

When time is short, what matters most?

Next week, Hospice New Zealand looks forward to welcoming over 300 delegates to Auckland for our biennial conference.

The lineup of international and New Zealand keynote speakers confirmed for this year's programme is outstanding. They'll present alongside exceptional local contributors, covering a wide range of interesting and pertinent topics.

Our sincere thanks to Pub Charity, the Ministry of Health, Rothbury and to all the sponsors and exhibitors supporting this year's conference. It's your support that has enabled us to provide such a wide and varied programme, with such high calibre speakers.

Of course, the conference is also an excellent time to network and reconnect with colleagues and friends from throughout New Zealand and abroad.

We have no doubt you will find the programme inspirational, educational and engaging. There will be some challenges, and no doubt many thought-provoking sessions which will make us all consider *what truly matters most*.

Warm regards,



Mary Schumacher
Chief Executive,
Hospice New Zealand



Hospice New Zealand

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WORKFORCE CAPABILITY



22ND HOSPICE NEW ZEALAND Palliative Care Conference

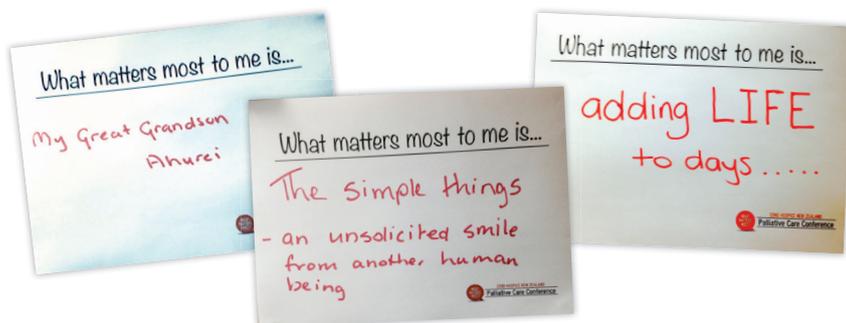
14-16 September 2016 The Langham, Auckland

When time is short, we want to do what matters most. The 22nd Hospice New Zealand Palliative Care Conference will challenge each delegate to consider what matters from a range of perspectives. What matters most to patients, to their families, to carers and to our communities when it comes to end of life care? What matters to us most personally?

This is your opportunity to hear from international and local leaders in the palliative care field sharing their knowledge over two and a half days of conference. Speakers will provide frameworks, tools, experience and inspiration to help us plan, provide and measure our services to deliver what matters most.

For more information and to register, go to: www.hospice.org.nz

Thank you to our conference sponsors:





WHAT MATTERS MOST?

Concurrent Sessions: A snapshot

COMMUNITY PRACTICE

Living well at end of life: An occupational study of doing what really matters. Anne Holland, Clare Hocking, Valerie Wright-St Clair

SYMPTOM MANAGEMENT

Evidence-based update on the management of advanced pancreatic cancer. Maria Lacoppi, Jude Balle

CARERS/QUALITY

The bed's too small – dying with dignity in a hospice inpatient unit. Wendie Ayley, Donna Gray, Tanya Loveard, Helen McCulloch

EDUCATION

What matters most is respecting patients' wishes: Personal advance care planning uptake amongst Australian and New Zealand palliative care medical and nursing professionals. Suzanne Rainsford, Nicholas Glasgow

PAEDIATRICS/GRIEF

Children + dying = wrapped in cotton wool. Debbie Mills-Henry

SPIRITUALITY

The migrant experience of dying away from country of birth. Yvonne Bray

PATIENT & VOLUNTEER VOICE

Totara Youth Ambassadors from Totara Hospice South Auckland.

International & New Zealand Keynote Speakers



Prof Peter Hudson

Director of the Centre for Palliative Care, Australia.
Improving support for family caregivers: What matters most and how do we make it happen?



Prof Carlo Leget

Professor in Care Ethics at the University of Humanistic Studies in Utrecht, the Netherlands.
Spiritual care in palliative care: Where are we now?



Associate Prof Melanie Lovell

Palliative Medicine physician and Medical Director of the Greenwich Palliative Care Services, Germany.
Touching the Void: Bridging the chasm between clinical guideline development and local site implementation.



Associate Prof Deborah Parker

Director of the Centre for Applied Nursing Research and the NSW Centre for Evidence Based Health Care.
What matters to families participating in end of life discussions for relatives living in aged care facilities?



Dr Stephanie Stiel

Leading senior researcher at the Department of Palliative Medicine, University Hospital Erlangen, Germany.
Dealing with hope and prognosis in palliative care – an interactive workshop (co-facilitated with Carlo Leget).



Yvonne Bray

Registered nurse and lecturer, Department of General Practice and Primary Health Care, University of Auckland.
Sir Roy McKenzie Guest Lecture – In the spirit of learning.



Dr James Jap

Clinical Director and Palliative Medicine Specialist at Totara Hospice South Auckland.
What matters most – A hospice Christmas carol.



Palliative Care Lecture Series 2016



Genesis Oncology Trust Palliative Care Lecture Series

Thanks to the Genesis Oncology Trust, Hospice NZ is able to offer free monthly palliative care lectures in 2016. 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. You can access these lectures by attending at registered sites around the country.

For more information on attending these lectures and catching recordings of some of the lectures you may have missed, visit www.hospice.org.nz.

Upcoming Lectures

6 OCTOBER

Role of the Dietitian in Palliative Care

Caroline Quilty, Therapies Services Manager & Specialist Dietitian, St Joseph's Hospice, UK

3 NOVEMBER

Shared Hospice and Aged Residential Care Exchange (SHARE): integrating hospice and aged care services

Dr Michal Boyd, University of Auckland, Rosemary Frey, University of Auckland and Jenny Thurston, Mercy Hospice Auckland

Helen's Story

Helen Ngahuia Thomas was in her mid-thirties when she found her childhood sweetheart Quentin, and married him in a beautiful garden ceremony. Before long they welcomed new baby, Potiki. Then Helen found out she had cancer.

Veteran filmmaker Paul Davidson is familiar with death, dying and hospices, having made several documentaries on the subject. But when he heard that Helen was ill, it came as a great personal shock – because Paul is Helen's uncle and godfather. He talked with the family, hospice and doctors and was given permission to film Helen on her journey, no matter how it might end. Paul says "I was humbled that Helen and the family were prepared to trust me with their very personal stories, and could see that the finished film would be a special story of courage and compassion. What I didn't see were the twists and turns the story would take, many of which no one could see coming."

Ten years earlier Paul had been at Te Omanga Hospice making "Giving It All Away", the story of philanthropist Sir Roy McKenzie, who was a strong supporter of hospice for more than 30 years and instrumental in the establishment of Hospice New Zealand. Now he and co-director Barbara Gibb were on a much more personal mission. "It is especially emotional working with people so close to you", Paul says, "and that has been very difficult at times. But in this case there is also a special relationship between subject and filmmaker, and that has brought a unique level of intimacy and honesty to the film that rarely happens."

Paul and Barbara's film follows Helen every step of the way, as she prayed for a cure, entered the care of Te Omanga Hospice, and found inspiration in art therapy, music therapy and the response of her multi-cultural family. The end result is a very special film, an intimate insight into one person's journey and the power of love, family and whānau.

"The movie was beautiful – very intense and personal. It gives a fantastic insight into the lived experience of a patient and her family, and the complexities of families."

Jo Hendrickson, Clinical Nurse Specialist (Palliative Care)

Helen died in March 2013. The film of her story was screened in March 2016 at a special fundraising premiere for Te Omanga Hospice, and is soon to be publicly released.

Hospice NZ welcomes you to a special viewing of *Helen's Story* at the Hospice NZ Conference – Wednesday 14th September at 7.45pm. Please see your conference programme for more details.

LEADERSHIP

A key focus of the hospice philosophy of care is ensuring that everyone has access to the best possible 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 NZ works in collaboration with many national organisations and groups to help integrate this philosophy into all areas where palliative care is delivered.

St John Ambulance Service

As New Zealand's population ages, the St John Ambulance Service receives an increasing number of calls to respond to people with palliative care needs. Hospice NZ has been working with St John to ensure ambulance services throughout the country have generalist palliative care knowledge and expertise, and that they are aware of how they can collaborate with hospices and other palliative care services to provide patients with care, dignity and respect.

Hospice NZ Practice Advisor, Anne Morgan, has been working alongside St John to support the training and educational needs of St John's personnel across the country. Her work has involved presenting a series of workshops and 'train the trainer' sessions, and reviewing and contributing to resources and policy reviews. Anne has found working alongside St Johns both enlightening and valuable, and has been impressed by the passion of paramedics in caring for people with palliative care needs.

NZACA

The NZ Aged Care Association is a not-for-profit, national membership organisation representing all parts of the aged-care residential (ARC) sector. Over 33% of New Zealanders who die each year will be cared for by the ARC sector, and deaths in ARC homes are increasing faster than for any other place of death in New Zealand. Hospice NZ is working closely with the NZACA to ensure rest homes and hospital level care facilities have the knowledge to provide quality care and comfort to residents at the end of their life, and support for their families.



Recently, Hospice NZ's Anne Morgan and Chris Murphy were delighted to be invited to present at NZACA's series of workshops for registered and enrolled nurses and clinical leaders. Held in six major centres, this was an opportunity for Hospice NZ to connect with over 150 nurses throughout the country. Mary Schumacher will also be a guest speaker at the NZACA conference later in the year.

Te Rōpū Taki Māori (HNZ)

Supporting the palliative care needs of Māori is a key strategic goal for Hospice New Zealand. In 2015, an advisory group called Te Rōpū Taki Māori (Hospice NZ) was established to provide support and advice to Hospice NZ and our Board of Trustees. Te Rōpū Taki Māori will assist us with tikanga me kawa (procedures and protocols), and ensure the values and preferences of Māori are reflected in Hospice NZ projects and initiatives.

This is an exciting opportunity for Hospice NZ. Working together with Te Rōpū Taki Māori will ensure we are more responsive to Māori palliative care needs in our strategic work areas such as public awareness, leadership and workforce development. This group was established through and is supported by the wider hospice network (Ngā Kaimahi Māori Hospice).

Chair of the group is Mary Potter Hospice's Chief Executive, Ria Earp, who has held a number of senior management positions including her time as Deputy Director-General of Māori Health with the Ministry of Health (1996-2006). We are grateful to the members of this group and their hospice organisations for their expertise and support.

Te Rōpū Taki Māori (Hospice NZ): Ria Earp – Mary Potter Hospice (Chair), Francis Te Pou – Presbyterian Support East Coast, Dennis Emery – Arohanui Hospice, Pare Corkran – Arohanui Hospice and Linda Olsen – Te Omanga Hospice.



Hospice New Zealand

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Rachael Crombie
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Rachel Wilson (Maternity Leave)
Communications Manager

Mandy Gill
Executive Assistant

Chris Murphy
Project Leader

Anne Morgan
Practice Advisor

Moira Marcroft
Corporate Partnerships

Karla Ellicock
Project Advisor

The Hospice New Zealand Board 2016

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CEO, Te Omanga Hospice

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

Kevin Nielsen
CEO, Hospice Taranaki

Peter Buckland
CEO, Mercy Hospice Auckland

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

Clinical Advisors

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

Dr. Michal Boyd
**Nurse Practitioner – Older Adults,
Waitemata DHB & Senior Lecturer,
School of Nursing, University of
Auckland**

Each year, Hospice New Zealand's networking workshops give hospice professionals the opportunity to network with colleagues, share information and ideas, and explore the different ways in which each hospice approaches their programmes.

Retail Managers Network Workshop

With more than 110 stores now open nationwide, Hospice Shops are a vital source of sustainable income for New Zealand's hospice services. For many people, a Hospice Shop will be the first connection they have with the work of their local hospice. Hospice Retail Shops also bring people together as volunteers, attract new supporters to the hospice, and provide a vital connection to the work of our hospices in the community.

This year, representatives from 19 hospices came together at the Retail Manager's Workshop at the CQ Hotel in Wellington.

Guest speakers included Lynn Harris, a Wellington-based consultant who shared with the group a 'toolkit' for leadership and team building. Sergeant Matthew McKenzie from the New Zealand Police offered Store Managers practical advice on how to keep staff and volunteers safe, how to communicate with aggressive customers and how best to mitigate risks from shoplifting.

Educators Workshop

Twenty-five Hospice Educators came together this year for a day of networking, collaborating, and resource and information sharing.

Ciara Young from Waipuna Hospice shared her experiences with using simulation as a tool when teaching the syringe drive programme. Jan Waldock from Arohanui Hospice led an interesting conversation on how we collaborate with health workers in aged care, and how we know whether it is making a difference.

Raewyn Jenkins from Nurse Maude Hospice took the group through changes to the recently reviewed the Syringe Driver Competency Programme. Trish Fleming shared her experience using the Fundamentals of Palliative Care programme in a wide array of settings. Clare O'Leary from Mary Potter Hospice shared her vast experience with media to encourage educators to use technology to enhance their teaching.

Thank you to everyone who contributed to this valuable day.



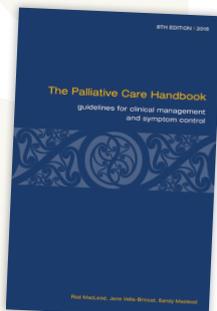
PUBLIC AWARENESS

MTV Artist's Support for Hospice

It's not every day Hospice New Zealand receives a call from MTV! Young Kiwi DJ and Music Producer 'Ryan Enzed' is a top 10 finalist in the MTV Australia/NZ 'Brand New' music competition. One of the prizes is a \$10k donation to the artist's charity of choice. Hospice cared for Ryan's much loved Dad and Ryan is passionate about supporting hospice – we're so grateful to Ryan for this opportunity to raise awareness of hospice services across the country. Please support this incredibly talented young artist and tweet your support to <http://www.mtv.com.au/brand-new-for-2016>

Palliative Care Handbook

This year, with the generous support of Pub Charity and the Genesis Oncology Trust, Hospice NZ distributed around 7,000 copies of The Palliative Care Handbook to GPs, residential aged care facilities and hospices around the country. It includes new sections on dementia, nutrition and deprescribing.



Our sincere thanks to Professor Rod MacLeod, Jane Vella-Brincat and Sandy Macleod who gave their time and effort to review and update the handbook.

An electronic version of this resource is also available on the Hospice NZ website, www.hospice.org.nz.

Jo Seagar, Hospice Ambassador

As a volunteer Ambassador for Hospice New Zealand since 1999, Jo Seagar knows the difference a homemade meal can make for families or friends caring for someone with a life-limiting illness, or grieving the loss of a loved one. "There are few experiences more difficult than caring for a loved one at the end of their life. A nourishing meal, or a gift of baking, is such a practical way to let people know that you are thinking of them, and that you care."



Each year, Jo hosts and attends hospice events and speaks to community groups about the work of hospice. This month Jo will be launching and promoting her new book, "Elbows Off the Table, Please: Recipes to Make Any Occasion Special", while also using the book tour as an opportunity to educate and encourage support for hospices across the country. To find out more about Jo's upcoming events for hospice, visit www.joseagar.co.nz.

More than just a cup

For the past 19 years, Dilmah has donated all the tea each hospice in NZ could possibly need throughout the year. This generous donation means hospices are able to provide the world's finest tea to those in the care of hospice and their families, friends and visitors, and also to staff and volunteers. The process of making a cup of tea and the comforting conversations that can occur over a hot cup of tea, can be relaxing and therapeutic, no matter the time of day or night. This is at the very heart of Dilmah, and its founder Merrill J. Fernando.

This October, Dilmah is donating 50c cents from selected packs of their new Ceylon green tea range to Hospice NZ to help raise awareness of the work of hospice. Please support this generous family-owned company and support hospice by purchasing any of the specially marked Ceylon green tea packs – on shelves in October at all good supermarkets.





FUNDRAISING FOR SUSTAINABILITY

BNI

BNI is the world's largest structured business networking organisation for small to medium businesses. Since our national partnership began in 2007, BNI chapters have raised and donated more than \$1.3 million towards the work of hospices nationwide. Nationally, BNI New Zealand also sponsors a scholarship programme which supports hospice staff members to complete postgraduate education in palliative care.

With more than 2,600 members across the country, BNI's commitment to hospice is also invaluable in helping to raise awareness of the work of our organisation. We're so grateful to BNI New Zealand and to BNI members throughout the country for everything they do – they are such wonderful supporters and advocates for hospice services.

To all BNI chapters raising funds and awareness for your local hospice – thank you.

Hospice New Zealand and our members enjoy the long standing support of our three national partners – BNI, Craigs Investment Partners and House of Travel. Thank you for your ongoing commitment and support.



Creative ways BNI chapters are helping hospices

- BNI Albany worked with local businesses to install beautiful photo-wallpaper on the wall of Hospice North Shore's state of the art bathroom. This innovative project helps ensure people who aren't able to enjoy a relaxing bath at home are able to have a very special experience when they stay in the Inpatient Unit.
- A mid-winter Christmas get-together organised by BNI Positively Wellington raised over \$5,000 for Mary Potter Hospice, while BNI Capital City held a movie night fundraiser featuring 'Poi E: The Story of our Song' – a film from this year's New Zealand International Film Festival.
- BNI Waitakere, BNI Norwest, BNI Titirangi and BNI West is Best worked together on the second annual 'Barn Dance at the Boat House', More than 230 people packed the iconic Riverhead Boat House and raised a phenomenal \$11,000 for Hospice West Auckland.
- With help from BNI Waikato Metro and donations from the community, Hospice Waikato have recently opened a Family and Whānau Unit on site. The unit will help meet the needs of rural families travelling from out of town by providing warm and friendly accommodation close to their loved one while they are receiving care from Hospice. BNI Metro fundraised for materials, provided labour and coordinated the entire refurbishment in consultation with the Hospice team.
- Christchurch's BNI chapters are busy organising this year's 'Black Tie Event' – a highlight of the Garden City's social calendar and now just a few weeks away. Last year's event raised a wonderful \$24,000 for the work of Nurse Maude Hospice.

