

Do good, better.



**Mary Potter Hospice
Enhanced Hospice@Home
ImpactLab GoodMeasure Report
February 2022**

**ImpactLab
GoodMeasure Report**

Wellington, New Zealand

Prepared for:
Mary Potter Hospice

February 2022

ACKNOWLEDGEMENTS

We would like to thank Devon Diggle, Galina Bryers, Donna Gray and the Mary Potter Hospice team who contributed to the preparation of this report by sharing their values, processes, evidence and experience.

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Simplifying social impact measurement

I had the privilege in public life to work with people who understood the need for positive change in the lives of those around them and worked hard to achieve it.

Our social services do a tremendous job of bringing positive change to our most deserving individuals and communities. These organisations are built by volunteers and community workers who dedicate their lives to helping others.

Social service workers can see the positive impact of their work. Children thriving, families united, jobseekers in new employment and people empowered to change their life course.

With more tools they could do more good. I want to help them by finding ways to make sure that effort is recognised, results are measurable and they can make decisions about how to do more good.

ImpactLab grew from a desire to make available to community organisations tools that use the power of public information and the latest technology, so these organisations can change more lives.

By measuring social change and positive outcomes, ImpactLab enables charities and social service providers to speak the language of funders, investors and governments.

It has been a pleasure to work with Mary Potter Hospice to learn how this organisation changes lives throughout Wellington.

Calculating social value helps inform decision making and investment and enables you to do good, better.

Thank you for joining us on this journey.

Sir Bill English
ImpactLab Chairman

Contents

Who we are	3
Understanding social value	4
How we measure social value	5
Mary Potter Hospice's people	8
The change journey	9
Outcomes map	10
GoodMeasure results summary	11
GoodFeatures	13
References and further reading	14
GoodMeasure summary sheet	15
GoodMeasure for Mary Potter Hospice's Hospice@Home service	16
Appendix	17



Who we are

The team at ImpactLab share the goal of helping all organisations do good, better.

Our story

Our team at ImpactLab has seen the power of understanding social change. Our founders came together working in the public sector, where we led the development of new processes to link social value measurement with decision making. We believe that all organisations should be able to understand and improve their social impact. Our mission is to help impact creators and investors make decisions that change more lives.

Our team

To make better decisions, it's crucial to consider both the hard facts and the human stories that substantiate them. Our family of researchers, data scientists and statisticians are committed to combining powerful analytics with what you know works for your community.

Alongside expertise in data-driven decision making, our team brings a wealth of real-world experience. We are parents, teachers, volunteers and customers of social services.

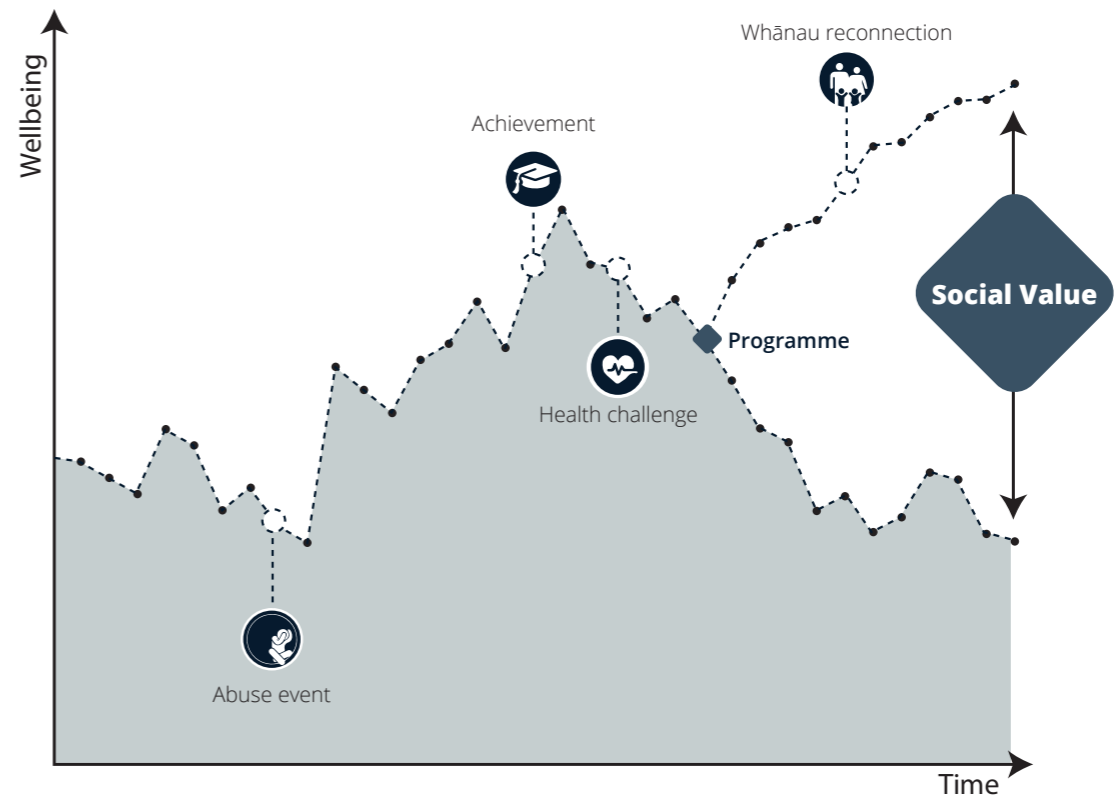
Our partners

ImpactLab is proud to be partnering with trust company Perpetual Guardian. Together we are using GoodMeasure to improve strategic grantmaking and support collaboration with grantees by applying a consistent measurement framework.



"The strength of ImpactLab is a real depth of experience in a public policy context. They understand what evidence would be helpful to enable us to make decisions for the future"

- Debbie Sorenson, CEO, Pasifika Futures



Understanding social value

Social value is the social impact in dollar terms that a programme achieves for participants over their lifetime.

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

To calculate social value, we combine these impact values with

- ◆ Evidence from global literature about how effective a programme can be.
- ◆ The size of the opportunity for the people an organisation serves to achieve more positive outcomes.
- ◆ The number of people supported.

By combining these inputs, the social value calculation helps us understand how a programme or intervention helps change lives for the better. We combine the social value with cost information to calculate a programme's social return on investment.

How we measure social value

Our consistent approach to measurement enables comparisons across wellbeing domains and over time.

Map programme dimensions

ImpactLab engages with providers to understand their people, their service and the outcomes they seek to achieve.

Clean and analyse data

ImpactLab uses the best of data about people's lives to understand what works, for whom, at what cost. We combine publicly available insights from the NZ Treasury, NZ Statistics and other sources. Impact values produced using Statistics NZ's Integrated Data Infrastructure are a particularly valuable resource. The IDI is a dataset containing information on every New Zealander about many areas of their lives – education, health, social welfare, employment and others. It's anonymised, so we can't identify anyone. This adds up to over 166 billion facts, for nine million New Zealanders (some have left the country, and some have passed on), for more than a generation of us.

Collect and synthesise literature

ImpactLab draws on the best academic impact literature from around the world. We access globally screened evidence from top universities and governments to estimate how impactful a programme can be. We also identify service delivery model features associated with the most effective programmes.

Calculate impact

Our algorithm combines New Zealanders' life experiences, with the wisdom about what works from the brightest minds across the world, with what we know about need in communities.

This combination of system level insights and grassroots know-how means we can consistently calculate the expected impact of a programme, and the social return on investment.

Map social value to frameworks

Because we start with individuals' experience, we can organise our insights into the relevant government and international frameworks. The New Zealand Treasury's Living Standards Framework (Living Standards Framework) is the Treasury's way of systematising wellbeing. It has four 'capitals' – social capital, financial and physical capital, human capital and natural capital. ImpactLab's GoodMeasure tool links the social value and return on investment created to domains within human capital.

We can also map social value and return on investment to the relevant OECD Sustainable Development Goals.



Year in scope
Jan 2020 – Dec 2020

Mary Potter Hospice's people

Hospice@Home (H@H) is an after-hours nursing service that supports patients and their families in their homes with end-of-life care and complex symptom management, where the home is the preferred place of care and/or death.

Operated by Mary Potter Hospice across the Greater Wellington region, the service supports patients who have a life-limiting illness and are at risk of being unable to be cared for, or die, in their preferred place of care/death due to limited out of hours in-home support.

Many people wish to die at home, but ensuring responsive and appropriate support for patients and the families who primarily care for them after hours is challenging. H@H was created in 2018 to address this, providing people access to equitable, compassionate and high-quality specialist palliative care, in their own home, when they need it.

Palliative care often involves the consideration of the family, culture and context, and extends beyond physical care to mental health, emotional, psychosocial, and practical support.

Working closely with Mary Potter Hospice's community multi-disciplinary team (MDT), who support patients at home during the day, H@H nurses provide evening support and oversight for patients from 2 pm to 10 pm. Through responsive support, the H@H team are able to care for people in their home, reducing unnecessary stress for families and providing access to appropriate, specialist palliative care while reducing pressure on the wider healthcare system.

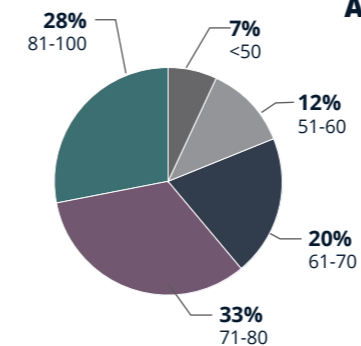
With the primary responsibility of care often falling to family members, families who are experiencing the terminal illness of a loved one may face fatigue, anticipatory grief and financial pressures. The H@H team support families practically and emotionally, and build their confidence to care for their loved one at home. The H@H team works with other members of the Hospice's MDT to ensure that quality of life is preserved for patients and their caregivers through a wraparound approach that builds a support system around patients to live as comfortably as possible until death.



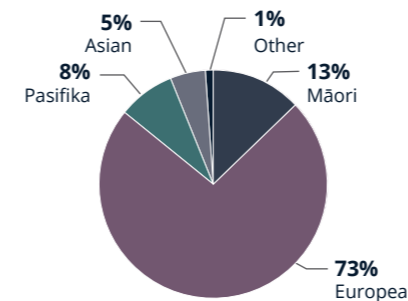
Range

Participant type	#
Patients	439
Additional participants (family caregivers)	65
Indirect participants (family members)	374

Age



Ethnicity

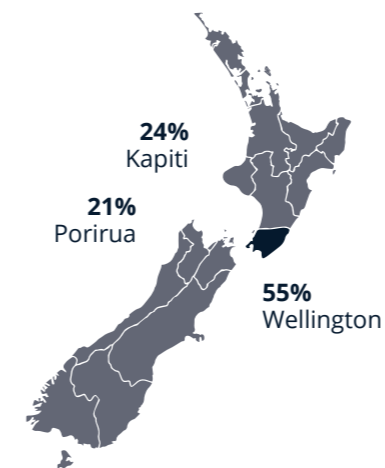


Gender



Location

Wellington region



The change journey

Hospice@Home provides comprehensive, continuous, and tailored after-hours support to actively manage patients' and family's needs at home.

Responsive care

Patients are referred to the H@H service from the community MDT, following discharge from Mary Potter Hospices' In-Patient Unit (IPU) or through the HPCT on discharge from hospital.

Visits or phone support is requested by the Hospice Palliative Care Co-ordinator or Inpatient Unit.

The H@H team react to the needs of patients and families, helping ensure patients receive appropriate support at home and preventing the need for other parts of the system to be called upon.

H@H team is able to make high-quality at-the-bedside assessments that support doctors when making difficult decisions out of hours, for example around medication and safety.

A shared electronic health-care record enables the H@H team to understand the patient's context and history, build familiarity and ensure continuity across Mary Potter Hospice's multi-disciplinary team.

Continuous, tailored support

The Hospice@Home team respond to call-outs and sees patients in a planned and on-demand capacity, on request from the, IPU Duty Lead or the patient's Palliative Care Co-ordinator.

H@H nurses use formal and informal tools to assess holistically how families are coping, all aspects of their situation and what is most important for them.

Tailored support extends beyond physical symptom management and health, with H@H carers providing practical, emotional, spiritual, and psychosocial support where it is needed.

Patients and families are connected to other support agencies where needed through the Hospice's community team.

H@H nurses co-ordinate closely with other Hospice staff, district nurses, GPs, care agencies and others involved in a patient's care.

Family support

As a guest in the home of the patient, nurses are sensitive to each family's unique context and needs.

The H@H team actively works with the families of patients to help them understand what to expect and to communicate key health information.

Families are empowered to manage their loved one's care through practical education including use of equipment and administering medication.

The H@H team support families through the pre-bereavement process, spending the time needed to listen, reassure and let family members know that their effort is valued.

Family members who experience the support that the Hospice community provides give back by volunteering at Mary Potter Hospice.

Outcomes map

The outcomes that Mary Potter Hospice's Hospice@Home service aims to achieve and how these are reflected in the GoodMeasure calculation.

Referral channels



Client description

Patients with a terminal illness who wish to spend their remaining time at home

Intervention structure

Responsive care

Continuous, tailored support

Family support

GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

- Improve mental health
- Reduce hospice utilisation
- Reduce hospital care

Additional outcomes

These outcomes do not directly contribute to this year's social value calculations.

- Reduce pain
- Reduce loneliness and isolation
- Increase social connectedness
- Increase spiritual wellbeing

GoodMeasure results summary

Every year, Mary Potter Hospice's – Hospice@Home delivers \$3,973,513 of measurable good to society in New Zealand.

Mary Potter Hospice's – Hospice@Home real-world value is even greater than this, as some outcomes such as increased social connectedness cannot yet be directly quantified with available data.

When we consider the operating costs of the Hospice@Home service, we can calculate the social return on investment that is generated for every dollar that is invested in the programme.

Social value generated for each participant:	\$4,526
Measurable benefits as proportion of programme cost:	840%
Cost of the programme per participant:	\$541

The Living Standards Framework is a practical application of national and international research around measuring wellbeing.

It was designed drawing from the Organisation for Economic Co-operation and Development's (OECD) internationally recognised approach, in consultation with domestic and international experts, and the NZ public.

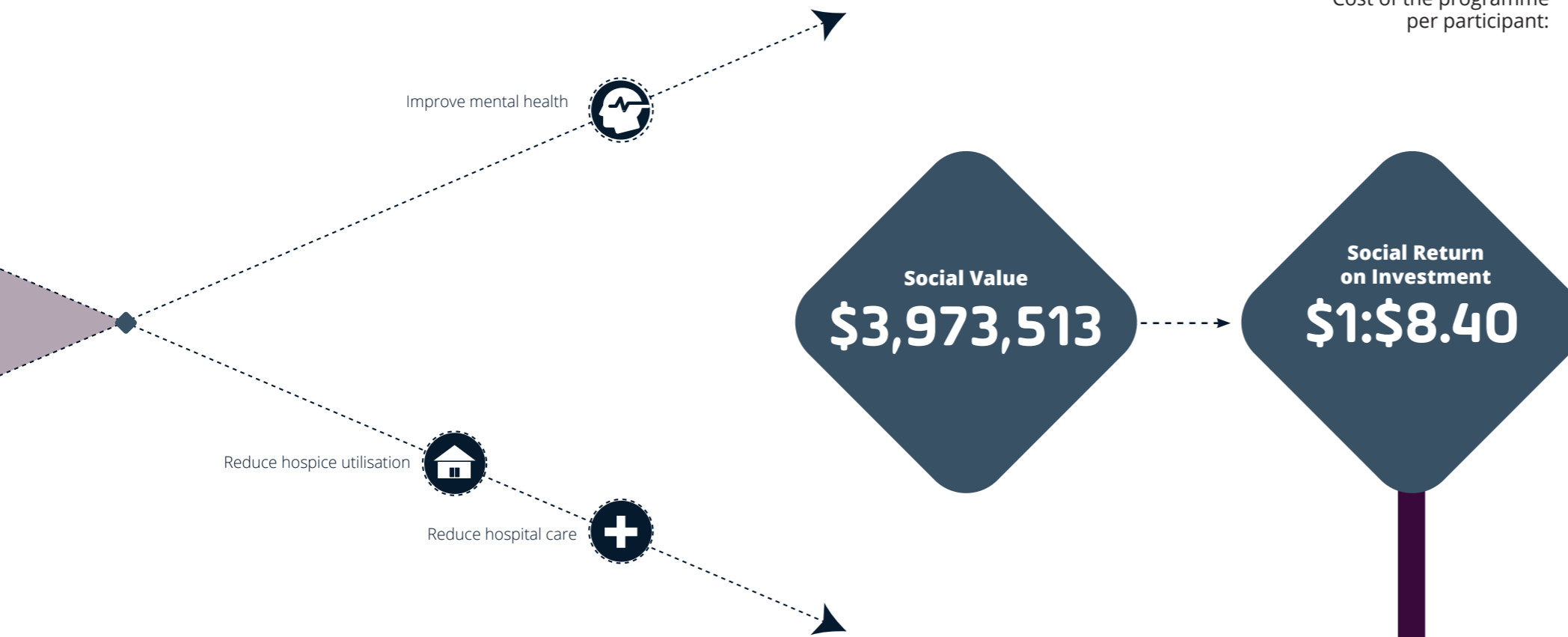
Definitions

Jobs and Earnings: Freedom from unemployment

Income and Consumption: People's disposable income

Health: People's mental and physical health

Safety: People's safety and security and freedom from risk of harm

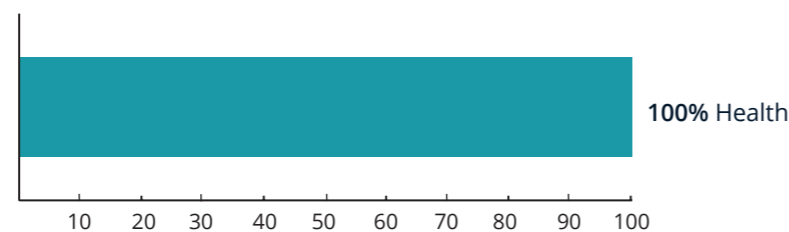


Social value breakdown

Mary Potter Hospice creates social value across different aspects of people's lives.

This chart shows the breakdown of social value created according to the Living Standards Framework. Each domain highlights a different aspect of wellbeing.

Social value by domain (%)



This means that every dollar invested in the Hospice@Home service delivers \$8.40 of measurable good to New Zealand.

(Jan 2020 – Dec 2020)

GoodFeatures

GoodFeatures are actionable insights drawn from literature. Research has connected these actions with positive outcomes for participants.

Use GoodFeatures to prompt discussion about your programme and service delivery compared to examples of effective practice from international literature.

◆ Continuity

- The service ensures continuity across three domains: informational (sharing across providers and settings), care (care plans and treatment communication), and relational (sole point of contact, ongoing relationship between caregivers, patients, and the provider).
- The service ensures continuity at each stage of a patient's end of life journey, from a hospital setting ensuring informational continuity, to the transition period to home care ensuring management and care continuity, and in the home ensuring relational continuity.
- The service provides 24/7 support to patients and their caregivers.
- The service provides 24/7 support via telephone.
- The service provides after-hours home visitation.
- The service provides relational continuity by ensuring that caregivers can rely on a sole point-of-contact during home care.
- The service ensures informational continuity by utilising robust electronic care coordination systems that operate across settings and providers.

◆ Service design

- The service adopts the following strategies: community engagement, flexibility in approach, continued education and training, a whole-of-service approach, and forming partnerships with local organisations and agencies.
- The service builds relationships with communities by working with local organisations and training local practitioners in end-of-life care.
- The service integrates cultural frameworks such as Whare Tapa Wha into its delivery, acknowledging that alongside the physical dimension of health the spiritual, mental, and wellbeing of the extended family play a role in end-of-life care.
- The programme's coordinators have professional healthcare training and employ a coordinated, personalised and holistic team approach.

◆ Home care

- The service provides relief from pain and distressing symptoms and incorporates psychological and spiritual components.
- The service communicates effectively with caregivers by informing them of the prognosis and promoting their involvement in decision making.
- The service addresses the three major causes of hospital referral: pain, patient and family distress, and dyspnoea.
- The service utilises nurse-practitioners as its front-line home visitation staff.
- The service provides training to caregivers in procedure and equipment use to recognise and manage symptoms and pain.

References and further reading

In compiling our reading lists we consider a wide variety of topics, focussing on specific aspects of service delivery or outcome attainment. Here are a selection of readings that may be of interest.

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Whether you're funding change-making organisations or delivering the services that make a difference, GoodMeasure simplifies impact measurement so you can learn what works and make a bigger impact.

We take great pride in providing a research process that our customers can trust. GoodMeasure's power comes from calculations using multiple reputable data sources, including the Living Standards Framework. GoodMeasure also uses the best of the worldwide evidence about what works. This includes published literature and evidence databases from world renowned academics and impact organisations.

Understanding social value

Throughout our lives, different events occur which impact our overall wellbeing trajectory. ImpactLab measures the impact on an individual's wellbeing across multiple domains when they're supported by a programme to make positive changes in their life.

We measure this impact in terms of both positive benefits (such as increased income) and avoided costs to government.

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Sir Bill English
ImpactLab Chairman

GoodMeasure for Mary Potter Hospice's enhanced Hospice@Home service

In the year in scope, Mary Potter Hospice's Hospice@Home service, delivered \$3,973,513 of measurable good to society in New Zealand.

Understanding Mary Potter Hospice's enhanced Hospice@Home service's impact

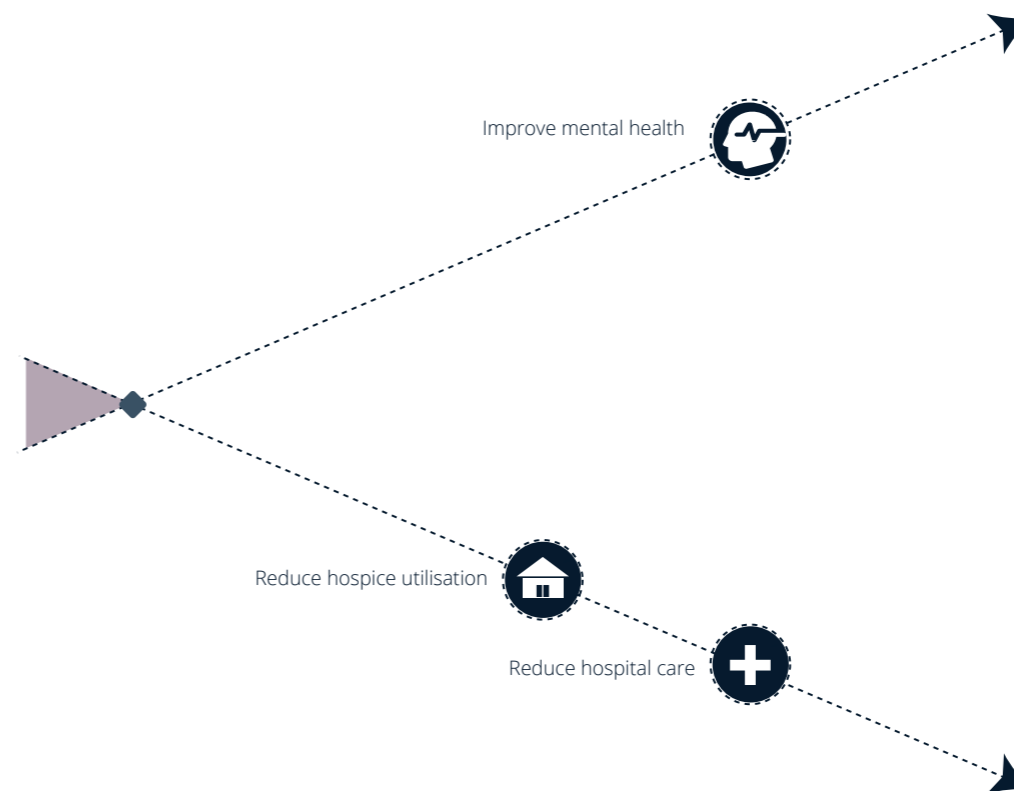
Mary Potter Hospice's enhanced Hospice@Home service extends palliative care hours to into the evenings and weekends to ensure that patients and families are confident in their care, reducing stress and uncertainty and acute hospitalisation. They maintain patient wishes to remain in their homes surrounded by their loved ones on their end of life journey.

What does Mary Potter Hospice's enhanced Hospice@Home service do?

The enhanced Hospice@Home service provides after-hours home visitation to patients and their families. The team ensures that family caregivers are confident and prepared to manage symptoms and reduce pain and to reach out over Mary Potter Hospice's 24/7 phone line if anything is needed.

Whom does the enhanced Hospice@Home service serve?

The Hospice@Home service is designed for people with palliative care needs and who want to be cared for in their homes. The service is available across the greater Wellington region and provides support to patients and their families.



GoodMeasure outcomes

These outcomes directly contribute to this year's social value calculations.

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- Reduce hospital care

Additional outcomes

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- Reduce pain
- Reduce loneliness and isolation
- Increase social connectedness
- Increase spiritual wellbeing

Mary Potter Hospice's enhanced Hospice@Home's impact

Social Value
\$3,973,513

Social value definition

Social value generated for each participant	\$4,526
Measurable benefits as proportion of programme cost	840%
Cost of the programme per participant	\$541

When we take into account the operating costs of Mary Potter Hospice's enhanced Hospice@Home service, we can calculate the social return on investment that is generated for every dollar in the programme.

Social Return on Investment
\$1:\$8.40

Every \$1 invested in Mary Potter Hospice, results in \$8.40 returned to NZ (Jan 2020 - Dec 2020)

Appendix

Below is a list of definitions of key terms contained in this report.

Amount invested

The dollar amount that has been invested in a specific programme, in New Zealand dollars.

Cost per person

The dollar amount invested in the programme divided by the number of people supported by the programme (including those who did not successfully complete it).

Domain

A domain is a way of dividing or filtering the subject and outcome material in your ImpactLab results. ImpactLab refer to domains as per the New Zealand Treasury's Living Standards Framework domains.

Population

The group of people supported by the programme, in terms of age, gender, and ethnicity.

Programmes

The services delivered by the provider for the amount invested.

Social ROI

This is the Social Return on Investment. It is calculated by comparing the social value generated by the programme to the amount invested in it.

Social Value

The social impact in dollar terms that the amount invested achieves for participants over their lifetime. The social value is calculated by combining impact values with a service delivery quality score, the size of the opportunity to support a population, and the number of people supported.

Attribution

Some data and information used in the Social ROI calculations is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0) Licence. It is attributed to the NZ Treasury.

Disclaimer

This disclaimer sets out important information about the scope of our (ImpactLab Limited) services. It should be read in conjunction with the contract that we have entered into with you (or your company/organisation) for our services, including the applicable terms and conditions.

We have endeavoured to ensure that all material and information on GoodMeasure, including all ROI calculations and impact numbers (together the information) is accurate and reliable. However, the Information is based on various sources, including information that you have provided to us, which we do not independently verify. Accordingly, we do not provide any representations or warranties in relation to any information, including any representations or warranties relating to the accuracy, adequacy, availability or completeness of the information or that it is suitable for your intended use. We do not provide advice or make any recommendations in relation to decisions, financial or otherwise, that you may make.

