

HOSPICE WHANGANUI

STRATEGY 2024 - 2029



EXCEPTIONAL PATIENT & WHĀNAU-LED CARE

Our specialist care is led and informed by patient and whānau choice.

We are responsive 24/7 to patients in their chosen place of care.

We focus on solutions and innovate to meet our patients' wishes for their care.

We deliver on our contracted requirements with excellence.



IMPACTFUL RELATIONSHIPS

We actively work with others to ensure our patients experience an easy and seamless connection between their care providers.

We proactively build relationships that will serve our most vulnerable patients & whānau.

We are willing and responsive when others need our help/support.



EXCEPTIONAL TEAM

We value each other.

We consistently model organisational values and hold each other accountable to those values.

We work as an integrated and united team, always upholding each other's mana.

We demonstrate a collective commitment to excellence at every level.



EQUITABLE & ACCESSIBLE

We actively innovate to serve our most vulnerable people, with a focus on Māori and rural whānau.

Our teams are committed to continuous growth in their cultural understanding and competency.

Our services are visible and communicated clearly and appropriately to our community.



INVESTING FOR IMPACT

We put our resources where they deliver the greatest impact for patients & whānau.

We optimise our resources to ensure a sustainable future.

We understand the drivers and trends for the service and use appropriate data to guide decision-making and investment.

TINO RANGATIRANGA

We acknowledge and respect the rights of patients and whānau to determine their own care

MANAAKITANGA

Our relationships are mana-enhancing, generous and kind

KOTAHITANGA

We are united in our vision and in our relentless commitment to excellence

EXCEPTIONAL PATIENT & WHĀNAU LED CARE

- The overall % of hospital deaths are decreasing
- The % of ED admissions are decreasing
- We deliver the full suite of services including IPU, respite, community care throughout the year
- Our contract and audit compliance is achieved with excellence

IMPACTFUL RELATIONSHIPS

- Our PCP initiative continues to grow and delivers on agreed outcomes
- We hold at least bi-annual evaluation/feedback hui with all primary providers (ARC, GP, iwi providers), St John Ambulance and Healthcare agencies and act on findings.

EXCEPTIONAL TEAM

- All leaders receive leadership coaching/development.
- All frontline staff regularly access external supervision informed by a supervision plan.
- All staff have PD plans and deliver on these.
- Our staff are actively engaged in the organisation's goals and everyone is contributing to growing a positive culture.

EQUITABLE & ACCESSIBLE

- We collect and report on data that informs our care, with a focus on improving outcomes for Māori and rural people in our rohe.
- There is no difference between Māori and rural people presenting to or dying in hospital to the rest of our patients.
- Our staff and Board actively participate in cultural/diversity training.

INVESTING FOR IMPACT

- We have a deficit of no more than 5% of budget and we live within our means.
- We reach our fundraising targets each year.
- We target our expenditure where they make the greatest impact for whānau in line with our goals.