

28th August 2025

Ms Claudia Lori
CPU Administration Officer
Coroners Prevention Unit
Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VICTORIA 3006

By email - [REDACTED]

Dear Ms Lori

RE - Finding with recommendations provided_COR 2023 003256 - Judith Pollard

I refer to your email dated 9 July 2025 and the findings of Coroner Jamieson, without inquest, into the death of Ms Judith Pollard (**'Ms Pollard'**) dated 27 February 2025 (**'the findings'**).

I refer to 'recommendation 1' contained in page 7 of the findings and advise that Ramsay Health Care Australia has implemented the recommendation that:

*'In the interests of promoting public health and safety and with the aim of preventing like deaths, I recommend that **Ramsay Health** update its 'Risk assessment & Category Observation' policy by mandating that staff complete additional observations and provide guidance regarding staggering observations with the view to prevent patients discerning their frequency'.*

The RHCA Risk Assessment and Category Observation Policy and RHCA Assessment and Category Observation Guideline have both been updated to include the following:

"Note: It is highly recommended staff undertake additional rounds between prescribed times so that patients cannot discern a pattern or set time or fixed staff routine."

This update aims to reinforce the importance of staggered and variable observation practices to promote patient safety, reduce the risk of self-harm, and align with best practice standards in mental health.

To ensure effective implementation, education was provided to relevant clinical teams, and audits were conducted post-policy revision. Recent audits have confirmed that:

- Additional, unscheduled observation rounds are occurring across relevant clinical areas.
- Timing of patient sightings demonstrates appropriate variation, with staff intentionally staggering checks to prevent predictability.
- Compliance with documentation requirements has improved, reflecting clearer guidance and heightened awareness of the rationale for observation variability.

RHCA remains committed to continuous quality improvement and patient safety and will continue to monitor adherence through routine audits and feedback mechanisms.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'C. Magro', followed by a horizontal line.

Mr Christopher Magro
Director of Clinical Services
Shepparton Private Hospital