

Improving quality of life through
compassionate palliative care

Because every human deserves
dignity in life and in death



ANNUAL REPORT
2022-23



WHY PALCARE

When people are inflicted with life limiting conditions such as cancer, which can be excruciatingly painful, and can cause extreme physical and emotional distress, they can greatly benefit from PALLIATIVE CARE.



PALCARE

There's no place like home

PALCARE, from The Jimmy S Bilimoria Foundation was set up in 2015 with a single-minded purpose – to provide people suffering from life limiting and debilitating conditions, pain and symptom management, psychosocial care and compassion, so that they may see quality in their lives and dignity in their deaths



VISION

To be an excellent institution in palliative homecare as every individual, irrespective of income, social status, gender, religion, caste or creed, has the right to have a dignified existence – not only in health but in sickness as well.

MISSION

Provide those suffering from debilitating and life limiting conditions less suffering and a greater quality of life

VALUES

Integrity and trust are the cornerstones of living an authentic and meaningful life

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



Name of the Organization : **THE JIMMY S BILIMORIA FOUNDATION**

Name of the project : **PALCARE**

Reporting Period : **01 April 2022 to 31 March 2023**

80G and 12A certificates are valid
from AY 2022-23 to AY 2026-27

CSR Registration Number : **CSR00001543**

Charity Commissioner of Mumbai,
Registration No: **E 31101**

Geographical Coverage Area:

South Mumbai : **Colaba 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 Kalyan and Wadala to Mankhurd**

Mainland Mumbai : **Airoli to Panvel**

Bank Details

Name of Bank Account : **THE JIMMY S BILIMORIA FOUNDATION**

Address : **7C Trust House, Dr. E Borges Road, 35 Hospital
Avenue, Parel, Mumbai 400012**

Bank Account No. : **50100147954161 (Savings)**

Bank Name : **HDFC BANK LTD**

Branch Address : **Gr. Floor, Jehangir Building, M.G. Road,
Fort, Mumbai – 400001**

IFSC Code : **HDFC00000060**

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

FROM THE FOUNDER TRUSTEE

WHO defines palliative care as “an approach that improves the quality of life of patients (adults and children) and their families who are facing problems associated with life-threatening illness. It prevents and relieves suffering through the early identification, impeccable assessment and treatment of pain and other problems, whether physical, psychosocial, or spiritual”.

This is at the core of PALCARE’s own mission. To reduce the suffering and improve the quality of life of people with life limiting, debilitating and serious conditions, especially cancer patients, so that they may have a peaceful and dignified journey to the end. And we do this through multidisciplinary teams of doctors, nurses, and counsellors. Because pain and other incapacitating symptoms are not always only a result of physical symptoms, that can be managed by a doctor or nurse, but are often exacerbated by psychosocial, emotional, and spiritual turmoil that need specific, palliative-related, psychosocial counselling.

PALCARE specifically provides service at the home of the individual where he/she can live in the comfort of a familiar environment, surrounded by loved ones, and not in the cold confines of a hospital ward or room. Hence our motto – There’s no place like home.

Moreover, PALCARE empathises with the emotional trauma of caregivers, who are most often close family members, and who must grapple with not only the strain of looking after a seriously ill loved one, but equally with the grief of the potential, and eventually actual, loss of him/her. Therefore, PALCARE trains and empowers the caregiver to help reduce the burden of caregiving and provides emotional support to them as well.

Palliative care aims to be compassionate and of a high clinical standard at all times. It must be offered to the underprivileged at no cost. Whereas those who can afford to pay, should be requested to provide a donation to cover the cost of the service that they receive. The other day, while attending the



Oncology OPD at Lokmanya Tilak Sion Hospital, where PALCARE is now a part of the clinic, one of our doctors came across an elderly man, from the lower income group, with advance stage cancer, who was in grave financial difficulties and was in urgent need of palliation. When he asked what the cost of the service would be and was told that it is free,



he began to cry with deep sobs. He had been depleted of his finances on curative treatments, he said, and could not even begin to believe that he was being offered this much-needed medical treatment at no cost.

In a country like India, with now the largest population in the world of 1.41 billion citizens, approximately 81 million of whom live below the poverty line, the need to provide quality palliative care to every citizen, and provide dignity



in death, no matter his/her socioeconomic and cultural background, age, or gender, is a mind-boggling task. It requires tremendous will and conviction by NGOs like ours, and by larger charitable organisations such as the Cipla Foundation, the Tata Trusts, Tata Memorial Centre, to expand the reach of palliative care to every nook and corner of the country. It also requires the will and determination of the Healthcare Ministry both at the central government and state government levels. And it needs the backing of business houses with sizeable CSR budgets who must be encouraged

to place their funds in palliative care, so that this medical discipline, like in more advanced countries where it is taken for granted as part and parcel of effective healthcare, is integrated into our own healthcare system.

Unfortunately, very few companies provide CSR funds for palliative care. They still must realise how important it is for terminally ill patients to have a pain-free, symptom-free, emotionally comfortable journey. They only realise its importance when a serious illness affects one of their own. I have so often had potential funders brush aside palliative care, saying “well, the patient is going to die in any case and our funds are better utilised on the living.” But they would be wise to heed the words of Dame Cicely Saunders, founder of the modern-day hospice movement, who said: *“The way people die remains in the memory of those left behind.”* Grief can indeed be very destructive. It can weaken mental health and lead to depression; and depression can lead to instability for society. And when a loved one passes away in terrible suffering, then the grief for those left behind can be even more profound.

With specific regard to the twelve months under this report, that is the financial year of 2022-23, we are happy that this period has been a source of much pride and satisfaction, even as it led to introspection and stock taking. During this period PALCARE reaffirmed its faith in the mantra that nothing succeeds as well as success; and that the cornerstone to making a larger and more meaningful impact with our PALCARE service, is to constantly improve its quality so that the service itself is the best endorsement for palliative care and for PALCARE. A quality service that takes utmost care of its patients, with compassion and love, making a significant difference to their lives, is also the route to convert the disbeliever to a

believer. When those doctors, specialists, patients, and patients' families, who may still see palliative care through tinted glass, believing it to be a way to hasten death, can see for themselves how much peace and harmony, strength and courage, palliative care brings to the lives of people living with serious ailments, and to their families as well, only then are they convinced of the importance of palliative care for the wellbeing of patients.



Towards this aim to improve the quality of the service constantly, PALCARE ensures that educational lectures and training courses remained a high priority in order that the team is constantly honing its skills and expanding its knowledge.



The year 2022-23 also finally saw the digital platform up and running making it easier for the medical and back-end teams to capture vital patient data. Today, PALCARE team members key in all patient data onto a digital platform and the data is stored on cloud. So, if a patient or caregiver phones a PALCARE team member at

any time of the day or night, the medical record can be called up on the team member's phone, tablet, or computer and the patient can receive a treatment plan based on accurate patient data.

Our patient numbers also grew exponentially in this period. From 627 patients in 2021-22 to 818 in 2022-23. These numbers grew organically, despite three members of the team being on maternity leave.

All in all, this was a satisfying year for PALCARE. It could not have been achieved without the commitment, devotion, and conscientious effort of the entire PALCARE team. And, we are eternally grateful to our grantors, patients' families, several companies, and individuals with big hearts who have provided us donations to keep us serving those in need of palliative care.

Warm regards

Pheroza Bilimoria
Founder Trustee





KNOW OUR PATIENTS

TOO SOON



“He is my everything. I cannot imagine my life without him. I don’t want him to die...”

Her eyes welled up as she spoke those words. She turned and looked lovingly at her husband who was lying in bed gazing at her silently when he said, “I’m hungry.” Wiping a tear she broke into a smile, and so did he.

Arun lived a simple life with his wife and daughter in the city of Mumbai. The three of them were very close. There was a lot of love and laughter in their middle-class home. He and his wife had a special bond. They were very attached to each other. Arun spent most of his life working and saving for his family’s future. After their daughter’s marriage, both husband and wife had planned to celebrate each other and their lives together. They had decided to travel to places they had always wanted to but could not, buy similar clothes, enjoy different kinds of food and culture, just the two of them. But life had other plans.

Not long after, their daughter got married and moved in with her husband and his family, Arun was diagnosed with left thalamic carcinoma- glioblastoma. The news broke them. His wife was shattered. Plans failed. It was too soon. Despite treatment, the disease metastasized. Arun's functions and cognition gradually started to get impaired. He found himself bound to the bed. The laughter seemed to have vanished from their lives.

A life limiting illness such as cancer, changes the course of life. It is debilitating. Not only for the patient, but also for the caregivers. Arun's wife felt alone. The daughter understood this and she rented a house adjacent to where she lived, so that her parents could be close to her.

PALCARE first visited the family in December 2022. Arun was bed bound. Hardly conscious. Did not respond to commands. He had no sensation in his legs. His wife was distressed. She had questions. How long would he be in this state? How much time does he have? Will he get better? One could feel her deep pain. The PALCARE team took all the time needed, and patiently addressed her questions. She understood the prognosis; and she only wished he were a bit more aware, maybe could eat on his own, be a little active, talk to her.

Once the care plan started, Arun started talking, incoherent, not very articulate, but enough for the wife to understand. He started eating with his own hands, he slowly regained the functions to chew and swallow. His appetite increased. He would say funny things and sing old songs that he and his wife liked. He still could not walk, he was still dying, the wife was still scared, but through it all was the constant support of PALCARE. At every step. And the wife formed a special bond with the team nurse, one that shall be cherished by both.

Arun's disease progressed over the coming few months. The wife and daughter understood the prognosis. They were distressed, but they were certain they did not want to take him to any hospital. The PALCARE team worked constantly with them, guiding them, and preparing them for what is to come. Symptoms were managed as much as they could, anticipatory medications were put into place. During the last few days his heart went into failure and on the 30th of March 2022 he breathed his last. It was painful and overwhelming for the family, especially Arun's wife. He was her everything to her, and he was only 51.

During a bereavement visit, she expressed that she still feels his presence, feels she is holding his hand. And through all this, she never once stopped thanking the team and feeling grateful for PALCARE and what it brought in her life.

Names in this story have been changed for the purpose of confidentiality

TO LIVE EVEN THROUGH DEATH

To leave clear instructions of how one's death should be even whilst battling cancer, is not only being thoughtful to those left behind, but demonstrates a life fully lived.

This is the story of Vandana*, who wanted her death to be as comprehensive as her life. Vandana's husband passed away when their son and daughter were still very young. She did not marry again, she became an entrepreneur and started a tiffin service from home, all the while raising her children as a single mother in the city of Mumbai. Many years later, her daughter got married and left for Gujrat, and Vandana lived with her son, daughter in law and grandson. There was a lot of love, mutual respect, and attachment within the family.

In 2016, Vandana was diagnosed with cancer of the ovary; she was 60. Despite undergoing treatment, over time the cancer, as is its nature, metastasized to the peritoneum. When PALCARE enrolled her in the summer of 2022, Vandana informed the PALCARE team that six years ago when she was diagnosed, she was told she only had six months to live. She had defied the odds and here she was, talking to them.

On PALCARE's first visit to Vandana's home, she recounted the immense pain she experienced prior to and while passing motion. That was probably the most distressing symptom she had. She once said she was scared to go to the toilet anticipating the pain. She mentioned being terrified seeing clotted blood, but she got used to it, and the pain, to a large extent.

Vandana was a deeply religious woman. She had a clear code of conduct which she followed and instilled in her children throughout her life. She had a strong sense of dignity and was very clear about how she wanted to live, and how she wanted to die. She was clear about no more hospitals, and not taking any further curative treatment, and she only wished that her pain could be controlled. That is when PALCARE came into her life.

The team got to work, carefully designing a care plan with Vandana and the family. The pain and other symptoms were brought down substantially with the right medication. The PALCARE team integrated itself with the family, supporting and guiding them at every step.

Vandana understood her diagnosis, but she was not completely aware of the prognosis. Her son could not find the strength to break bad news to his mother and asked PALCARE to help him with this task. The thought of the worst was already pressing on Vandana's mind. The conversation with the PALCARE counsellor only made it easier for her to understand her fate.



She said she had lived a full life, and although she was not scared of dying, the thought of not being there to see her grandsons grow into young men, was scary at times. Over the course of time, a bond was built, between Vandana, her family, and PALCARE. She would eagerly await the PALCARE teams visit. In a hand written letter to the counsellor, Vandana expressed that she and the team were a source of strength to her and her family.

Palliative care emphasizes that patients be treated as humans with emotions and not just patients who are dying. A space of trust, openness, respect, and compassion is created. There is a shift in care giving when this is realized.

The cancer spread slowly but surely. Vandana left this world in December that year. It was Christmas eve. A week before that she celebrated her 66th birthday. All her loved ones were with her. She wanted the PALCARE team to be there too, but since they could not, she insisted they be taken on a video call, while she cut the cake. It was an emotional and a lovely affair.

Before she died, Vandana reconciled with her brother, with whom she had a long-standing dispute. She saw one of her grandsons leave for Canada for further education. She left clear instructions on what needs to be done after she died, what she would wear, the precise rituals that were to be done, what each of the family members should do, and she told them how the transition should be. Her death, much like her birthday a week before, was in many ways than not, a celebration.

Vandana is a pseudo name for the purpose of confidentiality

ACTIVITIES

Collaborating with other organisations to network and spread awareness.



12 May 2022: To celebrate **International Nurses Day** **Ms. Rumana Hameid of CIPLA Foundation** invited Dr. Santana Pal of PALCARE's East Zone team, along with all of PALCARE's 12 nurses, in order to recognise their hard work, dedication, and commitment to the principles of palliative care. They joined the nurses from the Cipla Palliative Care & Training Center, Pune, over lunch.

13 & 14 July 2022: As part of the **Maharashtra District Doctors Training Programme**, four doctors from the interiors of Maharashtra, shadowed four of PALCARE's zonal teams (one doctor per team) to get a first-hand feel of providing home-based palliative care in a bustling city like Mumbai.

3 August 2022: PALCARE's Chief Psychologist Devaunshi Mehta, aided by Pheroza Bilimoria, held an online teaching session on **"Palliative Care Protocols"** to instruct on PALCARE's Standard Operating Procedures. The session was delivered to staff of both Romila Palliative Care as well as new PALCARE staff.



End-August & Early-September 2022: At the request of Cipla Foundation, visiting medical staff from the palliative care organisations of Novi Surat, Goa and King George Medical University, Lucknow, spent a day shadowing PALCARE's



East Zone teams in order to witness first-hand how PALCARE delivers its home-based service.

8 October 2022: On the occasion of World Hospice and Palliative Care Day, Sukoon Nilaya, along with other members of the Mumbai Palliative Care Network, of which PALCARE, is a member, held an afternoon program at the Nehru Center, Worli. As part of the event, PALCARE displayed a poster to showcase what the organization does. Over 900 people were in attendance that day, including government dignitaries in the healthcare sector, leading physicians, and members of the palliative care community, amongst others.



Disseminating Knowledge



30 October 2022: PALCARE's Senior Physician, Dr. Sandeeta Shetty delivered a talk on "End-of-Life Care and Bereavement Care" for the NGO, OnCare, at the Masina Hospital, Mumbai. Approximately 170 people, including general physicians were in attendance and listened in rapt attention as Dr. Sandeeta gave an indepth and comprehensive lecture on managing a patient in the last days.

5-6 November 2022: PALCARE held a course on Counselling in Palliative Care, which was developed in-house and was meant for newcomers in the field in order to train them with specialized skills required for palliative care. The course included topics such as Spiritual Pain, Breaking Bad News, Managing Collusion, Grief & Bereavement Counselling and so on.



23 January 2023: Pheroza Bilimoria served as a panelist along with Dr. Jayita Deodhar from Tata Memorial Hospital, Mumbai, and Hamala Gupta Founder of CanSupport, Delhi, for an online discussion on "Why Everyone Should Know About Palliative Care." This was the third session organized

by the CII Indian Women Network, Delhi Chapter, in their Cancer Awareness Series and was attended by an online audience of around 75 well healed women.



11 March 2023: Mrs. Bilimoria was invited to speak on the subject “Be a ‘Palliative Care Champion’ at an internal workshop, held in Navi Mumbai, for one of Cipla Ltd.’s Strategy Planning Groups.



The presentation aimed to increase knowledge and awareness about palliative care among a group of professionals that are in constant touch with the medical community so that they may act as brand

ambassadors for palliative care. PALCARE’s Dr. Pankaj Bhoir and Counsellor Jarvis Varghese of PALCARE’s Mainland team joined Mrs. Bilimoria to field any questions. The feedback on the session was very positive and the audience said it helped them to fully understand the value of palliative care.



Professional Development

As always, clinical staff, continued to broaden their palliative care knowledge by participating in internal training sessions led by senior physicians and senior nurses, attending external training webinars as well as conferences.

Each zonal team held a meeting every Monday morning to prioritize active patients as low, medium, or high priority and draw up a home visit schedule for the week. Team meetings continued to be held once a week for all teams via ZOOM and provided a space for the discussion of high priority cases.

External Training Programmes – Intensive Courses, Conferences, Webinars



2 August 2022:

Reflexologist Rachel Kurien spoke as a Guest Speaker to PALCARE's clinical team about what reflexology is and how it can help in palliative care. She presented

literature that shows evidence of its benefits in enhancing well-being in cancer patients and improving Quality of Life.

9 May 2022: Mrs. Pheroza Bilimoria and Elaine Fernandes attended the online knowledge session called “Basics of Monitoring & Evaluation” held by HT Parekh Foundation & RTI Global India Private Limited

4 June – 9 July 2022: Six of PALCARE's newly-hired nurses took the “Basics in Palliative Care for Nurses” course through Tata Memorial Hospital

August 2022: As a continuation of theory, the same six newly-hired nurses mentioned above completed a “Nurses Hands-on Training” at Tata Memorial Hospital

2 September 2022: Mrs. Pheroza Bilimoria and Elaine Fernandes attended the online teaching session entitled “‘FINANCIAL FRIDAYS’ - Fund raising for Not for Profits” organised by CII-IWN DELHI

16 December 2022: PALCARE Counsellor Swati Baid {pictured to the far left in the second row} successfully completed the six-month online ‘Certificate Course in Counselling Skills in Cancer & Palliative Care: A Blended Learning Program’ held through Karunashraya, The Bangalore Hospice Trust

18 December 2022: Dr. Sandeeta Shetty attended the 6th Annual Year End Review in Lung Cancer 2022 held at the Fairfield by Marriott, Mumbai



10-12 February 2023: Mrs. Bilimoria along with seven PALCARE staff travelled to Bengaluru to attend the three-day 30th International Conference of the Indian Association of Palliative Care - IAPCON 2023. At the conference,

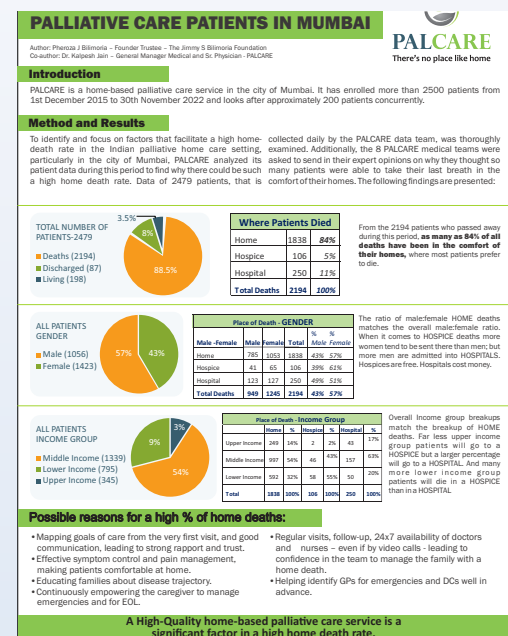


From left to right:
Harmala Gupta,
Pheroza Bilimoria,
Jarvis Varghese,
Dr. Amanjeet Kaur,
Sr. Maria Fernandes,
Dr. Kalpesh Jain,
Sr. Seema Patil, Dr.
Santona Pal, Dr.
Sandeeta Shetty and
Dr. R. Akhileshwaran

which was themed “Metamorphosis: The Emergence of Subspecialty Palliative Medicine”, PALCARE presented two posters, one on Managing Breathlessness in cancer patients and the other on the High Home-Death Rate that PALCARE

manages to achieve year upon year.

21 March 2023: All of PALCARE’s physicians, nurses and counsellors attended the online webinar hosted by the Indian Association of Palliative Care entitled: “An update: Recent amendments to Advance Medical Directives and withdrawal of life support treatment”



Internal Training Programmes



There were a total of 32 Internal training sessions during the year which were conducted by PALCARE’s senior physicians, senior psychologists, and senior nurses via ZOOM on subjects including but not limited to Enteral Feeding, Lymphedema, Hypercalcaemia, Signs of Impending Death, Anticipatory Prescribing as well as Self-Care for Mental Health Professionals and Good Communication in Palliative Care.

The teaching sessions also included PALCARE’s online Journal Club in which the counselors each presented a handpicked article to the medical team. Select pieces were taken from the Journal of Clinical Oncology – Art of Oncology, the Cancer Care Chronicles as well as the National Medical Journal of India and included matter on living wills, making peace with cancer and adding life to days.

Celebrating 7 Years!

1 December 2022: PALCARE completed seven years of its home-based palliative care service. As is its tradition, every 1st December is considered the PALCARE Remembrance Day, and a small diya, is delivered to each family of patients who have passed away in the prior twelve months with a request to light it on Remembrance Day.



As appreciation for being a part of its journey, PALCARE produced a Desk Calendar which was sent to 280 General Physicians, Family Physicians, Oncologists, Radiologists and Onco-surgeons, many of whom have referred patients to PALCARE.

Bonding and Destressing

2 December 2023: To celebrate the seven-year anniversary with its staff, and to thank them for their dedication, the Foundation treated the entire team to lunch at the restaurant, ISHARA, in the Palladium Mall, Lower Parel, Mumbai. It was a long overdue gathering and the first since the COVID-19 lockdown was lifted. As several new staff have joined the organization since, it offered a chance for staff to get to know each other better.



29 March 2023: To encourage and strengthen the bond between fellow members of the staff – as also to help the staff to destress from the perpetual exposure to dying patients, PALCARE held a tea meeting for all staff members. There was merriment and camaraderie as staff got to meet in a congenial atmosphere. Mingling was followed by PALCARE's weekly teaching session.

BOARD OF TRUSTEES

The Jimmy S Bilimoria Foundation's Board of Trustees comprises of some of the most reputed and exemplary citizens of this country.

The Founding Trustees included Mr. Deepak Parekh, Mr. Keki Dadiseth, Mr. Ishaat Hussain, Mr. Rustom B Mehta, and the three family Trustees of Mrs. Pheroza Bilimoria, Mr. Rishaad Bilimoria and Ms. Leila Bilimoria Surti. The non-family trustees served their 6-year term (Mr. Keki Dadiseth for 3 years) and, as per the Trust Deed of the Foundation relinquished their Trusteeships in January 2020. They were highly involved from inception and constantly provided guidance and advice to the management.

The new Board too comprises outstanding individuals. They include:

EXTERNAL TRUSTEES



Homi Khusrookhan

Highly respected Independent Director who has been Managing Director of several leading companies



Bahram N. Vakil

Co-Founder of AZB & Partners, is amongst India's foremost restructuring, bankruptcy, infrastructure and project finance attorneys.



Akbar Khan

A seasoned financial services professional with more than 25 years' experience spanning investment banking and finance

FAMILY TRUSTEES



Pheroza Bilimoria

Has 33 years' experience in the publishing business; and has been elected as Chairman/President of several industry bodies



Rishaad Bilimoria

Currently a Partner at the Tata Opportunities Fund, a USD 600 million Private Equity Fund at Tata Capital.

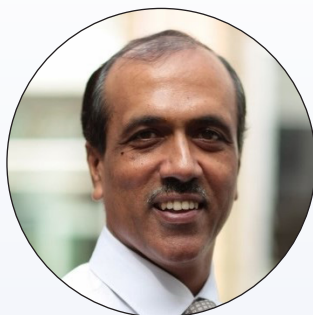


Leila Bilimoria Surti

An independent communications and PR consultant with more than 18 years of work experience.

THE QUALITY AND CLINICAL ADVISORY BOARD

The Quality and Clinical Advisory Board (Q&CAB), comprising leading lights in Palliative Care, meets six times a year. At each Case Review meeting, a particular PALCARE zonal team (on rotational basis) presents a case study. The Q&CAB experts, under the Chairmanship of Dr. Akhileswaran, review the case. Each Q&CAB member provides his/her feedback and advice on what was handled well and what could have been managed differently. The recording of the meeting is, thereafter, shared with all zonal teams, so that all clinical staff benefit from the expertise of the Q&CAB.



Dr. R Akhileswaran
Senior Consultant
Specialist in Palliative
Medicine Dept. of Geriatric
Medicine Khoo Teck Puat
Hospital, Singapore



Dr. Jeremy R Johnson
MBE BSc (Hons), MBChB,
FRCP (London), FRCR
(Oncology)
Emeritus Consultant in
Palliative Medicine



Ms. Harmala Gupta
Founder
CanSupport, New Delhi
and Cancer survivor



Dr. Mary Ann Muckaden
Medical Lead, Sukoon Nilaya,
Professor and Former HoD,
Dept of Palliative Medicine,
TATA Memorial Hospital,
Mumbai.



Dr Naveen Salins
Associate Dean Research,
and Professor and Head of
the Department of Palliative
Medicine at KMC Manipal.



Dr. Jenifer Jeba S
Professor and Head in
Palliative Care Unit,
Christian Medical College and
Hospital, Vellore



Dr. Seema Rao
Associate Director (Education &
Research), Karunashraya Institute
for Palliative Care Education and
Research, Bangalore Hospice
Trust – Faculty and Consultant
Palliative Care Training Program for
Cancer Treatment Centers in India

THE PALCARE TEAM

The Medical team is the heart beat of the organization. Every patient's wellbeing is the team's primary concern and no efforts are spared to make the patient physically comfortable, pain free and emotionally assured. Be it pouring rain or blistering heat, the team visits the patient and family at their home weekly, fortnightly, monthly – as the patient's condition may require.

The Medical team comprises doctors, nurses, and counsellors. The entire city of Mumbai, stretching from Colaba in the South, to Virar and Thane in the North, and Vashi to the East, are divided into 6 zones and each Zonal team comprises one doctor, two nurses and one counsellor. With a multidisciplinary approach, each team plans the medical protocol, monitors it closely, tweaking it whenever required and liaises with the patients' GP, Oncologist/Radiologist / Specialist.

PALCARE DOCTORS



Dr. Santona Pal
Sr. Paliative Care
Physician



Dr. Sandeeta Shetty
Sr. Paliative Care
Physician



Dr. Amanjeet Kaur
Paliative Care
Physician



Dr. Pranjal
Paliative Care
Physician



Dr. Pankaj Bhoir
Paliative Care
Physician



Dr. Shaziya Khan
Paliative Care
Physician



Dr. Vidhi-Mehta
Paliative Care
Physician

PALCARE COUNSELLORS



Devaunshi Mehta
Chief Psychologist



Eben Felix
Counsellor



Jarvis Varghese
Psychologist



Swati Baid
Psychologist



Divya Gidithuri
Psychologist



Shruti Mukhopadhyay
Psychologist



Jay Matolia
Psychologist

PALCARE NURSES



Pratibha Sawalkar
Senior Nurse



Priyanka Girkar
Senior Nurse



Ashwini Kadam
Senior Nurse



Seema Patil
Senior Nurse



Supriya Tiwarekar
Palliative Care Nurse



Priti Jadhav
Palliative Care Nurse



Ishwari Lingayat
Palliative Care Nurse



Maria Pereira
Palliative Care Nurse



Priti Panchal
Palliative Care Nurse



Shweta Chauhan
Palliative Care Nurse



Ankita Mhatre
Palliative Care Nurse



Snehal Palkar
Palliative Care Nurse



Sakshee Pawara
Palliative Care Nurse

PERFORMANCE

1 APRIL 2022 - 31 MARCH 2023



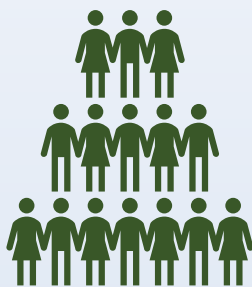
Number of Unique patients:
818



Number of people impacted (caregivers/ family members/ GPs etc):
2454



Number of Home Visits:
9661



Number of contacts from the lay public reached to create awareness on PALCARE /Palliative Care:
1515

	New Enrolments	Carried over	Total in our care	Demised	Dis-charged
2022-23	639	179	818	612	19
2021-22	503	124	627	436	12
2020-21	259	118	377	250	3
2019-20	417	100	517	390	9
2018-19	372	91	463	345	18
2017-18	252	41	293	189	13
2016-17	160	33	193	140	12
2015-16	61		61	25	3



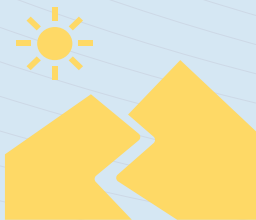
Number of contacts from the Medical Community reached to create awareness in 2022-23:
455



Number Internal Training sessions:
33
Number External Training sessions:
9



Number Collaborative efforts:
5



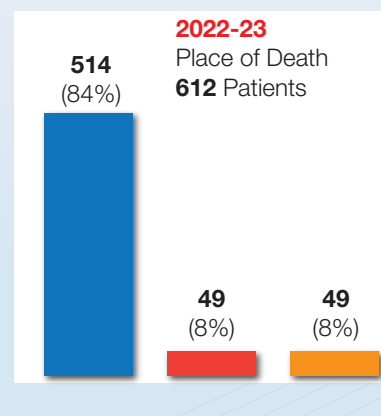
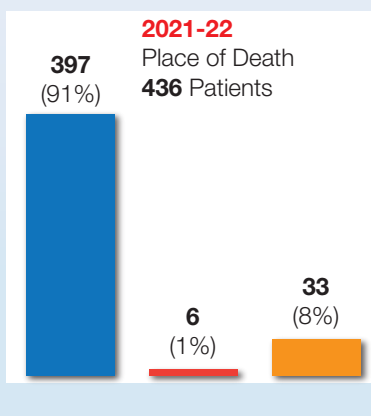
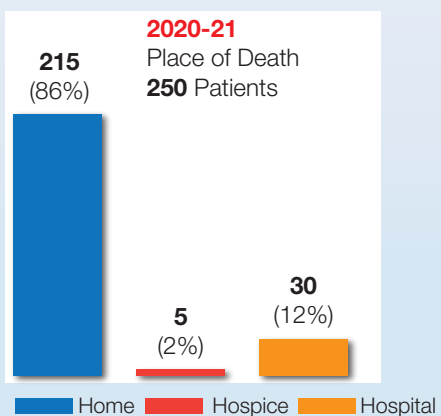
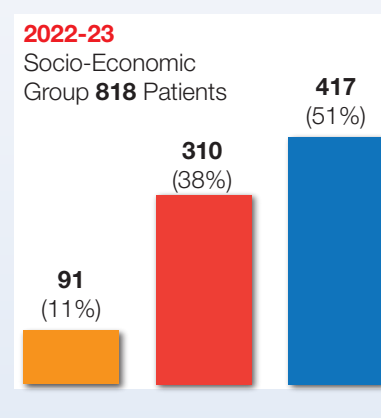
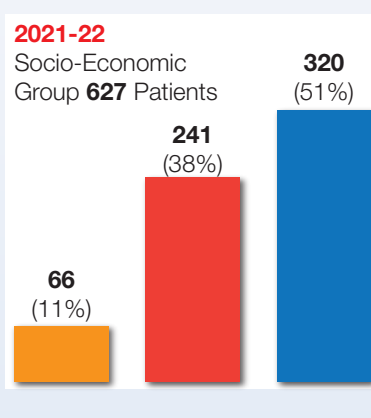
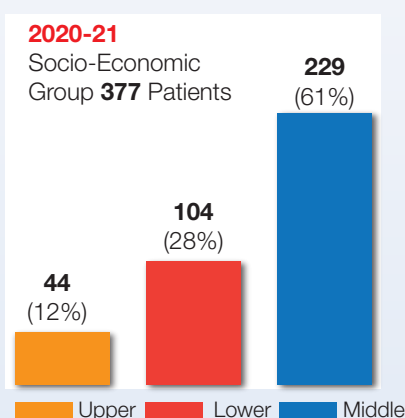
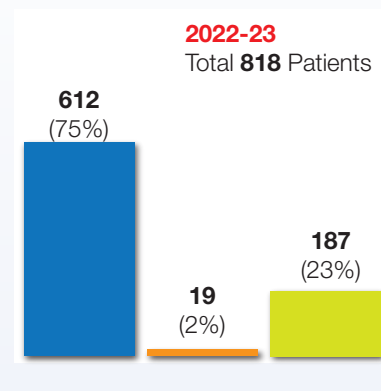
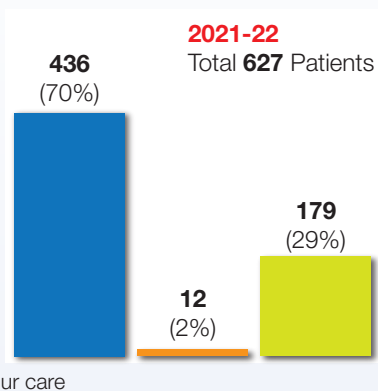
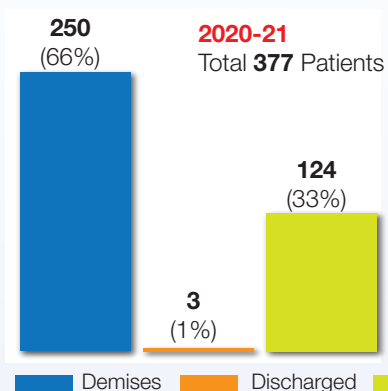
Number De-stress programmes:
2



Number Weekly Clinical Meetings:
53

PATIENT DATA - 3 YEARS

FY 1 APRIL 2020 - 31 MARCH 2023



NUMBER OF DAYS WITH PALCARE									
	2020-21			2021-22			2022-23		
		%			%			%	
1-7 days	42	17	42% passed away in one month	94	22	57% passed away in one month	104	17	48% passed away in one month
8-14 days	28	11		68	16		71	12	
15 days to 1 month	36	14		84	19		116	19	
1-2 Months	45	18	60% in 2 months	76	17	74% in 2 months	111	18	66% in 2 months
2-3 Months	24	10		29	7		66	11	
3-6 Months	30	12		47	11		77	13	
6-12 Months	19	8		20	5		42	6	
12-18 Months	16	6		9	2		11	2	
18 + months	10	4		9	2		14	2	
Total deaths	250	100		436	100		612	100	

FINANCIAL REPORT

SUMMARY – INCOME FOR THE PAST THREE YEARS

	(in ₹)		
	Audited	Audited	Audited
	2020-21	2021-22	2022-23
Specific Purpose (Grants)	33,60,262	60,23,044	1,22,97,075
General Purpose Donations	98,58,222	68,51,812	1,65,07,314
Interest	48,46,535	46,65,979	44,36,450
Total	1,80,65,019	1,75,40,835	3,32,40,839

SUMMARY – EXPENDITURE FOR THE PAST THREE YEARS

Particulars	Audited	Audited	Audited
	2020-21	2021-22	2022-23
	(in ₹)		
Salaries- Medical Team	1,15,20,747	1,49,58,802	1,84,29,307
Salaries - Admin/Accounts	29,40,302	31,45,071	36,17,618
Total Salaries	1,44,61,049	1,81,03,873	2,20,46,925
% of total costs	82%	81%	82%
Total Capital Costs	81,509	10,71,996	2,13,005
% of total costs	0.50%	5%	1%
Total Program Costs	6,22,604	7,39,851	15,33,013
% of total costs	4%	3%	6%
Total Admin Costs	25,00,327	25,35,518	29,33,394
% of total costs	14%	11%	11%
Grand Total Costs	1,76,65,489	2,24,51,238	2,67,26,337
Grand Total Costs – 3 years			6,68,43,064

SUMMARY - COST PER PATIENT

	2020-21	2021-22	2022-23
Total Number of PALCARE patients	377	627	818
Number of Home teams	4.5	6.5	8
Number of Patient visits	6,564	7,962	9,661
Average visits per patient	17.4	12.7	11.8
Cost per patient (₹)	46,858	35,807	32,469
Cost per visit (₹)	2,691	2,820	2,749



ENDORSEMENTS

*This one endorsement sums it all up nicely for the service **PALCARE** provides and for the gratitude it receives from its patients and their families*

Dear Ms. Pheroza Bilimoria,

Though I do wish I was writing this note under different circumstances, we take solace that our father passed away peacefully with his family by his side. We want to thank your team for everything they did for my father in helping us taking care of him.

My father was diagnosed with larynx carcinoma in July this year, and since it was in an advanced stage the only treatment offered to him was low grade radiation or palliative care. Weighing his options, he opted for palliative care.

It was one of the scariest times for all of us especially my father, navigating this new space and we were worried whether or not my Dad would be heard and taken seriously. Right from the onset of our first interaction with your facility, every step from there was seamless.

From the moment 'Our Team' Dr. Shaziya, Sr. Ankita and Eben first walked into our home, we knew that my father was in capable hands and would be taken care of. We were blessed to have a positive and compassionate team in the three of them who entered our home with a smile each week. Their positivity and compassion spoke of their years of expertise and knowledge while answering every one of my dad's and our questions patiently.

Sr. Ankita would be in touch with us regularly enquiring about my father's health even in between visits and Dr. Shaziya guided us every step of the way, even on our 4am calls. Their calm demeanour, thoughtful words and humane approach towards my father brought light to a very dark situation and my father would actually look forward to their visits. Dr. Shaziya and Sr. Ankita stand out as a caring and dedicated Doctor and Nurse who treated my father as their own, with love and understanding.

My father always wanted to be treated as a human being with feelings and not just another patient with an illness to be treated and your team gave him that respect which he appreciated immensely. Every decision and advice by the team ensured that he was always comfortable right through his pain circumstances even during his final hours. They never wavered in their support. They ALWAYS put HIM first, and for that we will be eternally grateful.

My family and I are so grateful to you and your team for their dedication, kindness and compassion in our darkest moments. We feel peace knowing that he was under such qualified care while battling against the disease. The world is a better place because you'll be in it.

Thank you for all you do and may God Bless all your endeavours

For sake of confidentiality, we have not disclosed the patient's name or the name of the daughter who wrote this letter.



PALCARE

There's no place like home

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THE
JIMMY S BILIMORIA
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