

Health New Zealand -Te Whatu Ora Northern

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:

Legal entity: Health New Zealand

Premises audited: Whangarei Hospital

Services audited: Hospital services - Children's health services

Dates of audit: Start date: 13 May 2024 End date: 13 May 2024

Proposed changes to current services (if any): A new purpose-built children's ward, assessment unit and neonatal unit has been built on the main Northland Te Whatu Ora Te Tai Tokerau site situated in close proximity to the maternity services.

Total beds occupied across all premises included in the audit on the first day of the audit: 13

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 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 haumaruru | 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 Te Tai Tokerau provides services to around 205,000 people in Northland region from four sites: Dargaville, Bay of Islands, Kaitia and Whangarei. This one-day partial provisional audit was completed in Whangarei at the new 22-bed children's ward, the 10-cot neonatal unit and the four-bed paediatric assessment unit. On the day of audit, the ward had already been operational for one week, with the neonatal unit due to open eight days following (21 May 2024).

The 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, including review of medication records. Auditors interviewed the general manager and service managers who oversee this service, the two clinical nurse managers, an educator, the service clinical director, the quality facilitator, and several clinical staff were also interviewed. Observations were made throughout the process.

The audit identified that improvements were required in relation to completion of annual performance reviews, the monitoring of the ambient temperature in one of the medication rooms, medication reconciliation, currency of standing orders, a potential safety hazard in the operating theatre lift exit area, and the positioning of the shower heads.

Ō tātou motika | Our rights

Not applicable to this audit.

Hunga mahi me te hanganga | Workforce and structure

Te Whatu Ora Te Tai Tokerau is working through the changes to the structure of Te Whatu Ora – Health New Zealand in line with national and regional guidance and developments. The general manager, who oversees the children’s ward/neonatal unit, is part of the district leadership team and clinical governance board. A transition plan has already been implemented for the move to the children’s ward and was in progress for the neonatal area.

Strategies, priorities, and proposed system changes are defined, within a range of planning documents, as directed by Te Whatu Ora – Health New Zealand. Monitoring and reporting processes occur through the leadership team and clinical governance board, regionally and nationally. The pou takawaenga is part of the district leadership team to support reducing inequities and ensuring appropriate tikanga/cultural safety across services. The takawaenga team support whānau/patients in the children’s services.

Input from consumers is well established, with effective participation of members in committees, projects and other forums for planning and evaluation. Tāngata whaikaha are also represented.

The Care Capacity Demand Management (CCDM) programme is well-established across the services. Within the children’s inpatient areas there are enough staff provided to safely deliver services.

Professional qualifications are validated prior to employment. An orientation programme to the organisation was in place and a wide range of ongoing training and professional development opportunities were available. Staff have been orientated to the new areas.

Ngā huarahi ki te oranga | Pathways to wellbeing

Medicines and blood products were prescribed, administered, stored and disposed of safely in each clinical setting visited.

Food was well managed through a contracted service and met the nutritional needs of patients.

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

The certificate of public use has been extended and approved and fire compliance certificates were current. Plant, equipment and biomedical equipment was tested regularly as required. The physical environments, both internal and external, were accessible, safe and promoted safe mobility. Planned and unplanned maintenance was well managed.

Fire and emergency evacuations are planned and practised by all staff. Staff were kept up to date with emergency and security procedures which were practised regularly. Call bell and emergency call systems are in place at each bedside and in all service areas. Security systems are in place for the children's ward and the neonatal unit. Any security events are to be recorded and analysed to identify causes, risks, and opportunities for improvements.

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

The infection prevention and control programme are managed by a team of experienced infection control specialists. Clear lines of communication were evident, with the infection prevention and control committee reporting to the clinical practice committee and to the chief nurse as the governance group.

The infection prevention and control annual plan is developed and agreed to by the infection prevention and control committee. It included objectives, monitoring of antimicrobial use, surveillance, audits of the environment, and staff practices and processes. Infection prevention personnel are consulted as and when needed, as are cultural advisors.

Surveillance of health care-associated infections (HAIs) and the antimicrobial stewardship programmes are appropriate to the size and scope of the service and have been implemented as planned. The environment was clean and facilitates the prevention and transmission of infections.

Here taratahi | Restraint and seclusion

Not applicable to this audit.