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

In addition, NKF provides financial assistance to needy live donors through its Kidney Live Donor Support Fund.

The total kidney patient and beneficiary population at 2,832 represent a 4% increase and amount of subsidies for dialysis, medication and auxiliary services amounting to $26.0 million for the financial year was 9% higher compared to $23.9 million the financial year before.
In the area of Peritoneal Dialysis, the number of beneficiaries increased to 284 compared to 261 the financial year before, which is an increase of 9%. In total, $1.83 million in the form of subsidies was given out for the financial year ended 30 June 2011.
Launched NKF Peritoneal Dialysis Community Support Programme

Peritoneal dialysis (PD) is a home-based therapy. PD patients return home with the weighty task of taking over the dialysis themselves after being trained in the hospital. This experience can be daunting.

NKF believes that continuing support beyond the hospital, in the home is essential to boost the confidence of PD patients in carrying out this therapy. Regular home visits provide opportunities to monitor, guide and ensure proper self-management of PD treatment. It facilitates early identification of problems and allows timely intervention. This will help to reduce hospitalisations and improve patients’ well-being.

Whilst NKF strives to improve the support to PD patients, it acknowledges that collaboration with the PD teams from the various Restructured Hospitals (RHs) is paramount to benefit the patients. As such, NKF launched its Peritoneal Dialysis Community Support Programme, providing home visit service by working closely with the RHs to bring holistic care and support to the patients’ homes.

NKF PD Home Visit is carried out by a team of PD nurses. The services provided during home visits include clinical assessment and PD proficiency assessment. The frequency of home visits depends on the necessity and urgency of the cases.

The pilot project of this service was launched in February 2011 and confined to NKF beneficiaries from the National University Hospital. In June 2011, with the success of the pilot project, the service was progressively extended to all other NKF beneficiaries from other RHs, namely, Changi General Hospital, Khoo Teck Puat Hospital, Singapore General Hospital, Jurong General Hospital and Tan Tock Seng Hospital.

Dialysis Treatment and Care

Launched NKF Peritoneal Dialysis Community Support Programme

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Holistic Rehabilitative Care

In addition to providing subsidies for dialysis and medication, NKF, in its efforts to provide holistic care, also provided subsidies through medical and social welfare programmes, which are essential components in holistic treatment. These subsidies totalled $1,182,000 during the financial year, up from $953,000 in the last fiscal year.

Grains of Hope Programme Helps NKF’s Neediest Patients

Amidst rising inflation, NKF, with the support of Singapore Buddhist Lodge, extended more help to its neediest kidney patients by providing a total of $200,000 worth of basic food necessities yearly.

Currently, 386 NKF patients are each receiving a $60 food voucher, 5 kg of rice, 3 kg of bee hoon and 2 litres of cooking oil once in two months. Of these, 320 patients, or about 83% of them, have zero per capita income. 148 patients are 60 years old and above, with about 42% of these elderly patients having no children to support them.

NKF launched this new programme called “Grains of Hope” on 5 April in conjunction with its 42nd anniversary celebration.

This is not the first time the new NKF is taking proactive steps to look into the needs of its patients besides heavily subsidising their dialysis fees. Since 2007, NKF has been giving 140 poor patients under its welfare programme $30 food vouchers monthly.

NKF mobilised over 450 volunteers working in pairs to help distribute the bulky food items to the patients’ homes.

While visiting patients’ homes, it is also an opportunity for these volunteers to build friendships with patients and their families and to bring hope and encouragement to them.

Public Transport Subsidy Programme

Under the Public Transport Subsidy Programme, which is part of NKF’s Patient Welfare and Benefit Programme, needy patients such as amputees who require special transportation to and from dialysis centres but cannot afford the additional costs, were given subsidies for the taxi and ambulance expenses for their 3 dialysis sessions every week. For the financial year, a total of 135 patients received subsidies amounting to $468,410 for these expenses. Another 142 needy patients received $30 a month to top-up their EZ Link cards for their bus and train expenses to and from dialysis centres, which amounted to $51,689, of which $50,000 was donated by the Singapore Buddhist Lodge.

Providing Home Glucose Monitoring Kit to Patients

Nearly half of NKF’s patients requiring dialysis have diabetes mellitus. These diabetic patients require good blood sugar control, even after starting dialysis, to reduce and slow down further complications. In order to achieve blood sugar control, regular monitoring of glucose is required. Cost is a major factor for non-compliance in monitoring glucose. To address this issue, NKF provided free blood glucose monitoring kits to dialysis patients. Currently, about 550 patients are doing regular home glucose monitoring. These patients are more aware of their diabetic control status and are taking proactive measures for better diabetic control.

Providing Foot Care Services for Patients

Peripheral vascular disease and diabetic neuropathy leads to development of foot ulcers in diabetic patients. If left untreated, it could lead to gangrene and amputation. NKF is currently working with the Diabetic Society of Singapore to develop a foot screening programme to identify and counsel high risk patients.
Promoting an Active Lifestyle for Patients

NKF organised its Patients’ Active Day (PAD) on 26 September 2010 and 27 March 2011 at the Chinese Garden and East Coast Park respectively. Around 400 patients, their caregivers and staff came together at each event to have a time of bonding by participating in games, activities and exercises.

The aim of PAD is to help patients develop a positive mindset and improve their physical and psychological well-being. NKF’s exercise specialists introduced various mass aerobic workouts during PAD that were easy, fun and enjoyable. Competitions were held between the dialysis centres with the winners walking away with trophies and medals.

To improve patients’ physical fitness, group exercises were also conducted regularly for patients at our Wellness Centre at NKF HQ during weekdays. These exercise regimes are customised to fit the different functional fitness levels of our patients.

Providing Education and Support to Caregivers

As the life expectancies of our patients increase due to advancement in medical technologies, more and more patients are living longer. This also takes a heavy toll on the caregivers in terms of their continual commitment and dedication in providing care to their loved ones. Often, the caregivers receive inadequate support and the rewards are intangible, so they suffer frustration and a sense of helplessness.

Understanding what caregivers are going through, NKF launched the Caregivers Support Programme in April 2010.

NKF collaborated with the Asian Women’s Welfare Association (AWWA), which has experience in caregiving education and support, to provide training in caregiving to patients’ family members. During this financial year, AWWA conducted a training session “Developing Problem Solving Skills to Manage Family Conflicts” to caregivers on 24 July 2011.

NKF also organised educational sessions by healthcare specialists for caregivers on how to manage the patients better. Caregivers and patients attended sessions on “Medical and Physiological Makeup of Renal Patients” on 27 February 2011, “Eating Well on Dialysis” on 1 April 2011 and “Feeling stressed out? Tips on Caring for Your Loved One with Other Caregivers” on 5 June 2011.

As there are more sick and non-ambulant patients, caregivers have greater responsibilities. NKF will continue to look into ways to improve the Caregiver Support Programme so that they will become more equipped and effective in their caregiving responsibilities.

Helping Patients with Their Psychosocial Needs

The Medical Social Services arm of Care & Counselling department, which consists of medical social workers (MSWs), was set up in 2006 to enhance the existing patient care.

The MSWs provided the psychosocial support to enable the patients to come to terms with their circumstances. The goal is to work towards motivating them and empowering them to take control of their condition for a better quality of life.

The MSWs also provided NKF-administered financial assistance to patients. This includes the Annual Patient Assessment (APA) where the MSWs look into patients’ socio-economic circumstances to determine their affordability towards their dialysis contribution.

The MSWs also facilitated the Patient Support Group programme, which provides patients with an avenue to interact and establish an informal social network. The support group conducts workshops that empower patients in their rehabilitation and improve their quality of life. Thus far, 9 groups of patients participated in disease management talks and 3 groups participated in costume jewellery-making. Other groups took part in bakery classes, the New Paper Big Walk, social outings and a karaoke tea session.

Through these activities, patients can interact more while gaining new knowledge and skills that will enhance their lifestyle as part of their rehabilitation process.
Since the launch of NKF’s “Kidney Live Donor Support Fund” in 2009, 13 applicants have received funding (as at 30 June 2011) approved by the Transplant Ethics Committee and NKF management.

An initial amount of $10 million from the existing NKF surplus fund had been set aside for this Fund. The Fund is used to provide financial assistance to needy live donors and is limited to kidney-related medical welfare and insurance.

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

51-year-old Mr Mohamad Ali Haji Salleh, who gave his kidney to his 22-year-old daughter, Nurul Jannah, is a beneficiary of NKF’s Kidney Live Donor Support Fund. Thanks to him, Nurul says, “I feel I can go out and live life again.”

Donors Rally to Contribute to NKF Charity Dinner

Receiving strong support from various individuals and organisations, the inaugural NKF Charity Dinner raised $1 million in aid of needy kidney patients. This “no frills” event, held at the Orchid Country Club on 15 April 2011, was graced by former President and Mrs S R Nathan.

The funds were raised through the sale of 100 tables, outright donations and the auction of Mr Nathan’s calligraphy piece and personal brush set during the event.

This is by far the clearest indication that NKF’s continuous efforts to be cost-efficient in operations, as well as being transparent and accountable to its donors and the public, have borne fruit. This is the first time that the new NKF had organised a major fundraising event.

Mr Nathan showed his support by writing a Chinese calligraphy piece on stage during the charity dinner. He wrote the words ‘善’ which means ‘Benevolence’, to symbolise the love, compassion, charity and humanity that donors, volunteers and supporters have shown to kidney patients over the years.

The calligraphy piece was auctioned together with Mr Nathan’s personal brush set, which he has been using for calligraphy writing. This is the first time Mr Nathan had offered his personal brush set, together with his calligraphy, to be auctioned for charity.

Raising Funds through Community Support

Five Chinese temples – Loyang Tua Pek Kong, Singapore Buddhist Lodge, Lorong Koo Chye Sheng Hong Temple Association, Amitabha Buddhist Society (Singapore) and Thong Teck Sian Tong Lian Sin Sia – joined hands to successfully bid $110,000 for Mr Nathan’s calligraphy piece and personal brush set. The five temples then topped up the donations received through this event with another $80,000 to achieve $1 million. As a further act of compassion, they donated these precious items back to NKF.

NKF presented Mr Nathan with a picture called “The Tree of Hope”, which symbolises the love and support of the community for kidney patients. The tree trunk is in the shape of two hands supporting 24 heart-shaped thumbprints of patients, which represent NKF’s 24 dialysis centres.

Besides donations, other organisations offered their services. The WuDang Sheng Hong Health Preservation Centre staged a Tai Chi performance, while Faya Lebar Methodist Girls’ School (Secondary) put up a collection of cultural performances.
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 600 individuals.

New organisations and groups have also come forward to do voluntary work at NKF during the financial year. They include Kiwanis, Alpha Phi Omega group, 618Aliens With Care, Pinnacle Outsourcing Services, Chapel of Resurrection, Baker Tilly Consultancy, One°15 Marina, Civic Ambulance Services, Dunman Secondary School, Raffles Institution and Paya Lebar Methodist Girls’ School (Secondary). This brings the number of organisations and groups in the programme to 22.

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. Activities include bringing patients for outings, celebrating special occasions and engaging with patients through different activities like Bingo games and musical performances.

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 sessions were organised by volunteers at various NKF dialysis centres to benefit patients. Many of NKF patients have children who need the necessary tuition to cope with their studies. However, these needy patients find it financially challenging to pay for their children’s tuition fees. Started in 2009, tuition agency SmartLab® volunteered its services by providing 10 students from the levels of primary four to secondary with free tuition. With this support, our patients can focus on their rehabilitation and lead productive lives knowing that their children’s academic needs are also taken care of.

Volunteers also provided free haircuts to our patients, benefiting many needy patients since this service started in April 2010. Volunteers also continued to transport patients to or from the dialysis centres and their homes as well as for hospital visits.

To help meet patients’ social needs, student volunteers played music, sang and performed magic acts at the various dialysis centres. These students volunteer as part of their school’s Service Learning programme in which they not only serve the community, but also learn to identify the needs of the community and to reflect on their own experiences in working with the community so that they have a better understanding and appreciation of what it involves. Student volunteers also interacted with NKF patients through craft sessions providing fun and bonding time.

If you would like to volunteer in NKF’s Circle of Hearts programme, please call 6299 0200 or email us at VMTeam@nkfs.org
Learning Journey at the Kidney Discovery Centre

NKF believes that early education of the functions of the kidneys, kidney diseases, and the treatment of renal failure should be in place for young Singaporeans, so that the myths and mysteries of these conditions can be clarified at a young age.

The Kidney Discovery Centre (KDC) was established to address these concerns by taking school children between 10 and 16 years of age on a learning journey to appreciate the kidneys, kidney diseases and their treatments through guided visits. Housed at level 2 of the NKF Centre, the KDC also caters to adults to create awareness on the early detection and prevention of kidney diseases.

Since the KDC started operations on 18 January 2011 till the end of the financial year, over 2,000 upper primary, secondary and tertiary students and teachers, as well as 61 organisations have visited the centre.

During the learning journey, students were taken around the centre which showcases exciting and hands-on exhibits that offer both fun and facts. It has 4 main sections with interactive displays – 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).

Students learnt about the kidneys; the plight of kidney patients; their physical and dietary constraints; and the emotional traumas they have to 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. At the end of the learning journey, students participated in quizzes to test their knowledge on what they have learnt.

Providing Health Screening and Education to the Community

NKF 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 12 companies which engaged our health screening services and a total of 1,535 people were screened. Another 1,510 people were screened during NKF’s Kidney Health Week from 5 to 11 July 2010 at Bishan Junction 8 Atrium.

NKF also provided public education services such as health talks to raise the community’s awareness on renal disease. 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 providing free health screening to the public.

Established a New Dialysis Centre in Ghim Moh

To make way for the Housing and Development Board’s en bloc redevelopment plans for 2011 in Bukit Merah, the Singapore Contractors Association Limited (SCAL)-NKF Dialysis Centre at Blk 96 Henderson Road has ceased operations. Patients at the centre have moved to a new dialysis centre at Blk 1 Ghim Moh Road on 4 July 2011.

The new centre, named the Woh Hup-NKF Dialysis Centre, is the first dialysis centre where the main contractor, Woh Hup (Private) Limited, and its sub-contractors, built the centre and fully sponsored the construction costs valued at $625,900. Work on the centre began in November 2010 and it started operations in July 2011.

This new centre has 20 dialysis stations compared to 14 stations at Bukit Merah. Thus, it will be able to accommodate 120 dialysis patients on three shifts i.e. morning, afternoon and evening, compared to 84 dialysis patients at Bukit Merah, an increase of 36 in terms of patient capacity.

New Dialysis Centre in the Pipeline at Tampines

Thanks to a legacy gift of $4.75 million from the late Madam Wong Sui Ha Edna, the NKF will be setting up a new dialysis centre at Blk 271 Tampines Street 21. Planning and construction of the Wong Sui Ha Edna-NKF Dialysis Centre is underway and is expected to be operational in May 2012. The cost to build and equip the centre is estimated at $2 million. This is NKF’s second dialysis centre in Tampines to meet the increasing demand for dialysis places by kidney patients living or working in the Tampines and surrounding neighbourhoods. The centre will be equipped with 22 dialysis stations, which can benefit a total of 324 patients. NKF carried out plate-mounting ceremonies at the various dialysis centres to recognise dialysis machine donors.

The Need to Upgrade and Replace our Equipment and Facilities at our 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 2011, NKF incurred $1.60 million in the upgrading and replacement of equipment. The maintenance, refurbishment and upgrading of dialysis centres is an on-going process.

54 New Dialysis Machines Thanks to Caring Donors

During the financial year, 19 supporters donated 54 new dialysis machines. One machine can benefit 6 patients. Therefore, 54 machines can benefit a total of 324 patients. NKF carried out plate-mounting ceremonies at the various dialysis centres to recognise dialysis machine donors.

Ensuring Operational Readiness to Deal with a Crisis

As part of NKF’s Business Continuity Planning/Management, we conducted a tabletop exercise on 14 January 2011. The scenario of massive food poisoning causing major shortage of nursing manpower was played out. Call Tree Exercises involving every staff in NKF were also conducted on 6 December 2010 and 14 January 2011 to ensure that staff were familiar with the Call Tree procedures and that everyone would be contactable in times of crisis.

Replace our Equipment and Facilities at our Centres

The National Kidney Foundation
**Financial Information**

The Financial Statements were audited by:
RSM Chio Lim LLP, Certified Public Accountants
(FY 2010/11 & FY 2009/10)

### OVERVIEW OF FINANCIAL RESULTS FOR THE YEAR ENDED 30 JUNE 2011

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<tr>
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<th>FY 2010/11</th>
<th>FY 2009/10</th>
<th>Variance</th>
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<tbody>
<tr>
<td></td>
<td>$’000</td>
<td>$’000</td>
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<tr>
<td><strong>Dialysis and Prevention Services</strong></td>
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<tr>
<td>Income</td>
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<td>Expenses</td>
<td>(48,804)</td>
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<td><strong>Donations and Grants for Operations</strong></td>
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<tr>
<td>Income</td>
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<td>24,369</td>
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<tr>
<td>Expenses</td>
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<td><strong>Administrative Costs</strong></td>
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<tr>
<td>Income</td>
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<tr>
<td>Expenses</td>
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<td><strong>Surplus / (Deficit) from Operations</strong></td>
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<tr>
<td>Income</td>
<td>5,909</td>
<td>6,506</td>
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<tr>
<td>Income</td>
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<td><strong>Surplus from Operations and Investment</strong></td>
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<tr>
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<td><strong>Donations for Capital Items</strong></td>
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<tr>
<td>Income</td>
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<td><strong>Total Transferred to Reserves</strong></td>
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<td>6,673</td>
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<table>
<thead>
<tr>
<th></th>
<th>FY 2010/11</th>
<th>FY 2009/10</th>
<th>Variance</th>
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<td><strong>Balance Sheet</strong></td>
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<td>As at 30 Jun 2011</td>
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<td>Current Liabilities</td>
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<td>Total Liabilities</td>
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<td>Funds</td>
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<tr>
<td>Non-Current Liabilities</td>
<td>2,393</td>
<td>2,558</td>
<td>(165)</td>
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<td>Total Liabilities and Funds</td>
<td>300,059</td>
<td>294,704</td>
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### Key Corporate Governance Initiatives

NKF is committed to lawful and ethical behaviour in all its activities and requires that its Board of Directors, employees, volunteers and consultants conduct themselves in a manner that complies with all applicable laws, regulations and internal policies.

In keeping with this commitment and NKF’s interest in promoting open communication, NKF has compiled with the Code of Governance for Charities and Institutions of a Public Character (IPCs). NKF’s Governance Evaluation Checklist for the period 1 July 2010 to 30 June 2011 can be viewed at the Charity Portal www.charities.gov.sg.

NKF also has a Reserve Policy to provide clarity in the Foundation’s management of its reserves and to provide stakeholders with the assurance that the Foundation is well managed and that it has, where appropriate, a strategy for building up reserves. The policy applies to that part of the Foundation’s income that is freely available for its operating purposes. It excludes: Endowment Funds; Restricted/Designated Funds; and any part of unrestricted funds that is not readily available for use or already committed.

The Board resolved that the Foundation should maintain adequate reserves to cover at least 5 years of annual operating expenditure in view of the long-term dependencies of NKF patients and beneficiaries. Below is the Reserve Policy Statement for the year ended 30 June 2011:

Current year reserve increased by $7 million to $263 million and is adequate to fund 3.6 years of annual operating expenditure. Although the current year reserve was higher, the reserve coverage of operating expenditure decreased 0.1 year in view of the higher operating expenses due to inflation and increase in number of patients, beneficiaries and related welfare programmes.

Annual operating expenditure, for the purpose of the Statement of Reserves, represents the total gross 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, same as last year.

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.