

HEALING HEARTS AND COMMUNITIES – HOW CAN PALLIATIVE CARE HELP?

By Dr Ednin Hamzah, Chief Executive Officer, Hospis Malaysia

'Healing Hearts and Communities' is the theme chosen for World Hospice and Palliative Care Day 2022. It recognises the experience of grief and the need to heal which unites humans worldwide. The world is slowly emerging from the devastation of the Covid 19 and the mortality and morbidity that it brought. However, as this eases, the conflict emerging from the war in Ukraine coupled with economic consequences have again affected huge swaths of humanity. The pandemic and conflict show the importance of palliative care in bringing communities together, aiding and supporting each other to reduce the element of human suffering.

As we approach the end of 2022 along with the various festivities that grace our cultural landscape, spare a thought for the thousands of households where a seat at the dining table is now unoccupied. What was the experience of dying for that person, what was the caregiving experience and how do the people left behind make sense of the loss? Over 200,000 people died in Malaysia in 2021 and at least the same will leave us this year. For them, this is the last year of their life. How was their journey?

Hospis Malaysia receives over 2000 referrals each year and the number seems to be increasing. It is also comforting that more patients with debilitating organ failures are being referred, suggesting that the needs of this community for palliative care, and not just those



Image Source: The Worldwide Hospice Palliative Care Alliance

with cancer, are finally receiving greater recognition. A worsening trend is that a greater proportion of patients are being referred at the very end of life. In many of these situations, a decision has been made in hospital for a person to be sent home to "pass away", not to live life until the end. And in such situations, in most cases, the preparations are wholly inadequate. Patients and families are left to navigate on their own the issue of symptom control, nursing care, use of medication, communication and decision-making issues, need for medical equipment and essential medicines, rendering them in a state of anxiety, fear and distress. One of the major issues in our health system is the lack of care coordination between various settings, although the buzz word about a seamless delivery of care is

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continuously being expounded. So, while the wish is there, the reality is that care is not seamless, and the patients and families bear the brunt of this.

Greater awareness of palliative care in Malaysia has led to increasing hospital services, both in public and private institutions. Community services however have not been similarly supported, leading to an inability to provide care for everyone that may need it. For many are still unable to reach a healthcare facility where palliative care support is currently available, mostly in tertiary hospitals, which tend to be located in urban areas. Globally, it has been demonstrated that most people when they are aware they have limited time left, will want to spend their time at home, within familiar surroundings, close to loved ones, or loved creatures. Yet, current availability of healthcare, including palliative care tends to still centre around tertiary hospitals.

What matters to patients are good pain and symptom control, strengthening relationships with loved ones, having a sense of control, relieving burden, and not suffer through a prolongation of dying. Good, timely and appropriate palliative care available in whichever setting a patient prefers to be in, can help make this a reality. Well-trained healthcare workers

can facilitate conversations that matter early in the disease trajectory to help determine care goals and work with patients and their families to determine what's important as they live through the last stages of their lives. Navigating a healthcare system which is not coordinated can lead to significant distress.

A failure to coordinate care, will result in increased grief and bereavement within our communities. We had seen much of this during the pandemic where patients were separated from loved ones, and last words and simple human interaction did not happen.

Grief and loss are part of the human experience. Our culture and religious convictions may assist in buffering the trauma of separation but for a small number of people, where the experience is more profound or complex, assistance is required.

Palliative Care is unique amongst medical specialties in that care does not stop when the patient dies, but continues to require that the ones left behind are also assessed in the hope that grief is normal. Yet, the management of grief and bereavement is hardly an important aspect of the curriculum for most healthcare workers and there is also very little public education on what each of us can do to support one another. ■

Hospis Malaysia offers a series of workshops to help healthcare practitioners support their patients and families to navigate complex issues around grief and bereavement:

- A 2-day Workshop on Grief & Bereavement equips the practitioner to provide support to patients experiencing death anxiety and families with the stress of loss. The handling of grief and bereavement is a process which can begin with the adaptation to a potential loss and if managed well, can relieve the sense of loss and bereavement.
- A 3-day Workshop on Hope & Suffering addresses how one helps their patients and families deal with issues of suffering, and gives hope when curative treatment becomes futile. The practitioner is also taught how to help patients and families make crucial decisions when they transition from cure to prolonging survival, and understanding how palliation can improve quality of life.

For more information, check out: <https://hospismalaysia.org/wp-content/uploads/2021/09/Hospis-Malaysia-Palliative-Care-Programs.pdf> or email education@hospismalaysia.org

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LEADERSHIP INSPIRATION: ARE LEADERS IN HEALTHCARE ALWAYS MEDICAL DOCTORS?

In a recent visit to the Malaysian state of Penang for a round of meetings, Dr Julie Ling (PhD), CEO of the European Association for Palliative Care (EAPC) and Chair of the World Hospice and Palliative Care Alliance (WHPCA), found that this stereotyping indeed perused through the group of healthcare professionals she met that day. When asked to form a circle for a more engaged discussion, the doctors immediately sat on the inner front row, followed by the nurses behind them. Julie challenged the norm, and asked that the group rethink their sitting arrangement.

Originally a nurse, Julie has worked in palliative care for over thirty years in palliative care, and has held numerous posts in clinical work, research, policy and management.

In October, Julie was invited by Hospis Malaysia to spend time meeting with various palliative care fraternities in the country to share her experiences and to discuss challenges they face. In Penang, she met with a group comprising of nurses, doctors and volunteers working both in the community and in private and public hospitals, and began her meeting with a presentation on “Palliative Care Nursing Leadership”. With most community palliative care services organized as nurse-led initiatives, the presentation was particularly relevant to the audience.

Julie discussed how the narrative of nursing has changed – “In the 1960s, doctors find out about the illness of their patients. Then they tell the nurses what to do to help the patients get better. The nurses carry out the doctors’ orders and care for the patients. Today, the doctors liaise with the nurses and discuss how best to care for the patients”. Such has been the evolution of nurses’ roles, and today with education, training and determination, many healthcare organizations are led by nurses.

Julie also spent time at Hospis Malaysia working with the clinical team, and shared the same presentation with a group of nurses from community hospices, Ministry of Health and private hospitals in the Klang Valley. At the session, she posed the question “Is one born with leadership skills, or are the skills nurtured?”

She offered that perhaps it is a combination of both. To lead, education and training is equally important.



In Europe, she cited that nurses are also involved in research and continuous professional development. She urged that the audience first recognize the importance of WHA 67.19 which endorses the strengthening of palliative care as a component of comprehensive care throughout the life course, and what is required to achieve that. She also referred to the recent Lien’s Quality of Death Index where Malaysia was ranked 61/86, and asked if the audience had questioned what contributed to the poor ranking? She shared that the assessment, amongst other factors, asked the following:

1. What are the health policies supporting palliative care?
2. Are the people and communities empowered / aware?
3. Is there research supporting the practices?
4. Is there sufficient education & training to develop the service provision?
5. Is use of essential meds adequate?

A thought-provoking session by Julie with her parting remarks to the nurses, some of whom may be tomorrow’s palliative care leaders –

- If you want to change things, you need to continuously develop professionally, so that you are equipped to influence for a bigger change.
- You will need to collect data and publish papers to demonstrate evidence on what works. So, research is important. ■

FINDING COMFORT, PEACE AND RELIEF THROUGH PALLIATIVE CARE

Healing Hearts and Communities: World Hospice and Palliative Care Day (WHPCD) 2022

World Hospice and Palliative Care Day (WHPCD) is an annual day of action on every 2nd Saturday in October to celebrate and support hospice and palliative care around the world. This year, the theme is “Healing Hearts and Communities”. It recognises that the need to heal can unite people and calls for greater recognition of the importance of palliative care in helping people move forward in life amidst the challenges of a serious illness and the subsequent loss and grief.

While there may be no cure for life-limiting illnesses and death is inevitable, there is always support available to those still in the journey, patients and family members alike, to heal in many other ways and live a better life. For an inspiring insight into how palliative care can help people find comfort, peace and relief amidst a serious disease, here are a few stories as shared by Hospis Malaysia’s patients and their caregiving families.

LOOKS FORWARD TO LIVING EVERY DAY



Mohd Shukor bin Kisan, 76 years old, prostate cancer patient

When En. Shukor was diagnosed with prostate cancer, he had to deal with not just the devastating news itself, but also the unbearable pain and his family’s concern over his use of pain medication.

It was only when he was assured that there is support for patients living life with a serious disease that he started to be in a better state of mind. He gradually came to terms with his condition and in 2020, he was referred to Hospis Malaysia. Despite strict movement controls due to Covid-19, the regular visits from the palliative care nurse helped manage his pain and other symptoms at home, minimising his trip to the hospital.

She also brought in her colleague, an occupational therapist to help the family ensure the house environment was friendly for him while teaching him to remain mobile. All that brought him more assurance and relief.

Apart from his physical well-being, the palliative care nurse also tried to address any lingering psycho-social issues he may have, and asked if he had any wishes he wanted to fulfil. He merely mentioned that he would like to get in touch with a foreign friend he met more than 30 years ago when he visited Kuala Lumpur. The palliative care team took the trouble to find him and eventually reconnected them through a videocall. An unbelievable moment that En. Shukor still speaks of with much delight till today.

To him, it is more than the support and care from the palliative care nurse that he is thankful for. The company akin to a friend who is all ears to his thoughts, comforts him a great deal too. In his words – “The nurse brings peace to my heart and home.”

SHIFTS FOCUS INTO MAKING HIS LIFE EVEN MORE MEANINGFUL.



Michael Tan, 62 years old, Recurrent Coronary Artery Disease

What started out as just a request for the loan of a hospital bed led to a discussion on how else Hospis Malaysia could support Michael, a 62-year-old with a whole host of physical troubles, from stroke, to heart bypass surgery, to chest pains, shortness of breath and tiredness.

On one of palliative care nurse’s earlier visits, Michael and his wife, his main caregiver told the nurse that

even with all the medicine, he was still in pain. From there, it was agreed that they needed to manage his pain first. And his pain management was monitored and adjusted accordingly to optimize pain control.

They then addressed his other concern - he still felt weak and his family didn't understand. "It's tough to explain this to my family," Michael lamented. So, the palliative care team explained to them about the deterioration of his heart and they understood his situation better. "What I couldn't make my family understand, the nurse could," he said.

Apart from facilitating such conversations with the family, the palliative care team also looks at everything around Michael to ensure he can live as comfortably as possible. This has helped him shift his focus into making his life even more meaningful. He has since completed a recording of himself sharing his life story for his baby grandson, and has walked his daughter down the aisle at her wedding recently, bringing meaning to all their lives.

MAKE MEMORIES TOGETHER WHILE THEY CAN.



7-year-old Orqed who has Batten disease and family

After the first few years of normal happy growth, Orqed was diagnosed at 5 years old with a life-limiting genetic disorder that results in seizures, vision loss and cognitive failures. Her parents, Faris and Nadia, had hoped that she might get better with therapy. But soon it was clear to them that there is no cure as Orqed was regressing. Accepting it was the only way forward. However, acceptance was not enough to get both Faris and Nadia through the realities of a life of uncertainties, unanswered questions and emergency hospital trips. It was a struggle for them to juggle work, family and looking after Orqed 24-7.

It was not until early 2022 when the family was referred to Hospis Malaysia that their lives became more

manageable. What alleviated them most is the reduced need to bring Orqed to the hospital whenever she is unwell. "We never know when it's an emergency, when it's not. And a hospital trip is very stressful for us. Now we can call the nurse and she'll come over to check and advise us accordingly. With Hospis Malaysia supporting us, we have a direction on how to manage her condition," Nadia said.

Knowing that there is support to help them care for Orqed at home as well as with what lies ahead, the parents are now able to live up to their newfound purpose - ensure Orqed is comfortable and without pain. And as Orqed also has a 10-year-old brother, spending time together as a family and making memories together while they can, are important. ■

The World Hospice and Palliative Care Alliance (WHPCA) has issued the following calls-for-action in conjunction with this year's WHPCD:

- All governments to commit to developing national grief strategies to identify gaps and best practices and priorities by 2030.
- National grief strategies to include evidence-based public health measures, best practices for organisations, healthcare providers and community consultation.
- Sustainable funding for public healthcare to support the wide-ranging consequences of bereavement, including mental health support.
- National strategies must include approaches such as public awareness campaigns, use of advance care planning, annual national day in memory of the departed, healthcare provider education on grieving and healthy coping strategies to build the capacity of individuals and communities to support the grieving.

RAISING A VOICE FOR PALLIATIVE CARE



From left to right: "The Luminaria" was performed by Dr. Punitha Krishnan, Palliative Care Doctor; Palliative Care Nurse Norbazilah Johari; YB Khairy Jamaluddin; Hospis Malaysia patient, Mr Michael Tan and Dato' Kathleen Chew.

On 14th October 2022, in conjunction with World Hospice and Palliative Care Day (WHPCD), Hospis Malaysia held its signature biennial Voices for Hospices Charity Gala Dinner at The Majestic Hotel Kuala Lumpur. Keeping in line with the WHPCD 2022 theme "Healing Heart & Communities", this event also marked Hospis Malaysia's 30 years of service to the nation with a vision of improving access to palliative care to all in need. The event was attended by more than 700 people comprising of corporate leaders and professionals from the private sector, members of the medical fraternity, a small group of patients and families of Hospis Malaysia, friends of Hospis Malaysia and members of the media. The then Caretaker Minister of Health, YB Khairy Jamaluddin graced the event as the guest of honour.



"Palliative care should be developed as a service that is embedded into every level of the healthcare system so that access to palliative care will be available anywhere and at any time" – YB Khairy Jamaluddin

"Malaysia developed the National Palliative Care Policy and Strategic Plan 2019 - 2030, of which the vision is to provide compassionate care throughout the healthcare system. It is therefore our intention that through the joint efforts

of the public sector, private sector, civil societies, and individual members of society, every Malaysian will have access to compassionate care that affords them comfort, support, and dignity in facing serious health-related issues at any level of the healthcare system," said YB Khairy Jamaluddin.

The event highlights the challenge facing the palliative care fraternity – that the practice of palliative care and its provision is still not recognized as an essential component of healthcare, despite the escalating incidence of non-communicable diseases leading to an increasing need for palliative care in the country. Most Malaysians lack the awareness, leaving many of them or their loved ones suffering from treatable physical and emotional pain, and other symptoms resulting from the impact of a serious illness such as cancer, organ failure, HIV/AIDS and other degenerative neurological conditions.

In a recent study by the Ministry of Health (MOH), based on the national mortality data, it is estimated that the number of people requiring palliative care each year will rise to almost 250,000 by the year 2030.



"It saddens me to see the thousands of patients and their families not having access to palliative care in this country. There is so much that palliative care

can offer. And if a patient is referred early enough for palliative care support, more can be done to improve the quality of life of the patients and their families. Palliative care focuses on the well-being of the person. Our practitioners will work alongside the patients' family and their primary doctors who may be oncologists, heart, kidney or lung specialists, or neurologists and geriatricians to discuss the best possible

way to support their patients in the later stages of their lives, as apart from the illness itself, most also experience pain and other symptoms, and significant emotional distress resulting from the diagnosis. Family members often are also affected, and support to enable them to provide caregiving and ability to cope with their loved one's condition is also very important," said Dato' Kathleen Chew, Chairman of Hospis Malaysia.

Dato' Kathleen added that the role of palliative care and Hospis Malaysia proved essential during the Covid-19 pandemic where most patients were advised to minimise hospital visits and to stay home to stay safe. "It was imperative that the work of Hospis Malaysia continued during that period. Our domiciliary service supported by our 24-hour emergency service proved to be a life-line for countless patients and their families who required support and medical attention at their homes," she explained.

It was an event to give a voice for palliative care and several activities that evening gave it meaning. The Luminaria, which is a short candle lighting ceremony was performed that evening to remember everyone who are involved or touched by palliative care – from healthcare workers, to patients and families who have lost loved ones.



A poignant poem "To Let the Light in" – An Anthology of Life and Death was read by Palliative Care Nurse Norbazilah Johari, reminding everyone of

what it can be like to die in unfamiliar surroundings without your loved ones. ■



Ning Baizura captivated guests with a medley of songs



YB Khairy Jamaluddin with Hospis Malaysia patients, Mr Tiang Pin Ching, En Mohd Shukor Bin Kisan and Mr Michael Tan Peng Wan



COLLABORATIVE EFFORTS TO IMPROVE OUR REACH

In a country covering almost 330,000 square km of land comprising of diverse terrain, it would be impossible for a handful of specialized service providers, be it in hospital or in the community to reach the entire population. In recent years, our country's healthcare leaders, in line with their global counterparts have offered the idea of ensuring that its population should have access to universal healthcare, and the discussions have included working towards ensuring that it includes healthcare from cradle to grave.

In line with this vision, Hospis Malaysia is continuously exploring ways to work towards this vision, given its limited resources. While reaching out to patients directly remains its core service, more and more it is looking to find innovative ways to share its knowledge, and work with like-minded organizations and its people to firstly ensure that the palliative care needs of patients are identified so that their suffering, both physical and mental, can then be addressed. With adequate knowledge about a palliative care approach to treating their patients, healthcare workers across the healthcare system, and not just specialists who are currently only available in tertiary hospitals, should have the skills to manage basic palliative care needs. To do this, for several years now, we have offered teaching and training to medical students, and doctors training to become family medicine specialists so that they are able to identify the palliative care needs of their patients and provide some relief from suffering at the primary level.

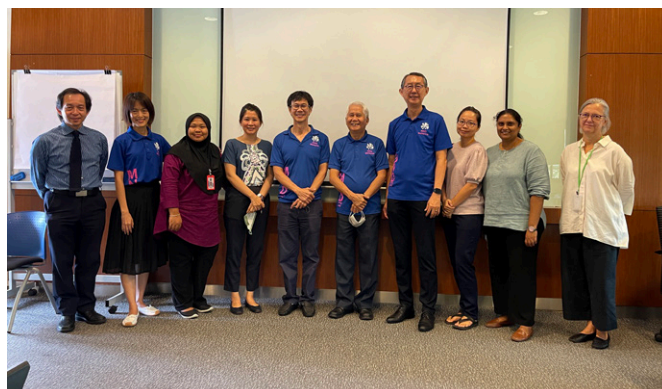
Here are some recent initiatives we have further embarked on to improve our reach:

PALLIATIVE CARE FOR MOTOR NEURONE DISEASE (MND) PATIENTS IN THE COMMUNITY

Working with the Motor Neurone Disease (MND) Department of Pusat Perubatan Universiti Malaya (PPUM) and MND Malaysia, Hospis Malaysia recently embarked on an integrative care initiative to improve care in the community for people living with MND and to support their caregivers.

A small team of our clinical staff rotate to attend a multidisciplinary PPUM MND Clinic weekly to engage with the specialists to learn more about the care for MND patients. Here MND patients requiring community support are identified and common issues in the community are discussed. With these regular engagements, the team are able to determine how Hospis Malaysia is able to support these patients and their families. The ultimate aim – to provide seamless care so as to improve their quality of life.

In August 2022, MND Malaysia, an organisation which primarily caters to the non-medical and socio-economic needs of MND patients, through its engagement with the MND clinic at PPUM, visited Hospis Malaysia to better understand how palliative care support may be available for MND patients. It is with mutual understanding of our respective roles, and the want to work together that a better care and support system may be created to enable MND patients and their families to navigate the system to determine the best support available for them.



Hospis Malaysia faculty members with MND Malaysia (wearing blue polo T-shirts)

TEACHING AND TRAINING UNDERGRADUATE NURSES - UNIVERSITI TUNKU ABDUL RAHMAN (UTAR)

In August this year, we began teaching an "Introduction of Palliative Care" course to Year 3 & Year 4 Nursing students from Universiti Tunku Abdul Rahman (UTAR). Attachments to our clinical team during their home visits to witness firsthand palliative care delivered in the community have also been offered to students with specific interest in palliative care.



The Year 3 and Year 4 UTAR nurses at Hospis Malaysia for the Introduction of Palliative Care

NURSES TRAINING IN PALLIATIVE CARE

Throughout the year, Hospis Malaysia offers attachment programmes for healthcare workers who wish to learn about palliative care delivery in the community.

In September, two senior nurses from Kuching, Sarawak spent two weeks with our clinical team. Their day began with joining the clinical meeting, followed by a full day shadowing one of our nurses on their daily home visits to gain a better understanding on the challenges faced by palliative care nurses working in the community.

Michelle Evelyn Phang, a nurse with 22 years' experience in healthcare who had previously worked with the National Cancer Society of Malaysia, Sarawak Branch, focusing on End-Of-Life services was keen on learning about palliative care nursing. Hajjah Rosmah Yahya who has 25 years' nursing experience, including a stint as the Head Nurse in the Kingdom of Saudi Arabia's King Abdul Aziz Airbase Hospital, recently joined Two Tree Lodge Hospice, Kuching, as a palliative care nurse. Despite their extensive nursing experience, both found communicating with the patient and family on their psycho-social issues and goals of care given their prognosis, remain a challenge, and wanted to hone in on these skills to improve the care they deliver



Visiting nurses Michelle and Rosmah in Hospis Malaysia

PALLIATIVE CARE SUPPORTING THE NEEDS OF THE ELDERLY

Also, in September, Hospis Malaysia was invited together with Seniors Aloud, to join Freedom Films Network, a social documentary filmmaker, to co-host the screening of a documentary "Defining Hope". The film is produced by American filmmaker Carolyn Jones and tells a story about people weighing what matters most at the most fragile junctures in life, and the nurses who guide them. The documentary follows patients with life-threatening illnesses as they make choices about how they want to live, how much medical technology they can accept, what they hope for and how that hope evolves when life is threatened.

As a community of seniors providing support for seniors, a significant number of the audience were members of Seniors Aloud. Following on the messages from the documentary, Hospis Malaysia's palliative care doctors,

Dr Punitha Krishnan joined a panel together with the producer, Carolyn Jones and Professor Dr Khadijah Lim Abdullah, Head of Department of Nursing, Sunway School of Medical and Life Sciences to discuss the benefits of good palliative care in supporting the needs of eldercare and end-of-life care.



Organising panel comprising of Freedom Film Network, in partnership with Seniors Aloud and staff of Hospis Malaysia



Post-screening Q&A followed by a moderated session on palliative care in Malaysia

KNOWLEDGE SHARING BEYOND OUR BORDERS

In September, we received visitors from the Thailand Ministry of Health (Thai MOH), who sat in on a half-day talk with our CEO and members of our clinical team, who presented on a nurse-led palliative care service in the community, and the key services provided by Hospis Malaysia, including our work on public advocacy. The Thai MOH team comprised of senior members of the Public Health Department who were on a knowledge gathering trip to Malaysia, and were keen to find out more about Hospis Malaysia's model of palliative care delivery in the community. ■



Hospis Malaysia CEO Dr Ednin Hamzah with key members of the Thai MOH official visit

KLSCM 2022 – HOSPIS MALAYSIA REMAINS A “RUN FOR A REASON” BENEFICIARY FOR THE 9TH TIME

More than 34,000 runners participated and celebrated the 12th edition of the Kuala Lumpur Standard Chartered Marathon (KLSCM) on 12-13 November 2022. After a two-year hiatus due to the pandemic, Hospis Malaysia was honoured to once again be selected as an official charity partner in the Run For A Reason (RFAR) category. For that, we are grateful to the organizers to once again enable the event and its platform to give visibility to its charity partners.

This year, almost 500 runners selected Hospis Malaysia as their beneficiary of choice in the RFAR category. A significant number of runners went over and above their personal donation to raise more than RM500 each in their fund-raising efforts for Hospis Malaysia, and we were delighted to be able to reward them with a specially designed RFAR T-shirt and a KLSCM 2022 limited edition elephant plush toy. Thank you all for your tremendous efforts!

Whatever the reason behind their RFAR quest, be it personal stories about how palliative care has touched their lives, or simply out of the goodwill to run for those who could not, Hospis Malaysia is grateful to have the support of familiar RFAR returnees as well as first-time supporters!

It was an absolute pleasure seeing familiar faces again after two years and engaging with new runners as they dropped by the Hospis Malaysia booth at Dataran Merdeka on Race Day to collect their RFAR T-Shirts and Pally plush toys. With promises to “See you next year!”, we are indeed privileged to share this bond with our RFAR runners who keep us close to their hearts. ■



Thank you!

We are grateful to all donors for supporting Hospis Malaysia through various initiatives this past quarter.



PPB Group for sponsoring 20 oxygen concentrators.



MSIG Insurance (Malaysia) Bhd for the donation.



Thor Specialties Sdn Bhd's funding for the purchase of medicine & medical supplies.



The Selangor & Kuala Lumpur Plumbing Association {SKLPA} for selecting Hospis Malaysia as a beneficiary of their 2022 CSR Initiative Programme.



Allianz4Good for cash donation enabling the purchase of syringe drivers.



Terumo Malaysia Sdn Bhd for the donation of Terumo medical supplies.



Harlow's & MGI Sdn. Bhd. for the ongoing support.



Sembonia for fundraising efforts via their Pally Adoption Programme.



The Office of Member of the Malaysian Parliament for Cheras, YB Tan Kok Wai for their donations this year.

We would like to also thank all our individual and corporate donors who have supported us in many ways!

UPCOMING EVENTS FOR 2023

TIMELINE	EVENT
APRIL 2023 (confirmed)	Palliative Care Awareness Month (PCAM) 2023
MAY 2023	Hospis Malaysia 22nd Motor Charity Treasure Hunt*
JUNE 2023	Palliative Care Workshop on Ethics*
1 – 2 JULY 2023 (confirmed)	Palliative Care Workshop on Communication Skills: Development of Advanced Communication Skills through the Application of Psychological Frameworks and Principles
AUGUST 2023	Palliative Care Workshop on Suffering & Hope*
SEPTEMBER 2023	Palliative Care Workshop on Pain & Symptom Management*
DECEMBER 2023	Palliative Care Workshop on Grief & Bereavement Care*

**Events and timeline are tentative – subject to change*

For more information on Palliative Care Workshops, please email education@hospismalaysia.org or phone: 03 – 9133 3936 ext. 207



The banner features a green background with a gold floral and leaf border. At the top center, there are two logos: the Hospis Malaysia logo and a circular logo with an infinity symbol and the word 'SUPPORTING'. Below the logos, the text 'All I Want For Christmas' is written in a large, elegant script font. Underneath that, 'Online Charity Auction' is written in a bold, sans-serif font. Below the auction title, 'Ends 31 December 2022' is written in a smaller, sans-serif font. At the bottom, the text 'Click on or scan to browse catalogue & bid:' is followed by a QR code.



The banner has a light blue background. On the left, there is a graphic showing a network of interconnected circles, some containing photos of people, and others containing the Hospis Malaysia logo. Above the graphic, the text 'Building Communities. Supporting People.' is written. Below the graphic, the Hospis Malaysia logo and the text '2017 – 2021' are visible. To the right of the graphic, the text 'BUILDING COMMUNITIES, SUPPORTING PEOPLE: 2017-2022 5-YEAR REVIEW' is written in large, bold, dark blue capital letters. Below this text is a large QR code. To the right of the QR code, the text 'CLICK ON OR SCAN THE QR CODE TO READ' is written in bold, dark blue capital letters.