

# West Coast District Health Board

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## 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](#).

The specifics of this audit included:

<b>Legal entity:</b>	West Coast District Health Board
<b>Premises audited:</b>	Buller Health  Grey Base Hospital
<b>Services audited:</b>	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
<b>Dates of audit:</b>	Start date: 26 February 2019      End date: 28 February 2019
<b>Proposed changes to current services (if any):</b>	None
<b>Total beds occupied across all premises included in the audit on the first day of the audit:</b>	68



# 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 West Coast District Health Board provides health services to the people of the west coast in collaboration with Canterbury District Health Board through the transalpine agreement. The chief executive leads both organisations. Services are guided by the Annual Plan. The Board also receives local advice from the Consumer council.

The new hospital at Greymouth is nearly complete with migration planned for later in 2019. Initial planning and consultation is underway for the new Buller Health facility.

The team received a self-assessment and documents for evidence prior to the audit and further evidence was provided on site. Interviews were held with Managers, staff, patients and families.

The audit team visited clinical services in Greymouth and Westport and undertook seven patient tracers and three systems tracers. The audit team observed that staff are patient focused and are committed to ongoing improvement of systems and patient care.

There are 11 corrective actions arising from the audit. These are related to informed consent, performance appraisals, mandatory training, capacity and demand, handover, planned activities, medication management, use of enablers and restraint and screening and isolation policies.

## **Consumer rights**

Interviews with patients and their families across West Coast District Health Board confirmed that documented information about the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights, the complaints processes, access to advocacy services and interpreters are available.

Patients confirmed they are treated with dignity and respect. Māori and Pacific Island patients have their needs met and confirmed they are supported through services delivered by the cultural advisory team.

Patient care is based on best practice and evidence. There are examples across all services of improvements and staff are supported to develop new competencies and skill sets to support the generalist model of care that is being implemented across the district.

Patients and families confirmed they receive information which enables informed decision making and communication.

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

## **Organisational management**

West Coast District Health Board services are planned, coordinated and delivered to ensure safe patient care. Values are known by staff and underpin decision making. Service flow is managed effectively. Trendcare is utilised to ensure safe staffing levels.

Policies, procedures and guidelines are controlled and available to staff in electronic and hard copy. Progress has been made to review outdated documents.

Staff are actively engaged in quality initiatives, programmes and quality outcome reviews. Risk identification and management occurs at all levels of the organisation including the board. Incidents and events are managed using the Safety 1st information system.

Consumers of the mental health service confirmed there is an established and supported participation programme for both consumers and their families.

Human resources are managed according to best employment practice and current legislative requirements. Orientation, education and training is available to all staff.

Clinical records both paper and electronic, are available for patient care. Systems and processes to protect and manage consumer information are developed.

## **Continuum of service delivery**

West Coast District Health Board has implemented processes supporting standardisation of care for inpatients.

Patient journeys were reviewed and incidental sampling completed throughout the services showed a multi-disciplinary approach to patient care. Care and treatment of patients is documented in patients' clinical notes. There is evidence of a multi-disciplinary approach to care and the provision of timely access to allied health input. Medical and nursing care is provided 24 hours a day, 7 days a week. Communication with patients and their families confirmed they are consulted and have input into treatment and care decisions, where appropriate. Handover at the end of each shift, multi-disciplinary meetings and daily rounds, facilitate planning and continuity of care for patients.

The West Coast District Health Board demonstrated effective practice processes to maintain safe and effective care in their rural setting, with the use of telemedicine and a generalist model of care as examples. The West Coast District Health Board uses hard copy medication records across all inpatient services. Clinical pharmacists provide support to all clinical areas.

Food services are provided on site by an external contractor. The service implemented a new menu and feedback from patients and families was positive. Food services included dietitian input into menus and special diets.

## **Safe and appropriate environment**

Systems and processes required to maintain a safe environment for patient's, staff and visitors are maintained and improved as required. The risks associated with the age of some of the buildings are understood and mitigated. All buildings have a current warrant of fitness. A planned maintenance programme continues for all buildings resulting in an environment satisfactory for patients, despite the design of the current hospitals not supporting contemporary models of care.

Waste, hazardous materials and chemicals are managed safely and staff confirmed they are trained and equipped. The West Coast District Health Board understands the challenges associated with its rurality and has developed emergency and disaster plans that enable rapid response when required as well as business continuity during any periods of isolation. Cleaning and laundry services are managed by a contracted service provider across the West Coast District Health Board. There is an internal audit schedule in place to monitor the cleaning and laundry services.

## **Restraint minimisation and safe practice**

The restraint minimisation and safe practice policies and documents are used across the organisation to inform practice with identified groups of patients, such as paediatrics and mental health. There were no patients using restraint or requesting the use of enablers in the general acute services of the hospital. In the long term care Kahurangi unit there were three patients using restraint.

In the mental health service, a restraint coordinator is responsible for monitoring restraint practice to ensure it is in line with the standards. Each incident of restraint is managed with evidence of de-escalation techniques reported in the patient's clinical record, in the mental health restraint register and documented in Safety 1st. Each episode of restraint is reviewed as part of the health and safety meeting agenda. Seclusion is managed in accordance with the standard and the progression to the zero seclusion 2020 project.

## **Infection prevention and control**

Infection prevention and control policies and processes are in place and accessible to staff via the intranet. There is a multidisciplinary infection prevention and control committee that supports the infection prevention and control programme across the West Coast District Health Board.

Surveillance activities include specific types of events in acute services and long stay ward surveillance focus is on infections occurring in long stay facilities. West Coast District Health Board participates in the Health Quality and Safety Commission surgical surveillance programme.

Staff receive orientation, training and education in infection prevention and control.