

# Nelson Marlborough District Health Board

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## Introduction

This report records the results of a Surveillance Audit of a provider of hospital services against the Health and Disability Services Standards (NZS8134.1:2008; NZS8134.2:2008 and NZS8134.3:2008).

The audit has been conducted by Central Region's Technical Advisory Services Limited, an auditing agency designated under section 32 of the Health and Disability Services (Safety) Act 2001, for submission to the Ministry of Health.

The abbreviations used in this report are the same as those specified in section 10 of the Health and Disability Services (General) Standards (NZS8134.0:2008).

You can view a full copy of the standards on the Ministry of Health's website by clicking [here](#).

The specifics of this audit included:

<b>Legal entity:</b>	Nelson Marlborough District Health Board
<b>Premises audited:</b>	6 Regent Lane  71 Maxwell Road  75 Saxton Road West  22 Tasman Street  792 Main Road Stoke  90A Aldinga Avenue  Alexandra Hospital  238 Seaview Road  Mental Health Admissions Unit  3/246 Vanguard Street  Murchison Hospital and Health Centre  11 Harford Court  Nelson Hospital  Tipahi Street Mental Health  Wairau Hospital  72 Fergusson Street  19 Middlebank Drive  12 Leicester Street  46 Aldinga Avenue  35 Ngawhatu Road  110 Toi Toi Street  64 Grove Street  12 Trolove Place  4/132 Toi Toi Street  136 McShane Road  47 Weka Street  154 Songer Street  158 Milton Street  30A Warwick Street  7B Willow Avenue  45B/2 Green Street  Nelson Bays Maternity Unit (Te Whare Whanau)
<b>Services audited:</b>	Hospital services - Psychogeriatric services; Residential disability services - Intellectual; Hospital services - Medical services; Hospital services - Mental health services; Rest home care (excluding

dementia care); Residential disability services - Physical; Hospital services - Children's health services;  
Hospital services - Surgical services; Hospital services - Maternity services

**Dates of audit:** Start date: 31 October 2017 End date: 2 November 2017

**Proposed changes to current services (if any):** None

**Total beds occupied across all premises included in the audit on the first day of the audit:** 455

# Executive summary of the audit

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## Introduction

This section contains a summary of the auditors' findings for this audit. The information is grouped into the six outcome areas contained within the Health and Disability Services Standards:

- consumer rights
- organisational management
- continuum of service delivery (the provision of services)
- safe and appropriate environment
- restraint minimisation and safe practice
- infection prevention and control.

## General overview of the audit

Nelson Marlborough District Health Board provides health services to the people of the Tasman region. The audit team visited Nelson, Wairau and Murchison hospitals, Nelson Bays Maternity Unit, the mental health inpatient unit at Nelson hospital and four residential disability support homes. Nelson Bays Maternity Unit has recently been included as a service under certification of the Nelson Marlborough District Health Board.

Five individual patient tracers were completed during the on-site audit and four systems tracers were also completed. Nelson Marlborough District Health Board staff completed four individual patient tracers prior to the audit and provided reports of these to the audit agency for review. The tracers completed by Nelson Marlborough District Hospital Board staff were verified on site during the audit.

Ongoing improvements have been demonstrated since the last audit with a focus on clinical governance systems. Data is available for decision making. Clinicians are engaged in improvement activities and all patients who were interviewed were positive about the care and treatment they received.

There are 12 corrective actions resulting from this audit. The previous corrective actions for quality to be explicitly linked to quality improvement and entry to service have been closed. The previous corrective actions for policy document control, corrective action management, consumer information management, nursing documentation (assessment, care planning), medication management and restraint remain open. Additional corrective actions resulting from the audit include informed consent, nursing documentation (interventions, evaluations, discharge planning) and enabler management.

## **Consumer rights**

Informed consent was reviewed across all areas visited. Staff interviewed understood the informed consent process. Patients confirmed they are provided with information to make informed choices.

Nelson Marlborough District Health Board ensures all complaints are monitored and reviewed within expected timeframes. Staff, patients and families confirmed they are aware of their right to make a written or verbal complaint

## **Organisational management**

The executive leadership team and chief executive provide leadership to the organisation. Management decision making is supported by the Nelson Marlborough District Health Board's new and improved information systems, which provide more real time information.

Risks are reviewed at Board level and mitigation strategies are monitored. Quality and risk management systems support the organisation. Nelson Marlborough District Health Board's executive leadership continues to involve front-line staff in improvement projects, demonstrating an evolving culture of ongoing quality improvement.

Significant incidents are investigated using a root cause analysis methodology and open disclosure to patients and their families is practised. The electronic incident reporting system, which is implemented across the organisation, provides improved reporting and

analysis of data. The policies and procedures group work closely with the clinical governance group to ensure new policies, procedures and clinical pathways align with best practice.

Inpatient services are provided by a skilled workforce.

## **Continuum of service delivery**

Patient journeys were followed through on audit in five services; maternity, mental health, rest home level services, physical and intellectual disability. Individual patient tracers completed in the medical, surgical, child health and geriatric services by Nelson Marlborough District Health Board staff were verified on audit.

A falls prevention tracer was undertaken which demonstrated the programme is implemented across Nelson Marlborough District Health Board including in the long-term care residential facilities and rural hospitals services. A deteriorating patient tracer was also conducted. This programme is transitioning between a computerised and a paper based system. A medication management systems tracer and infection and prevention was also completed.

Review of patients' journeys and systems tracers undertaken evidenced a multidisciplinary team approach to care. All members of the multidisciplinary team are qualified and skilled for their roles. Patients and family members interviewed confirmed they have input into care planning.

Daily rounds provide a forum for planning the day in the wards with handover to staff occurring at each change of shift. There is access to medical staff 24 hours a day, 7 days a week, with systems implemented to ensure that patients have timely access to allied health services and to other services outside of the Nelson Marlborough District Health Board. There are timely transfers to other health services both externally and internally and follow protocol.

## **Safe and appropriate environment**

All inpatient buildings have a current building warrant of fitness. There is a preventative maintenance programme in place and the environment in the clinical areas is safe for patients and staff. Plant and equipment is compliant with legislation. There are systems for emergency response and Nelson Marlborough District Health Board works closely with other agencies and emergency services in the region. Management staff work with the contracted security service to ensure the safety of patients, staff and visitors.

## **Restraint minimisation and safe practice**

Restraint is coordinated and managed centrally by Nelson Marlborough District Health Board's restraint advisory group, who meet monthly to monitor restraint and work towards the least restrictive options. Terms of reference guide the restraint advisory group in meeting specific responsibilities from their respective departments. There are policies in place for all service areas to support restraint minimisation practice.

## **Infection prevention and control**

Surveillance activities across Nelson Marlborough District Health Board were reviewed and demonstrated systems and processes to monitor infections, including audits and continuous surgical site infection surveillance.

An infection prevention and control system tracer was completed and focused on the management of methicillin resistant staphylococcus aureus for patients requiring isolation precautions on admission. Policies and protocols are implemented based on researched best practice and linked to Nelson Marlborough District Health Board infection prevention and control policies.