



Arohanui Hospice Service Trust Palliative Care Strategic Plan 2012 - 2017

Supporting excellence in the delivery of end of life care

Our Vision

All people with life limiting conditions live well and die well,
irrespective of their condition or care setting

Our Strategic Drivers

- We will:**
- Continue to improve existing patient services
 - Develop new services for patients with life limiting conditions other than cancer
 - Extend education and research in palliative care
 - Establish new sources of funding
 - Improve the working lives of our staff and volunteers

What We Value

We are part of the community, and through partnerships, we support and facilitate the provision of quality care for people with life-limiting conditions

What We Do

- Provide specialist palliative care services specific to Arohanui Hospice Service Trust
- Inform and support the MidCentral District Palliative Care Strategic Plan
- Inform annual planning for the Arohanui Hospice Service Trust
- Promote a service of continuous quality improvement

Overall, the Arohanui Hospice Service Trust is planning a balanced growth strategy with attention to:

- Improving existing services
- Investing in new services
- Meeting the needs of new and existing stakeholder groups to reflect the strategic goals identified

Our Values for Care

- Accessible:** Arohanui Hospice is dedicated to caring for individuals with life-limiting illnesses, and their families
- Compassionate:** We treat patients, whānau, partners and each other with kindness and empathy. We connect with patients and whānau individually and personally engage them as partners in decisions about their care
- Flexible and Responsive:** Our palliative care services will be flexible and responsive to the individual needs of all people living in our district

Our Values for Service

- Partnerships:** Services are founded on collaboration with service users, a wide range of stakeholders and funding partners
- Excellence:** Culturally sensitive holistic care will be provided by a team of competent, educated and experienced professionals to enhance patients' quality of life
- Leadership:** We provide a working and learning environment which is conducive for all staff, including our volunteers to feel safe and supported in delivering high quality care to patients and families
- Community Spirit:** We foster a feeling of community spirit, community identity and promote a sense of participation, guaranteeing an opportunity for everyone to share in the activities, duties, responsibilities and benefits of the Hospice

"The strength of Arohanui Hospice is its people - both paid and unpaid. It is they who deliver the care and support services that facilitate and fund that care"



Plan of Action - Arohanui Hospice Strategic Goals and Initiatives

1 Arohanui Hospice specialist palliative care services will be flexible and responsive, informed by the expressed needs of patients in the Hospice service

The Arohanui Hospice Strategic Plan priorities are to:

- Be responsive and flexible to patient needs
- Ensure that relevant information is available and accessible to patients and their whānau
- Raise awareness of what living with a life-limiting condition means
- Through community engagement, encourage people to accept death as part of life

2 Support will be available and accessible for family and whānau

The Arohanui Hospice Strategic Plan priorities are to:

- Increase awareness of the support services available at Arohanui Hospice
- Facilitate the model of Korowai Care by providing key supports in the areas of leadership/ service design, education, research and evaluation of current and future services
- Provide high quality clinical and psychological support, utilising the best of evidence-based practice
- Support Māori whānau to take charge to ensure access to quality palliative care

3 Arohanui Hospice will be a centre of excellence that supports the integrated model of Korowai Care for all

The Arohanui Hospice Strategic Plan priorities are to:

- Enhance the cultural awareness of holistic care provided within the Hospice
- Provide key support to the District Plan (palliative care)
- Provide education services to support Advance Care Planning, Gold Standards Framework and the Liverpool Care Pathway
- Explore service gaps for patients with life limiting conditions other than cancer and/or those under 65 years who sit outside existing funding streams
- Collaborate with our partners to promote patient choice in delivery of care
- Align with Paediatric Palliative Care initiatives in the district
- Align with Liverpool Care Pathway National Office initiatives in the district



4 Staff and volunteers will be engaged, skilled and supported to be innovative and responsive to service and patient/whānau needs

The Arohanui Hospice Strategic Plan priorities are to:

- Be a good employer
- Continue to grow the workforce to promote competency, innovation and engagement and support them to meet increased demand in services
- Continue to grow and upskill our volunteers
- Provide district-wide leadership of palliative care education
- Lead provider collaboration towards the development of a robust education and research programme and be a centre of excellence that will enhance the Korowai Care model of care
- Develop the infrastructure to enhance capability of specialist staff
- Provide culturally sensitive holistic care delivered by a team of competent, educated and experienced professionals to enhance patients' quality of life
- Provide a working and learning environment which is conducive for all staff, including our volunteers, to feel safe and supported in delivering high quality care to patients and families
- Foster a feeling of community spirit, community identity and promote a sense of participation, guaranteeing an opportunity for everyone to share in the activities, duties, responsibilities and benefits of the Hospice

5 Arohanui Hospice will be a centre of excellence in specialist palliative care and the community's charity of choice through effective governance and community engagement

The Arohanui Hospice Strategic Plan priorities are to:

- Provide a centre of excellence for specialist palliative care in the region
- Provide innovation and clinical governance through education and research
- Advocate for palliative care patients in the district
- Conduct end of life forums and raise the profile of services
- Lead and inform district-wide specialist palliative care services to drive service improvements
- Grow our preferred provider status for community and palliative care funding
- Attract funding to provide new services
- Increase profitability from existing funding streams
- Foster a feeling of community spirit, community identity and promote a sense of participation, guaranteeing an opportunity for everyone to share in the activities, duties, responsibilities and benefits of the Hospice
- Provide culturally sensitive holistic care delivered by a team of competent, educated and experienced professionals to enhance patients' quality of life
- Provide a working and learning environment which is conducive for all staff, including our volunteers, to feel safe and supported in delivering high quality care to patients and families
- Found our services on collaboration with service users, a wide range of stakeholders and funding partners