

3 May 2022

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Re: Official Information Act request – Staff assault procedure - ADHB Ref: 1188

I refer to your Official Information Act request dated 30 March 2022 requesting the following information:

As required by the Official Information Act, please supply me with a copy of the policy and what actions are taken when a staff member says a patient has assaulted them

And your further clarification email of that same date:

My question is what procedure is followed when a patient assaults a staff member.

Eg, does the staffer have to write a report, where is that report stored, who decides if the Police are called, who calls the police, who decides what constitutes an assault, is the staff member required to inform a specific person that they have been assaulted, is a specific person required to support the assaulted staff member, what support is offered, is a specific person required to ask the staff member if they want police called and do they have to keep a record, is a record of injury required to be kept and where and by whom, is the staff member required to complete their shift, who provides medical care to the patient until police arrive, what action is taken if the Police do not remove the patient, what support is given to the staffer, etc, etc.

There are many steps that would follow from an alleged assault. Does the ADHB have a process written down anywhere as a standard response, or is it just left to staff on how to respond? For example, do you have a critical incident guide that you use for earthquake, fire, active shooter, and such. Does that tell you how to respond to an assault

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. Auckland DHB has specific policies and procedures around incident reporting, management and investigation.

The information you have requested is in the attached documents:

1. Attachment 1. Incident Management policy
2. Attachment 2. Incident Management procedure
3. Attachment 3. Workplace Violence and Aggression Management
4. Attachment 4. Code Orange Policy

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
“Physically assaulted/attacked, physical threat, sexual assault”	Physical assault - the intentional use of force by one person against another, without lawful justification, resulting in physical injury or personal discomfort.
“Verbally assaulted, verbal abuse”	Non-physical assault - The use of inappropriate words or behaviour causing distress and/or constituting harassment.

To help manage risk around safety on our sites we have an incident management system (Datix) to record incidents, including violence or abuse directed at another person whilst on our premises. Additionally, in 2019 we implemented an Occupational Violence (OV) Reader automated system in our Adult Emergency Department making reporting significantly easier for staff. We are progressively introducing the OV Reader system to other areas of the organisation.

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



Ailsa Claire, OBE
Chief Executive