

25 January 2022

Suzanne Rolls
NZNO

WHANGANUI

DISTRICT HEALTH BOARD

Te Poari Hauoro o Whanganui

100 Heads Road, Private Bag 3003
Whanganui 4540, New Zealand

Via email: Suzanne.Rolls@nzno.org.nz

Tänä koe Suzanne

Official Information Act Request — OIA 14017 Harm to Nurses

On 7 December 2021, under section 12 of the Official Information Act, you requested the following information from Whanganui District Health Board (WDHB):

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

1. 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.
2. Brief description of the incidents and what the incidents related to e.g. verbal abuse, physical assault, sexual assault, physical threat or otherwise
3. How many 'code orange'* events that occurred? Brief description of the events
4. Where did the incidents happen? e.g. the emergency department, mental health/addictions, obstetric?
5. How many incidents were notified to WorkSafe?
6. How many incidents required police interventions e.g. Police report, statements from DHB employees?
7. How many incidents required an ACC claim?
8. How many incidents resulted in working days lost? And ifso, how many?
9. To be answered in attached excel spreadsheet

Whanganui District Health Boards response:

1. The number of incidene 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.

This information has been collated on your attached spreadsheet as requested.

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

Brief descriptions have been provided from 1 December 2020 to date in Appendix B. We are unable to provide brief descriptions prior to 1 December 2020 due to a change in our reporting systems and this information is not readily accessible.

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

This information is provided in Appendix A 'Ward Hours by Colour and Ward' report. The brief descriptions of the events are in Appendix B. Brief descriptions have been provided

Chief Executive | Phone 06 348 3140

wdwb.org.nz He Häpori Ora Thriving Communities
from 1 December 2020 to date. We are unable to provide brief descriptions prior to 1 December 2020 due to a change in our reporting systems and this is not readily accessible.

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

This information has been collated on your attached spreadsheet as requested.

5. How many incidents were notified to WorkSafe?

This information has been collated on your attached spreadsheet as requested.

6. How many incidents required police interventions e.g. Police report, statements from DI-IB employees?

We have reviewed your request against our ability to readily retrieve the requested information. Both our current and previous reporting systems do not capture police interventions and therefore we cannot provide this information.

7. How many incidents required an ACC claim?

This information has been collated on your attached spreadsheet as requested.

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

This information has been collated on your attached spreadsheet as requested.

Under section 28(3) of the Act you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Should you have any further queries about the above information, please contact our OIA coordinator Anne Phoenix at anne.phoenix@wdwb.org.nz

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Graham Dyer
Kaihautū Hauora — Acting Chief Executive
Whanganui District Health Board

DHB : Whanganui

2017 - (January 1 - December 31)

Nursing Field / Location	Physical threats	Physical assaults	Verbal abuse incidents	Sexual abuse incidents	Other aggressive or violent incident		Total number of reported incidents	Number of incidents reported to ACC	Number of incidents notified to WorkSafe	Number of incidents requiring police intervention	Number of working days lost due to incidents	Number of Code orange (or comparable) events + brief description, response and outcome		
Emergency & Trauma	9		2	1		See details sheet for incident descriptions		0	0		0			
Assessment and Rehabilitation	6							0	0			0		
Community Mental Health			1					0	0			0		
Community Nursing Services	1		2					0	0			0		
Child Health including Neonatology								0	0			0		
District nursing	1		2					0	0			0		
Intensive or Coronary Care/ HDU								0	0			0		
Maternity			1					0	0			0		*all incidents reported here are referring to reported cases of nurses, midwives and health care assistants being abused, harassed or physically assaulted/attacked at their workplace (as per OIA letter)
Mental Health / Addictions	33		13	1				4	0			0		
Medical	6		2					0	0			0		
Obstetrics			1					0	0			0		
Outpatients Department			1					0	0			0		
Perioperative Care/ Theatre								0	0			0		
Surgical	2							0	0			0		
Other								0	0			0		
<i>Totals per annum</i>	58		25	2				4	0		0		0	

2018 - (January 1 - December 31)

Nursing Field / Location	Physical threats	Physical assaults	Verbal abuse incidents	Sexual abuse incidents	Other aggressive or violent incident		Total number of reported incidents	Number of incidents reported to ACC	Number of incidents notified to WorkSafe	Number of incidents requiring police intervention	Number of working days lost due to incidents	Number of Code orange (or comparable) events + brief description	
Emergency & Trauma	7		11	1		See details sheet for incident descriptions		1	0		0		
Assessment and Rehabilitation	2							0	0		0		
Community Mental Health	2		3					0	0		0		
Community Nursing Services			1					0	0		0		
Child Health including Neonatology			1					0	0		0		
District nursing			1					0	0		0		
Intensive or Coronary Care/ HDU	5							0	0		0		
Maternity	5		4					0	0		0		*all incidents reported here are referring to reported cases of nurses, midwives and health care assistants being abused, harassed or physically assaulted/attacked at their workplace (as per OIA letter)
Mental Health / Addictions	76		16	2				9	0		29		
Medical	13		9					0	0		0		
Obstetrics			1					0	0		0		
Outpatients Department								0	0		0		
Perioperative Care/ Theatre								0	0		0		
Surgical	3		1					0	0		0		
Other									0	0		0	
<i>Totals per annum</i>	113		48	3				10	0		29		

Surgical

Other

Totals per annum

2019 - (January 1 - December 31)

Nursing Field / Location	Physical threats	Physical assaults	Verbal abuse incidents	Sexual abuse incidents	Other aggressive or violent incident		Total number of reported incidents	Number of incidents reported to ACC	Number of incidents notified to WorkSafe	Number of incidents requiring police intervention	Number of working days lost due to incidents	Number of Code orange (or comparable) events + brief description	
Emergency & Trauma	22		20			See details sheet for incident descriptions		4	0		0		
Assessment and Rehabilitation	2							0	0		0		
Community Mental Health	3		3					0	0		0		
Community Nursing Services				1				0	0		0		
Child Health including Neonatology								0	0		0		
District nursing								0	0		0		
Intensive or Coronary Care/ HDU	4		1					0	0		0		
Maternity			2					0	0		0		
Mental Health / Addictions	87		21	1				5	0		0		
Medical	17		3	1				1	0		0		
Obstetrics								0	0		0		
Outpatients Department			1					0	0		0		
Perioperative Care/ Theatre				1				0	0		0		
Surgical	4		3	3				0	0		0		
Other								0	0		0		
<i>Totals per annum</i>	139		54	7				10	0		0		

*all incidents reported here are referring to reported cases of nurses, midwives and health care assistants being abused, harassed or physically assaulted/attacked at their workplace (as per OIA letter)

2020 - (January 1 - December 31)

Nursing Field / Location	Physical threats	Physical assaults	Verbal abuse incidents	Sexual abuse incidents	Other aggressive or violent incident		Total number of reported incidents	Number of incidents reported to ACC	Number of incidents notified to WorkSafe	Number of incidents requiring police intervention	Number of working days lost due to incidents	Number of Code orange (or comparable) events + brief description
Emergency & Trauma	8					See details sheet for incident descriptions		0	0		0	
Assessment and Rehabilitation	2		3					1	0		103	
Community Mental Health	3		1					0	0		0	
Community Nursing Services								0	0		0	
Child Health including Neonatology								0	0		0	
District nursing								0	0		0	
Intensive or Coronary Care/ HDU	2			2				0	0		0	
Maternity								0	0		0	
Mental Health / Addictions	45		18					6	0		0	
Medical	12		3					1	0		0	
Obstetrics								0	0		0	
Outpatients Department								0	0		0	
Perioperative Care/ Theatre								0	0		0	
Surgical	2		3					0	0		0	
Other								0	0		0	
<i>Totals per annum</i>	74		28	2			8	0		103		

*all incidents reported here are referring to reported cases of nurses, midwives and health care assistants being abused, harassed or physically assaulted/attacked at their workplace (as per OIA letter)

Surgical

Other

Totals per annum

2021 - (January 1 - December 31)

Nursing Field / Location	Physical threats	Physical assaults	Verbal abuse incidents	Sexual abuse incidents	Other aggressive or violent incident		Total number of reported incidents	Number of incidents reported to ACC	Number of incidents notified to WorkSafe	Number of incidents requiring police intervention	Number of working days lost due to incidents	Number of Code orange (or comparable) events + brief description	
Emergency & Trauma	3		4	1				1	0		0		
Assessment and Rehabilitation	5							0	0		0		
Community Mental Health	5		1					0	0		0		
Community Nursing Services								0	0		0		
Child Health including Neonatology			2					0	0		0		
District nursing								0	0		0		
Intensive or Coronary Care/ HDU	2							0	0		0		
Maternity	1		1			See details sheet for incident descriptions		0	0		0	*all incidents reported here are referring to reported cases of nurses, midwives and health care assistants being abused, harassed or physically assaulted/attacked at their workplace (as per OIA letter)	
Mental Health / Addictions	38		16				6	0		32			
Medical	17		3				6	0		0			
Obstetrics							0	0		0			
Outpatients Department			1				0	0		0			
Perioperative Care/ Theatre							0	0		0			
Surgical	4		1				0	0		0			
Other			2				0	0		0			
<i>Totals per annum</i>	75		31	1				13	0		32		

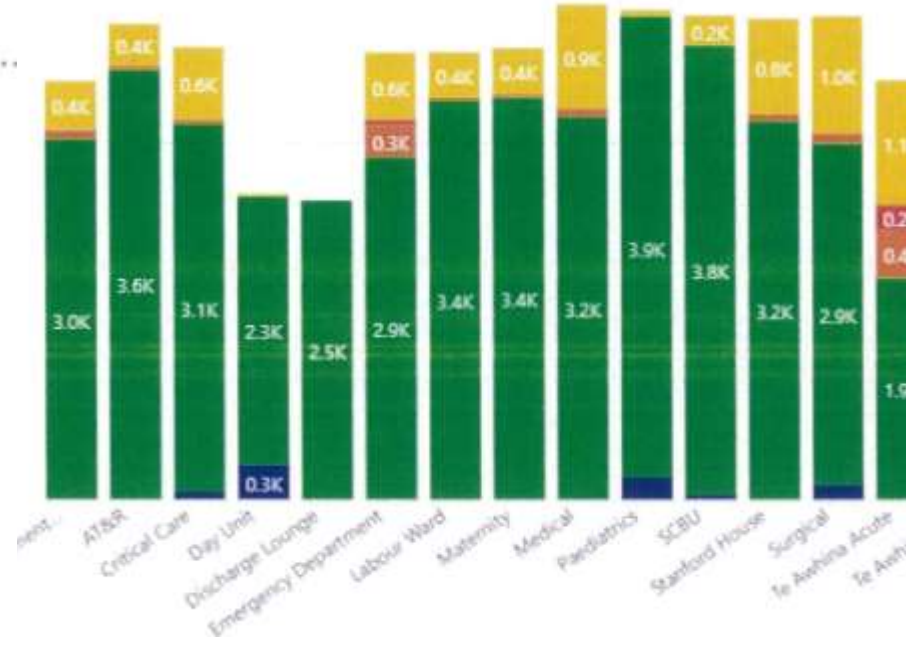
Choose Date Range

1/1/2017 1/9/2022

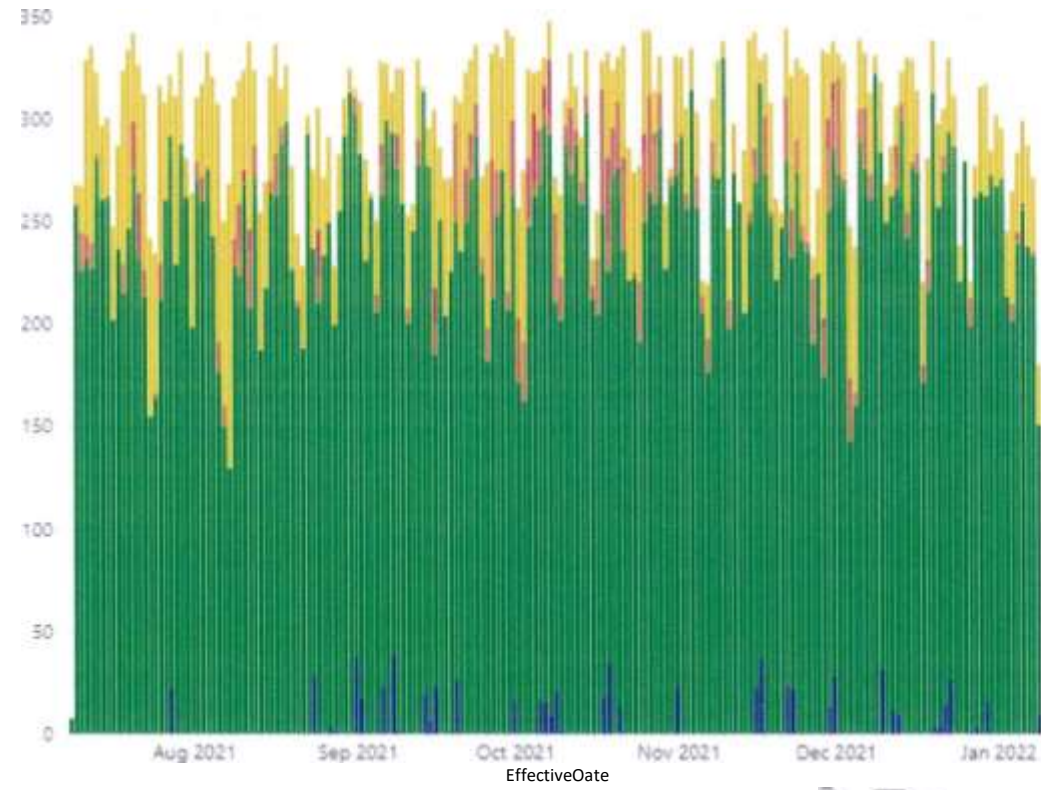


Ward Hours by Colour and Ward (selected date range)

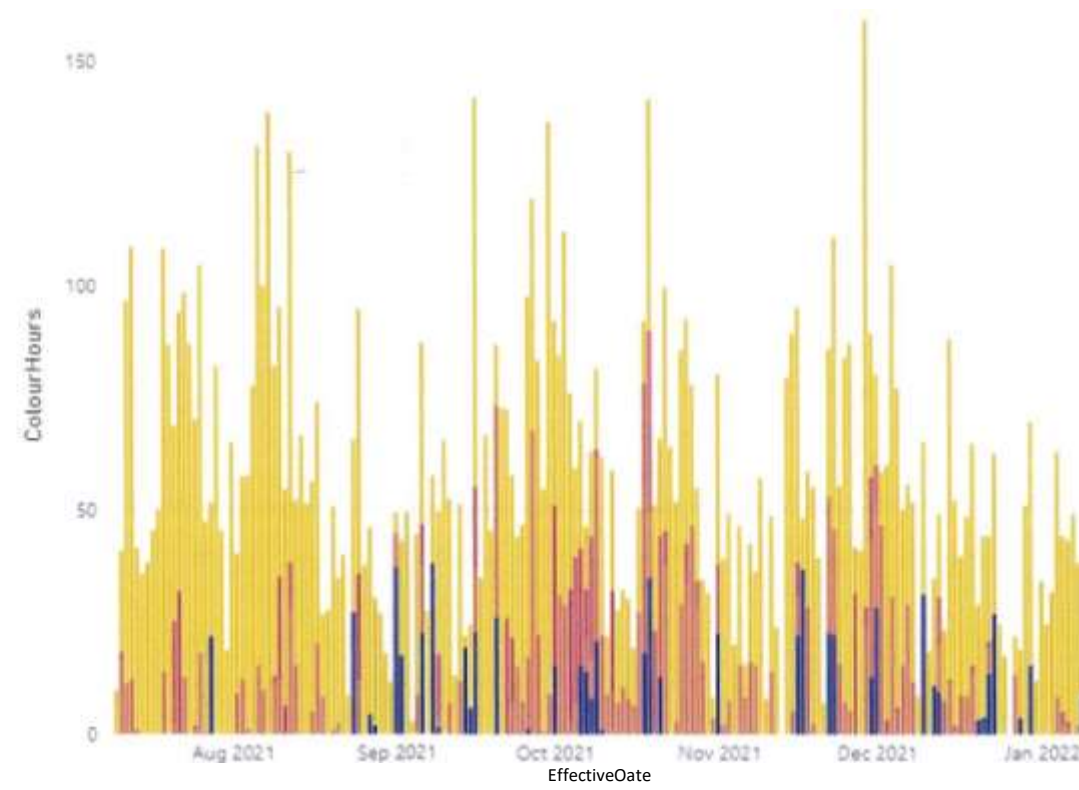
Non-Green Ward Hours by Colour and Ward (selected date range)



Ward Hours by Colour and Date (selected date range)



Non-Green Ward Hours by Colour and Date (selected date range)



9/07/2021	7.30				
10/07/2021	25300			9.80	
11/07/2021	225.90	16.40	1.90	22.60	
17/07/2021	232.00	11.30			
13/07/2021	226.90	12.00		98.20	
14/07/2021	28120			40.30	
15/07/2021	260.90			35.70	
16/07/2021	26210			3820	
7/07/2021	201.90				
13/07/2021	23660			50.00	
19/07/2021	215.10	13.90			
20/07/2021	246.60	0.00		86.90	
21/07/2021	273.00	220	23.10	43.40	
22/07/2021	231.90		31.80	6220	
23/07/2021	213.70	12.60		85.90	
24/07/2021	154.70	0.10		86.90	
23/07/2021	16400		120	68.20	
26/07/2021	211.50	17.50		86.60	
27/07/2021	260.40			47.10	
26/07/2021	21.90			29.80	
29/07/2021	22.80			82.10	
Total	685.10	44,650.30	1,600.90	542.50	7,684.20

WardDescription	DarkOrchid	Green	Orange	Red	Yellow
Acute Assessment unit (AAU)	0.60	3,028.00	67.90	11.20	
AT&R		3,611.70	2880		
Critical Care	58.20	3,096.20	34.50		6103
Day unit	28820	-2,255.60			22.9
Discharge Lounge		2,510.20			
Emergency Department	0.60	2,677.00	266.60	4870	562.1
Labour Ward Maternity		3,332.60	21.90		382.3
Media:		3,377.00	26.10		391.4
Pediatrics		3,216.50		3.20	
SCBU	182.80	3,878.20			53.7
Stanford House		3,784.60	2.40		246.3
Surgical		3,181.30		1.70	
Te Awhina Acute Te	120.00	2,872.50	85.80	0.70	983.9
Awhina PC		1,863.60	397.90	212.80	1,051.1
Total	685.10	44650.30	1,600.90	542.50	7,684.2

Ward Hours by Colour and Ward (selected date range)

Ward Hours by Colour and Date (selected date range)

Surgical

Other

Totals per annum

NC-21-00233	Patient	21-01-2021	20-1-2021	Completed	Health & safety	Aggression/harassment	ospital an C Inca ervices	ervices - Te Awhina	Whanganui	Te Awhina	rolling cannabis in courtyard, smoking tobacco in bedspace, Refused to we staff retained lighter.						Abuse	Client to			
NC-21-00243	Staff injury/incident	22-1-2021 4:25:04	22-1-2021	Completed	Health & safety	Aggression/harassment	ospital and Clinical ervices	mergency Department	Whanganui	mergency Department	a le ne o gra me an pu rtié:Wa s 1m. a o pus patient away. Also repeatedly made comments on my appearance and how 'gorgeous' I am.										
NC-21-00260	Relative/Visitor	13*21	26-1-2021	Completed	Client initiated	Aggression/violent behaviour	atena, outh Services	ædiatrics	Whanganui	orn ors stal r wells	an wa ner has a baby who is in SCBU.		Push				Sexual assault	Client to	Assault	Assault - staff	

INC-21-00265 INC-21-00292	Staff injury/incident Patient	26-1-2021 St-10021	27-1-2021 1-2-2021	Completed Completed	Health & safety Client initiated	Aggression/harassment Aggression/harassment Aggression/violent behaviour	Hospital and Clinical Services Hospital and Clinical Services	Emergency Department Emergency Department Emergency Department	Whanganui Whanganui Te Awhina	Emergency Department Te Awhina	Painful L Thumb post physical assessment of pt during GCS. Patient grabbed thumb and would not let go. Patient damaged window in door to nurses station.	Physical Verbal		Other to L hand during physical assessment		Client to Client to	riasing or crushing riasing or crushing			
INC-21-00293	Staff injury/incident	31-1-2021	1-2-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Mental Health & Addiction Services - Te Awhina	Whanganui Te Awhina	Te Awhina	a 4e punc e o ce Win ow repea e y causing Win ow a Win ow frame to fly into the office, Piece of wooden window frame hit RN on the right orbital bone	Physical		Intimidation		Client to	riasing or crushing	Non-physical agencies		
INC-21-00302 INC-21-00304	Patient Patient	29-1-2021 30-1-2021	3-2-2021 3-2-2021	Completed Completed	Health & safety Health & sa	Aggression/harassment Aggression/harassment	Maternal, Child & Youth Services Hospital and Clinical Services	Maternity Integrated O'airat 10ns Centre Emergency Department	Whanganui Whanganui	Maternity ward Other	Caring for woman in labour, asked Woman to stop using entonox between contractions and to get some oxygen to her and baby. Woman then proceeded to verbally abuse midwives x2. "F*** off", "get f*** off" etc Staff left and midwife advised we do not need to care for her and will get someone else as we will not put up with that behaviour here	Verbal				Abuse Abuse	Client to Client to			
INC-21-00306	Patient	3-2-2021	3-2-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Emergency Department	Whanganui	Emergency Department	Verbal aggression, verbal abuse non compliance when patient was not given a CT scan.	Verbal				Abuse	Visitor to			
INC-21-00308	Patient	3-2-2021	3-2-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Medical Ward	Whanganui	Medical Ward	Verbal aggression, verbal abuse non compliance when patient was not given a CT scan.	Verbal				Abuse	Visitor to			
INC-21-00318	Patient	2-2-2021	3-2-2021 6-2-2021	Completed Completed	Health & safety Client initiated	Aggression/harassment Aggression/harassment	Hospital and Clinical Services	Medical Ward Medical Ward	Whanganui	Medical Ward	Verbal aggression, verbal abuse non compliance when patient was not given a CT scan.	Verbal				Abuse	Visitor to			
INC-21-00362	Organisational	17-2-2021	18-2-2021	Completed	Health & safety	Aggression/harassment	Services	PSQI - All Services	Whanganui	Car park	Verbal aggression, verbal abuse non compliance when patient was not given a CT scan.	Verbal			Abuse	Visitor to				
INC-21-00363	Patient	*2021	18-2-2021	Completed	Client initiated	Aggression/harassment	Services	PSQI - All Services	Whanganui	Car park	Verbal aggression, verbal abuse non compliance when patient was not given a CT scan.	Verbal			Abuse	Visitor to				
INC-21-00365	Staff injury/incident	17-2-2021 14:45:00	19-2-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Mental Health & Addiction Services - Te Awhina	Whanganui	Waiting rooms/ reception areas	Patient assault doctor	Physical				Abuse	Client to	Assault	Assault - staff	
INC-21-00369	Patient	20-2-2021	20-2-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Mental Health & Addiction Services - Stanford House	Whanganui	Stanford House	drinking bucket (for the unit dog) and threw it at a Nursing Station window.	Physical				Abuse	Client to	Assault	Assault - staff	
INC-21-00373	Relative/Visitor	14:58:00 - 2021	22-2-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Medical Ward	Whanganui	Medical ward	unclear between myself and nurses visiting and not myself in room as an inpatient on the Medical Ward.	Physical				Abuse	Visitor to			
INC-21-00378	Patient	23-2-2021	23-2-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Surgical Ward	Whanganui	Surgical ward	aggressive security guards	Physical				Abuse	Client to			
INC-21-00384	Staff injury/incident Near Miss	24-2-2021	25-2-2021	Completed	Health & safety	Aggression/harassment	Primary and Community Services	Community Mental Health & Addiction	Whanganui	Te Kopae	Client attended Te Kopae. He was abusive, threatening and damaged property.	Verbal				Abuse	Client to	Near miss		
INC-21-00410	Staff injury/incident Near Miss	30-1-2021 - 3-2-2021	2-3-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Specialist Nursing Services	Whanganui	Other	Verbal aggression verbal abuse, non compliance	Verbal				Abuse	Client to	Psychological	Human agencies	
INC-21-00423	Patient	7-3-2021	7-3-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Medical Ward	Whanganui	Medical ward	Patient became aggressive towards staff	Physical				Abuse	Client to		Human agencies	
INC-21-00450	Patient	15-3-2021	15-3-2021	Completed	Health & safety	Aggression/harassment	Primary and Community Services	Radiology	Whanganui	Radiology	Patient became aggressive towards staff	Verbal				Abuse	Client to			
INC-21-00457	Staff injury/incident	14-3-2021	17-3-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Medical Ward	Whanganui	Medical ward	Pain in left shoulder and neck from a confused patient grabbing RN arm in close observation room.	Other	confusion			Abuse	Client to	Other	Grabbed arm	
INC-21-00471	Patient	20-3-2021	20-3-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Medical Ward	Whanganui	Te Awhina	refused oral medication. Threatened staff with violence if administered medications.	Other	confusion			Abuse	Client to	Other	Grabbed arm	
INC-21-00476	Patient	23-3-2021	23-3-2021	Completed	Client initiated	Aggression/harassment	Hospital and Clinical Services	Mental Health & Addiction Services - Te Awhina	Whanganui	Te Awhina	At 0305hrs nursing staff on Constant rang the call bell stating that patient was hitting her head on the wall. When staff entered the room, she was on the mattress punching her with both hands and distressed +44. At 03315hrs nursing staff held patient's hands so that she could not punch herself. Patient continued to become more distressed and started kicking out at nursing staff, so arms and legs were needed to be held. DNM arrived with Security so DNM assisted with restraint. Placed on Section 111 at 0305hrs and paperwork completed. Once started to settle hands were removed from patient, and she got up and went to the door asking to be let out, same refused. Offered a drink of water several times but declined same. Stood by the wall and spoke with nursing staff but remaining adamant that she did not want any PRN medication. RMO called at 0335hrs and then again at 0340hrs to come and see patient due to her presentation and distress level. RMO arrived on the ward at 0345hrs. Time spent with patient by RMO, RN & RN from 0430hrs to 0515hrs talking about what had happened and her feelings. Admitted that she did not want medication, as she does not want to be like her mother and take antipsychotics. Stating that she wants to be dead. Wanting nursing staff to let her leave the ward so that she could go to the bridge and jump in the river. Verbalizing feeling of worthlessness, not being worthy, thinking she is ugly, and wanting her life to be over. Poor self-esteem evident. Feels her parents have left her here in hospital. Continuing to refuse any medication when offered throughout the conversation. RMO spoke to Dr @ 0510hrs, and RN spoke with Dr at 0515hrs. Dr plans to come to the ward to see patient. Dr arrived on the ward at 0550hrs.	Physical				Abuse	Client to	Other	Grabbed arm	
INC-21-00502	Staff injury/incident	27-3-2021 14:34:00	27-3-2021	Completed	Health & safety	Aggression/harassment	Hospital and Clinical Services	Mental Health & Addiction Services - Te Awhina	Whanganui	Te Awhina	Client grabbed employees back whilst employee tried to administer medication	Physical				Abuse	Client to	Push	Unspecified injuries	Assault staff

