

Nicole D'Rozario
Coroner's Registrar
team2@coronerscourt.vic.gov.au

Dear Ms Nicole D'Rozario

Investigation into the death of Alma Honeychurch

Thank you for your letter dated 23 November 2020 accompanying Coroner McGregor's finding without inquest into the death of Alma Honeychurch.

Coroner McGregor recommended that Safer Care Victoria, in consultation with Ambulance Victoria (AV) and Adult Retrieval Victoria (ARV), provide education to rural and remote emergency departments (EDs) and urgent care centres (UCCs) on the role and responsibilities of ARV.

In late 2019, the Department of Health and Human Services' funded Rural Urgent Care Nursing – Capability Development Program (RUCN-CDP) to provide standardised education to nurses working in Victorian Urgent Care Centres (UCCs). The RUCN-CDP is coordinated and delivered by Alfred Health's Emergency department. Safer Care Victoria is represented on both the program's Clinical Reference Group and Project Reference Group.

The program includes four core, three coronavirus (COVID-19) related, and a number of elective online learning modules. In addition, the program includes a face-face workshop, access to an online resource library and incorporates a limited number of clinical observation placements at a regional ED or larger UCC. The following two core modules are most relevant to Coroner McGregor's recommendation:

- **Assessment and management of the deteriorating patient**
This module provides education to rural and remote UCC nurses on the importance of early recognition and response to deteriorating patients.
This module covers recognition, escalation and management of deterioration, the concepts of adverse events, sentinel events and failure to rescue, human, environmental and patient factors that affect clinical deterioration. This includes recognition and response to airways compromise.
- **Transfer and disposition**
This module provides guidance to rural and remote UCC nurses on role and responsibilities of retrieval services.
Content includes stabilisation and preparation of a deteriorating patient for transfer, and covers topics including appropriate communication, debriefing and lessons on principles of safe transfer, stabilisation and preparation for transfer, special populations (paediatric, infant, perinatal and mental health) collaborative practice and resilience.

In 2020, ARV undertook activities to engage with and improve their service for rural and regional health services. This included:

- Written communication to UCC senior leadership staff to highlight the ARV role of providing clinical advice and support as well as facilitating transfers and providing contact information.
- Participation in the coronavirus (COVID-19) cluster planning, including provision of information on ARV capabilities and role in transferring patients.
- Update of their telehealth platform to Healthdirect Video Call. The platform is delivered by Healthdirect Australia through the support of Commonwealth and state health departments. The use of this platform brings ARV into alignment with other public health services and makes it easier for rural and remote services to connect and receive clinical support from ARV.

Future ARV engagement and education opportunities planned, pending COVID-19 restrictions, in 2021 include:

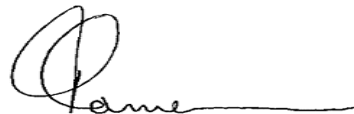
- Update and redistribution of posters to regional and rural health services, highlighting when and how to contact ARV.
- Site visits by Jason McClure, Director of ARV and ARV's senior leaders to regional and rural health services and AV services, to further understand local context and improve awareness of the role of ARV.

Should you have any queries, please contact the Emergency Care Clinical Network on (03) 9096 8324 or emergencycare.clinicalnetwork@safercare.vic.gov.au.

Yours sincerely



Adj. Assoc. Professor Ann Maree Keenan
Chief Executive Officer
Safer Care Victoria
Date: 03/02/2021



Peter Cameron
Clinical Lead, Emergency Care Clinical Network
Safer Care Victoria
Date: 27/01/2021