YOUR COMPASSION AT WORK

Progress Report
2013 - 2015
I am grateful for your steadfast support and generosity which has enabled our needy kidney patients to face the future with courage and dignity.

Kidney failure is a debilitating disease. Many of those afflicted with it are breadwinners with young children who find themselves unable to look after their families because treatment is very expensive. Many others are elderly and dependent on their children for their livelihood but their children do not have the means to support them. There are still others with no children or family support. I visit these needy patients at our dialysis centres often to understand how they are doing. Each one of them and their loved ones go through tremendous emotional and financial hardship.

With the surge in kidney failure cases, many more needy patients are turning to us for help. As the largest kidney foundation, we cannot turn them away when they come knocking at our door. We have to save them and rebuild their lives. At the same time, we have to do whatever we can to prevent the onset of kidney disease so people will not have to suffer its ill consequences. We will do all these focusing on the 5Ps – Patients, People, Purpose, Process and Passion.

Patients’ needs always come first. We are committed to giving needy patients quality, affordable dialysis and all-rounded care so that they can cope with their illness, support their families and lead meaningful lives. Hence, our Patient Advocacy Programme is constantly being enhanced to meet the evolving needs of patients, more so as they are getting older, sicker, less ambulant and having multiple co-morbidities. Our Patient Advocates has grown to 205, providing more support to fellow patients. A new initiative to improve patient outcomes through physical activity is our partnership with Exercise is Medicine Singapore – a programme spearheaded by the American College of Sports Medicine and Changi Sports Medicine Centre. We also introduced an Occupational Therapy Rehabilitation Programme to facilitate patients’ independence in daily activities.

Prevention is better than cure. We want to keep people as people and not patients. It is critical to create awareness of the disease and its consequences as well as encourage and motivate people to take the correct action. Our Kidney Health Education bus has reached out to over 8,000 people since its launch last year and we have plans to have more such buses to benefit the masses, in particular, targeting the high risk groups. In this regard, we will be launching a diabetes bus as 65% of kidney failure cases are caused by diabetes, the highest rate worldwide. Another new initiative we launched this year was our TV drama serial Life is Beautiful to get audiences thinking about kidney health and how to lead a healthier lifestyle, which attracted 900,000 viewers. We also stepped up our Healthy Mondays programme, which includes health screenings and talks, reaching out to more than 100 organisations and encouraging over 3,000 employees to take care of their health.

Kidney failure is irreversible. Patients need to watch their diet and fluid intake for the rest of their lives unless they get a kidney transplant. However, the leading causes of kidney failure are largely preventable. We must be advocates for kidney health and do all we can to prevent kidney disease.

It is important that we begin with the end in mind. As such, our life-saving work is done with a purpose. With the increase in patients and a limited number of renal physicians, we embarked on a plan to have nurse-led dialysis centres where dedicated nurses are empowered to do more advanced clinical work, providing well-rounded quality care to patients for better clinical outcomes. We have achieved a one-year patient survival rate of 93%, one of the highest worldwide. Our renal doctor receiving the Ministry of Health’s Healthcare Humanity Award and three nurses receiving the Nurses’ Merit Awards are testaments to our commitment to have skilled renal personnel who provide stewardship, compassion and excellence to serve patients.

We continuously strive to enhance our processes by providing skills training for career growth, talent retention and improving productivity. Winning the Special Mention Award for Outstanding Leadership in Supporting Fair Employment, the Singapore HEALTH Award (Gold) and 2 Asia Recruitment Awards reflect our commitment to foster harmony, inclusiveness and good health in the workplace. Our employee retention rate is more than 92% compared to the healthcare industry’s 84.5%. We do our work with prudence and passion. We must have a heart for people especially as we are a voluntary healthcare organisation caring for the underprivileged in society. Hence, we collaborate with restricted hospitals, government ministries, healthcare agencies, community leaders, schools, institutions, corporations, volunteers and people from all walks of life to help poor patients as well as build resilience against kidney disease. Passion is also seen in our new joinees. In the past one year, many fresh graduates and mid-career switchers joined the non-profit sector as they find greater meaning in the social mission of giving back to society. NKF’s average age is now 35.

You are our valued partner in our mission. We look forward to continue working closely with you to give Life and Hope to needy kidney patients while reaching out to the community for a healthier nation with lower incidence of kidney failure.

Stay healthy. Stay happy.

Yours sincerely

Edmund Kwok
Chief Executive Officer
YOUR COMPASSION has benefited more!

With your strong support, we have been able to do more to benefit needy patients and the community. We highlight the achievements made possible with your help from 2013 to 2015.

**Subsidies for Dialysis, Medication and Welfare Benefits**

Then: $26 million

$29 million +11% (Now)

**Total Patients & Beneficiaries**

Then: 3,091

3,566 +15% (Now)

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**Haemodialysis**

With the surge in kidney failure cases, many more needy patients continue to turn to us for help. As the largest kidney foundation, we need to build more dialysis centres and provide quality, affordable treatment.

**Haemodialysis Patients Co-Paid $0**

Then: 966

1,304 +35% (Now)

**Patients on Haemodialysis**

Then: 2,518

2,867 +14% (Now)

**Dialysis Centres**

Then: 25

28 +12% (Now)

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I am thus heartened that besides increasing the capacity for haemodialysis, NKF is concurrently working on three other areas to help existing patients as well as curtail the rising burden of kidney failure. This includes, first increasing community awareness on kidney diseases and preventive efforts; second, providing more support to patients on peritoneal dialysis, known as PD for short; and third, promoting kidney transplant as another treatment option.

Mr Gan Kim Yang
Minister for Health

The NKF subsidy is very helpful. Without it, I would have to pay a lot more for my dialysis. I am thankful to the donors of NKF for giving me a chance to continue leading a fulfilling life with my wife and two children.

Mr Balachandram
Kidney patient

Kidney failure is irreversible
MORE new dialysis centres, MORE subsidies

Our latest 3 new dialysis centres

Le Champ-NKF Dialysis Centre (Yishun)
- $2.1 million sponsorship
- Operation date: Feb 2015
- Dialysis stations: 20
- No. of patients: 120

The Singapore Buddhist Lodge-NKF Dialysis Centre (Bukit Merah)
- $2 million sponsorship
- Operation date: Aug 2015
- Dialysis stations: 9 (Phase II)
- No. of patients: 54
  * Phase 2 pending

Kwan Im Thong Hood Cho Temple-NKF Dialysis Centre (Kolam Ayer)
- $2.3 million sponsorship
- Operation date: Sep 2015
- Dialysis stations: 26
- No. of patients: 156

$5.3 million to upgrade and replace medical instruments and equipment

Patients on Peritoneal Dialysis
- Then: 304
- Now: 342

+13% in subsidies over the next 3 years

About 4-fold increase in PD nurses and over 650 benefited from more than 3,600 home visits since the programme started in 2011

Patients on Portable Subsidy
- Then: 236
- Now: 312

+32% in subsidies

Children's Dialysis
- $1.9 million in subsidies

We subsidise the treatment costs of young patients suffering from kidney failure as well as sponsor the running costs of the Children’s Kidney Centre at the National University Hospital

My house at Jelapang Road is very far from my current dialysis centre at Simei. My wife has to take leave to accompany me to dialysis thrice weekly using a taxi. Not only are the travelling expenses very high, I often feel very tired from the travelling. When I dialyse at this new centre (Bukit Panjang 2) at Bangkit Road, it will be much easier on me and my wife.

Mr Pang Tong Toon
Kidney patient

This is an innovative programme (PD Community Support Programme) that lets patients receive dialysis in the comfort of their homes. It makes a difference to each patient -- they don't have to work within the operating hours of the haemodialysis centres, and they can save on travelling time. It gives them control over their schedules and of their lives.

Mr Heng Swee Keat
(then Minister for Education)
Minister for Finance

NKF supports 90% of the Nation’s needy kidney patients
MORE welfare subsidies and programmes

Holistic Rehabilitation
Our care goes beyond dialysis, taking a holistic approach where we look after patients’ emotional, economic and social needs. To meet the increasingly complex needs of patients, many of whom are old, frail and have mobility problems, we have rolled out many new initiatives.

Patient welfare subsidies totalled $4.2 million

- 40% need mobility assistance
- 50% are above 65 years old
- 99% have medical co-morbidities

I am happy to lend a helping hand and provide support to fellow patients whenever possible. Talking to fellow patients and bringing smiles to their faces during dialysis centre visits warm my heart.

Mr Eu Aik Wah
Patient Advocate

205 Patient Advocates
25 Advocate Leaders

New Social Programmes

Patient Advocacy Programme
Ensuring patients’ needs are met and that none will fall through the cracks by providing psychosocial and emotional support

- Buddy System & Hospital Counselling
  Helping fellow patients cope with their illness so that they do not walk alone

- New Patient Orientation
  Sharing patient testimonies, befriending and providing emotional support

- Patient Gatherings
  Promoting social rehabilitation through meaningful activities

- Occupational Therapy Rehabilitation Programme
  Facilitating independence in daily activities and optimising functional capacity

- Exercise Programme
  Improving patient outcomes and preventing premature disability through supervised exercise classes

- Extraordinary Employers and Courage Awards
  Recognising employers who offer patients jobs or special concessions to help them integrate with society and patients who have taken proactive steps to improve their lives

These (patient) advocates have been instrumental in providing patients with the psychological, emotional and social support, at a time when they need it greatly.

Mr Tan Chuan-Jin
(than Minister for Manpower)
Minister for Social and Family Development

We strive to ensure no needy patient is deprived of dialysis
Reached out to over 2 million people through education and prevention initiatives

Education & Prevention
It is important to keep people as people and not patients. Hence, as the largest kidney foundation, we are doing more to create awareness of kidney health in the community to prevent kidney disease.

NEW Outreach Programmes

- **Getting people to understand kidney health through TV drama serial with viewership of 900,000**
- **Gen Sihat, Singapore**

- **Benefiting 400,000 people in the Malay Community through supermarket tours, exercises, cooking classes, health screenings and health messages through radio campaign**

**Healthy Mondays**
Creating a culture of wellness in 100 companies through health screenings and activities, reaching out to over 3,000 employees

**Community events and schools outreach**
Encouraging active lifestyle through health education events and activities for people of all ages in the community. Learning journey on health awareness for the young include assembly talks, health Booths, roadshows and hands-on exhibits at Kidney Discovery Centre. These health education initiatives reached out to over 100,000 people

**Public messaging**
Spreading health messages to over 500,000 people at MRT stations, taxis and other public platforms to encourage healthy living

“"The students have a lot of take-back from this place (Kidney Discovery Centre). It’s very informative and makes the textbook come alive. The diagrams, dialysis machine and hands-on activities allow them to apply what they have learned so that it becomes relevant.

Mr Lim Yuen Tuck
Teacher at Fairfield Methodist School (Secondary)"

“I am pleased that we can proactively take the initial step towards moving the community to a better era of health through such an informal community platform.

Dr Abdul Razak Omar
Founder of Gen Sihat SG, a movement started by the community to empower the Malay community to take control of their health"
NURSE-LED dialysis centres and BETTER clinical outcomes

Empowering Nurses to Lead the Dialysis Centres
Dedicated nurses are trained to do more advanced clinical work, providing well-rounded quality care to patients for better clinical outcomes.

NKF’s patient survival rates are one of the highest worldwide at 93% for one year and 72% for five years.

EXCELLENCE in workplace well-being

Achieving Excellence in Employee Wellness and Engagement
NKF winning 4 human resource awards is a testament of our unwavering efforts to always have a happy, healthy and engaged workforce through excellent human capital practices and management. This translates to serving our patients better and improving their quality of life.

4 Human Resource Awards

- Outstanding Leadership in Supporting Fair Employment by Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP)
  Special Mention Award
- Singapore HEALTH Award
  Gold
- 2 Asia Recruitment Awards
  Gold (Best Diversity & Inclusion Strategy)
  Silver (Best Employer Brand Development)

4 Humanitarian Awards

Our commitment to have skilled renal personnel who provide stewardship, compassion and excellence to serve patients.

Healthcare Humanity Award (Ministry of Health)
Dr Maqipil Nandakumar

3 Nurses’ Merit Awards (Ministry of Health)
Jamilah Binte Jantin
Sadanandan Arackia Sophia
Swarna Lakshmi Jaidave

"I chose to be a healthcare worker because of the immense sense of satisfaction you derive when you see the smiling face of a patient and family members when the patient recovers from their illness or does well with treatment."

Dr Nandakumar
NKF doctor with close to 20 years of service

"Being in charge of a nurse-led centre empowers me to guide and lead the frontline nurses to provide better patient care, ultimately making a positive impact in their lives."

Ms Lucy Lu
Advanced Clinical Nurse

Our care goes beyond dialysis
ENHANCING organisational capabilities

Continuous Learning and Talent Development
We provide skills training for career growth, talent retention and higher level of patient care. To ensure sustainable growth, we are employing younger people to complement an experienced and mature workforce as they bring in fresh perspectives and ideas. This helps to create a multi-generational workplace that is more vibrant, dynamic and productive.

More than 92% employee retention rate compared to the healthcare industry’s 84.5%.

Employee Engagement Index increased to 5.09 out of 6 from 4.85 in 2013.

Employee Average Age
New Hires 29 years
The Organisation 35 years

It is important for us to take time off from our busy lives to look at a different side of the world. For most of us, it is just a 9 to 5 job but for the patients, dealing with health issues and coming for dialysis 4 hours every other day is for a lifetime.

Mr Gordon Ng
Volunteer from Credit Suisse AG

GREATER volunteer commitment BENEFITING more patients

NKF’s Circle of Hearts
Volunteers provided friendship, care and emotional support to help patients cope better with their long-term illness.

Around 2,000 volunteers committed 26,000 hours benefiting more than 1,000 patients. This amounted to $620,000* of man hours.

* based on the average $30 per hour wage of service sector employee (Source: NVPC, Dec 2010)

NEW Volunteer Programmes

Hospitalisation Visitation Programme
Providing psycho-emotional support to newly diagnosed kidney patients by sharing coping strategies

Mind Stimulation Activities
Providing regular therapeutic sessions to patients to help keep their minds active and alert

Medical Reconciliation Programme
Helping patients top up and sort their medication as well as ensure they are compliant with their intake

Pet Therapy
Conducting sessions using therapy cats to help patients in their recovery and well-being

At NKF, I have been given many opportunities to take up various courses such as the Advanced Diploma in Nephrology with Nanyang Polytechnic. This course has greatly widened my knowledge in the field of renal nursing and has helped me manage my patients more efficiently in the dialysis centre. The knowledge and skills gained have made me a more competent and confident nurse.

Ms Cynthia Wong
Senior Staff Nurse

We have given Life & Hope to about 8,000 patients
STRONG SUPPORT for fundraising efforts

Our fundraising expenses ranged from 12% to 14% of the total funds raised, which is well below the 30% as stipulated by the Charity Regulations.

**LifeDrops**

LifeDrops is our major source of donation where donors give conveniently through automatic monthly deductions. This way of giving enables us to keep fundraising expenses low and the savings can be channelled to help even more needy patients.

$27.8 million raised through LifeDrops, contributing to 66% of the overall donations

**Dialysis Machine Sponsorship**

43 caring donors contributed over $2 million to sponsor 94 new dialysis machines to benefit 564 needy patients

Every dollar donated goes entirely to patient care and education & prevention initiatives as we are able to cover all administrative expenses through government grants with prudent cost management.

Mr Kenneth Choo
Finance Committee Chairman

Treating a patient costs $23,000 per annum

45% of patients pay $0

100% of donations can only cover 66% of dialysis cost with the balance 34% covered by government grants and other income

Administrative expenses are down to only 9% of overall operating expenses compared to 11%

I'm happy to support LifeDrops as it helps ensure a steady stream of funds for the poor patients who require long-term and expensive treatment.

Ms Han Yong May
Associate Editor cum News Editor, Lianhe Zaobao.
55 staff from Lianhe Zaobao supported NKF by joining as LifeDrops donors. The Newspaper also appealed to the public to join the scheme and help needy patients

I'm happy to contribute in whatever way I can to help needy patients cope with the high cost of dialysis and provide a lifeline for them. I'm also encouraged that I get a tax-deduction of 3 times the value of my donation.

Madam Yee Mei Lin @ Jean Ang who is on the monthly LifeDrops scheme, donates new dialysis machines and helps out as a volunteer

More funds are needed to refine the treatment to better meet patients' evolving needs
Doing EVE N MORE

NEW

Patients’ Needs Always Come First

NKF Mega Centre & upcoming dialysis centres

1,500 capacity

Nocturnal/Night Dialysis
A 4th dialysis shift providing patients who require longer hours of dialysis and better clearance. It will also enable us to cope with the demand for dialysis places.

Haemodialfiltration
Treating selected patients for better dialysis outcomes as larger molecular weight toxins can be removed through these machines.

Patient Employment Rehabilitation
Taking proactive steps to modify jobs within NKF to cater for patients, empowering them to take control of their lives and contribute back to society.

Bursary Schemes for Patients’ Families
Aiding financial disadvantaged students to be more independent and break away from the poverty cycle.

We want to keep People as People

Kidney Health Programme
Holistic and targeted programme for various communities to learn about kidney health and participate in intervention activities with focus on helping patients understand and manage their kidney health condition.

2nd Kidney Health Education Bus
Extending our outreach and education to more schools and the general public with interactive multimedia games for fun learning.

Diabetes Health Bus
Partnering with GP clinics to screen and manage diabetes and kidney disease as 65% of kidney failure cases are attributable to diabetes.

Targeted Programme for High Risk Groups
Targeted screenings for family members of kidney patients, diabetics and the elderly.

Docu-drama for Malay Community
Encouraging them to think about kidney health and take proactive steps to lead healthier lives.

Renal Community Games
Fostering closer bonds among the various renal community stakeholders such as restricted hospitals, healthcare providers and dialysis providers and reaching out to the public in education and prevention of kidney disease as a whole community.

Sports Clinic
Engaging the young to lead a healthy lifestyle through soccer clinics by NKF’s “Live Right” Ambassador Izak Halim

“I’m happy to see my small donations is helping more people, especially as healthcare needs rise given our ageing population.”

Mr Andrew Ong
Managing Director of a Singapore bank

Every dollar you donate will go entirely to patient care and education & prevention initiatives

The clientele at NKF is different, these are people who really need help. I hope to spend the last leg of my work life doing something for them and help the community build resilience against kidney disease.”

Mr Edmund Kwok
Chief Executive Officer