



**INQUEST INTO THE DEATH OF ANDREW GILMORE  
COURT REF: 2009 002564  
CORONER'S RECOMMENDATIONS DIRECTED AT ALFRED HEALTH  
RESPONSE OF ALFRED HEALTH**

**Coroner's Recommendation No. 1**

*That the Alfred Hospital and Alfred HITH program review the operation of the program to ensure that there is clarity amongst all clinical and administrative staff as to:*

- (a) The proper contact and communication process in the case of contact by family and carers of HITH patients; and*
- (b) As to the process for conveying patient information to HITH and the treating team.*

**Alfred Health Response:**

The HITH Deteriorating Patient Escalation Process guideline has been amended to ensure that clinical escalation is made to the treating team registrar (24/7) as opposed to an HMO or "cover" unit HMO/Registrar.

**Coroner's Recommendation No. 2**

*That the HITH escalation procedure be amended to provide that any new, recurrent or escalating pain requires immediate escalation to the treating team consultant for review or alternatively immediate arrangements for re-admission to hospital.*

**Alfred Health Response:**

The HITH Deteriorating Patient Escalation Process guideline has been amended to ensure that clinical escalation is made to the treating team registrar (24/7) as opposed to an HMO or "cover" unit HMO/Registrar. Consultant notification will be consistent with current Alfred Health guidelines.

**Coroner's Recommendation No. 3**

*That the HITH escalation procedure be amended to provide that where concerns as to deterioration are being expressed by the patient or family members, immediate escalation to the treating team consultant for review or alternatively immediate arrangements for readmission to the hospital is required.*

**Alfred Health Response:**

HITH will introduce a structured approach using ISBAR principles for clinicians to illicit key clinical information when receiving telephone advice from a patient/carer reporting symptoms of concern.

The algorithm will ensure a low threshold for requiring the patient to return to hospital for physical assessment where serious concern criteria are met. This will be an addendum to the existing and recently revised 'HITH Deteriorating Patient Escalation Process' guideline. Education and annual credentialing of the clinical team will follow.

In addition HITH patient information brochure had been reviewed and updated to clearly describe key contact details and process for escalation when experiencing symptoms of concern. The patient information brochure is utilised for education of the patient, family and carers on the ward and also re-iterated in the first HITH visit to ensure a clear understanding exists.