



# DOVER PARK HOSPICE ANNUAL REPORT 2017 - 2018





DOVER PARK HOSPICE  
Every Moment Matters

#### 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 disease regardless of age, race or religion, and to  
support the grieving families



## TABLE OF CONTENTS

06	Chairman's Message	80	主席寄语
08	CEO's Message	82	执行总监寄语
10	Governing Council	84	2017/2018 财年要闻
14	Corporate Information	85	人力资源
16	Corporate Governance	88	临床团队
19	Our Committees	104	筹款
20	Our Management	109	资讯科技
22	Words of Gratitude	110	传讯及外联
26	FY2017/2018 Highlights	123	义工事项
27	Human Resource	128	企业社会责任
30	Clinical		
46	Fundraising	130	2017/2018 财年财务摘要
51	Information Technology	134	2017/2018 年度财务报表
52	Communications and Outreach		
65	Volunteerism		
70	Corporate Social Responsibility		
72	Donors		
76	FY2017/2018 Financial Highlights		
134	FY2017/2018 Financial Statements		





**Prof Lionel Lee**  
Chairman

## CHAIRMAN'S MESSAGE

Financial Year 2017/18 has been a busy but fulfilling year for Dover Park Hospice (DPH) – our 25th anniversary.

### 25 Years of Service

Dover Park Hospice (DPH) was founded in 1992 by volunteers – a ground-up initiative committed to giving comfort and dignity to people living with life-limiting illnesses. We have tirelessly endeavoured over the years in pursuing professional excellence, building capacities locally and regionally, and forging impactful corporate and community partnerships, and have remained grounded in our collaborative spirit and patient-centric services.

We embarked on a series of activities to celebrate 25 years of making every moment matter for our patients and their families. The silver jubilee celebrations commenced with our annual Sunflower Gala Ball graced by then President Tony Tan – accompanied by his wife Mrs Mary Tan – as our Guest-of-Honour who continues as Patron of DPH.

We also published our annual Anniversary Commemorative Book, and commissioned a specially designed set of commemorative thumb-drives which pays homage to DPH's distinctive red brick architectural design.

### Reaching out to the Community

In conjunction with our 25th Anniversary, we renewed our community-focused outreach with the campaign "Hospice Care is a Wise Choice". Local TV personality Gurmit Singh came on board as our celebrity goodwill ambassador. In DPH's inaugural attempt at large-scale community outreach and hospice care myth-busting, we held our 25th Anniversary Roadshow at the Bishan Community Club in collaboration with the People's Association. This was a landmark departure from our annual on-premise Open Houses. Graced by Senior Minister of State for the Ministry of Health Dr Lam Pin Min, the roadshow gathered together our community partners, staff and volunteers for two days of engagement and education on end-of-life matters.

### Advancing Palliative Care

DPH has explored and developed avenues to advance palliative care in Singapore and the region. We signed a memorandum of understanding with Nanyang Technological University's Lee Kong Chian School of Medicine and National Healthcare Group to launch The Palliative Care Centre for Excellence in Research and Education (PaCE) – the first of such collaboration in Singapore which focuses on palliative medicine and care models. We later became the first volunteer welfare organisation to sign a Master Research Collaborative Agreement with all the hospitals and institutes of higher learning in Singapore, leveraging on collaborative research and development.

DPH has explored and developed avenues to advance palliative care in Singapore and the region. We have remained grounded in our collaborative spirit and patient-centric services.

In addition to being a registered research institute, DPH serves as a centre of excellence in building capacities in hospice and palliative care. We engage more than 400 students, interns and trainees annually.

In recognition of us being a well-governed non-profit organisation with a robust and well-integrated volunteer programme, DPH received the prestigious President Volunteerism and Philanthropy Award 2017 (Non-Profit Category).

On behalf of the Council and staff at DPH, I would like to extend our sincere gratitude to all our friends, donors, volunteers, sponsors, and partners, for supporting this endeavor for the last 25 years. We continue to strive to serve with excellence and build sustainable partnerships with our corporate and community stakeholders. Cheers to the next 25 and beyond.

Prof Lionel Lee  
Chairman, Governing Council



**Timothy Liu**  
Chief Executive Officer

## CEO'S MESSAGE

We had a challenging but fruitful FY 2017/18. Against the backdrop of an uncertain economic outlook, the consolidation of six regional health systems into three, the introduction of the Healthcare Services Bill, and the "3 Beyonds" presented by Health Minister Mr Gan Kim Yong (move beyond hospital to community; move beyond quality to value; move beyond healthcare to health), the Dover Park Hospice (DPH) management team and Governing Council have spared no effort in developing our 5-year strategy and growing our capacities. We have continued to focus on planning in tandem with – and being ready and responsive to – the needs of a rapidly ageing population, while anticipating and adapting to the changing policy landscape.

### Changes & Expansion

Our plans include the expansion of services to include palliative day care, and doubling our capacity to 100 beds when we move to the new Integrated Care Hub (ICH) by 2022. To support this scaling-up, we have focused our efforts in bolstering the various faculties that have contributed to our reputation as a leading palliative care provider.

To support capacities-building and understand current operation models, we studied other day care facilities and surveyed the needs of patients and families. We are also integrating our information technology systems to streamline and optimise workflows in managing human resources, community engagement, training, fundraising and volunteers. This integration includes studies on the new electronic medical record system.

### Growth, Development & Excellence

Our Clinical team welcomed a new Social Work and Psychological Services Head of Department Ms Cheong Ee May. 'Nursing Service' was renamed 'Nursing Department'

We have continued to focus on planning in tandem with – and being ready and responsive to – the needs of a rapidly ageing population, while anticipating and adapting to the changing policy landscape.

to oversee the entire nursing team and facilitate cross-training across inpatient, home and day care.

We also continue to invest heavily in developing our staff, with more than 90% having attended at least one course in the last year.

I am proud and equally honoured that our staff continue to be recognised for their dedication, excellence and hard work, earning a variety of accolades and praise. Our inpatient and home care services received high satisfaction ratings from feedback provided by caregivers and families. Our staff have also won awards at the Asia Pacific Hospice Conference, Nurses' Day Awards, Quality Merit Awards, Healthcare Humanity Awards, and the Community Care Manpower Development Award.

### Collaboration & Partnerships

In our endeavour to serve our patients and pursue professional excellence, we have in the last year forged new partnerships, while strengthening existing ones.

We continue to work closely with Tan Tock Seng Hospital (TTSH) to develop seamless and coordinated care for the population in the vicinity. This is best exemplified in the present phase of Programme Dignity, a TTSH-DPH joint project funded by the Ministry of Health providing home palliative care for dementia patients. The Programme's previous inaugural phase was funded by Temasek Foundation Cares.

We signed a memorandum of understanding with the National Healthcare Group and Nanyang Technological University's Lee Kong Chian School of Medicine to structure and launch the Palliative Care Centre for Excellence in Research and Education (PaCCE).

### Dedicated to Making Every Moment Matter

As we navigate these changes and transformation, we remained grounded and focused on our vision thanks to the unwavering dedication of our governing council, volunteers and staff. These qualities have allowed Dover Park Hospice to continuously provide the same high-quality holistic care for our patients – making every moment matter.

Timothy Liu  
Chief Executive Officer





## FY2017/2018 GOVERNING COUNCIL



**Prof Lionel Lee**

Chairman  
Governing Council  
**Date of Last Election**  
27 August 2016  
**Occupation**  
Executive Vice Dean, Admin,  
Lee Kong Chian School of  
Medicine



**Mr Robert Chew**

Vice Chairman  
**Date of Last Election**  
19 August 2017  
**Occupation**  
Managing Partner,  
iGlobe Partners



**Ms Ong Ai Hua**

Honorary Secretary  
**Date of Last Election**  
19 August 2017  
**Occupation**  
Company Group Chairman,  
Janssen Asia Pacific



**Mr Low Chee Wah**

Assistant Hon Secretary  
**Date of Last Election**  
27 August 2016  
**Occupation**  
Head,  
Retail & Commercial  
Fraser's Property



**Ms Diane Chen Dan**

Honorary Treasurer  
**Date of Last Election**  
27 August 2016  
**Occupation**  
Senior Vice President,  
Finance  
Sembcorp Industries Ltd



**Mr Tan Seng Hock**

Assistant Hon Treasurer/  
Chairman, Investment  
Committee  
**Date of Last Election**  
19 August 2017  
**Occupation**  
Chief Executive Officer,  
Aegis Portfolio Managers  
Pte Ltd



**Prof Ho Yew Kee**

Chairman, Audit  
& Governance Committee  
**Date of Last Election**  
27 August 2016  
**Occupation**  
Associate Provost,  
SkillsFuture & Staff  
Development,  
Singapore Institute of  
Technology



**Ms Angelene Chan**

Chairperson, Building &  
Development Committee  
**Date of Last Election**  
19 August 2017  
**Occupation**  
Chief Executive Officer,  
DP Architects Pte Ltd





## HONORARY COUNCIL MEMBERS



# CORPORATE INFORMATION

## Registration

Dover Park Hospice (DPH) is registered as a Voluntary Welfare Organisation in accordance with the Singapore Societies Act, Chapter 311. DPH is registered as a charity under the Singapore Charities Act, Chapter 37. DPH is approved as an Institution of a Public Character (IPC) under the provisions of the Income Tax Act. DPH's tax exempt status has been extended from 1 October 2017 to 30 September 2020.

## Registered Address

10 Jalan Tan Tock Seng,  
Singapore 308436

## Unique Entity Number

S92SS0138D

## Auditors

External Auditor: KPMG LLP  
Internal Auditor: Nexia TS Pte Ltd

## Banker

DBS Bank Ltd

## Fund Manager

UOB Asset Management Ltd

## Governing Council Members

### Chairman

Prof Lionel Lee

### Vice Chairman

Mr Robert Chew

### Honorary Secretary

Ms Ong Ai Hua

### Assistant Honorary Secretary

Mr Low Chee Wah

### Honorary Treasurer

Ms Diane Chen Dan

### Assistant Honorary Treasurer & Chairman, Investment Committee

Mr Tan Seng Hock

### Chairman, Audit & Governance Committee

Prof Ho Yew Kee

### Chairperson, Building & Development Committee

Ms Angelene Chan

### Co-Chairpersons, Communications & Outreach Committee

Mr Lester Lee

Dr Tanya Tierney

### Co-Chairpersons, Fundraising Committee

Dr June Goh

Ms Joy Tan

### Chairperson, HR Committee

Dr Seet Ju Ee

### Chairman, IT Committee

Col (Ret) Rupert Gwee

### Chairman, MPAC

Dr Jeremy Lim

### Chairperson, Volunteers' Committee

Ms Kemmy Lim

## Members

Ms Cheng Yoke Ping

Dr Kwa Chong Teck

Mr Tan Yong Soon

Dr Wu Huei Yaw

## Honorary Council Members

Dr Seet Ai Mee

Dr Jerry Lim

## Property Trustees

Mr Robert Chew

Mr Chey Chor Wai

## General Declaration

### Nomination and appointment of Council Members

All Council members were nominated and appointed to Council at the 25th Annual General Meeting held on 19 August 2017. All Council members declared that they were neither undischarged bankrupts nor been convicted of any offence in a court of law.

## Conflict of Interests

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 - arises, Council members/employees will not participate in decision-making and approvals of transactions in which they have a conflict of interest.

## Privacy Policy

DPH values data privacy. To ensure that personal information is secure, we enforce our Privacy and Security guidelines in accordance with the Personal Data Protection Act 2012.

DPH takes precautions to safeguard personal information against loss, theft, misuse, as well as unauthorised access, collection, use, disclosure, copying, modification, disposal, or other similar risks. We impose very strict sanction controls and only authorised staff on a need-to-know basis can access or handle personal data. We provide regular training to all staff on this Policy, and keep them abreast of any new developments in privacy laws and regulations in Singapore.

Please visit our website at [www.doverpark.org.sg](http://www.doverpark.org.sg) for more details on our data protection policy.



# CORPORATE GOVERNANCE

As an Institution of a Public Character (IPC), Dover Park Hospice (DPH) is committed to good governance and management practices, in accordance with the Charity and IPC regulations and Code of Governance for Charities and Institutions of a Public Character (Code). The Governance Council believes it is in the best interest of DPH to not only practise a high standard of corporate governance, but remain committed to improving its governance and management practices. DPH falls under the Advanced Tier of Guidelines for the purposes of the Code.

## 1. The Governing Council

### 1.1 Council Governance

The Council of DPH is the Board and its primary role is to ensure compliance with DPH's Constitution and all relevant laws and regulations. The Council ensures that DPH is well run and continues to operate in an effective, credible and sustainable manner. Its primary responsibility is to promote the long term interest of DPH in accordance with its mission.

### 1.2 The Council's oversight includes:

1. Overseeing mission and strategy development process;
2. Ensuring compliance with all regulations pertaining to good governance;
3. Accountable for DPH's performance so all efforts and resources deliver the desired outcomes and benefits to patients, their families and community that DPH serves;
4. Monitoring the prudent use of funds and to ensure financial sustainability of DPH in the long term;
5. Evaluating performance of top management
6. Devising and soliciting philanthropic giving.

## 2. Council Composition and membership

1. The Council comprises two Honorary Council members and 20 Council members.
2. To recognise the Founding members' contributions to DPH, the 2 Honorary Council members need not stand for election at General Meetings. They are allowed to attend all meetings but have no voting rights.
3. The Council Chairman ensures that the Council comprises individuals with the relevant complementary core competencies, to offer the Council a degree of diversity, viewpoints, expertise and experiences.

4. All Council members are required to declare their conflict of interest at the first Council meeting after the annual election;
5. The Council ensures that there is a good balance between continuity, renewal and compliance with regulatory requirements.
6. There is a formalised process for the appointment/reappointment of Council members.
7. Council members are required to perform an annual self-evaluation to assess its performance and effectiveness.
8. All Council members are elected at DPH's Annual General Meeting to be held in August. They are required to resubmit themselves for re-election at least once every two years.
9. Under the Constitution of DPH, no Council members shall serve more than six consecutive years. However, they may be re-nominated after a break of at least one year.
10. The Honorary Treasurer and Assistant Honorary Treasurer have a two-year term. They may be re-appointed to that position after a break of one year.

## 3. Chairman and Chief Executive Officer (CEO)

1. The roles of the Chairman and CEO are separate and their responsibilities are defined to ensure a balance of power and authority within DPH;
2. The Chairman manages the governance of the Council and the sub-committees to set the strategic direction, vision and mission of DPH.
3. The Chairman approves the agendas for Council meetings and exercises control over the quality, quantity and timeliness of information flow between the Board and Management.
4. The CEO manages the business of DPH and implements the Council's decisions. The CEO is assisted by a management team.

## 4. Council's Evaluation

1. The Council has implemented the Council's Evaluation on Governance since 2016 to examine the Council's performance and find ways to improve its effectiveness. The self-assessment questionnaire provides the Council the opportunity to self-reflect and provide necessary feedback for improvements.

## 5. Enterprise Risk Management (ERM)

1. The Council delegates the oversight of risk management to the Audit & Governance Committee (AC).

2. The AC reviews the overall adequacy and effectiveness of risk management and internal control systems.
3. Management is responsible for the effective implementation of risk management strategies, policies and processes to facilitate the achievement of DPH's operational and strategic objectives. Key risks are identified, addressed and reviewed on an ongoing basis, and mitigated where possible.
4. The CEO will report to the AC on the progress of the ERM on a periodic basis, thereafter, the AC will report to the Council.

## 6. Council Meetings

1. The Council meets quarterly. The Council work year starts from August to July each year. Council met on the following dates:
  - 19 August 2017
  - 14 December 2017
  - 27 March 2018
  - 25 July 2018
2. The Council members' attendance at the Council meetings for the period August 2017 to July 2018 are as follow:

S/No		No. of meetings attended
1	Prof Lee Kim Hock, Lionel	4/4
2	Mr Robert Chew	3/4
3	Ms Ong Ai Hua	3/4
4	Mr Low Chee Wah	2/4
5	Ms Diane Chen Dan	3/4
6	Mr Tan Seng Hock	3/4
7	Prof Ho Yew Kee	4/4
8	Ms Angelene Chan Li Chen	1/4
9	Mr Lee Keng Kok, Lester	3/4
10	Dr Tanya Tierney	4/4
11	Dr Goh Pheck Suan, June	1/4
12	Ms Tan Whei Mien, Joy	2/4
13	Dr Seet Ju Ee	3/4
14	Col (Ret) Gwee Chwee Kee Rupert	4/4
15	Dr Lim Fung Yen, Jeremy	1/4
16	Ms Lim Boon Hong Kemmy	3/4
17	Ms Cheng Yoke Ping	2/4
18	Dr Kwa Chong Teck	3/4
19	Mr Tan Yong Soon	4/4
20	Dr Wu Huei Yaw	4/4

## 7. Audit & Governance Committee (AC)

1. The AC provides audit oversight by reviewing the quality, timeliness and effectiveness of the financial reporting process and internal controls. In addition, it also assumes the role of risk management oversight for DPH. It considers the types of risk faced by DPH and the risk mitigations being implemented by management.
2. KPMG LLP was appointed as the external auditors whereas Nexia TS Pte Ltd was appointed as the internal auditors. These auditors report directly to the AC.
3. Audit partners in charge of DPH are changed every five years.
4. The AC meets at least three times a year.

## 8. Appointment and Nomination Committee (ANC)

1. The ANC is responsible for evaluating suitable candidates for DPH's Council as well as the sub-committees under the Council.
2. To ensure that new Council members have sufficient knowledge about palliative care, the CEO provides an induction program to all new Council members. Suitable courses from NCSS on Governance are forwarded to Council members for their participation as deemed necessary.
3. The ANC meets at least once a year.

## 9. Communication & Outreach Committee (COC)

1. The COC sets the overall communication policy, protocol and guidelines for DPH.
2. The COC sets the objectives, strategies and KPIs and provides advice on the development of a comprehensive digital and social media strategy.
3. The COC meets at least five times a year.

## 10. Executive Committee (EXCO)

1. The EXCO provides oversight to the operations of DPH.
2. Both the CEO and Medical Director report to the EXCO and update them on the operations and development of DPH.
3. The EXCO reviews and approves all matters such as annual budget, strategies and policies before they are tabled for Council's approval.
4. The EXCO meets at least six times a year.



**11. Fundraising Committee (FRC)**

1. The FRC provides strategic directions for fundraising in ensuring that all fundraising activities comply with regulatory requirements.
2. The FRC also provides guidance to management in hosting major events such as Charity Golf and Gala Dinner.
3. The FRC meets up to five times a year.

**12. Human Resources Committee (HRC)**

1. The HRC is responsible for establishing the human resource policies, manpower needs and practices of DPH in-line with the vision and mission of DPH.
2. The HRC meets at least four times a year.

**13. Information Technology Committee (ITC)**

1. The ITC formulates and drives the implementation of an integrated information and technology strategy that is consistent with and supports national information technology efforts led by MOH Holdings.
2. The ITC helps DPH to leverage Information Technology in enhancing various aspects of its operations such as patients' records and management, knowledge management and other areas that ITC may determine useful.
3. The ITC meets at least four times a year.

**14. Investment Committee (IC)**

1. The IC sets the objectives, strategies and policies on the management of investments. They provide oversight to DPH's investible funds.
2. An Investment Policy Statement governs the management of the investible funds and it is approved by the Council upon recommendation by the IC.
3. The IC ensures that the Fund Managers manage the DPH investible funds in accordance with the IPC.
4. The IC meets at least four times a year.

**15. Medical Professional Audit Committee (MPAC)**

1. MPAC provides oversight to the Quality and Assurance of the professional medical and nursing services provided by DPH.
2. MPAC monitors the clinical quality and governance to ensure proper policies and procedures are in place to provide the highest standard of patient care.
3. MPAC also encourages clinical research, in-house research proposals and monitors research activity.
4. The MPAC meets at least four times a year.

**16. Volunteers' Committee (VC)**

1. The VC ensures that volunteers activities meet the vision and mission of DPH.
2. The VC meets at least five times a year.

**17. Whistle-blowing Policy**

1. DPH has a whistle-blowing policy that allows staff, suppliers, contractors, partners and other stakeholders to raise concerns or report malpractices and misconducts to the relevant authority in DPH. The policy aims to encourage the reporting of such matters in good faith, with the confidence that persons making such reports will be treated fairly and with due follow-up action. All whistle-blower reports, including the identity of the whistle-blower are confidential. There are no known whistle-blower reports in the Financial Year ending 31 March 2018.

**18. Reserve Policy**

1. The Council has established a reserve policy for DPH by using the unrestricted net liquid assets available to meet expenditure obligations as a reserve measurement. This policy is disclosed in the Audited Financial Statements under Capital Management.

**19. Disclosure and Transparency**

1. Annual reports are prepared to include information on DPH's programmes, financials, governance, Council and Management staff.
2. Audited financial statements are available on DPH's website. Information on DPH financials can be found on the Commissioner of Charities website.
3. The Code of Governance Evaluation Checklist can also be found on the Commissioner of Charities' website.

## OUR (COMMITTEES)

**Dover Park Hospice's Committees****1. Appointment and****Nomination Committee**

- Prof Lionel Lee (Chairman)
- Mr Robert Chew
- Ms Ong Ai Hua

**2. Audit and****Governance Committee**

- Prof Ho Yew Kee (Chairman)
- Mr Low Chee Wah (Vice Chair)
- Ms Cheng Yoke Ping
- Ms Phyllis Kum
- Mr Ryan Tan
- Mr Tham Chee Soon

**3. Building and****Development Committee**

- Ms Angelene Chan (Chairman)
- Mr Low Chee Wah (Vice Chair)
- Mr Loh Hai Yew
- Mr Kenneth Sim
- Ms Woo E-Sah
- Dr Wu Huei Yaw
- Mr Timothy Liu (Management)
- Dr Ong Wah Ying (Management)

**4. Communications****and Outreach Committee**

- Mr Lester Lee (Co-Chair)
- Dr Tanya Tierney (Co-Chair)
- Mr Jack Ang
- Mr Andrew Cheng
- Ms Genevieve Kuek
- Mr Alfred Low
- Mr Andy Seet

**5. Executive Committee**

- Prof Lionel Lee (Chairman)
- Mr Robert Chew (Vice Chairman)
- Ms Ong Ai Hua (Honorary Secretary)
- Mr Low Chee Wah (Assistant Hon Secretary)
- Ms Chen Dan, Diane (Honorary Treasurer)
- Mr Tan Seng Hock (Asst Hon Treasurer)

**6. Fundraising Committee**

- Dr June Goh (Co-Chair)
- Ms Joy Tan (Co-Chair)
- Mr Gilbert Cheah
- Ms Stephanie Cheah
- Dr Kwa Chong Teck
- Ms Kemmy Lim
- Dr Karen Soh
- Ms Shan Tjio
- Ms Tiffany Varinata
- Dr Penelope Wong

**7. Human Resource Committee**

- Dr Seet Ju Ee (Chairperson)
- Dr Kwa Chong Teck (Vice Chair)
- Ms Cheng Yoke Ping
- Mr Robert Chew
- Mr Robert Goh
- Ms Ong Ai Hua
- Mr Tan Kim Kwang

**8. Information Technology Committee**

- Col (Retired) Rupert Gwee (Chairman)
- Mr Shee Gim Leng (Vice Chair)
- Mr Paul D. Gagnon
- Mr Robin Koh
- Mr Lester Lee
- Dr Colin Quek

**9. Investment Committee**

- Mr Tan Seng Hock (Chairman)
- Mr Guan Ong (Vice Chairman)
- Mr Chey Chor Wai
- Mr Robert Chew
- Mr Ho Hin Wah
- Mr Freddy Orchard

**Investment Trustees**

- Ms Jacqueline Khoo
- Dr Seet Ai Mee
- Mr Michael Wong Pakshong (stepped down 18 July 2017)
- Prof Tay Boon Keng (Appointed 25 July 2017)

**10. Medical Professional****Audit Committee**

- Dr Jeremy Lim (Chairman)
- Dr Angel Lee (Vice-chairman)
- Dr Gilbert Fan
- Dr Kwa Chong Teck
- Dr Jerry Lim
- Dr Robert Lim
- Dr Tay Miah Hiang
- Adj A/Prof Tiew Lay Hwa
- Dr Uma Rajan
- Dr Wu Huei Yaw
- Mr Wu Tuck Seng
- Adj A/Prof Nellie Yeo

**11. Volunteers Committee**

- Ms Kemmy Lim (Chairperson)
- Mr Raymond Chiang
- Ms Lynda Sonya Eaw
- Mr Muhammad Agus Bin Othman
- Mr Lester Lee
- Ms Janice Phua
- Mr Gilbert Lew
- Mr Sia Ooi Kong
- Ms Dawn Chia
- Ms Chan Choo Lin
- Ms Mabel Pek
- Ms Huang Yingrui
- Ms Pearl Lim
- Mr Bernard Yeo
- Ms Lesley de Clerck
- Mr Tan Soon Thiam
- Ms Tan Guat Bee
- Ms Lily Han
- Mdm Cheok Boon Kiew
- Ms Jessica Tay
- Mr Vivek Anand S
- Dr Tanya Tierney
- Ms Cheah Li Yean



## OUR MANAGEMENT

All our patients are supported by a multidisciplinary professional team. Our doctors and nurses are specially trained in palliative medicine and are seasoned administrators.

### Senior Management

Chief Executive Officer

Mr Timothy Liu

(Appointed from 7 March 2016)

### Medical Director

Dr Ong Wah Ying

### Senior Consultant

Dr Allyn Hum

### Consultant

Dr Yang Sze Yee

### Associate Consultant

Dr Tricia Yung

### Trainee Registrar

Dr Beverly Siew

### Resident Physicians

Dr Hoh Sek Yew

Dr Erwin Phillip Francisco

Dr Martin Lee

### Director, Nursing

Ms Chin Soh Mun

### Head, Social Work & Psycho-Social Services

Ms Cheong Ee May

### Manager, Administration & Finance

Mr Steven Foo

### Assistant Manager, Communications & Outreach

Ms Sabrina Chew

### Assistant Manager, Fundraising

Ms Michelle Too

### Manager, Information Technology

Mr Kwok Wing Kit

### Manager, Human Resource

Ms Violet Cheong

### Manager, Volunteer Programme

Ms Tok Shou Wee

### Manager, Education & Research

Ms May Siu

## BETTER CARE, BETTER COMMUNITY.

Dover Park Hospice serves our patients with our unique brand of holistic care (medical, nursing, psychosocial, social, emotional, and spiritual), which helps them live in comfort and with dignity - making every moment matter.





Names have been removed to ensure privacy of our patients.



To the staff of Dover Park Hospice

Our family would like to express our heartfelt gratitude to all the doctors, nurses, social workers and volunteers who have provided care and support to our late father, [Name], during his stay at Dover Park Hospice.

Thank you for your sympathy card. We are deeply touched by your words of condolence.

Best regards  
Family

16 Feb 2018

To the Nurses and Doctor of Dad Noel

Thank you from the depth of our hearts for taking care of our mum/grandmother during her stay at Dover Park Hospice.

We really appreciate your dedication & devotion to your profession. We can never thank you enough.

Dear Hazel,

Thank you

for being so thoughtful and kind.

It had been a joy to meet you, and to have you as our special visitor & taking care of my dad. It was a tough time for the family, but thank you for reminding us with my dad, and allowing him to have peace in his final days. I am grateful to you.

I'm blessed by you and the Dover Hospice staff. Your love and support has strengthened me and my family.

I'm really thankful & grateful for all that you have done. May the Lord bless you and your family, and continue to be a blessing to many more lives.

"God Bless."

Nov 2018

To: Dover Hospice

Our greatest gratitude to the doctors, nurses and social workers from Dover Hospice.

Despite of so much compassion from my brother, due to his unsettled pain and discomfort the doctors and nurses are so patient and attentive. They always put up a smiling face that lighten up the

entire place.

May their noble work continue to shine on every patient here that rely on them!

Please thank to the kind staff doctors, nurses and social workers for their kindness and care towards our heart!!

The big family of  
H & A  
and  
Dover Park Hospice

Dear All,

My mother [Name] and all family members would like to convey our sincere thanks and appreciation to all those including doctors, nurses, staff, volunteers and social workers for their kind support during the stay of our late brother [Name]. We wish all of you happy and healthy in all the years ahead.

Thank you and salute.



To 林丽能小姐

您寄来的照片收到了...

谢谢...

祝您

和所有工作人员

"工作愉快"

To 托福国

所有医生, 护士, 和 义工...

谢谢你们...

谢谢你们  
大家照顾我

To The doctors & staffs at Dover Park Hospice

Thank You  
So Much

Thank you for taking care of our father, [Name], who passed away on 12: 17th Jan '19



Dear everyone at Dover Park Hospice,

Thank you very much for the utmost care and concern to my husband for the past 6 months. He will be transferred to NHC Health Nursing Home (Jung Wing) today. We will miss you all very much and treasure the memories we have forged over the past months.

Here's wishing all of you a very happy Chinese New Year, best of health and best of luck in the coming Year of Dog!

A Belated but very Sincere thank you to the Doctors, Nurses and Hospice Staff.

Your kind words and condolences about the loss of our father, was much appreciated.

Our heartfelt thanks to everyone for giving our father the loving care and attention until his last breath at Dover Park Hospice.

We also want to thank the special group of volunteers who cared for our father.

We are very grateful.  
Thank you all

致：慈怀护理的全体医生、义工、护理人员  
我们是往生者 的孩子，我们非常感谢医务人员，对她无微不至的照顾，还忍受妈妈的吵闹，对护理人员造成不便，非常的抱歉。谢谢你们  
慈恩

Dover Park Hospice 全体工作人员，

这半年多，对我丈夫的照顾、关心，由衷的感谢大家。

今天 要转去 Jung 的安老院了。跟你们相处了半年多，也很舍不得大家。在此祝大家新年快乐！身体健康！狗年行好运！

Thank you Dr. Martin & your team for the attentive care, concern, and support you had provided for not only our late grandfather but also our family members.

I believe every single person in Hospice benefited both physically & emotionally from all the help and supervision provided from each and every staff, doctor, nurses, social workers & therapist.

We are really impressed by you and your team and our gratitude towards you and your colleagues cannot be expressed by mere words.

I believe that the only reason our late father was able to live out his final days feeling comfortable & cared is due to the professional & patient care this organization offered.

In one again on behalf of our late father, my family members would like to say thank you very much. God bless.

To : All doctors, nurses & volunteers  
of Dover Park Hospice

so very much.



We are the children of late Ma  
Thank you for taking care of our mother during the 3 weeks that she was in the Hospice. We appreciate the love, care and patience you have shown to her. We understand that she often threw tantrums at you, and we are sorry for any inconvenience caused to you and other patients. Thank you and continue to give your best to other patients.

To the entire team @ Dover Park Hospice, esp those who partook in caring for personally.

On behalf of my entire family, we would like to express our appreciation to the entire team who attended to my mum, who provided us with advice & support to tide through this trying period. Special thanks to Miss Anna Ho, Sister & Dr Martin Ong for the support rendered beyond the call of duty.

Thank you

for being so thoughtful and kind

and taking good care of my husband/our father during the last days of his life.

A Blessed Christmas to all.

To : The Group of Nurses, Medical workers, volunteers & doctors of Dover Park Hospice

THANKS

A special note of appreciation

Thanks for caring for my late father during his 14 days' stay in Dover Park, allowing him to breathe and breathe to him 24/7

It has been hard on you all. Words could not express our appreciation! To us, it is a job well done by the group of professionals!

Also for showing us that even in this contemporary world of stress, attention / dedication, passion, vocation / career, occupation is right. Amidst Darkness.

Also for making this path your vocation / calling!

Dear Doctors & Level II Nurses,

We cannot thank you enough for the care and attention each and everyone of you gave to our mother during her time in Dover Park Hospice. Special thanks to Dr. Mylene, Dr. Teo, Dr. Yung, Dr. Yang and Madam Liaw Lay Kian who were always there for our mother and for being ever so patient with us.

謹祝

托福園全体医护人员、社工

聖誕快樂

新年進步

13-12-2017.





# Human Resource

As a leader and authority in palliative care, Dover Park Hospice believes in building capacities in professional care-giving at the hospice and national levels. We celebrate our staff who have achieved professional milestones and earned accolades in the course of their work.

## Community Care Manpower Development Awards FY2016 and FY2017

The Community Care Manpower Development Award (CCMDA) (formerly known as ILTC Social & Health Manpower Development Programme) is administered by the Agency for Integrated Care (AIC) and aims to support the attraction, development and retention of manpower in the Community Care sector.

It provides opportunities for continuous upgrading and professional development of staff working in the Community Care sector.

Recipients of the ILTC SHMDP FY2016 and CCMDA FY2017 are:

### ILTC SHMDP FY2016

Name	Course
SSN Ang Boon Yang SN Katherine Lim Ci Hui SN Lydia Quah Mei Hwei SN May Moe Tun	Specialist Diploma in Palliative Care Nursing
SN Mirza Abdul Halim B Mohd Raf'i	Bachelor of Science (Nursing) Conversion Programme for Registered Nurses

### CCMDA FY2017

Name	Course
SSN Me Me Oo	Specialist Diploma in Palliative Care Nursing
SN Elaine Yip Xin Hui	Advanced Diploma in Nursing (Palliative Care)
SN Roi Lai	Specialist Diploma in Palliative Care Nursing
RP Martin Lee Wei Hoe	Graduate Diploma in Family Medicine
MSW Koh Tang En	Master of Social Work



## Healthcare Humanity Awards 2018 (administered by National Healthcare Group)

The Healthcare Humanity Awards have since 2004 honoured outstanding healthcare workers who have gone the extra mile in offering care and comfort to the sick and infirm.

This year, Dr Hoh Sek Yew, Resident Physician (Home Care), received an award under the Staff category. A DPH resident physician since 2011, Dr Hoh has always placed the welfare of his patients and their families first, even when he is out of the country. An exemplary professional, Dr Hoh is always willing to help his nurses perform their duties and does not draw a line between medical and nursing work. He continually researches on palliative care, and related medical and nursing subject-matter, for the benefit of his and his colleagues' work.

He is an outstanding and compassionate palliative care physician who is truly dedicated and selfless.



## DPH Employee Long Service Award (LSA) 2017

The following staff received the award in recognition of their loyalty and commitment to DPH:

### 10-Year LSA

Narindarjeet Kaur d/o Puran Singh	Nurse Clinician
-----------------------------------	-----------------

### 5-Year LSA

Carol Ignacio Soho	Enrolled Nurse
Chin Soh Mun	Director, Nursing
Edna Lim Meow Hua	Administrative Assistant, Clinical Administration
Hai'rul Azhar Bin Safi'i	Staff Nurse
Lee Hui Lin	Administrative Executive (Home Care), Clinical Administration
Mary Rose Compuesto Geronimo	Healthcare Assistant
Nang Naung Naung Oo	Enrolled Nurse
Nann Ohomar Khaing	Enrolled Nurse
Pearline Goh Guat Lian	Executive, Finance
Steven Yeo Hai Yong	Assistant Manager, Operations
Sylvia Lee Ling Ling	Advanced Practice Nurse (Home Care)




## Healthy Lifestyle Activity: Bowling at Planet Bowl




## DPH Employees of the Year Award 2017

This award recognises the outstanding service and contribution of an employee in the last year. The recipient demonstrates exemplary performance of activities in the areas of **customer focus**, **personal commitment**, and **teamwork**.

The 2017 awardees are:

	<b>Non-Clinical Staff Category</b> Steven Foo Jong Wey Manager, Finance and Administration
---	--

	<b>Clinical Staff Category</b> Lydia Quah Mei Hwei Staff Nurse
---	--

## Nurses' Day 2017



## Staff and Volunteers Nite 2017





# Clinical

Dover Park Hospice's (DPH) Clinical team is a multidisciplinary team of doctors, nurses, medical social workers and allied health professionals dedicated to providing holistic care and support for the physical, psychosocial and spiritual well-being of our patients – making every moment matter.

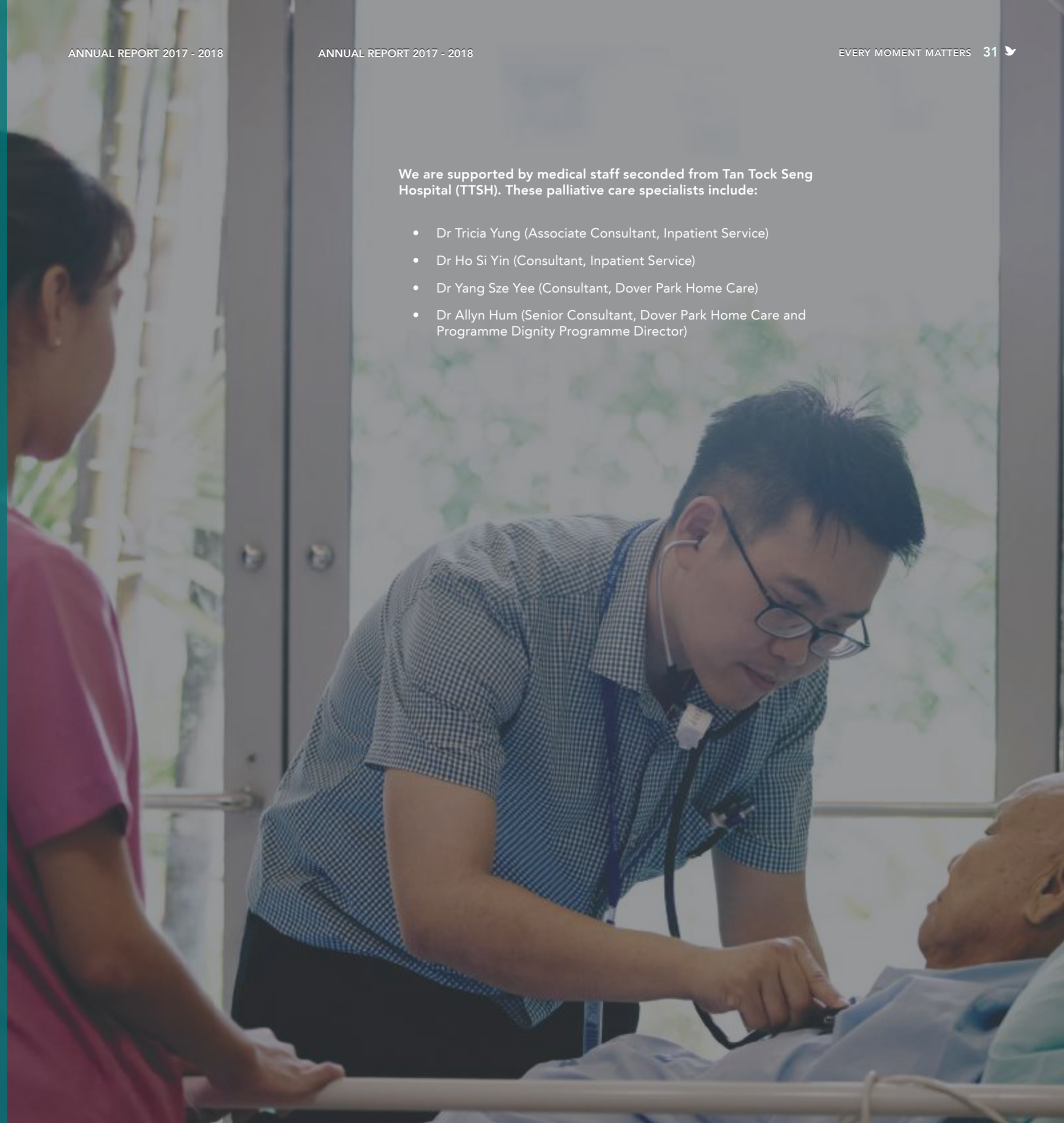
To better serve our patients, their families and caregivers, and the wider community of healthcare professionals, the Clinical team endeavours to continuously expand our capacities and capabilities in the areas of clinical service, outreach, education and research.

Led by Medical Director Dr Ong Wah Ying, the Clinical team comprises:

- **The Medical Department**  
made up of medical doctors and the Rehabilitative team
- **The Nursing Department**  
led by Ms Chin Soh Mun (Director)
- **The Social Work and Psychosocial Services Department**  
led by Ms Cheong Ee May (Head)
- **The Education and Research Department**  
led by Ms May Siu (Manager)
- **The Clinical Administration Department**  
led by Ms Joyce Lee (Assistant Manager)
- **The Clinical Operations Department**  
led by Mr Justin Lim (Senior Operations Executive)

We are supported by medical staff seconded from Tan Tock Seng Hospital (TTSH). These palliative care specialists include:

- Dr Tricia Yung (Associate Consultant, Inpatient Service)
- Dr Ho Si Yin (Consultant, Inpatient Service)
- Dr Yang Sze Yee (Consultant, Dover Park Home Care)
- Dr Allyn Hum (Senior Consultant, Dover Park Home Care and Programme Dignity Programme Director)





# Clinical

## Medical

Our medical team is dedicated to providing quality palliative care through education and service development at the professional and national levels. We expanded our rehabilitative team with our first full-time Physiotherapist Ms Roxanne Foo, who joined us in January 2018. We also continue to engage Occupational Therapists from TTSH.



## Social Work and Psychosocial Services

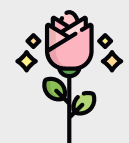
The Social Work and Psychosocial Services team develops programmes and organises events aimed at supporting patients and caregivers. Some of the programmes include the following:



**Wellness Studio** is a fortnightly group session aimed at enhancing patients' well-being and camaraderie-building through activities that promote therapeutic outcomes such as mindfulness and relaxation.



**Caregivers' Night** is a monthly event strengthening support and self-care for caregivers, who are coached on love languages and their various expressions, as well as self-care awareness and caregiving tips.

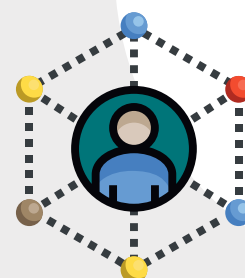


**Rose for Remembrance** is our memorial service held for bereaved families from both inpatient and home care services. The service allows bereaved family members to remember their loved ones and also catch up with the healthcare workers who have previously supported them.



**Art Gallery** is a new initiative showcasing our patients' art work. Launched in March 2018, Art Gallery celebrates and honours the patients by presenting the unique stories, thoughts and emotions behind each piece of art.

The Social Work and Psychosocial Services department comprises seven medical social workers (MSW), one art therapist (AT) and one music therapist (MT). They look after the social and psychological well-being of patients and their loved ones through professional interventions and support.



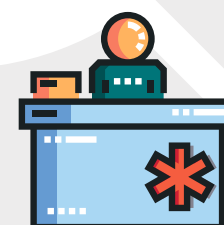
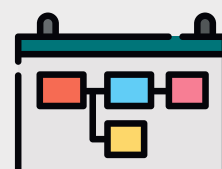
## Home Care

The Home Care team is a multidisciplinary team that has in the past year served 371 patients admitted into hospice home care and Programme Dignity. The team, which includes staff from Programme Dignity, comprises one Senior Consultant (part-time), one Consultant (part-time), two resident physicians, one senior nurse clinician, two advanced practice nurses (part-time), five nurses, three medical social workers, and three administrative staff.



## Education and Research

Formerly the 'Training and Development Department', the Education and Research Department oversees the professional development of in-house and external parties. In addition to conducting training programmes to educate healthcare professionals and students in palliative care, we also support the research activities of our staff in our capacity as a research institute.



## Nursing

Formerly 'Nursing Service', the renamed 'Nursing Department' oversees nursing staff in both inpatient and home care services. Our nurses are equipped with a variety of interdisciplinary skills to provide individualised and dignified care for our patients. Following organisational restructuring, the Head of Nursing was renamed 'Director of Nursing' with effect from January 2018.

## Clinical Administration and Operations

The Clinical Administration and Clinical Operations teams are integral to DPH's brand of holistic care. Having engaged the TTSH Kaizen team, the Clinical Administration team leverages Value Stream Mapping to improve and streamline work processes. The Clinical Operations team has also implemented initiatives to streamline operations in preparation for our expansion and impending move to the Integrated Care Hub by 2022.





## Achievements & Awards

### DPH Staff Excellence & Recognition

- Healthcare Humanity Award 2017, presented by Health Minister Gan Kim Yong: Ms Chin Soh Mun
- Tay Eng Soon Award recipient: SN Liaw Lay Kian, Diploma in Nursing, Ngee Ann Polytechnic
- DPH Employee of the Year Award 2017: SN Lydia Quah Mei Hwei
- DPH Nurses' Day awardees, for outstanding staff:
  - SSN Lee Jing Ru – Staff Nurse of the Year 2017
  - EN Ja San – Enrolled Nurse of the Year 2017
  - NA Karl Farquerabao – Nursing Aide of the Year 2017
  - HCA Jade Rudolf – Health Care Assistant of the Year 2017

### Professional Engagement Awards

- Dr Allyn Hum, Senior Consultant of Programme Dignity, was awarded second place for the oral presentation of her research project *The Dignity in Advanced Dementia (DIADeM) Study: Unmet Needs and the Impact of an Integrated Geriatric Palliative Homecare Program* at the Asia Pacific Hospice Conference 2017.
- Ms Tay Ri Yin, Research Assistant, was awarded second place in the poster presentation of her research project *Healthcare Utilisation of Advanced Dementia Patients in an Integrated Palliative Home Care Service* at the Asia Pacific Hospice Conference 2017.



## Professional Development & Capabilities Building

DPH remains committed to the professional development of our staff through continuous education, capabilities building, collaboration and cross-training.

- Implemented rotation of nursing staff between inpatient and home care services with SSN Lee Jing Ru taking the lead to join home care from inpatient care.
- Sponsored SSN May Moe Tun and SSN Roi Lai's Specialist Diploma in Palliative Care Nursing.
- Supported 20 staff for 10 other certification courses.
- Supported staff attending a total of 11 local and overseas conferences.
- Supported staff pursuing both clinical and academic/research tracks, such as Ms Tay Ri Yin, our part-time speech therapist and research executive.
- Organised in-house workshops on media training (conducted by Ms Sim Ai Ling) and grief, loss, bereavement and self-care (conducted by Ms Liese Groot-Albert).
- The Education and Research Team piloted an e-learning portal, aimed at enhancing staff learning and supporting self-paced learning. The Team is currently growing our library of e-learning courses to serve staff and volunteers.



## Professional Engagements – Appointments/ Membership, Talks, Conferences

Members of our professional team are part of national workgroups involved in elevating standards in palliative care.

### Key External Appointments

Some of our staff hold the following appointments:

- Dr Ong Wah Ying: Honorary Treasurer, Singapore Hospice Council; also Honorary Treasurer, Asia Pacific Hospice and Palliative Care Network; and Visiting Consultant, TTSH.
- Dr Tricia Yung: Adjunct Assistant Professor, Yong Loo Lin School of Medicine, where she also plans third year medical undergraduate palliative care postings.
- Ms Chin Soh Mun: Member, 4th Strategic Advisory Committee for Quality Improvement in the ILTC sector.
- APN Sylvia Lee Ling Ling: Member, Singapore Hospice Council National Palliative Care Quality Improvement Steering Committee, 2017; also Member, Advanced Practice Nurse (APN) Development Committee under MOH in 2017.

### Conferences

We sent a delegation of 25 staff and 2 volunteers to the 12th Asia Pacific Hospice Conference, Singapore, held on 26-29 July 2017. They made 11 poster presentations and one oral presentation, including among them:

- *Psychosocial Suffering in Pain – A Team's Approach* by former HOD Chee Wai Yee
- *A Qualitative Study to Identify the Needs of Familial Caregivers of Patients with Advanced Dementia Living at Home* by MSW Koh Tang En

- *Creating Synergy: A Case Study Illustrating Collaboration between Medical Social Worker and Music Therapist* by former HOD Chee Wai Yee, MSW Lim Li Ling, and MT Yang Shu-Ting
- *A Community Model of Creative Arts Therapy for Palliative Care Patients – A Pilot Project* by AT Gillian

We also presented *Temasek Foundation Cares-Programme Dignity* at academic conferences in Singapore and Dublin.

In advancing music therapy nationally and internationally, MT Yang Shu-Ting represented DPH at numerous conferences and events:

- 15th World Congress of Music Therapy, Tokyo, 4-8 July 2017 – co-presented (with Singapore General Hospital and Rainbow Centre) *The Postlude of Music Therapy: Empowering Caregivers with the Use of Music*
- Music Therapy Day at St Andrew's Community Hospital, 12 March 2018
- SingHealth Quality and Innovation Day, 16 March 2018 – presented *Advanced Bonny Method Guided Imagery and Music*
- Music Therapy Day at Ng Teng Fong General Hospital, 18 March 2018

### Other Professional Engagements

We hosted a total of 171 visitors from various organisations, both local and overseas, sharing with them the work we do at Dover Park Hospice and palliative care in general.

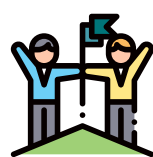
Notable visitors included Dr Lam Pin Min, Senior Minister of State (MOH), Associate Professor BJ Miller (University of California, San Francisco), healthcare leaders from China and Institute of Mental Health Singapore, nursing professionals with the Singapore Nurses Association Palliative Care Nurses Chapter, journalists from India, as well as members of the Worldwide Hospice Palliative Care Alliance.



## Building Capacities in the Community

Our other professional engagements seek to build capabilities and capacities of volunteers and healthcare workers through our educational involvement, as shown below:

- Our **Volunteer Training Programmes** include a module on Basic Palliative Care (II) led by social workers. The module focuses on communication, grief and bereavement, spirituality and self-care for participants.
- To **support training of students** pursuing their Advanced Diploma in Nursing (Palliative Care) at Nanyang Polytechnic, Volunteer Programme Manager Tok Shou Wee lectured on hospice volunteering.
- We held **Art Therapy and Music Therapy** Sharing sessions at Ngee Ann Polytechnic and Nanyang Polytechnic as part of the nursing students' post-diploma courses.
- At our **Community Partners' Workshop**, we engage our allied health counterparts from hospitals and the wider community, and share with them the different services and therapy provided at the hospice.
- Other **training and attachments**: In addition to 329 course participants, we have conducted clinical attachments for 198 medical students, 80 nursing students, 17 allied health students, and five in-service nurses from St Andrew's Community Hospital and Tan Tock Seng Hospital.
- NC Narindarjeet Kaur, SSN Pamela Koh, SSN Lee Jing Ru and NE Halijah Jantan conducted **training for Intermediate and Long-Term Care (ILTC) sector nurses** on end-of-life care and pain management from September 2017 to January 2018.



## Media, Outreach and Community Engagement

As end-of-life care professionals, Dover Park Hospice is dedicated to raising public awareness in palliative care through extensive media and community outreach activities.

- SSN Pamela Koh was featured in a television series in September 2017 *Being a Nurse*, documenting her role as a staff nurse in palliative care.
- APN Sylvia Lee Ling Ling fielded palliative care-related questions in a live interview on Mediacorp Channel 8 News on 27 January 2017.
- Our Home Care nurses made appearances at the Singapore Patient Conference, in Xin Min News, interviews on Radio 95.8 and Channel 8 news, and a roadshow at Bishan Community Centre.
- Programme Dignity and its impact were covered extensively in mainstream and online media: The Straits Times, Channel NewsAsia, Lianhe Zaobao, radio media, Channel 5 and 8 News; and Programme Dignity brochures were distributed to TTSH inpatient, outpatient (Centre for Geriatric Medicine and Palliative Clinic), and CareConnect centres.
- SSN Lee Jing Ru was nominated Nursing Outreach Ambassador under the Ministry of Health, from 1 September 2016 to 31 August 2018.



**PaIC**  
THE PALLIATIVE CARE  
CENTRE FOR EXCELLENCE  
IN RESEARCH AND EDUCATION

## The Palliative Care Centre for Excellence in Research and Education, PaIC

To bolster national-level capabilities and capacities in supporting end-of-life care, the National Healthcare Group (NHG), the Lee Kong Chian School of Medicine (LKCMed) of Nanyang Technological University (NTU) and Dover Park Hospice (DPH) signed a Memorandum of Understanding on 12 October 2017, forming The Palliative Care Centre for Excellence in Research and Education (PaIC).

Leveraging on the strengths and resources of each member institution, the tripartite collaboration builds on existing partnerships, combining clinical expertise with academic and research excellence to produce practical applications for the community.

**The 1st PaIC Steering Committee is led by the following appointment holders:**

- Chairman: Dr Mervyn Koh, NHG
- Vice-chair: A/Prof Josip Car, LKCMed
- Treasurer: Mr Timothy Liu, DPH

**The organisational structure of PaIC is as follows:**

- Centre Director: Dr Allyn Hum, NHG
- Deputy Director (Education): Dr Ong Wah Ying, DPH
- Deputy Director (Research): A/Prof Andy Ho, LKCMed
- Centre Manager: Ms May Siu, DPH
- Research Executive: Ms Tay Ri Yin, DPH

The PaIC team endeavours to design and deliver quality training programmes to develop and support healthcare professionals, caregivers and volunteers in the community. PaIC also aims to conduct research to build capacities and improve practices in palliative care.

**PaIC**  
A tripartite collaboration



## Vision

To be the regional leader spearheading and advancing palliative care research and education

## Mission

To commit to growing the palliative care research evidence base and developing education programmes for healthcare professionals to better serve patients and their caregivers





## Programme Dignity

Programme Dignity is an integrated home care programme serving advanced dementia patients. Funded by Temasek Foundation Cares, the home care service started on 20 October 2014, and has to-date served 421 beneficiaries.



The Programme's home care team comprises a resident physician, consulting geriatrician/palliative physician, nurse clinician, medical social worker, research assistant and a programme executive. They regularly visit patients at home, and provide after-hours support with the help of an on-call team.

### Assessment of Programme: Measurement of Outputs and Outcomes (October 2014 – September 2017)

#### Key outputs and outcomes

372 patients were admitted into the Programme from October 2014 to September 2017. In three years, the annual frequency of emergency room visits, hospital admissions and hospital length of stay decreased by 72.7%, 71.4% and 50.5% respectively. Re-admission rates within 30 days of discharge dropped by 33.3% compared to the previous year. Caregivers indicated a satisfaction level of 90% with the Programme. The average length of service provided was 153 days.



#### Systemic change

The increased number of referrals reflected the improved awareness of palliative care, its relevance and effectiveness. We were also encouraged by renewed efforts of our TTSH colleagues to have end-of-life discussions with patients living with dementia.

The Programme's funding ended on 30 September 2017, but continued under Dover Park Hospice Home Care with funding from the Ministry of Health (MOH) via the National Healthcare Group (NHG), under the umbrella of end stage organ diseases palliative care services.

#### Continuation and Sustainability

This model of integrated geriatric and palliative home care was evaluated for its economic sustainability. It showed that compared to a cohort of patients who shared similar clinical characteristics but did not have the benefit of home care support, there was a reduction in healthcare utilisation in favour of Programme Dignity patients. Patients in the Programme averaged one less hospital stay and a shorter length of stay by eight days.

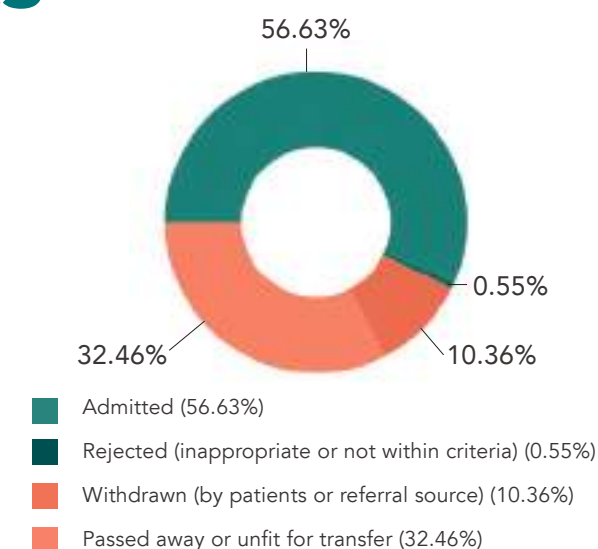
Overall, the cost of care was 40% less for Programme Dignity patients, with the greatest impact in the month prior to patient demise.

We hope the Programme will inspire other palliative home care programmes to develop dementia support services, for the benefit of the wider community of advanced dementia patients.

# Inpatient Statistics

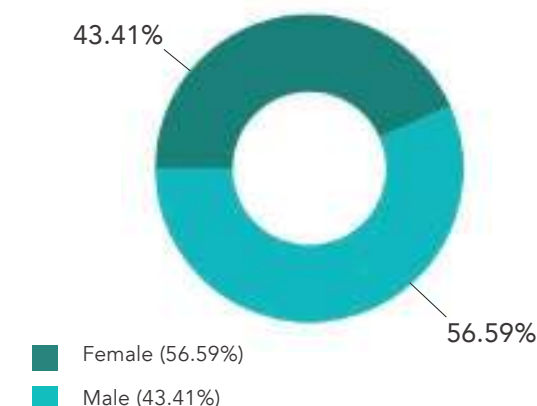
## By Referral

Admitted	410
Rejected (inappropriate or not within criteria)	4
Withdrawn (by patients or referral source)	75
Passed away or unfit for transfer	235
<b>Total</b>	<b>724</b>



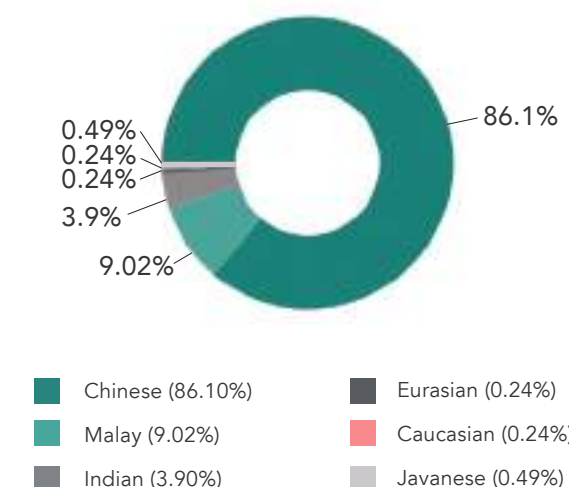
## By Gender

Female	178
Male	232
<b>Total</b>	<b>410</b>



## By Race

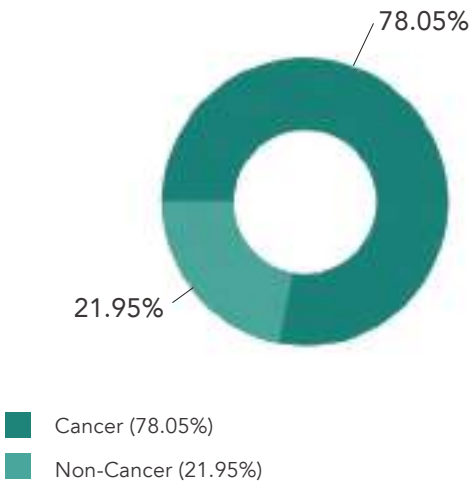
Chinese	353
Malay	37
Indian	16
Eurasian	1
Caucasian	1
Javanese	2
<b>Total</b>	<b>410</b>





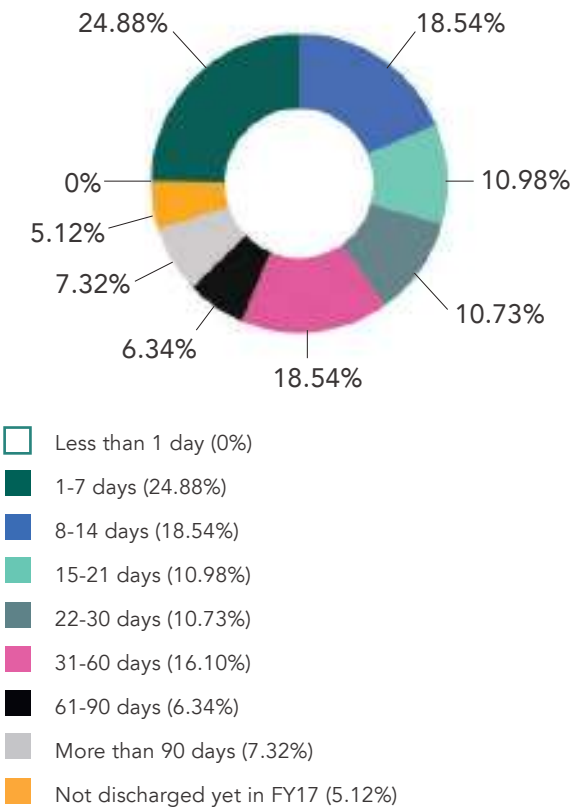
By Diagnosis

Cancer	320
Non - Cancer	90
Total	410



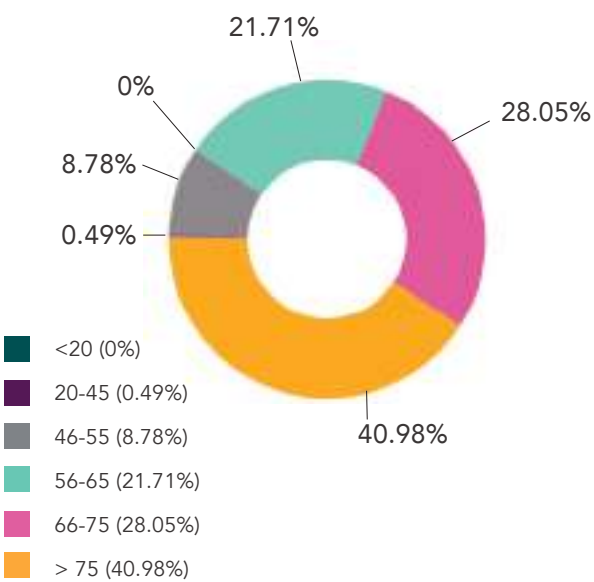
By Length of Stay

Less than 1 day	0
1 - 7 days	102
8 - 14 days	76
15 - 21 days	45
22 - 30 days	44
31 - 60 days	66
61 - 90 days	26
More than 90 days	30
Not discharged yet in FY17	21
Total	410
Average	30.5 days



By Age Group

Below 20	0
20 - 45	2
46 - 55	36
56 - 65	89
66 - 75	115
Above 75	168
Total	410



By Source of Referrals

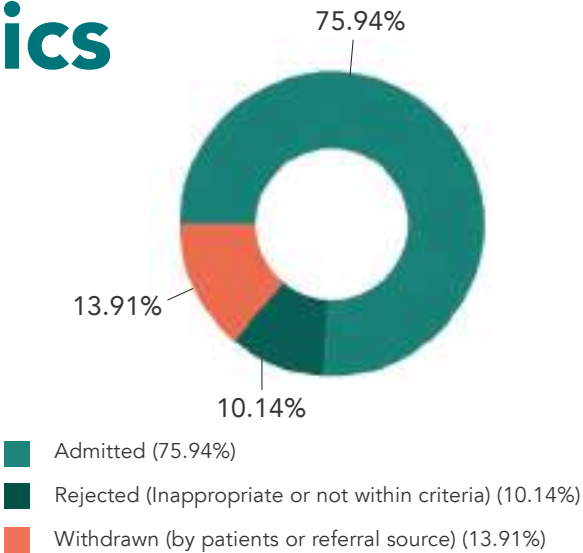
AGAPE METHODIST HOSPICE	1
COMMUNITY HOSPITALS AND NURSING HOMES	38
CHANGI GENERAL HOSPITAL	8
DOVER PARK HOME CARE	53
HCA HOSPICE CARE	52
KANDANG KERBAH WOMEN'S & CHILDREN'S HOSPITAL	4
KHOO TECK PUAT HOSPITAL	33
METTA HOMECARE	2
NATIONAL CANCER CENTRE	48
NATIONAL HEART CENTRE	1
NATIONAL UNIVERSITY HOSPITAL	79
NG TENG FONG GENERAL HOSPITAL	52
PRIVATE HOSPITALS	8
SENGKANG HOSPITAL	3
SINGAPORE CANCER SOCIETY HOMECARE	4
SINGAPORE GENERAL HOSPITAL	102
TAN TOCK SENG HOSPITAL	236
TOTAL	724



# Home Care Statistics

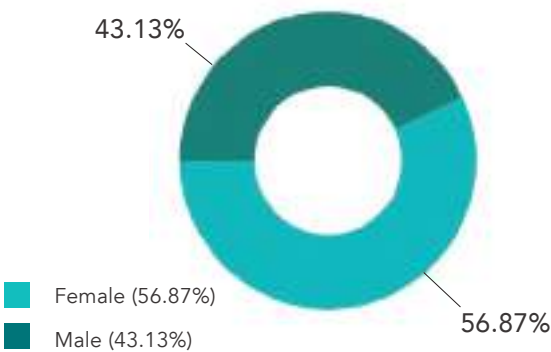
## By Referral

Admitted	262
Rejected (Inappropriate or not within criteria)	35
Withdrawn (by patients or referral source)	48
<b>Total</b>	<b>345</b>



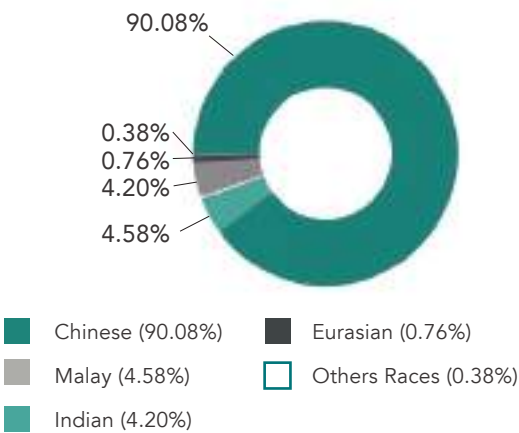
## By Gender

Female	113
Male	149
<b>Total</b>	<b>262</b>



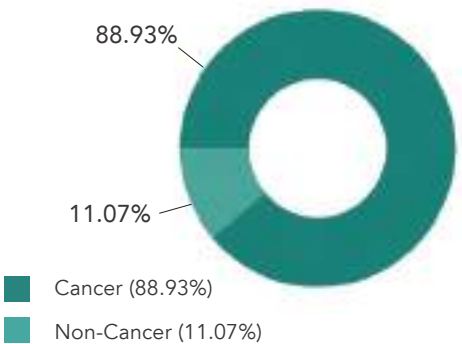
## By Race

Chinese	236
Malay	12
Indian	11
Eurasian	2
Others Races	1
<b>Total</b>	<b>262</b>



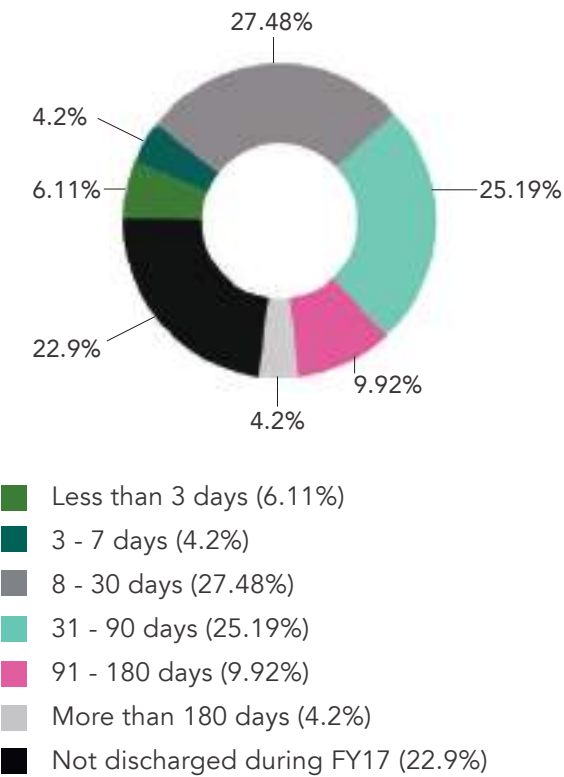
## By Diagnosis

Cancer	233
Non-Cancer	29
<b>Total</b>	<b>262</b>



## By Length of Stay

Less than 3 days	16
3 - 7 days	11
8 - 30 days	72
31 - 90 days	66
91 - 180 days	26
More than 180 days	11
Not discharged during FY17	60
<b>Total</b>	<b>262</b>
<b>Average</b>	<b>55 days</b>

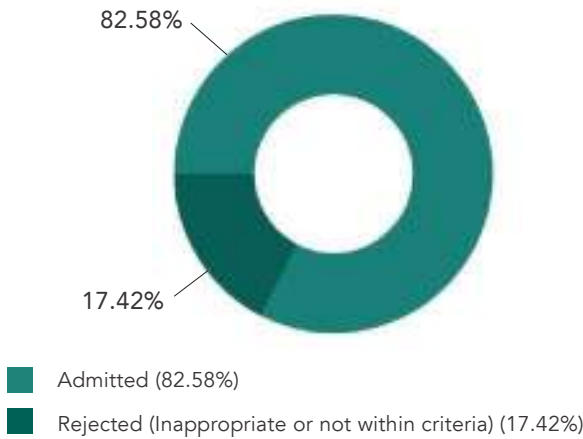




# Programme Dignity Statistics

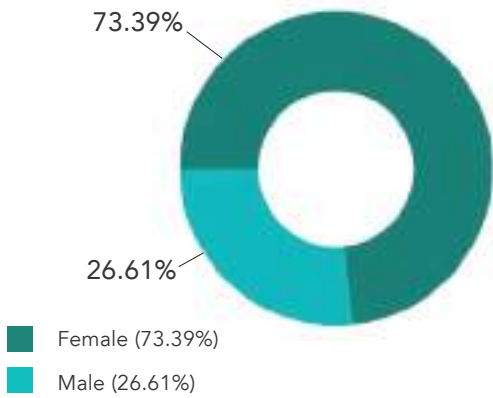
## By Referral

Admitted	109
Rejected (Inappropriate or not within criteria)	23
<b>Total</b>	<b>132</b>



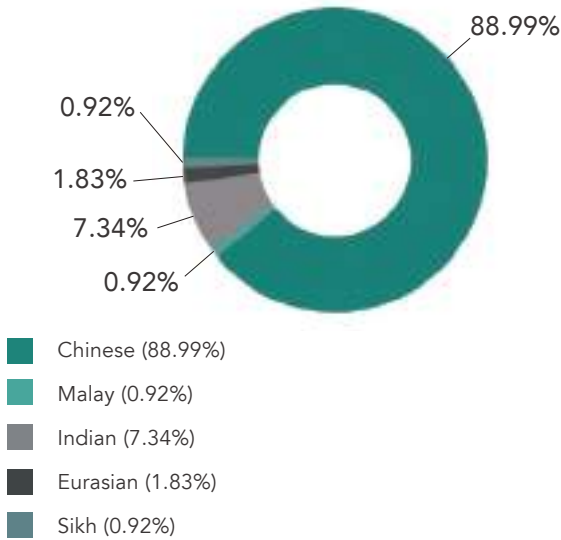
## By Gender

Female	80
Male	29
<b>Total</b>	<b>109</b>



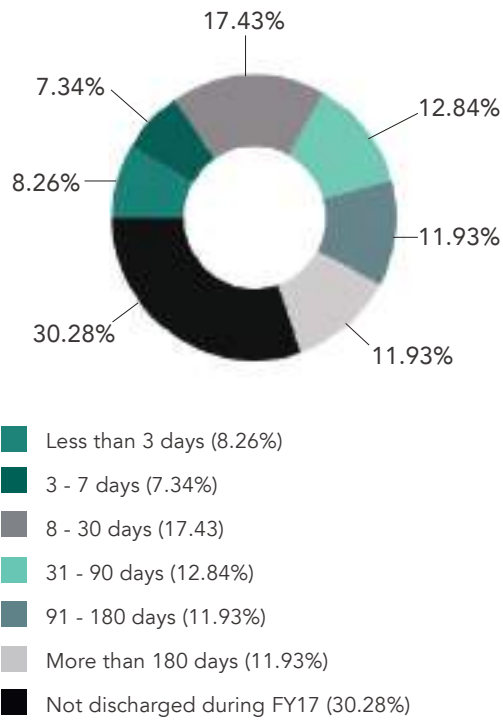
## By Race

Chinese	97
Malay	1
Indian	8
Eurasian	2
Sikh	1
<b>Total</b>	<b>109</b>



## By Length of Stay

Less than 3 days	9
3 - 7 days	8
8 - 30 days	19
31 - 90 days	14
91 - 180 days	13
More 180 days	13
Not discharged during FDY17	33
<b>Total</b>	<b>109</b>
<b>Average</b>	<b>80 days</b>





# Fundraising

## 25<sup>th</sup> Anniversary Charity Golf

Wednesday, 26 April 2017

Sentosa Golf Club, Serapong Course

Guest-of-Honour: Mr Chee Hong Tat

Minister of State, Ministry of Communications and Information & Ministry of Health



On Wednesday, 26 April 2017, our partners, supporters and donors gathered for a game of golf to raise funds for DPH.

Held on the Serapong course at Sentosa Golf Club, the 25<sup>th</sup> Anniversary Charity Golf event saw 150 golfers tee off for a good cause.

The event concluded with a fundraising dinner, graced by Guest-of-Honour Mr Chee Hong Tat, Minister of State, Ministry of Communications and Information & Ministry of Health.

The event raised \$386,684.80.





# 25<sup>th</sup> Anniversary Gala Ball

Sunday, 27 August 2017

The Ritz-Carlton, Millenia Singapore

Guest-of-Honour: Dr Tony Tan

Our 25<sup>th</sup> Anniversary Gala Ball, 'A Sterling Affair' raised over \$1.16 million. Its future-facing theme explored the many possibilities in which stakeholders in hospice and palliative care can come together for the benefit of those living with life-limiting illnesses.

We would like to extend our appreciation to all who contributed to the event, including our sponsors and supporters: CALEO Salon Pte Ltd, Print Lab Pte Ltd, our very own DPH GEMS Showchoir, Raffles College of Higher Education, Evenovi Makeup and Hair and celebrity chef Janice Wong.

Performance by DPH GEMS Showchoir



DPH Fundraising Committee 2017: From left to right - Ms Shan Tjio, Dr Karen Soh, Ms Kemmy Lim, Mr Gilbert Cheah, Ms Joy Tan (Co-chair), Dr Tony Tan (G.O.H for Gala Ball 2017), Prof Lionel Lee (DPH Chairman), Dr June Goh (Co-Chair), Dr Penelope Wong, Ms Stephanie Cheah, Ms Tiffany Varinata, Mr Timothy Liu (CEO, DPH) (Not pictured: Dr Kwa Chong Teck)



Left to Right: Mr Timothy Liu – Chief Executive Officer, Dr Ong Wah Ying – Medical Director, Dr June Goh – Co-Chair, Fundraising Committee, Prof Lionel Lee – Chairman and Ms Joy Tan - Co-Chair, Fundraising Committee



Founders of Dover Park Hospice, Dr Jerry Lim and Dr Seet Ai Mee, presents DPH 25th Anniversary Book to the Guest-of-Honour of the event, Dr Tony Tan



Guests at the VIP table (from left to right): Standing – Dr Ong Wah Ying, Mrs Pearl Lim, Mr Timothy Liu, Prof Lionel Lee, Mrs Sayampa, Dr Sayampa Seated – Dr Jerry Lim, Dr Tony Tan, Mrs Mary Tan, Dr Seet Ai Mee



Group Photo with all sponsors who were present during the dinner.



Sponsors of the evening (from left to right): Print Lab Pte Ltd represented by Mr Shaik Eman, Co-Leaders of DPH GEMS Showchoir represented by Mr Gilbert Lew and Ms Janice Phua, Evenovi Make up and Hair represented by Ms Szie Novita Kairupan, Dr Tony Tan (G.O.H for Gala Ball 2017), Prof Lionel Lee (DPH Chairman), Celebrity Chef Janice Wong, CALEO Salon Pte Ltd represented by Mr Kelvin Fong and Raffles College of Higher Education represented by Mr Joe Spinelli



## Annual Christmas Mailer

December 2017 to March 2018

With a fresh and creative design, this year's annual Christmas Mailer garnered positive responses from donors, raising \$369,268.



## CSR Activities by Partners

SEED Global Investment – 16 December 2017

On 16 December 2017, SEED Global Investment (SGI) sponsored a movie screening of Star Wars – The Last Jedi for DPH staff and their family members at The Cathay.

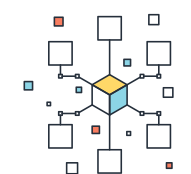
SGI extended the kind and generous gesture by including a short pre-movie reception for all attendees. Additionally, SGI presented DPH with a \$50,000 donation – a result of their internal fundraising.

The contributions of corporate partners such as SGI reflect the growing involvement of companies in supporting hospice and palliative care.



## Information Technology

The Information Technology (IT) department continues to leverage technologies to improve and streamline processes, while strengthening security.



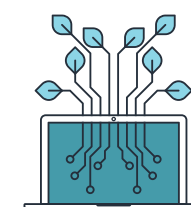
### Value Stream Mapping

We reached new milestones in our Value Stream Mapping (VSM) exercise, which first launched in 2015/16. Our VSM exercise seeks to identify and implement methods and measures to add value to our processes and services.



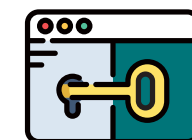
### Billing Schema

The department implemented an electronic-signature (e-signature) function in contact and activities logging, allowing home care patients to conveniently make electronic signatures to acknowledge periodic and ad-hoc contact with our medical and healthcare professionals. We also built an electronic Medisave form with an e-signature function, streamlining work processes and CPF submissions for medical social workers. To accommodate billing model changes in inpatient and Programme Dignity services, we refined the billing schema.



### Volunteer and Donor system

We are presently developing a new volunteer and donor management system, which will serve as a common repository supporting our operational needs.



### 2-Factor Authentication and IHMS

As IT is an important element in our operations, we continuously support, implement and strengthen security and business continuity measures. We implemented 2-Factor Authentication (2FA) in our emails and developed a security login module for our Information Hospice Management System (IHMS) to support 2FA accesses. The IHMS has successfully undergone application penetration tests for its security robustness. Data recovery exercises for the IHMS and HR systems are also conducted.



### System Performance Monitoring

To improve IT's operational efficiency, a network and server monitoring tool was implemented to monitor system performance and ensure operation uptime. A room temperature monitoring tool was also installed in the server room to detect any abnormal temperature changes so that the equipment runs well in a healthy, cool environment.





# Communications & Outreach

Engaging the community and raising awareness on hospice care, end-of-life matters have always been an ongoing effort of Dover Park Hospice.

## DPH in the Media



### BBC The Business of Death

Chairman Prof Lionel Lee was interviewed in a BBC series on 'The Business of Death', which shed light on Asia's demand for palliative care, and how this is being viewed as a business expansion possibility against the backdrop of an ageing population. The episode aired on 24th August 2017.

## Deutsche Welle Founders Valley

German TV broadcaster Deutsche Welle was in Singapore to film a series called Founders Valley. DPH was covered in an episode on healthcare, which also featured Senior Staff Nurse Lee Jing Ru and patient Mr Lim.



## The New Paper Staff Nurse Liaw Lay Kian receives Tay Eng Soon Award



Source: The New Paper © Singapore Press Holdings Limited. Reprinted with permission.

## Capital 95.8 FM Advanced Practice Nurse Sylvia Lee in conversation on Home Care



## Lianhe ZaoBao Ee May on the joys of being a Medical Social Worker specialising in Palliative Care

Source: Lianhe Zaobao © Singapore Press Holdings Limited. Reprinted with permission.



# The Straits Times

## 'Gurmit Singh gets serious – as hospice ambassador'



# Gurmit Singh gets serious – as hospice ambassador

The entertainer's role is to help inform more people about end-of-life care

Felicia Choo

care and home support services with him. Singh said: "If I had known about hospice care and how the staff make patients so much more comfortable, I would have done that for my parents."

Hospice care is end-of-life care provided by doctors, nurses and social workers in the hospice or during home visits. It includes attending to the patient's physical and emotional needs, through medical treatment as well as social activities such as outings and festive celebrations.

Patients are referred to the hospice by a doctor. The referral takes into account whether a patient prefers to remain at home and the availability of caregivers.

At Dover Park Hospice, it costs \$325 a day for in-patient stay, before subsidies.

The hospice, which is a secular charity, did not provide specific figures on the subsidised fees. Mr Liu said that 90 per cent of patients received different rates of subsidies "according to their family circumstances and income".



Actor-host Gurmit Singh bringing cheer to patients at a singalong at Dover Hospice. PHOTO: LIANHE ZAOQAO

However, the hospice's home palliative care services are free, as the cost is paid for by government funding and charity donations.

Patients can be admitted within a few days once they have been assessed by a clinical team and accepted by the hospice.

For Singh, the "smartest thing we thought of doing" was to hire a maid to help take care of his father, but that came with its own share of problems.

We had to ensure the maid knew what she was doing," said the entertainer, who is married with three children.

"There were one or two occasions when she gave my father less medicine than he needed."

Part of Singh's role as a hospice ambassador involves educating the public about hospices on social media, and taking part in Dover Park Hospice's outreach events.

Although more than a decade has passed since his father's death, Singh said the lessons learnt can still be useful for others. He is not paid for his role as ambassador.

"I don't think it's too late to talk about my own experience and share it with someone who is going through the same thing with his parents," he said.

feliciac@sph.com.sg

### Five common myths about hospice care

Hospice care has been available here for decades, but misconceptions and a lack of knowledge still prevent some people from using the service, said Dr Ong Wah Ying, medical director of Dover Park Hospice.

Also, healthcare workers in hospitals may not know the right time to refer patients to a hospice. "Hospice care can enhance the quality of life for seriously ill patients and help them find comfort and peace," she said.

In fact, palliative care is being used by more people suffering from end-stage renal, heart and lung diseases, as well as advanced dementia, in addition to cancer patients, she added.

Here are five myths about hospice care:

**1. Myth:** A hospice is a gloomy place and going to one is seen as "giving up".  
**Fact:** Patients can take part in therapy, craft activities and out-

ings. Family and friends are also encouraged to hold gatherings, such as birthday parties and reunion dinners, with their loved ones at the hospice.

**2. Myth:** A hospice gives little or no treatment to the patient.  
**Fact:** At the hospice, the patient is cared for by a clinical team comprising doctors, nurses, medical social workers, therapists and volunteers, who work with specialists from acute hospitals.

They help to enhance the patient's quality of life by keeping him comfortable and managing his symptoms, such as pain and nausea, through medication, therapy and other treatments.

**3. Myth:** Doctors and nurses in the hospice are not as qualified as those in hospitals.  
**Fact:** Doctors and nurses in the hospice are trained in palliative care. Some of them are specialists as well.

**4. Myth:** Patients cannot leave the hospice after being admitted.  
**Fact:** Patients and their family members always have control over their care.

Patients can choose to go on home leave or return home after a period of time.

Some choose this option in their last few days, so that they can die at home.

**5. Myth:** Families are "abandoning" their loved ones by putting them in the hospice.  
**Fact:** The hospice works with and gives psychosocial support to the family in caring for the patient and helping him or her find closure.

For example, the hospice assists families in advanced care planning and supports them after the death of their loved ones.

The family can also be with the patient at the hospice at all times.

Felicia Choo

08 新闻

23.08.2017 星期三 Wednesday 农历丁酉年七月初二

## 担任托福园亲善大使 分享亲身经历 葛米星曾飙车140公里 送父入院

林佳敏报道 linkin@sph.com.sg

本地艺人葛米星是担任托福园亲善大使,分享亲身经历,忆述曾在深夜飙车送父入院,压力非常大。

配合25周年庆,受邀担任托福园亲善大使的演艺艺人葛米星(Gurmit Singh)昨午出席托福园(Dover Park Hospice)的记者会,分享亲身经历。

葛米星坦言,他多么希望自己在15年前,当父母患癌时,就知道有关于 hospice 护理的信息,为父母在人生的最后阶段,选择最合适的照顾。

他说,身为儿子和一名看护者,他当时的压力非常大,身心疲惫,不知如何照顾他们。

他忆述,父母患癌到晚期,他曾多次在深夜时,被救护车叫到父亲的床前电话,需要他飞车赶往,将他送到医院。

## 具尊严意义 让临终生命

托福园希望帮助亲善大使葛米星,消除对 hospice 的迷思。

托福园管理委员会主席李福禧表示,不少国人认为, hospice 院是“临终”、没有生气的地方,而且被送入 hospice 院就如被家人“放弃”。

“原因是对 hospice 院有这些误解,他们往往会选择将父亲送到护理院,我们期望让更多病人明白 hospice 护理能够给一个人在生命的最后一阶段,过得更有尊严、更有意义。”

**关于 hospice 院的5大迷思**

**迷思1:** hospice 院提供“最少”的照顾,是完全不顾病人的。

**事实:** hospice 院提供非常完善的照顾,包括心灵支持及心理护理。

**迷思2:** 在 hospice 院工作的医生和护士,接受过特殊训练,有些甚至是专科医生。

**事实:** hospice 院的医生护士都经过专业的 hospice 护理培训,有些甚至是专科医生。

**迷思3:** hospice 院是个“静寂”、“黑暗”的地方,不适合小孩和老人去探望。

**事实:** hospice 院设有各种设施,病人可参与文艺活动、各种游行,并出外郊游。

**迷思4:** 病人若送到 hospice 院是在“等待”他们。

**事实:** hospice 院设有完善的医疗设施,照顾病人进入 hospice 院,家属可陪伴左右。

**迷思5:** hospice 院是“寿终正寝”一语不出口,意味着,再也无法回家。

**事实:** 病人和家属可选择如何希望善终,决定是希望让病人回家接受护理等。

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.

Source: Shin Min Daily News © Singapore Press Holdings Limited. Reprinted with permission.

# Patients with dementia fare better at home: Study

## Pilot palliative home-care programme improves their quality of life, lessens pain

Sue-Ann Tan

When they were allowed to spend their final days at home, patients with advanced dementia ate better, showed less agitation, had less pain and needed fewer trips to the hospital, compared with those in hospices and medical facilities.

Programme Dignity, Singapore's first palliative home-care programme specially for those with advanced dementia, revealed these positive results from their pilot programme yesterday, and the people behind the effort are calling for palliative home care to be expanded as the ageing population here grows.

Dementia is a category of diseases that cause progressive memory loss and worsening mental function. It can take years to reach an advanced stage, by which time a sufferer may

be unable to talk or care for himself. An estimated 80,000 people will suffer from dementia in 2030, compared with 28,000 in 2012.

The \$1.5 million programme, funded by Temasek Foundation Cares, ran a pilot from 2014 to 2017 that was led by Tan Tock Seng Hospital and Dover Park Hospice.

Generally, people with end-stage dementia here are given palliative care designed for terminal cancer patients in hospices and hospitals.

This is not ideal, since both ailments are different, and dementia patients at this stage would not be able to articulate their pain and needs, said programme leader Allyn Hum, who specialises in geriatric and palliative care at Tan Tock Seng Hospital.

"People don't understand that advanced dementia is a terminal illness and different care is needed

for those suffering from it," she said yesterday at a press conference to present the results.

This includes personal care in a familiar environment like home, instead of broad intervention in a hospital that can be intimidating.

Under Programme Dignity, medical social workers, nurses and doctors visited patients in their homes about four times a month.

Not only did they provide medical help, they also held activities such as music therapy, and taught caregivers how to recognise symptoms such as why a patient is crying or moaning.

The visits made a difference.

Close to 400 people took part in the pilot, and 131 were part of a study which found that their quality of life improved by 16.7 per cent, and pain severity went down by almost one-fifth. This was measured through assessment tools answered by caregivers related to quality of life and pain.

Behavioural problems such as eating too little, apathy and dis-

rupted sleep cycles also showed signs of improvement.

Said Dr Hum: "I hope the programme can eventually be rolled out across the island."

To this end, the National Healthcare Group will be working with Dover Park Hospice and other community partners to offer such care.

Mr Richard Magnus, chairman of non-profit philanthropic organisation Temasek Foundation Cares, added: "We also need to garner societal support for dealing with dementia."

Dr Lionel Lee, chairman of Dover Park Hospice and a speaker at the press conference, stressed that care had to be person-centred, and that caregivers also needed support. "It is not just how you die, but how you live before you die," he said.

"Letting patients live out their days in the familiarity of their homes is what this programme is about."

"It is about the dignity and quality of life, respecting each person and making every moment matter."

For Mr Ching Hong Rui, 45, who cared for his late father full-time for eight years, the programme allowed him to fulfil a vow he made.

"I promised I would never leave him alone and walk this journey all the way with him, and I'm happy I did it. He said he didn't want to be in a hospital."

"It's so important because this is your loved one - you want to do it right."

**WATCH THE VIDEO**  
Palliative care team visits patient at home.  
http://str.sg/46Z



Dr Enrie Francisco, resident physician at Dover Park Hospice, and staff nurse Zhao Meijuan attending to Mrs Monica Fernandez in her own home. Since joining Programme Dignity last year, Mrs Fernandez and her daughter, who cares for her, have not needed to call an ambulance as often, as a team of doctors, nurses and medical social workers make home visits a few times a month. ST PHOTO: JAMIE KOH

## Home visits make life much easier for mum and caregiver daughter

Every time her mother needed to go to a medical appointment, Ms Dona Fernandez, 65, had to call an ambulance, costing about \$90 for a two-way trip.

Her mother, Mrs Monica Fernandez, 89, suffers from advanced dementia. She was diagnosed about 20 years ago and slowly declined until she lost the ability to walk in 2015.

Unable to carry her mother out of the flat and down the stairs, Ms Fernandez had to depend on ambulance staff to ferry her to and from appointments.

However, since joining Programme Dignity last year, Ms Fernandez and her mother have not needed to call an ambulance as often. Instead, a team of doctors, nurses and medical social workers visit her home a few times a month to conduct checks on her mother.

"Instead of calling an ambulance, going to various places and waiting for consultation, which greatly stresses my mother, the team comes right here to help her. It's very personal care and it really makes things better for us."

To care for her mother, Ms Fernandez retired from her civil service job about a decade ago, after the death of her father, who had been taking care of his wife, sometimes putting aside his own needs to do so.

She deals with her mother's condition full-time, with help now from a domestic worker and her sister.

"Sometimes it was very hard to know what to do," she recalled. "My mother would be anxious, stressed or suddenly listless like she was almost unconscious and I didn't know how to cope with it."

Her mother would also be unable to sleep for a few days and had difficulty eating. She also counts aloud when she is anxious.

"It can be frightening for me when she has problems, like waking up at night and saying she's in pain," said Ms Fernandez.

But now I know I have someone to call all day, every day. I can get advice and reassurance from the team. I don't have to panic."

Since her mother joined the programme, she has been in mostly stable condition and feels more comfortable, says Ms Fernandez.

"She used to keep saying, 'Why am I suffering?' She doesn't say that any more," Ms Fernandez added, with a smile.

She is comfortable at home, and the medical team has helped keep her there.

Sue-Ann Tan

## President graces hospice's fund-raising event



President Tony Tan Keng Yam presenting a cheque for \$1,050,000 to Dover Park Hospice, the total amount raised at the hospice's Sunflower Gala Ball 25th anniversary event yesterday.

To his right is Ms Joy Tan, co-chairman of the fund-raising committee, and on his left is Dover Park Hospice chairman Lionel Lee, followed by Dr June Goh, who is also co-chairman of the fund-raising committee.

The event was held at The Ritz-Carlton, Millenia.

The hospice was established in 1992 as Singapore's first purpose-built, secular inpatient hospice, providing quality hospice and palliative care to terminally-ill patients. Over the last 25 years, it has provided care to more than 11,000 patients and their families.

The institution plans to double its capacity for taking in patients, expand its home-care services, and start a daycare centre when it moves to the Integrated Care Hub in Novena in 2022.

PHOTO: LAU FOOK KONG FOR THE STRAITS TIMES

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.

# The Straits Times

## 'Patients with dementia fare better at home: Study'

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.

# The Straits Times

## 'President graces hospice's fundraising event'



## The Straits Times

'Good Samaritans – from one person to big companies – win President's Awards'



President Halimah Yacob (centre) is flanked by (from left) Minister for Culture, Community and Youth Grace Fu; DBS Group CEO Piyush Gupta; Hougang Secondary School vice-principal Yeong Jin Ing; Kedrah Kristang founder and director Kevin Martens; Mng; it's raining raincoats founder Dipa Swaminathan; Greenpac CEO Susan Chong; Dover Park Hospice CEO Timothy Lu; Prison Fellowship Singapore chairman William Ware; National Volunteer and Philanthropy Centre chairman Milered Tan; and Singapore National Eye Centre consultant ophthalmologist Marcus Ang. ST PHOTO: MARK CHEONG

Good Samaritans – from one person to big companies – win President's awards

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.



Channel  
News Asia  
Principal  
Medical Social  
Worker Ee May  
on grief and  
bereavement  
support services

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.

## The Straits Times

'Adding life to days'



Berita Harian  
'Family of 6,  
volunteers at Dover  
Park Hospice'

Source: Berita Harian © Singapore Press Holdings Limited. Reprinted with permission.



## Mediacorp Channel 5

### Senior Staff Nurse Pamela Koh featured in 'Being a Nurse'

'Being A Nurse' is a 6-part reality observational documentary series that gives audiences an intimate look into what exactly it takes to be a nurse. In the second episode, aired on 26 February 2018, Senior Staff Nurse Pamela Koh demonstrated how she helps DPH patients live their last moments with dignity, by showing them kindness and detailed medical attention.



**Her World**  
Medical  
Director Dr  
Ong Wah  
Ying featured  
in Passion  
Made Possible  
campaign

## Capital 95.8FM and 93.8 Live

### Busting the Top 5 Hospice Care Myths with CEO Timothy Liu and Gurmit Singh



**Centre to focus on end-of-life research, education**

**Straits Times**  
Launch of Palliative Care Centre for Excellence in Research and Education (PaIC)

**Cheow Sue-Ann**

The National Healthcare Group (NHG), Nanyang Technological University (NTU) and Dover Park Hospice are working together on a new centre to better understand patients with end-stage organ diseases, including developing more effective tools for predicting lifespans.

Dr Allyn Hum, senior consultant at Tan Tock Seng Hospital, said at an event unveiling the new initiative that while the focus in the past years has been on cancer patients, it is time for

Source: The Straits Times © Singapore Press Holdings Limited. Reprinted with permission.

**Mediacorp Channel 8**  
- Oh My Heroes!  
Hairdressing Volunteer  
Mdm Cheok shares her DPH journey with show hosts Desmond Ng and Pornsak





# Busting the 5 Myths of Hospice Care

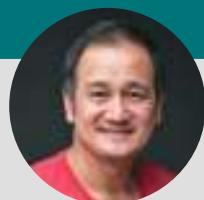
In conjunction with DPH's 25th Anniversary, the Communications & Outreach team launched a community engagement campaign aimed at addressing the top 5 myths on hospice care. The campaign comprised extensive outreach and engagement with members of the public, as well as civic and civil organisations, with the objective of raising awareness and encouraging conversations on end-of-life care.

We created an interactive card game and activity sheet to address fears and misconceptions of hospice and palliative care.

Actor-comedian Gurmit Singh came on board as our good-will ambassador and fellow myth-buster. He visited our hospice patients, taking part in occupational therapy sessions, shared his own story about looking after his elderly parents and why he thought hospice care was a wise choice, and even emcee-ed our very first Roadshow, held at Bishan Community Centre in September 2017.

"I had the privilege of spending some time with the patients. One patient - he's been driving a taxi for 46 years - he said, on the second day he was here [at DPH], he said "It's a good place." He didn't say, "Oh this is the worst place to be, I wanna die tomorrow already. It's the gloomiest place." He likes to stay here. He likes to be here. Because he can sense the care. And I see the volunteers, the doctors, the specialists, the patients, and the staff - all working in synergy. So what I like about this place is that they don't just take care of the patient's body, they take care of the patient's body, mind, heart and soul. When you're at the end of your life, you need all this."

— Gurmit Singh, August 2017



## THE MYTH & REALITY MATCH UP

There are many myths floating around about Hospice Care and what it entails. Let's bust these myths together! See if you can match up the myths with their corresponding realities.



DOVER PARK HOSPICE  
Every Moment Matters

### MYTH

A HOSPICE PROVIDES MINIMAL CARE FOR THE PATIENT. IT IS FOR THOSE WHO HAVE "GIVEN UP" ON LIFE.

### REALITY

IT IS A CALMING, ENRICHING ENVIRONMENT WHERE PATIENTS CAN PARTICIPATE IN OUTINGS AND ART THERAPY.

### MYTH

A HOSPICE IS STAFFED BY LESS QUALIFIED MEDICAL PROFESSIONALS THAN THOSE FOUND IN HOSPITALS.

### REALITY

WITH THE HELP OF EXPERTS, A PATIENT AND HIS FAMILY ARE FULLY SUPPORTED AS THEY NAVIGATE THE "UNCERTAINTY".

### MYTH

A HOSPICE IS A DEPRESSING AND LONELY EXPERIENCE, & IS

### REALITY

THERE IS CHOICE AND CONTROL - PATIENTS CAN CHOOSE TO RETURN HOME AFTER A PERIOD OF TIME.



# Outreach

Building awareness and engaging the community are integral to our work at Dover Park Hospice, an organisation founded by the community 25 years ago.

## Every Moment Matters 2017

19 April 2017

Dover Park Hospice held the third instalment of Every Moment Matters (EMM) on 19 April 2017 at the Library in Lee Kong Chian School of Medicine. EMM is an annual key stakeholder outreach event for corporate, governmental and non-governmental organisations to build greater awareness in corporate social responsibility (CSR), driving CSR strategy and excellence, and partnering DPH to create meaningful and sustainable social impact.



## Dover Park Hospice's First Community Roadshow

23 September – 24 September 2017

Held at the newly-renovated Bishan Community Club, DPH's first-ever community roadshow on 23 and 24 September 2017 welcomed 1,000 members of the public. Visitors were treated to fun and games, educational talks and a mini-carnival, all aimed at building greater community awareness on end-of-life care.





## Community Partners bringing cheer to our patients

The continuous support from community partners plays a vital role in bringing comfort and cheer to DPH's patients. Many of them have eventually become long-term partners, contributing their time, effort, donations and goodies for the benefit of our patients.



## DPH in the Community

Dover Park Hospice regularly organises events and conducts educational talks for the public to spread awareness on hospice care and end-of-life matters.



FY2017/2018  
**VOLUNTEERISM**





# Achievements

Founded by volunteers in 1992, Dover Park Hospice continues to be supported by volunteers of all ages, backgrounds and capacities.

## Awards

### Healthcare Humanity Awards 2017 – Individual Volunteer Category

In 2017, two of our veteran volunteers, Ms Marlene Foo and Mrs Ong Kim Ling received the Healthcare Humanity Award 2017 (Individual Volunteer Category). The HHA is a continuation of the Courage Awards, which were given out in 2003 to recognise healthcare workers who battled the deadly SARS epidemic. The award added a Volunteer's category in 2017. Two long-time volunteers, Ms Marlene Foo & Mrs Ong Kim Ling received the recognition alongside outstanding volunteers from other organisations.

### 2017 President's Award for Volunteerism and Philanthropy, Non-Profit Category

DPH received the 2017 President's Award for Volunteerism and Philanthropy, Non-Profit Category. The award aims to foster and sustain interest in volunteerism and philanthropy in Singapore, while recognising the social contributions and good governance of exemplary Charities or Institutions of a Public Character.



# Our Volunteers

Dedicated, thoughtful, and sincere — Dover Park Hospice Volunteers have always been exemplary in devoting their time, energy and resources towards brightening up the lives of its patients in their respective groups.



Members of Volunteer Committee 2017/2018



Staff and Volunteer outing 2017

## Volunteer Committee

- Ms Kemmy Lim (Chairperson)
- Mr Raymond Chiang
- Ms Lynda Sonya Eaw
- Mr Muhammad Agus Bin Othman
- Mr Lester Lee
- Ms Janice Phua
- Mr Gilbert Lew
- Mr Sia Ooi Kong

- Ms Dawn Chia
- Ms Chan Choo Lin
- Ms Mabel Pek
- Ms Huang Yingrui
- Mrs Pearl Lim
- Mr Bernard Yeo
- Ms Lesley de Clerck
- Mr Tan Soon Thiam
- Ms Tan Guat Bee
- Ms Lily Han
- Mdm Cheok Boon Kiew
- Dr Tanya Tierney
- Ms Cheah Li Yean

DPH has over 400 dedicated volunteers, across the 18 different volunteer groups, named after precious stones. Coming from diverse backgrounds and possessing diverse skills and experiences, our volunteers are trained and equipped with the necessary skills and sensitivities to serve our patients and support DPH.



# Our Volunteer Groups



## AMETHYST

A singing group that performs for DPH patients.



## AQUAMARINE

Volunteer Performers from a Ukulele interest group.



## CRYSTAL

Handicraft group that creates arts and crafts items to help DPH fund-raise.



## DIAMOND

A Malay-speaking group that organises monthly birthday celebrations for patients alongside the annual Hari Raya celebrations.



## EMERALD

Volunteers who organise weekly excursions for patients to various places of interests around Singapore.



## GARNET

Ambassadors who support DPH with various public awareness campaigns and outreach activities.



## GEMS

An in-house show choir that performs during special events and celebrations.



## JADE

A Chinese-speaking group that organises celebratory events for patients, including the Lunar New Year and Mid-Autumn festivals.



## LAPIS LAZULI

Befrienders to our patients and their family members. They also support yearly outreach activities.



## OPAL

Professionally-trained masseuses who provide relieving massages to patients, easing their aches and pains.



## PEARL

Volunteers who prepare nutritious home-cooked soups for patients.



## RUBY

Pet-lovers who bring their beloved companions to interact with patients under the Pets-Assisted Therapy (PAT) Program.



## SAPPHIRE

Volunteers who focus on befriending patients, providing refreshments during Happy Hour, music entertainment for patients as well as administrative support.



## MOONSTONE

Volunteers who prepare local delicacies for patients such as toast, coffee and tea.



## SUNSTONE

Volunteers who provide hairdressing and grooming services for our patients.



## TANZANITE

Student befrienders from the Nanyang Technological University's Lee Kong Chian School of Medicine (LKCMed).



## TOPAZ

A gardening group that helps maintain the lush greenery at DPH.



## TURQUOISE

Volunteers who provide and coordinates home care services such as befriending, medical escorting and outing.





## Corporate Social Responsibility

Corporate partners are great allies in our endeavour to making every moment matter for our patients. DPH has partnered with many companies as part of their corporate social responsibility programmes. These companies contribute gifts, humanpower, and donations to support the holistic care our patients receive.

### SAP Asia Pte Ltd

SAP Asia regularly delight our patients with music and goodie bags (Lunar New Year, Mid-Autumn Festival and Christmas).



### MCC Transport Singapore Pte Ltd

Helped us with painting works and distributed ice-cream to patients.



### ACSI

Students helped wash our vans, in addition to learning more about hospice care.



## Donation Boxes

Our Donation Box Partners – Isetan and Eu Yan Sang, helps DPH to spread awareness and raise additional funds for us through placement of our donation boxes at their retail outlets.



### Novena NC

Residents from Novena NC give out Lunar New Year goodies for patients every year.



### ASL Aviation Group Pte Ltd

ASL Aviation adopted the Happy Hour activities, sponsoring a variety of snacks and drinks for the patients, their families and DPH staff.







## 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 in their difficult times and helping to make "Every Moment Matter." We are privileged to have your support.

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

## INDIVIDUALS

### A

Amy Lai-Syn  
Au Kit Har Marianne  
Au Oi Leng  
Au Yeong Siew Peng  
Avanesh Sharma  
Aw Kian Heng

### B

Balasundram Jeevan  
Balasundram Priya Lisa (IMO-  
Thambipillay Balasundram)  
Bey Soo Kiang  
Boey Wen Ching, Lydia

### C

Carla J. Barker  
Chan Ah Choo  
Chan Bee Leng  
Chan Eng Lok (IMO-Tay Poh Suan)  
Chan Guek Cheng, Noreen (Dr)  
Chan Kin Ming  
Chan Pauline  
Chan Wai Fen  
Chan Wai Leong  
Chang Seng Hock  
Cheah Geik Choo, Karen  
Cheah Nicola  
Cheah Valerie  
Chen Dan, Diane  
Chen Jie'An, Jared  
Cheng Wei Liang  
Cheng Yoke Ping  
Cheong Eng Hock (IMO-Cheong  
Siew Kim)

Cheong Wei Kok, Bernard  
Chew Buay Neo  
Chew Robert  
Chew Teck Soon  
Chey Chor Wai  
Chey Ke-Jiun, Estelle  
Chia Ah Keow, Dawn  
Chia Fan Tat  
Chia Kwok Wah

Chia Lay Hoon  
Chia Piah Yam  
Chia Sow Hwa  
Chia Wei Khuan  
Chin Chi Onn, Colin  
Chin Soh Mun  
Chin Yau Seng  
Chng Bee Leng  
Chng Bong Chee  
Chng Chee Kiong  
Chng Hwee Hong  
Chok Soo Hoon, Mildred  
Chong Tzu Chew  
Chong Wee Cheong  
Chong Yee Mean (IMO-Chong Kai Poo)  
Chong Yu Moi  
Choo Chieh Chen, Helen  
Choo Wan Ling (Dr)  
Chow Joo Ming  
Chow Wee Teck  
Christopher McPherson  
Chua Jiak Hwee  
Chua Lai Poh, Jacqueline  
Chua Lee Ngoh, Annie  
Chung Chun Yee, John

### D

Daljeet Singh Sidhu (Dr)  
Dilhan Pillay Sandrasegara  
Dominic Pemberton

### E

Edwin Joseph Jesunesan  
Eng Hsi Ko, Peter  
Eric BalingHajay  
Eu Oy Chu (Dr)

### F

Fong Yeng Chung, Frank  
Foo Jong Wey  
Foo Marlene  
Fu Shan An

### G

Gan Soh Har  
Gan Tiong Peng  
Goh Cheong Hock (IMO-Goh Teck Chye)  
Goh Eng Heng  
Goh Ing Nam  
Goh Peng Ee  
Goh Pheck Suan, June (Dr)  
Goh Pi Lee, Beverly (Dr)  
Goh Song Tai (IMO-Goh Liew Chew)  
Goh Soon Huat (IMO-Goh Ah Tee)  
Goh Toh Moh  
Gondokusumo Christina  
Gwee Chwee Kee, Rupert

### H

Hauw Sze Shiung  
Heng Chine Huat, Kelvin  
Heng Hock Mui  
Heng Renny  
Heng Teck Lim  
Ho See Cheng  
Ho Si Yu  
Ho Vui Min  
Ho Yew Kee (Prof)  
Hochstadt Herman Ronald  
Hon Sook Chern  
Hong Kian Leong  
How Nigel  
Huang Sao Har  
Hui Choon Wai

### J

James Beeland Rogers JR  
James Best (Prof)  
Julia & Robert Quek  
Juthika Ramanathan

### K

Kan Ting Chiu  
Kapde Tushar  
Kho Kwang Mui  
Khong Choun Mun  
Khoo Chwee Tin  
Khoo Kim Geok, Jacqueline  
Khoo Whee Leng  
Koa Hong Seng  
Koh Chee Fai  
Koh Choon Fah  
Koh Choon Hua (IMO-Koh Choon  
Cheng)  
Koh Choon Kiat  
Koh Kok Ong  
Koh Kok Tian  
Koh Soo Keong  
Koh Tieh Koun  
Koh Tse Hsien (Dr)  
Kwa Chong Teck (Dr)  
Kwek Kon Yew (Dr)  
Kwik Wan Ling, Regina

### L

Lai Jiunn Herng (Dr)  
Lai Kuan Hoe, Leslie  
Lai Ling Ling  
Lai Mun Kwong  
Lai Yew Hoo (IMO-Tam Swee Moi)  
Lam Kah Hoe  
Lao Tong Seng  
Latha E K, Mathew  
Lau Hong Choon  
Lau Mei Hwa  
Lee Ai Ling (Dr)  
Lee Chia Poh, Alvin  
Lee Ee Ling, Tina  
Lee Kim Hock, Lionel (Prof)  
Lee Kiow Seng  
Lee Onn Kei, Angel (Dr)  
Lee Po, Nicola  
Lee Soo Fang (IMO-Lee Leng Whai)  
Lee Soon Teck  
Lee Swee Chan  
Lee Teck Joo, Micky  
Lee Wee Jean  
Lee Xueling, Cheryl  
Leong Kah Weng  
Leong Wai Fun, Felicia  
Leong Wai Leng  
Li Qianwen  
Li Yan Qing  
Liew Lotus  
Liew Oon  
Lim Chew Meng, Vincent  
Lim Chuan Poh  
Lim Fon Kui  
Lim Fung Yen, Jeremy (Dr)  
Lim Hock Chee

Lim Hock Choon  
Lim Hong Kheng (IMO-Chiah Hiong)  
Lim Juay Yong  
Lim Kian Tho, Jerry (Dr)  
Lim Kin Choo  
Lim Kong Eng  
Lim Mei Yin  
Lim Peck Neo, Lillian  
Lim Peng Hong  
Lim Ser Yong  
Lim Siew Hiang  
Lim Siew Ling  
Lim Siok Mei  
Lim Su Jiuen (IMO-Lim Ngak Chew)  
Lim Su Yin  
Lin Lian Huay  
Loh May Han  
Loh Seet Yoong  
Loh Teck Loon, Alvin  
Loi Teck Shu  
Loke Yuen Kin, Ruby  
Low Ashley  
Low Chee Ann, Edwin  
Low Chee Wah  
Low Choon Hong, Ryan (IMO-Low  
Kwang Hye)  
Luc H Caers  
Lum Park How  
Lum Wai Kit, Fabian

### M

Margaret Chan-Lien  
Marj Goh (IMO-Ng Goh Sim)  
Michael A Witt (Prof)  
Michael Alan Ferenczi  
Moezz H Nakhoda

### N

Naomi Low-Beer (Prof)  
New Lee Ping  
Ng Cheong Bian  
Ng Gladys  
(IMO-Ng Lee Chuan, Angie)  
Ng Han Yang, Hans  
Ng Hua Bak, Ivan (Dr)  
Ng Huey Ling  
Ng Khuang Choo  
Ng Kuo Pin  
Ng Lai Hong  
Ng Say Khoon, Adrian  
Ng Soon Im  
Ng Tee Im (Dr)  
Ng Tian Huat  
Ng Tze Li, Shirley  
Ng Wai Chuin  
Ng Wee Li

### O

Oei Elizabeth  
Oh Jenny  
Ong Ai Hua



Ong Be Be (IMO-Wong Pak Shong)  
Ong Beng Huat  
Ong Ching Khiam, Tammy  
Ong Ching Khuan  
Ong Frank  
Ong Kim Huat, Felix (Dr)  
Ong Mong Siang  
Ong Siew Ching  
Ong Siew Tin  
Ong Su Pin  
Ong Wah Ying (Dr)  
Oscar Mico  
Oxborrow Michael Anthony

P

Pang Sze Kang, Jonathan (Dr)  
Peh Libby Tin nee Tin Chun Moon  
Pek Tiong Khuan  
Pierre Suhandinata  
Poi Choo Hwee  
Pun Boon Li, Pamela

Q

Qua Chern Yin  
Quek Hendry  
Quik Lee Lee (IMO-Khoo Choon Tin)

R

Rauff How Jing, Mary  
Ravi Seshadri (Dr)  
Rin Nan Yoong

S

Saw Cheow Hin  
Seah Chee Hua  
Seah Chee Hwee  
Seet Ai Mee (Dr)  
Seet Iris  
Seet Ju Ee (Dr)  
Seng Boon Huang  
Seow Ser Hoe  
Shan Tjio  
Shi Soon Heng  
Sim Guek Neo, Elizabeth  
Siow Fung Wai Ying  
Siow Kon Sang nee Lily Seet  
Sng Beng Hock, Michael  
Sng Tiong Yee  
Sohmen-Pao Doris, Susan  
Sri Sathya Sai Baba  
Sumit Aggarwal

T

Tan Ai Lin, Jeanette  
Tan Bee Kim  
Tan Chai Hia  
Tan Cheng Whay  
Tan Chin Lu  
Tan Choon Kiat, Isaac  
Tan Hean Beng, Tommy  
Tan Hong Beng

Tan Hwee Siang  
Tan Jhu Hwa, Kenneth  
Tan Joelle  
Tan K S, Samuel (IMO-Tan Lian Neo)  
Tan Keow Moey  
Tan Kheng Lee, Arnold  
Tan Kian Wee  
Tan Kok Huan  
Tan Kok Neo, Eleanor (IMO-Harold Chan)  
Tan Nguan Chee  
Tan Sim Hock  
Tan Siong Lu  
Tan Soo Hwee  
Tan Soon How  
Tan Suat Wah, Catherine  
Tan Sun San, Elaine (IMO-Teon Foo Choo)

Tan Swee Kheng, Maureen  
Tan Tee Jim  
Tan Wai Ping  
Tan Wei Fang, Geraldine  
Tan Whei Mien, Joy  
Tan Yang Guan  
Tan Yap Phang  
Tan Yong Lam  
Tang W Y, John  
Tay Bee Hwa, Emily  
Tay Chek Hee (IMO-Tay Kiah Huan)  
Tay Chin Chye  
Tay Eng Huat  
Tay Kwong Soong  
Tay Poh King, Angeline  
Teng Kim Wei, Jennifer

Teo Chee Hean  
Teo Kah Chee, Rachel  
Teo Li-Ming (Zhang Liming)  
Teo Miang Yeow  
Teo Quee Lam, Eugene  
Teo Teow Hock (aka Daniel Teo)  
Tew See Mong  
Tham Sau Foong  
Tham Yeu Kuen (IMO-Fong Poh & Tung Ah Hoe)  
Than B S, James  
The Family of Late Ching Sui Chee, David  
The Family of Late Fong Lai Wah  
The Family of Late Ng Ah Low  
The Family of Late Oh Chooi  
The Family of Late Tan Wan Cheng  
The Family of Late Wong Pak Shong  
The Late Chew Ah Su  
The Late Chin Then Fah  
The Late Joseph Grimberg  
The Late Koh Kwee Kee  
The Late Kwok Chen Seng  
The Late Lim Thong Bak  
The Late Low Sam Mui

The Late Pay Kim  
The Late Pek Ah Eng  
The Late She He Shen  
The Late Tan Kian Ser  
The Late Tee Chai Ngan  
The Late Teng Hong Liew  
The Late Toh Ai Tee  
The Late Yeo See Heng  
Tiffany Varinata  
Tin Keng Seng  
Tiong Shu  
Tiong Siew Geok  
Toh Ah Heam  
Toh Bernard  
Toh Teck Tong  
Tseng Charles

W

Wan Fook Weng  
Wang Chew Juat  
Wang Tao-Hing, Phillip  
Wee Chuan Heng, Mervin  
Wee Kim Choo, Elizabeth  
Wong Bor Horng  
Wong Chit Sieng  
Wong Keen Mun  
Wong Kit Yee, Karmen (Dr)  
Wong Mei Gin  
Wong Poh Kay, Penelope Maxine (Dr)  
Wong Siu Ching, Cindy  
Wong Weng Sun  
Wong Yuet Chen  
Wu Huei Yaw (Dr)

Y

Yang Yuew Tsy, Caroline  
Yap Boh Wei  
Yap Poh Suan  
Yap Siew Moi  
Yaw Chee Ming  
Yeo Boon Inn  
Yeo Lik Seng  
Yeo Teck Guan  
Yik Fiona  
Yip Cheng Yee, Evelyn  
Yip Shee Keen  
Yip Yue Lee  
Yong Chin Hwee, Serene  
Yong Pei Xin, Marianna  
Yong Swee Lan, Irene (IMO-Vaithilingam Daisy Kiruvai)  
Yue Yean Feng  
Yuen Lai Fun  
Yuen Thio, Stefanie  
Yuen Wei Yi, Gerard

Z

Zhong Yu Mei  
Zhou Songkai, Nicholas

ORGANISATIONS

A

A. Lioe & Associates Pte Ltd  
Accenture Pte Ltd  
ACS (International) Singapore  
Aegis Portfolio Managers Pte Ltd  
Afon Systems Pte Ltd  
Akeles Consulting Pte Ltd  
Allen & Gledhill LLP  
AM Aerospace Supplies Pte Ltd  
Amber Electronics Pte Ltd  
Anglo-Chinese School (Independent)  
ASL Aviation Group Pte Ltd  
Audio Image Engineering

B

Beaver Contromatic Pte Ltd

C

Cellresearch Corporation Pte Ltd  
Char Yong (Dabu) Foundation Limited  
Courts Asia Limited  
Credit Suisse AG Singapore

D

DBS Bank Ltd  
DCA Architects Pte Ltd  
Dong Yi Enterprise Pte Ltd  
DP Architects Pte Ltd  
DPH Crystal Group

E

Erabelle Pte Ltd  
Expats Furniture Rental Pte Ltd

F

Focus Investments Pte Ltd

G

GNS Storage Pte Ltd  
Grow-Tech Properties Pte Ltd

H

Hand & Nerve Disorders Surgery Pte Ltd

I

ICAP Management  
Services Private Limited  
Isaac Manasseh Meyer Trust Fund

J

J Wong & Associates Pac

K

Kanlian Ferry Pte Ltd  
Keppel Care Foundation Limited  
Kian Soon Mechanical Components Pte Ltd  
Kuan Im Tng Temple (Joo Chiat)  
Kwan Im Thong Hood Cho Temple  
Kwan Siang Tng

L

Lee Foundation  
Lee Kim Tah Foundation  
Lilly Centre For Clinical Pharmacology Pte Ltd  
Logistics Construction Pte Ltd

M

Macquarie Financial Holdings Pty Ltd  
Mangala Vihara (Buddhist Temple)  
Mellford Pte Ltd  
Mitsubishi Electric Asia Pte Ltd

N

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

P

Pei Hwa Foundation Limited  
PricewaterhouseCoopers LLP  
Prive Clinic Pte Ltd

R

Rose Marie Khoo Foundation  
Roselle Mont-Clair Furnishing Pte Ltd

S

Schroder Investment Mgt (Singapore) Ltd  
Schurter (S) Pte Ltd  
Seed Global Investment Pte Ltd  
Sim & Yeo Co Pte Ltd  
Singapore Buddhist Youth Mission  
Singapore Press Holdings Limited  
Singapore United Estates Pte Ltd  
St David's Society of Singapore  
Sun Holdings Ltd  
Sunray Woodcraft Construction Pte Ltd  
Sunscreen (Singapore) Pte Ltd

T

Tai Pei Yuen Temple  
Tampines Chinese Temple  
The Community Foundation of Singapore  
The Ngee Ann Kongs  
The Shaw Foundation Pte  
Top Tech Electrical Engineering Pte Ltd  
Tote Board and Singapore Turf Club  
Trends N Trendies Pte Ltd  
Tri-Harvest International Pte Ltd  
TYH Marketing Pte Ltd

U

UK Online Giving Foundation  
Unitrio Trading Pte Ltd  
U-Want Services Pte Ltd

W

Waypoints Private Limited  
Wesley Methodist Church  
William Secure Solutions Pte Ltd  
Wing Huat Loong (Pte) Ltd  
Wing Ship Marine Services Pte Ltd  
Woh Hup (Private) Limited  
W'ray Construction Pte Ltd

Z

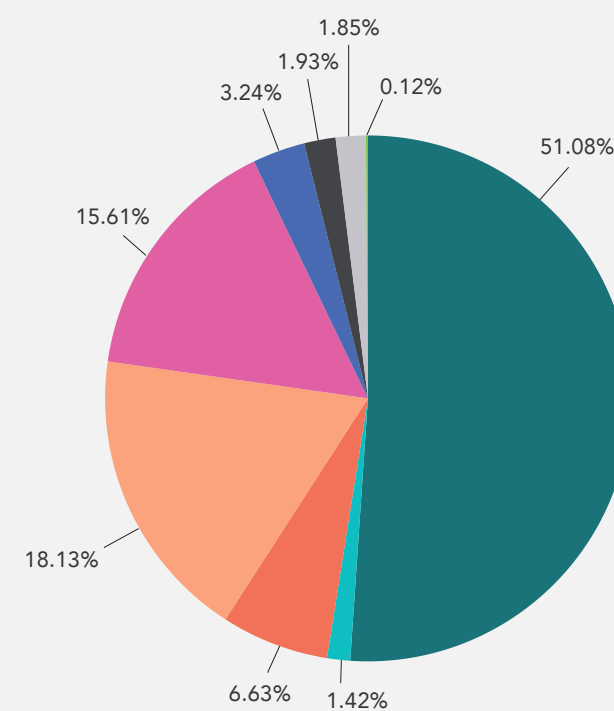
Zeng Zeng TCM Therapy Centre



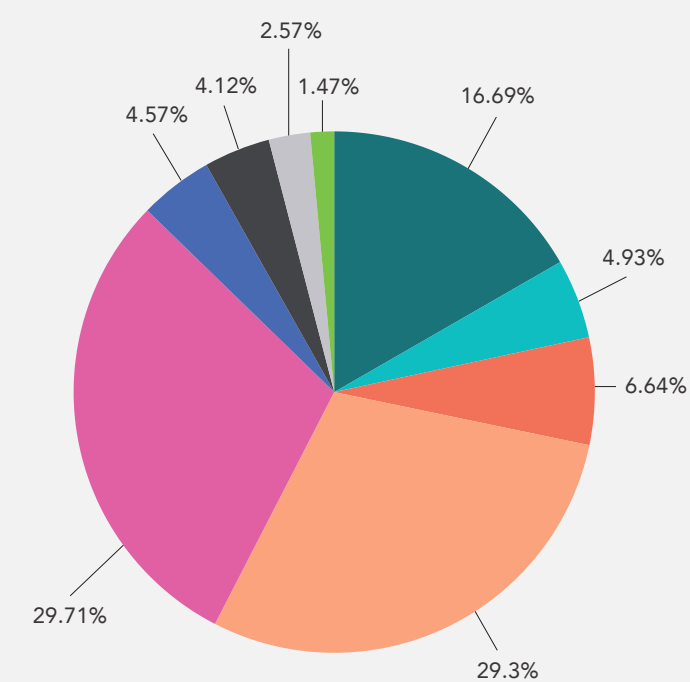


## TOTAL INCOME FOR THE YEAR

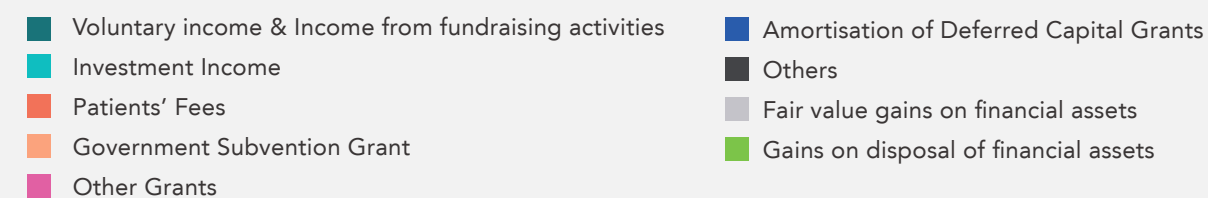
	FY 2018	FY 2017
Voluntary income & Income from fundraising activities	11,709,311	2,448,878
Investment Income	324,935	723,171
Patients' Fees	1,519,652	974,798
Government Subvention Grant	4,155,838	4,298,336
Other Grants	3,578,259	4,358,137
Amortisation of Deferred Capital Grants	741,636	669,960
Others	443,171	604,344
Fair value gains on financial assets	424,396	377,114
Gains on disposal of financial assets	27,885	216,304
	<b>22,925,083</b>	<b>14,671,042</b>



FY 2018



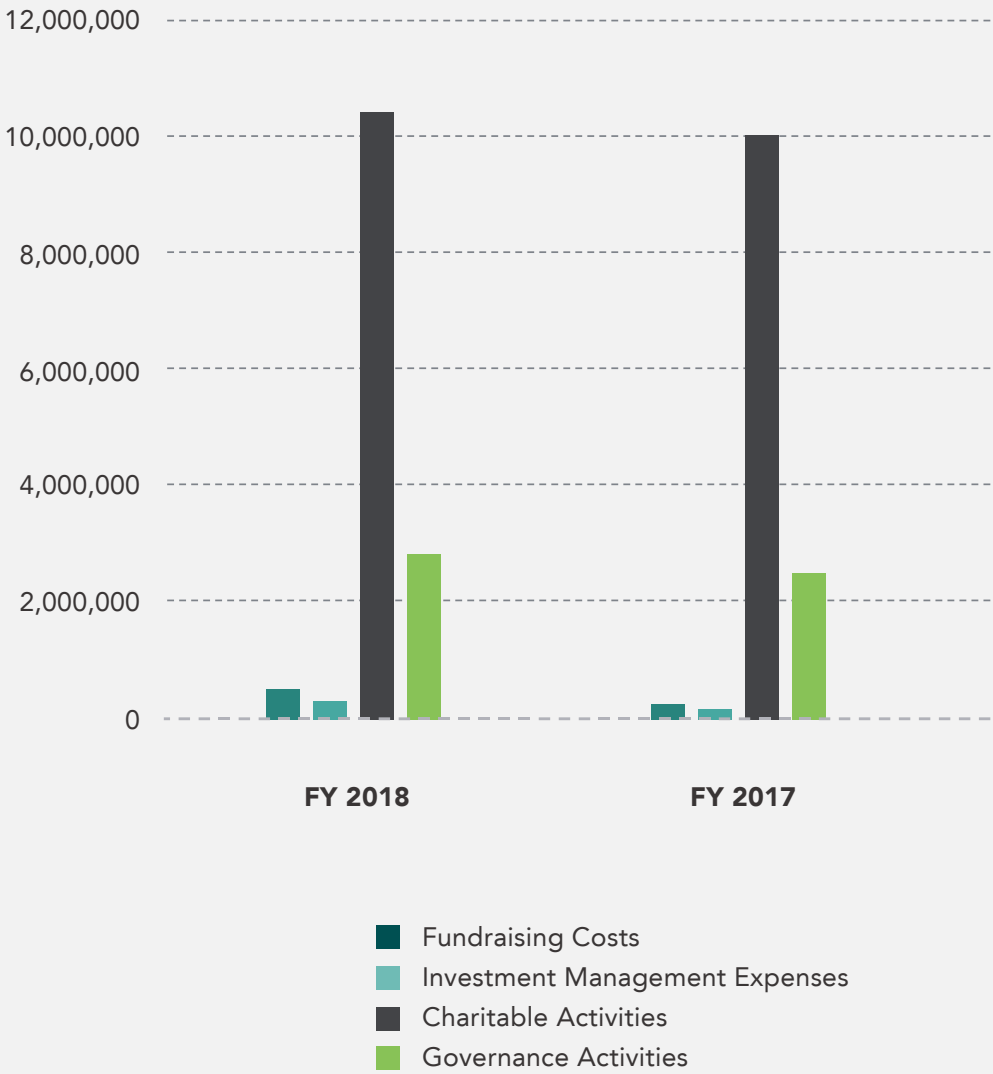
FY 2017





TOTAL EXPENDITURE FOR THE YEAR

	FY 2018	FY 2017
Fundraising Costs	383,118	175,994
Investment Management Expenses	107,309	90,137
Charitable Activities	10,536,231	10,013,690
Governance Activities	2,935,997	2,610,536
	13,962,655	12,890,357



EXPLANATORY NOTES

- 1. Charitable activities**

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.
- 2. Governance activities**

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.

The full set of audited financial statements can be downloaded from our website at [www.doverpark.org.sg](http://www.doverpark.org.sg).





李金福教授（准将）  
管理委员会主席

## 主席寄语

2017/18 财年对于托福园（DPH）而言是繁忙而又充实的一年：我们在这一年里庆祝了托福园成立 25 周年。

### 25 年的卓越服务

托福园（DPH）于 1992 年由一群义工共同发起并成立，旨在帮助患有重症晚期疾病的人士，为他们提供慰藉与尊严。多年来，我们始终不懈地追求卓越的专业能力，持续加强在本地和地区内的实力，建立有影响力的企业和社区合作伙伴关系，并始终坚持合作精神和以患者为中心的服务。

我们开展了一系列活动，以庆祝托福园 25 年来为患者及其家属所创造的每一个珍贵时刻。在此次 25 周年庆祝活动开始时，前任总统陈庆炎博士作为我们的特邀嘉宾以及托福园的持续赞助人，在妻子徐美娟女士的陪同下出席了我们的向日葵晚宴年度庆祝活动。

此外，我们还出版了年度纪念册，并特别推出了一套纪念款 U 盘，其设计灵感源自托福园独特的红砖建筑。

### 社区宣导

结合我们的 25 周年庆祝活动，我们重新启动了以社区为重点的多项宣传活动，其主题为“慈怀疗护是明智的选择”。本地著名电视艺人葛米星成为了我们的名人亲善大使。在托福园首次尝试开展的大规模社区宣导及破除有关慈怀疗护的误解的活动中，我们与人民协会合作，在碧山民众俱乐部举办了 25 周年户外宣传活动。这是与我们的年度内部开放日完全不同的一个里程碑式的活动。卫生部高级政务部长蓝彬明医生出席了此次户外宣传活动，这次为期两天的活动将我们的社区合作伙伴、工作人员和义工汇聚一堂，共同针对人生的最后阶段进行交流与宣导。

### 推进慈怀疗护

托福园已在新加坡及本地区探索并开发出了推进慈怀疗护的途径。我们与南洋理工大学李光前医学院和国立保健集团签署了有关启动慈怀疗护研究与培训中心（PalC）的合作备忘录。该中心是新加坡首个以慈怀疗护和护理模式为重点的联合研究中心。之后，我们成为了首个与新加坡所有医院和高等院校签署主研究合作协议的义工福利组织，对合作研究与开发充分加以利用。

除了成为注册的研究机构外，托福园还是慈怀疗护能力建设的卓越级中心，每年吸引 400 多名学生、实习生和培训生前来实践。

我们始终坚持合作精神和以患者为中心的服务。

作为一家拥有完美整合的稳健义工计划且管治良好的非营利机构，托福园荣获 2017 年度总统志愿精神与慈善奖（非营利机构类）。

我谨代表托福园管理委员会及全体员工，衷心感谢我们的所有朋友、捐助者、义工、赞助人和合作伙伴在过去 25 年来为支持这项事业所付出的努力。我们将持续致力于提供卓越的服务，并与我们的企业和社区利益相关者构建可持续的伙伴关系。让我们为接下来的 25 年以及更长久的未来干杯！

李金福教授（准将）  
管理委员会主席





廖泉添  
执行总监

## 执行总监 寄语

2017/18 财年对我们而言既充满挑战又硕果累累。在经济前景尚不明朗、六大区域医疗系统合并为三个、推出医疗服务法案以及卫生部部长颜金勇先生提出“三大超越”（即超越医疗护理，推动全民健康；超越医院护理，将重心转移至社区；超越质量医疗，进一步追求物超所值的价值医疗）的背景下，托福园（DPH）的管理团队和管理委员会不遗余力地制定出我们的五年战略，并致力于提升我们的实力。我们始终专注于准备及应对迅速老龄化人口的需求，并制定相关的计划，同时预测和适应不断变化的政策环境。

### 变化与扩展

我们的计划包含扩展服务范围（纳入慈怀日间疗护），并在于2022年迁入新的综合护理中心时将我们的收容能力翻倍，扩大至100个床位。为实现这一目标，我们集中精力培养各种能力，以提高我们作为领先的慈怀疗护业者的声誉。

为了加强我们的实力并了解目前的运作模式，我们研究了其他日间护理机构并调查了患者及其家属的需求。我们还致力于整合资讯科技系统，以精简及优化人力资源管理、社区参与、培训、筹款和义工等方面的工作流程。此项整合内容还包括对新的电子病历系统的研究。

### 成长、发展与卓越

我们的临床团队迎来了新的社会工作与心理服务部负责人张绮薇女士。“护理服务”更名为“护理部门”，

我们始终专注于准备及应对迅速老龄化人口的需求，并制定相关的计划，同时预测和适应不断变化的政策环境。

负责监督整个护理团队并推动住院护理、居家护理和日间护理等部门之间的交叉培训。

我们还继续大力投资于培养我们的员工，仅去年就有90%以上的员工参加了至少一门课程的培训。

我们的员工因其奉献精神、卓越的服务和勤奋的工作而广受认可，并赢得了多项赞誉和好评，对此我备感自豪，也非常荣幸。我们住院和居家护理服务也获得了照顾者及患者家属高度满意的评价。我们的员工还在亚太慈怀疗护讲座、护士节颁奖、质量优异奖、仁心奖和社区护理人力资源发展奖评选中荣获了多个奖励。

### 协作及合作伙伴关系

在积极服务患者并追求卓越专业能力的过程中，我们在加强现有合作关系的同时，也在过去的一年内缔结了新的合作伙伴关系。

我们将继续与陈笃生医院（TTSH）紧密合作，为附近邻里的居民提供无缝且协调一致的护理服务。这在现阶段的“尊严计划”里得到了最好的示范，即由卫生部资助、旨在为失智症患者提供居家慈怀疗护的“陈笃生医院-托福园”联合项目。“尊严计划”的前一个阶段（即初始阶段）由淡马锡关怀基金会资助。

另外，我们还与国立保健集团和南洋理工大学李光前医学院签署了合作备忘录，以组建并启动慈怀疗护研究与培训中心（PalC）。

### 致力于让每一个寸刻都弥足珍贵

在我们驾驭这些变革和转型的过程中，我们始终扎根并专注于我们的愿景，而这一切都得益于我们的管理委员会、全体义工和员工坚定不移的奉献精神。这些特质使得托福园能够持续为我们的患者提供同样高质量的全方位护理服务，让每一个寸刻都弥足珍贵。

廖泉添  
执行总监





## 2017/2018 财年 要闻

# 人力资源

作为慈怀疗护领域的领导者和权威机构，托福园致力于在慈怀疗护和国家层面构建专业的护理能力。我们向那些在工作中取得里程碑式的专业成绩以及获得赞誉的员工表示祝贺。

## 社区护理人力资源发展奖 2016 财年和 2017 财年

社区护理人力资源发展奖 (CCMDA, 前称“ILTC 社会及保健人力资源发展奖”) 由护联中心 (AIC) 颁发, 旨在为社区护理领域吸引、培养和保留人才。

它为在社区护理领域工作的人员提供持续提升和职业发展的机会。

2016 财年 ILTC SHMDP 及 2017 财年 CCMDA 奖项的获奖者为:

### 2016 财年 ILTC SHMDP 奖

姓名	课程
高级注册护士 Ang Boon Yang	慈怀疗护专科专业文凭
注册护士 Katherine Lim Ci Hui	
注册护士 Lydia Quah Mei Hwei	
注册护士 May Moe Tun	
注册护士 Mirza Abdul Halim B Mohd Raf'i	护理理学学士转换课程 (注册护士)

### 2017 财年 CCMDA 奖

姓名	课程
高级注册护士 Me Me Oo	慈怀疗护专科专业文凭
注册护士 Elaine Yip Xin Hui	护理学 (慈怀疗护) 高级大专文凭
注册护士 Roi Lai	慈怀疗护专科专业文凭
注册物理治疗师 Martin Lee Wei Hoe	家庭医学专业研究生文凭
医疗社工 Koh Tang En	社会工作学硕士



## 2018 年仁心奖 (由国立保健集团颁发)

自 2004 年以来, 仁心奖一直致力于嘉奖那些不遗余力的为患者和年老体弱者提供护理和慰藉的杰出医护人员。

今年, 住院医师 (居家护理部) Hoh Sek Yew 医生荣获了该奖项 (医护人员类别)。Hoh 医生自 2011 年以来一直担任托福园的住院医师, 他始终将患者及其家属的安全与健康放在首位, 即使出国也仍然心系患者。作为具代表性的专业人士, Hoh 医生总是乐意帮助他的护士同事履行其职责, 而不会划定医疗和护理工作之间的界限。他不断地研究慈怀疗护以及相关的医疗和护理课题, 以便为自己和同事的工作带来裨益。

他是一位出色且极富同情心的慈怀疗护医生, 真切的体现了真诚敬业和无私奉献的精神。



## 2017 年度托福园员工长期服务奖

下列员工因其对托福园的忠诚和敬业而荣获该奖项:

### 10 年长期服务奖

Narindarjeet Kaur d/o Puran Singh      临床护士

### 5 年长期服务奖

Carol Ignacio Soho      助理护士

Chin Soh Mun      护理主任

Edna Lim Meow Hua      行政助理 (临床管理部)

Hai'rul Azhar Bin Safi'i      注册护士

Lee Hui Lin      行政专员 (居家护理部), 临床管理

Mary Rose Compuesto Geronimo      护理员

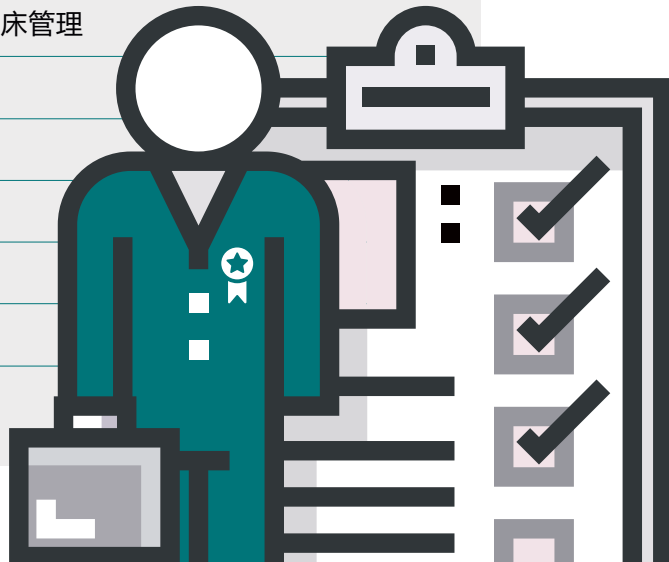
Nang Naung Naung Oo      助理护士

Nann Ohomar Khaing      助理护士

Pearline Goh Guat Lian      行政专员 (财务部)

Steven Yeo Hai Yong      助理经理 (运营部)

Sylvia Lee Ling Ling      高级执业护士 (居家护理部)



## 健康生活方式: 打保龄球 (Planet Bowl 保龄球馆)



## 2017 年托福园 优秀员工奖

此奖项表彰那些在过去一年里提供杰出服务和贡献的员工。获奖者在以客为尊、工作投入和团队合作方面展现出模范表现。

### 2017 年的获奖者:

 **非临床  
员工类别**  
Steven Foo  
Jong Wey  
财务及行政经理

 **临床  
员工类别**  
Lydia Quah  
Mei Hwei  
注册护士

## 2017 年护士节



## 2017 年员工和义工答谢晚宴





# 临床团队

托福园的临床团队是一个由医生、护士、医疗社工和综合医疗保健人员组成的多学科团队，致力于为患者在身、心、灵方面的健康提供全面的护理与支持，让每一个寸刻都弥足珍贵。

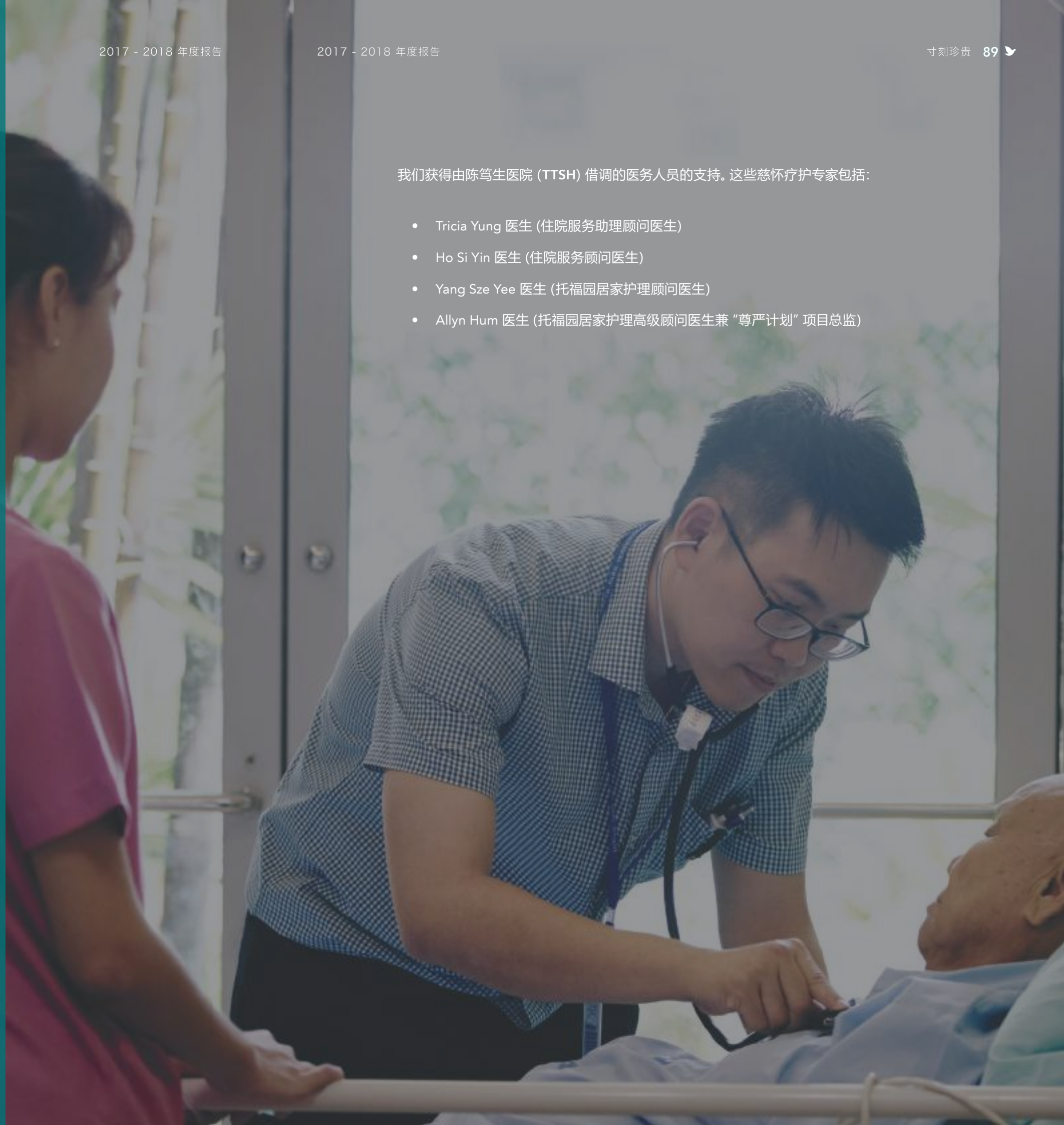
为了更好地为我们的患者及其家人和照顾者，以及更广泛的医疗护理专业人士提供服务，我们的临床团队致力于不断扩大我们在临床服务、推广、培训和研究领域的规模与能力。

由医疗主任王华燕医生领导的临床团队包括：

- 医务部  
由多位医生和康复团队组成
- 护理部  
由 Chin Soh Mun 女士 (护理部主任) 领导
- 社会工作及社会心理服务部  
由张绮薇女士 (负责人) 领导
- 教育及研究部  
由 May Siu 女士 (经理) 领导
- 临床管理部  
由 Joyce Lee 女士 (助理经理) 领导
- 临床运作部  
由 Justin Lim 先生 (高级运营主管) 领导

我们获得由陈笃生医院 (TTSH) 借调的医务人员的支持。这些慈怀疗护专家包括：

- Tricia Yung 医生 (住院服务助理顾问医生)
- Ho Si Yin 医生 (住院服务顾问医生)
- Yang Sze Yee 医生 (托福园居家护理顾问医生)
- Allyn Hum 医生 (托福园居家护理高级顾问医生兼“尊严计划”项目总监)





# 临床

## 医疗

我们的医疗团队致力于通过在专业及国家层面的教育和服务开发，来提供高质量的慈怀疗护。我们的首位全职物理治疗师 Roxanne Foo 女士于 2018 年 1 月加入我们的康复团队。此外，我们也继续聘用多位来自陈笃生医院的职能治疗师。

## 社会工作及社会心理服务

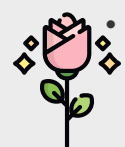
社会工作及社会心理服务团队负责制订方案，并组织一些旨在为患者及照顾者提供支持的活动。部分计划如下：



**健康工作室**是一个每两周一次的小组活动，旨在通过专注力和放松训练等一系列能够促进治疗效果的活动来增强患者的健康以及与同伴之间的友谊。



**照顾者之夜**是一项每月开展的活动，旨在加强对照顾者的支持和自我保健，照顾者可在活动中接受有关关爱语言及各种表达方式，以及自我保健意识和护理技巧方面的指导。

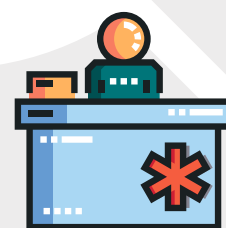
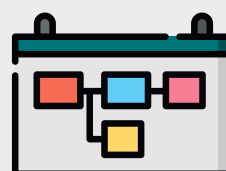
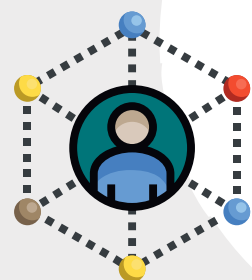


**玫瑰缅怀活动**是我们为接受过住院和居家护理的患者的遗属举行的追悼会。这项追悼会让痛失亲人的家庭成员前来缅怀他们的亲人，同时与之前为他们提供支持服务的医务人员相聚。



**画廊**是一项旨在展示我们患者艺术作品的新活动。2018 年 3 月正式推出的画廊，通过呈现每件艺术作品背后的独特故事、思想和情感，来为患者提供鼓励和认可。

社会工作及社会心理服务部由七名医疗社工（MSW）、一名艺术治疗师（AT）和一名音乐治疗师（MT）组成。他们通过专业干预和支持，来照顾患者及其亲人的社交和心理健康。



## 护理

此前称为“护理服务”，在更名为“护理部门”后负责监督提供住院和居家护理服务的护理人员。我们的护士均具备多种跨学科技能，可为患者提供个人化的有尊严的护理服务。该部门重组后，护理部负责人自 2018 年 1 月起更名为“护理主任”。

## 居家护理

居家护理部门由一个多学科团队组成，在过去一年里为纳入居家慈怀疗护和尊严计划的 371 名患者提供了服务。该团队包括来自于尊严计划的员工，由一名高级顾问医生（兼职）、一名顾问医生（兼职）、两名住院医师、一名高级临床护士、两名高级执业护士（兼职）、五名护士、三名医疗社工和三名行政人员组成。

## 教育及研究

教育及研究部的前身是“培训及发展部”，该部门主要负责内部和外部各方的专业发展。除了开展针对医疗保健专业人员和学生的慈怀疗护培训计划外，作为研究机构，我们也为员工的研究活动提供支持。

## 临床管理和运作

临床管理和临床运作团队是托福园全面护理品牌所不可或缺的组成部分。在陈笃生医院持续改善团队的帮助下，临床管理团队利用价值流图来改善及简化工作流程。临床运作团队还实施了简化运作的措施，以便为我们的扩张以及即将于 2020 年迁入综合护理中心做好准备。





## 托福园优秀员工及嘉奖

- 由卫生部长颜金勇先生颁发的 2017 年度仁心奖:  
Chin Soh Mun 女士
- 郑永顺获奖者:  
注册护士 Liaw Lay Kian,  
义安理工学院护理学大专文凭
- 2017 年托福园优秀员工奖:  
注册护士 Lydia Quah Mei Hwei
- 托福园护士节优秀员工奖获奖者:
  - 高级注册护士 Lee Jing Ru  
– 2017 年优秀注册护士
  - 助理护士 Ja San  
– 2017 年优秀助理护士
  - 护士助理 Karl Farquerabao  
– 2017 年优秀护士助理
  - 护理员 Jade Rudolf  
– 2017 年优秀护理员

## 专业投入奖

- 尊严计划高级顾问谭妍美医生在 2017 年亚太区慈怀疗护讲座上针对其研究项目晚期失智症患者的尊严 (DIADEM) 研究: 老年综合居家慈怀疗护计划所未能满足的需求和影响 进行了口头报告, 并因此而荣获二等奖。
- 研究助理 Tay Ri Yin 女士在 2017 年亚太区慈怀疗护讲座上针对她的研究项目综合性居家慈怀疗护服务中晚期失智症患者的医疗服务利用情况进行了海报展示, 并因此而荣获二等奖。



## 专业发展与能力建设

托福园始终致力于通过持续的教育、能力建设、协作和交叉培训, 来促进员工的专业发展。

- 护理人员在住院和居家护理服务之间实施轮换, 住院护理部的高级注册护士 Lee Jing Ru 带头加入居家护理服务。
- 托福园资助高级注册护士 May Moe Tun 和高级注册护士 Roi Lai 参加慈怀疗护专科专业文凭课程。
- 托福园支持 20 名员工参加了 10 项其他认证课程。
- 托福园支持员工参加了总共 11 场本地和海外的讲座。
- 托福园在临床和学术/研究方面为员工提供支持, 例如我们的兼职语言治疗师兼研究主管 Tay Ri Yin 女士。
- 托福园组织了有关媒体培训 (由 Sim Ai Ling 女士主持) 以及悲伤、失落、失去亲人和自我照顾 (由 Liese Groot-Albert 女士主持) 的内部讲习班。
- 教育及研究团队试运作了一个电子学习门户网站, 旨在强化员工的学习并为员工的自主学习提供支持。该团队目前正在开发我们的电子学习课程库, 以便更好地为我们的员工和义工服务。



## 专业活动 — 任命/会籍、会谈、讲座

我们专业团队的成员都是参与提升慈怀疗护标准的国家工作组成员。

## 重要的外部任命

我们的部分员工获得了以下任命:

- 王华燕医生: 新加坡慈怀理事会荣誉主席、亚太区慈怀疗护网络荣誉主席, 以及陈笃生医院顾问医生。
- Tricia Yung 医生: 新加坡国立大学杨潞龄医学院兼职助理教授, 她也负责医学院慈怀疗护专业三年级医学本科的人员规划。
- Chin Soh Mun 女士: 中长期护理领域有关质量改进的第 4 届战略咨询委员会委员。
- 高级执业护士 Sylvia Lee Ling Ling: 2017 年新加坡慈怀理事会全国慈怀疗护质量改进指导委员会委员; 2017 年卫生部 (MOH) 高级执业护士 (APN) 发展委员会委员。

## 讲座

我们派出了一个由 25 名员工和 2 名义工组成的代表团, 参加了于 2017 年 7 月 26 日至 29 日在新加坡举行的第 12 届亚太区慈怀疗护讲座。代表团共做了 11 次海报展示和 1 次口头报告, 其中包括:

- 病痛中的心理痛苦 — 团队的方法, 作者: 前部门负责人 Chee Wai Yee
- 确定为晚期失智症患者提供居家护理的家庭照顾者的需求的定性研究, 作者: 医疗社工 Koh Tang En
- 创造协同效应: 医疗社工与音乐治疗师之间的合作案例研究, 作者: 前部门负责人 Chee Wai Yee、医疗社工 Lim Li Ling 和音乐治疗师 Yang Shu-Ting
- 针对慈怀疗护患者的创造性艺术治疗的社区模式 — 一个试点项目, 作者: 艺术治疗师 Gillian

我们还在新加坡和都柏林的多个学术讲座上介绍了淡马锡关怀基金会尊严计划。

在推动国内外音乐疗法方面, 音乐治疗师 Yang Shu-Ting 代表托福园出席了多个讲座和活动:

- 2017 年 7 月 4 日至 8 日在东京举行的第 15 届世界音乐治疗大会, (与新加坡中央医院和彩虹中心) 共同呈现音乐治疗师: 用音乐为照顾者提供力量
- 2018 年 3 月 12 日在圣安德烈社区医院举行的音乐治疗日活动
- 2018 年 3 月 16 日举行的新加坡保健集团质量与创新日活动, 发表演讲邦妮式音乐引导想象高级治疗法
- 2018 年 3 月 18 日在黄廷方综合医院举行的音乐治疗日活动

## 其他专业活动

我们共接待了来自本地和海外各类组织机构的 171 名访客, 与他们分享了我们在托福园所做的工作以及一般的慈怀疗护服务。

著名来访者包括: 卫生部高级政务部长蓝彬明医生、加州大学旧金山分校 BJ Miller 副教授、来自中国和新加坡心理卫生学院的医疗部门领导、新加坡护士协会慈怀疗护护士分会的专业护理人员、来自印度的记者, 以及世界姑息医学联盟的成员。





## 构建服务社区的能力

我们的其他专业活动旨在通过我们的教育活动来构建义工和医疗保健工作者的能力与潜能，具体活动如下：

- 我们的义工培训计划 包括一个由义工主持的基础慈怀疗护 (II) 单元。该单元侧重于针对参与者的沟通、悲伤与失去亲人的痛苦、精神生活和自我照顾。
- 为了给在南洋理工学院修读护理学 (慈怀疗护) 高级大专文凭课程的学生提供培训，义工计划经理 Tok Shou Wee 讲授了慈怀疗护志愿服务的相关内容。
- 我们在义安理工学院和南洋理工学院举办了艺术治疗和音乐治疗 分享活动，以此作为护理学学生专升本课程的组成部分。
- 在我们的社区合作伙伴讲习班中，我们邀请了来自医院和更广泛社区的专业医护童话，并与他们分享在托福园提供的不同服务和治疗。
- 其他培训与实习活动：除了 329 名修读这些课程的学员外，我们还为来自圣安德鲁社区医院和陈笃生医院的 198 名医学专业学生、80 名护理专业学生、17 名专职医疗保健学生和 5 名在职护士提供临床实习机会。
- 护士长 Narindarjeet Kaur、高级注册护士 Pamela Koh、高级注册护士 Lee Jing Ru 和助理护士 Halijah Jantan 从 2017 年 9 月到 2018 年 1 月开展了有关慈怀疗护和疼痛管理的中长期护理 (ILTC) 领域的护士培训。



## 媒体、推广和社区参与

作为慈怀疗护专业机构，托福园致力于通过广泛的媒体和社区推广活动来提高公众对于慈怀疗护的认识。

- 高级注册护士 Pamela Koh 于 2017 年 9 月参与了一个电视系列节目 *Being a Nurse* (护士天职) 的演出，展示她作为慈怀疗护注册护士的工作职责。
- 高级执业护士 Sylvia Lee Ling Ling 于 2017 年 1 月 27 日在新传媒 8 频道新闻节目的现场采访中，提出了与慈怀疗护相关的话题。
- 我们的多位居家护理护士出席了新加坡医患与社区交流会以及在碧山民众俱乐部的路演，并接受了《新明日报》、95.8 电台和 8 频道新闻的采访。
- 主流和网络媒体都广泛报道了尊严计划及其影响，这些媒体包括：《海峡时报》、亚洲新闻频道、《联合早报》、广播媒体、5 频道和 8 频道新闻；而且陈笃生医院老年医学与慈怀疗护中心和关爱中心 (CareConnect) 的住院及门诊患者都收到了派发的尊严计划宣传册。
- 高级注册护士 Lee Jing Ru 被提名为卫生部的护理推广大使 (自 2016 年 9 月 1 日至 2018 年 8 月 31 日)。



## 慈怀疗护研究与培训中心 (PalC)

为了增强国家层面在支持慈怀疗护方面的能力与潜能，国立保健集团 (NHG)、南洋理工大学 (NTU) 李光前医学院 (LKCMed) 和托福园 (DPH) 于 2017 年 10 月 12 日签署了合作备忘录，联合成立慈怀疗护研究与培训中心 (PalC)。

三方以现有的合作伙伴关系为基础，充分利用每个参与方的优势和资源，将临床专业知识与学术研究的卓越成就相结合，以实现在社群中的实际应用。

首届 PalC 指导委员会由以下任命的负责人领导：

- 主席：Mervyn Koh 医生，国立保健集团
- 副主席：Josip Car 助理教授，南洋理工大学李光前医学院
- 财务主管：廖泉添先生，托福园

PalC 的组织结构如下：

- 中心主任：谭妍美医生，国立保健集团
- 副主任 (教育)：王华燕医生，托福园
- 副主任 (研究)：Andy Ho 助理教授，南洋理工大学李光前医学院
- 中心经理：May Siu 女士，托福园
- 研究主管：Tay Ri Yin 女士，托福园

PalC 团队致力于设计并提供高质量的培训计划，以培养和支持社区里的医护专业人士、照顾者和义工。PalC 还致力于开展研究，以构建在慈怀疗护领域的规模并改善实践。

## 慈怀疗护研究与培训中心 (PalC) 三方合作



## 愿景

成为区域性的领导者，并引领及推进慈怀疗护的研究和教育

## 使命

致力于发展慈怀疗护研究的实证基础，并为医护专业人士制定教育计划，从而更好地为患者及其照顾者服务





### 尊严计划

尊严计划是一项为晚期失智症患者提供服务的综合性居家护理计划。该计划由淡马锡关怀基金会资助，其居家护理服务于2014年10月20日正式启动，迄今为止共为421名受益人提供了服务。

该计划的居家护理团队包含住院医生、老年病/姑息治疗咨询医生、临床护士、医疗社工、研究助理和计划主管。他们定期拜访在家接受服务的患者，并在待命团队的帮助下提供非工作时间的支持。



计划评估：  
衡量结果与成果 (2014年10月 - 2017年9月)

#### 主要结果与成果

从2014年10月至2017年9月，共有372名患者参加了本计划。三年内，参与者每年的急诊就诊次数、住院次数和住院时间分别降低了72.7%、71.4%和50.5%。出院后30天内再入院的概率比上一年下降了33.3%。照顾者表示，对该计划的满意度为90%。参与者接受服务的平均时间为153天。

#### 系统性变革

转介次数的增加体现了人们对于慈怀疗护、其相关性和有



效性的认识得到提高。此外，陈笃生医院的同仁重启与失智症患者有关人生最后阶段的讨论也令我们备受鼓舞。

该计划的资助于2017年9月30日结束，但之后又在卫生部(MOH)的资助下，通过国立保健集团(NHG)透过终末期器官衰竭疾病慈怀疗护服务继续由托福园居家护理实施。

#### 延续性与可持续发展

我们对这种综合性老年与居家慈怀疗护模式的经济可持续性进行了评估。结果表明，与具有相似临床特征但没有享受到居家护理支持益处的一组患者相比，参与尊严计划的患者的医疗服务使用率较少。尊严计划患者的平均住院次数少1次，住院时间少了8天。

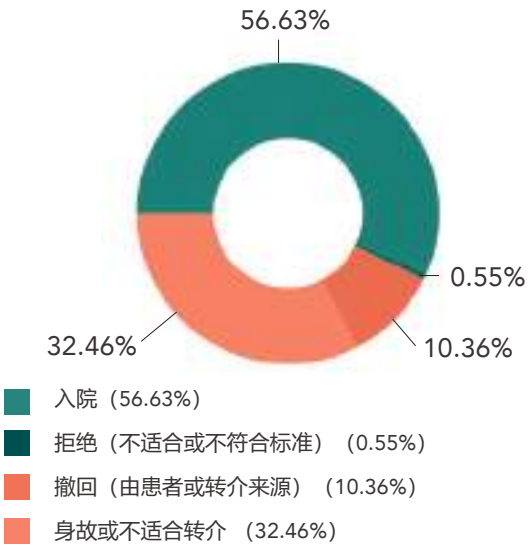
整体而言，参与尊严计划的患者的护理成本少了40%，而且这在患者身故前一个月的影响最为明显。

我们希望该计划能够激励其他居家慈怀疗护计划推出更多的失智症患者支持服务，从而让更多的晚期失智症患者受益。

## 住院统计资料

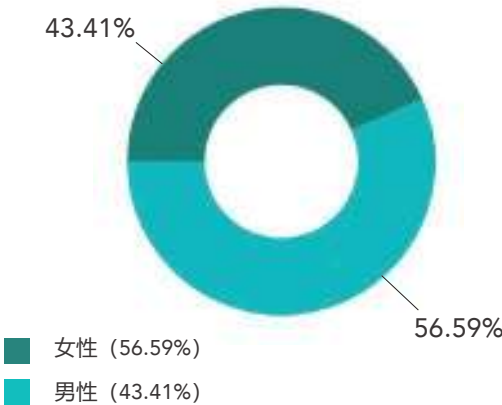
### 转介

入院	410
拒绝（不适合或不符合标准）	4
撤回（由患者或转介来源）	75
身故或不适合转介	235
总计	724



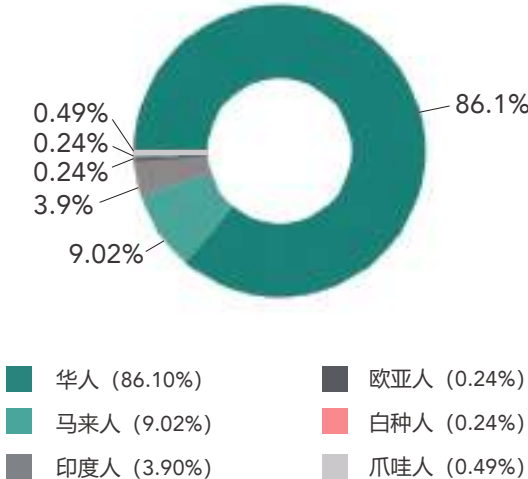
### 性别

女性	178
男性	232
总计	410



### 种族

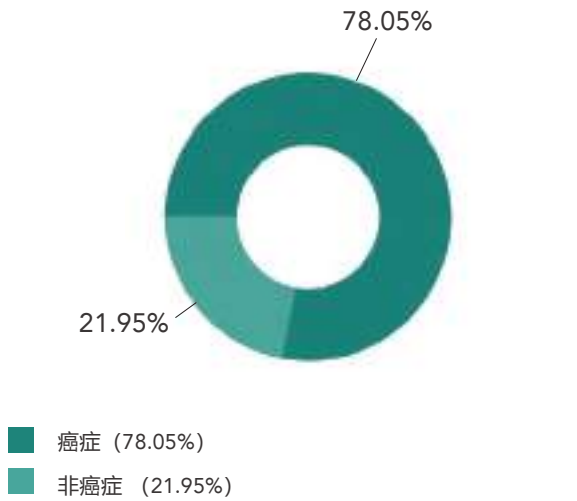
华人	353
马来人	37
印度人	16
欧亚人	1
白种人	1
爪哇人	2
总计	410





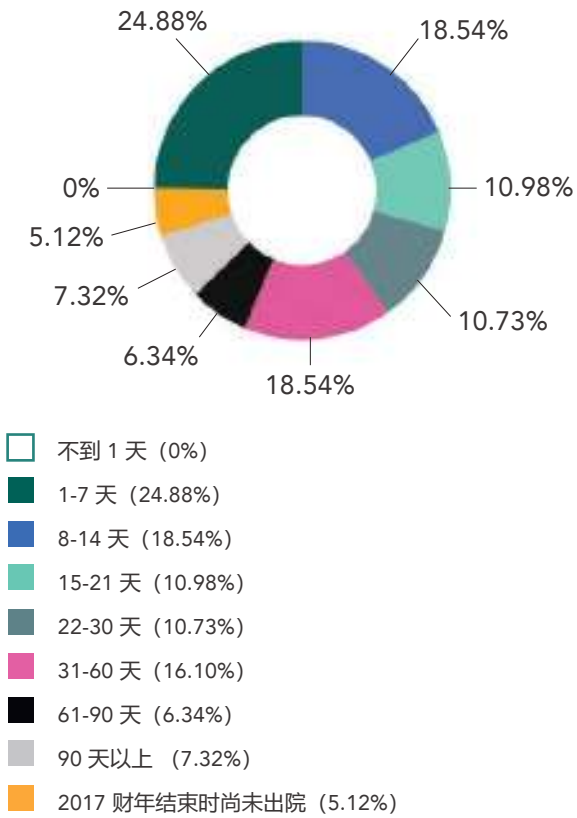
确诊病情

癌症	320
非癌症	90
总计	410



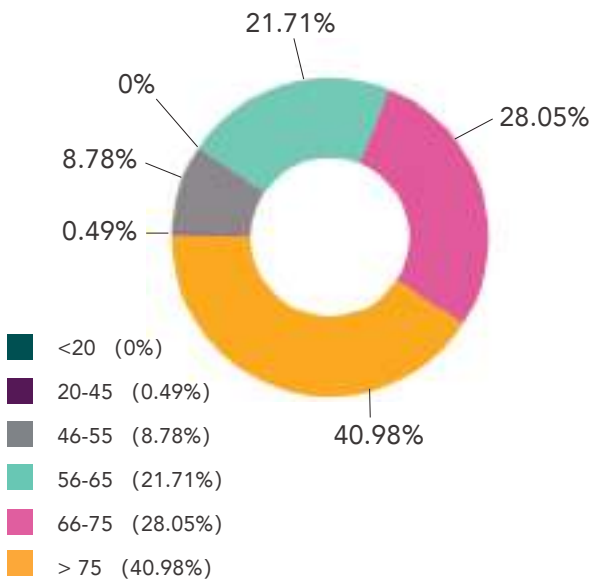
住院时长

不到 1 天	0
1 - 7 天	102
8 - 14 天	76
15 - 21 天	45
22 - 30 天	44
31 - 60 天	66
61 - 90 天	26
90 天以上	30
2017 财年结束时尚未出院	21
总计	410
平均	30.5 天



年龄组

20 岁以下	0
20 - 45 岁	2
46 - 55 岁	36
56 - 65 岁	89
66 - 75 岁	115
75 岁以上	168
总计	410



转介来源

爱加倍卫理慈怀	1
社区医院和疗养院	38
樟宜综合医院	8
托福园居家护理	53
HCA 慈怀护理	52
竹脚妇幼医院	4
邱德拔医院	33
慈光安宁居家护理中心	2
国立癌症中心	48
国家心脏中心	1
国立大学医院	79
黄廷芳综合医院	52
私立医院	8
盛港综合医院	3
新加坡防癌协会居家护理	4
新加坡中央医院	102
陈笃生医院	236
总计	724



# 居家护理统计资料

## 转介

入院	262
拒绝 (不适合或不符合标准)	35
撤回 (由患者或转介来源)	48
总计	345

## 性别

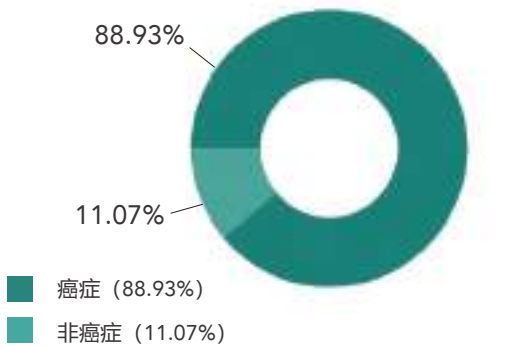
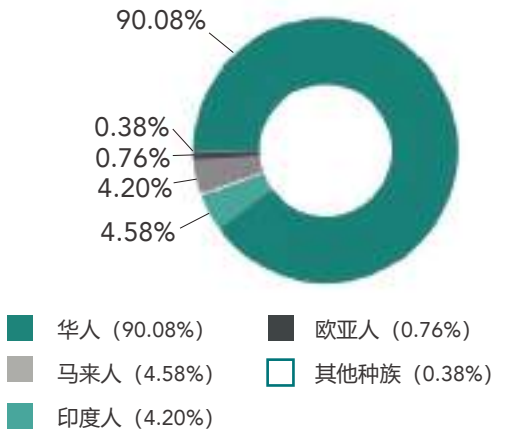
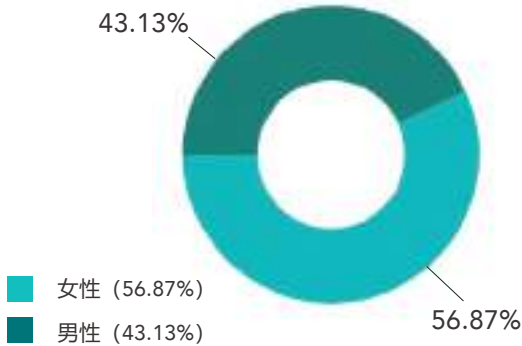
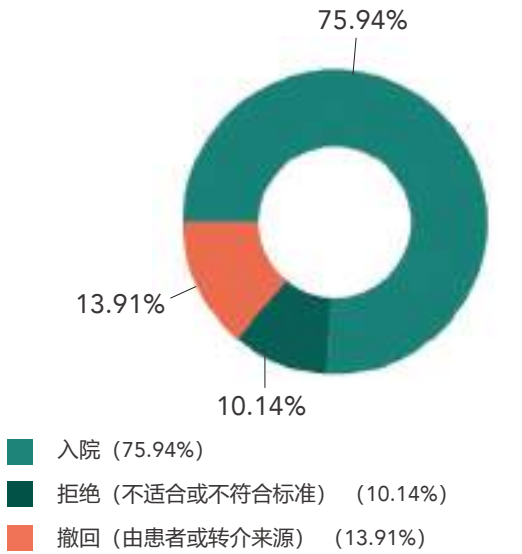
女性	113
男性	149
总计	262

## 种族

华人	236
马来人	12
印度人	11
欧亚人	2
其他种族	1
总计	262

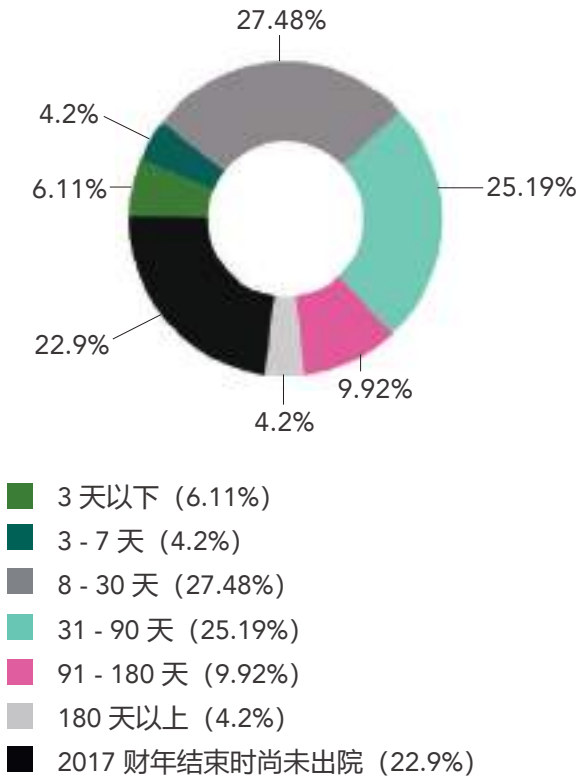
## 确诊病情

癌症	233
非癌症	29
总计	262



## 住院时长

3 天以下	16
3 - 7 天	11
8 - 30 天	72
31 - 90 天	66
91 - 180 天	26
180 天以上	11
2017 财年结束时尚未出院	60
总计	262
平均	55 天

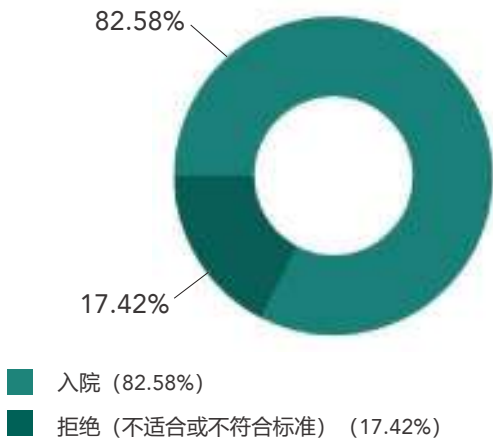




# 尊严计划 统计资料

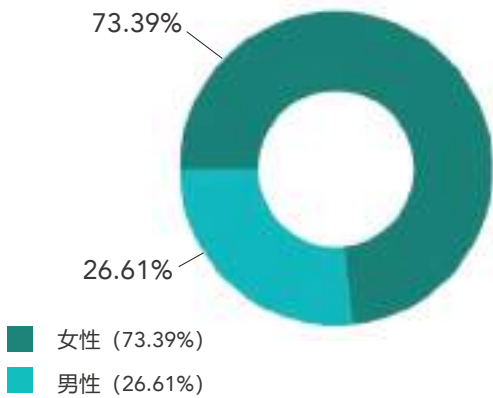
## 转介

入院	109
拒绝（不适合或不符合标准）	23
总计	132



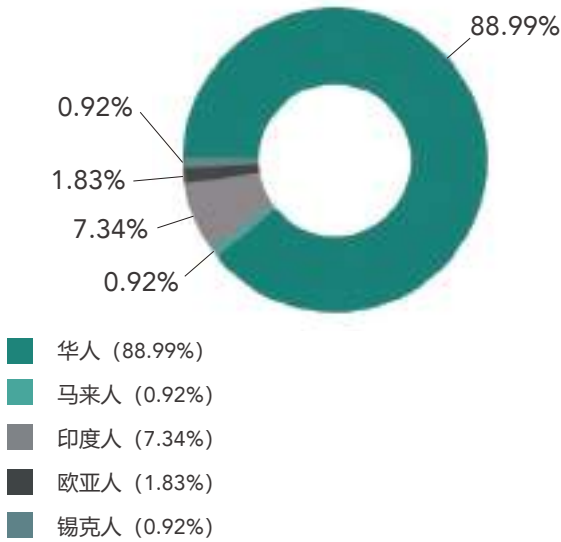
## 性别

女性	80
男性	29
总计	109



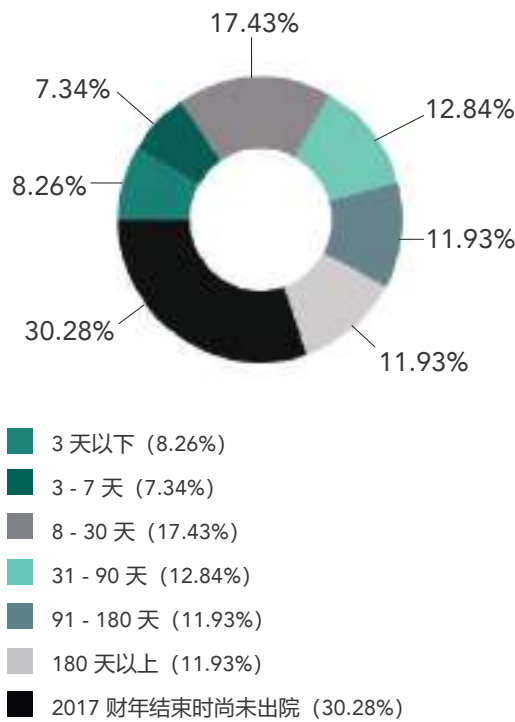
## 种族

华人	97
马来人	1
印度人	8
欧亚人	2
锡克人	1
总计	109



## 住院时长

3 天以下	9
3 - 7 天	8
8 - 30 天	19
31 - 90 天	14
91 - 180 天	13
180 天以上	13
2017 财年结束时尚未出院	33
总计	109
平均	80 天





# 筹款

## 25 周年慈善 高尔夫球赛

2017 年 4 月 26 日，星期三

圣淘沙高尔夫俱乐部色拉蓬高尔夫球场

特邀嘉宾：

通讯及新闻部兼卫生部高级政务部长徐芳达先生



2017 年 4 月 26 日星期三，我们的合作伙伴、支持者和捐助者共同进行了一场慈善高尔夫球赛，为托福园筹集资金。

在这场于圣淘沙高尔夫俱乐部色拉蓬高尔夫球场举行的 25 周年慈善高尔夫球赛中，150 名高尔

夫球手为了慈善一展风采。

活动最后是筹款晚宴，特邀嘉宾、通讯及新闻部兼卫生部高级政务部长徐芳达先生莅临晚宴，为此次筹款增光添彩。

此次活动共筹集到 \$386,684.80。





## 25 周年 慈善晚宴

2017 年 8 月 27 日，星期日  
新加坡丽思卡尔顿美年酒店  
特邀嘉宾：陈庆炎博士

我们的 25 周年慈善晚宴 “A Sterling Affair” 共募集到超过 116 万新元的善款。其面向未来的主题探讨了慈怀疗护领域的利益相关者如何能够携手帮助患有重症晚期疾病人士。

我们谨此向所有参与此次活动的人士表示感谢，也对我们的赞助商和支持者表示感谢：CALEO Salon 私人有限公司、Print Lab 私人有限公司、我们自己的托福园宝石歌舞合唱团、Raffles College of Higher Education、Evenovi Makeup and Hair 公司以及明星厨师Janice Wong。

托福园宝石歌舞合唱团的表演



2017 年托福园筹款委员会：从左到右：Shan Tjio 女士、Karen Soh 医生、林文凤女士、Gilbert Cheah 先生、Joy Tan 女士（联合主席）、陈庆炎博士（2017 年庆祝晚宴特邀嘉宾）、李金福教授（托福园主席）、June Goh 医生（联合主席）、Penelope Wong 博士、Stephanie Cheah 女士、Tiffany Varinata 女士、廖泉添先生（托福园执行总监）；（未出现在照片中：Kwa Chong Teck 博士）



托福园创始人 Jerry Lim 博士和 Seet Ai Mee 博士向活动特邀嘉宾陈庆炎博士赠送托福园 25 周年纪念册



从左到右：廖泉添先生（执行总监）、王华燕医生（医疗主任）、June Goh 医生（筹款委员会联合主席）、李金福教授（主席）和 Joy Tan 女士（筹款委员会联合主席）



贵宾席的来宾（从左到右）：站立者：王华燕医生、Pearl Lim 女士、廖泉添先生、李金福教授、Sayampa 女士、Sayampa 博士就座者：Jerry Lim 博士、陈庆炎博士、徐美娟女士、Seet Ai Mee 博士



所有出席晚宴的赞助人合影。



晚会赞助人（从左到右）：Print Lab 私人有限公司代表 Shaik Eman 先生、托福园宝石歌舞合唱团团长刘德隆先生和潘淑珍女士、Evenovi Make up and Hair 公司代表 Szie Novita Kairupan 女士、陈庆炎博士（2017 年庆祝晚宴特邀嘉宾）、李金福教授（托福园主席）、明星厨师黄慧嫻、CALEO Salon 私人有限公司代表 Kelvin Fong 先生以及莱佛士高等教育学院代表 Joe Spinelli 先生



## 年度圣诞传单

2017 年 12 月至 2018 年 3 月

今年的年度圣诞传单, 因其新颖而富有创意的设计而获得了捐助者的积极响应, 共筹得 \$369,268 善款。



## 由合作伙伴组织的企业社会责任 (CSR) 活动

SEED 全球投资 — 2017 年 12 月 16 日

2017 年 12 月 16 日, 在 SEED 全球投资公司 (SGI) 的赞助下, 国泰大厦电影院为托福园的员工及其家人放映了“星球大战 8: 最后的绝地武士”。

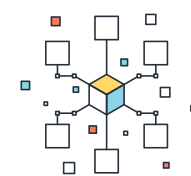
SEED 全球投资公司还为所有活动参与者准备了一个简短的影前接待会, 尽显公司的善良和慷慨。此外, SEED 全球投资公司还向托福园捐赠了由公司内部筹集的 \$50,000 善款。

SEED 全球投资公司等企业合作伙伴的捐赠, 体现了已经有越来越多的企业参与和支持慈善护理事业。



## 资讯科技

资讯科技 (IT) 部门继续在加强安全性的同时, 利用多种技术来改进和简化流程。



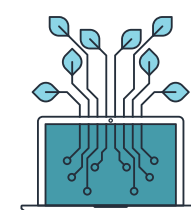
### 价值流图

我们于 2015/16 财年首次推出的价值流图 (VSM), 在实践方面已实现新的里程碑。我们的价值流图举措旨在确定和实施那些能够让我们的流程和服务增值的方法与措施。



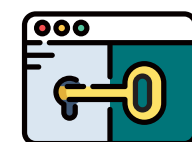
### 结算架构

相关部门在联络和活动记录方面实施了电子签名功能, 让居家护理患者能够方便地使用电子签名来确认我们的医护专业人员确有进行定期和临时联络。我们还建立了带有电子签名功能的电子化保健储蓄表格, 简化了医疗社工的工作流程和公积金申请程序。为了适应住院患者及尊严计划服务中结算模式的变化, 我们改进了结算架构。



### 义工和捐助者系统

我们目前正在开发一个新的义工和捐助者管理系统, 该系统将作为一个公共存储库, 为我们的业务需求提供支持。



### 双因素验证和慈善护理信息管理系统 (IHMS)

资讯科技是我们运作中的重要元素, 因此我们持续不断地支持、实施并加强安全和业务方面的连续性措施。我们在电邮系统中实施了双因素验证 (2FA), 并为我们的慈善护理信息管理系统 (IHMS) 开发出一个安全登录模块, 以支持 2FA 登入。慈善护理信息管理系统已成功通过了确保其安全性的应用程序渗透测试。此外, 我们还进行了慈善护理信息管理系统和人力资源系统的数据恢复演习。



### 系统性能监测

为了提高资讯科技的运作效率, 我们采用了网络和服务器监测工具, 来监测系统性能并确保正常运作。我们还在服务器机房内安装了室温监测工具, 来检测任何异常的温度变化, 以便让设备能够在健康、凉爽的环境中正常运行。





# 传讯及外联

与社区沟通并提高人们对于慈怀疗护、临终事宜的认识，是托福园一直努力从事的工作。

## 媒体眼中的托福园



### 英国广播公司 (BBC) 有关死亡的事业

李金福教授在 BBC 的“有关死亡的事业”系列节目中接受了采访，该系列节目介绍了亚洲对于慈怀疗护的需求，以及在人口老龄化的背景之下，慈怀疗护业务扩张的可能性。该集节目于 2017 年 8 月 24 日播出。

### 德国之声 (Deutsche Welle) Founders Valley

德国电视广播公司德国之声在新加坡拍摄了一个名为“Founders Valley”的系列节目。该节目在有关医疗护理的一集中报道了托福园，还介绍了高级注册护士 Lee Jing Ru 和患者 Lim 先生。



## 《新报》

注册护士 Liaw Lay Kian 荣获郑永顺奖



资料来源：《新报》(The New Paper) © 新加坡报业控股。已获得许可转载。

## 95.8 城市频道

高级执业护士 Sylvia Lee 参与有关居家护理的谈话节目



资料来源：《联合早报》© 新加坡报业控股。已获得许可转载。

## 联合早报

张绮薇乐做 慈怀疗护社工









# 海峡时报

“好心人赢得总统奖 — 从一个人到几个大公司”



President Halimah Yacob (centre) is flanked by (from left) Minister for Culture, Community and Youth Grace Fu; DBS Group CEO Piyush Gupta; Hougang Secondary School vice-principal Yeong Jin Ing; Kedrah Kristang founder and director Kevin Martens Mong; It's Raining Raincoats founder Dipa Swaminathan; Greenpac CEO Susan Chong; Dover Park Hospice CEO Timothy Liu; Prison Fellowship Singapore chairman William Wan; National Volunteer and Philanthropy Centre chairman Mierod Tan; and Singapore National Eye Centre consultant ophthalmologist Marcus Ang. ST PHOTO: MARK CHEONG

## Good Samaritans – from one person to big companies – win President's awards

资料来源：《海峡时报》(The Straits Times) © 新加坡报业控股。已获得许可转载。



亚洲  
新闻频道  
医疗社工  
张绮薇  
谈悲伤和丧亲  
支援服务

资料来源：《海峡时报》(The Straits Times) © 新加坡报业控股。已获得许可转载。

## 海峡时报 “为生活增姿添彩”



## 每日新闻报 “6口之家， 托福园慈怀疗护义工”

资料来源：《每日新闻》  
(Berita Harian) © 新加坡报业  
控股。已获得许可转载。



## 新传媒 5 频道

### 高级注册护士 Pamela Koh 参加 “Being a Nurse” 节目录制

“Being a Nurse” 是一部 6 集的现实观察系列记录片, 让观众深入了解作为一名护士所需要付出的代价。在 2018 年 2 月 26 日播出的第二集中, 高级注册护士 Pamela Koh 呈现了她是如何通过向托福园的患者展示善意并提供细致周到的医疗护理来帮助他们有尊严地度过人生的最后阶段。



### 她的世界 医疗主任 王华燕医生 参加 “心想狮城” 节目

## 95.8 城市频道和 93.8 英语新闻频道

### 廖泉添执行总监和 葛米星携手破除有关 慈怀疗护的五大误解



### Centre to focus on end-of-life research, education

#### 海峡时报

慈怀疗护研究与  
培训中心 (PalC)  
正式启动

Cheow Sue-Ann

The National Healthcare Group (NHG), Nanyang Technological University (NTU) and Dover Park Hospice are working together on a new centre to better understand patients with end-stage organ diseases, including developing more effective tools for predicting lifespans.

Dr Allyn Hum, senior consultant at Tan Tock Seng Hospital, said at an event unveiling the new initiative that while the focus in the past years has been on cancer patients, it is time for

资料来源:《海峡时报》  
(The Straits Times)

© 新加坡报业控股。已获得  
许可转载。

### 新传媒 8 频道 - 哦, 我的英雄!

来自美发业的义工  
Cheok 女士与主持人  
黄振隆和 Pornsak 分享  
了她的托福园服务之旅





# 破除有关 慈怀疗护的 五大误解

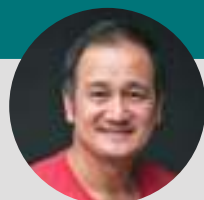
在托福园成立 25 周年之际, 传讯及外联团队推出了一项旨在破除慈怀疗护五大误解的社区参与活动。该活动包括广泛地与公众、社会及民间组织接触并宣导相关知识, 以提高公众对于慈怀疗护的认识并促进相关的交流。

我们创建了一个互动式纸牌游戏和活动表, 以破除对于慈怀疗护的恐惧和误解。

喜剧演员葛米星以慈善大使兼主持人的身份参与了活动, 帮助破解相关的误解。他拜访了我们的慈怀疗护患者, 参与了职业治疗环节, 分享了他自己照顾其年长父母的故事以及他为什么认为慈怀疗护是明智的选择, 并于 2017 年 9 月在碧山民众俱乐部主持了我们的首次路演。

“我有幸与患者度过了一段美好的时光。一位驾了 46 年德士的患者在入住托福园的第二天告诉我, ‘这是一个好地方’。” 他并没有说, “哦, 这里糟糕透了, 我希望自己快点死掉。这里让人压抑之极。” 相反, 他喜欢住在这里。他喜欢这里, 因为他能够感受到关怀。而且我看到义工、医生、专家、患者和工作人员, 所有人都在协同合作。所以我喜欢这里的原因是, 他们不仅照顾患者的身体, 还关心他们的身、心、灵。当你的生命接近尾声时, 您需要这一切。”

— 葛米星, 2017 年 8 月



## 正确理解慈怀护理

公众对慈怀护理存在诸多误解。现在就让我们一起打破误解, 深入了解慈怀护理! 看看您能否针对相应的误解选出正确的答案。



### 误解

慈怀疗护医院仅为患者提供最低限度的护理, 其服务对象是那些已经在生活中“放弃”接受治疗的人。

### 事实

这里的环境宁静而充实, 患者可以在这里参加各种出游活动并接受艺术治疗。

### 误解

慈怀疗护医院的医护员不如医院里的专业。

### 事实

在专业人士的帮助下, 患者及其家人都能获得充分的支持, 因为这些专业人士能够针对“不确定性”提供指导。

### 误解

慈怀疗护医院里的生活既压抑又孤独。

### 事实

患者及其家人始终拥有对于其护理的选择权和控制力; 他们可以选择在一段时间后回家。

### 误解 #1

慈怀疗护医院仅为患者提供最低限度的护理。

其服务对象是那些已经在生活中“放弃”接受治疗的人。

### 事实 #1

慈怀疗护医院透过提升患者的生活质量, 提供更加细致入微的护理。

慈怀疗护医院为患者及其家人提供更多选择。它不仅更细致体贴的照顾患者的身体, 还为患者提供更个性化的护理服务。

### 误解 #2

慈怀疗护医院的医护员不如医院里的专业。

负责护理患者的只有护士和未接受过培训的义工。

### 事实 #2

慈怀疗护医院的护理不仅仅是医疗护理。

其护理内容包括许多急诊医院都无法提供的专科护理。慈怀疗护医院配备接受过专业培训、能够处理每位患者具体问题的慈怀疗护专业人员。

### 误解 #3

慈怀疗护医院里的生活既压抑又孤独。

这是一个阴郁的地方, 而且不适合儿童或年长人士前来探访患者。

### 事实 #3

慈怀疗护医院充满生机, 而且设有丰富的活动。

这里的环境宁静而充实, 患者在这里不仅不会感到孤独, 而且还能参加各种手工活动、艺术治疗和出游活动。

### 误解 #4

家人会觉得, 选择将亲人送到慈怀疗护医院其实是“抛弃”自己的亲人。

选择将亲人送到慈怀疗护医院表示你不孝顺。

### 事实 #4

严重疾病到了最后阶段对于患者自己及其家人而言可能都困难重重。

他们可能会觉得自己对于目前的生活以及之后会发生的一切已经失去了控制力。在慈怀疗护医院, 患者及其家人会获得全方位的支持, 因为他们会在护理专业人士的陪伴和指导下度过这个充满“未知”和“不确定性”的旅程。

### 误解 #5

一旦慈怀疗护医院的患者正式入住, 就表示他们即将死去。

慈怀疗护医院是一个“死亡之家”, 患者一旦入住, 就永远无法回家。

### 事实 #5

患者及其家人始终拥有对于其护理的选择权和控制力。

患者可以选择回家暂住, 或是在慈怀疗护医院居住一段时间后选择回家护理。





# 外联推广

建立认识和促进社区参与，是我们在托福园这个25年前由社区创立的组织工作的重要组成部分。

## 寸刻珍贵 2017 年度活动

2017 年 4 月 19 日

2017 年 4 月 19 日，托福园在李光前医学院的图书馆举办了第三期“寸刻珍贵”（EMM）活动。“寸刻珍贵”是针对企业、政府和非政府组织的重要利益相关者年度外联推广活动，旨在提高企业社会责任（CSR）意识、推动企业社会责任战略和卓越表现，并促进与托福园的合作，以创造有意义且可持续的社会影响力。



## 托福园的首次社区路演

2017 年 9 月 23 日至 9 月 24 日

2017 年 9 月 23 日至 24 日，托福园在修缮一新的碧山民众俱乐部举办了首次社区路演，共有 1000 名民众参与了此次路演。访客参与了游戏、教育讲座和迷你嘉年华等有趣的活动，而所有这些活动都旨在提高社区对于慈怀疗护的认识。





## 社区合作伙伴 为我们的患者带来欢乐

社区合作伙伴的持续支持，在为托福园患者带来慰藉与欢乐方面起着至关重要的作用。这些合作伙伴中，有许多最后都成为了我们的长期合作伙伴，为我们的患者奉献他们的时间、精力、捐款和物资。



## 深入社区的托福园

托福园定期组织活动并为公众举办教育讲座，以传播对于慈怀疗护和临终关怀的认识。



2017/2018 财年  
义工事项





# 成就

托福园于 1992 年由义工创立，之后持续享有来自不同背景、年龄和社会领域义工的大力支持。

## 奖项

### 2017 年仁心奖- 义工个人组别

2017 年，我们的两位资深义工 Marlene Foo 女士和 Ong Kim Ling 女士荣获 2017 年仁心奖（个人义工类）。仁心奖是英勇奖的延续，后者曾于 2003 年颁发给那些与致命的非典型性肺炎（SARS）疫情抗争的医护人员。该奖项于 2017 年新增了义工和奖项。两位长期义工 Marlene Foo 女士和 Ong Kim Ling 女士，以及来自不同组织机构的其他优秀义工都获得了表彰。

### 2017 年总统志愿精神与慈善奖，非营利机构组别

托福园荣获 2017 年总统志愿精神与慈善奖（非营利机构组别）。该奖项旨在认同模范慈善机构或公共机构的社会贡献及良好治理的同时，培养和维持对新加坡义工服务和慈善事业的提倡。



# 我们的义工

恪尽职守、全面周到、真挚诚恳——托福园的义工总是不遗余力的投入时间、精力和资源，来照亮所关怀的患者的人生。



2017/2018 年义工委员会成员



2017 年员工和义工出游活动

## 义工委员会

- 林文凤女士（主席）
- 郑自民先生
- 饶宋雅女士
- Muhammad Agus Bin Othman 先生
- Lester Lee 先生
- 潘淑珍女士
- 刘德龙先生
- 施慰光先生
- 谢雅娇女士


- 曾珠玲女士
- Mabel Pek 女士
- 黄颖蕊女士
- Pearl Lim 女士
- 杨赛义先生
- Lesley de Clerck 女士
- 陈顺添先生
- 陈月美女士
- 韩金英女士
- 石昀侨女士
- Tanya Tierney 博士
- 谢丽燕女士

托福园拥有超过 400 名热心的义工，共分为 18 个分别以不同宝石命名的义工团体。我们的义工来自不同的背景、拥有不同的技能和经验，而且都接受过培训并具备照护病患的技能。



# 我们的义工团队




**紫晶**  为托福园患者表演的歌唱组合。




**蓝晶**  来自四弦琴小组的自愿表演者。




**水晶**  创作艺术和手工艺品来帮助托福园筹集资金的手工艺团体。




**蛋白石**  由训练有素的按摩师组成，为患者提供按摩服务，帮助患者舒缓疼痛。




**珍珠**  为患者烹饪富有营养的家常汤食的义工团队。




**红宝石**  带着心爱的宠物，透过宠物辅助疗法（PAT）与患者互动的宠物爱好者义工团队。




**钻石**  一个主要以马来同胞组成的活动团队，负责主办每月患者的庆生会以及每年的开斋节庆祝活动。




**翡翠**  为患者主办每周的出游活动，游览遍布新加坡的各个景点的义工团体。




**石榴石**  参与各种公共宣传和推广活动的托福园大使团队。



**蓝宝石**  致力与患者交朋友，并为患者提供欢乐时光茶点、音乐表演以及支持行政工作的义工团体。




**月亮石**  为患者准备本地美食（如烤面包、咖啡和茶）的义工团队。




**太阳石**  为我们患者提供美发服务的义工。




**宝石**  在特殊活动和庆典期间进行表演的托福园歌舞合唱团。




**宝玉**  一个主要以华语交流的活动团队，负责为患者主办农历新年和中秋节等庆祝活动。



**青金石**  与患者及其家人交流并且建立友谊。该团队还每年支持托福园的推广活动提供支持。




**坦桑石**  由来自南洋理工大学李光前医学院（LKCMed）的学生所组成的扶助团体。



**黄宝石**  帮助打理托福园内植物的园艺团队。



**绿松石**  提供与患者交流、医疗护送及郊游等服务的义工团队。



## 企业社会责任

企业合作伙伴是我们在致力于实现让每一个寸刻对患者都弥足珍贵这一愿景过程中的伟大盟友。托福园与许多公司都建立了合作关系，以此作为其企业社会责任计划的组成部分。这些企业提供礼品、人力和捐款，来支持我们对患者的全面护理。

### SAP Asia 私人有限公司

SAP Asia Pte Ltd 私人有限公司定期在农历新年, 中秋节和圣诞节为我们的患者唱歌及分发礼品。



### 穆勒亚洲航运

帮助我们完成粉刷工程并为患者派发冰淇淋。



### 英华中学 (自主) (ACSI)

学生们除了了解更多有关慈怀疗护的资讯外, 还帮助我们清洗承载患者出游的车辆。



## 筹款箱

我们通过 Isetan 和 Eu Yan Sang, 把我们的筹款箱放置在他们的零售商店。这除了可以帮助托福园传播相关知识并筹集更多的资金。



## 诺维娜邻里委员会

诺维娜的邻里居民每年都会在农历新年向患者派发礼品。



## ASL Aviation 集团有限公司

通过“欢乐时光”活动, 为患者及其家属和托福园员工提供各种小吃和饮料。

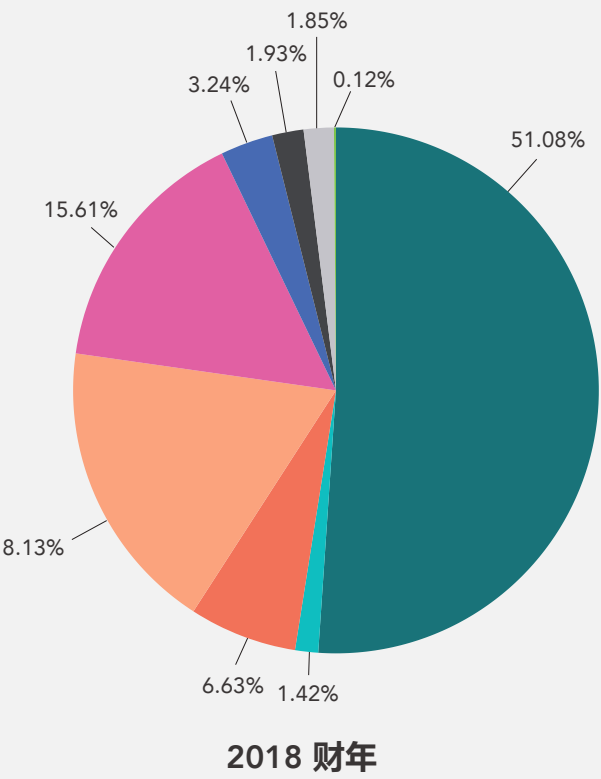




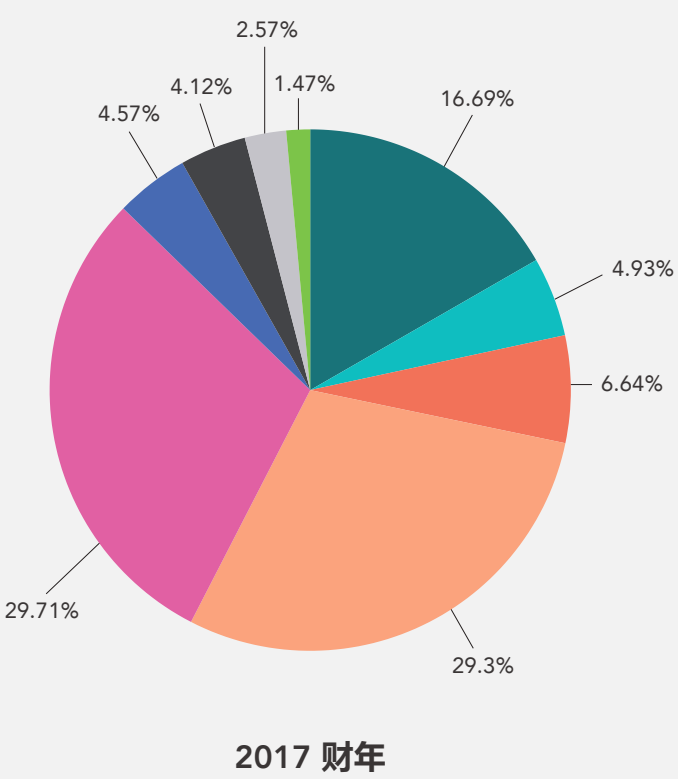


年度总收入

	2018 财年	2017 财年
捐赠收入和来自筹款活动的收入	11,709,311	2,448,878
投资收入	324,935	723,171
患者费用	1,519,652	974,798
政府津贴	4,155,838	4,298,336
其他津贴	3,578,259	4,358,137
递延资本拨款的摊销	741,636	669,960
其他	443,171	604,344
金融资产的公允价值收益	424,396	377,114
处置金融资产的收益	27,885	216,304
	22,925,083	14,671,042



- 捐赠收入和来自筹款活动的收入
- 投资收入
- 患者费用
- 政府津贴
- 其他津贴

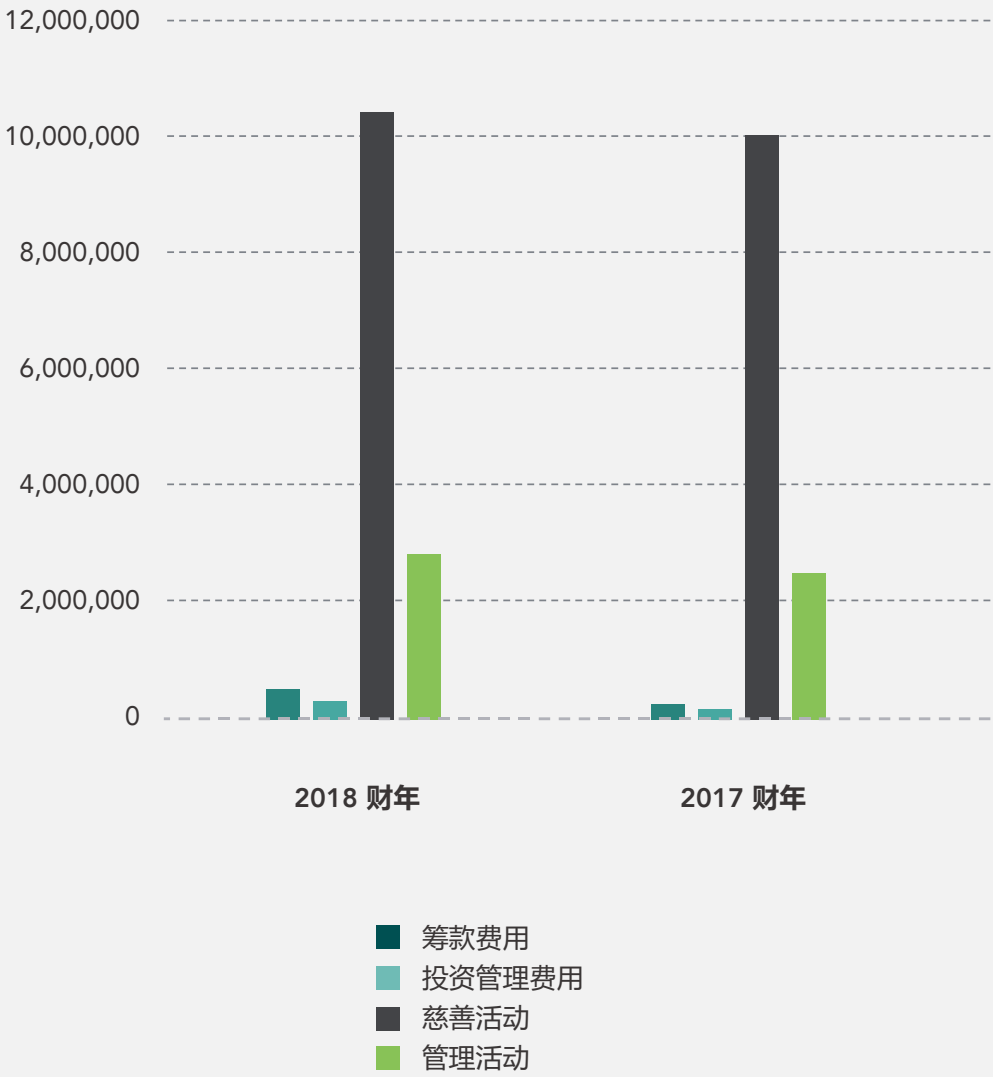


- 递延资本拨款的摊销
- 其他
- 金融资产的公允价值收益
- 处置金融资产的收益



年度总支出

	2018 财年	2017 财年
筹款费用	383,118	175,994
投资管理费用	107,309	90,137
慈善活动	10,536,231	10,013,690
管理活动	2,935,997	2,610,536
	13,962,655	12,890,357



备注

1. 慈善活动

慈善活动的费用包括托福园为提供慈怀疗护服务所产生的所有费用，即为重症晚期疾病患者提供住院和居家护理服务所产生的费用。慈善开支的总费用包含支持费用的拨款。
2. 管理活动

管理活动费用包含在提供管理基础设施和确保公共问责制方面、与托福园一般运作有关的所有费用。这些费用包括与章程或其他法律要求相关的费用，而且包含日常开支和支持费用的拨款。

如欲查阅已审计的全套财务报表，可从我们的网站 [www.doverpark.org.sg](http://www.doverpark.org.sg) 下载。





DOVER PARK HOSPICE  
Every Moment Matters

10 JALAN TAN TOCK SENG, SINGAPORE 308436

+65 6500 7272

UEN: S92SS0138D

[WWW.DOVERPARK.ORG.SG](http://WWW.DOVERPARK.ORG.SG)

 DOVERPARKHOSPICE

 DOVERPARKHOSPICE

 [WWW.DOVERPARK.ORG.SG](http://WWW.DOVERPARK.ORG.SG)