

6 June 2022

Coroner Darren Bracken
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Coroner Bracken

Investigation into the death of David Charles Shaw - COR 2020 3566

We refer to Your Honour's Finding without inquest into the death of Mr Shaw, dated 08 March 2022.

On page 8 of the Finding, Your Honour makes the following recommendation:

"I recommend that The Chief Executive Officer of Peninsula Health consider reviewing and limiting the time-frame within which enquiries must be made and concluded into the condition of patients who have not triggered MePACS electronic devices as expected. This review should incorporate consideration of introducing a schedule of criteria setting out the minimum bases of and concomitant supporting evidence by which MePACS staff may consider themselves satisfied that such patients are not in need of urgent medical attention".

In response to the recommendation Peninsula Health intends to implement the following change to its processes:

- 1) Before 11:00 am, when clients are required to have pressed their daily call button to confirm their welfare, MePACS will send out a text message to clients who have not yet completed their daily call. This message will enable clients to respond with confirmation of their welfare. MePACS will accept this as confirmation of a daily call and reduce the number of missed daily calls.
- 2) Following 11:00 am when the missed daily call list is actioned, MePACS will:
 - a. Send out a subsequent text message asking clients to confirm their welfare. Again, this will allow clients to respond and verify their welfare, and they will subsequently be removed from the missed daily call list.
 - b. Send out a text message to the client's contact (next of kin) stating that the client had not pressed their daily call button and if they can confirm the client's welfare. If the contact can confirm the client's welfare, they will be able to respond to the text to verify this. This will subsequently remove the client from the missed daily call list.
- 3) Finally, at a time frame yet to be determined, following these text messages being sent, a final text message will be sent to contacts stating that we have not been able to confirm the client's welfare and unless the contact can confirm welfare within a timeframe (again to be determined) we will contact Victoria Police to carry out a welfare check.

I trust this information satisfies your request for a response to the recommendation under sections 72(3) and 72(4) of the *Coroners Act 2008* (Vic).

Yours sincerely



Helen Cooper
Acting Chief Executive