

West Coast District Health Board

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:

Legal entity:	West Coast District Health Board
Premises audited:	Grey Base Hospital
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 September 2020 End date: 24 September 2020
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:	66



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.

General overview of the audit

West Coast District Health Board provides health services to the people of the West Coast region.

The audit team was provided with a self-assessment with supporting evidence prior to the on-site audit. Six individual tracers and four system tracers were undertaken during the on-site audit.

The West Coast District Health Board migrated inpatient health services from the Greymouth Base Hospital to Te Nikau Hospital in July 2020. The mental health service (Manaakitanga) and older persons service (Kahurangi) continue to provide services from Greymouth Base Hospital co-located with Te Nikau Hospital.

Improvements required from the previous certification and partial provisional audits relating to compliance, fire safety, restraint, physical environment, development planning, orientation/induction, mandatory training and planned activities in mental health have been closed.

Improvements required from the previous February 2019 certification and June 2020 partial provisional audits relating to; resuscitation status documentation, medication management and infection control remain open.

There are new improvements arising from this audit relating to service delivery in Kahurangi, nursing assessments (excluding mental health and maternity), patient goal development, nursing interventions and evaluation documentation, adherence to early warning score policy and equipment.

Consumer rights

Information about the Health and Disability Commissioner's Code of Health and the Disability Services Consumers' Rights is made available on admission and on request. Patients' clinical records and interviews confirmed that there is information available to enable informed decision making and that patients have access to advocacy and interpreter services.

Interviews confirmed patients felt they are treated with dignity and respect.

The complaints process is accessible and complies with Right 10 of the Health and Disability Code of Consumer Rights.

Organisational management

The West Coast District Health Board sets a clear direction for the organisation. A joint acting chief executive with the Canterbury District Health Board, and mixed West Coast District Health Board and Canterbury District Health Board executive management team provide leadership as part of the trans alpine agreement. Documents reviewed, and interviews undertaken confirmed risks are reviewed at Board level and mitigation strategies are monitored.

The West Coast District Health Board has a risk management system and staff are aware of the risks facing the organisation. Incidents, events, significant events and complaints are reported electronically and managed. Significant events are investigated and open disclosure to patients and their families is practised.

Human resource management supports managers across the organisation. Staff discussed the processes that are in place to review professional qualifications, registration and scopes of practice. Credentialing of medical staff occurs.

The inpatient service is provided by a skilled workforce and coordinated to ensure safe staffing across all sites.

Continuum of service delivery

The West Coast District Health Board has a model of care designed to provide an accessible service for the rural and remote population of people it serves. Staff are supported to engage in ongoing education to enable practice at an expanded level, facilitating integrated care. A strong partnership with the Canterbury District Health Board ensures specialist services are available when required, either via a visiting specialist, telehealth and patients being transferred to Christchurch as required.

Six individual patient tracers were completed in the medical, surgical, child health, mental health, maternity and health of older persons services. Patient journeys reviewed demonstrated a team approach to patient care. Medical and nursing staff are available 24 hours a day, 7 days a week. Allied health professionals provide services on referral. Exit from the service occurs in a planned and coordinated manner.

Four systems tracers across the organisation were conducted and focused on medication management, infection prevention and control, deteriorating patient and falls prevention and management.

The national medication charts are used for the prescribing and administration of medications. Pharmacists provide support to clinical services and to practitioners as required.

Safe and appropriate environment

The West Coast District Health Board inpatient buildings have a current building warrant of fitness. Discussion with staff confirmed the planned maintenance programme ensures all buildings and plant are managed safely including older buildings across the Greymouth site. The newly completed Te Nikau Hospital is fully operational.

Restraint minimisation and safe practice

The West Coast District Health Board has policies in place to guide restraint practice. Definitions align with the standards and safe practice is established across the organisation.

A restraint minimisation and safe practice procedure is available across both the general hospital, older persons' and mental health services. Staff confirmed the reporting system captures incidents and allows staff to review each incident systematically.

Infection prevention and control

Infection prevention and control policies, and processes are in place and accessible to staff via the West Coast District Health Board intranet.

Surveillance activities were reviewed that include audits and surgical site infection surveillance. There is communication on infection prevention and control measure across the organisation. Surveillance information is reported at the executive level.

An infection prevention and control tracer was undertaken of processes and management of patients multi drug resistant organism status and Covid-19.