



Strategic Plan 2015 - 2018

***Charting the direction of
Hospice Tairāwhiti***

April 2015

He rā hōu he orangā ngakau

Our Strategy on a Page

Values



Purpose

To ensure that everyone in our community who is dying and 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’

Strategic Goals

1. Provide valued hospice and palliative care services
2. Provide and coordinate quality care standards and education
3. Lead and resource our organisation
4. Maximise the community’s awareness of hospice

Strategic Goal 1

Offer Valued Hospice & Palliative Care Services

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

Goal 1 Initiatives / Actions

- Expand services to include night nursing, day care and respite care
- Source and implement a web based patient management system that provides shared access of health records
- Investigate options to improve access to service & education by rural care providers & their patients
- Increase conversations with patient and whanau around cultural and spiritual needs
- Increase the number of Maori engaged across the organisation.

Goal 1 Outcomes / Results

We will have:

- Improved the quality of life during the final stages of a life limiting illness
- Improved support for the family and whanau
- Increased accuracy of prescribing, reduced clinical error and improved safety
- Improved communication and coordination with clinical teams in all settings.
- Improved holistic, interdisciplinary, coordinated, and documented patient assessments
- Improved satisfaction results of Maori using our services

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

Goal 2 Initiatives / Actions

- Develop and roll out an education programme across all palliative care providers

Goal 2 Outcomes / Results

We will have:

- Improved the standard and delivery of care across all palliative care providers
- Increased knowledge & practical application of palliative care
- Improved collaboration & sharing of sector expertise

Strategic Goal 3

Lead and Resource Our Organisation

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

Goal 3 Initiatives / Actions

- Investigate accommodation options to meet future needs
- Investigate the appointment of a funding role
- Implement a succession plan for clinical staff
- Continue to grow the volunteer base and skill level
- Review IT requirements organisation wide

Goal 3 Outcomes / Results

We will have:

- Aligned assets with community need and services
- Obtained appropriate accommodation to meet community needs
- Maintained current funding and establish new streams
- Improved governance and management
- The most appropriate IT systems available

Strategic Goal 4

Maximise the Community's Awareness of Hospice

To build awareness of hospice our people and our vision for the community

Goal 4 Initiatives / Actions

- Promote the understanding of palliative care across all health providers in the district
- Raise community awareness of hospice services

Goal 4 Outcomes / Results

We will have:

- Increased the number of people aware of hospice and end of life care – 'lets talk about dying'
- Increased the number of patients & whanau accessing hospice and palliative care services in the district
- Improved understanding of the options for accessing good end of life care