

West Coast District Health Board

Introduction

This report records the results of a Partial Provisional 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:

Legal entity: West Coast District Health Board

Premises audited:

Services audited: Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Hospital services - Children's health services; Dementia care; Hospital services - Surgical services; Hospital services - Maternity services

Dates of audit: Start date: 22 June 2020 End date: 24 June 2020

Proposed changes to current services (if any): Te Nikau is the new hospital building at West Coast District Health Board in Greymouth, with 59 beds, including medical, surgical, maternity and paediatric services, an emergency department, short stay, three theatres, clinical sterile supplies department, medical records, four newly built transitional care units for patient use, an

integrated family health centre, laboratory and pharmacy services and with migration into the new building scheduled for 23 July 2020.

Total beds occupied across all premises included in the audit on the first day of the audit: 0

Executive summary of the audit

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.

As well as auditors' written summary, indicators are included that highlight the provider's attainment against the standards in each of the outcome areas. The following table provides a key to how the indicators are arrived at.

General overview of the audit

The West Coast District Health Board provides health services to the people of the West Coast region. A transalpine agreement is in place between the Canterbury District Health Board and the West Coast District Health Board. Leadership for both organisations is provided by the chief executive.

The partial provisional audit was undertaken to establish the preparedness of West Coast District Health Board to migrate services from Grey Base hospital to Te Nikau, with the exception of acute mental health services; mental health of the older person and dementia services, which remain in their current facilities.

The audit team received self-assessment documents for evidence prior to audit and further evidence was provided on site. Interviews were held with members of the executive, a Board representative, managers and staff involved in clinical services migration planning and new facility development. A visual inspection of Te Nikau and the four transitional care units was completed.

The new building has 59 beds, including an integrated ward (medical, surgical), a critical care unit, maternity, paediatrics, an emergency department, short stay beds, and three theatres. An integrated family health centre, pharmacy, laboratory, central sterile services department, medical records and four stand-alone transitional care units for patient use are co-located within the new building.

Service management and staff are currently in place. Staff orientation to the new building has commenced. There is a documented two week phased migration plan outlining activities required throughout the migration, scheduled to commence on 23 July 2020.

There are four corrective actions arising from the audit. These are related to human resource management, facility specifications (code of compliance and physical environment safety for consumers) and essential, emergency and security systems.

Consumer rights

Not Audited

Organisational management

The Board and management provide governance and leadership to the organisation. Informed decisions are supported by information received through West Coast District Health Board's executive management team, clinical governance and operational governance groups and include decisions related to the new building, Te Nikau. Senior leadership in clinical areas was evident and includes multidisciplinary team members.

Human resource processes have been supporting staff through the transition processes required to move to the new building. A migration plan is in place to manage safe service delivery and patient care. There are documented strategies in place to provide the right skill mix of staff based on acuity, 24/7, and these systems and processes will be transferred and implemented in the new building.

Continuum of service delivery

A pharmacy is in place and will migrate at the time the building opens and was waiting for a MedSafe audit at the time of the onsite partial provisional audit. Migration to the new facility is planned to ensure the transportation of all medications meet legislation. The new facility will have swipe card access to all medication areas. Medication room and fridge temperatures are centrally controlled and monitored, with access via swipe card.

Food services for the new premises and existing services are planned and includes the shifting of existing equipment from the current kitchen to the new kitchen in Te Nikau. A current food control plan is in place and this will be re-audited post migration, with quality management systems currently in place. The new kitchen and food services have the capacity to meet the needs of patient's nutritional requirements.

Safe and appropriate environment

The West Coast District Health Board has systems and processes required to maintain the plant and utilities associated with the new build, Te Nikau. The current planned maintenance programme will be maintained for current facilities and include the new building.

Current systems and processes in place to manage waste, hazardous materials and chemicals, will transfer to the new building.

There are sufficient toilet, shower, and bathing facilities for patients to use. There are communal areas for entertainment, recreation and dining for patients, including an outside garden area, courtyard, a whānau room and indoor play areas for children.

Laundry services are contracted to an external company and this will continue. Cleaning services are currently provided by an external contractor and will continue as per contractual arrangements. The infection prevention and control staff have been overseeing the environmental audits to ensure the cleaning service meets requirements.

Te Nikau has sufficient natural light, ventilation and heating in the design of the new build.

Restraint minimisation and safe practice

Not Audited

Infection prevention and control

The infection control programme includes the new build and migration of the service. The West Coast District Health Board infection prevention and control committee have been involved in the design and planning of the new facility. Canterbury District Health Board infection prevention and control staff completed an audit of the new build, with recommendations currently being implemented.