

10 February 2023

9(2)(a)

Kia ora 9(2)(a)

Official Information Act 1982 – OIA2023010901

I refer to your request under the Official Information Act 1982 (the Act) regarding charged Hospital Television viewing time, which was received by Capital, Coast and Hutt Valley District (CCHV) on 03 January 2023.

Specifically you requested:

1. *Can you please advise why in patients pay to watch for free to air tv during their stay? Please advise when and why this policy was introduced, what it's intent was and a breakdown by year and month since it's introduction of how many patients have bought access, how many times and how much money has been raised and saved.*

District Health Boards were disestablished as legal entities on 1 July 2022 and Te Whatu Ora – Health New Zealand was established as a legal entity under the Pae Ora (Healthy Futures) Act 2022. Capital & Coast and Hutt Valley District Health Boards are now one district known as Capital, Coast and Hutt Valley District (CCHV). Both locations share information, staff, many services and a single Interim District Lead. You will receive a response reflective of your request for either data sets from both locations or specifically one location.

Our response to your request is outlined below. Note the questions have been bullet pointed separately for clarity.

Response

- *Can you please advise why inpatients pay to watch for free to air tv during their stay?*
- *Please advise:*
 1. *when and why this policy was introduced,*

Te Whatu Ora – Capital, Coast and Hutt Valley do not have a policy related to the provision of television for patients. Your request has been interpreted to include contractual arrangements for the provision of television for patients.

A contract for television services is maintained by Te Whatu Ora for patients who choose to use it. The contract began in 2009 (soon after the opening of the main hospital building) and is set to end in 2023. When the service was originally procured, it was a common service offering in hospital environments and offered a reliable source of entertainment for patients that chose to hire it. The contractual arrangement means that the costs to install and maintain the service are covered by the fees paid by hirers.

2. *what it's intent was and*

The original intent of the service was to provide an entertainment option for patients while in the hospital, that did not come at the expense of the health dollar. At its inception the offering included programming that was not free to air TV (Sky). This offering has subsequently been discontinued due to the impact it

would have on the cost to patients. Not all patients own, or bring in their own devices when they are admitted and this service continues to provide alternative entertainment options to personal devices.

Some benefits over and above the contractual requirements that the TV system provides at no charge to patients include:

- A dedicated education channel for maternity patients
- An on-screen analogue clock. Which is of great benefit to elderly patients, particularly those with dementia.

3. *a breakdown by year and month since it's introduction of*
a. how many patients have bought access, how many times

CCHV are unable to provide a response to this question, as the information requested is not held by the organisation or its contracted provider. Accordingly, this part of your request is refused under section 18(g) of the Act.

- b. and how much money has been raised and saved*

Neither CCHV nor our third party supplier is unable to provide information on total revenue. Accordingly, this part of your request is refused under section 18(g) of the Act.

The following table outlines the commission payments to Capital and Coast since 2010.

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
2010	-\$ 560.60	-\$ 213.00	-\$ 347.20	-\$ 949.80	-\$ 754.38	-\$ 758.06	-\$ 500.53	-\$1,059.13	-\$ 519.73	-\$ 722.86	-\$ 855.26	-\$ 456.10	-\$ 7,696.65
2011	-\$ 529.24	-\$ 811.50	-\$ 486.87	-\$1,098.39	-\$ 644.81	\$ -	-\$1,573.77	-\$ 777.40	-\$ 956.16	-\$ 932.03	-\$ 847.89	-\$ 761.67	-\$ 9,419.73
2012	\$ -	-\$1,397.78	\$ -	-\$1,202.94	-\$ 516.88	-\$ 745.24	-\$ 805.63	-\$1,300.24	-\$1,187.81	-\$ 618.63	\$ -	-\$1,011.72	-\$ 8,786.87
2013	\$ -	-\$ 835.34	\$ -	-\$2,638.67	-\$1,185.33	\$ -	-\$1,645.70	-\$ 674.29	\$ -	-\$2,104.84	-\$ 632.29	\$ -	-\$ 9,716.46
2014	-\$1,406.42	-\$ 482.25	-\$ 325.86	-\$1,476.20	-\$ 234.96	-\$ 862.76	-\$1,175.29	-\$ 593.81	-\$ 556.11	-\$1,012.11	-\$ 829.37	\$ -	-\$ 8,955.14
2015	-\$1,075.28	-\$ 768.03	-\$ 526.31	-\$ 414.88	-\$ 923.03	-\$ 569.29	\$ -	\$ -	\$ -	-\$2,083.30	-\$1,660.68	\$ -	-\$ 8,020.80
2016	\$ -	-\$ 595.89	\$ -	-\$1,033.44	-\$ 452.64	-\$ 822.23	-\$ 935.61	-\$ 664.77	-\$ 772.83	\$ -	-\$ 837.78	\$ -	-\$ 6,115.19
2017	-\$1,784.08	\$ -	-\$ 934.08	\$ -	-\$2,015.02	-\$ 517.40	-\$ 638.22	-\$ 313.14	-\$ 710.81	-\$ 367.73	-\$ 351.62	\$ -	-\$ 7,632.10
2018	-\$ 717.75	-\$ 957.20	-\$ 326.53	\$ -	-\$ 750.49	-\$ 902.03	-\$ 142.44	-\$ 458.24	-\$ 158.87	-\$ 316.84	-\$ 365.59	-\$ 176.34	-\$ 5,272.32
2019	-\$ 111.76	-\$ 222.91	-\$ 235.87	-\$ 189.47	-\$ 241.43	-\$ 183.66	-\$ 253.27	-\$ 283.94	-\$ 150.03	-\$ 308.17	-\$ 296.49	-\$ 257.39	-\$ 2,734.39
2020	-\$ 298.55	-\$ 283.38	-\$ 250.64	-\$ 389.73	-\$ 389.73	\$ -	\$ 246.58	-\$ 282.53	-\$ 358.89	-\$ 373.54	-\$ 203.31	-\$ 384.13	-\$ 2,967.85
2021	-\$ 312.08	-\$ 275.67	-\$ 202.71	-\$ 665.15	-\$ 335.54	-\$ 163.97	-\$ 364.61	-\$ 359.72	-\$ 138.97	-\$ 344.54	-\$ 500.01	-\$ 226.70	-\$ 3,889.67
2022	-\$ 577.10	-\$ 363.80	-\$ 363.60	\$ -	-\$ 205.40	-\$ 305.69	-\$ 330.00	\$ -	-\$ 547.50	-\$ 287.02	-\$ 325.81	-\$ 127.92	-\$ 2,822.46
2023	-\$1,121.88												-\$ 1,121.88
													-\$85,151.51

All commission payments received by CCHV are reinvested back into the day to day running of the hospital. The total monthly commission amount is calculated as a percentage share of the revenue the provider receives. The percentage amount received is calculated as per the below table:

Provider earnings	Percentage amount used to calculate commission payment
\$0 to \$5,000	0%
\$5,001 to \$12,000	7.5%
\$12,001 to \$20,000	15%
\$20,001 and over	30%

As an example if the provider earned \$7,500 in a month CCHV would receive a commission calculated at 7.5% of \$2,500 (the first \$5,000 is calculated at 0%) of \$187.50

As this information may be of interest to other members of the public, Health NZ has decided to proactively release a copy of this response on Health NZ's website. All requestor data, including your name and contact details will be removed prior to release. The released response will be made available at www.ccdhb.org.nz/news-publications/information-releases-oia

I trust this information fulfils your request. You have the right, under section 28 of the Act, to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or you can free phone 0800 802 602.

Nāku ite noa, nā



Jamie Duncan

Interim Lead – Hospital and Specialist Services

Capital, Coast and Hutt Valley

Released under the provision of the
Official Information Act 1982

TeWhatuOra.govt.nz

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Te Kāwanatanga o Aotearoa
New Zealand Government