

Your Gratitude Report

2017



Mercy Hospice
Auckland
Te Korowai Atawhai



*“Everything in my life
has felt like
it has changed,
but not necessarily
in a bad way.”*

*Lynne was a former Mercy Hospice
Auckland Community Palliative Care
Nurse, last year she was diagnosed with
cancer. She is now being cared for by us.*

This is her story.



Last year I was feeling unwell. It was my birthday and my family had made me this beautiful dinner and I couldn't eat it because I was feeling so unwell.

The doctors thought I had a stomach ulcer. They didn't know what was wrong with me so they treated me for the basic stuff. I then went for an ultra-scan.

When I got home that evening, my father met me at the door and said you need to ring the doctor, he's been trying to get hold of you all day, so I knew immediately it wasn't good. I rung him and he told me I had cancer in my pancreas which had spread to my liver.

I called my family and they all came over.

I had to stop work almost immediately at Mercy because I was very nauseous all the time, which was really difficult because I truly loved my work.

We had to sell our house because if I wasn't working we couldn't afford the mortgage, but we were just really blessed and we bought another house within a week, so I don't have a mortgage anymore.

That was a silver lining.

“I was very shocked, quite devastated really. I knew there was something wrong with me, but I didn't think it was going to be that bad. I just couldn't believe it. I had ringing in my ears and numbness in my face at the shock. Everything in my life was about to change.”



*You helped Mercy Hospice
Auckland be that vital first point
of contact for patients like Lynne.*

*Because when someone finds out
the devastating news that they
have a terminal illness they can
feel utterly lost, scared and alone.*

*You make them feel safe and
protected at a very difficult time
in their lives and knowing they
are being cared for by highly
specialised doctors, nurses and
family support helps to lift
the burden.*



*“I felt a flood of relief
wash over me that
she wasn’t saying
that the treatment is
not working and it’s
looking bad.”*



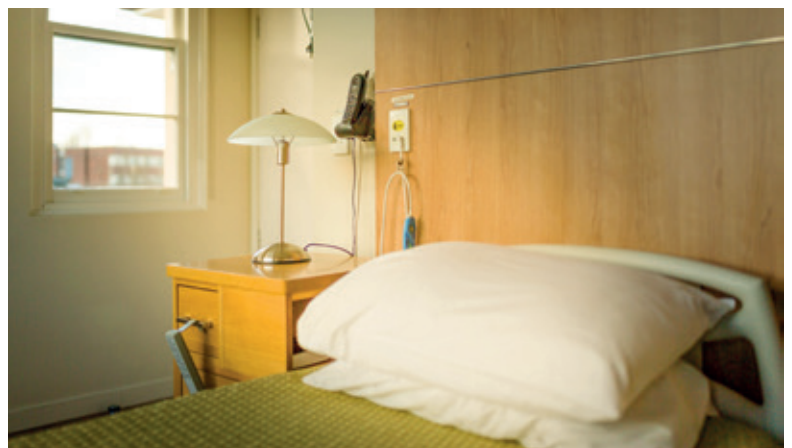
When it was suggested at the hospital that I be referred to hospice I had a very negative reaction, which really surprised and shocked me. I thought because of my palliative nursing experience I wouldn't have that reaction.

I was thinking to myself that things weren't going well. My doctor said to me we can't get on top of your nausea, how about a syringe driver (a device for patients unable to take their medication orally) and that the hospice would be the best place for it.

I felt a flood of relief wash over me that she wasn't saying that the treatment is not working and it's looking bad.

So, I came to the in-patient unit the next day and was given the syringe driver. [Previously] I had lots of vomiting, I couldn't eat and drink, and I had lost 10 kilos in three weeks – but within 24 hours I was eating and drinking again.

The doctors and nurses just really protected me. They have kept me very safe in here and when I am being cared for at home. I always knew how good they were when I brought patients into the unit.



It's like being in a hotel here. You just have to press your buzzer and a nurse walks in the room, you don't have to wait, you don't have to feel as if you are asking for something that you shouldn't.

Lynne's story continues on page 10

Key figures

1,035 people were referred to our service

51%  49% 

72% were treated for cancer 28% non cancer

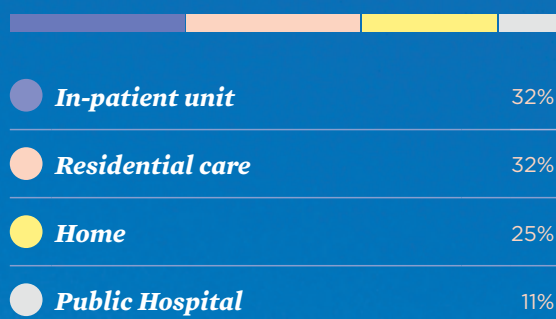
297 patients and their families cared for, on average, at any one time

8,526 visits made by Community Nurses to people in the community

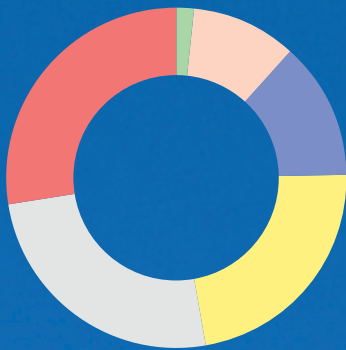
721 visits made by Family Support to people in the community

312 people admitted to our in-patient unit, with an average stay of 10 days

PLACE OF DEATH

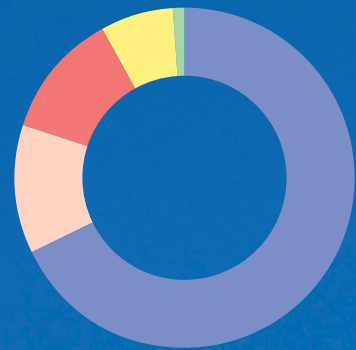


AGE GROUP OF PATIENTS



≤ 40 yrs	2%
41-55 yrs	10%
56-64 yrs	13%
65-74 yrs	23%
75-84 yrs	25%
≥ 85 yrs	27%

ETHNICITY OF PATIENTS



European	68%
Asian	12%
Pacific People	12%
Maori	7%
Other	1%





Lynne's story continued from page 7

When Alison, the Spiritual Support Coordinator, came to see how things were going we talked about my faith. I've got a strong Christian faith, which I believe has hugely helped me to get where I am. She offered communion and to see me anytime I like, which was fantastic. It was really amazing that she came in.

Alison also talked about doing things I enjoy and I just mentioned to her that I had decided I'd like to take up knitting. Later that day, Julie Reid, the Volunteer Coordinator arrived with two beautiful balls of wool and some knitting needles. So, I have now learnt how to knit.

“She had listened to what I had said and it just turned up.”

346

patients and their families attended our Manaaki Day Programme

We strive to make our education programmes engaging by using real-life case studies.

Our programmes are tailored to be practical and relevant for people working in palliative care whether they are university graduates, residential nurses or pharmacists.

5,170

people participated in our education sessions

BREAKDOWN OF PARTICIPANTS

<i>Physiotherapists, Occupational Therapists & Counselors</i>	140
<i>Family Carers</i>	20
<i>Health Care Assistants</i>	436
<i>Medical</i>	221
<i>Residential Nurses/Enrolled Nurses</i>	1492
<i>Nursing students</i>	86
<i>Medical students</i>	222
<i>Other students</i>	349
<i>Pharmacists</i>	492
<i>Other</i>	1727
<i>TOTAL</i>	5185

You help patients like Lynne live with their illness as they face deep and profound losses along the way. Along with the medical needs of pain and symptom management, you help them connect to specialist care in the community, in-patient stays, counselling, family, spiritual & cultural support.

In addition, programmes like Manaaki to help to support & inform patients, families & carers in managing various aspects of care at home.





*“It’s like
this little
stream
of people
offering
lovely
things.”*

“The volunteers are so lovely and gentle and caring and human.”



The volunteers feel like the essence of hospice.

“They completely understand what this place is about and they act out of that. That generosity of spirit, of their time, of their finances, of their resources. It’s wonderful really.”

Even when it’s just coming into the in-patient unit the ladies on the desk are lovely. Everybody is so lovely and I thought it was because they all know me, but I see them with other people and they are doing the same thing.

The lady with the drinks trolley last night came in and we talked about our grandchildren for about 15 minutes. You feel as if you belong to something special because they are sharing themselves with you as well. It was a very nice conversation.

Lynne’s story continues on page 18

VOLUNTEERS

565

people volunteered

58,026

and together donated 58,026 hours, including

4,907 *in the Hospice*

1,484 *patient support*

900 *towards Manaaki Day Programme*

1,590 *towards writing biographies*

3,299 *towards fundraising support*

HOSPICE SHOPS

Our nine hospice shops raised

\$1,086,557 *net*

The funds raised from quality second hand goods donated and purchased by members of our local community go directly towards the care of our patients and their families.



*You help ensure
Mercy Hospice Auckland can exist
to walk alongside patients like
Lynne through the difficult journey
of illness.*

*Receiving the unconditional
care to make their journey more
bearable. Knowing everything is
taken care of they can be free to
be with their loved ones and make
the most of each and every day.*

Lynne's story continued from page 15

I found as a nurse that we were very much aware of the importance of our donors.

You know that the fundraisers have got a big event, you often see preparations being done here, things like the Tennis Day lunch is here.

Often in the community you would be given a cheque or cash and you'd take it into the fundraising team and it was always quite buzzy to be able to do that. It's just incredibly grateful.

We have very generous donors, who truly seem to care about the service and are truly extremely generous with what they do and with their time. I see a lot of volunteers in the community and the in-patient unit. They pop in, they are respectful, they are friendly, they are appropriate.

“I feel very secure knowing that [the Hospice] is here and, even though I don't call on them very often when I'm at home it does give me great security knowing I can call if I need to. It's very accessible and you don't feel like a burden or that you are bothering somebody. It's just very gentle care.”

\$2,011,147

*net was raised from donations
and fundraising*





*You help all Mercy Hospice
Auckland services to be free
to patients and their families,
regardless of age, ethnicity,
means or religion at a very
challenging & uncertain time
in people's lives.*





Thank you!
From all the staff at Mercy Hospice

Our Mission

Through service, advocacy and education, Mercy Hospice Auckland is committed to ensuring that all those in our community needing palliative care, receive it with the utmost professional skill and respect.

Our Values

We express our Mission through these values:

DIGNITY TAPU O TE TANGATA

Dignity draws us to acknowledge that each person is unique, knowing that they come to us with rich histories of their own. We respond to each one's physical, emotional, spiritual and social needs. We honour the cycle of life and death.

COMPASSION AROHA

Compassion compels us to support one another — patients, families, whanau, friends, staff, volunteers and colleagues. We are in this together.

RESPECT WHAKANUI

Respect commits us to uphold the autonomy of each person and their community. We value one another's cultures and beliefs. We honour the principles of the Treaty of Waitangi.

QUALITY MAHI RANGATIRA

Quality demands excellence in care and compels us to share our professional knowledge in partnership with our related healthcare providers and other Mercy facilities. We are committed to continuous improvement and we strive to exceed expectations.

ADVOCACY AROHA KI TE RAWA KORE

Advocacy challenges us to ensure that there is equity of access to services for all in our community. It insists that patients have a voice to speak for them when necessary.

STEWARDSHIP KAITIAKITANGA

Stewardship calls us to honour the Mercy heritage and ethos entrusted to all who are involved in the governance, management and operational life of the hospice. Stewardship also demands responsible use of all our resources, - financial, human and environmental.

Our message to you

This Gratitude Report highlights the poignant story of Lynne Chaffey's transition from Community Palliative Care Nurse to patient. It highlights the heart of Mercy Hospice Auckland. Every patient is important to us. Every patient is a real person with a story to tell. Every patient receives the best possible palliative care that Mercy Hospice can provide. Personalised stories such as Lynn's tells the real story of the purpose of Mercy Hospice. This can only be achieved through the wonderful support and generosity from our community.

Over the last year we have looked after over 1035 patients living with an incurable illness. At any one time, we cared for approximately 300 patients and their families. An essential part of our service is our community involvement and our 'hospice beyond walls' philosophy. We have undertaken close to 10,000 visits to patients in their places of residence. Our services are not only managing pain and associated symptoms but also to provide emotional, spiritual and social care for both patients and families.

In addition to our clinical and specialist staff we are very well serviced by our team of over 560 volunteers.

2017/18 will be a watershed year for Mercy Hospice. Our long-term planning and strong relationship with the Auckland DHB will see a significant improvement in the overall reach of palliative care to those patients and families not aware of our service. Over the next 20 years we expect to see a significant increase in the number of people who require palliative care. We need to ensure that with modern facilities and ongoing professionalism in our clinician teams that we are positioned to meet this demand. As we have noted previously, one way we are doing this is by increasing our education and training programmes for those who work in these services.

We thank you for your support of Mercy Hospice Auckland.

Warm regards



Denis Wood
CHAIRMAN



Paul Couper
CHIEF EXECUTIVE

MERCY HOSPICE AUCKLAND LIMITED

Statement of Financial Performance

FOR THE YEAR ENDED 31 MARCH 2017

	31 MARCH 2017		31 MARCH 2016	
OPERATING INCOME	\$	\$	\$	\$
DHB contract income - patient services	5,771,384		5,446,439	
Other contract income	2,447		17,374	
Other operating income	263,370		195,559	
Interest received	31,997		37,805	
	6,069,19		5,697,178	

	31 MARCH 2017		31 MARCH 2017	
OPERATING COSTS	\$	\$	\$	\$
Salaries and wages	6,356,777		6,135,399	
Agency Payments	331,151		197,154	
Contract Payments	224,451		103,427	
Other Staff Costs	438,319		384,823	
Patient Care Costs	395,233		350,452	
Facility Operating Costs	494,500		463,358	
Administration Costs	577,005		614,837	
Depreciation	349,036		314,105	
		9,166,472		8,563,554
OPERATING DEFICIT	(3,097,274)		(2,866,376)	

	31 MARCH 2017		31 MARCH 2017	
FUNDRAISING INCOME	\$	\$	\$	\$
Net Income from donations and fundraising	2,011,147		1,767,355	
Net Income from shop sales	1,086,557		1,139,082	
		3,097,703		2,906,437
Net Operating Surplus/(Deficit) for the Year	429		40,060	

	31 MARCH 2017		31 MARCH 2016	
STATEMENT OF MOVEMENTS IN EQUITY	\$	\$	\$	\$
Net Operating Surplus/(Deficit) for the year		429		40,060
Total recognised revenue and expenses		429		40,060
Opening Equity		7,772,127		7,732,066
Closing Equity	7,772,556		7,772,127	

Statement of Financial Position

AS AT 31 MARCH 2017

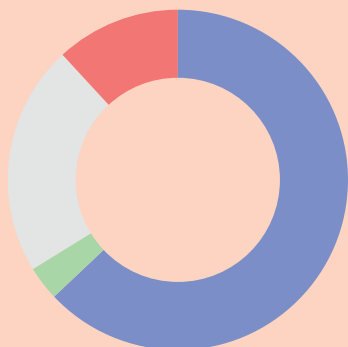
	31 MARCH 2017		31 MARCH 2016	
OPERATING INCOME	\$	\$	\$	\$
<i>Retained earnings</i>	7,772,127		7,732,066	
<i>Net Operating surplus / (deficit) for year</i>	429		40,060	
<i>Equity</i>		7,772,556		7,772,126
Total Equity and Long Term Liabilities		7,772,556		7,772,126
Represented by:				
<i>Current Assets</i>				
<i>Cash</i>	648,870		440,743	
<i>Short Term Deposits</i>	843,722		815,591	
<i>Accounts receivable</i>	614,245		739,822	
<i>Prepayments</i>	47,814		37,556	
		2,154,651		2,033,713
<i>Non-Current Assets</i>				
<i>Capital work in progress</i>	118,416		88,468	
<i>Buildings</i>	6,217,351		6,332,728	
<i>Furniture, Plant and Equipment</i>	292,959		303,802	
<i>Shop fixtures & fittings</i>	68,759		45,588	
<i>Motor Vehicles</i>	117,787		146,064	
		6,815,272		6,916,650
Total Assets		8,969,923		8,950,362
<i>Current Liabilities</i>				
<i>Accounts payable and Sundry Creditors</i>	955,250		976,627	
<i>Deferred Grants</i>	165,406		124,680	
<i>GST liability</i>	76,710		76,928	
		1,197,366		1,178,235
Total Liabilities		1,197,366		1,178,235
NET ASSETS		7,772,556		7,772,127

Financial Performance

FOR THE YEAR ENDED 31 MARCH 2017

INCOME \$9.167 MILLION — APRIL 2016 TO MARCH 2017

(NET OF FUNDRAISING & RETAIL COSTS)



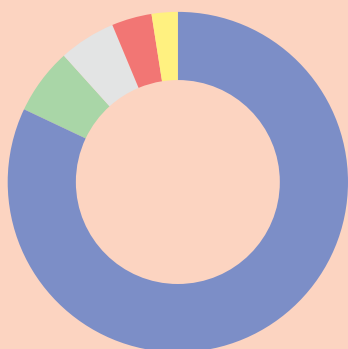
● **ADHB Contracts** 63%

● **Other Income** 3%

● **Fundraising Income** 22%

● **Retail Sales** 12%

EXPENDITURE \$9.166 MILLION - APRIL 2016 TO MARCH 2017



● **Caring for patients** 82%

● **Administration** 6%

● **Managing our facility** 5%

● **Depreciation** 4%

● **Education** 2%

For a full copy of the 2015/2016 Financial Statement and Audit Report for Mercy Hospice Auckland visit www.mercyhospice.org.nz

How you can help

We support people living in the Auckland District Health Board area.

This covers Auckland City and the central suburbs from Glendowie in the east to Avondale in the west, Herne Bay in the north to Otahuhu in the south. Specialist inpatient care is also provided to people from Waiheke and the islands of the Hauraki Gulf.

Our services are provided 24 hours a day, 7 days a week.

GET INVOLVED

You can make a donation online www.mercyhospice.org.nz

Donate quality items to any of our Hospice Shops www.hospiceshops.org.nz

YOU CAN VOLUNTEER YOUR TIME BY

- Working in one of our retail shops
- Helping at a fundraising event or street appeal
- Providing support to patients

Contact: Julie Reid **P:** 09 376 7567 **E:** Julie.Reid@mercyhospice.org.nz

WHEN THE TIME IS RIGHT, PLEASE CONSIDER REMEMBERING MERCY HOSPICE IN YOUR WILL

Contact: Anne Wright **P:** 09 376 7578 **E:** Anne.Wright@mercyhospice.org.nz

THERE ARE MANY WAYS YOU AND YOUR BUSINESS CAN GET INVOLVED

Contact: Sandy McGregor **P:** 09 376 7573 **E:** Sandy.McGregor@mercyhospice.org.nz

Mercy Hospice Auckland is supported by:

MERCY HOSPICE AUCKLAND FOUNDATION

An independent charitable trust established for the benefit of
Mercy Hospice Auckland CC 21960

Net Assets valued at \$6.601 million as at 31 March 2017

MERCY HOSPICE SERVICES

A company within Mercy Healthcare Auckland group which holds investment
funds on behalf of Mercy Hospice Auckland to fund long-term operational
funding support.

Net assets valued at \$10.301 million as at 31 March 2017

***Thank you to Lynne Chaffey
for sharing your story***

Mercy Hospice Auckland
61 College Hill, Ponsonby, Auckland, New Zealand.
PO Box 47693, Ponsonby, Auckland 1144
Tel: 09 361 5966 Fax: 09 361 5977
Email: admin@mercyhospice.org.nz

www.mercyhospice.org.nz



**Mercy Hospice
Auckland**
Te Korowai Atawhai