

# Canterbury District Health Board

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## 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:** Canterbury District Health Board

**Premises audited:** Christchurch Hospital

**Services audited:** Hospital services - Psychogeriatric services; Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Rest home care (excluding dementia care); Hospital services - Children's health services; Dementia care; Hospital services - Surgical services; Hospital services - Maternity services

**Dates of audit:** Start date: 6 October 2020 End date: 9 October 2020

**Proposed changes to current services (if any):** Christchurch Hospital Hagley is the new hospital building in Christchurch, providing an additional 43 beds to existing acute services in Canterbury District Health Board. This includes beds and services across the emergency department, medical, surgical services, child health, adolescent and young adult, operating theatres,

intensive care, neurology, neurosurgery, oncology, haematology, radiology, interventional radiology and orthopaedics. The building includes meeting and training rooms, sterile services and a helipad on the 10th floor. Some wards and services will remain in the Christchurch Hospital; however, these beds will reduce from 380 to 43. Wards and services remaining in the current Christchurch hospital include: general medical wards 12,14, 23, 24, 25, 27; surgical wards 10,11,15, 20; and the urology unit. There will be no change to the Christchurch Woman's Hospital.

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

# 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

The partial provisional audit was undertaken to establish the preparedness of the Canterbury District Health Board to migrate acute services from Christchurch Hospital to the new build, Christchurch Hospital Hagley. The building has been planned for a number of years and enables the District Health Board to provide environmental support for existing and new models of care.

The audit relates to wards and services to be provided in 423 available beds across all 8 floors of the new building. Some wards and services will remain in the current Christchurch Hospital. This will be an overall increase of 43 beds Capacity in the new building allows for additional beds to be opened in the future.

Migration of patients is planned to commence 18 November 2020. There is a Canterbury District Health Board migration governance structure to ensure services are planned and coordinated throughout the migration period.

The transition plan identifies a phased migration over three months commencing on 18 November 2020 and identifies the activities to be undertaken prior to, during, and post patient migration. Service management and staff are currently in position. Staff orientation is underway and completed in some areas.

Areas of improvement identified at this audit relate to human resource management, facility specifications (code of compliance and physical environmental safety), medication and nutrition.

## **Consumer rights**

Not audited.

## **Organisational management**

The Canterbury District Health Board organisational chart identifies a team of staff who manage the day to day service operations. Staff interviewed confirmed the majority of current staff will transition to the new building. Each clinical area has senior leadership and multidisciplinary teams in place. There are human resource processes in place to support staff throughout an extended period of change.

## **Continuum of service delivery**

Canterbury District Health Board systems and processes to manage medication will be utilised across all new services and wards in the Christchurch Hospital Hagley in line with legislation, protocols and guidelines. A transition plan outlines actions required over the migration period. Pharmacists will oversee medication migration in conjunction with clinical staff. Canterbury District Health Board was in the process of stocking the standard impress medication item during the audit. Swipe card access is required to enter medication rooms.

Emergency trolleys and resuscitation equipment is planned to migrate with patients. Additional resuscitation trolleys are required and planned to be available prior to migration. The location of the emergency medication cupboard is not changing.

Medication and vaccination fridges will be placed in each medication room, some migrating on the day. There will be central, real-time monitoring of the temperatures of medication rooms and fridges. Food services will continue to operate from the existing kitchen under the current approved food control plan. There is a detailed plan to ensure staff deliver meals and snacks to wards and services in the new building to meet food safety standards. Food trolley delivery to patient areas in the Christchurch Hospital Hagley building was reviewed. Detailed provision for timely delivery of food has been planned and coordinated.

## **Safe and appropriate environment**

The new hospital is purpose built with patient beds across eight levels. A helicopter pad is situated on floor 10 of the building with direct patient entry into lifts. All other services are situated between the ground floor and floor eight with dual lift and stair access. Disability access to all floors is managed through the lower ground floor and the main entrance.

There is an approved fire evacuation scheme in place. A trial evacuation has been completed with the evacuation report pending. The New Zealand Fire Service and New Zealand Police have orientated their staff to the new building. Fire procedures are in place with evacuation covered as part of the orientation programme. There are major incident, pandemic and operational bridging plans in place.

Current Canterbury District Health Board systems and process maintain the utilities across the new building, including waste management, maintenance and emergency response. The organisation manages their own laundry and cleaning services, and this will extend to the new building. Environmental audits will continue to include the Christchurch Hospital Hagley building overseen by the infection control team. Security services are contracted. Security staff have been increased to meet the needs of the new hospital.

There are sufficient toilet, shower and bathing facilities for patients to use. Communal areas for entertainment, recreation and dining for patients including indoor play areas for children are provided. There is a quiet room situated on floor one and interview rooms in patient areas.

There is sufficient light, ventilation and heating design in the new building.

Organisational procedures for managing cleaning services include reporting, monitoring and auditing processes. The Canterbury District Health Board provides cleaning services for the new facility with infection prevention and control overseeing the environmental audits to ensure service meets requirements. A certificate of public use is in place.

## **Restraint minimisation and safe practice**

Not audited.

## **Infection prevention and control**

The Canterbury District Health Board infection prevention and control plan, content and detail are appropriate for the size, complexity and degree of risk associated with patient migration to Christchurch Hospital Hagley. The programme is reviewed annually. Infection prevention and control team reported the team has been involved with the new building from the planning stage. Orientation to the new building includes infection prevention and control. All patient areas have dedicated areas for personal protection equipment. Fittings and fixtures in the hospital demonstrated consideration has been given to reduce cross transmission.