



PALCARE

There's no place like home

ANNUAL REPORT 2020-21



PALCARE - Because
every moment matters

THE
JIMMY S BILIMORIA
• F O U N D A T I O N •

Who We Are



At PALCARE, every step we take is guided by our ambition to provide a pain-free, symptom-free, peaceful and emotionally content existence, amidst loved ones, for those living with serious, life-limiting and debilitating conditions, such as advance stage cancers.

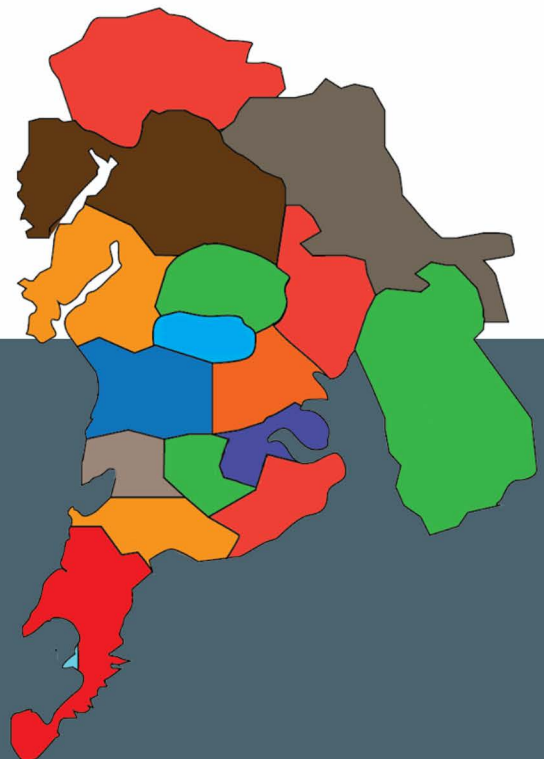
We are The Jimmy S Bilimoria Foundation, established a little over 6 years ago, to provide PALCARE - a multidisciplinary, palliative care service - in the comfort of the patient's home, where she/he can be surrounded by loved ones.

At PALCARE, we operate through the length and breadth of Greater Mumbai and its surrounding areas, and the geography is distributed between 6 zonal teams, each comprising one doctor, 2 nurses, one counsellor. Furthermore, a social worker and a medical coordinator serve as integral members of the teams.

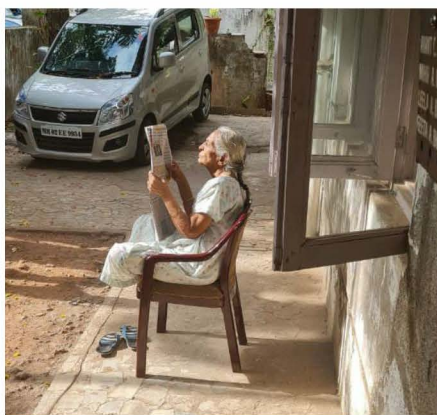
Together the teams manage over 120 patients at a time - making sure that each gets dedicated, compassionate and focussed attention. During a home visit, team members often spend more than an hour, sometimes two, with the patient, helping to bring symptoms and pain under control, so that the patient and family can better enjoy the remaining time they have left together.

The zones:

- South Mumbai: Colaba to Mahim and VT to Parel
- Central Mumbai: Mahim to Dadar - including Dharavi
- West Mumbai, South: Bandra to Andheri
- West Mumbai, North: Jogeshwari to Virar
- East Mumbai: Sion to Badlapur and Wadala to Mankhurd
- Mainland Mumbai: Airoli to Panvel



Our Patients



PALCARE - because we
are always there to care
for our patients



Our Vision

We aim to provide palliative care to those suffering from life-limiting and serious medical conditions, particularly cancer patients, so that they may live the remaining days, weeks, months or years of their lives pain-free, symptom-free, comfortably and peacefully, in the familiarity of their own homes, surrounded by loved ones.

Our Ethos

Our values originate in the belief that honesty and integrity are the corner stones of building trust and respect with one's patients and their caregivers; and that every individual, irrespective of income, gender, religion, caste or creed, has the right to have a dignified existence - in life and death.

Our Mission

We strive to deliver an exceptionally compassionate, all-encompassing, home-based, palliative care service to patients with serious, life-limiting conditions. Our care is delivered by interdisciplinary medical teams of well-trained doctors, nurses, psychologists, social workers and other professionals, who also provide full support to caregivers and loved ones, in order that the patient may live in dignity till the very end.



THE
JIMMY S BILIMORIA
• FOUNDATION •

Our Inspiration

When Jimmy Bilimoria passed away in May 2013, from a 2-year battle with cancer, the Bilimoria family came to realise that patients with serious and life-limiting conditions, such as advance-stage cancer, have a gamut of symptoms to deal with, including pain and emotional distress. Studies have shown that the majority of such patients prefer to spend the last months of their life in the comfort of their own homes surrounded by family and friends - not being tied down to tubes and hospital beds. Above all, they wish to live and die in dignity. And this is the genesis of PALCARE.

Our Team



Sr. Dr. Kalpesh
Jain (Doctor)



Sr. Dr. Santana Pal
(Doctor)



Sr. Dr. Sandeeta
Shetty (Doctor)



Devaunshi Mehta
(Head Psychologist)



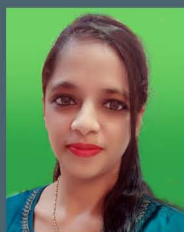
Niharika Kale
(Psychologist)



Dr. Nupur Nakashe
(Doctor)



Dr. Pankaj Bhoir
(Doctor)



Dr. Shaziya Khan
(Doctor)



Jarvis Varghese
(Psychologist)



Smruti Bodhi
(Psychologist)



Eben Felix
(Counsellor cum
Social Worker)



Aparna Mhatre
(Nurse)



Ashwini Mohite
(Nurse)



Minal Bambulkar
(Nurse)



Priyanka Girkar
(Nurse)



Pratibha Sawalkar
(Nurse)



Priti Jadhav
(Nurse)



Seema Patil
(Nurse)



Supriya Tiwarekar
(Nurse)



Elaine Fernandes
(Medical Coordinator)



Prakash Hegde, Gracy D'silva,
Siddhesh Muyle
(Left To Right) (Support Staff)

Message from Our Founder Trustee

COVID -19 - an exceptionally challenging operating environment for palliative care and PALCARE.

The financial year 2020-2021 has been extremely challenging. The COVID-19 pandemic and the consequent lockdown restrictions, were as much of a challenge for PALCARE, as they were for most organizations across the globe. The number of new enrollments dropped dramatically, and moreover, we were unable to meet our patients face-to-face for months at a stretch, leaving our teams to resort to telemedicine. However, to our great relief, being able to provide quality care through telemedicine turned out much better than anticipated.



Through phone visits and video calls, PALCARE's frontline team of doctors, nurses and psychologists managed to take thorough care of all our patients and their caregivers, on all aspects of our multidisciplinary palliative care service, be it physiological, nursing, or psychosocial interventions. With time saved in the teams not having to commute long distances to get to the patients' homes, phone visits occurred with greater frequency than physical visits could have, allowing more frequent contact with patients, which was actually seen as a great boon to

them. The help of a nearby general physician was sought when needed, but this proved to be very occasional. Similarly, it was a rare occasion when a visit by the patient to the nearest hospital was necessitated, with the PALCARE team coordinating with the hospital.

Many patients and caregivers, in fact, expressed that they, too, preferred to have no physical contact with the PALCARE team in these COVID times. However, a handful of them did voice their desire for a physical visit. Since we could not put our staff at risk;

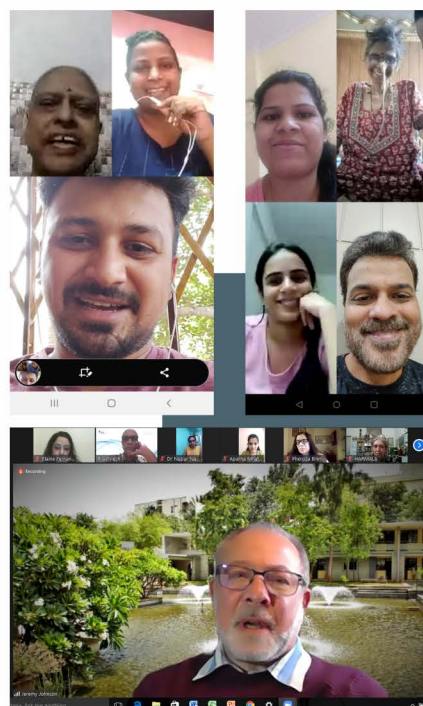
and in any case, till the local train and taxi services were able to recommence their rides, commuting to patients' homes was just not possible.

Towards the end of August 2020, when the local trains opened up for medical personnel, PALCARE started to make a few house calls to patients, for whom the team doctor felt a physical visit would make a significant difference. These were very infrequent in August and September 2020, but from end-October 2020, they began to become more frequent.

Protocols on safety measures for

the PALCARE front line team were put into place after studying what other organizations, such as Cipla Palliative Care, CanSupport, New Delhi, and friends in palliative care overseas were following. By December 2020, and through the rest of the year until March 2021, physical home visits became more frequent and PALCARE's staff maintained an appropriate balance between home and phone visits.

Working in a pandemic is extremely challenging not only in terms of looking after patients from afar, but equally managing the teams' own psychological fears. However, the teams, to their credit, showed great grit and courage and put the patients' interests well ahead of their own, demonstrating their commitment to the organisation and the principles of palliative care.



During this period, PALCARE seized the opportunity of the Work-From-Home routine to help the team broaden their palliative care knowledge through online training programmes and webinars, both internal and external. Additionally, staff members communicated with each other on patient care over chat groups, different groups for different purposes, which is essential for good quality patient management. Weekly team meetings via ZOOM proved to be as effective as in-person meetings as there was a pooling of knowledge through discussion of high priority cases and sharing of clinical pearls.



The Foundation recently inducted two new Trustees, Mr. Homi Khusrokhan and Mr. Akbar Khan, reputed citizens of this country, to replace the Founding Trustees of the Board who had completed their two full terms in January 2021. As with the earlier trustees, the new Board is highly involved with the functioning of the Foundation and will constantly provide direction to the management.



As the world continues to tackle the COVID-19 pandemic, with subsequent third and fourth waves likely to arise in India, PALCARE will continue to remain focused on its mission and committed to providing high quality care. While the teams carry out physical home visits, particularly for new enrollments and critical, emergency cases, we will continue to remain mindful that with the emergence of new variants of concern, the easing of lockdown restrictions and vaccine shortages, PALCARE will need to provide care largely through a hybrid of physical visits and telemedicine over the course of the year.

Best wishes to all our patients and their families, donors and grantors, well-wishers and to our dedicated staff.



Pheroza Bilimoria
Founder Trustee

Creating Awareness for Palliative Care

Here are some of the networking and knowledge building activities that took place during the lockdown:

10th October 2020

For World Hospice & Palliative Care Day, CanSupport held a 2-hour special on NEWSX online via ZOOM. Founder Trustee, Pheroza Bilimoria was one of the panelists for the panel discussion that day.



12th, 23rd & 30th December 2020

As part of a certificate course on palliative care for general physicians, which was jointly organized by the Mumbai Palliative Care Network and LifeSupporters Institute, PALCARE's Dr. Kalpesh Jain, Head of the Clinical Team, Dr. Santona Pal, Senior Physician, and Devaunshi Mehta, Head Psychologist delivered a lecture on "Constipation and Diarrhoea", "Pathophysiology of Pain" and "Communication and Collusion" respectively.



18th August 2020

Founder Trustee, Pheroza Bilimoria and Chief Psychologist Devaunshi Mehta delivered an online lecture on "Self Care for Palliative Care Professionals" to Tata Memorial Hospital Counsellors and the Mumbai Palliative Care Network.

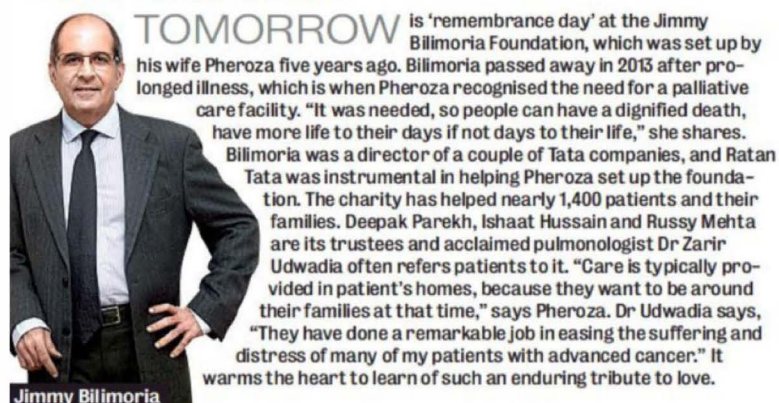


1st December 2020

For PALCARE's 5th REMEMBRANCE DAY, a host of online and off line events were held:

- ✦ A video of PALCARE staff speaking with bereaved families of patients who have passed away, was created and sent to all late patients' families. The video, which was produced in-house, can be viewed at: <https://www.youtube.com/watch?v=PA59cXyIOx4>
- ✦ A 240-page handbook of PALCARE's Clinical Guidelines was mailed out to onco-specialists, general physicians and members of the Mumbai palliative community with a personalised "Thank You" card.
- ✦ MUMBAI MIRROR WRITE-UP: On 1st December 2020, a brief write-up appeared on popular page 2 of the Mumbai Mirror which goes out with every Times of India, Mumbai, in which the celebrated and world famous, Dr. Zarir Udwadia, endorsed PALCARE.

Love ever after



1st February 2021

World Cancer Day - Round Table: Early Integration of Palliative Care – held by Cipla Palliative Care.

27th February 2021

Pheroza Bilimoria was the Guest of Honor at the virtual World Cancer Day program organized by the Manipal Comprehensive Cancer Care Centre at KMC Manipal (invitation extended by Dr. Naveen Salins). She spoke about what inspired her to start PALCARE.



1st and 2nd February 2021

The Nagpur Training Institute, Government of Maharashtra, invited members of the Mumbai Palliative Care Network to deliver lectures on Palliative Care to a select few general physicians and train them to train other doctors across the state. The Training of Trainers Programme was a huge success. Palliative Care physicians from various organisations in Mumbai were selected to be a part of the faculty, including PALCARE's Dr. Kalpesh Jain, Dr. Santana Pal and Devaunshi Mehta.

7th March 2021

Pheroza delivered a virtual lecture at a CME for General Physicians on Palliative Care organized by the Bombay C Ward Medical Association. Over 300 GPs attended the lecture and another 400 watched it later on YouTube.

17th December 2020 and 18th March 2021

Dr. Santana Pal attended the Tata Memorial-MD Anderson Discussion Group on the clinical research project which is looking at the effect of ECHO Palliative Care Training on patients' symptom profile, quality of life, patient and caregiver experience and providers' efficacy in knowledge, in which PALCARE is one of the study centres for TMH.



The Board of Trustees



Homi R. Khusrokhhan

Erstwhile Managing Director, Glaxo Group, Tata Tea Ltd., Tata Chemicals and Senior Advisor, Private Equity, Tata Capital. He has worked with various Industry Organisations and Chambers of Commerce. He was President of the Organisation of Pharmaceutical Producers of India and Vice-President of the Bombay Chamber of Commerce and Industry.



Akbar Khan

CEO, Credit Enable India, with more than 25 years' experience spanning investment banking, corporate finance, SME lending and financial technology, including serving as Managing Director and Head of Business Development (M&A) for General Electric and in varied leadership positions for the Bank of America Merrill Lynch and so on.



Pheroza Bilimoria

Founder Trustee, PALCARE. She is the first woman President of the Advertising Club Mumbai, the Advertising Standards Council of India and the India Chapter of the International Advertising Association, and until 2013, she was on the World Board and the Executive Committee of the International Advertising Association (IAA) based in New York, where she was the Honorary Secretary of the organisation for 3 - 2 year terms.



Rishaad Bilimoria

Partner at the Tata Opportunities Fund, a USD 600 million Private Equity Fund at Tata Capital. Rishaad previously worked at JM Financial Private Equity Fund, a US\$ 225 million growth capital private equity fund. Rishaad has also worked with JP Morgan Chase in the investment banking group in New York and London. Rishaad holds a Bachelor's degree from Harvard University, Cambridge, USA in Economics and an MBA from the London Business School, UK.



Leila Bilimoria

Founder of LBS Consulting LLP, a boutique marketing firm based in Mumbai. With over 17 years of experience in the PR industry, Leila was an Associate Vice President, at GolinOpinion, the PR division of Mullen Lowe Lintas Group, managing the consumer practice. Prior to GolinOpinion, Leila worked at Barclay Bank managing the Global Commercial and Retail external communications for the business in India. During her time with Barclays Bank, Leila was actively involved in the Corporate Sustainability programmes undertaken by the Bank in India.

The Advisory Board to the Trustees



The Advisory Board to the Trustees, who are our Founder Trustees, comprises three exemplary citizens of this country.

Mr. Deepak S Parekh, Mr. Ishaat Hussain and Mr. Rustom Mehta, who have in fact been involved with The Jimmy S Bilimoria Foundation from its very inception as members of the founding Board of Trustees, and in which role, they

continually provided guidance and advice to the management from the word go. In their fresh advisory capacity, Mr. Parekh, Mr. Hussain and Mr. Mehta are to act as a sounding board for any issues that the Board of Trustees brings forth and will offer continuity and vision. We are honoured to have them.

Quality & Clinical Advisory Board



Dr. Akhileswaran



Ms. Harmala Gupta



Dr. Mary Ann
Muckaden



Dr. Jeremy Johnson



Dr. Naveen Salins



Dr. Jenifer Jeba



Dr. Seema Rao

In order to help meet its target of a free service of high standards, PALCARE has sought the assistance of experts in Palliative Care through Clinical Advisory Committees. Until early December 2020, the foundation had three Clinical Advisory Boards, but it was felt that the time had come to merge these three into one so that there was no overlap in functions and there would therefore be a greater focus on achieving its main task to establish and execute standards of governance and practices that are in keeping with the finest in India and other parts of the world.

Members of this board include:

Dr. R. Akhileswaran - Palliative Care Specialist doctor in Singapore, with international exposure.

Dr. Mary Ann Muckaden - Palliative Care Specialist doctor in India and till recently, head of the palliative care department at Tata Memorial Hospital.

Mrs. Harmala Gupta - Founder of CanSupport, and pioneer in this field.

Dr. Jeremy Johnson - Palliative Care Specialist doctor from the UK - with an MBE for his palliative care work.

Dr. Naveen Salins - Professor and Head, Department of Palliative Medicine, Kasturba Medical College, Manipal.

Dr. Jenifer Jeba - Professor and Head of the Palliative Care Unit, Christian Medical College and Hospital, Vellore.

Dr. Seema Rao - Associate Director Education and Reserch, Karunashreya, Bangalore.

Learning a new skill – Telemedicine

From 25th March to 26th August 2020, the majority of patients were managed through telemedicine. A detailed note on telemedicine was circulated to the teams and a Covid-19 Policy was created and circulated.

Staff adapted well to the remote way of working and found creative ways to better stay in touch with patients and families. Often the doctor, nurse or counsellor held video calls with the patient, caregiver or both. At times, the caregiver will take the initiative of sharing a video of the patient to show the teams what the patient's condition is, e.g. of the patient's breathing, or the extent of a swollen leg, bloated tummy, a

pressure sore, etc. Many a time, the nurse will teach the caregiver over video call or through a pre-recorded video in a methodical, step-by-step manner about how best to handle the issue at hand, e.g. manage pressure sores.

The nurse also checks to see how well the caregiver has understood what was explained. Often the nurse will be at the other end of the phone while a family member face times the procedure which is being carried out by the caregiver, often guiding him/her on how to proceed.

An advantage of telemedicine is that since travel time is saved,

our teams can make many more calls a day than they can with physical visits. Sometimes they speak with the patient or caregiver twice or more a day or multiple times a week, depending on what the situation warrants. Furthermore, if a patient needs help on a Saturday or Sunday, calls are made on those days as well.



Research Publications

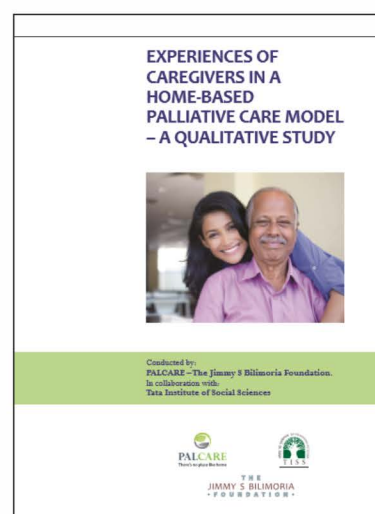
Favourably, the organisation's two submitted manuscripts were published in the July to September 2020 issue of the peer-reviewed Indian Journal of Palliative Care:

1) Experiences of Caregivers in a Home-based Palliative Care Model - A Qualitative Study {DOI: 10.4103/IJPC.IJPC_154_19}

This study was conducted by PALCARE - The Jimmy S Bilimoria Foundation in collaboration with the Tata Institute of Social Sciences. As caregivers are essential to the management of a patient in a home-based setting, this qualitative study sought to identify and gain a better understanding of the myriad challenges caregivers face while taking care of a terminally ill patient in a home-based palliative care setting as well as their coping mechanisms in their challenging and often traumatic situation.

2) Developing Evidence-based Clinical Guidelines in Palliative Care for Home Care Setting in India {DOI: 10.4103/IJPC.IJPC_161_19}

Evidence-based guidelines help in improving the quality of care and minimising variations in practice. These clinical guidelines were developed through extensive research and deliberation using a structured process right from the initial draft of a guideline up until its finalization. Thirty-nine guidelines split into eight categories were compiled, all applicable to clinical care in an adult home-based palliative care setting.



Guest Lectures

PALCARE had the benefit of expanding their knowledge through a ten-part lecture series by Mr. Jinu Matthews, a highly experienced physiotherapist from Karunashraya - Bangalore Hospice Trust, who held weekly training sessions for our clinical staff via ZOOM during the period July to September 2020. Mr. Matthews delved into topics such as: Lymphedema Theory, Assessment and Treatment; Mobility Assessment & Passive Exercises; Utilization of Lumbar Corset; Trismus; Basic Stretches for Self-Care, etc. By infusing his lectures with illustrations, videos, demos (both recorded and live) and Q&A sessions, Mr. Matthews kept the teams well engaged and they came out much better equipped to manage the physiotherapy needs of our patients.



A guest lecture on “Breaking Bad News” by Dr. Savita Goswami, was held on Saturday 28th November, 2020. Dr. Goswami is a Clinical Psychologist working in the specialised area of psycho-oncology and palliative care psychiatry in the psycho-oncology service in Tata Memorial Hospital. The lecture was greatly appreciated by our team, including doctors, nurses and counsellors, as informing patients and families of impending death is one of the most sensitive discussions one can have in palliative care. Gaining knowledge through the experience of others is always an advantage. Dr. Goswami will be a regular lecturer for PALCARE.



On 5th February 2021, a guest lecture was conducted on “Pain in those who cannot verbalize” by Geriatric Palliative Care Specialist, Dr. Leena Gangolli. Dr Ganguli is the Senior doctor at Sukoon Nilaya Palliative Care, the recently launched Respite Centre for palliative care patients at the King George V Memorial, Lower Parel, Mumbai and she specialises in geriatric care.



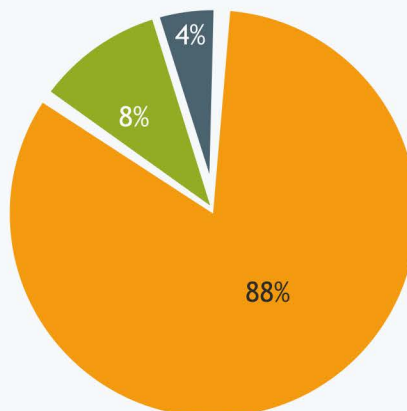
PATIENT DATA

Each month, PALCARE monitors the number of patients enrolled by: gender, SEC, referrals, place of death and number of days with PALCARE. Here are a few of the charts.

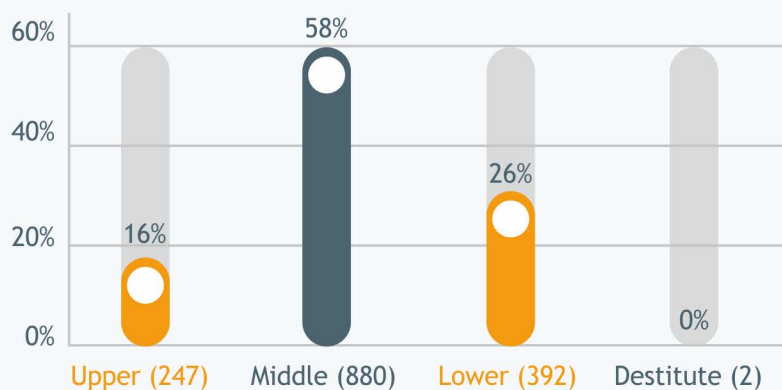
Patient Statistics - 1 December 2015 - 31 March 2021

TOTAL NUMBER OF PATIENTS - 1521

- Demises (1339)
- In Our Care (124)
- Discharged (58)

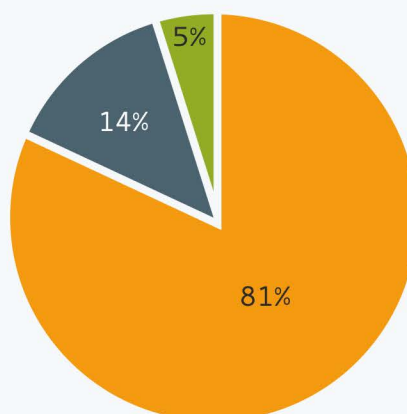


BY ECONOMIC STATUS 1521 PATIENTS

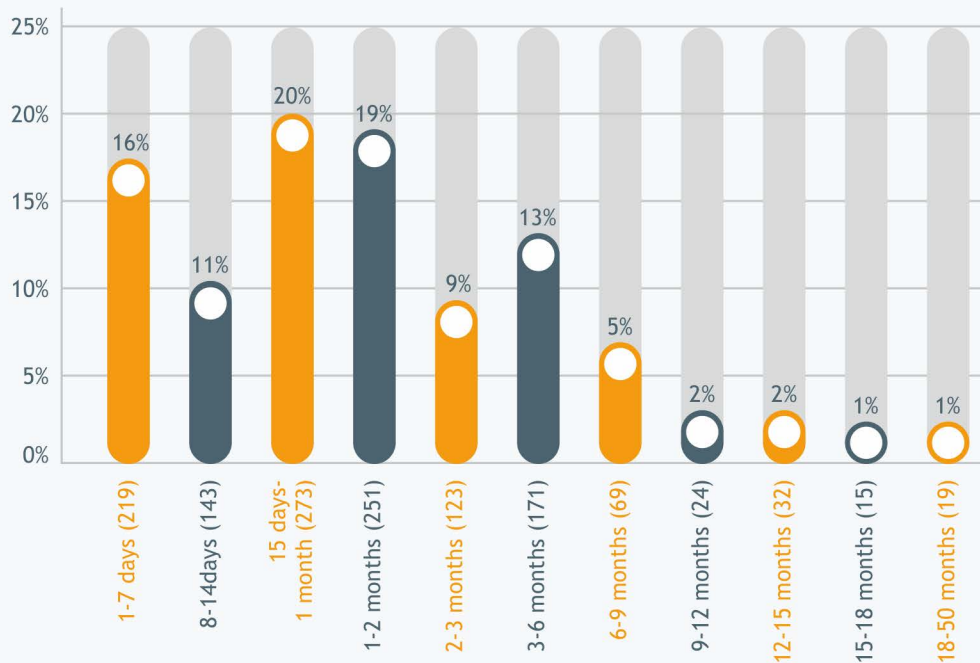


PLACE OF DEATH PATIENTS - 1339

- Home (1091)
- Hospital (183)
- Hospice (65)

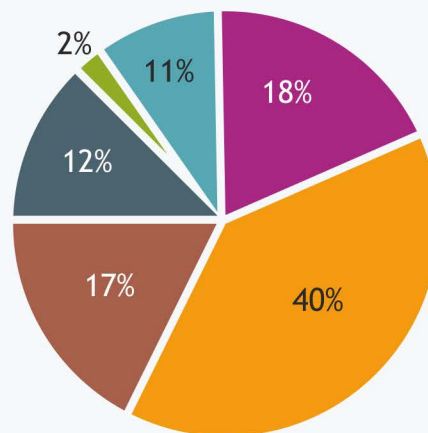


NUMBER OF DAYS WITH PALCARE (DEMISED PATIENTS) - 1339 PATIENTS



PATIENTS BY REFERRALS 1521 PATIENTS

- DOCTORS (275)
- TATA MEMORIAL HOSPITAL (607)
- HOSPITALS (264)
- PATIENTS/PATIENT FAMILIES (188)
- SOCIAL MEDIA (23)
- ALL OTHERS (164)



Tata Memorial Hospital is PALCARE'S single largest source of patient referrals. Interestingly, PALCARE had an increased number of referrals from various other hospitals, and doctors that consult from these hospitals, such as Bai Jerbai Wadia Hospital for Children, Dr. Balabhai Nanavati Super Speciality Hospital, Bhabha Atomic Research Center Hospital, Bombay Hospital, Breach Candy Hospital, Global Hospital, P.D. Hinduja National Hospital and Medical Research Centre, IIT Bombay Hospital, Kokilaben Dhirubhai Ambani Hospital, Lilavati Hospital and Research Centre, Nair Hospital, and others through this year

Financials

THE JIMMY S. BILIMORIA FOUNDATION

SUMMARY - INCOME			
<i>figs.in INR</i>			
Particulars	Audited 2018-19	Audited 2019-20	Audited 2020-21
Donations received	137,44,103	109,98,115	98,58,222
Grants received	116,47,982	64,78,970	34,64,618
Interest earned on Investments	35,28,727	45,77,459	48,46,535
Total	289,20,812	220,54,544	181,69,375

SUMMARY - EXPENDITURE			
<i>fig.in INR</i>			
Particulars	Audited 2018-19	Audited 2019-20	Audited 2020- 21
Salaries- Medical Team	108,72,180	106,93,836	115,20,747
Salaries - Admin/Accounts	24,80,002	30,21,256	29,40,302
Total Salaries	133,52,182	137,15,092	144,61,049
% of total costs	76%	82%	82%
Website maintenance	-	-	-
New Website for Guidelines	88,190	-	-
Digitisation	4,74,615	45,500	-
Computers and printers	41,090	-	81,509
Furniture & Fixtures	6,890	77,237	-
Medical equipment	3,200	-	-
Total Capital Costs	6,13,985	1,22,737	81,509
	3%	1%	0.5%
Kit for Doctors and Nurses	35,795	30,332	58,715
Medicines for Patients	44,904	1,02,211	59,447
Training	65,201	36,518	8,000
Specialised courses, guest lecturers and attendance at seminars	88,986	2,04,625	54,636
Conveyance Medical Team	5,06,073	4,67,954	55,899

SUMMARY - EXPENDITURE			
<i>fig.in INR</i>			
Particulars	Audited 2018-19	Audited 2019-20	Audited 2020- 21
Communications Medical Team	27,176	24,546	16,399
Advisory Board meetings	92,768	1,13,323	-
CCC Meetings	47,000	-	-
Marketing expenses	2,54,649	2,38,629	3,36,505
Caregiver programme	49,239	60,480	-
Destress Programs	70,807	81,105	-
Digitization & Allied exps.	29,667	1,45,422	29,655
Medical Kit Maintenance		12,000	1,000
Medical Library	5,408	12,374	2,349
Total Program Cost	13,17,673	15,29,519	6,22,604
	7%	9%	4%
Recruitment costs	1,319	73,269	2,407
Office rent	12,19,440	73,269	13,44,432
Audit fees	2,67,860	1,71,740	2,20,630
Legal fees	-	-	-
Admin expenses	9,05,236	10,61,444	9,32,858
Total Admin Cost	23,93,855	13,79,722	25,00,327
	14%	8%	14%
Grand Total Costs	176,77,694	167,47,070	176,65,490

SUMMARY - Cost Per Patient			
<i>fig.in INR</i>			
Particulars	Audited 2018-19	Audited 2019-20	Audited 2020- 21
Number of patients	464	517	377
Number of Home teams	3.5	4.5	4.5
Number of Patient visits	3,754	4,513	6,564
Average visits per patient	8.1	8.7	17.4
Cost per patient	38,098.48	32,392.79	46,858.06
Cost per patient	38,098.48	32,392.79	46,858.06
Cost per Visit	4,709.03	3,710.85	2,691.27

Patient Story

The Fear Was Real

Palliative care is gradually coming to be recognized as the third arm of medicine. But this discipline of medicine, even more than diagnostic and curative treatments, requires a highly compassionate and sensitive approach to the patient and family, by the treating team. Here is a story that exemplifies the need for a high level of sensitivity.

On the 31st of December, 2020, PALCARE enrolled Sanjana, a 50-year-old woman, diagnosed with breast cancer, which had metastasized to her brain. She lived in a small house with her husband, two daughters, aged 29 and 26, and a 21-year-old son. Upon enrolment she complained about a dull ache all over her body, burning sensations on her feet, vomiting, loss of appetite, weakness, and constipation.

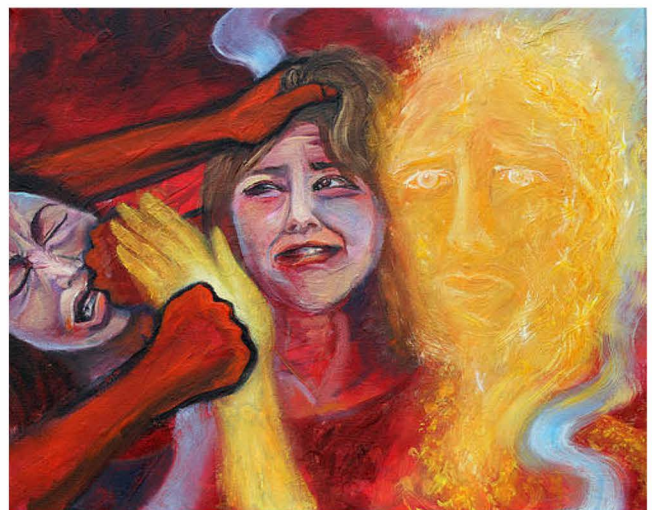
Her symptoms were shortly brought under control, by the PALCARE doctor and nurses, who provided her with the appropriate care plan, and additionally, showed her and her daughters how to take care of her breast wound and other such nursing procedures. But, beyond the physiological pain and discomfort, there was something more sinister and heartbreaking that had been going on with Sanjana and her children, especially her daughters. The husband, who was a taxi driver, was a violent man. He had a habit of physically abusing Sanjana, and the daughters. The fear of the husband's abusive and flippant nature intensified the fear which a debilitating illness, such as cancer, already brings in its wake. More than her illness, Sanjana was deeply concerned for her daughters, and what would happen to them after her death. The fear was real.

Palliative care is an interdisciplinary effort, and in Sanjana's situation, the PALCARE counsellor became a pivotal point in her care. Through her gentle and patient handling of the psychosocial issues involved, the counsellor helped Sanjana and her daughters to open up and confide about their abusive husband/father. And she learnt that although upon being diagnosed with this dreadful disease, the atrocities on Sanjana herself did reduce to a great extent, the daughters continued to be victims of their father's abuse.

The PALCARE counsellor was very careful in all her sessions with Sanjana and her daughters in order to make sure that they continued to confide in her as they would periodically go through bouts of guilt and fear that their father would get into trouble. Despite a few attempts to contact him, the husband never responded. With PALCARE's help the daughters were introduced to SNEHA (Society for Nutrition, Education and Health Action) which has a Program on the prevention of violence against women and children and has expertise in dealing with such cases. The counselling gave the patient and daughters confidence that they would manage the situation in the future and Sanjana seemed more at ease.

Eventually, Sanjana's general condition deteriorated, and she breathed her last breath on the 9th of February, 2021. It was a peaceful death. As for the family: the eldest daughter has started work and is back to a healthy routine; the middle daughter will get engaged shortly, after which she plans to go overseas; and the son is shifting to Dubai to work there. And the husband, well, one can only pray that his mind heals too.

name of the patient has been changed for confidentiality



A Daughter's Plea

"Hi, I know you are here for my mother, but is it possible for you to speak to my father? He can't see my mother in this condition, he cries all day and doesn't eat, and I don't know what to do."

This was a plea from a daughter's heart, who couldn't bear to see her father broken and distraught at seeing his wife dying of cancer. More often than not, we as palliative care providers, are reminded of the work we are actually doing, the lives we touch, the difference we can make, not just to the patients, but also to their family.

PALCARE enrolled Jyotiben on the 20th of January, 2021. She was a 73-year-old woman, diagnosed with right thigh sarcoma and a fractured knee. She lived with her husband who was 94 years old. They didn't have children, so her sister had let her adopt one of her daughters at childhood. Jyotiben and her husband raised Kanchan as their own. After her adopted mother got diagnosed with cancer, Kanchan, who lived with her husband and son, rented a second apartment in her building complex so as to be able to bring her parents closer to her. Kanchan loved her mother dearly. She believed that hiding the prognosis of impending death was being kinder to her mother.

Upon enrolment, the PALCARE team observed and realized the incessant pain Jyotiben was in. The fracture of her knee made it even worse, she had scored the pain an 8 out of 10. She could barely move, as the pain was debilitating. Kanchan was distressed too, and her father was in his room, withdrawn and solemn. To make things worse, a deadly pandemic had gripped the entire world, restricting movement and normal life.

The PALCARE doctor started Jyotiben on pain medications immediately. In just a matter of days her pain was brought under control. All other symptoms such as vomiting, stomach ache, and breathlessness were also brought under control. The relief was palpable and Kanchan's confidence in the PALCARE service grew immensely.

During one of the home visits, Kanchan requested the PALCARE counsellor to counsel her father who was distressed and had been weeping in his room.

The counsellor had a session with the father in which he expressed he couldn't see his wife suffer any more and asked if there was a way that we could end her suffering. After a long and sensitive conversation, the father seemed to sober down. His pain and distress was acknowledged, and PALCARE assured them that the team would take care of Jyotiben and make her comfortable right through the remaining days of her life. He gradually came to understand and started coping in a much better way which also reduced Jyotiben's own distress.

Through further visits and counselling sessions, the importance of telling the truth to the patient was also subtly, but strongly, emphasized, and Kanchan was finally able to have that conversation with her mother. The family was prepared for what was to come.



Kanchan was in regular touch with the entire team, and was compliant with administering the medications for her mother. She saw the difference in her father's demeanour, who had become more accepting of Jyotiben's condition. All three of them were given regular counselling, and any new symptoms that Jyotiben developed, were addressed and brought under control. Jyotiben passed away on the 27th of February, 2021. She didn't suffer during her death.

There is no doubt about the grief Kanchan and her father experienced; but timely palliative care, both physiological and psycho-social, made the whole process a lot easier.

What our Patients /Patients' Families Had to Say in 2020-21

Thank you Dr. Pankaj, (Counsellor) Devaunshi and Nurse Ashwini. **With all my heart and appreciate your prompt service and your team work.** We will definitely recommend to many others needing this service.

PALCARE patient VS's son
29th April 2020

Dear Team,

A heartfelt gratitude to the doctors and nursing staff of (Jimmy's Bilimoria Foundation) for providing the best possible advice, care and support system to us even during this pandemic situation. I am grateful for every instruction given to take care of the patient at home without keeping any time constraints in mind. Unfortunately, we couldn't save him. However, the help from the hospital was remarkable and will surely sustain with us throughout our journey of life. **The entire team had thoroughly put in their soul to comfort our family and guided us to the utmost on Face calls which consoled us to a great extent.** Hence thank you once again for your wonderful support in saving the mankind. The work of entire team is highly appreciated.

PALCARE patient Mrs. SG's relatives
23rd July 2020



Thank you so much Pheroza & a huge thank you to your entire team.... **can't even begin to explain how thankful & grateful I am for all your fabulous & prompt support.** Fortunately, he passed in his sleep & probably not as much suffering as it would've been in the coming days.

PALCARE patient CS's son
23rd May 2020



Dear Devaunshi, I hope you and your family are safe and doing well. It is two years today since my husband left us. Wanted to take this opportunity to thank you and the entire Palcare team, **for your incredible support and kindness during a very difficult time for us.** I really value the time you spent with me and the kids after, which helped keep me together. Best wishes and please take care.

PALCARE patient Mr. AG's wife
30th June 2020

Good morning Ma'am -Would like to thank you for referring (us) to Dr. Pankaj. He is in constant touch and gives professional advice and is always available whenever required which helps me take care of my mother medically. Thanks A Lot once again. REALLY APPRECIATE YOUR GOOD WORK.

PALCARE patient Mrs. MBM's son
9th September 2020

My donation is nothing compared to the amazing cause you guys are a part of. Truly.

PALCARE patient MP's daughter
14th October 2020

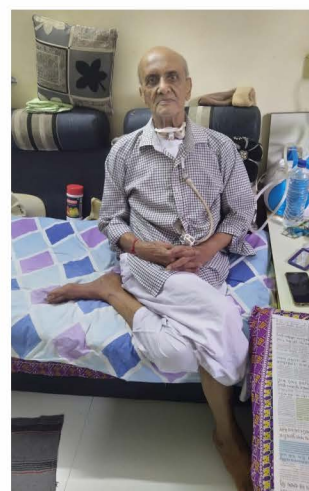
Myself and Mum have seen Dad suffering in his last days of life and are still finding it very difficult to come out of this tremendous loss we have gone through in our lives. This journey of pain and sorrow would have been very difficult for us and my dad to cope up with without the efforts and endeavor of your efficient and dedicated doctors (Dr. Santana, Dr. Pankaj and Sister Seema, Sr. Priyanka and Sr. Pratibha) through their continuous support even while we were in the lockdown period.

They treated and guided us like family member and we there for us at any given time whenever my family needed their help and consultation. On behalf of my family, I would like to place on record my sincere thanks to the whole team for their time, efforts, and dedicated service towards the patients. May God bless them all for the noble work they are doing to reach out to the needy.

PALCARE patient Mr. L L's daughter
15th November 2020

Our sincere gratitude and thanks to you all for the support and help that you provided in our deepest crisis. **Your selfless service is an example for all humanity to adopt and follow. I always found you with me at the most difficult moments of this journey.** I salute your commitment and dedication. Would support you in whatever manner I can. Best wishes to you and your families. May God bless you for this noble profession.

PALCARE patient Mrs. SD's son
8th August 2020



Congratulations for completing 5 years. Today I want say *Thank U* for supporting us during the toughest time of our life. After you met my dad and even spoke with him on the phone, he always had a smile on his face. I was always in touch with you guys and with so much patience you all have helped and guided me to manage my dad's care at home. Words can never be enough to thank you for your kindness. But I only wish we had a team like you all right from the start of life than the end of life, as such positive and encouraging people you like you all can increase the life of a patient even more. God bless you all.

PALCARE patient M B's daughter
1st December 2020

It was really nice that you and your team was very dedicated and committed. That's why my sister was comfortable till the end of her life. God bless you and your team. Thanks a million for all your support.

PALCARE patient S A's brother
3rd January 2021

Thank you all of you for being a part of my mom's last journey. You guys have played a significant role in reducing her pain and making her comfortable in her last days. I appreciate and thank you all from the bottom of my heart. Please save my number and in future, if there is anything I can be of any help please let me know and I will be happy to help. Thank you again everyone.

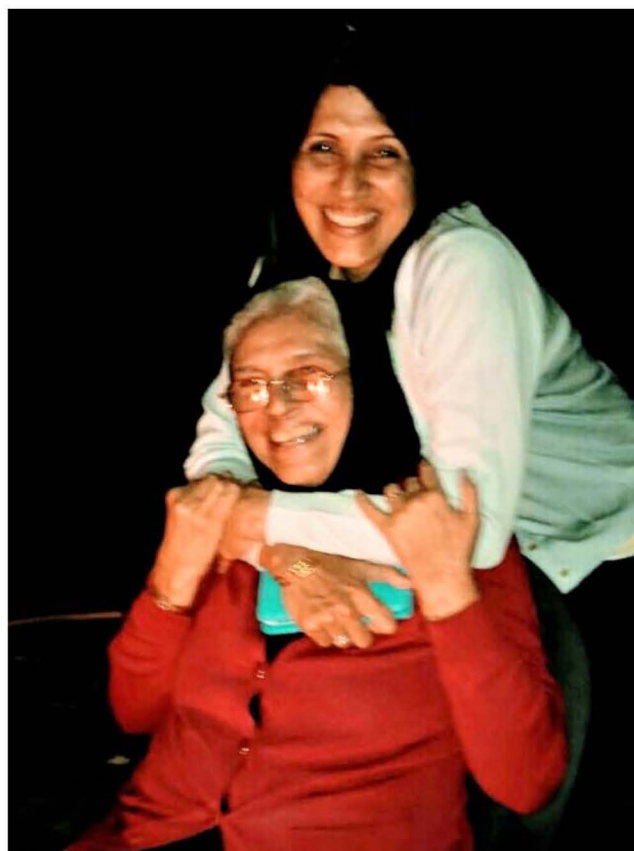
PALCARE patient PU's son
5th February 2021

Hi Dr Rajam. I wanted to let you know that Palcare visited us this afternoon. They were absolutely wonderful, kind and caring. I felt a big relief knowing that I could turn to someone and get help rather than feeling helpless. Thank you for directing us to the right people Thank you so much for your help!!

PALCARE patient Mrs. SM's daughter
18th March 2021

Hello Palcare Team,
I hope by now you all would know that my mom passed away yesterday at 1.15am. She was fighting with lung cancer from last 1.5yr. This painful journey of mentally & physically wouldn't be possible without your support and care. When we had no hope, your team was only the hope!!!

PALCARE patient S's son
23rd February 2021





PALCARE

There's no place like home

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