



**HOME
NURSING**
FOUNDATION
家护基金

All...

ANNUAL REPORT
2017/18

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All...

For more than 40 years, the Home Nursing Foundation (HNF) has been providing a comprehensive suite of cost-effective home healthcare services to patients islandwide, in the comfort of their homes. Our focus is on providing you, our patient, with all-round support. On top of medical services, we offer holistic care that includes care coordination, and caregiver training and education.

PRESIDENT'S MESSAGE



“In 2017/18, HNF attended to over 4,800 patients, of which over 2,000 were new patients”

Home Nursing Foundation (HNF) was first set up to meet the needs of patients in the mid-70s, before Singapore became the high-rise modern metropolis that it is today. Since then, HNF has only one objective in mind: to serve our patients better, while being true to our charitable status and our history.

The number of home visits continues to grow. Home Medical and Home Therapy are now firmly established services besides Home Nursing. In 2017/18, HNF attended to over 4,800 patients, of which over 2,000 were new patients. The total number of home visits rose 10 per cent from the previous financial year to nearly 43,000. Of these, just over 37,000 were nursing visits. As a mature nursing organisation, we are fortunate that 6 of our nurses are Advanced Practice Nurses and Nurse Clinicians. They each lead a team of around 5 to 7 staff nurses, serving each of the Regional Healthcare Systems across Singapore. As a patient is usually attended to each time by the same nurse, care management is consistent and well monitored. We are pleased when patients recover well enough to be discharged from our care, and we welcome new patients to care for.

Our staff strength remained steady at 82, with 44 nurses as at 31 March 2018. Dr Christina Tiong joined us

as our new Chief Executive Officer in January 2018. She brings with her many years of medical and administrative experience, in particular, in public health. Her warmth and pragmatism have quickly won over her colleagues and the Board at HNF. I hope that many of you will have the occasion to meet her in the coming year.

Another happy note is that 6 of our nurses became mothers in this financial year (some for the first time). This is a marvellous statistic, and what is more, they have all returned to work. Well done, mothers.

In January 2018, we launched Tele-rehabilitation, a 2-year Ministry of Health pilot programme that facilitates patients doing rehabilitation exercises at home, using a tablet to guide them. So far, this has been well-received. We hope that the take-up rate for home therapy continues to increase, notwithstanding that it is not a low-cost item. Frailty was a topic that was central to our International Conference in FY2016/17 and we believe that our services

relating to rehabilitation can only improve, and expand.

The pages that follow give more detailed statistics about the Referral Hospitals, Specialty Centres, Polyclinics and Community Hospitals with whom we work closely. I would like to thank them for our most cordial working relationships. I would also like to thank the Agency for Integrated Care for supporting co-ordination, feedback channels and guidance in anything that we have ever approached them for. They more than live up to their name, and we are immensely grateful. Community healthcare has become more than just the idea of popping in to change bandages and catheters. The cover of our annual report this year reads simply, 'All'—it re-emphasises that we strive to give 'all' to our patients—all-round support, be it social or medical.

We are also immensely grateful for the stalwart community support for the work that HNF does. Donations this year came to an exceptional amount of

\$2,697,957, an increase of 10 per cent from the previous year. One of the Communications and Development's initiatives, "Wave your Magic Wand", involved the artistic talents of young children. They made "Magic Wands" for our elderly patients to wish them a Merry Christmas, and donations were received for each wand. It was a lovely idea which brought young and old together. Photographs of these young artists can be found further along in this Annual Report. We are grateful for all donations large or small.

Whatever a patient's means-tested profile, our nurses pride themselves on attending to each patient with respect, politeness and intelligence. Our patients are grateful for the genuine care and time spent by their nurse on each visit. It is still the human touch and human interaction that makes all the difference. Your support means a lot to us. I spoke about beginnings at the start of this message. At HNF, in as much as we remember our beginnings, we also look

forward to the future. By the same time next year, I hope to have several new and exciting plans to report.

I hope you will enjoy reading this Annual Report. Thank you very much for your continued support of the Home Nursing Foundation.

Ms Priscylla Shaw
*President,
Board of Management
Home Nursing Foundation*

CEO'S MESSAGE

When the Home Nursing Foundation (HNF) was started in 1976, Singapore had been an independent nation for little more than 10 years. Large swathes of the population had been settled from rural areas or squalid urban tenements into brand-new housing estates. For the first time, many people had homes they could truly call their own.

Recognising the need for affordable home nursing, the Ministry of Health began HNF as a voluntary welfare organisation, incorporating into it the Home Visiting Service of the Maternal and Child Health Service and the District Nursing Service, both formed in the 1950s.

In contrast with the early days of a young country, when maternal and child health required more support, the focus of much of what we do today is on the elderly cohort that is underserved as a result of Singapore's ageing population and the prevalence of nuclear families with working younger adults.

But one thing hasn't changed, and that is Singaporeans' attachment to, and pride in, their homes. Patients who require medical care still

“Whether it's in building on our clinical skills and services, or deepening our community engagement and partnerships, you, our patients, are the raison d'être for all that we do.”

want to be at home with their loved ones, amid familiar surroundings, where we believe is the best place to recover.

Thus, for more than 40 years, HNF has strived to make the possibility of being well at home a reality for as many people as we can. We could not do this without our committed and supportive staff, volunteers and sponsors, who last year enabled us to serve close to 5,000 patients and conduct over 40,000 home visits. For this, we thank you, our partners, with all our hearts.

Embracing Our Patients With All-Round Support

Our patient numbers continue to grow as demand increases for home clinical care. And here at HNF, we do not rest on our laurels. Last year, we added two new programmes to our suite of services to give even more people the

precious chance of recovering at home.

Our speech therapy service was introduced in April last year, bringing help to patients who have speech, language and swallowing problems. In January, we rolled out a tele-rehabilitation programme that lets patients work on their exercises at home and in their own time.

Even as these new initiatives were piloted, efforts were ongoing to enhance our core services. We devised new ways for more effective medication management which included regular pill counts and visually-friendly pill boxes for patients. We also worked with Ms Susie Goh, a wound care consultant at St Luke's Hospital, to develop a consistent and systematic treatment regime. With wound care our most referred service, we are confident this approach will help us better support our



patients and deliver for them the best outcome possible.

Technology and Community – Not ‘Nice-to-Haves’ But Essential Partners

Whether it’s in building on our clinical skills and services, or deepening our community engagement and partnerships, you, our patients, are the *raison d’être* for all that we do. Last year, in keeping with the times, we abandoned the tradition of taking case notes by hand, and gave all our doctors the capability to access our HNF system on the go, and record their notes digitally.

This has saved time for all involved, and also elevated our

care delivery, for our doctors now have direct access to all case notes by their healthcare partners, allowing them to see at a glance what is best for the patient.

At HNF, we work – and live – in a larger community and it is our aim to bring that community as well into the HNF family. We are thankful for the caregivers and family members who play an essential role in helping their loved ones get back on their feet. We are thankful for all of our corporate, school and individual partners and the many innovative and loving ways they contribute, whether in raising funds, or meeting patients to bring a smile to

those who are homebound, to let them know they are not alone.

We, too, know we are not alone in this journey that began all those years ago. You have walked with us these decades and we look forward to walking together in the days to come. The challenges for helping people age in place are still being met and I am confident that together, we will help our patients and their families find joy in their lives despite the challenging circumstances.

Dr Christina Tiong
Chief Executive Officer
Home Nursing Foundation

HNF BOARD OF MANAGEMENT



Ms Priscylla Shaw
President



Mr Lim Neo Chian
Vice President



Mr Tan Shong Ye
Secretary



Mrs Tan Fong May
Treasurer



Ms Joyce Ang
Board Member



**A/Prof Chow
Yeow Leng**
Board Member



Mr Ng Wai King
Board Member



Ms Aileen Tan
Board Member



Ms Goh Shuet-Li
Board Member



**Mrs Deby Saroujiyu
Pala Krishnan**
Board Member



Ms Belinda Ng
Co-Opted
Board Member



Ms Lilian Tham
Co-Opted
Board Member



Ms Charmaine Chow
Co-Opted
Board Member



Prof Peter Lim
Board Advisor

SENIOR MANAGEMENT



1. Dr Christina Tiong
Chief Executive Officer

2. Ms Chan Mei Mei
Director of Nursing

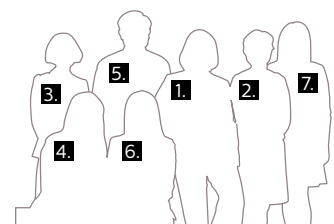
3. Dr Anne Yeo
Medical Director

4. Ms Janice Lim
Head, Communications
& Development

5. Mr Malcolm Lau
Head, Management
Information System

6. Ms Gladis Tern
Head, Finance

7. Ms Felicia See
Head, Human Resource
& Administration



OUR YEAR IN NUMBERS



42,803

Number of home visits made for home nursing, medical and therapy collectively in FY2017/18



2,079

Number of new patients admitted in FY2017/18



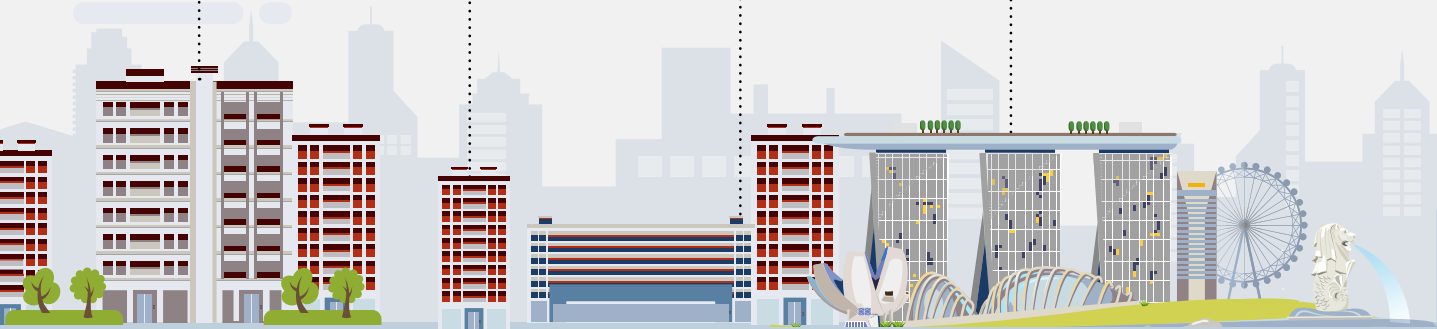
4,827

Number of patients served in FY2017/18



6,868

Number of referrals received in FY2017/18



HOME NURSING



37,034

Number of home nursing visits made in FY2017/18



4,193

Number of home nursing patients served in FY2017/18

Top 5 home nursing procedures provided to patients in FY2017/18



14,822

Wound care



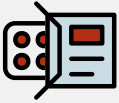
6,614

NGT management



4,901

Change of catheter



5,694

Medication management



1,398

Chronic illness management

HOME MEDICAL



3,007

Number of home medical visits made in FY2017/18



1,494

Number of home medical patients served in FY2017/18

HOME THERAPY



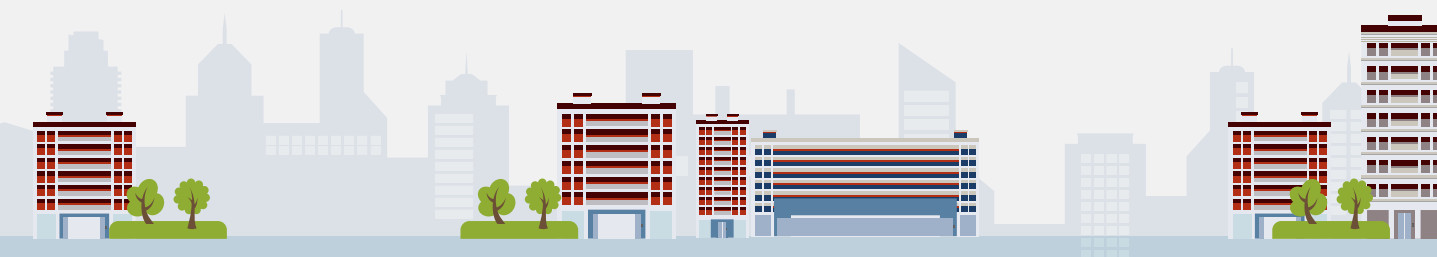
2,299

Number of home therapy visits made in FY2017/18



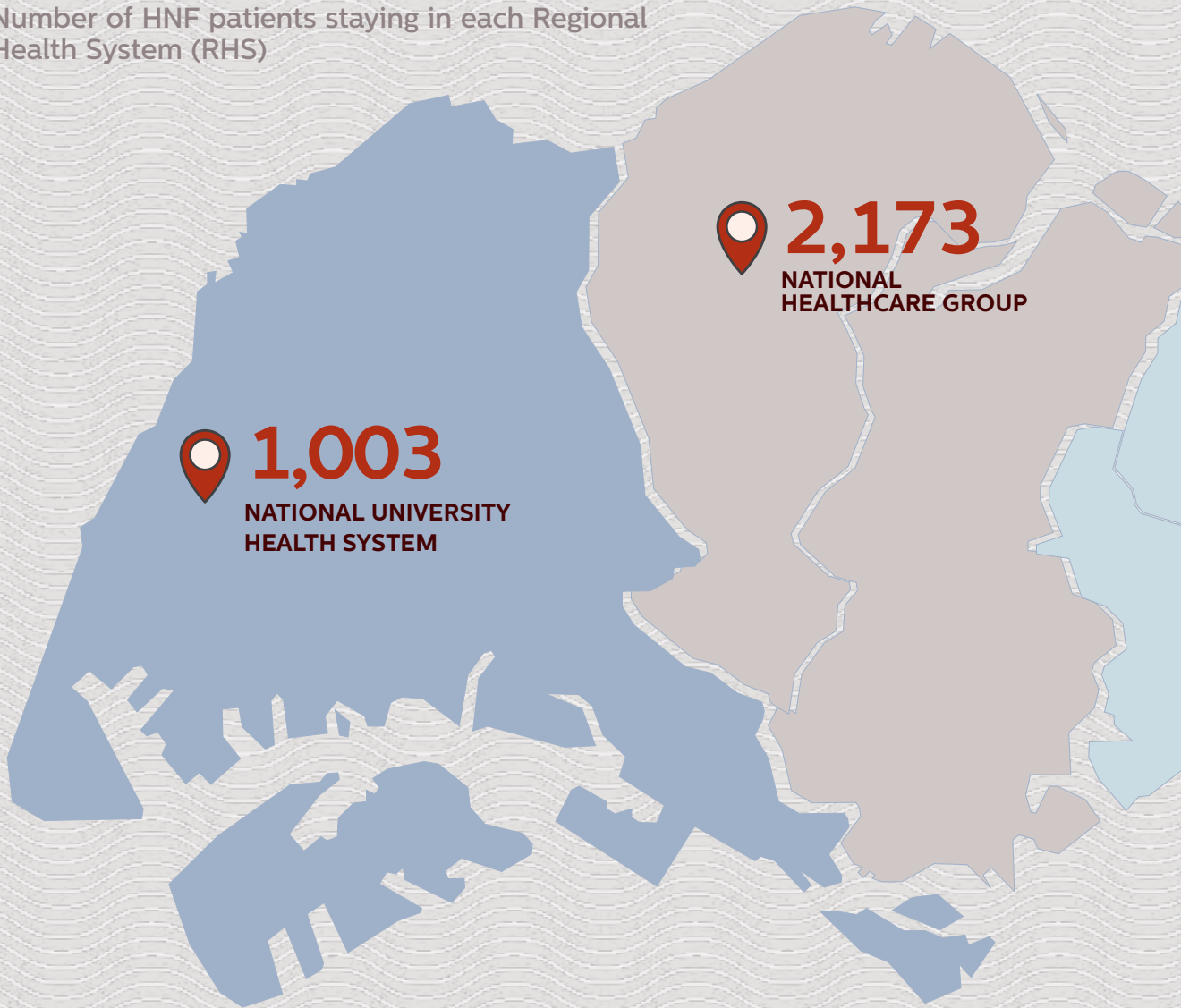
499

Number of home therapy patients served in FY2017/18



SERVICE BREAKDOWN BY ZONE

Number of HNF patients staying in each Regional Health System (RHS)



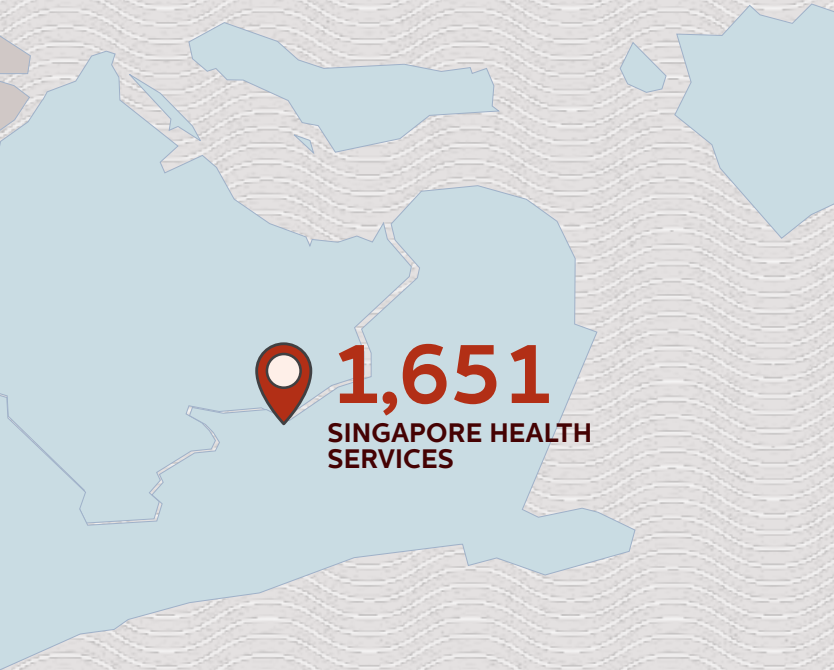
4282

No. of patients age 60 and above



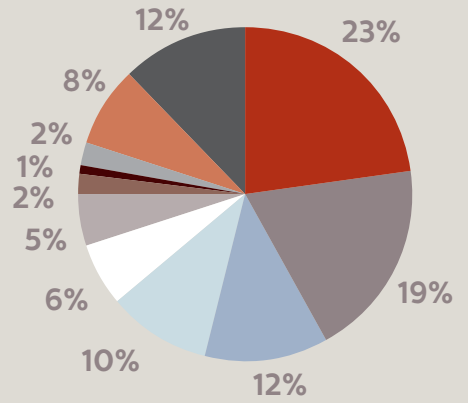
3415

No. of patients who are bed bound or have mobility issues



1,651
SINGAPORE HEALTH SERVICES

PATIENT REFERRAL SOURCES / % OF REFERRALS RECEIVED



- Tan Tock Seng Hospital
- Singapore General Hospital
- Changi General Hospital
- Khoo Teck Puat Hospital
- National University Hospital
- Ng Teng Fong General Hospital
- SengKang General Hospital
- National Specialty Centres
- Polyclinics
- Community Hospitals
- Community Service Providers, Self-referrals



2441
No. of patients with household income of below \$700



4084
No. of patients with household income of below \$2,600



132

Number of extended-hours emergency nursing visits made in FY2017/18

Extended-hours emergency nursing visits are defined as ad-hoc visits performed from 5.30pm to 9pm upon patients' requests.

All about you

HNF is all about you, our patient. You are at the heart of all our clinical and corporate development efforts. We continuously enhance the service and quality standards of our patient care to ensure we meet your needs.





ENHANCING OUR CARE

It has been over 40 years since we first saw the need to bring nursing care to patients at home, and dedicated ourselves to fulfilling that need. Today, we are the largest home healthcare service provider in Singapore and still, we continually strive to improve our standards and delivery of care.

We believe in a holistic and multidisciplinary, integrative and evidence-based approach to finding what is best for our patients. We work as a team, learning from each other and from others' best practices so we can continually enhance our core services, such as medication management and wound care.

As needs arise, we will add new services, such as specialised speech therapy; and we will leverage technology when it improves the care experience for patients, allowing them, for instance, to get stronger and better in the comfort of their own homes.

We are committed to constantly improving our clinical services and you have shown us that we are on the right track.

KEY RESULTS



90.3%
satisfaction rate in Home Care Client Satisfaction Survey.



New interactive voice response telephone system launched in 2018.

Patient Satisfaction Survey

Our patients were invited to share how they felt about the home-based care they received. Commissioned by the Agency for Integrated Care (AIC), the Home Care Client Satisfaction survey, which was conducted for the first time, was carried out from November 2017 to January 2018, polling patients who had received at least two home visits in the past year.

HNF was pleased to achieve an overall satisfaction rate of 90.3 per cent. We did especially well in areas such as the reliability of our staff

and our ability to meet all care needs.

Reliability is something we take very seriously as we know it is important that our patients and their caregivers can count on us. Clinical staff were provided with corporate phones so they could respond and communicate with families in a timely fashion. We also launched a new interactive voice response telephone system to improve the efficiency of the call centre. These enhancements will help us serve our patients reliably.

“We felt comforted and reassured as SSN Pushpa always had a smile when she attended to my father.”

HNF also achieved good scores in meeting patients’ care needs. This stems from our belief that care must encompass more than clinical care. When our patients and their families receive holistic care, they feel that their burdens are truly lifted.

When Mr Ng See Chong’s father fell into a coma, for

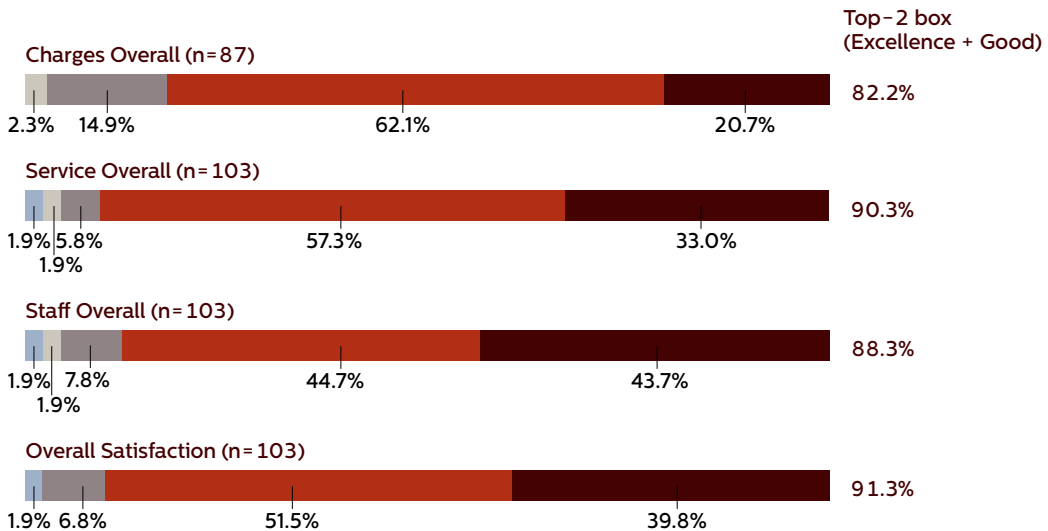
instance, they felt lost as they had no idea how to care for him. That all changed when they engaged the services of HNF Senior Staff Nurse (SSN) Pushpa Kumari from December 2017. Whether it was changing his feeding tube or urinary catheter, SSN Pushpa was there for them. “We felt comforted and reassured

as SSN Pushpa always had a smile when she attended to my father. Her steady pair of hands and vast experience was reassuring. Her service was excellent and most importantly, she had a caring touch. We hope she can continue to attend to my father’s needs,” said Mr Ng.

OVERVIEW OF 4 KEY INDICES (HNF)

Satisfaction Across 4 Key Indices

- Service received the highest score of 90.3 per cent from respondents.



● Very Poor ● Poor ● Satisfactory ● Good ● Excellence

Note: Numbers may not add up to 100% due to rounding error

ENHANCING OUR CARE

Helping Patients to Keep on Top of their Medications

Unpleasant side effects like low blood pressure, dizziness, physical impairments that affect dexterity of fingers or poor eyesight, and even social factors like financial constraints will result in patients not taking their medications regularly.

Medication management is one of our key services, and, working with pharmacists from the National Healthcare Group, HNF conducted a series of training for our nurses on assessing and improving medication adherence and effective techniques for medication reconciliation. Advanced Practice Nurse (APN) Precilla Lai also facilitated discussions with nurses on ways to help patients better manage their medicines.

One of these was a standardised process of assessing how well patients are taking their medications, by adopting a modified pill

count method. Every time the nurse does a home visit, the remaining pills in the patient's pill box – which had been packed by the nurse in accordance with the prescription – are tabulated using a formula to determine if the patient is taking his medicine regularly.

The team also developed a new visually-friendly pill box label, with symbols like a rising

sun or a moon for the pills set aside each day, that made it easier for elderly patients to know whether to take their pills in the morning, afternoon or night. The multidisciplinary approach to problem solving made the nurses more effective in helping patients take control of their health.

“Previously, I would get my day and night medicine mixed up. It was definitely



APN Precilla (right) sharing some tips on medication reconciliation with her colleague

easier for me to identify and take my medicine at the correct time of the day and by the right dosage after my nurse started packing the different medications into pill boxes labeled with ‘day’ and ‘night’ stickers,” shared Mr Ganesan S/O Suppiah, who takes more than 10 pills a day to manage various conditions such as diabetes, vascular diseases, hypertension and hyperlipidemia.



Making a Real Difference in Patients' Lives

Madam Ng Kim Cheng lived alone and needed to start on insulin for poorly controlled diabetes. She didn't like the idea, but Advanced Practice Nurse (APN) Precilla Lai persuaded her that without the insulin treatment, her diabetes would worsen and result in further complications.

Madam Ng agreed to a short stay in hospital to stabilise her blood sugar level and start on insulin. Over two months, APN Precilla visited her at home weekly, helping her adjust the insulin dosage, along with her home medical doctor, until her diabetes stabilised and she could manage on her own.

APN Precilla was able to guide Madam Ng on her medication regime because of her training as an Advanced Practice Nurse, for which she earned a Master of Nursing degree from the National University of Singapore, followed by a one-year internship under a physician. She is trained in health assessment, diagnosis and management of common medical conditions, including chronic illnesses.

She chose nursing 11 years ago because it was a challenging profession which enabled her to help others and offered good career prospects. As a student nurse, she was drawn to home care after a stint with HNF. “The experience left a deep impression as I saw and felt the difference in the relationship between the home care nurse and the patient compared with the nurses in hospitals and clinics. I also saw how home care nurses made a difference in patients' lives, who would otherwise be admitted to Hospitals and Nursing Homes,” she said.

Today, she works with patients with highly complex conditions in the western part of Singapore, until they are stable enough to be cared for by their regular nurses.

“As an APN, one of my important roles is to be a bridge between the patient, their families and the healthcare team. I provide holistic care for our increasingly complex patients who may have a high level of need. I am trained to handle episodes of acute or sub-acute care which frees our physicians to handle patients with even higher care needs. The APN works as part of a multidisciplinary team, both internally and with external partners, to provide and coordinate care,” said Precilla.

ENHANCING OUR CARE

“The team also developed a visual skin tear chart to guide nurses on assessment and interventions.”

Nurse-Led Wound Round Improves Outcomes for Patients

Wounds can develop from falls, on bed-bound patients or patients with chronic conditions such as diabetes. If not treated properly, wounds may worsen and put lives in danger.

As many of our patients are in their senior years and have chronic conditions, wound care management has become our most commonly referred service. Since August 2017, HNF has worked closely with St Luke’s Hospital (SLH) to enhance our wound care practice, using evidence-based approaches and through developing capability in advanced wound management.

In a consultancy role, Ms Susie Goh, SLH’s wound care specialist, worked closely with our nurses to develop a wound care assessment form. In using the form, our nurses are able to take a consistent approach in assessing the nature of the

wound, the patient’s level of pain and risk factors such as nutrition and mobility, which impact healing. Once the assessment is made, the next step is to establish the goal of managing the wound and determining the most appropriate interventions through our wound care algorithm.

Starting 8 March 2018, all wound care cases are also discussed during a nurse-led wound round, which allows nurses to streamline their practice and learn from each other. The rounds are facilitated by two Assistant Nurse Clinicians: Ms Hafidah Binte Saipollah and Ms Annie Kiong.

The team also developed a visual skin tear chart to guide nurses on assessment and interventions. Moving forward, the nurses will be using a portable Doppler ultrasound machine to check the adequacy of blood flow to the lower limbs for patients with vascular ulcers.



A Team Approach to Wound Management Brings Relief and New Hope

It was the smell that hit Senior Staff Nurse (SSN) Pushpa Kumari as soon as she walked into Madam Wee Li Soon’s 4-room flat in December 2017. Madam Wee kept her windows shut and curtains drawn because of the putrid smell coming from the large and seeping wound on her



SSN Pushpa checking on Mdm Wee's blood pressure to ensure her condition is stable during a home visit

leg. The venous ulcer stretched from her calf to her foot. Madam Wee had suffered from it for 14 years and had given up hope of ever getting well. "She had depressive symptoms such as feelings of hopelessness, loss of joy and loss of appetite. She was emaciated and weighed 38kg," said SSN Pushpa.

Unable to walk without help, Madam Wee waited alone in her old and cluttered flat all day until her husband Mr Tan Theck Khin, 66, came home from work.

Mr Tan, who is also her caregiver, prepares their meals and attends to her needs.

After the initial assessment, SSN Pushpa shared the wound care plan with the couple. While Madam Wee refused most suggestions, her husband was attentive and cooperative. Even though the treatment plan required frequent purchases of wound care products, some of which were costly, the items would be ready at every visit. He also bought the nutritional

supplements that Madam Wee needed. "He never hesitated about payments and did not complain about the financial burden," said SSN Pushpa.

After weeks of wound and social care facilitated by SSN Pushpa and her team, the wound started to heal. "Madam Wee became more cheerful and would even smile at me when I visited her to dress the wound," quipped SSN Pushpa.

When Madam Wee was admitted to Tan Tock Seng Hospital in March for a stenting procedure, her wound had shrunk and was healthy and uninfected. After stenting, the wound shrank even further and is close to being completely healed – the happy outcome of a concerted team effort and family support in carrying out the care plan. Overjoyed, Madam Wee said: "Thanks to SSN Pushpa, this ulcer that made me suffer for years is finally healing well after four months. I can sleep more comfortably as it is easier to position my legs now!"

EXPANDING OUR CAPACITY

Speech Therapy Service

We are constantly on the lookout for new services we can provide to meet evolving needs. With a large proportion of our patients suffering from stroke and becoming bed-bound, many experience difficulties in speaking and swallowing.

HNF started its speech therapy service in April 2017 for patients under our care who would benefit from an assessment and management of swallowing and feeding difficulties, as well as voice, speech and language training to improve functional communication abilities and voice quality.

The new service allows speech therapy sessions to be conducted at home, bringing greater convenience to patients, especially those with mobility issues. As of 31 March 2018, more than 50 patients have benefited from our speech therapy.

Learning to Eat Again with Speech Therapy

A basal ganglia haemorrhage turned Mr Laseeman Sarman's life upside down. Only a day before his stroke in September 2016, he had attended a wedding reception, riding there and back on the train. "He was so excited because all the relatives were there," said his daughter-in-law, Madam Noraini Mohd Yusop, 53.

When Mr Laseeman regained consciousness a week after his stroke, the formerly active 84-year-old was paralysed on his right side. He had to move in with his son and daughter-in-law, who became his caregiver, and have a naso-gastric tube through which he was fed milk. Everything was new to them. "He pulled out his tube twice. The first time, he started getting agitated. I panicked and had to get help to put it back," recalls Mdm Noraini.

They were referred to HNF in November 2016 and Madam



Noraini says it has made a huge difference. HNF's doctor, Dr Choo Wee Kay visited them every six months or so, and when Mr Laseeman began to improve, Dr Choo suggested he try physiotherapy as well as speech therapy for transitional feeding.

At the speech therapist's first visit in March 2018, she got him to suck on a straw, and then she spoon fed him porridge. "It was like a miracle!" recalls Madam Noraini. "He had no problem!" From then on, with the speech therapist coming every two weeks to check in on them, Madam Noraini would feed him small amounts of soft food each day.

"...he becomes more alert, he has made good progress at eating on his own, even though he is still paralysed on the right."

Ms Low Ai Wei, Speech Therapist assessing Mr Laseeman's swallowing ability as he is being fed by his daughter-in-law

Now, she says, he has a tea break every morning, of biscuits or bread softened in water and three meals each day of something soft, like mee sua with egg and ground sausage. "He is happier," she said. "My father-in-law loves being able to eat and he knows when it is time for meals."

Indeed, Mr Laseeman is highly motivated, shared the speech therapist Ms Low Ai Wei, and as he becomes more alert, he has made good progress at eating on his own, even though he is still paralysed on the right. With good support from his family and HNF, Mr Laseeman's tube was removed in end-May.

SPEECH THERAPY SERVICE



Greater convenience and more cost effective



For patients who experience

- eating and swallowing difficulties
- language / communications problems



More than

50

patients have benefited in FY17/18

EXPANDING OUR CAPACITY

“Our therapist will prescribe the appropriate exercises after an initial assessment conducted with the patient.”

Tele-Rehabilitation Programme

It is often the case with clients who need rehabilitation that leaving the house to go for therapy is a challenging endeavour. Starting January this year, HNF rolled out a new tele-rehabilitation programme, a two-year pilot under Ministry of Health, which aims to bring greater convenience for patients by letting them carry out rehabilitation in the comfort of their own homes with just a good Internet connection and a tablet.

The system requires a minimal set-up, involving only a table being fitted on the stand and two sets of sensors in the patient’s home. Our therapist will prescribe the appropriate exercises after an initial assessment conducted with the patient. Patients can exercise at any time of the day, at their own level of



Our patient, Mr Michael Tan doing a face-time with our physiotherapist, Mr Vijayakumar during a tele-rehab session at home

Stress-Free Rehab in the Comfort of One’s Own Home

Mr Michael Tan Ong Choon, 82, dreams about a day when he will be able to walk again. With that aim firmly in mind, the left-sided stroke survivor has, for the past two years, tried diligently to attend a day care centre near his home for his rehabilitation exercises.

The only problem is, as Mr Tan has yet to regain his physical functions, he needs the assistance of his helper and a wheelchair to get around. Getting to the day centre is in fact one of his biggest obstacles,

comfort. Depending on the progress of the patient, the system also allows the therapist to make adjustments to the difficulty level of the exercises at any point in the programme.

This new technology captures and saves the patient’s

not just in terms of the logistics involved, but also the cost.

So he was eager to try out HNF’s three-month long tele-rehabilitation programme in February 2018, which lets him carry out strengthening exercises for his upper and lower limbs in his own time and at his convenience. Assisted by his caregiver, he just needs a pair of sensors on his upper and lower limbs and an iPad, which shows him both the exercises and reports his progress to his physiotherapist.

Mr Tan feels his muscle strength has improved and he is full of optimism that his dream of walking on his own again will come true.

performance after each session. The therapist provides feedback through tele-conversations on whether the exercises are properly done and frequently enough. As such, our therapist can also manage his time more efficiently by reviewing the patient’s progress remotely.

At HNF, we strive to keep on top of the advances being made in technology and medical research, seeking the best and most current practices to improve and enhance our work. Whether in case management, or clinical practice, we are always interested in finding ways to do things better, so that you, our patients and families, can rest easy and focus on the important task of getting better.

Hospital-to-Home Programme Partnership

Many patients with multiple medical conditions require continued care support after being discharged back home. Recognising the importance of strengthening care support in the community, HNF has been working closely with various restructured hospitals since 2015 to help patients in making a smooth transition back home.

One such collaboration which yielded encouraging results was with Khoo Teck Puat Hospital (KTPH). In a study conducted by KTPH, among 112 patients referred under this programme between July 2015 and August 2017, there is an evident reduction of as much as 50 per cent in emergency visits and hospital re-admissions.

Under these programmes, HNF provides home nursing

and home medical to support patients, enabling them to age well in the comfort of their homes. Our multi-disciplinary team, comprising nurses, doctors and social workers will also make sure that the patient's condition is under control by providing updates on the patient's progress through monthly meetings.

E-Documentation System

Case notes were traditionally written by hand – or scribbled – by doctors, who would then pass them over to the home medical support team to transcribe digitally into the HNF medical record system.

“This process was labour-intensive and also prone to transcription error,” explained Dr Dennis Yee, HNF family physician. “I carried along a file containing empty progress notes and would then fill in my clinical notes on the paper, sign off and stamp our name

stamp at the end of every entry. It was tedious,” he said.

Writing case notes became less of a chore in August 2017, when e-documentation was implemented by the home medical team. Now, each doctor has a tablet with a data plan through which he or she can access the HNF system and type in case notes directly. This convenience enables our clinicians to produce comprehensive, detailed case notes.

Dr Yee said there is no longer any need to ask the Home Medical support team to scan past clinical notes for him to refer to. Now he can just call them up himself, and with a 4G connection, access patients' data and clinical records easily, on the go.

There are other benefits, he said. Home Care involves a multidisciplinary team. “With e-documentation, we as doctors can easily access notes by Home Care nurses and Home Care therapists and review their entry, which allows us to better tailor care for the patient,” said Dr Yee.

OUR LEARNING JOURNEY

Hand Hygiene Day

Amid the laughter and fun of quizzes and other activities, Hand Hygiene Day contained a serious message, embodied in the pledge taken at the end of the celebration: Clean hands save lives. Always practise good hand hygiene to prevent the spread of germs.

HNF organised the first hand hygiene celebration for our clinical staff on 5 May 2017. Though seemingly light-hearted, the initiative has a valuable aim: to enhance the sense of collective responsibility in adopting and encouraging each other to have good hand hygiene for the safety of our patients. This is essential, especially since most of HNF's patients are in their senior years and have weaker immune systems.



1.

Education Posters Display

In a collaboration with external experts, HNF staff worked to present a poster during the 2nd Tan Tock Seng Hospital Nursing Conference and the 22nd Joint Singapore-Malaysia Nursing Conference 2017. The poster, focusing on a “Prospective Cohort Study

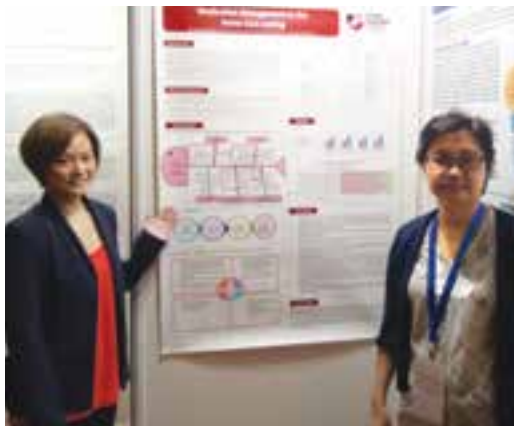
to Validate Accuracy and Repeatability of Non-Contact Pressure Ulcers Wound Measurement”, was presented by Ms Chan Mei Mei, Director of Nursing (DON), Hafidah Binte Saipollah, Assistant Nurse Clinician, Annie Kiong Assistant Nurse Clinician and Marliah, M Kanagarani, Senior Staff Nurse with valuable inputs from Lim Kwang Yong of Nucleus Dynamics Pte Ltd and Dr Chan Yiong Huat from the Biostatistics Unit, Yong Loo Lin School of Medicine, NUS.

Advanced Practice Nurse Precilla Lai and DON Chan Mei Mei also presented a poster on “Medication Management in Home Care Setting” during the Global Conference on Integrated Care (GCIC) 2018.

01 Group activities for nurses at the Hand Hygiene Day

02 Ms Precilla Lai, Advanced Practice Nurse, together with Ms Chan Mei Mei, Director of Nursing at the Global Conference on Integrated Care 2018

03 SN Siti Mariam receiving her award from Senior Minister of State for Health, Dr Amy Khor at the Community Care Manpower Development Award Ceremony



2.

DEVELOPING OUR PEOPLE

Our people are at the heart of HNF's success, and are among our greatest assets. We seek to empower our staff to deliver quality and reliable services to patients and to meet the evolving and complex needs of the community.

The People Developer certification, awarded to HNF in 2016 by SPRING Singapore, recognises and affirms the rigour of HNF's internal systems and processes in managing the development of our people.

At HNF, we always encourage our staff to pick up new skills by emphasizing the importance of lifelong learning.

No Limits to Lifelong Learning

HNF Staff Nurse (SN) Siti Mariam Binte Mohamed Amin, 37, became a community nurse in 2006 because her heart went out to elderly patients and their families, who seemed so helpless after they were discharged from hospital.

At the time, she was a nurse in an intensive care unit in a hospital, but she had long realised the job required more than applying her skill sets to tend to patients' physical conditions. "It is important to establish communication with family members so you can better understand their needs when coordinating care services," said SN Mariam, who has been a nurse for 16 years.

So she joined HNF, taking on the challenging but fulfilling work of tending to elderly patients in their homes, where the ability to build trust and rapport with them is even more crucial, she said.

"For example, some elderly may refuse to comply with medical instructions. You have to gain their trust to be able to persuade them to take their medicine as instructed."

She didn't realise just how valuable her nursing skills would be until 2010, when her own father was diagnosed with osteomyelitis and had to have his legs amputated. The family was devastated and it was SN Mariam he leaned on to get through this most difficult stage of his life. "I provided every form of support he needed, assisting with his wound dressing and spurring him on when he learnt to walk on his prosthetic foot fitting," she said.



3.

DEVELOPING OUR PEOPLE

SN Mariam had chosen nursing when she was 17 years old, taking up the nursing programme at Nanyang Polytechnic, as she wanted a profession with practical skills which would help others. Realising she had made the best career choice, SN Mariam decided to upgrade her skills so she could help even more people. She applied for a scholarship previously known as the Social and Healthcare Manpower Development Programme in order to further her studies.

On 5 September 2017, SN Mariam received the Community Care Manpower Development Award (CCMDA) from Senior Minister State of Health, Dr Amy Khor. With the award, she began an 8-month Advanced Diploma course in Nursing (Gerontology) at Nanyang Polytechnic in April 2017. SN Mariam is grateful for the opportunity to deepen the knowledge and skills she needs to care for the

psychosocial and health needs of elderly patients.

“In this ageing society, I see more and more patients with multiple chronic conditions, increasing the complexity of healthcare needs. I hope to gain new knowledge and to improve my skills so as to deliver safe and efficient nursing care to my patients,” said SN Mariam.

A Stepping Stone to Personal Growth

Working in the healthcare sector was something that Ms Ivory Low, 25, didn't really

envisage when she graduated from school with a Diploma in Business Management. So when she joined HNF in July 2014, she knew little about healthcare and saw it as a stepping stone to a career in accounting and finance. But as she became more involved with the work of the HNF, handling account receivables such as tallying donations and home medical fees from patients, she began finding it meaningful to be helping those who needed help.

At the same time, she realised that her skill sets –

01 Ms Ivory Low is doing a 18-month Bachelor of Science (Honours) Degree in Accounting and Finance to upgrade her skill sets

02 Mr Xavier Heah discussing a patient's case with his colleague



1.

and ultimately, her career – would be boosted by a strong foundation in accountancy and financial practices. With that goal firmly in mind, she enrolled for an 18-month Bachelor of Science (Honours) Degree in Accounting and Finance with the University of Essex, through the Kaplan Higher Education Institute.

Several months into her course, Ivory has no regrets juggling work with school. “I am sure that I will have more to gain than lose in this journey, which in turn would benefit my career and the organisation. I am thankful to HNF for allowing me to have this chance,” said Ivory.

“...handling account receivables such as tallying donations and home medical fees from patients, she began finding it meaningful to be helping those who needed help.”



2.

Attending to the Social Wellbeing of Patients is Important Work

Mr Xavier Heah, 29, decided to become a social worker after his first home visit to a pair of young siblings living with their parents in a cluttered three-room flat. The siblings had mild intellectual disability, their father suffered from permanent disabilities and their mother was also mentally unstable. As a result, none of the family members was able to work. Their plight left a deep impression on him, and after working on several other similar cases, Xavier wanted to be a positive change agent for the less privileged in the community.

Medical social workers (MSWs) are a vital part of the HNF team. Many of our patients have socio-economic constraints and it is our MSWs who have to figure out where and how to tap on the resources that can

help them. After getting two years of experience working with the elderly with the social welfare department, Xavier, by then a Senior Executive of Social Welfare, decided to become more qualified. After completing his post-graduate Diploma in Social Work this July, he will further his studies in the Master of Social Work Programme with the Singapore University of Social Science, with funding from the National Council of Social Service’s VCF Professional Capability Grant.

Xavier who will soon be accredited as a social worker, will remain an essential part of our multidisciplinary team. He said: “I’m really glad I’ll have heightened knowledge in social work, so I can give even better inputs when I evaluate a patient’s situation. This is why I decided to upgrade my skills – so that we as a team at HNF can deliver holistic care for our clients.”



All smiles

The smiles at our community events and activities from patients and their families, supporters and volunteers are what drive us in our community engagement efforts.



FUNDRAISING INITIATIVES

At HNF, we know only too well the importance of community. Every day, we are helped in doing our work by the larger community, the hundreds of donors, volunteers and well-wishers who give their time and money generously so that we can continue to bring care to patients in their homes and community, where they are surrounded by the people they love, and the places they know.

Here are some of the innovative ways that our donors and volunteers raised money last year to keep us going.

LoveFAD

Love For A Dollar (LoveFAD) is a youth-led volunteerism project that provides gift-wrapping services at shopping malls island-wide, to raise funds for various charities. LoveFAD was the brainchild of a group of Anderson Junior College students looking for a service-learning project.

It was no once-off. Though they are now working adults and university undergraduates, the same founders of the project continue to manage it, nine years later, taking time off at every holiday season to liaise with shopping malls, marshal volunteers to wrap gifts and put the whole plan into action.

Last Christmas, LoveFAD volunteers provided gift wrapping services at Tampines Mall, Westgate and Waterway

Point in exchange for a donation towards HNF. The event attracted over 100 volunteers to raise funds for HNF last year.



LoveFAD volunteers at our Westgate fundraising booth during Christmas last year

1.



—
From left:
Mr Berny
Chua and
Mr Jared
Ho from
LoveFAD

Gift Wrapped with Love

Nine years of wrapping presents for strangers at shopping malls every Christmas. That's a lot of paper, ribbon and Scotch tape – not to mention time and the dedication to a good cause that keeps Singapore Management University graduate Mr Jared Ho, 26, and his team going.

“Back then, LoveFAD was a fundraising project started by my seniors, which saw them collaborating with The Salvation Army,” recalled Jared. “It is an ingenious way to raise charity dollars and it will attract many who enjoy wrapping gifts to join us and do good together.”

Behind the cheerful smiles and dexterous fingers of the volunteers who give up their time to wrap gift after gift is a meticulously-planned and executed yearly affair. “We have to put together logistics and manpower, manage stakeholders and resolve problems that surface on the spot,” said Jared. “But the passion and acts of kindness from people motivate me to stay on as a volunteer.”

Jared encourages more volunteers to join the project. “Through wrapping gifts for strangers, you will feel the warmth and generosity of the public, and derive a sense of satisfaction from your contributions,” he said. “Your small contribution will really go a long way to help the less fortunate.”

GRAB – Ride for Good Campaign

Between 3 April and 30 April 2017, every passenger who took a Grab for Work Ride did their bit for a good cause, as Grab pledged \$1 from every ride in its Ride for Good Campaign to HNF. Grab said it got involved in order to raise awareness of the important work done by charities like HNF, as well as to give back to the community that had helped support and grow its ride-hailing business.

“Grab is glad to be able to make a difference in the lives of patients and to engage in such a meaningful cause. We look forward to more collaborations with HNF,” said Mr Benjamin Emmanuel Lee from Grab's Business Development and Partnerships.

“Grab is glad to be able to make a difference in the lives of patients and to engage in such a meaningful cause.”

FUNDRAISING INITIATIVES

No Mountain Too High

Dr Kumaran Rasappan, a senior resident in orthopaedic surgery with the National Healthcare Group was the first Singaporean Indian to scale Mount Everest, in May 2012.

Last year, the 33-year-old medical practitioner set his sights on the daunting K2 – at 8,611 metres, the second highest mountain after Everest – and Makalu – the fifth tallest at 8,485 metres.

He has trained himself to climb these Himalayan peaks between June and December 2017 to raise funds for charities, including HNF.

Naming his endeavour ‘No Mountain Too High’, Dr Kumaran hopes to encourage and inspire HNF patients and their caregivers to be strong in times of adversity. As a medical doctor who works closely with patients and their caregivers,

Dr Kumaran is well aware that caregivers also experience a roller coaster of emotions, feeling distress and enduring tribulations as much as patients themselves.

Through the six-month expedition, he has helped to raise funds for HNF’s ‘Caring for our Caregivers’ programme. “I am delighted to have the opportunity to play a role in this through my climbing efforts and I hope to raise awareness on the challenges faced by caregivers on a daily basis” shared Dr Kumaran.

Keppel Club Charity Golf

For the fourth consecutive year, HNF was honoured to be nominated as one of ten beneficiaries for Keppel Club’s

iconic fundraiser, Keppel Charity Golf. The Keppel Charity Golf event is the club’s iconic corporate Social Responsibility programme. Held on 14 and 15 October, golfers teed off the course and raised close to \$1 million dollars for charitable causes.

Donation Box Placement

HNF completed its’ first Donation Box Placement Program with NTUC FairPrice Co-operative Limited, Unity Pharmacy where donation boxes were placed at all 59 Unity Pharmacy outlets from October 2016 to November 2017. Members of the public donated in support of HNF at the Unity Pharmacy outlets, and we are heartened to get a good response.

From left: Mr Lai Mun Onn, President, Keppel Club, Mr Fock Siew Wah, Chairman (previous), Keppel Club, Dr Lam Pin Min, Senior Minister of State, Ministry of Health and Ministry of Transport, Mr Ng Chee Keong, Deputy Chairman (previous) and Ms Janice Lim, Head, Communications and Development, HNF at Keppel Charity Golf’s cheque presentation



Do Good and Create Value for Others

Aberdeen Assets Management has been HNF's invaluable partner for the past five years. Not only do they work with various charities to support local communities, they also engage their employees and provide opportunities for them to use their time and skills to create additional value and meaning in life, for others and for themselves.

Ms Henny Muliany who has been participating in the company's Corporate Social Responsibility programme for more than 10 years, shared: "I realised how fortunate we are as we can share our skills and spend time in bringing joy to those we helped. I find satisfaction in the meaningful work we do when we participate at these patients' outing too."

"I realised how fortunate we are as we can share our skills and spend time in bringing joy to those we helped...."



From left :
Mr Tan Meng Hee,
HNF patient,
together with
Mr Alex Chia,
HNF volunteer

The Joy of Caring

While most of his peers were spending their weekends at the movie theatre or mall, 21-year-old Alex Chia took a different path. The full-time National Serviceman signed up as a volunteer with HNF.

His first "job", in February this year, was to fetch a patient and take him to a carnival organised by the Tote Board at Gardens by the Bay. Before he went, Alex boned up on basic care techniques and gathered tips on interacting with elderly people from a volunteers briefing session. But he needn't have worried. With his affable nature and easy manner, he got along

well with the patient, Mr Tan Meng Hee.

Alex says he finds joy interacting with those most people his age don't come into contact with. "I've gained a different perspective on life after talking to elderly people. Life has lots of challenges and I can learn valuable lessons from their life stories. Most importantly, what I've learnt from them is to enjoy what we can about life and do what we like to make the most of every day," he said.

Alex also volunteers his time by preparing letters and calling patients to remind them of upcoming events. The volunteer at heart hopes to reach out to more patients and bring happiness and smiles to all of those he meets.

VOLUNTEER & SPONSOR INITIATIVES



**20 JUN
2017**

Hari Raya Hampers Distribution by Aberdeen Asset Management

Aberdeen Charitable Foundation sponsored 50 hampers for HNF's Malay patients to celebrate Hari Raya Puasa. Staff from Aberdeen also took time off their busy schedules to pack the hampers at our office.



50
Patients



13
Volunteers



Patients'
Home

**7 OCT
2017**

Deepavali Hampers Distribution by ABN AMRO Bank

Spreading the joy of the Festival of Lights, 10 staff volunteers from ABN AMRO Bank spent their Saturday morning delivering 50 hampers to our Indian patients.



50
Patients



10
Volunteers



Patients'
Home

**27 OCT
2017**

Patients' Outing by Economic Development Board (EDB) Smile Club

40 staff volunteers from EDB Smile Club did just that, bringing smiles to our patients' faces as they accompanied them to Giant Tampines to shop for groceries. With each one given a \$30 voucher, our patients had fun choosing what they wanted to buy along with their volunteers.

The camaraderie continued afterwards at Koufu, where volunteers and patients stopped for a snack and drink.



16
Patients



40
Volunteers



Giant,
Tampines

We appreciate the many helping hands from our corporate community and schools, who gave generously of their time last year to touch our patients' lives. Here's a glimpse of some of the major events that took place in FY2017/18.



8 NOV
2017

**Patients' Outing
by TTJ Design and
Engineering
Pte Ltd**

Crafting a beautiful terrarium can be therapeutic, as our patients discovered, when 14 staff volunteers from TTJ accompanied them from their homes to EPIC Workshop for a DIY session. This was followed by a sumptuous buffet lunch at the Edge Restaurant.



8
Patients



14
Volunteers



EPIC
Workshop and Pan
Pacific
Hotel Edge
Restaurant

MAR — MAR
2017 2018

**Monthly Hampers
Distribution
Sponsored
by HEB-ASHRAM
Halfway House**

Every month for nearly two years, 30 HNF patients have been the recipients of hampers. Sponsored by HEB-ASHRAM Halfway House, these hampers are delivered by nine volunteers from St Ignatius Church who not only bring these welcome gifts to our patients, but also often stay to chit-chat and get to know them.



30
Patients



9
Volunteers



Patients'
Home

1 NOV — 31 DEC
2017 2017

**Wave Your Magic
Wand Campaign**

Christmas can be fun and meaningful, as our young volunteers between aged 4 and 12 put their creative spirits together to produce greeting cards for our patients. The star-shaped wands contained colourful expressions of the festive season and well-wishes – all hand painted by our young volunteers. A total of 250 magic wands were distributed to our patients.



250
Patients



10
Volunteers



Patients'
Home

12 MAR
2018

**House Painting by
Nan Chiau High
School**

Two of our patients were elated to receive a new coat of paint for their entire homes, courtesy of 36 students volunteers and 8 teachers from Nan Chiau High School, as part of a service learning project.



2
Patients



36
Volunteers



Patients'
Home

MEDIA & KEY ENGAGEMENTS



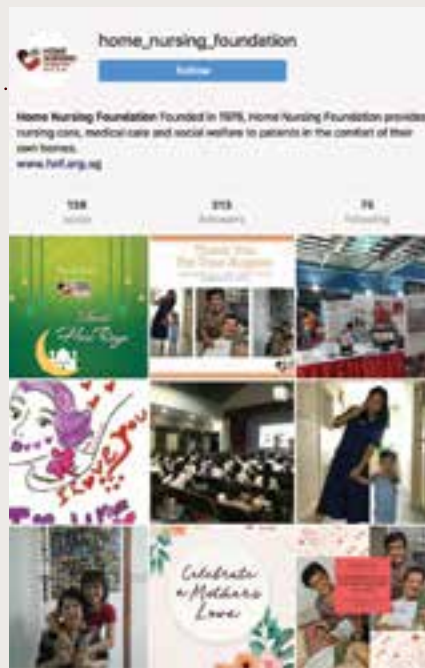
26,376

Page views on HNF website



190

followers on Instagram Page



3,650

Likes on HNF's facebook page



(凌波摄报)

坊间

金曼仙 报道
www.hknews.com.hk

医生登峰筹款

面对充满挑战的登山任务，拉伊诺说：“就像病人和医护人员在生活中的挑战一样，我所期望机会鼓励他们，帮帮生活诸多不易，也要有勇气面对。”

“山峰再高，也不能阻挡我的决心！”拉伊诺医生（Kenshin Rasagon, 33岁）在表达自己登高峰筹集款的决心时这么讲。

他今年6月至12月进行登山活动，目的是为保护协会的“关爱看护者计划（Caring for Our Caregivers）”筹集5万元善款。

拉伊诺是国立健保集团整形外科高级住院医师，非常热心公益事业。拉伊诺曾经在2012年成功攀登海拔8848米的珠穆朗玛峰，为慈善医院的社福基金会筹得2万4000元的款项，也曾于2014年获得本地杰出青年奖。

今年拉伊诺把目标放在挑战难度高的世界第二高峰——喜马拉雅K2山峰，海拔8611米，以及

海拔8455米的世界第五高峰——尼泊尔的马卡鲁峰（Makalu）。这两座险峻陡峭的山峰难度极高，繁复的技巧和落后令登山之路风险重重。

面对充满挑战的登山任务，拉伊诺说：“就像病人和医护人员在生活中的挑战一样，我也希望此机会鼓励他们，帮帮生活诸多不易，也要有勇气面对。”

“关爱医护人员计划”旨在关注看护者的社会和心理健康，缓解他们在照顾患者时，精神上所承受的焦虑和痛苦，进而间接提升看护者的服务品质。

社会常忽略看护者的需要，拉伊诺说：“我希望通过攀登高峰，增加公众对看护者心理健康的关注。”



8

Media coverage



462

No. of engaged volunteers in FY2017/18



5

House improvement project completed



7

Hamper distributions



4

Patients' outing





With
All
our hearts

As a charity providing home healthcare for patients from all walks of life, we rely on corporate and individual donations. On behalf of our patients and their families, we thank our donors and sponsors with all our hearts.

APPRECIATION

CORPORATES

\$100,000 & Above
President's Challenge

\$50,000-\$99,999
The Keppel Club

\$10,000-\$49,999
Aberdeen Asset
Management Asia Ltd
Allgreen Properties Limited

Asia Pacific Ladies
Friendship Society of Japan

Hong Leong Foundation

Hua Siah Construction
Pte Ltd

Lee Foundation

Love For A Dollar
(LoveFAD)

NTUC Health
Co-Operative Ltd

Singapore
Telecommunications Ltd

The Grace Shua And Jacob
Ballas Charitable Trust

WongPartnership Llp

\$5,000-\$9,999
AAstar Pte Ltd

Kwan Im Thong Hood Cho
Temple

Lee Kim Tah Foundation

Ngee Ann Kongs

Singapore Buddhist Youth
Mission

Sumitomo Corporation Asia
& Oceania Pte Ltd

Tan Chin Tuan Foundation

Tan Ean Kiam Foundation

TK76 Recycle
& Trading Pte Ltd

Toa Payoh Seu Teck
Sean Tong

TTJ Design &
Engineering Pte Ltd

Wellington Management
Company, Llp

\$1,000-\$4,999
A. Lioe & Associates Pte Ltd

Adpeco Integrated Services

Affluence Resource Pte Ltd

AL Tyres Pte Ltd

Autoply Engineering
& Trading

Bold Enterprise Pte Ltd

BRC Asia Limited

Che Hian Khor Moral
Uplifting Society (Singapore)

Clover Films Pte Ltd

EDB Recreation Club

Firmenich Asia Pte Ltd

Gns Storage Pte Ltd

Grabtaxi Pte Ltd

Hands With Love
Longevity Association
(Singapore)

HSM Corporate Services
Pte Ltd

HSM Tax Services Pte Ltd

Jasraco Marine Services
Pte Ltd

Jit Keong Trading Co

K2 & Makalu by Dr Kumaran
Rasappan

Lau Choy Seng Pte Ltd

Lingjack Engineering Works
Pte Ltd

Ngo Pit Cheong Pte Ltd

NUS Senior Alumni

OES Construction Pte Ltd

SBM Computers Pte Ltd

SCA Hygiene Singapore
Pte Ltd

Seng Hong Chan (S) Pte Ltd

Sun Holdings Ltd

SVY Anaesthetics Pte Ltd

Tak Products & Services
Pte Ltd

Thong Teck Sian Tong Lian
Sin Sia

U & P Pte Ltd

VGC Technology Pte Ltd

Wellington International
Management Co Pte Ltd

Wen Hao Secretarial Services

INDIVIDUALS

\$100,000 & Above

Wong Kim Yin

\$50,000-\$99,999

Lim Yu Jin Desmond

\$10,000-\$49,999

Chuah Kee Heng

Hong Bee Lan

Loke Yuen Kin Ruby

Mavis Lim Geck Chin

Sie Tuck Kai Alexander

The Late Mdm Mak Sin Chan

Wong Adrian

Yeap Lam Hai

\$5,000-\$9,999

Benny Oh

Chang Yeh Hong

Cheam Dar Shyh

De Vaz Ian Marc Rosairo

Harish Manwani

Ho Kok Sun Kevin

Hochstadt Herman Ronald

Hoe Yeow Kong

Khoo Gaik Chin

Lee Joo Ee Evelyn

Lee Kok Keong

Ong Beng Huat

Ong Siew Choo

Randy Isaac Walker

Soong Wei San

Suresan Sachithanathan

Tan Yang Guan

Tham Lilian Ee Mern

Thia May Lian

Toh Chee Meng

Wong Mei Gin

\$1,000-\$4,999

Aamir Hatim Nakhoda

Agnes Lim Bee Yan

Ang Ah Beng

Ang Wee Peng

Anmol Sethy

Arthur Chai Shaw Pu

Aw Chye Huat

B. J. Tresise

Bessie Lim

Betty Mariette

Beverly Goh Pi Lee

Cai Yami

Carolyn Tan Soon Yee

Chai Wai Fook

Chan Lai Yoong Susan

Celine

Chan Soon Cheng Jason

Chen Chih An

Chen Hsee

Cheng Li Chang

Cheng Teng Wai

Chia Chee Wei

Chia Fan Tat

Chia Ghim Chuan

Chia Hoi Mun

Chia Hwee Ming

Chia Lay Hoon

Chia Tze Cheng

Chia Wai Kong

@ Sik Wai Kong

Chia Wei Hong

Chin Chee Ong

Chin Yau Seng

Chionh Su Lin

Chiou Siow Lim

Chng Chee Kiong

Chok Mee Mee Mary

Chong Khee Yin

Chong Wei Hong

Choo Bee Li

Choo Heng Thong

Choo Siao Yuen

Chua Bee Choo

Chua Eng Hock

Chua Hai Kim

Chua Kim Suan

Chua Piang Sze

Chua Poh Gek Angeline

Chua Yong Wah

Chung Sook Yee

David Lee Eng Thong

Djeng Siang Hwa

Edward Anwar

Elaine

Elya Koesyono

Estella Koh

Esther Yap Chew Sia

Evangeline Lim Hua Ling

Fan Yong Kwai Joseph

Fong Peng Sow

@ Florence Fong

Fong Yok Ling

Foo Wei Kiang

Foong Chun Chee

Gan Boon Teck

Gan Kok Tuan & Family

Gan Seng Yei

Gan Soh Har

Gil Gerard Ilarde

Goh Bee Hua

Goh Hak Kheng

Goh Lei Hian

Guan Richard

Guo Zaiyi

Gwee Shirley

Hadi Widjaja Tanaga

Han Chek Siew

Henry Toha

Ho Bee Tat

Ho Ching

Ho Jun Keong

APPRECIATION

INDIVIDUALS

\$1,000–\$4,999

Ho Li Wah
Ho Lian Lee
Ho Mee Lee
Ho Ming Chau
Ho Seong Peng
Ho Siow Ling
Ho Zan Wen
Hoe Hwee Chin
Hong Choy Ken
Hong Min Yeok
How Siang Meng
Hua Chie Nan Dorinda
Hui Choon Wai
Joseph Grimberg
Joy Lee Siew Yang
Juthika Ramanathan
Kamal Kant S/O Chhotalal
Kapde Tushar
Karen Teo Ching Mei
Kay Boon Tan
Kee Meng Yew
Kee Sek Huat
Khoo Whee Leng
Khoo Whee Luan
Koh
Koh Ee Choo Pearly
Koh Kok Ong
Koh Lee Kwang
Koh Soh Guan
Kok Lee Kwang
Kok Pin Chin Stanley
Koo Li Kheang
Kuan Ren Qiang Patrick
Kuek Yu Chuang
Kwee Irene Nee Irene Chia
Kwok Wing Onn
Lam Kim Fai
Lau Hong Choon
Lau Ooi Seng
Law Peng Kwee
Leck Chet Lam
Lee Chee Tong
Lee Fook Sun
Lee Hack Choo
Lee Hee Hong
Lee Hong Ken
Lee Hong Seng
Lee Hui San
Lee Ing Keong
Lee Jun Chou
Lee Kim Tong Victor
Lee Li-Ming
Lee Mei Lien
Lee Mimi
Lee Sau Hun
Lee Shean Wei
Lee Tuan
Lee Tuan James
Lee Wee Jean
Lee Woon Shiu
Leong Ann Jong
Leong Sau Ching
Leong Un Meng
Leong Wah Kheong
Leslie Tay Choon Mong
Li Hung
Li Qianwen
Lian Chin Chye
Lim Boon Heng
Lim Chiu Keat Angela
Lim Chu Lian
Lim Hock Beng
Lim Kong Eng
Lim Lay Hua
Lim Leong Keow
Lim Mei Yin
Lim Meng Guan
Lim Moei Eng
Lim Nancy
Lim Neo Chian
Lim Tai Ni Noni
Lim Teck Chai Danny
Lim Wee Ling Pamela
Lim Yean Nyok
Lin Qinghui
Liu Jin Tang
Loh Guo Pei
Low Buen Sin
Low Fong Moi
Low Hwee Chua
Low Thian Ghee
Lum Siew Heng
Mak Bang Ling
Malkit Kaur
Merda Surya
Moeez H Nakhoda
Mukerji Shantanu
Ng Chee Yeng
Ng Cheong Bian
Ng Fook Lam
Ng Huey Ling
Ng Seng Hung Gary
Ng Su Lyn Lynette
Nontarat Thongpumpurksar
Ong Beng Tin
Ong Chen Tat
Ong Eng Kee
Ong Mong Siang
Ong Yean Hong
Ong Yong Yau
Ong Yu En
Pauline Wong Lai Fong
Peh Hong Yee
Pek Tiong Khuan
Phua Chen Chen
Phua Gim Hock
Poh Bee Li
Poh Siok Fong
Pua Poh Heng
Quek Kwang Sieah

Ratna Djojokusumo Santosa	Tan Kok Huan	Thng Poh Choo
Rickword Ian	Tan Kok Siong	To Chee Eng
Robert Faferko	Tan Lay Choo	Toh Bao En
Rosni Lis	Tan Lee Hua	Toh Hong Chin
Ruby Guay Choo Chua	Tan Mang Lie	Toh Joo Chai
Saleha Bt Johari	Tan Nguan Chee	Tok Eng Seng
Santosa Frans	Tan Shet Ni	Tong Noong Chin
Seah Wong Chi	Tan Sieu Lee Amelia	Tow Soon Kim
See Goh Lian	Tan Siew Kia	Victor Ng Siak Keong
Seet Iris	Tan Siew Ooa	Wan Fook Weng
Seet Robert	Tan Siok Lan	Wan Winnie
Seet Ting Lai	Tan Susie	Wang Li
Seow Troy	Tan Tin Kwang	Wang Siew Hooi
Shaw Priscylla	Tan Yee Tiang	Wang Tee Fock
Shelly Goh	Tan Yi Ryh	Wang Wai Lian
Sim Boon Leng	Tan Yong Yong	Welson Hong
Sim Kok Seng	Tang Kum Seng	Wong Chiew Mann
Sim Lye Hee	Tay Cheng Poh	Wong Chit Sieng
Sim Siah Kwang	Tay Chia Hui Audrey	Wong Choy Ming
Simon Koh Boon Kwang	Tay Chui Guek	Wong Foong Har
Soo Poh Kern	Tay Eng Huat	Wong Kam Pun
Soon Yu Tiong	Tay Sor Hoon	Wong Mee Fong
Sulaiman Halim	Tay Yak Keng	Wong Pheng Cheong Martin
Sulaizah Bte Saptoe	Tay Yuen Chee	Wong Soon Tat
Sun Jianjun	Tee Wooi Seong	Wong Sui Yee
Susan Lim	Teo Hong Lim	Wong Yunn Chii
Tam Yiu Ming	Teo Hwee Hua	Yang Siew
Tamotsu Iwai	Teo Joo Kim	Yap Bee Leng
Tan Bee Hiok	Teo Koon Seong	Yap Wai Meng
Tan Chee Meng	Teo Miang Yeow	Yasen Halim
Tan Eng Chong	Teo Pea Long	Yeo Ah Yeng
Tan Eng Hwa	Teo Seow Phong	Yeo Mei Ling
Tan Hong Beng	Teo Soon Ann Spencer	Yeoh Soon Hwa
Tan Hua Moy	Teo Tat Beng	Yong Chin Chin
Tan Hui Eng	Teresa Teo Pheck Hiang	Yong Oi Ming Emily
Tan Joke San	Tham Kui Seng	Yoong It Siang
Tan Ju Hock	The Late Chiu Huai Cheng	已故余合省先生
Tan Kah Tiang	The Late David Ching Sui Chee	
Tan Keng Guan	The Late Ho Chin Kiam	
Tan Khuan Seng	Thin Ying Ning	
Tan Kim San	Thio Ma Lang	

CORPORATE GOVERNANCE

Governance, Structure and Management

The Board of Management (the “Board”) of the Charity may comprise up to ten board members and up to four co-opted board members. The Board is elected by members of the Charity in the Annual General Meeting (AGM).

As at 31 March 2018, the Board comprised ten board members and three co-opted board members who were elected by the Board, as per the Constitution of the Charity. The Board was assisted by an Advisor to the Charity. The Board met four times as at 31 March 2018 since 31 March 2017 and will be meeting once more at the AGM to approve the publication of this Annual Report and Financial Statements.

The Board sets and regularly reviews the Charity’s strategic direction and oversees governance of the Charity. The Board is responsible for upholding the Charity’s values and ensures the Charity achieves its objectives. The Board also guides and supports the Chief Executive Officer (CEO) and approves annual budgets.

During FY2017/18, Ms Belinda Ng, Ms Lilian Tham and Ms Charmaine Chow were co-opted to the Board of Management. They bring a wealth of experience and the Board is grateful for their support in serving the Charity.

Executive Committee and Committee

Of the ten board members, four form the Executive Committee, comprising the President of the Charity, the Vice-President, the Treasurer and the Secretary. In addition, the Board is supported by an Audit and Risk Committee, a Communications and Development Committee, a Clinical and Continuing Education Committee, a Staff and Remunerations Committee, and an Investment Advisory Committee. The Executive Committee and the Committees have specific responsibilities in accordance with the name of their committee.

All board members and co-opted board members serve on one or more committees. The President of the Charity chairs the Executive Committee, and invites board members to chair and serve on the Committees. The Committees provide counsel, expertise and

support to the CEO and senior management of the Charity. The advisor(s) provide invaluable advice and support to the Board and help inform the short and long term strategies and directions undertaken by the Charity. The Executive Committee and all Committees meet regularly, with the CEO in attendance.

HNF Board and Committees as of 31 March 2018

HNF Board of Management

President

Ms Priscylla Shaw

Vice President

Mr Lim Neo Chian

Secretary

Mrs Tan Fong May

Treasurer

Mr Tan Shong Ye

Board Member

Ms Joyce Ang
A/Prof Chow Yeow Leng
Mr Ng Wai King
Ms Aileen Tan
Ms Goh Shuet-Li
Mrs Deby Saroujiuy
Pala Krishnan

Co-opted Board Member

Ms Belinda Ng
Ms Lilian Tham
Ms Charmaine Chow

Board Advisor

Prof Peter Lim

HNF Board Committees

AUDIT AND RISK COMMITTEE

Chairman

Mr Tan Shong Ye

Members

Mr Ng Wai King
Mr Lim Neo Chian
Mrs Tan Fong May

Secretariat

Head, Finance

COMMUNICATIONS & DEVELOPMENT COMMITTEE

Chairman

Ms Priscylla Shaw

Members

Ms Joyce Ang
Ms Goh Shuet-Li
Ms Belinda Ng
Mrs Deby Saroujiuy
Pala Krishnan
Ms Aileen Tan
Ms Lilian Tham

Secretariat

Head, Communications
& Development

CLINICAL & CONTINUING EDUCATION COMMITTEE

Chairman

A/Prof Chow Yeow Leng

Members

Professor Peter Lim
Mrs Deby Saroujiuy
Pala Krishnan
Mr Sairam Azad
Ms Long Chey May
Ms Rachel Marie Towle
Dr Tham Tat Yean

Ex-officio

Director of Nursing

Secretariat

Head, Social Welfare

STAFF & REMUNERATIONS COMMITTEE

Chairman

Ms Aileen Tan

Members

Ms Goh Shuet-Li
Mrs Deby Saroujiuy
Pala Krishnan
Ms Lilian Tham

Secretariat

Head, HR & Admin

INVESTMENT ADVISORY COMMITTEE

Chairman

Mrs Tan Fong May

Members

Mr Tan Shong Ye
Mrs Sally Woo
Mr Soon Yong Kwee

Secretariat

Head, Finance

CORPORATE GOVERNANCE

Facility Medifund Committee

HNF formed its Facility Medifund Committee on 1 June 2013. The following members were approved by Ministry of Health (MOH) as HNF's Facility Medifund Committee for the term of office dating 1 April 2017 to 31 March 2021.

1. Ms Priscylla Shaw (Chairman)
2. Mr Jeremy Lee
3. Mr Chua Wei Bin

In FY2017/18, 597 patients have benefitted from this fund and the committee will continue to deliver assistance to our needy patients.

GOVERNANCE

Investment and Reserves Policy

The Board is prudent with funds and endeavours to ensure that all money donated by the public is spent and managed appropriately, in accordance with charity law and in line with the wishes of the donors. The Board also oversees the management of investments and reserve funds.

Professional Advisers Statutory Auditor

RSM Chio Lim LLP

Legal Advisor (Honorary) WongPartnership LLP

Officers

Ms Gladis Tern (Head, Finance)

Investment Policy

There are two elements to the Investment Policy of HNF, operating two types of investment pools:

- a. Investment-grade Bonds
- b. Cash and Fixed Deposit Funds

The Board ensures that the money held by HNF is invested prudently and profitably over the long term.

The aim for the Bonds portfolio is to meet the income needs of the charity and to grow capital and income over the long term at a low level of risk, whilst the Cash and Fixed Deposit portfolio aims to meet the income needs of the charity. Investment performance is measured against current fixed deposit rates of the main local banks, agreed by the Board at quarterly meetings.

As at 31 March 2018, the value of the portfolio investment funds was \$25,836,143.

Reserves Policy

The Board endeavours to hold sufficient funds in reserve to meet the Charity's needs for approximately three years as a minimum.

Unrestricted Funds comprise donations and other charitable income received for general purpose charitable use. A portion of donations is designated by the Board for particular future purposes and is held pending application to respective designations. Unrestricted funds are often derived from unsolicited donations, rarely from legacies and are therefore unpredictable.

Restricted Funds would be established where monies are donated to HNF for special purposes. Such funds would be held in accordance with the wishes of the donors and used only when a purpose for which they are intended arises.

At 31 March 2018, the balance of the Restricted and Unrestricted funds totalled \$29,233,096.

Expenditure for FY2017/18 was \$11,123,757. (Expenditure is met by a combination of government funding, donations and patient fees).

FUTURE COMMITMENTS

We continuously enhance the service and quality standards of our patient care to ensure we meet their needs. Moving forward, HNF Peritoneal Dialysis (PD) Home Support will be launched in the 2nd half of 2018. In line with the National PD Programme, HNF PD Home Support aims to meet the increasing demand of end-stage renal disease patients due to the burden of diabetes and ageing population. Home Personal Care will also be launched to alleviate caregivers' stress and burden. This will help to prevent nursing home admissions as much as possible to allow seniors to live with dignity at the comfort of their own home. There will also be an increase in the number of clinical staff to serve the seniors through active ageing/aging-in-place needs by providing community-based care on top of our current suite of home-based services.

CONFLICT OF INTEREST POLICY

All board members and staff are to understand and comply with HNF's Conflict of Interest Policy which requires each to ensure deliberations and decisions made are in the best interest of HNF. The party involved shall make full disclosure, the nature and extent of any relationship, arrangement, contract or agreement, which may result in a conflict of interest, real or perceived.

Board members and staff will not participate in decision-making and approvals of transactions to which they have a conflict of interest.

All board members and staff will be required to file in writing, an updated declaration on an annual basis. However, if at any time following the filing of his or her declaration there occurs any material change in the information contained in the declaration given, either by way of addition or deletion, that board member or staff shall file a supplementary declaration describing such change, as soon as reasonably possible.

CORPORATE GOVERNANCE

GOVERNANCE EVALUATION CHECKLIST (Covering period 1 April 2017 to 31 March 2018)

HNF falls under Advanced Tier of Guidelines for purposes of the Code of Governance for Charities and Institutions of a Public Character.

The Advanced Tier is applicable to large IPCs with gross annual receipts of \$10 million or more.

The Governance Evaluation Checklist covers only the key principles and guidelines in the Code of Governance for Charities and IPCs.

The following disclosures have been made public through the Charity Portal.

S/NO	CODE DESCRIPTION	CODE ID	COMPLIANCE
Board Governance			
1	Are there Board members holding staff appointments? Remarks: (Skip questions 2 and 3 if “No”)		No
2	If the governing instrument permits staff to become Board members, they should comprise not more than one-third of the Board.	1.1.2	Not applicable
3	Staff does not chair the Board.	1.1.2	Not applicable
4	There is a maximum term limit of four consecutive years for the Treasurer position (or equivalent, e.g. Finance Committee Chairman).	1.3.6	Complied
5	The Board conducts regular self-evaluation to assess its performance and effectiveness.	1.1.10	Complied
6	There are Board committees (or designated Board members) with documented terms of reference.	1.2.1	Complied
7	The Board meets regularly with a quorum of at least one-third or at least three members, whichever is greater (or as required by the governing instrument).	1.3.1	Complied
Conflict of Interest			
8	There are documented procedures for Board members and staff to declare actual or potential conflicts of interest to the Board.	2.1	Complied
9	Board members do not vote or participate in decision-making on matters where they have a conflict of interest.	2.4	Complied
Strategic Planning			
10	The Board reviews and approves the vision and mission of the charity. They are documented and communicated to its members and the public.	3.1.1	Complied
11	The Board approves and reviews a strategic plan for the charity to ensure that the activities are in line with its objectives.	3.2.2	Complied

S/NO	CODE DESCRIPTION	CODE ID	COMPLIANCE
Human Resource Management			
12	The Board approves documented human resource policies for staff.	5.1	Complied
13	There are systems for regular supervision, appraisal and professional development of staff.	5.6	Complied
14	There is a system to address grievances and resolve conflicts.	5.11	Complied
Financial Management And Controls			
15	The Board ensures internal control systems for financial matters are in place with documented procedures.	6.1.2	Complied
16	The Board ensures reviews on the charity's controls, processes, key programmes and events.	6.1.3	Complied
17	The Board approves an annual budget for the charity's plans and regularly monitors its expenditure.	6.2.1	Complied
18	The charity discloses its reserves policy in the annual report.	6.4.1	Complied
19	Does the charity invest its reserves?		Yes
20	The charity invests its reserves in accordance with an investment policy approved by the Board. It obtains advice from qualified professional advisors, if deemed necessary by the Board.	6.4.4	Complied
Fundraising Practices			
21	Donations collected are properly recorded and promptly deposited by the charity.	7.2.2	Complied
Disclosure And Transparency			
22	The charity makes available to its stakeholders an annual report that includes information on its programmes, activities, audited financial statements, Board members and executive management.	8.1	Complied
23	Are Board members remunerated for their Board services? Remarks: (Skip questions 24 and 25 if "No")		No
24	No Board member is involved in setting his or her own remuneration.	2.2	Not applicable
25	The charity discloses the exact remuneration and benefits received by each Board member in the annual report.	8.2	Not applicable
26	Does the charity employ paid staff? Remarks: (Skip questions 27 and 28 if "No")		Yes
27	No staff is involved in setting his or her own remuneration.	2.2	Complied
28	The charity discloses in its annual report the annual remuneration of its three highest paid staff who each receives remuneration exceeding \$100,000, in bands of \$100,000. If none of its top three highest paid staff receives more than \$100,000 in annual remuneration each, the charity discloses this fact.	8.3	Complied
Public Image			
29	The charity accurately portrays its image to its members, donors and the public.	9.1	Complied

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@ [home_nursing_foundation](https://www.instagram.com/home_nursing_foundation)