



الجمعية الكويتية لرعاية الأطفال في المستشفى  
Kuwait Association for the Care of Children in Hospital

## 2017 ANNUAL REPORT







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CEO BACCH Mrs Rasha Al Hamad  
Deputy Director KACCH Ms Banafsheh Azizi

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## Message from the President

Dear Friends

As we approach the end of our third decade of providing psychosocial services to children in hospitals in Kuwait, I think it is useful for us to reflect on the journey we have taken as an organisation, and to be mindful of the values that have guided and informed our every working day in order to provide the optimal conditions that we promise in our Mission Statement for children and families in hospital, and that are embedded in the values that inform our Code of Conduct: Compassion; Integrity; Respect; Trust and Professionalism.

We know that hospitals can be frightening and intimidating places for children. Taken from their comfortable homes and routines, children can feel overwhelmed and frightened by their hospital experiences.

Take a moment and imagine a small child standing outside a hospital looking up at the tall building. As the doors open the child is confronted with a long walkway and the many unfamiliar faces of people dressed in white coats scurrying around. This snapshot from a child's eyes, gives one viewpoint of the hospital environment.

Now imagine this same child looks down the hallway and sees a room filled with toys and pictures drawn by other children. A friendly face appears, welcoming the child and family and introduces herself as a Child Life Specialist and part of a team called KACCH. She explains that she is there to help them understand why they have come to the hospital and what will happen there.

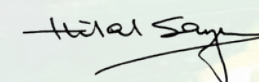
She shows them the playroom where the child and siblings can play and engage in as many activities as they want while they are in the hospital. That encounter is the beginning of the relationship of trust that is gradually built up between our Child Life Specialists and the children and families they serve.

Child Life Specialists are placed in a position of "trust" each day to provide the highest quality of Child Life services to children and their families. They are essential to supporting children and their families throughout their hospital journey by preparing children for medical experiences, providing psychosocial support, advocating for children and their families, promoting normal growth and development through play, and providing grief and bereavement support when needed. Child Life Specialists and Play Leaders are trained to always put the needs of the children and their families first.

Since 1989, we at KACCH have learned that children and their families in hospitals have special needs, and having the opportunity to meet those needs through our Child Life Programmes is a special privilege. Children and their families, hospital administrators, medical staff, and the Kuwaiti community, place their trust in KACCH to create a positive, supportive, and nurturing hospital experience. This important responsibility requires individuals with integrity, who are dedicated to maintaining the highest professional standards and ethical practices in any situation, even when no one is watching.

When one of our KACCH professionals says "Trust me, I'm a Child Life Specialist" you know you can.

Thank you for your continued support.





## KACCH Mission

### Our Mission

Kuwait Association for the Care of Children in Hospital (KACCH) advocates for the provision of optimal conditions for children and their families in hospital, in order to reduce the adverse effects of hospitalisation on their development and wellbeing.

### Our Philosophy

We believe in upholding the rights of the child as declared in the UN charter of 1989, to which Kuwait is a signatory that states that it is the right of every child to receive expert health care delivered, whenever possible, by paediatric trained physicians and nurses, within family-centred, child-friendly facilities. We also support the recent declaration of the WHO which states that palliative care is a basic human right for all children with life-limiting and life-threatening conditions, and the Rome Charter of 2016 which confirms the above rights and which is additionally supported by signatories representing the major religions of the world, including Islam.

### Our Objectives

- To minimise the stressful impact of hospitalisation and illness on the child and family in hospital.
- To facilitate optimal growth and development of the child.
- To prepare children and families for their health care experiences.
- To communicate effectively with other members of the health care team.
- To ensure the continuity and development of the Child Life programme within health care settings in Kuwait.
- To share expertise and co-operate with international and regional organisations.
- To recognise when hospital is not the optimum health care setting for the child and to advocate for the provision of paediatric palliative care at home, in a hospital, or in a children's hospice, so that parents can choose how and where their child with life-limiting or life-threatening conditions is treated.

## KACCH Values

### Compassion

Delivering care that goes beyond empathy and embraces "intelligent kindness".

### Integrity

Adhering to the highest ethical and moral principles and professional standards and being accountable for personal behaviour at all times.

### Respect

Acknowledging and responding to the rights and dignity of patients and their families and always, respecting yourself and colleagues.

### Trust

Acting with honesty and transparency, maintaining truth in actions and interactions.

### Professionalism

Creating a positive working environment through team work and collaboration by supporting and respecting the efforts of every dedicated team member.





## Child's Journey Through Hospitalisation

Ever since the first hospital playroom opened in Amiri Hospital in 1989, KACCH has been committed to supporting the psychosocial needs of children and their families undergoing healthcare experiences or hospitalisation through the universal language of children, play. KACCH was the first organisation to establish Child Life Programmes in the Middle East and its programmes have been acknowledged and supported by pioneers and leaders in the field of Child Life and by Association of Child Life Professionals (ACLP).

**KACCH Child Life Programmes are led by professionally trained Child Life Specialists who offer a variety of services that include:**

- Promoting normal growth and development through play
- Preparing children for medical procedures through the use of images, real medical equipment, and developmentally appropriate language
- Providing psychosocial support during medical procedures through the facilitation of coping strategies
- Facilitating therapeutic play, art, and self-expression experiences
- Supporting children and their families in understanding their illness and hospitalisation
- Advocating for children and their families as they navigate the healthcare environment
- Encouraging non-pharmacological pain strategies (cognitive and behavioural strategies) to support reducing pain for children
- Promoting patient and family centered care
- Providing grief and bereavement support to support patients and their families when needed

**KACCH Play Leaders are professionals who work with the Child Life Specialist to promote and facilitate developmentally appropriate play for children in the hospital. KACCH Play Leaders offer a variety of services that include:**

- Helping children cope with being in the hospital through "normal play experiences" (typical play children engage in everyday)
- Organizing daily play and art experiences in the hospital playroom, child's bedside, or hospital clinics
- Facilitating quality developmental play
- Organizing special events to maintain each child's contact with home, school, and the community



## Organisational and Clinical Growth

### Investing in Human Capital

KACCH is committed to raising the standard of Child Life in Kuwait through organisational and clinical growth and excellence. Mandatory educational opportunities are offered to KACCH Child Life Specialists and Play Leaders throughout the year with the intent of increasing their Child Life competencies and knowledge in child development to apply theory to practice.

In 2017, one of our Play Leaders successfully completed an educational and internship pathway, a pathway which is in alignment with Association of Child Life Professionals (ACLP) academic and clinical standards to become a Child Life Specialist. In October of that same year, she successfully passed the certification exam and became the third certified Child Life Specialist in Kuwait.

### "Tell the Story"

In 2017, KACCH changed the data collection process and format for its Child Life Programmes following ACLP's approach to measuring the impact of Child Life services. Data collected is intended to "tell" the story of patient and family impact across the continuum of comprehensive Child Life services.

KACCH introduced the documentation of "patient encounter." A patient encounter is a Child Life Specialist provided interaction with a patient, sibling, or caregiver. The goal of counting patient encounters is to determine how many unique patients/families a Child Life Specialist interacts with on regular basis. (ACLP, 2017)





**KACCH**  
Child Life  
Programmes







# Al Amiri Hospital

## Making a Difference

The KACCH Team at Al Amiri Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Child Life Services are provided in Paediatric Wards 14 and 15, Outpatients Department, and Casualty.

## Access to Play and Empowering a Patient

A 12 year old boy who is a returning patient at Amiri Hospital was admitted to the hospital because of complications related to his chronic healthcare condition. In the past, he received medical treatment abroad and again, he was preparing to travel to the United States to continue his medical treatment. Doctors at Amiri Hospital advised his family to keep him admitted until it was time for them to travel because his immune system was compromised. For his own protection, the patient was placed on isolation precaution.

The Child Life Specialist and Play Leaders were committed to providing ongoing support to the patient. The patient expressed that he was bored and missed his family and friends at school. His parent's visits during the day were limited due to work.

The Child Life Specialist provided emotional support for the patient through active listening and encouraged the patient to express his feelings about being in the hospital. She also advocated for the patient to spend quality time with his primary care doctor so that he can ask questions about his medical condition and treatment.

It was also recognized that the patient enjoyed spending time in the playroom. The Child Life Specialist and Play Leaders identified a plan with the medical team to allow him to go to the KACCH playroom either early in the morning when no other patients were in the room or after the playroom was cleaned and closed. The KACCH team celebrated his birthday in the hospital by decorating his room.

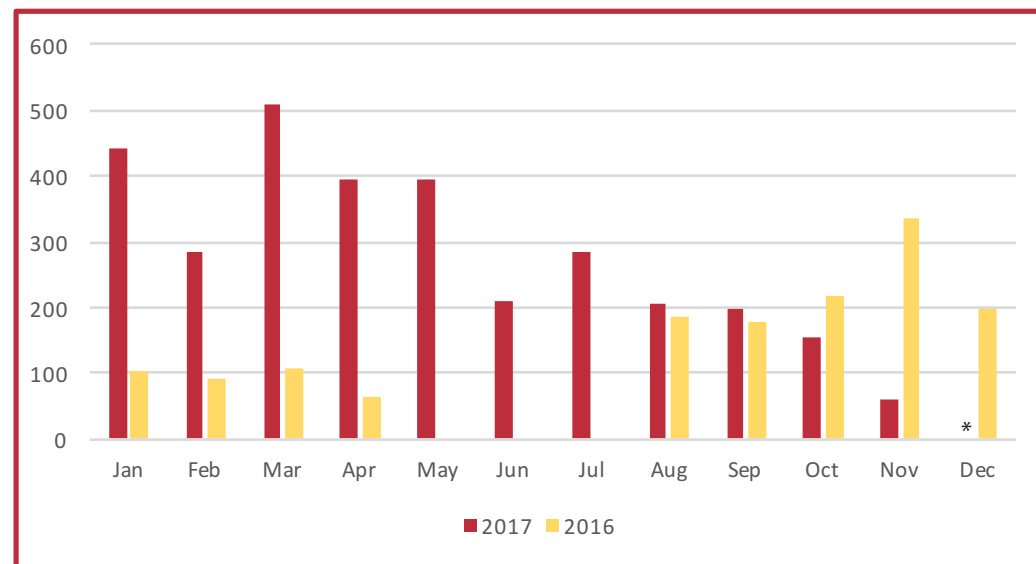
Prior to the patient's travel date, KACCH Child Life Specialist reached out to the Child Life Specialist at the hospital in the United States. They exchanged information on the patient's coping strategies, interests, likes, and his favorite games. The KACCH Child Life Specialist shared images of the new hospital with the patient to help prepare the patient for the transition from one hospital in Kuwait to another hospital abroad. The patient was eager to learn about the new hospital environment and took it upon himself to do additional research. The Child Life Specialist also encouraged him to bring familiar things from home with him when he traveled to this new hospital.

The patient was happy and excited to know that an email was sent to the hospital team about him. Before leaving Amiri Hospital, he asked the Child Life Specialist to write down "Child Life" on a yellow post it note. Upon arrival to the hospital abroad the Child Life Specialist emailed the KACCH team to share that he had arrived and as soon as he entered the room he handed the yellow post it note to his nurse; looking for the Child Life Specialist!

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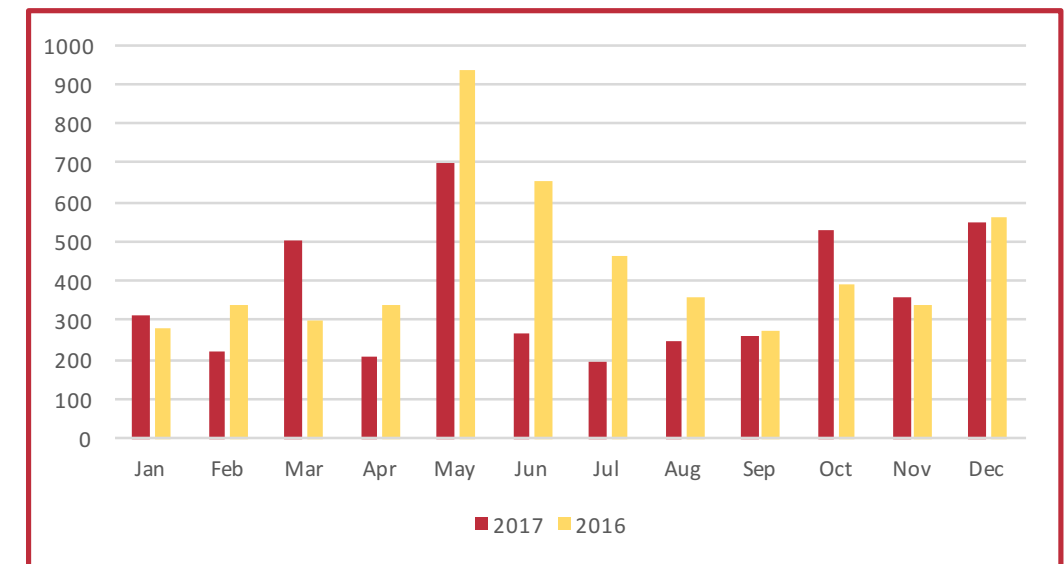
A total of **3,132** patients and siblings received Child Life Specialist interventions in Al Amiri Hospital in 2017.



The KACCH Team at Al Amiri Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Child Life Services are provided in Paediatric Wards 14 and 15, Outpatients Department, and Casualty.

*\* During the month of December 2017, Child Life services in Al Amiri Hospital were supported by KACCH Senior Play Leaders.*

A total of **4,342** patients and siblings received Play Leader services in Al Amiri Hospital in 2017.







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## NBK Children's Hospital

### Making a Difference

The KACCH Team at NBK Children's Hospital is led by 1 Child Life Specialist and is supported by 3 Play Leaders. Child Life Services are provided in: Paediatric Wards 1,2,3, Outpatients Department, Stem Cell Transplant Unit, Day Case, and referrals from Intensive Care Unit.

### Impact of Teamwork-Following a Patient and Family's Lead

A 9 year old girl was newly diagnosed with Leukemia at NBK Children's Hospital. Upon diagnosis, the family including the patient struggled with the diagnosis and were devastated. In the beginning the family members often showed signs of being in denial as they began to cope with what was happening. This was especially evident with the father.

The Child Life Specialist supported the patient and her family by explaining the role of Child Life. She reassured the patient and the family that the KACCH team, including the Play Leaders, were there to support them in their medical journey. She also helped the patient and family understand about the healthcare experience through therapeutic conversations, developmental play, and preparations for the medical procedures.

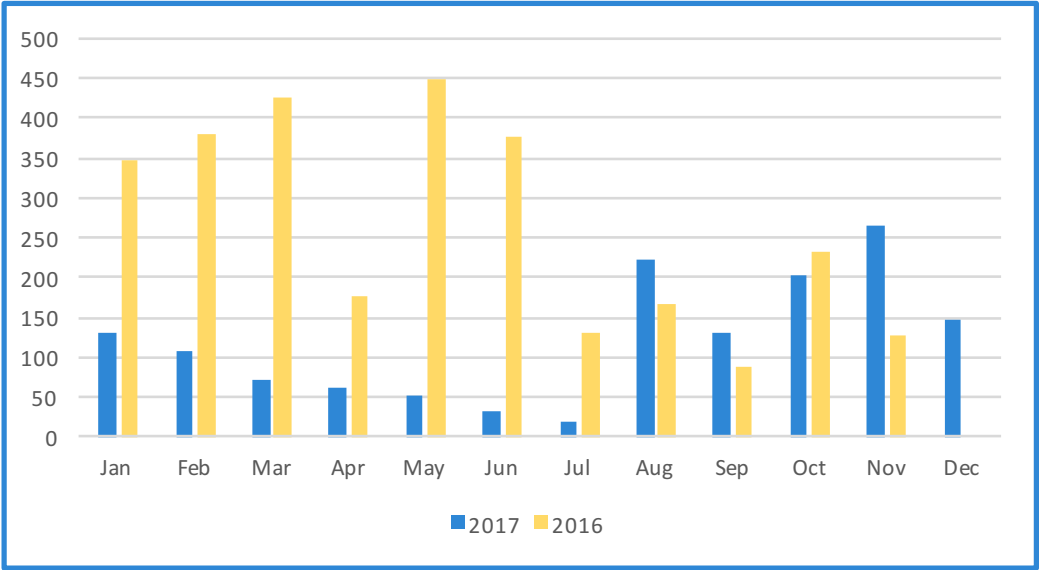
The patient started her medical journey by refusing to be hospitalized and by refusing medications. She feared the many procedures, the many pokes for blood and the overall disruption to her normal life routine. This loss of control for this young patient was seen in her behavior as she sought to find control.

As this patient began to come to the hospital and start her treatment the Child Life Specialist was thoughtful in meeting her where she was and building a trusting therapeutic relationship with her. This began with play at her bedside and moved into encouraging her to play in the playroom. Through therapeutic play experiences such as building a hospital and "playing" out some of the medical experiences she began to understand more about the hospital environment and cope with the healthcare experience. The Child Life Specialist also provided preparation for the patient by using real medical equipment, pictures, a doll with porta-cath, to help her understand what was happening. The patient began to understand more about the hospital environment, plan for her care and cope with her overall healthcare experience. Preparation not only helped to support this patient but her family as well.

Over time, the patient began to smile and engage more in the playroom. Her family grew in their understanding of what was happening thus impacting how they were coping. This patient could be found sitting at the table working hard on an art project. She also had fun playing challenging board games with the Play Leaders, volunteers and her family. Her engagement continued and evolved into helping plan art projects and taking a lead in designing art for the KACCH playroom.

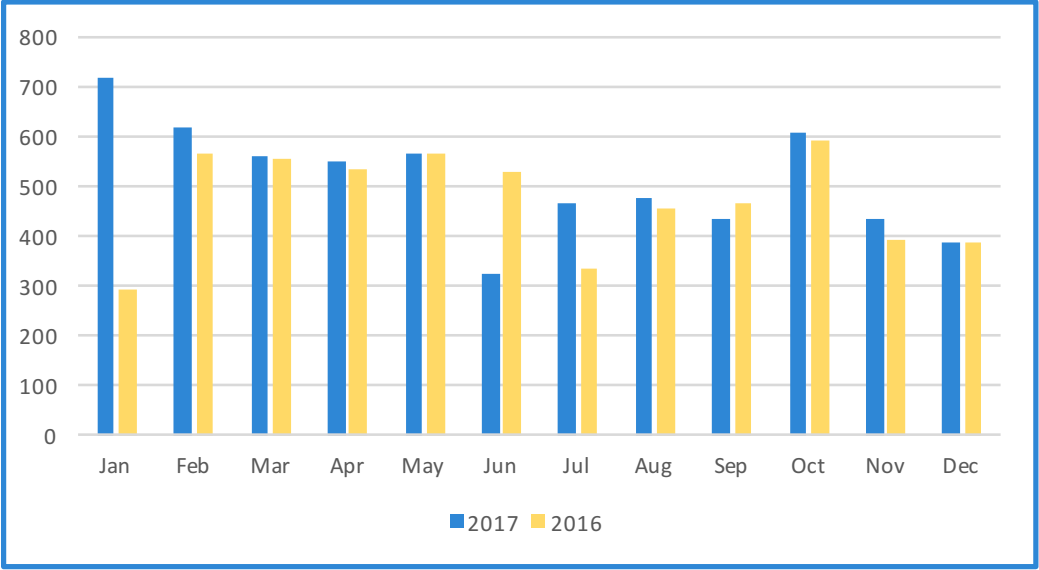


A total of **1,440** patients and siblings received Child Life Specialist interventions in NBK Children’s Hospital in 2017.



The KACCH Team at NBK Children’s Hospital is led by 1 Child Life Specialist and is supported by 3 Play Leaders. Child Life Services are provided in: Paediatric Wards 1,2,3, Outpatients Department, Stem Cell Transplant Unit, Day Case, and referrals from Intensive Care Unit.

A total of **6,125** patients and siblings received Play Leader services in NBK Children’s Hospital in 2017.





### Making a Difference

The KACCH Team at Al Jahra Hospital is led by 1 Certified Child Life Specialist and is supported by 2 Play Leaders. Services are provided in: Ward 6,7,8,28, and 31 as well as Paediatric Intensive Care Unit.

### Coping with a New Diagnosis: Supporting a Young Boy and His Mother

An 8 year old boy with high blood sugar was admitted to Jahra Hospital and diagnosed with diabetes. Upon admission to the hospital, the Child Life Specialist introduced herself to the patient and his mother. The patient's mother immediately expressed many concerns to the Child Life Specialist about her son's medical condition because she did not have information on diabetes, especially its effect on the quality of her son's life. She voiced concerns about her child's medical condition, treatment, and future medical follow-ups to the Child Life Specialist.

The Child Life Specialist supported the patient and his family as they navigated this new diagnosis. The process of supporting the patient began by providing preparation and procedural support for his initial blood draw on the ward. The Child Life Specialist described what he would experience during the blood draw and why it was being done. During the blood draw, the Child Life Specialist helped the patient cope by using distraction techniques.

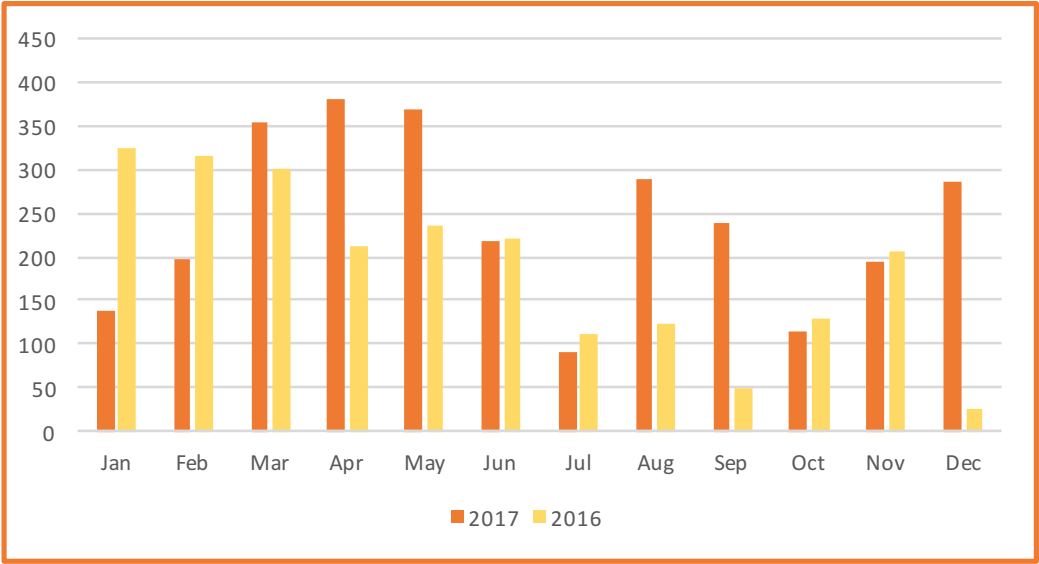
Right after the blood draw, the patient was invited to play in the KACCH playroom. He actively got involved in play with other patients. The Play Leader created a positive play environment for the patient by providing access to typical play experiences; experiences that he would have outside of the hospital setting.

Many therapeutic activities were provided and facilitated by the Child Life Specialist to help the patient become more familiar and more comfortable with his medical experience. Through medical play, he learned coping strategies for his daily pokes (injections) such as breathing and distraction techniques. The Child Life Specialist also observed how the mother was coping and provided a journal book for her. She encouraged the mother to write down her questions as she thought of them and share her ongoing medical concerns with the medical team. She supported the mother in learning and understanding what it is that she needs to do on a daily basis to support her son.

The patient and his mother became actively engaged in all aspects of his healthcare journey. Upon discharge, the patient's mother was more self-assured about taking care of her son and supporting him at home.

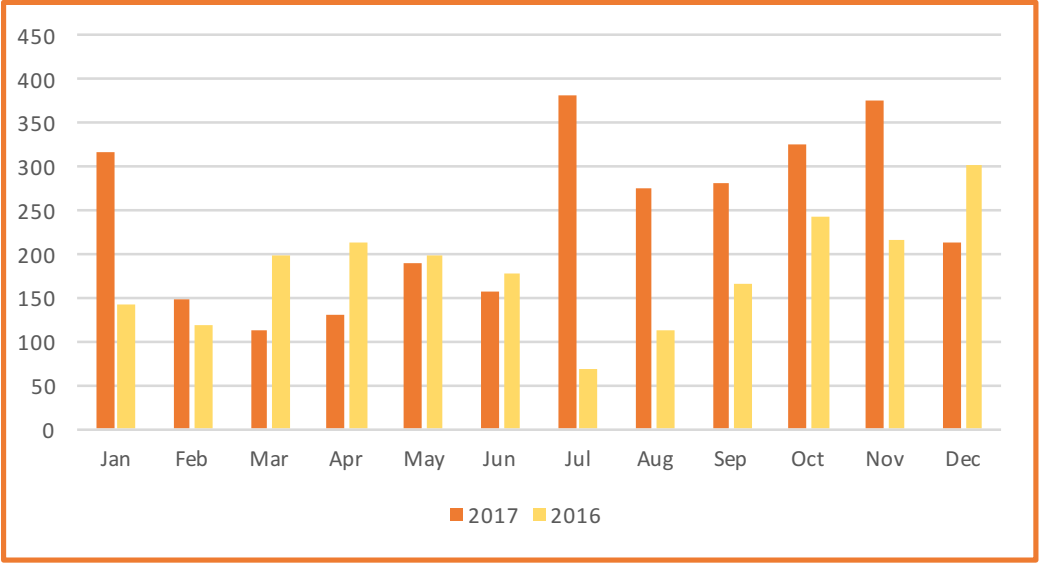


A total of **2,868** patients and siblings received Child Life Specialist interventions in Al Jahra Hospital in 2017.



The KACCH Team at Al Jahra Hospital is led by 1 Certified Child Life Specialist and is supported by 2 Play Leaders. Services are provided in: Ward 6,7,8,28, and 31 as well as Paediatric Intensive Care Unit.

A total of **2,909** patients and siblings received Play Leader services in Al Jahra Hospital in 2017.





### Making a Difference

The KACCH Team at Al Farwaniya Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in the following areas: Wards 5,6,7 and 8, Outpatients Department, and Paediatric Intensive Care Unit. Music therapy services are provided to patients and their families once a week by the BACCH Music Therapist.

### The Impact of Play and Coping Support

A 3 year old boy was originally admitted to Farwaniya hospital after swallowing a small battery. He was then readmitted due to complications and a viral infection. When the patient was readmitted back to the hospital, he had a loss of appetite, difficulty walking (walking hunched over), and in pain. His medical condition required a longer and isolated hospitalisation period for over three weeks.

Since the second admission placed him in isolation, he could not visit the KACCH playroom to engage in play activities. He had a difficult time coping with being in the hospital this second time. The Child Life Specialist and Play Leaders recognized this and identified ways to bring the playroom to him. Each day, time was spent engaging the patient in play in his room to normalize his environment, help him find ways to express his feelings, and to support his overall development. Toys were chosen daily and left with him so that he could engage in play activities throughout the day.

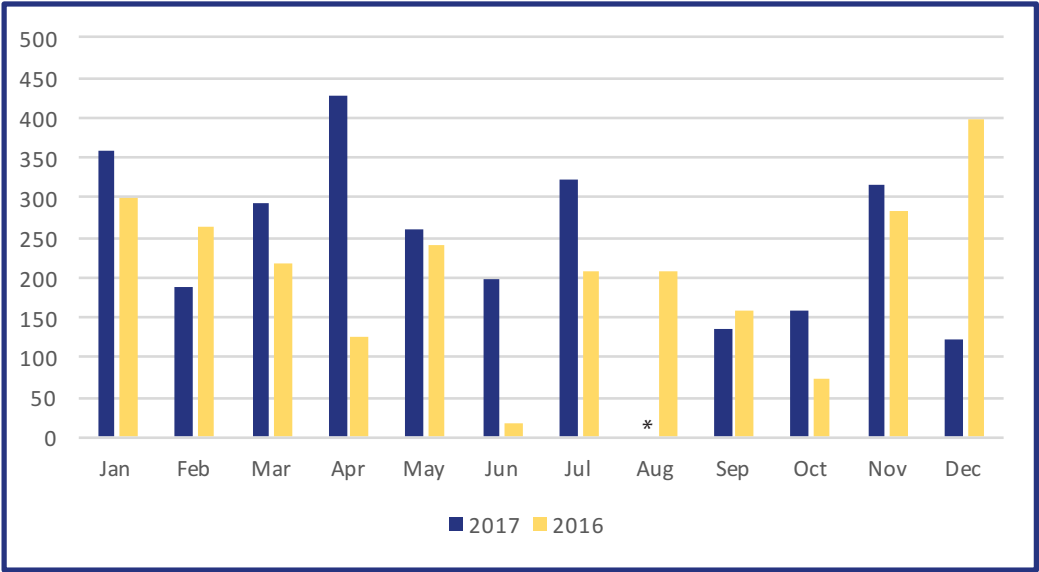
When the patient needed a new IV or blood drawn, the Child Life Specialist provided preparation and procedural support. During medical play, an aspect of preparation for him, he practiced different coping strategies and explored the medical materials. As he played with the medical materials such as syringes, tape, and the stethoscope, he became familiar with the medical environment around him. The patient pretended to be a doctor and helped his "patient", a doll, to take their medicine and get pokes (injections).

The Child Life Specialist advocated for the use of EMLA cream (a medical cream to help numb the area on the skin) with the medical team to help reduce the feeling of pain when he had an IV placed or blood drawn. This approach supported this patient as he liked to watch when procedures took place. When he received an IV or blood drawn, he would often start off with blowing bubbles and quickly turned his attention to wanting to watch the procedure. The Child Life Specialist would use developmentally appropriate words to describe each step to help the patient further understand what was happening and what was coming next.

As he felt better, the medical team at Farwaniya Hospital encouraged the patient's parents to continue his medical treatment orally for a month and a half at home. The patient and his parents were very happy to go home. They appreciated all the help that they received from the Farwaniya KACCH team, Child Life Specialist and Play Leaders. The parent's shared that with KACCH's Child Life support their child was able to cope well during isolation and medical procedures.



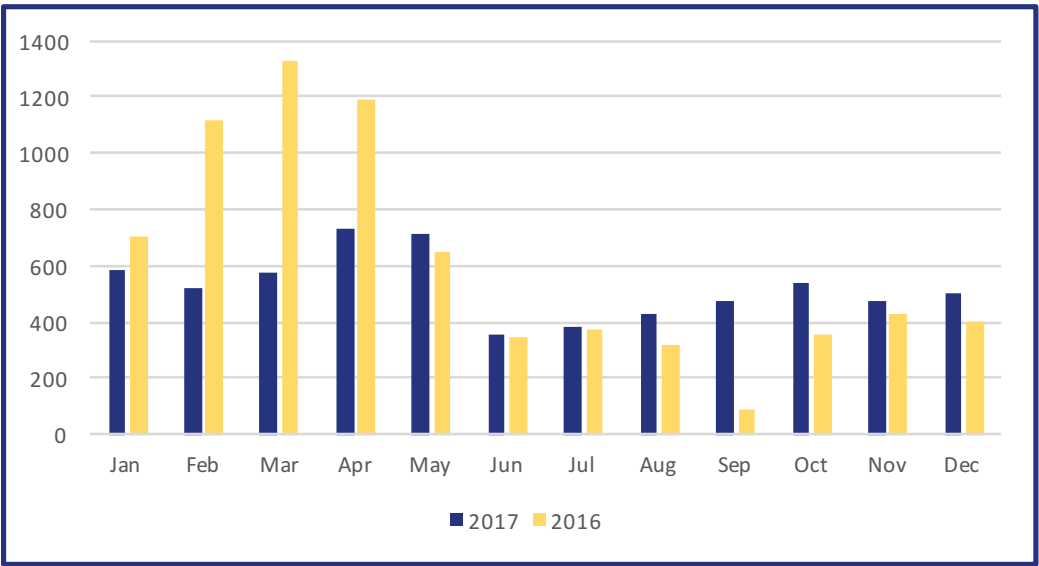
A total of **2,786** patients and siblings received Child Life Specialist interventions in Al Farwaniya Hospital in 2017.



The KACCH Team at Al Farwaniya Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in the following areas: Wards 5,6,7 and 8, Outpatients Department, and Paediatric Intensive Care Unit.

*\* During the month of August 2017, Child Life services in Al Farwaniya Hospital were supported by KACCH Play Leaders.*

A total of **6,264** patients and siblings received Play Leader services in Al Farwaniya Hospital in 2017.







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### The Power of Music Therapy

“Music Therapy is the clinical and evidence-based use of music interventions to accomplish individualized goals within a therapeutic relationship by a credentialed professional who has completed an approved music therapy programme.” (American Music Therapy Association)

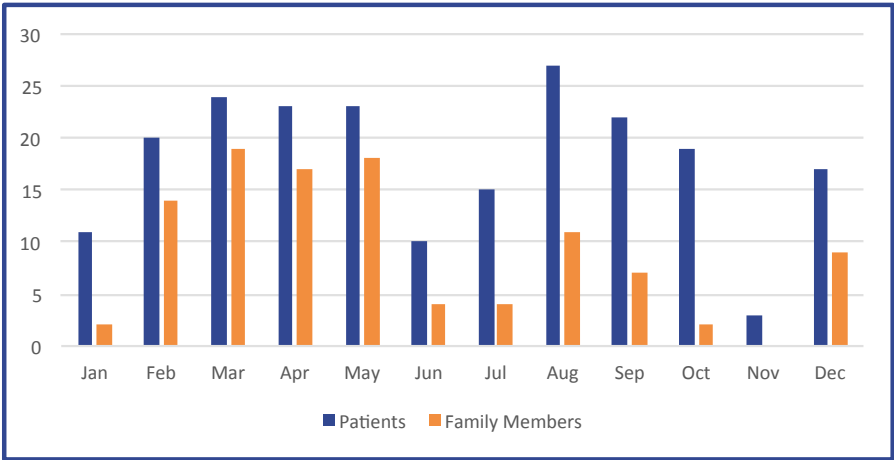
Patients and their families have been receiving music therapy services from BACCH Music Therapist for over one year now at Farwaniya Hospital. The Music Therapist has been able to follow patients in all of the paediatric wards, as well as the Paediatric Intensive Care Unit once a week. Music Therapy supported many of the patients who were identified as long term; patients with more chronic conditions. One of these patients in particular benefited greatly from the teamwork and support provided by the Child Life Specialist, Play Leaders and Music Therapy.

A one and half year old boy with short bowel syndrome had been in the hospital since he was a few months old. He spent most of his time in his room with his mother right by his side. Through Music Therapy the Music Therapist was able to work on the patient’s verbal and non-verbal communication, motor movement skills, and relaxation techniques to promote the best environment possible for development within the hospital setting.

When the Music Therapist first met this patient he was sleeping for most of the day, appeared in pain and was unable to eat. This created discomfort for both him and his mother. The initial Music Therapy sessions included improvised music interventions created in the moment to provide space for him to respond in his own way. Each week he began to engage more. First, this started with eye contact and the occasional finger tap on the drum. As his health and prognosis kept shifting, so did his abilities. One week, he would be able to hold a Maraca (rumba shaker), and the next week appeared to struggle lifting his arm. Through Music Therapy he was able to control his environment. This flexibility of Music Therapy is a huge asset in supporting patients and their families in the constantly changing hospital environment.

As this patients health began to improve, Music Therapy was able to shift his goals to focus more on his developmental needs, promoting movement, vocalizations and engagement all through the process of making music. While he was working on his own developmental and relaxation needs, his mother was also able to benefit from Music Therapy sessions. Through the work during Music Therapy his mother was able to gain confidence around how to support her son’s development, engage in positive memory making and explore ways in which she could engage in her own self-care routine.

A total of **321** children received Music Therapy interventions in Al Farwaniya Hospital in 2017.







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## Al Razi Hospital

### Making a Difference

The KACCH Team at Al Razi Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in: Ward 1 and 2, Outpatients Department and Day Case Surgical Department.

### The Power of Play and Therapeutic Relationships

A 10 year old boy was readmitted to Razi Hospital in 2017 for a second surgery. He has a chronic health condition which effects his hip and the length of his leg. The second surgery was to help lengthen his leg by attaching a medical device, LRS, to help grow his bone. Following his surgery, extensive hospitalisation in addition to daily physical therapy was required. The patient spent over one month in the hospital.

The Child Life Specialist prepared the patient for his surgery by showing him real photos of the LRS (medical device). She explained that he will have more freedom to move his leg after the surgery, especially during the recovery process. On the day of the surgery, the Child Life Specialist spent time with the patient in the KACCH playroom. The opportunity to play gave him a comforting place to be and helped him cope while waiting for his surgery that lasted for over 5 hours.

After the surgery, the patient coped very well and was eager to return to the KACCH playroom. He expressed his excitement of coming to the playroom every day. Throughout his long hospitalisation, he actively engaged in many playroom experiences. He was excited when the KACCH volunteers came and memorized their schedule so that he was ready to engage with them in play. Some of his favorite play experiences included playing video games, engaging in any messy activity, making art projects and playing board games.

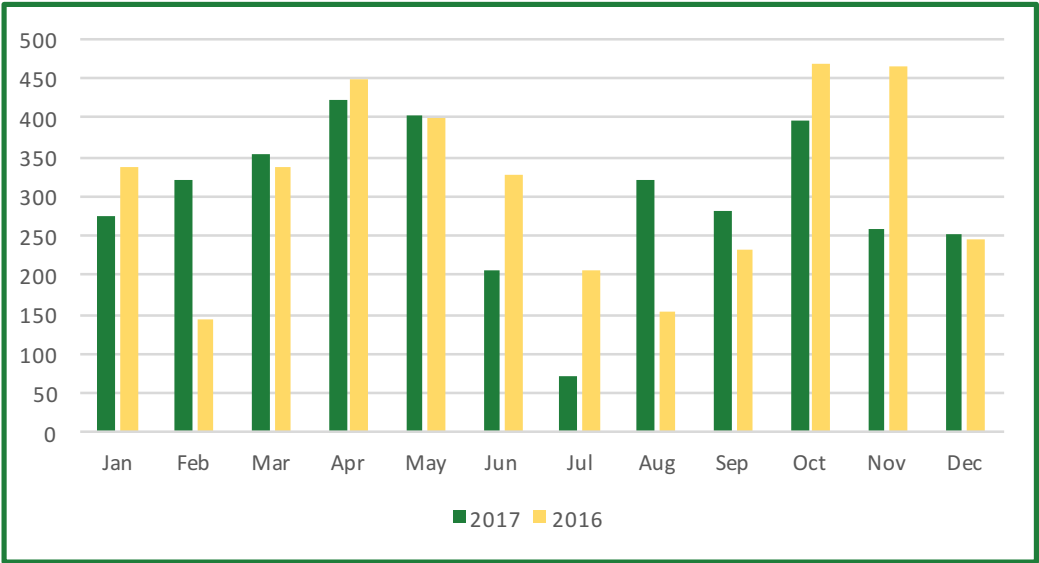
The Child Life Specialist provided the patient ongoing support beyond the playroom environment. The importance of helping the patient develop coping strategies for daily cleaning of his surgery site was important. The Child Life Specialist and patient identified coping strategies such as breathing, counting, and watching entertaining videos on You Tube.

At one point during his hospitalisation the patient's doctor shared that he would need further surgery to adjust the LRS. Both the patient and his mother had a difficult time hearing of this news. They hoped that the patient would not have to have another surgery or stay in the hospital longer. The doctor did a great job in explaining to them about the procedure and that it is very minor; compared to his initial surgery. The Child Life Specialist followed up with the patient after the conversation with the doctor to further assess his understanding of the surgery. The patient wanted to draw himself after one year with a longer leg. This therapeutic process of drawing himself helped the patient to express how he was feeling.

Although this patient was discharged from the hospital, he has to visit Razi Hospital for his physical therapy appointments. When he is in the hospital, he always drops by the KACCH playroom and engages in play with the Child Life Specialist, Play Leaders, and volunteers.

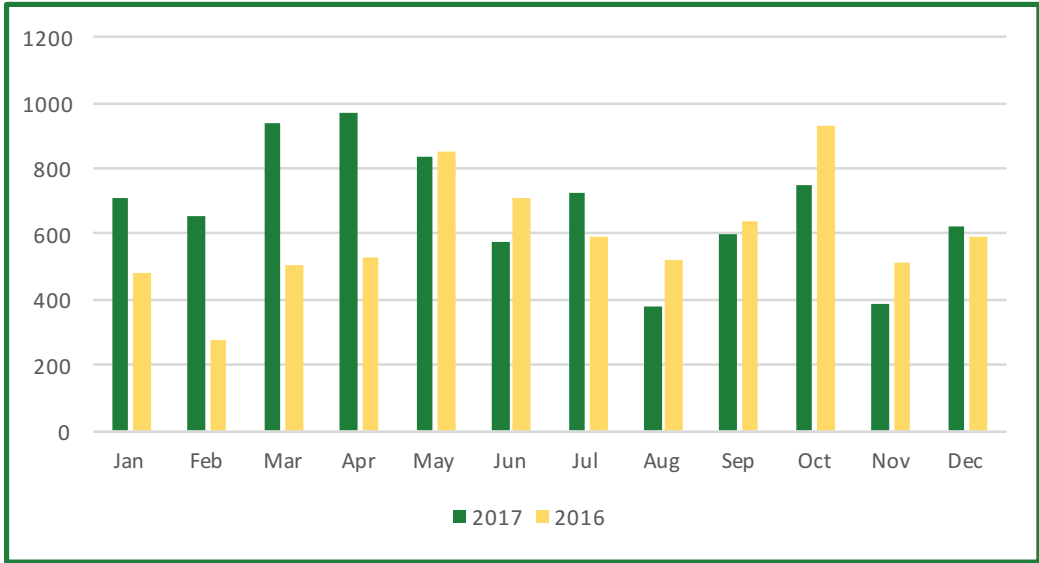


A total of **3,564** patients and siblings received Child Life Specialist interventions in Al Razi Hospital in 2017.



The KACCH Team at Al Razi Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in: Ward 1 and 2, Outpatients Department and Day Case Surgical Department.

A total of **8,146** patients and siblings received Play Leader services in Al Razi Hospital in 2017.







### **Making a Difference**

The KACCH Team at Ibn Sina Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in the following areas: Wards 1 and 6, Al-Babtain Burns Centre and Paediatric Day-Case Surgery.

### **The Art of Understanding a Five Year Old's Perspective- The Impact of Preparation for Surgery**

A 5 year old girl was transferred to Ibn Sina Hospital from another hospital in Kuwait where she was diagnosed with a rare blood disorder. She was admitted to the hospital for a central line placement; a Hickman line. The Child Life Specialist, who rejoined the program in December, met the patient and her family as they arrived to the hospital. The Child Life Specialist introduced herself to the patient and her family, explained her role at the hospital, and highlighted the importance of preparing the patient for surgery.

The Child Life Specialist explained how the preparation process will help the patient cope better before and after the surgery. Although the family told the patient that she was going to have a Hickman line, the patient was very scared that it was going to hurt.

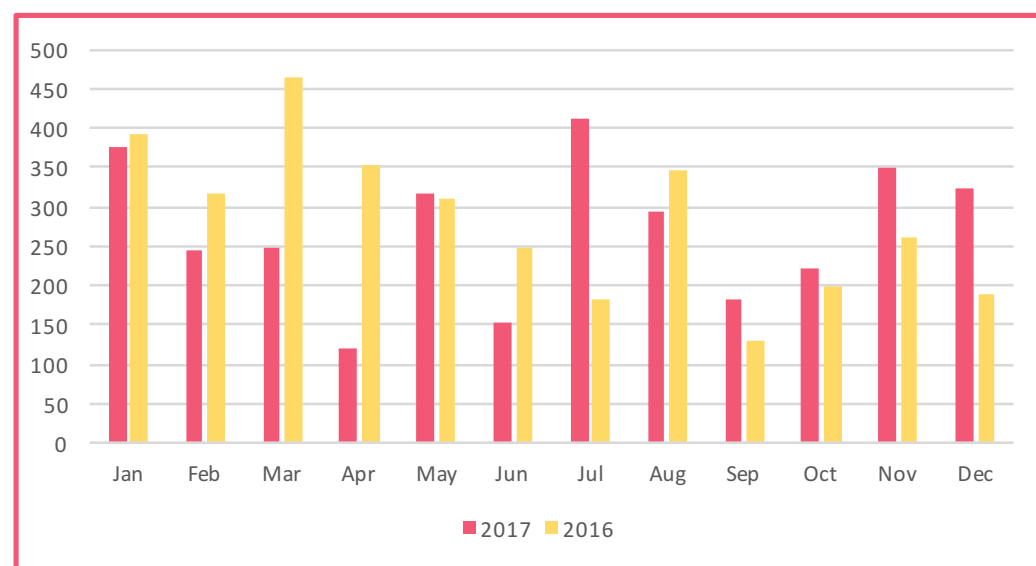
She provided preparation for the patient using a real Hickman line, a doll, and a story about a little girl who has the same line. The Child Life Specialist also shared pictures of the operating theater and medical materials that the patient will see, including the anesthesia mask. The patient held the doll and touched the Hickman Line to learn and explore. Her mother also read a book about a little girl who got a Hickman line, focusing on the pictures in the story with her daughter. This preparation process helped the patient to understand from a 5 year old's perspective about the line she would have after her surgery. It also increased the family's understanding of the Hickman line.

After this preparation process the Child Life Specialist encouraged the patient to play. The Play Leader went to her bedside and began engaging her in play with play dough. Shortly after playing for a short period of time the patient was called to go to the operating theater. The Child Life Specialist continued to provide support for the mother and her daughter during the transition for surgery. Both the mother and daughter were blowing bubbles and exchanging smiles while waiting to enter the operating theater. After the surgery, the patient stayed at Ibn Sina for an hour before she was transferred back to the other hospital.

Before leaving the hospital, the mother shared her appreciation for the support of the Child Life Specialist and Play Leader. She noted how the preparation of her daughter for surgery helped to reduce their fears and worries on the surgery and the Hickman line.



A total of **3,241** patients and siblings received Play Leader services in Ibn Sina Hospital in 2017.



The KACCH Team at Ibn Sina Hospital is led by 1 Child Life Specialist and is supported by 2 Play Leaders. Services are provided in the following areas: Wards 1 and 6, Al-Babtain Burns Centre and Paediatric Day-Case Surgery.





## Appreciation Notes from Patients and Families

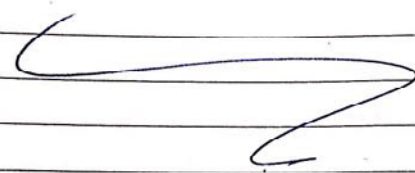
My Experience in the hospital is fun but I miss school and my friends and my teachers. The playroom is fun. I love playing games, painting, coloring, writing, I feel happy, I would be bored without the playroom. The drips and injections hurt so badly. On Monday Dec. 11 and I am still in the hospital and I am going home on Wednesday and maybe I will come back on Monday. I did the Amri, CT Scan, Sonar, and Endoscopy. I wake up 7:30 and I come to the playroom 8:05 or 8:09, I go back to the room and stay with my uncle then my grandma till my mom comes then my dad comes too. My mom stays with me till the next day is the same. My favorite game in the playroom is Family Cards and Spot it and also Caco Crazy, puzzles like 150 pieces. I like to play with babies. I do what ever comes in my mind. I ♥ KACCH

I ♥ KACCH

9 years old Badriya 19/12/2017

تبرعوا للمرضى على وجه التحديد

بعضكم البعض  
أم علي



انتم فرحة الزملاء

شكراً من القلب  
أم عائشة

I am Abdullah Wael Mother. I would like to say that my son like the hospital too much, and that is because of the play room. He is happy to come and play what ever he wants many different games. He stopped scared and asked questions because now he adjusted in and became independant. Before coming to the hospital he always tells his brothers that tomorrow or after tomorrow I will go to the hospital and I will play with play station UNO...etc. For me I felt happy at least he is happy while he is taking his chemotherapy. I don't worried about him. For me I like all the staff her doctors, nurses and the play room staff, they all very kind and they deal with all the patients nicely. I also got very good informations from the lectures that are giving her, its very useful. Really Thank you its not enough. Only Allah who can give all of you the reward for you hard and honest work. Finally I wish you all happiness and blessings in your life and save you and your families.

Abdullah wael mother.



## KACCH Volunteer Programme

A nurturing and healing environment for children and their families is central to the Child Life services provided. Trained volunteers support in the administration of the KACCH Child Life Programmes by facilitating play in the KACCH playroom or at a patient's bedside.

For another year, KACCH continued to recruit and place long-term volunteers who are deeply committed to making a positive difference in the lives of children and their families in hospitals. In 2017, KACCH recruited 48 new volunteers and the average weekly support was 20 volunteers per week. While in the hospital, volunteers engaged in different play activities, bed-side play, facilitated art experiences, and worked hand in hand with the Child Life team.

Play is the essence of KACCH's daily communication with children in the hospital and toys are the means for the communication. Many KACCH volunteers understood this need and took their own initiative to help fulfill this need. Those who could not make the time to volunteer due to work, school or family commitments, donated toys and playroom supplies which were distributed to all the KACCH Child Life Programmes. In 2017, 37 toy and playroom supply donations and drives were organized by KACCH volunteers!



A donation which was distributed to all KACCH Child Life Programmes.





## KACCH and BACCH Events

Events held throughout the year by organizations or individuals helped connect the community to children and their families. These events created lasting memories for everyone.

*The Art of Living Yoga activity at BACCH, Sponsored by the Art of Living*

*'10 Steps of Happiness' activity day at BACCH, Sponsored and Facilitated by Al Rajhi Bank and Blank Hunts*

*Al Khalifa School visits to BACCH*

*Al Manshar Rotana event at Razi Hospital*

*Bloomington's "Big Bear" visits to Jahra Hospital and Farwaniya Hospital*

*Breathing and Organ Health and Dance workshop, Sponsored and Facilitated by Celia and Marta Diaz*

*Children's Driving School event at BACCH, Sponsored and Facilitated by Porsche*

*Children's Earth Day event at BACCH, Sponsored and Facilitated by HSBC*

*Children's Hand-in-Hand event at BACCH, Sponsored and Facilitated by Hilton Group*

*Children's Motorcycle meet and greet at BACCH, Sponsored by Phoenician Riders*

*Costa Coffee Holiday and Cookie Decorating activity, Sponsored and Facilitated by Costa Coffee and ImaginIt*

*Crowne Plaza event at Farwaniya Hospital*

*FedEx Kuwait event at Razi Hospital*

*2017 Girgiaan events at BACCH, Sponsored by Graduates Society and Green Yummies and Facilitated by Blank Hunts*

*2017 Girgiaan events at KACCH Hospital Programmes, Sponsored by:*

- Borgan Bank
- Gulf Bank
- HSBC
- KIB
- McDonald's Kuwait
- National Bank of Kuwait
- Ooredoo
- PwC
- SaveCo
- Zain
- Girgiaan Party at Symphony Mall by Al-Tijaria



*Grand Cinema event and birthday celebration, Hosted by Insiya and Ibrahim Petladi*

*Happy Box event at NBK Children's Hospital, by Bloomington's*

*Kuwait National Day event, Sponsored and Facilitated by Hilton*

*Kuwait National Guard Eid celebration, at NBK Children's Hospital*

*Mother's Day event at BACCH, Sponsored and Facilitated by Habchi & Chalhoub with Art Space*

*Movie Night, Sponsored by McDonald's Kuwait*

*NBK Carnival at BACCH, Sponsored by NBK*

*New English School "Shoe Box Drive for Children in the Hospitals"*

*New English School event at Amiri Hospital and Razi Hospital*

*Ooredoo Riders Group event at Razi Hospital*

*Puppet Show at Farwaniya Hospital, Hosted by Spread the Passion*

*Spooky Fun Halloween activity day at BACCH, Sponsored by Al Ghanim Engineering Facilitated by Fun Zone*



## Changing Paediatric Environments in Hospitals

As part of KACCH's commitment to patient and family centered care, KACCH supports hospitals across Kuwait to make child and family friendly environmental changes. The organisation supports hospitals in creating environments that can help alleviate fear and anxiety, fostering a healing and calm environment for children and their families.

In 2017, KACCH completed the following projects:

- Design and development of a "Family Room" in the Paediatric Intensive Care Unit/ Ward of Mubarak Hospital
- Design and development of a "Family Room" in NBK Children's Hospital
- Design change of the Outpatients Department of Jahra Hospital
- Design change of the Observation Room in the Paediatric Intensive Care Unit of Jahra Hospital
- Design change of the Radiology Department at Ibn Sina Hospital

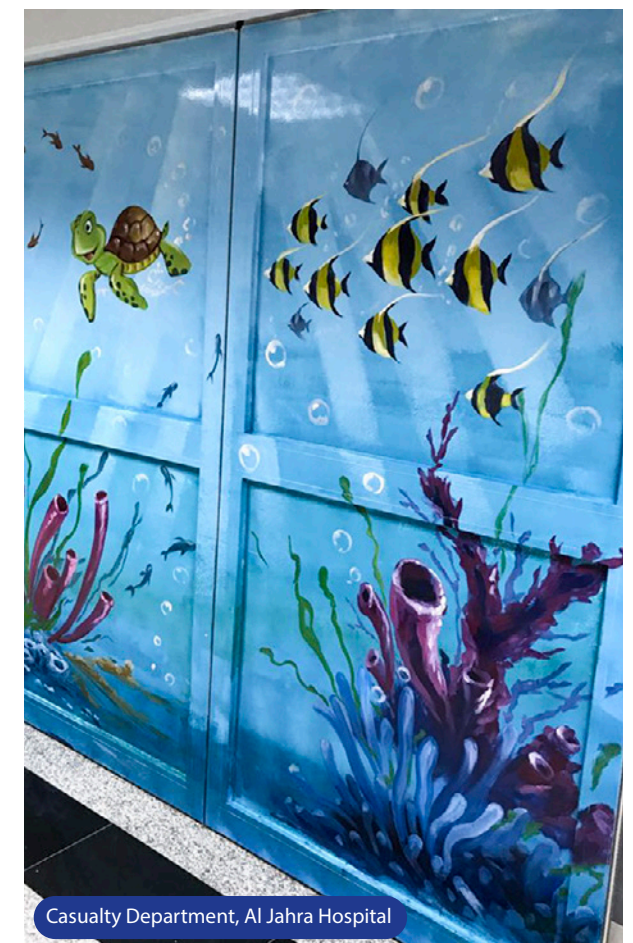
The successful completion of these projects would not have been possible without the guidance, commitment and support of KACCH Executive Committee Member, Mrs. Kim Al-Yousifi.



Outpatient Department, Jahra Hospital



Radiology Department, Ibn Sina Hospital



Casualty Department, Al Jahra Hospital



Radiology Department, Ibn Sina Hospital



## Child Life Sponsors

Our gracious thanks to the following individuals and companies for sponsoring the Child Life Profession in 2017.

Abdulla Al Hamad Al Sagar & Brothers Company  
Advanced Technology Company  
Al Ahli Bank of Kuwait  
Ali Alghanim & Sons Automotive Co. W.L.L.  
Al Mojil Drug Company  
Bader Sultan & Brothers Co. W.L.L.  
Bank ABC  
Burgan Bank  
Injazzat Real Estate Development Company  
Kuwait Financial Centre 'Markaz'  
Kuwait Finance House  
Kuwait National Cinema Company  
Mohamed Abdulrahman Al Bahar Company  
Mohammed Bin Yousef Al Nisf & Partners Company  
Mr Adnan Al Bahar  
Mr and Mrs Anwar Al Mulla  
Mr Issam Mohamed Abdulrahman Al Bahar  
Mr Marzouk Abdulwahab Al Marzouk  
Mrs Adlah Mohamed Abdulrahman Al Bahar  
Mrs Afaf Al Bahar  
Mrs Shorouq Al Ghanim, In Memory of Mr Lutfi Al Mulla  
National Bank of Kuwait  
Sheikha Intisar Salem Al Ali Al Sabah  
Thilth Abdulaziz Al Sagar  
Thilth Bader Bin Ali Al Nisf  
Thilth Yacoub Yousef Behbehani





## KACCH Donors

Our gracious thanks to the following individuals and organizations for supporting KACCH in 2017.

AbdelNasser Gaafar  
 Ahmed Roan  
 Al Jeri Group, Cambridge English School  
 Al Tayer Group, Bloomingdales Kuwait  
 American Women's League Kuwait  
 Bader Al Mulla Holding Company  
 Basma Al Zaid and Spouse from Learn Thru Fun and Good Game Kuwait  
 Be a Healer Volunteering Group, Dhuha Al Ajmi  
 Bibi Al Andaleeb  
 Candian Bilingual School  
 Crowne Plaza Hotel  
 Dana Al Mulla  
 Adel Easa Husain Al Yousifi, Easa Husain Al Yousifi & Sons for Contracting & General Trading  
 Emma Al Khabbaz  
 Farah Khajah  
 Fawzia Sultan International School  
 FedEx Kuwait  
 Gholamali Dareshkaft  
 Gulf Insurance Group  
 Haneen Al Turket  
 Hassan Al Jarallah  
 Huda Al Hamad  
 IKEA  
 In Memory of Mrs Fatima Abdullah Al Majid  
 In Memory of Nabil Hassan Basma  
 International British School  
 Jude Al Harbash  
 Kim Al Yousifi  
 K'S PATH

Lamya Al-Sarraf  
 Malikyar Konadaya  
 McDonald's Kuwait  
 Mohamad Al Azmi  
 Najla Al Sager  
 New English School  
 Ooredoo  
 Ooredoo Riders Group  
 PricewaterhouseCoopers  
 Rajeev Meethal Veedu  
 Riva Fashion  
 Royal Britannia Kindergarten  
 Saba Al Tamimi  
 Samah Kalakh  
 Sana Al Naqeeb  
 Sara Luczak  
 Sarah Al Fulaij  
 Seema Goel  
 Sheikha Fatima Al Sabah  
 Shouq Al Othman  
 Spring Flows Market  
 Sundus Hussain  
 Tess Cabrera  
 United States Air Force, Ahmed Al Jaber Air Base  
 United States Air Force, Ali Al Salem Air Base  
 United States Army, Camp Arifjan and Camp Buehring  
 Wadha Al Mutairi  
 Waleed Sarkhou  
**...and many anonymous donors...**





# BACCH Donors

Our gracious thanks to the following individuals and organizations for supporting BACCH in 2017.

A H Al Sager & Bros  
Abdulla Saleem Mohammed Aladasani  
Ahmad Al Tamimi & Sarah Al Saleh  
Aisha Mohamed Saleh Abdulwahab Al Adasani  
Al Babtain Company  
Al Jeel Al Jadeed Corporation  
Al Manazel Al Taameer Company  
Al Mulla International Financing Company  
Al Nafisi Trading Company  
Al Rajhi Bank  
Ali & Souad Hamid Al Sabah  
Astrid Al Hadidi  
Kuwait Soap Box  
Awatef Abdallah Al Awadi  
Bader Al Sultan Company  
Barakat Foods Company  
Bassam Nasser Al Othman  
Bonnie Alawadi  
Boubyan Bank  
Boursa Kuwait  
Cambridge School  
Dahan General Trading & Contracting Company  
Equate  
Fajer Tareq Jaffar Alwazzan  
Fatema Abdulaziz Faisal Al Thuaini  
Fatema Issa Bin Nekhi  
Fatima Abdulla Hamad Abu Rabee  
FAWSEC  
Fedda Yousef Essa Al Qatami  
Food Restaurants & Catering Company  
Green Yummies  
Hadeel Hamed Al Fadalab  
Hassan Salem Yacoub Al Tarafi  
Hawriya Mohamad Al Ballan  
Hayat Universal Bilingual School  
Heirs of the late Ezzat Mohammed Jaafar  
Helen Asfour  
Hessa Al Ben Ali  
Hilal Mashari Hilal Al Mutairi  
Imad Mohamad Abdulrahman Al Bahar  
Kamel Abdulwahab Kamel  
Kuwait Foundation for the Advancement of Science

Lamya Mohamad Ahmed Al Roumi  
Layla Fahd Abdulaziz Al Nafisi  
Loulwa Khaled Al Zeid Al Khaled  
Manal Khaled Al Sultan  
Maya Atallah  
Mohamad Hajjaj Al Mutairi  
Mohamad Jasem Mohamad AlSadah  
Mother of Khaled Nasser El Enezi  
Muneera Hamad Mohamad Al Nafisi  
Nada Al Zabin  
Nadia Mohamad Abdulrahman Al Bahar  
National Bank of Kuwait  
Nawaf Hussain Marafi  
Nawal Al Shamlan  
New English School - Kuwait  
Noha Mohamad Ali Al Dukhan  
OMG Sliders  
on behalf of the late Shawket Hussein Al Am  
Porsche Club  
Praddeep Rajagopalan  
Q-Net (Dubai)  
Quality Net  
Raad Trading & Marketing  
Rasha Al Hamad  
Rasha Mishari Khaled Al Zaid Al Khaled  
Salah Mahdy Ahmed Bofteen  
Shuwaiheena Shaher Baddah Al Mutairi  
Taiba Hamad Mohamad Al Nafisi  
Talal Al Matrook  
Tamara Hayat  
The Coptic Orthodox Church (Kuwait)  
The English Academy School  
The Scientific Center  
Thilth of the late Abdulrasoul Abul Hasan Sadeq  
Wafaa Mohamad Abdulaziz Al Barrak  
Wasmeyah Hajjaj Almutairi  
Yasmine Dalloul  
Yousef Saleh Al Othman  
Yusuf A. Alghanim & Sons Wll  
Zahour Hussein - Al Ahli Bank  
Zainah Ibrahim Abdulaziz Al Mulla  
...and many anonymous donors...





## Bayt Abdullah Children's Hospice

In 2017 Bayt Abdullah Children's Hospice added to its multidisciplinary team. Our new Director of Care, Tracie Dempster, is helping us to expand our services to better address each of our family's individual needs with the aim of improving their quality of life and allowing them the space and opportunity to maximize their time together whether, within Bayt Abdullah or at home.

We continue to expand our referrals for children from various nationalities, ages, religions and with different disease groups trying to cover as much of the need as possible within Kuwait. We have also expanded our Family Support Services with a Child Life Specialist to respond to each family's psychosocial requirements, such as developing better communication with their child even if they are unable to speak, helping support siblings and setting up sessional workshops specific to their children's ages and needs.

I would like to present a case study of one of our children to get a better understanding of the impact we are able to achieve in partnership with our families to help improve their quality of life and support these families during their journey at Bayt Abdullah:

### Hamad's Story:

*(Name of the child has been changed to provide anonymity but consent has been gained from parent to share their story).*

Hamad is a 2 year and 7 months old toddler with Hirschprung disease. This disease is a birth defect and occurs when nerve cells in the colon do not form completely. These nerves control the muscle contractions that move bowel movements (stool). Due to a delay in diagnosis, Hamad developed small bowel necrosis (death of tissues) and has unfortunately had many infections in his short life including sepsis. After two surgeries to remove the diseased small bowel and another to remove the large bowel as a treatment for Hirschprung disease, his remaining bowel was not sufficient to digest his food resulting in a severe form of "Short bowel syndrome".

Hamad suffered from severe dehydration, was unable to eat and had failure to thrive therefore, to help with his nutritional needs, a central line (Hickman) was inserted and he was started on a Total Parental Nutrition (TPN) programme. This is a type of food supplement that is fed directly into Hamad's veins totally bypassing the stomach.

In September 2017, Hamad was referred to Bayt Abdullah Children's Hospice. This was the start of a journey of discovery for both Hamad and his single mother. Going home was a wish which was discussed and planning started to achieve this family's wish with the support of BACCH both in and out of the Hospice.





Hamad was supported by the BACCH dietician to slowly introduce oral feeding and we succeeded in having him discharged home at the end of September 2017 with a full dietetic individual management plan, after two years of being in the hospital.

BACCH nurses and doctors visited him weekly to assess and weigh him and then in October 2017 Hamad was admitted to BACCH for two nights in our inpatient ward to symptom manage him regarding his oral intake and to introduce a few more food choices that he would be able to tolerate. The nursing and medical team ensured his clinical wellbeing and the family support team introduced Hamad to play and our sensory room. During this stay, the BACCH multidisciplinary team discussed the ongoing concerns and needs of Hamad. As his clinical condition was now felt to be stable the focus became much more on play and developmental milestone focused.

Hamad was offered Day Care, which was initially one day a week and is now three days a week. He spends his day at Bayt Abdullah with a combination of physiotherapy, play and socializing with other children. His clinical needs are met, as and when required, but not to the detriment of his social needs, which are assessed to be just as important, as Hamad was socially isolated for virtually the first two years of his life.

Hamad and his mother come along to every respite activity weekend which they absolutely love. He has grown from the tiny, shy, barely moving sick baby into a robust toddler who is now walking and talking. Hamad will continue to have significant health problems in the future but BACCH will continue to support this family with all the ups and downs that this type of diagnosis brings.

Hopefully Hamad's story brings to reality what it is we do at Bayt Abdullah and how your support and generosity helps these children and their families.

Finally, I would like to thank you once more for without your generosity and support we could not have achieved our objectives to support those children and families in need, and we thank our many sponsors who support us by funding wonderful activities at Bayt Abdullah. This collaboration is a life line to engage the community and to enable them to be a part of Bayt Abdullah and the life of our children and families.

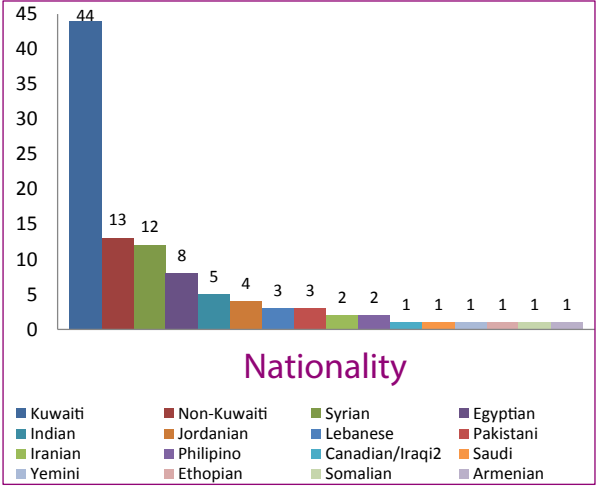
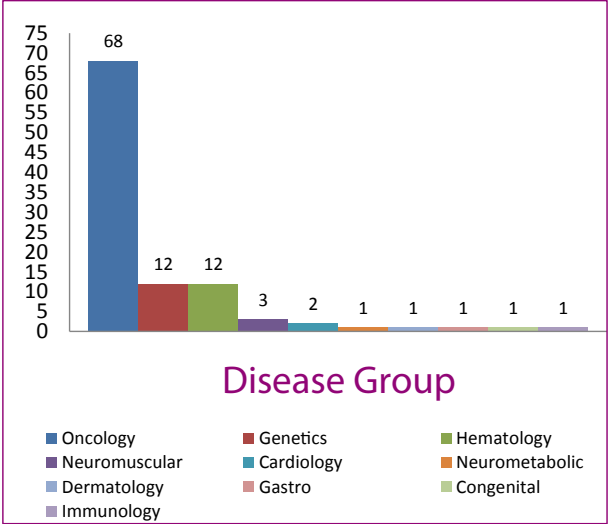
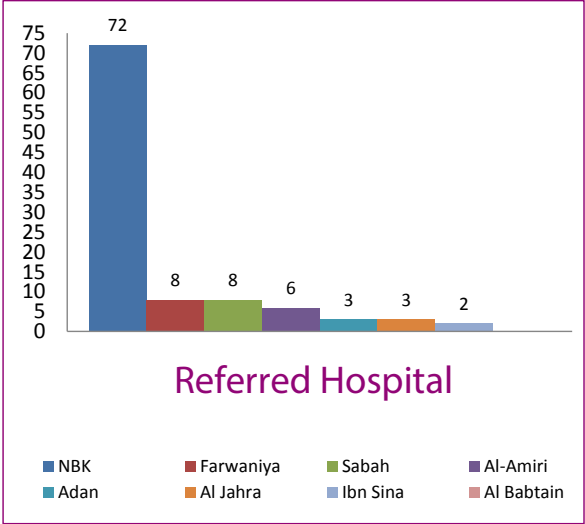
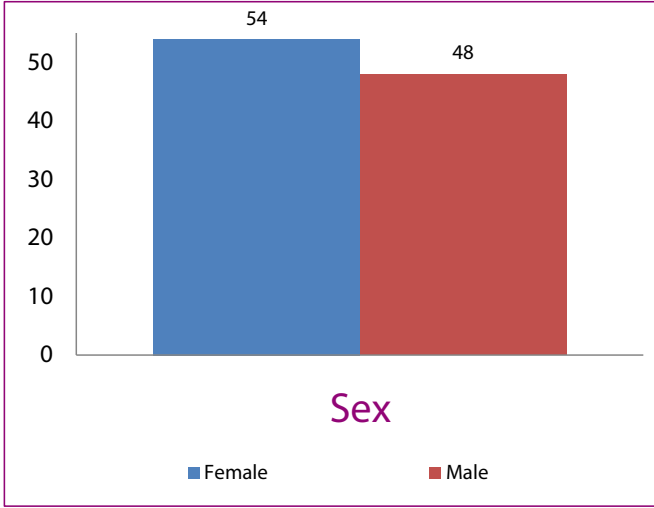
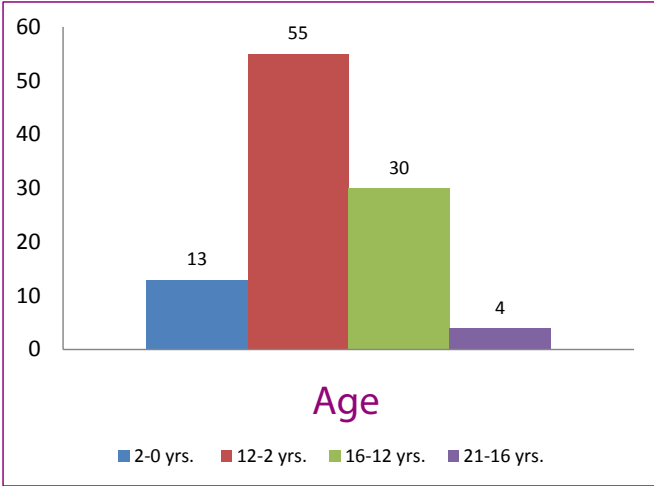
Rasha A. Al-Hamad  
CEO





# BACCH Operational Data

Bayt Abdullah Patients Operational Data from 2013-2017





# Financial Report

## Statement of Income and Expenditure - KACCH

	Year Ended Dec 31, 2017	Year Ended Dec 31, 2016
<b>Income</b>		
Sponsorship	403,144	304,241
Donations	8,815	21,518
Interest and Investment Income	1,564	819
<b>Total</b>	<b>413,523</b>	<b>326,578</b>

<b>Expenditure</b>		
Salaries and Related Costs	290,406	284,890
Miscellaneous	14,497	9,664
<b>Total</b>	<b>304,903</b>	<b>294,554</b>

<b>Net Income</b>	<b>108,620</b>	<b>32,024</b>
Surplus at the Beginning of the year	24,724	-7,300
Surplus at the end of the year	133,344	24,724

## Statement of Income and Expenditure - BACCH

	Year Ended Dec 31, 2017	Year Ended Dec 31, 2016
<b>Income</b>		
Donations	980,746	1,014,843
From Sales of Pins	655	760
Interest and Investment Income	30,158	24,991
<b>Total</b>	<b>1,011,559</b>	<b>1,040,594</b>

<b>Expenditure</b>		
Salaries and Related Costs	548,621	432,948
Operating Costs	236,340	
Equipment Costs	109,265	297,298
<b>Total</b>	<b>894,226</b>	<b>730,246</b>

<b>Net Income</b>	<b>117,333</b>	<b>310,348</b>
Surplus at the Beginning of the year	3,606,991	3,296,643
Surplus at the end of the year	3,724,324	3,606,991



## Balance Sheet for KACCH & BACCH

	Year Ended Dec 31, 2017	Year Ended Dec 31, 2016
<b>Assets</b>		
Cash and Bank Balances	1,236,095	1,050,804
Fixed Deposits	350,000	350,000
Investment in Managed Funds	2,603,027	2,509,643
<b>Total Assets</b>	<b>4,189,122</b>	<b>3,910,447</b>

Provision End of Service Indemnity	196,771	167,731
Other Payables	23,683	0
<b>Total</b>	<b>3,968,668</b>	<b>3,742,716</b>

<b>Represented by</b>		
Capital	111,000	111,000
Retained Surplus	3,857,668	3,631,716
<b>Total</b>	<b>3,968,668</b>	<b>3,742,716</b>

## THANK YOU!

### KACCH is especially grateful to

Mr Souham El Harati  
for his legal counsel and expertise  
for KACCH and Bayt Abdullah.

Mr Anwar Y Al Qatami and Grant Thornton,  
Al Qatami, Al Aiban & Partners for their annual auditing  
of KACCH and Bayt Abdullah's accounts.



Mr Khaled H Al Mutairi and Al Jarida  
for publishing the KACCH Annual Report every year.











الجمعية الكويتية لرعاية الأطفال في المستشفى  
Kuwait Association for the Care of Children in Hospital

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