

13 August 2015

Sarah Collier
Coroners Registrar
Coroners Court of Victoria
65 Kavanagh Street
Southbank, VIC
3006

Dear Ms Vella

Re: **Response to the Coroner's recommendations arising from the
investigation into the death of Waldemar A Ogon**
Court reference: **COR 2011 002235**

Please find attached the written response from Mercy Mental Health to the
recommendations arising from the Coroner's investigation into the death of Mr
Waldemar Ogon.

Yours sincerely



A/Prof Dean Stevenson
Clinical Services Director
Mental Health Services
Mercy Public Hospitals Inc.

Response to Coroner's recommendation
Waldemar A Ogon
Court reference: COR 2011 002235

Recommendation One

With the aim of minimising risk and preventing like deaths, I recommend that 1), Mercy Mental Health implement compulsory training (and ongoing refresher training) to inform staff about the new risk assessment and visual observation forms, policies and procedures implemented by Mercy Mental Health and 2), implement compulsory training about the Prompt system, including how to use it to access all current policies and procedures by Mercy Mental Health.

1. The Coroner's recommendation has been implemented.
 - A) 1) Training regarding the risk assessment and visual observation procedures and related forms is provided during the Assessment Training Days. The Assessment Training days are part of the yearly education calendar that is provided to staff throughout the year. The training days are developed, organised and presented by the Mercy Mental Health Education Department.
 - 2) Training regarding the PROMPT system is provided to staff during the Assessment Training Days as noted in item A) 1. During the Assessment Training Days staff are also provided with a computer based demonstration on how to access the risk assessment and visual observation procedures using the PROMPT system.

Information regarding the use of the PROMPT system is provided to new staff during the Mercy and Mercy Mental Health orientation programs.

Development and Review of Policies & Related Documents Procedure directs the management and use of the PROMPT documentation system. This document was created in May 2012 and has had regular updates.

This procedure provides a standardised process for the development, implementation and regular review of policies, procedures, clinical guidelines and protocols and provides direction on how new procedures are communicated to staff. The communication process is described in the paragraphs below.

The PROMPT documentation system is managed by PROMPT Administrator. It is the responsibility of this staff member to update the PROMPT bulletin window located on the PROMPT website with new and revised policies and procedures that relate to all of Mercy Health. For Health Services specifically a hyperlink to a page listing all new and revised documents will be available in the bulletin section.

A memo authored by the PROMPT administrator is forwarded to all clinical staff by email on a quarterly basis. This memo lists the new, reviewed and archived policies, procedures and clinical guidelines on the PROMPT system.

Senior Managers communicate to their managers and staff about new and revised documents that are relevant to their area. A range of communication strategies are used that include staff/clinical meetings, email and staff notice boards.

- B) 1) A copy of the 2015 Education Calendar is attached to demonstrate the training days available to staff of Mercy Mental Health.

A copy of the Mental Health Service Mandatory Training and Competency Procedure 2014 – 2015 is attached which outlines the mandatory training and competencies required by all staff in the Mercy Mental Health Service (MHS) including the frequency of completion during the 2014 – 2015 period. Training in the risk assessment and visual observations is part of the core competencies 2 – documentation, and 10 - risk assessment as noted in the abovementioned procedure.

- 2) A copy of the PROMPT website with the PROMPT bulletin window is attached to demonstrate how the new policies and procedures are recorded on this site.

A copy of a recent memo from the PROMPT administrator is attached to demonstrate how PROMPT changes are communicated to staff.

Recommendation Two

With the aim of minimising risk and preventing like deaths, I recommend that Mercy Mental Health amend their definition of “visual observation” so that it includes but is not limited to recording the patient’s/client’s activity level, and if the patient is assumed to be sleeping, that a notation of chest movements and/or other signs of respiration are recorded consistent with good clinical practice.

1. The Coroner’s recommendation will be implemented.
 - A) The Coroner’s recommendation has been reviewed by the Mental Health Clinical Safety Quality and Risk Committee. A working party was established by the committee to revise the definition of visual observation by improving the recording requirements of a patient’s level of activity whilst asleep.
 - B) This working party has completed the review and has determined that there will be a requirement that chest movements and/or other signs of respiration are recorded when a patient is noted to be asleep. A method to record this has been developed and the visual observation chart will be revised to reflect this.

The expected timeline to introduction of the revised visual observation chart is three months.

PROMPT webpage demonstrating the PROMPT Bulletin window

The screenshot displays the PROMPT website interface. At the top left is the 'prompt documents' logo. The top right shows the user is logged in as 'Mercy Health' with the email 'Mercy.health@mh.com.au'. Below the navigation bar is a search section with an input field for 'Enter Search Expression', a 'Search' button, and a 'Clear the form' button. A 'System Help' link is also present. On the right side, a 'PROMPT BULLETIN' window is displayed, containing the following text:

PROMPT BULLETIN
Health Services Memo - New, Revised and Archived:
Health Services Memo - Prompt uploaded 19.03.15 to 05.05.15
Health Services Memo - Prompt uploaded 06.05.15 to 30.06.15
Health Services Memo - Prompt uploaded 01.07.15 to 31.07.15

New Mercy Health Corporate documents
Nil to report

Revised Mercy Health Corporate documents
[Work Health Safety Policy](#)

Prompt template documents
[Policy Template](#)
[Procedure Template](#)
[Clinical Guideline Template](#)
[Approval Checklist](#)
[Development and Review of Policies & Related Documents](#)

Problems or questions regarding PROMPT?
Please contact Megan Tallies - PROMPT Administrator
(Part-Time: Tues | Wed | Thurs)
Email: MH_PromptAdmin@mercy.com.au or Ph 0416 7523

Below the bulletin window, a note states: 'A maximum of 500 results will be presented. Searches resulting in many documents may be slow. Refining your search will result in a faster search and less documents.' The word 'Results' is visible below this note. At the bottom left is a 'Disclaimer' link, and at the bottom right is the version number 'v2.15.1.25'.

2015 EDUCATION CALENDAR

March	April	May	June	July
1	1	1	1	1
2	2	2	2	2
3	3 - PUBLIC HOLIDAY	3	3 - AGGRESSION MANAGEMENT WMH Antenatal Room	3
4	4	4	4	4
5 - ASSESSMENT DAY - SWC	5	5	5	5
6	6 - PUBLIC HOLIDAY	6 - GENDER SENSITIVITY - SWC	6	6
7	7	7	7	7
8	8	8	8 - PUBLIC HOLIDAY	8
9 - PUBLIC HOLIDAY	9	9	9	9
10 - MENTAL HEALTH ACT - CCU	10	10	10	10
11	11	11	11 - SENSORY MODULATION - WMH LP	11
12	12	12	12	12
13	13	13	13	13
14	14	14 - TRAUMA INFORMED CARE - SWC	14	14 - ASSESSMENT DAY - CCU
15	15	15	15	15
16	16 - SENSORY MODULATION - SWC	16	16	16
17	17	17	17	17
18	18	18	18 - COMPETENCY DAY - SWC	18
19 - GENDER SENSITIVITY - SWC	19	19	19	19
20	20	20 - ASSESSMENT DAY - WMH LP	20	20
21	21	21	21	21
22	22 - COMPETENCY DAY - SWC	22	22	22 - GENDER SENSITIVITY - WMH LP
23	23	23	23	23
24	24	24	24	24
25 - TRAUMA INFORMED CARE - WMH LP	25 - PUBLIC HOLIDAY	25	25 - MENTAL HEALTH ACT - SWC	25
26	26	26 - SENSORY MODULATION WMH Seminar Room	26	26
27	27	27	27 SCHOOL HOLIDAYS	27
28 SCHOOL HOLIDAYS	28 - AGGRESSION MANAGEMENT - WMH LP	28	28	28 - TRAUMA INFORMED CARE - SWC
29	29	29	29	29
30	30	30	30	30
31		31		31

All bookings must be emailed to MMH Education Department: MEducationDepartment@mercy.com.au

2015 EDUCATION CALENDAR

August	September	October	November
1	1	1	1
2	2	2	2
3	3 - TRAUMA INFORMED CARE – WMH LP	3	3 PUBLIC HOLIDAY
4	4	4	4
5 - COMPETENCY DAY - SWC	5	5	5 - MENTAL HEALTH ACT - SWC
6	6	6 - SENSORY MODULATION - SWC	6
7	7	7	7
8	8	8	8
9	9	9	9
10	10 - ASSESSMENT DAY – WMH LP	10	10
11	11	11	11 - GENDER SENSITIVITY – WMH LP
12	12	12	12
13 - AGGRESSION MANAGEMENT – WMH LP	13	13	13
14	14	14	14
15	15 - GENDER SENSITIVITY – CCU	15 - COMPETENCY DAY - SWC	15
16	16	16	16
17	17	17	17
18	18	18	18
19 - SENSORY MODULATION – WMH LP	19 SCHOOL HOLIDAYS	19	19 - TRAUMA INFORMED CARE - SWC
20	20	20 - AGGRESSION MANAGEMENT – WMH LP	20
21	21	21	21
22	22	22	22
23	23	23	23
24	24	24	24
25 - MENTAL HEALTH ACT - CCU	25	25	25 - COMPETENCY DAY - SWC
26	26	26	26
27	27	27	27
28	28	28 - ASSESSMENT DAY – WMH LP	28
29	29	29	29
30	30	30	30 - AGGRESSION MANAGEMENT – WMH LP
31		31	

WMH LP – Werribee Mercy Hospital Learning Precinct Seminar Room - 300 Princes Highway, Werribee VIC 3030
WMH Seminar Room - Werribee Mercy Hospital, 300 Princes Highway, Werribee VIC 3030
WMH Antenatal Room - Werribee Mercy Hospital, 300 Princes Highway, Werribee VIC 3030
SWC – Saltwater Clinic Training Room, 94 Nicholson Street, Footscray VIC 3011
CCU – Community Care Units Activity Room - 131-135 Synnot Street, Werribee Vic 3030



Mercy Health

Care first

MEMO

To: All Health Services staff

From: Megan Taifalos – PROMPT Administrator

Date: 18 March 2015

Re: **PROMPT New, Reviewed & Archived documents 21 January 2015 to 18 March 2015**

Attention All Staff

Below is a list of PROMPT new, reviewed & archived Policies, Procedures & Clinical Guidelines for the period 21 January 2015 to 18 March 2015. Please take time to read documents that relate to your area of practice. If you have questions, contact the author as listed in the version history at the end of the document.

Click to access [PROMPT](#).

New Procedures uploaded:

Doc Type	Dept	Document Number	New Uploaded Document
Procedure	MPHI - Medical, Sub Acute & Palliative Care Services	MER0001736	Admission of Patients to a Medical Unit at WMH
Procedure	MPHI - Medical, Sub Acute & Palliative Care Services	MER0001737	Admission of Patients to a Medical Unit at WMH
Procedure	Health Services	MER0001730	Mental Health Assessment and Management of Inpatients MWH Procedure
Procedure	Health Services	MER0001740	MHW Private Consulting Suites Procedure

Revised Procedures and Clinical Guidelines uploaded:

Doc Type	Dept	Document Number	Revised Uploaded Document
Procedure	MPHI - Medical, Sub Acute & Palliative Care Services	MER0000265	Austin Mercy (MHW) Specimen Transport Outside Austin Pathology Courier Hours Procedure
Procedure	MPHI - Mental Health Services	MER0000473	Electroconvulsive Treatment (ECT) Procedure
Procedure	MPHI - Mental Health Services	MER0000334	Supervision of Nursing Students MMH Procedure
Procedure	MPHI - Medical, Sub Acute & Palliative Care Services	MER0001639	Unscheduled presentations to ED by HITH patients
Clinical Guideline	MPHI - Medical, Sub Acute & Palliative Care Services	MER0000432	Administration of Thiamine (Parenteral and Oral) and for the Prevention and Treatment of Wernicke's Encephalopathy WMH CG

Deactivated Procedures:

There were no archived documents to report for this period.

Kind regards

Megan Taifalos

Title: Mental Health Service Mandatory Training and Competency Procedure 2014 - 2015



Division: MHS

Facility or Program: All MHS

Approved by: Program Director

Policy Link: Mandatory Organisational Competencies Policy, Learning and Development Policy

Purpose

To outline the mandatory training and competencies required by all staff in the Mercy Mental Health Service (MHS) including the frequency of completion during the 2014 – 2015 period.

Who Must Comply

All MHS staff

Procedure

This procedure identifies MHS training and competency requirements in addition those set out by MPHI in the linked policies above and according to the organisational learning ladder.

The following procedure sets out the minimum training and competency requirements over the 2014 and 2015 period taking in to account the training needs identified during the Education Planning Day in 2013. This procedure is implemented as a mental health services human resource practice development 2 year plan.

The Education planning day 2013 identified the following key areas for priority training and competency:

The following 10 Core Competencies, as ranked by the staff participants are as follows in weighted order : -

1. Recovery and patient centered care
2. Documentation
3. Dual Diagnosis
4. Medication – management / admin / type
5. BLS /AED
6. Outcome measurement
7. Care planning and service coordination
8. Emergency / OH&S
9. Aggression management
10. Risk assessment

Items 4 Medication, 5 BLS and 8 Emergency are currently covered by MPHI policy and procedure for mandatory annual training; however training opportunities for 4 and 5 have been made available in Mental Health Competency and Training Day. The training days below will address all of the above training areas.

Aggression Management: “Proactive Interventions, Violence and Aggression Training”

Link to priority areas:

Components of recovery orientated practices have been embedded within this training with reference to de-escalation practices associated with Trauma Informed Care, Sensory Modulation, Reducing Restrictive Interventions and Advance Statements.

Training Requirements:

- All staff, within 6 months of commencement of employment.
- Existing staff, once during the 2014 – 2015 period.
- Clinical staff complete the full day of training.
- Non Clinical staff complete the half day training.

Title: **Mental Health Service Mandatory Training and Competency Procedure 2014 - 2015**



Division: MHS

Facility or Program: All MHS

Approved by: Program Director

Policy Link: Mandatory Organisational Competencies Policy, Learning and Development Policy

Trauma Informed Care

Link to priority areas:

This training day is linked with recovery orientated service delivery, aggression management and the reduction of restrictive interventions.

Training Requirements:

- All new and existing clinical staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

Sensory Modulation

Link to priority areas:

This training day is linked with recovery orientated service delivery, aggression management and the reduction of restrictive interventions.

Training Requirements:

- All new and existing clinical staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

Gender Sensitivity

Link to priority areas:

This training day is linked with recovery orientated service delivery and patient centered care.

Training Requirements:

- All new and existing clinical staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

Mental Health Assessment Training

Link to priority areas:

Recovery, documentation, outcome measurement, risk assessment, care planning and coordination are covered in this training day under the following headings; Documentation training, Mental Status Examination revision, Recovery Orientation in Assessment and Treatment Planning, Mental Health Risk Assessment & Outcome Measures.

Training Requirements:

- All new and existing clinical staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

Title: Mental Health Service Mandatory Training and Competency Procedure 2014 - 2015



Division: MHS

Facility or Program: All MHS

Approved by: Program Director

Policy Link: Mandatory Organisational Competencies Policy, Learning and Development Policy

Mental Health Competency and Training Day

Link to priority areas:

Recovery and patient centered care, Dual Diagnosis, BLS, Medication Management, are covered in this training day. Principles of patient centered care are addressed in the Transcultural Mental Health component of the day.

Training Requirements:

- All new and existing staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

Mental Health Act Training Day

Link to priority areas:

Recovery and patient centered care, Documentation, Care Planning and Service Coordination are embedded in the training under the following training areas; Mental Health Act 2014 Legal, Working with Nominated Persons, Carers and Families, and Advance Statements.

Training Requirements:

- All new and existing staff must complete the training once during the 2014 – 2015 period.
- Graduate staff must complete this training during the 12 month graduate program.
- Post graduate who have not previously undertaken the training must complete the training during the 12 month post graduate program.

In the second half of 2015 a MHS education planning day and training needs analysis will be complete to review this current procedure, make changes as required and implement a new procedure and a mental health services human resource practice development plan.

Precautions & Contraindications

Definitions

Term	Definition

Links to Related Documents

Key Legislation, Acts, Standards & References

Acknowledgements

Keywords

Mental Health Services
Mandatory competencies
Mandatory training

Title: Mental Health Service Mandatory Training and Competency Procedure 2014 - 2015



Division: MHS

Facility or Program: All MHS

Approved by: Program Director

Policy Link: Mandatory Organisational Competencies Policy, Learning and Development Policy

Version History & Author / Contributors

V.	Date Created (MM/YYYY format)	Section(s) Changed (eg procedure / definitions / references)	Created/Amended by (position title)
1	11/2006	New protocol	Senior Psychiatric Nurse
2	11/2009	New format, WMH and Hospice removed	Senior Psychiatric Nurse
3	12/2011	Medication, documentation and OM changed to initial requirement only On line access details changed	Senior Psychiatric Nurse
4	07/2014	New format, change in title, removal of any competencies or training already identified under other MPHl policies or procedures, change in requirements based on needs analysis in 2013 and contemporary MHS needs.	Senior Psychiatric Nurse