

## From The Chief Executive

Welcome to our Annual Impact Report for the 2021/22 financial year. This report is just one way we can show our immense gratitude to our community for your support during another challenging year.

It is our pleasure to provide a snapshot of the amazing work our clinical team has provided, supporting over 1,100 patients and their whānau this year. We also celebrate the achievements of the wider hospice team who do an incredible job supporting our clinical staff.

Arohanui Hospice relies heavily on community fundraising to be able to provide palliative care services at no charge: government funding covers approximately 50 percent of our operating costs. We are grateful for the incredible support from our local community. We greatly appreciate the financial support gifted by many during the year. Our 600+ volunteers outdid themselves with their generosity, donating over 54,000 hours of their time to hospice.

During 2021/22 we have continued to provide care in the challenging environment of the pandemic – the care we provide in the home has increased and to support

this growth. We are investing in additional specialist nurses in the community, our community team includes nursing, family support, pharmacy and medical staff. This year we have also invested in training a Medical Registrar and a Nurse Practitioner in palliative care to future-proof our service. Our partnerships in the community are invaluable. We work closely with General Practice, District Nursing and St John Ambulance to provide 24/7 care and support to people across our region. We also support Aged Care Providers to support people in the 39 care facilities across our region.

Our reach is far and our gratitude is deep.  
Thank you for supporting your hospice.

Aroha mai, aroha atu.



**Clare Randall**  
Chief Executive

## From The Chair

**Change continued for Arohanui Hospice over the last 12 months - lots of it.**

Despite health reforms, funding constraints, a global pandemic, retirement and recruitment of trustees, and increasing demand for palliative care, Arohanui continues to deliver an exceptional service.

This service is achievable with thanks to our tenacious Chief Executive and Senior Leadership Management Team; professional, resilient staff; phenomenal volunteers; and supportive communities.

It is with gratitude I thank my board for their selfless contributions of time, experience and expertise to ensure our governance is robust and strategic.

At the end of 2021, we farewelled retiring trustee, Dr Fred Hirst, and former Chair and champion fundraiser, Roger Clausen. New members, Lindy Purdy, Bryan Guy and Julie Knighton, joined in July 2021, and Dr Curtis Walker joined early this year. We've completed two years of significant succession planning and governance changes, necessitating a review of committee membership and roles.

Notably the Board adopted the 2021-2026 Strategic Plan which builds upon the values of Kaitiakitanga – We are all part of a legacy; Whanaungatanga – Together we are more; Manaakitanga – The power of human kindness; and Rangatiratanga – Know the way, show the way. We released a refreshed logo - the first change in 30 years. And we invested valuable time with our region's Members of Parliament and Mayors providing insights into palliative care.

A recent Board and Senior Leadership Management Team workshop set the scene for more change and we are canvassing future challenges and opportunities around delivery models, physical infrastructure and community investment. Said George Bernard Shaw, "Progress is impossible without change."

Aroha mai, aroha atu,



**Lorraine Vincent**  
Trust Board Chair





**Arohanui**  
HOSPICE

# Our Impact

1 July 2021 - 30 June 2022

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**Arohanui**  
HOSPICE

# Returning Care and Aroha To You Every Year

Our impact is much more than numbers and statistics. At the heart of hospice is our philosophy of care, being holistic – taking into consideration a person’s entire being and needs. These figures reflect at a glance how many people, between 1 July 2021 - 30 June 2022, relied on the services that Arohanui Hospice provide, and the scale of which we need to be growing to keep up.

Since 1991, Arohanui Hospice has supported a population of over 200,000 across our vast region and delivered excellent care and support to those with life-limiting illnesses and their families/whanau. Our care is provided free of charge and approximately 50 percent of our funding comes from MidCentral and Whanganui District Health Boards. We pride ourselves on providing quality specialist palliative care to our patients and the wider medical community, so that those in our region with life-limiting illnesses can live their life to the fullest with empathy, compassion and above all, with aroha.



**We cared for 1,167 patients**

We received **806** new referrals for our care

averaging **67** per month.

Approximately **4,200** family members were supported.

**771 visits** were made by our family support team to patients and families in the community.

**Our community nurses made 3,398 visits**

### Community Snapshot

- 71%** of our patients were cared for entirely within the community.
- 202 days** is the average time patients spent in our care within the community.
- 172,174** kms were travelled by our community nurses.
- 65 visits** were made weekly, on average, by our community nurses.

### Education Snapshot

- 84** education and training sessions held for medical professionals.
- 500** doctors, nurses and care assistants trained in palliative care in the region.
- 67** 'Fundamentals of Palliative Care' education sessions were provided to Aged Care providers.
- 520** The number of times, our range of education services were attended.

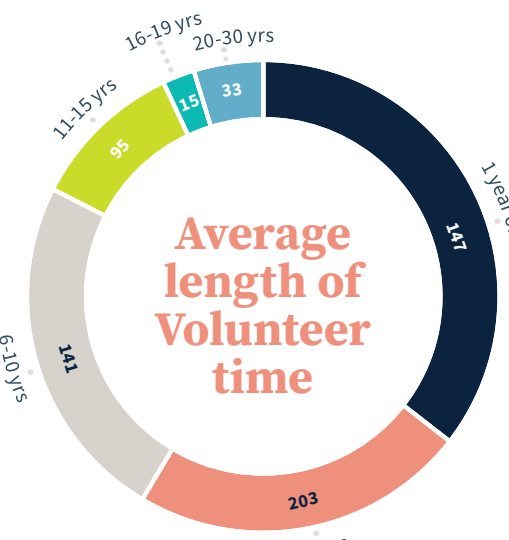
### Volunteer Snapshot

**613 total volunteers**

**374** volunteered in our shops.

Over **54,000** hours were generously donated.

If paid the living wage of \$22.75, **our volunteers contributed \$1,229,000 worth of time.**



### Where our patients live

- 52.5% Manawatū (incl. Palmerston North)
- 9.2% Tararua
- 31.3% Horowhenua
- 7.0% Rangitikei
- 0.4% Outside of our area

### Gender

- 51% Male
- 49% Female

### Place of death

- 40% Private residence
- 25% Residential aged care
- 22% Hospice
- 12% Hospital
- 0.30% Other

### Our patients' ethnicities

- 76.4% NZ European
- 11.6% NZ Māori
- 8.3% European (undefined)
- 0.9% Asian
- 1.8% Pasifika
- 0.2% Unidentified
- 0.10% African
- 0% Middle Eastern

### Diagnosis

- 67% Cancer
- 33% Non cancer

### Our patients' ages

- 2% 95+ years
- 16% 85-94 years
- 30% 75-84 years
- 26% 65-74 years
- 24% 40-64 years
- 2.0% 40 & under

### Inpatient Unit Snapshot

- 60** day stay/creative living sessions were held.
- 304** admissions were made to the IPU.
- 29%** of patients had a stay in the IPU.
- 6 days** is the average length of stay in our IPU.

### Fundraising Snapshot

**We raised a total of \$2,882,740**

- Bequests \$142,681**
- Farming for Hospice \$228,728**
- Grants and foundations \$609,067**
- Events throughout the year \$298,234**
- Our Hospice shops \$1,159,494**
- General donations \$444,536**