

Living Every Moment



hospice
New Zealand

eNews
MAY 2017



People I meet often tell me they have a personal connection with hospice – that a family member or close friend has been cared for by our service. Last year, a third of all people who died in New Zealand were supported by hospice. We're reaching a more diverse range of ages and ethnicities than ever, in a wide range of settings. We're incredibly proud to know that hospice plays such a big role in our country, and touches so many people's lives.

Yet, we also know we have a long way to go. As an organisation, we are determined that *everyone* should have access to the best possible palliative care at the end of their lives, regardless of the condition they have, where they live, or where they choose to be cared for.

Hospice Awareness Week is a special opportunity for us to reach out to people who may not know what we do, or how we can help. It's a chance to address misconceptions that people may have about hospice, and to celebrate the difference hospice care can make for people at the end of their lives, and for their families and whānau.

Engaging with our communities in this way is vitally important. It builds both our understanding of their needs, and the public's awareness and understanding of the hospice philosophy and our services. Thank you for supporting Hospice Awareness Week, and for helping more people than ever access the care and support of their local hospice.

Warm regards,

Mary Schumacher
Chief Executive,
Hospice New Zealand



PUBLIC AWARENESS

From our Patron and Ambassador, Jo Seagar

Last week, my wee grandson proudly grinned up at me, presenting a whopping great gap where his first baby tooth had fallen out. Now, as you may recall from when you were five years old, this was Very. Big. News. The look on his face at that instant was so precious, I couldn't help but get caught up in the moment. What a special thing to share together – this marvellous milestone in his life.

Some moments, like this one, you wish you could bottle – but then there's the other kind. Devastating, tragic, 'knock you flat on your back' kind of moments. Recently a lovely woman I met told me her beautiful daughter had just died. The look on her face was raw, heartbroken. It's so very important for us to have people to share this kind of moment with too.

As Ambassador and Patron of Hospice NZ for over eighteen years, I'm so proud to be associated with hospice services across the country. They're filled with people who walk beside others during some of the toughest moments of their lives. Hospice care is the 'big stuff', like managing pain, offering practical support and counselling, but it's so much more as well. It's volunteers driving people to their appointments. A small bunch of flowers brightening up a dinner tray. It's making chocolate slice simply 'because it's your favourite'.

This Hospice Awareness Week, join me in celebrating the work of hospice services across the country. Life is made up of moments – let's help each other live every one of them.





Hospice is not a building; it is a philosophy of care

Hospice Awareness Week
15-21 May 2017
www.hospice.org.nz



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

Hospice Awareness Week
15-21 May 2017
www.hospice.org.nz



Hospice cares for people with any life limiting condition

Hospice Awareness Week
15-21 May 2017
www.hospice.org.nz



Hospice cares for people in any place they call home

Hospice Awareness Week
15-21 May 2017
www.hospice.org.nz



Hospice care is free of charge for patients and their families

Hospice Awareness Week
15-21 May 2017
www.hospice.org.nz



To me, 'living every moment' means...

"Hooking up the caravan and just seeing where we end up – we never have a plan of where we are going or what we are going to do when we get there! Creating memories with my three boys."

Maria, Farmers Trading Co

"Enjoying the simple things in life, like taking time to enjoy the sunrise, whether it be alone or with people I care about"

Stephen, CEO, Quest Apartment Hotels

"Knowing I am doing my little bit to help the community – knowing that I helped somebody that day"

Kelsey, Age 15, Hospice Youth Ambassador, Hospice Tairāwhiti

"Just being yourself – for good or for bad!"

Gavin, in the care of Hospice, Albany

"Taking pleasure in being part of a loving close-knit family. Supporting aging parents to live in their own home for as long as possible, and treating them as I would like to be treated. It's enjoying spending time with my family – the precious moments of being together and celebrating the milestones in our lives"

Peter, Chief Executive, Hospice Eastern Bay of Plenty

"Being in the moment. Taking the time to stop and look, and appreciate what's in front of me"

Kathryn, Hospice Volunteer, Wellington

"A cup of tea, in bed, made with love"

Chrissy, Head Housekeeper, Te Rangimarie, Hospice Taranaki

"Watching the light filter through the leaves in the garden. Cuddling up in front of the fire. A home cooked meal. The little things, that are actually the big things."

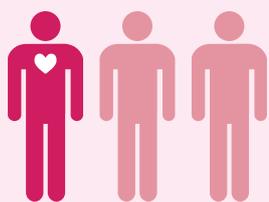
Huia, Hospice Supporter, Rotorua





THE BIG PICTURE

18,276 families received care and support from hospice services
Hospice services across the country provided care and support for 18,276 people and their families, carers and whānau, either before or after the death of their loved one.



1 in 3

people who died in New Zealand were supported by hospice

86%

of people who needed palliative care in the community (outside of public hospitals and aged residential care) were supported by hospice

51%

of people who needed palliative care outside of public hospitals were supported by hospice

52% of hospice patients were male and **48%** female

Approximately

30%

of people using hospice services had a non-cancer diagnosis, such as respiratory or cardiovascular conditions

77%

of the people who died supported by hospice were cared for in settings other than hospice inpatient units – such as at home, in hospitals or in aged residential care facilities

99

different ethnic groups were identified by people using hospice services

People of all ages use hospice services. In 2016, **23** patients were over the age of 100, and **601** patients were under the age of 40

23%

of people using hospice services had one or more admissions to an inpatient facility



QUALITY OUTCOMES



Hospice New Zealand Annual Review

Have you seen our latest Annual Review? It's a snapshot into Hospice New Zealand's work supporting hospices across the country as they provide care and support to people living with life-limiting conditions, their families and whānau. You can download a copy via our website, www.hospice.org.nz.

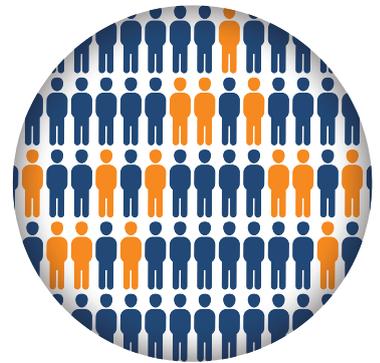
A Guide for Carers

Hospice New Zealand's popular resource, A Guide for Carers, is a booklet designed to support people caring for someone who is dying. It draws on the skills and experiences of hospices across the country, and is available free of charge.

In 2017, thanks to the generous support of our long-term supporters, **Craigs Investment Partners**, Hospice New Zealand has been able to reprint thousands of copies of the booklet and deliver them directly to hospices throughout the country. An electronic version of the booklet is also available (free to download) from our website, www.hospice.org.nz.

Hospice New Zealand Palliative Care Outcomes Symposium – 'Beginning the Conversation'

Nationally and internationally, there is a growing emphasis on outcome measurement, rather than process management in healthcare.



Last year, Hospice New Zealand began work on an innovative project to develop a 'common language' and future approach in how we might measure *palliative care outcomes* throughout the country for patients, family and whānau across all care settings. The first step in this journey was bringing together our colleagues from aged residential care, hospital, hospice, district health board and research settings to 'begin the conversation'.

The *Hospice New Zealand Palliative Care Outcomes Symposium* was held in Wellington in February this year and created a shared platform for voices in the palliative care sector. Over ninety people attended to collaborate, learn from international experts and explore how we might measure whether outcomes are equitable, and whether they are improving.

Key themes that emerged from the day included;

Elements of design and development – such as ensuring that patients, their family and whānau remain at the centre of care, both before and after a death

Dynamics of implementation – such as the need for national agreement and continuous improvement, and

Sector expectations – such as uniting the sector, and having one voice.

Where to from here? Further work is underway to develop a wider discussion document for the sector. This document will present suggestions for finding a way forward, using a collaborative and inclusive model for design and development of what works in the New Zealand context.



WORKFORCE CAPABILITY



Genesis Oncology Trust Palliative Care Lecture Series

Thanks to the Genesis Oncology Trust, we are able to offer free monthly palliative care lectures in 2017. This education opportunity is designed for healthcare professionals with an interest in palliative care. The lectures are delivered via teleconference on the first Thursday of every month, from 7.30-8.30am at registered sites. For information on attending these lectures and catching recordings of some of the lectures you may have missed, visit www.hospice.org.nz.

Upcoming Lectures

JUNE 1

Dying and growing old in a foreign land – an Asian nurse migrant’s perspective

Cat Chiu, Registered Nurse, Community Palliative Care Team, Mercy Hospice Auckland – Te Korowai Atawhai

JULY 6

Principles and Guidance for the Last Days of Life: Te Ara Whakapiri

Dr Kate Grundy, Palliative Medicine Physician and Clinical Director, Canterbury Integrated Palliative Care Services

The next steps

Helen Sawyer, Palliative Care Clinical Nurse Specialist, Southern DHB (Otago)

It’s all about connections

As part of New Zealand’s largest business networking group, BNI members know that great things can be achieved when people make the right connections. Each year, our national partner helps hospices make the right connections for patients and their families too.

Since 2007, the *BNI Palliative Care Scholarship Programme* has supported hospice staff members across the country to complete postgraduate study in their speciality areas. Over the years, BNI New Zealand has donated over \$137,000 to fully fund the programme.

This year, Anneke Driessen-de Vries was delighted to be the recipient of a BNI scholarship. As a Social Worker for Waipuna Hospice, Anneke’s expertise lies in her thorough knowledge of how to connect people who are dying and their families with people, resources and services that can help.

“The needs of one family alone can be incredibly complex”, says Anneke. “Sometimes three generations will be living together under the same roof. Mum will be working full time to cover the mortgage, while caring for a dying parent and looking after children too. My role is to take a broad view and consider, how can we help this family? What are the most pressing needs we need to address? What services are available to them? Who can we connect them with?”

With the support received from BNI, Anneke is studying towards a Postgraduate Diploma in Health and Social Science. *“The paper I’m working on this year really appeals to me because it’s inter-professional – collaborating with people from different disciplines, and even different sectors of healthcare. It aims to deepen our understanding of how we can work together to best meet the needs of our clients and our communities. It’s so enriching to be able to look at situations from different perspectives.”*

In addition to this programme, BNI New Zealand’s special partnership with Hospice New Zealand since 2007 has seen BNI chapters nationwide generously raise and donate over \$1.4 million to support hospices throughout the country.

“The support of BNI New Zealand is very much appreciated,” says Anneke. “Financially it makes a big difference, but it’s more than that; it’s also the acknowledgement that the work we do at hospice is important and valued. We are hugely grateful for their support.”





LEADERSHIP

Hospice New Zealand

Mary Schumacher
CEO

Rachel Wilson
Communications Manager

Mandy Gill
Executive PA

Chris Murphy
Project Leader

Anne Morgan
Practice Advisor

Moira Marcroft
Corporate Partnerships

Karla Ellicock
Project Advisor

The Hospice New Zealand Board 2017

Lisa Roberts (Chair)
**Chair of the Board,
Hospice West Auckland**

John Peters (Deputy Chair)
**Chair of the Board,
Nelson Tasman Hospice**

Peter Buckland
CEO, Mercy Hospice Auckland

Biddy Harford
CEO, Te Omanga Hospice

Dr Richard Thurlow (PhD)
CEO, Waipuna Hospice

Clinical Advisors

Dr. Brian Ensor
**Director Palliative Care,
Mary Potter Hospice**

Hospice New Zealand

Level 6, 50 Manners Street,
Te Aro, Wellington 6011
P O Box 11557, Wellington 6142
T: (04) 381 0266 www.hospice.org.nz

Professional Networking Workshops

Each year Hospice New Zealand facilitates a number of professional networking workshops for hospice staff. Network meetings provide hospice professionals with the opportunity to network with colleagues, share information and ideas, and explore the different ways in which each hospice approaches their programmes.

Upcoming Network Workshops

JUNE

- 15** Medical Directors Network
- 26-27** Family Support Network
- 27-28** Spiritual Care Network

JULY

- 25-26** Retail Managers Network

AUGUST

- 8-9** Educators Network
- 9-10** Quality Network

SEPTEMBER

- 18-19** Fundraising & Marketing Network
- 20-21** Nurse Leaders Network



Hospice Awareness Week | 15-21 May 2017

