

Auckland District Health Board

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 The DAA Group 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:	Auckland District Health Board
Premises audited:	Auckland City Hospital Auckland DHB X 3 Units - Mental Health Tupu Ora Greenlane Clinical Centre Buchanan Rehabilitation Centre
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: 19 February 2021 End date: 19 February 2021

Proposed changes to current services (if any): Auckland District Health Board (ADHB) has built a new inpatient ward which is an integrated stroke, neurology, and rehabilitation unit with an inpatient capacity of 41 beds. This new unit is known as Ward 51 or Taiao Ora and is built on level 5 of building 32 at Auckland Hospital. Ward 51 opened on 17 November 2020 and provides care to

hyper-acute stroke, acute stroke, neurology, stroke rehabilitation, and all under 65-year-old rehabilitation patients. These patients were previously cared for in the stroke Ward (Ward 61) and the rehabilitation unit called Rangitoto. The 41 beds now available in Ward 51 Taiao Ora represents an increase of an additional 41 physical beds, the capacity of which was confirmed by bed modelling and future trends for the associated casemix. Staff have relocated to work in Ward 51 from the other two units. Once video monitoring is operational in Ward 51 those patients will transfer from the two (2) video-monitored beds in Ward 83.

Total beds occupied across all premises included in the audit on the first day of the audit: 38

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

Auckland District Health Board (ADHB) has built a new inpatient Ward which is an integrated stroke, neurology, and rehabilitation unit with an inpatient capacity of 41 beds. This new unit is known as Ward 51 or Taiao Ora and is built on level five of building 32 at Auckland Hospital. Ward 51 opened with patients admitted on 17 November 2020, and provides care to hyper-acute stroke, acute stroke, neurology, stroke rehabilitation, and all under 65-year-old rehabilitation patients. These patients were previously cared for in the stroke Ward (Ward 61) and the rehabilitation unit called Rangitoto. The 41 beds now available in Ward 51 Taiao Ora represents an increase of an additional 41 physical beds. The capacity increase is expected to become operational when OPEX is provided and casemix based capacity increases.

This partial provisional audit was conducted against the Health and Disability Services Standards. The audit process included review of policies and procedures, review of residents' files and staff training registers/records, observations and interviews with patients, managers, contractors and staff, as well as a review of facilities within Ward 51 Taiao Ora.

At the last certification audit the following areas for improvement were identified: credentialing processes, orientation of medical staff, some aspects of training, safe staffing in maternity, and some areas of mental health and allied health services. Improvements were also required in relation to clinical assessments, care planning, evaluation of care and discharge planning, medication management, the food service, the physical environment and emergency equipment and supplies. These relate to the wards/areas not visited during this provisional audit therefore these areas for improvement remain open.

At this partial provision audit, five areas for improvement are identified in Ward 51 Taiao Ora in relation to staffing, medicine management, fluid balance charts, ensuring call bells are accessible and having information available to explicitly verify that the New Zealand Fire Service safety design requirements for Ward 51 Taiao Ora have been met.

Consumer rights

Not applicable to this audit.

Organisational management

Auckland District health Board have recently identified the current five priorities for services. The management team are reviewing how these will be included in future service planning and provision. Ward 51 Taiao Ora is within the adult medical directorate.

There is a unit nurse manager and three clinical charges nurses who are responsible for management of the ward. There are documented reporting lines operationally and professionally.

The appointment, orientation and management of staff is based on current good practice. A systematic approach to identify and deliver ongoing training supports safe service delivery and includes regular individual performance review.

The staffing requirements for Ward 51 Taiao Ora were identified prior to opening with existing employees (including medical specialists, allied and nursing staff) relocated to work in this unit from the rehabilitation ward and the stroke unit. Ongoing work is being undertaken to further develop the model of care.

Continuum of service delivery

The needs and goals of patients are identified via the interdisciplinary assessment processes and appropriate service delivery plans are developed by the interdisciplinary team with patient and family/whanau input. A range of evaluations are undertaken to assess patient progress. Discharge planning commences at admission and is regularly reviewed.

Medicines are stored securely. There are processes in place to assess patients' safety to self-administer medicines. Processes are in place to assess staff competency for medicine management.

Food services are provided by a contractor, with an approved food safety plan. The contractor has been audited as compliant against this plan. Processes are also in place to identify and communicate individual patient dietary/nutritional needs.

Safe and appropriate environment

Ward 51 Taiao Ora has a total of 41 beds, comprising eight cubicles and three single rooms in the hyperacute area, and four single occupancy rooms, three twin occupancy rooms and five four bedrooms in the general ward area. The bedrooms are spacious, some have ceiling mounted hoists and all have ensuite bathrooms.

Appropriate clinical equipment and other furnishings have been purchased appropriate to the service setting. There is an open planned lounge and a dining area, along with a gymnasium, two whanau rooms, and other relaxation spaces for patients and family members. A code of compliance has been issued for the building work. Staff have been trained in fire evacuation procedures.

Heating is maintained centrally at an appropriate temperature. There are designated areas for the storage of waste and hazardous substances and policies and procedures available to guide staff practice.

There are documented emergency procedures available for staff, and appropriate supplies and utilities including water and a generator for emergency power, available for use in emergency.

Appropriate security arrangements are in place including security cameras.

Restraint minimisation and safe practice

Not applicable to this audit.

Infection prevention and control

There is an appropriate infection control programme in place that is relevant to the services provided in Ward 51 Taiao Ora. The infection prevention and control programme is overseen by an experienced infection prevention and control team.