

16 April 2024

Health New Zealand
Te Whatu Ora

Gregory Soar
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Tēnā koe Gregory,

Your request for official information, reference: HN200042913

Thank you for your email on 4 April 2024, asking Health New Zealand | Te Whatu Ora for the following under the Official Information Act 1982 (the Act):

Luxon claims a reduction in hospital emergency department violence rates. Please supply all information held regarding violence rates in emergency departments that shows any reduction in these rates.

Response

Attached as Appendix 1 “HN200038000 Security Information” is a similar response that was responded to another requester on 3 April 2024. This response provides you with the information you have requested. Please note, some information has been withheld from the attachment under section 9(2)(a) of the Act to protect the privacy of individuals.

Hospitals can be challenging environments where patients are sometimes cognitively impaired, impacted by some form of substance or alcohol abuse, or coping with the initial impact of an acute injury. This can often affect their judgment and demeanour, resulting in unpredictable behaviour. We cannot prevent all of these issues from occurring but have robust processes in place to manage them – minimising the risk of harm to staff and preventing further escalation. For this reason, we have focussed our control measures on reducing the consequences by, for example, providing staff with personal alarms and appropriate training. Our security teams are in close proximity to our emergency departments and trained to help de-escalate incidents of aggression, if required.

Each month, around 94% to 98% of aggression incidents are deemed to be without intent, i.e. the aggressor is unaware of their actions, or the consequence of those actions, at the time of the incident. It is also important to recognise that, of all of the thousands of patients that we assess and treat each month, very few result in any violent interaction.

How to get in touch

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

Nāku iti noa, nā



Sue Gordon

Head of Health, Safety, Wellbeing and Organisation Resilience
People and Communication

TeWhatuOra.govt.nz

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Te Kāwanatanga o Aotearoa
New Zealand Government