

9th July 2024

Ms N. Bayly-Jones

Coroner's Registrar

Coroner's Support Services

Via email: [cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Ms Bayly-Jones,

Investigation into the death of Shirley Jones – COR 2021 005964

I refer to your email dated 10 April 2024 that shared a copy of Coroner Sarah Gebert's *Finding Without Inquest* into the death of Shirley Jones, a former resident of Baptcare Abbey Gardens Community. On behalf of Baptcare, I convey my sincere condolences to Ms Jones' family for their loss. I would also like to thank you for the opportunity to advise the Coroner's Court of the actions we have taken as a result of the learning arising from Ms Jones' readmission to Baptcare Abbey Gardens Community from hospital and the following Coroner's recommendation:

***"I recommend that Baptcare consider amending its Residential Aged Care 'Readmission from Hospital Checklist' to include a reference to confirming and documenting dates of planned follow-up care and future appointments."***

I can confirm that the Coroner's recommendation has been implemented across Baptcare's Residential Aged Care (RAC) portfolio. Prior to receiving the Coroner's findings Baptcare undertook an investigation of Ms Jones' care resulting in a review of the Readmission From Hospital Checklist. On receipt of the Coroner's finding, a further minor amendment was made.

#### *Review of Baptcare's Readmission From Hospital Checklist*

Baptcare's Readmission From Hospital Checklist document (the Checklist) is used as a guide to support staff when a resident returns from hospital. The following items were added to the Checklist in October 2021 (refer to Appendix One):

1. Ensure there is a medical discharge summary received from hospital. This should include hospital treatment and list all current medications. If no summary is provided, contact the hospital, and request a copy be faxed to Baptcare as soon as possible.
2. Ensure discharge instructions are followed up and documented in progress notes and/or diary.

Following receipt of the Coroner's findings, the Checklist was further reviewed and enhanced. This enhancement included:

1. Development of the checklist in Baptcare's electronic clinical management system - Telstra Health - Clinical Manager with progress note automation. (Refer to Appendix Two – Readmission From Hospital Checklist – Clinical Manager)
2. Introduction of the use of task management within Clinical Manager to support follow up care and future appointments.

Baptcare is confident the improvements will both improve resident outcomes and meet the Coroner's recommendation.

Yours sincerely,



Geraldine Lannon  
Chief Executive Officer

**Att:** Appendix One - Readmission From Hospital Checklist Version 3

Appendix Two - Readmission From Hospital Checklist – Clinical Manager

# RESIDENTIAL AGED CARE | FORM

## Re-admission from Hospital Checklist

***This document was printed on 17 May 2024 and may be varied, withdrawn or replaced at any time. Printed copies, or part thereof, are regarded as uncontrolled and should not be relied upon as the current version. It is the responsibility of the individual reading this document to always refer to Baptcare’s electronic library via their services hub for the latest version.***

Consumer Name: \_\_\_\_\_

Return from Hospital Date: \_\_\_\_\_

	Tick ✓	Initial
GP Contacted	<input type="checkbox"/>	<input type="checkbox"/>
Representative notified of return	<input type="checkbox"/>	<input type="checkbox"/>
Notification to:		
RCSM/Clinical Staff	<input type="checkbox"/>	<input type="checkbox"/>
Administration	<input type="checkbox"/>	<input type="checkbox"/>
Lifestyle	<input type="checkbox"/>	<input type="checkbox"/>
Chaplain	<input type="checkbox"/>	<input type="checkbox"/>
Catering / Hospitality	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>
Physiotherapist / OT	<input type="checkbox"/>	<input type="checkbox"/>
Other Allied Health	<input type="checkbox"/>	<input type="checkbox"/>
Ensure there is a medical discharge summary received from hospital. This should include hospital treatment and lists all current medications. If no summary provided, contact the hospital and request a copy be faxed as soon as possible.	<input type="checkbox"/>	<input type="checkbox"/>
Ensure discharge instructions are followed up and documented in progress notes and/or diary.	<input type="checkbox"/>	<input type="checkbox"/>
RN to check the hospital discharge medications against the consumers current medication chart for discrepancies	<input type="checkbox"/>	<input type="checkbox"/>
If there are medication chart discrepancies arrange for a locum doctor to review if usual doctor not available within 24hours.	<input type="checkbox"/>	<input type="checkbox"/>
Do full set of observations. Document observations in consumer charting on iCare	<input type="checkbox"/>	<input type="checkbox"/>
Nurse to complete a head to toe assessment of consumer.	<input type="checkbox"/>	<input type="checkbox"/>
Document in progress notes condition on return and any changes to care to be provided	<input type="checkbox"/>	<input type="checkbox"/>
Document any changes to care on the appropriate assessments/care plan	<input type="checkbox"/>	<input type="checkbox"/>
Review and complete all relevant assessments that are impacted by the hospital stay. Eg. Hip fracture – all assessments with physical components are required to be reviewed, Behavioural issues – behaviour assessment	<input type="checkbox"/>	<input type="checkbox"/>
Review and evaluate the care plan	<input type="checkbox"/>	<input type="checkbox"/>
Commence any charting required – eg wound charts (if wounds are present), pain charting (if new pain location or medication amendment)	<input type="checkbox"/>	<input type="checkbox"/>

## Assessment form preview

### Re-Admission from Hospital

Started by	Last entered by
Designation	Designation
Date/time	Date/time

\* Denotes a mandatory field

* Notify Representative of Consumer Return to Facility
* Notification of Consumer Return to the Following: <input type="button" value="Choose"/>
* Medical Discharge Summary Received from Hospital and Uploaded into Documents  If Medical Discharge Summary has not being recieved to be follow up with the hospital ASAP.
* Summarise Discharge Instructions <input type="text"/>
Schedule Tasks for Discharge Instructions in Clinical Manager
Schedule Tasks for Appointments in Clinical Manager
* Review Hospital Discharge for Medication Changes (Registered Nurse) <input type="button" value="Choose"/>
* Complete a Head to Toe Assessment of Consumer (Registered Nurse) Document Outcomes: <input type="text"/>
* Complete a Full Set of Observations <input type="text"/> Blood pressure, pulse, temperature, respiration rates, oxygen stats, BGL (if required).
If Consumers Length of Stay was Greater than Three Days Complete a Weight
* Review and Complete All Relevant Assessments that are Impacted by the Hospital Admission  Eg. Hip fracture – all assessments with physical components are required to be reviewed, Behavioural issues – behaviour assessment
* Review and Evaluate the Careplan
* Commence any Charting Required  eg wound charts (if wounds are present), pain charting (if new pain location or medication amendment)
* Update Handover with any Required Changes

