

# Health New Zealand Te Whatu Ora Waitematā

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## Introduction

This report records the results of a Partial Provisional Audit of a provider of hospital services against the Ngā paerewa Health and disability services standard (NZS8134:2021).

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 Manatū Hauora (the Ministry of Health).

The abbreviations used in this report are the same as those specified in section 0.4 of the Ngā paerewa Health and disability services standard (NZS8134:2021).

You can view a full copy of the standard on the Manatū Hauora website by clicking [here](#).

The specifics of this audit included:

<b>Legal entity:</b>	Health New Zealand
<b>Premises audited:</b>	North Shore Hospital  Waitakere Hospital  Wilson Centre  Elective Surgery Centre  He Puna Waiora  Medically Managed Withdrawal Service  Waiatarau Inpatient Mental Health Unit  Mason Clinic
<b>Services audited:</b>	Hospital services - Psychogeriatric services; Hospital services - Medical services; Hospital services - Mental health services; Hospital services - Geriatric services (excl. psychogeriatric); Residential disability services - Physical; Hospital services - Children's health services; Hospital services - Surgical services; Hospital services - Maternity services
<b>Dates of audit:</b>	Start date: 5 March 2024    End date: 6 March 2024
<b>Proposed changes to current services (if any):</b>	Tōtara Haumarū is a new building that has five levels. The ground floor contains a perioperative unit with eight new operating theatres and post-anaesthetic care services. The first floor has a new four-suite

endoscopy unit and a 30-bed ward called Tahi. This will be used by surgical services; however the exact case mix of patients is yet to be decided. The service plans to relocate some existing theatre lists and endoscopy services to the new build in a planned manner. The second floor has two new wards, each with 30 beds. These are called Rua (west side) and Toru (east side). The wards on the second floor will be used by surgical services. Patients will relocate to one of these wards from ward eight in the main hospital tower block and this ward will be closed. Some patient beds will close in the elective surgical centre and other surgical wards as patients relocate to Rua and Toru wards.

The three new wards (Tahi, Rua and Toru wards) will increase the overall certified bed numbers by 90. However, at this time these beds will not be used to add additional capacity, but rather enable the relocating of existing beds. Future use of the closed beds is yet to be determined. At this stage there is no planned/funded increase in endoscopy and theatre utilisation or resourced beds.

There are two wards on the third floor called Whā (west side) and Rima (east side). These wards will be used by medical services. These wards were not included in the scope of this audit as the building has yet to be completed.

The fourth floor contains the plant that supports services delivered in Tōtara Haumarū.

The service was planning to start the 'lift and shift' of patients on 20 May 2024 at the time of audit. This has now been deferred to 01 July 2024.

**Total beds occupied across all premises included in the audit on the first day of the audit: 0**

# 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 sections contained within the Ngā paerewa Health and disability services standard:

- ō tātou motika | our rights
- hunga mahi me te hanganga | workforce and structure
- ngā huarahi ki te oranga | pathways to wellbeing
- te aro ki te tangata me te taiao haumarū | person-centred and safe environment
- te kaupare pokenga me te kaitiakitanga patu huakita | infection prevention and antimicrobial stewardship
- here taratahi | restraint and seclusion.

## General overview of the audit

Te Whatu Ora – Waitematā provides health services to the people of the Waitematā region.

Tōtara Haumarū is a new building built on the NorthShore campus that has five levels. The ground floor contains a perioperative unit with eight new operating theatres and post-anaesthetic care services. The first floor has a new endoscopy suite with four procedure rooms and a 30-bed ward called Tahi. The exact case mix of patients for this ward is yet to be decided and it will open after the other new surgical wards. The service will relocate some existing elective theatre lists and all endoscopy services to the new building in a planned manner.

The second floor has two new wards, each with 30 beds. These are called Rua (west side) and Toru (east side). The wards on the second floor will be used by surgical services. Patients will relocate to one of these wards from ward eight in the main hospital tower block and this ward will be closed. Some patient beds will close in the elective surgical centre and other surgical wards as patients are relocated to Rua and Toru wards. At this stage there is no planned/funded increase in theatre and endoscopy utilisation or patient occupancy. Operating business cases are required to be approved to support an increase in inpatient numbers

and theatre and endoscopy utilisation. The service was planning to start the 'lift and shift' of patients on 20 May 2024 at the time of audit. This has now been deferred to 01 July 2024.

There are two wards on the third floor called Whā (west side) and Rima (east side). These wards will be used by medical services. These wards were not included in the scope of this audit as the building work is yet to be completed.

The fourth floor contains the plant room that supports all the services delivered in Tōtara Haumarū.

The existing management and governance structures for medical and surgical services remain in place, with some additional manager roles developed due to the fact there are new wards and two theatre suites and two post-anaesthetic care units that are geographically separated.

This two-day partial provisional audit, against the Ngā Paerewa Health and Disability Services Standard NZS 8134:2021, included review of documents prior to the on-site audit and during the audit, review of the new facility, and interview with managers and applicable staff.

At the last certification audit two shortfalls were identified in relation to food and nutrition services and venous thromboembolism (VTE) assessment. These continue to be areas requiring improvement.

The audit identified that improvements were required in relation to staffing, orientation/training related to staff working in Tōtara Haumarū, and aspects related to the new facility and building.

## **Ō tātou motika | Our rights**

Not included in the scope of this audit.

## **Hunga mahi me te hanganga | Workforce and structure**

There is a regional director and group leadership team in place with all roles undertaken by suitably qualified and experienced people. The strategic direction for the organisation is linked nationally to meet Te Whatu Ora – Health New Zealand governance and board requirements. There is a focus on continuous improvement and quality. The services working in Tōtara Haumaru will report through the existing reporting lines that are in place for the existing services.

Detailed action plans have been developed to support the services in the preparation and transition to Tōtara Haumaru. Consumers including Māori, Pasifika, Asian, tāngata whaikaha and gender diverse representatives had input into the design process.

Inpatient services operate 24 hours a day, 7 days per week (24/7). The theatre suite and endoscopy suite will be providing elective surgical services for adult patients and will be open weekdays. The organisation uses established systems and processes to manage safe staffing levels.

Human resources processes are in place to guide appropriate employment practices. The staffing needs for services provided in Tōtara Haumaru have been identified and a model of care developed.

New staff are required to complete an orientation to the organisation and to their role and responsibilities. Mandatory training including clinical and cultural competency requirements are detailed relevant to staff roles, with processes in place to monitor attendance/completion.

## **Ngā huarahi ki te oranga | Pathways to wellbeing**

Processes are in place to ensure medicines and blood products are prescribed, administered, stored and disposed of safely. Staff competency is assessed in accordance with existing organisation policy.

Food is provided by a contracted service that has an approved food control plan. Meals will be delivered from the main kitchen to Tōtara Haumaru via a hot/cold box.

## **Te aro ki te tangata me te taiao haumaruru | Person-centred and safe environment**

The building is on five levels. Planning included ensuring cultural considerations were met, that the facility design aligns with health care building standards/requirements, and that the needs of whānau and tāngata whaikaha were met. A certificate of public use has been issued for areas of the building that will be utilised in this first stage.

There are sufficient bathrooms for staff, patients and visitors. There is an increase in single occupancy bedrooms.

Call bells have been installed. New furniture and clinical equipment have been purchased. Electrical test and tagging and biomedical equipment has occurred.

A fire evacuation plan has been approved. Security staff will be on duty in the building at all times. There is uninterrupted power supply, emergency water and a generator designated for Tōtara Haumaruru building.

## **Te kaupare pokenga me te kaitiakitanga patu huakita | Infection prevention and antimicrobial stewardship**

The infection prevention and antimicrobial stewardship programme is managed by a team of suitably experienced staff. The lines of communication are defined, with the infection prevention and control executive committee reporting to the clinical excellence committee as the governance group. The plan is appropriate to the services provided.

Infection prevention personnel were consulted about the building design, furnishing and product/equipment choice. Cultural considerations were identified and met.

Surveillance of health care-associated infections (HALs) and the antimicrobial stewardship programmes are appropriate to the size and scope of the service. Existing policies, procedures, infection surveillance and antimicrobial use monitoring will continue.

Appropriate arrangements have been made for the cleaning, laundry and waste management services in Tōtara Haumaruru.

**Here taratahi | Restraint and seclusion**

Section six is not in the scope of this audit.

