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7 July 2017

Marde Bevan
Coroners Registrar
Coroners Court of Victoria

By email: cpuresponses@coronerscourt.vic.gov.au

Dear Registrar Bevan

RESPONSE TO THE CORONER: PETER H CHIAM COR 2015 004959

1. By letter dated 31 March 2017 (received on 7 April 2017), Alfred Health was advised that Coroner John Olle intended to make the following recommendation:

"I recommend that ... Alfred Health review the process of communicating the discharge warfarin management plan and assigning responsibility for assessing and educating patients at discharge on warfarin changes, for the benefit of future patients."

2. I am writing to confirm that the Coroner's recommendation is being implemented as part of Alfred Health's Anticoagulation Stewardship program.

3. The Anticoagulation Stewardship program is a collaborative approach between the Pharmacy Department and the Haemostasis/Thrombosis Unit to ensure that patients of the Alfred, Caulfield and Sandringham hospitals receive safe and optimal anticoagulant ('blood-thinning') therapy. The Program operates in inpatient, peri-operative and ambulatory settings and is designed to lead the health service's system wide approach.

4. The Program aims to ensure that patients requiring anticoagulation are managed appropriately to reduce anticoagulant-related adverse events and prevent hospital complications due to potential over- or under-utilisation of these agents. The Program is a new service and is in the process of developing interventional strategies for improving patient outcomes related to appropriate anticoagulant use.

5. Our clinical pharmacy service incorporating pharmacist-led review of medication and patient education regarding post discharge management also includes review of anticoagulation therapy and runs seven days per week.

Results of Internal Review

6. An internal review of this matter was completed by Alfred Health in June 2017. This review provided the following recommendations:

Recommendations:
1. The Anticoagulation Stewardship Pharmacist will provide an anticoagulation monitoring & education service to inpatients, perioperative and ambulatory patients.
2. The Discharge Working Group continues to develop systems to improve discharge summary completion & distribution.
3. This case will be presented and fed back to Pharmacy & Alfred Centre to disseminate findings and learning from this review and individual staff directly involved in this event will be notified of outcome of this review.

Progress towards implementing the recommendations

7. **Recommendation 1:** The Anticoagulant Stewardship Pharmacist commenced in September 2016. This role is ongoing and focuses on:
- providing clinical input in relation to the use of anticoagulation medication for post-operative patients;
 - promoting the safe and effective use of anticoagulants by clinical staff; and
 - educating inpatients and patients in the thrombosis outpatient clinic about the effective and safe use of anticoagulation medication.
8. **Recommendation 2:** Alfred Health's Discharge Working Group works towards improving the communication between the Health Service, patients and GPs. In the anticoagulation area, the Working Group has, amongst other things:
- standardised the discharge summary templates for Alfred Health;
 - proposed a new warfarin section for the medical discharge summary; and
 - improved the dissemination of discharge summaries including the method of distribution and the education and training of clerical and clinical staff.
9. **Recommendation 3:** These presentations are scheduled to occur by October 2017.

Yours sincerely

Dr Lee Hamley
Executive Director Medical Services/ Chief Medical Officer