

Hospice Tairawhiti | Annual Report

1 July 2016 - 30 June 2017

Living Every Moment

hospice

Tairawhiti



Table of CONTENTS



About Us	1
Trust and Staff	2
From the Chair	3
General Manager's Report	4
The BIG picture	5
A final journey home	6
Shared care responsibility bolstered by study	7
Strategic Goals	8-11
A privilege to be involved for volunteer Helen	12
Special people help with difficult journey	13
Financial Report	14-15
Statistical Summary	16
Donors, Partners and Sponsors	Inside back cover



About US

Service Profile

Hospice Tairawhiti is a not-for-profit organisation which 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. The team consists of Specialist Doctors, Palliative Care Nurses, a Counsellor, Education Co-ordinator, Volunteer Co-ordinator, Administration Staff, and a team of over 180 volunteers.

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 (Chairperson)
June Hall
David McLean
Dr Gillian Hayward
Barry Atkinson
David Ure
Tina Swann

Hospice Tairawhiti STAFF

General Manager	Barbara Grout
Clinical Manager	Dr Marla Williams
Hospice Doctors	Dr Moira Cunningham
	Dr Victoria Siriatt
	Dr Anna Meuli
Hospice Nurses	Kathleen Labrado
	Linda Hauraki
	Jude Francis
	Kath Fisher
Counsellors	Nicola Carroll
	Helen Te Puni (aged care)
Administration	Teresa Gray
	Lizzy Ngatai-Hawtin
Education Co-ordinator	Clarice Alderdice
Funding & PR Co-ordinator	Kelly Simpson
Volunteer Co-ordinator	Jane Kibble
Shop Manger	Brenda Kinder
	Jacqui Ritchie (assistant)

Hospice Tairawhiti is supported by over 180 volunteers

From the CHAIR



As I consider the past year, it is with sadness, as I see that demand for hospice services have increased. This reflects tough times for many in Tairāwhiti who have died over this year and their whānau and friends who are suffering grief and loss. Our role is to assist each situation as it arises and to offer palliative care to meet the varied needs of these individuals and their loved ones.

I wish to recognise the dedication from the General Manager, Barbara Grout and the way she leads her team in delivery of this service. The team are committed and I see them giving more and more as needs increase. We are so thankful for the quality and care from the whole team. I am constantly speaking to people out in our community who have had their support during tough times and are so appreciative of it.

Our ever-growing Volunteer team help us to deliver the service in so many ways. We are ever thankful for the countless hours and the dedication and commitment they bring. Without this help we would be unable to deliver the service. Our heartfelt thanks goes to them all. We recognise the Hospice Shop this year and the additional income this brings us. Please remember that goods given to the shop aid us in delivery of quality care.

We appreciate the generosity of our community with voluntary time, monetary donations and sponsorship. I recognise those who give in all these ways. Special thanks goes to Electrinet and Bronwyn Kay Agency for their continued sponsorship to Hospice. We need to raise 30% of our operating costs, so without your help what we could offer would be far less.

As our staff continues to grow the need for more adequate premises becomes more urgent. This line was from my report last year. It has been a frustrating year trying to finalise lease or purchase of land suitable for building. Hopefully things will become clear in the very near future. The need for more adequate premises is now very urgent, with staff remaining gracious under, at times, very trying circumstances with very inadequate space. We look forward to releasing details to our community in the near future and will be calling for people to make a commitment to help us fundraise and to build this much needed new space. We plan to build something modest but with provision for future growth should we need it, with a very clear focus on the delivery of a strong and relevant service to Tairāwhiti.

A handwritten signature in dark ink, appearing to read 'Glenda Stokes'. The signature is fluid and cursive.

Glenda Stokes
Chairperson

General MANAGER'S REPORT



It is my pleasure to share with you this summary of the services provided to the people of Tairāwhiti this year.

Demand for hospice services continues to be steady and an increase in visits reflects both the complexity of patient illness and our ability to respond due to increased staffing levels. During the past year we employed a trainee nurse with a specific focus of improving services to Maori. The impact of having a local Maori nurse on staff has been extremely positive.

Our rural outreach visits continue on the East Coast and have been extended to include Western Rural. This has shown positively in the increased number of patient referrals from these areas. The rural health nurses provide much of the care in these areas and we ensure we connect with them regularly to support them in the wonderful work they do.

With a projected increase in demand for hospice services in the coming years we have a strong focus on upskilling and educating the generalist healthcare workforce to provide good basic palliative care, allowing Hospice to concentrate on those with specialist needs. Our commitment to workforce development extends to assisting healthcare professionals to gain qualifications in palliative medicine by way of a scholarship programme. We are currently supporting four of our own staff (two nurses and two doctors) and three General Practitioners to undertake post graduate study through Auckland University.

This year saw us pilot a new innovations project, focused on providing psychosocial support and advance care planning in Aged Residential Care facilities. A trained counsellor is available to facilitate conversations relating to end of life issues; beginning conversations around advance care planning, grief and loss, family difficulties and bereavement counselling to residents not already supported by Hospice. The project also extends to supporting staff caring for end of life residents and the challenges this brings.

I would like to acknowledge the fantastic support from our dedicated group of volunteers and thank them all for giving their time and expertise. Volunteers are an integral part of our service and their contributions, no matter how large or small, are always greatly appreciated. Without them we simply could not provide the range of services we do.

Thank you to the staff who continue to provide the best possible service they can with the limited resources available. They are a dedicated and hardworking team and I am proud and privileged to be working with each and every one of them. Thank you to the board for their vision and continued support of the service and the people working within it.

Barbara Grout
General Manager

Living Every Moment

hospice

Tairawhiti



the big picture

222

people and their whanau received care and support from hospice

Hospice provided

114

hours of professional education sessions with attendance numbers of

930

45% of people died at home

34% in aged residential care and

21% in hospital

30% of people referred had a non-cancer diagnosis, the most common being cardiovascular and respiratory conditions

Volunteers gave

15,494

hours of their time

20% of people referred lived in rural areas from Potaka to Morere

42% of people referred identified as Maori

Staff and volunteers made

5,523

visits to people under our care and their whanau

These figures are based on year ended 30 June 2017

A final Journey

HOME



Tau and Robin Kapa

Home was always where Tau Kapa wanted to return to.

He was diagnosed with a grade four glioblastoma – terminal brain cancer – in August 2015 when he and wife Robin were living in Australia. By October he was home, and he died eight months later. Their plans to return home were suddenly fast-forwarded.

It is a journey still very fresh for Robin, but she looks back comfortable in the knowledge she, their whanau and friends ensured Tau's passing was as they all wanted.

Helping them achieve that was Hospice Tairāwhiti.

"The connotation of hospice can be negative because it is associated with death, but they actually help with assisting a good end of life for people," says Robin. "I used to feel funny saying Tau had a good end of life, but he did."

Tau hails from the coast and while they couldn't move there while he was unwell, his visits were food for the soul.

"We would go up the coast to their whanau house and it was so therapeutic for Tau," remembers Robin. "You could audibly hear him sigh and physically lift as we turned towards Rangitukia."

Their "awesome" GP Murray Smith was the one to introduce the Kapa family to Hospice Tairāwhiti, who took it from there.

"It was confusing at first but we soon got to know who was who. My husband was not a talker, but they involved him in everything," says Robin.

"We always knew from the start we were going to keep Tau at home, and that was where Hospice got involved in providing everything we needed – from beds to showering things, the commode and other necessities. It was a big help."

Having someone she could talk to 24/7 was also a huge support for Robin.

Hospice nurses and doctors visited, along with support from other staff like a counsellor who helped some of Tau's whanau after he died.

During those final months, all six of their children and 15 grandchildren visited and spent valuable time with Tau.

Hospice organised for some of his many t-shirts to be turned into cushions, which have become treasures for his mokopuna.

"Everyone's journey is so different, and I feel we were blessed with ours."

Tau and Robin were together 42 years, spending most of their time on farms around the Gisborne and coast regions.

The walls of the home they shared in Gisborne has many happy memories reflected through photographs spanning decades – a loving reminder of a much loved husband, father and grandfather.

Shared care responsibility

BOLSTERED BY STUDY

Post graduate study by six doctors and nurses just highlights Hospice Tairawhiti's commitment to growing palliative care skills and understanding in the wider community.

Four Hospice Tairawhiti staff – Dr Victoria Siriett, Dr Anna Meuli and community nurses Linda Hauraki and Kathleen Labrado – along with local GPs Dr Laura Gilding and Dr Sarah Callaghan are all furthering their knowledge through their Auckland University studies.

Victoria splits her time between Hospice Tairawhiti and De Latour Medical, and is on to her third paper of the expected two-year course.

"It complements our clinical practice," says Victoria. "Hospice now also covers chronic diseases including respiratory and renal diseases and heart failure, making it a wider role for the organisation. Laura, who is a GP at The Doctors Te Whare Hapara, has a special interest in palliative care.

"One of the important things we can do as GPs is give people a good death and support their families through the process," says Laura. "Palliative care is something I would definitely like to move into."

She and Sarah, a GP at Three Rivers, both received Hospice Tairawhiti scholarships to complete the study. "It recognises the need for GPs to have that extra interest in palliative care." The women all say GPs and Hospice each rely on the other with a shared care responsibility.



Hitting the books . . . (from left) Dr Laura Gilding, Dr Victoria Siriett and hospice community nurse Kathleen Labrado who are all completing post graduate palliative care study.



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

We continue our agreement with Waipuna Hospice in Tauranga to provide 24/7 specialist telephone advice to our staff, including peer support and review for clinical staff. As part of this service Waipuna specialists have come to Gisborne to deliver palliative care education sessions to hospital staff and general practitioners.

Improve Continuity of Care

Additional nursing staff and the establishment of a team leader role has contributed to improving the continuity of care.

Expanding Rural Services

Expanded our rural visiting schedule to include Western Rural as well as the East Coast. Nurses visit patients in their homes and support both family and health professionals caring for them.

20% of new patients were from rural areas compared to 12% in the previous reporting year.

Maori Health Objectives

Commenced work on establishing a Maori Advisory Group.

Employed a trainee nurse with a focus on improving services to Maori.

18% of staff identify as Maori compared to 0% in the previous year.

10% of volunteers identify as Maori, these stats have not previously been recorded

Patient Management System

Implemented PalCare on 1 July 2016. Nurses can now access up to date notes on a tablet from anywhere.



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 20 sessions to a total of 349 attendees. 11 people completed the series and received their pins.

👉 **Externally Purchased Education**

Liese Groot, Mourning Grieving Healing Hope – 72 attendees.

👉 **Hospital Education**

Hospice staff provide regular in-service education to hospital staff. This year we delivered five sessions to a total of 28 attendees.

👉 **Aged Residential Care Education**

Five education sessions were delivered on site to Aged Residential Care Facilities with a total of 58 staff attending. The subjects included Advance Care Planning and Individual case reviews.

👉 **Advance Care Planning & Last Days of Life Care Plan**

Hospice Tairāwhiti champion both Advance Care Planning and Last Days of Life Care Plan. This year staff delivered nine education sessions on Advance Care Planning to 196 participants.

👉 **QPS Benchmarking Project**

We continue to participate in this benchmarking programme which enables us to measure and compare our respective services with other Hospices around NZ.





Lead & Resource our Organisation

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

Initiatives and Outcomes

Increased Staffing

Two new positions were created this year. One trainee nurse, and one part time counsellor who will work specifically in aged residential care as part of a new initiative project. Both these positions are fixed term contracts and over and above normal staffing numbers.

Staff Training & Education

Hospice Tairawhiti acknowledge the importance of keeping education current and relevant, and encourage staff to take advantage of any educational opportunities that arise. We currently have staff members studying towards a Post Grad Diploma in Palliative Care and one completing a Diploma in Not for Profit Management.

Fundraising

We continue to review our events to keep them relevant and fresh. This year one new event was added and one dropped.

Hospice Shop

The Hospice Shop exceeded our expectations financially and has contributed approximately 50% of our shortfall in funding. In December 2016 we took over the lease of the adjoining shop, almost doubling our floor space.

Facilities Review

The board continue to investigate options for new premises to see our service into the future

Board of Trustees

A board charter and policies were adopted this year



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 over 36,000 shoppers.

Quarterly Newsletters

The supporter's newsletter now has a circulation of 500 via mail and email as well as being posted on our website and facebook page.

Annual Supplement

Our annual Hospice Week supplement was with the Gisborne Herald to a readership of 8,500. This year we extended this publication from four to eight pages.

Social Media

Hospice Tairawhiti remains active on social media with our Facebook page now having over 850 followers, up 47% on the previous year.

A Time to Remember

As part of our Hospice Week activities each year we invite the community to a special Time to Remember. This year thirty people attended.

Community Education

Hospice Tairawhiti representatives presented to several community groups this reporting year promoting Advance Care Planning, including Arohaina, Otoko Womens Institute, and residents at Kiri Te Kanawa, Dunblane, Beetham.

Fundraising Events

Included this year were the Strawberry Festival, Tree of Remembrance, and the new Luncheon & Fashion Show. These are all fantastic initiatives raising both funds and awareness.



A privilege to be INVOLVED FOR VOLUNTEER HELEN



Helen Hart

When Helen Hart retired from work, she was very clear about what she planned to do.

"I have always been a believer in passing it forward, and I like helping people," says Helen, who has been a Hospice Tairāwhiti volunteer for the past 18 months.

"I wanted to do some sort of volunteer work when I finished my job, and chose Hospice because they had helped my mother in the last few weeks of her life."

Helen put her hand up to help in any way she could – at the Hospice shop, as patient support, baking and cooking, and in the office, and is currently spending around seven hours a week helping out.

"I do enjoy it a lot," she says.

Helen spent six months as patient support for a woman who had no family in the district.

"I would visit her once a week and we would go for a drive, do shopping or just go out for a coffee. You build a very real relationship with someone when you are helping them like that."

She bakes cakes and cookies for the nurses to take to people, as well as jams and relishes which are sold in the shop.

"I enjoy the social side of helping and there is a real sense of satisfaction in being able to help somebody else . . . I hope someone will return the favour if I ever need it!"

Helen and husband Gary have three children and three grandsons – none of whom live locally. The family lived for a time in Hawke's Bay, but have called Gisborne home for most of their married lives after returning to Gary's home town when the children were younger.

When not helping others, Helen is likely to be found in her garden.

"I do love my garden and have a lovely vegetable garden – there is something very satisfying about a productive vegetable garden."

She and Gary used to be market gardeners, so she figures it is probably in the blood. But she is loving her time with Hospice.

"The nurses and others involved with Hospice are wonderfully compassionate people and the empathy they show to the people they deal with is just amazing. Nothing is ever too much trouble," says Helen. "I feel very privileged to be in a position to be involved with them."

Special people help

WITH DIFFICULT JOURNEY

From board member Tina Swann

My first experience of Hospice was after my mother was diagnosed as terminal and lost her battle with cancer in 2008, then again at the end of 2016 when my father also lost his battle after a long illness as a result of terminal cancers.

The empathy, advice and support from the Hospice team has been and remains without question, nothing short of amazing, and my family and I are honoured and privileged to have met such special people to be with us through this difficult journey.



Tina Swann

The impact of how thoughtful and sensitive the Hospice team have been to us is extremely humbling and truly profound with their high level of professionalism allowing our parents to maintain dignity and peace of mind during a truly stressful time for all involved.

Travelling this journey with your loved ones is a hard road that no family wants to take but when you have the guidance and support of an experienced team like Hospice Tairāwhiti, it certainly puts your mind at ease to know you are in good hands.

Coming into this role on the board at the beginning of 2016 was a natural step for me after mum's passing enabling me to bring the experience of having gone through the process already and encouraged me to give something back for the many other families that Hospice have reached.

I come from a background in corporate services latterly at Te Runanganui o Ngāti Porou and am currently on secondment with the finance department at Gisborne District Council. I am due to complete my Bachelor in Business Studies degree at the end of this year.

From having Hospice Tairāwhiti along with me on the journey of my parents and also losing my brother-in-law who was in the care of Hospice Wellington, words cannot express how grateful I am for the steady guidance, constant support and heartfelt understanding that my family have received from Hospice both here in Tairāwhiti and in Wellington.

I am proud to be associated with Hospice and the awe inspiring volunteers who give their time freely and without expectation in order to help others deal with the end of life stage of their loved ones.

The unspoken understanding is there in the eyes of every staff member and volunteer you meet and whether your journey is short or long, I am sure their unwavering support will touch your heart as it did mine leaving you with nothing but respect and awe for these angels in disguise.

“He taonga rongonui te aroha ki te Tangata”

*Goodwill towards others is a
precious treasure.*



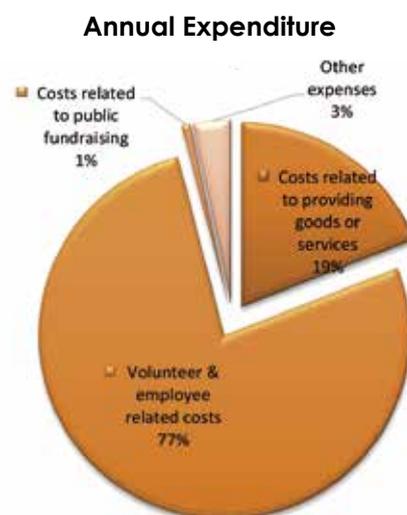
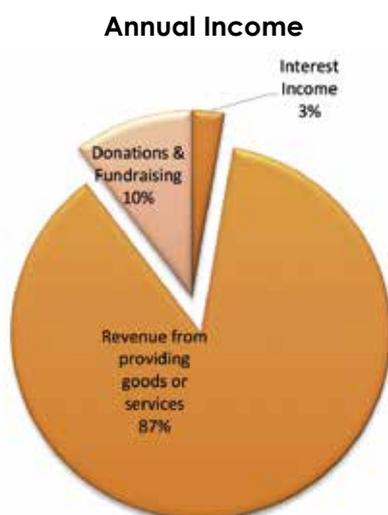
Summary of FINANCIAL POSITION

	Actual This Year \$	Actual Last Year \$
Assets		
Current Assets		
Bank accounts and cash	565,038	626,043
Debtors and prepayments	74,527	97,329
Other current assets	641,101	348,701
Total Current Assets	1,280,666	1,072,073
Non-Current Assets		
Property, plant and equipment	106,726	99,357
Investments	306,618	306,386
Total Non-Current Assets	413,344	405,743
Total Assets	1,694,010	1,477,816
Liabilities		
Current Liabilities		
Creditors and accrued expenses	34,058	50,690
Employee costs payable	89,266	85,693
Total Current Liabilities	123,324	136,383
Total Liabilities	123,324	136,383
Total Assets less Total Liabilities (Net Assets)	1,570,686	1,341,433
Accumulated Funds		
Accumulated surpluses or (deficits)	864,994	852,554
Reserves – Building Fund	621,100	300,000
Reserves – Work Force Development & New Initiative	84,592	188,879
Total Accumulated Funds	1,570,686	1,341,433

Summary of OPERATIONAL FINANCIAL PERFORMANCE

	Actual This Year \$	Actual Last Year \$
Revenue		
Donations, fundraising and other similar revenue	121,722	221,667
Revenue from providing goods or services	1,025,443	*1,104,127
Interest, dividends and other investment revenue	31,862	35,191
Other revenue	0	992
Total Revenue	1,179,027	1,361,977
Expenses		
Expenses related to public fundraising	7,448	32,771
Volunteer and employee related costs	730,794	616,780
Costs related to providing goods or services	180,617	159,993
Other expenses	30,915	20,494
Total Expenses	949,774	830,038
Surplus/(Deficit) for the Year	229,253	531,939

*Note: due to a change in accounting policy \$174,066 of 'unused donations and grants with conditions' have been moved into income and transferred to a reserve account for 'significant grants with conditions which have not been recorded as a liability'. This change is to meet the new charities commission reporting requirements.



Statistical SUMMARY



	2016/17	2015/16	
New patients	163	164	
Diagnosis	70%	63%	Malignant
	30%	37%	Non malignant
Ethnicity	55%	59%	European
	42%	40%	Maori
	3%	1%	Other
Geographical Distribution	80%	87%	Gisborne City
	11%	7%	East Coast
	9%	5%	Western Rural
Total Patients Cared for	222	194	
Number of deaths	131	106	
Place of death	45%	40%	Home
	34%	25%	Hospital
	20%	35%	AgedCare Facility
Average duration of care	121	75	Days
Total contacts	5523	4093	
Total volunteer hours	15494	12,916	
Average Daily Caseload	58	56	

Donors

THANK YOU

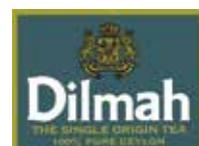
To the following groups and individuals who made cash grants, donations, and bequests of over \$500



Alghanim, O
Barker Kirby, Shirley
Bromiley, Dr D
Community Organisations Grants Scheme
CW Laing Trust
Eastern & Central Community Trust
Electrinet
Estate of P M Nathan
Farmers Trading Company
Footloose
Findlay, Y
J & T Hickey Charitable Trust
Leggett, Tony
McGreevy, Les
Mangatawa Beale Williams Memorial Trust
Riding for Hospice
Simpson, Jess
Sunrise Foundation
Te Ora Hau Charitable Trust
Te Wananaga O Aotearoa
Thomas, Richie

Partners and

SPONSORS





Hospice Tairāwhiti

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