

# Smoke-free Health Service

## **MONITORING COMPLIANCE WITH THE SMOKE-FREE HEALTH SERVICE POLICY CONDUCTING AND REPORTING ON SMOKING OBSERVATIONS**

### Information for OH&S Coordinator or nominee

The annual two hour site observation, which will be undertaken at all Acute Hospitals and District Health Services, will be undertaken by the OH&S co-ordinator or nominee from the OH&S committee as directed by the Acute or Cluster General Manager. Acute and Cluster General Managers as well as Sites will be prompted to undertake the observation and reports are to be provided to the Director of Population Health Planning and Performance within the specified time.

#### **Why monitor enforcement of the policy?**

Enforcing the Smoke-free policy will:

- promote non-smoking
- prevent passive smoking
- support the smoking cessation services provided to staff and inpatients.

Monitoring of compliance with the Smoke-free policy is required to:

- identify and resolve problems
- identify and acknowledge services that are doing well
- meet HNE Health Clinical Governance Policy Compliance Procedures

#### **What do I need to do?**

- In September each year, you will be prompted to conduct a smoking observation. This involves conducting a two hour smoking observation on the site, providing feedback to that site and providing a brief report to the Director of Population Health Planning and Performance.

Observation:

- Conduct observation using the observation recording template, as per instructions.

Feedback:

- Collate results using feedback template, as per instructions. An example of a feedback template is enclosed as a guide.
- List qualitative data that you recorded in the notes section of the recording sheet on the feedback template.
- Develop and provide recommendations to the site manager and/or relevant committee for addressing your findings. Suggested recommendations are enclosed as a guide.
- Document action taken by site manager and/or relevant committee.
- Provide a brief report to the Director of Population Health, Planning and Performance. This will include the information from the feedback template which was provided to the site manager and/or relevant committee, plus information regarding action taken by site manager and/or relevant committee.

## SMOKING OBSERVATION: INSTRUCTIONS

### **1. Select a site to observe**

**1.1.** Area should be high profile, i.e. be highly visible to the public and have a high volume of use. The main entrance and emergency department entrance are ideal and will likely be the most suitable places to conduct the observation.

**1.2.** Select specific boundaries of this area. One boundary may be a fence, line of trees, in line with corner of building etc. The idea is to make it as easy as possible to recognise what the boundaries of the area are, without physically marking these out. Generally the area should not exceed 25m by 25m, as areas greater than this are likely to be too large to observe accurately.

**1.3.** Choose a vantage point. This should be a position that allows the least obstructions to view whilst remaining inconspicuous. It may be appropriate to sit in a car etc, if this gives the best view while remaining inconspicuous.

**1.4.** Mark out the chosen area, including vantage point, on a map. This is necessary so that someone else can replicate the observation if need be.

### **2. Select a time to conduct the observation**

**2.1.** The observation should be conducted at a time where high volumes of people will pass through the area. Between 12:00 and 14:00, or as close to these times as possible, will generally yield better numbers. However, you should take into consideration visiting hours, staff lunch breaks and any other relevant factors. The observation should occur for two hours at the one time, and should not be broken up into half hour segments at different times of day.

### **3. Conduct the observation**

**3.1.** The first part of the observation is a tally of smokers and non-smokers that are in or enter the designated area. This is broken into 4 half hour segments. You will need to print off 4 copies of the observation recording sheet (one for each half hour segment).

**3.1.1.** Begin by tallying how many of each type of person are already in the designated area. Each person should be represented by a single pen line/stroke. Five people would be represented by four lines with a fifth line crossing through. Each person will fit into one category only.

**3.1.2.** As each person enters the area, mark them in the appropriate row of your tally sheet. For example, if a visitor brings a patient out to the area and neither is smoking, you will mark one in visitor not smoking and one in patient not smoking. Use your judgement as to what category a person fits into. Staff will generally be in uniform or at least have an ID badge; patients will have a wrist band on and may be in their pyjamas etc. Do not count persons who are obviously too young to smoke (e.g. babies in prams etc).

**3.1.3.** If a person enters the area as a non-smoker but then lights up a cigarette, judgement should be used on how to record this. In general, if the person commences smoking shortly after entering the area, they should be counted as a smoker only. If the person has been in the area for several minutes before commencing a cigarette, it is reasonable to count them as 1 smoker and 1 non-smoker. If possible, wait a few moments before tallying a person to ensure they are correctly categorised.

**3.1.4.** After each half hour period has elapsed, recommence the tally (i.e. repeat step 3.1.2.) on the appropriate tally page.

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**3.2.** The second part of the observation is the notes section. This is where you will make notes of any information that you find relevant. For example:

- making notes on staff seen smoking (i.e. type of staff member or name or shirt colour)
- patients seen smoking (try to make note of patient characteristics that might help us identify what ward/area of the hospital they might be in - for e.g. attached to a drip, in a wheelchair, bandaged leg, pregnant etc.)
- Other notes might include observing visitors having a discussion about people smoking in the area they would like to sit, noting the location of where smokers tend to congregate if this exists, signage in the area, or any other anecdotal information that may be of use or interest.

**3.3.** The third part of the observation is the enforcement section. In this section you will record staff enforcement action. That is, tally incidents where staff do/do not approach smokers, including other staff.

**3.4.** The observer needs to remain as covert and inconspicuous as possible. Consider taking a magazine to put your observation papers inside, wearing casual clothes, and behaving in a manner that will not draw attention to your activity. Remember also to take appropriate sun protection, such as hat and sunscreen, as well as sufficient water and food.

## **4. Collate results**

**4.1.** For each half hour time segment calculate:

- Number and percentage of staff smoking
- Number of staff not smoking
- Number and percentage of ambulance officers smoking
- Number of ambulance officers not smoking
- Number and percentage of security officers smoking
- Number of security officers not smoking
- Number and percentage of patients smoking
- Number of patients not smoking
- Number and percentage of visitors smoking
- Number of visitors not smoking
- Number of staff who clearly observed smoking but didn't appear to enforce
- Number of staff who clearly observed smoking and appeared to enforce
- Total number of people observed
- Total number and percentage of smokers observed

**4.2.** Repeat this process for ALL the data, i.e. the whole 2 hours. Additionally, calculate:

- Percentage of smokers that were staff
- Percentage of smokers that were ambulance officers
- Percentage of smokers that were security officers
- Percentage of smokers that were patients
- Percentage of smokers that were visitors

**4.3.** Keep these results with a record of the notes made during the observation process (i.e. anecdotal notes, information on staff smoking).

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## SMOKING OBSERVATION: RECORDING SHEET

Date of Observation: \_\_\_\_\_  
 Name of Observer/s: \_\_\_\_\_  
 Site: \_\_\_\_\_  
 Time:  12:00-12:30  12:30-13:00  13:00-13:30  13:30-14:00  Other \_\_\_\_\_

Person	Tally	Notes	Totals
Staff smoking		Staff names, shirt colours, positions etc. Staff not approaching smokers.	
Staff not smoking			
Ambulance officer smoking			
Ambulance officer not smoking			
Patient smoking		In a wheelchair, on a drip etc.	
Patient not smoking			
Visitor smoking			
Visitor not smoking			
Staff who clearly observed smoking but didn't appear to enforce			
Staff who clearly observed smoking and appeared to enforce			
Other notes	Signage/stencils, anecdotal notes etc.		

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## SMOKING OBSERVATION: FEEDBACK

**AIMS:** To identify the level of adherence to 'Smoke-free' Policy at INSERT HOSPITAL site.  
**PROCEDURE:** The observation took place on INSERT DATE(S). An Observer monitored a set area including and surrounding XXXXX for 2 hours (between 1200 and 1400). Data was collected on number of smokers and non smokers observed. This was broken into 5 groups: patients, staff, security, visitors and ambulance officers.  
**RESULTS:** The results below summarise statistics for each group as well as overall smoking rates observed.  
**RECOMMENDATIONS:** Suggestions for addressing these findings are contained at the end of the document.  
**REPORTING:** Follow up and reporting back instructions are provided at the end of the document.

Table 1: INSERT DATE Figures **Smoking Behaviour**

Staff	XX staff observed in total <ul style="list-style-type: none"> <li>XX of these (XX%) were observed smoking</li> <li>Staff made up XX% of all smokers observed</li> </ul>
Ambulance officers	XX ambulance officers observed in total <ul style="list-style-type: none"> <li>XX of these were observed smoking</li> <li>Ambulance officers made up XX% of all smokers observed</li> </ul>
Patients	XX patients observed in total <ul style="list-style-type: none"> <li>XX of these (XX%) were observed smoking</li> <li>Patients made up XX% of all smokers observed</li> </ul>
Visitors	XX visitors observed in total <ul style="list-style-type: none"> <li>XX of these (XX%) were observed smoking</li> <li>Visitors made up XX% of all smokers observed</li> </ul>
Total	XX persons observed in total <ul style="list-style-type: none"> <li>XX of these (XX%) were observed smoking</li> </ul>

### Enforcement Behaviour

Staff who clearly observed smoking but didn't appear to enforce	<ul style="list-style-type: none"> <li>XX staff observed avoiding enforcement</li> </ul>
Staff who clearly observed smoking and appeared to enforce	<ul style="list-style-type: none"> <li>XX staff observed enforcing</li> </ul>

**Qualitative Data – Further Observations** (i.e. information you recorded in the notes sections of the observation template):

- XX

**Recommendations for follow-up** (examples of recommendations are provided):

- XX

#### Reporting:

This will include the information from the feedback template which was provided to the site manager and/or relevant committee, plus information regarding action taken by site manager and/or relevant committee.

#### Actions taken:

## SMOKING OBSERVATION: EXAMPLE RECOMMENDATIONS

The following are examples of recommendations that could be included in the feedback document.

Consider:

- which categories of people were observed smoking
- enforcement and/or lack of enforcement observed

Then decide which of the examples below may be relevant suggestions.

Remember to offer praise where it is deserved. For example if:

- No staff were observed smoking
- Staff approached smoker and asked them to put out their cigarette or move to off site
- No smokers observed

### None/very few smokers observed

- Provide this report to staff and congratulate them on this achievement.
- Provide this report to Management. Pass on congratulations to staff.

### General responses if smoking is observed

- Remind all staff that they are required to approach anyone who is smoking on our sites and ask them to put out their cigarette.
- Management to provide information in report to all staff and remind them of their responsibilities under the policy.
- Documentation on the role of staff in enforcing the Smoke-free policy should be sent to the General Manager of the hospital. This information should be disseminated to staff ('Enforcement Procedure for staff' document)
- Circulate documents from smoke free site on intranet
  - 'Protocol for managing staff non-compliance of smoke-free health service policy'
  - 'Enforcement Procedure for staff'
- Arrange with security (where available) to include "trouble spots" in routine patrols.
- The following documents should be provided to all staff:
  - 'Enforcement Procedure for staff'
  - Recording Smoke-Free Incidents in IIMS
- The following documents should be provided to managers:
  - Manager's Role in Enforcement of the Smoke-free Health Service Policy
  - Protocol for Managing Staff Non-Compliance of Smoke-free Health Service Policy
  - Site Protocols for Enforcement of the Smoke-free Health Service Policy

# Smoke free Health Service

## Staff smoking

- Remind all staff that the Smoke-Free Health Service Policy is to be complied with at all times.
- Remind all staff that if they are found smoking on site, normal disciplinary procedures will be applied.
- Organise for a manager to conduct a patrol of the area during a staff break to reinforce to staff that they cannot smoke on HNE Health sites.
- Remind staff that further observations will occur.
- Managers need to be reminded that the readiness of staff to quit smoking may change over time. Please remind all new and existing staff members that eight weeks free supply of NRT is available to staff wishing to quit smoking, or cost price lozenges for those requiring assistance not to smoke whilst at work.
- While staff smoking in the bus shelter (*for example*) is not ideal, it does at least provide an example to the public that smoking is not accepted on site. However, it is important to ensure that staff members who wish to smoke at work do so only during award rest breaks. Please assess whether smoking is occurring outside these times and if it is refer to the document 'Protocol for managing staff non-compliance of Smoke-free Health Service Policy' to take the appropriate disciplinary action.

## Ambulance Officers smoking

- Remind all staff that they are required to approach other staff that are smoking on our sites and ask them to put out their cigarette.
- The Ambulance Service also has a smoke free policy. Ambulance Officers also have access to a supply of free NRT.
- Health Service Manager or site manager may need to speak with the Ambulance service.

## Patients smoking

- Ensure patients are offered help to manage nicotine addiction while in hospital. Patients may be offered support in the form of patches and/or lozenges.
- Ensure all patients are informed of the Smoke-free policy.
- Report patients who are observed smoking to relevant Nurse Unit Manager.
- Emergency department patients can be offered lozenges to manage nicotine withdrawal while in ED.

## Visitors smoking

- Remind all staff that they are required to approach visitors who are smoking on our sites and ask them to put out their cigarette.
- Consideration should be given to further measures/reinforcement of current measures to ensure visitors don't smoke on site. These measures include more signage, include the issue in all discussions with site visitors and include random checks of the site.

## Staff enforcement

- If level of staff enforcement is high, congratulate.
- If level of staff enforcement is low, mention this and encourage further effort.