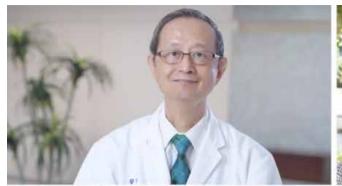


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Forever Love, Endless Care

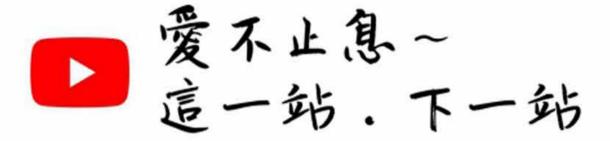
March 2021

















Hospice 30th Anniversary; Love Never Ends

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Hospice Foundation of Taiwan www.hospice.org.tw

No. 45, Minsheng Road, Danshui District, New Taipei City 25160 Taiwan Tel: +886-2-28081130 Fax:+886-2-28081137 E-mail: hospice@hospice.org.tw







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Chairman Yang Yu-Zheng:

"While all the sheep are bowing their heads eating the grass, the shepherd needs to look into the distance and lead the whole flock to the next green meadow."

2020 marked the 30th anniversary of the Hospice Foundation, and also the 44th year of my service at MacKay Memorial Hospital. Back then at the initial stage of my service in the hospital, my scope of work was mainly obstetrics, and I captured the wonder of life as children come into the world. After nearly 30 years, I chose to focus on the diagnosis and treatment of gynecological cancer. From welcoming life to looking directly at the end of life, it seems that these are two extremes. Nevertheless, being able to provide for the whole person and family care through the entire process with the hospice and palliative care team, I have found persistence in accompanying the patient to the last moment of life. I have never given up on persistence on the road of practicing medicine.

In terms of the origins of contemporary hospice and palliative care, it began in Britain in the 1960s. Since then, the seeds of the hospice spirit have spread all over the world, including in Taiwan, where hospice care began to sprout in the 1980s. Later, with the help of MacKay Memorial Hospital and Shuanglian Presbyterian Church, the Hospice Foundation was established in 1990 to shoulder the important task of promoting the spirit of hospice and palliative care. The first phase of the Foundation was to be the leader of Taiwan's hospice care. Under the leadership of many predecessors and experts, we have assisted various hospitals to set up hospice wards to improve the accessibility of hospice care.

During the second stage of advancing hospice care, the Foundation actively promoted legislation in order to seek better protection for patients. Through the links among societies and associations and the power of relevant



professionals, the Hospice Palliative Care Act and the Patient Autonomy Rights Act sprang to life one after the other. In particular, the Patient Autonomy Rights Act was formally implemented in 2019, allowing people in Taiwan to advance the autonomy rights of receiving a good death.

Through legislation, advocacy, and education, hospice care has spread all over the country. The third stage of the Foundation was to constantly seek out needs and integrate the resources and strengths of the hospice care partners, so as to become a platform for hospice and palliative care in all corners of Taiwan. Everyone in the country can thus enjoy a good death with comfort, dignity, and equal rights.

The Foundation not only has a solid foundation in Taiwan, but is also committed to international exchanges. In 1989, the Asia-Pacific region intended to establish a transnational hospice care network to communicate with each other and improve capabilities. With the active participation of the Hospice Foundation, Taiwan became one of the founding member states. Additionally, in the Asia-Pacific Hospice Conference, which is held every two years, Taiwan has repeatedly topped the Asia-Pacific countries in attendance, number of papers published, and outstanding paper awards. The two international conferences hosted by Taiwan have also received great response. It is foreseeable that Taiwan's dedication to and achievements in hospice care could eventually shine on the international stage in the face of repeated headwinds.

While welcoming the 30th anniversary of the Foundation, we should not only celebrate and review the footprints along the way, but also look forward to the future. In the next 10 years, the Foundation will continue to work hand in hand with all the partners engaged in hospice care to deliver life education with love to all corners.

"We believe that in the beautiful environment of the hospice field, aloneness and loneliness will not penetrate into our hearts, but with our arms always gently supported, we will bravely march forward the entire way."

Many years ago, a Hong Kong Hospice Team visited the Foundation. The person in charge of the organization asked me, "Do you often find it difficult to make decisions?" I was surprised by the question because it had never happened in my six years at the Foundation. I replied to him that the purpose of the Foundation was always clear. Whatever could help terminal patients without harming the Foundation, we were willing to do it. As long as we adhere to this core value, no decision would ever be too difficult.

Even as the Foundation had decided to promote hospice and palliative care in long-term care institutions so many years ago, there will always be potential setbacks ahead. Our ability to progress could be hindered by the variety of institutions, regions, scales, and even the mentalities of the operators. In addition, besides nursing and social work professionals in the long-term care institutions, a large proportion consisted of the caregivers, which had a relatively high turnover rate. Very often, after a series of hospice education and training were completed, the trainees resigned and we had to start over with newcomers.

I have been stumbling along on the road to the long-term care agency. Even with a lot of effort put in, it is still difficult to have a complete and effective model. I therefore often dangle between directions and goals, modifying them as we move forward. Although it is difficult to achieve clear results in the long term, the board of directors still fully supports what we are doing because it is the right thing and what the Foundation should be doing.

Although making decisions is not difficult for me, achieving everything is never easy. We are fortunate that constant support has always been with us along the way.



Back when Taiwan again decided to host the Asia-Pacific Hospice Conference (APHC), the preparations for the conference lagged far behind due to multiple external problems, including having too many topics and details to discuss in organizing this hospice event. Unlike some others, I did not have a prior background in the hospice field, and there was no time to quickly become familiar with everything. As a result, I was almost drained of all my energy in organizing this conference.

The reason why this international conference was successfully held in a short period of time was twofold. One, it was due to the solidarity of Taiwan's hospice community; and two, it was due to all the hard-working directors, experts, and colleagues of the Foundation. I was greatly encouraged, especially as I had just stepped into my hospice role and it had felt overwhelming.

Along the way, the Hospice Foundation has never forgotten its roots. We often look back on everything over the past 30 years and thank our predecessors for laying down a good foundation. Be it courses, advocacy, or even fundraising for the foundation, we are deeply moved and fulfilled by all their contributions. With this in mind, we happily look forward to see Taiwan's hospice-related groups become established one after another, as people's awareness of death improve and the legislation become more thorough. At this time of vigorous development, we also continue to reflect on how we should carefully innovate and draw a beautiful blueprint for the next 10 years based on the strong foundation already laid down by the predecessors.

The road ahead is still very long. However, every colleague of the Foundation is equipped with perseverance and determination. We believe that in the beautiful atmosphere within the hospice field, aloneness and loneliness will not penetrate into our hearts, and with our arms always gently supported, we will bravely move forward the entire way.



The Next Step of Love Is about to Start

"Looking back at the past 30 years, our core work has remained the same," says Lin Yi-Yin. Even though promotional education has been in effective for 30 years, it is still incomplete. Entering the fourth decade, it will still be one of the Foundation's most important missions.

Although it has been 20 years since the Hospice Palliative Care Act was passed and the regulations have been near complete after three revisions, the Foundation's publicity focus is still on clinicians and the public. According to Lin Yi-Yin "Before legislation, we actively promoted to make everyone understand the needs and importance of legislation; after the legislation, we continue to advocate, in the hope that with the support of policies and legal provisions, hospice and good death will take root in everyone's heart."

Not only should the hospice wards team but also the medical team in the hospital, regardless of department, should have the concept of hospice and palliative care deeply instilled. In a sense, it is similar to how most people intuitively step on the accelerator instead of the brake when seeing the yellow of a traffic light flashing on the road. Isn't it the same in modern medical culture? Just as passers-by should develop the traffic habit of slowing down at the yellow light, the concept of hospice also needs to be integrated into the heart and life of medical staff. When the medical team does its best to take care of the patient, but is stuck in the bottleneck because it cannot break through the medical limit, the Foundation expects that, in the first-line clinical staff's mind, the option of hospice and palliative care will naturally emerge.

Therefore, the Foundation's promotional and educational work for the medical field must not stop; instead, they should be even more active than before. When the spirit of hospice and palliative care is deeply rooted in the hearts of all clinicians and becomes part of their professional capabilities, it can help more patients make comprehensive preparations while they still have the time.

Moreover, advocacy and education to the public continues to be a major challenge in the future. For instance, National Health Insurance is inexpensive and convenient, such that the public might mistakenly assume that having extensive active treatment would inevitably lead to miracles in saving lives. In response to this challenge, consider a traffic light. If we can introduce the concept of hospice into people's minds when their bodies and minds are still healthy and strong – like

at a green light when people are ready to rush forward – it will be easier for them to reach consensus with their families and medical staff when their lives slows down at a yellow light, that is, when they confront their illnesses and weaknesses. "The real hospice is not to ask patients what they want when the yellow light is about to turn red and go out since their consciousness is blurred during this short, warning period," says Lin Yi-Yin.

Therefore, another important goal of the Foundation is to help people think about their own life values and directions. When they clearly understand what they want and wish for, they can more easily decide what they need or don't need in the last stage of life and even take the initiative to check with medical staff if they have other options available.

Let Love Spread to Every Corner

As for the Foundation's next step, it is to integrate hospice and palliative care into the long-term care field. Although the Foundation started the dialogue five years ago, it has been difficult to move along the way as it always seems to go three steps forward and take two steps back. "The ultra-aging population will only increase the demand for hospice, and the development of long-term care is a goal and a mission," says Lin Yi-Yin. With this firm belief, the Hospice Foundation is striding forward to the next ten years. Just like Chairman Yang Yu-Zheng's expectations, it will become "the shepherd leading the flock" and moving forward to the next meadow to embrace the green grassy plains.



Injecting Living Water with Education and Training; Weaving a Final Destination Safety Net by Joining Hands with Hospitals



In the growing process of the hospice developing from a tiny seedling to a tall tree, the Hospice Foundation of Taiwan has been responsible for education and training, nurturing professional talents, and allowing more hospitals and institutions to become its own partners to weave a thorough network of relationships that provide for dying well. The result has been providing Taiwan's hospice with strong and powerful energy to inject life into the branches, buds and leaves as hospice blossoms.

"We can see the enemy, but there are no soldiers," observes Professor Lai Yun-Liang, Director of the Hospice Foundation, as he recalled the years when he saw patients suffering, but no one knew what they should and could do. The patients' pain could only be put aside temporarily. Fortunately, a small group of people bravely crossed the borders and learned from the world's pioneers of how to properly provide hospice care.

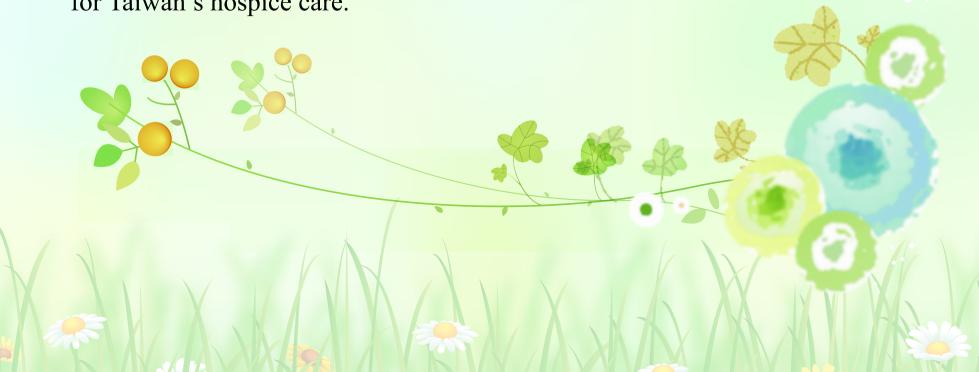
Pioneering Seed Teachers Visited the UK for Clinical Studies

After graduating from the Department of Nursing at National Taiwan University, Chao Co-Shi, an Emeritus Professor in the Department of Nursing, National Cheng Kung University, dedicated herself to nursing. Having known personally a few patients who ended their lives because they could not bear the pain of their illnesses, she realized with surprise that love and kindness alone were not enough for one to engage in medical and clinical work. So she resolutely chose to study abroad in the field of hospice.

"It was in 1983, a time when no one in Taiwan knew what hospice was," remembers Chao Co-Shi of when she applied for a scholarship from the American Institute in Taiwan. Even the interviewers, who were all elderly senior citizens in their 80s, pointed to the English word in her application and attempted to correct it, suggesting: "It should be Hospital, not Hospice."

People who needed hospice care were everywhere, but there were very few people like Chao Co-Shi and Lai Yun-Liang, who were willing and determined to learn it. After the Hospice Foundation was established in 1990, it focused on the domestic predicament and began to vigorously promote education and training. Teachers were needed, but there were very few people in Taiwan with both the suitable academic backgrounds and experience.

Xie Ying-Jei, Chairman of the Hospice Foundation back then, fully supported the promotion of hospice and organized a group of professionals to go to the birthplace of hospice care, the United Kingdom. This team included physicians, nurses, social workers, and even spiritual staff. "The clinical training started as soon as we arrived, and it lasted from two weeks to one month," says Lai Yun-Liang, noting that learning overseas required not only book knowledge, but more importantly, practical experience. Later, the Hospice Foundation opened hospice personnel training courses. These pioneers became the first batch of seed teachers for Taiwan's hospice care.

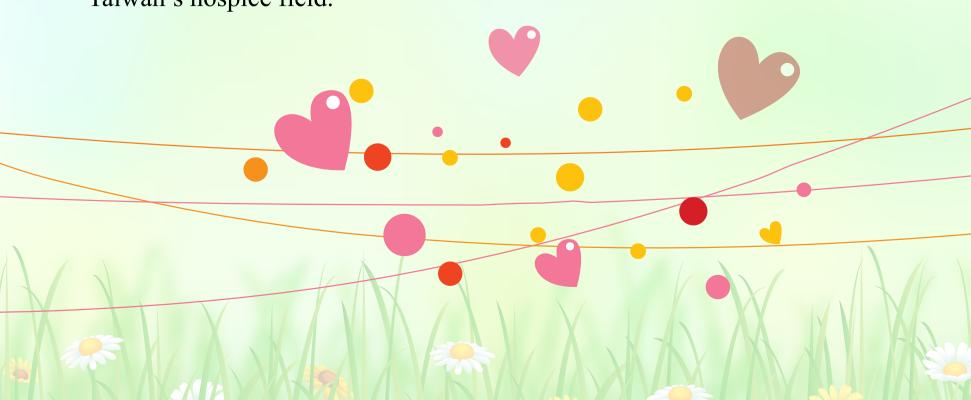


Professional Training for Different Levels



With the teaching manpower in place, the next challenge was the drafting of the curriculum syllabus. The Foundation assembled these seed teachers and people with lofty ideals about hospice in the country to plan exclusive course outlines for different occupations. For instance, Lai Yun-Liang wrote the three English letters A, S, and K from top to bottom on a white piece of paper, and then E, P, and S on the right, and connected these six letters with a few lines.

"We set the learning direction to cultivating the correct attitude (Attitude), adept skills (Skill) and precise knowledge (Knowledge), and divide the course contents into three stages: elementary trainees (Elementary), on-the-job professionals (Professional) and expert teachers (Specialist). For different levels of professionals, we provided corresponding educational training content and depth," says Lai Yun-Liang. Although the ASK+EPS syllabus has long been replaced by more professional courses, in the first ten years of hospice development this model was indeed an important cornerstone for nurturing many talented professionals for Taiwan's hospice field.



Earnestly Seeking Partnerships

Despite being ready with enough teachers and well-designed courses, not many clinicians registered. It was a surprising discovery during enrollment that only a small handful of people, who were already interested in hospice and palliative care, signed up for classes.

In the beginning, the Foundation wrote to various hospitals and asked them to send people to attend, only to receive a few positive responses. According to Lai Yun-Liang, "After all, the Foundation was just a small, private organization. Why should the hospital wish to cooperate with us? The key point was that few people in the medical profession at that time knew about hospice and palliative care."

Lai Yun-Liang recalls, "In the beginning, we worked very hard and asked the hospital to send just two people to train. But soon we found that this kind of promotion was too slow, so we returned to our original intention and asked ourselves, what is the motivation for offering the courses?" And the answer was always there: for the vast number of patients who needed to receive hospice services.

Goodness must prevail, and in order for enthusiasm to strengthen the energy of love, like-minded partners must come together. Since we wanted to expand hospice services, we could not just respond to people who were interested or merely cooperated with specific departments. To have action carried out quickly, we needed fast top-down promotion with the full support of the hospital's senior management.

As a result, the Foundation changed its strategy and quickly drafted a contract hospital system. As long as a hospital signed a cooperation agreement with the Foundation, not only could it receive subsidies for personnel training and social resources from the Foundation, but it could also receive support related to specialized software and hardware equipment.

Although there were quite a few incentives, it was still rather difficult for hospitals to be willing to invest in a service that was very likely to be profitable, keeping in mind these were the days when health insurance had not yet been implemented and hospice could not help earn extra credits in one's career evaluation. Hence, the most urgent task was to let the hospitals know what hospice was about. The Foundation firmly believed that only through understanding could there be agreement.

Subsidies, Education, and Exchanges Deepen Partnerships

During that period, the Foundation team visited almost every corner of Taiwan. At the very beginning, they faced closed doors from time to time, but gradually, they gained recognition and support. Some hospitals even consulted and cooperated actively. Lai Yun-Liang still remembers that Geng-Xin Hospital was the first to respond, followed by NTU



Hospital: "We are still very grateful to these hospitals. They are not only partners, but also a great force to drive the Foundation to move forward."

In 1992, the Foundation formally signed contracts with 11 contract hospitals. In the initial stage, the foundation generously donated to equip their hospice wards with relevant hardware equipment. The cost should not be underestimated. For example, a bathing machine easily cost 1 million New Taiwan Dollars (NTD), and the most effective pain relief machine, Patient Controlled Analgesia (PCA), cost more than 10,000 NTD. Most of these instruments had to be imported from abroad, which put a lot of pressure on the fund at that time, but the Foundation fearlessly headed forward.

After the hardware was ready, the software had to be upgraded also. To improve the expertise and quality of clinical care, the Hospice Foundation organized a series of education and training courses and invited the first-line hospice personnel of contract hospitals to improve their relevant knowledge and skills. It also planned a body-mind integration workshop to establish a cross-agency connection to support hospice partnerships.

As the courses organized by the Foundation became more refined, the cost increased. Even so, the Foundation focused not on the finances, but strived to develop even more helpful courses. As long as students could benefit from them, it was worth continuing despite the costs. The important mission of Taiwan's hospice education and training has since been the Foundation's unshakable responsibility.

The Ideal Promoter of Life Education

A bus hurries past. On the bench in front of the bus stop sign sits the late entertainer Tao Da-Wei, holding his luggage with one hand. He says to the variety show star Zhang Xiao-Yan, "What book are you reading?" Zhang Xiao-Yan replies, "Hospice, it means rest." Uncle Sun-Yue, another late entertainer, who is reading the newspaper, also joins the chat. This scene clearly conveys the concept that hospice care is a rest stop for terminal patients before their next journey beyond this life and that of "quality life and peace of mind and body."

"This impressive promotional video called *Life Station* intends to tell the audience what hospice and palliative care is really about," says Wang Nian-Ci, who has many years of experience in the field of public service advertising. As Director of the Hospice Foundation, she acknowledges that the concept of hospice care cannot be explained in a mere few words. Since the Hospice Foundation was established in 1990, in addition to life and death education, it has also actively promoted legislation related to hospice and palliative care. It hopes to ensure that everyone can maintain dignity at the last moment of their lives. After rigorous market research and years of solid promotional lectures, the *Life Station* promotional video was officially launched in 1998.



Uncle Sun's Key Contributions to the Classic Promotional Video

The Hospice Foundation's first spokesperson was Sun Yue. Sun Yue attended a speech made by Chao Co-Shi, Taiwan's mother of hospice and palliative care, and became interested in the topic of hospice and palliative care and end-of-life care. In the early days of the Foundation, Sun Yue not only served as a director, but also successively filmed *Four Seasons of Life, Best Season of Life, Music of Life,* and other 20-minute-long promotional videos. Sun Yue used vivid analogies, such as seasons, food, or music to describe the journey that life must go on. This series of short films accompany the Hospice Foundation to travel all over Taiwan, complementing its various lectures. For the newly born Foundation, it was the best self-introduction to the public.

In 1998, Sun Yue recruited his best friends in the entertainment industry, Zhang Xiao-Yan and Tao Da-Wei, to shoot the Foundation's first promotional video *Life Station*, which had two versions. In the short 40-second video, three people are sitting at a bus stop carrying their luggage. The bus stop sign is a metaphor for the transfer from life to death rather than the end-all of the journey of life. The video appeals to the public to make preparations for this journey ahead of time in order to avoid any regrets.

"Each of the three had their own TV shows, and there was very little opportunity for them to work together, so this promotional video became a big selling point at that time," says Wang Nian-Ci, who notes that the three actors played important roles in each other's personal lives. Tao Da-Wei introduced Sun Yue to the Christian faith, and Sun Yue convinced the two friends to start charity activities. Privately, the three would also volunteer in the hospice ward, singing and talking with the patients and were named the "Three Musketeers of Charity" by the media. Since the promotional effect of Life Station was very good, in 2010, the 20th anniversary of the Foundation, these three friends were once again invited to shoot a hospice promotional video together.

Bring the Topic of Death to the Table and Break the Gloomy Stereotype

"In the face of life and death, what is your attitude?" In the promotional video, the three people played the Three Wise Monkeys in the famous Japanese proverb: "See No Evil, Hear No Evil, and Speak No Evil." They cover their eyes, ears, and mouth respectively. It symbolizes Chinese society and culture, where death is a taboo topic. As the three people slowly loosen their hands that cover their senses, they call on everyone to "face death by listening, talking, and watching." Not only should they be prepared for death, but they are also encouraged to communicate more with their family members so that they can leave with dignity. This advertisement brought the topic of life and death to the table in a relaxed and witty way, fully conveying the appeal of the time, so that death is no longer something dark and tragic that can only be discussed in secret.

This Three Wise Monkeys video lasts only half a minute; however, the three celebrities also shot a one-and-a-half minute promotional video in the airport terminal, which symbolizes arrivals and departures. They talk freely about Advance Care Planning, which was being promoted at the time, telling the public what to listen to, what to look at, and what to say in the face of life and death. These two videos have left a deep impression on the audience, and they are still catchy now.



Practice the Spirit of Hospice and Joyfully Make Funeral Plans with Friends

On his 70th birthday, Sun Yue gave himself and his family a gift of life, which was to sign the *Do Not Resuscitate* (DNR) and *Health Care Agent Appointment* forms. Not only did he choose to leave the world with dignity without a tracheotomy or intubation when his health condition reaches the final stage, but the funeral plans had already been discussed with his family. The process of making these medical decisions also allowed Sun Yue to ponder his feelings about life and death, as well as to self-reflect on the relationship with family and friends. After his careful life review, Sun Yue even unexpectedly reconciled with some old friends, who had previously drifted or soured in relationship.

In the friendships that spanned half a century, Sun Yue, Tao Da-Wei, and Zhang Xiao-Yan kept no secrets from each other. They even had dress rehearsals for their funerals with each other in advance. Zhang Xiao-Yan once told Tao Da-Wei that if she left this world first, Tao Da-Wei should praise her at the memorial service for her good singing. Tao Da-Wei quickly refused, saying, "You can't tell lies before God!" Sun Yue had told Zhang Xiao-Yan earlier, "At my memorial service, don't talk too much. Just focus on the main point."

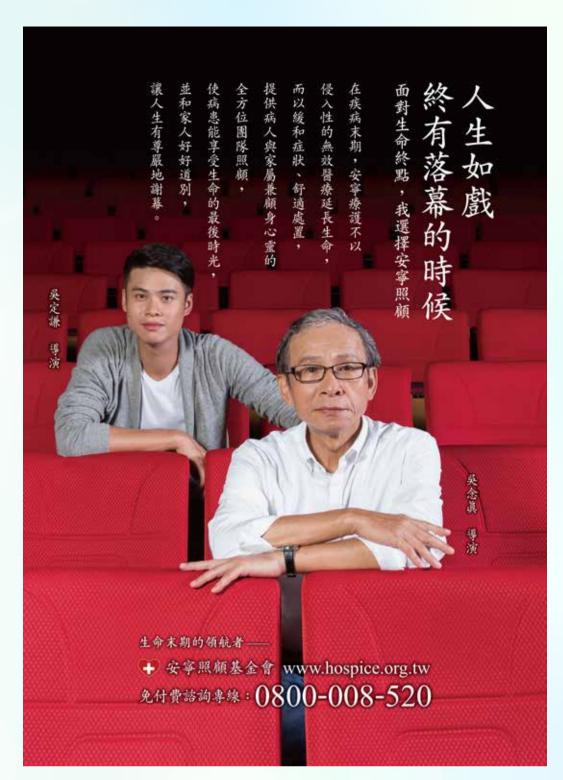
In 2018, Sun Yue died of illness. At his memorial service, Zhang Xiao-Yan recalled that the Three Musketeers once talked about "how to recognize each other in heaven." She tried to imitate Sun Yue's tone and said, "Don't worry, just follow me. Like doing charity, I go first, and you follow." This passage not only showed that their friendship was mutually supportive, but also demonstrated their mutual understanding and cherishing of life.

National Director Becomes Spokesperson, and Father-son Dialogue Reveals True Feelings

"Uncle Sun always regretted that he was not able to shoot advertisements in Hokkien," says Wang Nian-Ci. As Sun Yue's illness worsened, the Foundation began to look for an advertising spokesperson to succeed Sun Yue, hoping to find one with maturity and popularity that matched those of Sun Yue. This person must not only be of the same mind with hospice and palliative care, but also be able to speak in Hokkien and help the concept of hospice penetrate into every corner of Taiwan. Director Wu Nian-Zhen, known as *Taiwan's Most Well Known*

Storytelling Ou-ji-sang (i.e., polite term for an elderly gentleman in Japanese), therefore qualified.

"I told my son long ago: I hope I can decide the final arrangements of my life!" says Wu Nian-Zhen, who grew up in a mining village, and witnessed the tragedy of sudden losses of life and fragmentation of families caused by accidents in the mine when he was young. In his middle age, he accidentally fell down at home. The injury caused hemorrhage and he was once critically ill. The neardeath experience shocked him, as he recalled: "It turns out that



death can come at any time!" After that, Wu Nian-Zhen came into contact with the Foundation by chance. After understanding the spirit and value of hospice, he readily agreed to take over the responsibility of the spokesperson for hospice and palliative care and unconditionally help the foundation shoot public service promotional videos.

"In a play, the curtain call is usually the beginning of another performance; but is life like this, too?" In the advertisement *Life, Like a Play, Will Finally Have Its Curtain Call,* Wu Nian-Zhen sits in the audience with his son Wu Ding-Qian. Watching the staff move about at the end of the play, he first confesses from the perspective of a director that he feels unwilling to end each scene, but then, if he remains on the stage, the play would lag and become a bad one, which would be torture for himself and others.

As soon as the director-perspective changes, Wu Nian-Zhen confides to Wu Ding-Qian from the role of a father that life is like a blossoming flower, and when his life ends, he wishes his son to not let him receive invalid treatment out of reluctance to let him go.

Life, Like a Play - The Perspective of Interpretation Is Adored by the Younger Generation

"Such a concept of narration is very well received by the younger generation," observes Wang Nian-Ci. For the concept, he explains his views on life and death from the perspective of a director, which also received widespread acclaim. This advertisement encourages the public to be open-minded in viewing matters of life and death, and to take action in prioritizing Advance Care Planning (ACP) and Advance Decision (AD).

In addition to shooting promotional videos, Wu Nian-Zhen also discussed life and death issues in dramas for the first time. In 2018, he and his son Wu Ding-Qian cooperated and adapted American playwright Margaret Edson's work *Wit*, which had won a Pulitzer Prize, into the stage play *After You Turn Around*, which tells the story of a cancer-suffering professor moving towards the end of life. As a sponsor, the Hospice Foundation, by way of block booking, also invited the public to donate money to watch the play as well as to release their worries and dissatisfaction about life through drama.

The Hospice Foundation has now reached its 30th year since its establishment. At the very beginning, Sun Yue went about alone in promoting hospice care, then invited his best friends Tao Da-Wei and Zhang Xiao-Yan to promote together, and finally Wu Nian-Zhen and Wu Ding-Qian continued with their father-son dialogue as a genuine endorsement of hospice. Through the exposure of celebrities, the Hospice Foundation has accumulated a lot of energy for the promotion of hospice and palliative care. Since the beginning of its establishment, Wang Nian-Ci has been dedicated to the publicity of the Hospice Foundation. Her gratitude and respect to the spokespeople is self-evident. She can only say emotionally at the end of the interview, "Nowadays, people are familiar with the idea of hospice care. I'd like to thank the spokespeople who have accompanied us all along the way."

