



**Waitemata**  
District Health Board  
**Best Care for Everyone**

**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  
[www.waitematahdb.govt.nz](http://www.waitematahdb.govt.nz)

---

6 March 2019



Dear [REDACTED]

**Re: Official Information Act request - Incident Reports**

Thank you for your Official Information Act request, received 18 February 2019 concerning details of incident reports submitted by ED in the last 12 months for restraint, assault and abuse. Waitematā DHB contacted you on 26 February to clarify the dates that you were requesting, as you were seeking information at a date in the future which restricts the amount of time that the DHB would have to develop a response. Agreement was received on 26 February that information be provided over a 12-month period and as close to this current month as possible. With this in mind, in our response below we have reported from the 1<sup>st</sup> February 2018 to 31<sup>st</sup> January 2019.

Before responding to your questions, some contextual information about our population and our services may be useful and assist your understanding of the information provided.

Waitemata DHB serves the largest population of any district health board in New Zealand, currently standing at more than 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 7500 staff spread across more than 80 sites. In addition to caring for our own population, we are also the metropolitan Auckland provider of forensic psychiatry, child disability services, child community 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 the breadth of service delivery and clinical caseload is of similar complexity.

Please be aware that Waitemata DHB changed our staff incident reporting system in March 2018. This improved the capture of security incident-related data.

Caution is advised in the interpretation of 2018 data provided in this response and in any attempt to compare this information with data provided by other healthcare providers. This is due to the implementation of a new reporting model at Waitemata DHB from March 2018 which better captures incidents that have been reported as security events relating to patients and staff.

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 as follows:

#### **Everyone Matters**

We have a responsibility to be welcoming and respectful and to listen, while maintaining the personal safety of our staff. We will equip staff with strategies to manage care where behaviour is a concern, whether it is their own or the behaviour of others.

Our approach will be professional and consistent wherever care is delivered, be it in hospital, a community facility or at home.

We all have a responsibility to report risks and incidents and to take care of ourselves and others - to not walk by.

#### **With Compassion**

Safety and security initiatives will protect personal dignity and will be as unobtrusive as possible. If someone's behaviour compromises the safety of others, we will ensure a fair and balanced response. We will be attentive to people's individual circumstances and provide an opportunity for people to modify behaviour before using security measures.

#### **Connected**

All safety and security initiatives will link with our Engagement Strategy to make sure we stay connected to our community and colleagues. We will have clear boundaries for behaviour which are documented in straightforward terms and readily available to staff and the community. Security risks will be clearly communicated across services to enable team work and promote staff safety.

#### **Better, Best, Brilliant**

Security measures contribute to a safe, secure and supportive environment for everybody. We will continue to look for innovative ways to improve services and provide a positive experience for everyone.

Our responses to your questions are provided below.

**NZNO requests details of incident reports that have been submitted by the Emergency Departments at WDHB in the last 12 months (1<sup>st</sup> March 2018 – 28 February 2019) with the following reasons:**

- **Personal restraint (chemical or physical)**
- **Assault (physical, threatened or verbal)**
- **Abuse (physical, threatened or verbal)**

**Please separate Waitakere Hospital and North Shore Hospital incidents and then further break them down to month. We do not require any personal details, merely the numbers of incident reports fitting the three titles above, the month and hospital.**

As per agreement noted above we have reported the 12-month period from 1 February 2018 to 31 January 2019.

As mentioned above, a new reporting system was implemented in March 2018. Data from the new system cannot be compared with data for February 2018. For this reason, we have supplied 12 months of information split into tables of data from the old reporting system (February 2018) and data from the new reporting system (1 March 2018 – 31 January 2019).

**Assaults and Abuse incidents - Waitematā DHB Emergency Departments**

	February 2018
<b>Old reporting system</b>	
<b>North Shore Hospital - Emergency Dept</b>	
Assault	2
Abuse	1
<b>Waitakere Hospital - Emergency Dept</b>	
Assault	1
Abuse	1

New Reporting System	2018											2019	TOTAL
	March	April	May	June	July	August	September	October	November	December	January		
<b>North Shore Hospital - Emergency Dept</b>													
Assault	0	2	2	10	12	4	14	4	10	8	9	75	
Abuse	2	4	6	8	6	4	10	8	10	11	13	82	
<b>Waitakere Hospital - Emergency Dept</b>													
Assault	4	3	1	5	5	4	5	2	2	5	4	40	
Abuse	5	0	4	9	8	6	2	5	3	3	2	47	

**Personal Restraint incidents - Waitematā DHB Emergency Departments**

	February 2018
<b>Old reporting system</b>	
<b>North Shore Hospital - Emergency Dept</b>	
Personal Restraints	4
<b>Waitakere Hospital - Emergency Dept</b>	
Personal Restraints	5

New reporting system	2018											2019	TOTAL
	March	April	May	June	July	August	September	October	November	December	January		
<b>North Shore Hospital - Emergency Dept</b>													
Personal restraints	9	6	10	4	8	10	14	14	17	13	14	119	
<b>Waitakere Hospital - Emergency Dept</b>													
Personal restraints	8	4	9	10	7	14	8	5	3	5	11	84	

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



**Fiona McCarthy**  
**Director Human Resources**  
**Waitemata District Health Board**