



2021 ANNUAL REPORT



KACCH & BACCH

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MESSAGE FROM THE PRESIDENT

Dear Friends

I am delighted to welcome you to review the Annual Report for 2021, the year that marked the beginning of the return to normal life after almost two long years of battling against the COVID-19 virus, a battle that many friends and family members did not survive. So it was with careful planning and mindful of the possibility of the return of the virus, that the KACCH & BACCH Clinical Teams opened the doors of Bayt Abdullah to provide day care for limited numbers of children and their families at a time. Using the chalets as temporary clinics kept children at a safe distance from other children during their treatments.

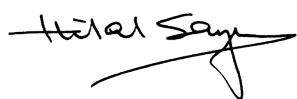
Child Life specialists and Play Leaders took guidance from their individual hospitals and continued their on-line telehealth sessions with children admitted to the hospitals or still at home, until they were given the go-ahead to return to full capacity in the playrooms in October 2021. Not only did Our Child Life Specialists and Play Leader teams return to their hospitals with a renewed sense of purpose, they also managed to expand their services to open a Child Life programme at Al Adan Hospital and two new playrooms at Al Jahra hospital. And yet in spite of a lingering fear, as you will see in the following pages, remarkable achievements were realized last year.

In Bayt Abdullah a long-time wish to provide basic schooling for those of our children who were unable to attend regular schooling had a soft opening for a limited number of children. A fully equipped pottery and a games room which adjoin the schoolroom provide a profound sense of normality, matching in a smaller way that of their siblings and friends lives at home. To complement and enhance the experience of normality and to contribute to a healthy diet, the dietician and facility teams collaborated with Al Argan company to build an outdoor greenhouse just behind the schoolroom. Planting, growing and harvesting their own vegetables will bring a whole new dimension to the children's experiences at Bayt Abdullah.

Another long-held wish to open our hydrotherapy pool also came to fruition last year with our Physiotherapist assisting children who have limited or painful mobility to enjoy the sensation of weightlessness and the fun of being in the water, sometimes also with their mothers. Our Physiotherapist also initiated a wheel-chair clinic for the families to facilitate and ease the difficulties of managing and maintaining children's wheelchairs safely. And at the end of the year a Counselor and Occupational Therapist were added to the existing services offered to our children.

We must not forget that these new projects have taken much intense and careful planning by the Senior Management team and supporting services. The CEO, CCO and COO together with their Managers and Team members of what is now the fully integrated KACCH & BACCH organisation have worked together so that our children and have, in addition to the excellent clinical and psychosocial services, many other opportunities to enrich their lives. And it is you Dear Friends who make this possible.

Thank you







OUR VISION

To be the centre of excellence for paediatric psychosocial and paediatric palliative care for sick children and their families.

OUR MISSION

To deliver excellent paediatric psychosocial and paediatric palliative care in partnership with children and their families in hospitals, at home, and in Bayt Abdullah Children's Hospice.

OUR GUIDING CULTURE

A culture of welcoming inclusivity and equality in which the focus is on excellence in the care of the child and family within a compassionate, safe, yet creative environment.



OUR VALUES

Respect

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

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 and professional behaviour at all times.

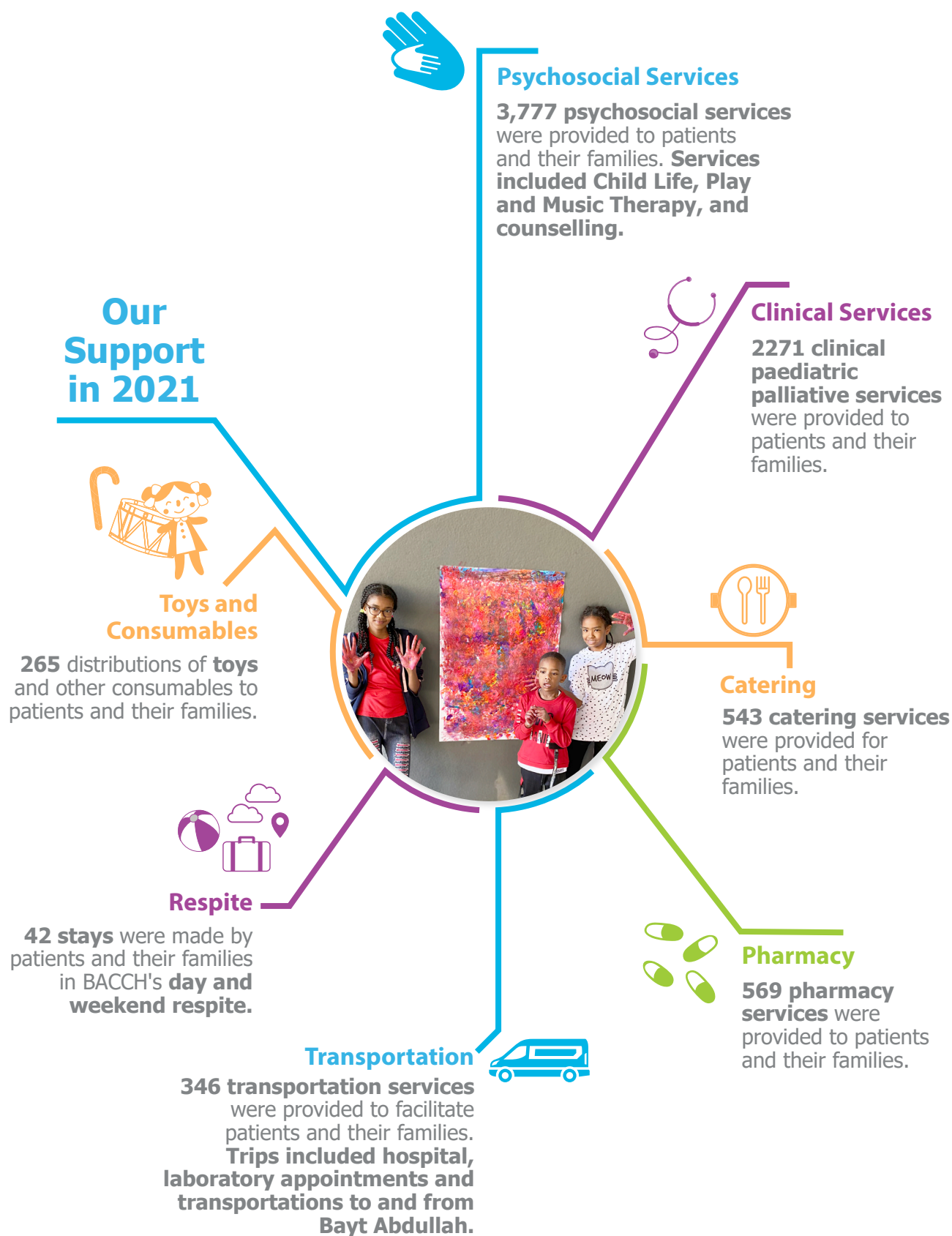
Trust

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

Dignity

Recognizing, trusting, and respecting the human presence of another, that celebrates their individual being.

PATIENT & FAMILY CENTRED CARE AT BAYT ABDULLAH





OUR CLINICAL SERVICES

The ultimate goal of our paediatric palliative care team of doctors, nurses and experienced allied healthcare professionals at KACCH & BACCH is to raise the quality of life of our children who deal with life-limiting or life-threatening conditions and their families.

In 2021, our clinical team continued their advocacy for patients and their families by identifying the children's' prominent clinical needs and providing comprehensive evaluation and treatment for the most distressing and painful symptoms.

The provision of clinical services for patients and their families included regular check-ups for children at their scheduled appointments and respite stays, conducting necessary assessments and performing ongoing adjustments of medical plans when needed. In addition, and in coordination with our pharmacy, the team secured dispensation of required medications to patients and education for their caretakers. Furthermore, our home-care services continued to optimize patients' care in the comfort of their homes, and the team supported several patients through our outreach visits following their hospital discharge.

In August, occupational therapy was introduced as part of the many clinical services made accessible to patients and their families at Bayt Abdullah Children's Hospice to help children gain a sense of independence and master basic life skills that may have weakened or been lost due to their illness, in addition to learning many positive behaviours and social skills.

Towards the end of the year, the nursing and infection control teams, in collaboration with the Ministry of Health, facilitated a seasonal flu vaccination campaign. The campaign offered the jabs to patients, families, and the entire KACCH & BACCH staff at Bayt Abdullah, aiming to boost their immunity and prepare our families and teams for the winter season. On the other hand, our physiotherapy department launched the "Wheel Chair Clinic" and "Hydrotherapy Pool" in 2021. The Wheel Chair Clinic aims to educate patients and parents on wheelchair utilization and facilitates regular maintenance needs and adjustments of patients' wheelchairs, while Hydrotherapy sessions aim to rehabilitate patients in an aquatic environment, especially when they cannot exercise on dry land.



2271

Clinical Paediatric Services were provided to patients and their families in 2021. **Services includes: medical, nursing, physiotherapy, pharmacy, dietetics and occupational therapy.**

26

New referrals
received in
2021.



OUR PSYCHOSOCIAL SERVICES

2021 highlighted many accomplishments for our psychosocial team. After long anticipation, October 2021 happily marked the return of our child life teams to the hospitals. Excitedly, our playrooms opened their doors to patients and their families to receive all the needed child life interventions and play leader support in person, after a closure that extended for almost a year and a half. With strict infection control measures in place to ensure the safety of our children, the teams started welcoming children by time slot allocation to allow enough time for sanitization between each session. And in an expansion of our support, a new child life program launched at Adan Hospital to support the paediatric population of the hospital, and two brand new playrooms for children were opened in the new building of Al-Jahra Hospital.

As for services at Bayt Abdullah, the psychosocial team supported patients and families during weekdays and weekends on a rotation schedule. Be it Day Care, Day Respite or Weekend Respite, the team engaged our patients and their families in different therapeutic and recreational activities, music therapy sessions, and special festive celebrations. Furthermore, the team maintained a welcoming and warm environment throughout the year by creating quarterly child friendly themes, organizing special patient birthday celebrations, facilitating pottery making sessions in Bayt Abdullah's fully equipped pottery room, and engaging with the children in mini video game competitions in our gaming room.

In addition to that, in August 2021, counselling was added to the many services that are available for patients and their families at Bayt Abdullah, aiming to provide a safe space for each family member to receive professional support, and to enhance their mental health, with a certified counsellor.



Simultaneously, with all the efforts on-site, the psychosocial team at the hospice and hospitals continued optimizing the use of technology and providing telehealth services for the patients in need, in addition to the ongoing collaboration with the Community Engagement and Volunteering Department to facilitate weekly online activities and celebrations.

Telehealth services provided to patients and their families from January to September 2021.

2327

Telehealth Child Life interventions were provided to **patients**.

157

Telehealth Child Life interventions were provided to **siblings**.

4242

Telehealth Child Life interventions were provided to **parents or caregivers**.

3397

Telehealth therapeutic play services were provided to **patients**.

1441

Telehealth therapeutic play services were provided to **siblings**.

2297

Telehealth therapeutic play services were provided to **parents or caregivers**.





In-Person psychosocial services provided to patients and their families in hospitals from October to December 2021.

867

Child Life interventions were provided to **patients** in person in hospitals.

2413

Therapeutic play services were provided to **patients** in person in hospitals.

114

Child Life interventions were provided to **siblings** in person in hospitals.

378

Therapeutic play services were provided to **siblings** in person in hospitals.

1274

Child Life interventions were provided to **parents or caregivers** in person in hospitals.

2761

Therapeutic play services were provided to **parents or caregivers** in person in hospitals.



In-Person psychosocial services provided to patients and their families in hospice in 2021.



407

Music Therapy interventions were provided to hospital, home and hospice patients and their families in 2021.



112

Counselling sessions were provided to children and their families in 2021.

268

Child Life interventions were provided to **patients** in person in hospice.

210

Child Life interventions were provided to **siblings** in person in hospice.

700

Child Life interventions were provided to **parents or caregivers** in person in hospice.

787

Therapeutic play services were provided to **patients** in person in hospice.

650

Therapeutic play services were provided to **siblings** in person in hospice.

663

Therapeutic play services were provided to **parents or caregivers** in person in hospice.



MAKING CHANGES TO OUR ENVIRONMENT

Since 1989 and to date, KACCH & BACCH has been committed to changing the face of paediatric healthcare experience for children and their families. We are dedicated to our mission where KACCH & BACCH are in lock-step.

Our team continually advocates for creating child-friendly, welcoming environments for our patients and their families.

This year and after a long closure of our playrooms in the hospitals, our child life teams returned to their hospital stations where they had to pick up from where they have left off before the pandemic. In some locations they were able to set up new playrooms and in other locations they had to relocate, all to ensure that positive and inviting child friendly spaces are available.

At Al Jahra Hospital, we expanded our support by opening two new playrooms that are fully equipped for our children.

We also relocated both our Al Razi and Ibn Sina playrooms to new wards, and the latter received approval to set up new play space in 2 different areas to meet the individual needs of children from different age groups. Additionally, our team successfully set up a new program at Al Adan hospital to support long term patients and offer psychosocial services to children on the other wards such as newly diagnosed diabetic children. All of these efforts aim to create a safe space for children and their families to laugh together and play together away from the traditional and stressful hospital environment.

As for Bayt Abdullah, this year our facility and dietetic teams collectively collaborated with Al Argan Company to build a greenhouse inside the facility. The project aims to engage children and families in the process of planting and growing different plants and allowing them to explore and have fun. The project will be supported by individuals and organizations from the community who are interested in gardening and horticulture.

Furthermore, in December 2021 the civil work in the hydrotherapy pool was completed. Our children and their families can now benefit from regular hydrotherapy sessions with our experienced physiotherapist. Besides that, our facility team has been working tirelessly all year long to ensure the beautiful Bayt Abdullah's facility is well maintained and developed with the latest needs for the comfort of our patients and their families.



OUR COMMUNITY & VOLUNTEERS

**"There can be no greater gift than that giving one's time and energy to help others without expecting anything in return."
Nelson Mandela**

Our donors, sponsors, and volunteers keep us resilient, and our circle of support grows wider and stronger with their support every year! You make many things possible for our children and their families!

For another year, with our community's support, we were able to make many special memories for our patients and their families by celebrating their milestones and birthdays. We were able to stock our playrooms with age-appropriate toys, meet many other needs, and facilitate memorable experiences at Bayt Abdullah, off-site and virtually, with the support of dedicated volunteers.

Moreover, with the sustenance of generous contributors, we facilitated many self-care sessions during respite stays for our family members, secured many kitchen and catering needs, and supplied many operational needs and services.

We are so humbled by the generosity and the support of the Kuwaiti community.





BALANCE SCORE CARD FOR 2021



Strategic Pillar: Children's psychosocial and palliative care in hospitals, at home, and at Bayt Abdullah Children's Hospice

KPI	Target/Year	2021 End of the year
% child and family satisfaction with quality-of-service scores	80%	96%
Number of patients referred to PPC care	20	26
Average number of disciplines involved in patient care episodes	5	7
% of children with completed documentation	80%	81%
% of implementation of patient action plans	80%	45%
% of palliative patients who died in their preferred place of death	Baseline TBD	100% (10)
% of children enrolled in school program	Baseline TBD	8
% development of model of care pathway	100%	75%
% of staff trained in profession specific competencies	70%	100% Psychosocial 40% Medical
Number of manuscripts submitted for publication annually	2	2 (editing)
% execution of research development & plan	70%	100%

Strategic Pillar: Community Outreach and Engagement



KPI	Target/Year	2021 End of the year
Number of new stakeholders involved in activities	Baseline TBD	15
% compliance with communication plan	70%	70%
% of executed activities vs planned	70%	100%

**Total
Achievements**
128%

**Strategic Pillar: Organizational
Growth and Development**



KPI	Target/Year	2021 End of the year
% completion of written policies and procedures	100%	100%
Number of hours used for continued education per FTE	Baseline TBD	20.5
Number of continuing education courses	5	6
Number of new projects developed by cross-functional teams	5	4
% employee satisfaction in annual and pulse surveys	Baseline TBD	78%
% recruitment of new employees as per recruitment plan	70%	62%
% retention rate of employees	70%	97%
Average donation growth	10%	39%
% non-budgeted expenses	10%	3%
% monitoring compliance with contracted services and agreements	90%	99.3%
Number of facilities added to delivery of children care and service	2	10

KACCH SPONSORS

Our gracious thanks to the following individuals and companies for sponsoring the Child Life Profession in 2021.

Al-Ahli Bank

Ali Al-Ghanim Charity

Al-Mojil Drug Company

Mr Anwar Abdullah Al-Mulla

Burgan Bank

Injazzat Real Estate Company

Mr Issam Mohammad Abdulrahman Al-Bahar

Kuwait Financial Centre S.A.K (Markaz)

Marzouk Abdulwahab Al Marzouk

Mohammad Abdulrahman Al-Bahar Company

National Bank of Kuwait

Thilth Abdulazizi Hamad Al-Sagar

Thilth Bader Bin Ali Al-Nisf

Third Yaacoub Youssef BehBehani



KACCH & BACCH DONORS

Our gracious thanks to the following individuals and organisations for supporting KACCH & BACCH in 2021.

Abdulaziz Abdulmohsen Yousef Al Zabin
Abdulaziz Al-Hamad
Abdullah Alr Refai
Abdullah Saleem Mohammad AlAdasani
AbdulMohsin Abdulaziz Hamad Al-Mishari
Abdullah Youssef AlGhanem
Abdulrahman Abdulaziz Abdulrahman AlBahar
Adela Mohamed Abdulrahman AlBahar
Afreyia & Anaam Rashed
Ahli Bank of Kuwait
Ahmed Bander Husain
Aisha Mohammad Saleh Abdulwahab AlAdasani
Al Maraseem Honey
Al Mazaya Holding Co
Al-Mazaya Holding Co
Amer Ali Mishari Hilal Al Mutairi
American Business Council
American Embassy
American International School
Anaam Tayab
Ankita Lall
Aqua Marine
Asrar Al Awadhi - The Flower Society
Association of Social Workers
Atika Primary School for Girls
Ayesha
Ayman Kameel Ghaly Guirguis
Baby Spa
Babyroo
Boubyan Bank
Boursa Kuwait
Burgan Bank
Camille Alexandre
Canadian Armed Forces
Carol Al Awadi
C-Club and Andrew van Niekerk
Celia Quilez
Centrla Circle Company
Christine Shaban
CitiBank
Classic Motors Company- Harley Davidson
Dabdoub
Dana Anwar Abdullah Al-Mulla
Dana Tareq Bader Al-Salem
Dr. Adel Al-Yousifi
Dr.Maitham Husain
Duha M A AlRamadhan
Duha Mohammad Abdulwahab AlRamadan
Dynamics Sports medical Co for Managing Specialized
Centers - DISC Co
Fadela Al-Sabah
Fajer Tareq Jaffar Al wazzan
Fatema
Fatema Abdulaziz Faisal Al Thuwaini
Fatema Mohamad Al Bassam
Fatima Abdullah Hamad Abu Rabee
Fatimah Nabil
Fawziya Yousef A AlNafisi
Faye Al-Duwaij
Fragrance House
Gulf Insurance Group
Hanan Mohammad AbdulRahman Al Bahr
Hassan Al-Jarallah
Hayatt Group
Heirs of The Late Ezzat Mohammad Jaafar
Huda Salem Ahmad AlBuloushi
Insya Petladi & Friends
Intissar Al-Sabah
JMKS
Kamal AlSaleh
Kim Al-Youifi
Kuwait Agro Farms & Milk Production
Kuwait Art - Dr Reham Algharib
(Kuwait Danish Dairy Company KCSC (KDD
Kuwait Foundation For The Advancement of Science

Kuwait Red Crescent Society
Kuwait Reggio Center
Kuwait Scientific Center
Labaguette
Lamya Mohammed Aahmed Al Roumi
Laylah Abdullah
Lazurd
Leila Zayat
Loulou Al Nassar- Najat Yousef Al Marzouk
Loulwa Khaled AlZaid Al Khaled
Lulu Hyper Market
Lulwa AlHammad
Lumiere
Maali Humood Yousef AlNusef
Marafie Group
Margaret Al Sayer
Mariam Abd Al Rasoul
Mariam Abdulmajeed Safa
Mariam Al-Sabah
Mariam Khaled AbdulMohsen AlRashed
Maryam Hani Jumaa
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Mohamed Nasser Al Hajery and Sons Ltd
Mohammad Abdulrahman Al Bahar Company
Mohammad Hajjaj Al Mutairi
Mohammad Khaled Salem AlSuwailam
Mr Mahmoud Mohamed Rasheed
Mubarak Al-Sabah - B-Online
Muneera Hamad Mohammad Al Nafisi
Nada Zabin Yousef AlZabin
Nails on Wheels
Najeeb Al Mulla and Al Mulla Group
Najwa Thabet Hafez Felfel
National Bank of Kuwait
Nawaf Hussain Marafie
Nawal M.S Aladasani
Nisrine Mrouheh
Noha Al-Banwan
Nouf AlMishari
Nourah Sulaiman Salem Al Bassam
One Third Abdulaziz Hamad Al Sager
Oula
Phoenecian Riders
Rabea Al-Quenaei
Rasha Slah Aldabt
Reem Ragab
Reham Abdullah
Reham Alawi Hussein Taqi minor by Rabaa Abbas Haji Nather
Saleh Al-Babtain
Sara Al-Matooq
Sarah Mjahad
Shafiq Al-Ali and Spring Flows Market
Shahad Al-Ameer
Shuwaiheena Shaher Baddah Al Mutairi
Shweta & Arnov Bhatt
Soap Box
Suad Al-Mufaraj
Sundus Hamza Hussain
Taiba Al Marzouk and Najat Yousef Al Marzouk
The Kuwait Company for Process Plant Construction & Contracting
Thilth of the Late of Abdulrassoul Abul Hassan Sadeck
Volleyball Tournament teams
Wafaa Al-Kazemi
Wafra
X-cite
Yousef Saleh Al-Othman
Zahoor Hussein-Al Ahli Bank
Zain
Zainab Al-Nakki
Zeinab Jaffer
~ And many other donors who contributed anonymously~



FINANCIAL REPORT

Statement of Income and Expenditure - KACCH

	Year Ended Dec 31, 2021	Year Ended Dec 31, 2020
Income		
Sponsorship	331,500	445,000
Donations	6,736	28,487
Interest and Investment Income	8,313	6,505
Total	346,549	479,992
Expenditure		
Salaries and Related Costs	304,454	352,804
Miscellaneous	3,765	5,944
Total	308,219	358,748
 Net Income	 38,330	 121,244
Surplus at the Beginning of the year	809,326	688,082
Surplus at the end of the year	847,656	809,326

Statement of Income and Expenditure - BACCH

	Year Ended Dec 31, 2021	Year Ended Dec 31, 2020
Income		
Donations	1,072,627	960,938
From sales of pins	0	0
Interest and Investment Income	31,213	45,297
Provision for end of service benefits no longer required	0	45,042
Total	1,103,840	1,051,277
Expenditure		
Salaries and Related Costs	516,588	592,482
Operating Costs	265,236	265,532
Equipment Costs	0	0
Total	781,824	858,014
 Net Income	 322,016	 193,263
Surplus at the Beginning of the year	4,391,803	4,198,540
Surplus at the end of the year	4,713,819	4,391,803

Audit Balance Report For KACCH & BACCH

	Year Ended Dec 31, 2021	Year Ended Dec 31, 2020
Assets		
Cash & Bank Balances	1,493,537	1,906,610
Fixed deposits	1,871,748	962,809
Investment in Managed Funds	2,642,313	2,727,600
Total Assets	6,007,598	5,597,019
Provision End of Service Indemnity	(257,259)	(218,398)
Other Payables	(77,865)	(66,495)
Total	5,672,474	5,312,126
Represented By		
Capital	111,000	111,000
Retained Surplus	5,561,474	5,201,126
Total	5,672,474	5,312,126





THANK YOU!

KACCH & BACCH is especially grateful to

Kuwait Foundation for the Advancement of Sciences (KFAS) for their annual donation for Bayt Abdullah Children's Hospice.



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.





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

BACH
بيت عبدالله لرعاية الأطفال
Bayt Abdullah Children's Hospice