



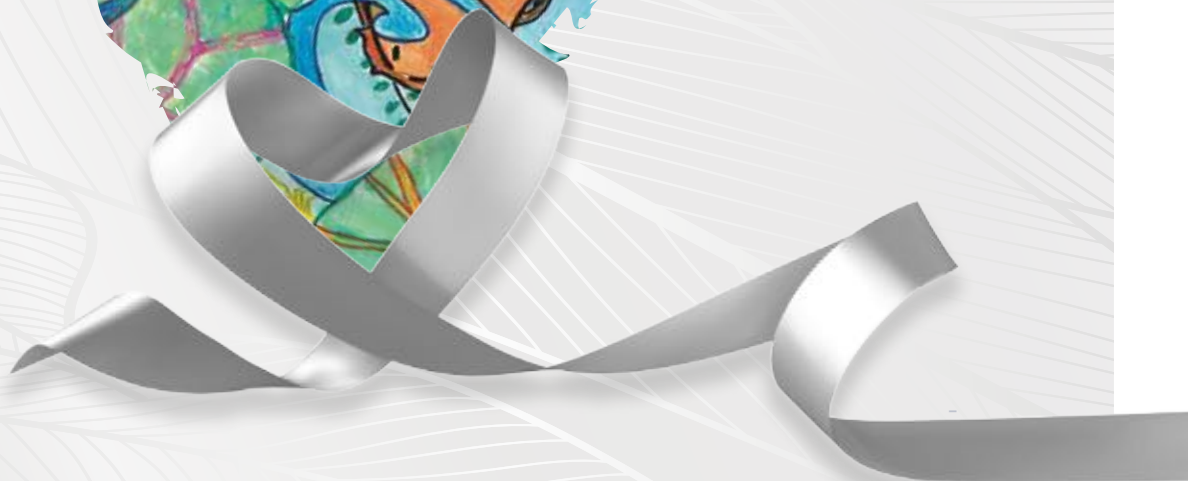
SINGAPORE
**HOSPICE
COUNCIL**

Living before Leaving

ANNUAL REPORT 2020-2021

Love, Care, Compassion

25 YEARS *of* PALLIATIVE CARE





Vision

Quality palliative care
for everyone

Mission

Be the collective voice of the
palliative care community to
advance public understanding
and champion for quality
palliative care services

ABOUT SINGAPORE HOSPICE COUNCIL

Established in 1995, Singapore Hospice Council (SHC) is a registered society and an Institution of a Public Character (IPC). We are an umbrella body representing organisations that actively provide hospice and palliative care in Singapore.

SHC is committed to improving the lives of patients with serious life-threatening illnesses and to giving support to the loved ones of these patients.

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Chairperson's Message

DR NEO SOEK HUI
PATRICIA
Chairperson





2020 marks an eventful and challenging year with the COVID-19 pandemic outbreak changing the way we live, work and interact. It is also a monumental year for Singapore Hospice Council (SHC), as we celebrate 25 years of palliative care sector building. We were honoured to have President Halimah Yacob as our Guest-of-Honour at our 25th Anniversary Awards and Appreciation Ceremony as well as our Silver Jubilee Celebrations.

As the umbrella body representing organisations providing hospice and palliative care in Singapore, SHC has to date 25 member organisations which include hospices as well as palliative care services in the restructured hospitals and community hospitals. SHC coordinates the shared needs of member organisations so that services can focus on providing the best care and support to patients and their caregivers. Through policy formation in partnership with the Ministry of Health, outreach and public education, coordinating healthcare professional training, and fostering quality improvement, SHC continues to fulfill its vision of providing quality palliative care for everyone.

In the past year, the SHC team adapted quickly to a new normal and continued to steer palliative care advocacy work through uncertainties and restrictions, moving towards digitalisation and enhanced social media engagement. Our quality improvement and healthcare worker engagement efforts continued as well, with quality improvement activities, monthly Multidisciplinary Forums and World Hospice and Palliative Care Day (WHPCD) celebrations transiting to virtual platforms.

This year, as we pause and celebrate all who have contributed to and honour our pioneers of the palliative care movement in Singapore, it is timely to take stock of the challenges ahead. In addition to the ongoing pandemic, healthcare services in Singapore continue

to adapt and innovate to meet the demands of a rapidly aging population. Local need for palliative care services continue to grow, with the field evolving to include early palliative care or supportive care. Results from our nationwide healthcare worker online survey also revealed a lack of familiarity with hospice and palliative care in almost half of the healthcare workers surveyed.

As a national body, SHC has a vital role in steering and coordinating national development of palliative care. The SHC strategic retreat held this year provided a platform for leaders of member organisations to come together and we hope to continue this important work of continuously engaging in conversations, sharing resources and supporting one another.

In spite of the challenges ahead, we take pride in journeying into the future together with the dedicated staff and volunteers from our member organisations as they continue to serve and bring comfort to patients and families each and every day. Their resilience, love and care exemplified is a constant inspiration for all of us at SHC.

We are truly grateful to our palliative care fraternity, volunteers and donors for continuing to support the work that we do. We hope that SHC will continue to be the collective voice of the palliative care community in advancing awareness and championing quality palliative care in generations to come.



Corporate Information

The Singapore Hospice Council (SHC) was established on 5 May 1995 as a society, and was registered under the Charities Act on 3 August 1996. It has been granted Institution of a Public Character (IPC) status for the period from 1 October 2019 to 30 September 2021.

Charity Registration No.:

1194

IPC No.:

HEF0026/G

Unique Entity No. (UEN):

S95SS0013E

**Registered Address and
Principal place of business:**

1 Lorong 2 Toa Payoh,
#07-00 Braddell House
Singapore 319637

Bankers:

DBS Bank Ltd
CIMB Bank Berhad
MayBank

Independent Auditor:

Kreston Ardent CAttrust PAC

Lawyers:

TSMP Law Corporation

Charity Trustees:

Dr Seet Ai Mee
A/Prof Goh-Fung Cynthia Ruth

Council Members:

The following nominees were appointed as Council Members of the 26th Council of the Singapore Hospice Council on 24 September 2020.

1. Chairperson Dr Neo Soek Hui Patricia
2. Vice-Chairman Dr Chong Poh Heng
3. Honorary Secretary Dr Wu Huei Yaw
4. Honorary Treasurer Mr Chey Chor Wai
5. Council Member Ms Choo Shiu Ling
6. Council Member Dr Ong Qing Liang
7. Council Member Dr Chia Bingzhu Dennis
8. Council Member Dr Tan Hong Weng
9. Council Member Mr Albert Ching Liang Heng
10. Council Member Dr Lee Onn Kei Angel
11. Council Member Sr Tan Swee Hoon Geraldine Marie
12. Council Member Dr Pope Andrew Villarosa Samson
13. Council Member Ms Wong Suet Ling Jasmine
14. Council Member Dr Edwin Lim Boon Howe
15. Council Member Dr Yong Woon Chai
16. Council Member Dr Koh Lip Hoe
17. Council Member A/Prof James Alvin Low Yiew Hock
18. Council Member A/Prof Chan Mei Yoke
19. Council Member Dr Norhisham Bin Main
20. Council Member Dr Yang Meijuan Grace
21. Council Member Dr Lee Guozhang
22. Council Member Dr Loo Yu Xian
23. Council Member Dr Neo Han Yee
24. Co-opted Member A/Prof Goh-Fung Cynthia Ruth
25. Co-opted Member Dr Koh Yong Hwang Mervyn



Objectives

1. Promote hospice and palliative care.
2. Advance public understanding.
3. Enhance and support efforts in service quality improvement.
4. Provide training for multidisciplinary team.
5. Act as a collective voice of hospice and palliative care.

Reserve Policy

The reserves of SHC provide financial stability and the means for the development of SHC's activities. SHC intends to maintain the reserve at a level sufficient for its operating needs. SHC holds its reserves close to three year's operating expenses.

Finance & Funding

SHC is funded by donations from the public, foundations, corporations and subscriptions from members of SHC as well as net surpluses generated from organising conferences and the Silver Jubilee Charity Show. In addition, activities of SHC are supported partially by various grants from the Ministry of Health, Temasek Trust Ltd, and National Council of Social Service.

Memberships

SHC is open for membership to any social service organisations running significant hospice programmes as 'ordinary' member or as a 'special' member if it is a restructured hospital or a medical centre with a palliative care unit. Other organisations with an interest in hospice or palliative care or are commercial organisations providing hospice care can apply to be 'affiliate' members. Each ordinary member and special member appoints one representative to the Council of SHC.

Privacy Policy

To ensure that personal information is secure, SHC enforces the Privacy and Security guidelines according to the Personal Data Protection Act 2012.

Governance Evaluation

SHC falls under the Enhanced Tier of Guidelines for the purposes of the Code of Governance (Code) for Charities and Institutions of Public Character as the Enhanced Tier covers IPCs with gross annual receipts or total expenditure of \$500,000 to \$10 million in each of its two immediate preceding financial years. Compliance with the checklist can be viewed on the Charity Portal (www.charities.gov.sg).

Conflict of Interest Policy

All Council members are required to read and understand the conflict of interest policy in place. Council members are required to disclose fully any conflict of interest that they may or potentially have, whether directly or indirectly.



Statement of Corporate Governance

The Singapore Hospice Council (SHC), as an Institution of a Public Character (IPC), is committed to good governance and management practices and seeks to comply with the Charity and IPC regulations and Code of Governance for Charities and Institutions of a Public Character.

1. Governing Council

Council Governance

The Council of SHC has the duty to ensure compliance with SHC's constitution and all the relevant laws and regulations. Its primary responsibility is to promote the interest of SHC in accordance with its objectives.

Roles and Responsibilities of the Council

1. Ensure compliance with all regulations pertaining to good governance.
2. Oversee the strategy that ensure the objectives of SHC are met.
3. Account for SHC's performance so that the resources and efforts deliver the outcomes and benefits to the members of SHC, the community at large and SHC's role in the region.
4. Devise and solicit philanthropic giving and grants that help to meet the objectives of SHC.

Council Composition

For the FY 2020-2021, the Council comprised of 23 representatives of member organisations and 2 co-opted representatives, A/Prof Goh-Fung Cynthia Ruth and Dr Koh Yang Hwang Mervyn.

The following are the member organisations and their representatives:

Organisation	Type of Member	Representative (Date appointed in Council)
Dover Park Hospice (DPH)	Ordinary (Founding Member)	Mr Chey Chor Wai (since 12 September 2019)
HCA Hospice Care (HCA)	Ordinary (Founding Member)	Dr Chong Poh Heng (since 13 August 2015)
Singapore Cancer Society (SCS)	Ordinary (Founding Member)	Mr Albert Ching Liang Heng (since 12 September 2019)
Catholic Welfare Services (CWS)/ St Joseph's Home (SJH)	Ordinary (Founding Member)	Sr Tan Swee Hoon Geraldine Marie (since 31 July 1995)
Assisi Hospice (AH)	Ordinary	Ms Choo Shiu Ling (since 29 August 2017)
Metta Hospice Care (MHC)	Ordinary	Dr Ong Qing Liang (since 23 July 2020)
MWS Home Care & Home Hospice (MWS)	Ordinary	Dr Chia Bingzhu Dennis (since 24 September 2020)



Organisation	Type of Member	Representative (Date appointed in Council)
Ren Ci Hospital (RCH)	Ordinary	Dr Tan Hong Weng (since 21 January 2021)
St Andrew's Community Hospital (SACH)	Ordinary	Dr Lee Onn Kei Angel (since 13 August 2015)
St Luke's Hospital (SLH)	Ordinary	Dr Pope Andrew Villarosa Samson (since 29 August 2017)
Tsao Foundation (TF)	Ordinary	Ms Wong Suet Ling, Jasmine (since 24 September 2020)
Tzu Chi Foundation (Singapore) / Buddhist Compassion Relief (TCF)	Ordinary	Dr Edwin Lim Boon Howe (since 30 May 2019)
Alexandra Hospital (ALEXANDRA)	Special	Dr Yong Woon Chai (since 23 July 2020)
Changi General Hospital (CGH)	Special	Dr Koh Lip Hoe (since 19 July 2012)
Khoo Teck Puat Hospital (KTPH)	Special	A/Prof James Alvin Low Yiew Hock (since 29 August 2017)
KK Women's & Children's Hospital (KKH)	Special	A/Prof Chan Mei Yoke (since 30 July 2009)
National Cancer Centre Singapore (NCCS)	Special	Dr Neo Soek Hui Patricia (since 28 July 2011)
Ng Teng Fong General Hospital (NTFGH)	Special	Dr Norhisham Bin Main (since 18 August 2016)
Sengkang General Hospital (SKH)	Special	Dr Yang Meijuan Grace (since 23 July 2020)
Singapore General Hospital (SGH)	Special	Dr Lee Guozhang (since 23 July 2020)
SingHealth Community Hospitals (SCH)	Special	Dr Loo Yu Xian (since 12 September 2019)
Tan Tock Seng Hospital (TTSH)	Special	Dr Neo Han Yee (since 1 August 2020)
Woodlands Health Campus (WHC)	Special	Dr Wu Huei Yaw (since 30 May 2019)

The following have been on the Council for more than 10 consecutive years:

Council Member	Reasons for retention on the Council
A/Prof Goh-Fung Cynthia Ruth	One of the key founders of SHC and holds vast experience in the palliative care sector both locally and in the region.
Sr Tan Swee Hoon Geraldine Marie	Nominated by member organisation. Founding Council member with experience in ILTC sector.
A/Prof Chan Mei Yoke	Nominated by member organisation. Possesses experience in specialised area of Paediatric Palliative Care.



Enterprise Risk Management

The Council appoints the Audit and Risk Committee (ARC) to oversee risk management. The ARC reviews the overall adequacy and effectiveness of risk management and internal control systems. The Council and Management are responsible for the effective implementation of risk management strategies, policies and processes to facilitate the achievements of SHC's operational and strategic objectives. Key risks are identified, addressed and reviewed on an ongoing basis.

Council Meetings

The Council meets quarterly during the work year that starts after the AGM of each year. The Council has met on the following dates:

1. 24 September 2020
2. 21 January 2021
3. 22 April 2021
4. 22 July 2021

The Council members' attendance at the 26th Council meetings for the period of September 2020 to July 2021 are as follows:

No.	Name of Council Member	Meetings Attended	No.	Name of Council Member	Meetings Attended
1	Dr Neo Soek Hui Patricia (Chairperson)	4/4	13	Ms Wong Suet Ling Jasmine	3/4
2	Dr Chong Poh Heng (Vice-Chairman)	4/4	14	Dr Edwin Lim Boon Howe	3/4
3	Dr Wu Huei Yaw (Honorary Secretary)	4/4	15	Dr Yong Woon Chai	4/4
4	Mr Chey Chor Wai (Honorary Treasurer)	4/4	16	Dr Koh Lip Hoe	3/4
5	Ms Choo Shiu Ling	1/4	17	A/Prof James Alvin Low Yiew Hock	4/4
6	Dr Ong Qing Liang	3/4	18	A/Prof Chan Mei Yoke	3/4
7	Dr Chia Bingzhu Dennis	3/4	19	Dr Norhisham Bin Main	2/4
8	Dr Tan Hong Weng	3/4	20	Dr Yang Meijuan Grace	4/4
9	Mr Albert Ching Liang Heng	4/4	21	Dr Lee Guozhang	3/4
10	Dr Lee Onn Kei Angel	4/4	22	Dr Loo Yu Xian	4/4
11	Sr Tan Swee Hoon Geraldine Marie	2/4	23	Dr Neo Han Yee	4/4
12	Dr Pope Andrew Villarosa Samson	4/4	24	A/Prof Goh-Fung Cynthia Ruth (co-opted)	2/4
			25	Dr Koh Yong Hwang Mervyn (co-opted)	3/4



2. Affiliate Members

Organisations who have an interest in hospice and palliative care or, commercial organisations providing hospice care can apply to be Affiliate Members. Affiliate Members may appoint one representative to attend General Meetings of SHC in accordance with Article 12.6 of the Constitution but they have no voting rights.

Lien Centre for Palliative Care (LCPC) and The Palliative Care Centre for Excellence in Research and Education (PalC) are Affiliate Members of SHC.

3. Roles and Responsibilities of Sub-committees and Programme Leads

Governance

Executive Committee (EXCO)

1. Oversee the operations of SHC.
2. Review and approve all matters submitted by the various programme leads and others such as annual budget, strategies and policies before they are tabled for Council's approval.
3. The Chief Executive reports to the EXCO and updates them on the operations and development of SHC.
4. Evaluate the performance of the Chief Executive.

Nomination Committee

1. Undertake an annual review of the Council's succession plans, taking into consideration, the structure and composition of the Council, Council EXCO and sub-committee as well as the required mix of skills, experience and competency required and make recommendations to the Council with regard to any adjustments that are deemed necessary.
2. Responsible for reviewing the new candidates for Council membership nominated by the member organisations so as to satisfy the objective of having the right mix of skills, experience and competency in the Council, and to discuss with member organisations on their nominations to achieve this objective.
3. The committee shall review the candidates suitable for co-option to the Council to fill Council vacancies as and when they arise.
4. Ensure that orientation and induction programmes are provided for new members so that all new Council Members are inducted and orientated in their roles.
5. Recommend to the Council concerning the re-election/re-appointment of Office Bearers and Council members to chair committees of the Council, pursuant to the Corporate Governance Code, Charity Council or equal.

Finance Committee

1. Review budgets prepared by staff.
2. Develop appropriate procedures for budget preparations consistent with the Council's plans.
3. Ensure regular and accurate monitoring and accountability for funds and report to the Council on any financial irregularities and concerns.
4. Recommend financial guidelines to the Council (such as to establish a reserve fund or to obtain a line of credit for a specified amount).
5. Work with staff to establish finance processes and procedures.
6. Work with staff on financial reports and ensure that reports are accurate and timely.
7. Oversee short and long-term investments, unless there is a separate investments committee.
8. Advise the Chief Executive and other appropriate staff on financial priorities and information systems.



Audit and Risk Committee

External Audit

1. Recommend to the Council the appointment, reappointment and termination of the External Auditor, and approving the remuneration and terms of engagement of the External Auditor.
2. Oversee the financial reporting and disclosure process, and monitor the choice of accounting policies and principles.
3. Review and approve the External Auditor's scope of the audit.
4. Review the results of the audit of financial statements and consider significant findings and recommendations of the External Auditor's and management's responses.
5. Approve the audited financial statements before it is tabled and approved by the Council.
6. Review independence and objectivity of the External Auditor annually.
7. Review and consider the results and effectiveness of the external audit.
8. Periodically review and assess the performance of the External Auditor.
9. Report to the Council of any financial irregularities, concerns and opportunities.
10. Liaise with the External Auditor on any significant matters arising.

Internal Audit

1. Recommend to the Council the appointment, reappointment and termination of the Internal Auditor, and approving the remuneration and terms of engagement of the Internal Auditor.
2. Review and approve the internal audit programme and request where appropriate that Internal Auditor undertakes specific work.
3. Review the results, effectiveness and objectivity of the Internal Auditor's reports and findings including recommended response on the audit finding to the EXCO.
4. Reviewing the effectiveness and performance of the service provided by Internal Auditor.

Whistleblowing and Fraud

1. The Committee Chair shall be notified of all reports on whistleblowing matters and together with the ARC will arrange for independent investigation of such matters and appropriate follow-up action.
2. Review arrangements by which staff may, in confidence and without fear, raise concerns about possible improprieties in matters of financial reporting or other matters (such as commitment to quality work, professional judgement and values). Also, ensure arrangements are in place for the proportionate and independent investigation of such matters and for appropriate follow-up action.
3. Consider other topics, as defined by the Council, such as the policies for preventing or detecting fraud, its code of corporate conduct/business ethics and its policies for ensuring compliance with relevant regulatory and legal requirements.

Enterprise Risk Management

1. Determine whether SHC has in place an effective and appropriate risk management framework, under which all significant or material risks are identified, analysed, managed and reported to Council.
2. Oversee management's responsibility for the effective implementation of risk management strategies, policies and processes to facilitate the achievement of SHC's operations and strategic objectives.
3. Perform any other oversight functions requested by the Council or undertake any special investigations.

Other Matters

1. The Committee may request the participation of advisors from time to time, including but not limited to SHC employees, management, or external consultants, to provide advice or information to the Committee or to its members independently, with respect to any matter before or related to the Committee, at SHC's expense.



Programmes and Services

The programmes and activities conducted by SHC to fulfill its objectives are overseen by committees or representatives from its members. In the FY 2020 - 2021, these were the committees and programmes of SHC and the roles and responsibilities of the committees or the appointed representative.

Community Engagement Steering Committee (CESC)

1. Recommend and lead Community Engagement and Communication strategies.
2. Update Council (and relevant funding agencies) on curated approaches to community engagement (including budget).
3. Work closely with CECC, HCWC and CSPM in development and implementation of projects or initiatives.
4. Align and synergise all work pertaining to CECC, HCWC and CSPM.
5. Support Chief Executive and secretariat in delivering key performance indicators for funded projects e.g. MOH-CE.

Community Engagement and Communication Committee (CECC)

This committee reports to the Steering Committee.

It plans, coordinates and manages community engagement activities among members of the general population. The latter will include youths, students in institutes of higher learning, working adults and the elderly. The objective is to raise overall awareness and understanding of palliative care in the nation.

1. Formulate community engagement strategies targeted at the general population.
2. Develop a customised and coherent public communications plan.
3. Assess and manage contracted external service providers e.g. media consultants/PR firms/project consultants.
4. Advise the CESC concerning community events planning, including any related media engagement.
5. Develop strategic relationships with ministries and relevant government bodies, corporates, community and grassroot organisations, NGOs and other service providers.
6. Create and produce community engagement kits. This may include material on caregiving.
7. Collate statistics for reporting to Steering Committee and Council (six monthly).

Healthcare Workers Committee (HCWC)

This committee reports to the Steering Committee.

Plan, coordinate and manage community engagement activities among healthcare workers and students (e.g. doctors, nurses and social workers in acute hospitals or community services; medical, nursing and social work students; general practitioners) with the objective to raise overall awareness and understanding of palliative care.

1. Advise steering committee and SHC secretariat as subject experts in palliative care, including acting as liaison to practitioners and/or stories in relation to public media work where relevant.
2. Guide content and collaterals development, as SHC reaches out to specific target groups across different categories of health and social care, or allied health providers.
3. Catalogue and signpost different streams of palliative care education in support of diverse learning needs; the latter can come from services, tertiary institutions or residency programmes.
4. Organise forums, workshops and talks on palliative care, for knowledge transfer and to enhance competencies among different disciplines and classes of providers.
5. Raise awareness and understanding of palliative care and its supporting services in Singapore, to improve overall palliative care literacy among providers, with the view to facilitate patient access.
6. Collate figures and statistics for reporting to Steering Committee and Council (six monthly) when required, for example by government or grant agencies.



Caregivers Support and Patient Education Materials (CSPeM) Committee

This committee reports to the Steering Committee.

Work closely with the Community Engagement and Communication Committee (CECC) to design content for caregiver support and patient education. The objective is to raise overall awareness and understanding of palliative care and assist those in the system to provide better support in caregiving.

1. Review caregivers support and patient education materials.
2. Write, curate or produce content for caregivers support and patient education materials.
3. Report to the CE steering committee on progress.

Ethics Advisory Committee

1. Foster ethical issues raised by the Council of SHC and to make recommendations to it.
2. Prepare and explain position statements on ethical issues to SHC.
3. To recommend means to promote an awareness of ethical principles and practices in palliative care amongst healthcare workers in palliative care.

Hospice Link Editorial Committee

1. Provide editorial support for Hospice Link.
2. Serve as liaison between staff of SHC and member organisations on news-worthy and educational items.
3. To ensure timely production and circulation of Hospice Link.

Quality Improvement Programme Steering Committee

1. Revise and test out the psychosocial and spiritual domains of the National Guidelines for Palliative Care (NGPC).
2. Conduct 4 sessions of QI forums/workshops/courses.
3. Train 20 staff from member organisations to become QI champions/experts (~1 staff per organisation).
4. Develop and implement 2 QI mentorship projects.
5. Perform the annual Minimum Data Set (MDS) collection.
6. Run the annual Caregiver Response Experience Survey (CaRES) and increase participation rate to 80%.

Singapore Palliative Care Conference (SPCC) 2021 Organising Committee

1. Plan, oversee and organise the conduct of the SPCC 2021.
2. Ensure that the rolling out of the plans for the Conference is on track.
3. Make policies to guide the overall running of the conference, e.g. on registration fees, sponsorship conditions for speakers, trade exhibition participants, fundraising and other financial policies.
4. Appoint committees and the respective chairs with specific functions pertinent to running a good conference.
5. Appoint the Professional Conference Organiser (PCO) and ensure adequate supervision and liaison with the PCO.
6. Appoint a Treasurer, who shall chair and form the SPCC 2021 Finance Committee, keep adequate control over the finances of the Conference and ensure good governance of all funds received and dispensed.

Multidisciplinary Forum (MDF)

1. Ensure the relevancy of the programme for the MDF submitted by member organisations.
2. Monitor feedback from the participants and propose changes to the programme or organisation of the Multidisciplinary Forum.



Medical Student Programme

To enable continual learning during the Covid-19 pandemic, Yong Loo Lin School of Medicine has transformed the Medical Student Programme to virtual centric assignments in FY20/21. The physical attachment of students in the Community Palliative Care institutions was suspended from May 2020 till further notice to ensure the safety and well-being of the students were adhered.

4. Whistleblowing Policy

SHC has a whistleblowing policy to allow staff, suppliers, contractors, partners and other stakeholders raise concerns or report malpractices and misconduct to the relevant authority in SHC. 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 whistleblowers will be treated with confidentiality. There is no known whistleblow report in the FY ended 31 March 2021.

5. Disclosure and Transparency

The annual report is prepared to include information on its programmes, financial affairs, governance, Council and its Management. Audited Financial Statements are available on SHC's website and information on SHC's financials can be found in the Commissioner of Charities website.

For the FY ended 31 March 2021, Council members were all volunteers and were not remunerated for their services to SHC. There is no staff serving as a Council member.

All Council members declared that they were neither undischarged bankrupts or had been convicted of any offence in a court of law.

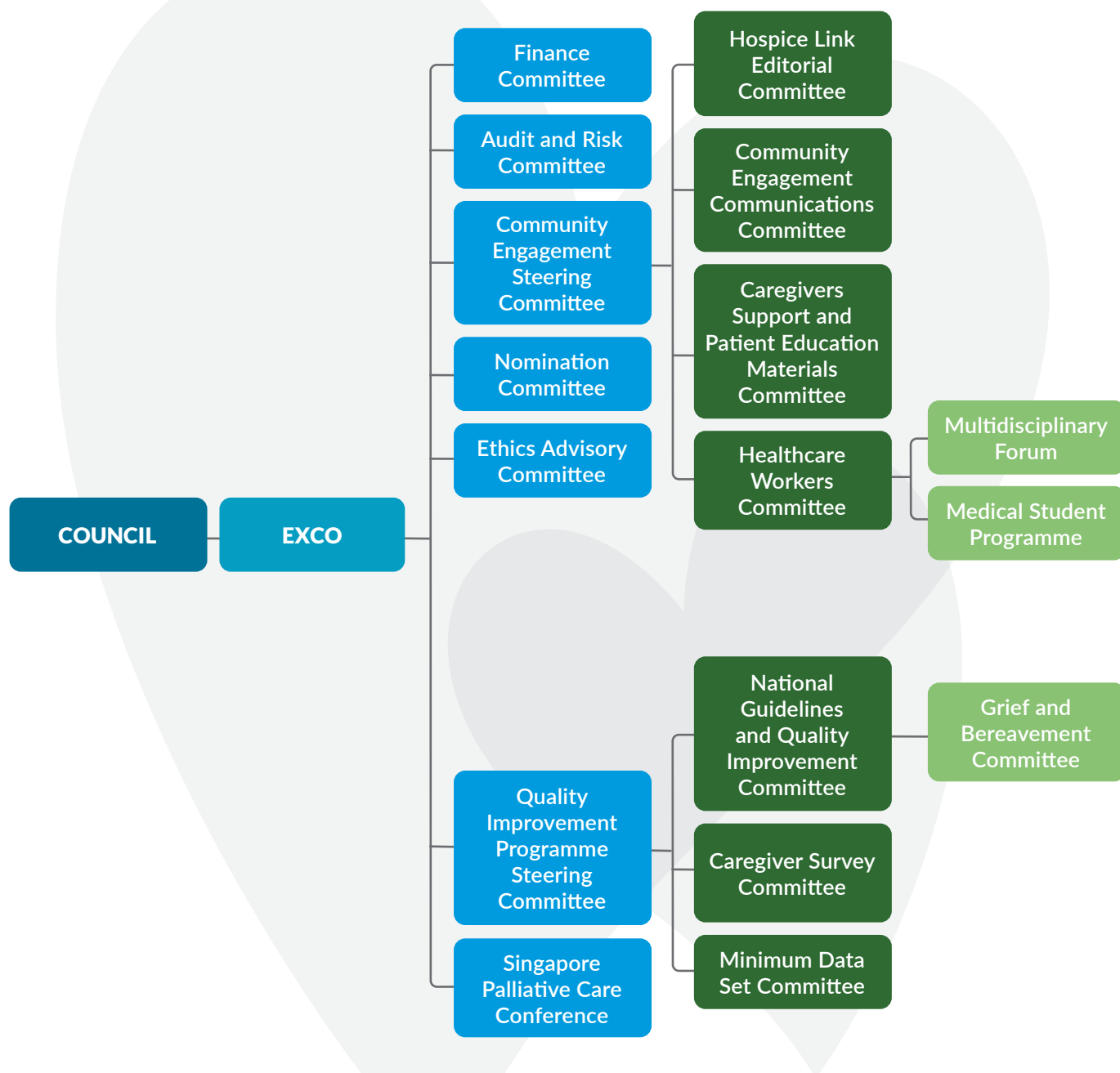
Only one staff had remuneration of more than \$100,000.

No paid staff is a close member of the family of the Chief Executive or Council member.



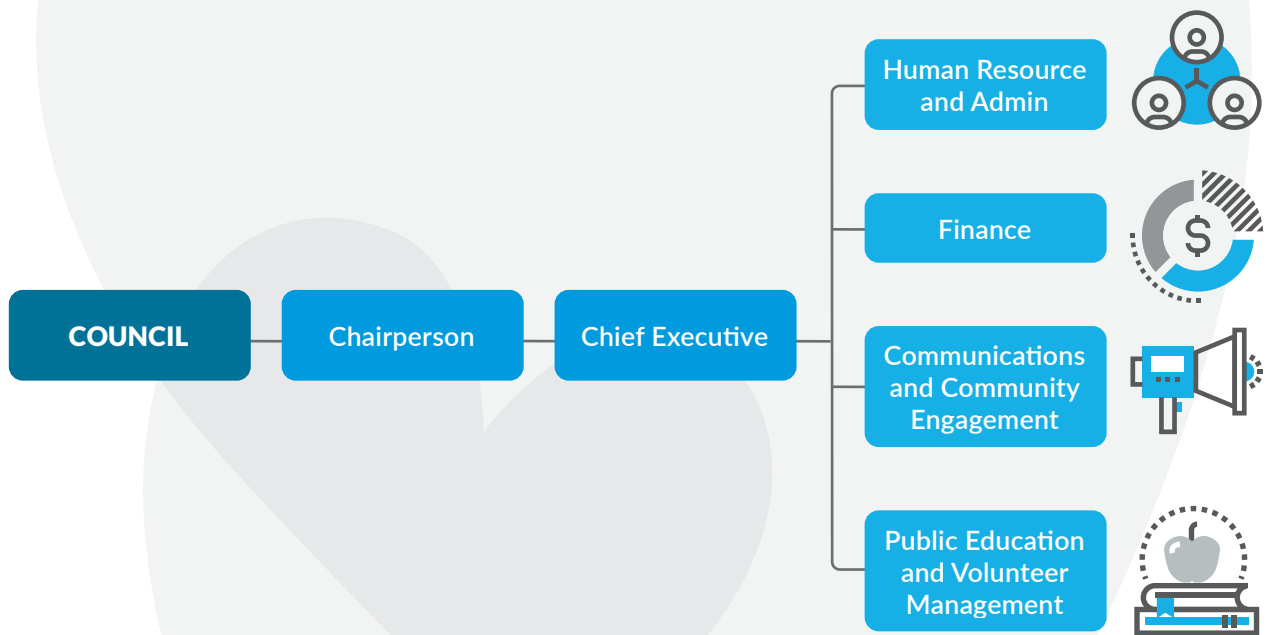
Organisation Structure

Council Structure





Management Structure





Committees And Staff



Dr Neo Soek Hui
Patricia
Chairperson

Dr Chong Poh Heng
Vice-Chairman

Dr Wu Huei Yaw
Honorary Secretary

Mr Chey Chor Wai
Honorary Treasurer

Governance

Executive Committee

Dr Neo Soek Hui Patricia (NCCS) – Chairperson
Dr Chong Poh Heng (HCA) - Vice-Chairman
Dr Wu Huei Yaw (WHC) - Honorary Secretary
Mr Chey Chor Wai (DPH) – Honorary Treasurer

Nomination Committee

Dr Neo Soek Hui Patricia (NCSS) – Chairperson
Dr Chong Poh Heng (HCA) – Vice-Chairman
Dr Wu Huei Yaw (WHC) – Honorary Secretary

Finance Committee

Dr Tan Kee Wee - Chairperson
Mr Chey Chor Wai (DPH)
Mr Richard Yap

Audit and Risk Committee

Mr Albert Ching Liang Heng (SCS) - Chairman
Mr Timothy Liu (DPH)
Mr Edwin Lee Wing Fai (April 2020 to February 2021)

Community Engagement and Communication Committee (CECC)

Ms Geraldine Tan-Ho – Co-Chairperson
Mr Seah Wee Thye – Co-Chairman
Ms Cindy Chew
Ms Jacqueline Ong
Mr Richard Teo
Ms Evelyn Leong (SHC)
Ms Christina Wee (SHC)

Healthcare Workers Committee (HCWC)

Dr Peh Tan Ying – Co-Chairperson
Dr Chia Siew Chin – Co-Chairperson
Dr Jamie Zhou (NCCS)
Dr Ong Eng Koon (NCCS)
A/Prof Edward Poon (SLE)
Dr Loo Yu Xian (SCH)
Dr Tricia Yung (TTSH)
Mr Andy Sim (SCH)
Ms Violet Yang (SHC)
Ms Veronica Chee (SHC)

Caregivers Support and Patient Education Materials Committee (CSPM)

Dr Karen Liaw (SACH) – Chairperson
Dr Lee Sze Yi (NCCS) – Co-Chairperson
Ms Candice Tan (TTSH)
APN Chia Gerk Sin (TTSH)
Ms Karen Choo (HCA)
Ms Liu Fang (AH)

Programmes

Community Engagement Steering Committee (CESC)

Dr Chong Poh Heng (SHC Vice-Chairman)
Dr Edwin Lim Boon Howe (Tzu Chi)
Ms Evelyn Leong (SHC)
Ms Christina Wee (SHC)



Ethics Advisory Committee

Prof Lalit Krishna (NCCS) – Chairman
A/Prof James Alvin Low (KTPH) – Co-Chairman
A/Prof Cynthia Goh (NCCS)
Dr Neo Han Yee (TTSH)
Dr Norhisham Bin Main (NTFH)
Ms Cheung Siew Li (SLH)
A/Prof Owen Schaefer (NUS)

Hospice Link Editorial Committee

Ms Christina Wee (SHC) – English Editor
Ms Sheena Koong (SHC) – Chinese Editor
Ms Anne Loh – English Associate Editor
Ms Sun Hwee Chein – Chinese Associate Editor
Ms Koh Bee Yen – Chinese Translator
Ms Yvonne Lee – (ALEXANDRA)
Ms Angela Yeo (AH)
SSN Rasidah Bte Alias (CGH)
Ms Jenny Goo (DPH)
Ms Toh Wei Shi (HCA)
Ms Tricia Tan (KTPH)
Ms Tang Swee Noi (LCPC)
Ms Cecilia Soh (MHC)
Ms Nicolette Yeo (MWS)
Ms Sharon Tan (RCH)
Ms Tan Li Kuan (PaIC)
Ms Farah Rahman (SKH)
Ms Kumudha Panneerchelvam (SCS)
Ms Mavis Law (SGH)
Mr Muhammad Azhar bin Abdul Rahim (SCH)
Ms Peh Lay Koon (SACH)
Ms Shereen Ng (SJH)
Ms Chua Hwee Leng (SLH)
Ms Candice Tan (TTSH)
Ms Desiree Lim (TF)
Tzu Chi Editorial Team

National Palliative Care Quality Improvement (NatPallQI) Steering Committee

Dr Lo Tong Jen (NCCS) – Chairman
Dr Yee Choon Meng (TTSH) – Co-Chairman
Dr Neo Soek Hui Patricia (SHC Chairperson)
Adjunct A/Prof Tan Hui Ling (TTSH)
Dr Ho Si Yin (TTSH)
Dr Grace Yang (NCCS)
Dr Shirlyn Neo (NCCS)
Dr Aw Chia Hui (WHC)
Ms Goh Sock Cheng (HCA)
Ms Peh Zi Xin (DPH)
Ms Chee Wai Yee (SHC)

Singapore Palliative Care Conference 2021 Organising Committee

Dr Neo Han Yee (TTSH) – Chairman
Dr Shirlynn Ho (NCCS) – Vice-Chairperson
Dr Yee Choon Meng (TTSH) – Treasurer,
Sponsorship and Finance Committee, Chairman

Dr Edwin Lim Boon Howe (Tzu Chi) – Sponsorship and Finance Committee, Vice-Chairman

Dr Grace Yang (NCCS) – Scientific Committee, Chairperson

APN Sylvia Lee (DPH) – Scientific Committee, Vice-Chairperson

Dr Jamie Zhou (NCCS) – Social Committee, Chairperson

Dr Vengadasalam Murugam (NTFGH) – Social Committee, Vice-Chairman

Dr Tricia Yung (TTSH) – Abstract Subcommittee, Chairperson

Ms Joyce Chee (APHN) – Logistics and Facilities Committee, Chairperson

APN Chia Gerk Sin (TTSH) – Scholarship and Bursary Subcommittee, Chairperson

Dr Chong Poh Heng (HCA) – Council Representative

Ms Evelyn Leong (SHC)

Ms Elaine Shen (SHC)

Multidisciplinary Forum

Dr Ong Eng Koon (NCCS)

Medical Student Programme

Dr Tricia Yung (TTSH)

OUR STAFF

As of 1 April 2020 to 31 Mar 2021, there are two full-time permanent staff and seven contract staff.

Full-time

Ms Evelyn Leong – Chief Executive (since 22 May 2019)
Ms Veronica Chee – Senior Executive, Finance and Administrative (since 28 January 2019)

Contract

Ms Christina Wee – Manager, Communications and Community Engagement

Ms Violet Yang – Manager, Education and Volunteer Management

Ms Elaine Shen – Assistant Manager, Events and Outreach

Ms Chen Ting – Senior Executive, Events and Outreach

Ms Nancy Lee – Senior Executive, HR and Administrative

Ms Sheena Koong – Executive, Communications

Ms Tay Sin Huay – Executive, Education and Volunteer Management

Ms Ang Xiao Ting – Executive, Events and Outreach

Ms Audrey Chua – Executive, Social Media Relations



SHC Silver Jubilee Celebration

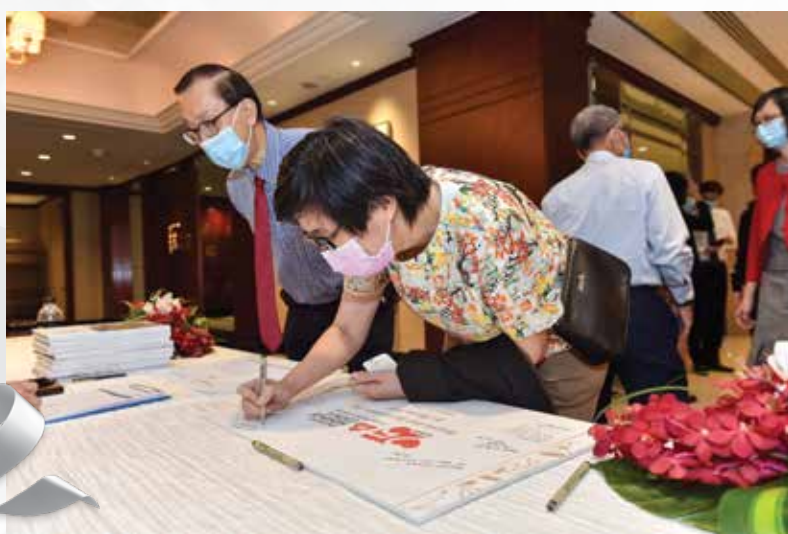
Singapore Hospice Council (SHC) celebrated its 25th anniversary over two days of events. President Halimah Yacob graced the 25th Anniversary Awards and Appreciation Day as Guest-of-Honour on 26 March 2021, with her congratulatory speech on SHC's milestone broadcasted during the virtual Charity Show on 27 March 2021. She expressed her gratitude to all palliative care professionals for their dedication and tireless efforts in taking care of patients with life-threatening illnesses and their families.

25th Anniversary Awards And Appreciation Day

Held at the Shangri-La Hotel Singapore, this occasion celebrated SHC's significant milestone and honoured the pioneers, past chairpersons and member organisations of SHC for their valuable contributions to the hospice movement. SHC Chairperson Dr Neo Soek Hui Patricia presented key findings from SHC's recent survey with 2,326 healthcare professionals in Singapore. Results revealed an estimated 20% increase in palliative care awareness among healthcare professionals and affirmed a need for continual and targeted training to prepare them to care for patients with life-threatening illnesses.



SHC also unveiled its new Vision and Mission statements. Moving forward, SHC will continue to work closely with the Ministry of Health to enhance access, affordability and ensure consistent quality of palliative care services in Singapore.



Above
Guests wrote their well wishes for SHC at the registration booth.



Above
Emcee Susan Ng welcomed guests to the event.



Left

Group photo of The Guest-of-Honour, Madam President Halimah Jacob and Welcome Party (SHC Honorary Secretary and Chairman of the 25th Anniversary Celebration Organising Committee Dr Wu Huei Yaw, SHC Chairperson Dr Patricia Neo, SHC Vice-Chairman Dr Chong Poh Heng, SHC Honorary Treasurer Mr Chey Chor Wai and SHC Chief Executive Ms Evelyn Leong).

Right

Dr Patricia Neo, Chairperson of SHC, delivered her opening speech during the Awards and Appreciation Day.



Below & Bottom Left

Madam President and Distinguished Guests watched the tribute clips in honour of SHC's pioneers.



Above

Associate Professor Cynthia Goh, senior consultant at the Division of Supportive and Palliative Care in the National Cancer Centre Singapore, received her Token of Appreciation from Madam President and Dr Wu Huei Yaw.



Left

Madam President, Dr Patricia Neo and Ms Evelyn Leong launched SHC's Vision and Mission statements.



Left

Dr Patricia Neo presented the Token of Appreciation to Madam President for gracing the event.





Silver Jubilee Charity Show

Guests enjoyed a special dinner at home prepared by the Shangri-La Hotel, while watching a variety of stellar performances via the SISTIC Live platform. This event was part of SHC's fundraising efforts to continue its advocacy work in providing palliative care education and training for doctors, nurses, allied health professionals and the public so that more people will have access to better quality of life leading to a dignified end-of-life journey.

Once again, a huge thank you to all performing artistes, sponsors, donors and partners for making this show possible.

Right
Pre-show
performance by
pianist Joshua
German.



Right
Emcee, Cheryl Yao,
welcomed guests to
the event.



Below
Sand artist Tan Sock Fong
illustrated the history of SHC.



Right
Dr Alex Su, Vice-Chairman of
the Medical Board (Clinical
Quality) at Institute of Mental
Health, sang the Chinese
classic “城里的月光”.



Below
Opening address by Madam President who conveyed her
support for SHC and the palliative care sector.



Left and Above
“Life” is a song composed and
performed by Mr Mohamed
Abdullah Alhabshee & First Fusion
band, singer Tan Yu Qing and four
veteran DJs from VintageRadio.SG.



Above
Veteran singer, actress, performer and VintageRadio.SG DJ Rahimah
Rahim performed “Let Me Be There”.



Left

SHC delivered bento meals and hampers, sponsored by Borden Company (Private) Limited, to the patients, caregivers and healthcare workers of Assisi Hospice, Dover Park Hospice, St. Andrew's Community Hospital, St Joseph's Home and St Luke's Hospital.



Top

Second-runner up of the popular singing competition, Sing! China, Joanna Dong performed "Close To You", "You Gotta Be" and "A Good Goodbye".

Top

Actor Nick Shen, an active volunteer at one of SHC's member organisations, with his mask changing performance and rendition of popular Chinese song "朋友".

Online Charity Auction and Sales

In order to empower more people to look into their palliative care and end-of-life care plan, SHC prepared a special selection of items for auction and sale from 22 March to 11 April 2021. Items on auction included breathtaking photographs from Speaker of Parliament Mr Tan Chuan-Jin, while items on sale consisted of award-winning restaurant vouchers, beautiful watches and more. All net proceeds were donated to SHC for advocacy work. Buyers could choose to donate their purchases to patients and/or caregivers of SHC's member organisations.

Right

In support of SHC's Silver Jubilee fundraising, Yeo Family Foundation pledged a gorgeous metal print photograph of Fuji-Hakone-Izu National Park by Speaker Tan Chuan Jin to St Luke's Hospital.



Right

In memory of Mdm Rosie Tan Gek Tiang, the donor supported SHC's online fundraising and presented St Joseph's Home, Catholic Welfare Services (STJH) a brand new automatic mahjong table.



Left

Our donor, who would like to remain anonymous, generously supported SHC's Silver Jubilee fundraising and presented a brand new automatic mahjong table to Assisi Hospice.



Year in Review





Events and Community Engagement

National Library Board

As part of Singapore Hospice Council's (SHC) efforts to educate the community on palliative care and end-of-life care planning, SHC partnered with the National Library Board (NLB) and held exhibitions at 4 public libraries in Bedok, Geylang East, Queenstown and Woodlands between August 2020 to February 2021. Using infographics, stories and printed resources, SHC distributed over 2,500 resources.



SHC's Life Book series, grief and bereavement books and infographics on "the 3As of Palliative Care" and "3 Parts of End-of-Life Care Planning" displayed at SHC's Bedok Public Library Exhibition.

World Hospice and Palliative Care Day 2020

HeARTS in ACTION Virtual Event

To celebrate World Hospice and Palliative Care Day (WHPCD) 2020, Singapore Hospice Council (SHC) organised a two-day virtual event on 9 and 10 October 2020 to honour the contributions of healthcare workers, caregivers and volunteers in the palliative care sector. It also hoped to increase awareness of palliative care and encourage people to take early steps in their end-of-life care plans by doing their Advance Care Planning.



Host Nick Shen and Vanessa Tan opened the show for HeARTS in ACTION.



Opening ceremony of "HeARTS in ACTION", a drumming performance by the Buddhist Compassion Relief Tzu Chi Foundation (Singapore) represented by Dr Chee Chen Si (Dental Surgeon) and Lee Tien Li (Registered Nurse).



Mr Titus Lee, Director (Aged Care Services), Ministry of Health graced the event as Guest-of-Honour on 9 October 2020. The videos were live-streamed on SHC's Facebook and SISTIC, and garnered more than 8,500 views combined (as of December 2020).



Welcome speech from Dr Chong Poh Heng, Vice-Chairman of SHC.



Opening message from the Guest-of-Honour, Mr Titus Lee, Director of Aged Care Services, Ministry of Health.



Launching the trailer of SHC's short film "The Sketchbook" by (left to right) Host Nick Shen, Mr Titus Lee (GOH), Dr Chong Poh Heng (Vice-Chairman of SHC), Ms Evelyn Leong (Chief Executive of SHC) and Host Vanessa Tan.



Former actor, Edmund Chen, offered encouraging words for the palliative care professionals.

Tan Yuqing and 28 representatives from SHC and her member organisations came together to present "Journey" – written, composed and sung by Yuqing.

Day 1 consisted of heartfelt performances from artistes, healthcare workers and volunteers. It concluded with guest speakers sharing on palliative care, end-of-life care planning and volunteering.

Day 2 started with the screening of SHC's first short film "The Sketchbook", which was inspired by a true event. This was followed by a live panel discussion on coming to terms with dying, joined by a palliative care doctor, nurse and caregiver.

You can make
a difference too





Discussion topics included palliative care, end-of-life care planning and volunteering.

Left to right

Moderator Nick Shen, Dr Chong Poh Heng, Dr Raymond Ng (Head of Palliative Medicine Department of Integrated Care, Woodlands Health Campus), moderator Edwin Sim.



A panel discussion about dealing with death and palliative care by Nick Shen (caregiver), Nicole Peng (Senior Palliative Care Nurse from HCA Hospice Care) and Dr Yee Choon Meng (Head of Dover Park Hospice Home Care Service) and moderator Sherman Ho, Singapore Film Society.



SIMmeriNG performs "Me & You", composed by a group of Republic Polytechnic students from the Diploma in Sonic Arts course for their 2019/2020 Final-Year Project.



A sign language performance of "Give Love" by a group of nurses and therapists from the home palliative care team at Buddhist Compassion Relief Tzu Chi Foundation (Singapore) and Host Nick Shen, an active volunteer there.



Daniel Ong (winner of SHC 2019 Voices of My HeART Songwriting Competition), performed his winning song "阿嬷的歌" composed by Goh Seow Ting. The lyrics were inspired from SHC's Life Book Granny Cool.



HeARTS In ACTION Webinar

To further equip the public with knowledge from healthcare professionals on palliative care and end-of-life care matters, SHC jointly organised webinar sessions in English and Mandarin with the Agency for Integrated Care on 24 and 25 October 2020 respectively. Topics covered introduction on palliative care, Advance Care Planning and Lasting Power of Attorney.



Webinar 24 October (clockwise from top left)
Presented by speakers Dr Chong Poh Heng (Vice-Chairman of SHC, Medical Director of HCA Hospice Care) and Mr Sammy Leong (Case Manager of SATA CommHealth). Facilitated by Mr Edwin Sim (SHC volunteer).



Webinar 25 October (clockwise from top left)
Presented by speakers Dr Koh Lip Hoe (Council Member of SHC, Head and Senior Consultant, Department of Geriatric Medicine, Changi General Hospital), Mr Dan Chan and Ms Chuah Xing Jun (Social Workers at Hougang Sheng Hong Family Service Centre). Facilitated by Mr Peter Mao (Social Worker at Life Point - Society of Sheng Hong Welfare Services).

Singapore Palliative Care Conference 2021 (SPCC 2021)

The Organising Committee was formed in August 2018 to commence the planning of SPCC 2020. However, due to fluid circumstances arising from COVID-19, the conference was rescheduled and renamed to SPCC 2021. The conference together with its pre and post workshops will be held virtually instead of on-site. The main conference for this virtual event will be held on 9 and 10 December 2021, bringing together a community of healthcare professionals, community services, industrial partners, scientists, educators, caregivers and volunteers with its theme of “Embrace - Engage - Envision” featuring a stellar line-up of both international and local speakers.





Public Education

Palliative Care Communicator Training (PCC)

The objectives of Palliative Care Communicator Training are to help individuals to gain knowledge on how to start conversations with their loved ones on palliative care and end-of-life matters and to develop skills in using the community engagement kit to help the service recipients reflect on life and end-of-life matters.

Date	Co-Organiser	Venue	Language	No. of Attendees
16 Nov 2020	Nanyang Technological University (NTU)	NTU The Arc - Learning Hub North	English	14
17 Nov 2020	Anglo-Chinese Junior College (ACJC)	ACJC	English	9
20 Jan 2021	SMU Master of Science in Communication Management (MCM) & Nanyang Polytechnic	via Zoom	English	6
1 Mar 2021	Members of Asia Pacific Hospice Palliative Care Network	via Zoom	Chinese	92
10 Mar 2021	NUS Centre for Pro Bono & Clinical Legal Education	via Zoom	English	5
12 Mar 2021	ACJC	via Zoom	English	22
24 Mar 2021	Singapore Cancer Society	15 Enggor Street	English	8
28 Mar 2021	General Public	via Zoom	English	4
TOTAL				160



Training with ACJC Press students
on 17 November 2020.



Public Education Talks

The purpose of the Palliative Care Educational Talk is to equip the public on how to start discussions on end-of-life matters with their loved ones and to help the public know about palliative care.

In March 2021, Singapore Hospice Council (SHC) initiated storytelling sessions for the students from Anglo-Chinese Junior College (ACJC) to share a heart-warming story at Methodist Welfare Services (MWS) Seniors Centre at 4 locations. The session was followed by an educational talk on Palliative Care by SHC staff and the students used the SHC's conversation cards to discuss the content of Advance Care Planning and ended the sessions with two interactive games with the seniors.

Date	Co-Organiser	Venue	Public Engagement Events	Language	No. of Attendees
11 Jul 2020	No One Dies Alone (NODA) at Institute of Mental Health	via Zoom	SHC Talk - Intro to Palliative Care	English	28
6 Aug 2020	National Library Board (NLB)	via Zoom	SHC Talk - Intro to Palliative Care	English	61
16 Sep 2020	SMU Capstone Project	via Zoom	SHC Talk - Intro to Palliative Care	English	5
24 Oct 2020	SHC and Agency for Integrated Care (AIC)	via Zoom	World Hospice and Palliative Care Day Webinar	English	133
25 Oct 2020	SHC and AIC	via Zoom	World Hospice and Palliative Care Day Webinar	Chinese	56
14 Oct 2020	Republic Polytechnic	via Zoom	SHC Talk - Intro to Palliative Care	English	10
4 Nov 2020	NLB	via Zoom	SHC Talk - Intro to Palliative Care	Chinese	24
15 Jan 2021	SHC Chinese Volunteer Speakers	via Zoom	Training for SHC Talk - Intro to Palliative Care	Chinese	3
23 Jan 2021	SHC English Volunteer Speakers	via Zoom	Training for SHC Talk - Intro to Palliative Care	English	4
27 Feb 2021	Public Talk on Palliative Care (by volunteer trainer)	via Zoom	SHC Talk - Intro to Palliative Care	English	23
2 Mar 2021	Trinax	via Zoom	SHC Talk - Intro to Palliative Care	English	9
6 Mar 2021	Public Talk on Palliative Care (by volunteer trainer)	via Zoom	SHC Talk - Intro to Palliative Care	Chinese	54
15 Mar 2021	MWS Senior Activity Centre - GreenTops@ Sims Place (by ACJC)	63 Sims Place	Story-telling and End-Of-Life (EOL) conversation	Chinese	14
17 Mar 2021	MWS Senior Activity Centre - Teck Ghee Vista (by ACJC)	370D Ang Mo Kio Ave 6	Story-telling and EOL conversation	Chinese	14



Date	Co-Organiser	Venue	Public Engagement Events	Language	No. of Attendees
18 Mar 2021	MWS Senior Activity Centre – Kebun Baru (by ACJC)	180 Ang Mo Kio Ave 5	Story-telling and EOL conversation	Chinese	17
18 Mar 2021	MWS Senior Activity Centre – Teck Ghee Vista (by ACJC)	370D Ang Mo Kio Ave 6	Story-telling and EOL conversation	English	10
19 Mar 2021	MWS Wesley Senior Activity Centre – Jalan Berseh (by ACJC)	25 Jalan Besar	Story-telling and EOL conversation	Chinese	19
TOTAL					484



ACJC students interacting with seniors at MWS Senior Activity Centre – Kebun Baru on 18 March 2021.

Virtual Community Engagement with Institute of Higher Learning

Singapore Hospice Council (SHC) participated in the virtual Community Outreach event organised by Singapore University of Social Services (SUSS) to introduce Singapore Hospice Council, its advocacy work and volunteer opportunities.

SHC worked with the students from Singapore Institute of Management (SIM) iCare and Singapore Cancer Society to produce two video clips entitled “What is Palliative Care?” and “Life as a Palliative Care Nurse” for the instagram post on 9 March 2021 to educate the SIM students. As at 10 Mar 2021, 109 views were recorded.

Date	Organiser	Roadshow/ Workshop/ Booth	Language	No. of Attendees
24 Sep 2020	SUSS	Virtual Community Outreach	English	35
9 Mar 2021	SIM iCare’s Instagram	Virtual Community Outreach	English	109
TOTAL				144



Fundraising

SHC Love Gifts

To express our deepest appreciation and gratitude, a series of Love Gifts were delivered to frontline healthcare professionals and staff of Singapore Hospice Council (SHC) member organisations during COVID-19.

1st Gifting

SHC delivered Love Gifts to 12 member organisations from 3 to 5 March 2020. The goodie bags consisted of sponsored mosquito patch and dragon balm and SHC staff contributed Oreo cookies and packed beverages.

Recipients:

Assisi Hospice, Bright Vision Hospital, Buddhist Compassion Relief Tzu Chi Foundation (Singapore), Dover Park Hospice, HCA Hospice Care, MWS Home Care & Home Hospice, Metta Hospice Care, Singapore Cancer Society, St. Andrew's Community Hospital, St Joseph's Home, St Luke's Hospital and Tsao Foundation.

Sponsors:

Kaiser
Pharmaceutical
(S) Pte Ltd and
Pua Loong
Trading Co.



2nd Gifting

SHC delivered surgical masks Love Gifts to 13 member organisations and community partners from 3 to 9 April 2020.

Recipients:

Member Organisations - Buddhist Compassion Relief Tzu Chi Foundation (Singapore), Dover Park Hospice, Metta Hospice Care, MWS Home Care & Home Hospice, National Cancer Centre Singapore, Singapore Cancer Society, St. Andrew's Community Hospital, St Luke's Hospital and Tsao Foundation.
Community Partners - MINDS Lee Kong Chian Gardens School, National University Health System, Singapore Association of the Visually Handicapped and St. Andrew's Autism Centre.

Sponsor:

INOUT
Enterprise
Pte Ltd



Recipients from Assisi Hospice, Buddhist Compassion Relief Tzu Chi Foundation (Singapore), HCA Hospice Care, Singapore Cancer Society and St Joseph's Home.

Recipients from MINDS Lee Kong Chian Gardens School and Singapore Association of the Visually Handicapped.



3rd Gifting

From 1 March to 30 April, SHC launched a fundraising campaign on giving.sg. With the generous amount raised, SHC delivered goodie bags and bento sets to the palliative care staff of 19 member organisations from 23 to 26 June 2020, with 2 deliveries continuing between July and August 2020. Student volunteers from MINDS Lee Kong Chian Gardens School contributed to the packing of goodie bags.

Recipients:

Bento sets – Assisi Hospice, HCA Hospice Care, National Cancer Centre Singapore, SingHealth Community Hospitals, St. Andrew's Community Hospital and Tan Tock Seng Hospital.

Goodie bags – Buddhist Compassion Relief Tzu Chi Foundation (Singapore), Changi General Hospital, Dover Park Hospice, Khoo Teck Puat Hospital, KK Women's and Children's Hospital, Metta Hospice Care, MWS Home Care & Home Hospice, Singapore Cancer Society, St. Andrew's Community Hospital, St Joseph's Home, St Luke's Hospital, Tsao Foundation and Woodlands Health Campus.

Sponsors:

Hisamitsu Pharmaceutical Co., Inc, Kaiser Pharmaceutical (S) Pte Ltd, National Institute of Education (NIE) Singapore, Member of the public, Ms Zoey Chen, Probuild Solutions Pte Ltd, Pua Loong Trading Co and Temasek Trust oscar@sg fund.



Recipients from Dover Park Hospice, Metta Hospice Care, MWS Home Care & Home Hospice, St. Andrew's Community Hospital, SingHealth Community Hospital, St. Luke Hospital and Tsao Foundation.



4th Gifting

From 24 to 27 August 2020, SHC delivered Love Gifts to 20 member organisations. SHC volunteers and staff contributed to the packing of the goodie bags.

Recipients:

Alexandra Hospital, Assisi Hospice, Buddhist Compassion Relief Tzu Chi Foundation (Singapore), Changi General Hospital, Dover Park Hospice, HCA Hospice Care, Khoo Teck Puat Hospital, KK Women's and Children's Hospital, Metta Hospice Care, MWS Home Care & Home Hospice, National Cancer Centre Singapore, Singapore Cancer Society, Singapore General Hospital, SingHealth Community Hospitals, St. Andrew's Community Hospital, St Joseph's Home, St Luke's Hospital, Tan Tock Seng Hospital, Tsao Foundation and Woodlands Health Campus.

Sponsors:

CORI Traveller Pte Ltd, Hisamitsu Pte Ltd, Mdm Joyce Chan, Nouvelle Property Management Solutions Pte Ltd, The Armstrong Group, Unico Marketing Services Pte Ltd and Whole Earth.

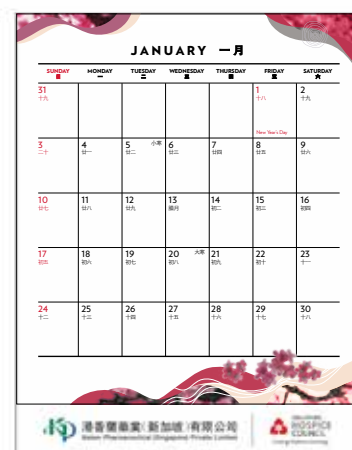
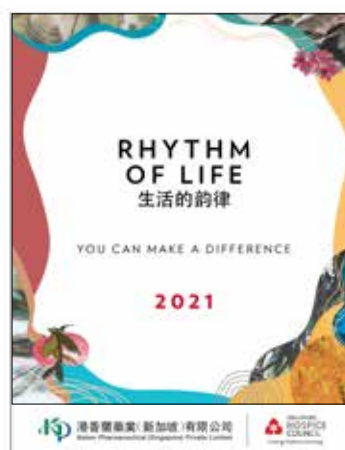


Recipients from Alexandra Hospital, Changi General Hospital, KK Women's and Children's Hospital, Khoo Teck Puat Hospital, National Cancer Centre Singapore, Singapore General Hospital, Tan Tock Seng Hospital and Woodlands Health Campus.



Online Painting Sales and SHC Calendar

Singapore Hospice Council (SHC) collaborated with Arttic Collections to sell more than 50 pieces of artwork by local and overseas artists in various mediums, ranging from Chinese ink painting and calligraphy, to abstract and realism oil and acrylic paintings. There were 2 campaigns during the 4th quarter of 2020 and Chinese New Year period of 2021. Majority of the sales proceeds were donated to SHC. With the support of a corporate donor, SHC produced her first corporate calendar featuring the paintings from Arttic Collections for sale. The calendars were distributed to SHC members, sponsors, partners and volunteers.





Resource Production & Publication

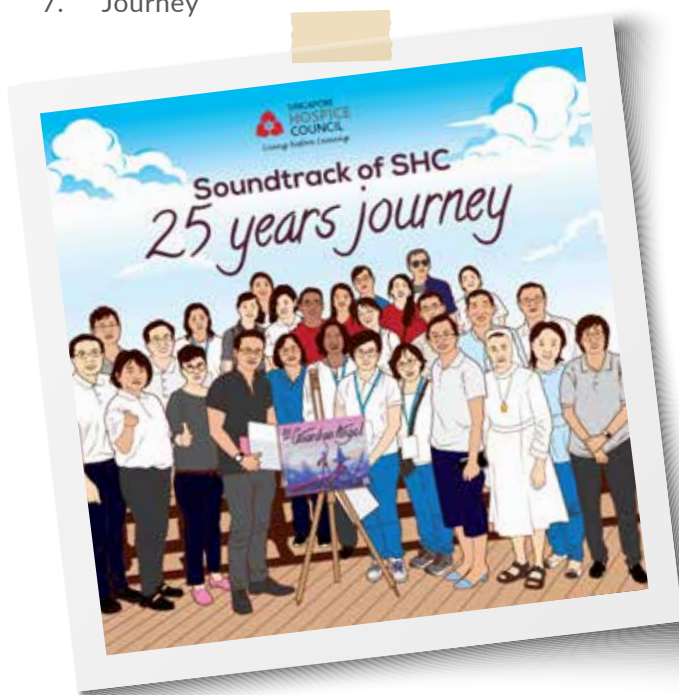
SHC Audio and Video Resources

Soundtrack of SHC – 25 Years Journey album

To celebrate Singapore Hospice Council's (SHC) 25 years, SHC compiled a playlist of 7 meaningful songs, consisting of the 3 winning composition pieces from SHC's 2019 Voices of my HeART (VOH) Songwriting Competition, composed pieces by Republic Polytechnic final year students and the song "Journey" by a 2019 VOH winner who stepped forward to lend her voice. The album was made available on SHC's YouTube channel from 16 September 2020.

The titles of the songs were as follows:

1. 阿嬷的歌
2. Oh Brave One
3. 只要我们不放弃
4. Me & You
5. Zach
6. Remedy
7. Journey



What Does It Mean To Live And Leave Well?

As part of Singapore Hospice Council's (SHC) efforts to raise awareness on palliative care and encourage end-of-life care planning, 3 videos were produced by a group of Republic Polytechnic students in the Diploma in Media Production & Design for their Final-Year-Project in 2019/2020. The combined video can be viewed on SHC's YouTube channel from 26 November 2020.

The video titles and descriptions are as follows:

1. Teens React: Friend's Eulogy
A group of teenagers reacted to Shermaine's eulogy, written in the context of her being diagnosed with terminal illness and eventually passing on.
2. How I Survive
Ms Alexis Yang, author of "Time Of My Life: Past Perfect, The Journal of Self-Discovery", SHC's end-of-life care planning resource, shared about the Journal and how palliative care has supported her in coping with her chronic illness.
3. Living With Cancer
Mr Larry Toh, photographer of SHC's "Lend Your Instagram" Campaign, shared about his volunteering experience with SHC and living with terminal illness.



SHC Life Book Resources

As part of Singapore Hospice Council's (SHC) efforts in making resources more accessible to the visually impaired and in other languages, SHC collaborated with students from Republic Polytechnic in the School of Technology for the Arts to produce audio and video resources for SHC's Life Book series, consisting of "Lawrence of Arabia", "Granny Cool" and "Dr. Guardian Angel".

The resources are as follows:

1. Audio Books

Narrated in English and Chinese, and produced by groups of Republic Polytechnic students in the Diploma in Sonic Arts for their Final-Year-Project in 2020/2021. SHC volunteers, like actor Nick Shen, contributed to the voice talents.



Nick Shen contributed as a Chinese voice talent for the "Lawrence of Arabia" Life Book.

2. Storytelling Videos

Narrated in English, Chinese, Malay and Tamil, and produced by groups of Republic Polytechnic students in the Diploma in Media Production & Design for their Final-Year-Project in 2020/2021. SHC volunteers contributed to the storytelling talents.



SHC Volunteer as storyteller for "Lawrence of Arabia" in English.

The Sketchbook short film

"The Sketchbook" is Singapore Hospice Council's (SHC) first short film inspired by a true event, where a young artistic boy suffering from cancer finds friendship in a palliative care nurse. In the darkest moments of his life, the nurse stands by him and encourages him to aim for the stars. His dreams of displaying his artwork in a gallery became a reality with the help of his loved ones and caring nurse. Their



friendship continues to live on and will never be forgotten. This film aims to create awareness about palliative care and the importance of having early conversations on end-of-life care, which can provide peace of mind and allow families to fulfil their loved one's wishes to leave with dignity. It can be viewed on SHC's YouTube channel from 10 October 2020, with subtitles available in English and Mandarin.



C.A.R.E. documentary

C.A.R.E. is an abbreviation for Cherish, Appreciate, Relieve and Embrace. This 4-part documentary showcases Singapore Hospice Council's (SHC) 25 years of impactful and transformational journey in hospice and palliative care. It also advocates the message to "Cherish your loved ones while you still can", "Appreciate our unsung healthcare heroes", "Relieve the load of caregiving" and "Embrace volunteering at Singapore Hospice Council". It can be viewed on SHC's YouTube channel from 7 April 2021, with subtitles available in English, Mandarin, Malay and Tamil.

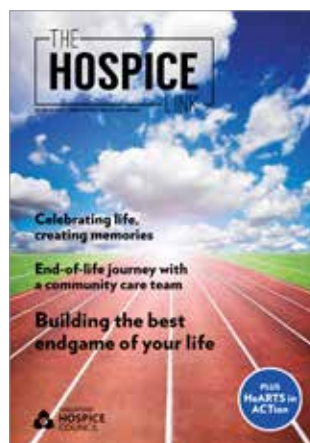


The Hospice Link

From April 2020 to March 2021, 4 issues were produced and a total of 20,430 copies were printed and distributed (10,880 English and 9,550 Chinese versions). This was a 24% decrease from 26,880 copies distributed in FY2019. This might be due to organisations decreasing the amount of resources displayed on premises in the midst of COVID-19, decrease in physical Singapore Hospice Council events to distribute resources, and more individuals opting for electronic copies. For electronic versions, there were 5,120 subscribers (4,314 English and 806 Chinese versions). This was a 14% increase from 4,508 subscribers in FY2019. Movement for the Intellectually Disabled of Singapore (MINDS) students had assisted with the sorting and mailing process of these publications.

The themes for the publications were as follows:

1. June 2020 – The 3As of Palliative Care: Availability, Accessibility and Affordability
2. September 2020 – Supporting the Palliative Care Team
3. December 2020 – Building the best endgame of your life
4. March 2021 – It's never too early to make your final wishes known





Translation of SHC Collaterals and Publications

As part of Singapore Hospice Council's (SHC) efforts to make her English resources more accessible in other languages, the following resources have been translated between March and September 2020:

1. Community Engagement Resource (Chinese)

- Time Of My Life: Past Perfect, The Journal of Self-Discovery



2. Grief and Bereavement Publications (Chinese)

- Caring for Yourself after a Death
- When a Death Occurs - A Guide to Practical Matters



3. Caregiver Resource Booklets (Chinese, Malay and Tamil)

- Understanding the Final Hours
- Caring for Yourself after a Death
- Nutrition in Advanced Illnesses





Survey Highlights

Key Findings from Topics Surveyed



TOPIC

Awareness and Understanding of Hospice and Palliative Care among Healthcare Professionals in Singapore

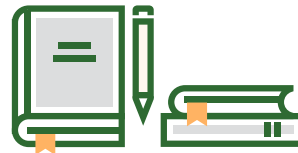
2,326

Doctors, Nurses, Allied Health Professionals
Aug – Oct 2020
(via Online)

There have been improvements in familiarity with hospice and palliative care but more can be done

Palliative care training is recognised as important and future training priorities have been identified through this survey

There is a need for building institutional culture and support systems in ACP facilitation



TOPIC

Measure the effectiveness of SHC caregiving material resources

46

Caregivers
Jan – Mar 2021
(via Focus Group Discussion, Phone Interviews and Online)

SHC materials have been found to be useful

Caregivers wish their general awareness and education of what it takes to be a caregiver begin earlier than at the point of diagnosis or onset of illness

More can be done to make SHC resources available and easily accessible to support their caregiving journey



TOPIC

SHC Strategic Plan

37

Former and current council members, representatives from member organisations, key SHC staff
Dec 2020 – Jan 2021
(via Phone interview, Focus Group Discussion)

Launched SHC's new vision and mission statements

Advocate for better quality palliative care and greater public awareness

Foster collaborations and engagement with key stakeholders

Build effective and sustainable organisation



News & Media

Through the collaborative efforts between SHC staff and member organisations, the following news were generated through the various media channels to increase awareness of hospice and palliative care.

社区与慈怀医院服务整合 临终病患病情反复不必转院 *Lianhe Zaobao, 1 April 2020*

Dr Neo Soek Hui Patricia, Chairperson of SHC, responded on the Inpatient Hospice Palliative Care Service (IHPCS): Palliative care services in community hospitals and inpatient hospices are streamlined, and patients can continue to receive appropriate palliative care without having to transfer to a new care setting.

Palliative Care: What You Need to Know About Proper End-of-Life Care

Nylon Magazine Singapore (online), 28 April 2020
Complimentary article

"I want people to be better prepared than I was for my father's death"

The Pride (online), 5 August 2020

Ms Evelyn Leong, Chief Executive of SHC was interviewed on the importance of talking openly about dying, and how SHC provides the public with easy-to-use resources to get these tough conversations going and hopes that people document them in legal-writing.

Dealing with death inspires healthcare heroes to do something for the living

The Pride (online), 12 August 2020

Ms Christina Wee, Communications and Community Relations Manager of SHC, and Dr Yee Choon Meng, the Head of Home Care at Dover Park Hospice, were interviewed on why they entered the palliative care sector and what keeps them motivated.

一年内痛失五亲友 女郎化悲痛为力量制关怀礼包送人 *Shin Min Daily News, 6 September 2020*

Former social worker Ms Florence Fong turned grief into strength after losing her loved ones, and developed grief care packs titled "A Light In The Night" to help others cope with their grief. In July 2020, SHC distributed them to her member organisations.

早班

UFM100.3, 30 September 2020

Live interview with Dr Chong Poh Heng, Vice-Chairman of SHC, about SHC's upcoming HeARTS in ACTION virtual event, palliative care and making end-of-life care plans.

It's not just about death: Palliative care is also about living well

TODAY (online), 7 October 2020

Featured article on SHC's short film The Sketchbook. It mentioned how youth Mr Khairul who was diagnosed with end-stage colon cancer met Ms Nicole Peng, a palliative nurse, and how her team helped him fulfil his final dream. The Sketchbook was launched at the World Hospice and Palliative Care Day virtual celebration in Oct 2020.





The Weekday Getaway

ONE FM 91.3, 7 October 2020

Pre-recorded interview with Ms Evelyn Leong, Chief Executive of SHC, about SHC's upcoming HeARTS in ACTION virtual event, her transition from the corporate to social service sector in palliative care and the importance of making end-of-life care plans.

沈炜竣将分享照顾癌母经历

Lianhe Wanbao, 8 October 2020

Actor Mr Nick Shen, host of SHC's upcoming HeARTS in ACTION virtual event, shared how palliative care had helped his cancer-stricken mother and how he became a volunteer.

下班Sing-a-Long

UFM100.3, 8 October 2020

Live interview with actor Mr Nick Shen and HCA Hospice Care nurse Ms Nicole Peng, about SHC's upcoming HeARTS in ACTION virtual event, palliative care and making end-of-life care plans. Nick shared his experiences as a caregiver and his end-of-life plans. Nicole shared her encounter with the patient who inspired the story of SHC's short film "The Sketchbook" and experiences as a nurse.



Weekend Life

CNA938, 10 October 2020

Live interview with Ms Evelyn Leong, Chief Executive of SHC, spoke about World Hospice and Palliative Care Day and SHC's current and future events and plans. Dr Tricia Yung of Tan Tock Seng Hospital was also interviewed.

Dying doesn't have to be sad: Local short film about boy with terminal cancer sheds light on end-of-life care

AsiaOne (online), 10 October 2020

Featured article on SHC's short film "The Sketchbook". It included the synopsis and objectives of the film, and sign up links for SHC's HeARTS in ACTION events.

Covid-19: Some charities struggle to raise funds even as economy reopens, others thriving

TODAY (online), 12 October 2020

SHC was featured among charities that have faced a dip in donations amidst COVID-19. For the past six months, SHC barely achieved 10% of her donation goals in fundraising campaigns and fundraising events had to be cancelled. This affected several programmes that are directly health-centric.



They find strength in their tragedies to help others get over their grief

The Pride (online), 20 November 2020

Former social worker Ms Florence Fong shared how SHC has helped to distribute her grief care packs to over 300 individuals who are providing support to their loved ones in hospices around Singapore.

NTU Singapore study suggests self-determination as key to avoid caregiver burden

*NTU, Medical Xpress, EurekAlert! (online)
1, 2 December 2020*

A self-help book *A Family Dignity Intervention Journey: Our Lasting Legacy*, published in English and Mandarin, to help family caregivers and family members strengthen bonds was distributed to more than 60 palliative care units and hospice care institutions. Dr Chong Poh Heng, Medical Director of HCA Hospice Care and SHC Vice-Chairman shared that patients and caregivers can use the book to continue conversations started by hospice care teams, enhancing dignity in the dying. Ms Evelyn Leong, Chief Executive of SHC, shared that those who are uncomfortable in verbalising their feelings and thoughts can use the guided questions in the book to reflect on their life experiences and express their innermost thoughts through writing and drawing.

Hello Singapore

Channel 8, 15 March 2021

Mr Larry Toh, SHC's professional service provider (photographer) turned volunteer, who lives with terminal illness, shared on why he decided to pursue family documentary photography.

New centre aims to lift standard of palliative care in Singapore

The Straits Times, 23 March 2021

整合集团下七机构现有服务 新保成立支援及慈怀疗护中心

Lianhe Zaobao, 24 March 2021

At SHC's March Multidisciplinary Forum, the newly-launched SingHealth Duke-NUS Supportive and Palliative Care Centre (SDSPCC) shared how it aims to improve the quality of palliative care, ensuring that patients get utmost care and a good end-of-life. It will also focus on increasing the capability and care capacity of palliative care professionals through training.

Dr Neo Soek Hui Patricia, head of SDSPCC and Chairperson of SHC, said that by educating the public and healthcare workers on palliative care, setting standards for it and talking about it, people will start to think of palliative care as a good option that focuses on the dignity, personhood and maximising the quality of life.

Most health professionals feel unprepared to give palliative care, survey finds

The Straits Times, 26 March 2021

慈怀调查：超过四成医护人员没为死后和临终事宜做好准备

Lianhe Zaobao, 27 March 2021

Results of SHC's recent survey with healthcare workers in Singapore showed that while most feel unprepared to offer palliative care, more are becoming aware of its importance. Dr Neo Soek Hui Patricia and Dr Chong Poh Heng, Chairperson and Vice-Chairman of SHC respectively, discussed the survey results and the work needed to raise awareness and equip all healthcare workers with enough palliative care knowledge to better serve patients and families. Happenings at SHC's 25th Anniversary Awards and Appreciation Day, and the targeted and current amount fundraised were mentioned.





President Halimah Yacob's Facebook and Instagram
26 March 2021

Madam President congratulated SHC on her 25th Anniversary. She was happy to present tokens of appreciation to the pioneers, past chairpersons and member organisations of SHC in conjunction with SHC's Silver Jubilee celebrations. She thanked SHC and all the palliative care professionals for their dedication and tireless efforts in taking care of patients with life-limiting illness and their families. She encouraged Singaporeans to support SHC's Charity Show and mentioned the targeted amount to raise is \$500,000.

CNA Singapore Tonight

Channel NewsAsia, 26 March 2021

Live interview with Dr Angel Lee, Medical Director at St Andrew's Community Hospital, about her experience in the field of palliative care. She mentioned greater focus has been put on palliative care over the years to meet growing demand as Singapore's population ages, from when the hospice and palliative care movement started in Singapore 25 years ago.

CH 5 News Tonight

Channel 5, 27 March 2021

CNA Singapore Tonight

Channel NewsAsia, 27 March 2021

A short highlight of SHC's Silver Jubilee Charity Show was shown on President Halimah Yacob's opening congratulatory speech, and the song performance of Mr Mohamed Abdullah Alhabshee with First Fusion Band and Ms Tan Yu Qing. Madam President expresses her thanks to all palliative care professionals for their work in taking care of patients with life-limiting illnesses, especially during COVID-19.





Quality Improvement

National Palliative Care Quality Improvement (NatPallQI) Programme

The National Palliative Care Quality Improvement (NatPallQI) Steering Committee partnered palliative care institutions to improve the quality of care for patients and their loved ones. This initiative was supported by the Ministry of Health.

Revision to the National Guidelines for Palliative Care (NGPC)

Psychosocial and spiritual support for persons with palliative care needs were the focus of the review for the 4th version of the National Guidelines for Palliative Care. Building on the earlier revisions, and learning from past audits conducted in 2015, 2017 and 2019, a workgroup was formed to recommend quality measures reflecting the desired level of psychosocial and spiritual care across all palliative care settings. The workgroup performed extensive literature review of overseas guidelines, proposed their recommendations to the National Palliative Care QI Steering Committee, before engaging a few member institutions of the Singapore Hospice Council to pilot the proposed quality measures. The enhanced psychosocial quality measures will be implemented in the national guidelines self-assessment in 2021.

The Minimum Data Set (MDS)

The National Palliative Care Minimum Data Set (MDS) provided institution-, sector- and national-level data on the demographics and primary diagnosis profile of patients referred to specialist palliative care services. Starting with the inaugural report for FY2017, annual MDS reports have provided us with invaluable information about the evolving palliative care service needs in Singapore. Reports for FY2019 and FY2020 were delayed due to the need to execute a new data sharing agreement (DSA) to include new institutions providing palliative care services. The updated DSA has just been executed in June 2021, and work has begun on the latest MDS data. We plan to have the FY2020 MDS report made available around Q3 FY2021.

The Caregiver Survey (CGS)

The Caregiver Survey (CGS) is an annual survey which measures the experience of bereaved caregivers with regards to the care given to the patient and their caregivers in the last week of life in different settings. The project is currently in its third phase after a successful pilot phase (which tested for feasibility in 2018) and a roll out phase to all interested institutions in 2019. In 2020, for the first time, a data sharing agreement was also executed to facilitate data sharing and collation of individual-level data. The yearly caregiver survey has given us valuable insight into the needs of patients and caregivers and has facilitated quality improvement efforts.

Quality Improvement Mentorship Programmes

Institution	Project
HCA Hospice Care	Reducing the time taken to organise terminal discharge for paediatric palliative care patients under StarPALS
Assisi Hospice	Fentanyl patch administration processes



Quality Improvement Champions

A total of 16 staff were nominated by their institutions as QI champions to spearhead QI efforts. Together with 3 NatPallQI Steering Committee members, the 16 staff attended the virtual International Forum on Quality and Safety in Healthcare from 2 to 6 November 2020. As part of their training, the QI champions also attended a coaching session each where they shared about the QI projects undertaken in their institutions, their takeaways from the conference and how the new knowledge could be applied to better QI efforts in their institutions. The coaching sessions served as a platform to facilitate conversations and the sharing of practices across palliative care institutions in Singapore.

Quality Improvement (QI) Webinars

Date	Title	Number of Attendees
4 Aug 2020	QI during COVID-19: The opportunities and challenges	210 attendees from 23 institutions
6 Oct 2020	Medication Safety in an Unsafe World	191 attendees from 19 institutions
9 Dec 2020	QI Champion Coaching Session 1	16 QI champions
22 Dec 2020	QI Champion Coaching Session 2	



Group shot of speakers at the virtual webinar, QI during COVID-19: The opportunities and challenges.

Development of a Psychosocial Care Curriculum for Community Palliative Care

A total of 16 staff were nominated by their institutions as QI champions to spearhead QI efforts. Together with 3 NatPallQI Steering Committee members, the 16 staff attended the virtual International Forum on Quality and Safety in Healthcare from 2 to 6 November 2020. As part of their training, the QI champions also attended a coaching session each where they shared about the QI projects undertaken in their institutions, their takeaways from the conference and how the new knowledge could be applied to better QI efforts in their institutions. The coaching sessions served as a platform to facilitate conversations and the sharing of practices across palliative care institutions in Singapore.



Training

Medical Student Programme

To enable continual learning during the Covid-19 pandemic, Yong Loo Lin School of Medicine has transformed the Medical Student Programme to virtual centric assignments during the FY20/21. The physical attachment of students in the Community Palliative Care institutions was suspended from May 2020 till further notice to ensure the safety and well-being of the students were adhered to.

Multidisciplinary Forum (MDF)

All the 7 Multidisciplinary Forums (MDF) have been held on Zoom online platform between May 2020 and March 2021. The scheduled session in April 2020 was cancelled due to the circumstances under the COVID-19 pandemic. The topics shared were mainly COVID-19 related topics and included parental nutrition, management of patients with heart failure and patient-centred outcome. The speakers included physicians, nurses, social workers, art therapists, pharmacists, funeral directors and foreign experts.

In March 2021, SHC collaborated with Singhealth, Duke-NUS Supportive and Palliative Care Centre (SDSPCC) to organise the MDF session for the first time. The event was graced by Professor Ivy Ng, Group Chief Executive Officer of SingHealth and Professor Fliss Murtagh from Hull York Medical School, United Kingdom, shared on "Patient-centred outcomes that matter."



All smiles from the speakers from SHC's MDF February 2021.

The average recorded attendance of the SHC MDF was 281 which was higher than the average attendance of 108 in 2020/2021. On-going efforts are required to curate topics to ensure relevance to the community. We received 685 online feedbacks from our 1968 attendees of our MDF. Out of the attendees who provided the feedback, 245 attendees indicated that they strongly agree and 378 agreed that the session is relevant and useful for their work. Thus, there was a total of 623 (91%) who benefitted from the session. In March 2021, SHC started collating feedback from attendees on their preference for the MDF platform. Out of 328 attendees, 311 (94%) indicated their preference for an online forum rather than on-site forum.

No.	Date	Topic	Speaker / Moderator	Attendance
1	27 May 2020	Palliative and Supportive Care during the COVID-19 Pandemic <i>Hosted by National Cancer Centre Singapore & Tan Tock Seng Hospital (TTSH)</i>	<i>Speakers</i> 1. Dr Lee Guozhang 2. Dr Poi Choo Hwee 3. Dr Jamie Zhou 4. Dr Neo Han Yee	97



No.	Date	Topic	Speaker / Moderator	Attendance
2	14 Jul 2020	Community Palliative Care Amid the Pandemic <i>Hosted by Khoo Teck Puat Hospital, Singapore Cancer Society & TTSH</i>	<i>Speakers</i> 1. Dr Teoh Ren Shang 2. Ms Halijah Binte Jantan 3. Ms Tay Shu Ying Amanda 4. Dr Yeo Ying Ying, Cindy 5. Ms Helen Wang <i>Moderator</i> Dr Ruth Chua	140
3	29 Sep 2020	"10 Was the Limit": Circuit Breaker, Funeral Practices and Disenfranchised Grief <i>Hosted by Singapore General Hospital</i>	<i>Speakers</i> 1. Ms Angjolie Mei 2. Mr Iskandar Dzulkhairi Bin Abdul Aziz Kajai <i>Moderator</i> Mr Andy Sim	166
4	10 Nov 2020	Psychological Impact of COVID-19 on Healthcare Workers in Singapore <i>Hosted by KK Women's and Children's Hospital & HCA Hospice Care (HCA)</i>	<i>Speakers</i> 1. Dr Tewani Komal 2. Dr Irene Teo 3. Mr Paul Bashyam	118
5	5 Jan 2021	Parenteral Nutrition - Valid and/or Meaningful in Palliative Care <i>Hosted by HCA</i>	<i>Speaker</i> Dr Jasvin Lee, Resident Physician <i>Moderator</i> Dr Liyana Binte Zailan, Registrar HCA Hospice Care	146
6	2 Feb 2021	Palliative Care for Patients with Heart Failure <i>Hosted by Assisi Hospice</i>	<i>Speakers</i> 1. Lee Soon Yue, Nurse Clinician Assisi Hospice 2. Dr Jennifer Guan, Registrar Assisi Hospice 3. Dr Sara Ho, Registrar Assisi Hospice <i>Moderator</i> Dr Peh Tan Ying, Consultant	269
7	23 Mar 2021	Patient-centred outcome that matters <i>Hosted by SDSPCC</i>	<i>Speaker</i> Prof Fliss Murtagh Professor of Palliative Care Hull York Medical School, United Kingdom <i>Moderator</i> Assistant Prof Grace Yang, Consultant	1028
TOTAL				1968



Volunteer Management

Total number of Volunteers
in database as at 31 March 2021



12

Corporate
organisations/
groups



176

Individuals



Students of MINDS Lee Kong Chian Gardens School, SHC's corporate volunteer, assisted in Administrative tasks such as data entry (left) and the mailing process of SHC's newsletter, *The Hospice Link* (right).

Total number of Volunteers served from 1 April 2020 to 31 March 2021

Category	Total Unique Number served <i>1 April to 30 September 2020</i>	Total number of hours served <i>1 April to 30 September 2020</i>	Total Unique Number served <i>1 October 2020 to 31 March 2021</i>	Total number of hours served <i>1 October 2020 to 31 March 2021</i>
Individual Volunteers	89	1,032	29	305.25
Corporate Volunteers	118	3,364	63	373
TOTAL	207	4,396	92	678.25

Breakdown of roles from 1 April 2020 to 31 March 2021

Category	Number of Volunteers <i>1 April to 30 September 2020</i>	Number of Sessions <i>1 April to 30 September 2020</i>	Total number of hours served <i>1 April to 30 September 2020</i>	Number of Volunteers <i>1 October 2020 to 31 March 2021</i>	Number of Sessions <i>1 October 2020 to 31 March 2021</i>	Total number of hours served <i>1 October 2020 to 31 March 2021</i>
Photographers	0	0	0	0	0	0
Videographers	0	0	0	0	0	0



Category	Number of Volunteers <i>1 April to 30 September 2020</i>	Number of Sessions <i>1 April to 30 September 2020</i>	Total number of hours served <i>1 April to 30 September 2020</i>	Number of Volunteers <i>1 October 2020 to 31 March 2021</i>	Number of Sessions <i>1 October 2020 to 31 March 2021</i>	Total number of hours served <i>1 October 2020 to 31 March 2021</i>
Goodie-bag packers	3	1	64	0	0	0
Design workers	4	7	67	2	3	58
Writers / Editors	1	3	99.4	12	5	163
Event Ushers	0	0	0	0	0	0
Event Advocates (Booth)	0	0	0	0	0	0
Event Advocates (Emcee)	0	0	0	1	1	3.75
Event Advocates (interviewee for video)	0	0	0	0	0	0
Event Advocates (Audio and Video)	0	0	0	16	16	52.75
Event Advocates (Outreach)	0	0	0	22	5	115.5
Event Advocates (Facilitator)	0	0	0	2	2	8
Logistic / Transport Support	0	0	0	0	0	0
Stage Management	0	0	0	0	0	0
Stage Performances	0	0	0	2	2	22
Administrative	2	2	149	31	7	209.25
Video Production/ Recording/ Editing	3	3	16	0	0	0
Trainers / Speakers for talks	0	0	0	6	6	36
Training for staff	1	1	11	0	0	0



Volunteer Management

Category	Number of Volunteers <i>1 April to 30 September 2020</i>	Number of Sessions <i>1 April to 30 September 2020</i>	Total number of hours served <i>1 April to 30 September 2020</i>	Number of Volunteers <i>1 October 2020 to 31 March 2021</i>	Number of Sessions <i>1 October 2020 to 31 March 2021</i>	Total number of hours served <i>1 October 2020 to 31 March 2021</i>
Media – artist recording	1	1	6	0	0	0
SHC Materials Support	0	0	0	5	1	10
TOTAL	15	18	412.4	99	48	678.25

- This figure will not tally with the unique number of volunteers. There are volunteers who have played different roles at different events.
- The roles that have NIL for volunteers highlights that the need was identified and could not be met due to onsite to online programme changes during COVID-19.

Due to the Covid-19 pandemic, our on-site activities have been changed to online events. The engagement with the volunteers has also been changed from face-to-face orientation to virtual orientation and meetings. Our volunteers have served in the roles of translators and editors in Singapore Hospice Council. They assisted in the Chinese editorial of The Hospice Link, translations of our collaterals and information on events. To meet the increasing demand for the public talks, three volunteers have been trained to serve as speakers for the Public Forum on Palliative Care in English and Chinese respectively. These Public Forums were started in March 2021.

Our volunteers also assisted in the design of the cover-page for the World Hospice and Palliative Care Day (WHPCD 2020) album and the caregivers' collaterals. Volunteers were recruited to be performers and moderator for our Community Engagement events.

Students from the Institute of Higher Learning have also been engaged to provide education to the public. They were involved in the production of audio and videos clips of SHC's Life Books, online publicity on palliative care within the student community as well as social media.

The students from special-needs schools and employment agency assisted in administrative duties including pasting of stamps and labels for our newsletters and data entry. It provided the opportunities for persons with special needs to learn the skills of administration as well as serving the community.

The management processes of volunteer management have been reviewed and staff have been orientated to provide information on the tasks for volunteers. All the volunteers are required to complete the Volunteer Application form and they are also given the Volunteer Handbook which included the Volunteer Management Guidelines and Grievances process.

Singapore Hospice Council also participated in the Volunteer Engagement Tool designed by NCSS and actively participated in the FGD organised by NCSS Volunteer Optimisation Resources on the roadmap to guide SSAs in selection and implementation of a VMS.

Financial Highlights



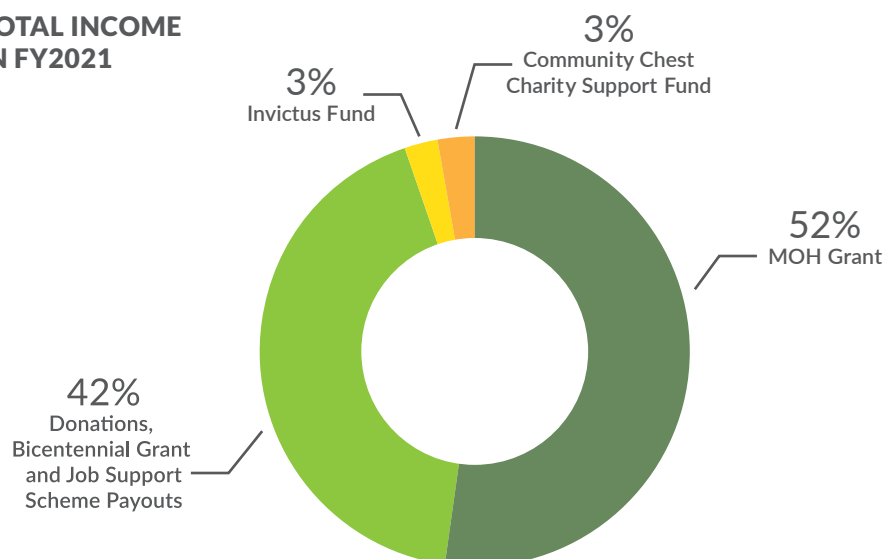


Result of Financial Year (1 April 2020 – 31 March 2021)

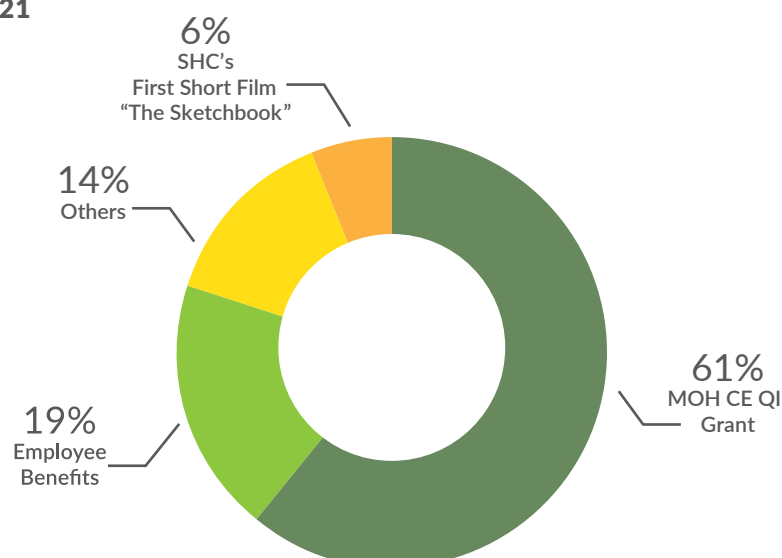
The net surplus for the financial year ended 31 March 2021 was \$460,342.

	FY2021 (\$)	FY2020 (\$)
Total Income	1,894,871	2,072,023
Total Expenditure	1,434,529	2,259,316
Surplus/(Deficit)	460,342	(187,293)

TOTAL INCOME IN FY2021



TOTAL EXPENDITURE IN FY2021





	FY2021 (\$)	FY2020 (\$)
Surplus/(Deficit) of MOH CE & QI Grant	110,527	(119,215)
Surplus/(Deficit) of Community Chest Charity support Fund	(1,272)	24,265
Surplus of Invictus Fund	46,351	-
Surplus/(Deficit) SHC General Fund	304,736	(92,343)
	<u>460,342</u>	<u>(187,293)</u>

General Fund

The total surplus for the financial year ending 2021 was \$460,342 which includes the surplus from the utilisation of the MOH Community Engagement (“CE”) and Quality Improvement (“QI”) Grant of \$110,527, Invictus Fund of \$46,351 and deficit from Community Chest Charity Support fund of \$1,272. The net surplus for SHC is \$304,736.

Total income has reduced as compared from the previous financial year. The total income received was \$1,894,871 which comprised of MOH Grant of \$991,628, Community Chest Charity Support Fund of \$50,000 and Invictus Fund of \$50,000. The balance amount \$803,243 comprised donations, Bicentennial grant and job support scheme payouts.

Total expenses have also reduced as compared from the previous financial year. The main bulk of the expenditure was expenses under the MOH CE QI Grant of \$881,101 which made up 61% of the total expenses in the financial year. The second largest expense item was Salary and Wages at \$272,044 (19% of the total expenses). This is followed by Professional fees incurred for the production of SHC’s first short film “The Sketchbook” of \$85,632 (6% of the total expenses).

Fund Balance

The total fund balance carried forward from FY 2020 was \$1,379,791. With the net surplus of \$460,342, the total fund balance was \$1,840,133 as of 31 March 2021. The ratio of funds to annual operational expenditure for financial year ended 31 March 2021 was 2.37 (compared to 1.42 in FY 2020).

How You Can Help

As the collective voice of the hospice and palliative care community, the Singapore Hospice Council (SHC) actively raises awareness about palliative care and advocates the importance of early end-of-life care planning amongst Singaporeans so that they can eventually “Live Well. Leave Well.”.

Your support will also help SHC to continue her efforts in improving the overall quality of palliative care services, to train more professional palliative care professionals to better equip them to care for patients with life-threatening illnesses and provide support to their families.



To Donate
[singaporehospice.org.sg/
donation](https://singaporehospice.org.sg/donation)



To Volunteer
[singaporehospice.org.sg/
volunteer](https://singaporehospice.org.sg/volunteer)

Email donation@singaporehospice.org.sg to discuss any fundraising opportunities or partnership arrangements.







SINGAPORE
**HOSPICE
COUNCIL**

Living before Leaving

Singapore Hospice Council

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