

17 April 2026

Sheean Werkmeister  
Coroner's Registrar – Coroners Support Services

**Via email:** [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Sheean,

**Re: Response to the Coroner's Recommendations  
Investigation into the death of Jean Crocker COR 2022 006702**

Eastern Health thanks the Court for the opportunity to respond formally to the recommendations arising from the findings of Coroner Catherine Fitzgerald dated 28 October 2025. We remain committed to continuous improvement and to ensuring the safest possible care for our community.

In accordance with the Court's guidelines, Eastern Health provides the following responses to each recommendation.

**Response to Recommendations**

Recommendation 1

*Review the Post Falls Response and Management Guideline to include specific instructions regarding the performance of a clotting profile for patients presenting with a fall with head strike.*

**Response:** The recommendation has been implemented.

Eastern Health has reviewed and updated Clinical Practice Guideline (CPG) 3188 Post Falls Response and Management. The revised guideline was endorsed in July 2025.

The updated guideline includes a detailed Post Fall Response Flow Chart, which directs medical staff to:

- assess whether the patient is receiving anticoagulant therapy or has a known coagulopathy; and
- perform INR and APTT testing<sup>1</sup> for these patients due to their increased risk of bleeding.

All medical staff also receive a Post Fall Response Card during orientation and induction, which includes explicit prompts regarding clotting profiles for anticoagulated patients.

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<sup>1</sup> INR (International Normalised Ratio) and APTT (Activated Partial Thromboplastin Time) are standard blood tests used to assess how quickly a patient's blood clots.

## Recommendation 2

*Implement a routine alert in all relevant areas (EMR, handover, prescribing) that a patient is therapeutically anticoagulated.*

**Response:** An alternative to the recommendation has been implemented.

Eastern Health considered the introduction of a routine EMR alert for therapeutically anticoagulated patients. This alert was not added, as the current volume of alerts within the system means that additional alerts are unlikely to provide benefit and may reduce the effectiveness of existing safety notifications. Anticoagulation status continues to be communicated through established processes such as structured handover and medication reconciliation.

## Recommendation 3

*Review the handover process to include an ISBAR-style format that always includes patient alerts, including anticoagulation.*

**Response:** The recommendation has been implemented.

Eastern Health has established structured handover processes that incorporate patient alerts, including anticoagulation status:

- Medical staff now utilise the I-PASS handover model, which includes risk identification and medication management.
- Nursing staff utilise the ISOBAR<sup>2</sup> handover format, which includes confirmation of medications and administration.

These structured tools ensure anticoagulation information is consistently communicated during clinical handover.

## Recommendation 4

*Implement a requirement that the pharmacist performing a medication reconciliation communicate the pertinent findings of the reconciliation directly to the responsible doctor.*

**Response:** The recommendation has been implemented.

The Pharmacy Local Operating Procedure requires that any medication-related issues identified during medication reconciliation are documented in the electronic medical record and that the prescriber is contacted to notify them of those issues, with urgent issues followed up as soon as possible; this requirement was in place prior to the incident. Pharmacists communicate medication-related issues directly to responsible medical officers using EMR-integrated tools, including Task Manager, Microsoft Teams and EMR Messenger (Oracle Messenger), and where no medication-related issues are identified, completion of the Pharmacy Admission Note provides visibility of the reconciliation to the treating medical team via the EMR.

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<sup>2</sup> I-PASS and ISOBAR are structured clinical handover tools used to ensure consistent and comprehensive communication between clinicians. I-PASS includes illness severity, patient summary, action list, contingency planning and synthesis by the receiver. ISOBAR includes identification, situation, observations, background, assessment and recommendations.

## Recommendation 5

*Introduce an alert in the Electronic Medical Records system that is triggered when two different anticoagulant medications are entered into the medication management system, regardless of whether the medications are 'prescribed' during the admission or recorded as 'home medications'.*

**Response:** The recommendation has been implemented.

The EMR system currently includes an alert that activates when two or more anticoagulants are prescribed. This applies to both medications prescribed during the admission and those recorded as home medications, supporting clinicians to identify and address potential duplication or interactions.

## **Closing**

Eastern Health remains committed to continuous improvement and to implementing systems and processes that enhance patient safety. We thank the Court for the opportunity to respond to the recommendations.

Yours sincerely,



Alison Dwyer  
**Executive Director Medical and Clinical Governance**