

Hospice Tairawhiti | Annual Report

1 July 2017 - 30 June 2018

Living Every Moment

hospice

Tairawhiti

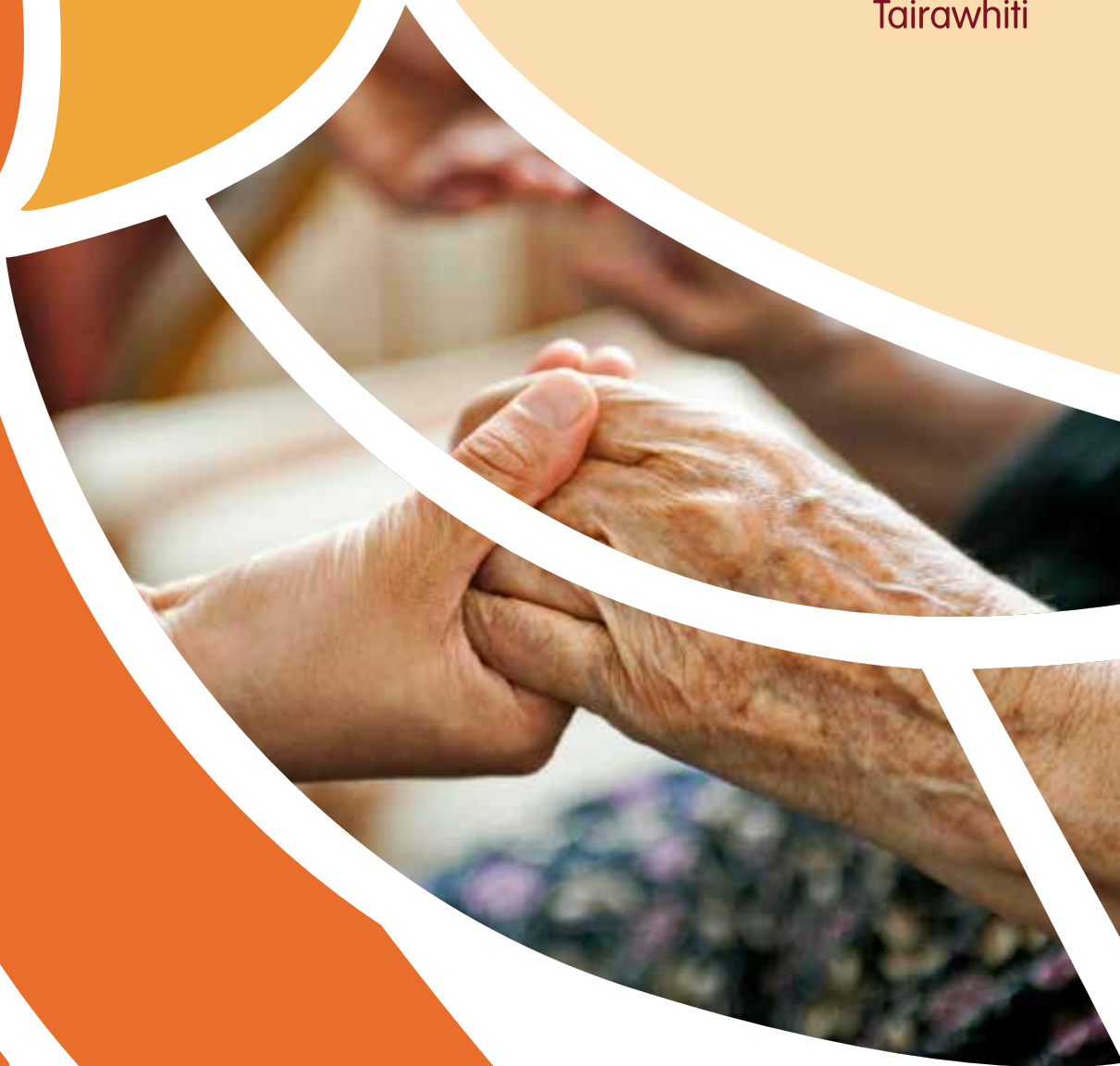


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About US

Service Profile

Hospice Tairawhiti is a not-for-profit organisation who has been caring for the terminally ill and their families in the Gisborne/East Coast area since 1980, formerly under the name Gisborne Palliative Care Service. Hospice Tairawhiti is a member of Hospice NZ.

The Service functions as a resource facility, working with existing services in a complementary way, providing the extra support and expertise that is required whether the patient is at home or in hospital.

All services are provided free of charge.

Purpose

To ensure that everyone in our community who is dying and their whanau have access to the best possible end of life care and support with our help. Through...

- 👉 Care
- 👉 Advice
- 👉 Education
- 👉 Advocacy

Vision

'To work in partnership with our community to positively support and care for our dying'

Values

- 👉 Patients come first - every decision we make is based on this belief
- 👉 Caring - we genuinely care about our people, patients and their families' needs
- 👉 Professional - in all instances we will act professionally and with compassion
- 👉 Passionate - we are passionate about the quality of care and services we provide
- 👉 Working Together - we strive to work in partnership with and in our communities
- 👉 Respectful - we demonstrate respect in all our dealings with patients and their families, recognising diversity



Board of TRUSTEES

Glenda Stokes (Chair to May 18)
Barry Atkinson (Chair from May 18)
Jane Williams (Deputy Chair)
June Hall
David McLean
Dr Gillian Hayward
David Ure
Tina Swann

Hospice Tairawhiti STAFF

General Manager
Clinical Leader
Hospice Doctors

Hospice Nurses

Counsellor
Administration

Education Co-ordinator
Funding & PR Co-ordinator
Volunteer Co-ordinator
Shop Manager

Barbara Grout
Dr Moira Cunningham
Dr Victoria Siriott
Dr Anna Meuli
Linda Hauraki
Kathleen Labrado
Jude Francis
Jenny Jensen (ARC liaison)
Laura Robertson
Catriona Jones
Nicola Carroll
Teresa Gray
Lizzy Ngatai-Hawtin
Clarice Alderdice
Kelly Simpson
Jane Kibble
Brenda Kinder
Jacqui Ritchie (assistant)

Hospice Tairawhiti is supported by over 200 volunteers

(list correct at 30 June 2018)

From the

CHAIR AND GENERAL MANAGER



Barry Atkinson, Board Chair



Barbara Grout, GM

We are proud to share with you this summary of the services Hospice Tairāwhiti has provided to the people of Tairāwhiti this year and acknowledge that none of this would have been possible without the tireless work of our staff and volunteers, and the support of donors and the community.

Thanks to these people we were able to provide high-quality, specialised care to 233 people and their whānau this year. We are constantly hearing how appreciated our services are and the importance of our support - stories such as Tony and Annalise Leggett's featured on page six of this report. We thank Tony and family for having the courage to share their personal story.

As predicted our number of referrals continue to increase each year, with a noticeable increase in those with non-malignant conditions. These patients are likely to be longer term and require a more episodic model of care - where we have input during the times they are unwell, and minimal contact when they are stable.

The twelve-month review of our pilot new innovations project providing psychosocial support advance care planning for aged residential care facilities identified that while the role was much appreciated, the demand for the service was not as great as expected. To ensure this innovations funding is used wisely and where there can be maximum impact the decision was made to transition to a nurse liaison role and this position was filled in March 2018. The aim of this new role is to work in partnership with ARC staff to promote and support the delivery of effective best practice palliative care for those in residential care facilities.

Attracting and retaining qualified clinical staff is an ongoing problem in provincial areas such as Gisborne and continues to be an issue for us. We know the way forward is to 'grow our own' and we are making good progress with four of our staff undertaking post graduate study, and three other healthcare professionals in the community doing the same through our scholarship programme. We also continue to provide comprehensive generalist palliative care training throughout the district. This workforce development will take time but the future is looking bright for Tairāwhiti.

We are very pleased to have secured a site on the hospital grounds for our new administration and day services building. We have been fundraising for this new build for over two years and it is wonderful to see the plan slowly becoming a reality. As a result of donations and fundraising the trust were able to transfer a further \$325,900 to the building fund, which now sits at \$947,000. There is still a substantial amount of work to do and money to be raised before we can make a start, but we are confident that this build is the best option for the community and to meet our current and future needs.

Due to work commitments, Glenda Stokes stepped down as chairperson in May of this year but has stayed on as a board member. Our thanks to Glenda for her leadership and vision, which guided us through a time of rapid change at Hospice. Barry Atkinson has taken on the role of chair, assisted by Jane Williams as vice.

From the

CHAIR AND GENERAL MANAGER



Thank you to our donors and community supporters – all the people who see the importance in our work and do whatever they can to help. Our service would certainly look very different without this support.

Finally, thank you to the hospice team of staff, board, and volunteers for their ongoing commitment and passion for the work we do. It is a privilege to be part of such a special team.

Barry Atkinson
Chair

Barbara Grout
General Manager

Hospice care is
free of charge
for patients and
their families

the big picture

233

people and their whanau received care and support from hospice

Hospice provided **114** hours of professional education sessions with attendance numbers of **1,180**

44% of people died at home
29% in aged residential care and
27% in hospital

36% of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

Volunteers gave
15,124
hours of their time

88% of people cared for lived in the city and
12% rurally

39% of people referred identified as Maori

Staff and volunteers made
5,112 visits to people under our care and their whanau

Hospice nurses responded to **468** after hours calls

These figures are based on year ended 30 June 2018



Support helps THROUGH TOUGH TIMES



Tony and Annalise on their wedding day with daughters Piper and Elspeth and Annalise's parents Jackie and Alan. Photo by Black Balloon

Tony Leggett lost the “love of his life” in 2016 to a rare form of cancer but says the help and support he and their two daughters have received from Hospice Tairāwhiti has been invaluable. “I have learnt that over time, it does get easier and there is light at the end of the tunnel,” says Tony.

He and Annalise met through work and, by his own admission, fell madly in love. “I was always a little dismissive of soulmates, but I can tell you now . . . it actually happens and Annalise was truly my soulmate.”

The couple had plans and dreams, but in August 2015 she was diagnosed with a rare cancer. The ensuing eight weeks involved trips to Waikato, chemotherapy, radiotherapy, MRIs, specialists, isolation wards and more. The cancer was

inoperable and growing at a frightening rate. “It was so tough on her but she was incredibly strong. As strange as it sounds, that time brought us even closer.”

Right there, every step of the way with them, were Annalise's parents, Jackie and Alan Hughes, who often looked after Elspeth and Piper.

Then in November 2015, after a routine test, they got the news they hadn't dared hope for – the cancer was in remission. “We thought ‘yay, we've beaten cancer’,” remembers Tony. “We thought we'd had a lucky escape.” They bought the pod caravan they had always wanted to and made more fun family plans. Tony, Annalise and their daughters Elspeth and Piper headed into the Waioeka Gorge to spend Christmas at the Manganuku Campsite. “It's just bush, the stream and green . . . the kids could swim in the pool and I could fish.”

Another test in the new year was also clean and Annalise was starting to go back to work. Around May she complained of a sore back and a visit to the doctor the following month suggested it may be gall stones, so they ran some tests. “The doctor rang that night and said Annalise's liver enzymes showed the cancer was back.”

The visiting oncologist confirmed their worst fears – it was back, it was secondary and it was terminal. “We walked out of there shell-shocked. We had come from the huge high of getting through it to be dealt this blow . . . we just looked at each other.”

They were told Annalise had just months to live – something Tony says they took to mean 12 months and starting thinking about Christmas. However, the cancer in her liver continued to grow, putting pressure on other organs and making her very uncomfortable. More drugs were prescribed along with treatment, to give her a better quality of life.

Staff from Hospice Tairāwhiti started to call by, offering support and giving Tony literature to prepare him and the family for what was to come. “It was really helpful and I appreciate that a lot,” says Tony. “They were just so compassionate and right there whenever we needed them. They must see so many people but when they are with you, you feel you are their only patient.”

Before the cancer the couple had talked about getting married and when Annalise's health started to deteriorate they decided to do it. It took Tony just 10 days to organise and on May 23 they had a beautiful, small wedding. “We didn't tell people why but some guessed. Annalise didn't want people feeling sorry for her. They had put her back onto chemo and she wanted to have the ceremony before her hair fell out.” As it turned out, they shaved her head two days before the wedding when the drugs had their effect.

Tony says the help the family received from Hospice Tairāwhiti fell into two distinct phases.


"It was comforting to have them around and reassuring to know they were just a phone call away." Hospice Tairāwhiti provided a wheelchair so Annalise could get to the spa – a place she loved to spend hours as it relieved the pressure on her body. Hospice doctors and nurses helped with medication to alleviate the pain and when the time came, they were at the house to help.

In the immediate aftermath, Tony says he just didn't think he was going to cope. "It was like the weather – cloudy some times and fine the rest. Nicola (a Hospice counsellor) was so helpful. I honestly thought I was going nuts."

But with some help from Nicola, he and the girls established routines and began to make headway. The girls wanted to go back to the Manganuku Campsite for Christmas 2016. It was particularly hard for Tony. "I cried every day . . . but eventually it gets better. At the time you think you are drowning but with some help, life starts to become more bearable.

The family and Annalise's close friends also find solace in monarch butterflies. She had a tattoo on her ankle of a monarch in memory of her Nana Joy. Since Annalise's passing, there seem to be more of them around them all.

"Whenever we get in the car to go on a trip, one appears in front of the car . . . and they come into the back garden, even when we went back to Manganuku to celebrate what would have been her 40th birthday. It is quite freaky but for Piper it is mummy coming to visit. It is comforting."



Hospice helps
people *live every*
moment, in
whatever way is
important to them



Offer Valued Hospice & Palliative Care Services

To continuously offer quality palliative care and support services to our community, through coordinated primary care teams and effective community partnerships

Initiatives and Outcomes

Specialist Support and Advice

Waipuna Hospice in Tauranga provide 24/7 specialist telephone advice to our staff, including peer support and review for clinical staff. This service extends to Waipuna specialists visiting Gisborne annually to deliver palliative care education to hospital staff and general practitioners.

Maori Health Objectives

This reporting year we established a Maori Advisory Group to provide support and advice to management and staff of Hospice Tairāwhiti on tikanga issues and service planning for Māori.

11% of staff and 14% of volunteers identify as Maori.

Community Partnerships

We continue to work closely with GP's, District Nursing Service, Ngati Porou Hauora, and Turanga Health to provide shared care to our patients and whanau.

Aged Residential Care Liaison

This year we created a palliative care nurse liaison role, to work in partnership with ARC staff to promote and support the delivery of effective best practice palliative care for residents. This role replaced the psychosocial support role, which was under-utilised.

After Hours Service

Hospice Tairāwhiti provide a 24/7 advice service for patients and whanau. This year nurses received 468 after hours calls.

Stakeholder & Whanau Satisfaction

In our 2017/18 satisfaction surveys, 81% of health professionals rated their overall experience of working with Hospice Tairāwhiti as 5/5, while 82% of whanau rated the overall care and services received 5/5.



Strategic

GOAL 2

Provide & Coordinate Quality Care Standards and Education

To be the custodian of, and experts in, palliative care standards and education in the community

Initiatives and Outcomes

👉 Fundamentals of Palliative Care

This year we delivered 24 sessions to a total of 412 attendees. Twenty-six people completed the series and received their pins.

👉 Externally Purchased Education

'Understanding Me When I'm Dying' - speakers from a number of cultures talked about what is important to them in the last days of life. This half-day seminar was attended by 64 participants and received extremely positive feedback.

👉 Hospital Education

Hospice staff provide regular in-service education to hospital staff. This year we delivered four sessions to a total of 31 attendees.

👉 Aged Residential Care Education

Six education sessions were delivered on site to Aged Residential Care Facilities with a total of 37 staff attending. The subjects included Advance Care Planning, End of Life Care, and Managing Stress. In addition to these formal sessions, hospice provides one-on-one learning opportunities and mentoring for facility staff.

👉 Advance Care Planning & Last Days of Life Care Plan

Hospice Tairāwhiti champion both Advance Care Planning and Te Ara Whakapiri (Last Days of Life Care Plan). This year staff delivered ten education sessions on Advance Care Planning to 464 participants.





Strategic

GOAL 3

Lead & Resource our Organisation

To lead, develop and sustain our people, our services and our finances

Initiatives and Outcomes

Staff Training & Education

Hospice Tairāwhiti acknowledge the importance of keeping education current and relevant, and encourage staff to take advantage of any educational opportunities that arise. Two staff members completed their Post Grad Diploma in Palliative Care this year and another continues to study towards the qualification.

Hospice Shop

The Hospice Shop continues to exceeded our expectations financially and can now be relied upon as guaranteed income, contributing more than 50% of our shortfall in funding.

Facilities Review

We have secured leased land from the DHB and planning is underway to build an administration and day services building to meet our current and future needs.

IT Systems

We are progressively moving our IT systems to cloud based solutions. Following on from moving to an electronic patient management system last reporting year, we have now implemented Xero for our accounting, Infodile for our supporters database, and Office365 for email.



Strategic

GOAL 4

Maximise the Community's Awareness of Hospice

To build awareness of Hospice, our people and our vision for the community

Initiatives and Outcomes

Hospice Shop

The Hospice Shop engaged with 44,250 shoppers, up 23% on the previous year.

Quarterly Newsletters & Annual Supplement

The supporter's newsletter now has a circulation of 1,000 via mail and email as well as being posted on our website and facebook page.

Our eight page annual Hospice Week supplement was distributed via the Gisborne Herald to a readership of 8,500. Copies were also made available at the shop, by direct mail, and on our website.

Social Media

Social media is becoming one of the most effective ways of connecting with our supporters and sharing information. We have over 1,000 followers on Facebook, up 18% on the previous year, and have started an Instagram account which is slowly gaining momentum.

A Time to Remember

As part of our Hospice Week activities each year we invite the community to a special Time to Remember. This was held at the Tairāwhiti Museum this year.

Community Education

Hospice Tairāwhiti representatives presented to several community groups this reporting year promoting Advance Care Planning, including Aged Concern, Cancer Society and the Kaumatua Programme at Pakowhai Marae. We also participated in the Cancer Society's Kia Ora E Te Iwi programme, presenting on hospice's role in the community.

Fundraising Events

Included this year were the Charity Auction, Tree of Remembrance, Luncheon & Fashion Show, Annual Night of Laughs, Pop-up Café, An Evening with Jo Seagar and Shorts Day. These are all fantastic events raising both funds and awareness. Our bi-annual charity auction was attended by over 200 guests and raised \$100k for our building fund.





The changing face OF VOLUNTEERING



It's all about the team ... one that spans generation, cultures, and backgrounds (from back left) ... Hospice Tairāwhiti volunteer coordinator Jane Kibble, Olivia Sinoti, Pakeeza Merwish, Heni Karauria, and Corinne Norman. Front, Raymond Hawaikirangi, Cynthia Hanover, Ted White, Zillah Smith, and Dana Stoltenberg

If you think the typical Hospice volunteer is a middle-class, semi-retired, Pakeha woman, then think again. There's a diversity within the volunteer team at Hospice Tairāwhiti that's rare to find.

Co-ordinator Jane Kibble has over 180 volunteers on her books, and they span in age from 15 to 91 years old, and come from a variety of backgrounds and cultures.

Each volunteer brings their own unique skill set which is great for hospice and the community. "It's very exciting to have so many different people involved – there is certainly never a dull moment," says Jane.

It's Jane's job to ensure volunteers are well matched to what they do for Hospice. "My role is as diverse as the people I support. An average day can find me meeting people and patients, joining and supporting our volunteers in their places of work – be that supporting and patient and whānau, singing in a rest home or sorting in our shop."

Coming from a background in nursing and years at the Volunteer Centre, Jane was attracted to this role because of its holistic approach. "Volunteers are the crux of this organization. It is very important all our volunteers feel valued and that they are making a difference."

Jane says it's a two-way street, with volunteers getting so much out of helping others. "It can make a real difference to their health and wellbeing too."

People volunteer for various reason. For some it is driven by the desire to help, to give back to an organization that has helped them, or that they believe in – for others it may be about the social contact and filling time.

All volunteers are carefully screened, trained, and supported. "With so many facets of Hospice, there is something for everyone to be able to do."

Hospice cares for
people with any life
limiting condition



Strong Relationships

PAVE WAY FOR SUCCESS

Palliative care nurse liaison Jenny Jensen may be new to the job at Hospice Tairāwhiti, but she's an old hand in this position.

A registered nurse, she moved to Gisborne from Rotorua where she worked in palliative care for the past 12 years – including 12 months establishing the very same position she is now doing at Hospice Tairāwhiti. Jenny works in partnership with aged residential care staff to ensure that both they and clients are supported in the best possible way. Her job also includes supporting and liaising with nurses working in rural Tairāwhiti.

It's a new position for Hospice Tairāwhiti and came through government new initiative funding.

"I'm finding my way around the district and establishing relationships with staff in aged residential facilities," says Jenny. "Those relationships are key to the success of something like this. A lot is about trust and them feeling confident to contact me when they have a question regarding palliative care."

Jenny says she is well aware the staff deal with death and dying on a daily basis so it's knowing when they need support. She also works closely with families.

"I'm part of the wider team here at Hospice. It is very exciting to see this position grow and actually working."



Hospice Tairāwhiti's new palliative care nurse liaison Jenny Jensen prepares an information pack as part of her growing education armoury for those working in the industry.

Hospice cares
for people in any
place they call
home



Summary of

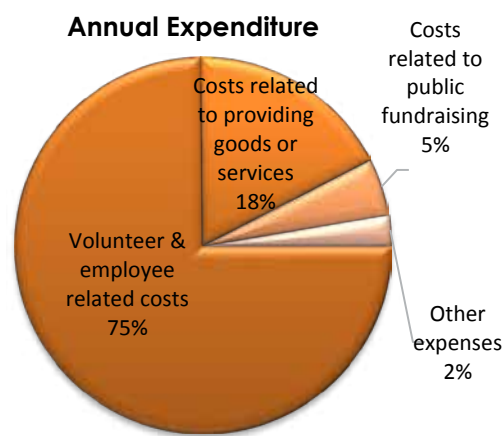
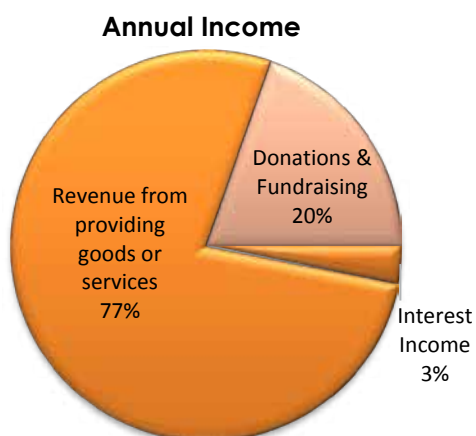
FINANCIAL POSITION

	Actual This Year \$	Actual Last Year \$
Assets		
Current Assets		
Bank accounts and cash	552,901	565,038
Debtors and prepayments	80,319	97,329
Other current assets	1,065,772	641,101
Total Current Assets	1,698,992	1,280,666
Non-Current Assets		
Property, plant and equipment	107,489	106,726
Investments	271,973	306,618
Total Non-Current Assets	379,462	413,344
Total Assets	2,078,454	1,694,010
Liabilities		
Current Liabilities		
Creditors and accrued expenses	46,657	34,058
Employee costs payable	100,922	89,266
Total Current Liabilities	147,579	123,324
Total Liabilities	123,324	136,383
Total Assets less Total Liabilities (Net Assets)	1,930,875	1,570,686
Accumulated Funds		
Accumulated surpluses or (deficits)	902,205	850,181
Reserves – Building Fund	947,000	621,100
Reserves – Work Force Development & New Initiative	81,670	99,405
Total Accumulated Funds	1,930,875	1,570,686

Summary of

OPERATIONAL FINANCIAL PERFORMANCE

	Actual This Year \$	Actual Last Year \$
Revenue		
Donations, fundraising and other similar revenue	278,986	121,722
Revenue from providing goods or services	1,099,835	1,025,443
Interest, dividends and other investment revenue	43,597	31,862
Other revenue	1,073	0
Total Revenue	1,423,491	1,179,027
Expenses		
Expenses related to public fundraising	53,006	7,448
Volunteer and employee related costs	795,662	730,794
Costs related to providing goods or services	187,774	180,617
Other expenses	26,860	30,915
Total Expenses	1,063,302	949,774
Surplus/(Deficit) for the Year	360,189	229,253



Statistical

SUMMARY



	2017/18	2016/17	
New patients	176	163	
Diagnosis	64%	70%	Malignant
	36%	30%	Non malignant
Ethnicity	57%	55%	European
	39%	42%	Maori
	4%	3%	Other
Geographical Distribution	88%	80%	Gisborne City
	6%	11%	East Coast
	6%	9%	Western Rural
Total Patients Cared for	233	222	
Number of deaths	154	131	
Place of death	44%	45%	Home
	29%	34%	Hospital
	27%	20%	Aged Care Facility
Average duration of care	106	121	Days
Total contacts	5224	5523	
Average Daily Caseload	52	58	
Total volunteer hours	15124	15494	

Donors

THANK YOU

Thank you to the following groups and individuals who made cash grants, donations, and bequests of over \$500



Sunrise Foundation
Mangatawa Beale Williams Memorial Trust
J & T Hickey Charitable Trust
C M Laing Trust
Ricketts Investment Corporation
Hikurangi Forest Farms
Farmers Trading Company
Three Rivers Medical
Womens Health League
NZ Tractor Trek
Noel Leeming
Te Wananga O Aotearoa
John McKill Jazz Collective
Les McGreevy
Neil McGregor
Graham Johnstone
Cynthia Dobson
Siriett Family
Corder Family
Richard Trafford
Adrian Cave
Stephen Bull
Garry Simmons
Mr & Mrs Mohlmann

ElectriNET
BK Agency
Three Rivers Medical
The Gisborne Herald
Gisborne Surgical Associates
J.A. Russell Ltd
NZ General Surgery and Medical
Character Roofing
Eastland Group
Blue House Computing
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Ryman Healthcare – Kiri Te Kanawa Retirement Village
Integrated Safety Solutions
Character Building
BDO Gisborne
Beetham Lifestyle Village & Healthcare
Coates Associates
TRG Radiology
Emerre and Hathaway
City Medical
David Moore Pharmacy
Stonehaven Memorials
Pak n Save
Jackson and Blakeman
Jenny Murray from Bayleys Real Estate
Universal Engineering
McInnes Driver Training
Riversun
Mane Street Hair Design
Specsavers Gisborne
Paint Zone

Partners and

SPONSORS





Hospice Tairāwhiti

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