



# Annual Review 2013-2014

Building capacity for the future



The items featured throughout our annual review this year represent some of the 'treasures' Te Omanga has been gifted, the work of a family or patient or simply, something symbolically significant to us.

## Our History

Te Omanga Hospice commenced providing services to the Hutt Valley Community on the 6th of September 1979. It was the first home-based hospice service in New Zealand to provide a programme of total care and to offer a comprehensive education programme. The service was the vision of Marion Cooper, supported by her husband Max and Sir Roy and Shirley, Lady McKenzie. Together they founded Te Omanga Hospice to provide care and support to people diagnosed with terminal cancer who wished to be cared for at home until they died. This vision has expanded to include all people living with a terminal illness, whether it be cancer or non-cancer.

## Our Vision

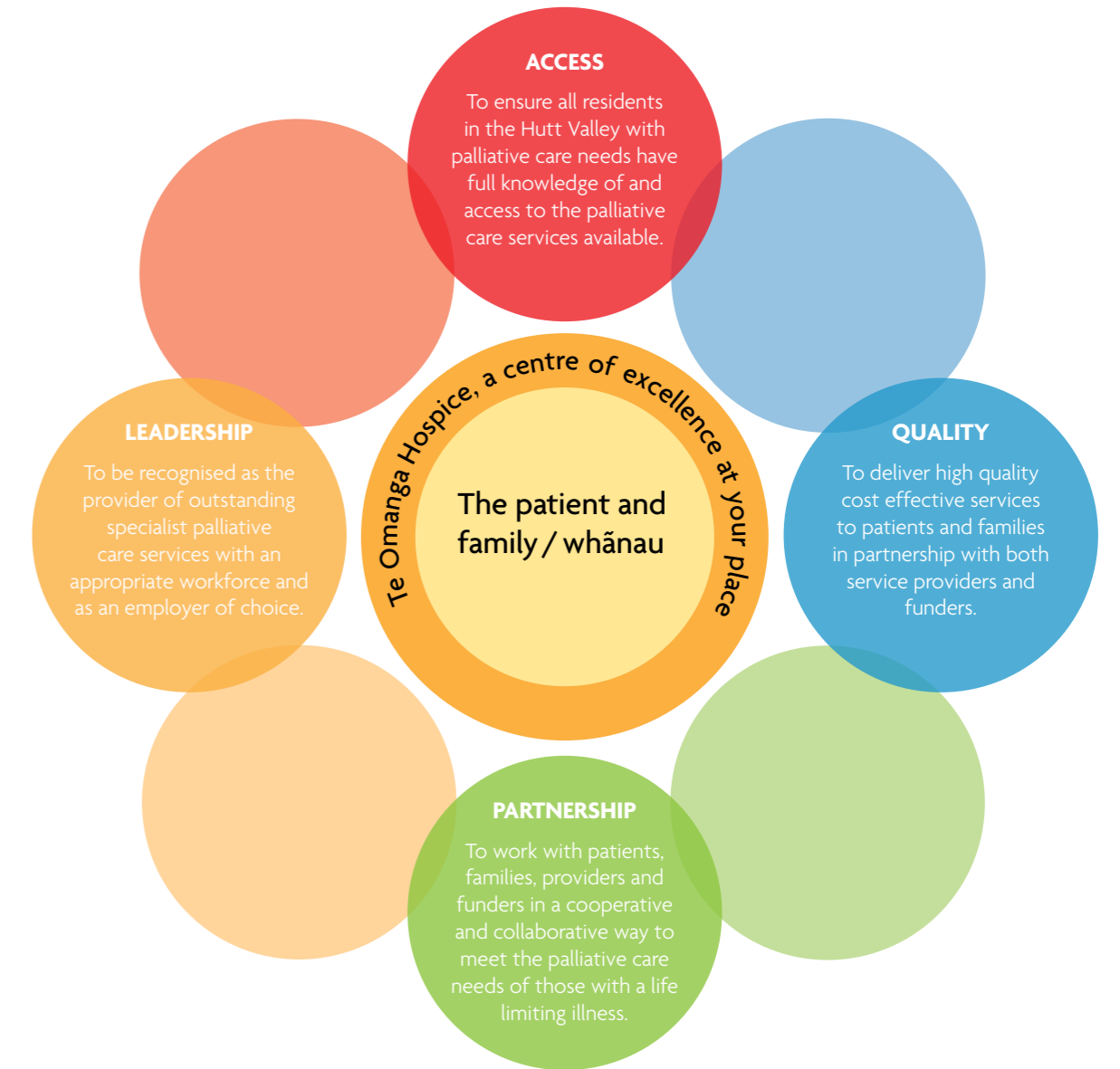
To assist the terminally ill to make the most of their life that remains and to ensure that patients die comfortably, with dignity and in their own home if that is their wish. To provide support and care for the family and close friends during the patient's illness and in bereavement.

## Our Purpose

Te Omanga Hospice, in partnership with the Hutt Valley community and the District Health Board will continue to be a Centre of Excellence in Specialist Palliative Care locally and as a point of reference for our New Zealand and international colleagues.

## Our Values

- Dignity -** Working in a respectful and non judgmental way
- Compassion -** Being empathetic, caring and encouraging
- Professionalism -** Being responsible and accountable for all individual and collective actions by using expertise with integrity
- Partnership -** Working together to ensure the best outcome for hospice patients and families





Once again you have amazed us all with your support this year. Thank you so much for all you have done for us. Whether you are a community organisation who has managed a fundraising event, a local business who stretches out your hand to us financially or in-kind, a funding organisation who has chosen us as a worthy recipient, Government or indeed, a thoughtful individual who simply wants to make a difference ... you'll never truly know how much you mean to us

Thank you for advocating for us,  
encouraging us and endorsing us.  
Because of your support,  
we continue to deliver specialist palliative care  
to assist the terminally ill to make the most of their life.

No thank you would be complete without a special mention of our volunteers, who last year offered 40,000 hours of their time to Te Omanga. Volunteers work in our Family Support team, help with Day Groups, work in our kitchen, create gorgeous floral displays, keep our garden tidy and welcoming, drive patients to appointments, work in our Hospice Shops, do our housekeeping, write patient biographies, help on both our Inpatient Unit and Southward Receptions, keep our building running through our maintenance programme, assist with our many and varied community events and also sit on our Trust and Foundation Boards. There is no limit to your kindness, and also no limit to your imagination when it comes to what you can help us with. Thank you for being here, there and everywhere for us.



## With our genuine thanks to ...

|  |   |  |   |  |  |
|--|---|--|---|--|--|
| Ace's High Adjunct                           | Design - Denmark                            | Grant Quinn                                  | Lantech   | Pharmacy   | Summerset at the Course -                            |
| Alan Hamilton - Devham Service               | Devine Rentals                              | Grant Sullivan Entertainment                 | Life Pharmacy Queensgate                                  | Peak Electrical                                      | Residents' Committee                                 |
| Alana Estate                                 | Dixon & Dunlop                              | Harbour City Funeral Home                    | Lighthouse Cinema Petone                                  | Pelorus Trust  | Taupo Golf Club                                      |
| Alfred Memelink                              | Dogs R Us                                   | Hardings Furniture                           | Lindauer  | Pencarrow Lodge                                      | Taylor's on Jackson                                  |
| Anastasia's                                  | Dominion Post                               | Harfords Menswear                            | Lion Foundation   | Pete Lamb Fishing                                    | Te Ra o Te Raukura Committee                         |
| Angus Inn                                    | Dorothy Newman Charitable Trust             | Helipro                                      | Lisa Tomlins  | Petone Frameworks                                    | TerraVin Wines                                       |
| Apex Print Limited                           | Dzine Signs                                 | Henry Bates - Essentially NZ                 | Lush Lashes   | Petone Working Men's Club                            | The Antique Fair Charitable Trust                    |
| Aronui Wines                                 | Eftpos New Zealand                          | High Performance Windows                     | LV Martin   | Photography by Woolf                                 | The Battery Shop                                     |
| Artisan Restaurant and Bar - Bolton Hotel    | Egley Electrical                            | High Sheen Car Groomers                      | Lydia McDonnell   | Prestige Print                                       | The Empire   |
| Autorama                                     | EM Pharazyn Trust                           | Hiremaster                                   | Lynn Harris - Business Central                            | Pub Charity  | The Golf Warehouse                                   |
| Autotech Associates                          | Emporio Coffee                              | House of Knives                              | Mag & Tyre Direct   | Quality Painting                                     | The Limo Club  |
| Banks Group                                  | Encore Restaurant and Bar                   | Hutt City Dance Centre                       | Marisco Wines   | Randwick Meats                                       | The Radio Network                                    |
| BNI Groups                                   | Entertainment Publications Ltd              | Hutt Valley K E V Ladies Section             | Market Gardeners  | Red Pebble Event Design                              | The Table  |
| BNZ Lower Hutt                               | Estate of EEJ (Elma) Coxon Charitable Trust | Ian Oldham - Shifting Gears                  | Massey University   | Rembrandt Suits                                      | Thomas George Macarthy Trust                         |
| Bob and Elaine Moffat                        | Estate of Ellen Ngairi Cooper               | Identity Hair Design                         | Masterpet   | Renee Maurice  | Totally Frocked Costume Hire                         |
| BOC Gases                                    | Estate of Etta Littlejohn                   | Infinity Foundation                          | Matahiwi Estate   | Rob Innes  | Trentham Functions & Events Centre                   |
| Boomrock                                     | Estate of George Cudic                      | Interislander                                | McDonalds Petone  | Robert Sinclair                                      | Trip Tuau  |
| Brian and Kay Lummis - Chalet Catering       | Estate of Ian & Nesta Baumgart              | Ivan & Nancy Davis Charitable Trust          | Mediaworks  | Rotary Club of Eastern Hutt                          | Tudor Distributors                                   |
| Caffe L'Affare                               | Estate of John Oakley                       | Ivan Nugraha - Trentham Functions and Events | Metro Productions   | Rotary Club of Heretaunga                            | Two Paddocks Winery                                  |
| Capital Roadmarking                          | Estate of Kenneth Ray Reeves                | Jack Jeffs Charitable Trust                  | Michele and Joe - Mediterranean Food Warehouse Lower Hutt | Rotary Club of Hutt City                             | Upper Hutt City Council                              |
| Capitol Restaurant                           | Estate of Kevin Barrie Quentin Ross         | Jacobsens                                    | Mills Reef Winery   | Rotary Club of Petone                                | Upper Hutt Cossie Club                               |
| Champagne Direct                             | Estate of Laurence Withy                    | Jaws Barbershop Quartet                      | Mission Estate  | Rotary Club of Wainuiomata                           | Upper Hutt Yellow Bellies Rugby Team                 |
| Chefs Choice                                 | Estate of Patricia Powell                   | Jeff Gray BMW                                | Mitre 10 Mega Petone                                      | Royal Wellington Golf Club                           | Russel and Betty Watt                                |
| Chetan Pangam - One80* Restaurant            | Estate of Valma Ellen Andrews               | Jenkins Gym                                  | Moana Pacific Fisheries                                   | Ryan Tattersall - Cobar Restaurant                   | Ryan Tattersall - Cobar Restaurant                   |
| Christian Cullen                             | Execucare                                   | Jetstar                                      | Mojo  | Ryos Canterbury                                      | Saint Clair Family Estate                            |
| Circa Theatre                                | Farmers Queensgate                          | Jina's World of Fresh Produce                | Mokoia Masonic Perpetual Trust                            | Sarath Canterbury                                    | Salute Hair & Day Spa                                |
| Clive Ibbotson - Appliance Test Services Ltd | Fireworx                                    | JJ On Tap Restaurant and Bar                 | MTA Wellington  | Sarah and Nigel Searancke - Sarah Searancke Catering | Sarah and Nigel Searancke - Sarah Searancke Catering |
| Cloudy Bay Estate                            | Flair Flooring                              | Joe and Clare Whelan - Lone Star Petone      | Multi-Media Systems                                       | Shandon Golf Club                                    | Shayler George Charitable Trust                      |
| Commercial Signals                           | Francis Henrietta Muter Trust               | John Allred - Osteria del Toro               | Murdoch James Estate                                      | Shazly Experience                                    | Sherrington Jewellers                                |
| Cook Strait Fishing Charters                 | Francis Motta - Le Cordon Bleu              | John McBeth                                  | Negociants New Zealand                                    | Shirley Jones  | Shirley Jones  |
| Cophorne Hotel                               | G R Dobbs Charitable Trust                  | JT Property Wash                             | New World Hutt City                                       | Silverstream Golf Park                               | Smith City Lower Hutt                                |
| Craig Reddin - Sevens Wellington             | Gavin Murphy                                | Julicher Estate                              | New Zealand King Salmon                                   | Spencer Logan  | Spencer Logan  |
| Craigs Investment Partners                   | Gaynor Charitable Trust                     | Justin Arthur Photography                    | Nick Wallace - Advance Electrical                         | Steve and Valda - Ontrays                            | Steve and Valda - Ontrays                            |
| Creative Mouse Design                        | Gee and Hickton Funeral Home                | Kadima                                       | Norm and Shirley Williams                                 | Steve Cooper - Unlimited Ltd                         | Storage King   |
| Croft Funeral Home                           | Gen-i                                       | Keith Quinn                                  | Ortega Fish Shack and Bar                                 |  |  |
| Dave Hadley Tyres                            | Gordon Hay - Picture This                   | Ken Laban/Sky Sports                         | PAK'nSAVE Lower Hutt                                      |  |  |
| DB Breweries                                 | Graeme Pugh                                 | King Toyota                                  | PAK'nSAVE Petone  |  |  |
| DCR Rentals                                  | Grant Henderson - Bayleys Residential       | Lake Taupo Hole In One Challenge             | PAK'nSAVE Upper Hutt                                      |  |  |
|  |   |  | Patricia O'Brien Charitable Trust                         |  |  |
|  |   |  | Paul and Christine Giles - Naenae                         |  |  |

Many kindnesses - big and small - are respectfully and generously gifted to Te Omanga every single day of the year. If your name is not featured on this list, we still thank you for thinking of us and having us in your heart.







## VINTNERS LUNCH 2014

We thought we would share with you an example of an event our community has supported now for over seven years ... our annual Vintners' Lunch event.

In 2014 we breathed new life into this much anticipated fundraiser, refreshing the look and bringing it back to the Hutt Valley, choosing Trentham Gardens as our venue. This decision was well received by returning guests, and some said it was the best Vintners' Lunch ever.

Three new Chefs came onboard this year, including Ryan Tattersall from Cobar, Ivan Nugraha from Trentham Functions & Events and Chetan Pangam from Copthorne Hotel's One80° Restaurant. They all really enjoyed the event and have already lined up to participate again in 2015. Our three new and three returning Chefs, Sarah Searancke from Sarah Searancke Catering, Francis Motta from Le Cordon Bleu and John Allred from Osteria del Toro created a delicious six course degustation lunch, with matching wines from Matahiwi Estate, Julicher Estate, Mission Estate, Aronui Wines, Negociants Wines and TerraVin Wines.

We were inundated with fantastic quality prizes for both Live and Silent Auctions this year, which also gave guests a chance to further support Te Omanga. Guests were entertained by Renee Maurice, Lisa Tomlins, Rob Innes and Lydia McDonnell.

WE WOULD LIKE TO THANK EVERYONE INVOLVED IN MAKING THIS EVENT A SUCCESS.







VINTNERS LUNCH  
2014

THIS YEAR, THROUGH  
THE SUPPORT OF  
RESTAURANTS, SPONSORS  
AND GUESTS WE MADE  
JUST UNDER

**\$50,000 NET**

FOR TE OMANGA HOSPICE.







"All the flowers and fruits of all tomorrows are in the seeds of today. Let us give these seeds good ground in which to grow."  
Chinese Philosopher.

Marion Cooper  
Patron  
Te Omanga Hospice Trust



# Te Omanga Hospice Trust

Te Omanga Hospice is not about one person - we are all part of a very large team.

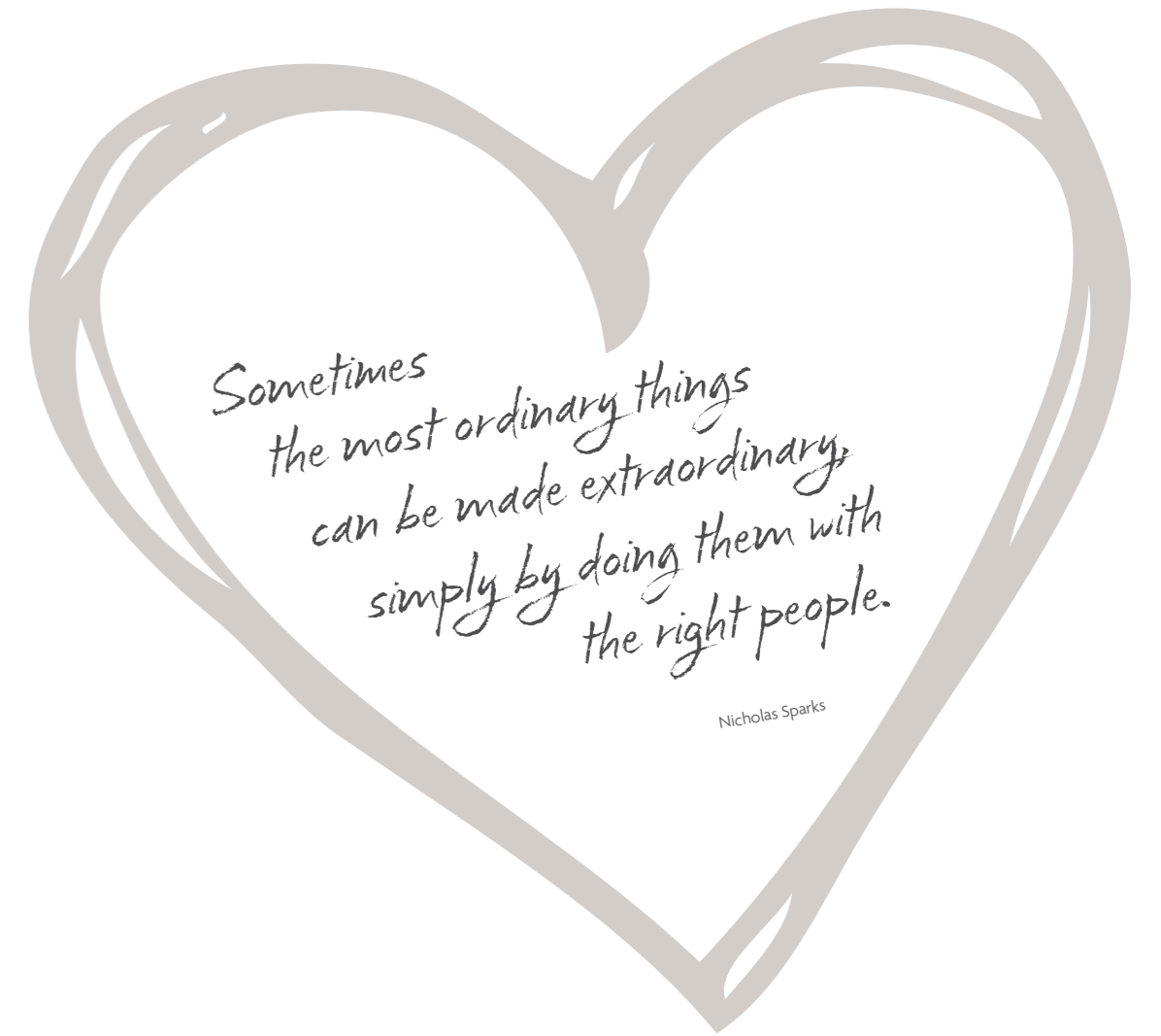
Without the skilled and experienced clinical staff, volunteers and the wider community Te Omanga would simply not exist. Over the last 30 plus years, together we have helped create the essence of what hospice and its environment is about. This partnership has ensured our patients and their families receive optimal care and support where and when they need it.

It has been a great privilege to have been able to share this journey with you.

## Patron and Board Members



Back : Sam Knowles, Esther Sweet, Graeme Talbot, Rob McGregor  
Front : David Young, Marion Cooper, Elaine Moffat (Absent: Paul Mettam, Catherine Taylor)



*Sometimes  
the most ordinary things  
can be made extraordinary,  
simply by doing them with  
the right people.*

Nicholas Sparks





It is an honour and pleasure to serve as chairman of the Te Omanga Hospice Trust Board.

The country's health system is evolving; responding to the challenges of increasing demand for care, a desire to improve the patient pathway through the system, resource constraints affecting both workforce and funding, and changes in technology.



# Chairman's Report

Te Omanga Hospice Trust

At Te Omanga, we also faced the major task of needing to decide how best to improve the hospice building in the near future to ensure we have a compliant and fit for purpose facility. This will require considerable investigation, consultation and of course, funding.

We at Te Omanga have considered these factors, taking into account the opinions of the Board of Trustees, the Executive Leadership Team, staff, volunteers and our patients and their families. During the past year we have been planning and are now beginning to implement strategies to meet these challenges.

## Increasing Demand for Palliative Care

Demand for hospice care is increasing and will continue to do so, driven by aging 'baby boomers' and the fact that Te Omanga now provides care for many patients with non cancer conditions, some 29% currently and rising.

We are responding to this demand through initiating our own Model of Integrated Palliative Care following 2.5 years of research and development.

Stage One launches in November 2014 and allows us to build the very best internal structures we can. Stage Two sees this model fully blended with the care provided by our community care partners.

Since its inception, Te Omanga has continued to evolve and improve the way in which it has provided care – always with the aim of providing the best possible palliative care to patients and their whānau/families.

From the provision of an Inpatient Unit, to home care, to the addition of ancillary treatments, such as music and art therapy, and through to a community, aged care, general hospital and hospice based service, we have always met demand. The next step in our evolution is to integrate the care provided in all those facilities, putting the patient's changing needs first. The purpose is to make the 'patient journey' flow seamlessly through those providing care. In doing this, we are absolutely committed to providing the same high level of care and support provided currently, ensuring that care is provided in a timely fashion by the most appropriate carer in the most appropriate environment.

## Workforce Challenges

Palliative Care is a relatively new medical specialty and specialist medical and nursing personnel are few in number. Te Omanga has been proactive in both funding, supporting and training staff to ensure our patients will continue to have access to the best care available.

We are also committed to funding research. Research will improve care not only for our patients and their families but will assist others throughout the country. Providing research opportunities enables Te Omanga to attract and retain high quality staff. This year we are sponsoring and assisting researchers at the Wellington School of Medicine assess the care we provide and what influence our innovations will have. The results have the potential to assist with palliative care planning throughout New Zealand.

## Funding Challenges

Raising sufficient funding to ensure our services remain free to all has been a challenge in the wake of the Global Financial Crisis. Te Omanga is very appreciative of the generosity of all who have supported the hospice; whether that has been by way of making a bequest, responding to our appeals, attending our functions or volunteering both their time to raise funds and provide care.

A further major challenge is in front of us, which is the requirement to improve our hospice facility. A plan to undertake this daunting project is currently being developed. This will require ongoing consultation and consideration regarding funding options. The participation of our community will be essential to the success of the project and the ability to maintain services during this time will be crucial.

The past few years have seen Te Omanga spend significantly more on care than the funding we have received. Every effort is being made to improve our funding both from central government and our community. It is paramount that patients and their families continue to receive the care that Te Omanga has a well earned reputation for providing.

## Technology Challenges

New technology has already improved communication amongst Te Omanga's team as well as with other providers; GP's, hospital and patients and their carers. These advances will continue and are helping our management systems achieve greater efficiencies, allowing more resource to be directed to patient care.

I would like to take this opportunity to thank my fellow Trustees of both the Hospice Trust and the Hospice Foundation, Bidy Harford, our Chief Executive, the Executive Leadership Team, hospice staff, hospice volunteers and all our sponsors and donors for the contribution they have made to Te Omanga during the year. It is a privilege to be part of the Te Omanga family.

With the continued support of our team, community, Hutt Valley District Health Board and other providers of care, we are confident that Te Omanga is well placed to continue to be at the forefront of the provision of first class, sustainable palliative care into the future.

Dr David Young MBChB, DipObs, FRNZCGP  
Chairman  
Te Omanga Hospice Trust





In the last 12 months we have been building capacity for the future as we work towards achieving our strategic goals.



# Chief Executive's Report

Research undertaken by the Palliative Care Council is forecasting increasing palliative care need nationally. To prepare the Hutt Valley for this growth, we are working in partnership with our Primary Care provider partners, building their expertise and capacity so that all patients benefit, including those who are never referred to Te Omanga Hospice. We are seeing, through our partnership with the Aged Residential Care facilities, more one-off consultations to ensure their residents receive the palliative care they need in 'their home', thereby reducing the need for admission to hospital and for referral to Te Omanga for our specialist support. This has meant a reduction in the number of referrals to the hospice; however those patients who are referred have more complex needs and therefore require more intensive care.

We are building on the excellent care we have been providing for 35 years, continuing to evolve as the health environment changes. Over the last 7 years we have focussed on integrating our services with our provider partners in Aged Care and Hutt Hospital. We are now ready to take this experience into the community. A dedicated project team with the support of an external Advisory Group has been working to integrate our specialist services with the region's primary care services.

From the 10th of November we are implementing the internal integration of our two nursing teams, Comprehensive and Partnership, into one Community Palliative Care Team. The Team will be divided into three geographic areas, expanding our shared care model to provide support to patients and families based on their needs, and support to GPs. Within six months we expect the new integrated model of palliative care to be fully operating. This should result in a seamless service that is responsive to the needs of the patient, family and whānau, and ensure that all those who require palliative care continue to have access to it in future.

We are building the capacity of our staff through education to ensure the hospice has the appropriate workforce to meet patients' need and provide support to GPs. This year the Te Omanga Hospice Foundation has funded the post graduate study for three of our clinical staff through a scholarship created for this purpose, the Jean Murray Nicholson Scholarship. We have also continued to pay for staff to attend professional development courses and conferences to ensure we are able to continue to deliver best practice, now and in the future. The Trustees have also invested in my professional development.

We have strengthened the capability of our Family Support Team with the appointment of a Spiritual Care Coordinator, Kerry Francis.

We are underpinning our services with research. The Te Omanga Hospice Foundation has supported a research project in partnership with the University of Otago, Wellington, through funding from the Murray Bond Research Fellowship. The project, "Integrated Pathway of Care at Te Omanga (ImPaCT): An Action Research Project" has two stages, a qualitative stage and a quantitative stage. Its purpose is to investigate the effectiveness and efficiency of the implementation of the integrated pathway of care. The qualitative phase is now complete and is providing valuable information from all the parties involved. The researchers, Dr Roshan Perera and Dr Helen Moriarty, have been inspired to widen their approach to a national level.

We are moving steadily towards a decision regarding the strengthening or rebuilding of our facilities following their designation of being earthquake prone. Extensive investigation has taken place over the last year involving engineering and technical experts, which will inform our decision-making to ensure we provide a safe haven for patients, families and staff and have a facility that is fit for purpose for the future.

We have reviewed our human resource policies and processes and implemented an HR Strategy, supported by education to all Team Leaders with access to one-on-one mentoring and coaching provided by our HR Consultant, Lynn Harris. In doing so we are ensuring a consistent approach to people management that will see Te Omanga recognised nationally and internationally as an employer of choice and for a model of best practice human resource management.

It has been a year of growth for the Executive Leadership Team, preparing for our role in leading the organisation through this period of change as we seek to lead the continuous improvement of Te Omanga's specialist service and the development of palliative care in the Hutt Valley.

We are building capacity within the fundraising team with the recruitment of key team members to ensure we achieve the financial viability and the core organisational objectives through the successful implementation of our Fundraising and Marketing Strategy. The challenge of bridging the gap between our Government funding and the actual cost of services is made so much easier through the generosity of our committed community supporters.

We are privileged to partner with the patients on the hospice programme of care to ensure their needs are met and that families feel supported and empowered. Family members who are carers are invited to attend our education programme, 'A Map through the Forest' and patients are invited to attend the weekly Living Well Group programme. In each case our goal is to build their confidence as they face life-changing challenges for the first time.

We are contributing to a regional project for a palliative care managed clinical network across the three local DHBs; Capital & Coast, Hutt and Wairarapa. The project seeks to improve access to palliative care for people to receive care closer to home, and to enable services to work in a seamless, integrated and cost-effective way. The objective is a managed clinical network with a funding framework which supports an efficient and effective service model for palliative care, an innovative and sustainable workforce, and effective clinical leadership and governance.

I acknowledge and thank the staff and volunteers for their dedication and commitment to Te Omanga, many of whom have worked with the hospice for over 20 years. I was encouraged to learn from the ImPaCT Research Project that while many staff have a sense of being threatened by change, they remain loyal to Te Omanga and will support the organisation through this change.

I have valued the support of the Chairmen, David Young and Rod Gillespie and the members of the Trust and Foundation Boards who bring their knowledge, extensive relationships and perspective to benefit the future of the hospice and its place in the Hutt Valley community.

Biddy Harford  
Chief Executive





# Executive Leadership Team

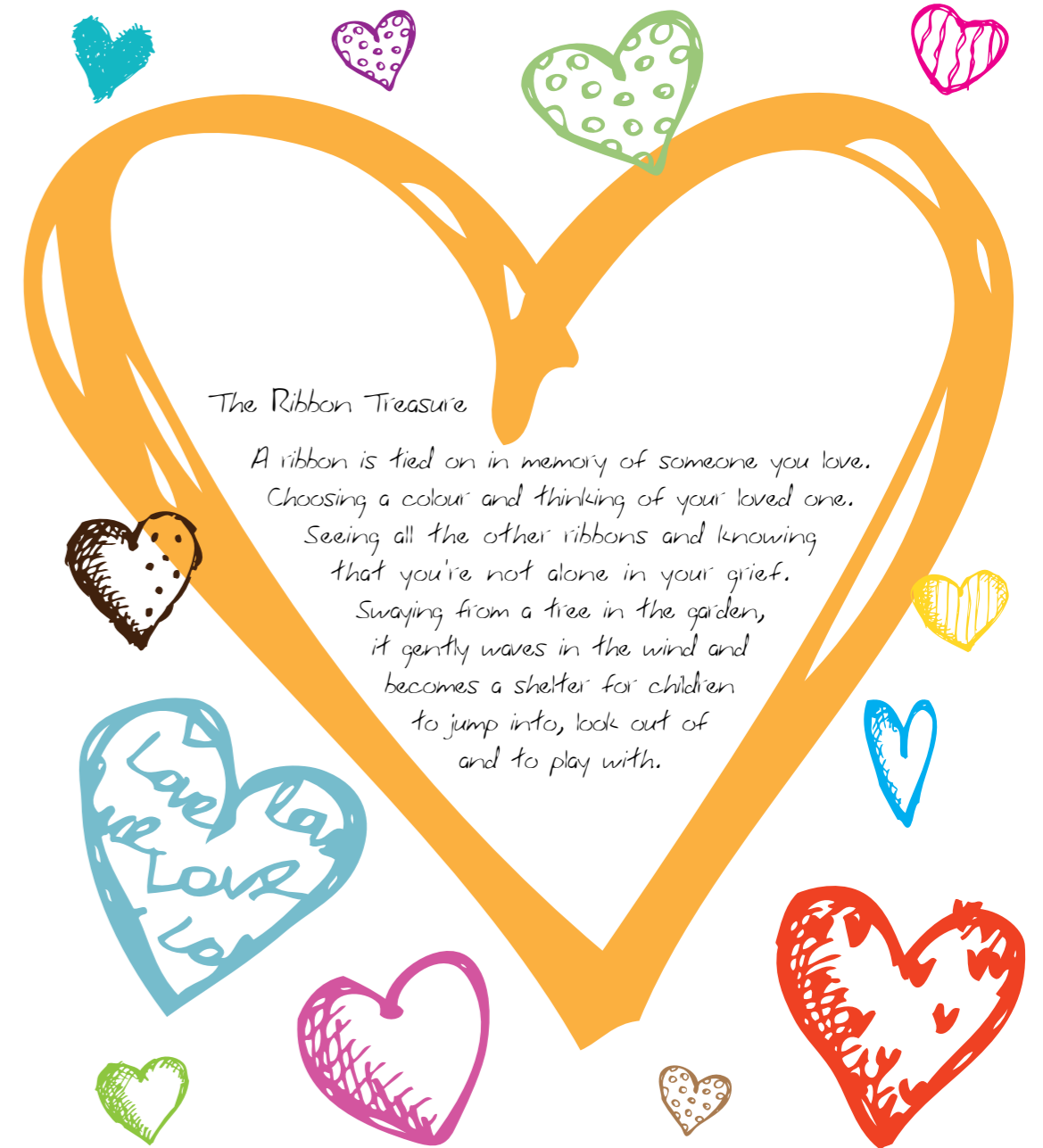
As well as their role leading key daily functions within the hospice, Te Omanga's Executive Leadership Team also work together in a unified, respectful way with one another regarding hospice-wide operations, projects and organisational decisions every day.



Executive Leadership Team

Back : Mary Death – Director of Nursing and Clinical Support Services    Dr Ian Gwynne - Robson – Medical Director    Tess Sullivan – Quality & Risk Manager  
Front : Leanne Thompson – Fundraising & Marketing Director    Biddy Harford – Chief Executive    Graeme Sinclair – Operations Manager

Te Omanga's Executive Leadership Team leads the continuous improvement of Te Omanga's specialist service and the development of palliative care in the Hutt Valley.



## The Ribbon Treasure

A ribbon is tied on in memory of someone you love.  
Choosing a colour and thinking of your loved one.  
Seeing all the other ribbons and knowing  
that you're not alone in your grief.  
Swaying from a tree in the garden,  
it gently waves in the wind and  
becomes a shelter for children  
to jump into, look out of  
and to play with.



**WE ARE NOT A TEAM  
BECAUSE WE WORK TOGETHER**



**WE ARE A TEAM  
BECAUSE WE RESPECT,  
TRUST AND CARE FOR  
EACH OTHER**







Keith Quinn  
Patron  
Te Omanga Hospice Foundation

# Te Omanga Hospice Foundation

The Te Omanga Hospice Foundation is a registered charitable trust. It provides financial support to Te Omanga Hospice so it may deliver specialist palliative care in the Hutt Valley free of charge. The Foundation is an avid community of hospice supporters committed to future-proofing the hospice's financial future.

"It has been a privilege to continue to support the Te Omanga Hospice Foundation for another year as Patron. Te Omanga provides a holistic, meaningful service to the wider Hutt Valley community and as such, has a very special place in many hearts – including mine."



## Patron and Board Members

Back: David Young, Chris MacKay, Brian Walshe, Graeme Talbot  
Front: Rod Gillespie, Keith Quinn, Elaine Moffat  
(Absent: Gerard Dewar, John McCafferty)



For the Foundation, the 2013 – 2014 financial year has been a year of consolidation.

Rod Gillespie  
Chairman  
Te Omanga Hospice Foundation

# Chairman's Report

Te Omanga Hospice Foundation

The projects funded by the Foundation are progressing well, particularly the research project mapping the development of the Model of Integrated Palliative Care for the Hutt Valley. This project was started with funding from the Foundation through the Murray Bond Research Fellowship.

Scholarships funded through the Jean Murray Nicholson Scholarship have been awarded to three nursing and allied health staff at Te Omanga. They have been gratefully received and the recipients are progressing their studies in palliative care.

The Foundation has also been working closely alongside management at Te Omanga and peers on the Te Omanga Hospice Trust Board to research and establish the necessary evolution of the building at 136 Woburn Road. We've been most fortunate to build a team of capable, essential experts around us to assist with the decisions we will need to make in the not too distant future about either strengthening or rebuilding our premises.

I consider it an honour and most certainly a pleasure to be Chairman of the Te Omanga Hospice Foundation. It has been my good fortune to have had the opportunity to represent such a loved institution in the Hutt Valley.





## Our achievements over the past year

*In the 2013 - 2014 financial year, Te Omanga supported 361 new patients and their families, with approximately 190 people on the programme of care on any given day.*

*29% of these patients had non-cancer diagnoses.*

*Due to the nature of our work we also gave 282 one-off consultations to primary health providers*



Te Omanga Hospice provided palliative care through our interdisciplinary team of specialist doctors, nurses, therapists and specially trained volunteers. We also supported the delivery of palliative care in Aged Residential Care, the Hutt Hospital and in conjunction with General Practitioners.

The comprehensive programme continued to provide high quality specialist palliative care to approximately 83 patients on any given day. These patients had acute needs and were imminently dying, requiring access to 24 hour support either in the hospice's ten bed Inpatient Unit, or in their own home.

Our Nurses made 7,152 community visits to enable patients to stay home, as was their wish, and 44% of them were supported to die at home.

Te Omanga's Woburn Road Inpatient Unit operated at a 64% occupancy rate, with 253 admissions, totalling 2,344 bed days. The average length of stay was 6.5 days per patient.

The partnership programme provided 24 hour support to the GPs in the Hutt Valley who cared for patients with palliative needs. The Partnership Nurses helped support approximately 80 patients each day by liaising with these GPs to ensure patients received the care they needed.

The Hospital Specialist Palliative Care team continued to work with health professionals in Hutt Hospital, offering consultancy, advice and education, which helped approximately 375 patients with a terminal illness.

Our Palliative Care Clinical Nurse Specialists continued to work with 18 Aged Residential Care facilities in the Hutt Valley, providing education and support to staff in these facilities as they cared for residents who were living with a terminal illness.

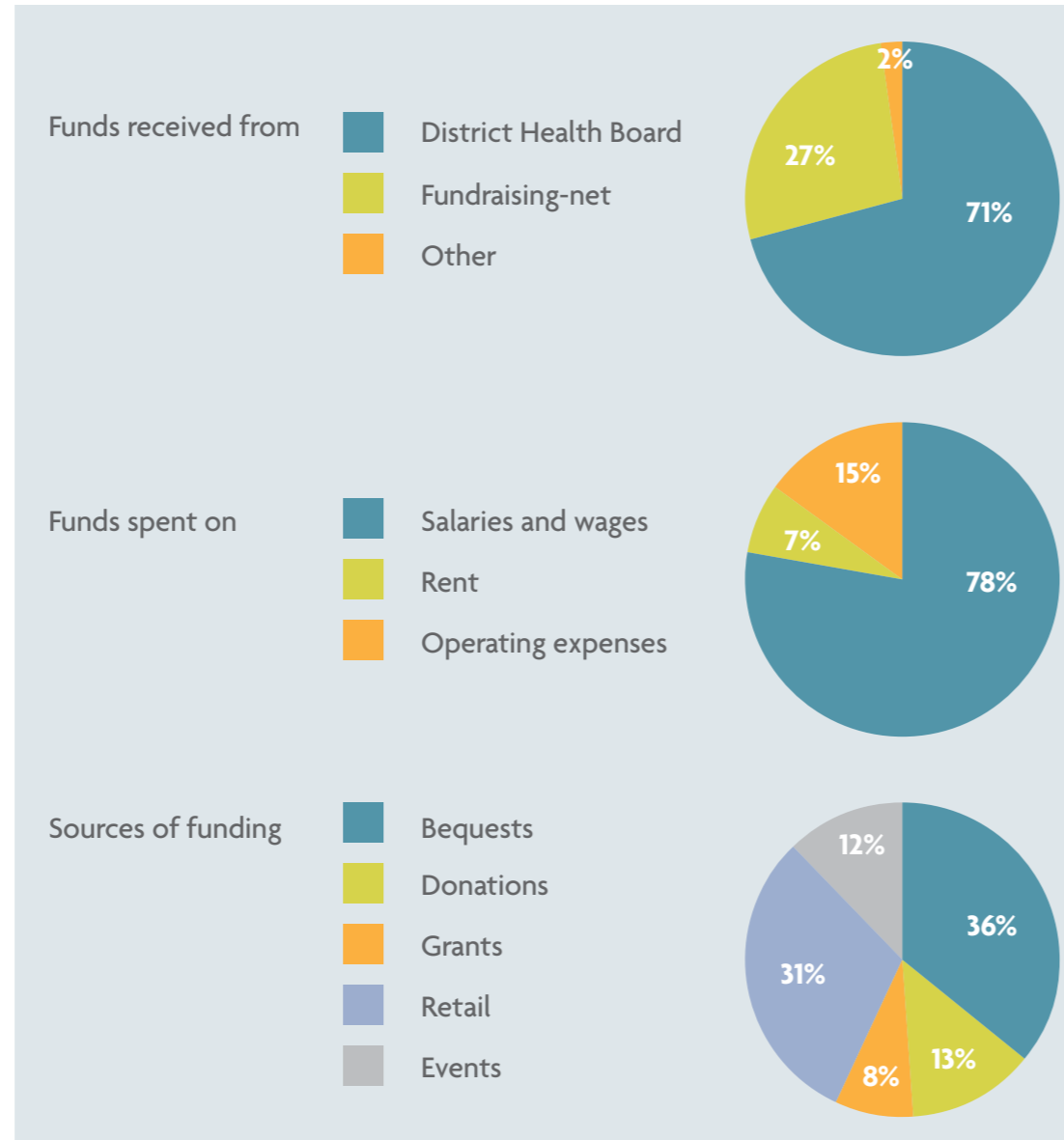
Te Omanga continued to provide specialist medical support to the Wairarapa palliative care service at a weekly clinic in Masterton and via 24 hour telephone support to all health professionals in the Wairarapa.

Our Family Support Team provided psychosocial support to the family and friends of patients on the hospice programme of care through counselling, Art Therapy, Music Therapy, Occupational Therapy, Complementary Therapy (touch) and Spiritual Care.

9% of the patients receiving our care were Māori and received support from our Māori Liaison.



## Financials at a glance for year ended 30 June 2014



## Financial Summary for year ended 30 June 2014

All services provided to patients and families by the hospice are free, but it has cost more than \$5m to do so this year.

|                        |             |
|------------------------|-------------|
| Operating income       |             |
| Contract income        | 4,086,888   |
| Course fees            | 8,159       |
| Other income           | 149,822     |
|                        | 4,244,869   |
| Operating expenses     | 5,619,674   |
| Operating deficit      | (1,374,805) |
| Net fundraising income | 1,579,676   |
| Operating result       | (204,871)   |
| Investment income      | 602,266     |
| Net income             | \$807,137   |

A full set of financial statements is available on request.







#### Chief Executive

Biddy Harford

#### Executive Leadership Team

|                      |   |
|----------------------|---|
| Mary Death           | Director of Nursing & Clinical Support Services |
| Dr Ian Gwynne-Robson | Medical Director                                |
| Biddy Harford        | Chief Executive                                 |
| Graeme Sinclair      | Operations Manager                              |
| Tess Sullivan        | Quality & Risk Manager                          |
| Leanne Thompson      | Fundraising & Marketing Director                |

#### Administration, Finance, Fundraising & Marketing

|                   |   |
|-------------------|---|
| Rachael Carpenter | Events & Community Relationships Manager          |
| Christine Conroy  | Medical Secretary, Support Services               |
| Christine Coulson | Retail Manager, Petone Hospice Shop               |
| Margret Gloag     | Clinical Administrator, Support Services          |
| Carmen Haskell    | Retail Manager, Lower Hutt Hospice Shop           |
| Sally McGavin     | Clinical Administrator, Support Services          |
| Diane Phillips    | Finance & Property Manager                        |
| Dianne Raynes     | Executive Assistant, Support Services Coordinator |
| Lyndy Roberts     | Hospice Secretary, Support Services               |
| Rachel Skipper    | Payroll & Senior Accounts                         |
| Ian Weatherall    | Retail Van Driver                                 |
| Margaret Williams | Assistant Retail Manager                          |
| Pam Wrigley       | Retail Manager, Upper Hutt Hospice Shop           |

#### Education

Raelee Jensen Education Coordinator

#### Medical Staff

|                      |                                      |
|----------------------|--------------------------------------|
| Dr Kaye Basire       | Advanced Trainee Palliative Medicine |
| Dr Amanda Fitzgerald | Medical Officer                      |
| Dr Salina Iupati     | Advanced Trainee Palliative Medicine |
| Dr Siew Tan          | Senior Medical Officer               |
| Dr Lindsay Tanne     | Palliative Medicine Specialist       |
| Dr Barry Taylor      | Senior Medical Officer               |
| Dr Kirsten Wadsworth | Medical Officer                      |
| Dr Angela Williams   | Medical Officer                      |

#### Services

|                   |                         |
|-------------------|-------------------------|
| Ruth Ashton       | Housekeeping Supervisor |
| Anne Beattie      | Housekeeper             |
| Margaret Lissette | Kitchen Assistant       |
| Rosa Mishkin      | Kitchen Supervisor      |
| Joan Thom         | Housekeeping Supervisor |
| Betty Watkins     | Kitchen Supervisor      |

#### Volunteer Services

|               |                   |
|---------------|-------------------|
| Janice Henson | Manager           |
| Judy Robb     | Assistant Manager |

#### Family Support

|                       |   |
|-----------------------|---|
| Mary Brownlow         | Art Therapist                                     |
| Kerry Francis         | Spiritual Care Coordinator                        |
| Diane Greenwood-Havea | Bereavement Counsellor/Family Support Team Leader |
| Mary Harmer           | Social Worker                                     |
| Jeanette McLaughlin   | Social Worker                                     |
| Fr David Orange       | Hospice Chaplain                                  |
| Linda Olsen           | Māori Liaison                                     |
| Keryn Squires         | Music Therapist                                   |
| Sheryl Trigg          | Touch Therapist                                   |

#### Occupational Therapy

|                 |                                       |
|-----------------|---------------------------------------|
| Eleanor Barrett | Occupational Therapist/OT Team Leader |
| Penny Broad     | Occupational Therapist                |
| Heather Lock    | Living Well Day Group Coordinator     |
| Mark Rybinski   | Equipment/Fleet Coordinator           |

#### Aged Residential Care

|               |   |
|---------------|---|
| Kate Gellatly | Palliative Care Clinical Nurse Specialist |
| Ros McIntosh  | Senior Registered Nurse                   |

#### Primary Care

|                |   |
|----------------|---|
| Heather Spence | Palliative Care Clinical Nurse Specialist |
|----------------|---|

#### Partnership Nurses

Sue Campbell  
Natalie Wilson

#### Hospital Palliative Care Team

|                     |  |
|---------------------|--|
| Winnie Graham-Smith | Senior Registered Nurse (part of the year) |
| Sarah Shellard      | Senior Registered Nurse (part of the year) |
| Dr Lindsay Tanne    | Palliative Medicine Specialist             |
| Debbie Wise         | Palliative Care Clinical Nurse Specialist  |

#### Nursing Staff

|                     |                        |
|---------------------|------------------------|
| Peter Godden-Steele | Inpatient Unit Manager |
| Denise Walsh        | Home Care Coordinator  |

|                       |                     |                   |
|-----------------------|---------------------|-------------------|
| Alison Anderson       | Lidia Czudaj        | Debbie Salter     |
| Pam Beirne            | Joan Doyle          | Sarah Shellard    |
| Shelley Bignell       | Louise Ferrari      | Teresa Simmons    |
| Chris Cavanagh        | Elizabeth Gardiner  | Chris Solly       |
| Josie Crous           | Michelle Gibbs      | Anne Stanton      |
| Sandie Kedzlie-Wilson | Maureen Ginnane-Dew | Damaris Thirkell  |
| Francis Knoef         | Winnie Graham-Smith | Raylene van Horik |
| Heather Lust          | Janny Howse         | Janice Wilson     |
| Olivia Marchant       | Marion Jongepier    | Mary Wilson       |
| Jean O'Neill          | Laura Page          | Joanne Wilson     |
| Lorna Moir            | Sherilyn Rodgers    |                   |

#### Health Care Assistants

|                |                 |                 |
|----------------|-----------------|-----------------|
| Janine Collier | Caroline Komene | Sandhya Shankar |
| Marie Jupp     | Mary Scott      | Gael Tucker     |

#### Patron – Te Omanga Hospice Trust

Marion Cooper MNZM QSM

#### Patron – Te Omanga Hospice Foundation

Keith Quinn MNZM

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Bank of New Zealand

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Richard Martin Gault Mitchell Lawyers. Wellington.







*Keeping the heart in Hospice*



**Te Omanga Hospice**

Te Whare Manaaki Tangata

[www.teomanga.org.nz](http://www.teomanga.org.nz)

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Te Omanga Hospice Trust Charities Commission number 22248 Te Omanga Hospice Foundation Charities Commission number 22165

