



1<sup>st</sup> November 2019

Kate Sanderson  
Coroners Registrar  
[cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Ms. Sanderson,

**Re: Court ref: COR 2017 1844 – Response to Recommendations**

*Recommendation 3: That Stawell Regional Health continue staff education at its Urgent Care Centre and implement regular audits to ensure policies and procedures are followed.*

The Coroner's recommendation has and will continue to be implemented as outlined below.

- In April 2018 Stawell Regional Health (SRH) developed and implemented a Chest Pain Checklist to standardise the way patients presenting to the Urgent Care Centre (UCC) with chest pain are assessed and monitored. Compliance with the use of the Chest Pain Checklist was audited in May 2019 and additional education was provided to staff. A subsequent reaudit in September 2019 showed increasing compliance. Education and monitoring continues.
- In addition to auditing the chest pain checklist regular audits of the UCC documentation are undertaken to monitor compliance with policies and procedures in the UCC setting. Audit results are reported and monitored through the SRH clinical governance system.
- In November and December 2018 the SRH clinical education unit presented a de-identified case study that examined the details of this specific coroner's case in order for us to share the learnings from this case. All UCC nursing staff were required to attend the presentation.
- In December 2018 a two day ECG analysis course was provided to the acute nursing team to support the development of ECG interpretation skills.
- In 2018 SRH undertook a comprehensive skills gap analysis of all clinical areas in order to identify areas for improvement. In response to identified needs in the UCC and acute care setting, Stawell Regional Health partnered with the Australian College of Critical Care Nurses (ACCCN) to

**Stawell Regional Health**  
ABN 50 467 753 315

Incorporating:  
Stawell Hospital,  
Macpherson Smith Residential Care  
Bennett Centre for Community  
Activities  
Stawell Medical Centre

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Stawell Victoria 3380  
Phone (03) 5358 8500  
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develop in house capacity to provide a fully accredited Advanced Life Support training program to UCC and acute care staff.

- To compliment this initiative Stawell Regional Health purchased an iSimulate to assist in delivering this training to our nursing workforce. Six staff have become accredited trainers and 100% of UCC nursing staff have completed the accredited training program.
- In August 2019 SRH hosted a two day emergency response education program focused on providing nurses working in the UCC setting with skills in primary and secondary assessment, triage, cardiac rhythm recognition and scenario based learning sessions.
- As an ongoing initiative Stawell Regional Health utilises an online introduction to Triage course via the Kineo e3 learning platform.
- In October 2019 Stawell Regional Health procured \$120 000 of grant funding to design and deliver an afterhours emergency response program for nurses. This 9 month program is a regional collaboration that focusses on the skills nurses require when managing after hours UCC presentations. The 3 R's of After Hours Care Education program (the Right care, at the Right Time, in the Right Place) incorporates key clinical assessment and response skills along with managing after hours referrals and discharge planning. 100% of UCC nursing staff are enrolled to complete this program.
- In 2020 Stawell Regional Health will continue to support nurses in post graduate education through the provision of regional post graduate scholarships. Currently there are three nurses that have indicated that they wish to complete Post graduate qualifications in Emergency Nursing.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ian Martin', with a stylized, cursive script.

Ian Martin  
Acting Chief Executive Officer