



West Coast District Health Board

Te Poari Hauora a Rohe o Tai Poutini

Corporate Office
High Street, Greymouth 7840

Telephone 03 769-7400
Fax 03 769-7791

3 July 2018

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

RE Official information request WCDHB 9145

We refer your email dated 30 May 2018 requesting the following information under section 12 of the Official Information Act (the 'Act') from West Coast DHB.

- 1. The number of assaults of hospital staff by patients reported to the DHB over the last five years. If this could please be broken down into number of cases each year for 2013, 2014, 2015, 2016, and 2017.**

Our greatest priority is the wellbeing and safety of our patients and staff. Our staff work extremely hard to maintain a safe environment across all clinical service departments.

When incidents occur, we encourage all staff to promptly report these. This information is then investigated and appropriate recommendations are implemented where appropriate.

Staff are also actively supported by their line managers, rehabilitation specialists, as well as the Employee Assistance Programme.

Electronic records only date from 2014; these were added retrospectively to Safety 1st in or around March 2015 when the West Coast DHB went live with the RL 6 electronic incident management system. All assaults both verbal and physical relating to employees are managed under Occupational Health and Safety manager.

Information provided relates to patient on staff assault/violence from January 2014 but we are declining to provide information for 2013 under section 18(f) of the Official Information Act i.e. as we do not hold this information in an easily retrievable system and it would require substantial collation and research to go through individual patient files for these six years.

If you disagree with our decision to withhold information you may, under section 28(3) of the Official Information Act, seek an investigation and review of our decision from the Ombudsman.

Please refer to the tables (overleaf) for reported instances of violence against hospital staff working in West Coast DHB facilities covering calendar years 2014 – 31 May 2018.

Please note: N/S in the data is defined as 'not specified' by the submitter of the incident.

For the Period Calendar year 2014

WCDHB Event Date	Service Type	Unit Name	Violence Type	Injury Harm to Staff	Injury Detail	ACC Claim Filed
03/01/2014	Mental Health Community	Buller CMHT	Assault - Physical	No	None	No
20/06/2014	Mental Health Community	Support Worker	Assault - Physical	No	None	No
18/08/2014	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Bruise/Contusion	No
08/10/2014	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Scratch	No
15/10/2014	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Strain/Sprain	No
04/11/2014	Assessment Treatment & Rehabilitation	Kahurangi	Assault - Physical	No	None	No
17/11/2014	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Bruise/Contusion	No
22/11/2014	Assessment Treatment & Rehabilitation	Kahurangi	Assault - Physical	No	None	No
28/11/2014	Emergency Department	GBH Emergency Department	Assault - Physical	Yes	Bruise/Contusion	No
TOTAL	9					

For the Period Calendar year 2015:

WCDHB Event Date	Service Type	Unit Name	Violence Type	Injury Harm to Staff	Injury Detail	ACC Claim Filed
10/06/2015	Hospital Dementia Care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	No
03/08/2015	General Practice	Rural Academic Practice	Assault - Verbal	No	None	No
10/03/2015	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Bruise/Contusion	No
26/08/2015	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Headache	No
28/08/2015	Mental Health (community)	Buller CMHT	Assault - Verbal	No	None	No
08/09/2015	Emergency Department	Grey Emergency Department	Assault - Verbal	No	None	No
18/09/2015	Medical	Foote Ward	Assault - Physical	Yes	Abrasion	Yes
23/09/2015	Medical	Foote Ward	Assault - Verbal	Yes	Stress – Psychological	No
21/10/2015	Aged Care	Ziman House	Assault - Physical	No	None	No
05/03/2015	Allied Health	Social Work	Assault - Verbal	Yes	Stress – Psychological	No
16/11/2015	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No

09/12/2015	General Practice	Rural Academic Practice	Assault - Verbal	No	None	No
15/12/2015	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Bruise/Contusion	No
02/04/2015	General Practice	Rural Academic Practice	Assault - Verbal	No	None	No
28/12/2015	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Soft Tissue Injury	Yes
08/04/2015	General Practice	Rural Academic Practice	Assault - Verbal	No	None	No
08/04/2015	General Practice	Rural Academic Practice	Assault - Verbal	No	None	No
05/04/2015	Hospital Dementia care	Kahurangi - Hospital Level Care	Assault - Physical	No	None	No
31/03/2015	Mental Health	Manaakitanga	Assault - Verbal	No	None	No
21/04/2015	Hospital Dementia care	Kahurangi - Hospital Level Care	Assault - Physical	Yes	Bruise/Contusion	No
29/04/2015	General Practice	Rural Academic Practice	Assault - Physical	No	None	No
02/06/2015	Aged Care	Dunsford	Assault - Physical	Yes	Bruise/Contusion	No
Total	22					

For the Period Calendar year 2016:

WCDHB Event Date	Service Type	Unit Name	Violence Type	Injury Harm to Staff	Injury Detail	ACC Claim Filed
07/01/2016	Hospital Dementia care	Kahurangi	Assault - Physical	No	None	No
16/01/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Bite	Yes
21/01/2016	General Practice	Reefton Medical Centre	Assault - Verbal	No	None	No
21/01/2016	General Practice	Reefton Medical Centre	Assault - Verbal	No	None	No
15/02/2016	Emergency Department	Buller Emergency Department	Assault - Verbal	No	None	No
17/03/2016	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Aching eye	No
22/03/2016	Mental Health	Manaakitanga	Assault - Verbal	No	None	No
24/03/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Soft Tissue Injury	Yes
29/03/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
09/04/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
10/04/2016	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Strain/Sprain	No

10/04/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
10/04/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
30/04/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
13/05/2016	Emergency Department	Buller Emergency Department	Assault - Verbal	No	None	No
16/05/2016	Hospital Dementia care	Kahurangi	Assault - Physical	No	None	No
16/05/2016	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Fist to Chin	No
21/05/2016	Hospital Dementia care	Kahurangi	Assault - Physical	Yes	Soft Tissue Injury	No
26/05/2016	Mental Health	Manaakitanga	Assault - Verbal	No	None	No
19/06/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Fist to Face	No
29/06/2016	Emergency Department	Grey Emergency Department	Assault - Verbal	No	None	No
08/07/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	No	None	No
09/07/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Scratch	No
10/07/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Strain/Sprain	No
22/07/2016	Mental Health	Manaakitanga	Assault - Verbal	No	None	No
25/07/2016	Radiology	General X-ray	Assault - Verbal	No	None	No
07/08/2016	Mental Health	Manaakitanga	Assault - Physical	Yes	Knee to Groin	No
07/08/2016	Mental Health	Manaakitanga	Assault - Physical	Yes	Bite	No
07/08/2016	Mental Health	Manaakitanga	Assault - Verbal	No	None	No
16/08/2016	Mental Health	Manaakitanga	Assault - Physical	No	None	No
16/08/2016	Mental Health	Manaakitanga	Assault - Physical	No	None	No
16/08/2016	Mental Health	Manaakitanga	Assault - Physical	No	None	No
02/09/2016	AT & R	Kahurangi	Assault - Physical	Yes	Scratch	Yes
16/09/2016	Aged Care	Ziman House	Assault - Physical	Yes	Soft Tissue Injury	Yes
06/10/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Abrasion	No
05/11/2016	Mental Health	Psychiatrist	Assault -	Yes	Strain/Sprain	No

			Physical			
11/11/2016	Aged Care	Dunsford	Assault - Physical	Yes	Soft Tissue Injury	No
13/11/2016	Aged Care	Ziman House	Assault - Physical	Yes	Bruise/Contusion	No
14/11/2016	Aged Care	Ziman House	Assault - Physical	No	None	No
01/12/2016	Assessment Treatment & Rehabilitation	Kahurangi - AT&R	Assault - Physical	No	None	No
04/12/2016	Hospital Dementia care	Kahurangi - Long Stay Dementia	Assault - Physical	Yes	Scratch	No
14/12/2016	Hospital Dementia care	Kahurangi - Rest Home Level Care	Assault - Physical	No	None	No
Total	42					

For the Period Calendar year 2017

WCDHB Event Date	Service Type	Unit Name	Violence Type	Injury Harm to Staff	Injury Detail	ACC Claim Filed
20/01/2017	Hospital Dementia care	Kahurangi - AT&R	Assault - Physical	Yes	Skin Burn	No
12/01/2017	Mental Health (Community)	Buller CMHT	Assault - Verbal	Yes	Stress	No
29/01/2017	Hospital Dementia care	Kahurangi - AT&R	Assault - Physical	No	None	No
30/01/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Blister	Yes
15/02/2017	Mental Health	Manaakitanga	Assault - Physical	No	None	No
11/03/2017	Mental Health	Manaakitanga	Assault - Physical	Yes	Punch to face	No
11/03/2017	Mental Health	Manaakitanga	Assault - Physical	Yes	Soft Tissue Injury	Yes
31/03/2017	Facilities	Chapel	Assault - Verbal	No	None	No
07/04/2017	General Practice	Greymouth	Assault - Verbal	No	None	No
09/04/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Bruise/Contusion	Yes
02/05/2017	Medical	Morice	Assault - Physical	Yes	Soft Tissue Injury	Yes
04/05/2017	Mental Health (Community)	Buller CMHT	Assault - Verbal	No	None	No
09/05/2017	Radiology	Radiology - CT	Assault - Verbal	No	None	No
19/04/2017	Rural Nurse Specialist	Moana RNS	Assault - Verbal	No	None	No
15/05/2017	Hospital Dementia	Kahurangi - Long Stay	Assault - Physical	No	None	No

	care	(ARC)				
19/05/2017	Medical	Morice	Assault - Verbal	No	None	No
11/07/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
27/07/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
01/09/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
01/09/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
03/09/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
12/09/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
15/10/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
21/10/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	None	N/S
21/10/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Other [N/S]	N/S
04/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Skin	N/S
14/11/1017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
14/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
25/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
27/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
27/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
27/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Skin	N/S
29/11/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault-Sexual	No	N/S	N/S
01/12/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	No	N/S	N/S
16/12/2017	Mental Health	Manaakitanga	Assault -	No	N/S	N/S

			Physical			
28/12/2017	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	N/S	N/S	N/S
Total	36					

Period 1 January to 31 May 2018

WCDHB Event Date	Service Type	Unit Name	Violence Type	Injury Harm to Staff	Injury Detail	ACC Claim Filed
07/01/2018	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Minor Sprain Open wound	N/S
10/01/2018	Hospital Dementia care	Kahurangi - Long Stay (ARC)		No	N/S	N/S
20/01/2018	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Bruise/ scrape minor	N/S
14/03/2018	Acute Care	Grey Emergency Department		No	N/S	N/S
19/03/2018	Mental Health	Manaakitanga		N/S	N/S	N/S
19/03/2018	Mental Health	Manaakitanga	Assault – Physical	Yes	Bruise/scrape minor	N/S
19/03/2018	Mental Health	Manaakitanga	Assault – Physical	Yes	Minor Sprain Open Wound	N/S
16/04/2018	Home based support service	Support worker		No	N/S	N/S
30/04/2018	GP clinic	Ngakawau Clinic		No	N/S	N/S
02/05/2018	Mental Health	Manaakitanga		No	N/S	N/S
19/05/2018	Hospital Dementia care	Kahurangi - Long Stay (ARC)	Assault - Physical	Yes	Bruise/scrape minor	N/S

- 2. I would also like obtain the number of these assaults that were then reported to the police. I would also like to know the types of assaults these were. These do not need to be broken down into how many of each but just a list of the types of assault.**

Since the adoption of the Safety First reporting system, we have encouraged a strong reporting culture for all types of adverse incidents. With all incidents staff are entitled to make a complaint with the Police. The West Coast DHB does not collect information about complaints made to NZ Police, charges laid or compensation sought as a result of patient assault on staff.

I trust that this satisfies your interest in this matter.

Please note that this response, or an edited version of this response, may be published on the West Coast DHB website five working days after your receipt of this response.

Yours sincerely



Carolyn Gullery
Executive Director Planning, Funding & Decision Support