



CORRECT CARE
A U S T R A L A S I A

29 June 2022

Coroners Court of Victoria

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

Dear Sir/Madam

Coronial Investigation into the death of Charles Squires

Our Ref: KDO:2016327

Your Ref: 0481/2017

Reference is made to the coronial finding regarding the death of Mr. Squires. In particular, to the following recommendation:

That Correct Care Australasia ensures the Induction Program for nursing staff employed in Victorian correctional facilities includes education and advice about the relevant and applicable Guidelines including Emergency Guidelines

This letter outlines the response of Correct Care to the recommendation.

Correct Care is fully committed to actioning the recommendation to ensure newly employed nursing staff as well as existing staff undertake induction and continuing professional development that includes education and reference to the Correct Care Medical Emergency Response Policy and the Correct Care Emergency Guidelines for Registered Nurses.

In 2021 Correct Care revised the Emergency Guidelines. As part of the release of the new guidelines, in-service education sessions were delivered at sites to educate clinicians on the guidelines that included the most significant changes to practice. The 'Trauma & Haemorrhage – External Bleeding' in-service education sessions covered the changes to the emergency guidelines in line with changes to the Australian Resuscitation Council guideline on the management of bleeding. This session familiarised staff with the arterial tourniquet and haemostatic dressing that were new additions to the clinical emergency response equipment. A specific simulation kit was purchased to allow staff to practise applying the arterial tourniquet and packing a wound with the haemostatic dressing. These in-service education sessions were repeated 18 times across all sites with 129 clinicians attending.

The in-service education session entitled 'Emergency Guidelines Changes: Acute Asthma and Hyperglycaemia' focused on the significant changes to these two guidelines. The hyperglycaemia aspect introduced blood ketone monitoring in addition to blood glucose monitoring. The acute asthma section focused on the introduction of Ipratropium Bromide as a first-line medication in the treatment of severe and life-threatening acute asthma, introducing the standing orders and associated eLearning course for the administration of Salbutamol and Ipratropium bromide. The session was delivered at 11 sites, with 62 attendees before restrictions prohibited face-to-face education on site.

An electronic copy of the Correct Care Emergency Guidelines for Registered Nurses is available to all staff on the staff portal and 150 hard copies of the publication were distributed, ensuring that each site has a copy with each set of clinical emergency response equipment, as well as additional copies being available to access throughout the health

centre. The new guidelines were discussed at Health Services Managers meetings to disseminate information to clinical staff through on-site meetings.

The restrictions in place through the COVID-19 pandemic did not allow Correct Care Head Office staff to visit sites at the time of the release of the emergency guidelines, so eight in-service education sessions were delivered by the Clinical Education Manager and the Quality & Clinical Compliance Manager via Zoom webinar to introduce the new guidelines and highlight new features. Additional pressures on staff due to managing COVID at this time resulted in low attendance rates at these sessions, and these webinars were followed up with face-to-face in-service education sessions at each site as soon as possible.

The Clinical Equipment & Resources in-service education session includes an overview of the new Emergency Guidelines, with discussion of their improved layout, intended use, and associated equipment available in the emergency bags. Guidelines that had significant updates in line with contemporary best practice are specifically highlighted, including the management of hyperglycaemia and management of acute asthma. Staff are guided in simulation of the use of specific items in the emergency bag, including the administration of Naloxone via Nyxoid nasal spray to treat suspected opioid overdose, application of the HyFin Vent chest seal to treat an open pneumothorax, and management of severe bleeding using the arterial tourniquet and haemostatic dressing. To date this in-service education session has been delivered at 15 sites, with 113 clinicians attending across all sites.

Further to the education regarding the Emergency Guidelines Correct Care has taken the following steps:

1. Staff Portal

The content and design of the staff portal has been reviewed and upgraded to provide staff with ready access to online resources including the Staff Handbook, Emergency Guidelines, Policies and Procedures as well as an event calendar and latest news.

The Correct Care Learning Management System can also now be accessed through the staff portal, providing eLearning courses on a range of clinical topics.

2. Staff Handbook

A Staff Handbook has been developed and is available to all staff on the staff portal - 'Staff Handbook – A Guide to Working with Correct Care'. The Staff Handbook is intended to provide an overview of the clinician's role in providing health care to prisoners and is updated regularly. The Staff Handbook includes a section on Clinical Emergency Response that outlines the expectations of healthcare staff when responding to a medical emergency. There is additional information and links to the relevant emergency response guidelines and policies.

3. Orientation Checklist

There have been additions to the Orientation Checklist for nurses. All new employees are expected to familiarise themselves with the Emergency Guidelines, the location and use of emergency equipment as well as the Medical Emergency Response Policy.

The orientation checklist is completed by the Health Services Manager on site with the new staff member, and is retained on the personnel file.

The Staff Handbook is made available to staff electronically.

4. eLearning

Correct Care has invested further in its Learning Management System, introducing Cornerstone in 2021. New and existing staff members are allocated mandatory training via Cornerstone which must be completed annually.

Several clinical eLearning courses have been developed to direct staff to the Emergency Guidelines or to support specific emergency guidelines. The Basic Life Support eLearning course must be undertaken on commencement of employment and annually as a mandatory requirement for ongoing employment. The theoretical aspects of Basic Life Support education are complemented by a practical education session and a practical competency assessment facilitated by a BLS instructor. The Conscious State Assessment eLearning course details the pathophysiology, comprehensive assessment and rationale for management of a person with an altered level of consciousness. It specifically supports the Head Injuries emergency guideline and Correct Care emergency policies. The Salbutamol and Ipratropium Bromide Standing Orders eLearning course provides guidance on the use of these medications in the emergency management of severe and life-threatening asthma in line with the Acute Asthma emergency guideline. So far 212 nursing staff have completed this eLearning course.

Other eLearning courses such as the Restraint and Positional Asphyxia, Medication Safety and Immunisation also make reference to emergency guidelines to assist staff in familiarising themselves with related content.

5. Continuing professional development

All clinical staff are encouraged to attend the Assessment Skills Workshops tailored to the correctional environment. The workshop specifically refers to the Emergency Guidelines and makes special mention of the assessment and clinical management of an acute head injury. This workshop is available ongoingly for staff to undertake. Inservice education sessions are conducted regularly to introduce staff to clinical updates including any changes to policy.

Yours sincerely



Ms. Christine Fuller
Deputy CEO/Chief Nursing Officer
Correct Care Australasia