

Lakes District Health Board

Introduction

This report records the results of a Certification 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](#).

Legal entity:	Lakes District Health Board
Premises audited:	Rotorua Hospital and Taupo Hospital
Services audited:	Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Hospital services - Children's health services; Hospital services - Surgical services; Hospital services - Maternity services
Dates of audit:	Start date: 20 February 2017 End date: 23 February 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:	134

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

Lakes District Health Board provides health services to the people of Lakes district across two hospital sites (Rotorua and Taupo). Hospital services provided include medical, surgical, maternity and emergency departments at both sites. In addition, child health, older person's health and mental health services are provided at Rotorua hospital. Lakes District Health Board is part of the Midlands region and has continued to work collaboratively with the five District Health Boards across the region to deliver a number of shared services.

This certification audit included a site visit to Rotorua and Taupo hospitals. The audit team was provided with a comprehensive self-assessment and supporting evidence prior to the on-site visit. Six service tracers and two systems tracers were undertaken during the onsite visit. Lakes District Health Board have implemented new processes to improve systems across the District Health Board, including a new clinical governance framework, yet to be implemented at a service level. A risk management programme is in place. Patients interviewed were positive about the care and treatment they received.

There are twelve corrective actions arising from the audit including, quality management systems linking to service delivery; quality improvement data; corrective action plans, assessments; nursing care plans; evaluations; transfer/discharge planning; medication management; the use of restraint and staff knowledge of restraint; implementation of infection prevention and control policy and surveillance management.

Consumer rights

Staff provide services that comply with consumer rights legislation. Interviews with patients across the services confirmed that they are informed of their rights and are given both written and verbal information about the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights (the Code), complaints processes, accessing the advocacy service and interpreters.

Consumer rights education for staff is part of the mandatory training programme. Patients are treated with dignity and respect and risks relating to privacy are mitigated. Māori and Pacific patients are supported and the service is addressing Māori disparity. The health service encourages best and evidence based practice.

Audit results showed that the informed consent policy and processes are complied with and patients interviewed confirmed that they are kept informed. Written information for patients is available throughout each facility. The complaints process is clearly advertised and investigations are thorough and timely.

Organisational management

The Board and executive have set a clear direction for the organisation and implementation strategies are closely monitored. Management is supported by data to assist decision making and implementation of a new and improved clinical governance framework will support clinical improvement. Quality and risk management systems support the organisation.

Risk management is robust and processes ensure decisions are made in an ethically sound manner. The Lakes District Health Board manages all incidents in an open manner. The new incident reporting system is providing improved reporting and analysis of data. In the mental health services both consumer and family/whānau participation is encouraged and their involvement at all levels in the service was demonstrated. Human resource processes meet requirements. All medical staff are credentialed. Management of staff is coordinated with systems to ensure appropriate staff skill mix is rostered each shift. Controls around access and security of information are in place.

Continuum of service delivery

Patient tracers were completed in six services: surgical; mental health; maternity; paediatrics and older person's health in Rotorua hospital and medical service at Taupo hospital.

All members of the multidisciplinary team are qualified and skilled for their roles. There is a multidisciplinary approach to service provision and documentation of care and treatment. Patients and family have input into care planning. Patients are received into welcoming environments, designed to meet a range of patients' needs and varying lengths of stay.

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, seven days a week. The patients have timely access to allied health services and to other services outside of the Lakes District Health Board. Activities are provided that are suitable for the care setting.

Patients and families expressed satisfaction with care provided throughout all services visited. There is evidence of established links to primary health to support patients' discharge into the community.

The national medication record is utilised for medication prescribing and administration system. A systems tracer was completed for high risk medicines.

The food services are managed by a contracted service provider, with dietitian input into menus and special diets.

Safe and appropriate environment

Across all services there are systems to ensure the environment for patients, staff and visitors are clean and safe. Waste is segregated and disposed of according to policy and legislative requirements. Staff are trained to handle waste safely. Hazardous substances and chemicals are appropriately stored and registered.

All buildings have a current building warrant of fitness and preventative maintenance programmes ensure buildings, utilities and equipment are in compliance with regulations and safety requirements. All areas visited by the auditors were clean. Laundry services are contracted.

The organisation has developed and maintained plans to respond to emergency situations, including fire and medical emergencies. Exercises for disaster response and evacuation of buildings are held and staff are trained. Emergency trolleys are accessible for all clinical services.

Restraint minimisation and safe practice

The restraint minimisation and safe practice committee report to governance and the executive team. The restraint minimisation terms of reference and all policies, procedures and restraint/enabler record forms have been reviewed and re-launched and re-implemented across the organisation. A focus on staff education and e-learning is underway with staff who are completing the mandatory training in adult services. Training has increased and has a minimisation component inclusive of de-escalation management. A review process by the committee will take place prior to the training being extended into paediatric services. The new processes have been trialled in an adult surgical ward and mental health services. Mental health has a well embedded restraint minimisation programme for their respective services.

Infection prevention and control

Lakes District Health Board has an established infection prevention and control programme led by experienced practitioners. Staff are educated and there are educational resources for patients. Infection prevention and control representatives are available in all clinical areas and are responsible for undertaking audits and reporting to the Infection Prevention Control team. Antimicrobial usage is monitored. An infection prevention and control systems tracer on isolation management was undertaken.