

Office of the Chief Medical Officer
Ballarat Health Services
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Ref: CMO Corresp: COR2018 5655 MH/CA

26 March 2021



Ballarat Health Services
Putting your health first

Ms Mikaela Meggetto
Coroner's Registrar
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Re: Investigation into the death of Irene F Curran – COR 2018 5655

Regarding the recommendations pertaining to Court Reference COR2018 5655, could we apologise for our failure to respond to recommendations 1 and 2. This was purely an oversight as our discussions around the development of the MoU with Central Highlands Rural Health incorporated those issues, but a separate response was not developed.

Response to Coroner's Recommendations:

1. The Coroner's recommendation is unable to be implemented in its current form.

The sending of Discharge Summaries in a timely manner remains a priority for Ballarat Health Services, and an organisational KPI already pertains to this. The time frame set for the organisation is, however, 72 hours, taking into account the range of factors that impact this. We fully agree with the Coroner's time frame of 24 hours as ideal. However, workforce, patient-flow and demand pressures lead to a clinical prioritisation where this time-frame is currently aspirational. Ballarat Health services will continue to work towards continuous improvement in this area.

BHS also carried out a review of Nursing Discharge Summaries and checklists that were being utilised across the Acute and Subacute services in late 2020. From this review a working group has been tasked with producing a standardised Nursing Discharge Summary that will provide adequate information to patients about post hospital care. This working group reports through to the Care Transitions and Communicating for Safety Governance group, and has consumer representation to ensure we capture the consumer perspective and involve them in the codesign of the standardised nursing discharge summary.

2. The Coroner's recommendation is already in effect.

As an organisational target, the necessity of completing Discharge Summaries in a timely manner is already communicated hospital wide – and our apologies if the response suggested that this was simply limited to the new doctors being oriented to the Gynaecology, or any other, unit.

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Should you require any further information regarding the above responses, please do not hesitate to contact me on 5320 4278 or email matthew.hadfield@bhs.org.au.

Yours sincerely



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