

Hospice Tairawhiti | Annual Report

1 July 2019 - 30 June 2020

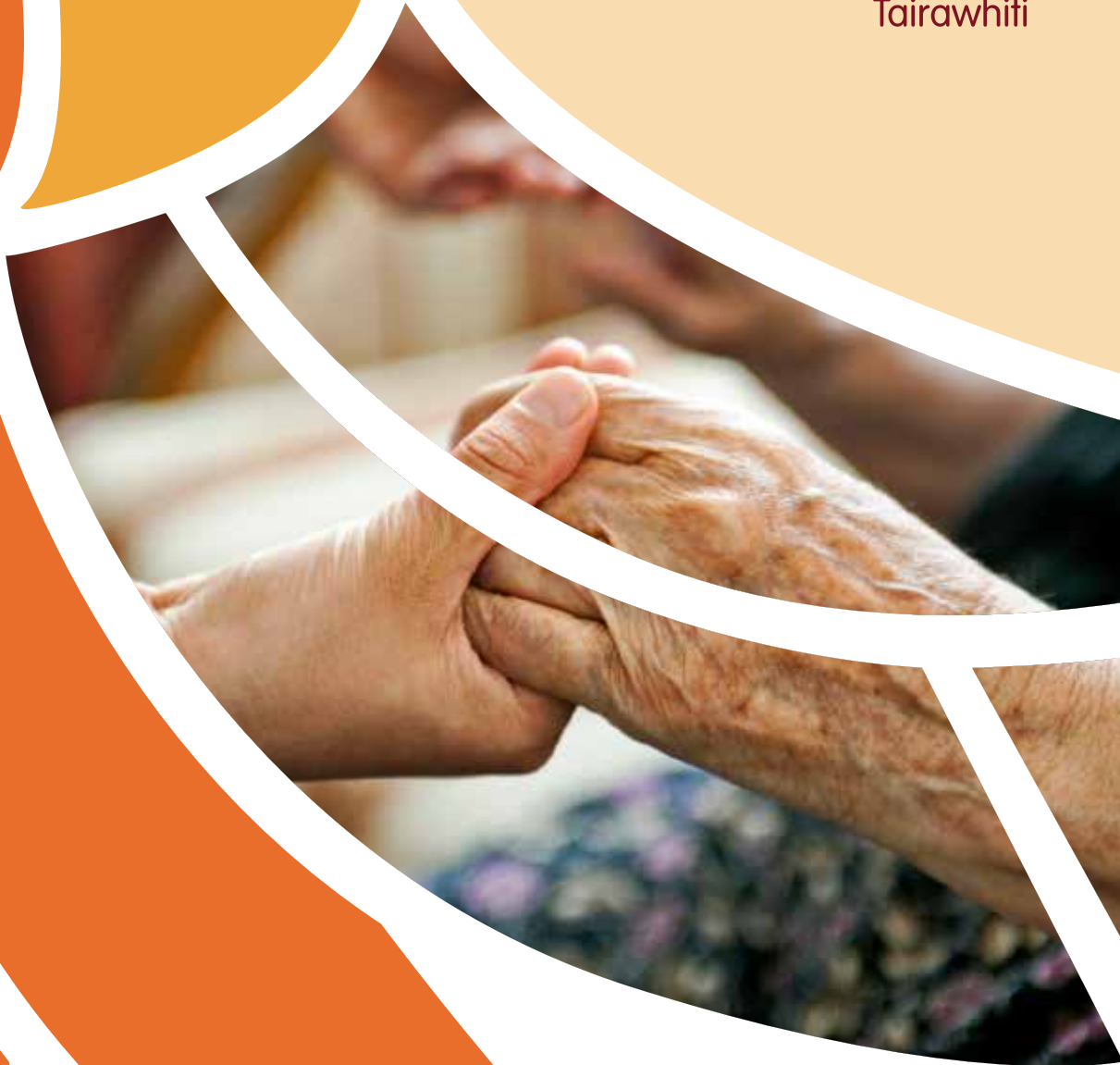


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About US

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

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

Hospice Tairawhiti STAFF

General Manager
Clinical Leader
Hospice Doctors

Clinical Nurse Specialist
Palliative Nurse Liaison
Community Hospice Nurses

Counsellor
Administration

Education Co-ordinator
Funding & PR Co-ordinator

Volunteer Co-ordinator
Shop Manager

Barbara Grout
Dr Moira Cunningham
Dr Victoria Siriatt
Dr Anna Meuli
Joy Cairns
Linda Hauraki
Jude Francis
Julie Abrahams
Laura Robertson
Jayda Taiepa
Wendy Taylor (parental leave cover, Sept-July)
Nicola Carroll
Teresa Gray
Lizzy Ngatai-Hawtin
Clarice Alderdice
Michela Carrington (to August 19)
Sarah Kirkpatrick (from Sept 19)
Jane Kibble
Brenda Kinder
Jacqui Ritchie (assistant)

Hospice Tairawhiti is supported by over 180 volunteers
(list correct at 30 June 2020)

From the

CHAIR AND GENERAL MANAGER



Barry Atkinson, Board Chair



Barbara Grout, GM

This year has certainly been unprecedented in our lifetime, with the Covid-19 global pandemic bringing a number of challenges not only to Hospice but to our entire community and country.

During this time of uncertainty we are extremely proud of how our team responded – quickly adapting to new ways of working to ensure we were in a position to continue delivering essential

services to our patients and families. We were able to stay in contact with phone calls, video conferencing, Zoom, and when necessary we provided face to face visits. Our education and volunteer services were stood down during this time, our shop was closed and fundraising and awareness events cancelled or postponed. This resulted in reduced fundraising income, fewer education programmes, and lower volunteer hours.

Despite the disruption of Covid-19 our accepted referral numbers were up 7% on the previous year and we saw a 19% increase in patient/whanau contact. It was also pleasing to see an increase in the number of rural and Māori people accessing hospice services. This can be attributed to the increased work we have been doing in the rural areas over the past few years.

In June 2020 we signed a contract with Dawson Building Company for the construction of our new Administration and Day Services building. This project has been in the pipeline for five years and it is fantastic to see it finally become a reality. A massive thanks to the community and funding agencies who have contributed to the \$3.1m cost, in particular Trust Tairāwhiti, NZ Community Trust, Eastern & Central Community Trust, Sir John Logan Campbell Residuary Estate, and Gisborne Wainui Lions Club. Engaging a local contractor for the build was a conscious decision for us. The building is for the community, funded by the community, and we want to see the money remaining here and stimulating our local economy.

While our building is certainly important and will be the base from which we provide and grow our future services, our people are the true essence and strength of Hospice Tairāwhiti. Working alongside our 18 permanent staff members are 180 dedicated volunteers who so generously give their time and expertise, and for whom we are so grateful. We would like to express our sincere thanks to our volunteers who gave 12,459 hours of their time this year. Without our volunteers we simply could not provide our current level of services.

Each year we need to raise over \$350,000 to cover our shortfall in funding. We are grateful to all those who support us financially or in kind, ensuring that we are able to continue to provide services free of charge to the people of Tairāwhiti. Whether you support by donating, gifting, attending fundraising events, shopping at the Hospice Shop, or some other way, you are all making a difference and we thank you.

Finally, thank you to the entire hospice team for their ongoing commitment and passion for the work we do. We say this every year, but it truly is a privilege to be part of such a special team.

Barry Atkinson
Chair

Barbara Grout
General Manager



Future home OF HOSPICE



An artist's impression (Kingsbeer Architecture) of how the new building will look.



**Trust
Tairāwhiti**
Regional Wellbeing
He Tohu Ora



**Eastern & Central
COMMUNITY TRUST**

Sir John Logan Campbell
Residuary Estate



the big picture

230

people and their whanau received care and support from hospice

Hospice provided **96**

hours of professional education sessions with attendance numbers of **620**

47% of people died at home

24% in aged residential care and

29% in hospital

Volunteers gave

12,459

hours of their time

39% of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

82%

of people cared for lived in the city and

18% rurally

49%

of people referred identified as Maori

Hospice nurses responded to **521** after hours calls

82%

of people were able to die in their place of choice

Staff and volunteers made

6,219 visits to people under our care and their whanau

Hospice Equipment

HELPS TO LIVE EVERY MOMENT



David Ball with Hospice Nurse Jayda

Living every moment for David Ball and his wife Judy is making sure they have a daily afternoon trip to the countryside or the beach. These trips usually end with an ice cream and a good smile about life.

David lives with a Chronic Respiratory Condition and is under Hospice Tairāwhiti's care. As part of his care Hospice Tairāwhiti have loaned the couple an oxygen concentrator. Specialist equipment helps to support our patients to live the best life they can in the place they call home.

The couple both love our nurses' regular visits to their home as the support is comforting to them, but it is the equipment loan of an oxygen concentrator that enables the couple to maintain their daily lifestyle. Each morning, before their

afternoon drive David sits in his favourite armchair with the oxygen machine which allows him to go out in the afternoon and enjoy his favourite Passion Fruit ice cream. Judy says having the oxygen concentrator at home is really good and makes life a lot easier.

'Hospice is absolutely fantastic. The nurses and doctors call or come to visit regularly. Not just for a couple of minutes but they spend time with us. Any problems we have we can talk to them about. We really look forward to them coming. We don't know what we would do without them to be quite honest.'

All equipment is loaned free of charge and funded by community grants and donations.

David passed away peacefully, surrounded by his family, on 1 October 2020. This story is published with their permission and our heartfelt thanks.

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

New Graduate

PERFECT FIT FOR TEAM



Jayda Taiepa, New Graduate Nurse

This year Hospice Tairāwhiti took on their first New Graduate Nurse and couldn't have found a better fit than Jayda Taiepa. Jayda talks about what drew her to the speciality of palliative care and her career aspirations.

"In my early teenage years, my 53 year-old nana was diagnosed with cancer and we were fortunate to be able to care for her at home with the support of Nurse Maude Hospice. This is where my passion for quality end-of-life nursing care, and my dream to become a nurse began."

Jayda grew up in Christchurch and moved to Gisborne to commence her first year as a qualified nurse with Hospice Tairāwhiti. "I completed my Bachelor of Nursing in June 2019 at Ara Institute of Canterbury. Throughout my degree I consistently experienced nursing patients with palliative care needs and working with Palliative Care Clinical Nurse Specialists."

Because of this experience Jayda cemented her passion to be a Palliative Care Nurse and hopes to extend her nursing practice to a nurse prescriber/practitioner through postgraduate studies. "I was extremely fortunate to gain my first job as a Registered Nurse for Hospice Tairāwhiti working in an area where my heart is. I am constantly learning from my colleagues who are all dedicated to providing quality care to those in our community with a life-limiting illness."

Jayda has now completed twelve months with Hospice Tairāwhiti and has accepted a permanent role as a Community Hospice Nurse. Hospice Tairāwhiti are supporting her to complete her post graduate diploma in palliative care and to continue on her career pathway towards a nurse practitioner qualification. Jayda's story is an example of how Hospice Tairāwhiti are growing the local workforce.



Hospice cares
for people in any
place they call
home



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

Our Maori Advisory Group meet quarterly to provide support and advice to management and staff of Hospice Tairāwhiti on tikanga issues and service planning for Māori. 21% of staff and 13% of volunteers identify as Maori as at 30 June 2020

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 whānau.

Aged Residential Care Liaison

Hospice Tairāwhiti works in partnership with ARC staff to promote and support the delivery of effective best practice palliative care for residents. This relationship is strengthened by the dedicated Palliative Care Nurse Liaison (ARC & Rural) who is present in the facilities on a regular basis. 5% of our face to face patient/whānau visits took place in aged residential care facilities – less than previous years due to facilities being in lockdown during covid levels 3-4.

After Hours Service

Hospice Tairāwhiti provide a 24/7 advice service for patients and whānau. This year nurses received 521 after hours calls.

Stakeholder & Whānau Satisfaction

In our 2019/20 satisfaction surveys, 52% of health professionals rated their overall experience of working with Hospice Tairāwhiti as 5/5, while 76% of whānau 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

Note - Education opportunities were limited this year due to Covid-19 alert level restrictions. Several planned sessions were cancelled as a result.

Fundamentals of Palliative Care

This year we delivered 14 sessions to a total of 92 attendees. The attendance the first half of this reporting period was poor, so a change in delivery was made. Next year the complete series will be covered in a two day workshop. In addition, two topics will now be covered in a two hour session.

Palliative Care Seminars

10 ½ Things Every Clinician Should Know was presented to community, hospital and ARC healthcare professionals and a second session was presented to SMOs, House Officers, Registrars, GPs and NPs for a total of 39 participants. The second planned seminar was postponed due to Covid but will take place 2020/21.

Aged Residential Care Education

Three education sessions were delivered on site to Aged Residential Care Facilities with a total of 20 staff attending. The subjects included Te Ara Whakapiri and a bespoke Syringe Driver Training.

Advance Care Planning

Hospice Tairāwhiti's level 3 ACP trained facilitator delivered three level 1 sessions to a total of 19 healthcare professionals (one canceled due to Covid). In addition, ACP was presented at the seminar Dying to Know Day with 40 participants and at the Kaumatua Programme with 150 participants

Healthcare Professionals

We continue to run the monthly Palliative Care Lecture series, with 68 people attending the nine session (with two canceled due to Covid). The Syringe driver training programme was run eight times with 65 people receiving their certificate. Turanga Health received five education sessions with a total of 28 nurses attending and Ngati Porou Hauora received three sessions with 15 nurses attending. In addition, Hospice provided training for EIT and Wananga Health Students, as well as training for new nurse graduates at the hospital.





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. 78% of our clinical staff hold, or are working towards a formal qualification in palliative care. Over the year our 18 staff undertook over 565 hours of staff training and personal development.

Hospice Shop

The Hospice Shop continues to exceed our expectations financially, significantly reducing our reliance on grants to cover operational expenses. Thanks to the support of the community, including donors, shoppers, and volunteers, despite the disruption of Covid-19 the shop contributed greatly to our funding gap.

Volunteer Workforce

Our 180 strong volunteer team contributed 12,459 hours this year, equivalent to 6 full time employees. Hours were lower than previous year's due to Covid-19 restrictions which meant our shop could not open, and face to face activities such as patient family support and hospice singers had to be cancelled. Formal processes are in place to recognise and acknowledge the contribution of volunteers. Recruiting and training is a continual but valuable process.

Facilities Review

Having raised sufficient funds to commence building, the plans went out for tender in April with a start date early in the next reporting year. Fundraising continues and staff and board are looking forward to the build being completed within a 12 month timeframe. This would not be possible without the immense support of our community, in particular the following: Trust Tairāwhiti, NZ Community Trust, Eastern & Central Community Trust, Sir John Logan Campbell Residuary Estate, and Gisborne Wainui Lions Club.



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

Note – Public awareness opportunities were limited this year due to Covid-19 alert level restrictions. Several planned events were cancelled or postponed as a result.

Hospice Shop

The Hospice Shop engaged with 36,324 shoppers, down 18% on the previous year, directly attributable to the Covid-19 restrictions.

Quarterly Newsletters & Annual Supplement

The supporter's newsletter currently has a circulation of 900 via mail and email as well as being posted on our website and facebook page.

Social Media

Social media is one of the most effective ways of connecting with our supporters and sharing information. We continue to learn and build our online presence and are currently active on Facebook, Instagram and LinkedIn.

A Time to Remember

Our annual Time to Remember could not be held due to covid restrictions so we took the event to social media, aligning it with Matariki. The Matariki Remembrance Group engaged 112 people who shared photos and stories of loved ones.

Fundraising Events

Included this year were the Tree of Remembrance, Strawberry Festival, and a major raffle, all of which were well supported and raised both funds and awareness.

Events and Initiatives Cancelled or postponed due to Covid-19 – Hospice Week Newspaper Supplement, Annual Night of Laughs, Pop-up Café, Celebrate Gisborne Charity Auction.





Giving Back TO MAKE A DIFFERENCE



Cynthia Hanvoer Hospice Tairawhiti Volunteer

When you have had family members cared for by Hospice it does make you think, how can I give back and make a difference in someone else's end of life care? Meet Cynthia Hanvoer, one of our volunteers who is using her skills to do just that.

Cynthia trained as a hairdresser in Hawkes Bay but has spent many of her years in Gisborne. Working for herself these days enables her to volunteer her time to do the things she is passionate about, with hospice being one of them.

Volunteering for hospice is an easy thing to do. "I love the contact with people" said Cynthia. Cynthia helps with fundraising events and raffles, but particularly enjoys the patient support part of the volunteer services. "Being able to sit down and just listen to people's stories is fascinating" Cynthia said. Having been a hairdresser all her life makes a difference. Talking to people and making them feel comfortable just comes naturally.

Cynthia is also our on-call hairdresser if patients are needing a little pampering and are unable to go out. "I like being able to help people because you never know, it could be me needing that help one day".



Hospice cares for
people with any life
limiting condition

The year IN PICTURES



Summary of

FINANCIAL POSITION



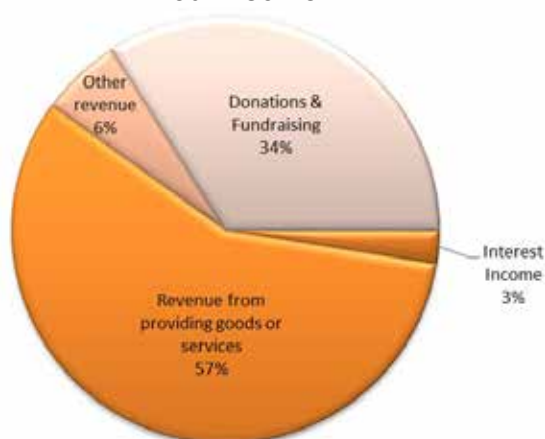
| | Actual This Year \$ | Actual Last Year \$ |
|---|---------------------------|---------------------------|
| Assets | | |
| Current Assets | | |
| Bank accounts and cash | 1,585,529 | 750,659 |
| Debtors and prepayments | 97,529 | 87,721 |
| Other current assets | 1,288,476 | 1,186,225 |
| Total Current Assets | 2,971,534 | 2,024,605 |
| Non-Current Assets | | |
| Property, plant and equipment | 536,322 | 139,893 |
| Investments | 120,473 | 235,339 |
| Total Non-Current Assets | 656,795 | 375,232 |
| Total Assets | 3,628,329 | 2,399,837 |
| Liabilities | | |
| Current Liabilities | | |
| Creditors and accrued expenses | 343,883 | 41,936 |
| Employee costs payable | 120,285 | 92,883 |
| Total Current Liabilities | 464,168 | 134,819 |
| Total Liabilities | 464,168 | 134,819 |
| Total Assets less Total Liabilities (Net Assets) | 3,164,161 | 2,265,018 |
| Accumulated Funds | | |
| Accumulated surpluses or (deficits) | 1,710,157 | 994,844 |
| Reserves – Building Fund | 1,393,955 | 1,200,000 |
| Reserves – Work Force Development & New Initiative | 60,049 | 70,174 |
| Total Accumulated Funds | 3,216,606 | 2,265,018 |

Summary of

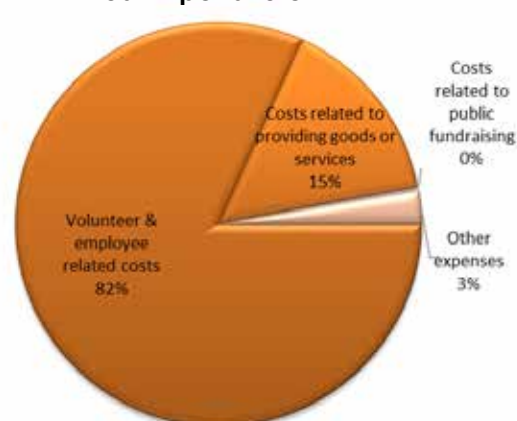
OPERATIONAL FINANCIAL PERFORMANCE

| | Actual This Year \$ | Actual Last Year \$ |
|--|---------------------------|---------------------------|
| Revenue | | |
| Donations, fundraising and other similar revenue | 646,701 | 148,638 |
| Revenue from providing goods or services | 1,091,249 | 1,153,375 |
| Interest, dividends and other investment revenue | 47,504 | 48,517 |
| Other revenue | 115,902 | 66 |
| Total Revenue | 1,901,356 | 1,350,596 |
| Expenses | | |
| Expenses related to public fundraising | 2,555 | 22,118 |
| Volunteer and employee related costs | 819,930 | 790,003 |
| Costs related to providing goods or services | 153,199 | 174,956 |
| Other expenses | 26,529 | 29,376 |
| Total Expenses | 1,002,213 | 1,016,453 |
| Surplus/(Deficit) for the Year | 899,143 | 334,143 |

Annual Income



Annual Expenditure



Statistical

SUMMARY



| | 2019/20 | 2018/19 | |
|---------------------------------|---------------|---------------|--------------------|
| New patients | 173 | 162 | |
| Diagnosis | 61% | 60% | Malignant |
| | 39% | 40% | Non malignant |
| Ethnicity | 44% | 60% | European |
| | 49% | 38% | Maori |
| | 7% | 2% | Other |
| Geographical Distribution | 82% | 88% | Gisborne City |
| | 10% | 6% | East Coast |
| | 8% | 6% | Western Rural |
| Total Patients Cared for | 230 | 219 | |
| Number of deaths | 146 | 136 | |
| Place of death | 47% | 49% | Home |
| | 24% | 30% | Hospital |
| | 29% | 21% | Aged Care Facility |
| Average duration of care | 112 | 101 | Days |
| Total contacts | 6219 | 5212 | |
| Average Daily Caseload | 51 | 49 | |
| Total volunteer hours | 12,459 | 15,956 | |

Donors

THANK YOU

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



GENERAL

C M Laing Trust
Mangatawa Beale Williams Mem Trust
Sunrise Foundation
Estate of Les McGreevy
Estate of Margaret Williams
Estate of Mrs Joan Stevenson
Anne Judd
Campion College
Farmers Trading Company
Gisborne Girls High School
Jackie Williams
Johanna Broeke
Lyn McLoughlin
Margaret Shanks
Mr & Mrs Mohlmann
Ruby Keating
Te Wananga O Aotearoa
Terry Candy
Three Rivers Medical
Yvonne Wilson
Z Gisborne – Good in the Hood

BUILDING FUND

NZ Community Trust
Eastern & Central Community Trust
Sir John Logan Campbell Residuary Estate
VMD Collier Charitable Trust
BNi Gisborne
Gisborne Host Lions Club
Gisborne Wainui Lions Club
JJ Smallwoods
Lee Newman
Paul Gretton
PB Wairoa Women's Institute
Roger Murphy
St Mary Star of the Sea Parish
Ten Talents Charitable Trust

Partners and

SPONSORS





Hospice Tairāwhiti

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