



**Swan Hill
District Health**
my hospital

KC:JMQ:RJB
18993

26th July 2017

Ali Frazer
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
Southbank, Victoria 3006

Dear Ms Frazer,

**Re: Investigation into the death of Lysie Everett (DOB: 05/03/1979)
Court Ref: COR 2015 004707
Our Ref: UR083093**

Thank you very much for your letter of 19 July 2017, and the Coroner's final report on the investigation into the death of Lysie Everett. I acknowledge and appreciate that the majority of the clarifications requested by Swan Hill District Health (SHDH) in our letter to the Coroner's Court of 8 May 2017, have been incorporated into the final report.

The Coroner's recommendations are accepted and SHDH welcomes any feedback and assistance. SHDH intends to continually work closely with Safer Care Victoria in improving service quality and provision.

In the meantime, consistent with what was advised in SHDH's letter to the Coroner's Court of 8 May 2017, SHDH is implementing the following responses:

Organisational Responses

- From early 2016, SHDH moved to Senior Medical Officer (SMO) cover in the Emergency Department from 0800 to 1800, from six days per week to seven days per week. SMO's are Career Medical Officers or General Practitioners with general or specialist registration, and some years of Emergency Department and/or acute medical experience in Australia.
- From June 2016, SHDH has redesigned its medical workforce to include onsite cover with PGY3's or above from 1800 to 0800. These doctors hold general or Level 3 limited/provisional medical registration, equivalent to an Australian doctor in their third postgraduate year or above.
- From February 2017, SHDH has appointed an 0.75 EFT Director of Emergency Medicine.
- From June 2017, SHDH has appointed an 0.7 EFT Director of Medical Services.
- SHDH has reinstated its Mortality & Morbidity Committee in November 2016.
- SHDH conducted a gap analysis of our systems for responding to clinical deterioration in December 2016, based on National Safety and Quality Health Services Standard 9. This has resulted in an action plan, progress against which is continually tracked through the SHDH Clinical Deterioration Working Group, which was reinstated in January 2017. Please note that audits of observation charts and



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Code Blue/MET Call practice against policy are part of the Working Group's activities.

- SHDH has secured Department of Health and Human Services support for service planning, which commenced in February 2017. The feasibility of developing a High Dependency Unit at SHDH will be addressed through this and subsequent planning processes.

Clinical Education Activities

- SHDH has developed and is implementing a mandatory and required competency framework for medical staff, which will include organisational expectations for regular training in Advanced Life Support (ALS) or equivalent.
- SHDH has run a series of education sessions for medical and nursing staff in December 2016 (trauma management), January 2017 (airway management), February 2017 (management of hypotension) and June 2017 (trauma management update) – facilitated by external experts in emergency medicine and anaesthesia. We intend to continue these on a regular basis. There is also a requirement for senior nursing staff working in either the Emergency Department or Acute Ward to have completed ALS competency assessment.

Clinical Practice Improvements

- SHDH is reviewing its Code Blue and MET Call policies. While this is occurring, from March 2017 all Code Blues and MET Calls will be made through the hospital's Public Announcement system to ensure timely communication.
- SHDH has improved its family escalation of care processes, to simplify the patient literature supporting this and to give patients/family direct access to the Nursing Supervisor as a final escalation point.
- SHDH has developed and implemented tools to support written medical handovers for all newly admitted patients and patients at risk of clinical deterioration.
- Feedback on quality of clinical documentation and consistency of Coronial reporting has been provided to the junior medical staff through the SHDH Hospital Medical Officer Forum.

For further information or discussion, please do not hesitate to contact me at kc@shdh.org.au or on (03) 5033 9394.

Yours sincerely,



Dr Ka Chun (KC) Tse
Director of Medical Services