Dynamic Care Services

To:
The Coroner
65 Kavanagh St, Southbank 3006
www.coronerscourt.vic.gov.au

Incident: Death of Kieran McGuinness on September 11, 2022
Cause of Death: Sudden unexpected death in epilepsy (SUDEP) in the setting of acquired brain injury with post-traumatic epilepsy.

Recommendations:
Pursuant to section 72(2) of the Act, I hereby submit the following recommendations:

1. That Dynamic Care Services provide training to staff on epilepsy and seizure management, with a particular emphasis on the circumstances in which it is necessary to call an ambulance.
2. **Responding to:** The Coroner's recommendation has OR will be implemented.

In response to the Coroner's recommendation, Dynamic Care Services (DCS) is committed to ensuring thorough implementation of all suggested interventions. Our approach is twofold: we assess whether the recommended measures have already been put into effect or outline clear plans for their implementation if they are pending.

For recommendations that have already been implemented, we provide detailed documentation and evidence demonstrating their execution. Conversely, for those recommendations that are yet to be implemented, we outline comprehensive action plans, including timelines and responsible parties, to ensure their prompt execution.

Our goal is to transparently communicate the status of each recommendation, ensuring accountability and adherence to the Coroner's directives. Through this proactive approach, we aim to foster trust and confidence in our commitment to continuous improvement and participant

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Dear Coroner,

On behalf of Dynamic Care Services (DCS), I extend our deepest condolences to the family and friends of Kieran McGuinness. His untimely passing has left a profound impact on our organization and the community at large. Kieran's warmth, spirit, and resilience were evident to all who knew him, and his loss is deeply felt by all.

As we navigate the aftermath of this tragic event, we are committed to ensuring that Kieran's memory is honored through our actions. We recognize that there are lessons to be learned and improvements to be made, and we welcome the opportunity to address the recommendations outlined in the coroner's report comprehensively.

Evidence of Implementation:

1. **Governance Policy and Procedure:**

   - Comprehensive documentation of governance policies and procedures, including those related to participant safety, staff training, and adherence to regulatory requirements. These documents outline our commitment to maintaining high standards of care and operational excellence.

2. **Master Register-** Dynamic Care Services maintains a comprehensive Master Register, serving as a central repository for various governance requirements and quality improvement tools. This register goes beyond staff training records and encompasses essential components such as:

   - Documentation of staff training sessions covering diverse topics.
   - Records of governance procedures and compliance measures.
   - Quality improvement initiatives and their outcomes.
   - Participant-related documentation ensuring adherence to individual care plans.
   - Incident reports and risk assessments for continuous improvement.
   - Any other pertinent information is vital for maintaining operational excellence and participant safety.
   - By utilizing the Master Register, Dynamic Care Services ensures efficient management of critical aspects of service delivery, promoting accountability, transparency, and continuous enhancement across all operational facets.
   - Dynamic Care Services maintains a comprehensive Master Register, serving as a central repository for various governance requirements and quality improvement tools.
   - The Master Register serves as a tool for tracking staff training initiatives. It includes records of all training sessions conducted, topics covered, and

staff attendance. This register demonstrates our proactive approach to staff development and ensures that all employees receive essential training, including epilepsy and seizure management.

3. **Evidence of Membership with National Disability Services (NDS):**

- Documentation confirming Dynamic Care Services' membership with the National Disability Services. This membership underscore

- es our dedication to industry best practices, ongoing professional development, and collaboration with relevant stakeholders to enhance the quality of care provided to participants.

4. **E-Training Records and Registration Evidence:**

- Records of e-training completion by staff members, including modules related to epilepsy and seizure management, obtained through the e-learning platform. Additionally, evidence of registration with relevant training programs, such as those offered by the National Disability Services, further demonstrates our commitment to staff education and skill development.

- Attached the Training Brodeur

By providing this evidence, Dynamic Care Services reaffirms its dedication to implementing the coroner's recommendations and ensuring the ongoing safety and well-being of our participants.

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Induction:

The findings of the Coroner's report underscore a vital recommendation directed at Dynamic Care Services under section 72(2) of the Coroners Act 2008 (Vic). As part of our commitment to ensuring the highest standards of care and safety, it is imperative that we respond promptly and effectively to this recommendation.

Response:

In line with our commitment to upholding the highest standards of care and safety, Dynamic Care Services acknowledges and acts upon the recommendation put forth by the Coroner's report. As such, we are dedicated to the thorough implementation of a comprehensive training initiative for our staff members.

This training will encompass a detailed exploration of epilepsy and seizure management, with a particular emphasis on identifying scenarios that necessitate prompt ambulance intervention. Our aim is to equip our staff with the knowledge and skills required to respond effectively and swiftly to emergency situations involving seizures, thereby ensuring the safety and well-being of our participants.

To achieve this objective, we will develop tailored training modules that address the nuances of epilepsy management, including seizure recognition, first aid protocols, and the appropriate steps to take in emergency situations. Additionally, we will provide practical training scenarios and simulations to enhance staff readiness and confidence in handling real-life scenarios.

Moreover, our training program will emphasize the importance of clear communication and collaboration among staff members, participants, and emergency response teams. We recognize that effective communication is essential for facilitating timely assistance and optimizing participant outcomes during critical incidents.

Dynamic Care Services is committed to ongoing evaluation and refinement of our training initiatives to ensure their effectiveness and relevance. We will solicit feedback from staff members and stakeholders to identify areas for improvement and implement necessary adjustments accordingly.

By investing in comprehensive training on epilepsy and seizure management, Dynamic Care Services reaffirms its dedication to providing exceptional care and support to our participants. We are confident that this proactive approach will enhance participant safety, foster staff confidence, and uphold our commitment to excellence in service delivery.

Background:

Building upon the robust foundation established prior to Kieran McGuinness's passing, Dynamic Care Services remains steadfast in its commitment to continuous improvement and adherence to best practices. Our governance Policies and Procedures Manual, already in place, serves as a cornerstone for upholding adherence to NDIS services and ensuring the highest standards of care provision.

Our partnership with the National Disability Services has been instrumental in facilitating the implementation of a comprehensive training program. Delivered through our eLearning Management System (LMS), this program covers a wide array of pertinent topics, including acquired brain injury (ABI), epilepsy management, mental health, CPR, and support for complex clients. This proactive approach to staff development ensures that our team

remains equipped with the necessary knowledge and skills to provide exceptional care to our participants.

Epilepsy and Seizure Management Training:

- Recognition of Seizures: Our training program covers the identification of various seizure types and their corresponding symptoms, including tonic-clonic, absence, and focal seizures.

- First Aid During Seizures: Staff are trained to respond effectively during a seizure, ensuring the safety of the individual by protecting their head, providing comfort, and taking necessary precautions.

- Emergency Situations: We emphasize the recognition of emergency situations, such as prolonged seizures or clusters of seizures, prompting immediate medical attention.

- When to Call an Ambulance: Our staff are educated on the critical indicators that necessitate calling an ambulance, such as seizures lasting longer than 5 minutes or occurring in rapid succession without recovery intervals.

- Medication Management: Training includes familiarization with participants' prescribed antiepileptic medications, dosages, and potential side effects to ensure safe and effective administration.

- Individualized Care Plans: Each participant's care plan is meticulously crafted to include tailored instructions for epilepsy management, ensuring personalized and effective care.

2. **Documentation and Tools:**

- Pre-Employment Checklist: We adhere to thorough pre-employment checks, including comprehensive background checks and reference verification, to ensure the suitability of staff members.

- Intake Form: Relevant participant medical history, including previous seizures, triggers, and medications, is meticulously documented to inform personalized care.

- Risk Assessment: We conduct, and document risk assessments related to epilepsy, addressing potential hazards such as falls, seizure-related injuries, and medication adherence.

- Care Plan: Individualized care plans are developed to outline specific protocols for managing seizures, including detailed emergency procedures.

- Client Information/Profile Form: Up-to-date participant health status, preferences, and emergency contacts are maintained to facilitate efficient and informed care provision.

- Training Resources: We utilize reputable training materials from organizations such as the National Disability Insurance Scheme (NDIS) to ensure staff receive relevant and high-quality education.

3. **Continuous Learning:**

- We are committed to regularly updating staff training to align with the latest guidelines and best practices in epilepsy and seizure management.

- Refresher courses and ongoing education opportunities are considered and encouraged to reinforce staff knowledge and skills continually.

4. **Collaboration with NDS and LMS:**

- Dynamic Care Services values its partnership with the NDIS and leverages the train Learning Management System (LMS) to deliver commendable training initiatives.

- We actively engage staff with available training modules on risk management, falls prevention, epilepsy, and CPR through the LMS, promoting continuous learning and skill application in practice.

Dynamic Care Services is dedicated to ensuring our staff members are adequately trained and equipped to provide safe and effective care to participants with epilepsy. We remain committed to continuous improvement and adherence to best practices in epilepsy management, striving to uphold the highest standards of care provision.

Addition Intervention Implemented:

In response to Kieran's passing, Dynamic Care Services swiftly implemented an alternative intervention to enhance participant safety and operational efficiency. This intervention comes in the form of Brevity CRM, offering a range of features and benefits:

1. **Automation:** Brevity streamlines administrative tasks by automating processes related to participant services and staff compliance. This automation reduces manual workload, minimizes errors, and enhances operational efficiency.

2. **Participant Service Management:** The CRM platform enables seamless management of participant interactions, progress tracking, and support activities. It centralizes participant data, facilitating quick access to relevant information and ensuring personalized care delivery.

3. **Staff Compliance Monitoring:** Brevity includes features for monitoring staff compliance with regulatory requirements, training obligations, and adherence to care protocols. It provides real-time insights into staff activities, certifications, and performance, enabling proactive compliance management.

4. **Streamlined Communication:** The CRM system facilitates communication among staff members, participants, and stakeholders through built-in messaging and collaboration tools. This streamlined communication enhances coordination, promotes transparency, and fosters collaboration across teams.

5. **Reporting and Analytics:** Brevity offers robust reporting and analytics capabilities, allowing for the generation of customized reports on participant outcomes, staff performance, compliance metrics, and operational trends. These insights support data-driven decision-making and continuous quality improvement initiatives.

Brevity is a comprehensive CRM solution equipped with a mobile application that enables real-time tracking of employee activities and participant interactions. The mobile application allows for the logging of support activities, progress notes, risk assessments, and incident reports. Additionally, it facilitates communication tools and maintains all participant details in one centralized platform.

By implementing the Brevity CRM program, Dynamic Care Services aimed to enhance operational efficiency, optimize participant care delivery, and ensure rigorous compliance with regulatory standards. This software solution represents a significant step forward in our commitment to providing high-quality, person-centered support to our participants while maintaining rigorous adherence to industry regulations and best practices.

Implementation Timeline:

The implementation of the Brevity CRM program occurred after the receipt of the coroner's findings. The approximate date of implementation was 28/02/2024.

### Information Demonstrating Implementation:

To demonstrate the implementation of the Brevity CRM program, we have:

- Conducted training sessions for staff members on how to utilize the CRM system effectively.

- Established protocols and procedures for integrating Brevity into our operational practices.

- Monitored staff utilization of the mobile application and documented feedback and observations regarding its efficacy.

Contact Person for Recommendation Consideration:

For inquiries or updates regarding the consideration of the Coroner's recommendation, please contact:

Luisa Di Fabio
General manager
Dynamic Care Services

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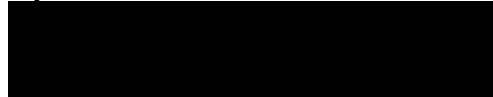
In closing, we reiterate our heartfelt sympathies to the loved ones of Kieran McGuinness. We are committed to honoring his memory by continually striving for excellence in our service provision and by implementing measures to enhance participant safety and well-being.

Sincerely,

Luisa Di Fabio
General Manager
Dynamic Care Services