



Waitemata
District Health Board
Best Care for Everyone

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12 November 2018



Dear [REDACTED]

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

Injuries Incurred by Role/Type 2015

Type of Injuries Incurred

Case	Staff Role	Abrasion	Aggravation of Pre-Existing Condition	Bite-Animal	Bite-Human	Bleeding/Haemorrhage	Bruise/Contusion	Crush Injury	Emotional Distress	Exposure to Bodily Fluids	Laceration/Cut/Tear	Other	Pain	Possible Fracture	Soft Tissue Injury	Sprain/Strain	Swelling
1	Registered Nurse	✓															
2	Registered Nurse										✓						
3	Health Care Assistant	✓															
4	Health Care Assistant					✓											
5	Psychiatric Assistant	✓															
6	Registered Nurse			✓													
7	Psychiatric Assistant														✓		
8	Specialist Medical Officer					✓											
9	Health Care Assistant							✓			✓		✓				✓
10	Health Care Assistant					✓											
11	Security Officer														✓		
12	Registered Nurse										✓						
13	Registered Nurse					✓	✓										
14	Registered Nurse	✓															
15	Not Specified	✓			✓												
16	Not Specified										✓						
17	Health Care Assistant		✓												✓		
18	Registered Nurse										✓						✓
19	Registered Nurse												✓	✓	✓		
20	Not Specified					✓		✓									
21	Registered Nurse				✓				✓								
22	Registered Nurse										✓						
23	Health Care Assistant														✓		
24	Health Care Assistant					✓											
25	Registered Nurse					✓	✓				✓				✓		
26	Health Care Assistant				✓												
27	Charge Nurse Manager							✓									
28	Registered Nurse									✓							
29	Registered Nurse					✓											
30	Registered Nurse					✓		✓									
31	Health Care Assistant	✓				✓		✓			✓		✓				
32	Psychiatric Assistant												✓				
33	Wark Clerk					✓											
34	Charge Nurse Manager										✓		✓	✓	✓		
35	Registered Nurse							✓			✓		✓	✓	✓		
36	Not Specified	✓									✓						
37	Psychiatric Assistant					✓											
38	Registered Nurse		✓														
39	Assoc. Clinical Charge Nurse										✓						
40	Registered Nurse	✓															
41	Not Specified					✓		✓									
42	Specialist Medical Officer	✓				✓											
43	Registered Nurse	✓				✓											
44	Assoc. Clinical Charge Nurse															✓	
45	Not Specified												✓				
46	Not Specified												✓				
47	Not Specified		✓														
48	Health Care Assistant										✓						
49	Registered Nurse	✓				✓											
50	Registered Nurse	✓															
51	Health Care Assistant								✓								
52	Registered Nurse					✓											
53	Registered Nurse								✓								
54	Psychiatric Assistant					✓											
55	Registered Nurse										✓						
56	Registered Nurse												✓				
57	Registered Nurse					✓											
58	Registered Nurse								✓								
59	Phlebotomy Technician	✓															
60	Registered Nurse					✓				✓	✓		✓	✓			
61	Registered Nurse					✓											
62	Registered Nurse					✓											
63	Registered Nurse										✓		✓				✓
64	Security Officer	✓				✓					✓		✓	✓	✓	✓	
65	Registered Nurse						✓										
66	Health Care Assistant												✓				

