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2 February 2022

9(2)(a)

RE Official Information Act request CDHB 10774 and WCDHB 9641

I refer to your email dated 7 December 2021 requesting the following information under the Official Information Act from Canterbury DHB and West Coast DHB regarding rise in aggression and violence against Nurses. Specifically:

Rise in aggression and violence against nurses (AVAN). An internal survey of our membership in 2019 clearly indicated that, as comparable with other nations around the world, nurses, midwives and healthcare workers are experiencing increasing levels of occupational violence and aggression (particularly in Emergency, Aged Care and Mental Health). NZNO and the AVAN working group have a five-year plan to bring light to this issue and implement multiple strategies to empower nurses, midwives and healthcare workers to manage their safety in the workplace. We would appreciate your help in the illumination of this issue and therefore ask for your assistance in providing the following information:

Please supply the following information under the Official Information Act (OIA):

- The number of incidents related to nurses, midwives and health care assistants being abused, harassed or physically assaulted/ attacked at their workplace since 1 Jan 2017 to date, broken down by location and calendar year.
- Brief description of the incidents and what the incidents related to e.g. verbal abuse, physical assault, sexual assault, physical threat or otherwise
- How many 'code orange'* events that occurred? Brief description of the events
- Where did the incidents happen? e.g. the emergency department, mental health/addictions, obstetrics?
- How many incidents were notified to WorkSafe?
- How many incidents required police interventions e.g. Police report, statements from DHB employees?
- How many incidents required an ACC claim?
- How many incidents resulted in working days lost? And if so, how many?

***or equivalent event which requires clinical staff to call for assistance – this may be named differently in your DHB**

The wellbeing and safety of our patients and people is extremely important to us and staff work extremely hard to maintain a safe environment across our services. We encourage our people to record all incidents involving violence and aggression.

The data below is supplied from our incident management system, Safety 1st and from our ACC records. We have provided the data recorded as Health and Safety incidents involving staff as reported through our Employee and Contractor and Patient Behaviour and Safety forms.

Note: we are declining to provide details <5 pursuant to section 9(2)(a) of the Official Information Act to protect individual privacy.

Section 9(2)(a) – to protect the privacy of natural persons, including those deceased.

Due to the way that event types are recorded in our Incident reporting system we have provided the available data in tables below.

The number of incidents related to nurses, midwives and health care assistants being abused, harassed or physically assaulted/ attacked at their workplace since 1 Jan 2017 to date, broken down by location and calendar year.

Table 1 - Safety 1st incidents from 2015 – 2021 were analysed across categories relating to workplace violence.

CDHB	2017	2018	2019	2020	2021
Assault – Physical	702	556	409	529	465
Assault – Sexual				11	12
Assault – Verbal				<5	9
Threat – Physical					5
Threatened – Sexually					<5
Threatened – Verbally				<5	
Threatening Activity/Behaviour				<5	5
Verbal abuse/threat/harassment/bullying	368	486	390	441	390
WCDHB	2017	2018	2019	2020	2021
Assault – Physical		22	40	30	20
Assault – Sexual			<5	0	0
Verbal abuse/threat/harassment/bullying		21	18	17	15

Table 1 source. Extract from Safety 1st Incident reporting System. Data extracted 7 December 2021.

Brief description of the incidents and what the incidents related to e.g. verbal abuse, physical assault, sexual assault, physical threat or otherwise

We are declining to provide the requested level of detail pursuant to sections 18(f) and 9(2)(a) of the Official Information Act. We believe to provide details on who submitted the event, dates and the brief factual description would provide too much detail and could identify the person and the incident. We also believe that to provide this level of detail would require a substantial amount of time and resource.

Section 18(f) – the information cannot be made available without substantial collation or research.

Section 9(2)(a) – to protect the privacy of natural persons, including those deceased.

How many 'code orange'* events that occurred? Brief description of the events

"Code Orange" is not a designated response at the CDHB. We are therefore declining a response to this question pursuant to section 18(g) of the Official Information Act i.e. *".... we do not hold this information"*.

Where did the incidents happen? e.g. the emergency department, mental health/addictions, obstetrics?

Table 2:

CDHB Location	2017	2018	2019	2020	2021
Not specified			<5	<5	<5
Acute Assessment/Short Stay Unit	8	<5	<5		
Administration				<5	
Adult General Inpatient	348	342	198	211	131
Adult Rehabilitation	<5	<5	7	5	<5
Adult Service North/West	6	8	5	11	8
Adult Service South/East	10	<5	<5	<5	8
Alcohol & other drugs (AOD)	<5	<5	<5	<5	<5
Allied Health	<5	<5	<5	<5	<5
Cardio Respiratory Integrated Specialist Services		<5			
Cardiology		<5	<5	<5	<5
Cardiothoracic Surgery		<5	<5	<5	<5
Care of the Elderly/Dementia Care	15	7	8	18	29
Child and Family	81	33	6	42	28
Children's	<5	<5	5	<5	11
Christchurch Outpatients			<5	<5	<5
Communicable Diseases			<5		
Community Dental Service	<5	<5		<5	5
Community Services		<5			<5
COVID Vaccination Immunisation programme					<5
Darfield Hospital					<5
Diabetes				<5	
Dialysis Services				<5	<5
Divisional Support	<5	<5	<5		
Emergency Department	135	259	217	204	223
Environment					<5
Facilities and Engineering	<5	<5	<5	<5	5
Forensic	55	40	32	32	25
Gastroenterology		<5			
General Medicine	36	30	24	52	66
General Surgery	7	5	12	14	16
Home Based Support Services				<5	
Hospital Administration	<5				
Hospital Support Services	<5		<5	<5	5
Information Services	<5				
Intellectual Disability	242	150	132	160	147

Intensive Care Unit	6	6	5	6	6
Kaikoura Hospital	<5	6	<5	<5	<5
Laboratories		<5	<5	<5	<5
Laboratory		<5			
Managed Isolation					<5
Medical Services	<5	6	<5	<5	<5
Medical Services (Chalmers/ AT&R)	<5	5			<5
Nephrology		<5		<5	
Neurology	<5				
Neurosurgery	12	9	<5	14	11
Nursing Department & Operations Center		<5		<5	
Older Persons Health Inpatient Service	22	17	38	22	21
Older Persons Mental Health	20	16	38	92	47
Older Persons Mental Health & Community Services	<5				<5
Oncology - Palliative Care Service		<5	<5	<5	
Oncology Service - Medical Oncology		<5			
Oncology Service – Medical			<5		
Oncology Service – Radiation	<5				
Ophthalmology Service	<5		<5	<5	
Orderlies			<5		6
Orderlies Service				<5	<5
Orthopaedic Surgery	11	18	9	18	13
Otolaryngology			<5	<5	<5
Outpatient Suite		<5			
Oxford Hospital					<5
Parking					<5
People and Capability	<5	<5	<5		
Peri-operative Services	<5	<5	<5	8	6
Plastic Surgery	<5	<5	<5	6	<5
Quality and Patient Safety Service					<5
Radiology	<5	6	8	6	<5
Respiratory Medicine	<5		7		<5
Security		24	6	<5	<5
Site Redevelopment Unit	<5				
SMHS	<5	<5	<5	<5	
Specialty Services	<5	<5		5	<5
Stroke					<5
Surgical Services	<5	<5	<5	7	<5
Urology	<5				<5
Vascular Surgery	<5				<5
Waikari Hospital			<5		
Women's and Children's	<5		<5	<5	<5

Table 2 source. Extract from Safety 1st Incident reporting System. Data extracted 7 December 2021.

How many incidents were notified to WorkSafe?

No events recorded reaching the notifiable event threshold occurred between 2017 and 2021.

How many incidents required police interventions e.g. Police report, statements from DHB employees?

We do not hold this information and are therefore declining a response to these questions pursuant to section 18(g) of the Official Information Act.

How many incidents required an ACC claim?

Table 3:

CDHB ACC Claims by Occupation	2017	2018	2019	2020	2021
Enrolled nurse	9	15	8	6	8
Health service assistant	10	13	9	10	12
Nursing/Unknown	<5	5	<5	<5	
Registered midwife				<5	
Registered nurse	32	43	31	26	24
Senior nurse and midwife	15	14	5	<5	<5

Table 3 source. ACC Data for CDHB

We have limited ACC data for the West Coast, as the WCDHB is not in the ACC Accredited Employers Programme. Below is the basic data for all employees.

Table 4:

WCDHB ACC Claims	2017	2018	2019	2020	2021
Physical assault	<5	6	<5	9	10

Table 4 source. ACC Data for WCDHB

• How many incidents resulted in working days lost? And if so, how many?

Table 5:

CDHB ACC Claims Lost time	2017	2018	2019	2020	2021
Physical assault	46	51	33	29	33

Table 5 source. ACC lost time data for CDHB

We have limited ACC data for the West Coast, as the WCDHB is not in the ACC Accredited Employers Programme. Of the 32 ACC Claims, 9 were lost time claims. We are unable to calculate the number of days lost per claim.

You may, under section 28(3) of the Official Information Act, seek a review of our decision to withhold information by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz; or Freephone 0800 802 602.

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 Canterbury DHB website after your receipt of this response.

Yours sincerely

A handwritten signature in black ink, appearing to be 'RLS', with a long horizontal line extending from the bottom of the signature.

Ralph La Salle
Senior Manager, OIAs
Planning, Funding & Decision Support