

31 January 2025

Ms Rachel Nicol
Registrar
Coroner's Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Ms Nicol

Investigation into the death of Makayla Wadeson

We refer to your letter dated 11 November 2024 enclosing Coroner Dubrow's Finding without Inquest into the death of Makayla Wadeson (**Finding**).

We appreciate the opportunity to report on the lessons learnt from Makayla's death and on the improvements that have been put in place at Goulburn Valley (**GV**) Health to reduce the risk of similar events in the future. We note that the Finding includes recommendations directed to GV Health and we can advise that actions have been taken in response to each of those recommendations.

The details of the actions taken in relation to each finding are as follows:

- (i) **That GVH use ViCTOR charts to record all observations in paediatric cases including observations taken at triage in the emergency department.**

On 28 June 2024, GV Health implemented the use of ViCTOR charts to record all observations for paediatric patients from the point of triage. A copy of the communication sent to all emergency department nursing and clerical staff on 26 June 2024 is attached as Annexure A to this letter.

- (ii) **That GVH make changes to their electronic medical record to ensure current medical diagnoses and medications are easily accessible to all users who open the record.**

GV Health has a hybrid medical record which consists partly of electronic records and partly of digitised (scanned) paper records.

On 20 September 2024, GV Health received a funding allocation from the Department of Health to commence planning and readiness preparation for an electronic medical record as a Hume Region wide application through the Hume Rural Health Alliance. It is anticipated that delivering an electronic medical record will take place over the next three to four years, with exact timeframes to be determined, noting this is subject to additional funding being provided by the Department of Health.

As part of planning the proposed electronic medical record, GV Health will give consideration to the way in which current medical diagnoses and medications are recorded and accessible to users. In addition, GV Health will consider possible improvements to the current hybrid medical record before the electronic medical record is implemented.

We extend our sincere condolences to Makayla's family and friends.

Please contact us if you have any queries in relation to this response.

Yours sincerely



Matt Sharp
Chief Executive

ANNEXURE A



TRIAGE OBSERVATIONS

What's Changing?

Paediatric ViCTOR and Adult Observation Charts will now be implemented at triage

- **ALL** observations will be recorded at triage on age appropriate charts
- There are 6 charts - Adult, Less than 3 months, 3 to 12 months, 1 to 4 years, 5 to 11 years and 12 to 18 years

Why?

The implementation is in response to a Coroners Court recommendation for GVH and a Safer Care Victoria directive for all Victorian ED's & UCC's. ViCTOR charts are age-specific 'track and trigger' paediatric observation charts for use in Victorian hospitals and are designed to assist in recognising and responding to clinical deterioration in children

When?

Commencing 27/6/24 0700hours – [REDACTED] (ED Educator) will be in the department to assist

Where are the charts located?

- The adult and paediatric charts have been relocated to the triage workspace and have also been mounted on the wall in the AV bay for easy access

Process

- Record patient details, name and DOB on **BOTH** the ED1 (triage form) **AND** observation chart
- Complete observations at triage and **document** on the age appropriate observations chart
- Place the ED1 (triage form) inside the obs chart and hand over the 'patient identified' triage forms to the triage ward clerk

Audit

- The observation charts will be audited to ensure compliance




Please provide any feedback to ED Educator [REDACTED]

Triage Observation Charts - June 2024