

10 February 2021

Auckland DHB
Chief Executive's Office
Level 1
Building 37
Auckland City Hospital
PO Box 92189
Victoria Street West
Auckland 1142
Ph: (09) 630-9943 ext: 22342

Email: ailsac@adhb.govt.nz



Re: Official Information Act request – DHB Staff Assaulted by Patients – ADHB Ref: 738

I refer to your Official Information Act request dated 7 December 2020 requesting the following information:

I write to request the following information under the Official Information Act 1982 (OIA):

Date/numbers/figures of all incidents involving any DHB staff member (including contractors or casual workers) being harassed or, physically or verbally assaulted by a patient from any ward/area under the DHB's jurisdiction in the last three years to date (07/12/2017 – 07/12/2020).

The information you have requested is provided in the attached spreadsheet.

In order to provide you with further context in terms of the information you have requested please note that we have sourced this information by applying Auckland DHB's official definitions as follows:

Auckland DHB official definition

"Being harassed"

Harassment – any type of unreasonable, unwelcome comment or behaviour which offends humiliates or intimidates the person it is directed at. It may be repeated or be a one-off incident which is significant enough to have a detrimental effect on the person's health and safety, employment, job performance or satisfaction. Harassment may also occur in person or through email and social media both inside and outside of the workplace or work time.

"Physically assaulted"

Physical assault - the intentional use of force by one person against another, without lawful justification, resulting in physical injury or personal discomfort.

"Verbally assaulted"

Non-physical assault - The use of inappropriate words or behaviour causing distress and/or constituting harassment.

"Location (any ward/area under Auckland DHB's jurisdiction)" Any ward, clinic, unit, department, community facility, rehabilitation centre, theatre or laboratory where Auckland DHB deliver services. We have grouped these into the following categories:

- Ward
- Unit
- AED (Adult Emergency Department)
- Support Services

The figures provided are based on incident reports in our system that match the definitions above.

We take the safety and wellbeing of patients, staff and visitors on our premises very seriously and do not tolerate assault or harassment in any form.

To help manage risk around safety on our sites we have a safety management system to record incidents, including violence or abuse directed at another person whilst on our premises. The Datix Safety Management System was introduced in 2017. The improved system and subsequent training and education associated with the implementation programme led to increased reporting which we have encouraged. This accounts for the increase in numbers between 2017 and 2018. Additionally, in 2019 we implemented an Occupational Violence (OV) Reader automated system in our Adult Emergency Department making reporting significantly easier for staff which also led to increased reporting. This accounts for the increase in numbers in 2020.

We employ over 11,000 people; more than 12,000 people are seen by our emergency department each year and there are more than 750,000 outpatient attendances (as detailed in our annual plan 2018/19).

Some of the specialised services we provide involve caring for vulnerable patients with sometimes challenging behaviours. Caution is needed when comparing these numbers between different DHBs unless it is clear the clinical caseload is of similar complexity.

I trust this information answers your questions.

You are entitled to seek a review of the response by the Ombudsman under section 28(3) of the Official Information Act. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Auckland DHB website.

Yours faithfully

a Claime

Ailsa Claire, OBE

Chief Executive of Te Toka Tumai (Auckland District Health Board)

onth) ontact) ing hit with an object on hand contact, threatening behaviour on hand contact, biting cheed, spitting cheed cheed cheed, spitting cheed cheed cheed, spitting cheed, spitting cheed, closed hand contact cheed cheed, closed hand contact cheed, closed cheed, closed hand contact cheed, closed cheed cheed cheed, closed cheed ched ch	INCIDENTS BY TYPE					Total Incidents
Viour 13 63 94 266 44; 42 32 11; 3 2 0 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Vorbal 9. Division (Leath)	2017	2018	2019	2020	Dec 2017 to Dec 2020
Niour 13 63 94 266 44 1 3 2 0 1 40 42 32 0 24 32 0 14 114 1 10 0 1 1 3 0 1 1 0 0 2 40 37 37 39 111 9 73 37 52 0 0 0 1 0 1 0 0 1 0 1 0 0 0 1 0 0 0 1 0 0 0 0	Verbal & Filysical (Both)	0	0	0	6	6
Viour Vi	Verball	13	63	94	266	736
7 40 42 32 0 24 5 9 0 0 14 14 4 107 91 70 4 107 91 70 0 1 3 0 2 40 37 39 0 1 4 1 0 0 1 0 0 0 1 0 0 0 1 0 0 1 0 1 0 1 0 1 0 1 0 0 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0<	Verbal (phone)	1	m	2	0	9
Wiour 0 24 5 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Physical threat (no contact)	7	40	42	32	7 77
wiour 0 0 14 14 14 14 14 15 15 15 15 15 15 15 15 15 15 15 15 15	Physical Contact: Being hit with an object	0	24	i r.	1 0	121
viour 4 107 91 70 viour 0 1 3 0 2 40 37 39 2 40 37 39 0 1 0 1 0 0 0 1 0 0 0 0 1 0 3 0 0 1 0 3 0 0 1 0 1 0 1 1 0 1 0 0 1 0 1 0 0 0 1 0 0 0 0 0 2 36 397 371 517	Physical Contact- Being hit by an object	· C	· C	, 4	, 5	300
viour 4 107 91 70 1 1 3 0 2 40 37 39 2 40 37 39 0 1 4 1 0 0 1 0 0 0 1 9 0 0 0 3 0 0 0 3 0 1 0 1 0 1 0 1 0 1 0 1 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 <td>Physical Contact - Onen hand contact</td> <td>,</td> <td>) i</td> <td>14</td> <td>14</td> <td>28</td>	Physical Contact - Onen hand contact	,) i	14	14	28
Miour 0 1 3 0 0 2 40 37 39 0 2 1 0 0 0 1 4 11 0 0 0 1 1 4 1 0 0 0 11 9 0 73 37 52 0 0 0 0 3 0 0 11 5 4 0 11 1 0 0 11 1 0 0 0 1 0 0 1 0 0 1 0 0 2 3 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0	Physical Contact Open hand contact the contact of t	4	107	91	70	272
2 40 37 39 0 2 1 0 0 1 4 11 0 0 1 4 11 0 0 6 11 9 9 73 37 52 0 0 0 0 3 0 0 11 0 0 11 5 4 0 10 15 4 0 1 0 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1	Physical Collidet - Open nand contact, threatening behaviour	0	1	m	0	4
2 40 37 39 0 2 1 0 0 1 4 1 0 0 0 1 0 0 6 11 9 9 73 37 52 0 0 0 1 0 0 11 5 4 0 10 15 4 0 1 0 0 2 3 0 1 0 0 1 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 0 0 0 1 0 0 0 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Physical Contact - Kicked, spitting	0	1	0	0	
0 2 1 0 0 1 4 1 0 0 0 1 0 0 6 11 9 9 73 37 52 0 0 0 3 0 11 5 4 0 11 5 4 0 11 5 4 0 1 0 15 0 0 0 1 0 0 0 0 2 3 0 0 0 1 0 0 2 3 0 0 2 3 0 0 0 1 0 0 5 0 0 5 0 0 5 0 0 6 0 0 5 0 0 6 0 0 7 0 0 6 0 0 7 0 0 6 0 0 7 0 0 6 0 0 7 0 0 6 0 0 0 7 0 0 6 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Physical Contact - Kicked	2	40	37	39	118
0 1 4 1 0 0 1 0 0 6 11 9 9 73 37 52 0 0 0 3 0 11 5 2 0 11 5 4 0 10 15 4 0 10 15 4 0 1 0 0 1 0 0 1 0 0 2 3 0 0 0 1 0 0 0 2 3 36 397 371 517	Physical Contact - Kneed	0	2	T	0	0 0
0 0 1 0 0 6 11 9 9 73 37 52 0 0 0 3 0 11 5 4 0 10 11 5 4 0 10 15 4 0 10 10 11 0 2 3 0 0 0 1 0 1 0 0 1 0 0 2 35 371 517	Physical Contact - Open hand contact, biting	0		4	-	0
0 6 11 9 9 73 37 52 0 0 0 3 0 5 2 2 0 0 1 0 1 0 11 5 4 0 10 15 4 0 1 0 1 0 2 3 0 0 1 0 1 0 0 1 0 0 0 1 0 0 0 2 3 36 397 371 517	Physical Contact - Kicked, Being hit by an object	0	ı c	-	H C	0
9 73 37 52 0 0 0 3 0 5 2 2 0 0 11 0 0 11 5 4 0 10 15 4 0 1 0 1 0 2 3 0 2 3 0 6 0 2 36 397 371 517	Physical Contact - unspecified) (> (1
2020 9 /3 37 52 0 0 0 3 0 11 0 3 0 11 5 4 0 10 15 4 0 1 1 0 0 2 3 0 0 0 1 0 0 0 2 3 36 397 371 517	Physical Contact - Closed hand contact	0	0 0	7.7	מ	26
0 0 0 3 0 5 2 2 0 0 1 0 0 11 5 4 0 10 15 4 0 1 0 1 0 2 3 0 0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Physical Contact - Victory - Classed Lead Lead Lead Lead Lead	D.	/3	37	52	171
0 5 2 2 0 0 1 0 0 11 5 4 0 10 15 4 0 1 0 1 0 2 3 0 0 0 1 0 0 0 1 0 0 0 2 36 397 371 517	Physical Contact - Nicked , Closed hand contact	0	0	0	e	m
0 0 1 0 0 11 5 4 0 10 15 4 0 1 1 0 0 1 1 0 0 2 3 0 0 0 1 0 0 0 1 0 0 0 2 36 397 371 517	Physical Contact - Spitting	0	5	2	2	6
0 11 5 4 0 10 15 4 0 1 1 0 0 1 0 1 0 2 3 0 0 0 1 0 0 0 2 36 397 371 517	Physical Contact - Spitting, verbal threats	0	0	П	C	, ,
0 10 15 4 0 1 1 0 0 2 3 0 0 0 1 0 0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Physical Contact - Bite	0	1	ו וי) <	7
0 1 1 0 0 1 0 0 2 3 0 0 0 1 0 0 0 1 0 0 0 1 0 0 0 2 36 397 371 517	Physical Contact - Inappropriate Behaviour	· C	1 5	, <u>F</u>	† <	07
0 1 0 0 1 0 0 2 3 0 0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Physical Contact - Bitten , Open hand contact		7	CI ,	4 (29
0 1 0 1 0 2 3 0 0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Physical Contact - Head butted		⊣ ₹	⊣ (0	2
0 2 3 0 0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Physical Contact - Charged at	O (٦ ،	0	H	2
0 0 1 0 0 0 1 0 0 6 0 2 36 397 371 517	Division Contract Contract of Contract	0	7	m	0	5
0 0 1 0 0 6 0 2 36 397 371 517	rilysical Contact - Charged at, Open hand contact	0	0	1	0	
36 6 0 2 36 397 371 517	Physical Contact - Kicked, Bitten	0	0	1	0	1 1
36 397 371 517	Physical Contact - Kicked , Open hand contact	0	9	C	, ,	4 0
2020	Total incidents (all types) for the year	36	397	371	517	0
. 2020					/150	0
						1321

Total Incidents: Dec 2017 to	Dec 2020	749	121	442	on a second	1321	Total Incidents 2017 to 2020	537	415	315	54	1321
	2020	210	32	592	6	517	2020	223	30	235	29	517
	2019	233	42	96	0	371	2019	146	175	37	13	371
	2018	291	40	99	0	397	2018	157	189	39	12	397
21	2017	15	7	14	0	36	2017	11	21	4	0	36
	>QC Out & Out and a second sec	TOTALS BY INCIDENT CALEGORY	Otal: Physical Collider	Total: Physical filleat	lotal: Verbal	lotal: Verbal & Filysical	SOUND AND MICEDIALCE	BY LOCATION/ SERVICE	Ward	Onlic	AEU	Support services