

Te Whatu Ora – Health New Zealand Te Tai Tokerau

Introduction

This report records the results of a Certification Audit of a provider of hospital services against the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

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 0.4 of the Ngā Paerewa Health and Disability Services Standard (NZS8134:2021).

The specifics of this audit included:

Legal entity:	Health New Zealand
Premises audited:	Timatanga Hou - Detox Unit Bay of Islands Hospital Dargaville Hospital Kaitaia Hospital Te Kokonga Hauora Tu Kaha Whangarei Hospital He Manu Pae
Services audited:	Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Children's health services; Residential disability services - Psychiatric; Hospital services - Surgical services; Hospital services - Maternity services
Dates of audit:	Start date: 15 November 2022 End date: 18 November 2022
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:	365

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 sections contained within the Ngā Paerewa Health and Disability Services Standard:

- ō tatou motika | our rights
- hunga mahi me te hanganga | workforce and structure
- ngā huarahi ki te oranga | pathways to wellbeing
- te aro ki te tangata me te taiao haumarū | person-centred and safe environment
- te kaupare pokenga me te kaitiakitanga patu huakita | infection prevention and antimicrobial stewardship
- here taratahi | restraint and seclusion.

General overview of the audit

Te Whatu Ora - Health New Zealand Te Tai Tokerau provides health services to the people of the Northland region.

This certification audit was conducted against Ngā Paerewa Health and Disability Services Standard and following reform of the Aotearoa New Zealand health system. The development of the Te Aka Whai Ora - Māori Health Authority and Te Whatu Ora - Health New Zealand has informed the audit outcomes. This audit was also undertaken at a time of national health workforce shortage. The report should be read with consideration of pandemic influences alongside recent changes experienced by the organisation.

A comprehensive self-assessment and supporting evidence was provided to the audit team prior to the onsite assessment. Whangārei Hospital, Kaitia Hospital and Te Kaha Sub Acute Unit in Kaikohe were visited.

Areas for improvement include cultural support availability, Pacific people's policy, patient privacy, quality and risk, workforce availability, mandatory training, policies and procedures, orientation, performance reviews, model of care and care planning, diversional activities, medication management and administration, patient transfers, and the environment.

Ō tatou motika | Our rights

Consumer rights and advocacy services information is on display throughout all Te Whatu Ora - Health New Zealand Te Tai Tokerau services visited. Staff are knowledgeable about consumer rights and able to discuss how they incorporate these into interactions with patients and family/whānau. Access to advocacy and interpreter services is provided when this is required. Services provided facilitated informed choice and informed consent. In all areas visited, patients and family/whānau, confirmed they are provided with information on their rights and advocacy services.

Staff were observed demonstrating respectful communication and maintaining patients' dignity and privacy. Policies, training, and expectations ensure patients are provided services free from discrimination. Staff adhere to organisational wide policies and processes on the code of conduct and professional requirements.

There are leadership roles established and Māori support staff are available to ensure the provision of health services to Māori patients and their family/whānau. Te Tiriti o Waitangi training is available at all levels of the organisation. Cultural safety is reflected in service delivery. Services to Pacific people are under development.

Patients and family/whānau have access to information on how to make a complaint. The complaints process is documented and implemented according to Right 10 of the Code of Health and Disability Services Consumers' Rights. Patients interviewed were positive about the care they received.

Hunga mahi me te hanganga | Workforce and structure

There is an interim regional director position in place. The executive leadership team is established and supports the interim regional director. All positions are undertaken by suitably qualified and experienced people and lines of accountability are in place. Work is underway to ensure the strategic direction for the organisation is linked nationally to meet the Te Whatu Ora - Health New Zealand governance and Board requirements.

Inpatient services operate 24 hours a day, 7 days per week, by a trained and experienced multidisciplinary team. Teams at all levels of the organisation are supported by technology, which assists decision making using real time data. Policies and procedures are electronic with systems in place for document control. Quality and risk frameworks are in place. Risks are currently monitored by delegated senior staff and information is escalated to the interim regional director when required. Clinical governance activities are occurring.

Incident reporting is encouraged, and relevant outcomes are shared with staff, patients, and the community. Adverse events are investigated, and open disclosure occurs with patients and their families/whānau. Patients and family/whānau interviewed confirmed involvement and input into service delivery where appropriate.

Human resource processes meet legislative employment requirements. All staff have access to a structured orientation programme and ongoing learning and development opportunities. The organisation uses systems to manage safe staffing levels.

Ngā huarahi ki te ora | Pathways to wellbeing

Te Whatu Ora - Health New Zealand Te Tai Tokerau has website information that identifies the services available at each of the hospitals. Written and verbal information about individual services is available on admission to the service.

Patient discharge planning commences on admission. Patients and family/whānau are involved in the assessment, development of care plans and provision of care.

Each service has a model of care specific to the service type. Care is provided collaboratively with multidisciplinary team input. Management of clinical situations, including emergencies is documented. There is evidence of systematic monitoring and regular evaluation of responses to planned care.

Activities appropriate to the needs of the patients are available in the maternity, surgical, medical, residential disability, and paediatric services.

Medications are appropriately stored, and a medication competency programme is implemented. The national medication chart is used to prescribe and record the administration of medication throughout the organisation. Pharmacist oversight is provided for medication management.

The food service at each site has a current food control plan. Special dietary needs are catered for.

Te aro ki te tangata me te taiao haumaruru | Person-centred and safe environment

The buildings inspected across the region vary in age. There is a building project underway for the paediatric service. A preventative maintenance programme is developed and implemented. External areas are suitable for patients', staff, and visitors. Shaded areas and seating are provided. All buildings have an up-to-date building warrant of fitness.

Emergency and disaster response plans are developed. Contingency plans enable a prompt response to unexpected utility or plant outage. Security systems in all facilities are reviewed and improved to respond to changing situations. Staff are trained in emergency procedures, the use of emergency equipment, and attend regular fire drills.

All inpatient areas have heating and ventilation for patient comfort. Rooms are of an appropriate size and allow for unrestricted patient care. A call bell system is in place to facilitate patients' access to help when needed. Lounges, quiet rooms, and open seating spaces are available for visitors and family/whānau in most service areas.

The management of waste and hazardous substances meets legislative requirements. Progress in waste minimisation and recycling was demonstrated. The hospitals and grounds are smoke free.

Te kaupare pokenga me te kaitiakitanga patu huakita | Infection prevention and antimicrobial stewardship

The executive leadership team identified the infection prevention and antimicrobial stewardship programme as integral to improving the quality of services delivered to the people of the region. The infection prevention executive leaders committee is in place and led by the director of laboratory services. Committee membership includes the chief nurse, and the chief medical officer.

The organisation ensures the safety of patients, visitors, and staff through planned infection prevention and antimicrobial stewardship programmes that are appropriate for the size and complexity of the service. The programmes are adequately resourced by a team of appropriately trained infection prevention clinical nurse specialists. The infection prevention committee supports the clinical nurse specialists to implement the infection prevention programme.

Surveillance activities were appropriate for the size, type, and complexity of the service. The infection prevention clinical nurse specialists report surveillance results to the infection prevention committee who monitor and review the programme. Internal infection prevention and control audits are included in the organisation's annual audit programme.

Staff infection prevention education is provided at orientation and through ongoing education.

Systems and processes are in place to safely manage waste and hazardous substances. The laundry and cleaning services are effectively provided.

Here taratahi | Restraint and seclusion

Te Whatu Ora - Health New Zealand Te Tai Tokerau is working in partnership with Māori at an executive leadership level to ensure the least restrictive practice related to seclusion and restraint is implemented. There is demonstrated commitment by the organisation to ensure restraint and seclusion practice is minimised or eliminated. Restraint is used as a last resort after all de-escalation techniques have been utilised. A restraint committee is in place that reports to the clinical governance committee.

There are policies and procedures available to guide staff to reduce restraint events. Policies and procedures reflect best practice and meet the requirements of the standard. All restraint events are reviewed. Restraint audits are completed.

There are two seclusion rooms in the mental health inpatient unit. Seclusion is only used when all other strategies have been considered. All episodes of seclusion are recorded in the electronic incident management system.

Episodes of seclusion are also recorded in the patient's individual clinical file. The organisation is committed to the national Zero Seclusion Project to reduce episodes of seclusion.