New

##### **Manager, Human Resource**

Ms Nancy Lee

##### **Assistant Manager, Patient Affairs**

Ms Joyce Lee

##### **Assistant Manager, Volunteer**

Programmes

Ms Tok Shou Wee





## VISION

TO BE THE CENTRE OF EXCELLENCE FOR PALLIATIVE CARE SERVICES, EDUCATION AND RESEARCH

## MISSION

TO PROVIDE COMFORT, RELIEF OF SYMPTOMS AND PALLIATIVE CARE TO PATIENTS  
WITH ADVANCED DISEASES REGARDLESS OF AGE, RACE OR RELIGION,  
AND TO SUPPORT THE GRIEVING FAMILIES

# DOVER PARK HOSPICE



# CLINICAL & TRAINING



## INTRODUCTION

FY2014/15 was a busy year for the Clinical Team. It was also a year of many transitions, especially for the Homecare Team, with a change in the leadership and switching of clinical data recording from paper to the electronic platform. Overall, there was an increase in the patient load for both inpatient and home care. The average bed occupancy rate in FY2014/15 was 85.9%, an increase of about 9.5%, as compared to FY2013/14. There was also a higher referral rate to our home care service during this financial year.

As our home care pilot program neared the end of its TOTE Board funding in March 2015, we started a new pilot program called Project Dignity. Project Dignity is a home hospice program specially tailored for patients with advanced dementia, focusing on advance care planning discussion with family and providing Palliative Care to patients at home. This three-year pilot is funded by Temasek Cares\*. Like the home care pilot, it was another partnership between Dover Park Hospice and Tan Tock Seng Hospital (TTSH). Dr Allyn Hum, our Visiting Consultant from TTSH, is the program director of this new program.

This financial year, our Clinical Team also won several accolades at the Agency for Integrated Care's (AIC) Intermediate and Long Term Care (ILTC) Quality Festival with eight Service Quality Awards – Silver, two Good Practice Awards, and a Merit Award for Service Quality Improvement.

\*Temasek Cares is an Institution of Public Character (IPC) set up in 2009 to commemorate the 35th anniversary of Temasek Holdings. At its founding, Temasek Cares was given an endowment of \$100M for programmes that reach out to Singaporeans in need.

## FUTURE HOSPICE @ IICH

The planning for the future DPH in the Integrated Intermediate Care Hub (IICH) started this year and gathered momentum from April 2014. Key members of the Clinical Team were involved in the planning which included a two-day "Future State" discussion in

May 2014, the Macro-3P exercise in July 2014 and Micro-3P exercise in August 2014. These events were organized by the TTSH's IICH planning team. There were also ongoing monthly user group meetings between our clinical staff, the architects, the hospital planners and our TTSH partner. The entire planning process was intensive and is likely to continue until the end of FY2015.

## MEDICAL REPORT MEDICAL MANPOWER

The Inpatient Medical Team comprised the Medical Director, two Consultants (including one part-time), one Registrar (on attachment), a Resident Physician, and two Medical Officers (on three-monthly attachments from MOHH).

There were also doctors on short attachments to the Hospice under their respective residency programmes. These included the NUHS Family Medicine and Internal Medicine Residency Programs and the NHG Geriatric Medicine Senior Residency Program.

## MEDICAL STAFF MOVEMENTS

There were significant Consultant movements for both inpatient and home care this past year.



## INPATIENT

Dr Raymond Ng, a TTSH Palliative Medicine Consultant, was seconded to DPH (0.5FTE) in October 2014 to help with inpatient service. This arrangement will continue for the entire year in 2015.

## HOME CARE

Dr Angel Lee stepped out of inpatient and focused mainly on Home Care, between October 2014 and December 2014. During this period, she also spent part of her time helping St Andrew's Community Hospital in its planning of a new Palliative Care ward. In January 2015, Dr Lee officially moved out of DPH and is now helping the DPH Home Care Team as a Visiting Consultant.

## CHANGE OF HOME CARE LEADERSHIP

Dr Yang Sze Yee, who has been covering DPH Home Care over the last two years, took over the reins as the Consultant in-charge from Dr Angel Lee, with effect from 1 January 2015.

## AWARD

Dr Ong Wah Ying was awarded the AIC ILTC Service Quality Award (Silver).

## NURSING REPORT (INPATIENT)

### MANPOWER

The FY2014/15 Nursing Team comprised the Head of Nursing Services, two Nursing Managers, 20 Staff Nurses, 13 Enrolled Nurses, 19 Nursing Aides, and eight Healthcare Attendants.

### STAFF DEVELOPMENT & EDUCATION

The Nursing Services' strategic plan for the future hospice emphasizes on strengthening the Nursing Team's educational foundation and building up the capabilities to take on new challenges.

The training road map and individual career development were carved out for every grade of nursing staff. In 2014, Nursing Service had sent its staff to different levels of Palliative Care education, which provided them with relevant skills and knowledge to better care for their patients and family members. The staff attended the following education programmes:

- **Modular End-of-Life Nursing Education Consortium (ELNEC)**
  - ~ All newly-recruited staff from May 2014 to November 2014 attended the course



- **Specialist Diploma in Palliative Care (SDPC) organised by Ngee Ann Polytechnic, National Cancer Centre & DPH**
  - ~ One Staff Nurse was awarded the SHMDP-ILTC Award
- **Advanced Care Planning facilitator course organised by AIC and TTSH**
  - ~ Five Registered Nurses attended the ACP course between March 2014 and May 2014
- **Introduction to Basic Palliative Care for ENs & NAs organised by DPH**
  - ~ Two Enrolled Nurses & six Nursing Aides attended the course
- **Certificate in Basic Palliative Care organised by DPH/AIC**
  - ~ Three Registered Nurses completed the course in Feb/March 2014
- **7th Asia Pacific Society of Infection Control Training Course in Infection Control**
  - ~ Two Registered Nurses completed the course and qualified as Infection Control Liaison Nurses in August 2014
- **Intensive Training for Dementia Care organised by TTSH in October/November 2014**
  - ~ Two Registered Nurses attended the training
- **Quality Tool Kit course organised by AIC**
  - ~ A Registered Nurse completed this course

- **Local conferences**
  - ~ Care of Dementia – Two Registered Nurses attended
  - ~ ILTC Quality Festival by AIC/MOH – Two Staff Nurses and two Enrolled nurses attended
- **Clinical Instructor(CI) Course for RNs organised by NHG college**
  - ~ Two Registered Nurses completed the course and graduated as CI
- **Preceptor Training Course for RNs organised by DPH: Five Senior RNs attended this inaugural course**

The following staff from Inpatient Nursing Team received the awards in 2014:

- SN Hai'ru' Azhar – SHMDP-ILTC/MOH Award 2014
- SSN Mya San Kyi – MOH Nurses' Day Merit Award 2014
- HNS Chin Soh Mun – AIC ILTC Service Quality Award (Silver)

(The CI and Preceptor certification are requirements by the Singapore Nursing Board for all institutions involved in clinical attachment of nursing students)





## NURSES' ACTIVITIES/EVENTS

### Nurses' Day on 1 August 2014

- DPH celebrated Nurses' Day on 25 July 2014. A total of four awards were presented to the different grades of staff for the "Most Popular Staff" Award. The awards were sponsored by Head of Nursing Services

### Christmas Celebration

- ~ The Staff Welfare Team from Nursing organised a carolling session on 23 December 2014. They brought much joy to the patients with Christmas carols and goodie bags. All clinical and administration staff were invited to join in this celebration
- Majority of nurses attended the Staff Support group activities in September and October 2014

### Quality Improvement Projects

- Pain Management – aimed to improve the nurses' assessment on pain and breakthrough monitoring and documentation led by SN Lee Jing Ru and Dr Karen Liaw

- Clinical & Documentation Audits – aimed to identify gaps and to improve staff service excellence, hand hygiene, and good clinical documentation
- New formatted Wound Chart for easy documentation by nurses
- Piloted & Implemented Palliative Care Outcome Scale (POS) Version 2 (Staff Version) in December 2014
- The Infection Control Team started working on an improvement project which looked at ward infection control signages so as to keep them current and in-line with the latest guidelines

## IT INITIATIVES

The following nursing assessments were converted to electronic formats this year:

- Residence Assessment (RAF)
- Fall Risks Assessment
- Skin Assessment using Braden Scale
- POS (work in progress)
- Incident Reporting (work in progress)

## ALLIED HEALTH SERVICE REPORT

### MANPOWER

The team of Allied Health professionals includes social workers, a counsellor, a physiotherapist, an art therapist, and a music therapist. Additional services including physiotherapy and occupational therapy were provided by Tan Tock Seng Hospital (TTSH) through ongoing service contracts.

Together with the medical doctors and nurses, the Allied Health professionals formed the multi-professional team to care for all of our inpatients and home care patients.

### FINANCIAL ASSISTANCE

No patient in DPH was deprived of care because of financial difficulty. In FY2014/15, our social workers assisted 90 Singaporean patients with MediFund applications to cover more than \$97,000 in medical bills. Through its fundraising efforts, DPH also provided affordable care for patients who do not qualify for government subsidies. Other financial assistance extended to needy patients and families included payment for ambulance service and emergency funds to help them through financial crises while waiting for additional assistance from the community care providers.

### MEANINGFUL ACTIVITIES FOR PATIENTS AND THEIR FAMILIES

Living up to our mission to care until the very end, the Allied Health professionals worked closely with Volunteers to carry out activities that were meaningful for our patients. Apart from specific projects such as the "Make-IT-Happen" initiative, which aims to honour our patients' last wishes, group activities which involved the families and caregivers were also organized.

In collaboration with our corporate partner, Deutsche Bank, the Allied Healthcare Team organised the "Hearts & Craft" Family Day; a creative arts event to encourage our patients and their families to express their love for one another. The activities included painting doves to symbolize love, folding origami butterflies with messages of forgiveness, growing seedlings of gratitude in a terrarium jar, and leaving an imprint on a giant canvas to signify their life journeys. Two out of four runs of the event were held on 13 September 2014 and 31 January 2015. More than 100 patients and their family members attended the two sessions, supported by Volunteers from both Deutsche Bank and DPH, as well as staff members.

"I love all the fun activities today. I just want to express my "sorry" and love to my mother," said Andrew, a family member. "I think it worked."

"Very meaningful gathering for the family," Grace, a family member, said.

### BEREAVEMENT SUPPORT

With more patients referred to our inpatient facility and home care service, DPH increased its pool of trained Volunteers to provide telephone follow-up to bereaved family members. The half-yearly memorial service, Rose for Remembrance, continued to be an opportunity for the DPH care teams to re-connect with bereaved families and share their memories of the patients who have come through our Hospice. A total of 220 family members attended the two services held on 12 April 2014 and 8 November 2014.

### AWARDS

Ms Chee Wai Yee, our Head of AHS was awarded the AIC ILTC Service Quality Award (Silver).



## DOVER PARK HOME CARE REPORT

### MANPOWER

The Home Care Team comprised a consultant (part-time), two resident physicians, three Advanced Practice Nurses (part-time), a nurse clinician (NC), four nurses (three full-time and one part-time), two medical social workers (one part-time) and two administrative staff.

### CHALLENGES

This was a challenging year for the DPH Home Care Team as it faced several major transitions. Dr Angel Lee officially handed over the leadership of the Home Care service to Dr Yang Sze Yee in January 2015.

NC Susan Chan will be away for her one-year Masters Programme in Palliative Care at King's College, U.K., under the SHMDP-ILTC Award scheme from January to December 2015. Her administrative role was temporarily handed over to Senior Staff Nurse Tan Li Kuan. The team also successfully switched from paper medical records to electronic clinical and medication records in October 2014.

### PATIENT LOAD

In this financial year, we also saw an increase of 23% in the number of patient admissions compared to the previous year.

### RESEARCH OUTCOMES

As we entered the final year of the pilot program, a Health Service Outcome Research (HSOR) study was conducted to evaluate our model of care which involved the integration of care across different settings. The results of the study were very encouraging, with a significant reduction in the number of Emergency Department visits and hospital admissions.

The research findings were presented in the oral presentation category at the Singapore Health & Biomedical Congress in 2014, titled "An Evaluation of the Dover Park Hospice Integrated Home Hospice Care Pilot". The principal investigator, Ms Tan Woan Shin from NHG HSOR, won the Singapore Young Investigator Award (Gold), Health Services Research, for this exciting research.

### PROJECT DIGNITY

In October 2014, DPH partnered with TTSH to start a three-year pilot home hospice program for patients with advanced Dementia, with a \$2.03 Million grant from

Temasek Cares. This program, named Project Dignity, aims to support advanced Dementia patients and their caregivers in their home, equipping caregivers with specific skills and engaging them in Advance Care Planning (ACP). This new pilot program involves a multi-disciplinary team of doctors, nurses, social workers and administrative staff. It forms a subsidiary service under Dover Park Home Care and Dr Allyn Hum, our Visiting Consultant, is the program director. Project Dignity staff worked closely with Dover Park Home Care, pooling manpower resources to provide for all the patients under both services. Project Dignity has served 42 patients between Oct 2014 and March 2015.

#### **FINANCIAL ASSISTANCE**

Besides inpatients, the MediFund scheme has also been extended to our Home Care patients to help defray the costs of medications, dressings and care needs of our needy patients in this financial year.

#### **AWARDS**

A few members of our Home Care Team won individual awards at the ILTC Quality Festival 2014:

- |                   |                     |
|-------------------|---------------------|
| • Dr Hoh Sek Yew  | • NC Susan Chan     |
| • SSN Tan Li Kuan | • APN Chen Wei Ting |

They were the winners in the "Productivity & Innovation" category for Good Practice Award. The winning "Breakthrough" project streamlines work processes for the Home Care Team in administering medication through standardized labelling and utilizing Kanban Lean Methodology on managing stocks for medication and consumables, which has also been adopted for the inpatient setting.

As we make the transition from a pilot program to an established home hospice service under MOH subvention from 1 April 2015, we aim to serve an increasing number of patients including those with the diagnosis of advanced dementia in Project Dignity.

## **TRAINING & DEVELOPMENT REPORT**

### **SHMDP-ILTC AND OTHER AWARDS**

Head of Allied Health, Ms Chee Wai Yee completed her one-year MSc in Palliative Care at King's College London, UK, in January 2015, under the SHMDP-ILTC Award for FY2013/14. Senior Nurse Clinician Susan Chan Bee Sim was given the same award in FY2014/15 and is currently going through the MSc in Palliative Care, also conducted at King's College London, UK.

Staff Nurse Hairul Azhar became the fourth DPH staff to successfully complete the 10-month part-time Specialist Diploma in Palliative Care Nursing in December 2014. This course is jointly organised by Dover Park Hospice, National Cancer Centre, and Ngee Ann Polytechnic. The first course was started in 2012.

Nurse Educator, Halijah Jantan, was awarded the ILTC-Upgrading Programme scholarship to pursue the Bachelor of Nursing with La Trobe University, from 2014 to 2016.

### **NEW COURSE: PRECEPTOR TRAINING COURSE**

Over the years, DPH has gained a reputation as a valued training ground for nurses and doctors-in-training, as well as post-graduates. To meet the Singapore Nursing Board's Standards for Clinical Nursing Education (2012) requirement of the number





of clinical instructors and preceptors to students on placement, DPH started a 16-hour Preceptor Training Course in January 2015 to equip its staff and potential preceptors from other organisations with the essential skills to precept and guide nurses on attachment. A total of 15 Senior Registered Nurses from Dover Park Hospice, HCA Hospice Care, Assisi Hospice, and St Andrew's Community Hospital completed the first course.

#### **PARTICIPATION IN LOCAL AND OVERSEAS CONFERENCES**

DPH staff made a couple of oral presentations and presented more than 10 posters at local and overseas conferences related to Palliative Care and quality.

A poster of the audit on the use of antibiotics in DPH, led by Dr Lo Tong Jen, an advanced trainee attached to the Hospice, won the First Prize at the Singapore Palliative Care Conference 2014. A second poster presentation by DPH Home Care team, titled "Breakthrough Project" was the Good Practice Award Winner at the AIC Quality Festival 2014.

There were a total of 35 attendances from DPH at these two conferences in 2014.

## **IT REPORT**

This year saw the inclusion of Project Dignity, a home care service specifically for home-bound patients suffering from Advanced Dementia, being incorporated within the Integrated Hospice Management System (IHMS). The Project Dignity Service started in October 2014 and the crossover was completed in December 2014. The entire Project Dignity module was replicated from the existing Home care Service Module, and the implementation effort was only 20%, as compared to the initial start-up cost for the Homecare Service. The transition was smooth given that many of the processes were already built in within the IHMS.

Inpatient Service team also implemented the clinical assessments within the IHMS – the RAF Assessments, Braden Scale, and Fall Risk Assessments, were all digitized within the IHMS system.

The availability of clinical assessments were readily available and data trending was also made easier with the dashboard functions within IHMS. This translated to reduced workloads in preparing such charts, when previously, it was done using an Excel spreadsheet. This also improved staff satisfaction as they were able to spend more time on patient care. The clinical staff were thus able to review the patient history more effectively during a multi-disciplinary review as the assessments are now online.

# VOLUNTEERS

## VOLUNTEER GROUPS

<b>AQUAMARINE</b>	Volunteers from Moulmein CCC
<b>AMETHYST</b>	Singing Group that performs for patients on 2nd and 4th Saturdays of the month from 11 am to 12 noon
<b>CRYSTAL</b>	Creates arts & craft items for fundraising purposes on every Saturday afternoon from 2 pm to 4 pm
<b>DIAMOND</b>	A Malay-centric Group that organises the monthly birthday celebrations for patients and annual Hari Raya celebrations
<b>EMERALD</b>	Brings patients for outings to various places of interests every Thursday morning
<b>GARNET</b>	Volunteer Ambassadors who support DPH in public awareness efforts



<b>GEMS</b>	In-house choir consisting of DPH staff and volunteers that perform for patients and at DPH events
<b>JADE</b>	Chinese-based Group which organises celebratory events for patients during Lunar New Year and Mid-Autumn festival
<b>LAPIS</b>	Befriends patients and their family members as well as outreach during Vesak Day celebrations at Amitabha Buddhist Centre
<b>OPAL</b>	Provides massage service to patients to ease their aches and pains
<b>PEARL</b>	Prepares nutritious home-cooked soups for patients on 3rd Wednesday of the month

<b>RUBY</b>	Brings pets to interact with patients under Pets Therapy Program on 2nd Monday and 4th Saturday of the month
<b>SAPPHIRE</b>	English Speaking Group which focuses on befriending, and providing music for patients' listening pleasure
<b>SOKA</b>	Prepares local delights of Kopi & Roti for patients on 2nd and 3rd Sundays
<b>SUNSTONE</b>	Provides hairdressing / grooming services for patients on Tuesday mornings
<b>TANZANITE</b>	Young volunteers from Lee Kong Chian School of Medicine (LKCMed)
<b>TOPAZ</b>	Gardening Group helps maintain the lush greenery at DPH
<b>TURQUOISE</b>	Volunteers for Home Care Services



## VOLUNTEER INTEREST GROUPS

### Chairperson

Amethyst	Ms Marlene Foo	Charis Singing Group
Aquamarine	Mr Raymond Chiang	Moulmein NC Ukelele Group
Crystal	Mr KC Ang	Arts & Craft Group
Diamond	Ms Ida Tan	Malay-Speaking Group
Emerald	Mr Muhammad Agus Bin Othman	Patients Outing Group
Garnet	Ms Kemmy Lim	Ambassador Outreach Group
GEMS	Mr Lester Lee	DPH Choir Group
Jade	Ms Nancy Yap	Mandarin-Speaking Group
Lapis Lazuli	Mr Koh Wee Chee	Amitabha Buddhist Group
Opal	Ms Wee Geok Hua	Massage Group
Pearl	Mr Douglas Yeo/ Ms Mabel Pek	Soup for Patients Group
Ruby	Ms Pearl Lim	Pet Assisted Therapy Group
Sapphire	Mr Bernard Yeo	English-Speaking Group
SOKA	Mr Randall D'Souza	Kopi & Roti for Patients Group
Sunstone	Ms Jasmine Chong	Haircutting for Patients Group
Tanzanite	Mdm Cheok Boon Kiew	LKC Med Students Group
Turquoise	Dr Tanya Tierney	Home Care Volunteer Group
Topaz	-	Gardening Group
	Ms Elsie Sng	

# FUNDRAISING



## SUNFLOWER GALA BALL 2014

Our annual signature fundraising event, held on Thursday, 31 July 2014, at the Shangri-La Hotel, was graced by Dover Park Hospice Patron, Dr Tony Tan Keng Yam, President of the Republic of Singapore, and Mr Gan Kim Yong, Minister for Health. The theme was "Flower Power," a whimsical harkening back to a simpler time of peaceful ideals and carefree youth.

We had iconic chef Justin Quek collaborating with the culinary team at the Shangri-La Hotel to bring us special dishes reminiscent of peace, freedom and love. The event raised over \$900,000 to provide support for Palliative Care for more terminally-ill patients, both at home and at Dover Park Hospice.



## "ANGELIC VOICES" CHARITY CONCERT 2014

The "Angelic Voices" singers raised \$577,000 for Dover Park Hospice through their concert "BLISS: An Angelic Musical Treat" which was held at the Kallang Theatre on Sunday, 27 April 2014. The Guest-of-Honour was Mrs Goh Chok Tong.

The concert was produced by Telly Award winning entertainer and renowned producer, Jennifer Phillips.

BLISS titillated the audience with an amalgamation of classical music and video effects combined with stunning, light-inspired scene transitions. This musical treat also featured beautiful renditions of classics such as "The Prayer" by Celine Dion, "My Dear Child" (亲爱的小孩), "Moon Melody" (月亮颂) performed on the piano, and many other great songs in English, Mandarin and Cantonese, which brought many music lovers on a memorable nostalgic trip of the good ole days.



# AWARDS



## TOP STUDENT AWARD FOR SPECIALIST DIPLOMA IN PALLIATIVE CARE NURSING (APRIL – DECEMBER 2013)

Senior Staff Nurse Tan Li Kuan was honoured with the Dover Park Hospice (DPH) Top Student Award on 31 May 2014, at the Graduation Ceremony of the Specialist Diploma in Palliative Care Nursing Course, which was conducted from April 2013 to December 2013. The Course was created in collaboration with Ngee Ann Polytechnic, National Cancer Centre, and DPH.

Li Kuan has been with DPH for 2.5 years and she chose to pursue the “Specialist Diploma in Palliative Care Nursing Course,” as it was tailored to equip nurses to be more effective in providing Palliative Care. She believes the knowledge and practical skills acquired will translate into better care for our patients and their families.

## NURSES MERIT AWARD – 6 AUGUST 2014

Staff Nurse Mya San Kyi is a dedicated nurse. Her passion for Palliative Care Nursing has sustained her learning journey at DPH. She is also patient and shares good knowledge and advice to new nurses and student nurses. She treats her patients with dignity and respect.

San Kyi was awarded the MOH Nurses’ Day Merit Award 2014, which was presented by the Minister for Health, Mr Gan Kim Yong, on 6 August 2014 at the lunch-time ceremony @ Orchard Hotel. This award is given in recognition of her outstanding performance and dedication to Nursing.

San Kyi embraced the challenge of moving to Singapore to work in DPH 10 years ago. Over the years, she has demonstrated good clinical knowledge and skills in

providing comfort and care to patients and their family members. She is also a role model in providing guidance and preceptor-ship to new staff and students on clinical attachments.

## ILTC EXCELLENCE AWARDS 2014

The ILTC Excellence Service Awards (Gold/Silver)

recognises the outstanding service and contributions of staff to the organisation. The ceremony was held in conjunction with the ILTC Quality Festival on 10 October 2014 at the Singapore Expo.

The winning entries from DPH were:

- **Silver Quality Award**
  - ~ Eight Award winners for Silver Award
- **Good Practice Award (Team Award)**
  - ~ One Merit Award winner for Service Quality
  - ~ One Award winner for Productivity and Innovation

## SHMDP-ILTC FY2014

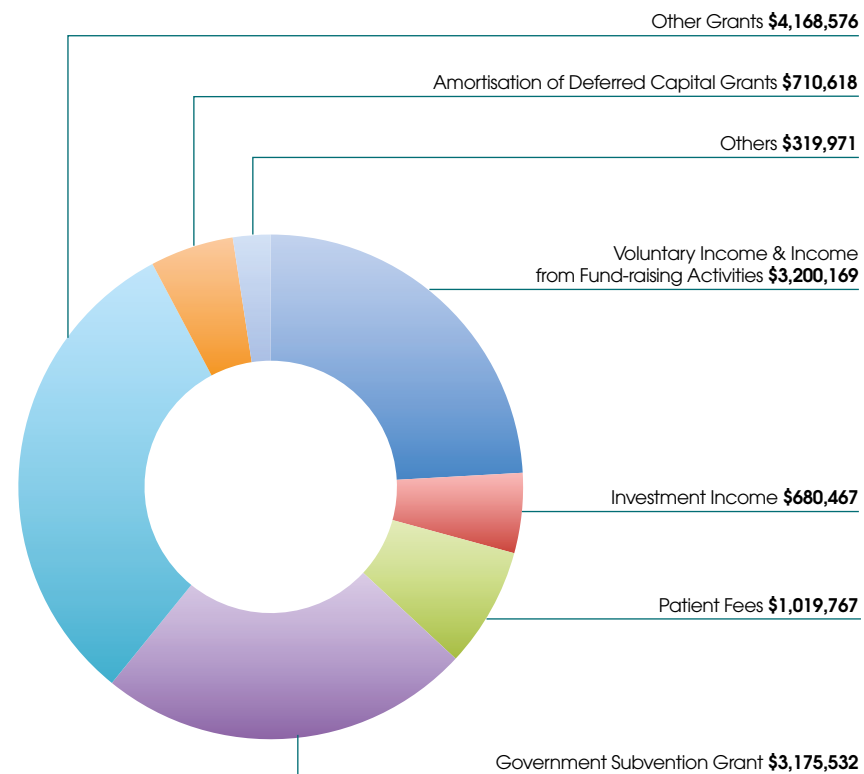
Nurse Clinician Miss Susan Chan received a Fellowship Award under a local Social & Health Manpower Development Programme for the Intermediate & Long-Term Care sector (SHMDP-ILTC) to pursue a one-year MSc in Palliative Care Programme at King’s College, London, U.K., which commenced in January 2015.

King’s College’s well-established MSc in Palliative Care, developed with St Christopher’s Hospice, has supported the career development of hundreds of healthcare professionals who are now advancing Palliative Care practice, research and policy, nationally and internationally.

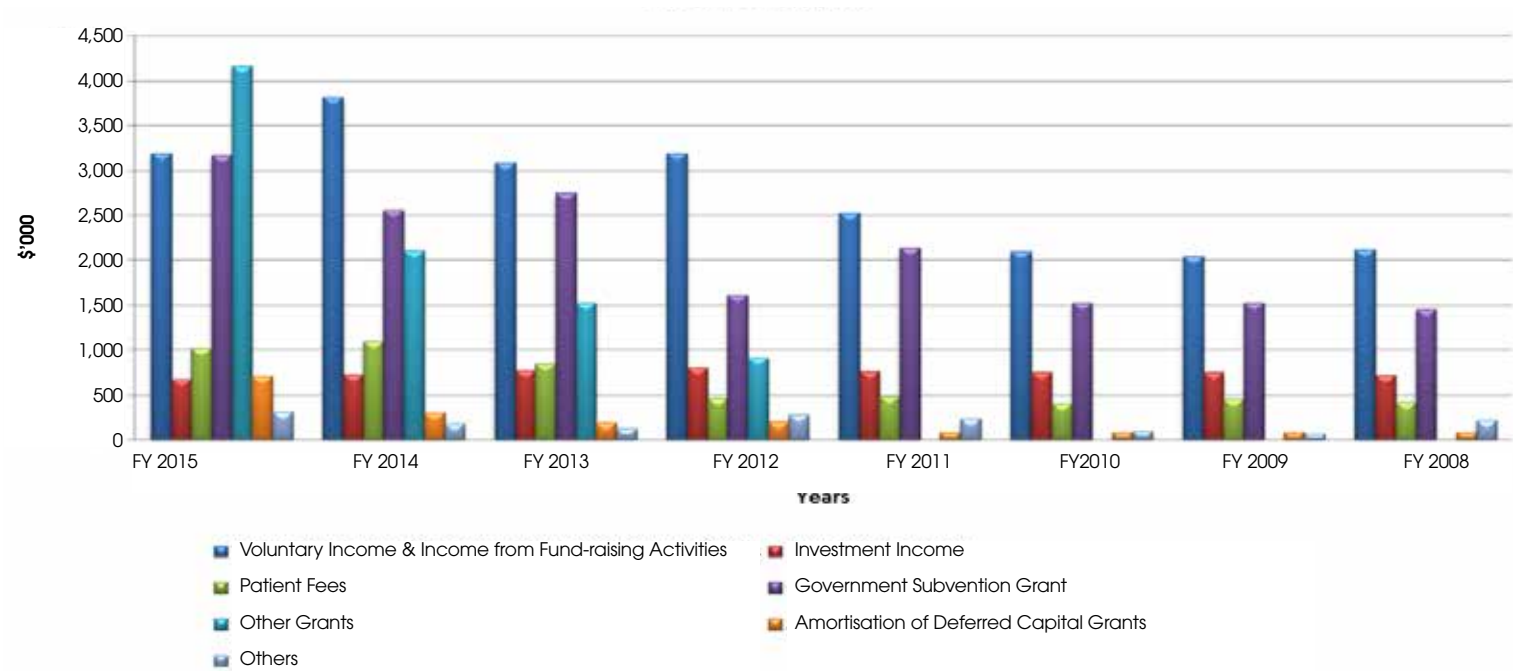
# FINANCIAL HIGHLIGHTS

## TOTAL INCOME FOR THE YEAR

	<i><b>FY 2015</b></i>	<i><b>FY 2014</b></i>
Voluntary Income & Income from Fund-raising Activities	3,200,169	3,819,004
Investment Income	680,467	731,626
Patient Fees	1,019,767	1,104,541
Government Subvention Grant	3,175,532	2,560,975
Other Grants	4,168,576	2,111,146
Amortisation of Deferred Capital Grants	710,618	307,365
Others	319,971	190,125
	<b>13,275,100</b>	<b>10,824,782</b>



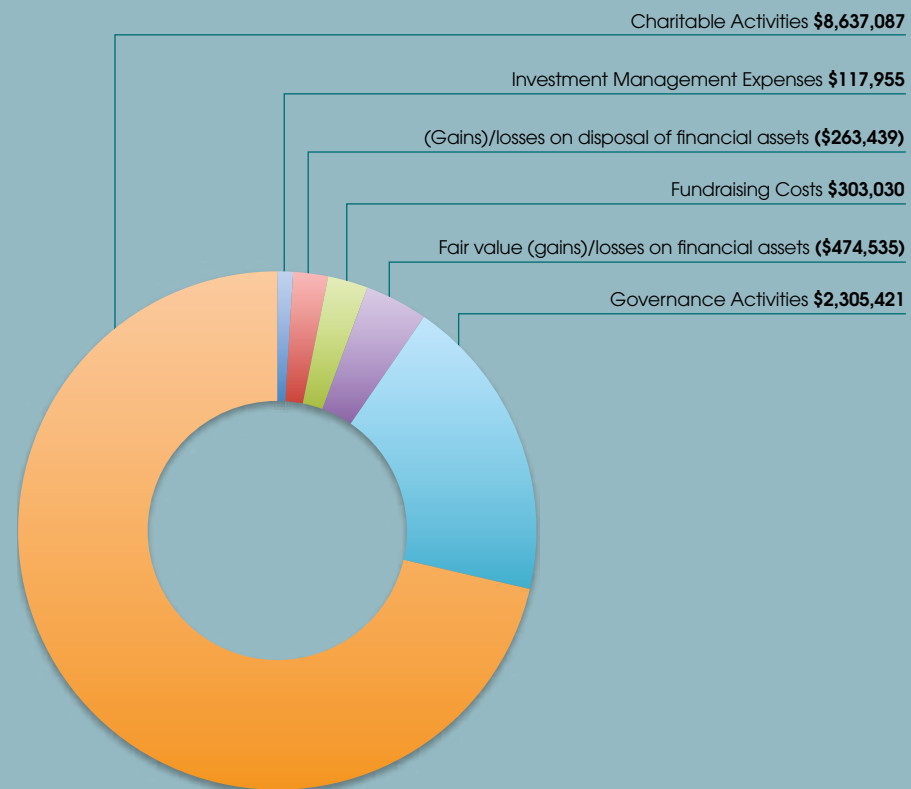
# INCOME FROM FY 2008 TO FY 2015





## TOTAL EXPENDITURE FOR THE YEAR

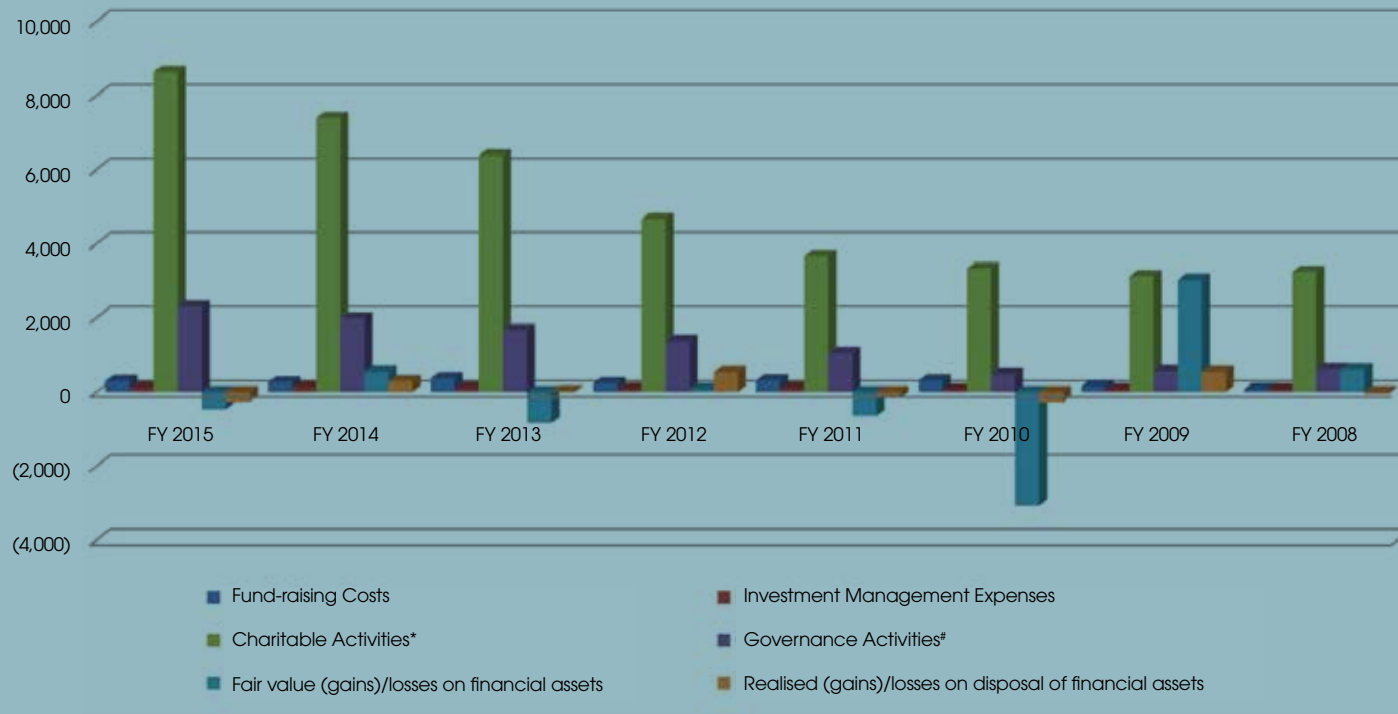
	<i>FY 2015</i>	<i>FY 2014</i>
Fundraising Costs	303,030	267,422
Investment Management Expenses	117,955	127,895
Charitable Activities*	8,637,087	7,394,840
Governance Activities <sup>#</sup>	2,305,421	1,984,811
Fair value (gains)/losses on financial assets	(474,535)	542,592
(Gains)/losses on disposal of financial assets	(263,439)	291,155
	<b>10,625,519</b>	<b>10,608,715</b>



\* Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the Hospice which is the provision of inpatient and home care services to the terminally ill. The total costs of charitable expenditure include an apportionment of support costs.

<sup>#</sup> Governance activities comprise all costs attributable to the general running of the Hospice in providing the governance infrastructure and in ensuring public accountability. These costs include costs related to constitutional and statutory requirements, and include an apportionment of overhead and support costs.

## EXPENDITURE FROM FY 2008 TO FY 2015



\* Costs of charitable activities comprise all costs incurred in the pursuit of the charitable objects of the Hospice which is the provision of inpatient and home care services to the terminally ill. The total costs of charitable expenditure include an apportionment of support costs.

# Governance activities comprise all costs attributable to the general running of the Hospice in providing the governance infrastructure and in ensuring public accountability. These costs include costs related to constitutional and statutory requirements, and include an apportionment of overhead and support costs.



## IN APPRECIATION

Dover Park Hospice wishes to express our appreciation to all corporations, organisations and individuals for their generous support for the past year. Due to space constraints, we can only list donors who have contributed \$1,000 and above. Nevertheless, we thank all our donors for contributing towards Dover Park Hospice's compassionate cause of providing care and comfort to terminally-ill patients and their families during their difficult times and helping to make "Every Moment Matters". It is indeed a privilege to have your support.

If we have inadvertently left out any donor, please accept our sincerest apologies for the oversight.

### INDIVIDUALS

#### A

A R Jumabhoy  
Andrew Soetjahjo Moeljohartono  
Ang Bee Yan  
Ang Peck Neo, Jaclyn  
Ang Peng Tiam (Dr)  
Au Oi Leng  
Aung Tin  
Aw Kian Heng  
Aw Yen Loi

#### C

Cadwallader, David John  
Cala, Angelena  
Chan Guek Cheng, Noreen (Dr)  
Chan Keng Meng  
Chan Kin Ming  
Chan Kwok Sum, Samuel  
Chan Wai Fen  
Chan Wai Leong  
Chan-Lien, Margaret  
Chang Chia Joo  
(IMO - Ong Keng Sim)  
Chang, Eric  
Cheah Hock Leong  
Chee Mei Lin, Lynette  
Chen Choong Joong  
Chen Choong Joong  
(IMO - Mrs Nellie Chen)  
Chen Dan, Diane  
Chen Ming Li  
Chen Wei Ting

Chen Wern Sin  
Chen Yin Mun  
Chen Zhi Huang, Steven  
(IMO - Tan Say Choon)  
Cheng Heng Yu  
Cheng Lay Meng  
Cheng Oon Teck, Andrew  
Cheng Wei Liang  
Cheng Yoke Ping  
Cheng Yong Liang  
Cheong Fook Onn, Andrew  
Chew Aik Phon  
Chew Kwee Neo  
Chew Sutat  
Chew, Robert  
Chey Chor Wai  
Chi Eelyn  
Chia Kwok Wah  
Chia Piah Yam  
Chia Sow Hwa  
(IMO - Yeo Yee Kim)  
Chia Wei Khua  
Chia, Fredic  
Chiam Quee Lun  
Chiang Hong Yeng  
Chin Jing Jih (A/Prof)  
Chin Soen Ming & Lin Yiet Lan  
Chin Yau Seng  
Ching Hwee Hong  
Chionh Chye Luay  
Chng Chee Kiong  
Choe Fook Cheong, Alan  
Choeng, Florence

Chong Siew King  
Chong Tzu Chew  
Choo Bee Li (Dr)  
Choo Ken Yi  
Choo Kim Hiong  
Choo Mui Gek  
(IMO - Koh Nai Ton)  
Choo Sai Huay, Irene  
Choo Teck Seng  
Choo Wee Kim, Elizabeth  
Chow Chan Wing  
Chow Joo Ming  
Chow Kwok Weng  
Chua Eng Him  
Chua Hai Siew, Ambrose  
Chua Jiak Hwee  
Chua Kim Suan  
Chua Lai Poh  
Chua Yu Xiu, Dawn

#### D

Daljeet Singh Sidhu  
De Cruz, Melanie Angela  
De Shen, The Tai Pei Old People's Home  
Dilhan Pillay Sandrasegara

#### E

Ee Beng Neo, Cecilia  
The Estate of Madam Lim Ah Ho

#### F

Fang Eu Lin  
Fang Woan Pin  
Fock Siew Wah  
Fock Yin Ling  
Fong Yeng Chung, Frank

Foo Jong Wey  
Foo, Junie  
Fu, Felicia

## G

Gan Soh Har  
Gho Lian Chin  
Goh Chee Wee  
Goh Chin Eng  
Goh Eng Heng  
(IMO - Lee Beng Wah)  
Goh Gaik June  
(IMO - Choo Poh Sim)  
Goh Pheck Suan, June (Dr)  
Goh Say Hong, Robert  
Goh Seow Hong  
Goh Song Eng  
(IMO - Tan Muay Kia)  
Grimberg, Joseph  
Gupta Sonali  
Gwee Chwee Kee, Rupert

## H

Hang Ai Chiau  
Heng Chung Huat, Kelvin  
Ho Kah Ley  
Ho Mui Peng  
Ho Nguk Choo, Deborah  
Ho Sau Ling  
Ho Siok Hwa  
Ho Tian Yee  
Ho Wing Onn  
Ho Yat Leong  
Ho See Cheng  
Hochstadt Herman, Ronald

Hsu Chin-Ying, Stephen  
Hui Choon Wai  
Hwang Shian I, Eric

## J

J Oerstroem Moeller  
Jim Rogers  
John Paul Antico  
Joseph Grimberg  
**K**  
Kan Ting Chiu  
Kapde Tushar  
Kho Kwang Mui  
Kho Yuqing, Jeanne  
(IMO - Wong Gim Hong)

Khoh Hock Eng  
(IMO - Khoh Ho Swui)  
Khoo Chwee Tin  
Khoo Kim Geok, Jacqueline  
Khoo Whee Leng  
Kiang Kin Ngoh  
Koh Ah Kim  
Koh Choon Huat  
Koh Choon Kiat  
Koh Kok Tian  
Koh Kwee Tiang  
Koh Soh Hui  
(IMO - Koh Kee Meng)  
Koh Tieh Koun  
(IMO Huang Xhen Qin)  
Koh, Jimmy  
Kok Jaan Yang (Dr)  
Kok Yoke Ying  
Kum Soh Har, Michael

Kuok Khoon Hong

## L

Lai Jiunn Heng  
Lai Kim Seng  
Lai Mun Kwong  
Lai Pat Kheem  
Lai Tze Chang, Stanley (Dr)  
Lam Kah Hoe  
Lam Kun Kin  
Lam Yi Young  
Lars Sorensen  
Latha E K Mathew  
Lau Cheng Huat, David  
Lau May Fen, Valerie  
Lau Soo Lui  
Lee Chia Poh, Alvin  
Lee Chong Min  
Lee Geck Hoon, Ellen  
Lee Hock Tan, Clifford  
Lee I Wuen (Dr)  
Lee Kim Hock, Lionel (Prof)  
Lee Min, Eugene  
Lee Muk Lin, Jo  
Lee Onn Kei, Angel (Dr)  
Lee Siow Kiang, Georgia  
Lee Swee Chan  
Lee Teck Thye  
Lee Tuan  
Lee, Lennon  
Lee, Letty  
Leo Hee Sun  
(IMO - Lim Mong Lan)  
Leong Chee Seng

Leow Suat Lay  
(IMO - Chow Yew Weng)

Li Qianwei  
Li Yixing  
(IMO - Teo May Ho)  
Liew, Onnah  
Lim Ah Tong, Asher  
(IMO - Lim Siu Hong)  
Lim Boon Kit  
Lim Cheng Puay  
(IMO - Toh Teck Buay)  
Lim Chew Meng, Vincent  
Lim Chong Hian  
Lim Han Ngee  
Lim Hong Kheng  
(IMO - Chiah Hiong)  
Lim Hui Mien, Sharon  
Lim Kian Tho, Jerry (Dr)  
Lim Kim Hwa  
Lim Kong Eng  
Lim Leong Keow  
Lim Mei Yin  
Lim Peck Neo, Lillian  
(IMO - Lim Han Seong)  
Lim Seng Cheong, Robert (Dr)  
Lim Seng Wai, David  
Lim Ser Yong  
Lim Siew Hong  
(IMO - Lim Chwee Seng)  
Lim Siew Ling  
Lim Siok Mei  
Lim Su Yin  
Lim Tian Soo

Loh Kim Chah  
 Loh Lee Peng (IMO - Loh Ser Ngeow)  
 Loh Sek Lan  
 Loke Sek Kiong (IMO - Tan Loi Kee)  
 Loke Yuen Kin, Ruby  
 Low Chee Wah  
 Low Cher Leng, Shirley  
 Low Eng Heng  
 Low Eng Meng, Joseph  
 Low Joo Kiang  
 Low Su Yi  
 Loy Wang, Colin  
 Lynne David Kevin

## M

Michael A Witt (Prof)  
 Moh Kok Hai  
 Mohapatra Akash  
 Mosbergen, Joanne Beraldine

## N

N. Thanabalen  
 Neo Lay Yen, Hazel  
 Neo Ee Beng, Cecilia  
 New Lee Ping  
 Ng Cheong Bian  
 Ng Kam  
 Ng Keng Chu, Michelle  
 Ng Kuo Pin  
 Ng Lai Hong  
 Ng Ler Poey  
 Ng Seng Siang  
 Ng Siew Cheng  
 Ng Soh Shan  
 Ng Teck Song, John

Ng Tian Huat  
 Ng Zhi Yang, Alan  
 Ng, Veronica  
 (IMO - Tan Ah Swee)  
 Ngo Lin Ai

## O

Oh Poh Lan, Yvette  
 Oh Tuan Chim  
 (IMO - Wu Wen Chun/Angela Teo)  
 Ong Ai Hua  
 Ong Beng Huat  
 Ong Chin Sum  
 Ong Chin Yew, Edward  
 Ong Ching Khiam  
 Ong Eng Hong  
 Ong Hung Guan  
 Ong Kim Ling  
 Ong Lay Leng (IMO - Tan Bee Lian)  
 Ong Lim Joo  
 Ong Mong Siang  
 Ong Siew Ching  
 Ong Siew Tin  
 Ong, Felix (Dr)  
 Ooi, Alex (Dr)  
 Ow, Florence  
 (IMO - Wong Lai Har)  
 Ow Yong Siew Lan  
 (IMO - Loh Beng Kong)

## P

Pan Juin Yang  
 Pang Sze Kang, Jonathan  
 Peh Libby Tin  
 Pek Tiong Khuan

Phua Poh Boon  
 (IMO - Lim Kim Guan)  
 Poh Beng Li  
 Poi Choo Hwee (Dr)  
 Poh Choon Jin

## Q

Quek Joo Huat  
 Quik Lee Lee  
 (IMO - Khoo Choo Tin)

## R

Rajput Jatin  
 Robert John Savage  
 Robins, Lisa

## S

Sajith Kumar K  
 Saleha Johari  
 San Mun Onn  
 Saw Cheow Hin  
 Seah Chee Hwee  
 Seah Gek Choo  
 (IMO - She Yoo Jen @ Judy Cher)  
 Seah Lim Neo, Julie  
 (IMO - Chia Mildred)  
 Seet Ju Ee (Dr)  
 Seet, Iris  
 Seow, Terene  
 Seow Tian Soon  
 Sim Ann  
 Sim Guek Neo, Elizabeth  
 Siow Chee Khiang  
 Siow Fung Wai Ying  
 Sng Tiong Yee  
 Soh Yee Li (IMO - Chan Soo Cheng)

Sun Tao  
 Syn Hsien Min, Michael  
 Syn Li Min, Mark

## T

Tai Boon Leong  
 Tan Ah Lak (IMO - Lim Seok Tiang)  
 Tan Beng Tat  
 Tan Boo Hock  
 Tan Chee Hwee  
 (IMO - Tan Say Choon)  
 Tan Chee Kien, Lionel  
 (IMO - Neo Nuee Chew)  
 Tan Chee Meng  
 Tan Chye Chin  
 Tan Ee Mei, May  
 Tan Hak Koon (Dr)  
 Tan Hong Beng  
 Tan Hui Eng, Elizabeth  
 (IMO - Chan Luck)  
 Tan Jian An  
 Tan Kay Buan  
 Tan Keng Siong, Thomas  
 Tan Khuan Seng  
 Tan Kim Kwang  
 Tan Kim Seng  
 Tan Kok Huan  
 Tan Kok Hwee  
 Tan Kwang Hong  
 Tan, Mary  
 Tan Mei Mei  
 Tan Poh Hong  
 Tan Sai Tin  
 Tan Siew Lan

Tan Sim Hock  
 Tan Soek Kee  
 Tan Sok Hwa  
 Tan Soo Hwee  
 Tan Soon Yee, Alvin  
 (IMO - Tan Bee Lian)  
 Tan Tai Soon  
 Tan Teng Lin, Sheila  
 (IMO - Lai Yoon Chiew)  
 Tan Wee Seng, Gerard  
 Tan Whei Mien, Joy  
 Tan Yang Guan  
 Tan Yap Phang  
 Tan Yin Ying  
 Tan, Angela G  
 Tan, Ann (Dr)  
 Tan, Francis  
 Tang Kian Cheong  
 Tay Chin Chye  
 Tay Chong Kam  
 Tay Hock Boon  
 (IMO - Ang Choo Lang)  
 Tay Kwee Huang  
 Tay, Julia  
 Teng Kim Wei, Jennifer  
 Teo, Alvin  
 Teo Boon Wei, Justina  
 Teo Chee Hean  
 Teo Chuan Seng  
 Teo Lam Yiang, Vincent  
 Teo Lilin  
 Teo Miang Yeow

Teo Teong Ho  
 Teo, Eileen  
 Tham Chee Soon  
 Tham Kui Seng  
 Tham Kum Ying  
 Tham Mun San  
 Tham Tuck Seng  
 Tham, Trisha  
 Thanabalen, N  
 The, Patricia  
 Tien Lian Imm, Magdalene  
 Tien Sing Cheong  
 Tierney, Tanya (Dr)  
 Tin Keng Seng  
 Tjio Shan  
 Toh Liew Siew, Danny  
**V**  
 Voo Gek Nai  
**W**  
 Wan Fook Weng  
 Wang Chew Juat  
 (IMO - Cheng Kiam Wah)  
 Wang Yi Feng  
 Wee Eng Hua, Marjorie  
 Wee Li Pei, Janice  
 Wee Siew Bock (Dr)  
 Wong Chit Sieng  
 Wong Chooi Wan  
 Wong Chung Jeu  
 Wong Fong Fui  
 Wong Hoong Shen  
 Wong Keen Mun

Wong Kiat Kong  
 Wong Kok Hoo, Steven  
 (IMO - Wong Seng)  
 Wong Mei Gin  
 Wong Ming  
 Wong Pakshong, Jennifer  
 Wong Poo Yen  
 Wong Siu Ching, Cindy  
 Wong Tarn Lian  
 Wong Weng Sun  
 Wong Yen Ling,  
 The Tai Pei Old People Home  
 Wu Huei Yaw (Dr)

## Y

Yam Ah Mee  
 Yang Choon Siang  
 Yang Yuen Tsy, Caroline  
 Yap Guat Eng  
 Yap Siew Moi  
 Yeo Boon Inn  
 Yeo Lik Seng  
 Yeo Mui Hock  
 Yeo Suan Wei  
 Yeo, Basil  
 Yeung Shun Yun  
 Yip Cheng Yee, Evelyn  
 Yip Shee Keen  
 Yip, Dennis  
 Yong Chin Hwee, Serene  
 Yong Kon Yoon  
 Yong Pei Xin, Marianna  
 Yoong Noeline, Cora

Yuen Thio, Stefanie  
 Yui, Vivien

## FAMILIES OF THE LATE

Chan Hui Yin  
 Chia Shook Yin  
 Mdm Fung Choi Lin  
 Mr Koh Chuan Hock  
 Lim Kim Chye  
 Mdm Loo May Ling  
 Pek Siew Kee  
 Soo Choon Lai  
 Mdm Tan Ah Lan  
 Tan Heng Kwang  
 Tan Kin Chean  
 Mdm Tay Sok Hua  
 Mr Teo Kian Giap  
 Mdm Tham Lee Yong  
 Mdm Toh Wee  
 Mr Wong Joon Tong

## ORGANISATIONS

### A

Aegis Portfolio Managers Pte Ltd  
 Aggregates Engineering Pte Ltd  
 Alliance Steel Pte Ltd  
 Amitabha Buddhist Centre  
 Arie Darma Enterprises (S) Pte Ltd  
 ASL Aviation Group Pte Ltd  
 (IMO - Ann Lim nee Tan Leng Kim)  
 Automated Micron Assembly Pte Ltd

### B

B H Ng Consultants

### C

Care Visions Singapore  
 Courts Asia Limited  
 Credit Suisse AG Singapore  
 Crystal Group

### D

D.S. Lee Foundation  
 Davis Lagoon KPK  
 (Singapore) Pte Ltd  
 DDS Contracts & Interior Solutions  
 Pte Ltd  
 Deutsche Bank  
 DP Architects Pte Ltd

### E

Erabelle Pte Ltd  
 Expats Furniture Rental Pte Ltd

### F

Focus Investments Pte Ltd  
 Forcom Phase To Phase Pte Ltd  
 Fraser And Neave (Singapore) Pte Ltd

### G

Geonamics (S) Pte Ltd  
 GNS Storage Pte Ltd

### H

Haleywood Industries Pte Ltd  
 Hands With Love Longevity  
 Hiap Seng Engineering Ltd

### I

Impact Life Style Inc Pte Ltd  
 Isaac Manasseh Meyer Trust Fund  
 Isetan Foundation

### J

Jaya Holdings Ltd  
 Jean Yip Salon Pte Ltd  
 Jurong Health Nursing Division

### K

Kanlian Ferry Pte Ltd  
 Keppel Care Foundation Limited  
 Keppel FELS Limited  
 Kewai Ramani Foundation  
 Kimly Construction Pte Ltd  
 Kuan Im Tng Temple (Joo Chiat)

### L

Lee Foundation  
 Lee Kim Tah Foundation  
 Lee Kim Tah Holdings Limited  
 Lien Foundation  
 Life Incorporated Pte Ltd  
 Lion Global Investors Limited

### M

Macquarie Group Foundation Ltd  
 Mangala Vihara (Buddhist Temple)

Marina Green Limited  
 Maritime and Port Authority of Singapore  
 ME Electrical Services Pte Ltd  
 Meiban Group Pte Ltd  
 Mellford Pte Ltd  
 Million Lighting Co Pte Ltd

### N

Nexcomm Asia Pte Ltd  
 Ngee Ann Development Pte Ltd  
 NTUC Fairprice Foundation

### O

Ong Foundation Ltd

### P

Pacific Carriers Limited  
 People's Association  
 Peter Eng Endocrine Clinic Pte Ltd  
 PricewaterhouseCoopers LLP  
 Prime Orbital Technologies Pte Ltd  
 Prime Supermarket Limited  
 Prive Clinic Pte Ltd  
 Prop3 Corporation Pte Ltd

### R

Refine Construction Pte Ltd  
 Renewal Christian Church  
 Rotol Holdings Pte Ltd

### S

Schroder Investment Mgt  
 (Singapore) Ltd  
 Sequest Enterprise Pte Ltd  
 SF Consulting Pte Ltd  
 Sheng Siong Supermarket Pte Ltd  
 Sim & Yeo Co Pte Ltd

Sin Heng Heavy Machinery Limited  
 Singapore Computer Society  
 Singapore Pools (Pte) Limited  
 Singapore Turf Club  
 South West Community Development  
 Council  
 Spectrum Worldwide Events (S) Pte Ltd  
 SPH Retail Management Services Pte Ltd  
 Sun Holdings Ltd  
 Sunbeam Aquarium Pte Ltd  
 Sunray Woodcraft Construction Pte Ltd

### T

Tampines Chinese Temple  
 Teo Garments Corporation Pte Ltd  
 The Shaw Foundation Pte  
 The Singapore Contractors Assoc Ltd  
 The Tanglin Club  
 Thome Ship Management Pte Ltd  
 Tote Board and Singapore Turf Club  
 Trivec Singapore Pte Ltd  
 TTJ Design and Engineering Pte Ltd

### U

U-Want Services Pte Ltd

### W

Web Structures Pte Ltd  
 William Security Services  
 Wing Ship Marine Services Pte Ltd

### Y

Yongnam Engineering & Construction  
 Pte Ltd





## DOVER PARK HOSPICE

Dover Park Hospice was founded in 1992 as a secular, non profit organisation to meet the growing need in Singapore for hospice care for terminally-ill patients. It is Singapore's first purpose-built hospice, designed to provide a serene environment close to nature.

Dover Park Hospice was started by volunteers, and today, volunteers continue to play an integral role in all aspects of hospice work, from patient care to social activities and administrative support. They are an important complement to the permanent staff, working together for patients and their families.

Open to everyone regardless of age, race, religion or income level, Dover Park Hospice is dedicated to meeting the unique physical, emotional and spiritual needs of those who are nearing the end of life's journey. The goal is to enhance the living, comfort the dying and support the grieving with compassion and dignity.

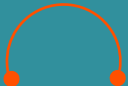
At Dover Park Hospice, Every Moment Matters. Since opening its doors to the first patient in 1995, we have brought care and comfort to more than 8,000 terminally-ill patients and their families through a programme of active and compassionate service.

To cover its operating expenditure which is estimated at \$12 million per year, Dover Park Hospice relies a lot on fundraising activities and kind donations from generous well-wishers and corporations.



## CARING TILL THE VERY END

Since 1995, our dedicated team of healthcare professionals and volunteers at Dover Park Hospice has been helping patients spend their last days in comfort and dignity. We adopt a holistic approach to total patient care, with attention not just to their physical needs, but also their social and psychological ones. Our patients have advanced incurable illnesses and are often troubled by symptoms such as breathlessness or nausea. Hence the control of pain and other symptoms is a priority. Equally important is psychosocial care, whether in the form of financial assistance, social activities or formal counselling. Family and friends are included in our circle of care which extends to bereavement support.





## DOVER PARK HOSPICE

10 Jalan Tan Tock Seng, Singapore 308436 • Tel: +65 6500 7272

UEN: S92SS0138D

[www.doverpark.org.sg](http://www.doverpark.org.sg)