

12<sup>th</sup> July 2021



### **Official Information Act Request for – Asian Families Palliative Treatment Plans**

I write in response to your Official Information Act request received by us 8<sup>th</sup> June 2021, you requested the following information:

**I'd like to request the following from the CMDHB:**

- 1. Total number of complaints received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 – 2021**
- 2. Total number of complaints, from people who identify as "Asian", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 - 2021**
- 3. Total number of complaints, from people who identify as "Chinese", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 - 2021**

### **Counties Manukau Health Response:**

For context Counties Manukau Health (CM Health) employs over 8,500 staff and provides health and support services to people living in the Counties Manukau region (approx. 601,490 people). We see over 118,000 people in our Emergency Department each year, and over 2,000 visitors come through Middlemore Hospital daily.

Our services are delivered via hospital, outpatient, ambulatory and community-based models of care. We provide regional and supra-regional specialist services i.e. for orthopaedics, plastics, burns and spinal services. There are also several specialist services provided including tertiary surgical services, medical services, mental health and addiction services.

- 1. Total number of complaints received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 – 2021**
- 2. Total number of complaints, from people who identify as "Asian", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 - 2021**

**3. Total number of complaints, from people who identify as "Chinese", received relating to decisions to move patients to palliative care, and palliative treatment plans, and all other palliative related issues, for each of the years between 2010 - 2021**

We cannot identify individual reasons for complaint such as a decision to move a patient to palliative care or palliative treatment plan pathway complaints without manual review into each individual patient complaint file. We can however provide you with the number of complaints received by using the filter *death, dying, palliative and bereavement* between the years 2010-2021. This may include complaints about any aspect of care in relation to the above keywords.

In addition to the above limitations we only have ethnicity captured for records from 2015. Ethnicity information prior to this would require manual review of each individual clinical file. Due to privacy reasons we have withheld the exact number of complaints by ethnicity and have provided the information below to protect the privacy of individuals. Stating the exact number could make the individuals identifiable. Withholding to protect the privacy of individuals is permitted under section 9(2)(a) of the Official Information Act 1982.

Filtered Palliative Care Complaint Numbers 2010-2021												
	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
Number of Complaints	3	4	4	8	6	5	3	2	7	7	9	3*
All Asian	-	-	-	-	-	<3	<3	<3	0	<3	<3	0*
Chinese	-	-	-	-	-	<3	<3	0	0	0	<3	0*

**Table 1: Data Sourced Palliative Care**

\* Not a complete year – data until June 2021

I trust this information answers your request. 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](http://www.ombudsman.parliament.nz) or Freephone 0800 802 602.

Please note that this response or an edited version of this may be published on the Counties Manukau Health website. If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider this.

Yours sincerely



**Fepulea'i Margie Apa**  
**Chief Executive Officer**  
**Counties Manukau Health**