

8 August 2018

Dear [REDACTED]

Re: Break-down of aggression incidents

Thank you for your Official Information Act request of 20 July 2018 seeking the following of Waitemata District Health Board (DHB):

- *Could you please supply me with a break-down of where aggression incidents toward DHB workers occurred (for instance off DHB property or on DHB property), month-on-month for the last 24 months.*

Waitemata DHB serves the largest population of any district health board in New Zealand, currently standing at around 630,000 people. There is a direct link between the size of our population and the significant scale of services we provide and the opportunity for aggression towards our staff.

Waitemata DHB has a workforce of more than 7,500 staff spread across more than 80 sites. In addition to caring for our own population, we also provide regional services in forensic psychiatry and child disability services. We are also the metropolitan Auckland provider of child and adolescent dental services and community alcohol and drug services.

Ultimately, our employees deal with a broad cross-section of the community in their day-to-day work and this often involves reaching out to people when they are at their most vulnerable and anxious, including those with mental health conditions, which can result in unpredictable behaviours. Caution is, therefore, advised in comparing raw event numbers between different district health boards unless it is clear that their clinical caseload is of similar complexity.

Waitemata DHB encourages the reporting of assault and promotes a policy of ensuring that the safety and security of staff and patients is approached in line with our organisational values.

In answer to your question, please find attached appendix one.

Over the period of time covered by your request, Waitemata DHB has had 257,800 inpatient stays and 489,500 outpatient visits. The incidence of aggression towards Waitemata DHB staff is, therefore, rare.

While the rate of incidents is very low, we take each event seriously and investigate to improve systems to minimise the likelihood of similar events in the future. This includes, for example, changes to physical infrastructure where appropriate and training for our staff in strategies for de-escalating conflict. Waitemata DHB also provides debrief and support through initiatives such as our Employee Assistance Programme.

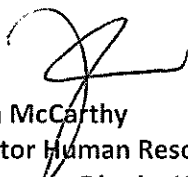
Waitemata DHB, like other agencies across the state sector, supports the open disclosure of information to assist the public's understanding of how we are delivering publicly-funded healthcare.

This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you feel that there are good reasons why your response should not be made publicly available, we will be happy to consider this.

We hope this reply satisfies your request.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Fiona McCarthy', written over the printed name.

Fiona McCarthy
Director Human Resources
Waitemata District Health Board

Appendix One: Aggression incidents towards Waitemata DHB Staff

Verbal Aggression

July 2016 - June 2017

Location	Incident Month/Year											
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Waitemata DHB Sites (includes Community Sites)	16	19	13	21	13	12	17	8	17	9	18	16
Off-Site (e.g. patient/client homes visits/Prison visits)	0	1	2	1	5	1	2	0	0	2	1	1

July 2017 - June 2018

Location	Incident Month/Year											
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Waitemata DHB Sites (includes Community Sites)	14	21	20	17	11	14	19	7	15	19	19	23
Off-Site (e.g. patient/client homes visits/Prison visits)	0	0	2	0	2	0	1	0	1	1	2	1

Physical Aggression

July 2016 - June 2017

Location	Incident Month/Year											
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Waitemata DHB Sites (includes Community Sites)	9	23	17	13	11	12	11	13	13	12	15	28
Off-Site (e.g. patient/client homes visits/Prison visits)	0	0	1	1	0	0	0	0	0	0	1	0

July 2017 - June 2018

Location	Incident Month/Year											
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Waitemata DHB Sites (includes Community Sites)	22	19	11	13	11	15	18	13	21	7	13	34
Off-Site (e.g. patient/client homes visits/Prison visits)	0	0	0	0	0	0	0	1	0	0	1	0