

15 May 2020

Dear [REDACTED]

## YOUR OFFICIAL INFORMATION ACT (1982) REQUEST HBDHB REF: OIA2020034

I refer to your Official Information Act request dated 27 February 2020 where you requested information from Hawke's Bay District Health Board (HBDHB).

Hawke's Bay DHB operates an event reporting system which is used by staff to record patient and staff related events or incidents and a complaints/feedback system to manage complaints from consumers or whānau.

Information is input into each system using standard data fields which may not directly align with the specific data you have requested; given this limitation we have endeavoured to provide the most accurate information we can in response to your specific questions, but please note the caveats. Your questions and HBDHB's response is provided below:

1. *The number of sexual harassment reports made by **person(s) employed (staff)** by the DHB in the calendar years of 2019, 2018 and 2017, broken down by whether they involved either patients or other staff.*

	2017	2018	2019
Sexual harassment reports made by staff involving a patient	4	6	5
Sexual harassment reports made by staff involving other staff	0	0	0

2. *The number of sexual harassment reports made by **patients** to the DHB in the calendar years of 2019, 2018 and 2017, broken down by involving either other patients or staff.*

	2017	2018	2019
Sexual harassment reports made by patients involving a patient	0	1	2
Sexual harassment reports made by patients involving staff	0	0	0

3. *The number of complaints made to the DHB by **staff members** for each of the following:*
  - Physical assault/abuse
  - Verbal assault/abuse
  - Psychological assault/abuse

- Racial assault/abuse;

Made to the DHB in the calendar years of 2019, 2018 and 2017, broken down by whether they were perpetrated by either patients or staff.

As noted above staff log incidents into the DHB's event reporting system. The data fields in this system capture verbal and physical assaults/abuse but does not capture psychological or racial abuse. It should be noted that individual incidents/events can be captured in the event reporting system multiple times, as staff are encouraged to capture record incidents/events. The event reporting information is summarised in the table below.

Events recorded by staff regarding abuse by another staff member:	2017	2018	2019
verbal assault/abuse	1	1	1
physical assault/abuse	0	1	0

Events recorded by staff regarding abuse by patients	2017	2018	2019
verbal assault/abuse	53	81	23
physical assault/abuse	32	51	68

4. The number of complaints made to the DHB by **patients** for each of the following:

- Physical assault/abuse
- Verbal assault/abuse
- Psychological assault/abuse
- Racial assault/abuse;

Made to the DHB in the calendar years of 2019, 2018 and 2017, broken down by whether they were perpetrated by either patients or staff.

Hawke's Bay DHB's does not capture complaints in the detail requested, to locate such information would require a manual search of all complaint records for the period 2017-2019. Therefore this portion of your request is declined under section 18 (e) of the Official Information Act relating to information not held in the form requested and under section 18 (f) relating locating the information requested requiring significant collation and research.

I trust this information meets your needs. If you would like any further information or clarification please phone me. If you are not satisfied with this response you may contact the Office of the Ombudsman, phone 0800 802 602.

Please note that this response, or an edited version of this response, may be published on the Hawke's Bay DHB website after your receipt of this response.

Yours sincerely



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