

otago
community



hospice

Living Every Moment

Annual Report 2015



Contents

2014/2015 Overview	Page 1
About Otago Community Hospice, Vision, Values and Strategic Goals	Page 2
Chairman's Message and Board Profile	Page 3
CEO's Message	Page 4
Annie and Team Thomas	Page 5/6
Primary Palliative Care Project	Page 7
Our Staff	Page 8
Community Team	Page 9
Marketing and Funding	Page 10
Volunteers and Quality	Page 11
Education and Kowhai	Page 12
Financial Notes	Page 13
Financial Performance	Page 14
Partners	Page 15
Thank You's	Page 16



2014/2015 Overview

15%
increase in patient numbers across Otago

\$2million
fundraising target reached

25 year
celebrations of operating in Otago, staff and volunteers

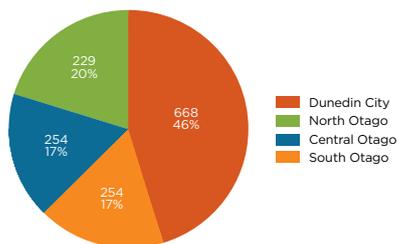
Primary
Palliative Care Project launched

Eight
new staff joined

93%
of patients on programme very satisfied

2015 Regional Overview

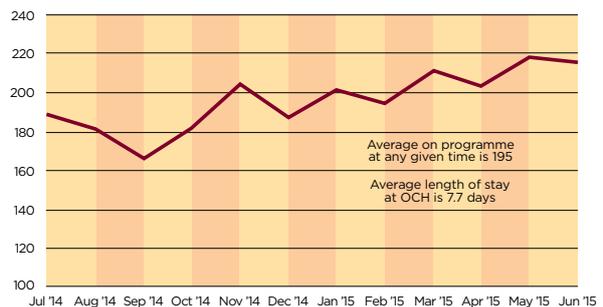
OCH visits in community: July 2014 - June 2015



Total number of visits in the community is 1475

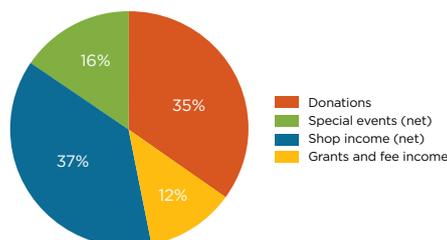
2015 Patient Overview

Number on OCH programme: July 2014 - June 2015



2015 Fundraising Income

Fundraised Income: July 2014 - June 2015



About OCH, Vision, Values and Strategic Goals

Otago Community Hospice has grown to become a centre of excellence providing the highest quality specialist palliative care and support to patients and their families throughout Otago. We provide community-based palliative care to people whose needs exceed those provided for by their primary palliative care provider (such as a GP or district nurse). All of our services are provided free of charge.

We support our patients where ever they want to be, and for most of them, that's at home. We aim to keep people in their environment, symptom-free, for as long as possible. Otago Community Hospice is a teaching facility with strong relationships with the University of Otago and Otago Polytechnic.

VISION

To provide palliative care of the highest standard, in the Otago region, and be recognised as a leader in the field locally and nationally.

PURPOSE

The Otago Community Hospice provides care of the highest standard for people with a life-limiting illness, in a manner of their choosing, enabling them to live their lives as fully as possible.

We work in partnership with our community, offering education, support, care and advice to family, whānau, carers and health and social service professionals, through a patient's illness and following death.

Our approach to care:

Te Whare Tapa Whā – the four-sided house – includes:

Te Taha Hinengaro – psychological health

Te Taha Wairua – spiritual health

Te Taha Tinana – physical health

and Te Taha Whānau – family health.

VALUES

We are respectful, compassionate, professional, and inclusive through empowered partnerships. These are the values we adhere to:

Respect – we embrace and honour the unique, individual needs and differences of all those we deal with, being attentive and mindful.

Compassion – we walk alongside those we interact with and are empathetic and life affirming.

Professionalism – we are responsible and accountable for our individual and collective actions. We use our expertise with integrity and are mindful of how our personal self impacts on all those we interact with.

Inclusivity – we empower our patients and whānau as partners in their care. We value our connections and work collaboratively in partnership with health professionals and with the wider community.

STRATEGIC GOAL AREAS

- 1 Care
- 2 Workforce
- 3 Sustainability
- 4 Leadership/Advocacy
- 5 Community Engagement



Chairman's Message and Board Profile

It is my pleasure to present the 29th Annual Report of the Otago Community Hospice Trust Board.

Our management, staff and volunteers have successfully navigated another busy and rewarding year.

Major achievements during the year include:

- 25 years of operating, which was celebrated by staff, management and the Board.
- Three staff members reaching 25 years of service; Melanie Parata, Sally Hanrahan and Jan Bell.
- Rosemary McGregor our longest serving volunteer also clocked up 25 years of service.
- We welcomed our new Board member Merrin Bath who is also chairing the Marketing and Funding Committee.
- An additional \$564,000 government funding which has more than offset a 5% reduction in our baseline funding from the SDHB.

The community support has once again been exceptional with over \$2.5 million before costs raised during the year to supplement our government funding.

On behalf of the Board I would like to thank you all, our staff – clinical, administration, support staff and volunteers for all the work you do to ensure the welfare of our patients is maintained at the highest possible level.

Finally I would like to thank my fellow Board members and management team for the advice and support you have given me over the past year and I look forward to the challenges of the coming year.

Stuart J McLauchlan
CHAIRMAN

Board Profile

Chairperson – Stuart McLauchlan
Chartered Accountant (Jan 2008)

Deputy Chairperson – Tony McKewen
Retired Health Service Consultant (Jan 2008)

Trustees

Jenny Guthrie – Lawyer (Jan 2008)

Peter McIntyre – Investment Analyst (Jan 2008)

Rachel Brazil – Lawyer (Jan 2008)

Murray Tilyard – Executive Director (Jan 2008)

Stuart Heal – Company Director (Aug 2012)

Dale Preddy – Retired (Dec 2012)

Merrin Bath – Public Relations & Communications
(Oct 2014)

CEO's Message

Otago Community Hospice opened its doors in March 1999 after almost five years of campaigning and fundraising. It started with a handful of dedicated and passionate staff and volunteers caring for a handful of patients. 25 years on Otago Community Hospice is thriving. It has a special place in the hearts of the Otago community whose support it relies so heavily upon. The Otago community has much to celebrate and much to be proud of. I would like to personally thank all those amazing people who saw a gap, identified a solution and just went for it. You are all responsible for our community asset that supports people across Otago.

On a sombre note, Gordon Allen died this year. Gordon was instrumental in setting up the Otago Community Hospice 25 years ago. His wisdom and tenacity helped establish and grow the Otago Community Hospice and his foresight has helped secure the future direction of Otago Community Hospice.

During the year we welcomed a number of new staff:

Tessa Scott – Fundraising

Janine Winters – Doctor

Yvonne Renton – Milton Shop

Doug Lilly – Quality/HR/IT

Rebecca Shaw – Volunteers

Kerry Horsnell – Cook

Stanley Hebden – Marketing

Michelle McGrath – Inpatient nurse

The number of patients that we care for across Otago has increased by 15% from last year. Interestingly, the number of patients with a diagnosis other than cancer has increased from 10% of total referrals to 15%. This highlights that our work with the sector expanding our key messages is working.

A focus area during the year was developing our information systems and information technology. We have come a long way in recent years but the strides we have made in the last 12 months in particular have been huge. The organisation owes a big thanks to Dr Grahame Tosh and more

recently Doug Lilly for steering us in the right direction. Important developments include:

- Implementation of an electronic patient record
- Organisation wide work station hardware upgrade
- Electronic document system overhaul

Last year we announced the launch of our primary palliative care project – a series of initiatives that support GP's caring for palliative patients. This has completed its first year and has had positive outcomes. This time next year the project deliverables will be incorporated into OCH calendared activities. I would like to take this opportunity to thank Mercy Hospital for their significant financial contribution to the project and their ongoing support of the programme.

Thanks also to the William Sheriff Charitable Trust, the Dunedin Casino Trust and the Hospice Foundation Trust.

The Foundations of Spiritual Care training package, developed by Hospices and Hospice New Zealand, has been delivered to almost all OCH staff during the year. This package is a starting point for improving the understanding and knowledge of spirituality and spiritual care with all our staff.

We have finished the year, again, showing a small surplus in our financial result. This is largely due to effective planning, cost containment, tremendous fundraising and an ever watchful eye from the Board. We remain truly grateful to the community for supporting us, ensuring we continue to provide the care and support that is needed across Otago.

Our retail shops continue to deliver! This year our hospice shops raised a clear profit of \$650,000. This is approximately one third of what we need to fundraise each year. I extend a huge thank you to the staff and volunteers that work in our shops throughout the region – I am well aware of how much you all go over and above the call of duty. It is much appreciated. Plans continue to further expand our hospice shop retail presence across the Otago region.

Ginny Green
CHIEF EXECUTIVE OFFICER

Annie and Team Thomas

Lucky Lucky Me... that's what Linzi Ebbage-Thomas thinks her mother Annie Vansittart would say about her life and time in New Zealand, in particular her years spent in Wanaka.

On meeting the Thomas family you are immediately struck by the positive outlook to life, this is the approach that they took to supporting Annie while she was dying. She was first diagnosed in England, just four weeks prior to returning to Wanaka for the summer. This was her annual pattern – a summer in England and a summer in Wanaka. When Linzi asked her Mum where she wanted to die, Annie didn't hesitate to respond with Wanaka. The only concern she had was that it didn't impact on Team Thomas – which is what Annie called Linzi and her family. Linzi went to England to collect her Mum and say her goodbyes in October of 2014 and Annie passed away at the Wanaka family home of 'Team Thomas' in April of 2015.

Annie had wanted to be able to die in her own home in Alberttown, however after spending a couple of months there her health began to fail and she felt safer being closer to her family, so moved into Linzi and Brian's family home in Wanaka. "We made her bedroom look and feel as close as possible to her bedroom in her own house. We bought her paintings, ornaments, cards etc. from her home. Her view from her bedroom was beautiful and we also made the outside living space as comfortable as possible." says Linzi.

Being able to die at home, surrounded by her loving family, was extremely important to Annie and to the family. This is something that simply would not have been possible without Otago

Community Hospice and their Community Care team based in Central Otago. Linzi says, "Mum always thought of others before herself, but she was eternally grateful for being able to die at home, in familiar surrounds with her family. Mum knew that the Hospice Inpatient Unit in Dunedin was always a possibility for her last days, but the reality was the local Otago Community Hospice team was able to care and support Mum at home until she died. The journey of dying at home for mum and our family was incredibly positive. Our children, then aged 11 and 12 were also actively involved and learned how to die with dignity".

When Annie and Linzi first met with Christine Pacey, Community Care Coordinator at Otago Community Hospice who has also lived in Wanaka for 13 years, there was a great connection. "I think initially Christine drip fed information very well, we were overwhelmed with the situation and really you don't know what you don't know, but Christine kept everything as simple as possible and only told us what we needed to know when we needed it. The support and services were gently introduced into our lives".

The surprise to Team Thomas, apart from all Otago Community Hospice specialist services being free which was a big surprise to the extended family and friends around the world, was the coordination among the local support and care services. "Otago Community Hospice, Cancer Society, District Nursing, local GP's, Occupational Therapist, in home carers and more worked incredibly well together. They all seemed solely focused on providing mum and our family with the best decisions and support. The real key is



Linzi Ebbage-Thomas (left) with Christine Pacey shown here with a sculpture dedicated to Annie Vansittart.

Annie and Team Thomas *continued*

that they talked to each other. I didn't need to be a coordinator of mum's support. It meant I could be a daughter and not a carer."

The family were advised of the equipment that would make Annie's days and nights easier and ensure she retained her independence until the very end. There were times equipment was delivered preemptively, and sat in the garage for a few days before being used. "The team knew what we needed before we did, and we were never wanting or waiting for anything" says Linzi.

Even a family escape for 9 days to the West Coast was thoughtfully coordinated. "We had a trailer in the garage that was filled with what we needed for Mum before we left, a Zimmer frame, Lazy Boy chair, wheelchair, toilet seat and a special mattress were all taken with us on the trip!"

The care and support services were further called on after one particularly difficult night. "Towards the end, I needed to ask Otago Community Hospice to start their offer of night care support. We had nine nights of help. It was deeply caring, so helpful and very much appreciated. The night care support meant we could all sleep well, be around in the daytime for Mum and continue to function as a family".

She also took her valuable time to reflect and wrote a book through the process. Although Linzi hasn't yet been ready to read Annie's book, she found a poem extract that reads:

Dying Space:

This is the Dying Space where I wish to be.

Team Thomas has made me a room that is full of my pictures, photos and memory bits.

All these I can gaze at and think of the stories behind them.

This is a dying space of great love, wrapped in comfort.

No fears, just peace and a smile or two.

Thank you Team Thomas.

I have a space that I wish I could give to anyone who is dying - a special space, just theirs, made just for them.

Of course the perfect ending would be to go to sleep and not wake up. For Team Thomas this would be the 'happiest' way for them, if this is how I go.

Mum is in a peaceful place.

Team Thomas will be sad at the end but remember I will be with you, and you could not have done

more in your giving and loving and caring, in your protection, safety and love.

Thank you my very special family.

I love you, and always will.

Thank you, Annie.

Annie also planned her funeral with strategic intent. Christine from Otago Community Hospice helped Annie write a plan, collecting her thoughts and wishes for her death. This planning even included an 'Amazing Race' adventure holiday, after her death, to Hawaii for Team Thomas. "Mum was intent on her death not being a sad event. She knew we planned a family holiday to take after her death, something of a celebration of life, which is exactly what mum wanted. She didn't want a funeral - just a Gathering to remember and celebrate.

"We collected Mum's ashes on Mother's Day so we took her to lunch at Oliver's in Cromwell, she would have loved that! We are planning three Gatherings to celebrate Mum. One has already been held in Wanaka and the other two will be in the US and the UK. Mum has had such an incredible life, there are people all over the world that want to celebrate with us".

After Annie's death the support didn't finish. "You are so emotional and exposed during this process, you really create genuine relationships. Christine in particular was so very important, she was so supportive and never imposing or directive. The ongoing support has been incredibly helpful, and it was special to be able to catch up again at Annie's Wanaka Gathering with the extended support team".

Linzi and Brian are convinced that Annie had everything she wanted through this process. "It was a privilege to have Mum at home while dying, it taught our family incredible lessons and Mum truly felt lucky to be able to die in our arms".

Annie left a message in her will, which simply says..."Let there be some laughter for a life that has been enjoyed".

"Annie's story was kindly shared by her daughter Linzi and it exemplifies what Hospice is and what Hospice does across Otago. That being our package of services that are wrapped around a patient and their family, enabling them to live every moment in their place of choice."

Stanley Hebden

Primary Palliative Care Project

The Primary Palliative Care Project (PPCP) was approved by the board in 2013, as a mechanism to prepare primary care and the hospice for the increases in demand which is inevitable given the changing demographics of our population.

The project commenced early 2015 and will have another year to run in its present form. After this point the educational part of the project will become integrated into the regular education programme and the operational approaches integrated into our standard working week.

The project has a number of strands:

1. A programme of teaching in all locations. Topic based, incorporating case reviews and advance care planning and end of life care in general practice.
2. Visiting practices on a regular basis
3. Identifying GPs with a particular interest in palliative care
4. Supporting GPs in their practice and professional development
5. Establishment of a GP clinical placement
6. Promote OCH specialists as a teacher for under and post graduate courses
7. Establish a long term plan for ongoing GP education.

Masterclasses

The teaching programme has been delivered in a number of locations, including Dunedin, Wanaka, Cromwell, Oamaru and Balclutha. There have been 74 attendees so far, with a mixture of GPs, DNs, senior Aged Residential Care staff and in one area two Pharmacists.

There are four masterclasses which are delivered in series. Each class has three parts, including an online preparation, face to face teaching session and an online consolidation session. Each class is recognised by the RCGP for 4 hours continuing medical education (CME). The sessions combine factual learning with case studies and interactive practical applications.

One unsolicited response from a participant read: "I would like to say that I found these education sessions excellent and thank the hospice for bringing them to Oamaru. They were

some of the best education sessions that I have attended over the past years. Thank you".

When the Masterclasses were delivered in Wanaka and Cromwell three GPs from Queenstown took the opportunity to attend. Also, Dr Christian Robold Medical Director at Hospice Southland attended one of the sessions and is using the resources to replicate the Masterclasses in Southland.

Increase in appropriate GP referrals

Although it is difficult to completely attribute to the project alone, there has been an increase in GP referrals over the previous year. A summary is as follows:

From balanced scorecard	Total Referrals Running totals	Not accepted onto programme	Appropriate referrals	Percentage increase
June 2014	430	38	392	
June 2015	491	19	472	
Difference	61	19	80	20%

Summary

The project is progressing very well with good engagement of primary care services and some exciting developments in models of care which are a good foundation for the future. The targets of the project are being met. The softer metrics of frequency of calls for advice, the increase in referrals, and the overall higher level of appreciation of the hospice services, especially in the rural areas, all indicates a successful impact and better relationships.



Our Staff

For patients whose needs are complex or whose families need respite, admission to the Hospice inpatient unit in Dunedin may be necessary. 70% of patients on our Hospice programme never need to be admitted to our inpatient unit and are able to be cared for entirely in their own home. Other patients may be admitted and discharged many times for example, patients may have brief stays in the Unit for symptom management or to provide a respite period for family.

Through the financial year the team have made close to 1500 visits in the community, with an average of nearly 200 patients on our programme at any one time across Otago.

The average stay at the Dunedin Inpatient Unit was 7.7 days.

Our patient numbers for the financial year were up 15%. Our staff numbers were increased accordingly to match this increase.

Nurses – celebrate 25 years!

This year we celebrated with Nurses Melanie Parata, Sally Hanrahan and Jan Bell who have worked for the past 25 years providing care for patients and supporting families at Otago Community Hospice. As you can imagine a lot has changed in the organisation over 25 years. When this team started, they were based out of a small townhouse on George Street in Dunedin, supporting a handful of patients largely with a cancer diagnosis.



Ginny Green (right) congratulating our 25 year nurse team!

Staff Training proudly supported by Otago Community Hospice

Annette Tate – Completed Masters in Education and Certificate in Palliative Care Chaplaincy

Ron McLay Barnes, Ben Smith – Post Graduate certificate in Palliative Care

Deborah McQueen – Diploma in Health Sciences endorsed in Pain and Pain Management

Heather Parker, Christine Pacey, Simon Latimer, Heidi Middlemass, Natalie Franklin, Dave McKay, Maryellen Mitchell – towards their Diploma in Palliative Care

Lindsay Gutsell – Masters of Health Practice endorsed in Advanced Psychtherapy

Tessa Scott – Dip Grad in Human Nutrition

Louisa Ingram – Masters of Nursing, Nurse Practitioner

Jannett Timajo, Lianne vanEgdom, Sharon Stewart – towards Masters of Health Sciences

Christina Bowen – Certificate in Lymphoedema Management

Foundations of Spiritual Care

From the beginnings of Hospice, the mission and values have acknowledged the importance of addressing spiritual concerns. The evidence and patient stories have shown that when one becomes seriously ill, existential, religious and spiritual concerns often come to the fore. The foundations of spiritual care programme has been delivered to the staff at Otago Community Hospice. The aim is to improve the understanding and knowledge of spirituality and spiritual care with our staff.

Learning Outcomes:

- Clarify what spirituality may mean
- Differentiate between spirituality and religion
- Explain the importance of spiritual care in palliative care and end of life care
- Develop deeper awareness of your own spirit
- Describe some attributes required to respond appropriately to spiritual needs
- Describe existential suffering/spiritual distress/spiritual wellness

Community

The vast majority of patients on the Otago Community Hospice programme receive specialist palliative care in their own environment — whether that be at home, in a rest home or in hospital level care — and will never need to be admitted to our Inpatient Unit. This is the main reason why the entire Otago region is able to be serviced by one relatively small Inpatient Unit.

There are two ways we achieve this. Firstly, we have Community Care Coordinators (CCCs) who coordinate the care of patients on the Hospice programme. Our CCCs are all specialists in Palliative Care. The team are further supported by regular visits from our specialist doctors and psychotherapists and they have access to the wider multi-professional team based at the hospice which includes a social worker, an occupational therapist and a spiritual care worker.

Together, our community care teams provide:

- specialist assessment of patients and advice to patients, family/whānau and the patients main care giver – e.g. GP.
- care coordination and ongoing monitoring of patient (and family) needs.
- 24/7 telephone advice from a nurse or doctor if required.
- night carers who can provide overnight care for a short period, helping people to remain in their own homes.
- bereavement support for the family/whānau
- education for patients and carers through our Kowhai programme.

Secondly, we provide advice, support and education to people who provide palliative care as part of their work (such as hospital staff, GPs, district nurses and residential home staff) to assist them to care for their patients. Our support and education services often mean these care providers can do more for their patients which, in turn, means hospital and hospice admissions are less likely to be required and patients can be cared for in their own environment.

Communication

Our Community Care Coordinators are the face of Otago Community Hospice across the Otago region. With teams based in Dunedin,

Oamaru, Balclutha and Cromwell communication is the key. The team worked hard during the year on a number of initiatives to improve our communication channels. A key project was the introduction of better electronic communication. Weekly Skype meetings among the interdisciplinary teams across the regions were introduced and are proving invaluable.

GPS

GPS tracking in fleet cars has also been introduced, with the support and sponsorship of Cooke Howlison Toyota. The project involved GPS units being placed into all the community team cars, improving transport and travel time.

New Cromwell Offices

Our Central Otago office relocated from Alexandra to new offices in Cromwell, providing a larger office working space for the team, space for counselling services and better meeting facilities for patients, families and volunteers along with a more centrally located office within the central region.

Night Carers

Our night carer service was expanded during the year to include Dunedin and local surroundings. This service supported 26 patients and their families over 70 nights during the year and is proving an increasingly valuable service to our patients and their families.

VIP implementation

VIP was introduced as a better patient record management system for our interdisciplinary teams across Otago, allowing for better access to patient records along with reduced paperwork and administration.

Team Scholarship

Natalie Franklin from our Cromwell based Community team thankfully accepted the Wilfred Matthews Memorial Scholarship. This award has allowed Natalie to study towards her Post Graduate Diploma in Palliative Care. Natalie has been with the Community team since 2012.

Marketing and Funding

The government funding shortfall to sustain Otago Community Hospice services was \$2 million this financial year. This was our largest fund raising target to date and it is incredibly pleasing to report that the team made this target.

Retail shops continued to grow and contributed 37% of our target. Donations and events also continued to grow.

Farmers Trees of Remembrance

During November and December 2014, Farmers and Hospices throughout New Zealand helped remember someone special in the lead up to Christmas. Farmers launched an enduring relationship with Hospices throughout New Zealand titled 'Caring Connections in our Community'. A key element of the relationship is support for Hospice's annual 'Trees of Remembrance' fundraising campaign in all 55 Farmers stores nationwide.

Customers made donations and received remembrance cards, then wrote their personal message to place on the Tree of Remembrance in store.

The event raised over \$32,000 for us and plans are underway to continue this campaign for 2015.



North Otago Hospice Hub

Fundraising efforts for a new facility in North Otago are going extremely well, with over \$160,000 raised during the year. Plans continue for the facility.

Hospice Awareness Week

The 2015 Hospice Awareness Week campaign was an opportunity to also celebrate 25 years of hospice care in Otago. The event saw volunteers and staff across Otago hit the streets to raise funds, with over \$38,000 raised during the campaign.

Cromwell Ram Racing

Sunday 30 November 2014 saw a very unique fundraising event occur, Ram Racing at Christmas at the Races in Cromwell. The event organised by John and Joy McDonald of Snowline Sheep Genetics proved a huge success, with 16 sponsored rams racing the track while thousands of fans and punters cheered on. The event was so unique it resulted in significant media exposure from around the world. We are looking forward to the 2015 race!



Marketing and Funding Committee

The Marketing and Funding Committee has worked hard over the past year to create a strategic plan for future activity moving forward. The Hospice team have managed extremely well given an enormous amount of pressure to successfully generate the highest level of fund raising to date, with the target set at \$2 million. A successful campaign was run leading into and during Hospice Awareness Week during May 2015, which included campaigns across all of the Hospice shops, annual street appeal, the Otago Daily Times and numerous other fundraising events/activity including a Mitre 10 Mega 'add a dollar' campaign. In addition to this, Stanley Hebden our new Marketing and Funding Manager has been welcomed to the team and commenced his role on 29 June 2015.

Merrin Bath
MARKETING AND FUNDING COMMITTEE

Volunteers and Quality



Volunteers

This year we introduced Rebecca Shaw, Coordinator of Volunteers to the business, shown above with our wonderful Gardeners. Rebecca started in February 2015 to help coordinate, train and support our valuable volunteers. It's estimated the 300 strong volunteer workforce contributes more than 3000 hours of service monthly, saving the Hospice about \$540,000 a year. Without volunteers it is likely some services would be unsustainable.

Volunteers help support us in all operations of our business.

Celebrating long service

One of the amazing things about volunteers at the Hospice is the length of service many of them give. At a volunteer dinner we celebrated this long service, with Rosemary McGregor celebrating 25 years of service in the Hospice Kitchen. Rosemary's involvement with Hospice doesn't end there however, with her daughter Anne McGregor being one of our doctors on the Otago Community Hospice team.

Biography Service in Central

A new team of volunteers was recruited in Central Otago to expand our biography service. This is an incredibly valuable service and is growing in demand.

Quality

Quality is in everything we do at the Otago Community Hospice. We strive to ensure the highest standards and we undertake regular audits and performance assessments to ensure we're on track.

The Otago Community Hospice team of staff and volunteers are committed to enhancing palliative care and service delivery to the Otago region, affirmed by the achievement of a recent, very positive Surveillance Audit report from HDANZ (Health & Disability Auditing New Zealand).

The 2015 Quality Plan incorporates service development, auditing and monitoring, policy and procedure review and quality improvement projects e.g. preventing and managing patient related falls in the inpatient and community settings. Changes to Health and Safety legislation are requiring review and development of current risk management throughout the organisation.

Feedback from patients is very encouraging:

- 93% of patients admitted to the OCH programme are very satisfied with the care and service they received in the unit.
- 98% of patients discharged home from the inpatient unit are very satisfied with the care and service.

During the year an electronic patient records system was introduced to replace our paper files. Our team now have access to up to date patient information from any location.



At a volunteer dinner, CEO Ginny Green (right), congratulates Rosemary McGregor on 25 years of volunteer service in the Hospice Kitchen.

Education and Kowhai

Education Overview

Otago Community Hospice, as a provider of specialist palliative care, offers a wide range of learning opportunities. Education and training is offered in a supportive environment that meets the needs of health workers working across the range of sectors and services that provide palliative, end of life and bereavement care. In doing this we aim to provide and promote knowledge, skills and attitudes that will assist in meeting the palliative and end of life care needs of patients, clients, families and whānau.

Attendees

1875 people have received palliative care education throughout Otago, this includes resthome staff and tertiary students.

We continued our engagement with aged care facilities, with increased requests from the sector for education and participation in scheduled programmes.

Foundations of Spiritual Care

OCH has supported all staff to attend an 8 hour training session in spirituality and spiritual care. 45 staff have attended in this period. OCH is the only hospice in NZ who provide this opportunity.

Other ways OCH shows strong support toward staff education include supporting postgraduate study and in house fortnightly staff education sessions. Topics include the value of poetry, body and organ donations, and ethical issues in palliative care.

Community Education

Programmes have been open to the public, mindfulness training and various speakers from diverse facilities and cultures have received great feedback.

Undergraduate Education

Excellent links are maintained with our tertiary education providers:

- 280 Year 3 medical students attended 4 two hour sessions at OCH.
- Lectures to Year 5 medical students.
- Trainee intern placements (Year 6)
- Occupational Therapist and Physiotherapist placements and lectures.
- Nursing student clinical placements.

Kowhai Programme

Families/whānau and friends caring for someone with a terminal illness often find themselves with limited information and knowledge of how to carry out the multitude of tasks they need to perform to keep their family member safe and comfortable.

The Kowhai programme is a provision of educational resources and information for patients, families/whānau and caregivers.

The Kowhai programme runs in two blocks during the year, with each block containing approximately 14 sessions. The first ran from 11 February to 20 May. 139 people attended these sessions.

Comments from people attending:

'Got a lot of things out of the programme than had expected, especially the value of talking with other people'

'Not on your own talking about the things in your too hard basket'

'Informative'

'Felt that getting 'prepared' makes it easier'

'Very impressed - very informative'

'Good to meet other people'

'Didn't feel alone'

'Warm and welcoming'

'Felt able to ask anything'

One family donated \$1,000 to the Hospice after they attended every session from February to May.

Financial Notes

Audit and Finance Committee

The Hospice recorded a profit of \$18,875 for the financial year ending June 2015, in another year where the generosity and support of the Otago public contributed significantly to the Hospice.

At the start of each financial year the challenge begins! Once again shop income was a highlight; those involved with the running including the vast volunteer pool should be congratulated.

For the Hospice it's not only the funding and donations we receive but it's also how these funds are allocated. Good budget systems and robust and prudent spending decisions have meant we are able to control the expense side of the budget ledger.

Demographically the Hospice services will continue to grow and this will provide challenges for the Hospice into the future. However, we are grateful for both the continued support and the awareness from the Otago community to the Hospice cause.

The focus for the up-coming year is once again on prudent control of expenditure to ensure the Otago community hospice continues to provide first class palliative care to the Otago community.

Peter McIntyre

CHAIR AUDIT & FINANCE COMMITTEE

Notes to the 2015 Financial Statements

This is a summary of the Otago Community Hospice Trust's financial statements for the year ended 30 June 2015.

The information was extracted from the full financial statements as audited by J W Smeaton & Co. The audit report was modified in the full financial statements.

The full financial statements comply with the New Zealand Financial Reporting Standards.

The full accounts can be found online at www.otagohospice.co.nz, and will be available at the AGM.

The presentation currency is in New Zealand dollars.



Financial Report

Summary Statement of Financial Performance for the year ended 30 June 2015

	2015 \$
Income	
Contract income	2,818,102
Donations	605,434
Interest and related income	8,747
Grants and fee income	413,594
Shop income (net)	651,328
Special events (net)	223,607
Total Income	4,720,812
Expenses	
Staff costs	3,934,380
Health care costs	97,359
Professional costs	60,370
Administration costs	381,360
Consumables	218,825
Total Expenses	4,692,294
Net Surplus (Deficit) For Period	28,518

Summary Statement of Financial Position as at 30 June 2015

	2015 \$
Assets	
Current assets	909,368
Non-current assets	2,716,304
Liabilities	
Current liabilities	614,022
Non-current liabilities	-
Net Assets	3,011,650
Represented by:	
Accumulated Funds	
Opening balance	2,983,132
Prior years GST adjustments	-
Adjusted opening balance	2,983,132
Add surplus (deficit) for the year	28,518
Accumulated Funds	3,011,650

Partners

Otago Community Hospice is proud of the relationships we have with our corporate sponsors. We are privileged to have the ongoing support of four well-known New Zealand businesses. These businesses all support the values and philosophy of the Otago Community Hospice and we look forward to continuing to build these relationships.



Dilmah

Since 1997 Dilmah, has donated all the tea for every Hospice service in New Zealand. Due to this generous donation, we are able to make the highest quality tea available to people and their families, friends and visitors, staff and volunteers. This year the total number of tea bags donated will reach approximately 5 million – a testament to the commitment the entire Fernando family has to hospice in New Zealand. Thank you to our friends at Dilmah, your donation has been greatly appreciated over the past decade and a half.



Craigs Investment Partners

Our relationship with Craigs Investment Partners began in 2008 and since then the team from Craigs have been involved in a number of projects with the Hospice, including fundraising events and the refurbishment of Craigs Hospice House which is used by families whose loved one is receiving inpatient care. Investment Advisor Peter McIntyre is Chair of the our Audit and Finance Committee and John Elsom is Trustee and Chair of The Otago Hospice Foundation Trust.



BNI

This was the seventh year of our national partnership with BNI, which saw BNI chapters raising funds and awareness for the Otago Community Hospice. The local chapters are all strong supporters of the Hospice, making great efforts each year to support the work we do.



House of Travel

The team at House of Travel Dunedin, and their branches in Alexandra, Balclutha, Oamaru, and Wanaka, is committed to raising awareness and funds for the Otago Community Hospice. Each outlet has its own fundraisers and the staff are all committed supporters of their local Hospice.



Farmers

Farmers formed a partnership with Hospice in 2014 that sees 27 Hospice services throughout the country benefit in a number of ways. Our Christmas fundraising initiative for Hospice is called 'Caring Connections in our Community'. The name is very fitting because it reflects the community-based nature of Hospice services and the sense of connection that Farmers has in each community.

Key Trust and Foundation Contributors

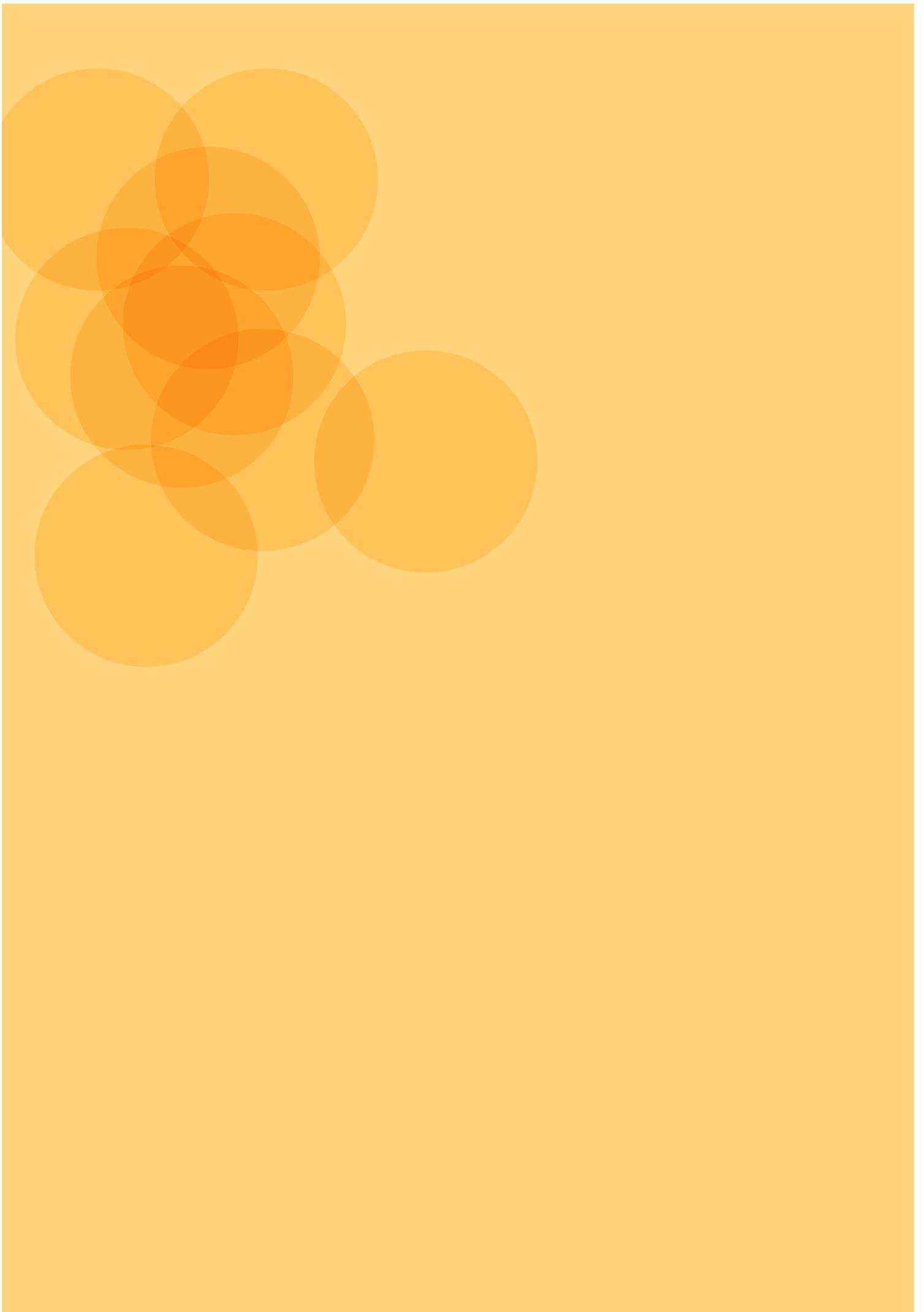
A.C.E. Shacklock Charitable Trust
AAW Jones Charitable Trust
Bendigo Valley Sports & Charity Foundation
Blue Sky Community Trust
Blueskin Trust
Colin G.L. Jones Charitable Trust
Community Organisations Grants Scheme
E M M Haynes Charitable Trust
EG Johnstone Charitable Trust

Jessie Hill Charitable Trust
JN Lemon Charitable Trust
John Illott Charitable Trust
NZ Lottery Grants Board
Otago Community Trust
Scotlands Te Kiteroa Charitable Trust
Skye Hamilton Charitable Trust
The Southern Trust
William Sheriff Charitable Trust

Thank You's

We are extremely grateful for all of the ongoing financial support and generosity of time we receive from our community. The following list recognises the major donations we have gratefully received during this financial year.

Albert Alloo & Sons	Lawrence Car Club
Altus Financial Services	Lions Club Balmacewen
Aotea Electric Southern	Lions Club of Lawrence
AutoSparky	Lions Club of Milton
BECA	Lions Club of Palmerston
Bill MacAlister	Lions Club of Waiareka Valley
Blue Ribbon Girls	M F Anderson Trust
BNI Larnach	Marsh Family Trust
BNI Octagon Group	McArthur & Symons Electrical
BNI Portobello	Mega Connections & Filipino Community
Brooklands Village	Mercy Hospital Dunedin Limited
Brooklands Village Shop	Mitre 10 Dunedin
Buffalo Lodge - Dunedin City	Nanking Investments
Buffalo Lodge - Mornington	New Zealand Association of Pharmacy Students
Cadbury World	NZ Scout & Guide Fellowship Inc.
Campbell & Sons Funeral Services	Otago Master Painters
Carters Dunedin	Otago MoPar Club
Catholic Diocese of Otago Southland	Otago Motorcycle Club
Checketts McKay Law	Otago Polytechnic
Chisholm Park Golf Club	Otago Woodturners Guild Inc
Clutha Valley Christian Trust	Paper Plus Oamaru
Colliers International	Polson Higgs
Cooke Howlison Toyota	Property Scouts
Covermarq	Provincial Grand Lodge of NZ
Cromwell Lions Club Charitable Trust	Radio Network
Cumberland College	Ranfurlly Catholic Women's League
Cycleworld	Razors Edge
Dave Wootton Builder Limited	Rotary Club Dunedin East
Dunford Place Community Group	Rotary Club Dunedin North
Eastern Dunedin Charitable Club	Rotary Club Dunedin South
Fairfield School	Shadowlight Studios
Farmers' Trading Company Limited	St Hildas Collegiate School
Farry & Co	Stewart Construction Ltd
Fencing South	Stonewood Homes
Financial Planning Limited	Taieri Bridge Club
Fundraising Online	The Terrace
Hanlon & Partners Ltd	Urban Calm
Home Transfer Centre	Veggie Boys
House of Travel Dunedin	Vogel Street Kitchen
Hyper Design Marketing Print	Waikouaiti Petanque Club
Impact Roofing & Plumbing	Wharf Hotel
Korean Catholic Community	





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