The National Kidney Foundation (NKF) helps kidney patients through the following 4 main programmes:

1. NKF’s haemodialysis programme at its 24 dialysis centres
2. Helping beneficiaries on peritoneal dialysis at home
3. Helping beneficiaries dialyse at Restructured Hospitals or private dialysis centres through portable funding
4. Helping children with kidney failure through Children’s Kidney Centre

Total kidney patient and beneficiary population grew by 6% and amount of subsidies for dialysis and medication amounting to $22.9 million for the financial year was 3% higher compared to $22.3 million the financial year before.

<table>
<thead>
<tr>
<th></th>
<th>As at 30 Jun 2010</th>
<th>As at 30 Jun 2009</th>
<th>Variance (%)</th>
<th>Year ended 30 Jun 2010</th>
<th>Year ended 30 Jun 2009</th>
<th>Variance (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Haemodialysis</td>
<td>2,330</td>
<td>2,297</td>
<td>1%</td>
<td>19,739</td>
<td>19,995</td>
<td>-1%</td>
</tr>
<tr>
<td>Beneficiaries:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peritoneal Dialysis</td>
<td>261</td>
<td>213</td>
<td>23%</td>
<td>1,673</td>
<td>1,389</td>
<td>20%</td>
</tr>
<tr>
<td>Portable Subsidy</td>
<td>105</td>
<td>41</td>
<td>156%</td>
<td>910</td>
<td>231</td>
<td>294%</td>
</tr>
<tr>
<td>Children Dialysis Subsidy</td>
<td>20</td>
<td>23</td>
<td>-13%</td>
<td>612</td>
<td>687</td>
<td>-11%</td>
</tr>
<tr>
<td>Total</td>
<td>386</td>
<td>277</td>
<td>39%</td>
<td>3,195</td>
<td>2,307</td>
<td>38%</td>
</tr>
<tr>
<td>Total Patients and Beneficiaries</td>
<td>2,716</td>
<td>2,574</td>
<td>6%</td>
<td>22,934</td>
<td>22,302</td>
<td>3%</td>
</tr>
</tbody>
</table>

52% of Haemodialysis Patients Pay $50 or Less a Month

NKF’s subsidised haemodialysis programme is to help its needy patients. 97% of our patients receive NKF subsidies and other form of subsidies while the remaining are full-paying patients, which is capped at 10% of NKF’s haemodialysis patient population. During the financial year, 52% of our haemodialysis patients paid $50 or less per month.

### Patients’ Co-payment Per month (incl. GST)

<table>
<thead>
<tr>
<th></th>
<th>As at 30 Jun 2010</th>
<th>As at 30 Jun 2009</th>
<th>Increase / (Decrease) 2010 VS 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$50 and less</td>
<td>1,215</td>
<td>1,286</td>
<td>-71 (-4)</td>
</tr>
<tr>
<td>$51 - $200</td>
<td>380</td>
<td>377</td>
<td>3 (+)</td>
</tr>
<tr>
<td>$201 - $400</td>
<td>248</td>
<td>254</td>
<td>-6 (-)</td>
</tr>
<tr>
<td>$401 &amp; above</td>
<td>411</td>
<td>290</td>
<td>121 (+5)</td>
</tr>
<tr>
<td>Total No. of Subsidised Patients</td>
<td>2,254</td>
<td>2,207</td>
<td>47 (+1)</td>
</tr>
<tr>
<td>No. of full-paying patients*</td>
<td>76</td>
<td>90</td>
<td>-14 (-1)</td>
</tr>
<tr>
<td>Total No. of Patients</td>
<td>2,330</td>
<td>2,297</td>
<td>33 (+)</td>
</tr>
</tbody>
</table>

*There are full-paying patients who receive sponsorships mainly from government organisations.

### Rising Trend of Haemodialysis Patients

<table>
<thead>
<tr>
<th>Year</th>
<th>Jun-05</th>
<th>Jun-07</th>
<th>Jun-08</th>
<th>Jun-09</th>
<th>Jun-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patients</td>
<td>1,976</td>
<td>2,037</td>
<td>2,161</td>
<td>2,297</td>
<td>2,330</td>
</tr>
</tbody>
</table>

### Profile of Haemodialysis Patients

- **AGE**: 45% ≤60, 55% ≥61
- **RACE**: 55% Chinese, 26% Indian, 1% Malay, 6% Other Races
- **GENDER**: 54% Female, 46% Male
**Peritoneal Dialysis Programme**

**Helping Beneficiaries on Peritoneal Dialysis**

In the area of Peritoneal Dialysis, the number of beneficiaries increased to 261 compared to 213 the financial year before, which is a 23% increase. In total, $1.67 million in the form of subsidies was given out for the financial year ended 30 June 2010.

**Portable Subsidy Programme**

**Portable Subsidy Programme Helps Kidney Patients with Other Medical Complications**

To ensure that no needy patient is deprived of dialysis treatment, NKF stepped up its Portable Subsidy Programme. Needy patients who pass the means test but cannot be admitted to NKF’s haemodialysis programme because they suffer from other medical complications are provided subsidies to receive treatment at Restructured Hospitals or private dialysis centres near the Restructured Hospitals where emergency services are readily available. At the end of June 2010, 105 needy beneficiaries were on the programme compared to 41 at the end of June 2009. In total, $910,000 in the form of subsidies was paid for the financial year ended 30 June 2010.

**Children’s Dialysis Fund**

**Assisting Young Kidney Patient Beneficiaries through Children’s Dialysis Fund**

NKF has a Children’s Dialysis Fund to subsidise the treatment costs for children suffering from kidney failure as well as to sponsor the running costs of the Children’s Kidney Centre at the National University Hospital. For the financial year, the total funding for the Centre and the 20 child beneficiaries amounted to $612,000.
Holistic Care

In addition to providing subsidies for dialysis and medication, NKF, in its efforts to provide holistic care, also provided subsidies through social welfare and medical welfare programmes which are essential components in holistic treatment. In total, these subsidies totalled $953,000 during the financial year, up from $726,000 in the last fiscal year.

Helping the Poorest through Patient Welfare and Benefit Programme

$30 FOOD VOUCHERS

As part of its Patient Welfare and Benefit Programme, NKF continued to help needy patients by giving each a $30 food voucher every month as part of its efforts to lessen their financial burden as well as improve their quality of life. Patients have to utilise the food vouchers by purchasing food with nutritional value as recommended by our dietitians at designated supermarkets. For the financial year, 148 patients benefited from this programme.

PUBLIC TRANSPORT SUBSIDY PROGRAMME

Under the Public Transport Subsidy Programme, which is part of the Patient Welfare and Benefit Programme, needy patients such as amputees who require special transportation to and from dialysis centres and cannot afford the additional costs, were given subsidies for their taxi and ambulance expenses for their 3 dialysis sessions every week. For the financial year, a total of 88 patients received subsidies for these expenses. Another 143 needy patients received $30 a month to top-up their EZ Link cards for their bus/train expenses to and from dialysis centres. For the financial year, the Singapore Buddhist Lodge donated $50,000 to help patients with their bus/train expenses.

A healthy and active lifestyle is crucial for patients’ overall well-being. Group exercise classes for patients were held at the NKF Wellness Centre at its HQ. The Centre also provided a platform for patients to make new friends from other dialysis centres. A total of 47 sessions were conducted with 311 participants.

On-going programmes such as Patients’ Active Day and Sunday Walks were also held on a regular basis to expose patients to different venues for walks and provide a platform for patients, staff, family members and volunteers to interact in an informal and non-clinical setting. Some of the venues for these events included Henderson Waves Bridge, Pasir Ris Park, Mount Faber, Marina Barrage, Bottle Tree Park & Singapore Discovery Centre.

On 28 March 2010, the Patients’ Active Day at Yishun Bottle Tree Park had a turnout of 407 patients, family members, staff and volunteers. Activities included a telematch, a mass exercise and a mass walk.

Another Patients’ Active Day was held on 27 June 2010 at Singapore Discovery Centre. It had a turnout of 509 patients, family members, staff and volunteers. The patients enjoyed activities such as pistol shooting, archery, ball throwing and viewing the army museum.
Taking Care of Patients’ Psychosocial Needs

NKF continued its efforts to help meet the emotional and psychosocial needs of patients as these are an integral part of patients’ rehabilitation.

Seven group sessions were held for 4 patient support groups which were set up to enhance rehabilitation by providing relevant information on their lifestyle adjustments due to dialysis. It also served as an opportunity for patients to interact and learn from one another. The support group members built stronger relationships with other patients and nurses through organized social activities.

For the financial year, our patients shared their cooking skills through culinary workshops and learnt new art and craft methods that they can put to good use when decorating their homes during festivities. NKF’s Exercise and Fitness department provided knowledge on a good fitness programme for patients to incorporate into their lifestyle. NKF’s dietitian was also invited to give a talk cum question and answer session to further enhance patients’ knowledge on eating right and how to prepare healthy meals. Patients were also invited for karaoke sessions as part of the support programme.

The new activities which are being lined up for our patient support programme include flower arrangement, chess/board games, learning a new language, self management workshops, painting/calligraphy, karaoke, barbeque, movie cum dinner nights, sing-along sessions, Christmas gingerbread-making and tea party. Through these activities, patients can interact more while learning new knowledge and skills that will enhance their lifestyle as part of their rehabilitation process.

More Medical Social Workers for Better Patient Care

In view of the shift in our patients’ demography to more elderly beneficiaries, NKF increased the number of Medical Social Workers (MSW) from 3 to 8, with each MSW taking care of 3 dialysis centres. NKF’s patients usually come with other complications and issues which require special attention and more in-depth interventions. As such, with one MSW looking after 3 dialysis centres, it allows for a well established, quality professional relationship between the MSW and the patients, thus enhancing the interventions administered to improve quality of life for the patients. This will indirectly bring about positive changes to patients’ psychosocial well-being during their rehabilitation journey with us.

Launched NKF Caregivers Support Programme

In line with our holistic care approach to help patients lead meaningful and productive lives, one of NKF’s main thrusts now is broadening the scope of, and increasing the depth of psychosocial support provided to patients.

The main effort in this area will be to map out the needs and facilitate timely and responsive support to patients as well as their caregivers. This would mean increasing attention on the family and the caregivers of patients as it has been shown that the support from caregivers has a large influence on medical outcomes of the patients.

The caregiver is an extension of the healthcare team. Although the patient is the one who generally receives instructions about how to take care of himself, it is often the caregiver who makes sure the patient follows medication dosages, diet restrictions and the dialysis schedule. The caregiver experiences stress over the responsibilities associated with keeping the patient healthy.

To this end, NKF officially launched its Caregivers Support Programme during its 41st anniversary celebration on 5 April 2010 by setting up a Caregivers Support Group. Guest-of-Honour for the occasion was Professor Saktunanantham, Director of Medical Services, Ministry of Health.

For a start, 40 patients’ family members have joined the Caregivers Support Group. To kick-start the caregivers programme for this Group, NKF is collaborating with the Asian Women’s Welfare Association (AWWA), which has experience in the area of caregiving education and support, to provide training in caregiving for them.

The programme will provide insights into caregiving strategies and skills, as well as educate caregivers about the importance of taking care of themselves and where to turn to for help. The programme discusses effective caregiving plans and enhances greater exchange of information and resources which will help caregivers lead a balanced life during their caregiving journey.

The first caregiver support group meeting was held at NKF headquarters in collaboration with AWWA’s trainers on 22 May 2010. A second session was conducted on 26 June 2010 at NKF headquarters discussing skills involved in resolving family conflicts during caregiving. NKF would also be partnering with invited agencies to conduct support group training in English, Mandarin and Malay for the caregivers to acquire caregiving skills.
Since the early 1970s, NKF has been promoting kidney transplantation as it realised that dialysis was only an alternative treatment for kidney failure.

NKF was supportive of a legislation supporting kidney transplantation – the new Medical Therapy, Education and Research Act, which was passed in 1 June 1972. With this Act, the wishes of those above the age of 18 who had pledged their organs could not be overridden by surviving relatives.

In 1986, NKF supported the setting up of a presumed consent or opting-out law on kidney donation initiated by the Ministry of Health. NKF rallied the support of Singaporeans for the passage of the Human Organ Transplant Act (HOTA). The Act presumes that non-Muslims, between the ages of 21 and 60, have pledged their kidneys upon accidental death, unless they have opted out. With public support, the Act was passed in 1987, making Singapore the first Commonwealth country to adopt such legislation.

The funding coverage includes:
1) Cost of annual health screening and medical follow-ups as directed by Restructured Hospital Physicians
2) One-time reimbursement for loss of income equivalent to actual loss of 2 months of a person’s income or $5,000, whichever is lower
3) Reimbursement of Hospitalisation & Surgical insurance premiums (capped at CPF Basic MediShield premiums)
4) Insurance coverage for Group Living Policy based on sum insured of $100,000

The Kidney Live Donor Support Fund initiated by NKF was announced on 1 November 2009.
Encouraging Volunteerism

NKF Circle of Hearts – Engaging Volunteers to Help Patients

NKF’s volunteer programme, Circle of Hearts, seeks to inspire kidney patients to rise above their adversities so that they can lead a reasonable quality of life. NKF volunteers provide friendship, care and emotional support to its patients. By including various volunteering activities as part of the patients’ healing process, NKF hopes to help them cope better with their long-term illness.

Since its launch in June 2007, the number of volunteers at NKF has grown to over 400 individuals. More organisations have also come forward to do voluntary work at NKF.

Befrienders Programme – Providing Friendship and Hope

Volunteers befriend patients by providing a listening ear and friendship to patients during their long hours of dialysis at the dialysis centres. This programme has over 143 volunteers befriending patients at the dialysis centres.

Adoption Programme – Assisting Needy Patients with Food Provisions

The NKF’s Circle of Hearts Adoption Programme continues to help more needy patients. Volunteers adopt a patient for a six-month period and each run is from January to June and July to December. For the financial year, 188 volunteers adopted 148 of our neediest patients by assisting them in buying $30 worth of basic food provisions monthly using vouchers provided by NKF. These volunteers also provide emotional and mental support through friendship during their monthly home visits.

Enrichment Programme – Imparting New Skills

This programme, conducted by volunteers, continues to help patients acquire new skills and pass their time more meaningfully. Cooking and art & craft classes were organised by volunteers at various NKF dialysis centres to benefit patients.

Providing Training for our Volunteers

NKF continued to provide and equip its volunteers with professional training. It continued to collaborate with UniSIM to organise training sessions for its volunteers.

NKF also sent volunteers to attend an external course run by Social Service Training Institute (SSTI) to identify the needs and provide the right assistance to NKF patients. Overall, a total of 85 volunteers benefited from all the training sessions.
Learning Journey for Schools

To help increase the awareness of renal failure, NKF continued to conduct its Learning Journey programme for various Primary Schools, Secondary Schools and Junior Colleges. Learning stations were set up at NKF HQ and students were brought from station to station where they learnt about the kidneys; the plight of kidney patients; their physical and dietary constraints; and the emotional traumas they face in coping with kidney failure. Through this experiential learning programme, students learnt to value their health and how to lead a healthy lifestyle. They can also relay their knowledge to their family members in taking care of their health. It also inculcated in them the importance of social responsibility and community service. At the end of the learning journey, students participated in quizzes to test their knowledge on what they had learnt.

On-going Development of the Kidney Discovery Centre

The diagnosis of end-stage renal disease and its treatment is a major turning point in a patient’s life. At this stage, the decision to start dialysis is often accompanied by feelings of fear, ignorance and confusion, not only in patients but also their families.

At this time, education of the disease and its treatment is often not easily understood. As a result, there is very often denial and a consequent delay in dialysis treatment. The medical complications are frequent when dialysis is eventually started.

NKF therefore believes that early education of the functions of the kidney, kidney diseases, and the treatment of renal failure should be instituted for the young people of Singapore, so that the myths and mysteries of these conditions can be clarified at a young age and outside the immediate ambience of a major illness. It will also create awareness among adults on the early detection and prevention of kidney diseases.

In the long-term, it is hoped that the general public as well as potential patients and their families would be better informed of kidney diseases and their treatments so that they can help in preventing kidney failure as well as understand and support those who unfortunately do develop kidney failure.

The Kidney Discovery Centre (KDC) is planned to address these concerns and will enable, particularly for schoolchildren between 10 and 16 years of age, to learn and appreciate the kidneys as well as kidney diseases and their treatments through guided visits.

The KDC will be housed at level 2 of the NKF HQ and will have 4 main sections with interactive displays.

These include Human Body & Function of Kidneys; Kidney Failure & Prevention of Kidney Diseases; Future Development of Treatment of Kidney Diseases; and History of Dialysis in Singapore (NKF Milestones).

The KDC is scheduled to be completed by the end of 2010.

Conducting Health Screening for Companies at Minimal Cost

NKF also continued providing health screening services to companies at their premises. For a minimal charge, employees of companies have the convenience and flexibility of having their health checked without disrupting their work. There were 13 companies which engaged NKF’s health screening services and a total of 1,368 people were screened.

Providing Health Screening and Education to the Community

Besides providing dialysis treatment to kidney patients, NKF continued to provide health screening services for the early detection of kidney and other related diseases, and public education services such as Health Talks to raise the community’s awareness of renal diseases. One of its key strategies was opening the doors of NKF’s dialysis centres in the heartlands for the community to experience first-hand the plight of a kidney patient as well as provide free health screening to the public. There were also numerous companies, community centres, religious organisations and government institutions that engaged NKF to conduct health talks and health screenings at their premises.
Raising Awareness on the Importance of Prevention through NKF Kidney Health Week

The new NKF’s inaugural public awareness event, NKF Kidney Health Week, was held from 5 to 11 July 2010 at Bishan Junction 8 Atrium to help raise awareness of kidney diseases in the community and encourage a healthier lifestyle. The event provided experiential learning for the whole family through various fun and exciting activities.

The highlight of this educational event was the Sheng Siong-NKF 4-Hour Seat Challenge on 11 July 2010, where 40 participants sat on chairs without any breaks to experience what kidney patients have to endure and, at the same time, do different exciting challenges. Kidney patients have to sit on the dialysis chair, on average 4 to 5 hours, three times a week.

There was also a children’s colouring contest, live band performances, a special appearance by NKF’s very own mascot, K-Buddy and a lucky draw on that day.

During the week-long event, the public showed their support in the “Love Your Kidneys” Charity Drive by donating $5 for a free kidney-shaped stress ball. The more they donated, the more stress balls they were able to pass on to their friends, colleagues and family to raise awareness of kidney diseases and prevention. All donations collected will be used to fund more kidney diseases awareness and prevention programmes for the community.

Donors also wrote their well-wishers to kidney patients on coloured plastic balls and placed them into the Pillar of Hope, signifying their support towards NKF’s mission in giving “Life and Hope” to kidney patients.

Kidney-related educational exhibits were also on display and free health screenings were conducted throughout the event.

Educating the Community

Established a Business Continuity Plan (BCP) to Deal with a Crisis

In order to ensure that patients continue to receive dialysis treatment even during a crisis, NKF embarked on its Business Continuity Planning journey. It has since trained 75 staff (every Department Head and his/her BCP representative) at a Business Continuity Management Fundamentals Course, equipping them with the knowledge and skills needed to develop and execute a Business Continuity Plan. Since the last training in February 2009, each Department has a written Business Continuity Plan, detailing the roles and responsibilities of staff during a crisis. A table-top exercise was held in December 2009, where various scenarios were injected and Department Heads were tested on their responses, in accordance to their plans. Following that, Department Heads reviewed and improved on their plans. In June 2010, a Call Tree Exercise was conducted involving every staff in NKF.

Operational Efficiency

The Need to Upgrade and Replace our Equipment and Facilities at our Dialysis Centres

As the medical equipment and instruments have a limited lifespan, NKF needs to constantly upgrade and replace equipment at its 24 dialysis centres.

For example, NKF’s haemodialysis machines are considered for replacement when they reach 30,000 hours or 8 years of service, whichever comes first. In the financial period ended 30 June 2010, NKF incurred $1.48 million in the upgrading and replacement of equipment. The maintenance, refurbishment and upgrading of dialysis centres is an on-going process.

16 New Dialysis Machines Thanks to Caring Donors

During the financial year, 13 supporters donated 16 new dialysis machines. One machine can benefit 6 patients. Therefore, 16 machines can benefit a total of 96 patients. Each dialysis machine costs around $20,000. Traditionally, the plate-mounting ceremony to recognise each dialysis machine donor is done at the various dialysis centres. This time, a mass plate-mounting ceremony was held during NKF’s 41st anniversary celebration on 5 April 2010 at NKF HQ. Nine dialysis machine donors were present for the mass plate-mounting ceremony during the anniversary celebration.
Current year reserve increased by $8 million to $255 million. The current level of reserves at $255 million is adequate to fund 3.7 years of annual operating expenditure. However, the reserves include the fixed assets which are required for the continued operations of NKF. Adjusting for such fixed assets, the reserves ratio, on a cash basis, would be reduced to 3.5 years.

Annual operating expenditure, for the purpose of the Statement of Reserves, represents the total annual expenditure of the Foundation adjusted for inflation and projected capacity increases.

The above is based on the assumption that the Foundation does not receive any income from: (a) its dialysis activities (i.e. insurance claims, government grants, payments from patients) or (b) donations. However, since the Foundation is expected to continue to receive income from its dialysis activities, the ratio based on the net operating expenditure (i.e. gross operating expenditure minus dialysis income) will increase to approximately 6 years.

As the current reserve level of approximately 6 years is above the Foundation’s target of 5 years, in line with the Code of Governance, the Foundation will not engage in new fundraising activities. Fundraising shall be limited to targeted donations/sponsorships to fund new projects e.g. for the building of new dialysis centres.