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### MISSION [/ˈmɪʃ(ə)n/]

(noun)

The vocation or calling of a religious organization, especially a Christian one, to go out into the world and serve humanity.

### **Synonyms**

Commission, journey, pursuit, aim

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### **MESSAGE FROM** THE PRESIDENT / CEO

Firstly, I want to thank God for all HIS blessings and providence for the past 94 years. HIS leading has evolved us from a mission clinic to a tertiary hospital that we are today. As we celebrate our 95th anniversary this year, we want to start by acknowledging HIS blessings and the mission set forth by our founding father, Dr. J. Earl Gardner.

"Poor treated free" was proudly displayed over the entrance of our Adventist Mission Clinic set up 95 years ago at Muntri street. Today, we are proud to be able to carry on this legacy. We have worked tirelessly to fundraise for the betterment of the community and we pledge to make every effort. As a not for profit hospital, we would not have achieved such milestone if not for the generosity of donors and support from all quarters. We hope our partnership will continue to flourish for those in need of medical care.

Our journey may not have been smooth sailing, but in every occasion; we rise above the challenges and these challenges had strengthened us. It served as a strong foundation for our future developments. This year's Charity Report exudes the theme of MISSION. We define MISSION as the vocation or calling of a religious organization, especially a Christian one, to go out into the world and serve humanity. I invite you to turn the pages herein and learn more about our MISSION work.

Once again, I thank you for believing in our cause and your ardent support! You exemplify the essence of charity and I look forward to strengthen our partnership for the betterment of the community.

Mr. Ronald Koh Wah Heng **President / Chief Executive Officer Penang Adventist Hospital** 

### VISION, MISSION & GOALS

#### Vision Statement

A people-centred teaching and learning healthcare system with international quality wholistic care, delivering excellent experiences to the community and region.

#### Mission Statement

Penang Adventist Hospital is committed to demonstrating the love and healing ministry of Christ by providing comprehensive, competent and excellent healthcare for all.

#### Our Goals

Our goal is "To make man whole". It means to follow the ideals of God, the Creator and Master Physician, and to provide for a person's well-being by administering to his physical, spiritual and emotional needs, in modern and pleasant facilities.

#### **Our Core Values**

We are guided by a set of values which all staff adhere to and through which we collectively strive to deliver better outcomes and services. The values are:

- ommunity mindset, building mutual trust, accountability and teamwork.
- A chievement of excellence, continuous assessment and strategic growth.
- R elevance in technology, enhancing services, and strengthening relationships.
- ntegrity in word and deed, genuine and ethical stewardship.
- Nurture through reinforcement and celebration of outstanding service.
- G odliness through compassionate care, reflecting the life of Christ.

## God Heals, We Help

### **95 YEARS OF CARING & HEALING**



THIS SIUN TO THE INION

#### **OUR JOURNEY OF HEALING**

Since the early 1920s, Penang Adventist Hospital has never stopped helping the poor in the community. We have ensured that quality healthcare is given to all, regardless of backgrounds, faith and nationalities. The hospital remains a not-for-profit institution, with a calling to serve the community.

Dr. J Earl Gardner and his wife Ethel first arrived in Penang in 1924, with a mission to provide medical care to all, even for those who could not afford it. On his clinic were the words. "Poor Treated Free ".

With the support of philanthropists and the community, the humble clinic grew into what exists today - Penang Adventist Hospital. Our mission remains the same today with a different slogan "God Heals, We Help ". We continue to play a part in the community through selfless service, reaching out to the poor and needy alike has been a continuous missiondriven journey of the hospital.



#### **OUR COMMITMENT**

"God Heals, We Help" are the words proudly displayed on our hospital entrance and various portals. The hospital is committed in changing lives and making a difference in our community by providing quality medical care and financial assistance to individuals need. This was Dr. Gardner's dream. His dream continues today.























### CHARITY, THE VOICE OF HOPE

#### Early years - Sabbath/ Welfare Fund

Income received by the hospital during Sabbath ( sunset of Friday to sunset of Saturday ) are channelled towards this fund which assists needy patients in dialysis treatment, cataract surgery, minor surgeries and other non-surgical treatments.

#### 1988 - Set up of Patient Heart Fund

The Patient Heart Fund has mended the hearts of children and adult alike since 1988. We are dedicated towards improving the lives of Malaysian suffering from heart diseases, one of the leading causes of death. The fund has since then disbursed more than RM10,600,000.00 given hope and a chance at new lease of life to 771 needy heart patients whose ages ranged from a few weeks to 81 years old.

#### 1997 - Medical Social Services



The hospital's Medical Social Services Unit was established in 1997 to help the poor and needy with financial assistance.

#### 1999 - Gift Of Life Penang Programme

The Gift of Life is a community service project initiated by the Rotary Club of New York District 7250 in 1975. Since its inception, children with heart ailments from many developing countries have received chance at living normal lives and mended hearts.

In 1999, the Gift Of Life Penang programme became a reality in Penang, through a matching grant from Gift of Life Inc. amounting to RM370,000. This is a joint programme between the Rotary Club of Penang District 3300 as well as Penang Adventist Hospital. The hospital was granted as the referral base for all Gift Of Life patients in Southeast Asia. Since 2014 Gift Of Life Penang Programme extend its assistance to needy heart patients of 60 years and below. Till to-date, the Gift Of Life Penang Programme has mended the hearts of 120 needy heart patients and disbursed more than RM1.600.000.00.

#### 2001 - The Wishing Well Project

Legendary to the Gift Of Life Penang Programme, wishing wells were introduced as a fundraising effort. Donors will not only be able to make the wish of a heart patient in need of corrective heart surgery come true, but will have fun in giving. The coins placed in the aunching ramps of the wishing wells will spin around the vortex and increase in speed until it disappears at the base of the well. Donation collected will go towards Gift Of Life Penang Programme and benefit needy heart patients from infant to 60 years of age.



#### 2005 - Dr. J Earl Gardner Fund



Dr. J Earl Gardner Fund was set up in honour of our founder who worked tirelessly to serve the community. In reflecting his passionate and selfless service, Dr J Earl Gardner Fund is set up to assist needy patients suffering from chronic illnesses in area of cleft palate repair, scoliosis, stroke, and majojr surgeries. To-date, the fund has disbursed more than RM3,000,000 to assist needy patients.

#### 2012 - Cancer Fund

Specific to its purpose, cancer fund was set up to provide medical assistance to needy cancer patients to undergo cancer treatments. The fund kicked off with various fundraising events and one very notable event was "88 Shining Heads" Charity Go Bald and Food Fair. With the ardent support from the community, RM900,318 was raised. To-date, the fund has disbursed more than RM700,000 to help needy cancer patients who sought treatment at PAH Oncology Centre.



### ACCREDITATION / **HOSPITAL ACHIEVEMENTS**



### 4th CYCLE (2016 - 2019)

with more than 10 years experience across the full the "Gold Seal of Approval" in healthcare and provides



#### **BFHI** 6th CYCLE (2017 - 2020)

Since 2014 Gift Of Life 60 years and below.



### **MSOH** 5<sup>th</sup> CYCLE (2015 - 2019)

facilities and services in the



#### **HPH** 2<sup>nd</sup> CYCLE (2017 - 2021)

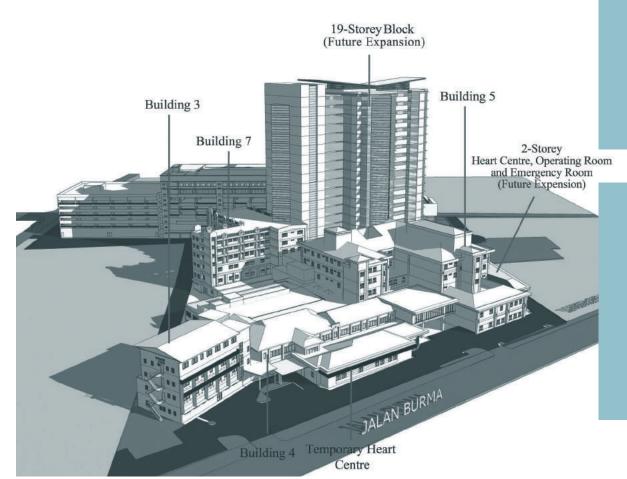
has just become a member to improve the quality of health care of both hospital PAH strives to achieve integrated and compressive



### **Blue Ribbon Campaign Award** 2<sup>nd</sup> Cycle (2018 - 2020)

launched at the 15th World 2012 in Singapore aims to recognize and appreciate the contributed to the World Health Control (WHO FCTC) for free a part of WHO Western Pacific Region had implement this

### **EVENTS & MILESTONES** OF THE HOSPITAL



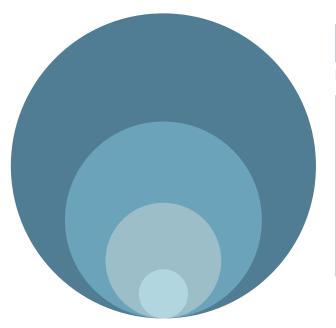
#### New Adventist Heart Centre (April 2018)

which also feature additional space for a rapid patient

#### Fully Automated EWS System (October 2018)

Penang Adventist Hospital (PAH) selected Philips hospital in Asia Pacific to implement the largest coverage of a fully automated EWS system for 214 in-patient beds. Paediatric Ward and Maternity Ward.

### **OUR IMPACT IN 2018**



RM 2,071,097

RM 90,844 Fund raised from Wishing Well

RM 32,011 Fund raised from care club

> RM 472,681 Fund raised through charity events

Children participated in Teddy Medical Clinic

350



Number of giant teddy patchwork



1500



Major malls for teddy medical clinics outreach

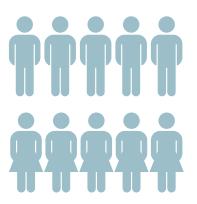






### RM 3,001,659

Disbursed



151

**Beneficiaries** 









Sponsored nursing

Number of care

Number of community outreach

**New Donor** 



DR. J. EARL **GARDNER FUND** 

PATIENT HEART **FUND** 

**CANCER FUND** 

**WELFARE FUND** 

**GENERAL FUND** 

**RECYCLING FUND** 

Assists needy patients suffering from chronic illness in areas of tumour, cleft palate repair, scoliosis, stroke and major surgeries.

Provides free or subsidized financial aid to needy patients suffering from heart ailments.

Assists needy cancer patients to undergo cancer related treatment.

Income received by the Hospital during Sabbath (sunset Friday to sunset Saturday) are channelled towards this fund which assists needy patients in dialysis, cataract surgery, admission bills and minor surgeries.

Provides financial aid to support the development & expansion of the Hospital, upgrading of the facilities, training of staff and sponsorship of nursing students.

To aid the needy employees and public who are stricken by natural disaster and other needy situations such as daily necessities.















### **Development Charity Fund** Committee Members of 2018

Mr. Ronald Koh Dr. Thomas Tean Dr. Dicky Ng Mr. Albin Phua Pr. Lawrence Randia Mr. Koay Swee Thye Mdm. Boonsiri Somchit Mdm. Catherine Lim Mdm. Jenny Ooi

Dato Dr. Sharom Ahmat (Resigned March 2018) Mr. Lee Peng Cheong (Resigned March 2018)

### Welfare Fund Committee Members of 2018

Dr. Thomas Tean Mr. Albin Phua Mdm. Lee Mei Yin Dr. Chuah Suan Wah Mdm. Jenny Ooi Mdm. Catherine Lim (Resigned April 2018)

### THE **PEOPLE'S PEOPLE**

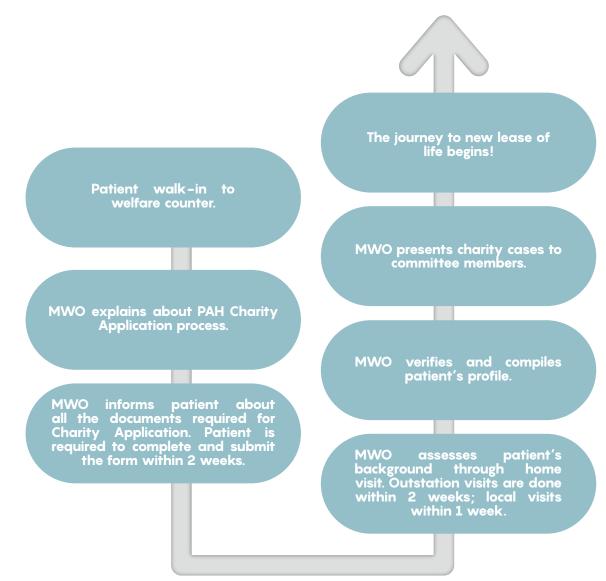
#### The Medical Welfare Services

The hospital's Medical Welfare Services Unit was established in 1997 to help the poor and needy patients with financial assistance.

The Medical Welfare Services team assists patients and/or patients' relatives in seeking the appropriate healthcare treatment in PAH. The Medical Welfare Officer also liaises with doctors, nurses, other health professionals, as well as community resources and welfare agents in providing solutions for patients who are unable to meet medical costs. The Medical Welfare Services team is a caring and responsive team that serves people who are sick and hurting physically, mentally, spiritually, or socially through counseling and other support services. As responsible stewards of the charity funds, the team ensures that there is accountability and visibility for each case that is presented to the relevant committee for fund disbursement.

### **Charity Application Procedure**

The following flow chart shows the procedure that the Medical Welfare Services team goes through to access charity applications:









































### YOUR LOVE AND KINDNESS **SPARKS HOPE**

Every parent long for the arrival of their new born. Their sincere hope is for their adorable new born to grow up healthily. That was not the case of baby Jian Hao. Hardly 2 weeks of his birth with body weight of less than 2kg; he was diagnosed with hole in the heart!

This news comes as a big blow to his new parents; Mr & Mrs Lim. Their dream of happy, healthy birth and starting a new family was dashed within moments. They had to endure the heart pain of seeing their first born being administered with oxygen tube, intravenous drip, cooped in an incubator and most of all not being able to cuddle their first born!

Paediatric Cardiologist advised Mr & Mrs Lim that Jian Hao will require a surgery when he is stabilized and grow to more than 4kg in weight. The operation will cost approximately RM70,000. Mr & Mrs Lim was at a complete loss on how to help little Jian Hao. The high surgery cost is certainly out of reach for the new parent!

With the support of PAH Patient Heart Fund, Jian Hao underwent successful heart operations on 27th March. Jian Hao's case is a great testament of the various organisations coming together to assist a needy patient. Rasa Sayang Resort and Spa, Gift of Life program and Patient Heart Fund collectively disbursed RM52,000 for the little Jian Hao. Within a week of surgery, the little fighter, baby Jian Hao is finally in the arms of his loving parents and comfortably back at their home.

Our sincere appreciation to all donors, partners and various organisations for your partnership. Your love and support has enabled little Jian Hao to grow up healthily and explore what life brings.





### ANOTHER DAY TO BE **GRATEFUL FOR**

18. Having to take daily insulin injections has become a routine for her. Both her parents had passed away leaving behind Thana and her older with various doctors in different hospitals, they recommended that she save her leg as much as possible.

was admitted to treat her severe foot wound with antibiotics and daily dressing. By the grace of God she did not need to amputate her leg and was thrilled about it. The committee approved a total of RM 23, 470 for

Thana is currently recovering very well. She is able to walk slowly on her own with a walker. She is overjoyed that her leg was able to be saved



#### DR J EARL GARDNER FUND



Second from the left – Lee Kian Lip

### A YOUNG MAN'S JOURNEY **TO RECOVERY**

Kean Lip is a 22 year old cheerful young man who finds every opportunity to expose himself with hands on experience at a nearby motor repair shop to gain more knowledge on automotive repair.

On a fine morning in June, Kean Lip was riding his motorcycle heading to a motorcycle shop to help as usual. While on his way, he was knocked down by an oncoming car. Kean Lip was flung off his motorcycle and injured his head, left leg and a few other spots. He was unconscious on the spot. He was send to GH and doctor diagnosed that Kean Lip has blood clod in the brain, 2 torn veins at the left leg and bruises all round.

Kean Lip underwent immediate surgery at GH to remove blood clot. Due to the severity of his condition and swelling of his brain, part of his skull could not be placed back. Kean Lip was required to recuperate and monitor his condition for a few months before his skull placement operation.

After 7 months of recuperating, Kean Lip was scheduled to undergo skull placement surgery however, renovation of operating theater at General Hospital pushed his surgery date by another 3 months. A mother's heart

ache seeing the condition of her son. Kean Lip has been house bound since his surgery, ashamed of his appearance. Besides his appearance, the main concern is shrinkage of brain if the placement of skull surgery were further delayed. Knowing that their financial situation may not permit them to seek treatment at a private hospital, Kean Lip's mum has no choice but to pursue this option for the sake of her son. Upon consultation with our surgeon, Kean Lip was indeed in good health to undergo skull placement surgery. Kean Lip obtained RM17.000 in medical charity for his surgery.

Today, Kean Lip is still recuperating at home, but life has been brighter for this young man. Kean Lip is expected to complete his final semester of automotive course soon. The family is grateful for the assistance given. Penang Adventist Hospital will not be able to play the role if not for the support of all parties who believed in our charity work.

Your kind gesture has touched a heart!

#### CANCER FUND

### WE CAN, I CAN



Mrs. Lee was diagnosed with stage 4 cervical cancer in 2015. Having to go through this journey without her husband who passed away 7 years ago due to lung cancer wasn't an easy one. She had been working as a wantan mee seller for years but had to stop working due to her illness. Her illness did not bring her down. She has been a very strong woman over the past few years not only because she has been independent but also because she has been

taking care of her son who is mentally challenged. In 2015 Mrs. Lee had gone through chemotherapy and radiotherapy. There was a sense of rejuvenation!

For 2 years she was doing well but unfortunately in 2017 the cancer reoccurred. She underwent second round of chemotherapy and radiotherapy. Unfortunately, she had to stop chemotherapy as it was causing terrible side effects. Despite the challenges that she faced, she managed to pull through and continued treatment with radiotherapy. The treatments have been expensive and she wanted to be referred to a government hospital as she could not afford her medical expenses. Before she could be transferred, she was advised to go through CT scan first to review the condition of her illness. Sadly the results showed that her cancer had spread to her lungs.

Throughout her journey since 2015 till to-date, the cancer fund has approved RM 60,770 to subsidized her cancer treatment expenses. Today, she is still fighting cancer with her head held high. It is not an easy road to go through but with the support of loved ones and prayer, we hope that she would be cheered up. Let us pray that she will be able to recover with the help of God and doctors.

#### CANCER FUND

### **GIVING BACK TO** THE COMMUNITY

"I am utmost grateful that through the support of Charity Department of Penang Adventist Hospital, I am able receive and complete my cancer treatment. I am most happy that I can now give back to the community by volunteering my time and effort to visit families who are needy. " exclaimed Tan Siew Kheng.

I went through a tough journey fighting against the dreaded big C. I was diagnosed of cancer of the neck in 2015. Naive and with no clear thought, I decided not to receive any proper treatment but self-treat myself using various natural products. It did not take long for the cancer to develop.

Three years down the road, the lump on my neck grew bigger. I was very depressed with how I look as I stare at the mirror every morning! The thought of the lump growing and my worst fear came over me. With a heavy heart, I sort consultation with Oncologists at Penang Adventist Hospital. My heart sank as the oncologist confirmed that cancer had spread to my liver and it is at third stage. Radiation & chemotherapy were needed.

I was faced with another worrisome news; my insurance, with the minimal coverage that I had would not be sufficient to cover my treatment cost. I was at a lost. I had stop work since I was diagnosed with cancer and my saving has been depleting! It was thru my family's financial support that I can make ends meet. The thought of giving up the cancer treatment did cross my mind constantly! Financially I simply do not have any means!

It was not until I was introduced to the medical social officers of the hospital that I feel a sense of hope. The committee deliberated my case and RM20,000 was disbursed to assist me with balance of payment from what my insurance could not cover. Few weeks after I completed my treatment, I am thankful that every morning I am able to take time to exercise, resume my volunteer work in helping needy patients and sharing their pain which I had gone through!



First from the left - Madam Tan Siew Kheng

### **DEALING WITH DIFFICULTIES**

The life of a dialysis patient is never easy as it is a lifetime treatment of removing toxins, excess water and solutes from the blood in who's kidneys do not perform these functions naturally. Mr. Mun has been a dialysis patient for the past 2 years and goes for dialysis three time a week. Even at the age of 59, he does not let his lifetime disease of end stage renal failure get in the way of trying to live a normal life.

His determination to be active does not get in his way as he still goes back to work once, he is done with dialysis treatment. A person with such persistence should be admired for his dedication in supporting his family. He is a father of 3 daughters and has to think about how to support the family. The cost for dialysis per month is usually more

than RM 2.000 which has been a burden for Mr. Mun.

He soon discovered that Penang Adventist Hospital has a charity department which has funds that helps patients who can't afford their medical bills with financial aids. With the financial assistance that has been approved for Mr. Mun under the Welfare Fund, he is able to manage his finances for dialysis treatments. He remains active in work as well as living a healthier lifestyle. We are glad to see the progress that Mr. Mun has gone through and pray for the best for him and his family.



### WELFARE FUND SUPPORTS THE COMMUNITY



Madam Clara has been surrounded by love from her grandchildren, children and husband. In 2018 an unexpected circumstance occurred when she was diagnosed with H1N1. She was admitted and had to be put into isolation. 3 days later she was discharged but was not 100% well. Over the next month she had been in and out of the hospital as she had difficulties breathing, nausea and vomiting. The doctor attending to Madam Clara decided to have a thorough examination which included a colonoscopy.

The results from her colonoscopy showed that she had diverticulitis which is an inflammation or infection of small pouches called diverticula that develops along the walls of the intestines. At the same time, she was also diagnosed with a strain of bacteria called MRSA (Methicillinresistant Staphylococcus Aureus). She had to be admitted back into isolation and was on doses of antibiotics.

Unfortunately the medical bill in total had surpassed the family's financial capabilities and they had difficulties to pay the remaining amount. RM 35,439.06 was approved by the Welfare Fund Committee for Madam Clara's outstanding bill. She has fully recovered and is back to being the loving and gentle person that she is taking care of her family. Madam Clara is truly and forever grateful for the assistance that has been given. Her prayers have been answered and she continues to the pillar of her family. Madam Clara and family thanks all those who were involved in the process of helping her get better and is blessed to be given the opportunity to be a testimony to those around her.

#### GENERAL FUND



The General Fund provides financial aid to support the development & expansion of the Hospital, upgrading of facilities, training of staff and sponsorship of nursing students.

#### Various areas within the Fund include:

- Adventist College of Nursing and Health Sciences
- Training of staff
- Education scholarship for nursing students
- Health education and screenings
- Community Outreach Services

Adventist College of Nursing & Health Sciences (ACNHS) offers Diploma in Nursing & Assistant Nurse Certificate course. Since it's inception, the college is committed to mould knowledgeable, competent, and compassionate nursing professionals. To-date, there are 1127 alumni employed in a variety of health care positions throughout the country as well as abroad.

ACNHS has been very blessed to have good partnerships with various foundation and individuals to sponsor deserving nursing students. Dr. Albert Li & Mrs. Hanna Li through Alumni Association School of Medicine Loma Linda University and Kuok Foundation have been our generous sponsors for nursing students in the diploma course. Over the years, the Kuok Foundation had sponsored RM 4,202,000 for deserving students.

### Happy to finally be able to meet our kind sponsors in person.







### FIT-A-THON CANCER **AWARENESS** CAMPAIGN

a healthy life, fight cancer and donate to way as the first of many awareness and community-based fundraising events for PAH in 2018. The event raised RM28,843 in aid of cancer fund.

by Zumba and Tabata lead by renowned fitness instructors; Lisa Lim, Luke Yee and many others. It was a sight to behold. The certainly a bold contrast to the strenuous











educate and reach out to those in need.



Fund raised:

RM 28,843



Number of participants:

665





















### **CHARITY GIANT** PATCHWORK TEDDY

Snuggles made its debut on 29th April at Sunway Carnival Mall and 1st May at Queensbay Mall. Many are in awe with the sheer size of Snuggles. To create an element of fun among the public, we let shoppers guess the weight of Snuggles! The result was announced on the 14th of May; after our last road show at Gurney Plaza; 4 years old Shi Ting won herself a mini Snuggles with the closest answer to Snuggles weigh guess trivia!

The ultimate drive for this event is to raise fund for Dr. J. Earl Gardner Fund which help needy patients who suffers from chronic illnesses that required to undergo major surgeries such as limb amputation, scoliosis, stroke and etc. Donors were presented with a patchwork for any donations above RM50 where they can write encouraging messages or simply dedicate it to someone who overcame major illnesses. These patch works were sewn on Snuggles at the end of our 6 weeks donations drive, thus the name Charity Giant Patchwork Teddy.

Besides fundraising by Snuggles, we have Teddy cookies, DIY Towel Teddy Bear and Cupcake Decorating; all made up our charity drive. Children and the young at hearts enjoyed every element of the activities.

Apart from previewing Snuggles to the public for donations, the Charity Giant Patchwork Teddy has another fundraising highlight — the Silent Auction. There were 6 teddies up for grab. All the teddy bears were generously sponsored by Japan Teddy Bear Association, Hong Kong Teddy Bear Association, Ms Low Wee Wen - Malaysia Squash Sensation and Malaysian Book of Record Holder for the Largest Handmade Teddy in Malaysia-Ms. Helen Lee. The silent auction came to a close at the end of May and a total of RM 2,070 was raised. 100% of fundraised is channelled to hospital's Dr. J. Earl Gardner Fund to help needy patients.

Besides fundraising, public education is utmost important. Playing to the theme of Teddy, our Marketing & Community Health team set out to educate children about various medical checks. Through this medical journey, children get to learn about various types of medical check-ups and are even given the first-hand experience to perform it on their favourite teddy! More than 350 children have experienced Teddy Medical journey at major malls thus far.

One of the activities that went down in Gurney Plaza teddy roadshow on 13th of May in conjunction of Mother's Day was our Mother & Child T-Shirt Decorating Contest. The contest is organized in such a way that enable and encourage bonding between mothers and their children during the activity. One of the happiest things was to witness their creativity and interactions while decorating the t-shirts. The contest also attracted many pairs of eyes on the event day. The mother and child duo that won the contest walked away with a 2D1N Executive Suite stay sponsored by Mei Hotel. The other two prizes consist of a Buffet Dinner for two at Four Points Hotel and a Hi-Tea Buffet for two at Evergreen Laurel Hotel.

We want to specially extend our utmost appreciation to a group of kind and devoted ladies who volunteered to handmake Snuggles! The event couldn't be a success without the support of Penang Adventist Hospital Volunteer Crafters!

The event is certainly a fantastic opportunity to capture the hearts and minds of young visitors and their families with an exciting mix of fundraising activities and educational games.









### CHARITY **RED SOCKS RUN**













Charity Red Socks Run went down with fantastic weather and 1,500 participants with beautiful hearts. This one of a kind fun run offered participant a chance to pull up one's RED socks and get active; enjoy a wonderful morning with good friends and family besides donate to PAH's Patient Heart Fund.

The event was privileged to have 3 YBs to officiate the flag off and we would like extend our thank you to the respective YB Zairil Khir Johari, YB Jason Ong, and YB Chris Lee for their time and support! All the line-ups that day including performances, lucky draw session, sponsors booth, Charity photobooth have received numerous compliments from the

crowd who were present. The Charity Red Socks Run was also complemented withfree health screening, free health education and simply fun time for all.

The fun run raised 2 important elements; RM228,000 to help needy heart patients and the much needed awareness on heart diseases. This successful event will not be made possible if not for the ardent support of generous donors, event partners and members of the public who believed in our cause. Our grateful thanks to all for your support! Together we can make a difference!





### **BLESSED ARE THE** HELPING HANDS THAT TOUCH LIVES

(PAH) together with St. Nicholas' Home Penang, Lion's Club of Georgetown which are close to our heart.

Through the MOU, the hospital will be able to offer subsidized of free

Welfare Fund is a fund set up from profit of the hospital during Sabbath Georgetown and Lion's Club of Komtar for their continuous partnership. Together, we are moving onward to assist more needy in the community!

St Nicholas's Home

RM20,000

free cataract

Lion's Club of Georgetown

30

free cataract

Lion's Club of Komtar

free cataract







### **AS THE PURSE IS EMPTIED** THE HEART IS FILLED -**VICTOR HUGO**





Penang Adventist Hospital unveiled the new wishing well during Gift of Life Press Conference in December 2018. Gift of Life is a program to benefit the less fortunate patients up to the age of 60 in need of corrective heart surgery.

The press conference ended warmly with the Gift of Life beneficiaries giving back to charity as they took turns to insert coins into the new well. The wishing wells placed out there have brought in donations that benefited many needy heart patients.

A total of RM 89,000.00 was disbursed from Gift of Life in the year of 2017 in which 6 patients were helped while a total of RM 100,000.00 was disbursed this year as at November in which benefited 6 patients.

Overall, since the inception of Gift of Life program in year 2000, more than RM1.6 million has been disbursed to help needy heart patients. Every single time a coin spins down the vortex towards the base of the well, it is actually saving lives of those needy going through heart surgeries. This is the beginning of the little seed to the big growth of the lives you are going to touch out there. Every coin count and through the support from the generous public, we are able to serve more patients.

### **GIFTS AND DONATION REPORT**

	2016 RM	2017 RM	2018 RM
DONATIONS RECIEVED			
Patient Heart Fund Dr J. Earl Gardner Fund Cancer Fund General Fund Welfare Fund	625,679 289,724 257,826 629,128 4,384,010	661,961 658,804 172,833 607,735 4,946,986	932,874 401,497 54,339 645,132 4,813,672
Total Donations Received	6,186,366	7,048,319	6,847,514
DONATIONS DISBURSED			
Patient Heart Fund Dr J. Earl Gardner Fund Cancer Fund General Fund Welfare Fund	252,675 248,733 129,708 1,280,000 365,211	667,745 558,547 212,386 600,000 619,844	867,996 650,101 268,389 660,057 533,658

The spirit of giving is one of life's greatest treasures.

God Heals, We Help personify Penang Adventist Hospital. All doctors, staff and volunteers of the PAH share this sentiment every day as we serve the community. We invite you to view the 2018 Gifts & Donations Report and Community Benefit Report, to see how the spirit of giving and compassion is woven throughout our organization and in the hearts of our employees and volunteers.

We are committed to continue the spirit of giving and caring throughout the coming years, with a continued focus on providing the best and most trusted healthcare for the community.

Year 2018 continued to witness our donors' strong support and generosity towards the Hospital's charity funds. We raised a total of RM 2,071,097 and disbursed RM 3,001,660 within the year. Donations were received throughout the year from public, corporations, Foundations and also proceeds from the hospital's charity events.

PAH also contributed charity care to the community through collections received during Sabbath hours (Sunset Friday until Sunset Saturday). A total of RM 4.81 million was collected for the Sabbath Fund now knows as Welfare Fund The Welfare Fund had decreased 2.77% as compared to year 2017 of RM 4.95 million.

Total disbursement for year 2018 amounted to more than RM 3 million and the undisbursed funds are held by PAH for future charity disbursement.

# COMMUNITY BENEFIT REPORT

PAH is a not-for-profit hospital and is not required to return profits to shareholders like taxable organizations. We reinvest revenue in excess of expenses to enhance our capacity to deliver high quality healthcare to the community we serve. These resources provide for a long-term focus on charity care, the recruitment and retention of outstanding medical professionals, employee training programmes, new facilities and service. In addition, such resources also enable us to provide numerous other community health programmes that benefit the public.

In year 2018, PAH invested RM 50 million in Community Benefit Activities. From this amount, RM 7.6 million was allocated for the hospital's support services, community health education, health screenings, outreach activities and discounts to patients and corporate who met certain criteria.

	2016 RM	2017 RM	2018 RM
	KIM	KIM	KIM
NON-BILLED SERVICE			
Hospital Support Services	1,259,099	1,356,217	1,403,823
Health Education/Screenings /Prevention/Promotion	56,216	47,133	26,225
Charity Care and Discounts	6,888,994	7,705,120	6,150,288
Sub Total	8,204,309	9,108,470	7,580,335
Public Funds Disbursement	1,911,116	2,038,678	2,446,542
Scholarship/Training for Staff (skills upgrading and further education)	1,044,709	1,725,535	1,790,743
Education (College of Nursing)	3,684,319	3,947,007	4,161,380
Equipment and Programme Enhancement	34,460,964	51,460,764	34,063,755
Total	49,305,416	68,280,454	50,042,757

# **LEADERSHIP**

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Consultant Endodontist 牙髓病专科顾问

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**Consultant Orthodontist** 矫形齿科专科顾问



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**General Dental Practitioner** 牙科医生



Dr Yeap Chun Hean, Edric 叶俊贤医生 DDS (UKM)

**General Dental Practitioner** 



Dr Yeap Chee Keong 叶智强医生 BDSc (Aust)

General Dental Practitioner



**Dr Khoo Siew Swan** 邱秀碹医生 MBBS (UM), MRCP (UK)

**Consultant Dermatologist** 皮肤专科顾问



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Consultant General & Colorectal Surgeon 外科及结直肠专科顾问



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Visiting Consultant General Surgeon



Dato' Dr Tee Chin Gee, DSPN, DJN 郑振義医生 M.D, D.A, D.M.Sc (Japan)

Visiting Consultant General Surgeon



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**Consultant Urologist** 泌尿手术专科顾问

# **COMMUNITY OUTREACH & ACTIVITIES**

## BY COMMUNITY HEALTH DEPARTMENT



#### January — Corporate Health Screeening at Inari **Technology Sdn Bhd**

Penang Adventist Hospital carried out 2 sessions of free health screening for employees of Inari Technology Sdn Bhd.

- · Corporate Health Screening for Tour Agent
- · Public Health Talk Importance of Pelvic Floor Muscle
- · Corporate Health Talk for Northam Hotel
- · Fit-A-Thon Health Screening
- Antenatal Class

### March — Penang Chinese Girl School Health Screening

A free health screening was carried out at Penang Chinese Girl School. The hospital also setup an education booth to educate the public on healthy living.

- · Public Health Talk International Women's Day
- · Corporate Health Talk for PDC MiCARE Top 10 Creative Way in Preventing Diabetes Talk
- · Corporate Health Screening for E&O Hotel
- · Public Health Class Lung Cancer
- · Community Health Screening at Penang Chinese Girl School
- · Corporate Health Talk for IQOR

### February — Chinese New Year visit to Charis Home

There's no better way than celebrating Chinese New Year when you see the smile in their faces. The Charity Team visited the elderly residents of Charis Home.

- · Corporate Health Talk for Prudential
- · Community Health Screening to TNB
- · Public Health Class Vegan vs Meat Easter

### April — Corporate Health Screening at Plexus Hillside

Penang Adventist Hospital carried out 2 sessions of Free Health Screening for employees of Plexus Hillside and Plexus Seaside.

- · Public Health Screening
- · Corporate Health Screening for Plexus Hillside
- · Corporate Health Screening for Plexus Seaside
- · Corporate Health Screening and Health Talk for PixArt
- · Public Health Talk at Penang Sports Club
- · Corporate Health Screening and Health Talk for AIA
- · Exhibition for World No Tobacco Day at SJKC Shang Wu
- · Public Health Class
- · Corporate Health Screening for E&O Hotel
- · Teddy Medical Clinic at Sunway Carnival Mall
- Antenatal Class



#### May — World No Tobacco Day

Penang Adventist Hospital Lifestyle Centre organized an anti-smoking awareness program on 6th May 2018 between 11am to 3pm at Gurney Plaza. Over 200 people attended this event which was filled with many exciting activities including coloring contest, poster design competition, dances, craft making, and many others.

- · Teddy Medical Clinic at Queensbay Mall
- · World No Tobacco Day Awareness Campaign
- · Public Health Class
- · Corporate Health Screening for Ambu
- · Teddy Medical Clinic at Gurney Plaza
- · Cataract and health screening at Life Hope Centre
- · Corporate Health Talk for Molex Electronic Solutions
- · World No Tobacco Day School Project at SJKC Jelutong
- · Health Screening and Health Talk at Persatuan Agama Buddha Butterworth
- · Health Education for Chung Ling School

#### July — Hospice Health Screening

Penang Hospice Society organized a fundraising event to support cancer patient. Penang Adventist Hospital is happy to be part of the event by offering free health screening to public and to create health awareness.

- · Corporate Health Screening at Northern Tower, Penang
- · World No Tobacco Day event outreach at SMK Air Itam
- · Health Screening at Penang Hospice Society
- · Health Screning at Temple of Fine Art
- · World No Tobacco Day event outreach at Methodist Girl School
- · Corporate Health Talk for Sunshine Square
- · World No Tobacco Day event outreach at Heng Ee School
- · Corporate Health Talk for Culinary Arts Centre Academy of Chefs
- · Corporate Health Talk at Amphenol TCS
- · School outreach at Convent Pulau Tikus
- · Corporate Health Talk at Laird Technologies
- · Public Health Class
- · Health Screening at Eden's Home
- · Corporate Health Talk at HIS Markit
- · World No Tobacco Day event outreach at St Xavier Secondary School
- · Public Health Screening at BM Church

### June — Cataract Screening at Mount Miriam Food Fair

A cataract screening was carried out during Mount Miriam Food Fair. Attendees had the chance to be introduced to our medical welfare service that is available at PAH.

- · World No Tobacco Day School Project for SMJK Phor Tay
- · Community Support for Kangaroo Club
- · Community Support for Breath Free Group Alumni
- · Public Health Class
- · World No Tobacco Day School Exhibition at Chung Ling School
- · World No Tobacco Day School Exhibition at Heng Ee School
- · Health Screening at Sunshine Bertam
- · World No Tobacco Day event outreach at Youth Park
- · Corporate Health Talk for Cardinal Health
- · Public Health Talk at Convent Light Street
- · Public Health Talk
- · Antenatal Class

#### August — Hard Rock Hotel Visits Peadiatric Ward

Razzi and friends from Hard Rock Hotel Penang brought joy to the Hospital's Paediatric Ward. Thank you Hard Rock Hotel for balloons and goodies; a few catchiest things that always capture the heart of children.

- · World No Tobacco Day event outreach at St Xavier Secondary School
- · Corporate Health Screening at Tyco Electronics Distrubutor
- · World Breastfeeding Week Event
- · Public Health Talk at Penang Digital Library
- · Corporate Health Screening for Cincaria Sdn Bhd
- · Blue Socks Campaign
- · Corporate Health Education at Keysight
- · Health education at Penang Tech Centre
- · Public Health Screening at Tesco, Tanjung Tokong
- · Corporate Health Screening for Great Eastern
- · Corporate Health Screening for Prudential, Seberang Perai
- · Public Health Class
- · Antenatal Class



#### September — Big Latch Breastfeeding Week

In conjunction with World Breastfeeding Week 2018, Penang Adventist Hospital coorganise 'Making Penang Breastfeeding Friendly (MPBF)' campaign with JCI Pearl, and the World Alliance for Breastfeeding Action (WABA). The event was graced by the Chief Minister Chow Kon Yeow at The Top Komtar.

- Breath Free Class
- · School Project at Convent Dato Keramat
- · Corporate Health Screening for Ivory Properties Group
- · Lactation Talk at Ohana Confinement Villa
- Health Screening for MBPP
- · Corporate Health Talk for Western Digital
- · Corporate Health Screening and Health Talk for KDU Penang University College
- · Corporate Health Screening for IQOR
- · Corporate Health Screening and Health Talk at Affin Bank
- · Health Talk for MBPP
- · School Project at Chinese Girls' Private High School
- · Love You Heart Campaign Health Screening at Gurney Paragon
- · Community Support in conjunction of World Breastfeeding Week
- · Public Health Class

#### November — Pink October

Charity Department with the support of Oxygen Fitness Paragon has launched the Pink October Fundraiser named Fight the Fight in aid of the hospital's Cancer Fund. 500 wristbands were produced and a total of RM 3681 has been raised through the effort of both the hospital and the gym.

- · Lactation Talk at Ohana Confinement Villa
- · Health Screening at Sunshine Farlim
- · Public Health Class
- · Community Support for Coco Creek Bee Farm
- · Corporate Health Screening for Eastin Hotel
- Corporate Health Screening at Northern Tower

#### October — Relay for Life

Relay for Life has been celebrated in Penang over the past 14 years. Relay for life was held at the stadium in USM Penang. PAH and Penang Adventist Hospital Collage of Nursing supported the event.

- · Health Screening and Mega Heart at Design Village
- · Lactation Talk at Ohana Confinement Villa
- Health Talk for Great Eastern
- · Mega Heart outreach at Penang Adventist Hospital
- Pink October event at AOC, Penang Adventist Hospital
- Mega Heart outreach at Gurney Plaza
- Mega Heart outreach at Plexus
- · Mega Heart outreach as OSRAM
- Mega Heart outreach at Wesley International School
- Mega Heart outreach at OSRAM, Kulim
- · Mega Heart outreach at Pelita International School
- · Mega Heart outreach at St. Anne Bukit Mertajam
- · Corporate Health Talk
- · Health Screening at SJKC Chong Teik
- · Corporate Health Screening and Health Talk at Golden Sands Resort
- Relay For Life
- Antenatal Class

#### December - Meatless Day Food Fair Charity Sale

Charity Team with the support from Community Health participated the 18th International Meatless Day Charity Carnival 2018. Our Community Health Educators took on the challenging task to promote healthy eating, provide free health consultations to the event supporters. Charity team set up a vegetarian sandwhich stall. RM1,000 was raised to help needy family in our community through Pertubuhan Kebajikan Komuniti Cakna and Sadhu Vaswani Welfare Fund

- Health Education Booth at Meatless Day
- · Public Health Class
- · Health Screening at Penang Math Platform
- · Lactation Talk at Ohana Confinement Villa
- · Community Support at Youth Park
- · Corporate Health Screening for Mahkamah Negeri Pulau Pinang
- Corporate Health Screening for Valeo Malaysia



# **CHAPLAINCY**

## We offer hope through compassion and the power of prayer

The Chaplaincy programmes (pastoral care) at Penang Adventist Hospital are key services in total patient care. Total patient care provides for an individual's spiritual as well as physical and mental needs.

When lives are in the balance and uncertainty overcomes a person, a kind word, gentle touch, whispered prayer or an empathic presence can sooth a soul and bring efficacy to the healing process.

During such moments, chaplains offer critically needed spiritual and emotional support; ministering to patients, their families and medical staff with unconditional love, sacrifice and service. Due to the patients' diverse cultural and religious backgrounds, chaplains can help to connect patients with their own spiritual beliefs.



# PARTNERS & SPONSORS

There are many people and organisations we have to thank for their tremendous support in 2018. We are grateful for all the hard work that went into making our events possible, and to all those who attended and made them more meaningful.

Event sponsors and supporters are major benefactors who help us raise significant amounts of funds by committing their time and effort, sponsoring major prizes or gifts and soliciting support for the events.

We dedicated these next few pages to all of you and extend our heartfelt thanks for your continued support.

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Agfa Healthcare

Arati Village

Bake & Take Bakery

Black Sugar Dynasty

BookDoc

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G Hotel

Hard Rock Hotel Penang

Holiday Inn Resort

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Park Royal Penang

Rainbow Paradise Hotel

**Tropics Eight** 

Tune Hotel

UNeed Home Suite

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Penang Adventist Hospital Craft Ladies Volunteer

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Helen's Teddy Bear Ms. Loh Wee Wern

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We are delighted to acknowledge the community that have been very supportive to Penang Adventist Hospital throughout these 95 years. Every donation, small or big, means a lot to the hospital, more so to its needy patients. To each and every one, we thank you for the continuous faith in us.

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## **CARE CLUB**

The Care Club — an employee-giving campaign was established in 2005 by the hospital's employees with the aim of encouraging giving to the hospital's charity funds. In year 2018, the Care Club has 231 members, pleadged over RM 32,000.

Agnes Anak Suel Ahthisaravanan A/L Vellosamy Albin Phua Tuan Hui Ammi Anak Jacky Amurdha A/P Tanimalai Anitah Bt Dairoh Astoetie Binti Abidin Atricia Chairmine Hamit Ayuni Binti Mohamed Azahriah Binti Abdul Wahab Azliza Binti Abdul Aziz Barbara Easter Nivam Beh Bee Bee Caroline Choong Mei Ling Caroline Manrus Chan Foong Yee Chan Yee Leng Chang Ling Sim Charlotte Lee Min Yi Cheah Kam Fong Chen Chee Yu Chen Ean Leng Chew Bee Chin Chew Phaik Ying Chiew Hui Ling Chiew Suan Bee Chin Meng Kim Ch'Ng Yew Keong Chong Earn Peng Choo Yong Chek Choong Suan Shian Chow Kit Seong Chow Mei Chin Chua Chee Kuan Chve Mooi Choo Clarence Justin D. Kechsler J Anak Jeragan Daniel Yeoh Chung Boo Dennis Ak Dempi Devaraj A/L Jeyaraman

Ganesan A/L Ramasamy Gerrie Lynn Martin Goh Ai Lay Goh Phaik Leng Grace A/P P. K. Pillav Grace Mary A/P Asirvatham Gunawathy A/P Gunasekaran Ho Shan Shan Hor Lay Chen Jaenitah A/P Janarthan Jananeswary A/P S.K. Rajendran Janet Joseph Sameh Jariza Bt Man Jayalatchimy A/P Kanni Jazreel Anak Jacky Jeevita A/P Loganathan Jennifer Yong Yin Chan Jimmy Ooi Teik Gee Joanne Lim Phaik Kit Joemmaicca Augustta Ak Joggery Juanita Pragasini A/P Yesupatham Jukphin A/P Ban Ket Julivana Binti Haron Juneta Balacuit K Sevagame A/P K Karuppiah Kaleyepemal A/L Chelladurai Kam Suet Yin Kamala Thevi A/P S Pitchay Kamsiah Binti Zainul Kartini Bt. Zainul Keddly Fenddy Friday Kelly Carroline Galantas Khaw Swee Hong Khoo Kay Soon Khor Liew Kin Khor Sue Ching Kim Lav Hong Kiong Saw Geok Koay Boon Kweng Koay Yeong Cheh Koe Hooi Fen Kong Yue Li Krishnamoorthy A/L M Subramaniam Kum Hui Bing Lee Beng Hong Lee Mei Yin Lee Oi Wah Lee Sheau Wei Lee Shee Zhee Lee Wen Ming

Leong Chew Yan

Leong Kok Mun Lew Maggie Liaw En Cheong Liew Cheng Hock Lim Fong Cheng Lim Phaik Suan Lim Saw Kim Lisa Koay Eng Sim Liwina Anak Atang Logeswary A/P Sundram Loh Saw Tin Loo Wei Beng Loreyza Jill Michael Low Foong Ying Low Sooi Nai Lynne Yong Ee Lin Magendrarajan P V M A/L M Muniandy Malinah Sarik Malini A/P Morgesen Martini Binti Salag Mary Chia Mee Yun Mary Stella A/P Antony Dass Meena Rubeni A/P Balan Melvin Lim Yong Ming Mershel Anak Sunang Michael Paschal Dass A/L Arokia Dass Mohd Zamhari @ Beragai Bin Abdullah Murni Bte Sulaiman Nagaswaril A/P V.Gopal Nancy Bernice A/P Santhanasami Nelly Basaria Ng Kak Lee Ng Pae Yi Ng Seet Fong Nirmala Devi A/P Veerasamv Nomi Ak Tako Noor Azizan Binti Mat Nor Amira Binti Mat Desa Noraidah Bte Guntalib Norihaf Binti Ab Wahab Norlingh Binti Isa Nurbava Binti Abdul Halim Nurul Hawanis Binti Rahim Nurul Svabanu Binti Shukuri Ong Ab Bey Ong Pai San Ong Tze Yun Ooi Ann Pheng Ooi Hooi Suen Ooi Lay Koon Ooi Teng Hong

Oon Yeong Heuy Pandian A/L Vagraveloo Parithi Vannan A/L Vijian Peh Mei Har Peter Anak Jimbon Phuah Bee Chen Phuah Ree Teong Poh Sing Sim Poo Geok Wah Priccela Sougian Priscilla Elvina Jolius Puspavalli A/P Raiendran Quah Yew Choo Quah Zhi Wei Rajeshwary A/P Muniandy Randy Afandi B.Rupin Richel Anak Avah Roland Mondala Ronnie Khoo Boo Jin Ruija Bte Bilu Safarina Binti Baharudin Sanvin Ak Bayang Sarvesvari A/P Aruiunen Saw Guat Bee @ Lim Phaik Sim Saw Lve Huat Selva Mary A/P A Soosai Selvaraja A/L Lourdu Sharon A/P Anthony Dass Shawn Chong Syn Nyee Sietra A/P Tanimalai Sim Gaik Mua Sim Kar Huey Sithama A/P K. Mathavanair Siti Fatimah Binti Abidin Siti Noraidah Binti Piee Siti Zaleha Binti Othman Sivamalar Stanley A/L Seekaran Stella Jothi A/P Mariappan Stephen Yee Loi Choong Sweenev Ku Shen Kait Syed Azhar Al-Gadrie Bin Syed Alwi Tamilchelvi A/P Ramaiah Tan Ah Gin Tan Hooi Hong Tan Sue Ling Tan Weng Lean Tan Yean Ching

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# **WAYS TO MAKE** A DIFFERENCE



#### Refer A Patient

If you know of any patient with a life-threatening medical condition who needs financial assistance, please have the patient or guardian contact the Medical Welfare Services at (+604) 222 7604 / 7605

#### Contribution

The simplest method of providing support for the Penang Adventist Hospital's charity fund is through gift contribution — whether cash, personal cheque, credit card authorisation, money order, bank draft or electronic fund transfer. You may use the Donation Reply Slip inserted in this annual report to make a contribution.

Cheques can be sent to Penang Adventist Hospital, Charity Department and made payable to:

**'Patient Heart Fund'** for the Patient Heart Fund

'Adventist Hospital & Clinic Services (M)' for the Dr. J. Earl Gardner Fund, Cancer Fund and General Fund. Kindly indicate your choice of fund behind the cheque.

CIMB Bank, A/C No : 7020587108 for the Patient Heart Fund

AmBank. A/C No : 082-201-200231-6 for Adventist Hospital & Clinic Services (M)

#### **Become a Corporate Sponsor**

A sponsorship or partnership in our fundraising events add value to your company's Corporate Social Responsibility efforts. A tax-deductible receipt will be issued for every donation.

#### **Volunteer your time and talent**

The hospital needs part-time volunteers for the short and long term to help its full-time employees in making a difference to the community. Internships from colleges and universities are also welcomed.

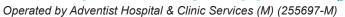




**Penang Adventist Hospital** (PAH) is a Malaysian owned and operated company, and is part of an International Adventist Network of 600 not-for-profit hospitals, clinics and dispensaries worldwide.

PAH established **Adventist College of Nursing and Health Sciences (ACNHS)** and commenced offering a Three-year Diploma Nursing program. To date, the college has produced over hundreds of nurses who serve the hospital and community diligently.





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