

DHB Board Office

15 Shea Terrace Takapuna, Auckland 0622 Private Bag 93-503, Takapuna North Shore City 0740 Telephone: 09 486 8900 Facsimile: 09 486 8924

Facsimile: 09 486 8924 www.waitematadhb.govt.nz

12 November 2018



Dear

RE: Number of staff injured by patients or visitors to the hospital between 2015-2018

Thank you for your Official Information Act request of 24 October 2018 seeking the following of Waitemata District Health Board (DHB):

1. How many members of staff were injured by patients or people visiting hospitals in the district for each calendar year since 2015, and to the 2018 year ending October 1.

For each case can you please specify the role of the staff member, what injuries were sustained, and if the offender was a patient or other visitor.

In answer to your questions, 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 7,000 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 any injury at work and promotes a policy of ensuring that the safety and security of staff and patients is approached in line with our organisational values.

Please find below the number of staff injured by incidents reported to the DHB. Attached, at Appendix 1, is a breakdown of each injury by role and injury type.

Due to the way our electronic reporting system is structured, we would have to manually read all incident reports to obtain information on the persons involved in the incident. It has not been possible to provide this level of information without incurring significant collation, and we therefore refuse your request under Section 18(f) of the Official Information Act. You are entitled to complain to the

Ombudsman about our decision. The Ombudsman's contact details can be found at www.ombudsman.parliament.nz

Year	Incidents	
2015	66	
2016	59	
2017	78	
2018 (year to		
date)	69	

Over this period of time, Waitemata DHB has had several million inpatient and outpatient visits in the community and hospitals. The rate of incidents is, therefore, 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 them.

We hope this reply satisfies your request.

Yours sincerely,

Fiona McCarthy

Director Human Resources

Waitemata District Health Board

					STREET, SQUARE STREET, SQUARE,	Section 2 in case of the last		Role/Ty							Y. M		alai (a
					,	Туре	of Injurie	s Incurred			-	-		_	-	/	, ,
				/	e-thisting Condi	Tion.		/.				/ 15		/	//		
				/.	ding Co.	1	Breeding Had	Bruse Co	ision /	hiury Emotional	distress to be taken to be tak	odity fluids	, Tes	/	/	e tracture Soft Tust	e Injury Sprain
Case Staff	Role		/	Masion 1	e-Exis	Bite-Hu	THA	EMIC ICO	ntusion Crush V	niu.	013/108	001/	m/Cul-	Other	Pair ib	e Kind San	ell/ air
			/	My OLOY	Bitte	Bitte	edine	Bruise	(dr.	Emotio	20 Sure	acerati		/	205511	SORT	Spile
		/	/	Tavatil			BIE			/	END	·/					
4 5 :		\leftarrow	Nº	<u>/</u>	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow
	tered Nurse tered Nurse	· ·											1				
3 Healt	h Care Assistant	/															
	h Care Assistant niatric Assistant	1		_			✓ ·	_						-			
	tered Nurse				V												
	niatric Assistant alist Medical Officer						/									1	
	h Care Assistant						-		V				✓		✓		✓
	h Care Assistant						~									/	
	rity Officer tered Nurse												1			, v	
13 Regis	tered Nurse						✓	✓									
	tered Nurse	1				/							1				
	pecified												1				
	h Care Assistant			✓									/			V	/
	tered Nurse tered Nurse												_		√	/	
20 Not S	pecified						✓		✓				,				
	tered Nurse tered Nurse					/					·		1				
	h Care Assistant															1	
	h Care Assistant						1	/		_			/			_	
	tered Nurse h Care Assistant					V											
27 Charg	ge Nurse Manager									√.		,					
	tered Nurse tered Nurse						/					V				-	
	tered Nurse						1		1								
	h Care Assistant		/				1		✓				/		1		
	niatric Assistant Cerk						1										
	ge Nurse Manager								,				1		· /	1	
	tered Nurse	1							/				/			· ·	
37 Psych	niatric Assistant						1										
	tered Nurse c. Clinical Charge Nurse		_									/					
	tered Nurse	✓															
	pecified						✓ ✓		V							-	
	alist Medical Officer tered Nurse	1					7										
44 Assoc	. Clinical Charge Nurse														100	/	
	pecified														✓ ✓		
47 Not S	pecified			✓													
	h Care Assistant tered Nurse	-					/						1			-	
	tered Nurse	V															
51 Healt	h Care Assistant						,				1						
	tered Nurse tered Nurse						·				1			_			\vdash
54 Psych	niatric Assistant						1										
	tered Nurse												1	/			
	tered Nurse tered Nurse						✓							.555			
58 Regis	tered Nurse										1						
	ootomy Technician tered Nurse	V					1					1	1		/	_	\vdash
61 Regis	tered Nurse						V										
	tered Nurse tered Nurse						√						1	-	1		1
	rity Officer	1					1						1		1	1	1
65 Regis	tered Nurse							1							1		
66 Healt	h Care Assistant																-

			Case Staff Role Registered Nurse / Registered Nurse															
			.030(6)		//	ion ype			1	/	/	/	/	/	/	//	7	_
					Cond		Bleeding Had	nage	/ _ /	/ ,	Distress Like to B	odiny Fluids	/ 20	/		/0/	/ 4 /	
Case	Staff Role			asion /	a. Existing	Bite-H	Jman 12	Bruse Co	ntusion Crush	Englora	Distre	odily.	Menthe	Other	Pair the	Fracture	e Injury Sprainist	dain
Case				Wale Lot be	Biter	Bite	odinglin	aruisel	Cush	motions	Sureto	Ceratic	/	01/	Proosible	SORTISS	Sprain	/
		/	//	Tavatio			Blet	1		*/	EXPO	3/	/		//	/		/
1	Registered Nurse	$\langle \cdot \rangle$	/ Pd	80/	\leftarrow	\leftarrow	_	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	\leftarrow	
	Registered Nurse												1					
	Health Care Assistant	1					/											
	Health Care Assistant Psychiatric Assistant	1					· ·				-						\vdash	
	Registered Nurse				4													
	Psychiatric Assistant Specialist Medical Officer						/									✓		
	Health Care Assistant						<u> </u>		✓				✓		~		/	
	Health Care Assistant						1									_		
	Security Officer Registered Nurse												V					
13	Registered Nurse						1	1										
	Registered Nurse	✓ ✓				·							_					
	Not Specified Not Specified	V				· ·							~					
17	Health Care Assistant			✓												✓		
	Registered Nurse Registered Nurse										-		V	-	/	/	1	
	Not Specified						✓		✓									
	Registered Nurse					✓					V		V					
	Registered Nurse Health Care Assistant									-			-			· /		
	Health Care Assistant						1											
	Registered Nurse						*	√					/			V		
	Health Care Assistant Charge Nurse Manager					V				/							$\overline{}$	
28	Registered Nurse											~						
	Registered Nurse Registered Nurse						V		✓									
	Health Care Assistant		1				/		V				/		✓			
	Psychiatric Assistant						_								1			
	Wark Cerk Charge Nurse Manager						· ·						/		1	V		
35	Registered Nurse								1				1		✓	1		
	Not Specified Psychiatric Assistant	V					/						1					
	Registered Nurse		1															
	Assoc. Clinical Charge Nurse											1						
	Registered Nurse Not Specified	/					/		V									
	Specialist Medical Officer	1					✓											
	Registered Nurse	1					✓									/		
	Assoc. Clinical Charge Nurse Not Specified														✓			
46	Not Specified														✓			
	Not Specified Health Care Assistant			V									1					
	Registered Nurse	V					✓											
50	Registered Nurse	V									_							
	Health Care Assistant Registered Nurse						/											
53	Registered Nurse										1							
	Psychiatric Assistant						√						/					
	Registered Nurse Registered Nurse													✓				
57	Registered Nurse						1											
	Registered Nurse	✓									1							
	Phlebotomy Technician Registered Nurse						/					V	1		√	✓		
61	Registered Nurse						/											
	Registered Nurse Registered Nurse						·						1		✓ ·		V	
	Security Officer	/					/						/		<i>'</i>	1	1	
65	Registered Nurse							/										
66	Health Care Assistant														✓			

	Case Staff Role Registered Nurse / Registered by Role/Type 2016 Injuries Incurred by Role/Type 2016 Type of Injuries Incurred Type of Injuries Incu																			
				O MARKET			and Applications							,						
				/	/ /	andition	/ /	/ /	/ /	/ /	/ /	/ /	/ /	15/	/ /	/ /	/ /	/ /	/ /	/ /
				/_	Sting	Co	e-Human Sieeding	Sort	age Contusion	n Thermal	M	onal Distret	5 KINE	uito	10	ton/Curre	at /		ble fracture	issue Injur
Case	Staff Role		/.	brasion	PIECENT	e.Anin	e-Human	Haem	elante	The	ush Injury	Onal DI	10800	racture H	ematoma acera	tionCu	Other	Pain	ble Frat	issue Injur
		/	/)	ation	/ %	/ 8	Bleedin	Bruit	BIL	/ 0	Emo	(ADOSUIT	/ /	/ */	lace to	//	/ /	8053	Soll	1 58
			AN.	Rayl			/	/		/		/		/				/		
1	Registered Nurse	1														_			·	
2	Registered Nurse		_			-		V .	_	-				-	_	-	-	-	/	/
3	Registered Nurse Health Care Assistant	-	-	-	1	-		· ·	-	-		-		-	-	-	-		+	· ·
5	Security Officer			_			V													
6	Emergency Medicine Registrar								1										1	
7	Psychiatric Assistant								1		i,		J.			V				1
8	Health Care Assistant						· V													
9	Psychiatric Assistant															V		1		
10	Psychiatric Assistant	2.00		_		-			1	-		-			-	-	-	V	1	V
11	Registered Nurse	1		-			/			1								/		
12	Health Care Assistant Psychiatric Assistant	/		+-	-	+	· ·	_	+	· ·	-			_	-	_		<u> </u>	-	
14	Registered Nurse	_	_	+		1	/		-	_					1		_	/	_	
15	Registered Nurse			_		_	-		†							1				
16	Registered Nurse															1				1
17	Psychiatric Assistant				1		V													
18	Registered Nurse	✓														1		V		
19	Health Care Assistant															V				
20	Registered Nurse	1		-		-								_		V			_	
21	Psychiatric Assistant	1	-	-	-	-			-	1	_		~			· ·	-	1		1
22	Psychiatric Assistant Registered Nurse	/	-	-	_	-	_	_	_					_			_	_	_	
24	Registered Nurse	<u> </u>	-	-		-			-		1		-	_			_		_	
25	Registered Nurse			1												1	 	1		
26	Health Care Assistant				12		✓													
27	Registered Nurse						V													
28	Psychiatric Assistant	1					1									V		V	1	
29	Specialist Medical Officer						V									V		1		1
30	Registered Nurse		1	-	-	_				-		1				_	-	1	V	
31	Security Officer					-			-		-		-		/	-	-	-	V .	
32	Registered Nurse Health Care Assistant	/	_	_						_				*						1
34	Health Care Assistant									/						1	1			1
35	Assoc. Clinical Charge Nurse						1			/										
36	Registered Nurse					V														
37	Registered Nurse	V			1	✓	1							V						
38	Health Care Assistant	V																		
39	Health Care Assistant						1			-	-					/				
40	Registered Nurse		-		-					1	V				_	V				
41	Registered Nurse Assoc. Clinical Charge Nurse		-				_											/		
43	Health Care Assistant		_	_	 													1		
44	Registered Nurse	_																		
45	Health Care Assistant						V													
46	Health Care Assistant	1				1	1			V						V-		1		
47	Registered Nurse						1													/
48	Security Officer	V					1		1											
49	Registered Nurse	V	_				1								V			-		
50	Registered Nurse	V	_	-	1	-				V					V					
51 52	Health Care Assistant Registered Nurse	V	_		1	-		_					_		/					
53	Registered Nurse				*		1													
54	Registered Nurse						1			/							/			
55	Health Care Assistant						1						V							
56	Registered Nurse																	1	1	1
57	Specialist Medical Officer		1							1						/		V		
	Health Care Assistant			-			1													
59	Psychiatric Assistant						V													

¥

				SQ 2		1000	STATE OF THE		by Ro	THE RESERVE OF THE PERSON NAMED IN	oe 201	7							No.	1000	
Case	Staff Role	/	//	Abrasion	A Pre-tristing	& Cardinar	ne hurar	/	urles Ir	/	ancusian	Lush Indust	diana Distr	e to Bodity	huids kracture	a ematorna late	a jon Curt	est Other	Rif	Scale Soft	Titsee triury
1	Security Officer	(v					1										1			·	\bigcap
2	Registered Nurse	V					V													V	
3	Registered Nurse	V		-			V	-		-		_					-	-	-	1	\vdash
5	Registered Nurse Registered Nurse	-								V		_	-	-		6	-	1	_	_	\vdash
6	Health Care Assistant															-				1	\vdash
7	Registered Nurse	1																			
9	Registered Nurse	-	-	-		_	_				1	-		-			-	1		1	\vdash
10	Health Care Assistant Registered Nurse			_												1					\vdash
11	Security Officer								-		1										
12	Psychiatric Assistant	-	-	-			V			_					/		V				
13 14	Psychiatric Assistant Health Care Assistant		-				1								_		1		-	_	-
15	Health Care Assistant						1														
16	Psychiatric Assistant															4					Щ
17 18	Health Care Assistant Registered Nurse		+	_								-				~		-	-	1	\vdash
19	Health Care Assistant																/				
20	Health Care Assistant																			V	
21	Registered Nurse						/	-	-	-		-			-				_	1	
22	Health Care Assistant Health Care Assistant						1			1		_			1						\vdash
24	Ward Clerk																V				
25	Health Care Assistant						1	_				_									
26 27	Assoc. Clinical Charge Nurse Assoc. Clinical Charge Nurse						1		-			_									\vdash
28	Registered Nurse															1					
29	Health Care Assistant	V					V												V	/	V
30 31	Registered Nurse Registered Nurse	-	-				V				1						V				
32	Health Care Assistant						-					_					V				
33	Registered Nurse																		V		
34	Registered Nurse						✓										,				
35 36	Registered Nurse Registered Nurse						1				/				/		1		1		~
37	Registered Nurse														1		~		1		
38	Registered Nurse					1	1														
39 40	Registered Nurse Registered Nurse	-				_			-		_			/				_	-	/	V
41	Registered Nurse						V														
42	Assoc. Clinical Charge Nurse									V											
43	Registered Nurse Registered Nurse	_		_			V					-					1		/	1	-
45	Registered Nurse										/						1				$\overline{}$
46	Health Care Assistant																		V	1	
47	Health Care Assistant						1				/						/		/	/	
48	Registered Nurse Security Officer				de compres							_				1	/			-	
50	Psychiatric Assistant						V.														
51	Registered Nurse																		-	1	/
52 53	Psychiatric Assistant Registered Nurse	1				_	1				1	1							,	1	
54	Registered Nurse	1					1				1									V	
55	Registered Nurse											_					1		1		\vdash
56 57	Health Care Assistant Registered Nurse								0,										- V	1	H
58	Health Care Assistant				V	1															
59	Psychiatric Assistant	/					V								.,	V			V	1	
60	Health Care Assistant Registered Nurse										/				✓ ·						\vdash
62	Security Officer	1				1															
63	Assoc, Clinical Charge Nurse	,					1						4								
64 65	Registered Nurse Assoc. Clinical Charge Nurse	✓	-				1								·				/		\vdash
66	Registered Nurse						1														
67	Registered Nurse						1													1	V
68 69	Health Care Assistant	/					1	_	_			-	-				V		_	V	V
70	Registered Nurse Health Care Assistant	1					<u> </u>	_													\vdash
71	Security Officer						V				1				V						
72	Health Care Assistant		V														,				
73 74	Psychiatric Assistant Cultural Advisor						_	-	_	_			_		-		1			\vdash	\vdash
	Health Care Assistant														/						
76	Health Care Assistant						1									1	1				
	Health Care Assistant						1			_							1		V	-	/
78	Registered Nurse												L								

x² v

v · I

	Injuries Incurred by Role/Type 2018 Type of injuries incurred																					
					/	//	_	e or in	//	/	//	//	//	//	//	//	/	//	//	//	//	7///
				,	/,	Conditi	ot/	/,	150	/_	/,	/,	/,	/_	wids	/,	/,	/ /	Ι,	/,	/,	
Case	Staff Role			2510	· eith	Sting Arin	Site Hum	ar Haer	portrage gruise Cont	Surn The	Concussio	Cushini	notional di	stress to Bod	Fractur	Haemator	no tonical	affer	Pain	Scald	Soft Tissue It	Spraint Strain Swelling
				ADI	and Pr	Bite	Bite	edinal	Bruise	Burn	Cont	Cing.	motion.	suretu	10	Haer	eratio	/	/	/	Solt To	States San
		/	//	Abraid Agaran	//	/	/	/	//	//	//		/	/	//	//			/	/	//	
1	Registered Nurse	\leftarrow	$\overline{}$	\leftarrow	\leftarrow	\leftarrow		\leftarrow	\leftarrow	$\overline{}$	\leftarrow	\leftarrow	\leftarrow	$\overline{}$	\leftarrow	_		\leftarrow	$\overline{}$	$\overline{}$	$\overline{}$	
2	Registered Nurse										1		0				1		1	1		
3	Registered Nurse						✓			1.	1						· V		V			
4	Registered Nurse	/	-	-										1	1					-		
5	Registered Nurse Health Care Assistant	1	-	+			~										-					
7	Registered Nurse															1						
8	Health Care Assistant						1															
9	Registered Nurse															V						
10	Health Care Assistant															1						
11	Registered Nurse		-	-			V		-	-								_	V	1	/	
12	Health Care Assistant Registered Nurse			_												_			,	1		ľ
14	Health Care Assistant														1							l
15	Registered Nurse										1						1			1		
16	Registered Nurse															1						
17	Health Care Assistant				-											1						
18	Student Nurse					2	V				1				1						-	
19 20	Security Officer Health Care Assistant				1		-		-										1	_		
21	Registered Nurse	-	/	_													/					
22	Registered Nurse						1										1		V	✓	1	
23	Health Care Assistant						1														1	
24	Medical Imaging Technician																1					
25	Registered Nurse	-	/	-					-			_					· ·			_		
26 27	Registered Nurse Registered Nurse		,	_		1	1		-													
28	Registered Nurse						~										4			1	1	
29	Registered Nurse	1																				
30	Health Care Assistant			_			/										1		_			
31 32	Registered Nurse Registered Nurse			-					-								·		_			
33	Health Care Assistant															1	1					
34	Registered Nurse										V						1					
35	Registered Nurse	/																				
36	Duty Nurse Manager						V									_			/	1		
37 38	Health Care Assistant Health Care Assistant		-	_			-												_			
39	Health Care Assistant			\vdash			V															
40	Registered Nurse														V							
41	Registered Nurse	1				-					/		-		/		-			-	/	
42	Registered Nurse Registered Nurse			-	-	V	_		-	_	· ·	_	· ·		· ·	-	· ·		-		*	
43	Registered Nurse						<u> </u>		_								1					
45	Registered Nurse		1																	1		
46	Registered Nurse	1					1															
47	Registered Nurse	1		-			_		-			_							1	1		
48	Health Care Assistant Health Care Assistant						-			M					~				,			ľ
50	Registered Nurse																			1		
51	Cleaner																1				y	
52	Registered Nurse						1													-1		
53 54	Registered Nurse			-			1					-			/	_	1			V		
55	Registered Nurse Registered Nurse	1													1		**					
56	Assoc. Clinical Charge Nurse													/							V	Í
57	Enrolled Nurse									1						1						
58	Registered Nurse						1		-							1			_			ľ
59 60	Registered Nurse Health Care Assistant				-		1		_													
61	Health Care Assistant						_				/					/						
62	Registered Nurse						1															
63	Health Care Assistant					1						/			1							
64	Registered Nurse	1														.,,			_			
65 66	Registered Nurse Health Care Assistant				1	4			-	7					-	~			_	_		
67	Registered Nurse	1													1							
68	Registered Nurse						1										1					
69	Registered Nurse										1			V		1	1		1	1		j.