

IN THE MATTER of the Coroner's Act 2008

and

the death of ISABELLA E REES – COR 2015 592



RESPONSE BY WESTERN HEALTH

THE RECOMMENDATION

1. Pursuant to section 72(3) of the *Coroner's Act 2008* (Vic), Western Health hereby responds to the following recommendation made by Coroner Caitlin English on 4 April 2019:

"Parents should feel empowered to express their concerns and have the ability to escalate concerns. The Sunshine Hospital, as part of Western Health, has adopted the Call for Help program which allows families to escalate clinical concerns. I recommend that Western Health should ensure that it is clear to all families and staff that the 'Call for Help' policy operates throughout the hospital."

STATEMENT OF ACTION IN RELATION TO RECOMMENDATION

The Coroner's recommendation has been implemented. The *Call for Help Program* has been in place at Western Health since 28 November 2016.

Empowerment of parents has been increased with the dissemination of *Call for Help Program* materials in the following ways:

- Posters, currently displayed in the Sunshine Emergency Department, are awaiting delivery to the Footscray and Williamstown Emergency Departments. The posters highlight the program to patients, families and carers in all emergency department cubicles and in all patient care areas.
- A video highlighting the program is played on TV screens in patient care areas and on Western Health's internet page.
- Brochures regarding the program are available throughout the organisation, in multiple languages.

- The program is also highlighted in the patient information booklet that patients receive on admission. Staff are also prompted to educate patients regarding the *Call for Help Program* when completing admission paperwork.

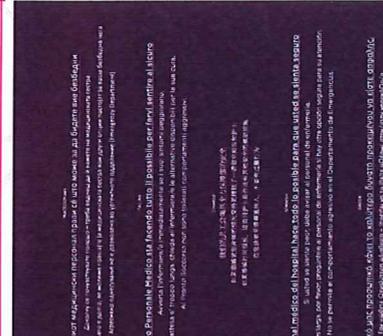
Western Health recognises that Miss Rees' death was incredibly tragic. We have heavily invested in our *Call for Help Program* to ensure that our patients and their families and carers feel empowered to express any concerns they have while under our care.

A copy of the poster utilised is attached.

1. 1020mm



2. 1200mm



3. 297mm



1930mm

1400mm

420mm

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