



53 Thomas Street, Noble Park VIC 3174
Tel +61 3 9549 2777 Fax +61 3 9549 2779
Email theqec@qec.org.au
Website www.qec.org.au
ABN 23 237 300 347

Ms Marde Bevan
Coroners Registrar, Coroners Court Victoria
cpuresponses@coronerscourt.vic.gov.au
18 August 2021

Dear Ms Bevan,

RE: *Ms Melanie Doherty, DOB 30 September 1988, COR 2018 1213*

I refer to your letter dated 24 May 2021. The Coroner made a single recommendation to the Queen Elizabeth Centre (QEC), which we received via email on 25 May 2021:

“Queen Elizabeth Centre review the current and clinical staff training for recording and managing medications for residential program participants, that includes best practice best possible medication history steps, medication reconciliation processes and clinical staff responsibilities.”

Implementation of the Coroner’s recommendation occurred from 27 July 2021, via the following actions:

1. Review of all current, existing medication procedures and practices.
2. Confirmation that medication procedures and practices align with National Safety and Quality in Healthcare Standards (Standard 4 Medication Safety).
3. Identification of areas for improvement, including consideration of the Coroner’s recommendation.
4. QEC Medication Management Procedure revised to include:
 - Best practice best possible medication history steps
 - Increased clarity regarding medication reconciliation processes and clinical staff responsibilities.
5. QEC Position Descriptions and Orientation Program revised to clarify clinical roles and responsibilities in relation to medication.
6. Mandatory Medication Management training package and competency assessment developed.
7. Medication Management audit processes developed.
8. Review date for above improvements identified and documented.

Thank you for the opportunity to respond to this recommendation. Please do not hesitate to contact me if you require further information.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sue White', written in a cursive style.

Sue White
Chief Executive Officer, Queen Elizabeth Centre