

Questions & Answers with the Chairman Dr Lim Cheok Peng

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“Reimagine KDF” is a phrase that is prominently featured when discussing the Foundation’s progress this year. What exactly is Reimagine KDF?

Pandemic management measures that were in place for the past 2 years have resulted in a sizeable population of Singapore’s workforce taking to working remotely. As such, new working habits have developed, and we have since learned to embrace remote work tools and platforms, which are now integrated into our workflows both at the office and at our dialysis centres.

As we transition into a pre-endemic state, there is no room to be complacent. Instead of reverting to traditional work and management styles, we took this perfect opportunity to fortify the Foundation’s processes and infrastructure, making seamless hybrid work models a reality within the organisation.

At its core, Project Reimagine KDF is a two-year digitalisation roadmap, which will oversee significant process changes within the Foundation, including the adoption of technological advancements to bring about positive impact for our staff and beneficiaries.

These advancements include scalable platforms and applications providing functional insights and analytics to support growing business needs. The project is off to a strong start. We have established a partnership with a leading local medical technology company, BioInfoComm (BIC) and Fresenius Medical Care (FMC), and work is in progress to implement an Electronic Medical Records (EMR) and a Risk Incident Reporting system – *SERRE* and *proMISE IRIS* respectively, across our dialysis centres.

What is the significance of the EMR implementation in the Foundation’s progress?

Each time our patients visit their doctor for reviews, key information from the visit such as diagnoses and prescriptions will be documented, and this constitutes the patient’s medical record. In the past, it was a norm for such records to be managed on paper. Considering the growing complexity of patients’ medical needs over the years, restructured healthcare institutions have since transitioned to storing medical records electronically in a digital repository.

Integrating *SERRE* into the Foundation’s existing infrastructure enables us to enjoy a seamless sharing of key medical data and patient information with other healthcare institutions, many of which are KDF’s key community partners. On top of managing kidney failure, more than 60% of our patients suffer from various chronic illnesses such as ischaemic heart disease and diabetes, among others.

As such, these patients may require more attention, and their medical requirements are constantly reviewed and updated to maintain accuracy. Having a digital repository will allow our staff to have unfettered access to the latest information, ensuring that our patients are supported with safe, quality, and holistic care.

The chances of paper records being compromised are high, which is why the Foundation prioritises incorporating digital solutions to offer our dialysis services effectively and securely, while ensuring that the integrity of our staff and patients’ personal data remains intact. However, digitalisation also comes with a set of unique risks as data can be exposed to various network vulnerabilities. We will introduce robust security measures to mitigate these risks.

Onboarding a complementary incident reporting system like *proMISE IRIS* in a controlled renal environment allows our clinical personnel to adopt a structured approach to incident reporting. The system helps them to understand and identify potential risks before, during and after a patient’s treatment. This will in turn prevent incidents of a similar nature from happening again in the future. In addition, there are plans in place to extend the use of *proMISE IRIS* in our office workplace setting.

By prioritising prevention, the Foundation will be able to fortify its clinical compliance practices and build better processes and systems across the organisation.

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KDF commemorated a significant milestone, its 25th anniversary, last year. How has this changed the relationships between KDF's community partners?

25 years of serving the needy through rapidly changing landscapes has showed us the potential and benefits of collaborative efforts with various community partners. When the excitement of new collaborative efforts starts to wane, the element of sustainability comes into focus – how can we ensure that these endeavours remain sustainable and develop resilience in the face of uncertainties in the long run? As a medium-sized charity, it was important for KDF to reach out to the larger community, ensuring that our message of awareness and prevention remains relevant and heard. As such, we needed the right vehicle to do so, and our relationship with popular Taiwanese bakery KAZO fitted the bill.

KAZO first approached KDF with the intention of wanting to do their part for the underprivileged and to spread the message of social good. Upon discussion, we realised that both organisations were built on the similar Foundation of valuing quality in the services that we offer. This joyful alignment in values resulted in KDF and KAZO's first collaborative fundraiser last year – an online Chinese New Year goodies charity bake sale. The fundraiser was a success, with proceeds from the sale going into the Foundation, supporting the treatment and holistic needs of our kidney patients. It was a win-win situation for both organisations and there was room for this relationship to develop further.

More recently, in partnership with local fintech company GivePlease, KDF introduced digital Tap-to-Give donation terminals to make giving more convenient. KAZO was one of our first community partners to open their doors to us, generously offering to place these terminals across their outlets

island-wide, willingly becoming an ambassador for our life-saving cause. Relationships with community partners like KAZO and GivePlease have become increasingly dynamic, and the Foundation will continue to dedicate resources to better sustain these valuable partnerships.

Who are KDF's stakeholders and what is your unique value proposition to them?

Kidney disease is a life-long and financially draining condition. The full cost of dialysis treatments, excluding medications and other essential treatments, can set a patient back by more than \$25000 a year. As Singapore's dedicated dialysis service provider that is focused on serving the underprivileged, KDF has become a strategic partner for medical social workers at hospitals.

KDF was founded on the growing need to provide life-saving dialysis treatments and support to kidney patients who belonged to the lowest 10% income-group in Singapore.

Today, we continue to stay true to our mission of serving the needy. 100% of our patients do not pay full fees for their dialysis treatments and medication after receiving financial support from government grants and KDF subsidies, with 81% of them not needing to pay any out-of-pocket fees. Our patients continue to be at the heart of what we do as we strive to uphold excellence in our treatment quality and patient care.

Through KDF's community outreach programmes, we will use our resources and knowledge to bridge awareness gaps in the community, lift the

spirits of the ill, and make a difference in the lives of those in need. Health education is universal, and we understand the importance of creating and developing relevant educational materials to empower kidney patients and the public with information to make beneficial life choices.

With 4 dialysis centres under our belt, we now have enhanced capacity to treat up to 432 kidney patients. We will continue to send our staff for training to ensure that our patients receive the best affordable care. This is only possible with the unwavering support from our donors, staff, and community partners, who believe in doing good, and doing it well. As we progress, the needs of our stakeholders will also continue to evolve. The Foundation will continue to maintain governance, fortify engagement with partners, and forge ahead to make the most of opportunities that come our way in the foreseeable future.