

2020-21 Annual Report

A Year of Accomplishments.



Overview

It feels almost too trite to say that 2020 was an unforgettable year.

It brought with it so much darkness and despair, that at times it felt like an endless tunnel with no light in sight. But pinpricks of light did emerge. Slowly at first, then brightening steadily, till our vision was restored and colours re-emerged in the gloom.

At the Pallium India headquarters in Trivandrum, we are immeasurably proud of our team that refused to stall services even for a few hours. We did momentarily grapple with the initial confusion, unaccustomed to this magnitude of sudden chaos, but members of our team rallied together, held one another's hand and made their way forward.



Many of our dear team members came down with COVID19. We rejoice at their full recovery.

As older volunteers could no longer venture out and (very reluctantly) stayed home, we put out a call for young people between the ages of 20 and 40 who owned automobiles to come forward and help us bridge the service gap. We had to catch our breath in happy astonishment as 90 people signed up in 24 hours. After a brief orientation to palliative care, these incredible humans proceeded to travel significant distances to

distribute medicines, supplies and food kits. A few amongst them who were trained as lab technicians collected blood samples and carried out BP checks. To watch [these selfless youngsters in action](#) was to have our faith in the future restored.

Right through the lockdown, we remained in touch with all our patients and families through a helpline, and teams continued to be deployed to attend to the frailest and vulnerable.

World Palliative Care Day and [World Disability Day](#) celebrations have always been eagerly anticipated occasions for our patients – days when for many it is a rare chance to step out of their homes and meet other people. This year, the pandemic made it impossible to celebrate as we normally do. Rather than allowing it to get the better of us, we convened

a virtual gathering over zoom. The upside to this was that family members who would not have participated in the program otherwise could also be a part of the gathering.

As technology became the new mainstay, we quickly learnt to adapt as well. We focussed our efforts to ensure that the courses we conduct do not get derailed, and took all our [foundation courses](#) online. 2020 saw 816 trainees (doctors, nurses, students, volunteers, allied healthcare workers) certified under various courses, with another 294 still undergoing training as you read this.

We formed an invaluable alliance with PalliCovid Kerala to create an online course and [resource toolkit for healthcare providers](#) to enable integration of palliative care in Covid-19 management. Faculty from across the country and abroad came together to deliver this course with impeccable expertise. Positioned as a response to a humanitarian crisis, [this course was run free of cost](#). We are delighted to share that in the last one year, 1286 healthcare providers from all over India (with only three union territories yet to be covered) and 81 healthcare providers from 12 other countries (Bangladesh, Ghana, Indonesia, Maldives, Myanmar, Nepal, Oman, Philippines, Senegal, Sri Lanka, Singapore and UAE) have been certified under this programme. 5 Indian state governments (Chattisgarh, Uttarakhand, Manipur, Meghalaya and Nagaland) went so far as to issue directives for their healthcare providers to participate.



We were also able to leverage technology to run several successful [social media campaigns](#) including one around Grief, End of Life Care and Death. These campaigns sparked important conversations among laypeople, civil society as well as healthcare providers. One [panel discussion with journalist Faye D'Souza](#) has already been viewed around 20,000 times.

Another social media campaign in the build-up to World Disability Day highlighted perspectives of people with disabilities and generated significant conversations around accessibility, employment, sexuality and self-care.

Through our former colleague and public health specialist Sumitha, we discovered the Coastal Students Cultural Forum (CSCF) – a group of dynamic young people who sprang into action to serve the needy after a brief online sensitisation to palliative care. They also found a nurse from within their team who was then temporarily employed by us. She

performed the much-needed task of attending to those within critical containment zones, upholding the value that we hold so dear – “to leave no one behind”.

At the Kerala state level, we had the privilege of joining hands with the Disaster Management Collective India (DMCI) and Hope Charitable Trust who organised [food kits for about 1400 families](#) (per month for 6 months) of palliative care recipients – enough to tide them over this difficult time. We extend our heartfelt gratitude to the Indian Association of Palliative Care (IAPC), Kerala Chapter, who linked the DMCI with those in need through its district representatives. Our special thanks to Justice Kurien Joseph, Mr Manoj and the DMCI team, and to Mr Narayan Puthukudy, Mr Sreekumar and the IAPC (Kerala) team.



At the national level, Pallium India partnered with the National Health Systems Resource Centre (NHSRC) to initiate the integration of palliative care in primary public health care. We convened a team of technical experts to create modules for around 4.5 lac providers to implement services through approximately 50,000 Health and Wellness Centres. These numbers will ultimately reach 12 lac and 1.5 lac respectively. Another team of experts has already created content and overseen the training of national and state-level trainers who will capacitate healthcare workers to provide palliative care at the grassroots level. We hope to nourish and strengthen this collaboration to continue improving the quality of services nationwide and are grateful for the opportunity to effect such vital change.

At the threshold to a hopeful 2021, we received news from the IAPC President Dr. Sushma Bhatnagar that the National Board of Examinations has approved the Diplomate of National Board (DNB) examination in palliative medicine. Another huge step forward.

On the international scene, we were gratified to see that the 73rd World Health Assembly in May 2020 made a recommendation to all countries to include palliative care in their COVID19 strategy. The World Health Organization (WHO) also announced the pain management guidelines for chronic pain in children – a process in which one of us had the privilege of being a member of the guideline development group.

Pallium India joined hands with [Caregiver Saathi](#), [MIND India](#) and [EdJackLegs](#) to start a much-needed helpline that offers grief and bereavement counselling, named [Sukh-Dukh Helpline](#).

[Manjuthulli](#), an annual exhibition and sale that is organized every year by Pallium India's volunteers, went online.



As this unprecedented year of challenges comes to an end, we raise our hats to all the healthcare workers and their families across the world who sacrificed so much to see the world through one of its darkest periods. We stand in solidarity with every single person who is still fighting insurmountable odds to be of service. We salute all our patients and their caregivers who continue to teach us that life is about meaning and dignity.

We wish for the coming year to be one of hope, recovery and healing, and that you encounter compassion, and rise resilient and strong.

May the light always find you.

Be well.

- Team Pallium India

Contents

| | |
|--------------------------------------|----|
| Overview | 2 |
| Contents | 6 |
| Board of Trustees | 7 |
| About Palliative Care | 10 |
| About Pallium India | 10 |
| Our Work- Facilitation | 12 |
| Our work- Education | 14 |
| Our Work- Demonstration- | 19 |
| Rehabilitation and Psychosocial Care | 23 |
| Covid Response (Demonstration) | 26 |
| New Initiatives | 28 |
| Facilitation - State level | 29 |
| Key Events | 31 |
| New articles: | 34 |
| Financial Report | 35 |
| Donors & Partners | 37 |
| Team | 39 |
| Testimonials | 39 |
| Contact & Donation Information | 41 |

Board of Trustees



Dr. M. R Rajagopal, Chairman

Dr M.R. Rajagopal is also the director of Trivandrum Institute of Palliative Sciences, the flagship of Pallium India. He founded Pallium India in 2003, with a mission to catalyse and facilitate the integration of palliative care with healthcare in India. In 2018, the Indian Government honoured Dr M. R. Rajagopal with the Padma Shri award.



Poonam Bagai, Vice-Chairman

An ex-bureaucrat, Ms Poonam Bagai is a cancer survivor. Her fight with cancer left her with the determination to do something about it and she founded "Cankids...Kidscan", a very successful Non-Government organisation that provides comprehensive cancer care to children in many parts of India. She is also a joint secretary of the Indian Cancer Society. In 2011, the American Cancer Society chose her to be a "Global Cancer Ambassador". She is based in New Delhi.



Ashok Chitale

A senior lawyer in the Supreme Court of India, he devotes much of his time to charitable work and is involved with seven different charitable trusts in the country, three of them, dealing with cancer. He volunteered his services free and represents the Indian Association of Palliative Care in its Public Interest Litigation in the Supreme Court of India.



Keshav Desiraju

Mr Keshav Desiraju is an officer of the Indian Administrative Services of 1978- batch and an alumnus of the Universities of Bombay, Cambridge and Harvard. He has made his mark in many positions in the Government, including that of the Union Secretary of Health & Family Welfare. He was the deciding factor behind the creation of India's National Program for Palliative Care (NPPC).



S.M Vijayanand

Former secretary for Rural Development of Government of India and later Chief Secretary of the government of Kerala. Retired and based in Trivandrum. Enjoys a great reputation as a person with integrity, commitment and exceptional pragmatism. Has been active as an advisor to Pallium India for two years before becoming a trustee.



Dr. C. Mohanan

An Anaesthesiologist by training and till recently a member of the teaching faculty at a Medical College, he was volunteering as Senior Administrator of Trivandrum Institute of Palliative Sciences since its inception. He has been associated with Pallium India activities since 2006.



Ashla Rani

Ashla Rani had come to Pallium India as a care receiver in 2014, became a full-time volunteer and a care provider. She works with people with disabilities and also acts as a counsellor for children whose families have been devastated by serious illnesses.

She won Kerala Government's "youth icon" award in 2017. In the same award, she also won the state award for the most efficient employee in the non-government sector.



Binod Hariharan

Binod Hariharan is an engineering graduate and has over 18 years of experience in different capacities in the IT industry. He is currently the Chairman of the board of two companies; Astro-Vision Futuretech Pvt. Ltd. and Malayogam Pvt. Ltd. He has been involved with the activities of Pallium India since its inception and has been working more closely over the last year, providing consultancy on professionalizing the management of the organisation.



Dr. T.S. Guruprasad

A caregiver for his wife living with MS and father who passed away due to Parkinsonism and Alzheimer's for many years, Dr Guruprasad is the Co-Founder Trustee of Swarga Foundation, an NGO based in Coimbatore, Tamil Nadu, that supports people with neurological diseases and disorders. He has a doctorate in Supply Chain Management and is an alumnus of IIM Kozhikode. He has 24 years of industry experience in Supply chain planning & Logistics and is the brain behind Sarathi, Tamilnadu's first transport facility for people with disabilities.

About Palliative Care

In much of history, the reduction of suffering was at the core of medicine. As medical science evolved and better diagnostic and treatment modalities became available, the focus shifted to successful treatment and cure of diseases and illnesses. While this benefited humankind in countless ways, we started losing sight of the fact that not every illness can be treated beyond a point, however, patients living with serious health-related suffering and nearing the end of life, are also deserving of care. There has been unintended neglect and marginalization of palliating health-related suffering. Palliative Care Services continue to be severely inadequate in India.

About Pallium India

Pallium India works to integrate Palliative Care with all healthcare, through demonstration, education and facilitation.

Pallium India, a Non-Governmental Organization, has been a pioneering organization in the field of Palliative Care in India. In line with the principles of Universal Health Coverage, we are committed to reaching the patient where they are and when they need it. A model of care where palliative care services are delivered by a healthcare team in the patient's home was established to complement facility-based care. This is particularly important as many patients may not be mobile and cannot come to the hospital. Our TIPS and home care teams currently deliver care to over 4000 patients a year.

Vision: An India in which palliative care is integrated into all health care so that every person has access to effective pain relief and quality palliative care along with disease-specific treatment and across the continuum of care.

Mission: To catalyze the development of effective pain relief and quality palliative care services and their integration in health care across India through the delivery of services, education, building capacities, policy, research, advocacy and information.

Core Values: The patient is the most important consideration. Commitment to Pallium India will be secondary to a commitment to the patient and family.

- Care is the right of the patient and family and we stand committed to giving it to them. Care is not a charity that we give them. By allowing us to care for them, they are enriching our lives.
- Compassionate and competent care valuing human dignity is at the very heart of what we do and why we exist. We shall endeavour to do the right thing for the right reason as best as we can
- We recognise the strength of the social capital and shall engage in a partnership with the community enlisting the support of volunteers and other community entities, creating the capacity to meet community needs. Each one of us shall treat everyone else with respect, remembering that every individual is superior to each one of us in some way.
- We shall embrace the ethical principles of autonomy, beneficence, non-maleficence and justice, exercising them in the best interest of those we care for.



Our Work - Facilitation

National Level

National Health System Resource Centre (NHSRC)

Pallium India has entered into a partnership with National Health System Resource Centre (NHSRC) to extend support to NHSRC in rolling out palliative care services in the country through National Health Mission by assisting in:

- 1) Development of training modules and tools
- 2) Roll out of training for healthcare functionaries
- 3) Operationalization of palliative care services in public health facilities
- 4) Continuous capacity building and technical assistance for quality enhancement

Pallium India has already extended technical support to prepare training modules for ASHA, ANM, Community Health Officers and Medical Officers. Expert faculties of Pallium India are engaged as master trainers and national trainers to conduct national-level training. We are also creating training videos on palliative care for NHSRC.

National Health Mission (NHM)

Through the effort of our National outreach team, five states and two Union Territories- National Health Mission released Government orders to attend our PalliCovid ECHO training for health professionals dealing with Covid 19 patients:

- Uttarakhand (4 orders),
- Meghalaya,
- Nagaland,
- Manipur (wrote a letter of appreciation to Pallium India) ,
- Chhattisgarh,
- Jammu & Kashmir,
- Ladakh.

We also had participation from NHM of the following states:

- Mizoram,
- Sikkim,
- Arunachal Pradesh
- Uttarakhand for Foundation courses in Palliative Medicine and Palliative Nursing.

Sangwari

Sangwari-People's association for Equity and Health is a rural primary healthcare NGO based out of Surguja, northern Chhattisgarh. Sangwari's work with marginalized communities including tribal communities like PahadiKorwas, Uraon, Maanjhi, Manjhwas and Kanwars. Sangwari and Pallium India are jointly exploring opportunities to set up a palliative care unit in Ambikapur, Surguja. The partnership is also considering training local health workers and community members in palliative care.

International Level

WHO- SEARO

Entered into an Agreement for Performance of Work (APW) with the WHO South-East Asia Regional Office to conduct the process of creating a "Situation Analysis on Policies and Programs for Making Affordable Opioids for Medical Use available and Accessible" in the region.

- Chairman participated in WHO Guideline Development Group (GDG) meetings and discussions, organised by WHO, Geneva starting on June 29, 2020 on Ensuring Balanced National Policies for Access and Safe Use of Controlled Medicines.
- Chairman participated in meetings and email discussions, organised by WHO, Geneva, as a member of the committee to develop a set of indicators to measure and monitor the impact of national palliative care programs.
- Chairman and Program Director of Pallium India participated as members of the GDG for Guidelines on the Management of Chronic Pain and Children, organised by WHO, Geneva (Concluded in December 2020).
- Participated in a virtual seminar with WHOCCs organised by WHO Geneva on 16th December 2020.

RISE

RISE stands for Resilience, Inspiration, Storytelling and Empathy, and is a weekly online safe space for healthcare workers every Friday - a weekly online gathering for healthcare providers and interdisciplinary specialists from across the globe. Using the art of storytelling to create a supportive community, based on sharing experiences that healthcare workers are going through at this challenging time.

Our work- Education

Onsite Training:

Due to government restrictions, we have been unable to conduct any onsite training programmes at our headquarters in Trivandrum.

Online Training:



Project ECHO® is an online lifelong learning and guided practise model that revolutionizes medical education and exponentially increases workforce capacity to provide best-practice speciality care and reduce health disparities through its hub-and-spoke knowledge-sharing networks.

To spread the knowledge of palliative care and attain more expertise in the medical field, TIPS collaborated with ECHO India to widen the horizon and thus initiated TIPS-ECHO. Through the TIPS-ECHO platform, TIPS looks forward to building the capacity of healthcare professionals and spreading awareness among the masses. TIPS-ECHO Program helps to connect, assess, monitor, support and educate palliative care teams across the country.

Project ECHO has enabled the Trivandrum Institute of Palliative Sciences (TIPS) to capacitate and train providers, volunteers and beneficiaries in integrating palliative care into their practice as well as their lives. The prescribed format of knowledge dissemination, interactions and clinical case-based discussions has proven to be effective in reducing the existing gaps in understanding. The clinics are led by experts in the field with participants from across the world. The aim is to promote teamwork, improve communications and practice a systematic approach within a framework centred on quality and standards, including both clinical and psychosocial aspects that lead to refinement of ideas and methodologies.

The year 2020 saw a phenomenal rise in ECHO programs and participant numbers. A year when everything went virtual, we were able to leverage technology to step up palliative care training at a time when it was sorely needed. The PallCOVID ECHO program specifically integrated palliative care principles with mainstream COVID management and patient care. We were able to break barriers and reach people who had been palliative care naïve up until that point.

The responses we received from our participants were powerful and positive.

Xiohara E. Gentic of Philippines writes *"This online training course has unleashed a hidden craving for learning that I have kept for a long time. I never thought that learning online could be this fun and nourishing. The team of mentors and colleagues are really awesome and participative and everyone listens to one's opinions and respects them that make learning constructive and impactful to me as an individual."*

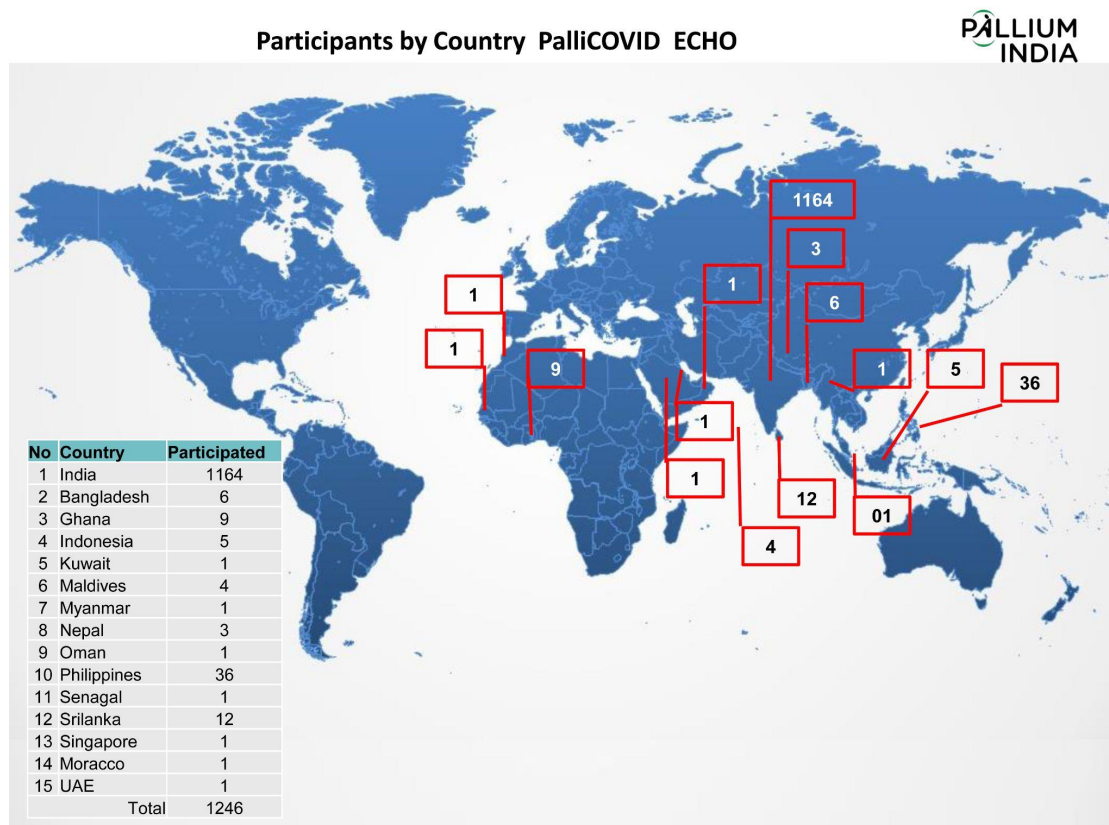
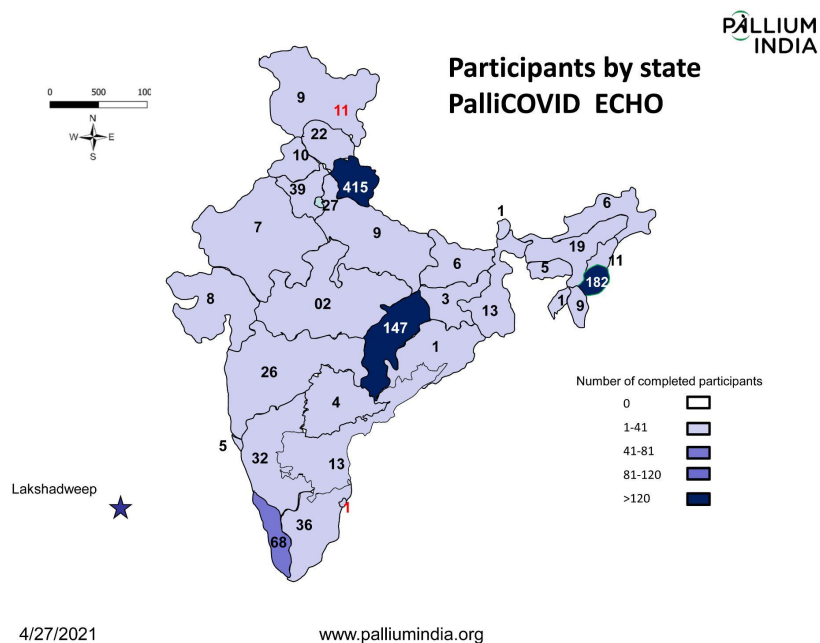
We strive to keep our sessions informative and insightful and are mindful to include aspects of care that are not commonly touched upon in other settings. These are illustrated through patient stories and visual materials. We also work towards the creation of a robust repository of learning materials and resources that participants have access to whenever required.

Courses:

- Foundation Course in Pain & Palliative Medicine
- Foundation Course in Palliative Nursing
- ECHO programme in Palliative Care for Psychosocial clinicians and Allied Health Workers.
- Aarohan: Giving voice to lived experiences
- Pallicovid ECHO: ECHO on palliative care for healthcare providers treating people with Covid-19

| Training Programs | No. of certified participants | Participant Profile | No. of Programs | Location |
|--|-------------------------------|---|-----------------|-------------------------|
| Foundation Course in Pain & Palliative Medicine (ECHO) | 210 | Doctors | 6 | Zoom video conferencing |
| Foundation Course in Palliative Nursing (ECHO) | 67 | Nurses | 1 | Zoom video conferencing |
| Foundation course in Palliative Care (ECHO) | 80 | Social Workers, Psychologists, Administrators | 1 | Zoom video conferencing |
| Aarohan- Giving voice to lived experiences (ECHO) | 44 | Beneficiaries of Palliative Care | 1 | Zoom video conferencing |
| Pallicovid ECHO | 1246 | | 25 | Zoom video conferencing |

| | |
|--|---|
| Total no. of states and Union Territory covered: | 28 states and 4 union territories except for Andaman & Nicobar Islands, Dadra and Nagar Haveli and Daman and Diu. |
|--|---|



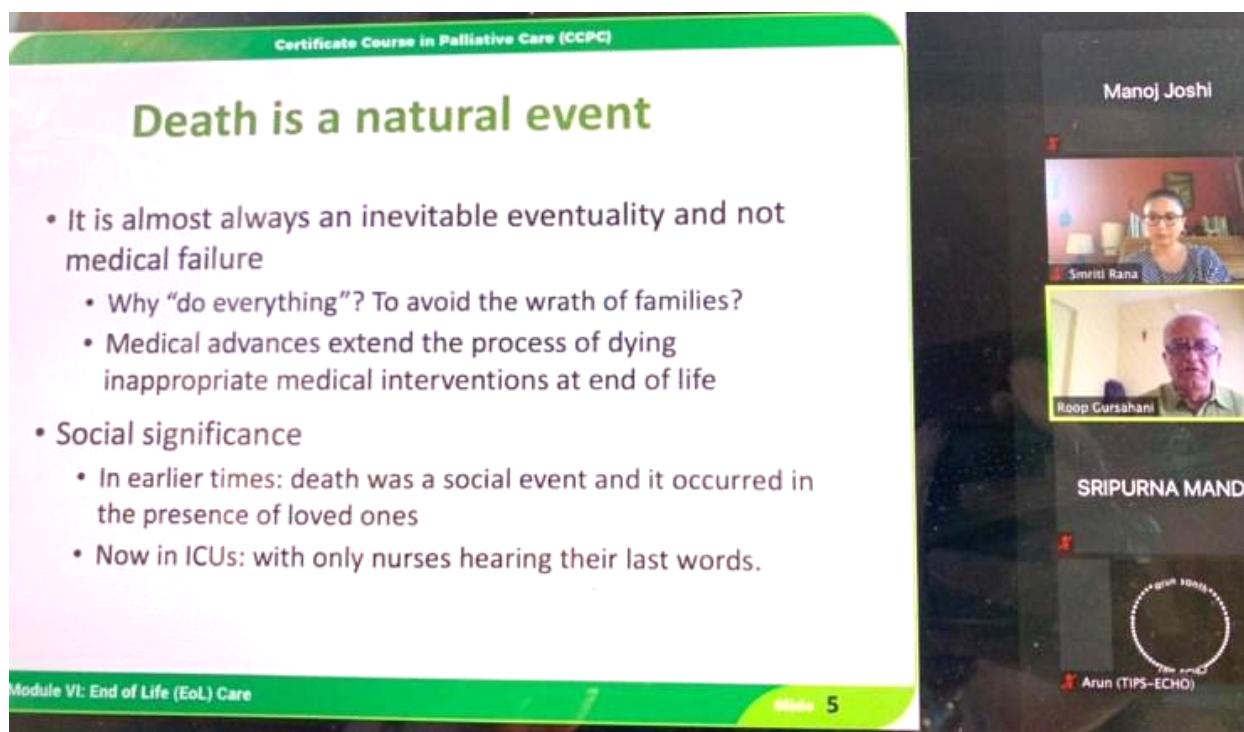
Project Aarohan



The word Aarohan means “to rise”. This program aims to strengthen the voice of direct palliative care beneficiaries (i.e: individuals, and their caregivers, who are currently living with conditions that require palliative care or may require it in the future), and strengthen their voices to seek and receive quality palliative care for themselves and their communities. Through this program, participants, all of whom have lived experience of illness, disability or caregiving, understand the concepts of palliative care, recognize available resources, learn to make ethical choices and seek appropriate and equitable care for themselves and their communities.

We conducted online sessions using the ECHO (Extension for Community Healthcare Outcomes) platform over 6 months, wherein 45 selected participants were familiarised with various aspects of advocacy, related strategies and tools.

Other Training



On the 27th of March, we concluded the first season of the Certificate Course in Palliative Care, [in collaboration with the Public Health Foundation of India \(PHFI\)](#).

It was attended by 66 doctors from across the country, almost all of whom had no prior exposure to Palliative Care. The course was designed and delivered by Palliative Care experts from around the country.

The level of interaction and engagement, the deeply insightful questions posed, the enthusiasm expressed to learn more, to incorporate these approaches in their own specialities and to even start services are a testament to the value of the program.

The final module was on End of Life Care, Grief and Bereavement, bringing to a close 6 weeks of sessions.

When asked “why should Palliative Care be a part of your practice?”, the participants’ responses not only reflected what they had so keenly learnt but also demonstrated their deeply humane and compassionate perspectives.

Our next series will commence in August 2021.

Our Work- Demonstration

Trivandrum Institute of Palliative Sciences (TIPS)



**Trivandrum Institute of
Palliative
Sciences**

Pallium India provides service delivery and training through the Trivandrum Institute of Palliative Sciences (TIPS), the flagship programme of Pallium India. It has been accredited as a WHO Collaborating Centre for Policy and Training on Access to Pain Relief. Services are provided through Out-Patient Clinics, In-Patient Services, and Home Visits.



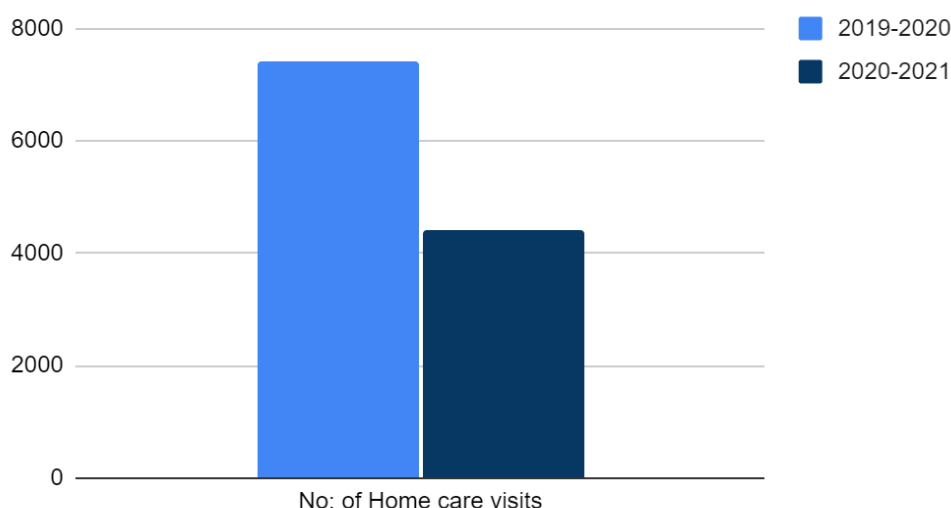
**World Health Organization Collaborating Centre
for Training and Policy on Access to Pain Relief**

Home Care

Home Visits form a crucial part of our services. There are thousands of people who cannot access a healthcare facility because they are bed-bound, elderly, living alone with no one to accompany them or geographically isolated. At Pallium India, we strive to meet them, where they are, when they need us, honouring the Universal Health Coverage tenet of leaving no one behind. From 1st February'2021, Azim Premji Philanthropic Initiatives has started funding our Home care services for the next 3 years.

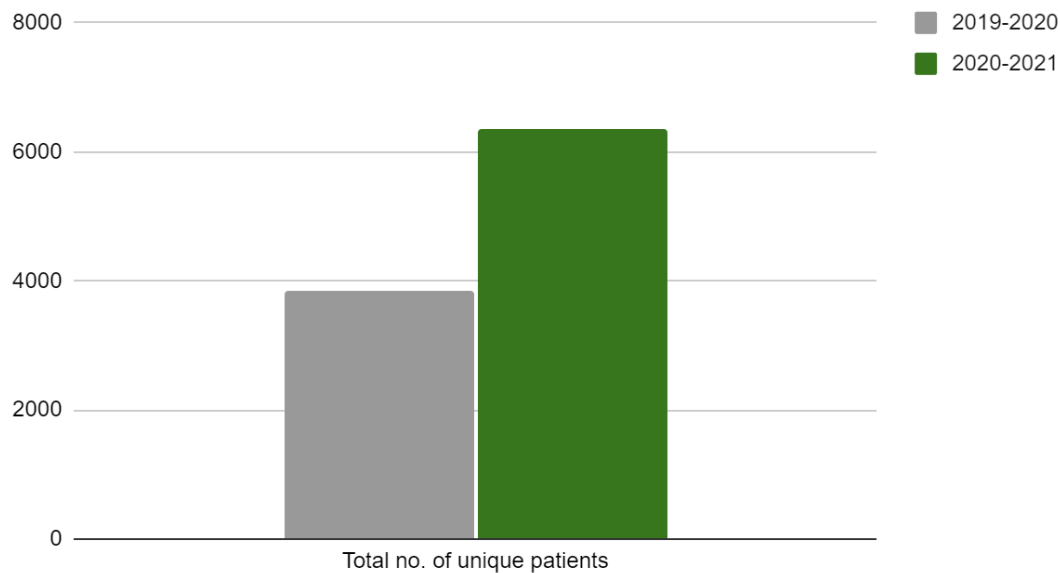
Total no. of Home Visits - **4403**

Home care



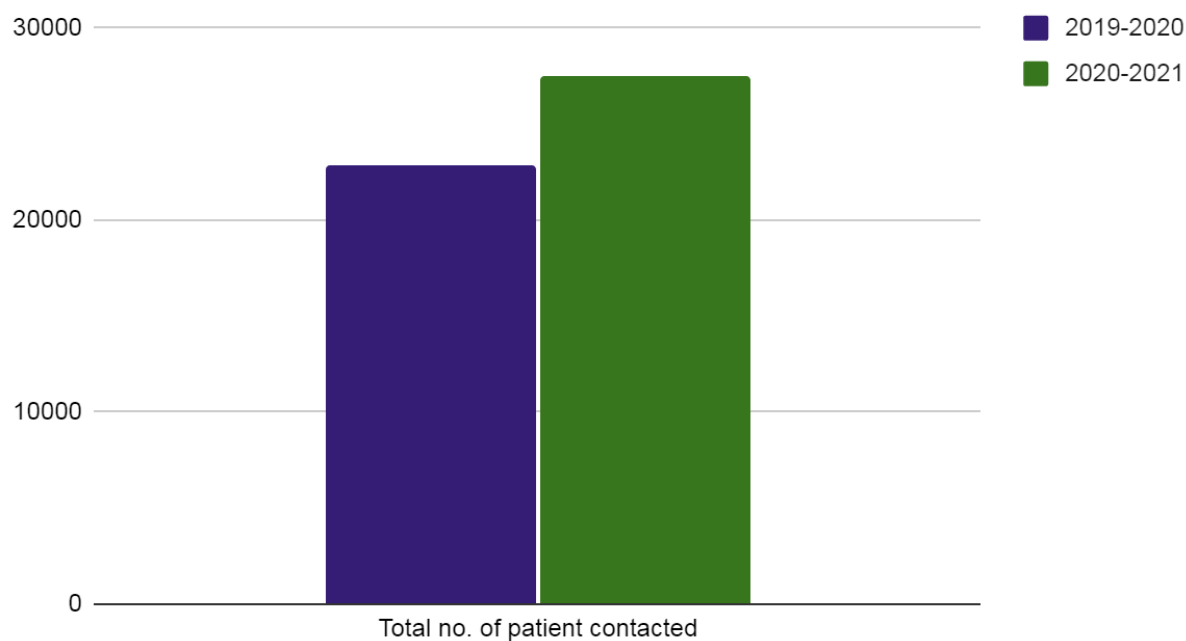
Total no. of unique patients- 6366

Unique Patients



Total no. of patient contacts- **27,486**

Total No: of patients contacted



Out-Patient

We provide Out-Patient Services at the Trivandrum Institute of Palliative Care facility as well as in the following locations:

In collaboration with hospitals:

- Trivandrum Medical College Hospital
- General Hospital
- Community Health Centre in Poovar
- Vizhinjam
- Sree Avittum Thirunal Hospital (for paediatric palliative care)

In association with various volunteer-led Pain and Palliative Societies in and around Trivandrum:

- Jagathy
- Palode
- Karakulam
- Murrakumpuzha
- Pallithura
- Kulasekharam
- Muttacaud
- Attukal (new link centre)
- Bharathannoor (new link centre)



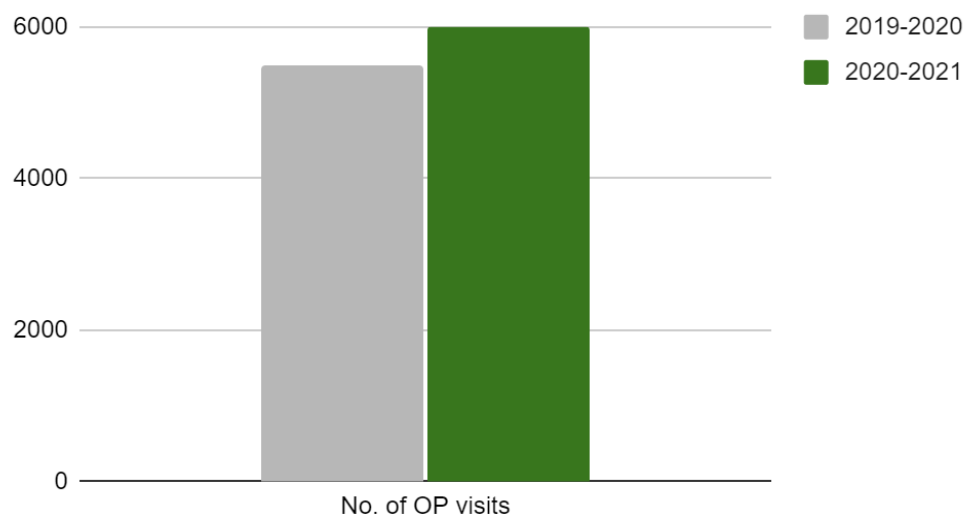
New patients registered- 1872

New Registrations



No. of OP visits- 5998

Out Patient visits

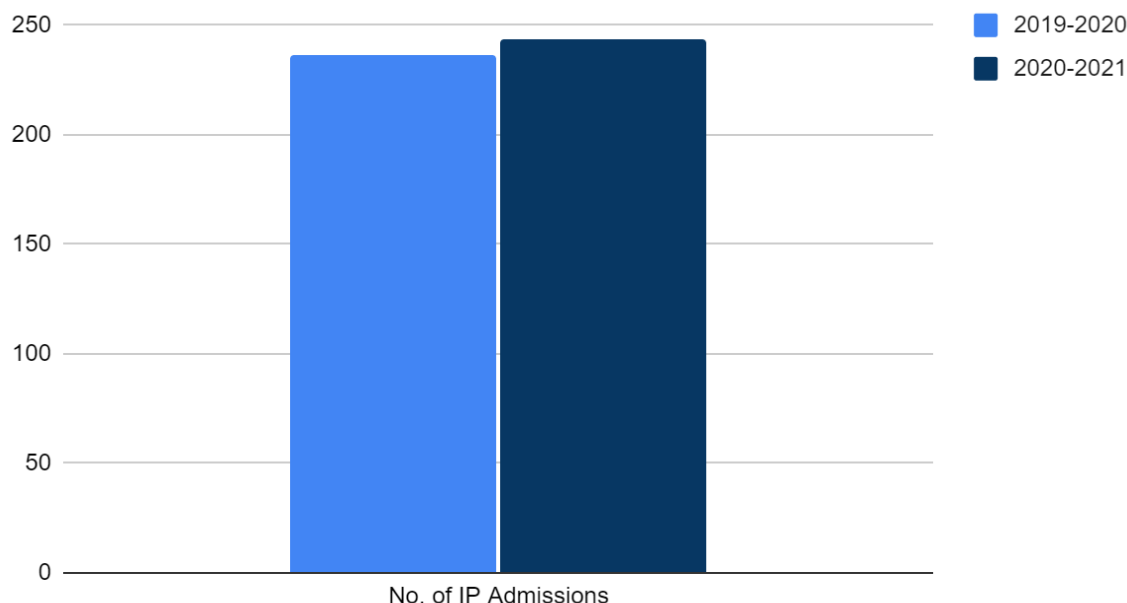


In-Patient (IP)

In-patient services are available at the Trivandrum Institute of Palliative Sciences and delivered by a Multidisciplinary Team involving Doctors, Nurses, Medical Social Workers, and Physiotherapists. Patients are admitted for short or long term symptom control as well as for hospice services to facilitate the appropriate end of life care.

No. of patients admitted in IP- 244

In Patient Admission



Rehabilitation and Psychosocial Care

Pallium India is committed to improving the overall quality of life of patients and families. We recognise that illness-related suffering has many aspects – physical, mental, socio-economic and spiritual. Therefore, rehabilitation services form an integral part of the support we offer. This has several components and programmes under it:

Halfway Home

Pallium India runs a unique “Halfway Home” Programme where patients with spinal cord trauma are housed and rehabilitated in a facility that includes a kitchen, a wheelchair accessible room, and a restroom so they can be trained in using these facilities before they are sent home. This year a total of 7 beneficiaries were admitted to Halfway Home. Due to Covid 19, both rooms allocated for halfway home have been converted into isolation rooms to admit patients coming from the critical containment zone and with symptoms. Currently, there are no more admissions taken in this facility.

Psychosocial Support (Pallium India registered patients)

| Type of Support | No. of patients/families |
|------------------------------|----------------------------------|
| No. of food kits distributed | 91 families (on a monthly basis) |
| Vocational rehabilitation | 42 families |
| Physical Aids | 102 patients |
| Educational Support | 352 children |
| House Modification | 2 families |

Projects

Ujjwal

With generous support from the Federation of Malayalee's Association of America (FOMAA), we launched Project 'Ujjwal'.

Through this project, our aim is to strengthen the women caregivers, thereby empowering them and promoting gender equity. We provide vocational and psychosocial support for caregivers of patients, to prevent complete financial destruction as well as to combat caregiver burnout.

Through project 'Ujjwal' we provide support to women beneficiaries' vis-a-vis aid for basic food, water and shelter, vocational support, medical/ procedural support, educational support for the children. 44 families have benefited from this project this year.



Kuttikootum



Loosely translating to “Children’s Collective”, our Kuttikootam programme supports the educational needs of children whose families have been financially destroyed by health-related expenditure.

Very often, one of the first collateral damages seen in a family navigating a serious and chronic health crisis is the discontinuation of the children's education, as those funds are reallocated to treatment costs. At Pallium India, we try and ensure that children do not slip through these cracks. We also run summer camps for children listed under this programme, where they share experiences, make friends and learn life skills. This year we have supported 352 children through this initiative and provided 22 mobile phones to the children, who did not have access to online classes.

Unarv

Unarv is a bereavement support group for families who need psychological support to address and work through their grief following the death of their loved ones. This group is driven by a volunteer team that meets once a month along with the family members of Unarv. A total of 70 beneficiaries have been attending Unarv on a regular basis.

Covid Response (Demonstration)



**Palliative care
Help Line**

8606 8848 49

**Call us for Palliative Care
Services, including**

Telemedicine
Telephonic Consultation
Clinical Support

**Services available
only in Trivandrum**

**Free consultation
Open on all days
9am - 5pm**

www.palliumindia.org
© Pallium India Trust 2020, All rights reserved.

| Area of Work | Activities- COVID Response |
|---------------|--|
| Demonstration | <ul style="list-style-type: none"> • Helpline initiated for existing patients on 1st April '2020- Clinical and psychosocial support. • Helpline open to General Public for clinical support, monthly rations, medicines and telemedicine facility. • Volunteer and community engagement-Coastal community involvement through community volunteers. Appointed a community nurse in the coastal area. • Patient and staff safety initiatives- RT PCR testing for all staff and IP patients and medical insurance for all staff that covers COVID. |

| Support Provided- Since 1st April 2020 | No. of beneficiaries |
|--|---|
| ○ New patient registrations | 876 |
| ○ Helpline facility for the general public | 353 calls to date. |
| ○ Service delivered (Homecare, medicine delivery, physiotherapy, psychosocial assessments) | 708 |
| ○ Telemedicine facility | 80 consultations since August 2020 |
| ○ Food kit distribution | 72 |
| ○ Community volunteer training and monthly review meetings. | 23 trained volunteers in the community on basic palliative care concepts. |
| ○ Rehabilitation support – | COVID 19 Mask making materials are given to 5 women caregivers |

New Initiatives

Sukh Dukh Helpline

A poster for the Sukh Dukh Helpline. It features a light blue background with a large pink flower on the right side. At the top left, there are three logos: MIND India, CAREGIVER SAATHI, and PALLIUM INDIA. The text "Sukh Dukh Helpline" is prominently displayed in white, followed by the phone number "759 405 2605". Below this, three questions are listed in italics: "Have you lost a loved one?", "Are you finding it hard to cope?", and "Do you feel sad, lonely or angry?". Further down, it states "Free Emotional Support from Trained & Experienced Counsellors" and "Available in 8 languages: Assamese, Bengali, English, Hindi, Malayalam, Kannada, Telugu & Tamil". At the bottom, it specifies the time: "Time: 9.30 am-6.30 pm, Monday-Saturday".

MIND India CAREGIVER SAATHI PALLIUM INDIA

Sukh Dukh Helpline

759 405 2605

*Have you lost a loved one ?
Are you finding it hard to cope ?
Do you feel sad, lonely or angry ?*

Free Emotional Support from Trained & Experienced Counsellors
Available in 8 languages:
Assamese, Bengali, English, Hindi, Malayalam, Kannada, Telugu & Tamil

Time: 9.30 am-6.30 pm, Monday-Saturday

Sukh-Dukh Helpline (SDH), is a platform to offer free Psychological First Aid as well as grief and bereavement counselling to affected persons across India to cope with the losses experienced in the Covid-19 pandemic. Available in 8 languages. Pallium India joined hands with [Caregiver Saathi](#), [MIND India](#) and [EdJackLegs](#) to start this much-needed helpline in October 2020.

Goonjan

Pallium India has a system in place for monitoring data that gives us insight into processes and outputs. All activities are logged using the Goonjan software provided by the Dhvani Foundation. Process indicators such as number of services provided through home care, number of Social Worker visits, number of Physiotherapy visits, number of Consultations done by Physical Medicine Doctors will be logged, no. physical devices provided etc. Output Indicators such as the number of Patients provided Palliative care services and other support will be recorded for monitoring and evaluation purposes. Internal meetings will be held to discuss learnings gained from monitoring exercises. This app is being used by the entire clinical for documentation of data and daily activities.

Facilitation - State level

Community Engagement

We believe that Community engagement is the essence of Palliative Care that health for all is health with all, and that for it to be sustainable, it must be owned by the community.

To this end, we initiated the following programmes aimed at Community engagement.

- Compassionate Communities
- SANS Pain – Students’ Palliative Care initiative -This program aims to train student volunteers to mitigate needless suffering and pain, to empower them to provide basic social support, companionship to patients and to develop future generations with social responsibility. It provides them with knowledge on how to utilize their time and talent to combat people suffering in their locality and an idea on resource mobilization and fundraising to support the needy poor patients.
- Unarv- Bereavement support group
- Volunteer programme

| Sl no. | Type of programme | | No. of programmes | No. of participants |
|--------|--|---------|-------------------|---------------------|
| 1 | Community Awareness/ Sensitization Programmes | Onsite | 4 | 400 |
| 2 | Community Awareness/ Sensitization Programmes | Virtual | 13 | 1800 |
| 3 | Volunteer Training Programme | Onsite | 4 | 420 |
| 4 | Volunteer Training Programme | Virtual | 11 | 580 |
| 5 | Events | Onsite | 39 | 2000+ |

Coastal Students' Cultural Forum

The South-Indian state of Kerala has a history of community participation in palliative care with an established network of palliative care centres in which compassionate people in each neighbourhood join hands to care for the ailing, the disabled and the dying. This experience proved to be of great value to us when dealing with the Covid pandemic in 2020.

The coastal belt in the city of Trivandrum (where we have the headquarters of Pallium India) has overcrowding, poverty and rapid spread of Covid-19. In August coastal areas in the city and suburbs were named "critical containment zones" and cordoned off so that ailing people and families there had no income, no access to healthcare and social unrest.

Pallium India responded to this by engaging the local community. Pallium India's volunteer Sumitha got us connected to a student-activists group in the area, the "Coastal Students' Cultural Forum" to whom we explained the relevance and need of palliative care and recruited volunteers. We gave basic training to volunteers who could go around within their area identifying the needy, distributing medicines, supplies and food kits. They identified one nurse living in the locality to whom we gave a temporary appointment and palliative care training. She could now go around within the critical containment zone offering essential services like change of urinary catheters, wound care and triage for assessing the need for inpatient care. The volunteers and nurses were supported by Pallium India's telephone helpline and telemedicine unit. When essential, patients were brought out of the critical containment zone to our inpatient and treated under quarantine.

This experience convinces us of the value of the exhortation of the Astana Declaration of 2018 that healthcare for all has to be healthcare "with" all, and that the community needs to be engaged in designing and controlling health systems.




Key Events


Join us for a discussion on


The Cost of Living with Cancer


Date: Thursday, February 25, 2021
Time: 5.30 PM - 7 PM (IST)


*Navigating the journey...
guided by those who have been there before.*



Dr. Aju Mathew
Oncologist


Moderated by:
Ms. Smriti Rana
Director- Programmes, Pallium India


Ms. Vandana Mahajan
Cancer Survivor & Palliative Care Counselor


Ms. Chinthana Gopinath
Caregiver & Entrepreneur


Mr. Simon Paul Iyer
Childhood Cancer Survivor & Business Consultant


Ms. Zaver Chowdhury
Caregiver & Chef

Watch the discussion live on: facebook.com/palliumindia & Zoom.

The cost of living with cancer—hear from people who have experienced cancer – as a survivor, a caregiver or an expert in the field – as they share the emotional, psychological, spiritual and economic upheavals that come with it, and how palliative care plays a significant role in reducing these costs and improving the quality of life.

Join us for a discussion on

Palliative Care - A Bridge to Universal Health Coverage

Date: Saturday, December 12, 2020, (Universal Health Coverage Day)
Time: 5.30 PM - 7 PM (IST)


Ms. Ashla Rani
Palliative Care Recipient & Care Provider
Trustee, Pallium India


Moderated by:
Ms. Smriti Rana
Director- Programmes, Pallium India


Dr. Rajam Iyer
Consultant Pulmonologist & Palliative Care Physician,
Bhatia and Hinduja Hospital


Mr. Harsh Vardhan Sahni
Public Health Consultant,
Pallium India


Dr. Roop Gursahani
Consultant Neurologist & Epileptologist
P.D. Hinduja National Hospital

Watch the discussion live on :
facebook.com/palliumindia
& Zoom.

www.palliumindia.org

Universal Health Coverage day event - Dr Rajam Iyer, Dr Roop Gursahani, Ms Ashla Rani and Mr Harsh Vardhan Sahni in conversation with Ms Smriti Rana on Universal Health Coverage Day, Dec 12, 2020 on the topic "Palliative Care – A Bridge to Universal Health Coverage".



Virtual Memorial- On August 24, 2020, to commemorate the death anniversary of Elisabeth Kübler-Ross, Pallium India organized a virtual memorial in association with Elisabeth Kübler-Ross Foundation and powered by Project ECHO, where the participants shared heartfelt memories of the loved ones they lost.



Why we need to talk about death and grief: Faye D'souza moderates a discussion on why we need to talk about death and grief. The panel consists of speakers from varied backgrounds, including Insia Dariwala, Dr Roop Gursahani, Dr Rajani Surendar Bhat, Smriti Rana, and Harsh Vardhan Sahni.



State Palliative Care Day Webinar 2021

Care with Competence and Compassion-
Relevance of Palliative care during Covid-19

Webinar in Malayalam

Zoom Meeting :
Id : 889 5498 2207 Password : 602867

| MODERATOR | | PANELISTS | | |
|---|---|---|---|---|
|  |  |  |  |  |
| Dr Sreedevi Palliative Care Physician | Mr S M Vijayanand IAS Former Chief Secretary, Kerala | Mr Narayanan Puthukkudy President, IAPC Kerala | Dr Athul Joseph Manuel Medical Officer, Palliative Care Department, General Hospital, Emakulam, Kerala | Mr TC Rajesh Freelance Journalist |

Date: 15 Jan 2021 - Time: 5.00pm – 6.30pm

Webinar in Malayalam on January 15, 2021 - Kerala Palliative Care Day: "Care with Competence and Compassion- Relevance of Palliative care during Covid-19"



E-Manjuthulli Virtual Exhibition

10th Oct, 2020
World Hospice and Palliative Care Day
Join us at 5pm

On World Hospice and Palliative Care Day, October 10, 2020, Manjuthulli virtual Art Exhibition and Sale were inaugurated by Shri Mammooty, actor par excellence, recipient of Padma Shri and Bharat awards, and a patron of Pain & Palliative Care Society, Kozhikode.

Felicitations were offered by Smt Chithra, Smt Sheela, Shri Kottayam Nazeer, and many other eminent personalities. Dr Rajagopal, Chairman of Pallium India and Manoj G. S., CEO of Pallium India also spoke.

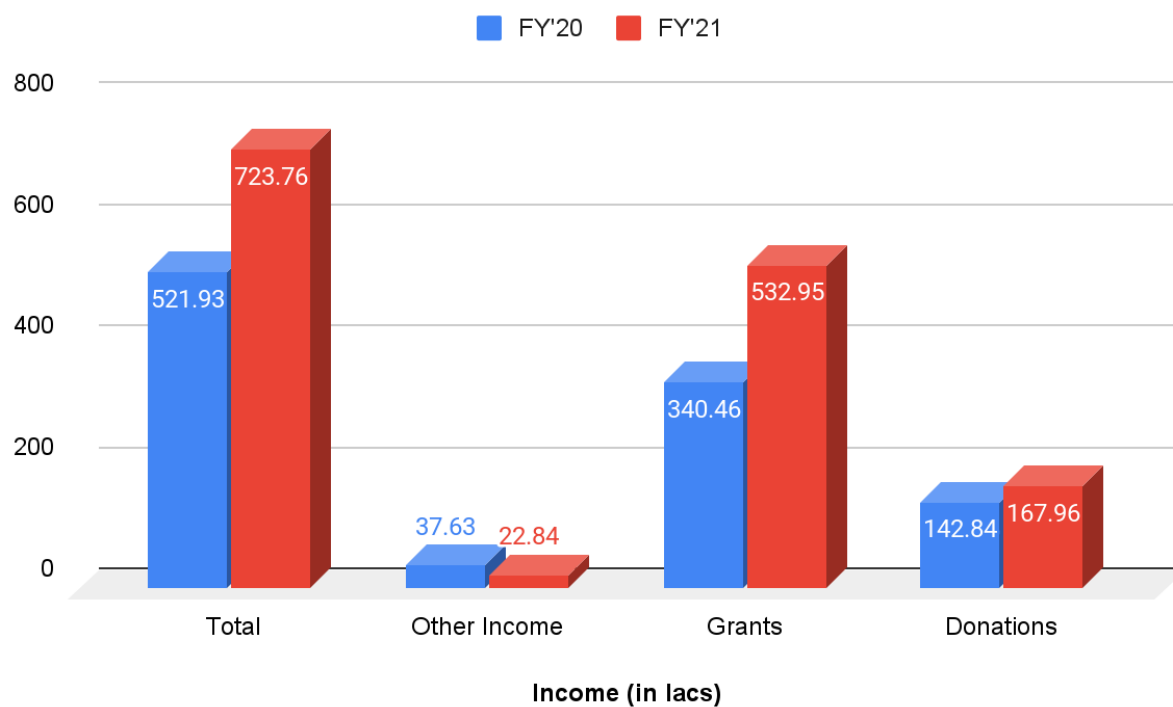
The proceeds from the sale of artwork will be used for the patient care activities of Pallium India.

News articles

- [The healthcare crisis we don't see](#) – M R Rajagopal, Jagdish Rattanani – Deccan Herald – April 9, 2021
- [The imprisonment and high-tech torture of dying people in ICUs is a growing Indian disease](#) – Narayani Ganesh – The Times of India – January 12, 2021
- [Society's moral test and how we treat people with disabilities](#) – Dr M R Rajagopal – The Billion Press – December 7, 2020
- [Always More to Be Done](#) – Ramya Sampath MS – JAMA – December 1, 2020
- [Dr Rajagopal Explains All You Need To Know About Palliative Care During Cancer Treatment](#) – The Channel 46 – November 26, 2020
- [Silent warriors ease pain in the time of pandemic](#) – by C Maya – The Hindu – October 10, 2020
- [Humanity in healthcare](#) – by M R Rajagopal & Jagdish Rattanani – Deccan Herald – October 10, 2020
- [Palliative care may adversely affect the profit of some health care institutions: Dr M R Rajagopal](#) – by Viveka Roychowdhury – Express Healthcare – October 9, 2020
- [On pain, dying and suffering](#) – by M R Rajagopal & Jagdish Rattanani – The Hindu – August 24, 2020
- [Care and cure](#) – by Dr M R Rajagopal – Lockdown Voices – August 13, 2020
- [COVID-19 and the silent suffering](#) – by Jagdish Rattanani & M R Rajagopal – The Free Express Journal – August 10, 2020
- [How to comfort the dying](#) – by Sonali Acharjee – India Today – July 20, 2020
- [Providing palliative care skills to healthcare workforce](#) – by Akanki Sharma – Express Healthcare – July 7, 2020
- [Kerala's reverse quarantine worries elderly calls grow for its dilution](#) – Hindustan Times – June 27, 2020
- [Ventilators can heal but also harm](#) – by Dr M. R Rajagopal – The Hindu – June 6, 2020
- [Managing COVID 19 Ratifies The Need For Palliative Care In Medical Curriculum](#) – by Dr M R Rajagopal – Medical Dialogues – June 1, 2020
- [Compassion is essential for the cure](#) – The New Indian Express – May 20, 2020
- [COVID-19: Nursing countries to better health](#) – by Dr K Srinath Reddy – The New Indian Express – May 19, 2020
- [People with chronic ailments left in the lurch](#) – By Shainu Mohan – The New Indian Express – April 25, 2020
- [Home quarantine](#) – By Dr M R Rajagopal – The Times of India – April 18, 2020
- [Curfew further alienates bedridden patients](#) – by Jisha Surya – The Times of India – Mar 28, 2020

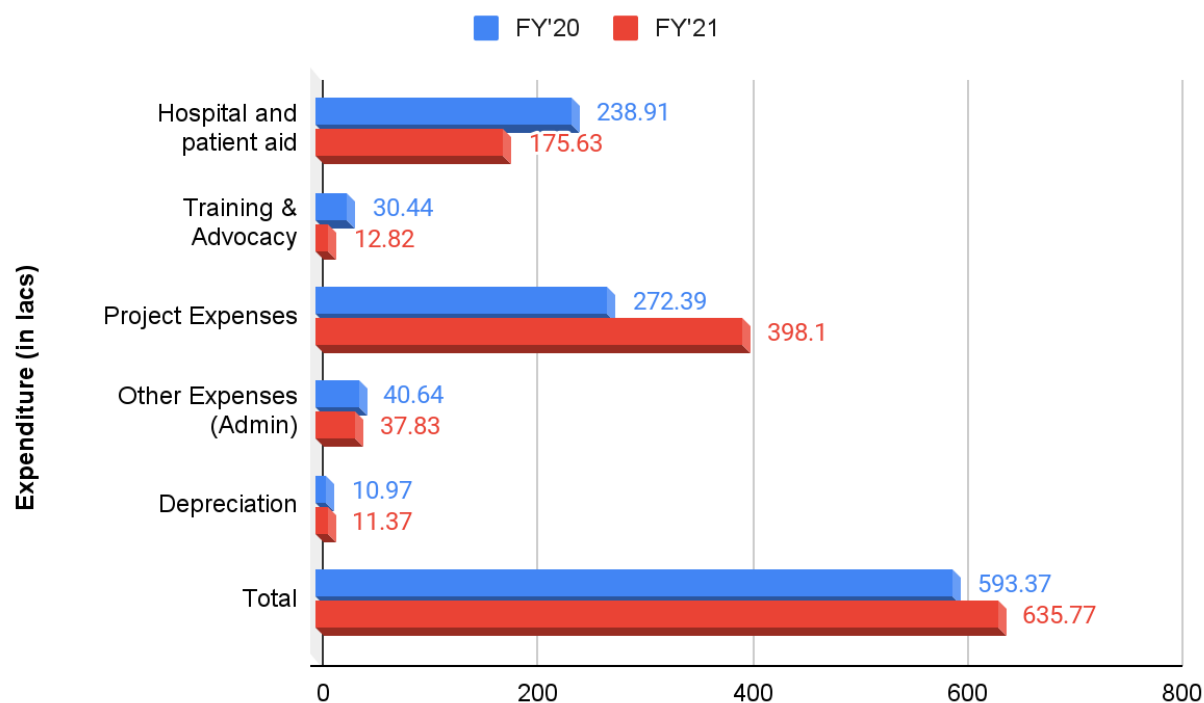
Financial Report

Income



| Income (in lacs) | FY'20 | FY'21 |
|------------------|--------|--------|
| Donations | 142.84 | 167.96 |
| Grants | 340.46 | 532.95 |
| Other Income | 37.63 | 22.84 |
| Total | 521.93 | 723.76 |

Expenditure



| Expenditure (in lacs) | FY'20 | FY'21 |
|--------------------------|--------|--------|
| Hospital and patient aid | 238.91 | 175.63 |
| Training & Advocacy | 30.44 | 12.82 |
| Project Expenses | 272.39 | 398.1 |
| Other Expenses (Admin) | 40.64 | 37.83 |
| Depreciation | 10.97 | 11.37 |
| Total | 593.37 | 635.77 |

Donors & Partners

Donors:



TATA TRUSTS

Savitri
THE SAVITRI WANEY CHARITABLE TRUST



Partners:



Team



Pallium India team comprises 84 full-time staff, 10 consultants, and a network of over 150 active volunteers. The staff consists of 10 doctors, 21 nurses and 12 non-medical clinical staff, providing direct services, and 10 homecare/OPD teams. We also have a national outreach team of 6 program officers who handle expansion at a zonal (multi-state) level.

Testimonials



My Extended Family – Pallium India

It was payback time. I resigned from my lucrative job and joined Pallium India as a volunteer as Palliative Care appealed to me.

It takes a lot of compassion and empathy towards our suffering brethren to provide them with the relief that saw the establishment of Pallium India by its founder Chairman Dr.M.R.Rajagopal. It is for good reason that he is considered the Father of Palliative Care in India.

What impressed me and the lessons learnt are:

1. The absence of any hierarchy amongst staff and volunteers from the Chairman down to those at the lowest rung of the ladder mingle freely as within a family.
2. The policy of 'Interest of the patient and his family is paramount.
3. Visits to patients' homes and seeing their suffering made me realize how blessed I am and humbled me.
4. Unveiling the sufferings undergone by women caregivers who comprise 80% of all caregivers, through the documentary "Support, a different story".
5. That, if it's every patient's constitutional right to live with dignity and be cared for, it becomes my responsibility to give that care.

www.palliumindia.org

6. Pallium India's documentary "Hippocratic" is a tell-all of the way health care has transformed into an industry and the great strides made by palliative care pitted against such a formidable force.

Blessed to be working for Pallium India.

Krishnaraj Nambiar
Volunteer, Pallium India, Trivandrum



God gave me this opportunity to have an amazing experience and I got that during the six weeks training course in palliative nursing at Pallium India. With the help of my hospice, I was connected to Pallium India- I call it 'Peaceland'.

It was a pleasure to share my experiences during the palliative care training. No words in the dictionary can describe the service and dedication of the staff, towards the patients and their families. The two most important things I have learned from Pallium India are pain management and end of life care for the patients and their families. The language was a barrier for me but the team always translated with a smile. I captured some beautiful moments in my mind that I will treasure forever.

Tania

Palliative care Nurse,

Ruma Abedona Hospice, Kolkata

Contact & Donation Information

Donation Details:

For Foreign Transfer:

Account Name: Pallium India Trust

Bank: State Bank of India (code: 00691)

Branch: FCRA Cell, 4th Floor, State Bank of India, New Delhi Main Branch, 11, Sansad Marg, New Delhi 1100001

Account No: 40098265669

IFSC Code: SBIN0000691

SWIFT Code: SBININBB104

Pallium India is authorized by the Government of India to receive Foreign Donations under Foreign Contribution Regulation Act (FCRA).

For Domestic Transfer:

State Bank of India

Branch: Pattom, Trivandrum

Beneficiary: Pallium India Trust

Account No: 30086491915

IFSC Code: SBIN0003355

MICR No: 695002007

For online transfer: <https://palliumindia.org/donate>

Pallium India is a charitable trust registered under the Societies Registration Act (no. 693/IV/2003). Contributions to Pallium India are exempted for income tax u/s 80G.



We have enrolled with the Ministry of Corporate Affairs on receiving CSR Funds with CSR Registration Number – CSR00003852

Contact Details:

Pallium India

Aisha Memorial Hospital Building,

Manacaud P.O., Paruthikkuzhy,

Thiruvananthapuram – 695009

Kerala, India.

Phone : +91 9746745497, +91 9387296889

Email: info@palliumindia.org

For any feedback and queries, write to us at <https://palliumindia.org/contact>

